



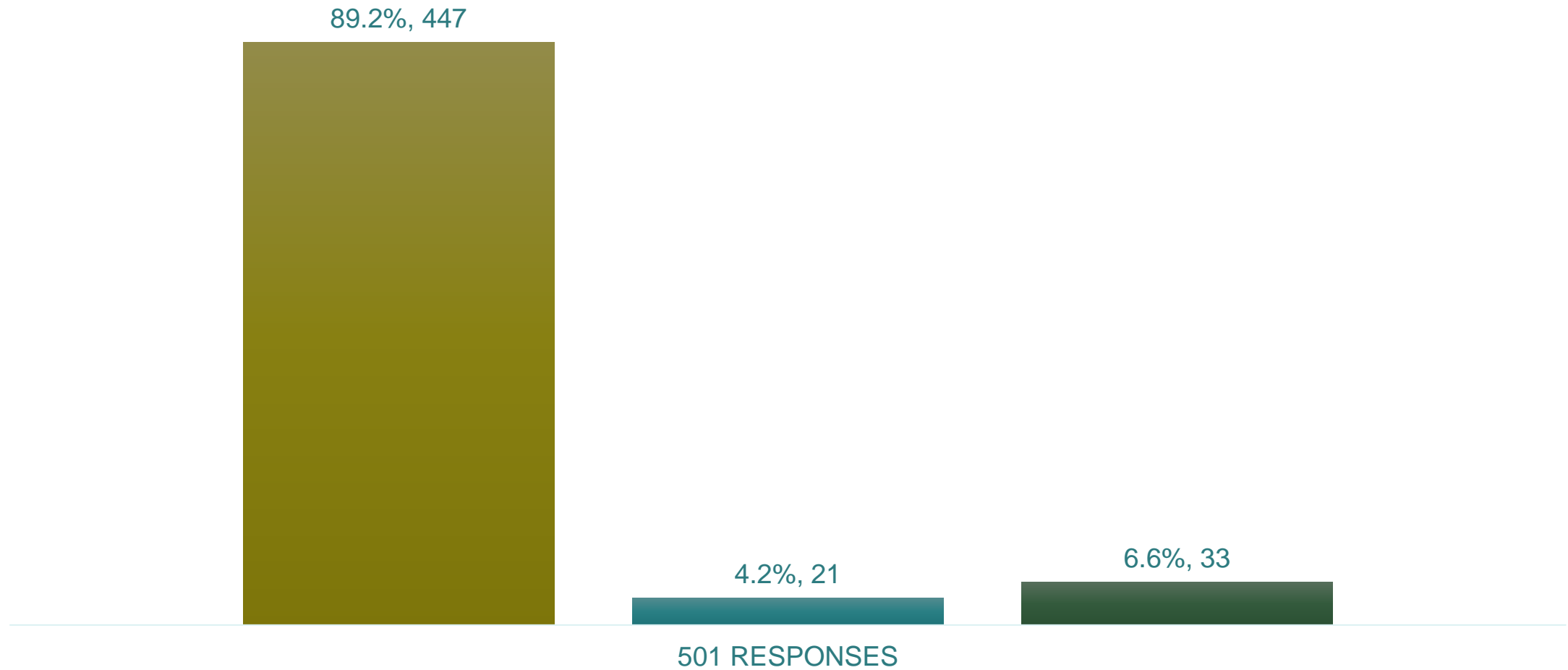
2021 NEIGHBORHOOD COMMUNICATIONS SURVEY RESULTS

January 2022



DO YOU KNOW WHAT A NEIGHBORHOOD ASSOCIATION IS?

