

# Portage, MI

## The National Community Survey

Report of Results  
2020

Report by:



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## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Portage. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design Utilities
- Safety
- Natural Environment Parks and Recreation Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 1,700 residents of the City of Portage collected from November 6, 2020 to December 28, 2020. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2020 survey was 24%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Portage.

### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Portage’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Portage residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Portage’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Portage’s average rating was more than 20 points different when compared to the benchmark.



# Methods

## Selecting survey recipients

All households within the City of Portage were eligible to participate in the survey. A list of all households within the zip codes serving Portage was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Portage households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Portage boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the four quadrants. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

## Conducting the survey

The 1,700 randomly selected households received mailings beginning on November 6, 2020 and the survey remained open for seven weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 4% of the 1,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,635 households that received the invitations to participate, 394 completed the survey, providing an overall response rate of 24%. The response rates was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Portage survey is no greater than plus or minus 5% percentage points around any given percent reported for all respondents (394 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Portage. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on December 11, 2020. The survey remained open for two weeks.

The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

## Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

For the probability sample survey, the demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Portage. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, area, Hispanic origin, housing type, race/ethnicity, sex, age, and tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

		Unweighted	Weighted	Target*
Age	18-34	10%	31%	31%
	35-54	28%	32%	32%
	55+	61%	37%	37%
Area	NE	17%	19%	19%
	NW	50%	51%	51%
	SE	17%	16%	16%
	SW	16%	14%	14%
Hispanic	No, not Spanish, Hispanic or Latino	97%	97%	97%
	Yes, I consider myself to be Spanish, Hispanic or Latino	3%	3%	3%
Housing type	Attached	25%	30%	30%
	Detached	75%	70%	70%
Race/ethnicity	Not white alone	16%	14%	14%
	White alone	84%	86%	86%
Sex	Female	57%	53%	53%
	Male	43%	47%	47%
Sex/age	Female 18-34	5%	16%	16%
	Female 35-54	16%	17%	17%
	Female 55+	36%	20%	20%
	Male 18-34	5%	15%	15%
	Male 35-54	12%	16%	16%
	Male 55+	26%	17%	17%
Tenure	Own	82%	68%	68%
	Rent	18%	32%	32%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Contact

The City of Portage funded this research. Please contact Mary Beth Block of the City of Portage at [blockm@portagemi.gov](mailto:blockm@portagemi.gov) if you have any questions about the survey.

### Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

\* See AAPOR’s Standard Definitions for more information at <https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2017 American Community Survey

# Highlights

## **Residents value the quality of life in Portage and would recommend living in the community to someone who asks.**

About 9 in 10 Portage residents positively evaluated the overall quality of life, the overall image or reputation of Portage, and Portage as a place to live and raise children. About 95% of residents indicated that they were likely to recommend living in Portage to someone who asks and 87% planned to remain in Portage for the next five years.

## **Residents praise the economy, but economic outlook could be an area of improvement.**

Portage's economy was an important and positively rated facet of the community. At least 8 in 10 residents favorably rated most economic activities in Portage, such as the city as a place to work, the quality and variety of business and service establishments, shopping opportunities, economic development, and the overall economic health of Portage, putting these aspects above the national benchmarks. Residents' assessments of employment opportunities and the cost of living in Portage were also exceptional and higher than the national averages. In addition, 58% of residents strongly or somewhat supported a potential property tax increase for economic development in the city, specifically in areas such as Crossroads Mall, South Westnedge Commercial Corridor, and Lake Center District Area.

However, about one-third of residents in Portage believed the economy would have a negative impact on their income in the six months following the survey. This percentage of residents feeling pessimistic about their economic future was more severe than the national benchmark, possibly highlighted by the COVID-19 crisis. It is possible that Portage residents will feel more hopeful about their economic outlooks in the coming years. Please note that the national benchmarks are based on averages of pre-and post-COVID-19 assessments.

## **Utilities are a priority to Portage residents.**

About 9 in 10 residents felt that the overall quality of the utility infrastructure in Portage was an important area for the community to focus on in the coming years. Approximately 9 in 10 respondents gave high marks to sewer services, power (electric and/or gas) utility, and garbage collection, while 8 in 10 positively reviewed utility billing, drinking water, and the overall quality of the utility infrastructure. Residents' assessments of stormwater management (storm drainage, dams, levees, etc.) were strong and higher than the national benchmark. About 7 in 10 survey participants strongly or somewhat supported a potential property tax increase to add a second bulk trash collection each year, while about half felt similarly about single-vendor weekly garbage collection.

## **Community members are pleased with their local government and elections in Portage.**

Residents gave outstanding and above-average marks to most aspects of government performance in Portage, including the overall direction that Portage is taking, being honest, and the City generally acting in the best interest of the community. Similar to comparison communities, about 8 in 10 residents assigned positive reviews to the overall quality of services provided by the City of Portage. About 9 in 10 survey participants gave excellent or good ratings to various aspects of elections in Portage, including the overall administration of elections, the absentee voting process, the voter registration process, and the integrity and transparency of the election process.

## Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Quality ratings		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to Portage as a whole.	Overall economic health of Portage	86%	Higher
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Portage	83%	Similar
	Overall design or layout of Portage's residential and commercial areas (e.g., housing, streets, etc.)	83%	Higher
	Overall quality of the utility infrastructure in Portage (water, sewer, storm water, etc.)	82%	Similar
	Overall feeling of safety in Portage	91%	Similar
	Overall quality of natural environment in Portage	92%	Higher
	Overall quality of parks and recreation opportunities	94%	Higher
	Overall health and wellness opportunities in Portage	91%	Higher
	Overall opportunities for education, culture and the arts	78%	Similar
	Residents' connection and engagement with their community	63%	Similar

Importance ratings		% positive *	vs. benchmark **
Please rate how important, if at all, you think it is for the Portage community to focus on each of the following in the coming two years.	Overall economic health of Portage	92%	Similar
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Portage	70%	Lower
	Overall design or layout of Portage's residential and commercial areas (e.g., housing, streets, etc.)	68%	Lower
	Overall quality of the utility infrastructure in Portage (water, sewer, storm water, etc.)	92%	Similar
	Overall feeling of safety in Portage	91%	Similar
	Overall quality of natural environment in Portage	88%	Similar
	Overall quality of parks and recreation opportunities	82%	Similar
	Overall health and wellness opportunities in Portage	79%	Similar
	Overall opportunities for education, culture and the arts	75%	Similar
	Residents' connection and engagement with their community	68%	Lower

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

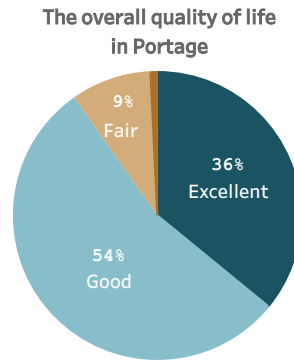
Services receiving quality ratings of excellent or good by 85% or more of respondents were considered of "higher quality" and those with ratings lower than 85% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 81% or more of respondents. Services were rated as "less important" if they received a rating of less than 81%. This classification uses the median ratings for quality and importance to divide the services in half.

The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



## Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.



		% positive *	vs. benchmark **
<b>Please rate each of the following aspects of quality of life in Portage.</b>	Portage as a place to live	95%	Similar
	The overall quality of life in Portage	90%	Similar
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Portage to someone who asks	95%	Higher
	Remain in Portage for the next five years	87%	Similar
<b>Please rate each of the following characteristics as they relate to Portage as a..</b>	Overall image or reputation of Portage	89%	Higher

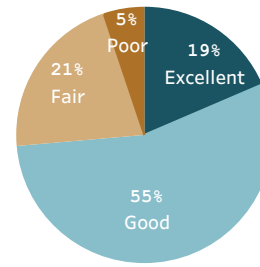
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 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Portage government



		% positive *	vs. benchmark **
<b>Please rate the quality of each of the following services in Portage.</b>	Overall customer service by Portage employees (police, receptionists, planners, etc.)	85%	Similar
	Public information services	81%	Similar
<b>Please rate the following categories of Portage government performance.</b>	The overall direction that Portage is taking	78%	Higher
	Being honest	77%	Higher
	Treating residents with respect	76%	Similar
	Generally acting in the best interest of the community	75%	Higher
	Overall confidence in Portage government	74%	Higher
	Being open and transparent to the public	73%	Higher
	Treating all residents fairly	72%	Higher
	Informing residents about issues facing the community	71%	Higher
	The value of services for the taxes paid to Portage	69%	Higher
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Portage	84%	Similar
	The Federal Government	35%	Similar

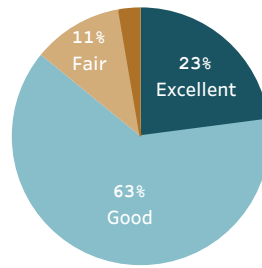
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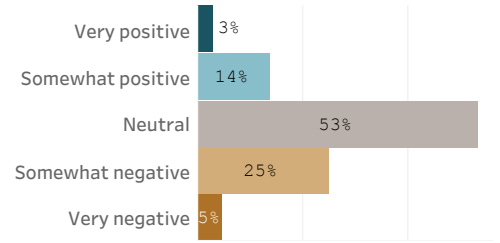
# Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

Overall economic health of Portage



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



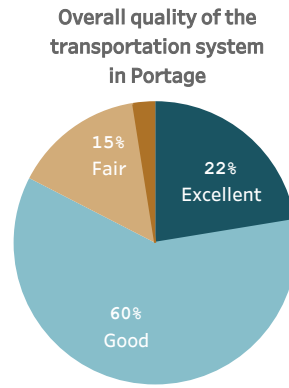
		% positive *	vs. benchmark **
Please rate each of the following aspects of quality of life in Portage.	Portage as a place to work	85%	Higher
	Portage as a place to visit	72%	Similar
Please rate each of the following characteristics as they relate to Portage as a whole.	Overall quality of business and service establishments in Portage	90%	Higher
	Overall economic health of Portage	86%	Higher
	Variety of business and service establishments in Portage	82%	Higher
	Shopping opportunities	82%	Higher
	Employment opportunities	74%	Higher
	Vibrancy of downtown/commercial area	63%	Similar
	Cost of living in Portage	56%	Higher
Please rate the quality of each of the following services in Portage.	Economic development	81%	Higher

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.



