

# MT. HOOD & THE COLUMBIA RIVER GORGE

*2023 RESIDENT COMMUNITY SURVEY FINAL REPORT -CORBETT*







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A misty forest scene with a waterfall and tall evergreen trees. The waterfall is the central focus, cascading down a rocky cliff. The surrounding forest is dense with tall, dark evergreen trees. The mist is thick and white, creating a soft, ethereal atmosphere. The lighting is diffused, with a warm, golden glow from the sun filtering through the trees. The overall mood is serene and majestic.

# INTRODUCTION |





# INTRODUCTION

This research effort and subsequent analysis on behalf of the Mt. Hood and Columbia River Gorge Tourism Alliance consists of a resident survey with statistically significant results that addresses resident sentiment towards tourism in relation to key issues the communities within the region are currently facing. Throughout the report, the Mt. Hood and Columbia River Gorge area is referred to as the “Region”.

Topics were wide-ranging and diverse. Including:

- Road congestion/transit options
- Workforce housing
- Diversity, Equity, and Inclusion
- Impacts from climate change
- Cost of living/Living wage
- Local houselessness
- Vibrant main streets
- Recreation use
- Quality of Life as a resident
- Experience economy
- Sentiment about lodging & short-term rentals





# RESEARCH METHODS

## OVERVIEW

- RRC worked alongside MT. Hood and Columbia River Gorge Tourism Alliance to develop a survey instrument that would resonate with respondents and be tailored to the needs of answering questions regarding tourism sentiment in the region.
- Upon development of the survey instrument, the survey research was conducted using two methods:
  - A *statistically valid* survey with Invites sent via mail (also referred to as Invite sample).
  - An *Open Link* survey available to anyone with the interest to participate, distributed via Mt. Hood and the Columbia River Gorge's marketing (referred to as Open Link sample).
- Data was collected and analyzed using a variety of RRC's software, tabulated, and then formatted to display throughout this.
- Given the very successful response rate for this survey project, the data is considered representative at the regional level for the study.
  - Open Link data is also presented for comparison, as these individuals often highlight specific motivations for answering the survey compared to that of the statistically valid respondents. However, decision-making should lean towards using the statistically valid sample as the Open Link is not considered fully representative despite results being very similar.





# RESEARCH METHODS

## THE STATISTICALLY VALID SURVEY

- The statistically valid paper surveys were mailed to a stratified random sample of residential address in the Mt. Hood & Columbia River Gorge Region within the boundaries of the map on the right.





# RESEARCH METHODS

## THE STATISTICALLY VALID SURVEY

- Options to respond to the statistically valid survey were:
  - Via mail-back paper surveys included with the original mailing to each household.
  - Links to an online survey from included QR codes in the cover letter which used individual passwords to limit responses to 1 per household.
- Survey response was very strong, with 1,435 completed surveys for the Invite sample.
  - The margin of error in results in +/- 2.6%, indicating a small margin of potential error in either direction.
- Once the statistically sample was collected, the survey was opened to the public via an “open-link”.
  - This was promoted through local media channels from the corresponding communities.
  - A total of 361 Open link responses were collected overall for all communities.

**1,435**

Total Invite  
Surveys  
Completed

10,000 Survey Mailed  
+/- 2.6% Margin of Error





# RESEARCH METHODS

## CORBETT SURVEY COLLECTION

**51**

Total Invite  
Surveys  
Completed

**65**

Total Open Link  
Surveys  
Completed





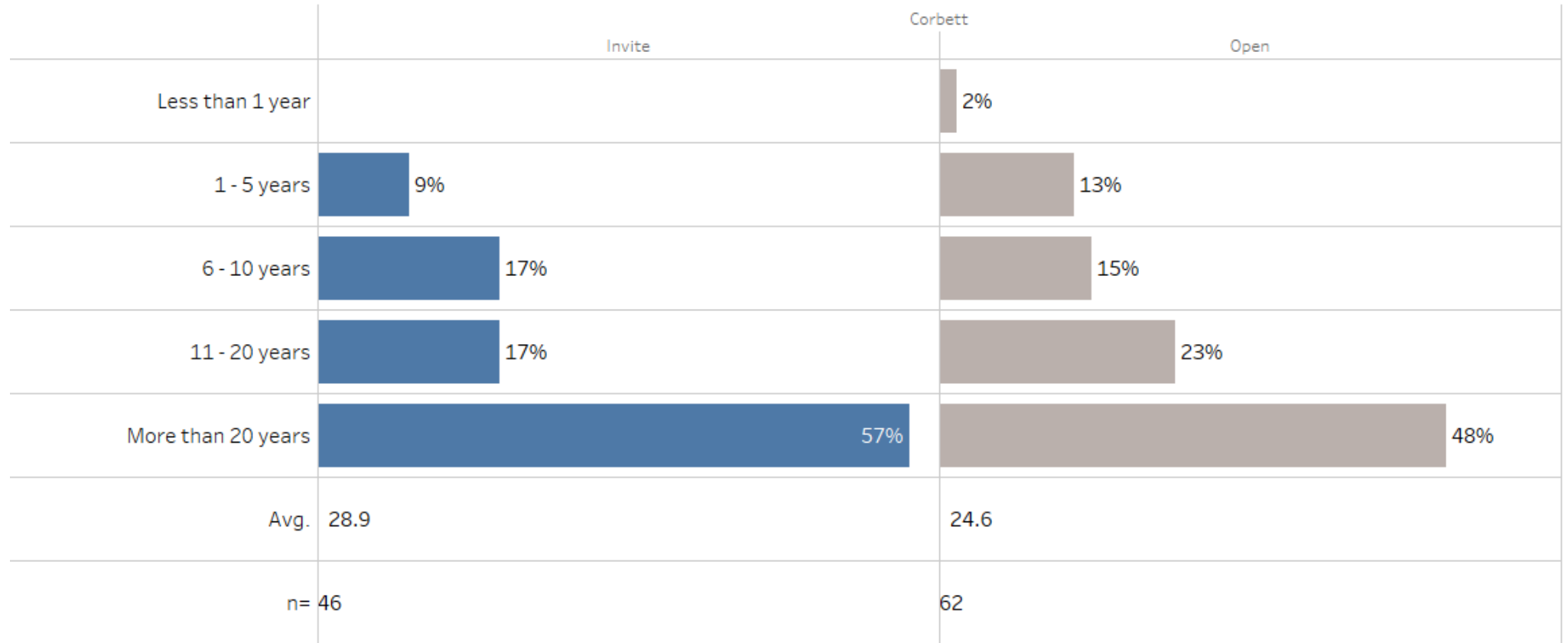


# **LIVING IN THE MT. HOOD/COLUMBIA RIVER GORGE REGION**



# LENGTH OF TIME IN REGION

How long have you lived in the Mt. Hood/Columbia River Gorge Region? Enter 0 if less than a year.



