

# City of Bend Community Perceptions Survey

December 2022



CITY OF BEND



## Research purpose

- Assess satisfaction with City services
- Benchmark attitudes to previous years
- Gather feedback on emerging priorities
- Help plan strategic goals for the next biennium

# Methodology

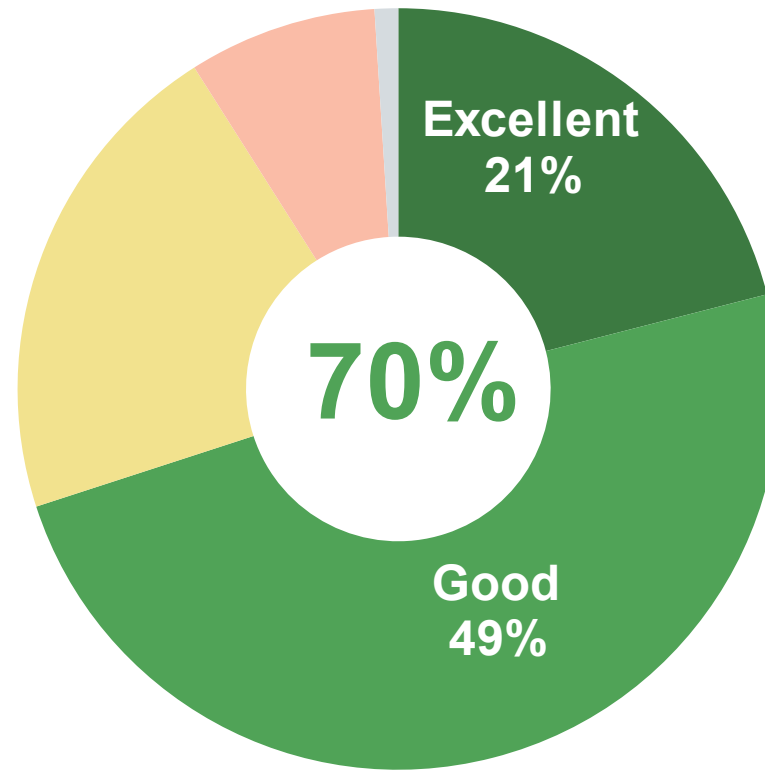
- Hybrid phone and text-to-online survey of N=400 Bend residents (change from previous years)
- Conducted December 1–6, 2022; 12 minutes to complete
- Quotas by age, gender, and area of city; survey in English and Spanish
- Margin of error  $\pm 4.9\%$
- Due to rounding, some totals may differ by  $\pm 1$  from the sum of separate responses

## Methodology—online opt-in survey

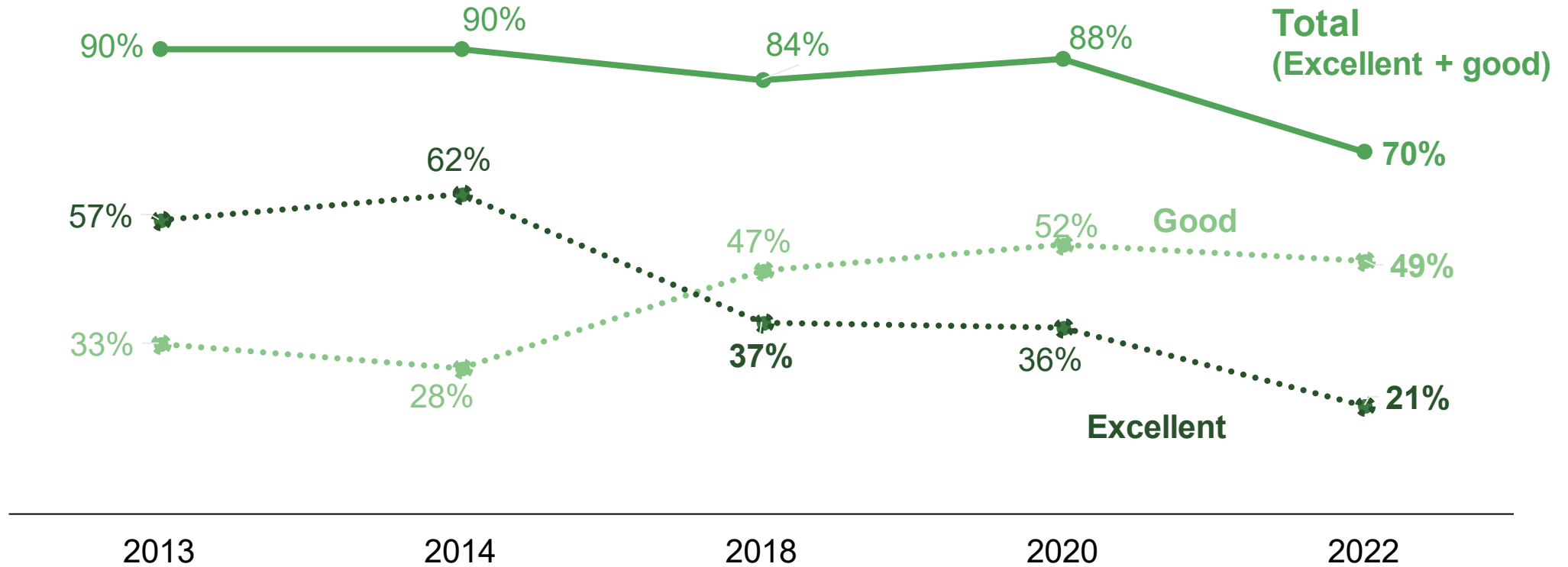
- Online survey of N=1,278 Bend residents
- Conducted December 12-26, 2022
- Participants self-selected into the survey; margin of error cannot be calculated with confidence
- Available in Spanish and English

**General mood**

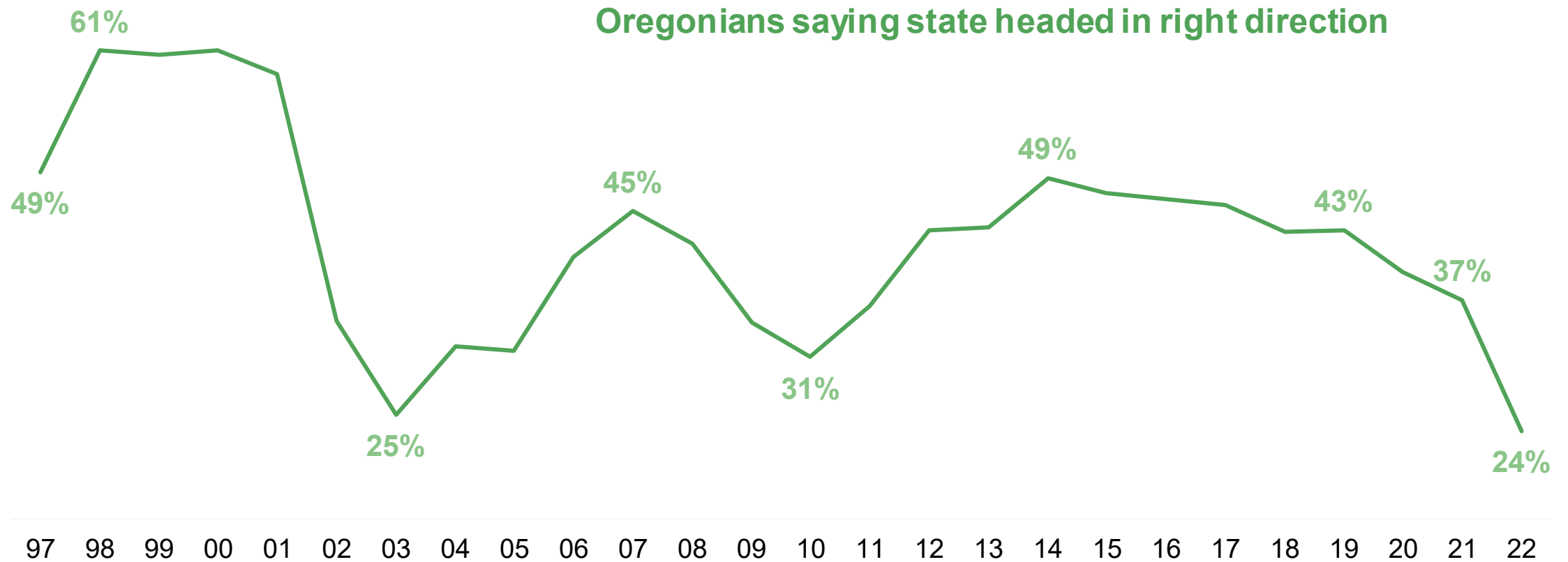
# Seven in ten Bend residents rate their quality of life as excellent or good.