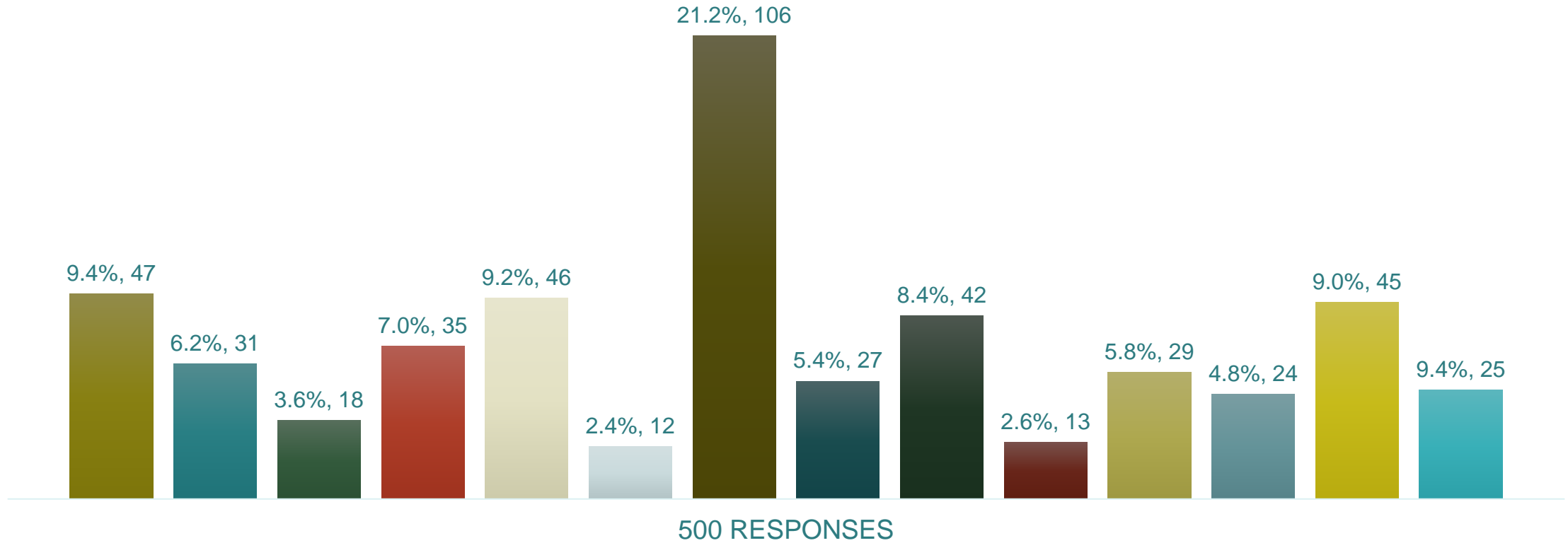
■ YES ■ NO ■ UNSURE





IN WHICH NEIGHBORHOOD ASSOCIATION DO YOU LIVE?

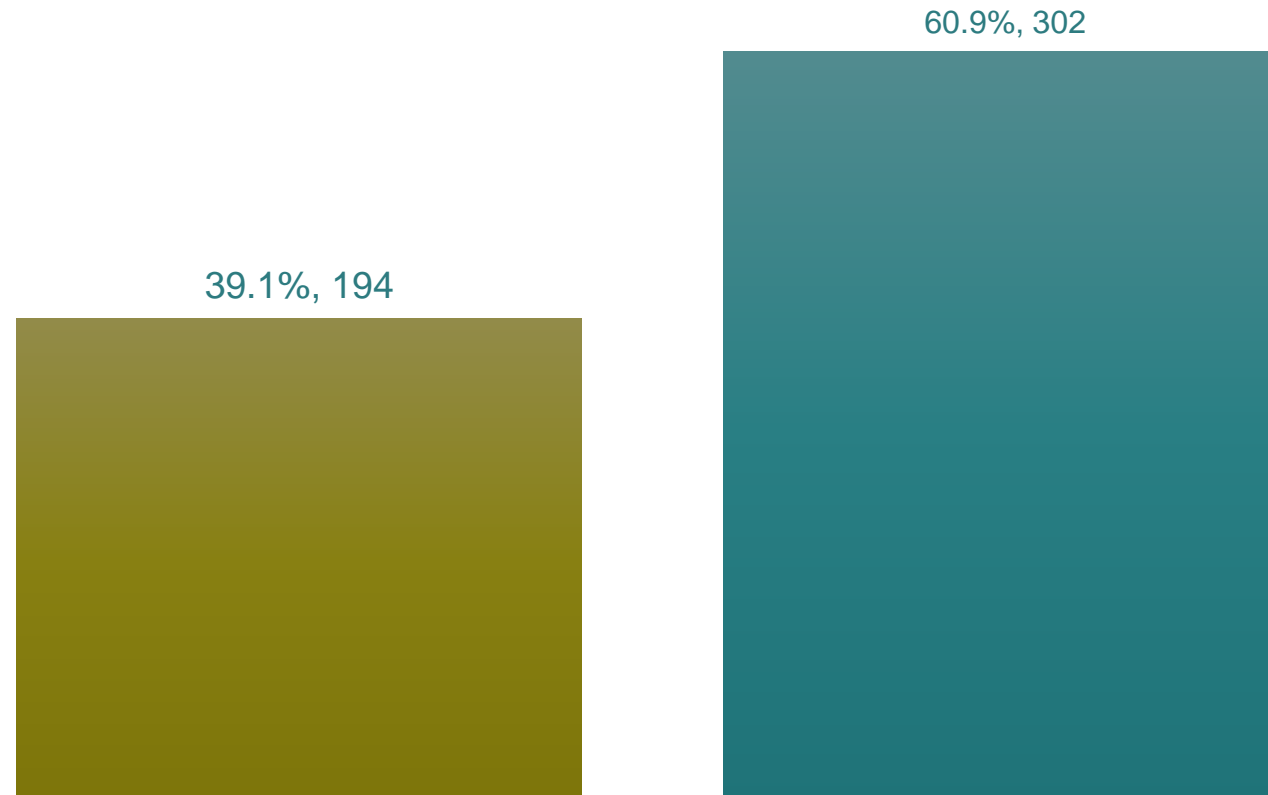
- AWBREY BUTTE
- BOYD ACRES
- CENTURY WEST
- LARKSPUR
- MOUNTAIN VIEW
- OLD BEND
- OLD FARM DISTRICT
- ORCHARD DISTRICT
- RIVER WEST
- SOUTHEAST BEND
- SOUTHERN CROSSING
- SOUTHWEST BEND
- SUMMIT WEST
- I DON'T KNOW





