

City of Bend Community Survey

Council Meeting Presentation
January 2021



Research purpose

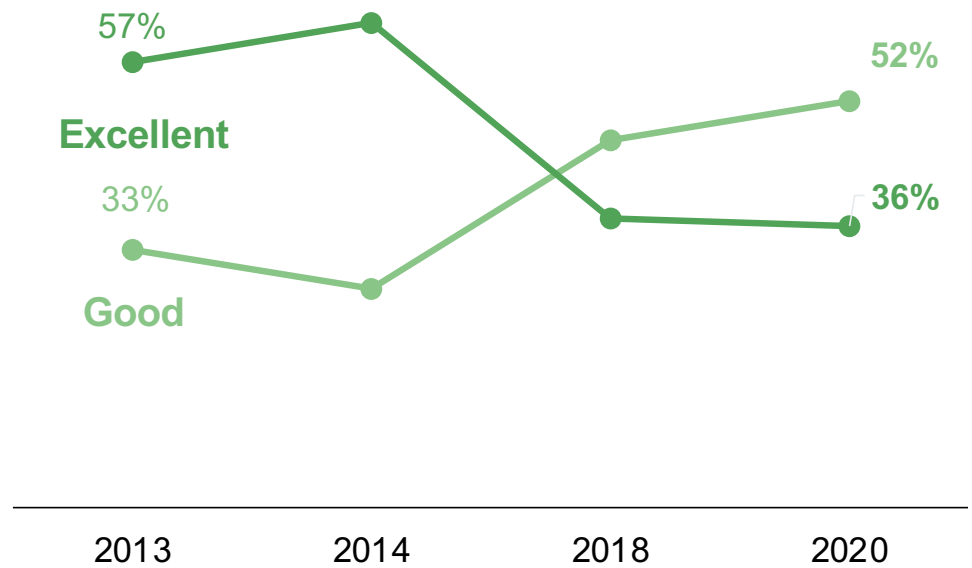
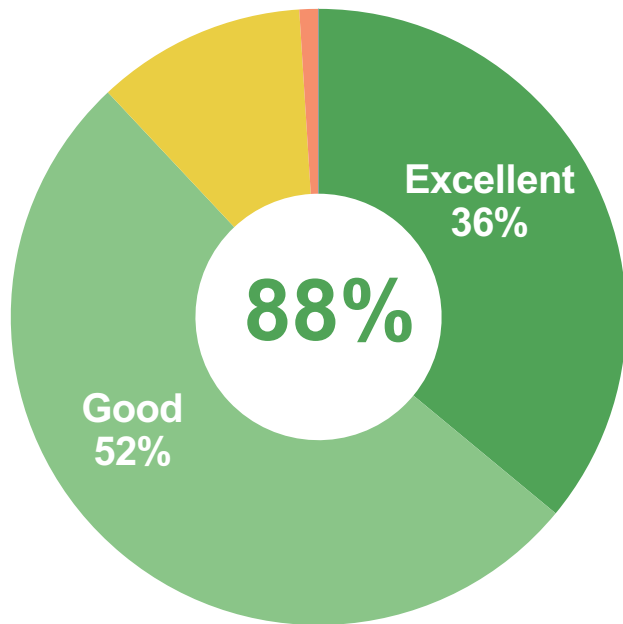
- Assess satisfaction with city services
- Understand residents' current and future priorities for investment in the city
- Benchmark attitudes to previous years, where applicable

Methodology

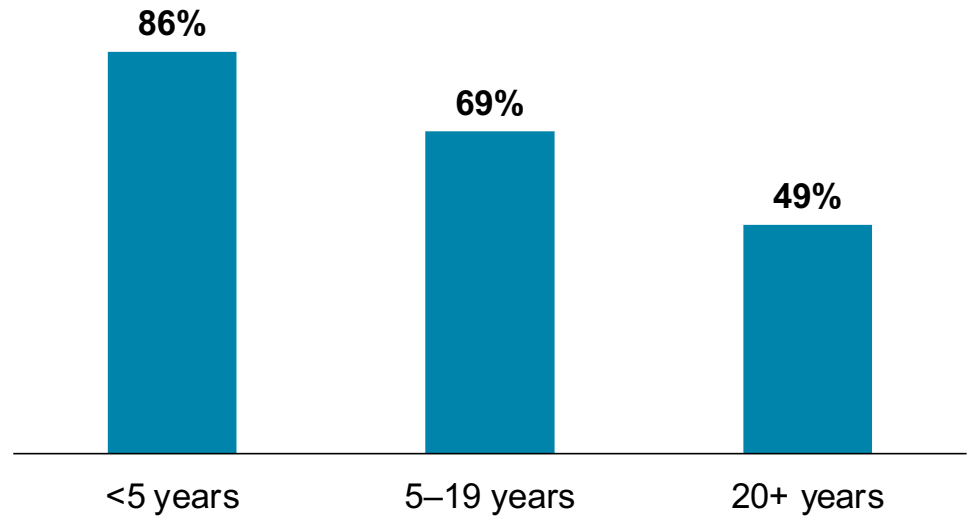
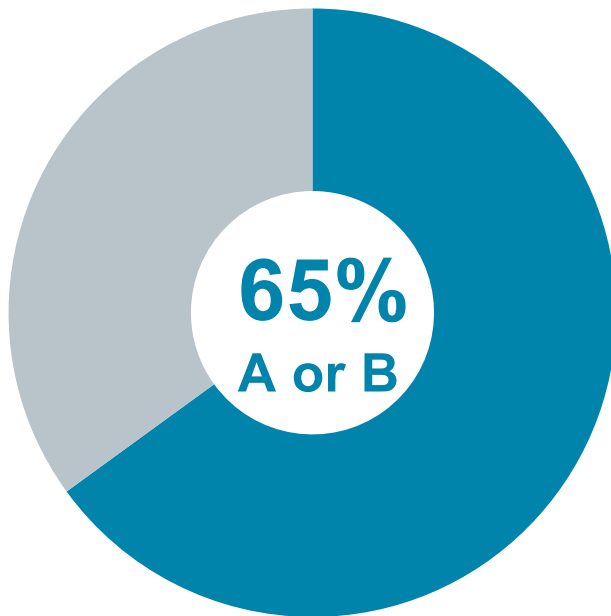
- Telephone survey of N=305 Bend residents
 - Conducted December 7–10, 2020
 - 13 minutes to complete
- Online survey of n=1,573 Bend residents
 - Conducted December 14–28
 - Available in Spanish and English
- Quotas and weighting by age, gender, education, and ethnicity to ensure accurate representation of Bend residents
- Margin of error $\pm 5.6\%$
- Due to rounding, some totals may differ by ± 1 from the sum of separate responses.