# Satisfaction with quality of life is down from 2020.

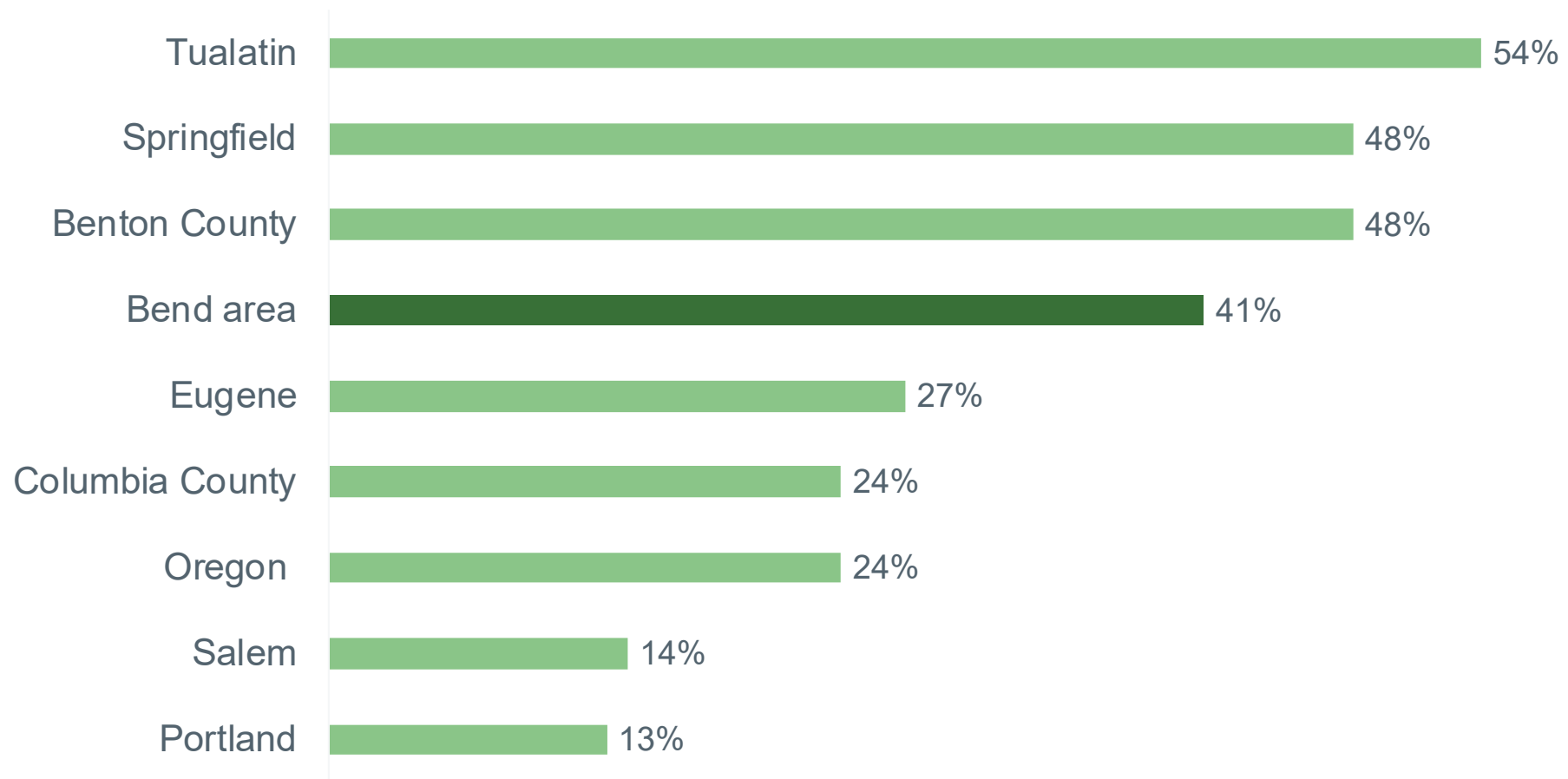


# Declining positivity in the Bend area reflects wider statewide sentiment.

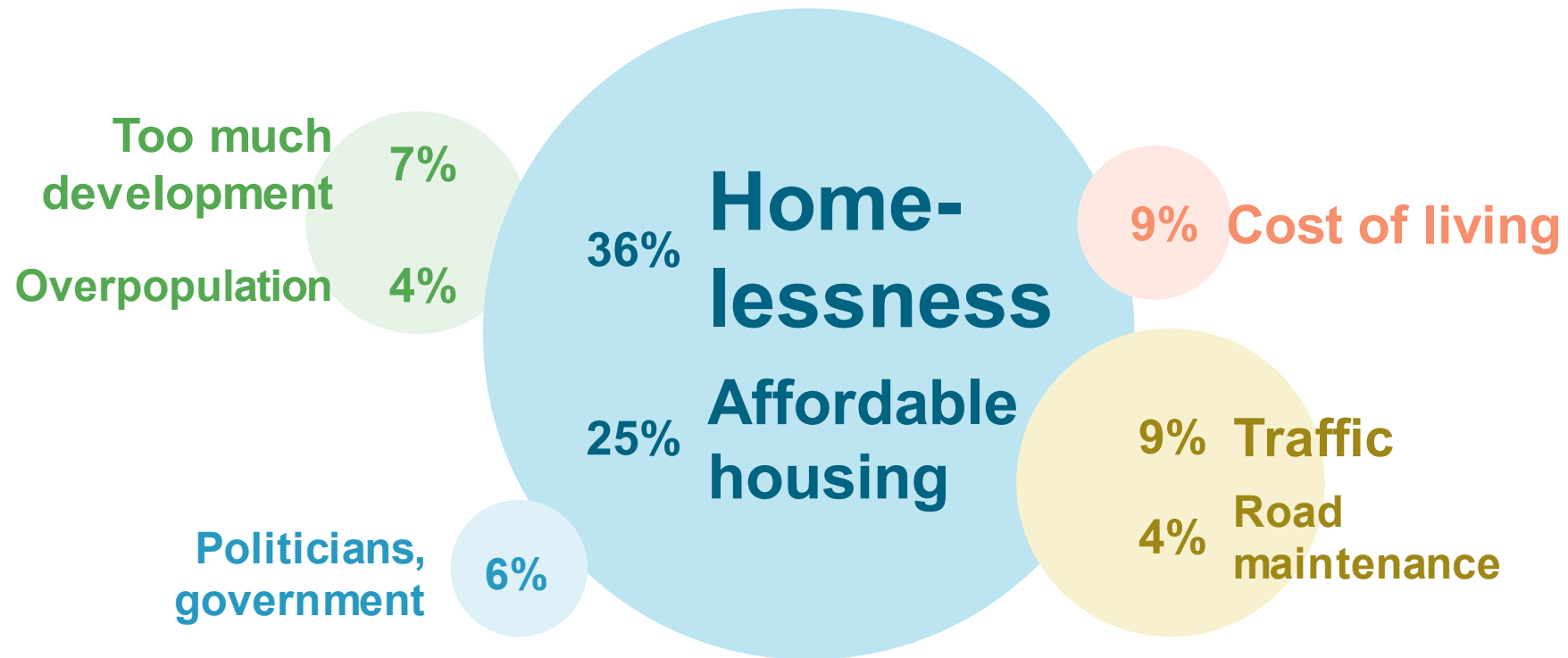




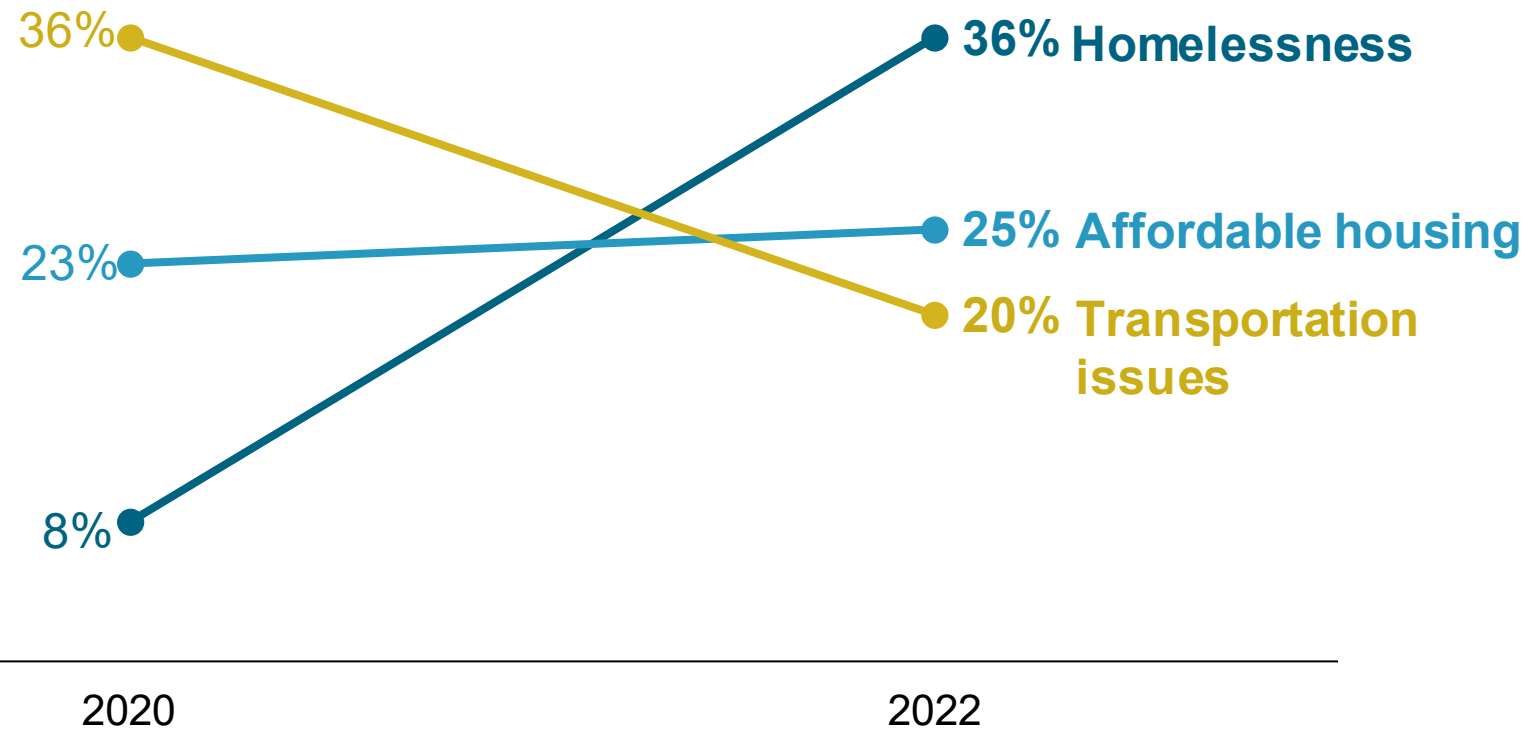
# Bend area residents are more likely to say their community is headed in the right direction than residents of many other Oregon communities.



# Homelessness and housing affordability are top of mind, followed by traffic, inflation, and population growth.

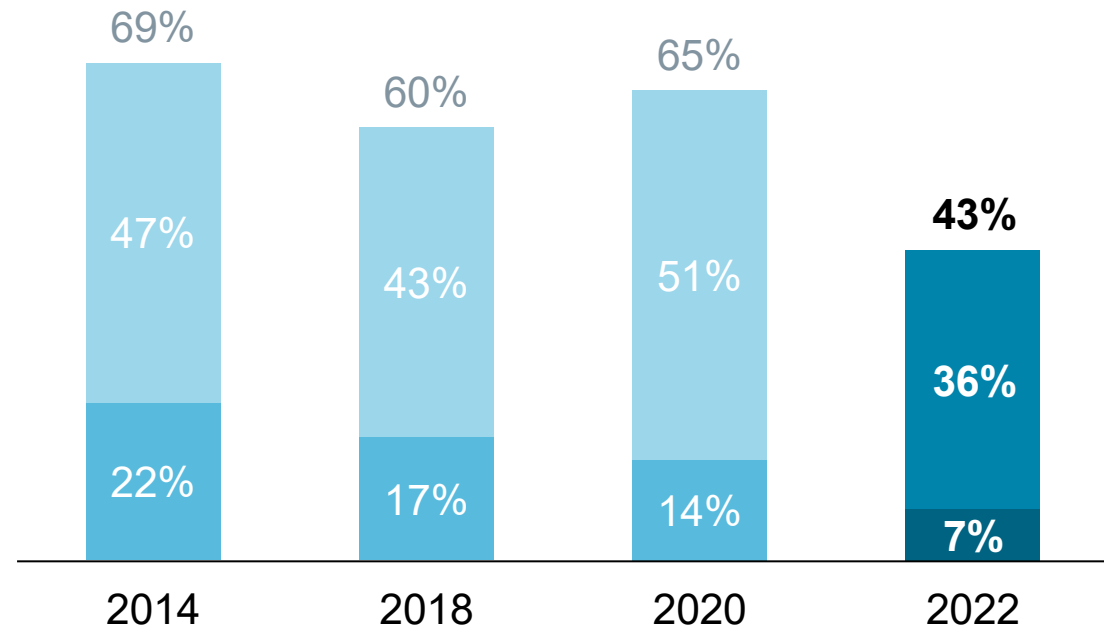
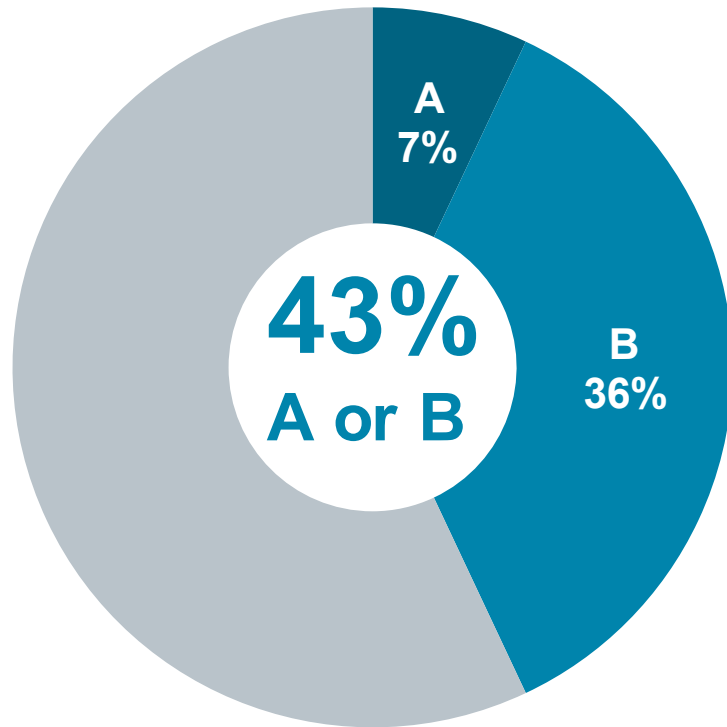


