

City of Milwaukee Community Satisfaction Survey



**PATINKIN
RESEARCH
STRATEGIES**



- **A survey of n=400 City of Milwaukie residents was conducted via by telephone using professional interviewers. Interviews were conducted via both landline and cell phone. Cell phone interviews represent 75% of the sample.**
- **Interviews were conducted January 6th-10th, 2020.**
- **The margin of error for the sample as a whole is plus or minus 4.9 percentage points at the 95% level of confidence. The margin of error for subgroups varies and is higher.**
- **Throughout this report we refer to “younger” and “older” residents. Younger residents are under age 55 and older residents are age 55 and up.**
- **This analysis also includes data from the telephone portion of the May 2017 Community Satisfaction Survey (n=500 with a margin of error plus or minus 4.4 percentage points at the 95% level of confidence).**

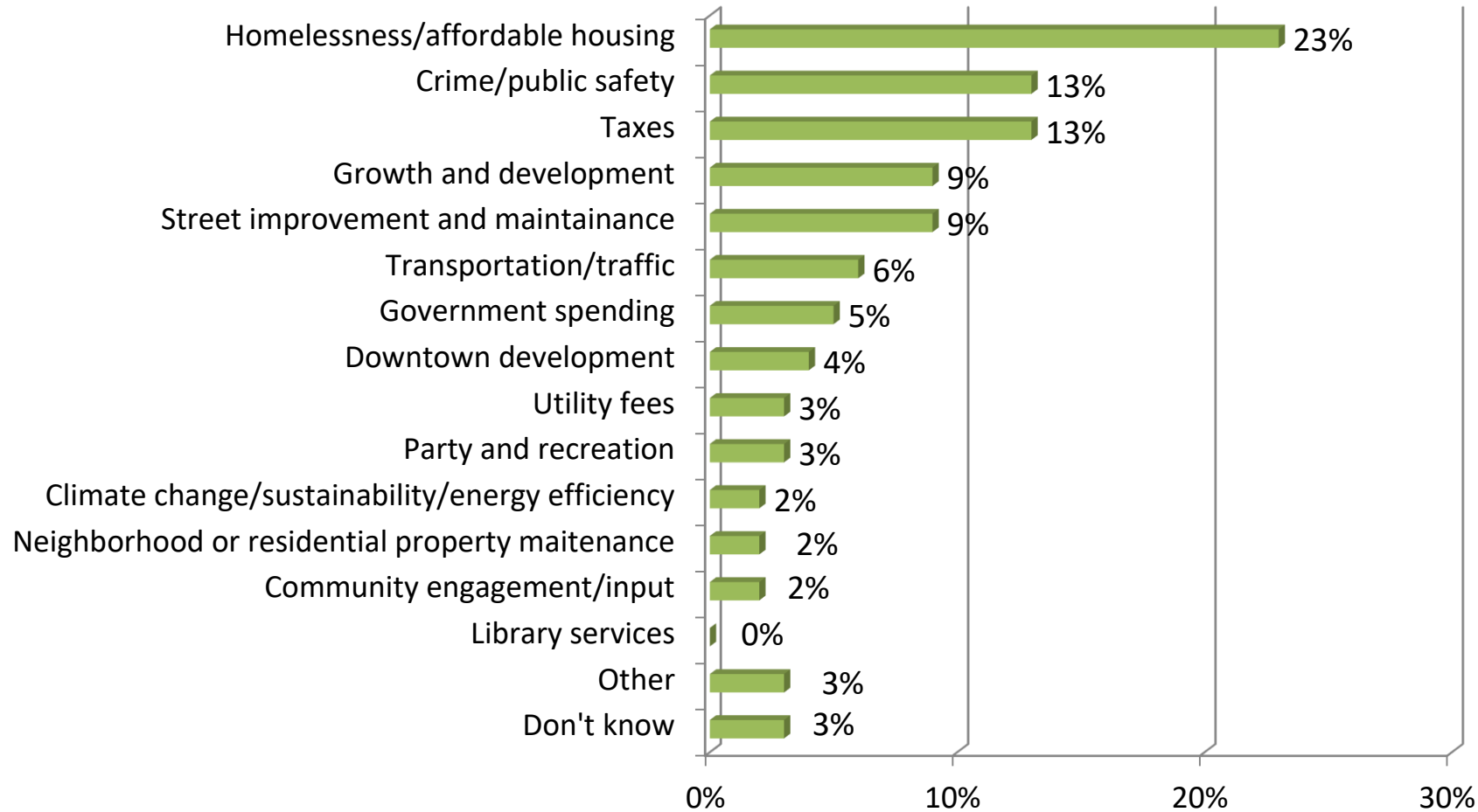


Perceptions of the City of Milwaukee

Homelessness and affordable housing are the top issues residents want addressed in open-ended questioning



Second tier issues include crime/public safety, taxes, growth and development.



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

Concerns about homelessness and affordable housing have increased since the 2017 Community Satisfaction Survey



Meanwhile concerns about downtown development and taxes have decreased over the same interval.

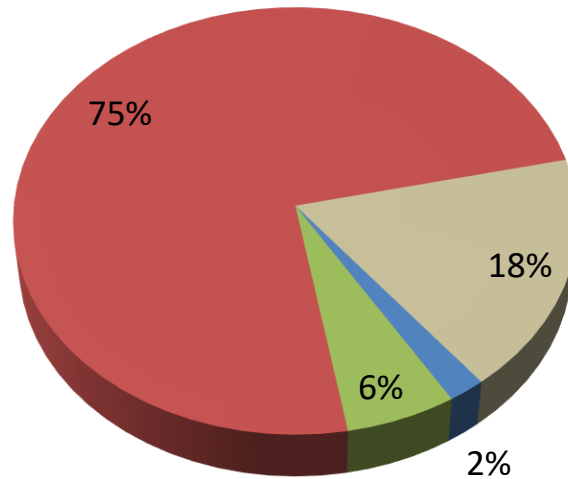
	2017	2020	Change
HOMELESSNESS/AFFORDABLE HOUSING	10%	23%	+13
GROWTH AND DEVELOPMENT	7%	9%	+2
TRANSPORTATION / TRAFFIC	4%	6%	+2
CRIME/PUBLIC SAFETY	12%	13%	+1
OTHER	2%	3%	+1
STREET IMPROVEMENT/MAINTENANCE	9%	9%	-0-
NEIGHBORHOOD OR RESIDENTIAL PROPERTY MAINTENANCE	2%	2%	-0-
DK/NA	3%	3%	-0-
GOVERNMENT SPENDING	6%	5%	-1
PARKS AND RECREATION	4%	3%	-1
LIBRARY SERVICES	1%	0%	-1
UTILITY FEES	6%	3%	-3
DOWNTOWN DEVELOPMENT	9%	4%	-5
TAXES	26%	13%	-13
CLIMATE CHANGE/SUSTAINABILITY/ENERGY EFFICIENCY	NA	2%	NA
COMMUNITY ENGAGEMENT/INPUT	NA	2%	NA

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

Three-quarters believe the cost of housing in Milwaukie is too high



Residents who have lived in their current home the longest are comparatively less likely to believe housing costs are too high in the city.



- Too high
- Right amount
- Too low
- Not sure

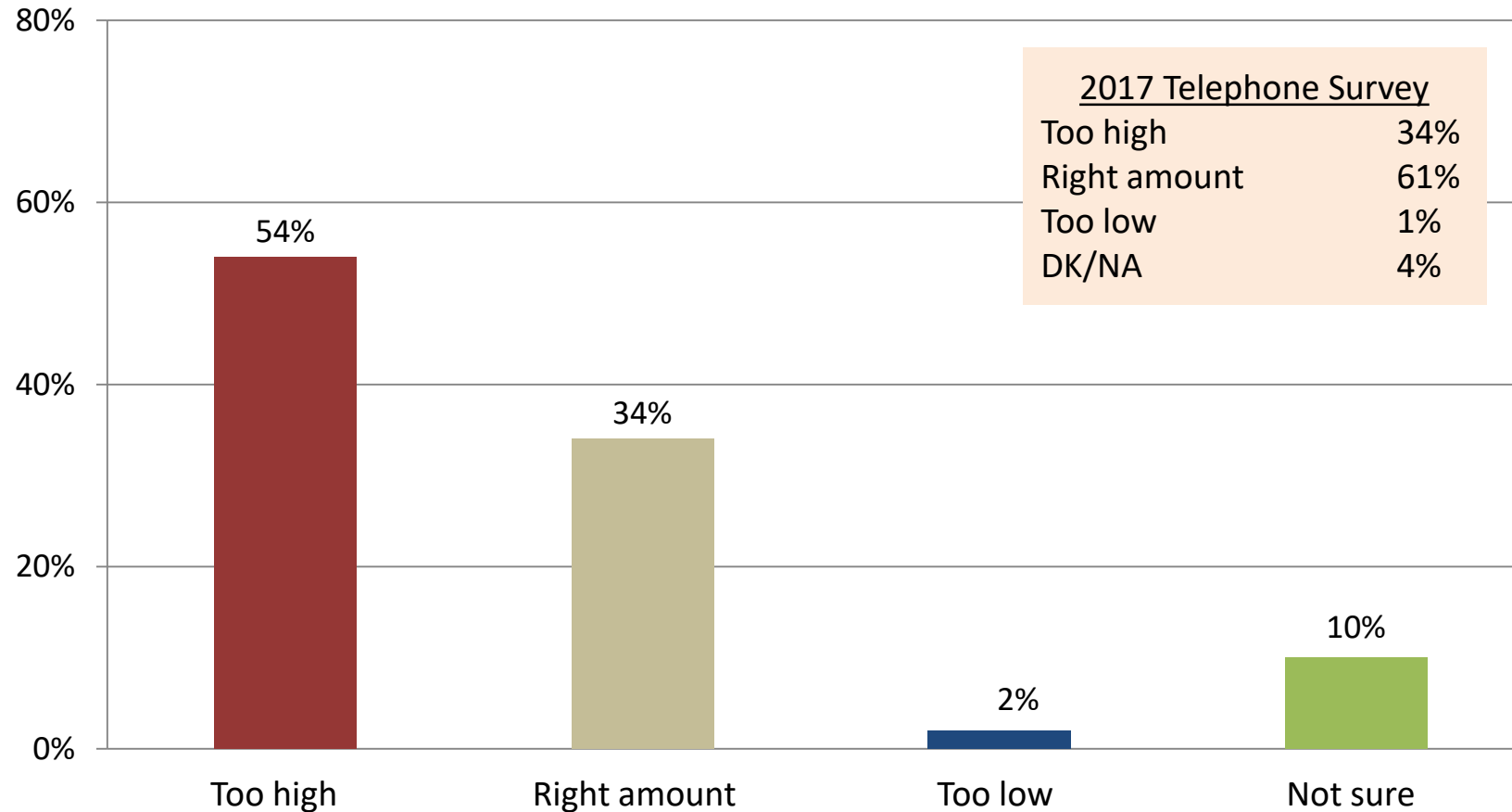
	Too high	Right amount
Current home <2 years	85%	6%
Current home 3-10 years	73%	21%
Current home 11-20 years	79%	16%
Current home 20+ years	60%	32%

Switching gears, do you think the cost of housing in the City of Milwaukie is too high, the right amount or too low?

A majority now feel that the cost of utilities in Milwaukie is too high



This represents a 20-point shift since the 2017 survey.



2017 Telephone Survey	
Too high	34%
Right amount	61%
Too low	1%
DK/NA	4%

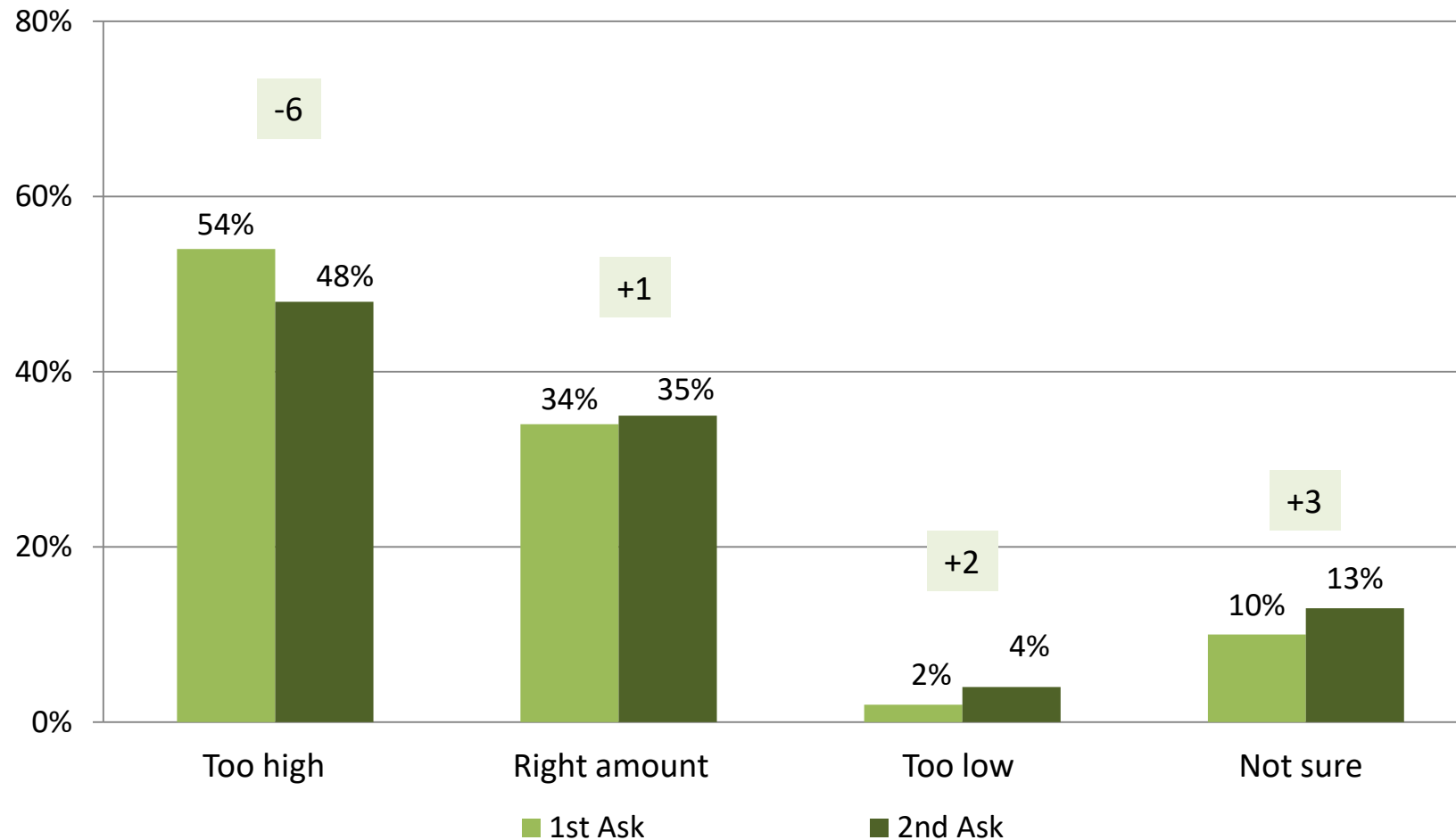
Most likely to say "too high"	
Kids @ home	69%
HH income \$40K-\$80K	65%
Under 55, no college	66%
Ages 45-64	64%
Ages 18-34	61%
POC	61%
Young women	60%
Some college	60%
No college men	59%
All residents	54%

Switching gears, do you think the cost of utilities in the City of Milwaukie is too high, the right amount or too low?