General perceptions

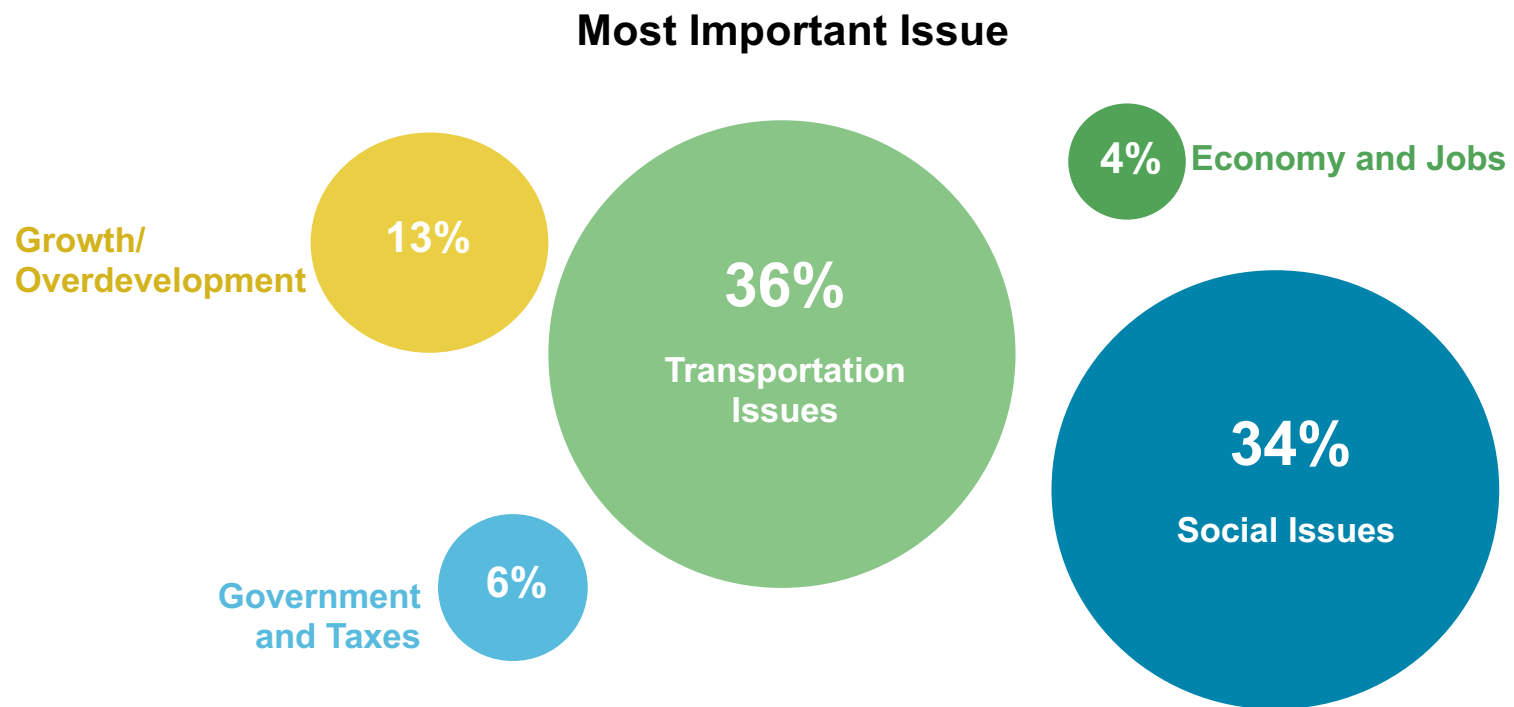
Bend residents are happy with their quality of life. Most believe the city is an excellent or good place to live.



Two in three Bend residents say the City deserves an A or B grade for its performance. New residents give higher grades.



Residents' top concerns revolve around transportation issues and social issues.



Housing and traffic congestion are residents' top specific concerns.