# Homelessness is a larger issue compared to 2020, while transportation concerns have receded.

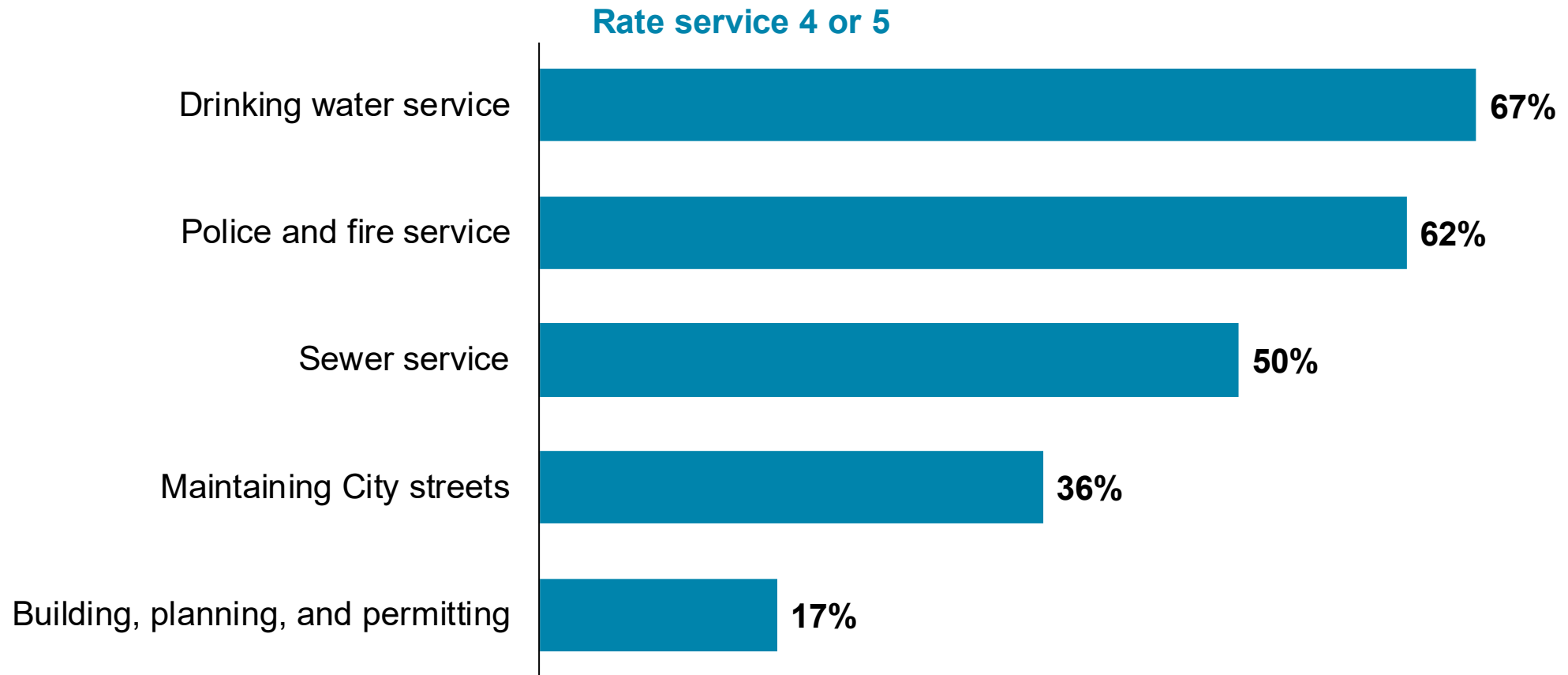


# City performance

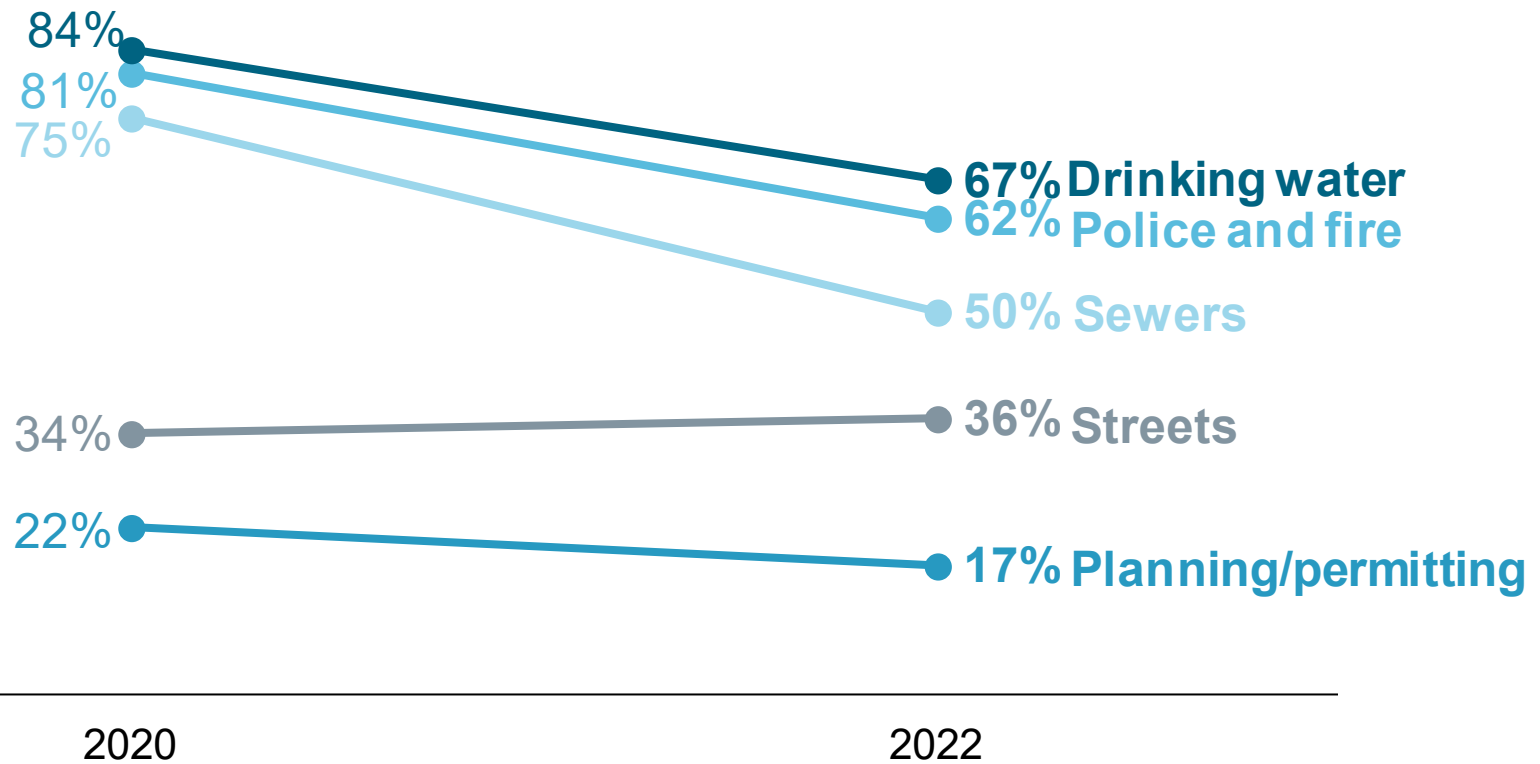
# About four in ten residents give the City an A or B grade for its performance, a drop from previous years.



# Drinking water and public safety services have the strongest positive ratings.



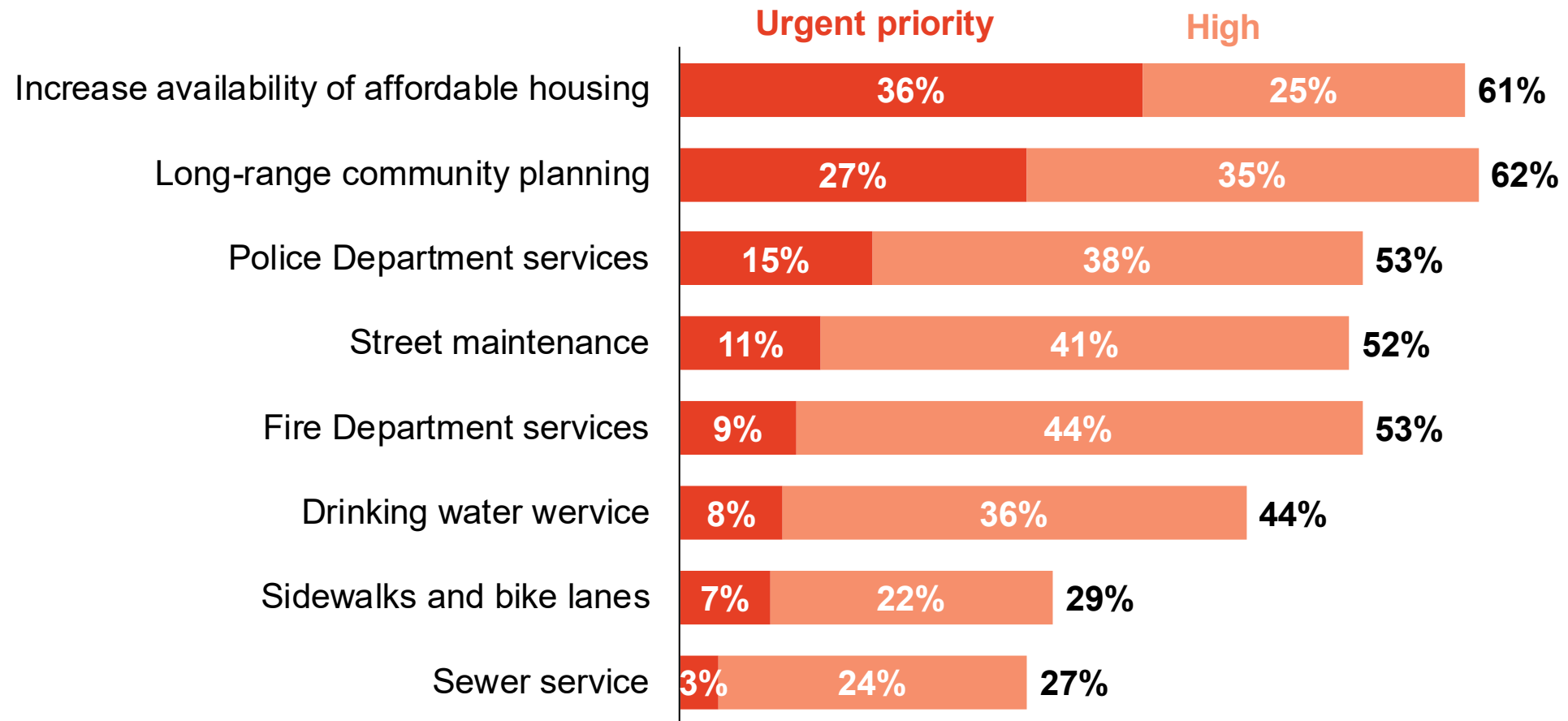
# Satisfaction with most services has gone down since the 2020 survey.