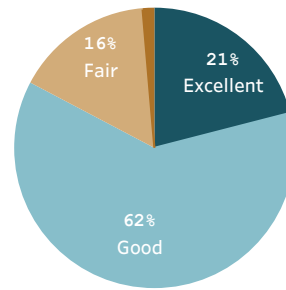
		% positive *	vs. benchmark **
<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Overall quality of the transportation system (auto, bicycle, foot, bus) in Portage	83%	Similar
	Ease of travel by car in Portage	82%	Higher
	Ease of public parking	81%	Higher
	Ease of walking in Portage	78%	Similar
	Ease of travel by bicycle in Portage	75%	Higher
	Traffic flow on major streets	59%	Similar
	Ease of travel by public transportation in Portage	48%	Similar
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Walked or biked instead of driving	53%	Similar
	Carpooled with other adults or children instead of driving alone	40%	Similar
	Used bus, rail, subway or other public transportation instead of driving	9%	Lower
<b>Please rate the quality of each of the following services in Portage.</b>	Traffic enforcement	74%	Similar
	Snow removal	74%	Similar
	Street lighting	72%	Similar
	Street cleaning	71%	Similar
	Street repair	62%	Higher
	Bus or transit services	55%	Similar
	Traffic signal timing	51%	Similar

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Overall design or layout of Portage’s residential and commercial areas



		% positive *	vs. benchmark **
<b>Please rate each of the following aspects of quality of life in Portage.</b>	Your neighborhood as a place to live	88%	Similar
	<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>		
	Overall appearance of Portage	87%	Similar
	Overall design or layout of Portage’s residential and commercial areas (e.g., homes, buildings, streets, par..	83%	Higher
	Public places where people want to spend time	76%	Similar
	Well-designed neighborhoods	74%	Similar
	Preservation of the historical or cultural character of the community	73%	Similar
	Well-planned residential growth	70%	Higher
	Overall quality of new development in Portage	69%	Similar
	Well-planned commercial growth	67%	Higher
	Variety of housing options	66%	Similar
	Availability of affordable quality housing	48%	Higher
<b>Please rate the quality of each of the following services in Portage.</b>	Land use, planning and zoning	63%	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	57%	Similar

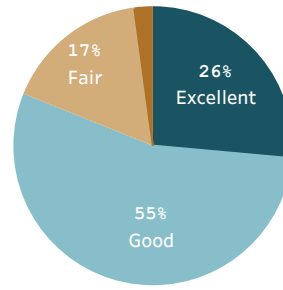
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\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Portage



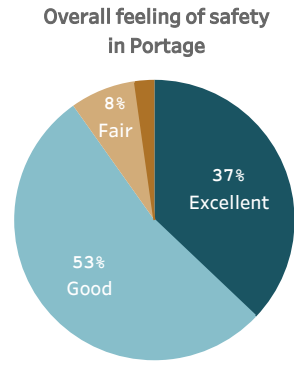
		% positive *	vs. benchmark**
<b>Please rate each of the following characteristics as they relate to Portage as a...</b>	Overall quality of the utility infrastructure in Portage (water, sewer, storm water, electric/gas)	82%	Similar
<b>Please rate the quality of each of the following services in Portage.</b>	Sewer services	91%	Similar
	Power (electric and/or gas) utility	88%	Similar
	Garbage collection	88%	Similar
	Utility billing	83%	Similar
	Storm water management (storm drainage, dams, levees, etc.)	82%	Higher
	Drinking water	79%	Similar

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

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# Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.



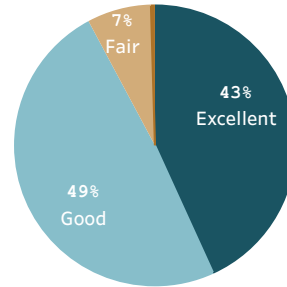
		% positive *	vs. benchmark **
<b>Please rate each of the following characteristics as they relate to Portage as a..</b>			
	Overall feeling of safety in Portage	91%	Similar
<b>Please rate how safe or unsafe you feel:</b>			
	In your neighborhood during the day	96%	Similar
	In Portage's downtown/commercial area during the day	90%	Similar
	From fire, flood or other natural disaster	90%	Similar
	From violent crime	89%	Similar
	From property crime	83%	Similar
<b>Please rate the quality of each of the following services in Portage.</b>			
	Fire services	92%	Similar
	Ambulance or emergency medical services	90%	Similar
	Police/Sheriff services	87%	Similar
	Fire prevention and education	86%	Similar
	Animal control	80%	Similar
	Crime prevention	77%	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency s..	77%	Similar

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Overall quality of natural environment in Portage



		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to Portage as a whole.	Air quality	93%	Similar
	Overall quality of natural environment in Portage	92%	Higher
	Water resources (beaches, lakes, ponds, riverways, etc.)	91%	Higher
	Cleanliness of Portage	88%	Similar
Please rate the quality of each of the following services in Portage.	Recycling	87%	Higher
	Yard waste pick-up	83%	Similar
	Portage open space	77%	Higher
	Preservation of natural areas (open space, farmlands and greenbelts)	75%	Similar

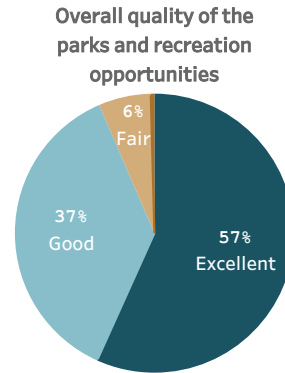
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## Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association



		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to Portage as a whole.	Availability of paths and walking trails	95%	Much higher
	Overall quality of parks and recreation opportunities	94%	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	92%	Higher
	Recreational opportunities	86%	Higher
Please rate the quality of each of the following services in Portage.	City parks	94%	Higher
	Recreation programs or classes	87%	Higher
	Recreation centers or facilities	80%	Similar

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. “excellent” or “good”, “very likely” or “somewhat likely”).

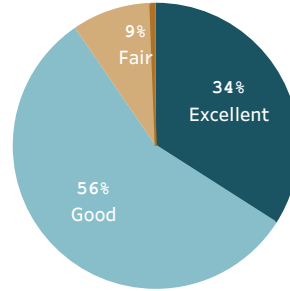
\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



## Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Overall health and wellness opportunities in Portage



		% positive *	vs. benchmark **
<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Overall health and wellness opportunities in Portage	91%	Higher
	Availability of affordable quality food	84%	Higher
	Availability of preventive health services	81%	Higher
	Availability of affordable quality health care	79%	Higher
	Availability of affordable quality mental health care	59%	Similar
<b>Please rate the quality of each of the following services in Portage.</b>	Health services	85%	Higher
<b>Would you say that in general your health is:</b>	Would you say that in general your health is:	64%	Similar

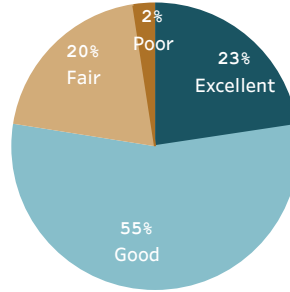
\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts



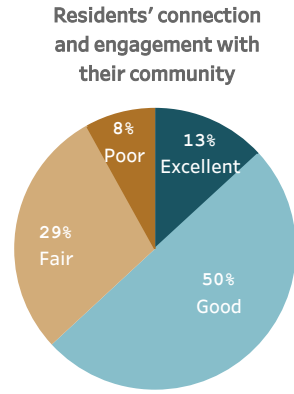
		% positive *	vs. benchmark **
Please rate each of the following characteristics as they relate to Portage as a whole.	K-12 education	88%	Higher
	Overall opportunities for education, culture and the arts	78%	Similar
	Adult educational opportunities	75%	Higher
	Opportunities to attend special events and festivals	68%	Similar
	Opportunities to participate in social events and activities	68%	Similar
	Community support for the arts	68%	Similar
	Availability of affordable quality childcare/preschool	68%	Higher
	Opportunities to attend cultural/arts/music activities	64%	Similar
Please rate the quality of each of the following services in Portage.	Public library services	93%	Similar

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



		% positive *	vs. benchmark **
<b>Please rate each of the following aspects of quality of life in Portage.</b>	Portage as a place to raise children	92%	Higher
	Portage as a place to retire	73%	Similar
	Sense of community	71%	Similar
<b>Please rate the job you feel the Portage community does at each of the following.</b>	Making all residents feel welcome	79%	Similar
	Valuing/respecting residents from diverse backgrounds	74%	Similar
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	68%	Similar
	Attracting people from diverse backgrounds	64%	Similar
<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Neighborliness of residents in Portage	73%	Similar
	Opportunities to volunteer	71%	Similar
	Sense of civic/community pride	70%	Similar
	Opportunities to participate in social events and activities	68%	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	67%	Similar
	Opportunities to participate in community matters	66%	Similar
<b>Please rate how important, if at all, you think it is for the Portage community to focus on e..</b>	Residents' connection and engagement with their community	68%	Lower

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely")...

## Residents' participation levels

		% yes	vs. benchmark *
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Attended a local public meeting (of local elected officials like City Council or C..	12%	Similar
	Campaigned or advocated for a local issue, cause or candidate	16%	Similar
	Contacted Portage elected officials (in-person, phone, email or web) to expres..	11%	Similar
	Contacted the City of Portage (in-person, phone, email or web) for help or info..	53%	Similar
	Volunteered your time to some group/activity in Portage	21%	Lower
	Voted in your most recent local election	93%	Higher
	Watched (online or on television) a local public meeting	18%	Similar

		% a few times a week or more	
<b>In general, how many times do you:</b>	Use or check email	94%	Similar
	Access the internet from your cell phone	91%	Similar
	Access the internet from your home using a computer, laptop or tablet compu..	90%	Similar
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	76%	Similar
	Shop online	47%	Similar
	Share your opinions online	29%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (strongly support/somewhat support or very likely/somewhat likely or excellent/good) is shown.

		% positive
<b>How much would you support or oppose a potential property tax increase to do each of the following?</b>	Economic development in the city (e.g., Crossroads Mall, South Westnedge Commercial Corridor, Lake Center District Area)	58%
	Single-vendor weekly garbage collection	46%
	Second bulk trash collection each year	68%
	Please indicate how likely or unlikely you or a member of your household are to use the new Portage Community Senior Center once constructed.	35%
	Please rate the job the City of Portage has done addressing the needs of the senior population.	66%
<b>Please rate the following aspects of elections in Portage.</b>	Transparency in the election process	86%
	Integrity of election process	87%
	Voter registration process	91%
	Absentee voting process	92%
	Overall administration of elections	88%

## National benchmark tables

Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. Comparisons to results from other locations across the country can help provide context to the ratings received in Portage.