23% Housing/Affordable housing

19% Traffic congestion

8% Homelessness/Hunger

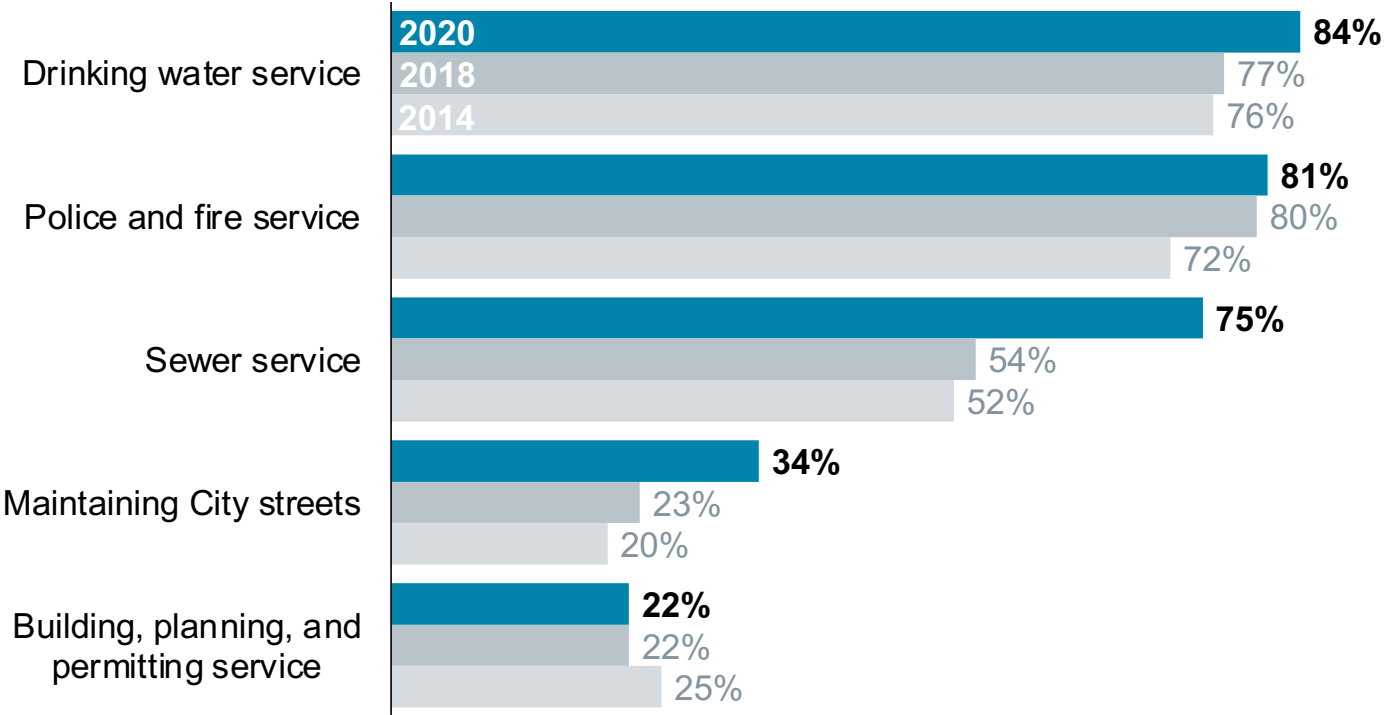
6% General road/bridges/construction

5% Public transportation general

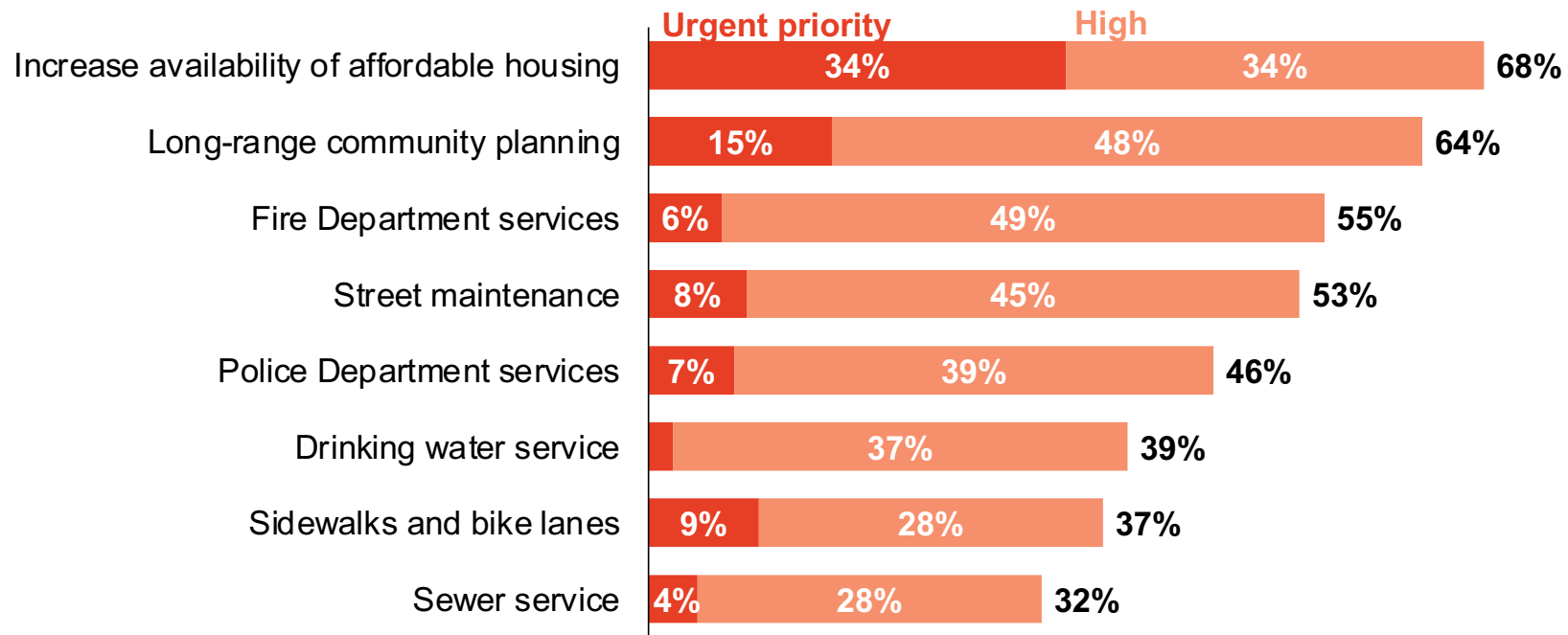
5% Manage growth/Too much development

Services and priorities at a glance

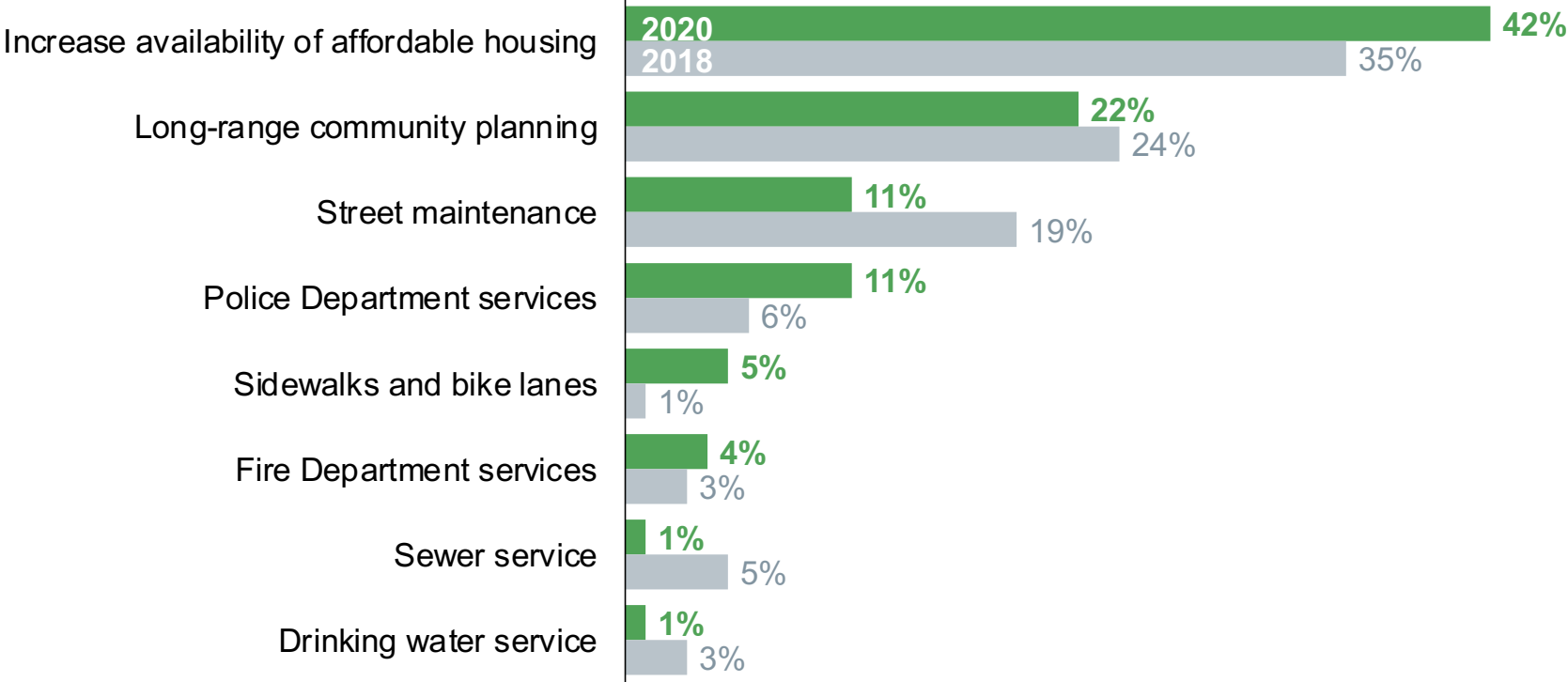
Residents are equally or more satisfied with services than in years past, although they continue to report lower satisfaction with street maintenance.



Providing affordable housing options and planning for future growth are residents' highest service priorities for the coming decade.