DO YOU FEEL YOU ARE ENGAGED WITH YOUR NEIGHBORHOOD ASSOCIATION?

■ YES ■ NO

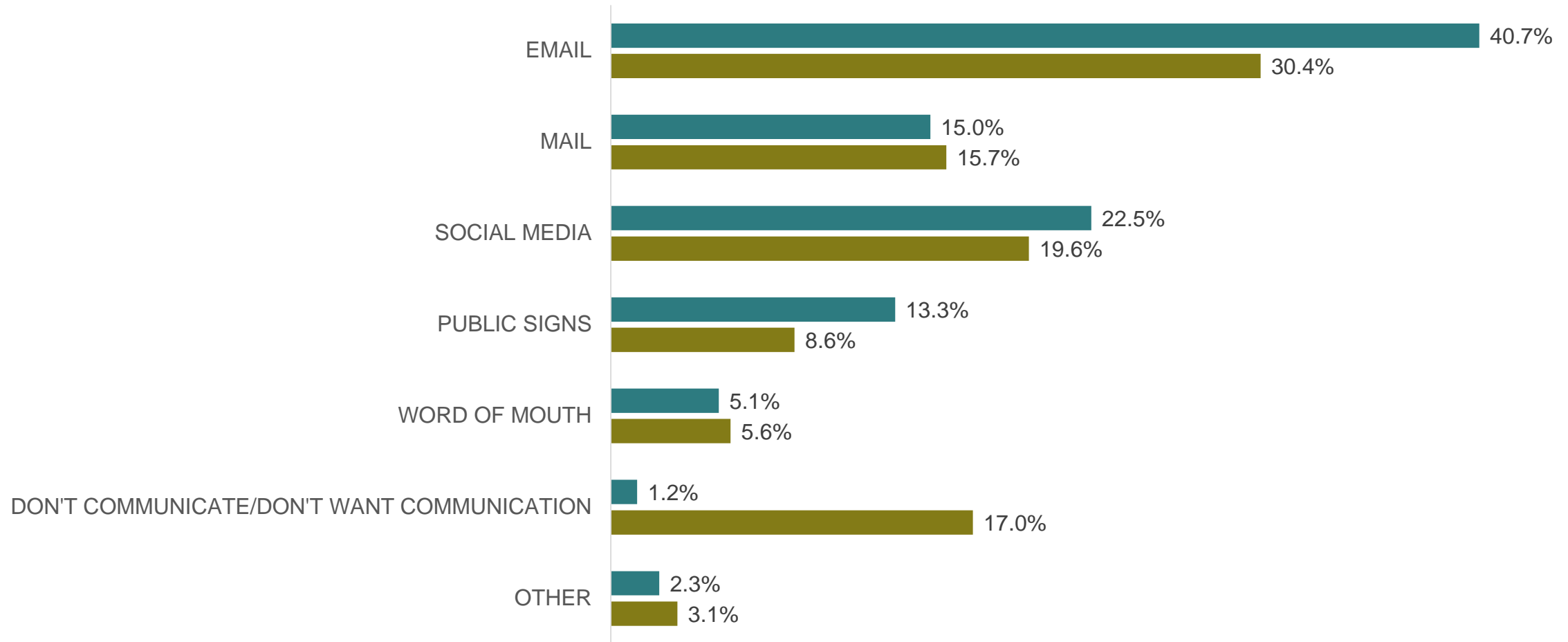


496 RESPONSES



COMMUNICATIONS PREFERENCES COMPARISON

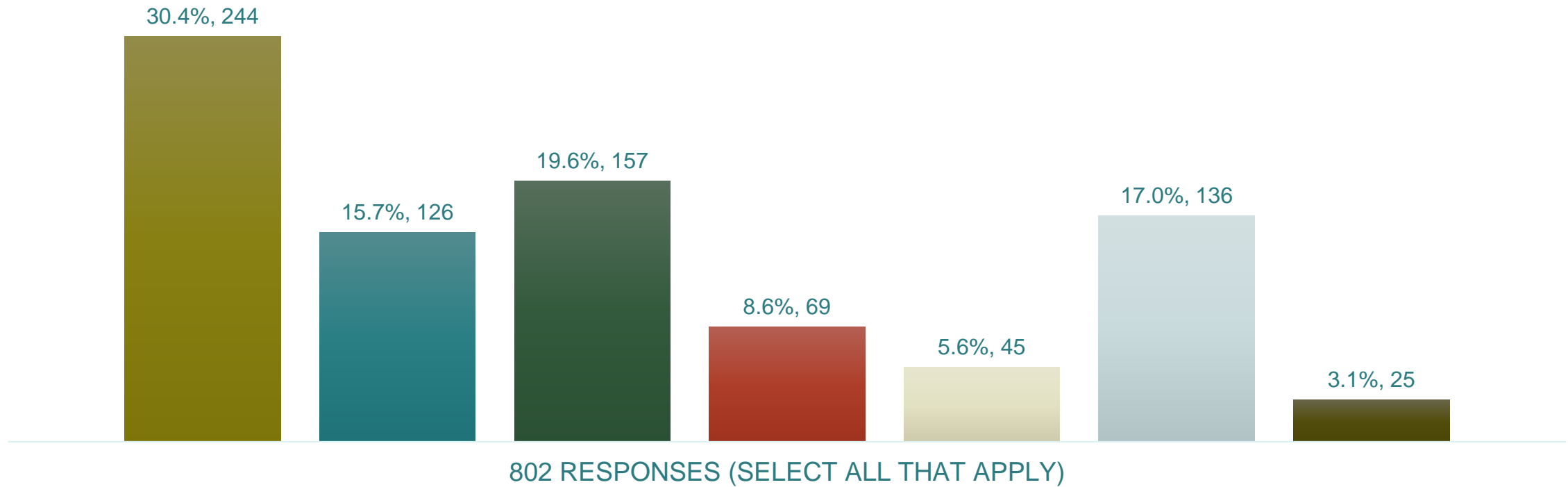
- HOW WOULD YOU LIKE YOUR NEIGHBORHOOD ASSOCIATION TO COMMUNICATE WITH YOU?
- HOW DOES YOUR NEIGHBORHOOD ASSOCIATION COMMUNICATE WITH YOU?





HOW DOES YOUR NEIGHBORHOOD ASSOCIATION COMMUNICATE WITH YOU?