The number who believe utility costs are “too high” decrease by six-points after residents hear the average cost in the city



A plurality continue to fall into the “too high” category.



Right now the average City of Milwaukie utility bill for a single-family household is one hundred and twenty-nine dollars and twenty-one cents. This includes water, wastewater, storm water, street and transportation system charges. Having heard this, do you think the cost of utilities in the City of Milwaukie is too high, the right amount or too low?

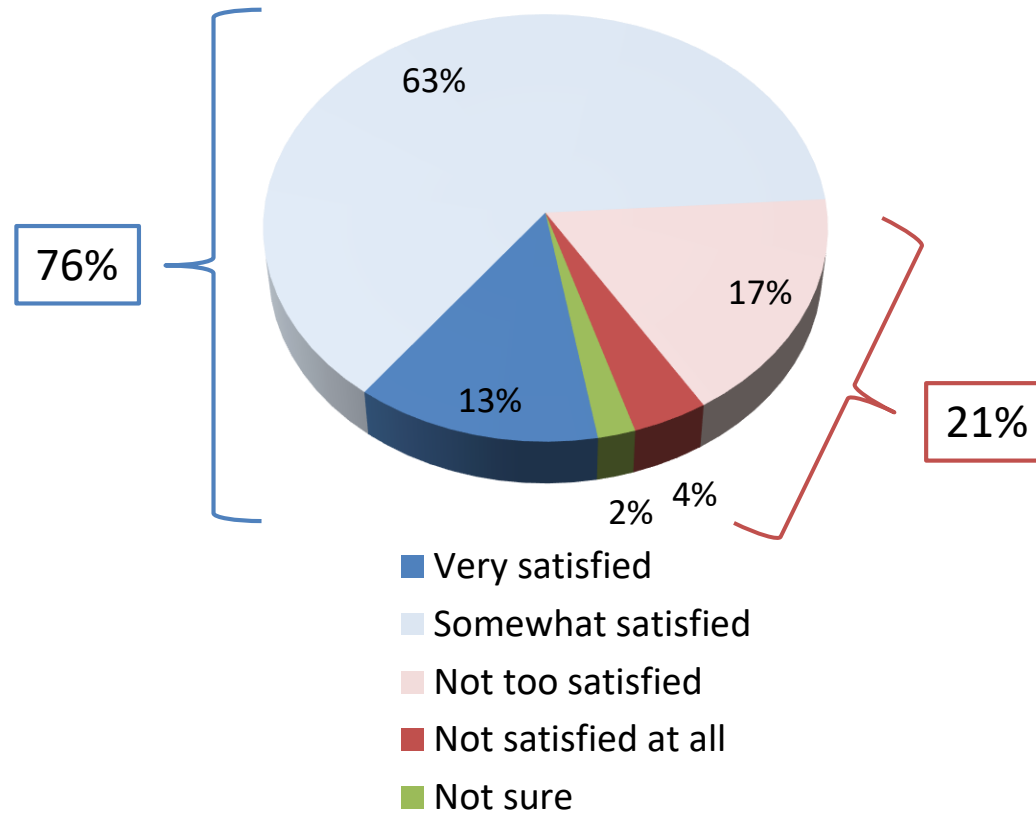


Perceptions of City Departments and Services

Three-quarters are satisfied with the quality of services provided by the City of Milwaukee



The intensity of feeling is muted – with only 13% “very satisfied” and 4% “not satisfied at all.” Net satisfaction has decreased by eight-points since 2017.



2017 Telephone Survey	
Net “satisfied”	84%
Net “not satisfied”	14%

Where satisfaction has decreased the most:	
Current home <10 yrs.	-20
Renters	-18
HH Income \$40K-\$80K	-16
Under age 55	-15
Kids @ home	-15
All residents	-8

Generally speaking, how satisfied are you with the quality of services provided by the City of Milwaukee. Are you...

Most likely to be:



“Very satisfied” with quality of services

- Current home 20+ years 32%
- Over age 55, no college 19%
- No college women 18%

• All residents 13%

“Somewhat satisfied” with quality of services

- Current home 11-20 yrs. 81%
- Older residents 69%
- College educated men 69%

• All residents 63%

“Not too satisfied” with quality of services

- College women 25%
- Kids @ home 25%
- Current home <2 years 24%
- Renters 23%
- HH Income \$60K-\$80K 23%
- Young women 22%
- Ages 18-34 22%

• All residents 17%

“Not satisfied at all” with quality of services

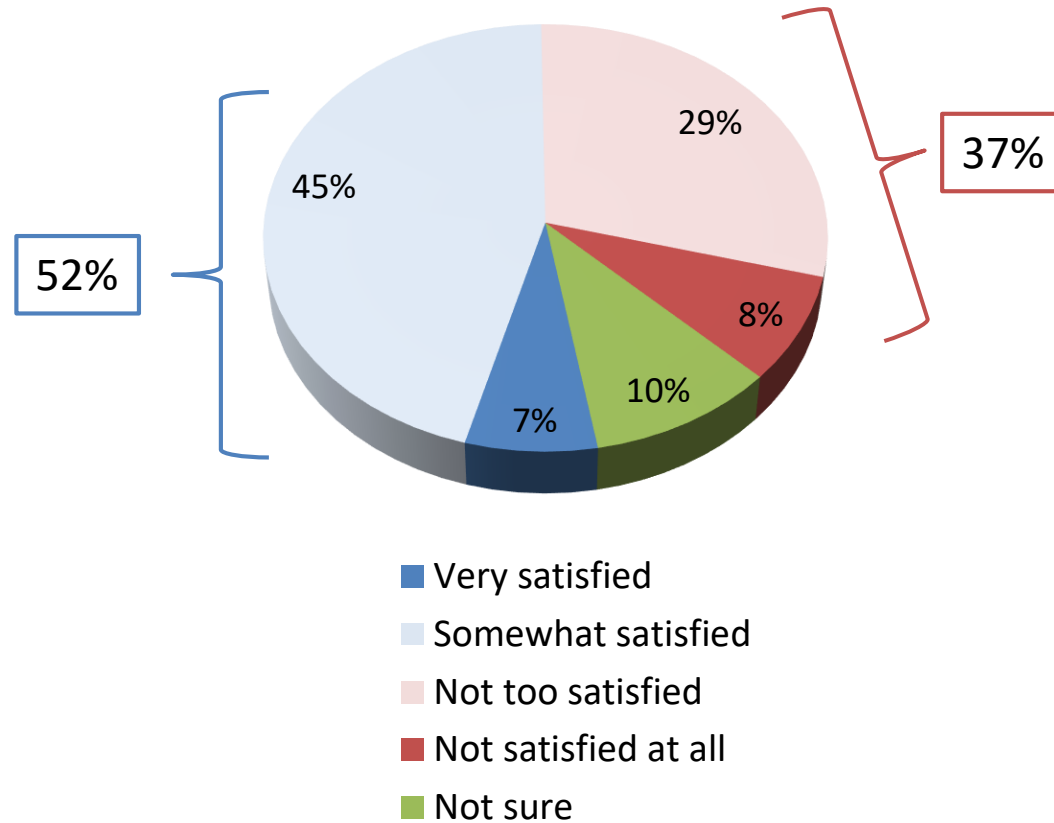
- POC 14%
- Current home <2 years 13%
- Ages 18-34 10%
- Under 55, no college 9%

• All residents 4%

A majority are satisfied with how the City of Milwaukie spends tax dollars



Satisfaction is also down since 2017 – both in terms of the net (-9) and those who are “very satisfied” (-5).



2017 Telephone Survey

Net “satisfied”	61%
Net “not satisfied”	24%

Where satisfaction has decreased the most:

No college men	-17
Current home <10 yrs.	-16
HH Income \$40K-\$80K	-16
Under age 55	-16
Post grads	-16
Renters	-15
Kids @ home	-14
All residents	-9

How satisfied are you with how the City of Milwaukie spends the tax dollars it receives?

Most likely to be:



“Very satisfied” with how tax dollars are spent

- Current home 20+ yrs. 23%
- All residents 7%

“Somewhat satisfied” with how tax dollars are spent

- College+ 55%
- HH Income \$40K-\$60K 54%
- Ages 65+ 53%
- Older women 52%
- All residents 45%

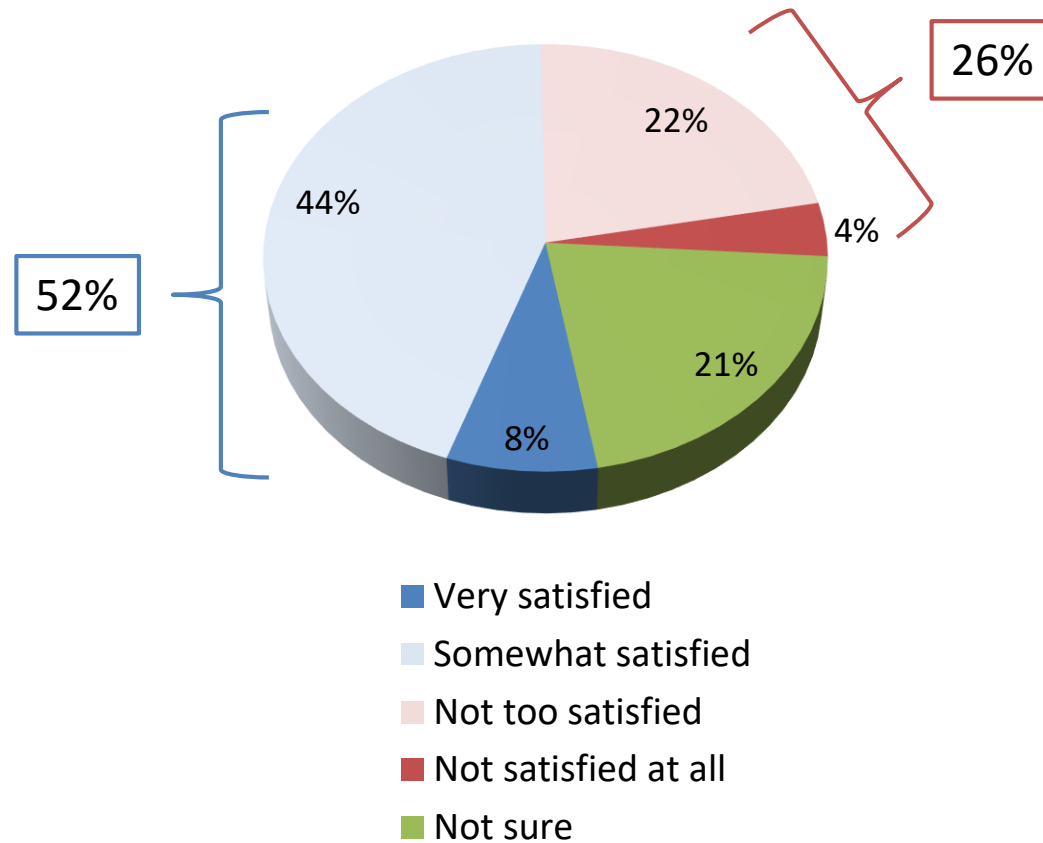
“Not too satisfied” with how tax dollars are spent

- Post grads 41%
- College women 38%
- HH Income \$60K-\$80K 36%
- Young women 34%
- Current home 3-10 yrs. 34%
- All residents 29%

“Not satisfied at all” with how tax dollars are spent

- POC 25%
- HS or less 18%
- Current home <2 years 16%
- Under 55, no college 16%
- Young men 14%
- Ages 18-34 13%
- All residents 8%

While a majority are satisfied with how the city seeks input from residents, one-in-five are unable to weigh in either way



How satisfied are you with how the City of Milwaukie seeks input from residents on plans and projects?