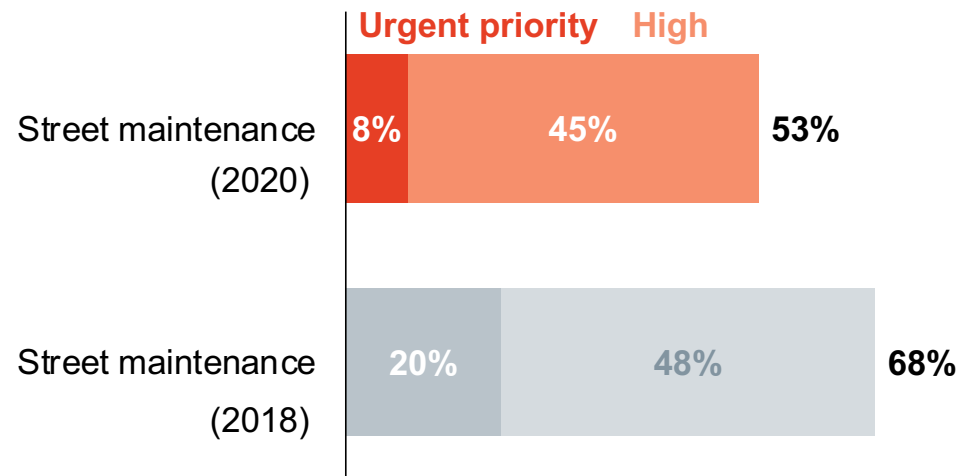
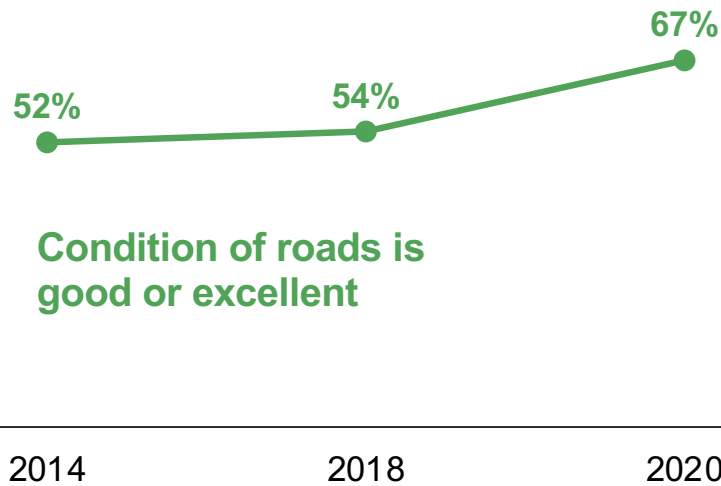


If the City focused on funding just one priority, residents believe it should be increasing the availability of affordable housing.

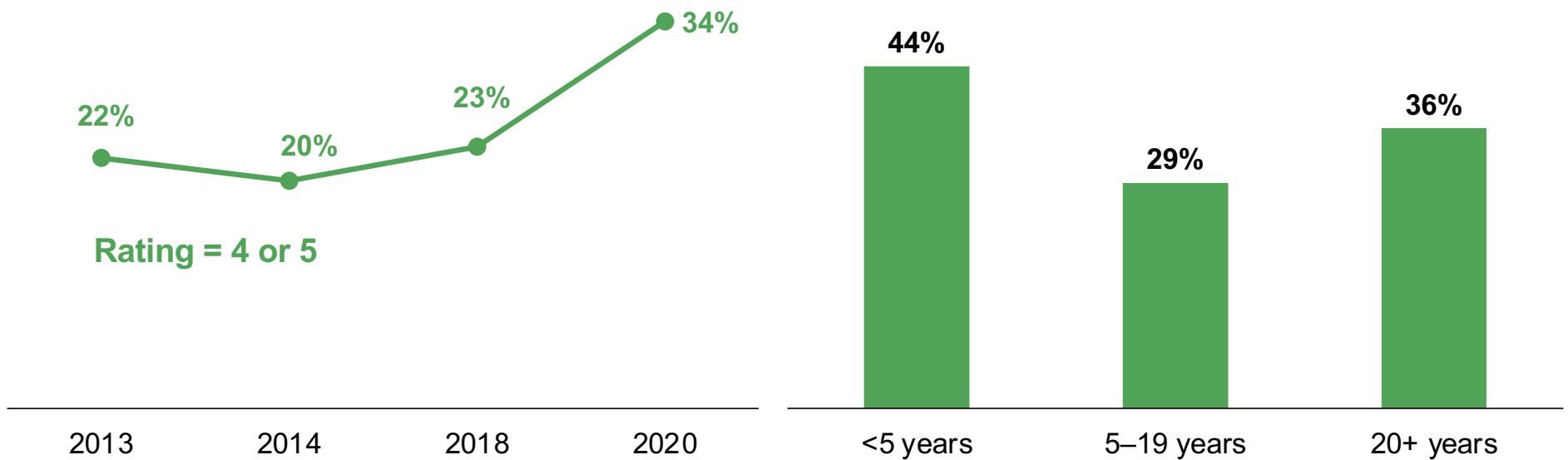


Transportation

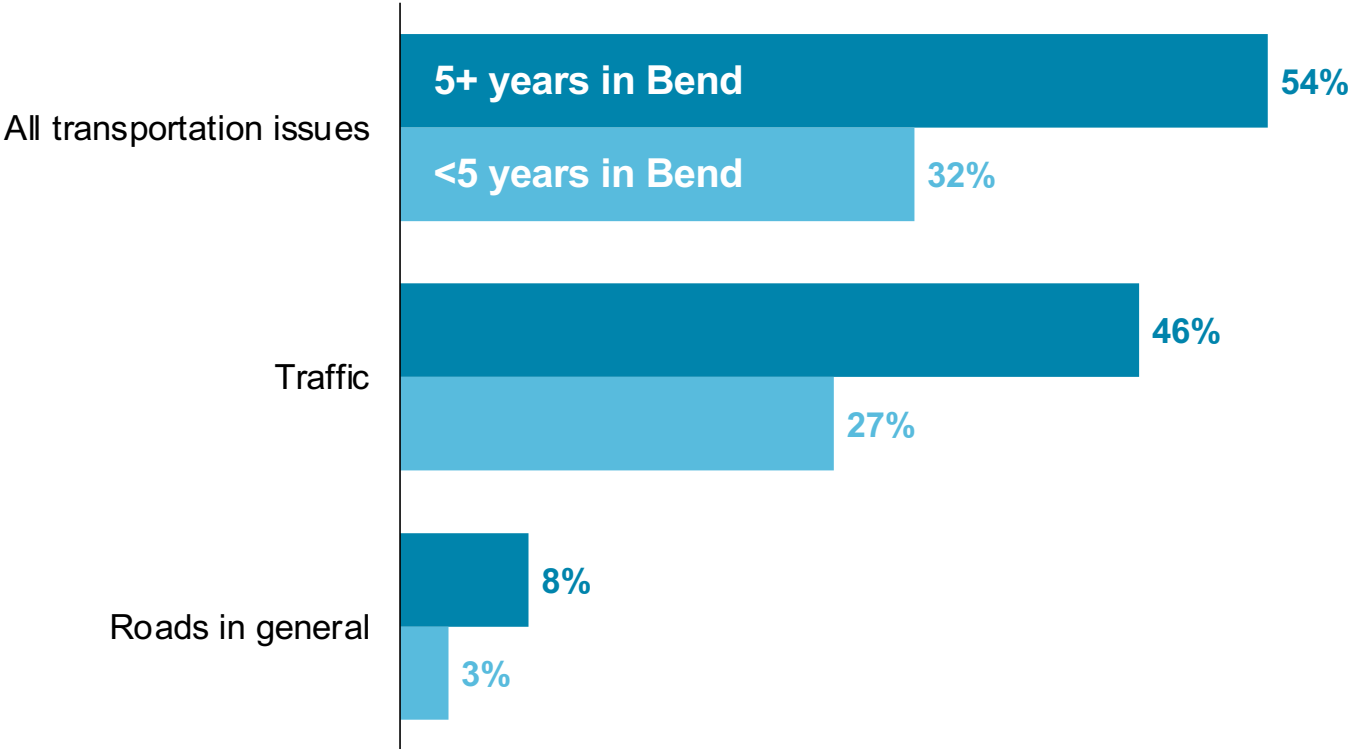
As satisfaction with the condition of streets has improved, urgency to fix roads has declined.