- EMAIL
- MAIL
- SOCIAL MEDIA
- PUBLIC SIGNS
- WORD OF MOUTH
- THEY DON'T COMMUNICATE WITH ME
- OTHER



COMMENTS RECEIVED IN “OTHER”

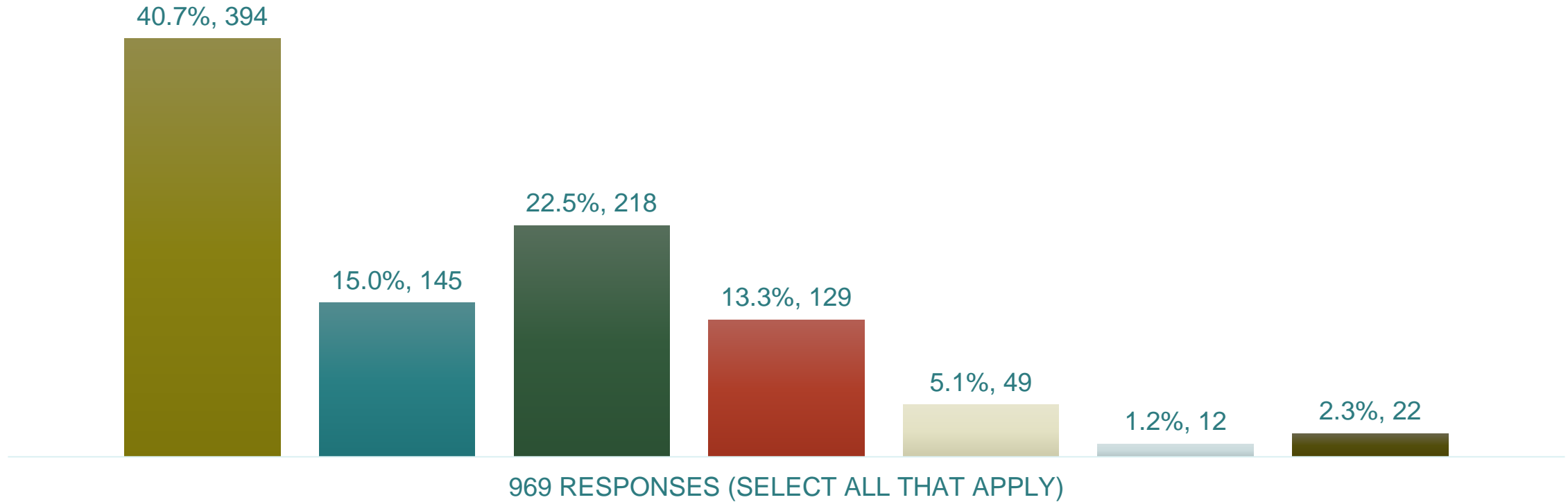


- *Annual meeting notified by mail.*
- *They send notices for violations I didn't commit regularly but can't bother to maintain paperwork or call us back.*
- *Little communication happens about issues that have a huge impact on our neighborhood but aren't deemed important by the association.*
- *Monthly meetings.*
- *Empire and OB Riley shouldn't be part of Boyd acres.*
- *Postcards.*
- *Phone.*
- *I think a neighbor emails us.*
- *Next Door app.*
- *Lately the communication has been limited and sporadic.*
- *Meetings.*
- *Email, but rarely.*
- *I've opted out.*
- *Flier for meetings.*
- *Annual Meeting.*
- *My choice to get email.*
- *Very poorly. They have a newsletter that is mostly general city info instead of related to the neighborhood; their website is pretty lean. I get way more info from the Mountain View NA about relevant information.*
- *Monthly board meetings.*
- *In person.*
- *Not much since the pandemic.*
- *Unfortunately we've received communication from a neighbor incorrectly citing CCR guidelines in an envelope by an anonymous neighbor. No return address, no official letterhead, and a typed mailing label with no identifiable writing. Fortunately after contacting Christi Haynes we were supported and assisted in a very professional manner. Sadly our experience was somebody misrepresenting themselves as the official neighborhood association.*
- *Saw this on Neighborhood app.*
- *Website.*
- *Emails stopped a while ago.*
- *Public NA Board meetings.*



HOW WOULD YOU LIKE YOUR NEIGHBORHOOD ASSOCIATION TO COMMUNICATE WITH YOU?