Ratings are compared when there were at least five other communities in which a similar question was asked. Where comparisons are available, five columns are provided in the table. The first column shows the comparison of Portage’s rating to the benchmark. In that column, Portage’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Portage residents is statistically similar to or different (greater or lesser) than the benchmark. The second column is Portage’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.). The third column is the rank assigned to Portage’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. And finally, the fifth column shows the percentile for Portage’s result -- that is what percent of surveyed communities had a lower rating than Portage.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2020 ratings compare to other communities’ ratings from the past five years.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Portage.</b>	Portage as a place to live	Similar	95%	63	382	84
	Your neighborhood as a place to live	Similar	88%	98	314	69
	Portage as a place to raise children	Higher	92%	96	379	75
	Portage as a place to work	Higher	85%	22	362	94
	Portage as a place to visit	Similar	72%	108	297	64
	Portage as a place to retire	Similar	73%	112	363	70
	The overall quality of life in Portage	Similar	90%	118	439	73
	Sense of community	Similar	71%	106	310	66
<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Overall economic health of Portage	Higher	86%	59	279	79
	Overall quality of the transportation system (auto, bicycle, ..	Similar	83%	103	284	64
	Overall design or layout of Portage’s residential and comm..	Higher	83%	28	274	90
	Overall quality of the utility infrastructure in Portage (wat..	Similar	82%	12	42	70
	Overall feeling of safety in Portage	Similar	91%	136	360	63
	Overall quality of natural environment in Portage	Higher	92%	44	285	85
	Overall quality of parks and recreation opportunities	Higher	94%	3	42	93
	Overall health and wellness opportunities in Portage	Higher	91%	27	277	91
	Overall opportunities for education, culture and the arts	Similar	78%	100	276	64
Residents’ connection and engagement with their communi..	Similar	63%	17	42	57	
<b>Please indicate how likely or unlikely you ar..</b>	Recommend living in Portage to someone who asks	Higher	95%	44	294	85
	Remain in Portage for the next five years	Similar	87%	99	287	66
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	96%	151	353	57
	In Portage’s downtown/commercial area during the day	Similar	90%	165	327	50
	From property crime	Similar	83%	16	56	70
	From violent crime	Similar	89%	22	56	58
	From fire, flood or other natural disaster	Similar	90%	14	42	65
<b>Please rate the job you feel the Portage community does at each of the following.</b>	Making all residents feel welcome	Similar	79%	12	42	70
	Attracting people from diverse backgrounds	Similar	64%	13	42	67
	Valuing/respecting residents from diverse backgrounds	Similar	74%	7	42	83
	Taking care of vulnerable residents (elderly, disabled, hom..	Similar	68%	14	42	65
<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Overall quality of business and service establishments in P..	Higher	90%	14	283	96
	Variety of business and service establishments in Portage	Higher	82%	2	41	95
	Vibrancy of downtown/commercial area	Similar	63%	87	260	67
	Employment opportunities	Higher	74%	12	314	97
	Shopping opportunities	Higher	82%	25	300	92
	Cost of living in Portage	Higher	56%	36	277	87
	Overall image or reputation of Portage	Higher	89%	61	352	83
<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Traffic flow on major streets	Similar	59%	87	337	75
	Ease of public parking	Higher	81%	14	245	95
	Ease of travel by car in Portage	Higher	82%	55	313	83
	Ease of travel by public transportation in Portage	Similar	48%	81	249	68
	Ease of travel by bicycle in Portage	Higher	75%	29	313	91
	Ease of walking in Portage	Similar	78%	74	314	77
	Well-planned residential growth	Higher	70%	6	45	86

Well-planned commercial growth	Higher	67%	4	45	91
Well-designed neighborhoods	Similar	74%	10	46	77
Preservation of the historical or cultural character of the co..	Similar	73%	14	40	63
Public places where people want to spend time	Similar	76%	55	268	80
Variety of housing options	Similar	66%	70	287	76
Availability of affordable quality housing	Higher	48%	74	311	77
Overall quality of new development in Portage	Similar	69%	51	299	83
Overall appearance of Portage	Similar	87%	98	345	72
Cleanliness of Portage	Similar	88%	95	310	70
Water resources (beaches, lakes, ponds, riverways, etc.)	Higher	91%	4	38	89
Air quality	Similar	93%	48	258	82
Availability of paths and walking trails	Much higher	95%	4	315	99
Fitness opportunities (including exercise classes and paths..	Higher	92%	11	265	96
Recreational opportunities	Higher	86%	31	299	90
Availability of affordable quality food	Higher	84%	12	258	96
Availability of affordable quality health care	Higher	79%	42	272	85
Availability of preventive health services	Higher	81%	38	254	85
Availability of affordable quality mental health care	Similar	59%	58	249	77
Opportunities to attend cultural/arts/music activities	Similar	64%	128	298	57
Community support for the arts	Similar	68%	13	42	67
Availability of affordable quality childcare/preschool	Higher	68%	41	270	85
K-12 education	Higher	88%	54	274	81
Adult educational opportunities	Higher	75%	47	256	82
Sense of civic/community pride	Similar	70%	18	42	54
Neighborliness of residents in Portage	Similar	73%	68	270	75
Opportunities to participate in social events and activities	Similar	68%	108	274	61
Opportunities to attend special events and festivals	Similar	68%	149	292	49
Opportunities to volunteer	Similar	71%	131	277	53
Opportunities to participate in community matters	Similar	66%	123	283	57
Openness and acceptance of the community toward people ..	Similar	67%	87	303	72
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Similar	53%	59	337	83
Contacted the City of Portage (in-person, phone, email or w..	Similar	11%	248	268	8
Contacted Portage elected officials (in-person, phone, emai..	Similar	12%	255	274	7
Attended a local public meeting (of local elected officials lik..	Similar	18%	175	245	29
Watched (online or on television) a local public meeting	Similar	18%	175	245	29
Volunteered your time to some group/activity in Portage	Lower	21%	254	276	8
Campaigned or advocated for a local issue, cause or candid..	Similar	16%	206	256	19
Voted in your most recent local election	Higher	93%	1	42	98
Used bus, rail, subway or other public transportation inste..	Lower	9%	168	229	26
Carpooled with other adults or children instead of driving a..	Similar	40%	159	261	39
Walked or biked instead of driving	Similar	53%	166	269	39
<b>Please rate the quality of each of the following services in Portage.</b>	Similar	81%	67	290	77
Public information services	Similar	81%	67	290	77
Economic development	Higher	81%	24	289	92
Traffic enforcement	Similar	74%	102	361	72
Traffic signal timing	Similar	51%	137	273	50
Street repair	Higher	62%	62	356	83
Street cleaning	Similar	71%	96	314	70
Street lighting	Similar	72%	78	334	77
Snow removal	Similar	74%	82	275	71
Sidewalk maintenance	Similar	69%	68	313	79
Bus or transit services	Similar	55%	111	244	55
Land use, planning and zoning	Similar	63%	50	304	84
Code enforcement (weeds, abandoned buildings, etc.)	Similar	57%	134	371	64
Affordable high-speed internet access	Similar	58%	14	39	62
Garbage collection	Similar	88%	125	340	64
Drinking water	Similar	79%	82	307	74
Sewer services	Similar	91%	28	309	91
Storm water management (storm drainage, dams, levees, e..	Higher	82%	31	334	91
Power (electric and/or gas) utility	Similar	88%	25	198	88
Utility billing	Similar	83%	28	243	89
Police/Sheriff services	Similar	87%	159	427	63
Crime prevention	Similar	77%	130	357	64
Animal control	Similar	80%	64	325	81
Ambulance or emergency medical services	Similar	90%	228	328	31

	Fire services	Similar	92%	207	367	44
	Fire prevention and education	Similar	86%	91	290	69
	Emergency preparedness (services that prepare the comm..	Similar	77%	73	285	75
	Preservation of natural areas (open space, farmlands and g..	Similar	75%	43	263	84
	Portage open space	Higher	77%	24	253	91
	Recycling	Higher	87%	38	345	89
	Yard waste pick-up	Similar	83%	58	273	79
	City parks	Higher	94%	22	317	94
	Recreation programs or classes	Higher	87%	45	318	86
	Recreation centers or facilities	Similar	80%	70	286	76
	Health services	Higher	85%	42	237	83
	Public library services	Similar	93%	52	325	84
	Overall customer service by Portage employees (police, rec..	Similar	85%	87	379	77
<b>Please rate the following categories of Portage government performance.</b>	The value of services for the taxes paid to Portage	Higher	69%	42	390	90
	The overall direction that Portage is taking	Higher	78%	19	325	95
	The job Portage government does at welcoming resident in..	Higher	67%	30	327	91
	Overall confidence in Portage government	Higher	74%	13	281	96
	Generally acting in the best interest of the community	Higher	75%	14	283	96
	Being honest	Higher	77%	14	274	95
	Being open and transparent to the public	Higher	73%	4	42	90
	Informing residents about issues facing the community	Higher	71%	4	47	92
	Treating all residents fairly	Higher	72%	32	279	89
	Treating residents with respect	Similar	76%	9	42	77
<b>Overall, how would you rate the quality of the s..</b>	The City of Portage	Similar	84%	85	401	79
	The Federal Government	Similar	35%	180	262	32
<b>Please rate how important, if at all, you think it is for the Portage community to focus on each of the following in the coming two years.</b>	Overall economic health of Portage	Similar	92%	42	258	84
	Overall quality of the transportation system (auto, bicycle, ..	Lower	70%	208	258	19
	Overall design or layout of Portage's residential and comm..	Lower	68%	253	258	1
	Overall quality of the utility infrastructure in Portage (wat..	Similar	92%	11	42	72
	Overall feeling of safety in Portage	Similar	91%	108	258	58
	Overall quality of natural environment in Portage	Similar	88%	50	258	81
	Overall quality of parks and recreation opportunities	Similar	82%	19	42	52
	Overall health and wellness opportunities in Portage	Similar	79%	93	257	64
	Overall opportunities for education, culture and the arts	Similar	75%	186	258	28
	Residents' connection and engagement with their communi..	Lower	68%	236	258	8
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, lapt..	Similar	90%	30	42	22
	Access the internet from your cell phone	Similar	91%	24	42	37
	Visit social media sites such as Facebook, Twitter, WhatsA..	Similar	76%	27	42	29
	Use or check email	Similar	94%	30	42	22
	Share your opinions online	Similar	29%	28	42	27
	Shop online	Similar	47%	29	42	24
	Would you say that in general your health is:	Similar	64%	145	263	45
What impact, if any, do you think the economy will have on ..	Lower	17%	256	268	5	



## Complete set of frequencies











































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

<b>Please rate each of the following aspects of Portage as a place to live quality of life in Portage.</b>	Excellent		54%
	Good		41%
	Fair		5%
	Poor		0%
Your neighborhood as a place to live	Excellent		46%
	Good		43%
	Fair		10%
	Poor		1%
Portage as a place to raise children	Excellent		49%
	Good		43%
	Fair		7%
	Poor		1%
Portage as a place to work	Excellent		38%
	Good		48%
	Fair		14%
	Poor		1%
Portage as a place to visit	Excellent		26%
	Good		46%
	Fair		23%
	Poor		5%
Portage as a place to retire	Excellent		29%
	Good		44%
	Fair		21%
	Poor		6%
The overall quality of life in Portage	Excellent		36%
	Good		54%
	Fair		9%
	Poor		1%
Sense of community	Excellent		21%
	Good		49%
	Fair		22%
	Poor		7%

Please rate each of the following characteristics as they relate to Portage as a whole.