Satisfaction with maintenance of City streets is also increasing, and new residents are the most positive.

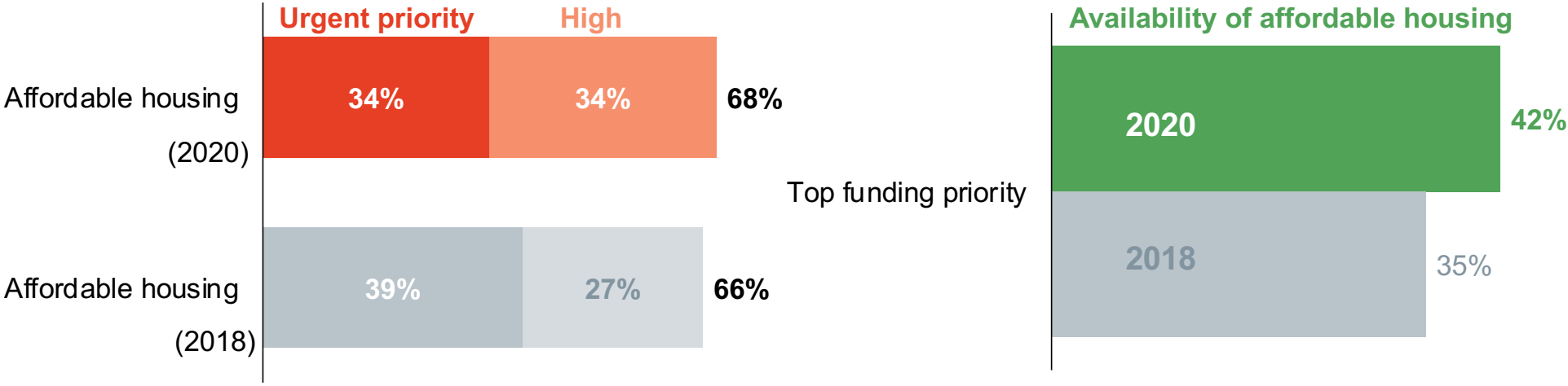


Residents who have lived in Bend for more than 5 years are more likely to mention transportation issues as a change that has come about due to growth.

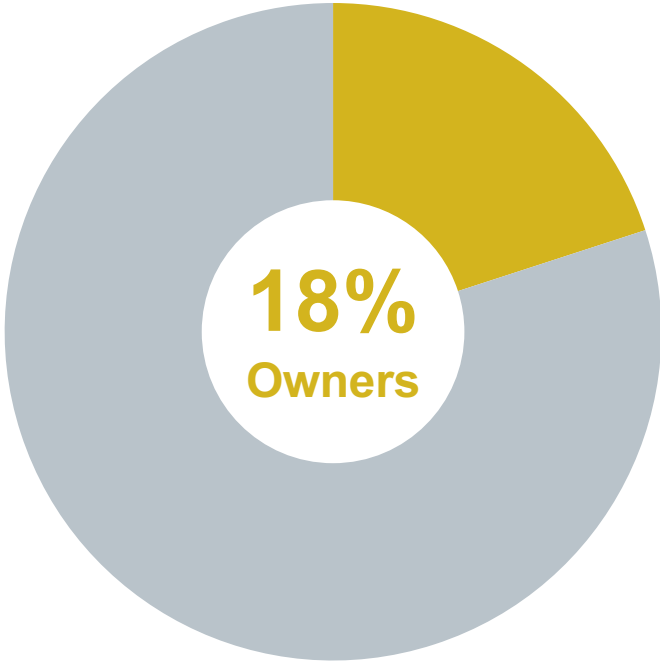
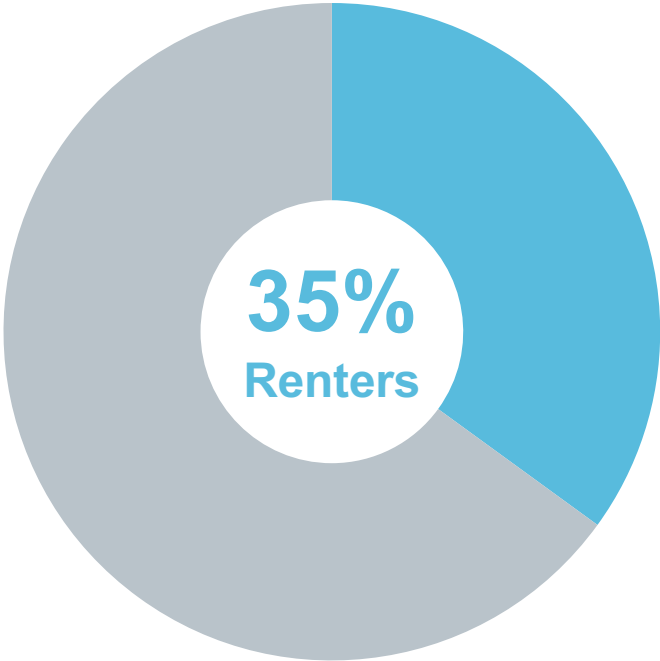