Source: RRC

# RESIDENCE TYPE

What describes your residence in the Mt. Hood/Columbia River Gorge Region?

|  | Invite | Corbett | Open |
|--|--------|---------|------|
| Primary residence/Year-round resident            | 98%    |         | 98%  |
| Seasonal or secondary residence/Second homeowner | 2%     |         | 2%   |
| Temporary resident                               |        |         |      |
| n=   | 49     | 64      |      |

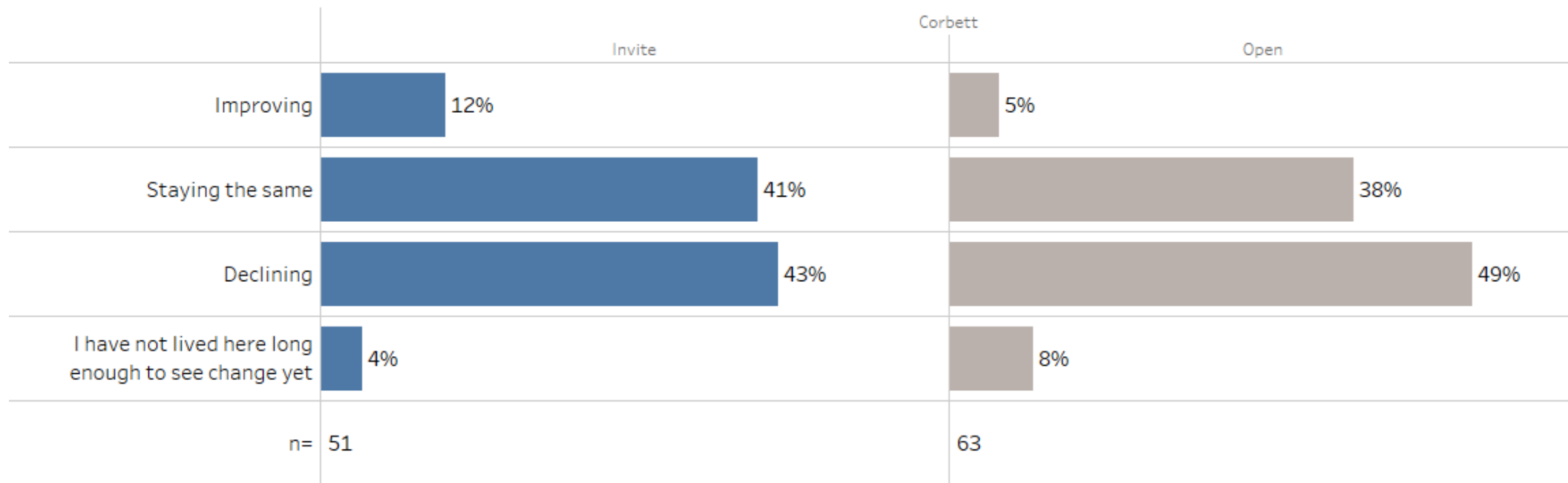
Source: RRC



# QUALITY OF LIFE |



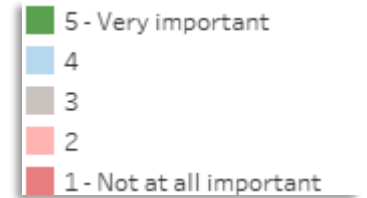
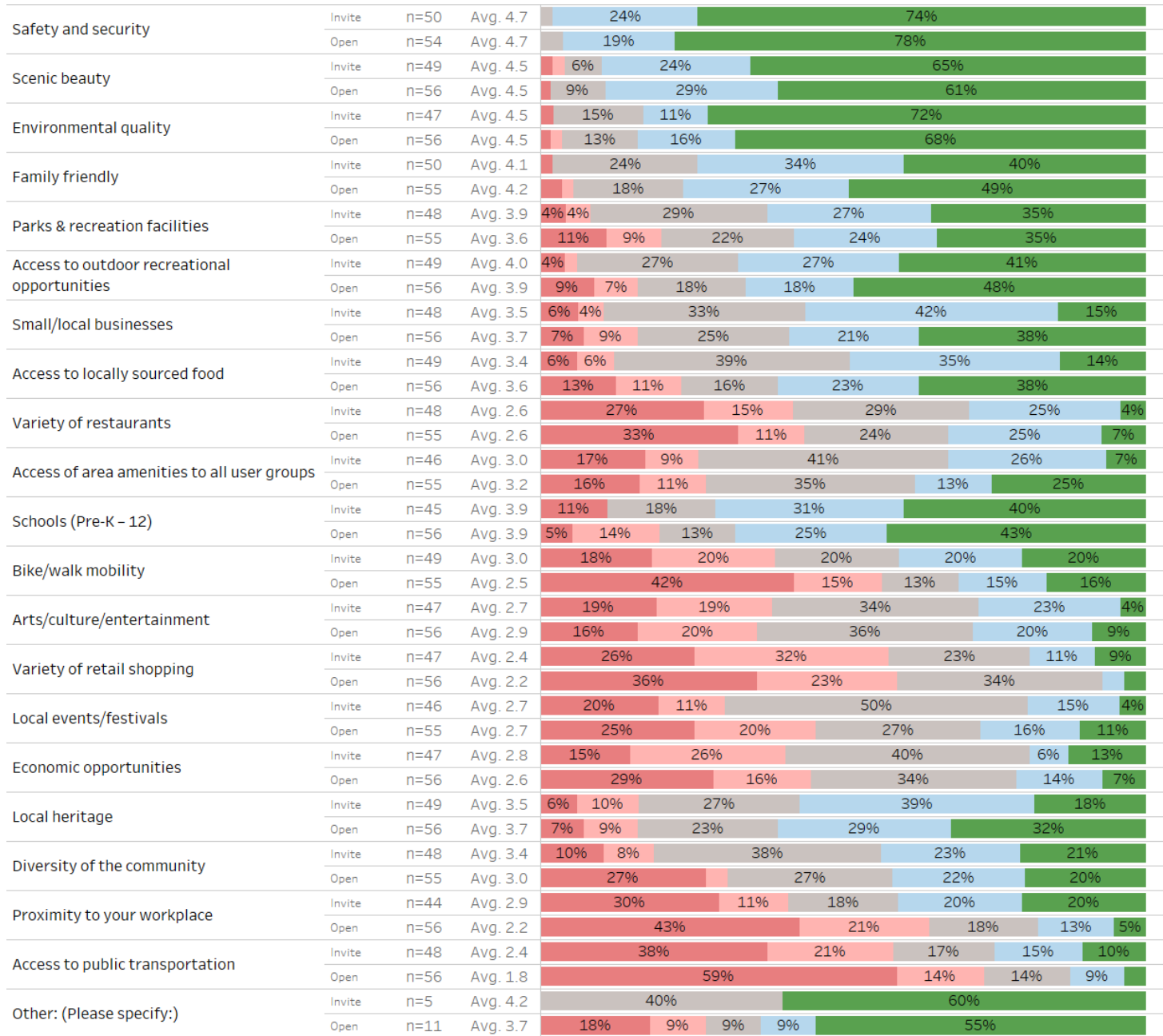
Would you say your overall quality of life in the Mt. Hood/Columbia River Gorge Region has been:



Source: RRC

# QUALITY OF LIFE IMPORTANCE

Please rate how important are the following factors to your and your community's quality of life in the Mt. Hood/Columbia River Gorge Region?  
Corbett

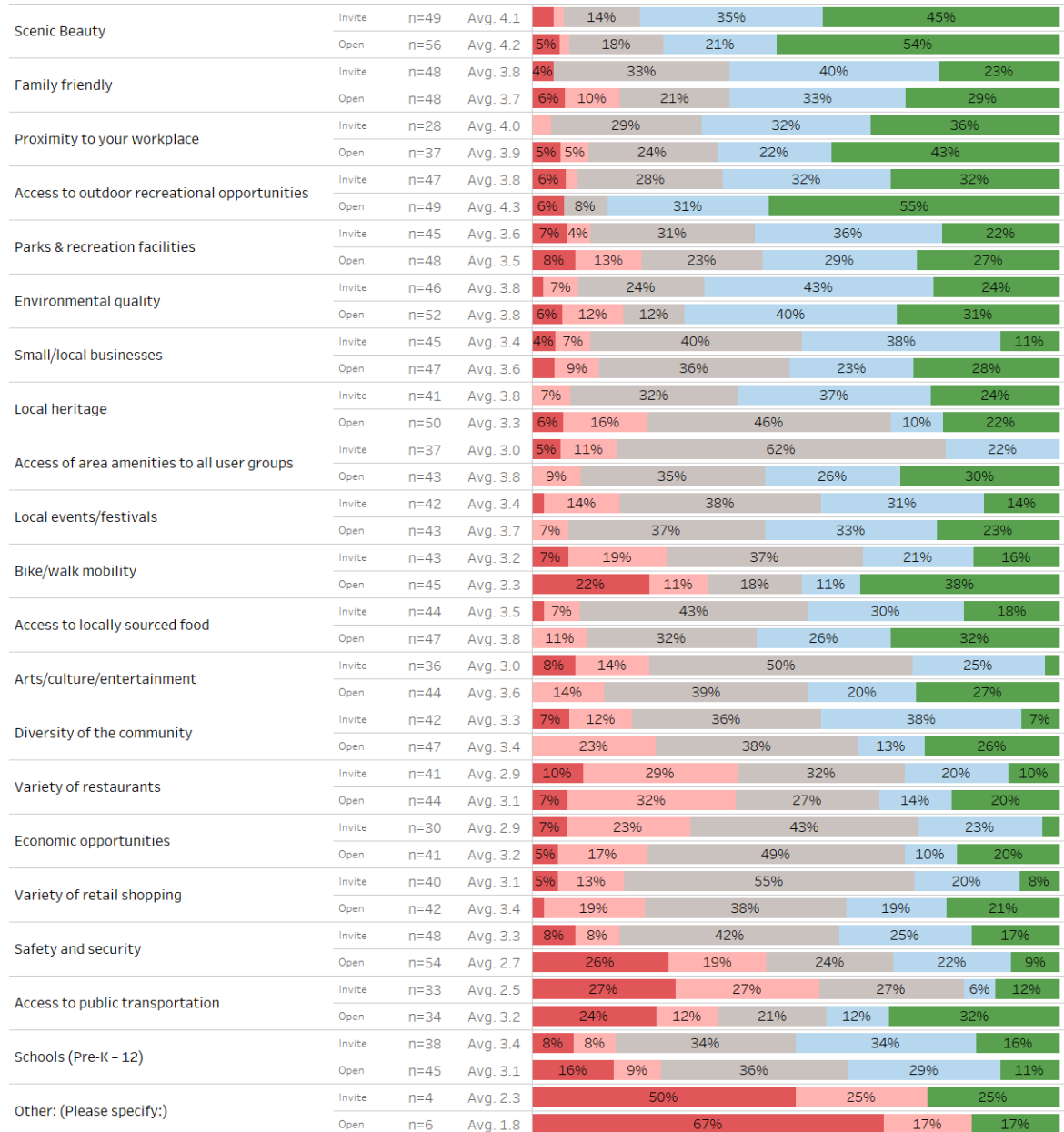




# QUALITY OF LIFE SATISFACTION

Please rate how satisfied you are with the region's performance on these factors?