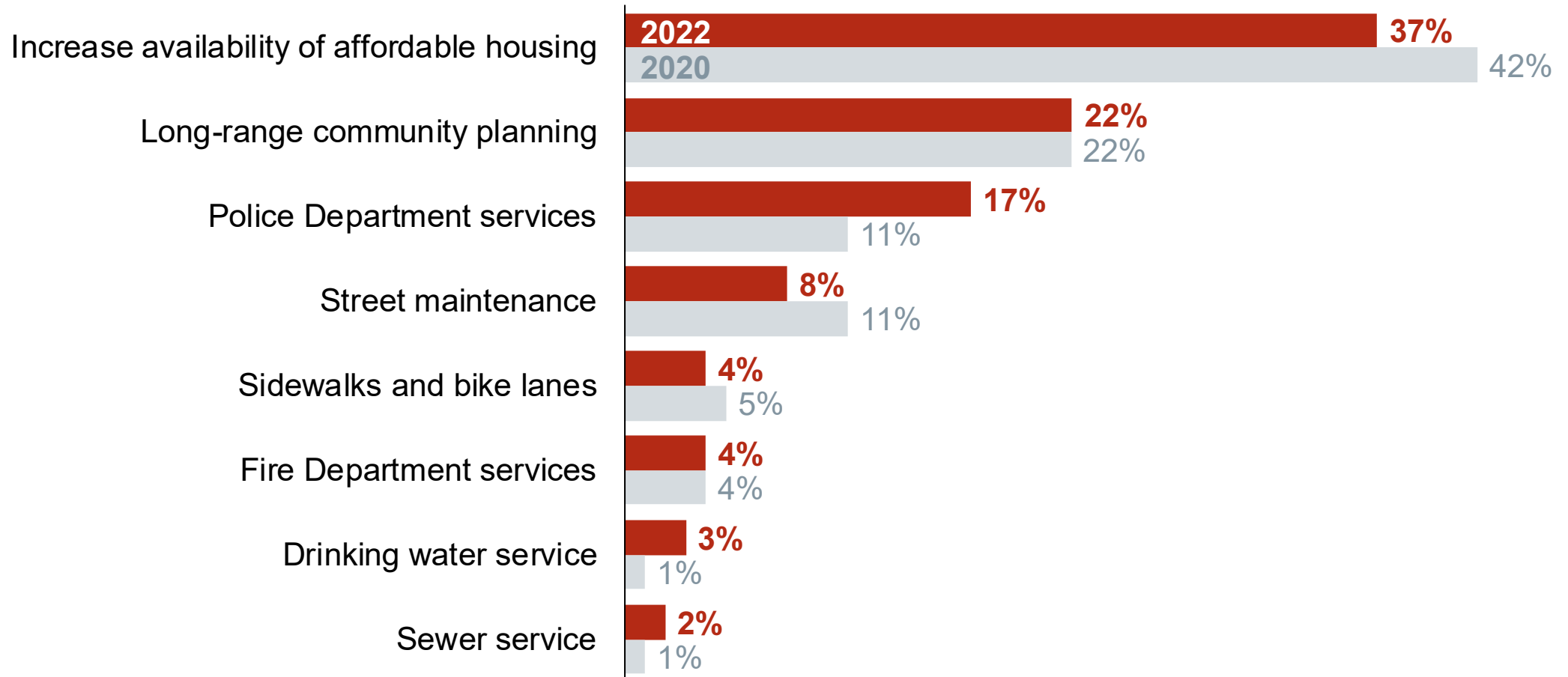
# **Budget and service priorities**



# Residents' top priorities over the next ten years are long-range planning and affordable housing.

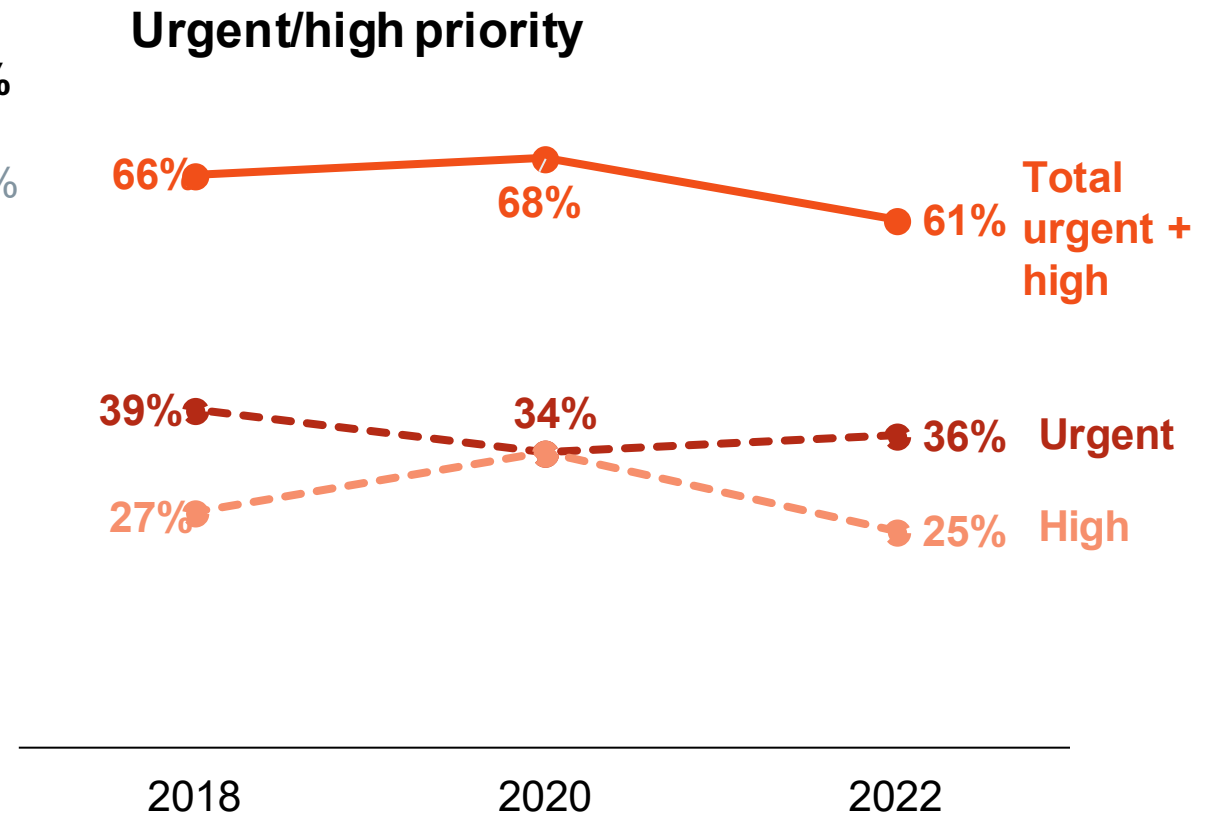
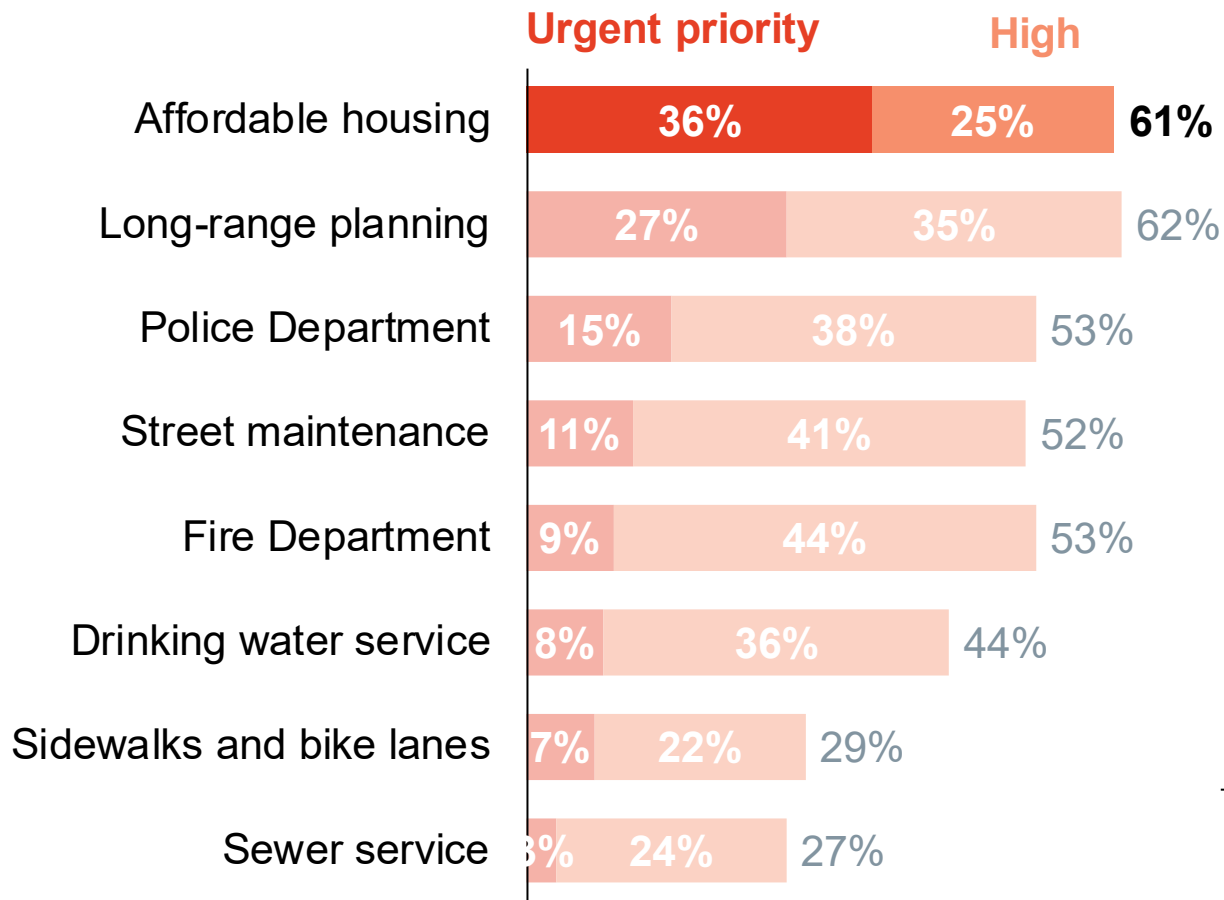