- EMAIL
- SOCIAL MEDIA
- WORD OF MOUTH
- OTHER
- MAIL
- PUBLIC SIGNS
- I DON'T WANT THEM TO COMMUNICATE WITH ME



COMMENTS RECEIVED IN “OTHER”

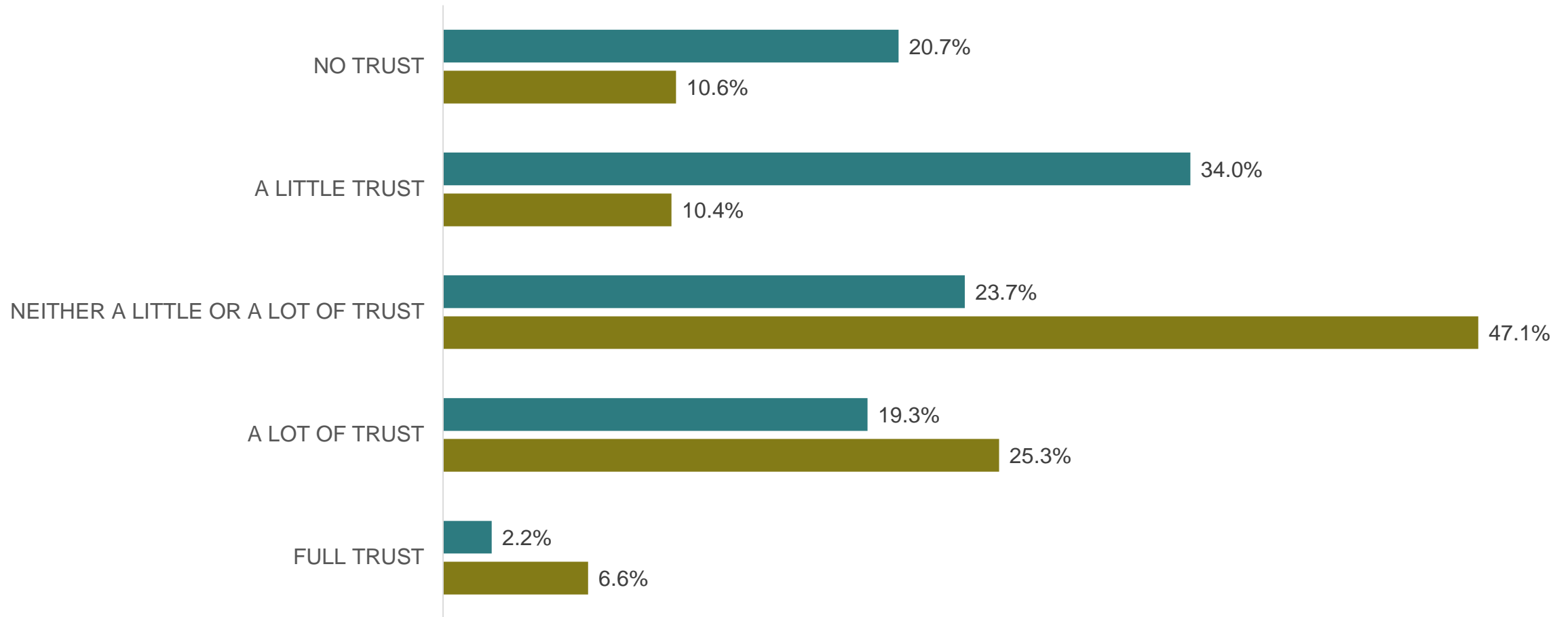


- *I want them to stop targeting us and get back to us when we need their help that we pay for like a broken sprinkler in the system out front by the street.*
- *Monthly meetings.*
- *Text.*
- *I feel our neighborhood is in the wrong neighborhood and association designated by the City.*
- *Local news.*
- *Depends on what they want to communicate. I'm not really sure start they do or what they want to communicate.*
- *They could, IDK, speak to me?*
- *emails from neighbor are fine.*
- *I've seen mail for my landlord. I've lived in this neighborhood for 7 years and am a certified school staff member but don't feel I have a voice because I don't own a home and will likely never be able to in Bend.*
- *Anything is better than what they're doing now!*
- *Text.*
- *Set a regular meeting schedule, announce meeting earlier, hold in-person meetings when safe.*
- *The Bulletin.*
- *Regular communication and coordination with our neighborhood HOA.*
- *Meetings.*
- *Host meetings with city officials or staff to discuss timely topics.*
- *Tell me what is happening in MY neighborhood.*
- *Zoom, in-person meetings.*
- *This Neighborhood app obviously worked.*
- *Website.*
- *When COVID is over, would like in-person events to resume.*
- *Public meetings.*