Corbett

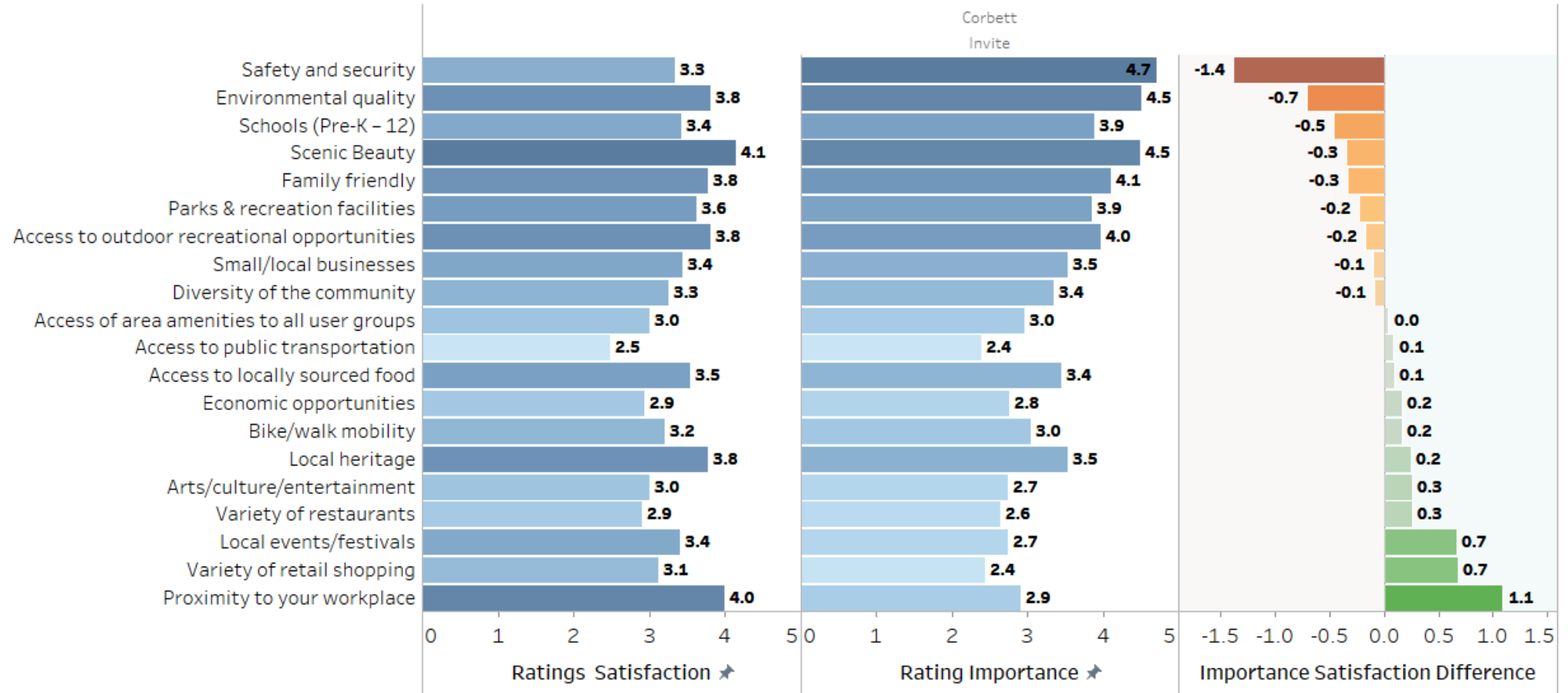


Source: RRC

In the graph below, average importance and satisfactions ratings are compared to demonstrate areas that may need more attention.

- This is determined by those categories which have a higher importance rating than satisfaction.
- The “Needs Met” column details the importance/satisfaction discrepancy and may serve as an avenue to judge the priority of addressing the public’s concern regarding the various survey topics.

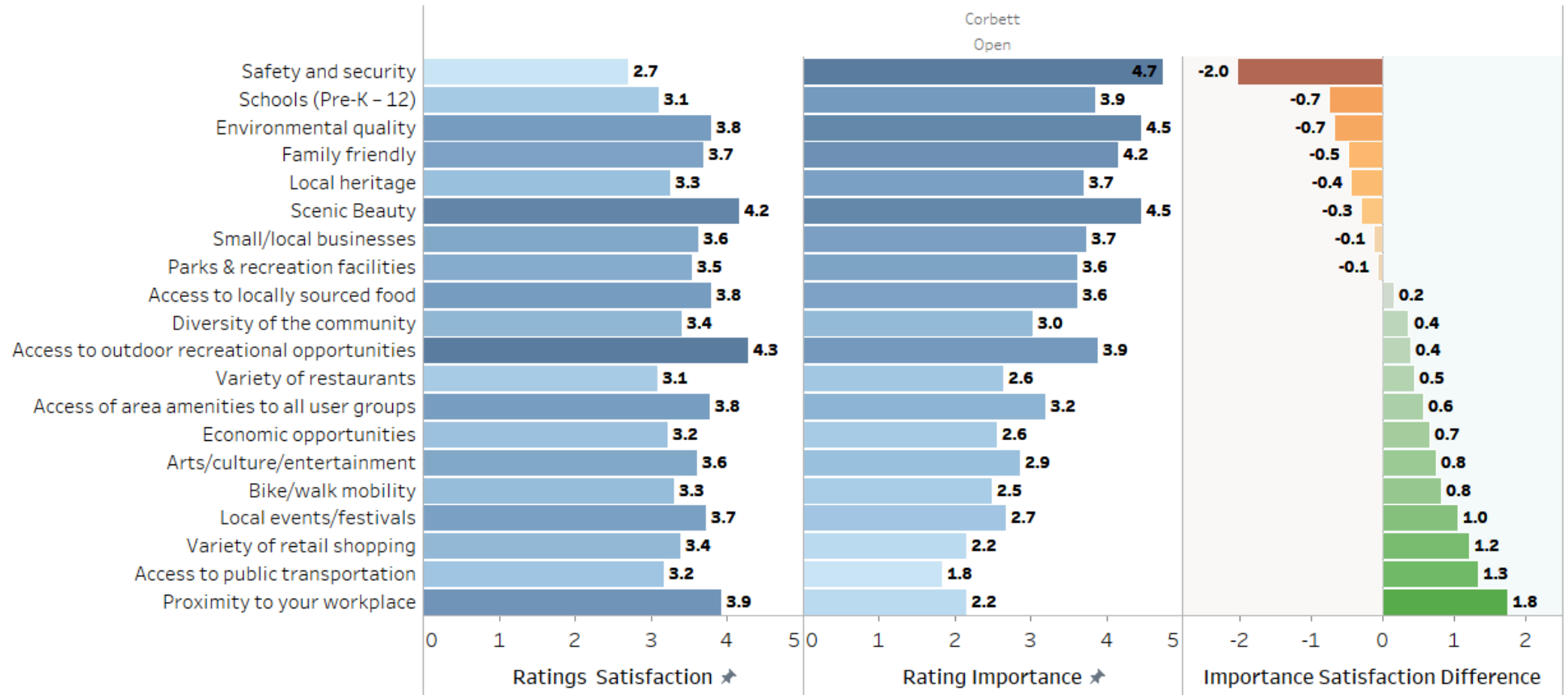
Invite Sample



In the graph below, average importance and satisfactions ratings are compared to demonstrate areas that may need more attention.

- This is determined by those categories which have a higher importance rating than satisfaction.
- The “Needs Met” column details the importance/satisfaction discrepancy and may serve as an avenue to judge the priority of addressing the public’s concern regarding the various survey topics.