# Asked to choose just one service to prioritize, four in ten choose affordable housing.

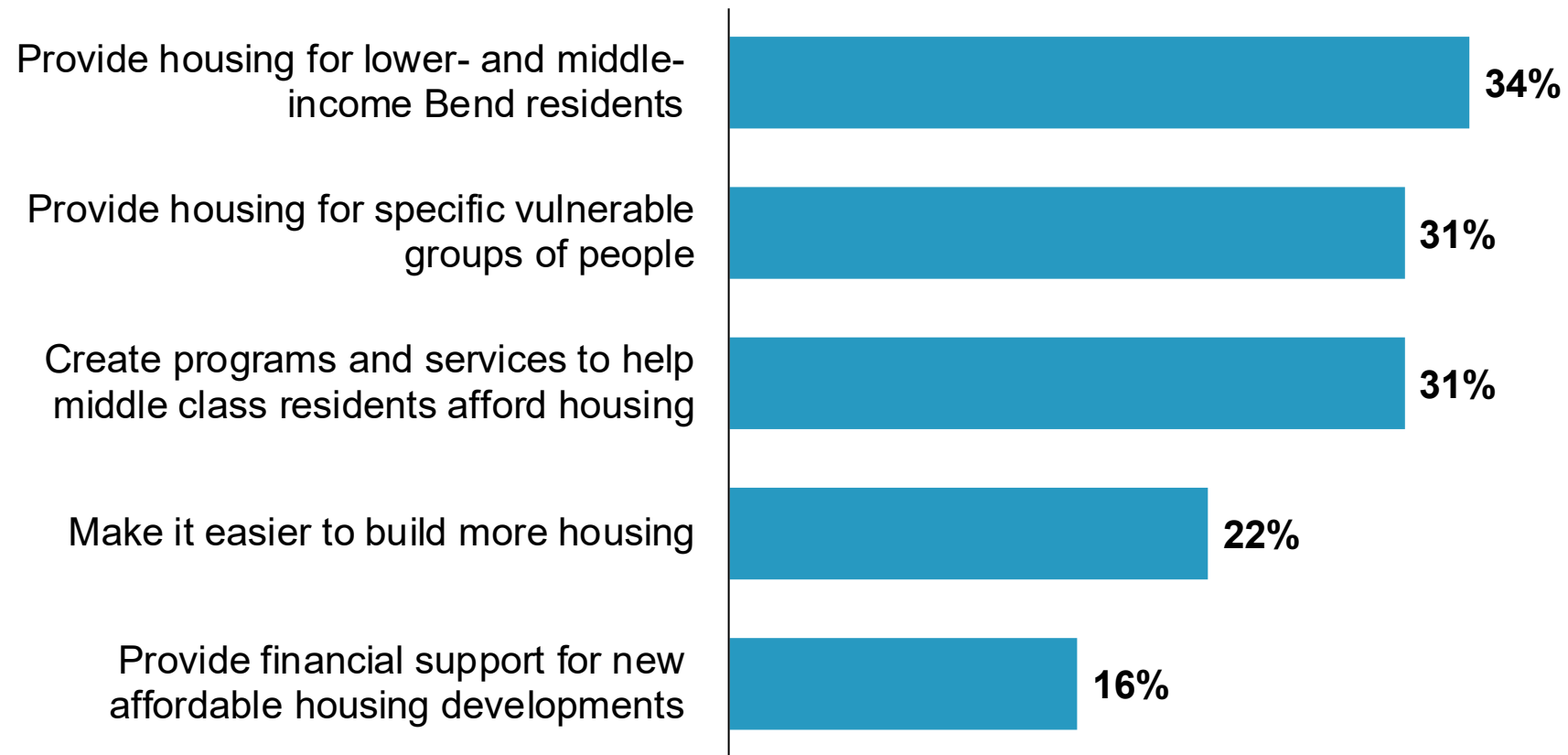


# **Housing and homelessness**

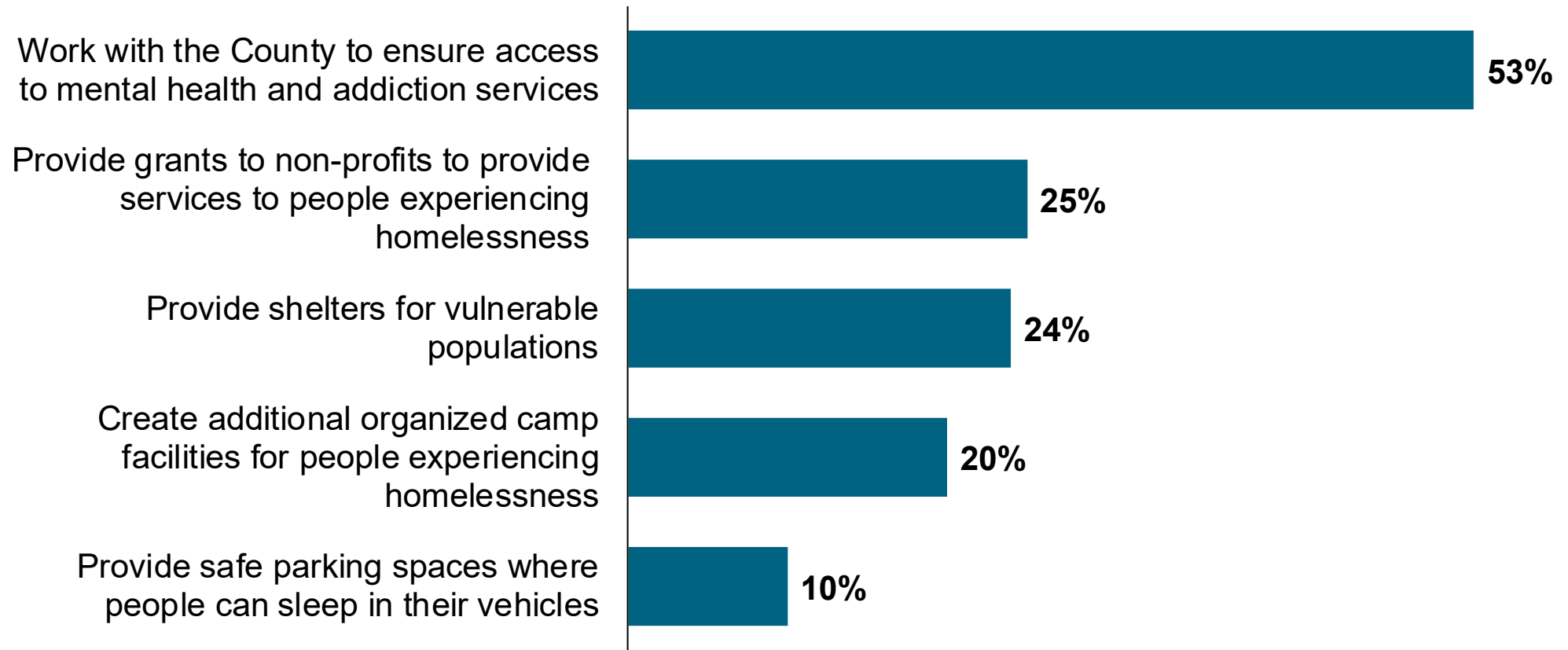
# Residents continue to put housing affordability near the top of the list of service priorities, though total urgent/high priority ratings have softened slightly since 2020.



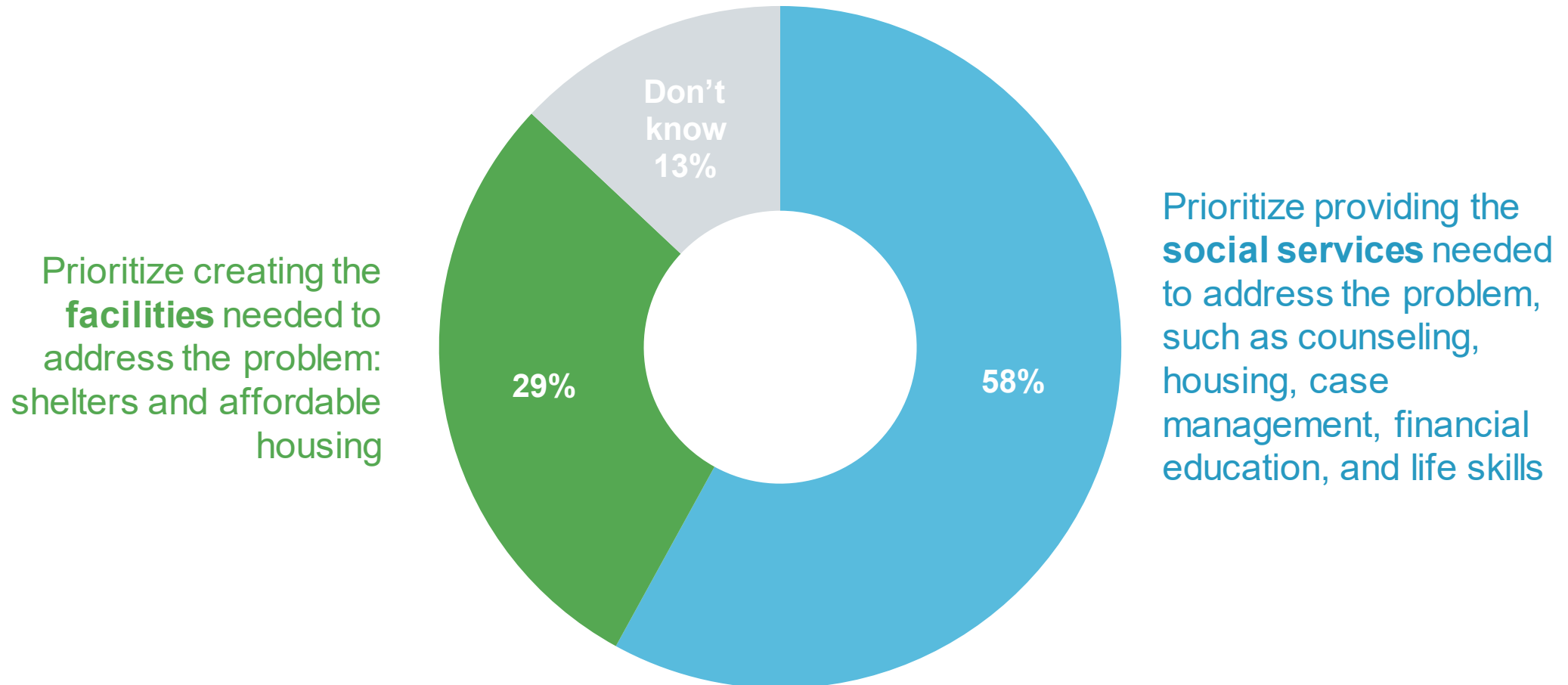
# Residents like the idea of providing housing to people who need it over streamlining construction or support for developments.