Overall economic health of Portage	Excellent		23%
	Good		63%
	Fair		11%
	Poor		3%
Overall quality of the transportation system (auto, bicycle, foot, bus) in Portage	Excellent		22%
	Good		60%
	Fair		15%
	Poor		2%
Overall design or layout of Portage's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		21%
	Good		62%
	Fair		16%
	Poor		1%
Overall quality of the utility infrastructure in Portage (water, sewer, storm water, electric/gas)	Excellent		26%
	Good		55%
	Fair		17%
	Poor		2%
Overall feeling of safety in Portage	Excellent		37%
	Good		53%
	Fair		8%
	Poor		2%
Overall quality of natural environment in Portage	Excellent		43%
	Good		49%
	Fair		7%
	Poor		0%
Overall quality of parks and recreation opportunities	Excellent		57%
	Good		37%
	Fair		6%
	Poor		0%
Overall health and wellness opportunities in Portage	Excellent		34%
	Good		56%
	Fair		9%
	Poor		1%
Overall opportunities for education, culture and the arts	Excellent		23%
	Good		55%
	Fair		20%
	Poor		2%
Residents' connection and engagement with their community	Excellent		13%
	Good		50%
	Fair		29%
	Poor		8%

<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Portage to someone who asks	Very likely		62%
		Somewhat likely		32%
		Somewhat unlikely		4%
		Very unlikely		1%
	Remain in Portage for the next five years	Very likely		67%
		Somewhat likely		20%
		Somewhat unlikely		9%
		Very unlikely		4%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		75%
		Somewhat safe		22%
		Neither safe nor unsafe		1%
		Somewhat unsafe		2%
		Very unsafe		1%
	In Portage's downtown/commercial area during the day	Very safe		60%
		Somewhat safe		30%
		Neither safe nor unsafe		8%
		Somewhat unsafe		1%
		Very unsafe		1%
	From property crime	Very safe		38%
		Somewhat safe		45%
		Neither safe nor unsafe		11%
		Somewhat unsafe		5%
		Very unsafe		2%
	From violent crime	Very safe		57%
		Somewhat safe		32%
		Neither safe nor unsafe		6%
		Somewhat unsafe		3%
		Very unsafe		2%
From fire, flood or other natural disaster	Very safe		57%	
	Somewhat safe		33%	
	Neither safe nor unsafe		6%	
	Somewhat unsafe		3%	
	Very unsafe		1%	

Please rate the job you feel the Portage community does at each of the following.	Making all residents feel welcome	Excellent		24%
		Good		55%
		Fair		17%
		Poor		4%
	Attracting people from diverse backgrounds	Excellent		15%
		Good		49%
		Fair		29%
		Poor		7%
	Valuing/respecting residents from diverse backgrounds	Excellent		23%
		Good		52%
		Fair		20%
		Poor		6%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		18%
		Good		50%
		Fair		6%
		Poor		26%
Please rate each of the following characteristics as they relate to Portage as a whole.	Overall quality of business and service establishments in Portage	Excellent		29%
		Good		61%
		Fair		8%
		Poor		2%
	Variety of business and service establishments in Portage	Excellent		33%
		Good		49%
		Fair		15%
		Poor		3%
	Vibrancy of downtown/commercial area	Excellent		12%
		Good		51%
		Fair		30%
		Poor		7%
	Employment opportunities	Excellent		21%
		Good		53%
Fair			21%	
Poor			5%	
Shopping opportunities	Excellent		34%	
	Good		48%	
	Fair		15%	
	Poor		3%	
Cost of living in Portage	Excellent		14%	
	Good		42%	
	Fair		37%	
	Poor		7%	
Overall image or reputation of Portage	Excellent		35%	
	Good	 27	53%	
	Fair		10%	
	Poor		2%	

Please rate each of the following characteristics as they relate to Portage as a whole.

Traffic flow on major streets	Excellent		8%
	Good		51%
	Fair		35%
	Poor		6%
Ease of public parking	Excellent		26%
	Good		55%
	Fair		18%
	Poor		2%
Ease of travel by car in Portage	Excellent		25%
	Good		57%
	Fair		17%
	Poor		1%
Ease of travel by public transportation in Portage	Excellent		10%
	Good		38%
	Fair		27%
	Poor		25%
Ease of travel by bicycle in Portage	Excellent		28%
	Good		47%
	Fair		22%
	Poor		3%
Ease of walking in Portage	Excellent		28%
	Good		49%
	Fair		19%
	Poor		3%
Well-planned residential growth	Excellent		16%
	Good		54%
	Fair		25%
	Poor		5%
Well-planned commercial growth	Excellent		14%
	Good		53%
	Fair		26%
	Poor		6%
Well-designed neighborhoods	Excellent		15%
	Good		59%
	Fair		23%
	Poor		2%
Preservation of the historical or cultural character of the community	Excellent		16%
	Good		56%
	Fair		18%
	Poor		9%

Please rate each of the following characteristics as they relate to Portage as a whole.	Characteristic	Rating	
		Percentage	Count
Public places where people want to spend time	Excellent	29%	10
	Good	47%	16
	Fair	21%	7
	Poor	3%	1
Variety of housing options	Excellent	15%	5
	Good	52%	18
	Fair	27%	9
	Poor	7%	2
Availability of affordable quality housing	Excellent	11%	4
	Good	37%	13
	Fair	41%	14
	Poor	12%	4
Overall quality of new development in Portage	Excellent	15%	5
	Good	55%	19
	Fair	27%	9
	Poor	4%	1
Overall appearance of Portage	Excellent	29%	10
	Good	58%	21
	Fair	11%	4
	Poor	3%	1
Cleanliness of Portage	Excellent	31%	11
	Good	57%	20
	Fair	10%	3
	Poor	2%	1
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent	37%	13
	Good	54%	19
	Fair	8%	3
	Poor	1%	0
Air quality	Excellent	37%	13
	Good	55%	19
	Fair	7%	2
	Poor	1%	0
Availability of paths and walking trails	Excellent	63%	23
	Good	31%	11
	Fair	5%	1
	Poor	0%	0
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent	44%	16
	Good	48%	17
	Fair	8%	3
	Poor	0%	0









Please rate each of the following characteristics as they relate to Portage as a whole.

Recreational opportunities	Excellent		38%
	Good		48%
	Fair		12%
	Poor		2%
Availability of affordable quality food	Excellent		31%
	Good		53%
	Fair		14%
	Poor		1%
Availability of affordable quality health care	Excellent		26%
	Good		53%
	Fair		18%
	Poor		4%
Availability of preventive health services	Excellent		28%
	Good		53%
	Fair		14%
	Poor		6%
Availability of affordable quality mental health care	Excellent		15%
	Good		44%
	Fair		26%
	Poor		15%
Opportunities to attend cultural/arts/music activities	Excellent		17%
	Good		47%
	Fair		28%
	Poor		8%
Community support for the arts	Excellent		18%
	Good		50%
	Fair		26%
	Poor		6%
Availability of affordable quality childcare/preschool	Excellent		19%
	Good		48%
	Fair		25%
	Poor		7%
K-12 education	Excellent		43%
	Good		44%
	Fair		10%
	Poor		2%
Adult educational opportunities	Excellent		19%
	Good		56%
	Fair		21%
	Poor		4%

































Please rate each of the following characteristics as they relate to Portage as a whole.	Sense of civic/community pride	Excellent		16%
		Good		54%
		Fair		25%
		Poor		5%
	Neighborhoodliness of residents in Portage	Excellent		19%
		Good		54%
		Fair		22%
		Poor		5%
	Opportunities to participate in social events and activities	Excellent		15%
		Good		53%
		Fair		28%
		Poor		4%
	Opportunities to attend special events and festivals	Excellent		16%
		Good		52%
		Fair		28%
		Poor		4%
Opportunities to volunteer	Excellent		20%	
	Good		51%	
	Fair		26%	
	Poor		3%	
Opportunities to participate in community matters	Excellent		16%	
	Good		50%	
	Fair		29%	
	Poor		5%	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		17%	
	Good		50%	
	Fair		27%	
	Poor		5%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Portage (in-person, phone, email or web) for help or information	No		47%
		Yes		53%
	Contacted Portage elected officials (in-person, phone, email or web) to express ..	No		89%
		Yes		11%
	Attended a local public meeting (of local elected officials like City Council or County C..	No		87%
		Yes		13%
	Watched (online or on television) a local public meeting	No		82%
		Yes		18%
	Volunteered your time to some group/activity in Portage	No		79%
		Yes		21%
	Campaigned or advocated for a local issue, cause or candidate	No		84%
		Yes		16%








































**Please indicate whether or not you have done each of the following in the last 12 months.**

Voted in your most recent local election	No		7%
	Yes		93%
Used bus, rail, subway or other public transportation instead of driving	No		91%
	Yes		9%
Carpooled with other adults or children instead of driving alone	No		60%
	Yes		40%
Walked or biked instead of driving	No		47%
	Yes		53%

**Please rate the quality of each of the following services in Portage.**

Public information services	Excellent		19%
	Good		62%
	Fair		17%
	Poor		2%
Economic development	Excellent		15%
	Good		66%
	Fair		16%
	Poor		2%
Traffic enforcement	Excellent		19%
	Good		55%
	Fair		17%
	Poor		9%
Traffic signal timing	Excellent		11%
	Good		39%
	Fair		36%
	Poor		13%
Street repair	Excellent		16%
	Good		46%
	Fair		30%
	Poor		8%
Street cleaning	Excellent		22%
	Good		49%
	Fair		22%
	Poor		6%
Street lighting	Excellent		20%
	Good		52%
	Fair		21%
	Poor		7%
Snow removal	Excellent		22%
	Good		52%
	Fair		21%
	Poor		5%

Please rate the quality of each of the following services in Portage.

Sidewalk maintenance	Excellent		17%
	Good		52%
	Fair		23%
	Poor		8%
Bus or transit services	Excellent		10%
	Good		45%
	Fair		32%
	Poor		14%
Land use, planning and zoning	Excellent		11%
	Good		51%
	Fair		29%
	Poor		8%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		11%
	Good		46%
	Fair		31%
	Poor		12%
Affordable high-speed internet access	Excellent		14%
	Good		44%
	Fair		28%
	Poor		15%
Garbage collection	Excellent		33%
	Good		55%
	Fair		11%
	Poor		1%
Drinking water	Excellent		34%
	Good		45%
	Fair		17%
	Poor		4%
Sewer services	Excellent		34%
	Good		58%
	Fair		8%
	Poor		1%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		27%
	Good		55%
	Fair		15%
	Poor		3%
Power (electric and/or gas) utility	Excellent		33%
	Good		55%
	Fair		9%
	Poor		2%






























Please rate the quality of each of the following services in Portage.	Service	Rating			
		Excellent	Good	Fair	Poor
Utility billing	Excellent	28%			
	Good	55%			
	Fair	15%			
	Poor	2%			
Police/Sheriff services	Excellent	38%			
	Good	49%			
	Fair	8%			
	Poor	5%			
Crime prevention	Excellent	28%			
	Good	50%			
	Fair	17%			
	Poor	6%			
Animal control	Excellent	21%			
	Good	59%			
	Fair	15%			
	Poor	6%			
Ambulance or emergency medical services	Excellent	33%			
	Good	57%			
	Fair	6%			
	Poor	4%			
Fire services	Excellent	44%			
	Good	49%			
	Fair	4%			
	Poor	3%			
Fire prevention and education	Excellent	34%			
	Good	52%			
	Fair	10%			
	Poor	4%			
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent	22%			
	Good	55%			
	Fair	15%			
	Poor	8%			
Preservation of natural areas (open space, farmlands and greenbelts)	Excellent	28%			
	Good	47%			
	Fair	17%			
	Poor	8%			

Please rate the quality of each of the following services in Portage.