Most likely to be:



Net “satisfied” with how the city seeks input

• Current home 20+ yrs.	64%
• Ages 65+	62%
• HH Income <\$40K	61%
• College educated men	60%
• Men over age 55	60%
• HH Income \$60K+	58%
• Over 55, college+	58%
• Renters	58%
• Post grads	57%
• All residents	52%

Net “not satisfied” with how the city seeks input

• HH Income \$40K-\$60K	33%
• College women	33%
• Precinct 55	33%
• Current home 11-20 yrs.	32%
• Over age 55	31%
• Kids @ home	31%
• No college men	31%
• All residents	26%

Not sure

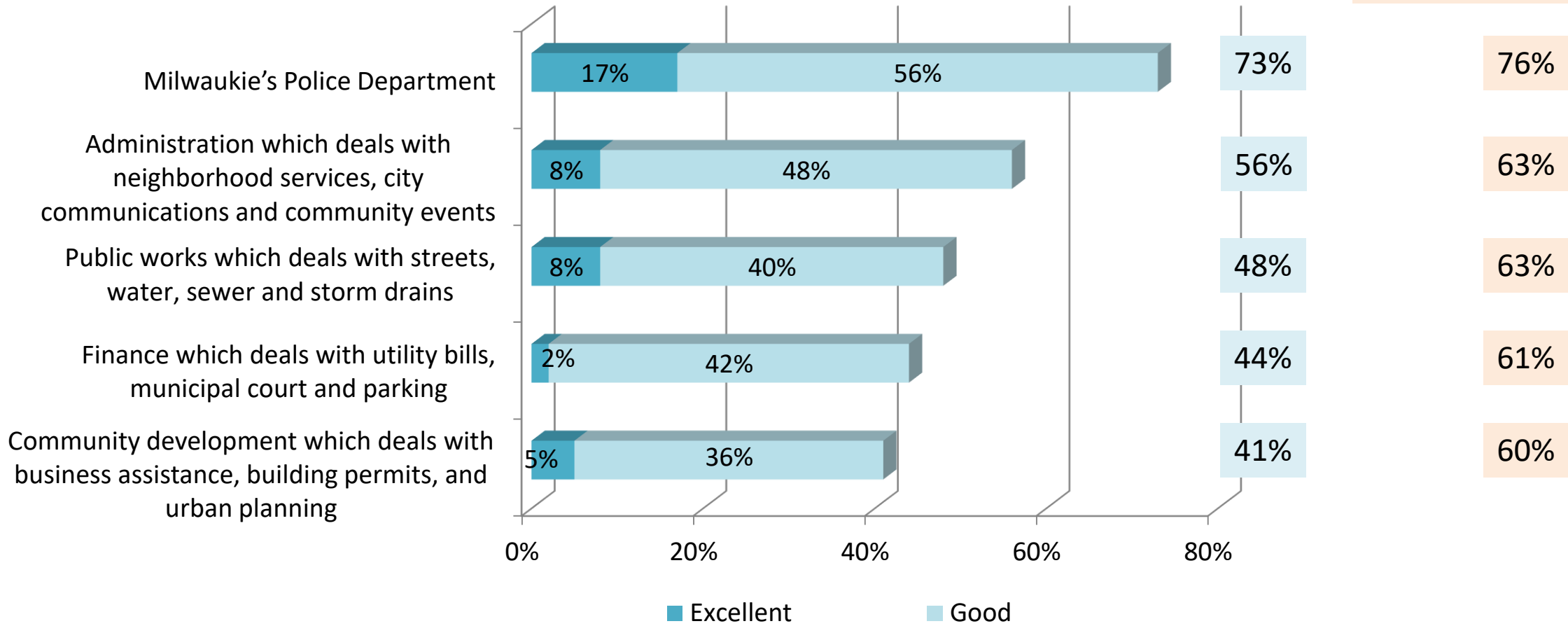
• Under age 55	27%
• HH Income \$40K-\$60K	27%
• HS or less	26%
• No college men	26%
• All residents	21%

While job performance ratings for most departments are down since 2017, the police department continues to receive very positive ratings



Residents are more likely to be unsure how to rate administration and community development as compared to in 2017.

2017 Telephone Survey

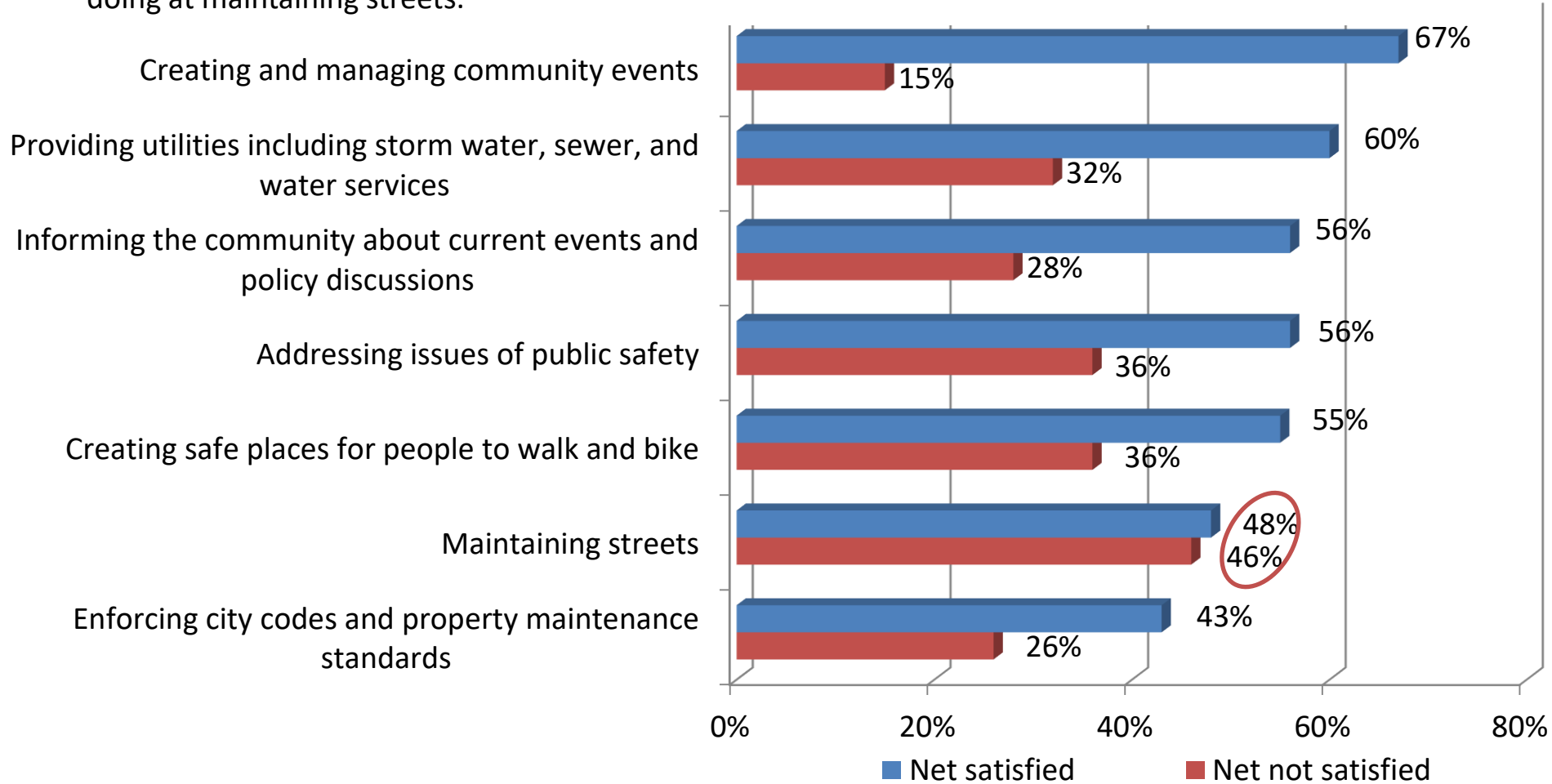


I'm going to read you the names of some of the City of Milwaukie's departments. After each, please tell me if you think that department is doing an excellent job, a good job, only a fair job, or a poor job. If you aren't sure how good a job that department is doing, please tell me and we'll move on.

Overall, residents are satisfied with most city services tested



Community events and utility services receive the highest ratings. Residents are divided over how the city is doing at maintaining streets.



	<u>Very satisfied</u>	<u>Not satisfied at all</u>
Creating and managing community events	19%	4%
Providing utilities including storm water, sewer, and water services	15%	5%
Informing the community about current events and policy discussions	7%	6%
Addressing issues of public safety	17%	8%
Creating safe places for people to walk and bike	14%	6%
Maintaining streets	7%	11%
Enforcing city codes and property maintenance standards	9%	6%

I am going to read you some different services provided by the City of Milwaukee. After each, please tell me how satisfied you are with each service. Are you very satisfied, somewhat satisfied, not too satisfied, or not satisfied at all? If you aren't sure, you can tell me that, too.

With the exception of events, ratings for city services are down since the last Community Satisfaction Survey



Though again, with the exception of street maintenance a plurality of residents are satisfied with every service tested.

Net “satisfied”	2017	2020	Change
Creating and managing community events	71%	67%	-4
Creating safe places for people to walk and bike***	65%	55%	-10
Maintaining streets	62%	48%	-14
Enforcing city codes and property maintenance standards	59%	43%	-16
Providing utilities including storm water, sewer, and water services	77%	60%	-17
Informing the community about current events and policy discussions	73%	56%	-17
Addressing issues of public safety	78%	56%	-22

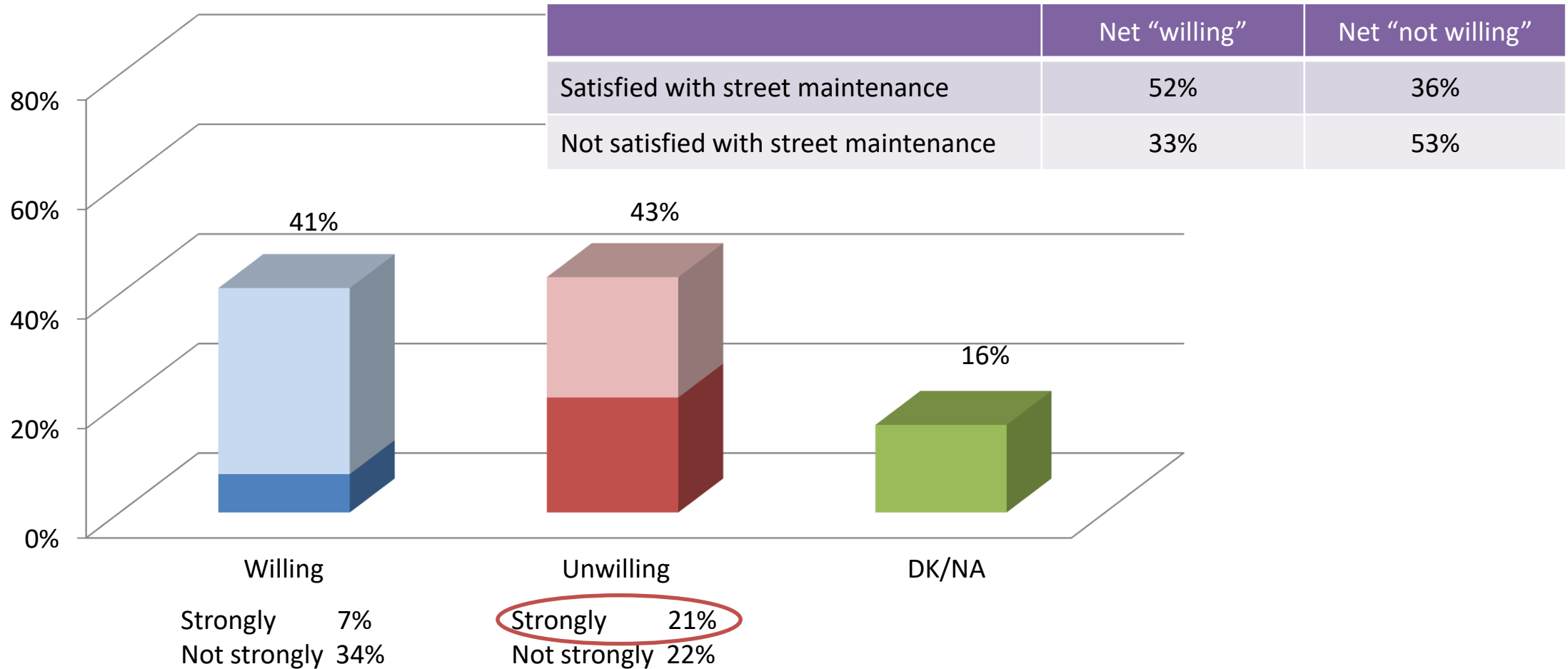
I am going to read you some different services provided by the City of Milwaukee. After each, please tell me how satisfied you are with each service. Are you very satisfied, somewhat satisfied, not too satisfied, or not satisfied at all? If you aren't sure, you can tell me that, too.

*Note: items marked *** had different wording in the 2017 survey.*

Milwaukie residents are divided over whether they are willing to pay more for increased maintenance of side streets



The intensity of feeling leans negative. It's worth noting that residents who are satisfied with how the city is handling street maintenance are more willing to pay more than those who are unsatisfied.

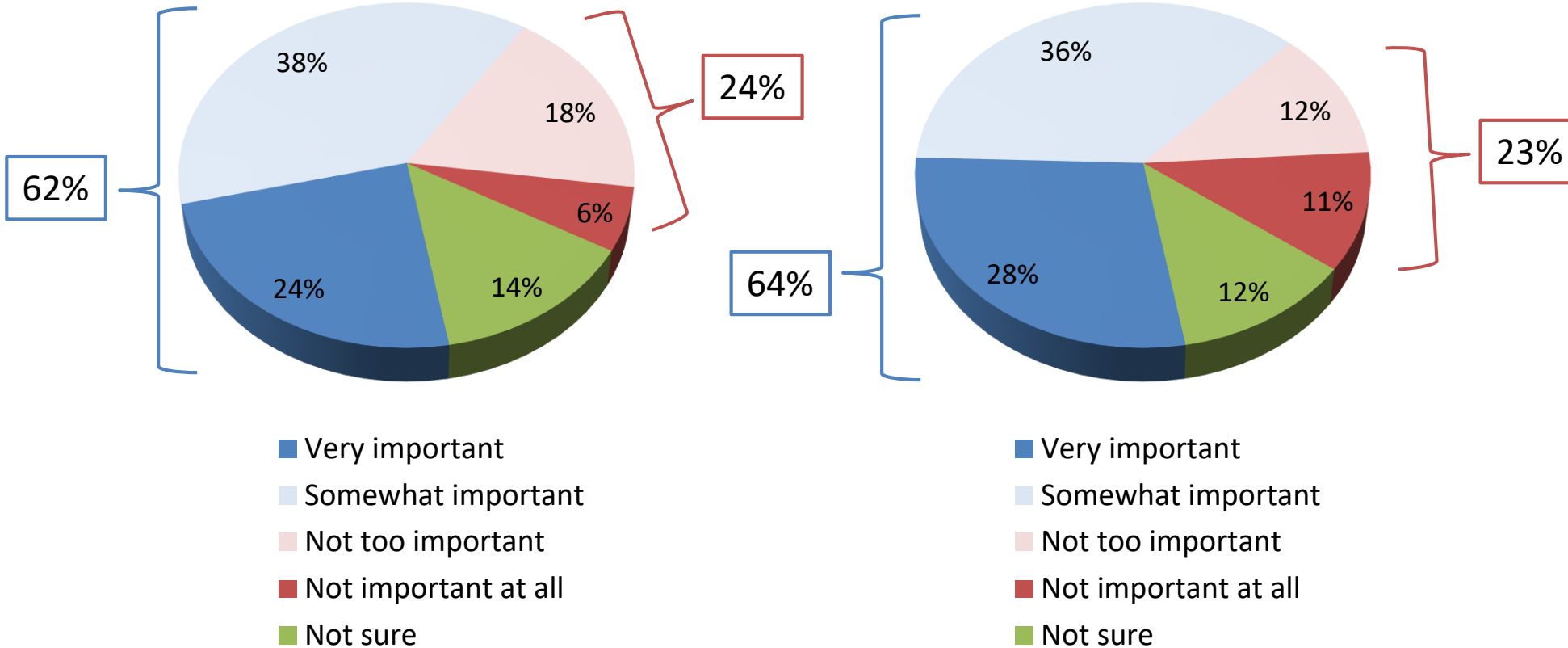


Would you be willing or unwilling to pay more in fees for increased maintenance of side streets? Do you feel that way strongly or not so strongly?