Open Sample





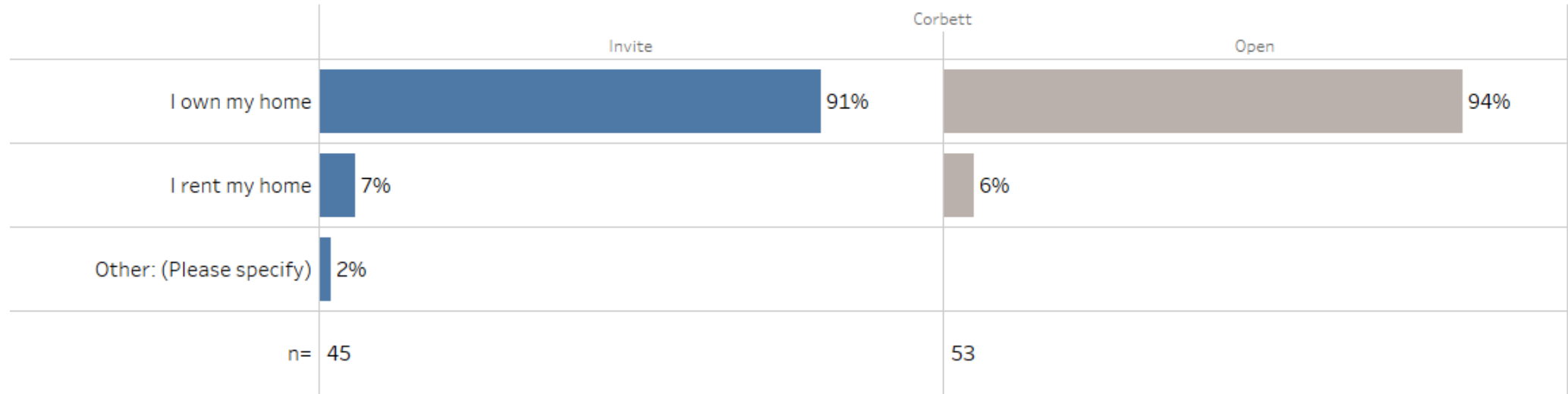
A scenic view of a waterfall cascading down a moss-covered rock face in a lush forest. The waterfall is the central focus, with water falling into a pool at the bottom. The surrounding area is covered in dense green moss and vegetation. A large tree trunk is visible on the right side of the frame.

# **CURRENT TOPICS IN THE REGION**



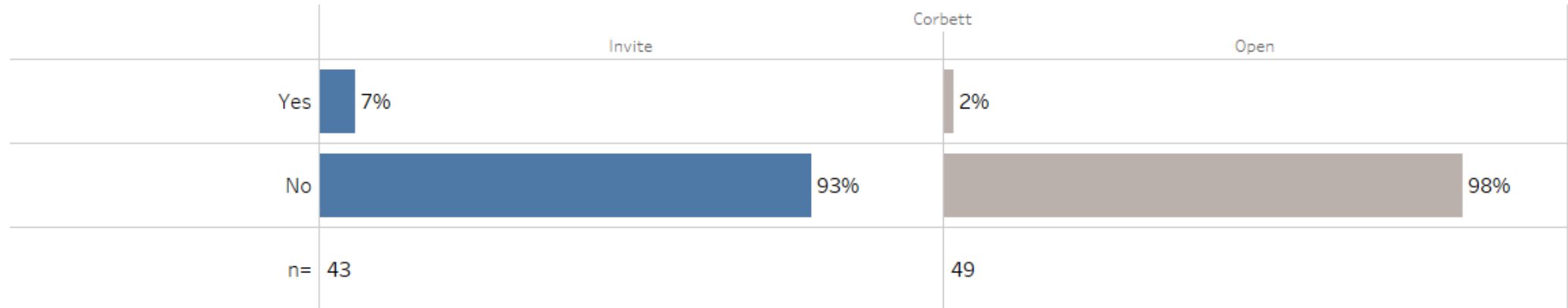
# HOME OWNERSHIP

Do you own or rent your residence in the Mt. Hood/Columbia River Gorge Region?



Source: RRC

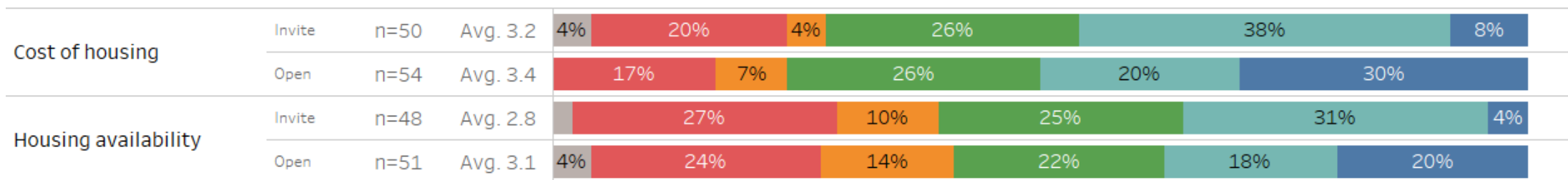
Have you ever used this home as a short-term rental/VRBO/Airbnb?



Source: RRC

# COST & AVAILABILITY OF HOUSING

How concerned are you about the following aspects of housing in your community within the Mt. Hood/Columbia River Gorge Region Corbett