Portage open space	Excellent		30%
	Good		47%
	Fair		20%
	Poor		2%
Recycling	Excellent		44%
	Good		43%
	Fair		9%
	Poor		3%
Yard waste pick-up	Excellent		39%
	Good		44%
	Fair		14%
	Poor		2%
City parks	Excellent		52%
	Good		42%
	Fair		6%
Recreation programs or classes	Excellent		29%
	Good		57%
	Fair		11%
	Poor		2%
Recreation centers or facilities	Excellent		28%
	Good		52%
	Fair		17%
	Poor		3%
Health services	Excellent		24%
	Good		61%
	Fair		13%
	Poor		2%
Public library services	Excellent		52%
	Good		42%
	Fair		5%
	Poor		1%
Overall customer service by Portage employees (police, receptionists, planners, etc.)	Excellent		33%
	Good		52%
	Fair		11%
	Poor		4%

Please rate the following categories of Portage government performance.	Category	Rating	
		Percentage	Count
The value of services for the taxes paid to Portage	Excellent	19%	36
	Good	50%	90
	Fair	24%	43
	Poor	7%	13
The overall direction that Portage is taking	Excellent	21%	38
	Good	56%	100
	Fair	18%	32
	Poor	4%	7
The job Portage government does at welcoming resident involvement	Excellent	19%	34
	Good	47%	85
	Fair	26%	47
	Poor	7%	13
Overall confidence in Portage government	Excellent	19%	34
	Good	55%	99
	Fair	21%	38
	Poor	5%	9
Generally acting in the best interest of the community	Excellent	21%	38
	Good	53%	95
	Fair	21%	38
	Poor	5%	9
Being honest	Excellent	24%	43
	Good	53%	95
	Fair	17%	31
	Poor	5%	9
Being open and transparent to the public	Excellent	22%	39
	Good	51%	92
	Fair	21%	38
	Poor	6%	11
Informing residents about issues facing the community	Excellent	22%	39
	Good	49%	88
	Fair	23%	41
	Poor	6%	11
Treating all residents fairly	Excellent	24%	43
	Good	47%	85
	Fair	22%	39
	Poor	7%	13
Treating residents with respect	Excellent	28%	50
	Good	48%	86
	Fair	19%	34
	Poor	4%	7

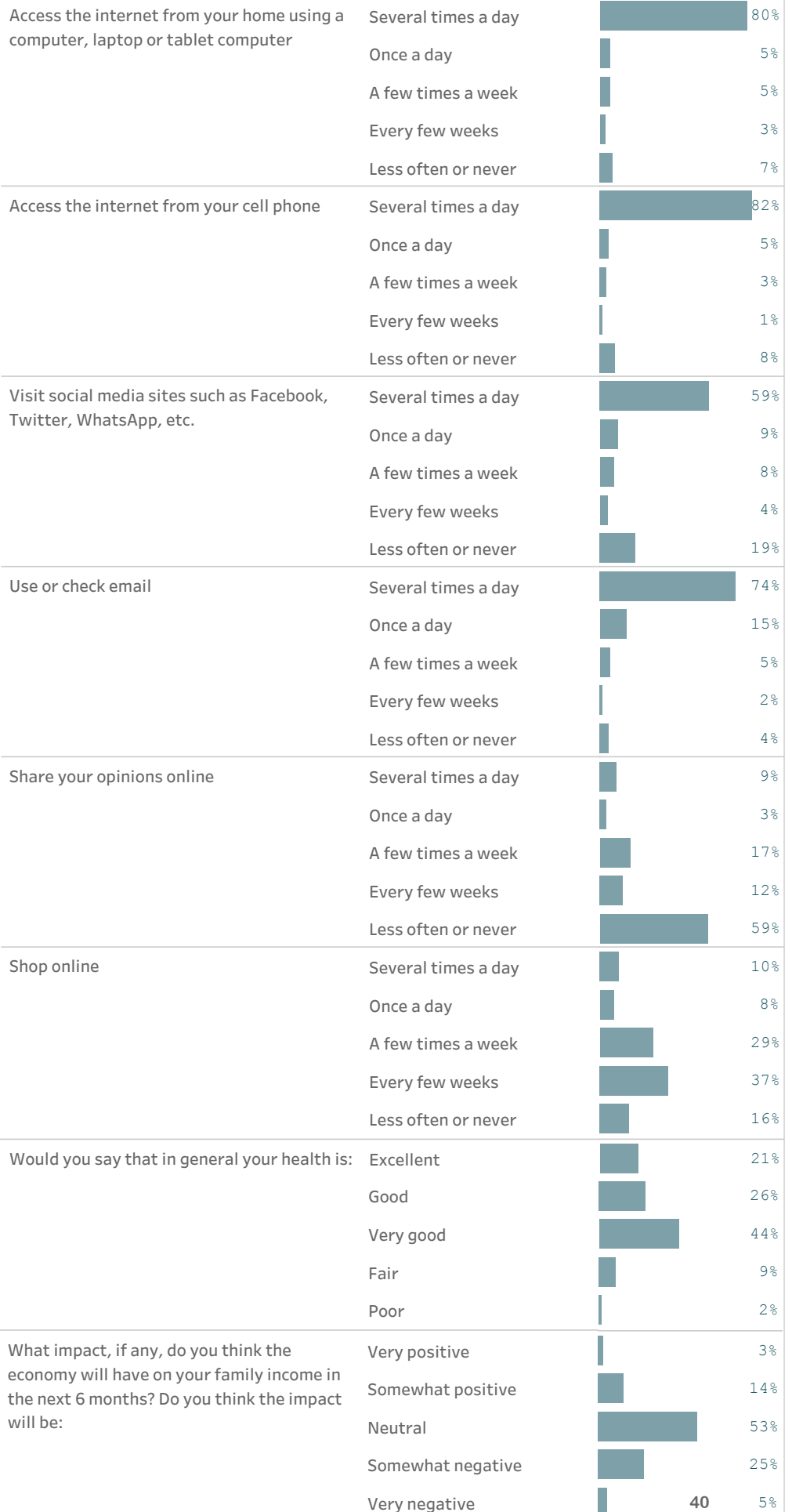
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Portage	Excellent		27%
		Good		57%
		Fair		15%
		Poor		1%
	The Federal Government	Excellent		6%
		Good		28%
		Fair		43%
		Poor		23%
<b>Please rate how important, if at all, you think it is for the Portage community to focus on each of the following in the coming two years.</b>	Overall economic health of Portage	Essential		52%
		Very important		41%
		Somewhat important		7%
		Not at all important		0%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Portage	Essential		24%
		Very important		47%
		Somewhat important		27%
		Not at all important		3%
	Overall design or layout of Portage's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		15%
		Very important		53%
		Somewhat important		26%
		Not at all important		6%
	Overall quality of the utility infrastructure in Portage (water, sewer, storm water, electric/gas)	Essential		48%
		Very important		44%
		Somewhat important		7%
		Not at all important		1%
Overall feeling of safety in Portage	Essential		57%	
	Very important		34%	
	Somewhat important		9%	
	Not at all important		0%	
Overall quality of natural environment in Portage	Essential		41%	
	Very important		47%	
	Somewhat important		11%	
	Not at all important		1%	
Overall quality of parks and recreation opportunities	Essential		32%	
	Very important		50%	
	Somewhat important		17%	
	Not at all important		1%	
Overall health and wellness opportunities in Portage	Essential		32%	
	Very important		47%	
	Somewhat important		19%	
	Not at all important		3%	

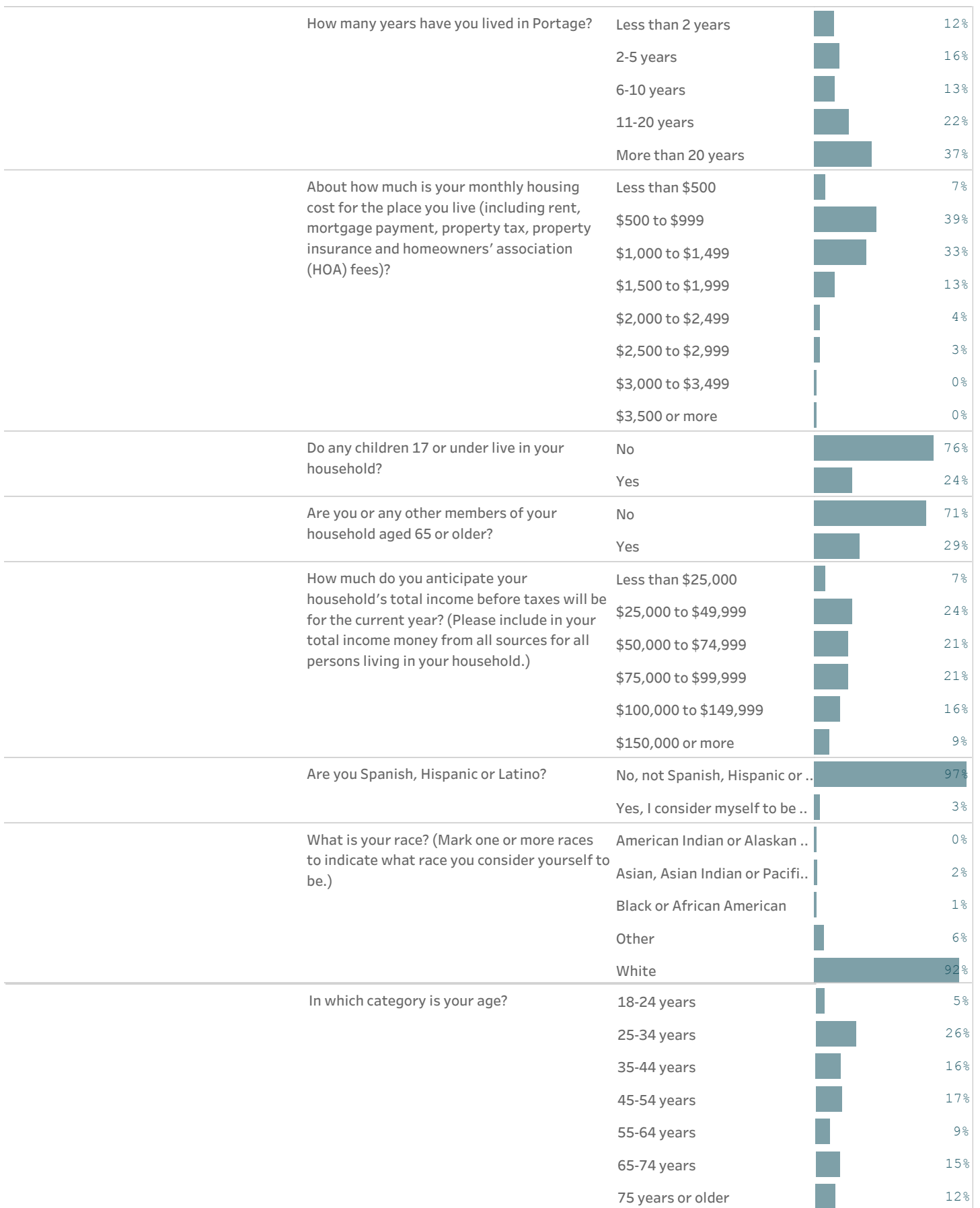
<b>Please rate how important, if at all, you think it is for the Portage community to focus on each of the following in the coming two years.</b>	Overall opportunities for education, culture and the arts	Essential		29%
		Very important		46%
		Somewhat important		23%
		Not at all important		2%
	Residents' connection and engagement with their community	Essential		24%
		Very important		45%
		Somewhat important		27%
		Not at all important		4%
<b>How much would you support or oppose a potential property tax increase to do each of the following?</b>	Economic development in the city (e.g., Crossroads Mall, South Westnedge Commercial Corridor, Lake Center District Area)	Strongly support		18%
		Somewhat support		41%
		Somewhat oppose		19%
		Strongly oppose		23%
	Single-vendor weekly garbage collection	Strongly support		18%
		Somewhat support		29%
		Somewhat oppose		23%
		Strongly oppose		31%
	Second bulk trash collection each year	Strongly support		30%
		Somewhat support		38%
		Somewhat oppose		11%
		Strongly oppose		21%
<b>Please indicate how likely or unlikely you or a member of your household are to use the new Portage Community Senior Center once constructed.</b>	Very likely		6%	
	Somewhat likely		14%	
	Somewhat unlikely		6%	
	Very unlikely		32%	
	Not applicable		42%	
<b>Please rate the job the City of Portage has done addressing the needs of the senior population.</b>	Excellent		15%	
	Good		51%	
	Fair		31%	
	Poor		4%	