Over six-in-10 believe that the city's investment in its Climate Action Plan is important



While both the 2035 and 2050 goals receive similar levels of overall support in a split sample situation, the 2050 goal of a carbon neutral city receives slightly higher levels of strong support (+4).



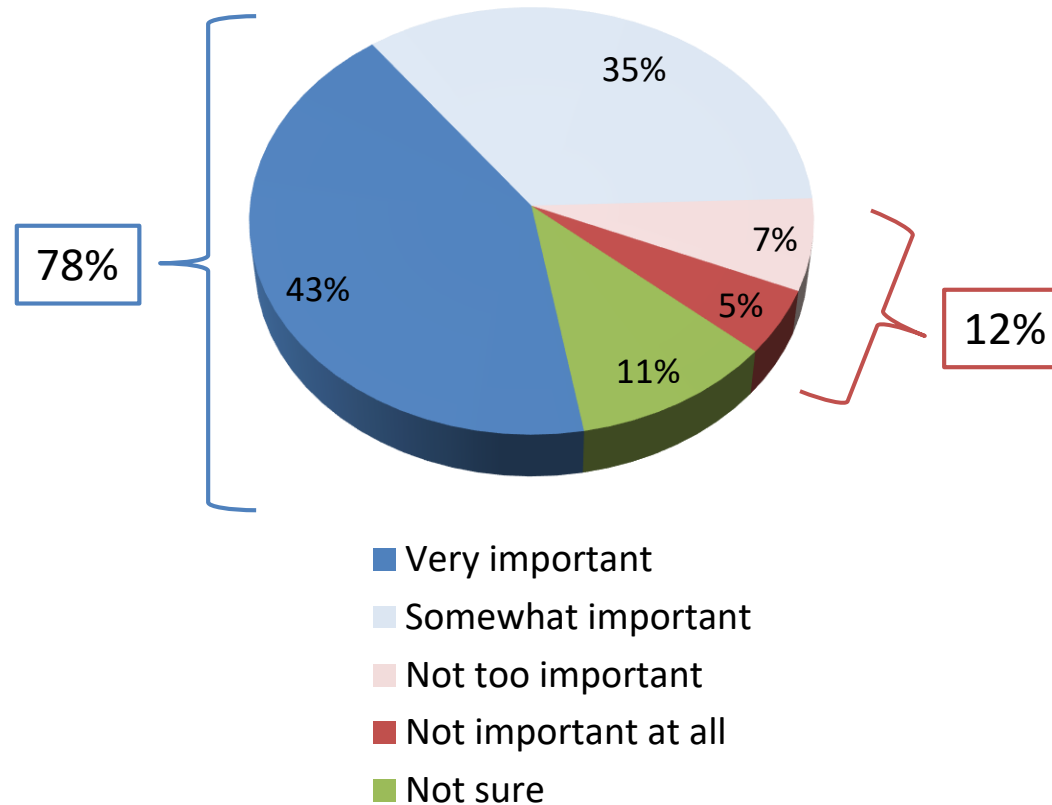
How important do you think it is for the city to invest in its Climate Action Plan of having net zero carbon emissions in the City of Milwaukee by 2035? If you aren't sure, you can tell me that, too.

How important do you think it is for the city to invest in its Climate Action Plan of becoming a completely carbon neutral city by the year 2050? If you aren't sure, you can tell me that, too.

The Urban Forest Management Plan is very popular



Over three-quarters feel it is an important priority for the city and over four-in-10 feel it is a “very important” investment.



How important do you think it is for the city to invest in tree planting and other forestry methods that help preserve the community’s urban forest? If you aren’t sure, you can tell me that, too.



How Residents Interact with the City of Milwaukie

Neary half report attending community events at least “somewhat frequently”



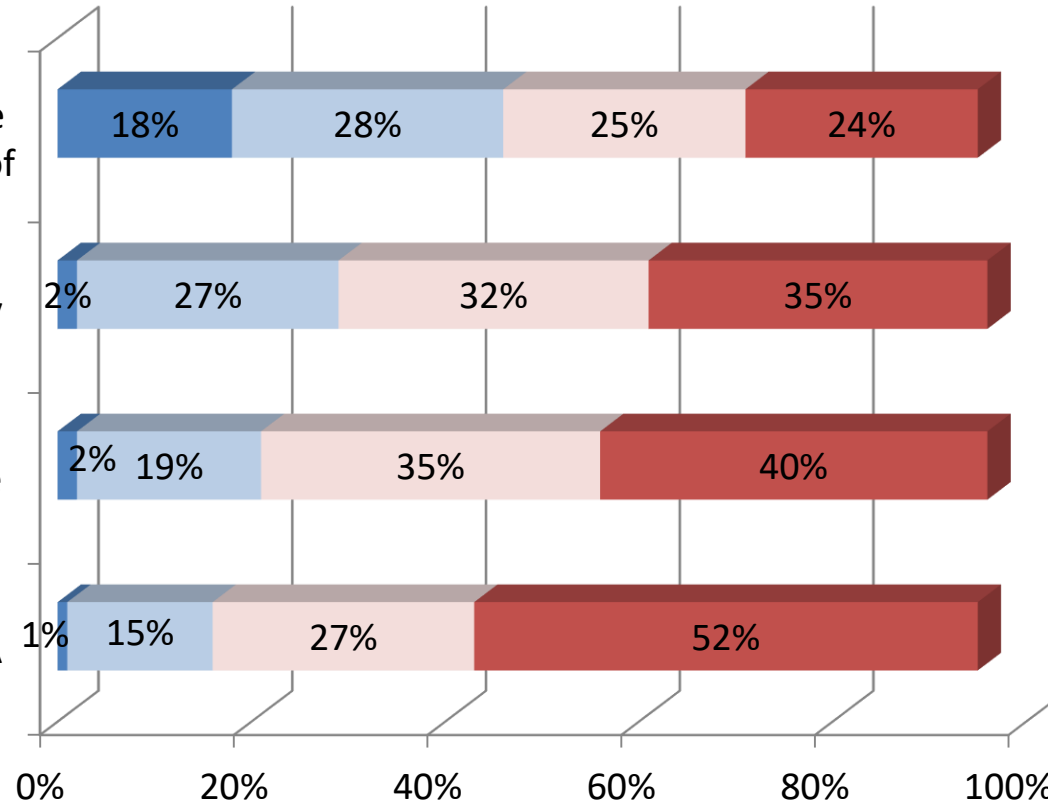
Three-in-10 or fewer interact with the city by visiting the library or city website or attending their local NDA meeting at least “somewhat frequently.”

Attending community events such as the Umbrella Parade and Winter Solstice, Care Free Sunday which is Milwaukie's version of Sunday Parkways, Earth Day or Arbor Day

Visiting the Ledding Library

Visiting the City of Milwaukie’s website

Attending your local Neighborhood District Association - also known as NDA - meeting



■ Very frequently ■ Somewhat frequently ■ Not too frequently ■ Not frequently at all

I am going to read you a list of ways that some people interact with the City of Milwaukie. After each, please tell me how frequently you personally participate in that particular activity. Do you participate very frequently, somewhat frequently, not too frequently, or do you not participate in that activity at all? If you aren't sure, you can tell me that, too.

Most likely to interact with the city at least “somewhat frequently” by:



Attending community events

- HH Income \$60K-\$80K 54%
- Over age 55 51%
- Current home 11+ yrs. 51%
- College+ 51%

- All residents 46%

Visiting the Ledding Library

- Current home 20+ yrs. 47%
- POC 39%
- HH Income <\$40K 36%
- Older women 34%

- All residents 29%

Visiting the City of Milwaukie’s website

- Current home 20+ yrs. 38%
- POC 29%
- Precinct 55 26%
- HH Income \$80K+ 26%
- Older men 25%

- All residents 21%

Attending their local NDA meeting

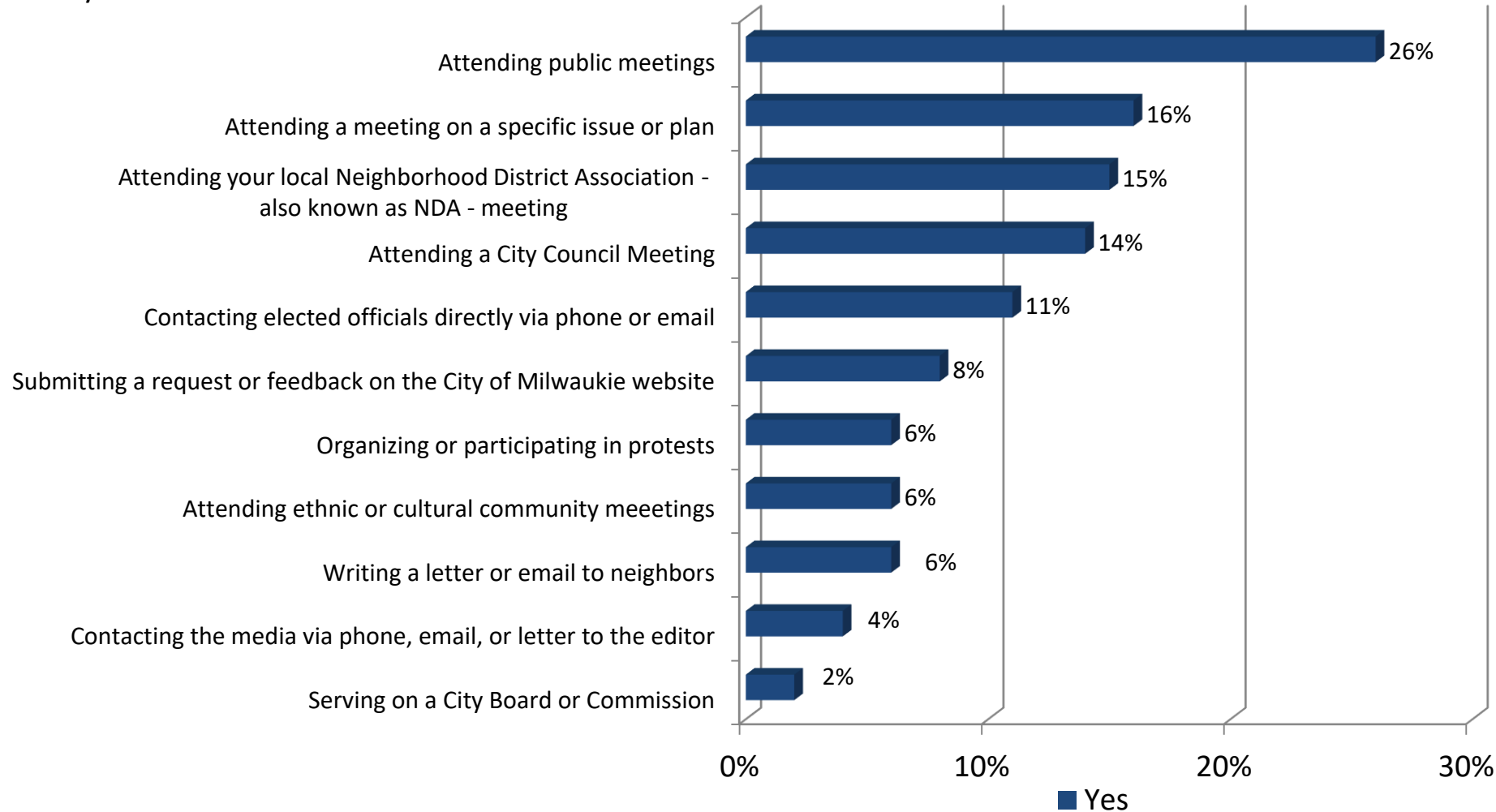
- College+ 21%

- All residents 16%

Attending meetings is the top way residents report giving input to the City of Milwaukee