TRUST SCALE COMPARISON

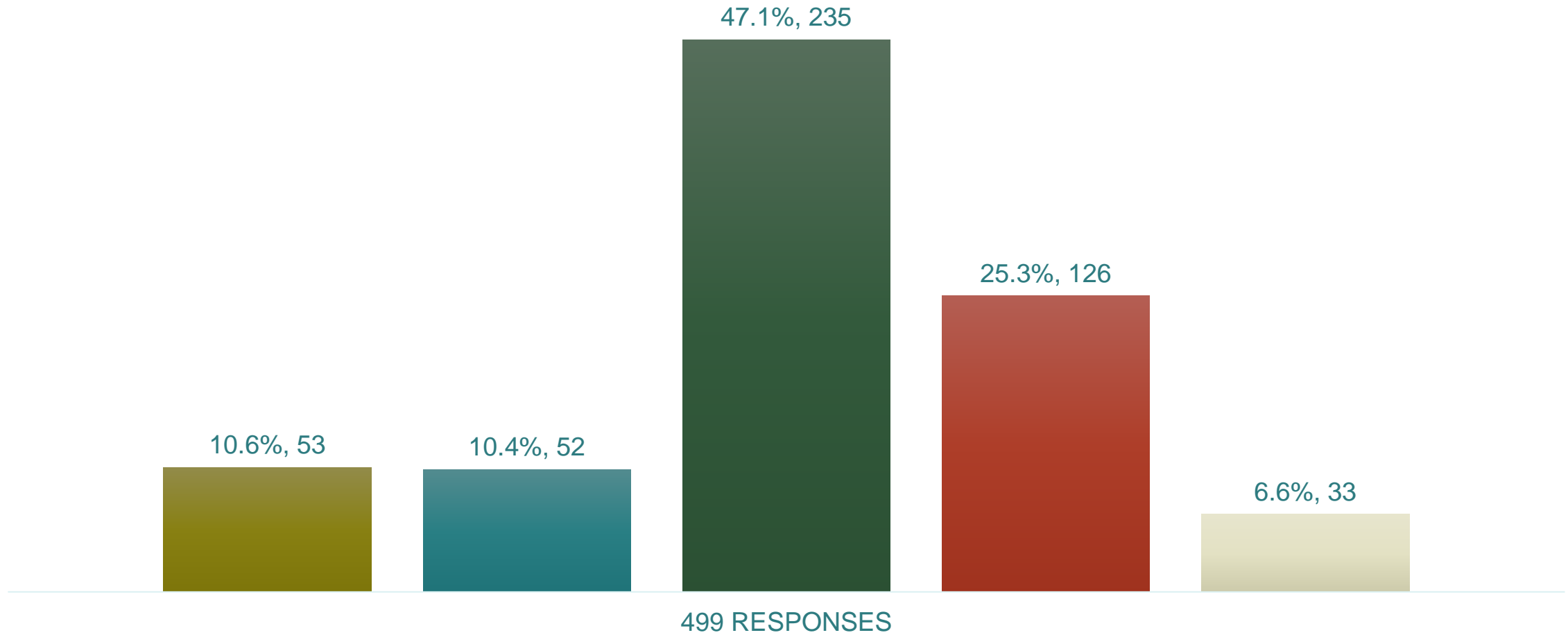
- HOW MUCH TRUST DO YOU HAVE IN THE CITY?
- HOW MUCH TRUST DO YOU HAVE IN YOUR NEIGHBORHOOD ASSOCIATION?





HOW MUCH TRUST DO YOU HAVE IN YOUR NEIGHBORHOOD ASSOCIATION?

■ NO TRUST ■ A LITTLE TRUST ■ NEITHER A LITTLE OR A LOT OF TRUST ■ A LOT OF TRUST ■ FULL TRUST





HOW MUCH TRUST DO YOU HAVE IN THE CITY OF BEND?

■ NO TRUST ■ A LITTLE TRUST ■ NEITHER A LITTLE OR A LOT OF TRUST ■ A LOT OF TRUST ■ FULL TRUST