Please rate the following aspects of elections in Portage.		Rating	
		Percentage	Count
Transparency in the election process	Excellent	40%	10
	Good	46%	12
	Fair	8%	2
	Poor	6%	1
Integrity of election process	Excellent	46%	12
	Good	41%	11
	Fair	7%	2
	Poor	6%	1
Voter registration process	Excellent	53%	14
	Good	39%	10
	Fair	6%	1
	Poor	2%	0
Absentee voting process	Excellent	62%	17
	Good	30%	8
	Fair	4%	1
	Poor	4%	1
Overall administration of elections	Excellent	44%	12
	Good	43%	11
	Fair	9%	2
	Poor	3%	0



**In general, how many times do you:**





What is your gender?	Female		52%
	Male		47%
	Identify in another way		1%
Which best describes the building you live in?	One family house detached f..		69%
	Building with two or more h..		30%
	Mobile home		0%
	Other		1%
Do you rent or own your home?	Rent		32%
	Own		68%

## Comparison of Responses by Respondent Demographics

This dashboard allows the user to specify which characteristics to include in the table using the menu to the right. Responses have been summarized to show only the “percent positive”, which is the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good. The first column displays the percent positive from all respondents, while the following columns display the percent positive by category. Some categories (e.g., age, race/ethnicity, housing type, and length of residency) are combined into smaller subgroups. When there is an insufficient number of respondents within a category for those subgroups to be able to make meaningful comparisons (generally, less than 50), that subgroup has been excluded from the analysis.

In the “Statistical significance” tab, you will find a tool to help determine the threshold values for statistically significant differences between groups.

		NE	NW	SE	SW	
<b>Please rate each of the following aspects of quality of life in Portage.</b>	Portage as a place to live	95%	87%	96%	98%	98%
	Your neighborhood as a place to live	88%	71%	90%	92%	100%
	Portage as a place to raise children	92%	89%	92%	90%	100%
	Portage as a place to work	85%	73%	88%	80%	96%
	Portage as a place to visit	72%	64%	72%	72%	87%
	Portage as a place to retire	73%	60%	78%	65%	81%
	The overall quality of life in Portage	90%	84%	91%	87%	99%
<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Sense of community	71%	71%	75%	64%	63%
	Overall economic health of Portage	86%	85%	85%	87%	90%
	Overall quality of the transportation system (auto, bicy..	83%	86%	83%	73%	92%
	Overall design or layout of Portage’s residential and co..	83%	77%	84%	77%	93%
	Overall quality of the utility infrastructure in Portage (..	82%	75%	81%	86%	87%
	Overall feeling of safety in Portage	91%	88%	91%	88%	96%
	Overall quality of natural environment in Portage	92%	90%	92%	95%	96%
	Overall quality of parks and recreation opportunities	94%	92%	94%	92%	98%
	Overall health and wellness opportunities in Portage	91%	87%	93%	84%	96%
	Overall opportunities for education, culture and the arts	78%	87%	70%	77%	95%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Residents’ connection and engagement with their com..	63%	57%	62%	72%	67%
	Recommend living in Portage to someone who asks	95%	90%	96%	94%	98%
<b>Please rate how safe or unsafe you feel:</b>	Remain in Portage for the next five years	87%	81%	87%	93%	85%
	In your neighborhood during the day	96%	88%	97%	99%	100%
	In Portage’s downtown/commercial area during the day	90%	87%	90%	87%	98%
	From property crime	83%	73%	83%	83%	93%
	From violent crime	89%	80%	91%	87%	98%
From fire, flood or other natural disaster	90%	79%	92%	90%	96%	
<b>Please rate the job you feel the Portage community does at each of the following.</b>	Making all residents feel welcome	79%	65%	82%	74%	96%
	Attracting people from diverse backgrounds	64%	62%	66%	50%	75%
	Valuing/respecting residents from diverse backgrounds	74%	68%	75%	72%	
	Taking care of vulnerable residents (elderly, disabled, h..	68%	57%	73%		
<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Overall quality of business and service establishments i..	90%	85%	91%	90%	93%
	Variety of business and service establishments in Port..	82%	79%	81%	82%	91%
	Vibrancy of downtown/commercial area	63%	65%	64%	56%	65%
	Employment opportunities	74%	69%	71%		
	Shopping opportunities	82%	86%	83%	69%	91%
	Cost of living in Portage	56%	49%	58%	48%	69%
	Overall image or reputation of Portage	89%	83%	90%	88%	94%
<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Traffic flow on major streets	59%	55%	57%	71%	59%
	Ease of public parking	81%	68%	80%	93%	84%
	Ease of travel by car in Portage	82%	75%	83%	87%	84%
	Ease of travel by public transportation in Portage	48%		47%		
	Ease of travel by bicycle in Portage	75%	69%	74%		
	Ease of walking in Portage	78%	87%	76%	75%	78%
	Well-planned residential growth	70%		67%		
	Well-planned commercial growth	67%		64%		
	Well-designed neighborhoods	74%	64%	76%	65%	92%
	Preservation of the historical or cultural character of th..	73%	69%	72%	75%	
	Public places where people want to spend time	76%	76%	76%	69%	87%
	Variety of housing options	66%	59%	67%	58%	83%
	Availability of affordable quality housing	48%	44%	45%		
	Overall quality of new development in Portage	69%	67%	65%	69%	84%
	Overall appearance of Portage	87%	83%	87%	83%	96%
	Cleanliness of Portage	88%	84%	89%	90%	88%
	Water resources (beaches, lakes, ponds, riverways, etc.)	91%	82%	89%	99%	99%
	Air quality	93%	86%	94%	93%	96%
	Availability of paths and walking trails	95%	94%	94%	95%	97%
	Fitness opportunities (including exercise classes and p..	92%	92%	90%	90%	100%

<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Recreational opportunities	86%	81%	84%	89%	99%	
	Availability of affordable quality food	84%	82%	81%	87%	95%	
	Availability of affordable quality health care	79%	71%	77%	76%	98%	
	Availability of preventive health services	81%	77%	76%	85%	97%	
	Availability of affordable quality mental health care	59%		64%			
	Opportunities to attend cultural/arts/music activities	64%	72%	57%	70%	70%	
	Community support for the arts	68%	81%	61%	66%		
	Availability of affordable quality childcare/preschool	68%		63%			
	K-12 education	88%	81%	87%	90%	96%	
	Adult educational opportunities	75%		73%	82%		
	Sense of civic/community pride	70%	63%	70%	73%	78%	
	Neighborliness of residents in Portage	73%	62%	75%	71%	82%	
	Opportunities to participate in social events and activit..	68%	79%	61%	64%	80%	
	Opportunities to attend special events and festivals	68%	72%	66%	70%	68%	
	Opportunities to volunteer	71%		69%	69%	75%	
	Opportunities to participate in community matters	66%	75%	62%	59%		
	Openness and acceptance of the community toward pe..	67%		72%			
	<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Portage (in-person, phone, email ...)	53%	66%	44%	68%	50%
		Contacted Portage elected officials (in-person, phone, e..	11%	11%	9%	19%	8%
		Attended a local public meeting (of local elected official..	12%	10%	10%	24%	10%
Watched (online or on television) a local public meeting		18%	19%	15%	26%	17%	
Volunteered your time to some group/activity in Portage		21%	15%	19%	20%	36%	
Campaigned or advocated for a local issue, cause or can..		16%	22%	15%	11%	16%	
Voted in your most recent local election		93%	82%	94%	99%	96%	
Used bus, rail, subway or other public transportation in..		9%	14%	11%	1%	2%	
Carpooled with other adults or children instead of drivi..		40%	40%	38%	38%	49%	
Walked or biked instead of driving		53%	49%	57%	46%	49%	
<b>Please rate the quality of each of the following services in Portage.</b>	Public information services	81%	74%	80%	79%	94%	
	Economic development	81%		81%	81%		
	Traffic enforcement	74%	69%	73%	80%	77%	
	Traffic signal timing	51%	43%	52%	61%	42%	
	Street repair	62%	63%	59%	70%	60%	
	Street cleaning	71%	67%	70%	76%	78%	
	Street lighting	72%	72%	70%	81%	67%	
	Snow removal	74%	70%	74%	71%	81%	
	Sidewalk maintenance	69%	69%	69%	72%		
	Bus or transit services	55%		48%			
	Land use, planning and zoning	63%		58%			
	Code enforcement (weeds, abandoned buildings, etc.)	57%		50%			
	Affordable high-speed internet access	58%	44%	60%	52%		
	Garbage collection	88%	90%	87%	85%	96%	
	Drinking water	79%	69%	76%	93%	86%	
	Sewer services	91%	92%	90%	88%	100%	
	Storm water management (storm drainage, dams, leve..	82%	72%	85%	81%	86%	
	Power (electric and/or gas) utility	88%	85%	89%	91%	90%	
	Utility billing	83%	78%	85%	78%	88%	
	Police/Sheriff services	87%		90%			
	Crime prevention	77%		76%			
	Animal control	80%		79%			
	Ambulance or emergency medical services	90%		95%			
	Fire services	92%		96%			
	Fire prevention and education	86%		84%			
	Emergency preparedness (services that prepare the co..	77%		74%			
	Preservation of natural areas (open space, farmlands a..	75%		72%			
	Portage open space	77%		77%			
	Recycling	87%		86%			
	Yard waste pick-up	83%		88%			
	City parks	94%		94%			
	Recreation programs or classes	87%		78%			
	Recreation centers or facilities	80%		64%			
Health services	85%		83%				
Public library services	93%		93%				
Overall customer service by Portage employees (police,..	85%		89%				
<b>Please rate the following categories of Portage government performance.</b>	The value of services for the taxes paid to Portage	69%	73%	70%	61%	70%	
	The overall direction that Portage is taking	78%	70%	83%	66%	82%	
	The job Portage government does at welcoming residen..	67%		64%			
	Overall confidence in Portage government	74%	70%	72%	73%	86%	
	Generally acting in the best interest of the community	75%	75%	75%	65%	87%	
	Being honest	77%		75%	75%		
	Being open and transparent to the public	73%		72%	67%		
	Informing residents about issues facing the community	71%	75%	67%	67%	84%	
	Treating all residents fairly	72%	70%	66%			