Housing and growth

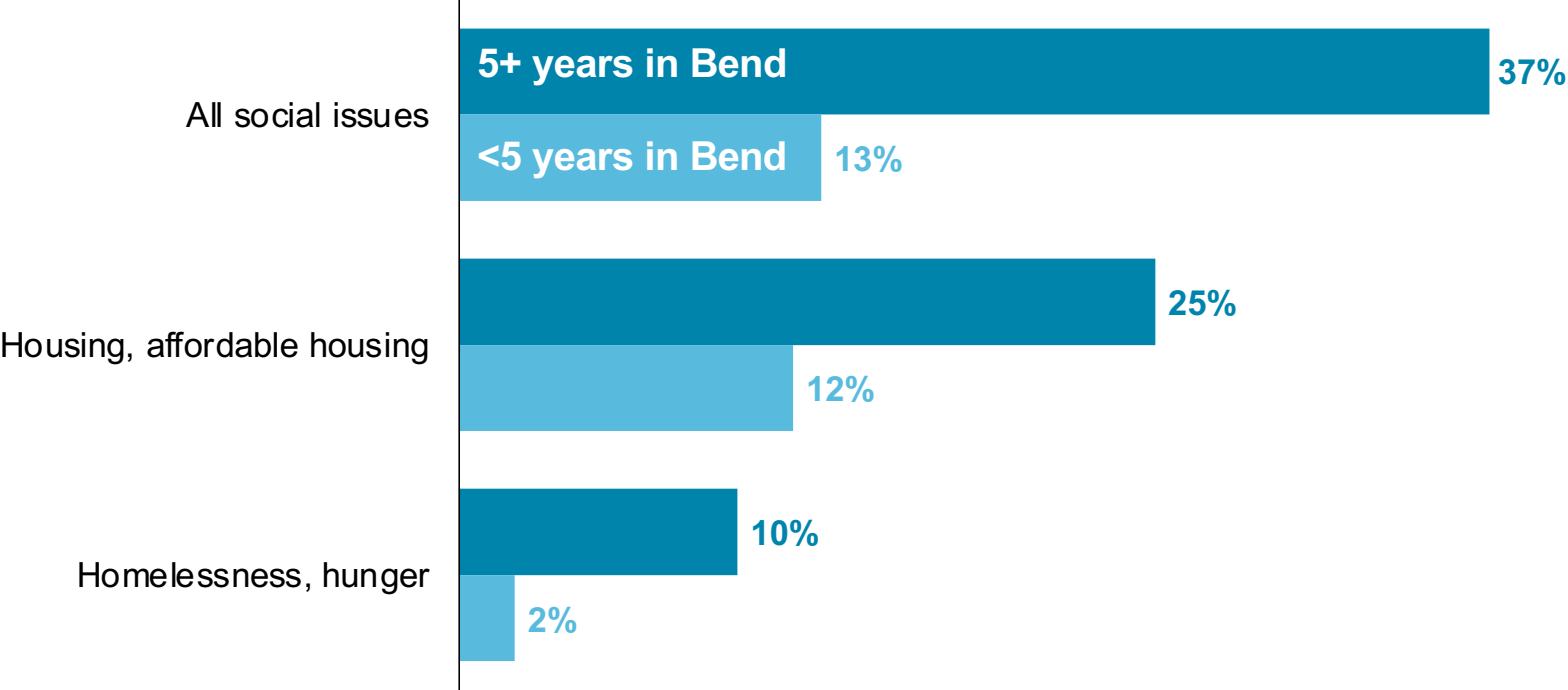
Increasing the availability of affordable housing remains an urgent priority for Bend residents, who say it is the one thing the City should focus on funding.



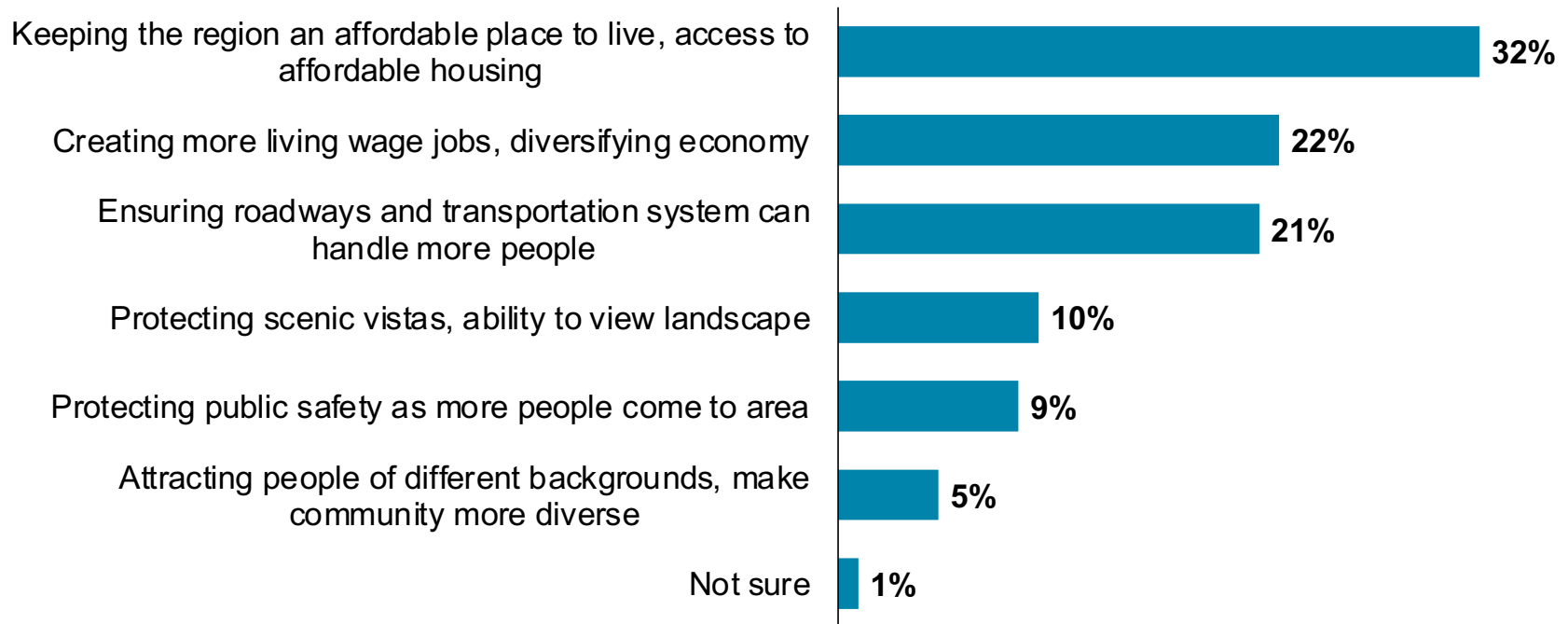
Renters are twice as likely as homeowners to say housing, including affordable housing, is the most important issue facing local leaders.