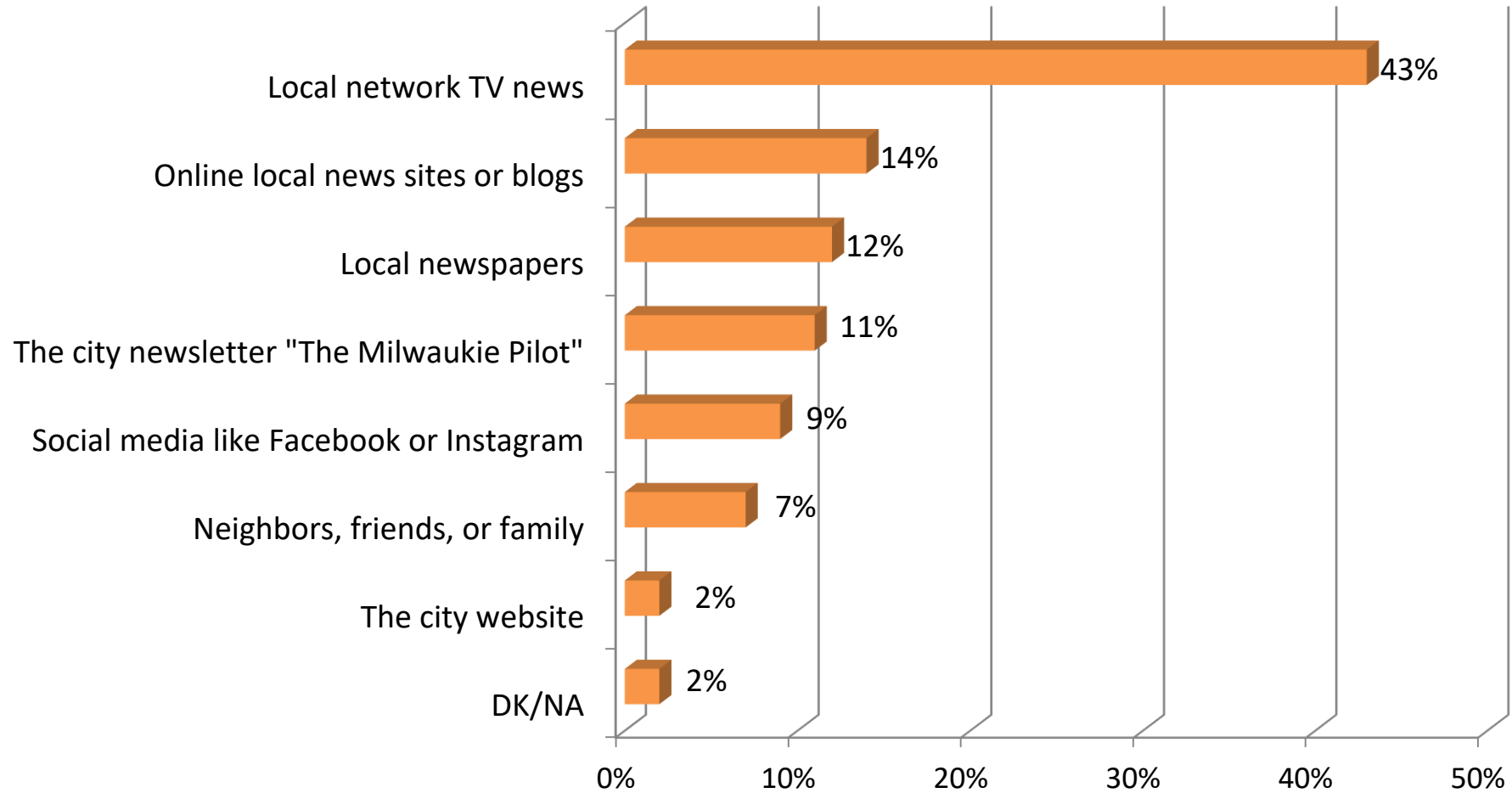


A fairly small portion of residents is engaged. Residents are least likely to have organized or participated in protests, attended ethnic/cultural meetings, written to their neighbors, contacted the media, or served on a City Board or Commission.



Below is a list of methods that some City of Milwaukee residents use to participate in City government or give their opinion to City decision-makers. After each, please indicate if you personally have used that method to participate or give your opinion to the City of Milwaukee.

Four-in-10 get most of their news about the city through local network TV news



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

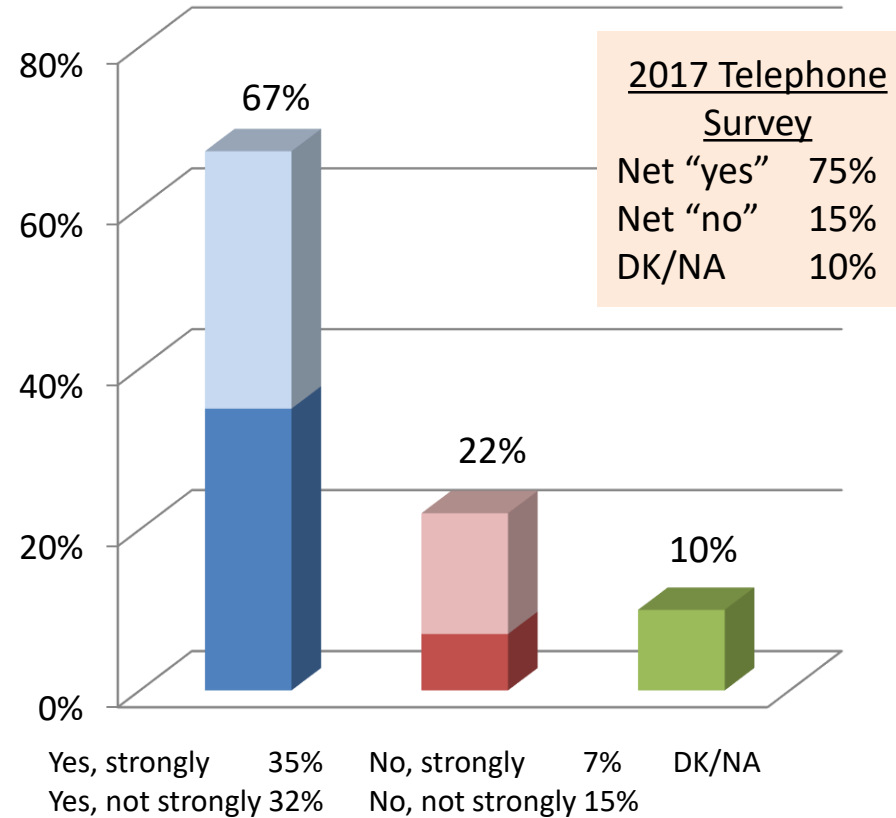
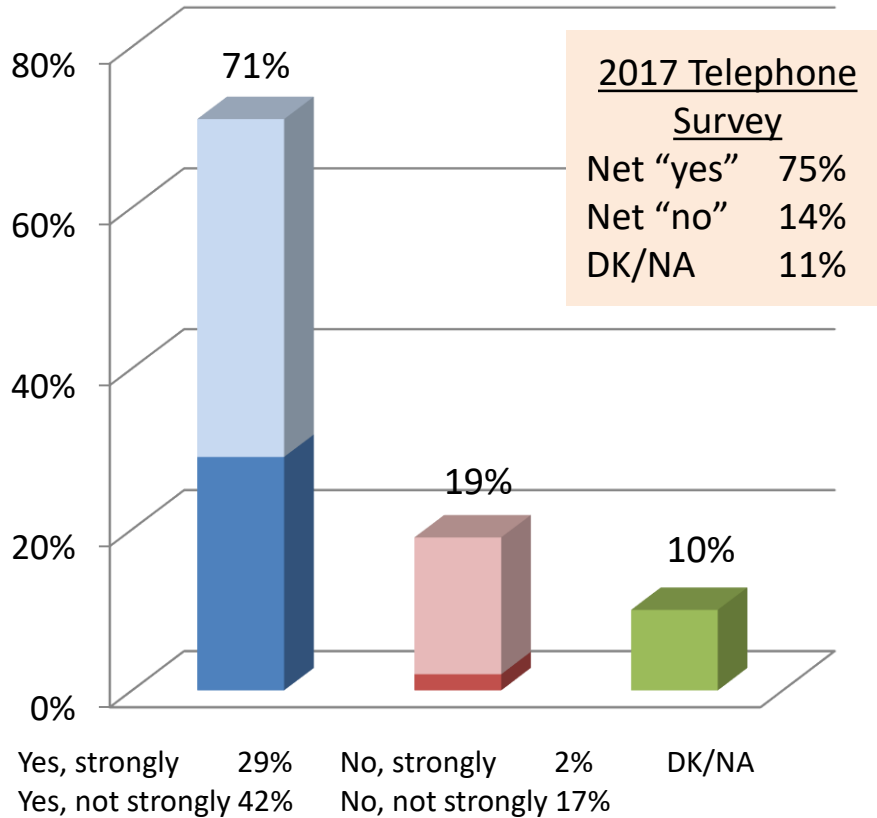


Perceptions of Development and Milwaukie's Downtown

Around seven-in-10 would like to see revitalization in the community - whether downtown or not



These numbers are fairly similar to what we saw in the 2017 survey, though the number who want to see revitalization in non-downtown areas has decreased slightly.



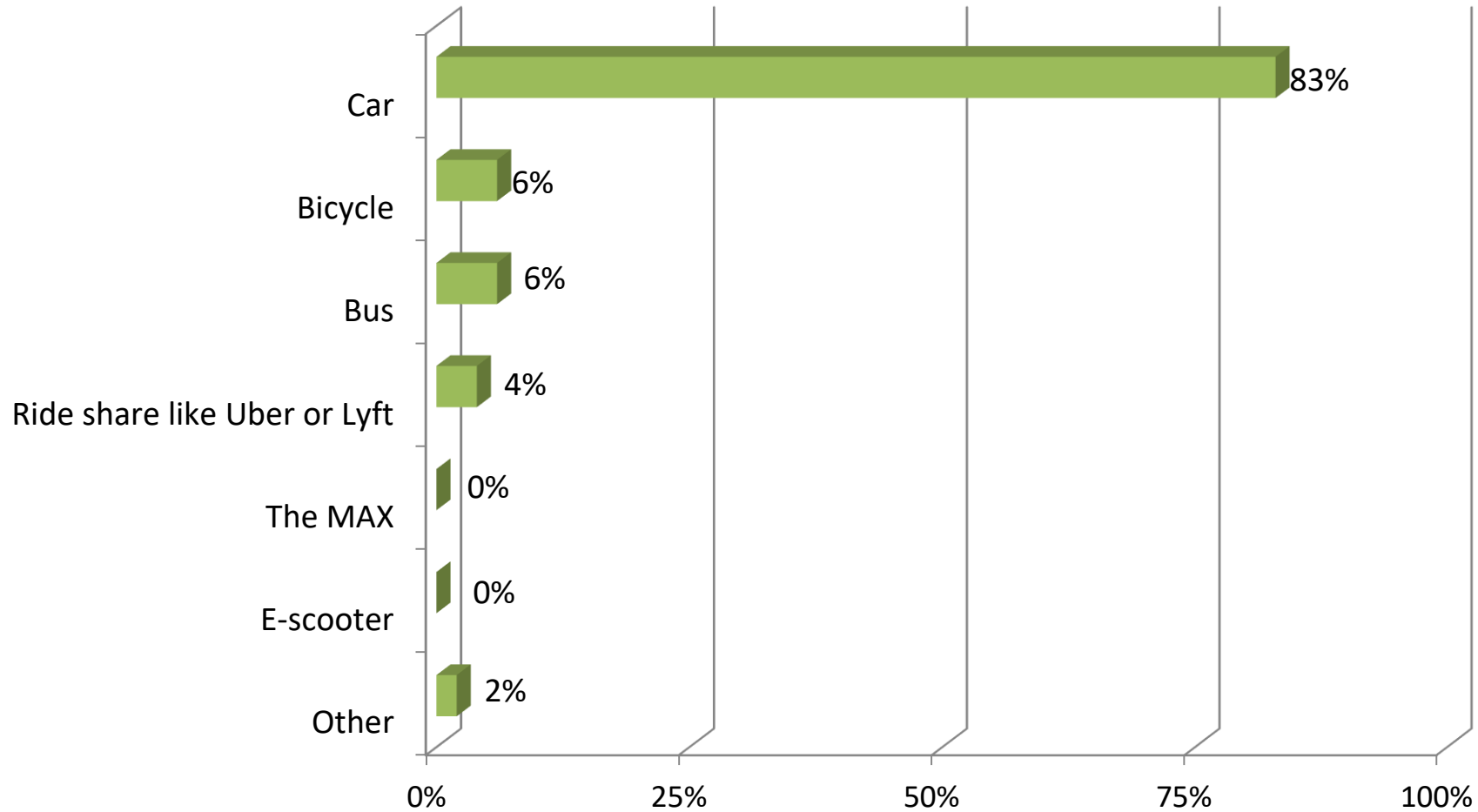
Generally speaking, do you believe that more needs to be done in order to revitalize Milwaukie's downtown?

Generally speaking, do you believe that more needs to be done in order to revitalize Milwaukie's neighborhood commercial and industrial areas that are not located downtown?

Eight-in-10 use a car to travel to and from downtown Milwaukie



Low single digits report using a bicycle, the bus or a ride share.

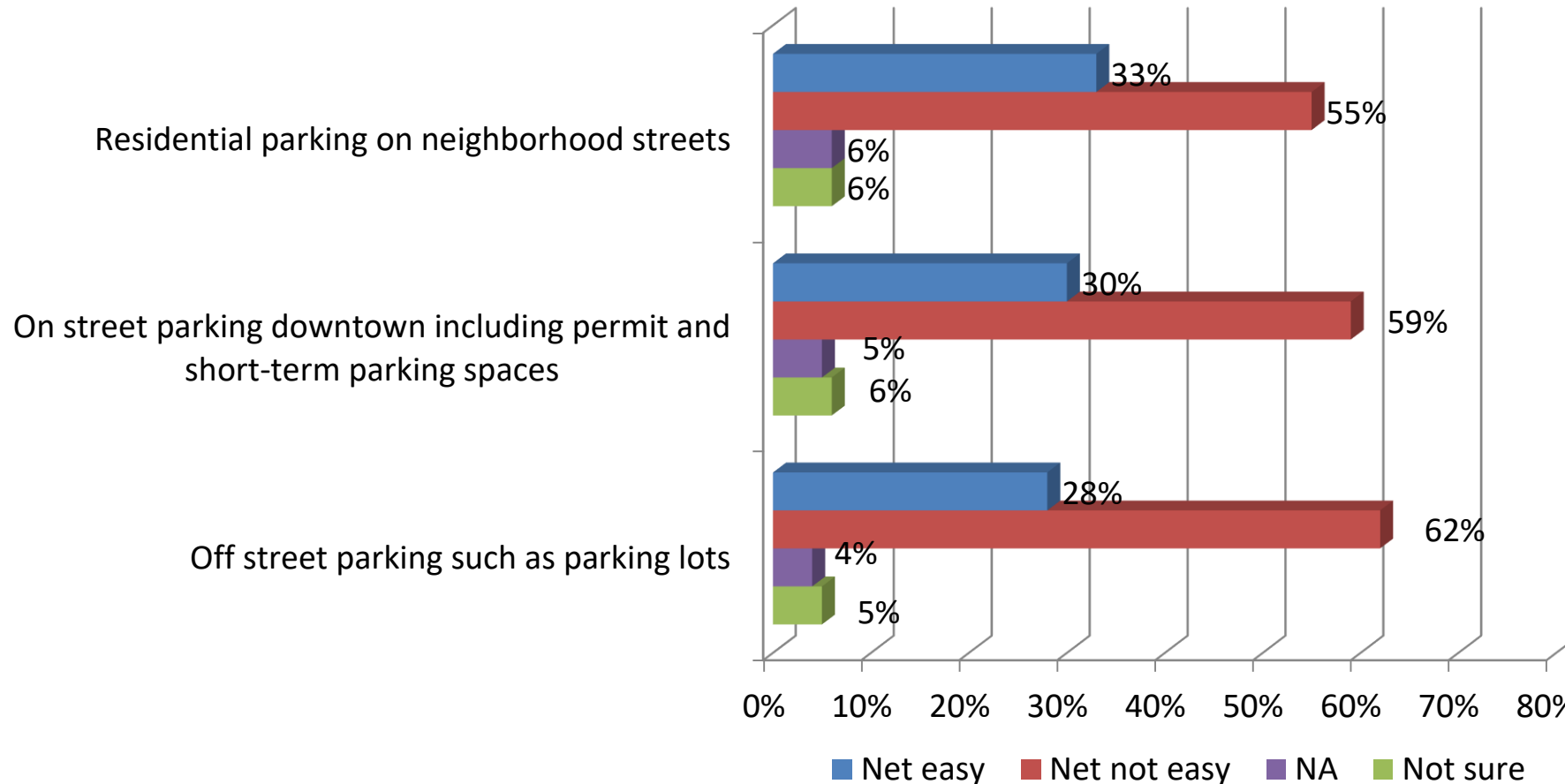


Which of the following transportation options do you use most frequently to travel to and from downtown Milwaukie?