<b>Portage government performance.</b>	Treating residents with respect	<b>76%</b>	81%	72%	72%	92%
<b>Overall, how would you rate the quality of the services provided by each of the..</b>	The City of Portage	<b>84%</b>	78%	85%	77%	96%
	The Federal Government	<b>35%</b>	28%	30%	41%	49%
<b>Please rate how important, if at all, you think it is for the Portage community to focus on each of the following in the coming two years.</b>	Overall economic health of Portage	<b>92%</b>	91%	92%	91%	99%
	Overall quality of the transportation system (auto, bicy..	<b>70%</b>	70%	73%	63%	70%
	Overall design or layout of Portage's residential and co..	<b>68%</b>	62%	68%	73%	70%
	Overall quality of the utility infrastructure in Portage (..	<b>92%</b>	88%	92%	93%	95%
	Overall feeling of safety in Portage	<b>91%</b>	82%	91%	97%	95%
	Overall quality of natural environment in Portage	<b>88%</b>	90%	88%	91%	83%
	Overall quality of parks and recreation opportunities	<b>82%</b>	72%	84%	87%	81%
	Overall health and wellness opportunities in Portage	<b>79%</b>	78%	80%	81%	73%
	Overall opportunities for education, culture and the arts	<b>75%</b>	69%	78%	73%	75%
	Residents' connection and engagement with their com..	<b>68%</b>	58%	69%	74%	71%
	<b>How much would you support or oppose a potential property tax increase to do each of the following?</b>	Economic development in the city (e.g., Crossroads Mal..	<b>58%</b>	61%	60%	46%
Single-vendor weekly garbage collection		<b>46%</b>	39%	48%	38%	59%
Second bulk trash collection each year		<b>68%</b>	77%	71%	50%	64%
Please indicate how likely or unlikely you or a member o..		<b>35%</b>		15%		
<b>Please rate the following aspects of elections in Portage.</b>	Transparency in the election process	<b>86%</b>	85%	86%	88%	85%
	Integrity of election process	<b>87%</b>	87%	89%	84%	85%
	Voter registration process	<b>91%</b>	89%	92%	87%	96%
	Absentee voting process	<b>92%</b>	88%	92%	92%	96%
	Overall administration of elections	<b>88%</b>	80%	91%	86%	88%
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, l..	<b>90%</b>	81%	92%	91%	95%
	Access the internet from your cell phone	<b>91%</b>	89%	91%	89%	95%
	Visit social media sites such as Facebook, Twitter, Wha..	<b>76%</b>	74%	78%	69%	80%
	Use or check email	<b>94%</b>	90%	93%	97%	97%
	Share your opinions online	<b>29%</b>	32%	28%	28%	31%
	Shop online	<b>47%</b>	31%	50%	50%	57%
	Would you say that in general your health is:	<b>64%</b>	50%	68%	67%	69%
What impact, if any, do you think the economy will have..	<b>17%</b>	14%	23%	8%	9%	

## Statistical significance thresholds

Below you may select a demographic to find the thresholds for statistically significant differences between groups (i.e. the minimum difference between groups to be considered statistically significant based on the sample sizes). Use the drop down menu to the right to select demographic dimensions. If there were no responses within a specific demographic option, that option will not appear in the dashboard.

### Area

	NE	NW	SE	SW
NE		14%	17%	17%
NW	14%		14%	14%
SE	17%	14%		17%
SW	17%	14%	17%	

## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the City of Portage conducted a survey of 1,700 residents. Survey invitations were mailed to randomly selected households and data were collected from November 6, 2020 to December 28, 2020. The results from this main survey effort represent the most robust estimate of your residents' opinions.




































After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Portage. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on December 11, 2020. The survey remained open for two weeks.











































The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. Due to limited response, the results were not statistically weighted.
































## Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.









































<b>Please rate each of the following aspects of quality of life in Portage.</b>	Portage as a place to live	Excellent		54%
		Good		43%
		Fair		3%
Your neighborhood as a place to live	Excellent		47%	
	Good		49%	
	Fair		4%	
Portage as a place to raise children	Excellent		55%	
	Good		43%	
	Fair		2%	
Portage as a place to work	Excellent		47%	
	Good		43%	
	Fair		9%	
Portage as a place to visit	Excellent		29%	
	Good		39%	
	Fair		28%	
	Poor		3%	
Portage as a place to retire	Excellent		36%	
	Good		41%	
	Fair		21%	
	Poor		2%	
The overall quality of life in Portage	Excellent		45%	
	Good		51%	
	Fair		3%	
	Poor		1%	
Sense of community	Excellent		22%	
	Good		46%	
	Fair		29%	
	Poor		3%	
<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Overall economic health of Portage	Excellent		34%
		Good		54%
		Fair		11%
Overall quality of the transportation system (auto, bicycle, foot, bus) in Portage	Excellent		27%	
	Good		47%	
	Fair		21%	
	Poor		5%	

<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Overall design or layout of Portage's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		21%
		Good		54%
		Fair		22%
		Poor		2%
	Overall quality of the utility infrastructure in Portage (water, sewer, storm water, electric/gas)	Excellent		31%
		Good		60%
		Fair		8%
		Poor		1%
	Overall feeling of safety in Portage	Excellent		35%
		Good		55%
		Fair		9%
		Poor		1%
	Overall quality of natural environment in Portage	Excellent		55%
		Good		38%
		Fair		6%
		Poor		1%
	Overall quality of parks and recreation opportunities	Excellent		64%
		Good		31%
		Fair		5%
	Overall health and wellness opportunities in Portage	Excellent		41%
		Good		53%
		Fair		7%
	Overall opportunities for education, culture and the arts	Excellent		18%
		Good		54%
		Fair		27%
		Poor		1%
	Residents' connection and engagement with their community	Excellent		15%
		Good		52%
		Fair		28%
		Poor		5%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Portage to someone who asks	Very likely		63%
		Somewhat likely		32%
		Somewhat unlikely		4%
		Very unlikely		1%
	Remain in Portage for the next five years	Very likely		81%
		Somewhat likely		14%
		Very unlikely		5%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		77%
		Somewhat safe		18%
		Neither safe nor unsafe		3%
		Somewhat unsafe		1%
		Very unsafe		1%

<b>Please rate how safe or unsafe you feel:</b>	In Portage's downtown/commercial area during the day	Very safe		68%
		Somewhat safe		23%
		Neither safe nor unsafe		9%
		Somewhat unsafe		1%
	From property crime	Very safe		33%
		Somewhat safe		48%
		Neither safe nor unsafe		8%
		Somewhat unsafe		9%
		Very unsafe		1%
	From violent crime	Very safe		62%
		Somewhat safe		27%
		Neither safe nor unsafe		7%
		Somewhat unsafe		2%
		Very unsafe		1%
	From fire, flood or other natural disaster	Very safe		59%
		Somewhat safe		31%
Neither safe nor unsafe			10%	
<b>Please rate the job you feel the Portage community does at each of the following.</b>	Making all residents feel welcome	Excellent		27%
		Good		53%
		Fair		15%
		Poor		6%
	Attracting people from diverse backgrounds	Excellent		20%
		Good		40%
		Fair		29%
		Poor		12%
	Valuing/respecting residents from diverse backgrounds	Excellent		24%
		Good		43%
		Fair		25%
		Poor		7%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		22%
		Good		43%
		Fair		25%
		Poor		10%

<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Overall quality of business and service establishments in Portage	Excellent		34%
		Good		54%
		Fair		12%
		Poor		0%
	Variety of business and service establishments in Portage	Excellent		33%
		Good		48%
		Fair		18%
		Poor		1%
	Vibrancy of downtown/commercial area	Excellent		15%
		Good		33%
		Fair		35%
		Poor		17%
	Employment opportunities	Excellent		32%
		Good		50%
		Fair		17%
		Poor		1%
	Shopping opportunities	Excellent		32%
		Good		46%
		Fair		19%
		Poor		3%
	Cost of living in Portage	Excellent		14%
		Good		52%
		Fair		28%
		Poor		6%
	Overall image or reputation of Portage	Excellent		36%
		Good		53%
		Fair		9%
		Poor		2%
<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Traffic flow on major streets	Excellent		17%
		Good		46%
		Fair		29%
		Poor		8%
	Ease of public parking	Excellent		33%
		Good		52%
		Fair		15%
	Ease of travel by car in Portage	Excellent		35%
		Good		49%
		Fair		14%
		Poor		1%
	Ease of travel by public transportation in Portage	Excellent		3%
		Good		33%
		Fair		25%
		Poor		39%

Please rate each of the following characteristics as they relate to Portage as a whole.









































Ease of travel by bicycle in Portage	Excellent		39%
	Good		37%
	Fair		18%
	Poor		6%
Ease of walking in Portage	Excellent		29%
	Good		45%
	Fair		21%
	Poor		5%
Well-planned residential growth	Excellent		14%
	Good		50%
	Fair		31%
	Poor		5%
Well-planned commercial growth	Excellent		16%
	Good		40%
	Fair		34%
	Poor		10%
Well-designed neighborhoods	Excellent		14%
	Good		52%
	Fair		31%
	Poor		3%
Preservation of the historical or cultural character of the community	Excellent		21%
	Good		41%
	Fair		27%
	Poor		11%
Public places where people want to spend time	Excellent		20%
	Good		59%
	Fair		18%
	Poor		3%
Variety of housing options	Excellent		21%
	Good		51%
	Fair		24%
	Poor		3%
Availability of affordable quality housing	Excellent		11%
	Good		41%
	Fair		32%
	Poor		16%
Overall quality of new development in Portage	Excellent		14%
	Good		47%
	Fair		29%
	Poor		9%

Please rate each of the following characteristics as they relate to Portage as a whole.

Overall appearance of Portage	Excellent		22%
	Good		56%
	Fair		20%
	Poor		3%
Cleanliness of Portage	Excellent		28%
	Good		64%
	Fair		6%
	Poor		1%
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		47%
	Good		46%
	Fair		6%
Air quality	Excellent		47%
	Good		48%
	Fair		5%
Availability of paths and walking trails	Excellent		65%
	Good		27%
	Fair		8%
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		48%
	Good		43%
	Fair		9%
Recreational opportunities	Excellent		46%
	Good		44%
	Fair		10%
Availability of affordable quality food	Excellent		40%
	Good		45%
	Fair		15%
	Poor		1%
Availability of affordable quality health care	Excellent		38%
	Good		42%
	Fair		16%
	Poor		4%
Availability of preventive health services	Excellent		32%
	Good		51%
	Fair		14%
	Poor		3%
Availability of affordable quality mental health care	Excellent		19%
	Good		44%
	Fair		25%
	Poor		12%

Please rate each of the following characteristics as they relate to Portage as a whole.