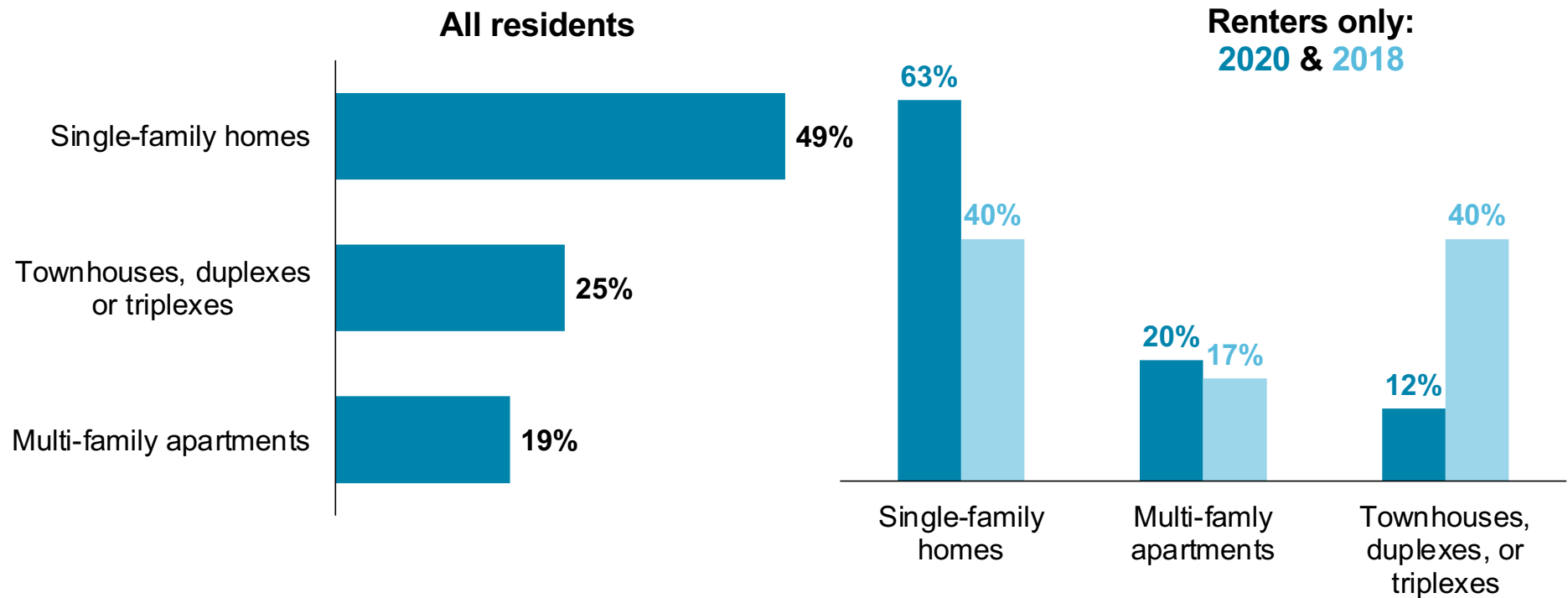
Longer-term Bend residents are more likely to mention social issues, like affordable housing, as a change they have seen due to Bend's growth.



Residents believe the best way to manage growth in Bend is to focus on affordable housing.

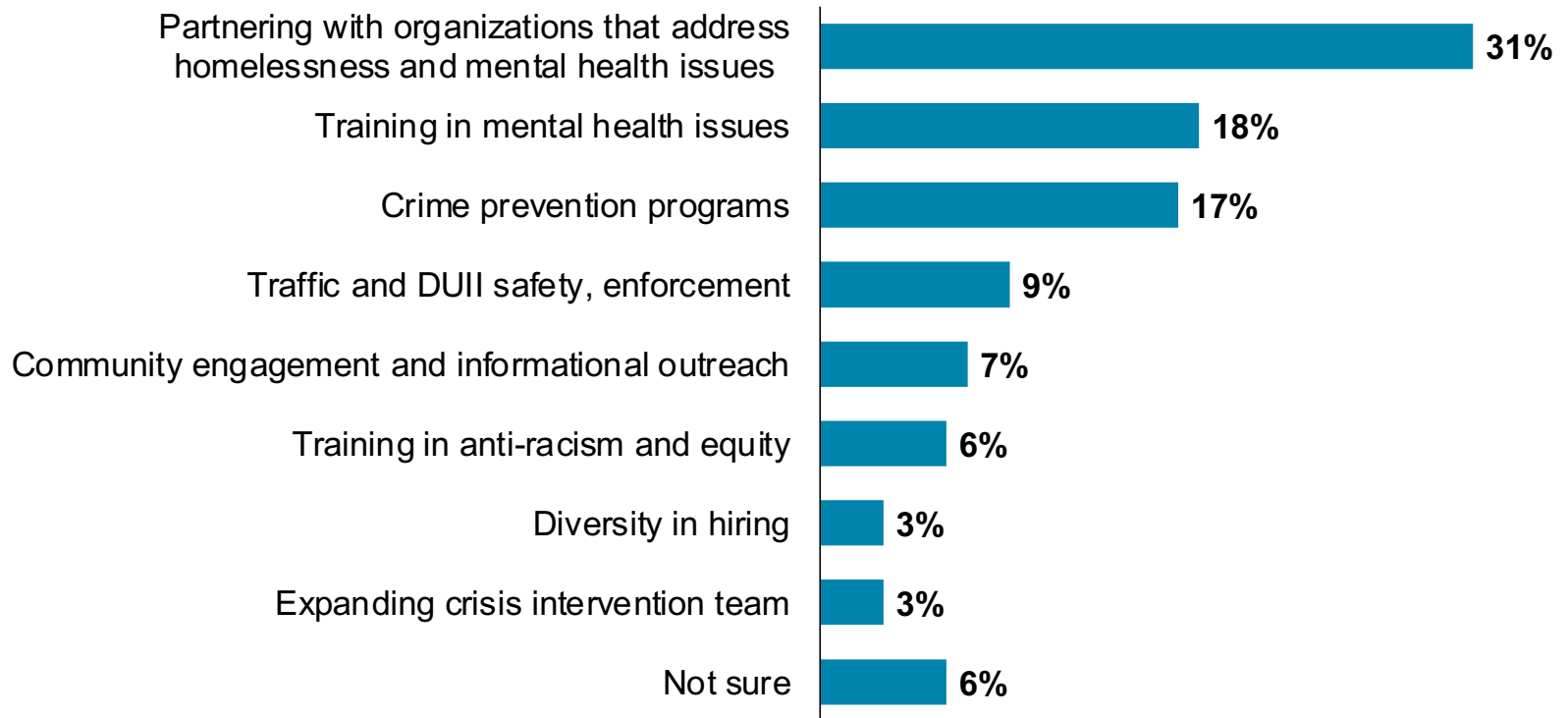


There is now a greater preference for additional single-family homes, especially among renters.