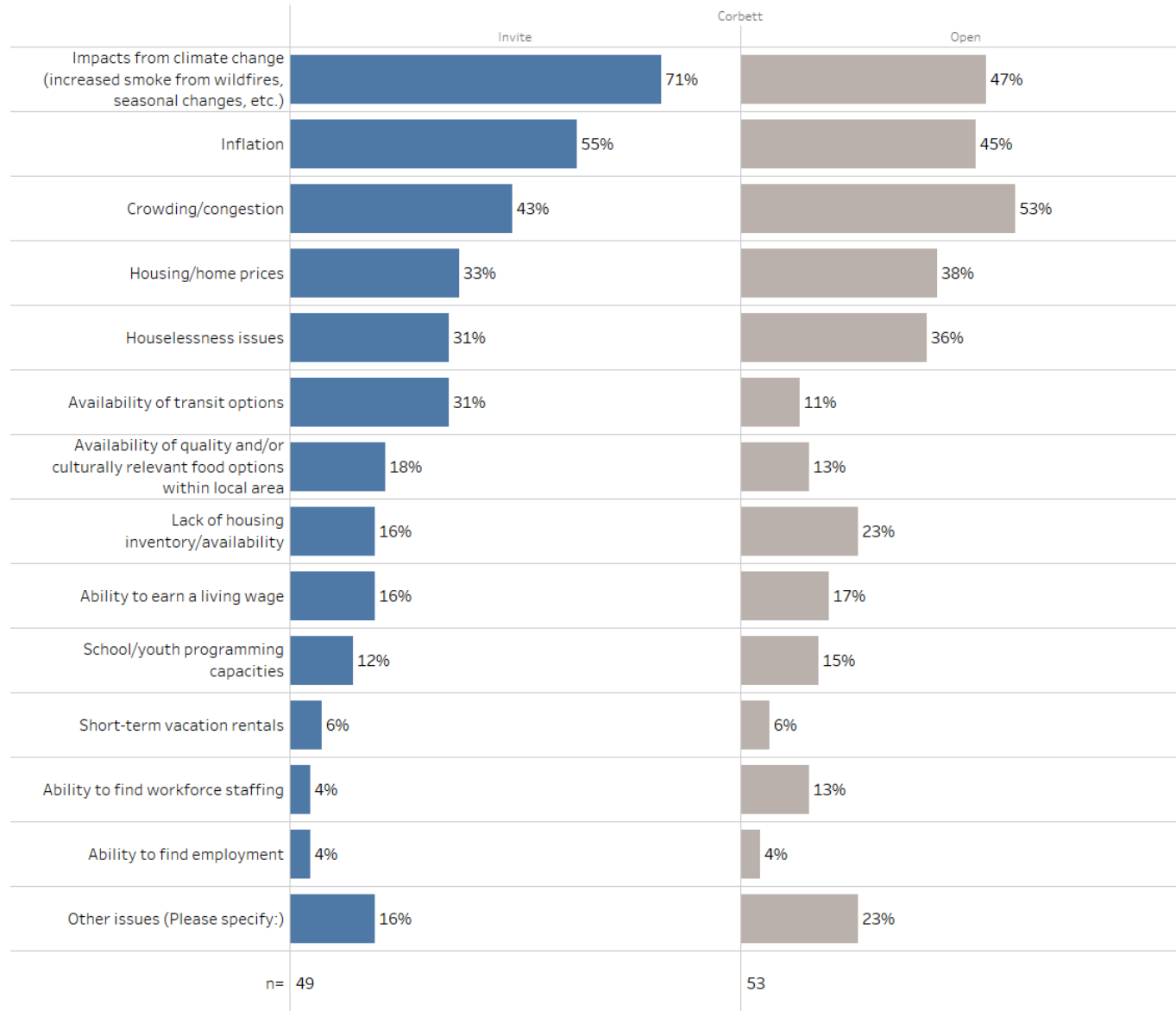


Source: RRC



# CURRENT CHALLENGES

What are the biggest impacts or challenges affecting you personally or professionally in the Mt. Hood/Columbia River Gorge Region? (Check all that apply)

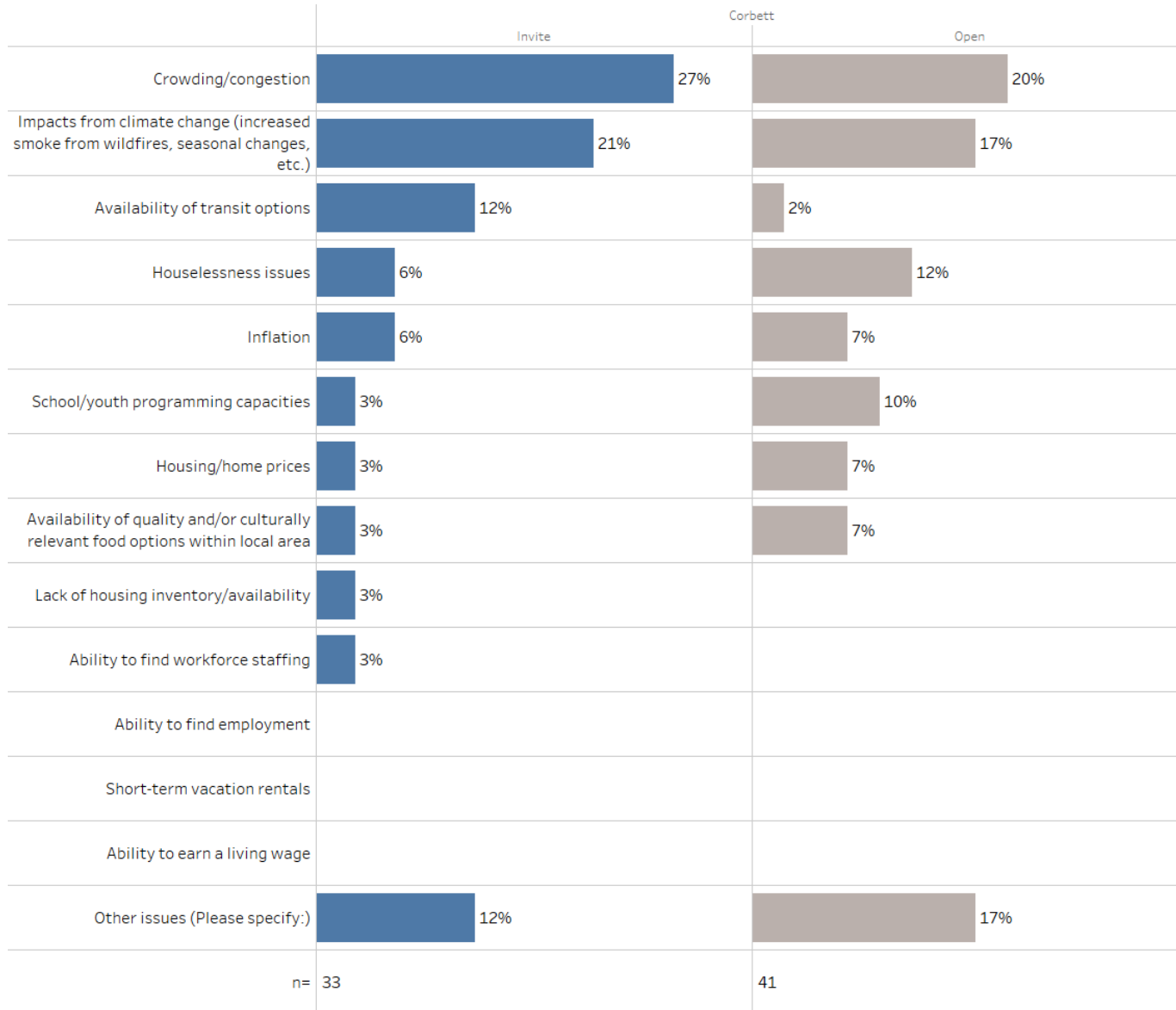


Source: RRC

[illegible]

# TOP CHALLENGE

Which issue or challenge from Question 12 is the most important to address by local officials or decision-makers?