Opportunities to attend cultural/arts/music activities	Excellent		15%
	Good		44%
	Fair		35%
	Poor		7%
Community support for the arts	Excellent		15%
	Good		51%
	Fair		31%
	Poor		4%
Availability of affordable quality childcare/preschool	Excellent		27%
	Good		43%
	Fair		18%
	Poor		11%
K-12 education	Excellent		50%
	Good		38%
	Fair		10%
	Poor		1%
Adult educational opportunities	Excellent		32%
	Good		51%
	Fair		14%
	Poor		3%
Sense of civic/community pride	Excellent		22%
	Good		53%
	Fair		18%
	Poor		7%
Neighborliness of residents in Portage	Excellent		22%
	Good		48%
	Fair		30%
Opportunities to participate in social events and activities	Excellent		20%
	Good		45%
	Fair		34%
	Poor		1%
Opportunities to attend special events and festivals	Excellent		21%
	Good		50%
	Fair		25%
	Poor		4%
Opportunities to volunteer	Excellent		31%
	Good		52%
	Fair		15%
	Poor		12%




































<b>Please rate each of the following characteristics as they relate to Portage as a whole.</b>	Opportunities to participate in community matters	Excellent		23%
		Good		55%
		Fair		19%
		Poor		4%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		19%
Good			43%	
Fair			28%	
Poor			11%	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Portage (in-person, phone, email or web) for help or information	No		27%
		Yes		73%
	Contacted Portage elected officials (in-person, phone, email or web) to express ..	No		71%
		Yes		29%
	Attended a local public meeting (of local elected officials like City Council or County C..	No		62%
		Yes		38%
	Watched (online or on television) a local public meeting	No		40%
		Yes		60%
	Volunteered your time to some group/activity in Portage	No		56%
		Yes		44%
	Campaigned or advocated for a local issue, cause or candidate	No		62%
		Yes		38%
	Voted in your most recent local election	No		4%
		Yes		96%
	Used bus, rail, subway or other public transportation instead of driving	No		89%
		Yes		11%
	Carpooled with other adults or children instead of driving alone	No		70%
		Yes		30%
	Walked or biked instead of driving	No		34%
		Yes		66%
<b>Please rate the quality of each of the following services in Portage.</b>	Public information services	Excellent		31%
		Good		51%
		Fair		15%
		Poor		3%
	Economic development	Excellent		24%
		Good		48%
		Fair		25%
		Poor		4%
	Traffic enforcement	Excellent		14%
		Good		40%
		Fair		27%
		Poor		18%








































Please rate the quality of each of the following services in Portage.









































Traffic signal timing	Excellent		13%
	Good		43%
	Fair		32%
	Poor		13%
Street repair	Excellent		20%
	Good		49%
	Fair		24%
	Poor		7%
Street cleaning	Excellent		20%
	Good		57%
	Fair		17%
	Poor		5%
Street lighting	Excellent		14%
	Good		56%
	Fair		25%
	Poor		5%
Snow removal	Excellent		25%
	Good		60%
	Fair		14%
	Poor		1%
Sidewalk maintenance	Excellent		14%
	Good		59%
	Fair		19%
	Poor		9%
Bus or transit services	Excellent		15%
	Good		41%
	Fair		17%
	Poor		27%
Land use, planning and zoning	Excellent		14%
	Good		45%
	Fair		31%
	Poor		10%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		14%
	Good		35%
	Fair		36%
	Poor		15%
Affordable high-speed internet access	Excellent		20%
	Good		38%
	Fair		24%
	Poor		19%








































Please rate the quality of each of the following services in Portage.

Garbage collection	Excellent		42%
	Good		49%
	Fair		7%
	Poor		1%
Drinking water	Excellent		36%
	Good		49%
	Fair		9%
	Poor		5%
Sewer services	Excellent		34%
	Good		60%
	Fair		5%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		26%
	Good		48%
	Fair		22%
	Poor		5%
Power (electric and/or gas) utility	Excellent		37%
	Good		54%
	Fair		8%
	Poor		1%
Utility billing	Excellent		31%
	Good		51%
	Fair		17%
	Poor		1%
Police/Sheriff services	Excellent		40%
	Good		45%
	Fair		10%
	Poor		4%
Crime prevention	Excellent		28%
	Good		50%
	Fair		17%
	Poor		5%
Animal control	Excellent		25%
	Good		56%
	Fair		15%
	Poor		5%
Ambulance or emergency medical services	Excellent		44%
	Good		49%
	Fair		5%
	Poor		2%

Please rate the quality of each of the following services in Portage.






































Fire services	Excellent		54%
	Good		44%
	Fair		3%
Fire prevention and education	Excellent		34%
	Good		53%
	Fair		8%
	Poor		5%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		20%
	Good		56%
	Fair		14%
	Poor		10%
Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		39%
	Good		33%
	Fair		17%
	Poor		11%
Portage open space	Excellent		38%
	Good		40%
	Fair		17%
	Poor		5%
Recycling	Excellent		50%
	Good		33%
	Fair		14%
	Poor		3%
Yard waste pick-up	Excellent		44%
	Good		46%
	Fair		9%
	Poor		1%
City parks	Excellent		59%
	Good		37%
	Fair		4%
Recreation programs or classes	Excellent		37%
	Good		53%
	Fair		11%
Recreation centers or facilities	Excellent		30%
	Good		57%
	Fair		9%
	Poor		4%

<b>Please rate the quality of each of the following services in Portage.</b>	Health services	Excellent		29%
		Good		55%
		Fair		14%
		Poor		3%
	Public library services	Excellent		65%
		Good		33%
		Fair		1%
		Poor		1%
	Overall customer service by Portage employees (police, receptionists, planners, etc.)	Excellent		47%
		Good		36%
		Fair		11%
		Poor		5%
<b>Please rate the following categories of Portage government performance.</b>	The value of services for the taxes paid to Portage	Excellent		24%
		Good		49%
		Fair		18%
		Poor		9%
	The overall direction that Portage is taking	Excellent		26%
		Good		48%
		Fair		21%
		Poor		4%
	The job Portage government does at welcoming resident involvement	Excellent		22%
		Good		49%
		Fair		21%
		Poor		9%
	Overall confidence in Portage government	Excellent		25%
		Good		45%
		Fair		23%
		Poor		7%
	Generally acting in the best interest of the community	Excellent		26%
		Good		44%
		Fair		25%
		Poor		6%
	Being honest	Excellent		29%
		Good		43%
		Fair		22%
		Poor		6%
	Being open and transparent to the public	Excellent		27%
		Good		42%
		Fair		22%
		Poor		9%

<b>Please rate the following categories of Portage government performance.</b>	Informing residents about issues facing the community	Excellent		23%
		Good		44%
		Fair		28%
		Poor		5%
	Treating all residents fairly	Excellent		24%
		Good		46%
		Fair		21%
		Poor		8%
	Treating residents with respect	Excellent		28%
		Good		53%
		Fair		15%
		Poor		4%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Portage	Excellent		32%
		Good		53%
		Fair		12%
		Poor		4%
	The Federal Government	Excellent		7%
		Good		30%
		Fair		38%
		Poor		25%
<b>Please rate how important, if at all, you think it is for the Portage community to focus on each of the following in the coming two years.</b>	Overall economic health of Portage	Essential		50%
		Very important		39%
		Somewhat important		10%
		Not at all important		1%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Portage	Essential		30%
		Very important		48%
		Somewhat important		20%
		Not at all important		1%
	Overall design or layout of Portage's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		34%
		Very important		43%
		Somewhat important		19%
		Not at all important		4%
	Overall quality of the utility infrastructure in Portage (water, sewer, storm water, electric/gas)	Essential		54%
		Very important		31%
		Somewhat important		15%
	Overall feeling of safety in Portage	Essential		62%
Very important			27%	
Somewhat important			10%	
Not at all important			2%	

<b>Please rate how important, if at all, you think it is for the Portage community to focus on each of the following in the coming two years.</b>	Overall quality of natural environment in Portage	Essential		39%
		Very important		49%
		Somewhat important		12%
	Overall quality of parks and recreation opportunities	Essential		32%
		Very important		51%
		Somewhat important		18%
	Overall health and wellness opportunities in Portage	Essential		33%
		Very important		37%
		Somewhat important		26%
		Not at all important		4%
	Overall opportunities for education, culture and the arts	Essential		26%
		Very important		42%
		Somewhat important		28%
		Not at all important		3%
	Residents' connection and engagement with their community	Essential		27%
Very important			47%	
Somewhat important			26%	
Not at all important			1%	
<b>How much would you support or oppose a potential property tax increase to do each of the following?</b>	Economic development in the city (e.g., Crossroads Mall, South Westnedge Commercial Corridor, Lake Center District Area)	Strongly support		9%
		Somewhat support		38%
		Somewhat oppose		24%
		Strongly oppose		29%
	Single-vendor weekly garbage collection	Strongly support		17%
		Somewhat support		26%
		Somewhat oppose		17%
		Strongly oppose		39%
	Second bulk trash collection each year	Strongly support		31%
		Somewhat support		28%
		Somewhat oppose		22%
		Strongly oppose		19%
Please indicate how likely or unlikely you or a member of your household are to use the new Portage Community Senior Center once constructed.	Very likely		19%	
	Somewhat likely		23%	
	Somewhat unlikely		15%	
	Very unlikely		28%	
	Not applicable		15%	
Please rate the job the City of Portage has done addressing the needs of the senior population.	Excellent		28%	
	Good		54%	
	Fair		16%	
	Poor		1%	

<b>Please rate the following aspects of elections in Portage.</b>	Transparency in the election process	Excellent		55%
		Good		36%
		Fair		8%
		Poor		1%
	Integrity of election process	Excellent		65%
		Good		30%
		Fair		4%
		Poor		1%
	Voter registration process	Excellent		64%
		Good		33%
		Fair		2%
		Poor		1%
	Absentee voting process	Excellent		73%
		Good		23%
		Fair		3%
		Poor		1%
Overall administration of elections	Excellent		60%	
	Good		36%	
	Fair		4%	
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop or tablet computer	Several times a day		95%
		Once a day		2%
		A few times a week		2%
		Every few weeks		1%
	Access the internet from your cell phone	Several times a day		89%
		Once a day		3%
		A few times a week		1%
		Less often or never		7%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day		64%
		Once a day		13%
		A few times a week		6%
		Every few weeks		3%
		Less often or never		15%
	Use or check email	Several times a day		93%
		Once a day		7%
	Share your opinions online	Several times a day		8%
		Once a day		6%
		A few times a week		22%
		Every few weeks		23%
		Less often or never		40%

In general, how many times do you:	Shop online	Several times a day		9%
		Once a day		13%
		A few times a week		41%
		Every few weeks		30%
		Less often or never		7%
Would you say that in general your health is:		Excellent		33%
		Very good		44%
		Good		21%
		Fair		2%
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:		Very positive		7%
		Somewhat positive		13%
		Neutral		55%
		Somewhat negative		20%
		Very negative		5%
How many years have you lived in Portage?		Less than 2 years		4%
		2-5 years		16%
		6-10 years		14%
		11-20 years		22%
		More than 20 years		45%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?		Less than \$500		10%
		\$500 to \$999		28%
		\$1,000 to \$1,499		27%
		\$1,500 to \$1,999		13%
		\$2,000 to \$2,499		8%
		\$2,500 to \$2,999		4%
		\$3,000 to \$3,499		3%
		\$3,500 or more		7%
Do any children 17 or under live in your household?		No		75%
		Yes		25%
Are you or any other members of your household aged 65 or older?		No		61%
		Yes		39%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)		Less than \$25,000		1%
		\$25,000 to \$49,999		20%
		\$50,000 to \$74,999		17%
		\$75,000 to \$99,999		19%
		\$100,000 to \$149,999		28%
		\$150,000 or more		15%



Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or ..	97%
	Yes, I consider myself to be ..	3%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan ..	2%
	White	92%
	Other	8%
How did you hear about this survey?	The City's website	3%
	The City's social media (Face..	13%
	Received an email from the ..	77%
	In a City newsletter or utilit..	2%
	Received a postcard or lette..	1%
	In my Facebook feed	3%
	Other	2%
	Saw it in a newspaper articl..	1%
	Heard about it from a family..	1%
	On my Polco feed	1%
Using the map above, please indicate which quadrant in Portage you reside in.	Quadrant 1	6%
	Quadrant 2	40%
	Quadrant 3	43%
	Quadrant 4	10%
	Not applicable	1%
In which category is your age?	25-34 years	3%
	35-44 years	14%
	45-54 years	19%
	55-64 years	28%
	65-74 years	23%
	75 years or older	12%
What is your gender?	Female	55%
	Male	45%
Which best describes the building you live in?	One family house detached f..	94%
	Building with two or more h..	5%
	Mobile home	1%
Do you rent or own your home?	Rent	6%
	Own	94%