# When it comes to homelessness, a majority want to see the City ensure access to mental health and addiction services.



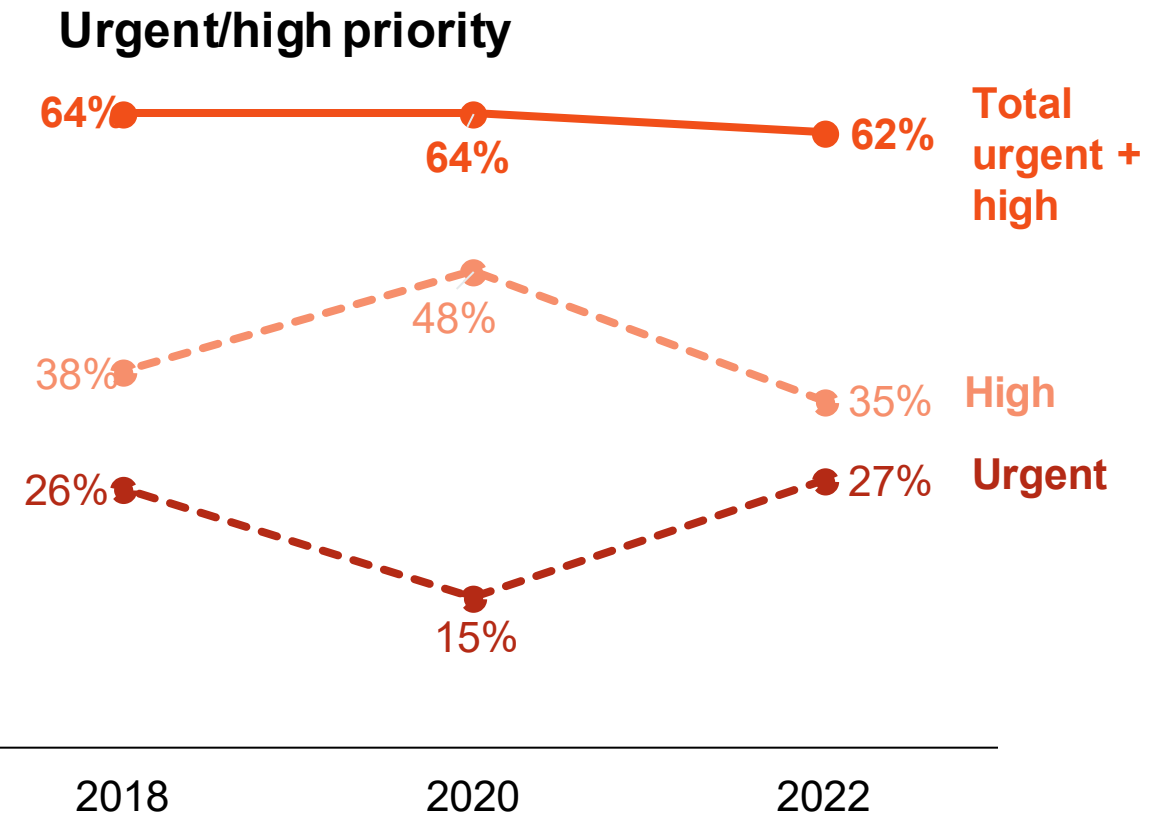
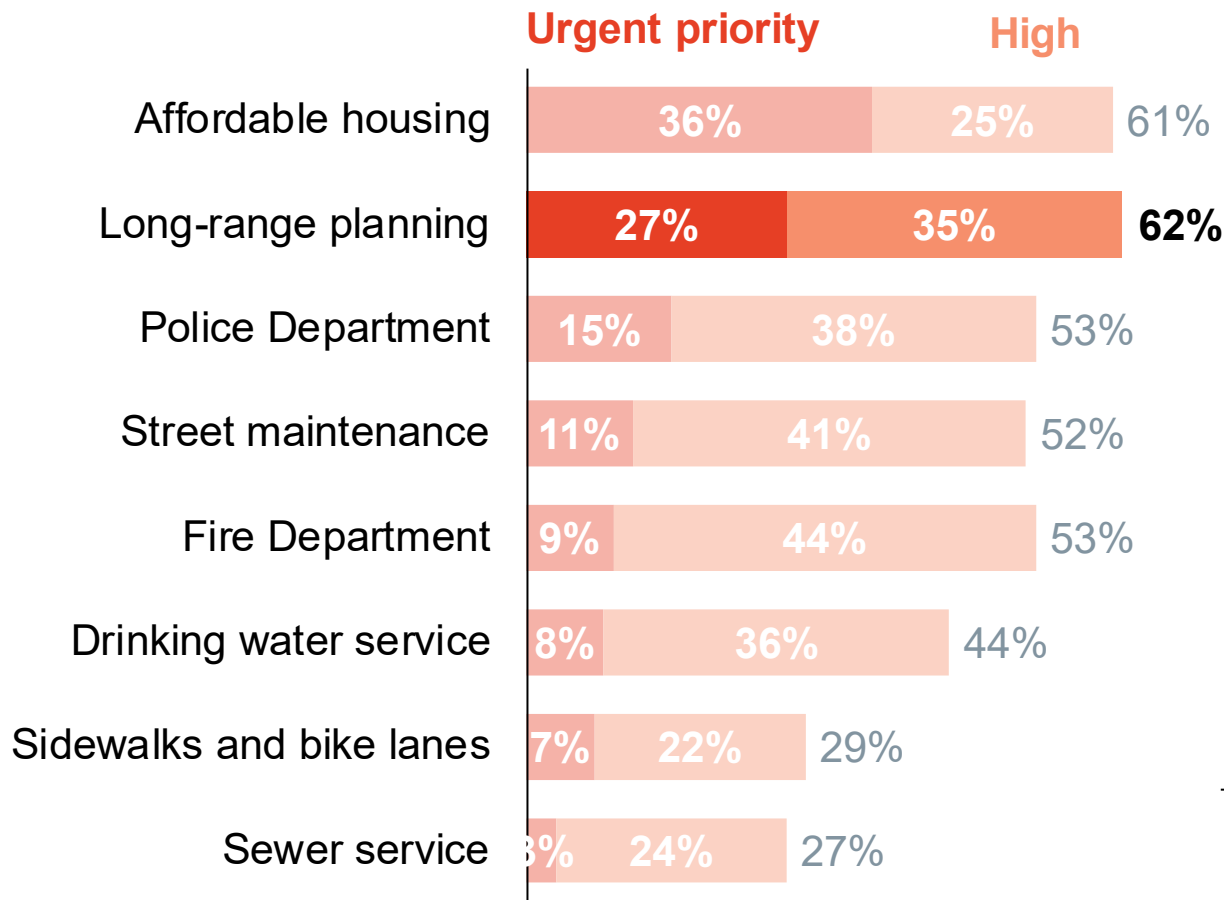
# Residents want the City's plan to address affordability and homelessness to focus on services rather than building shelters and housing.