Source: RRC

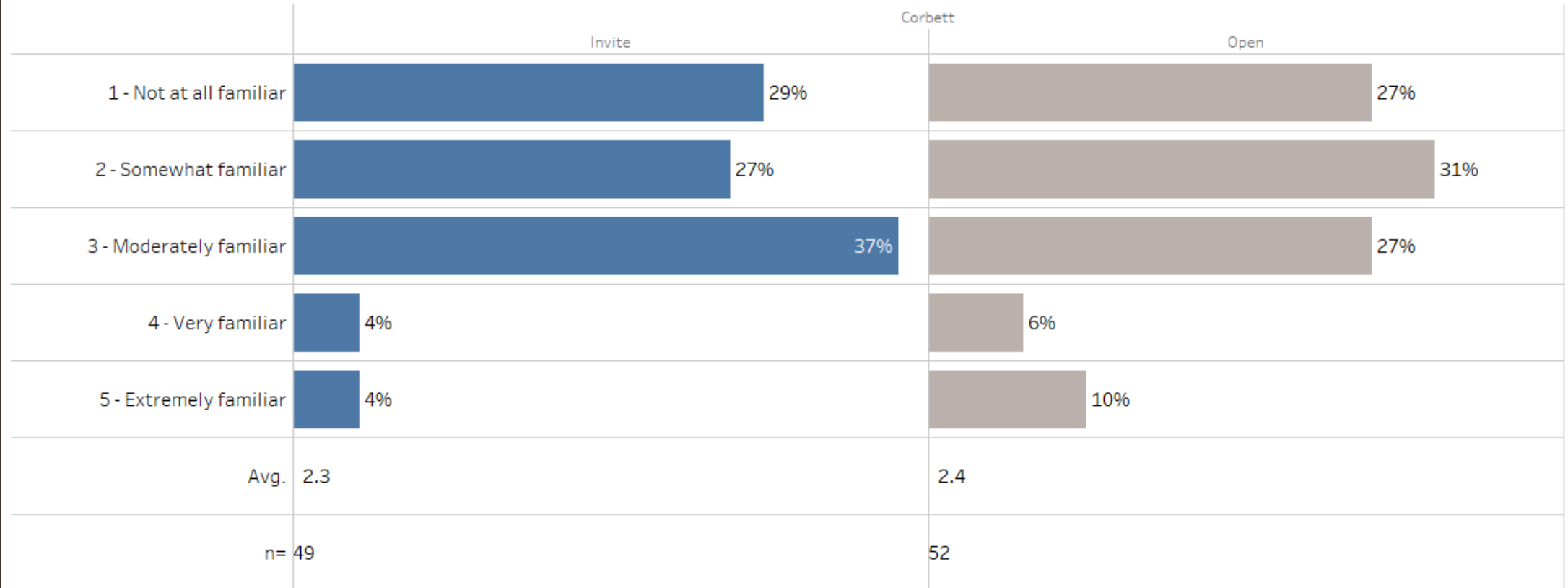
# | TOURISM IN THE REGION





# FAMILIARITY WITH TOURISM INDUSTRY

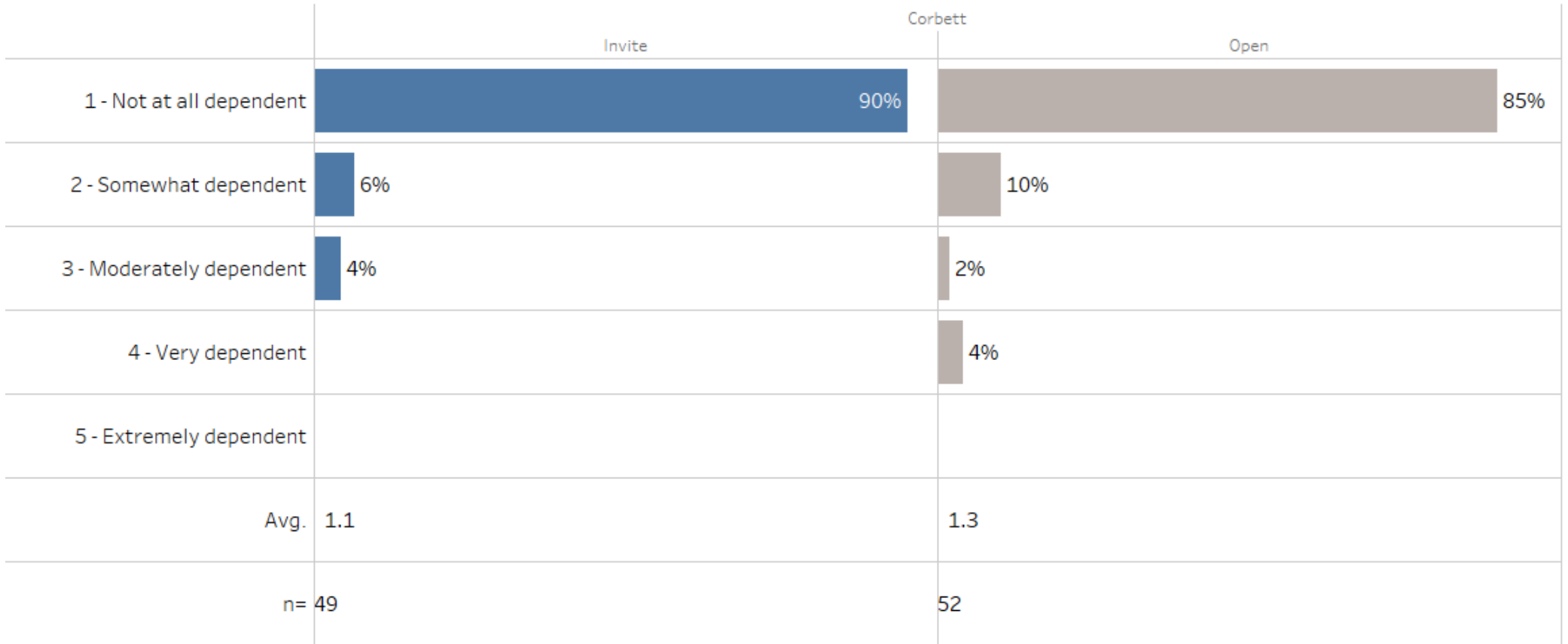
How familiar are you with the tourism industry operators, managers, or marketers in the Mt. Hood/Columbia River Gorge Region?