Majorities report finding all kinds of parking in downtown Milwaukee to be net “not easy”



Residential parking is viewed as slightly easier to find as compared to on or off street parking.

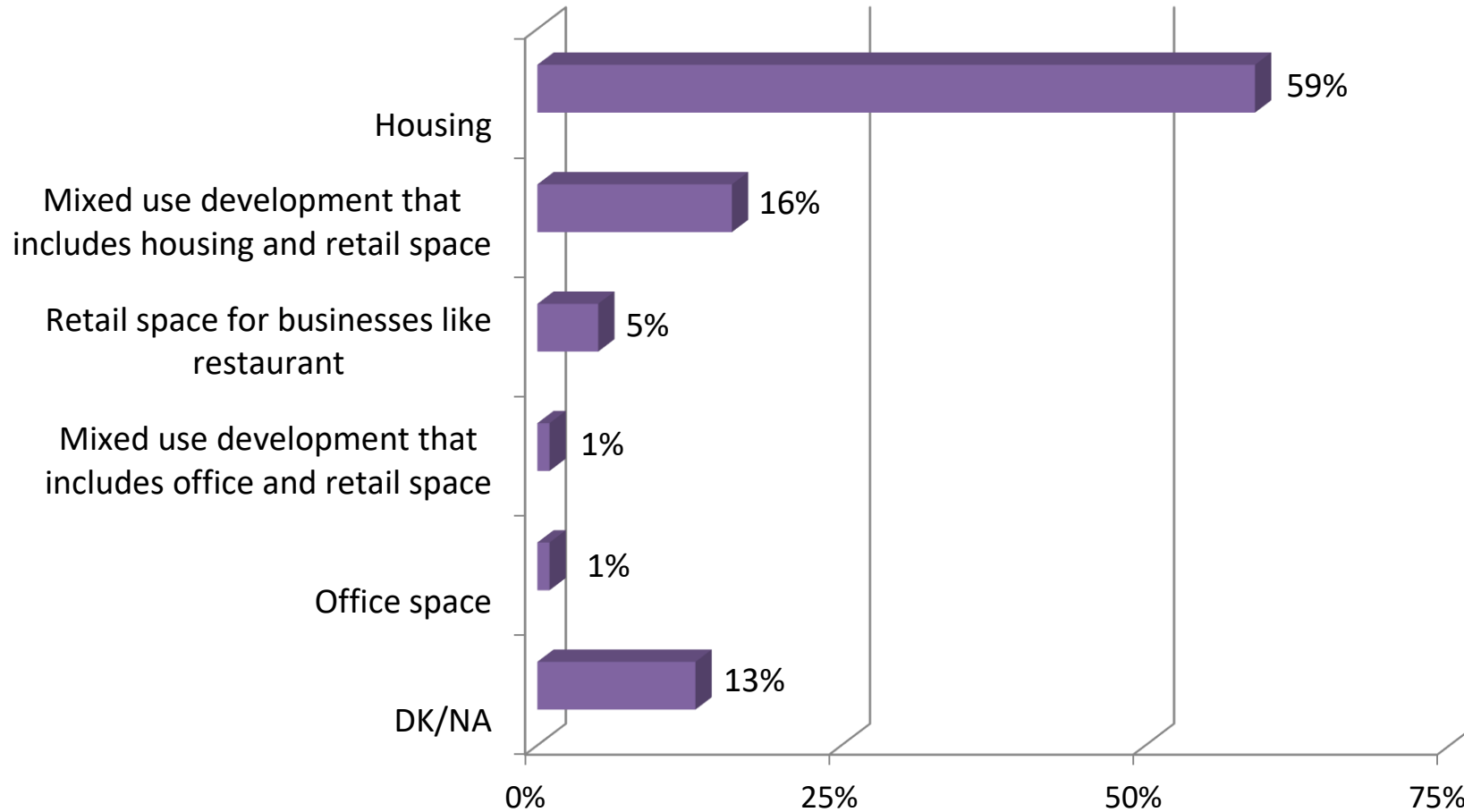


I am going to read you a list types of parking that exist in downtown Milwaukee. After each, please tell me how easy it is for you personally to be able to find that type of parking in downtown Milwaukee. Is it very easy, somewhat easy, not too easy, or not easy at all to find that type of parking in downtown Milwaukee? If you aren't sure or if you don't typically look for that type of parking in downtown Milwaukee, you can tell me that, too.

The desire for housing development has increased by 20-points since 2017



There is a corresponding decrease in prioritizing retail development. Residents are clearly feeling more urgency around housing issues in the area.



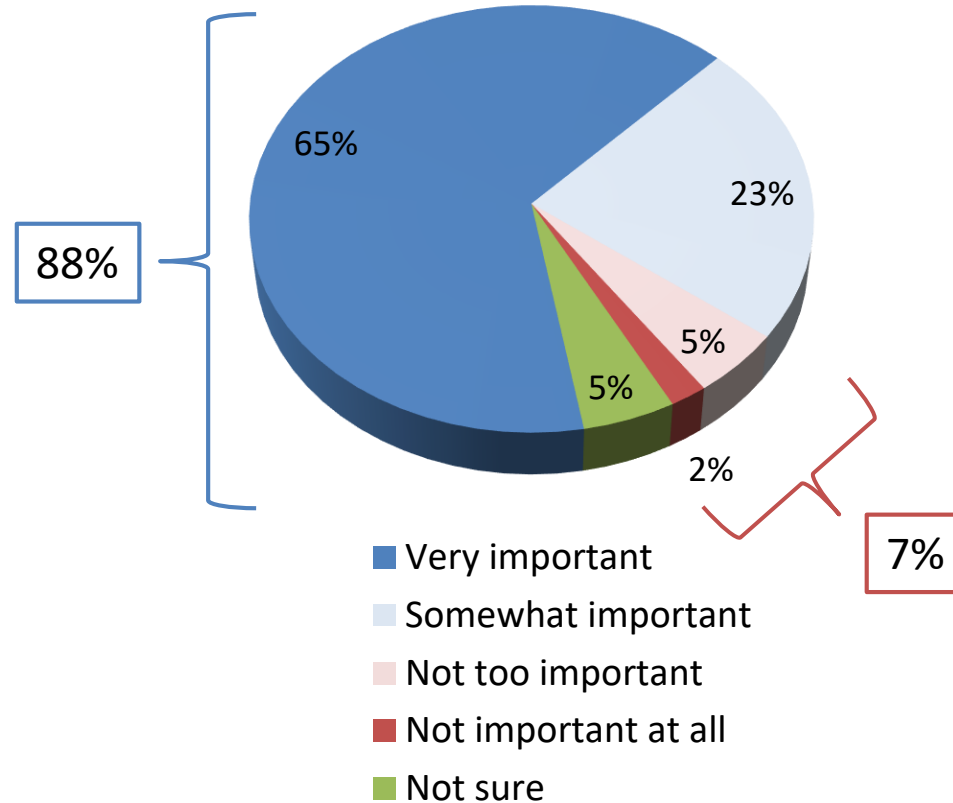
2017 Telephone Survey

I am going to read you a list of development project types and I would like you to tell me which one you think should be the biggest priority for Milwaukie. If you would like me to read the list again, I would be happy to do so.

There is substantial importance placed on the development of more affordable housing in the city



The number who see it as a net “important” priority has increased by seven-points since 2017 and “very important” ratings have increased by a double-digit margin.



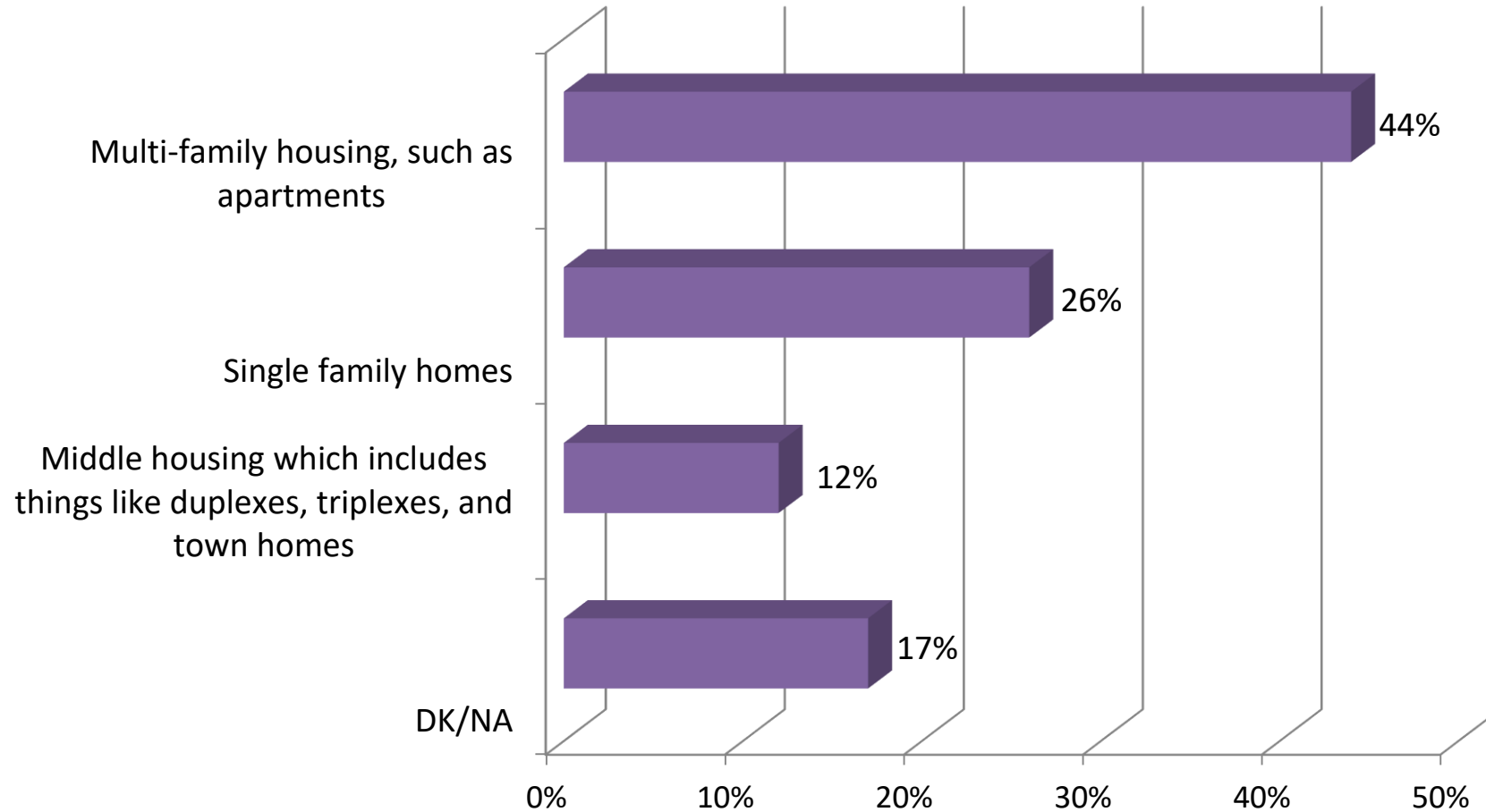
2017 Telephone Survey	
Very important	52%
Somewhat important	29%
Not too important	10%
Not at all important	4%
Not sure	5%

How important do you think it is for the City of Milwaukie to work to create more affordable housing in the city—is it very important, somewhat important, not too important, or not important at all? If you aren't sure, you can tell me that, too.

Four-in-10 prefer the development of multi-family housing



A quarter would like to see more single family homes in the City of Milwaukie.

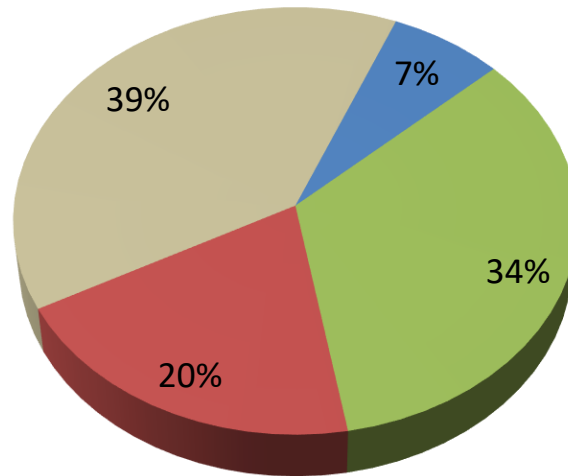


I am going to read you a list of housing types and I would like you to tell me which one you think should be the biggest priority for development within the City of Milwaukie. If you would like me to read the list again, I would be happy to do so.

One-in-five feel city codes for property maintenance are too strict



While this represents a 10-point increase since 2017, the bulk of residents continue to feel that property codes are “about right” or are unable to weigh in.