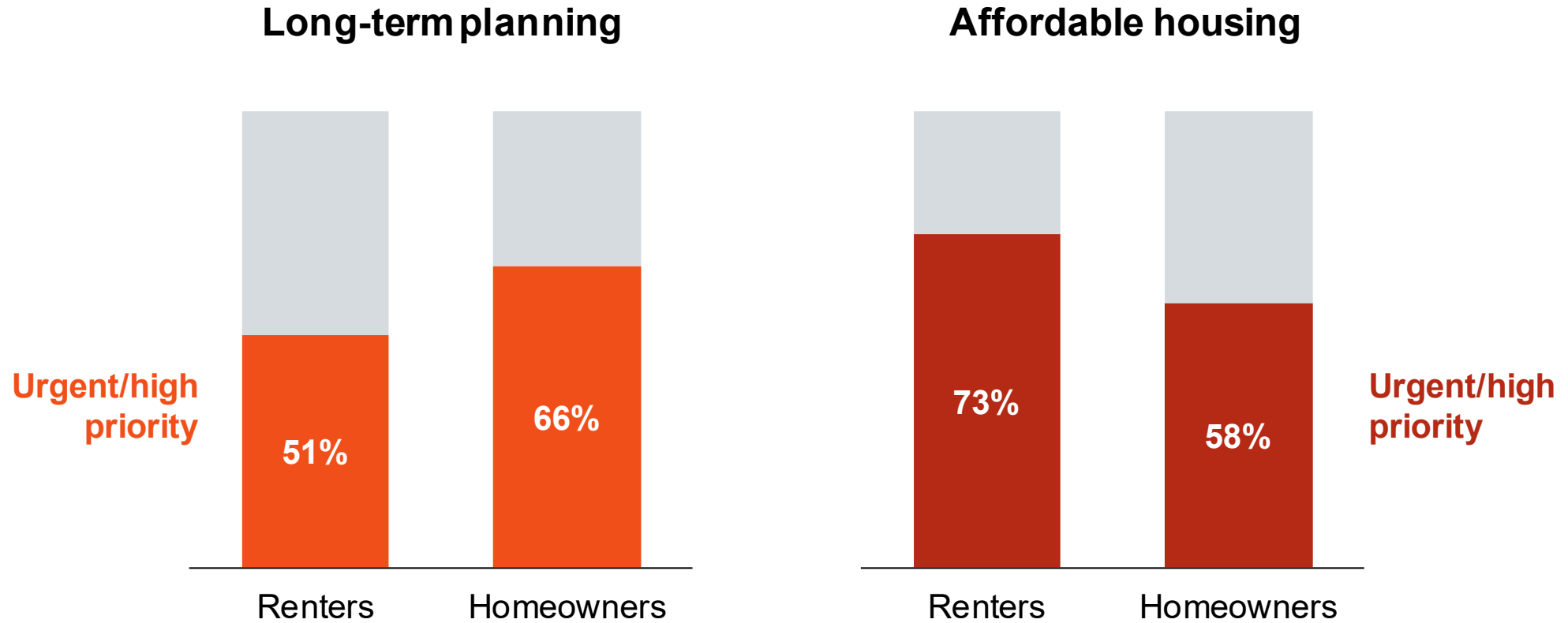
**Growth**



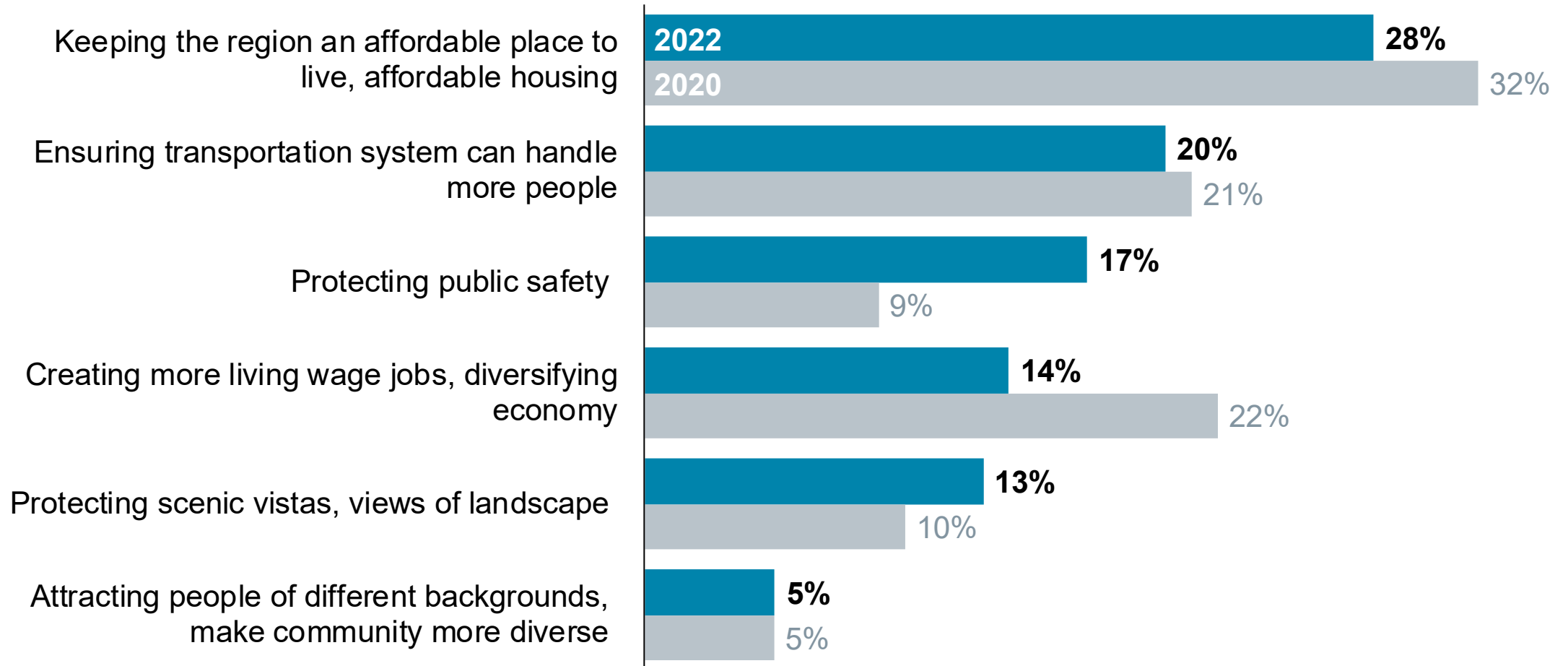
# Long-range planning is consistently a high priority for Bend residents.



# Homeowners are especially concerned about long-term planning, while renters tend to prioritize affordable housing.

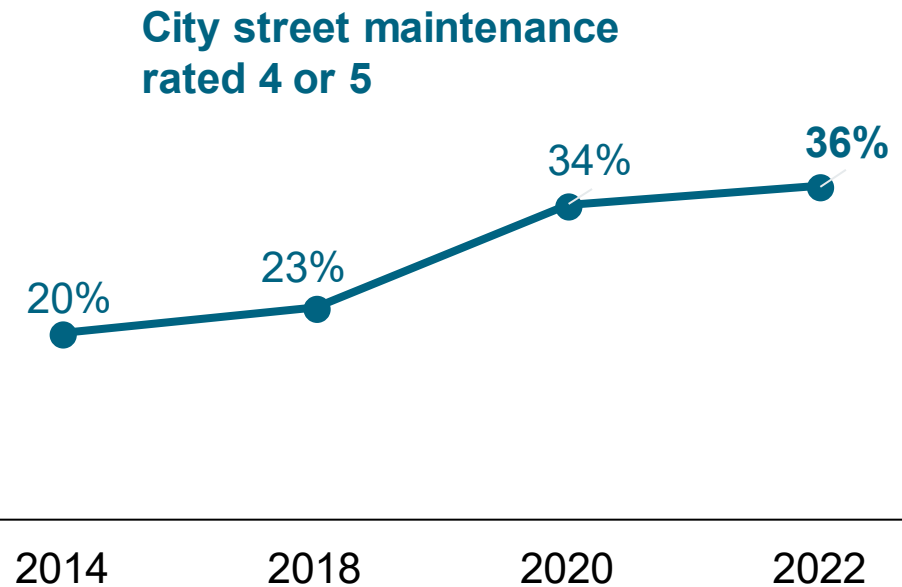
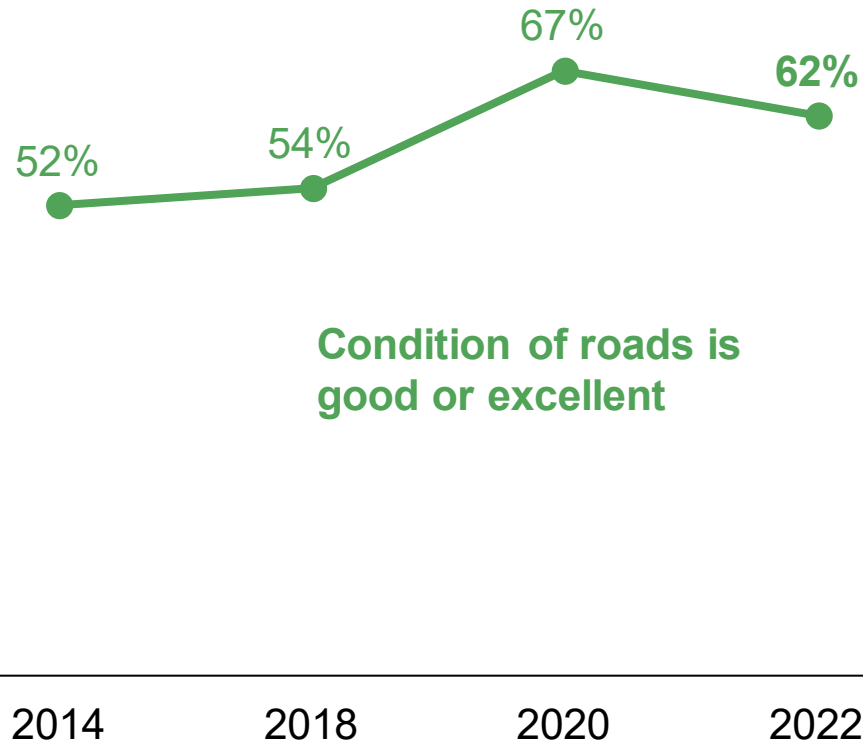


# Affordability and transportation continue to be priorities for how Bend should manage growth. Public safety is a higher priority than in 2020.

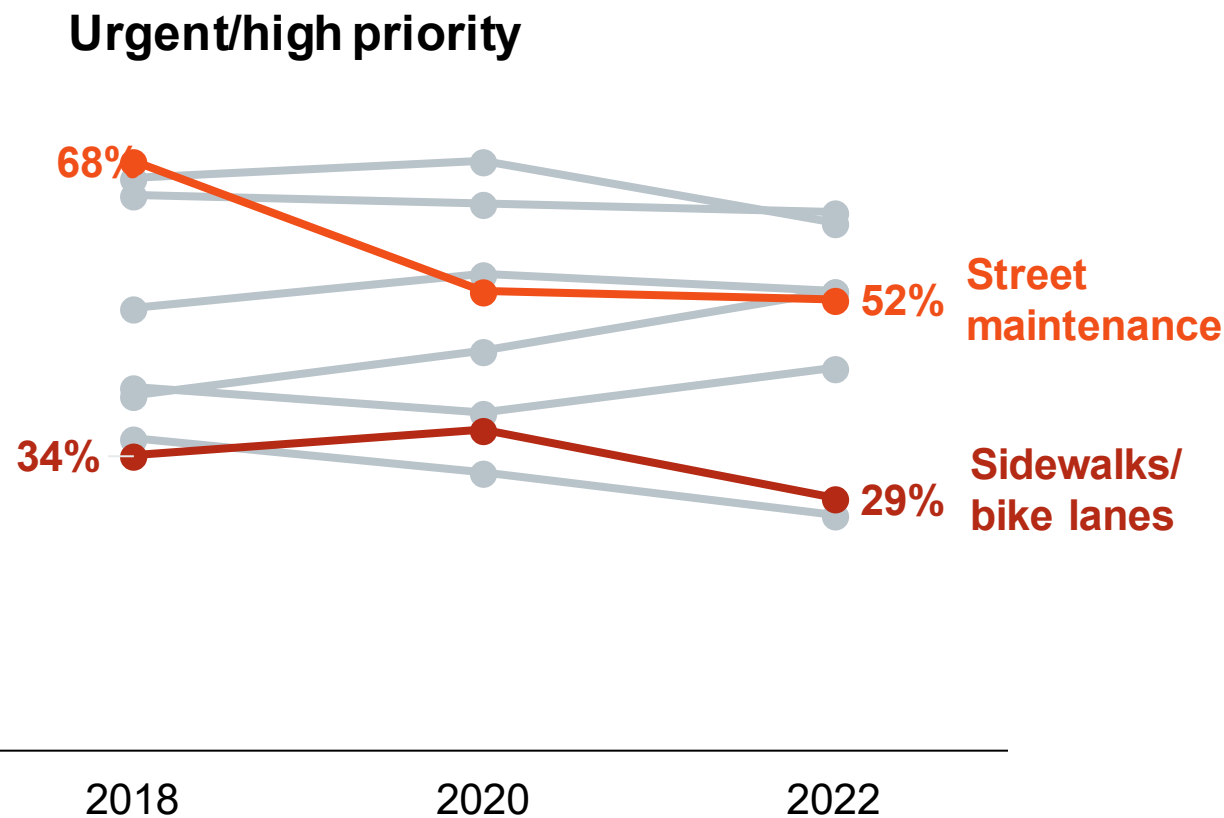
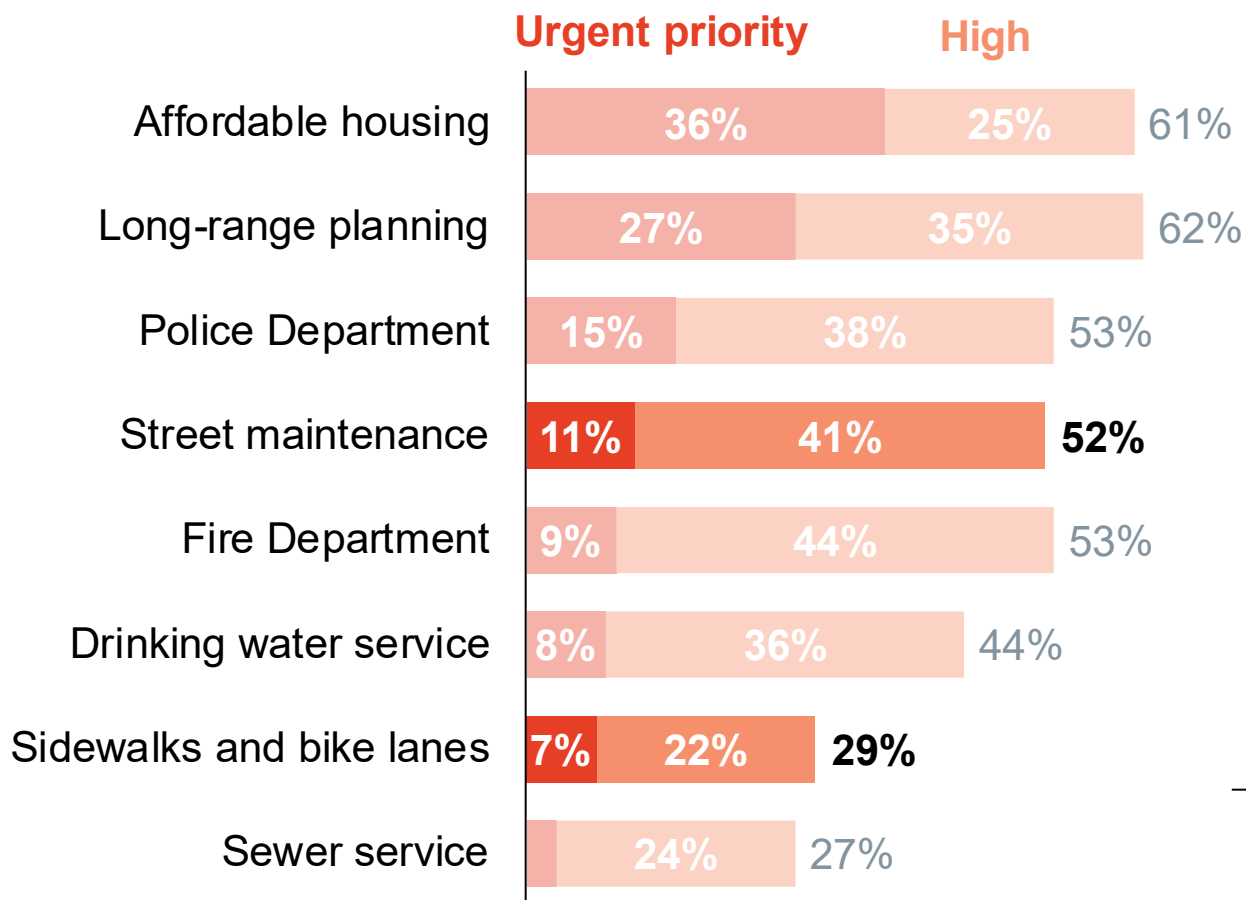