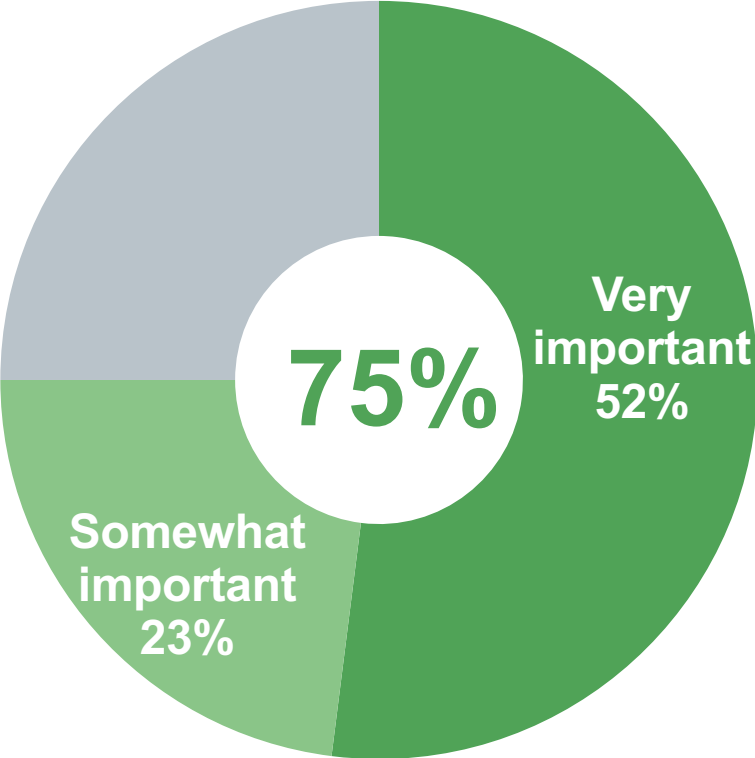


**Current issues:
Public safety, racial equity and COVID-19**

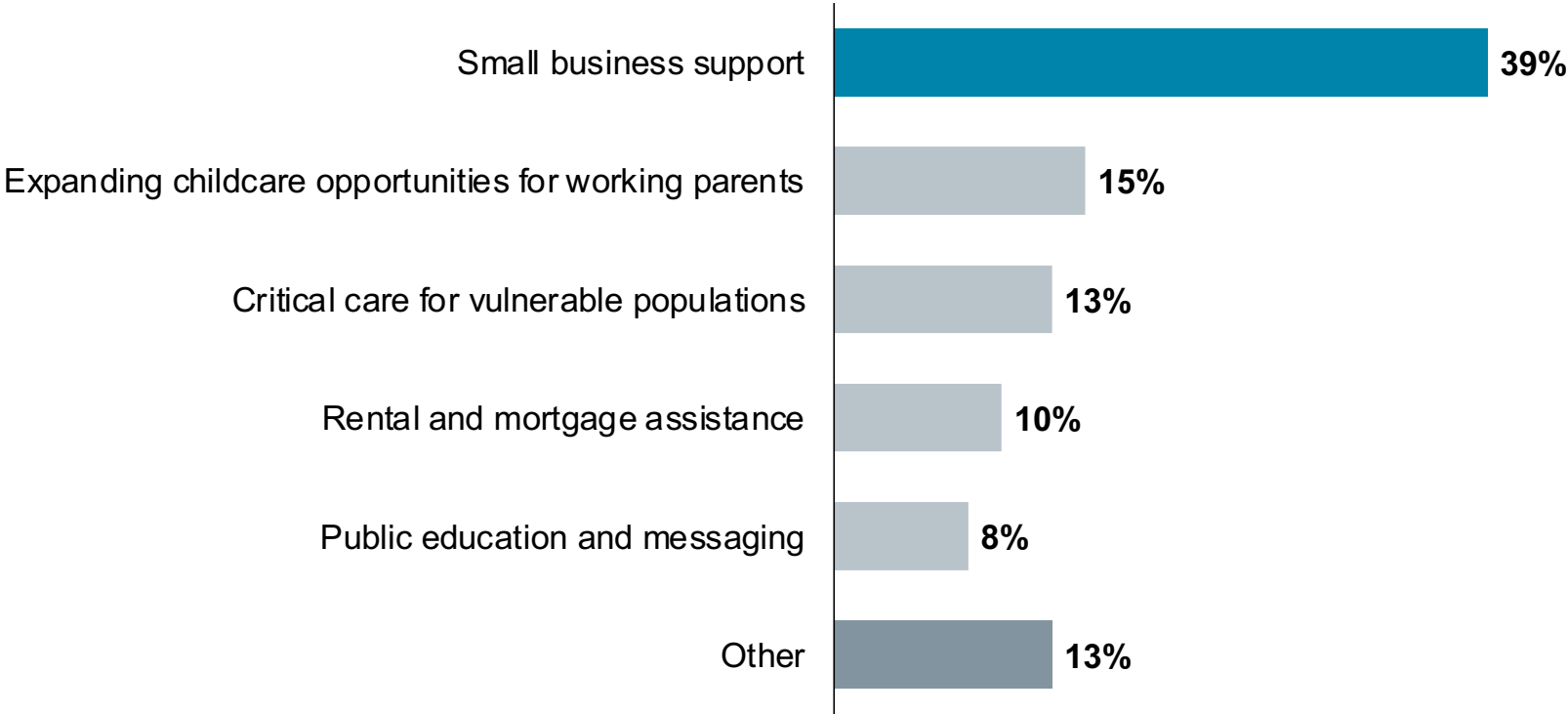
Residents say it is most important that Bend Police partner with organizations that address homelessness and mental health issues.



Three in four Bend residents say it is important to address racial equity gaps in jobs, health, housing, and policing.

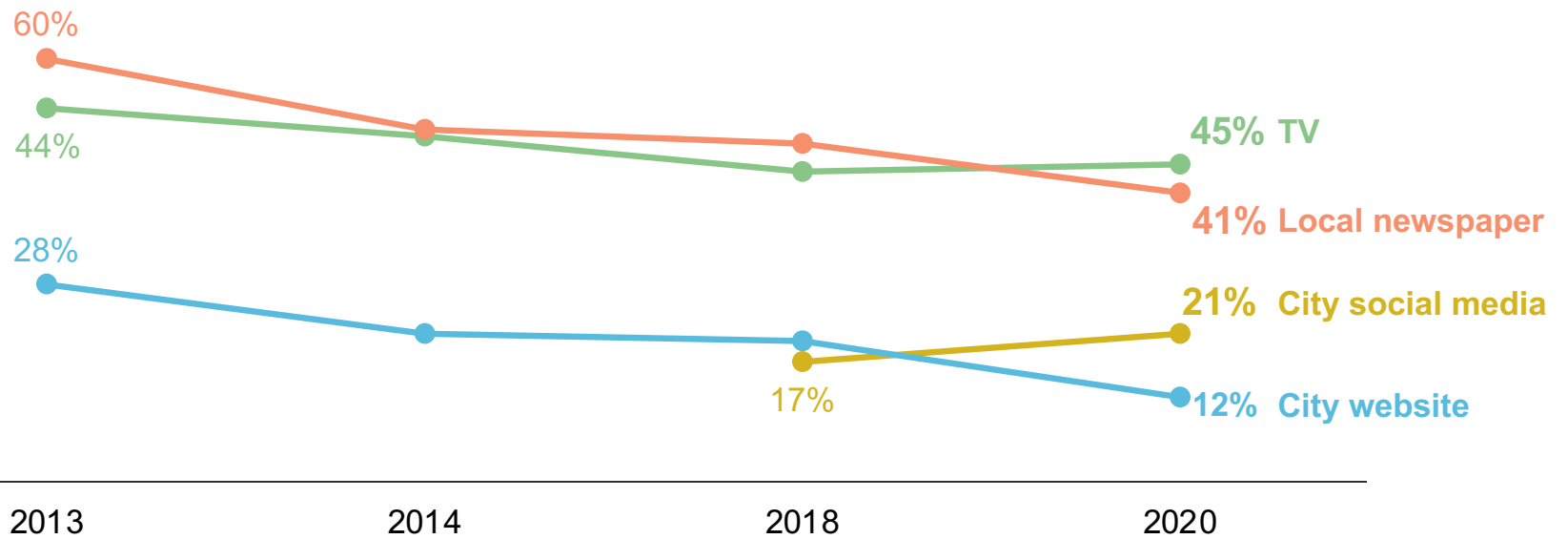


Residents agree that the City should focus on supporting small businesses through the pandemic.



Communications

While TV and newspapers remain useful for information about City issues, reliance on social media may be increasing.





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