- Too strict
- About right
- Not strict enough
- Not sure

2017 Telephone Survey

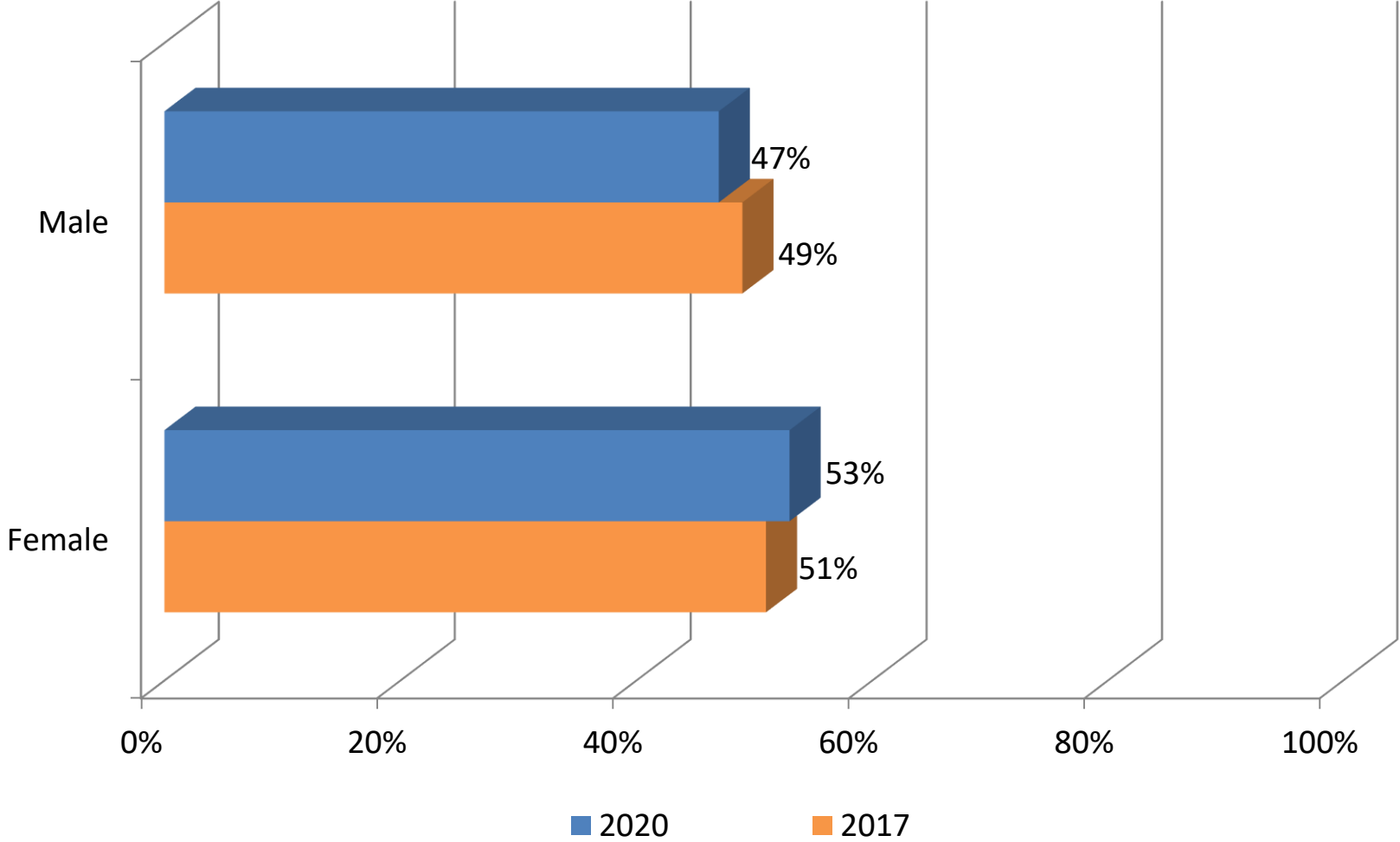
Too strict	10%
About right	59%
Not strict enough	13%
Not sure	19%

Generally speaking, do you think the city codes for property maintenance are too strict, about right or not strict enough?



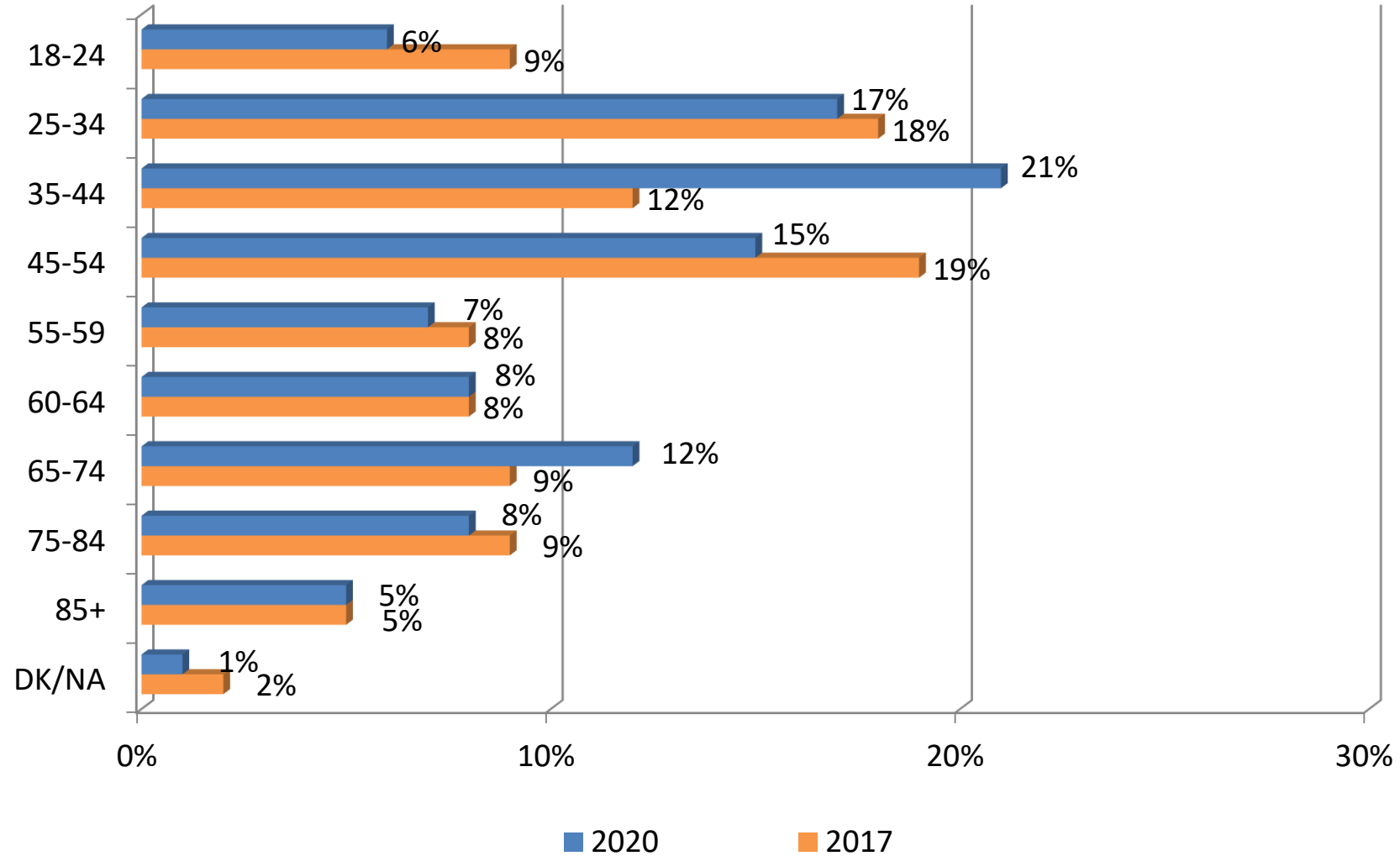
Demographics

Gender:



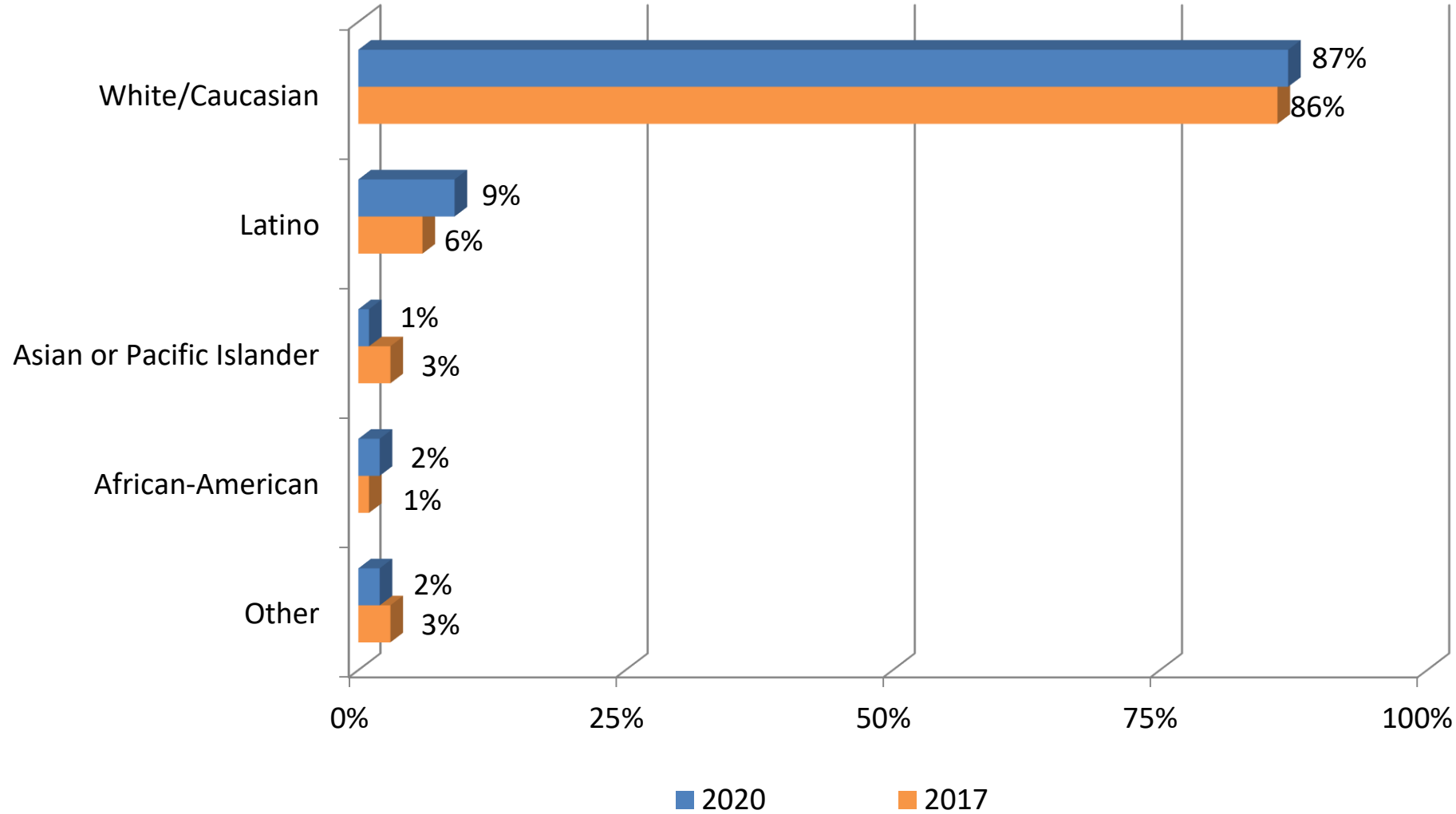
Gender

Age:



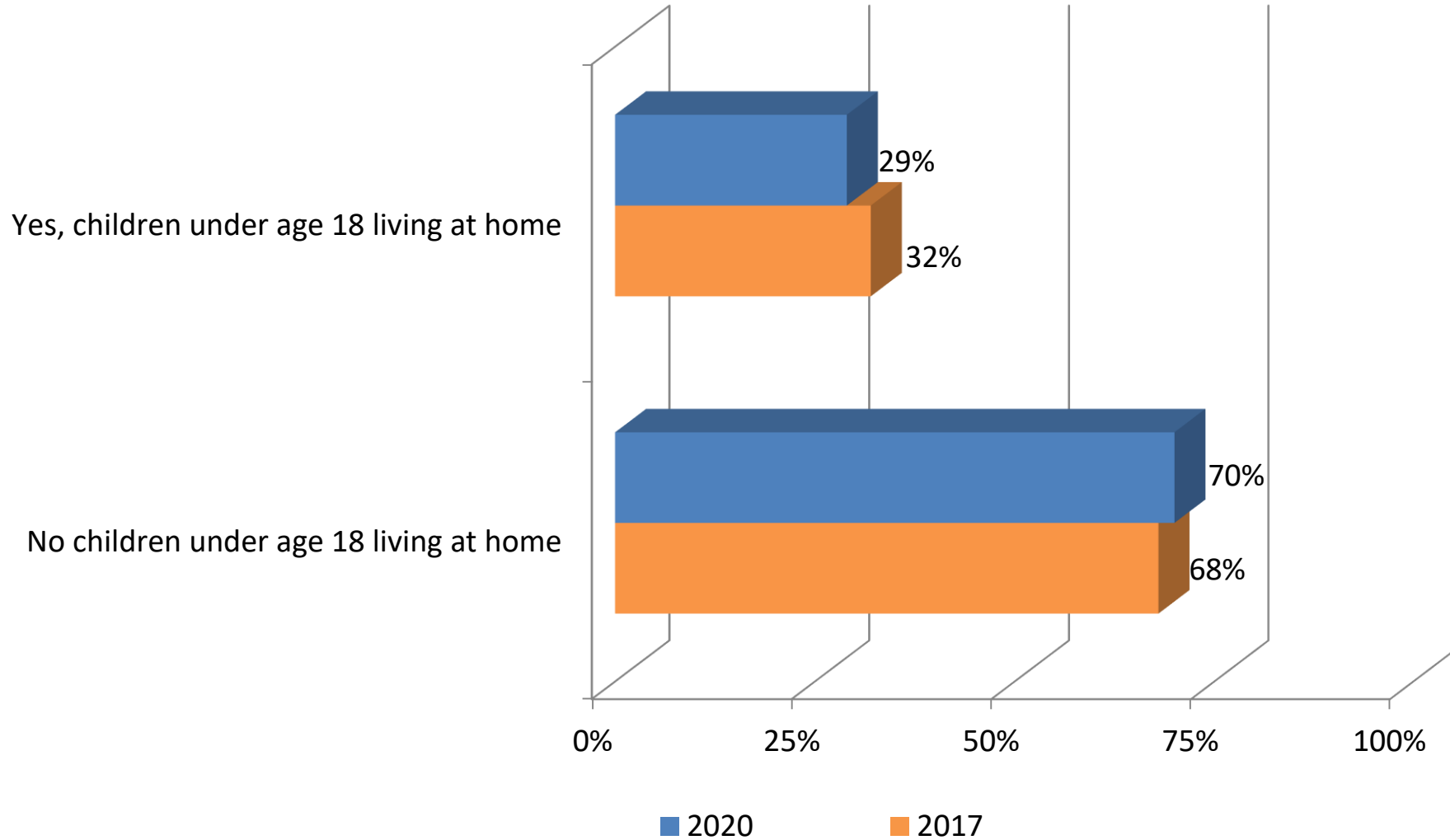
Age

Race:



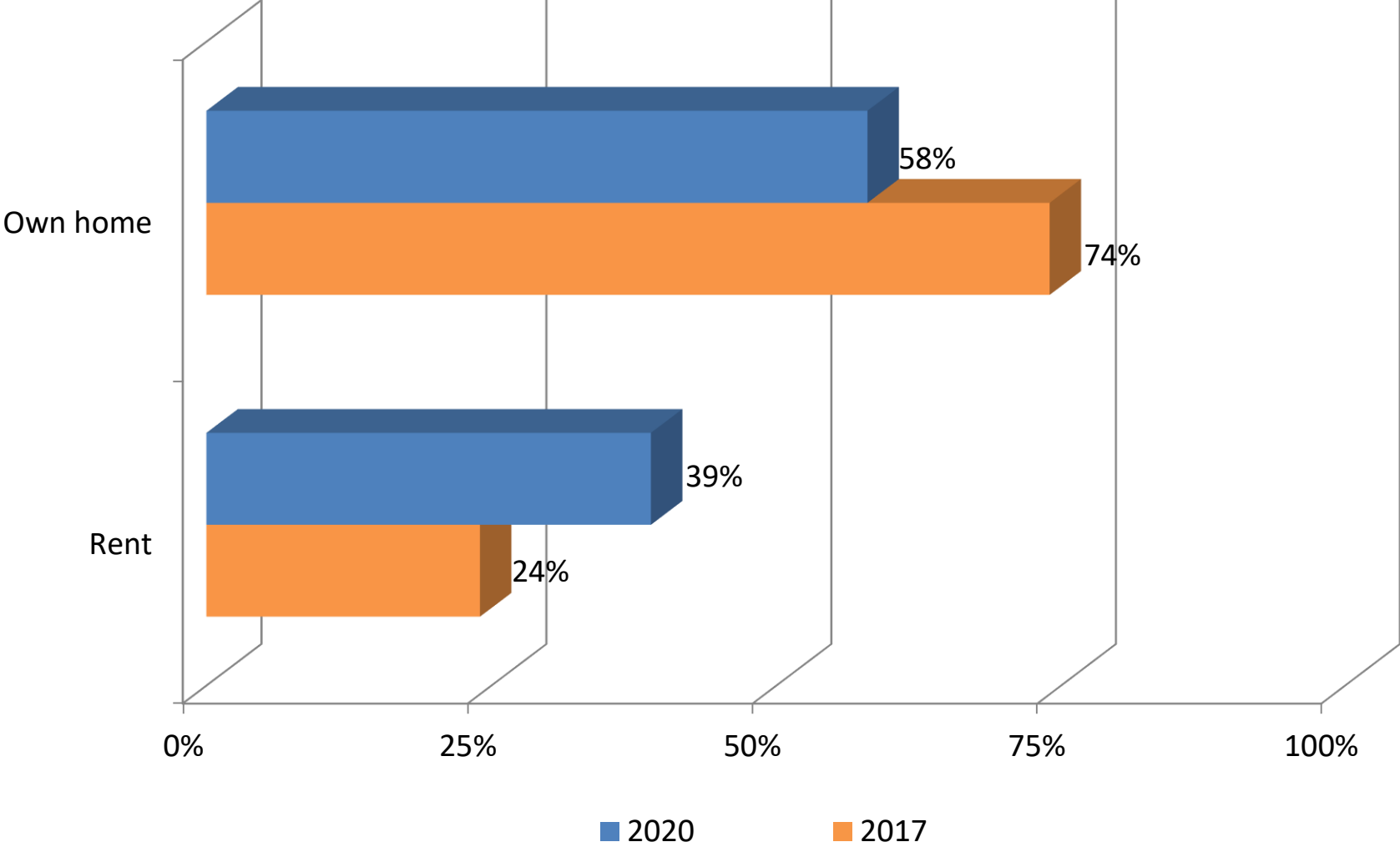
Race

Parental Status:



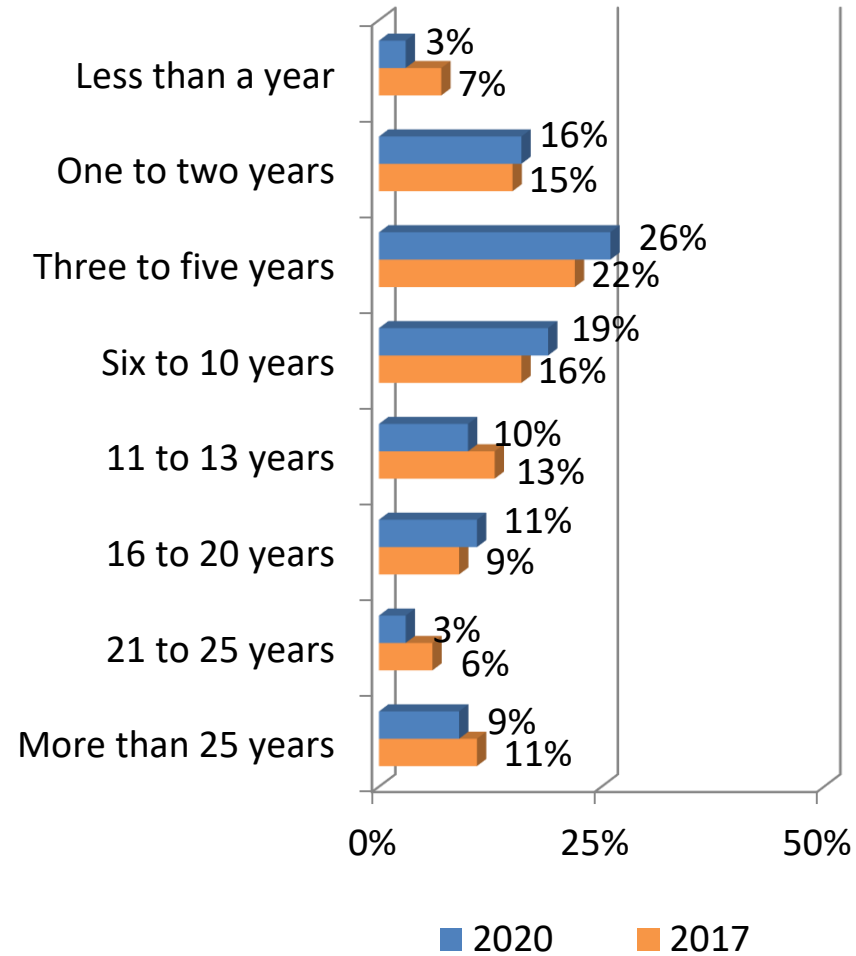
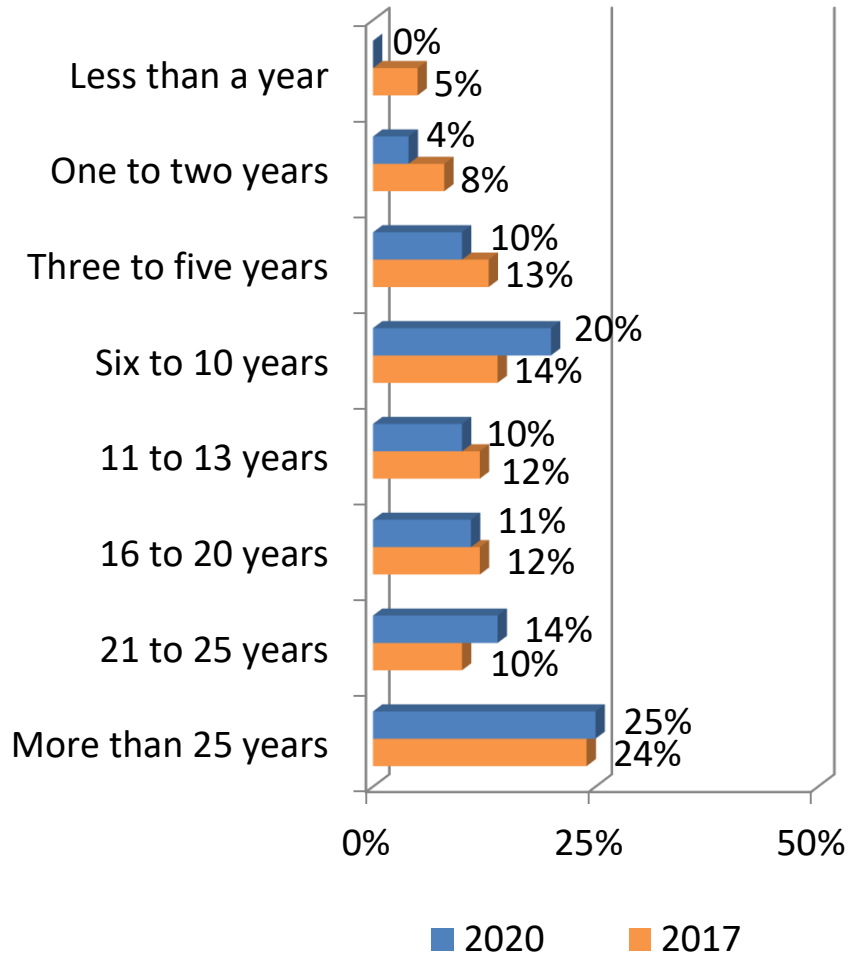
Parental Status

Home Ownership:



Home Ownership

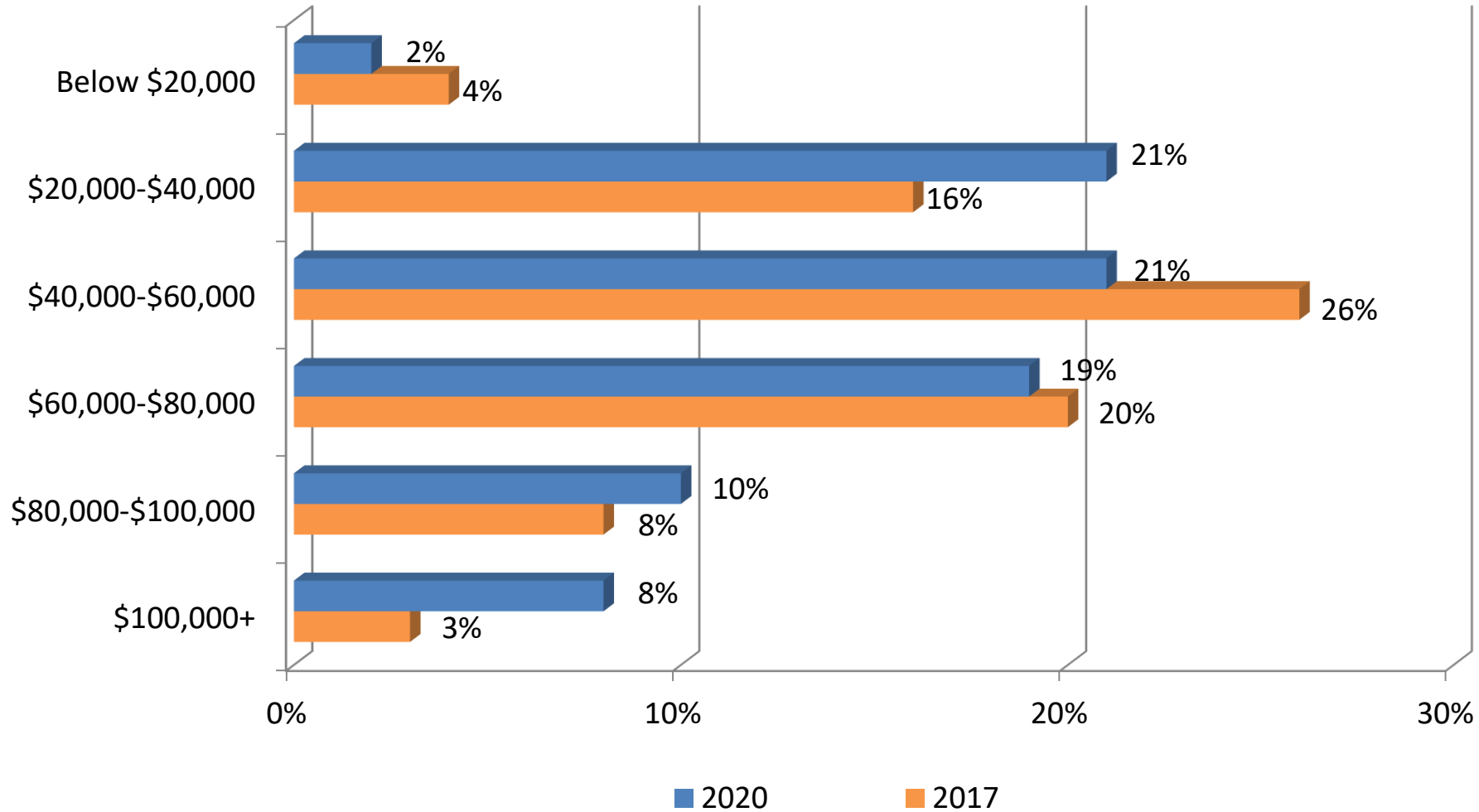
Length of Residence:



How long have you lived in the City of Milwaukee?

How long have you lived at your current home within the City of Milwaukee?

Household Income:



Household Income