# Transportation

# Perceptions of road conditions remain relatively positive. Satisfaction with the City's performance in this area is similar to 2020.

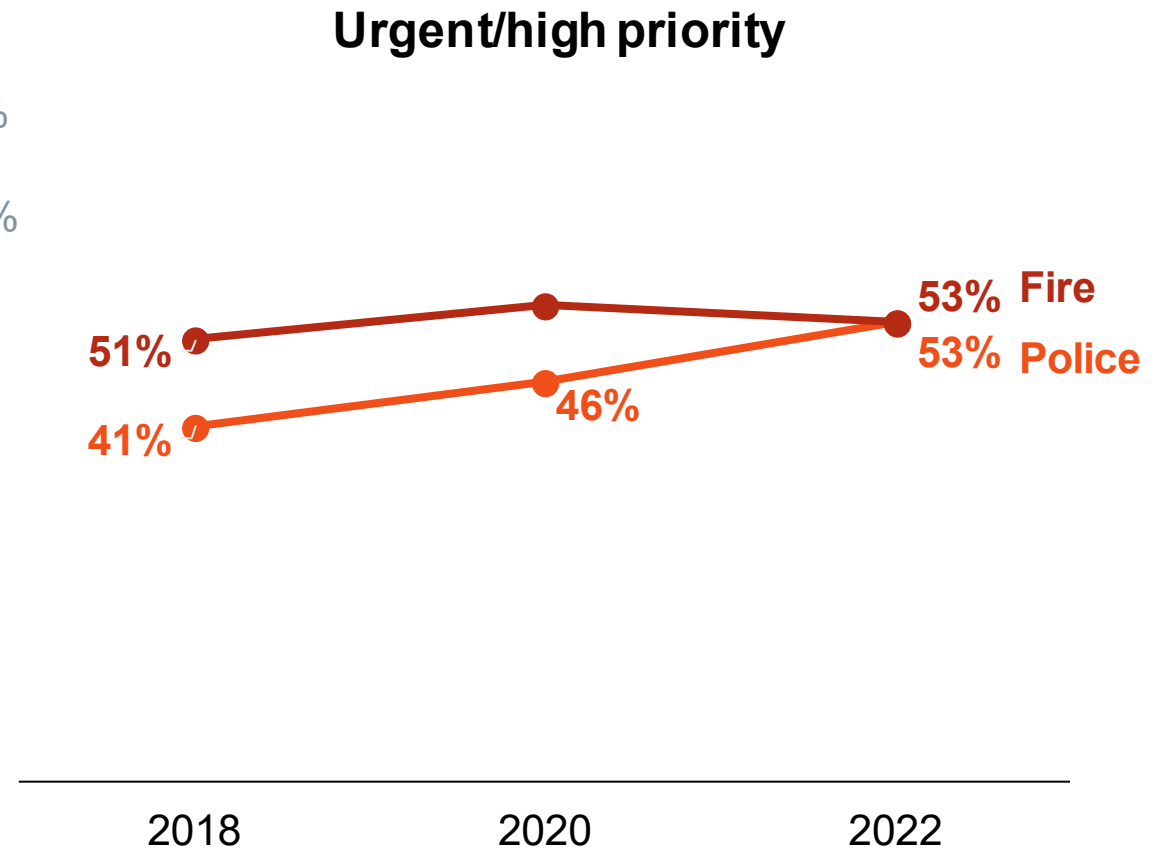
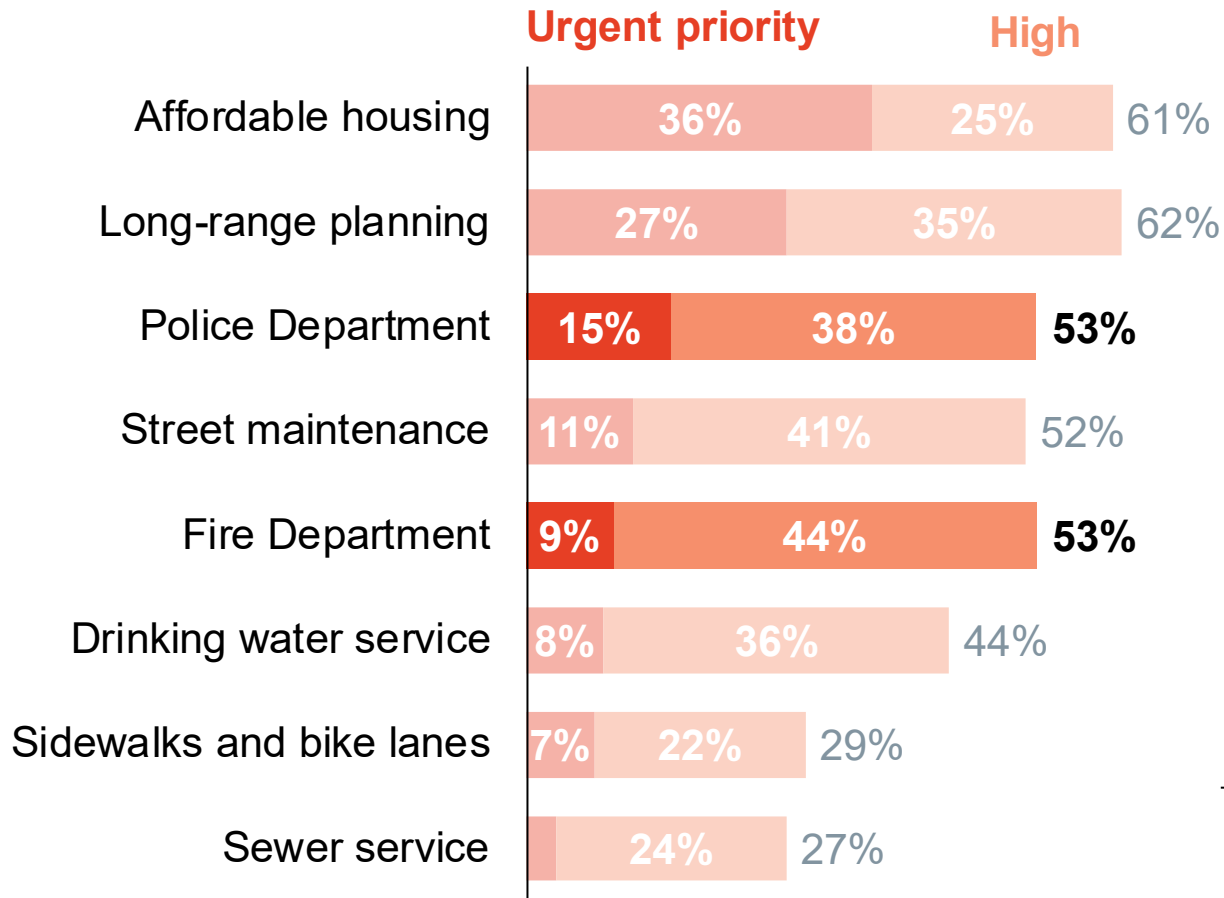


# Street maintenance is a mid-range priority for Bend residents, while sidewalks and bike lanes are considered less important.



**Public safety**

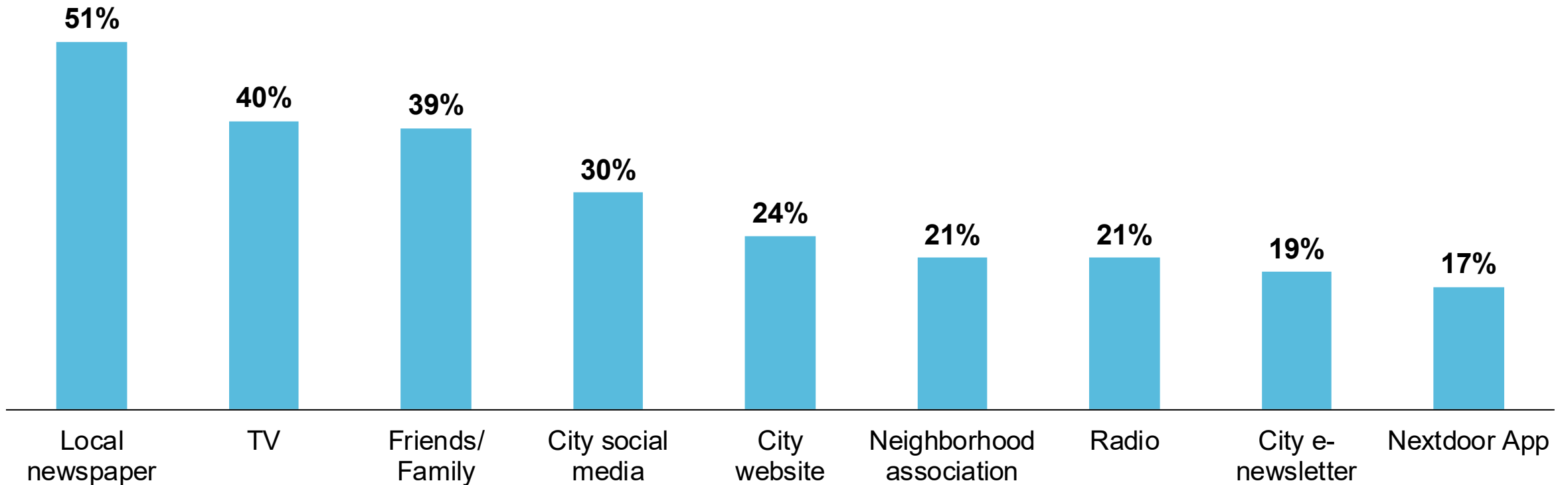
# Police funding is a higher priority compared to the 2020 survey.





# Communications

# Newspapers, TV, and word of mouth are the most common sources of information about City issues.





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