Source: RRC

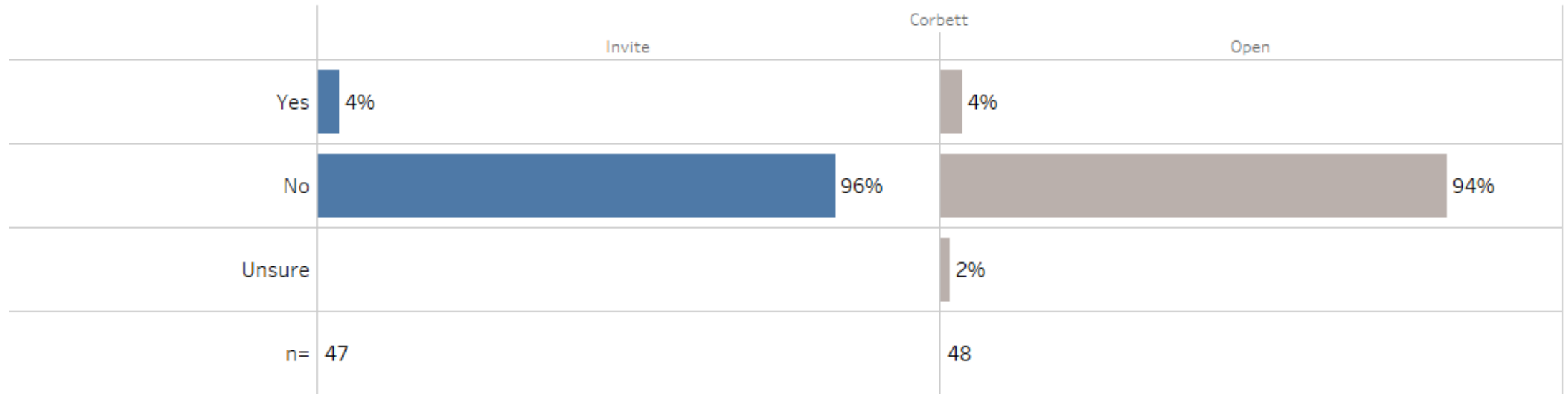
# RELIANCE ON TOURISM

To what extent do you rely on tourism in the region to support your livelihood?



Source: RRC

Do you work in the tourism industry in Mt. Hood and Columbia River Gorge region?



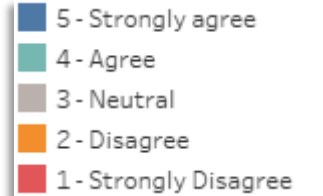
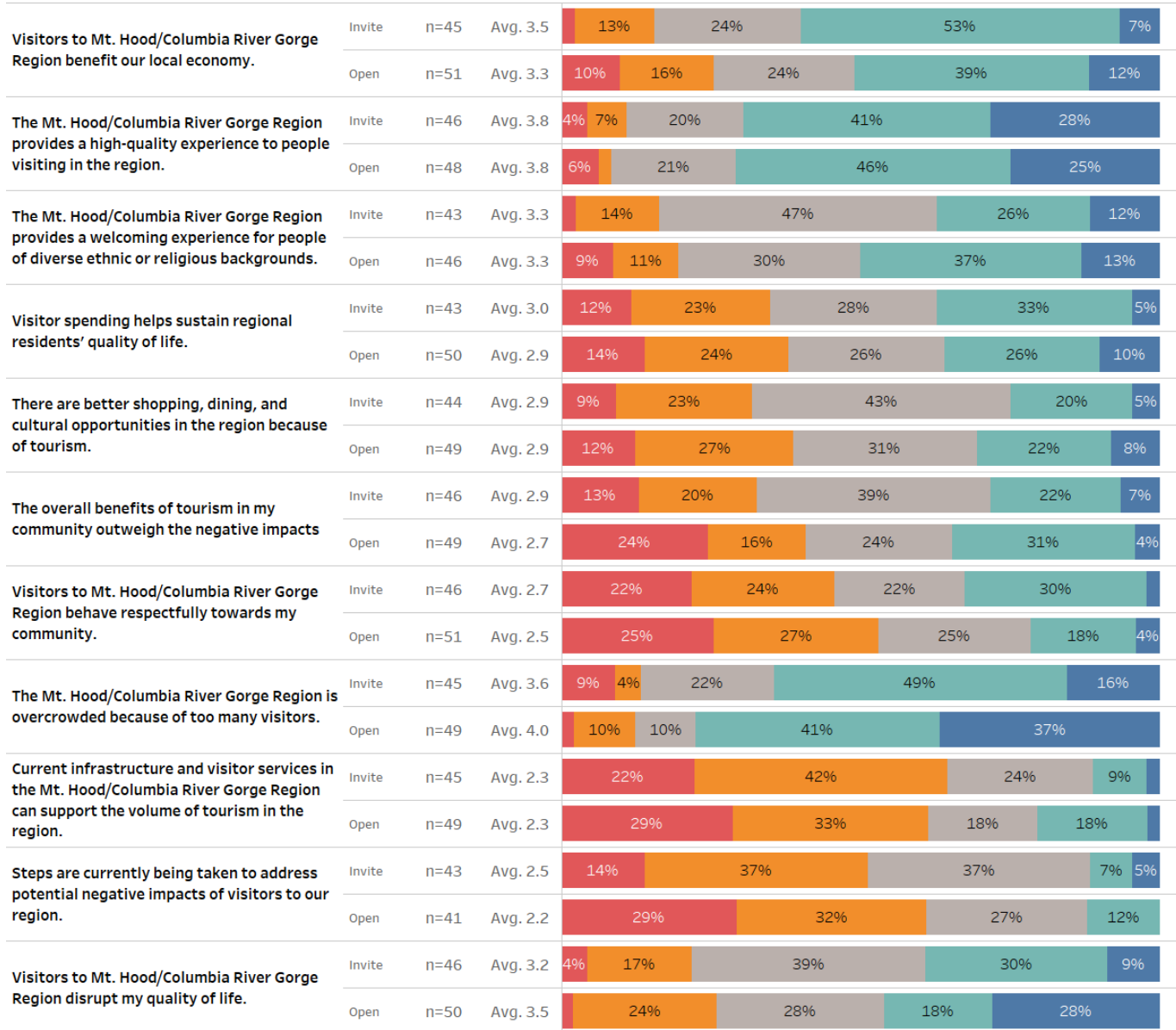
Source: RRC



# TOURISM IMPACTS

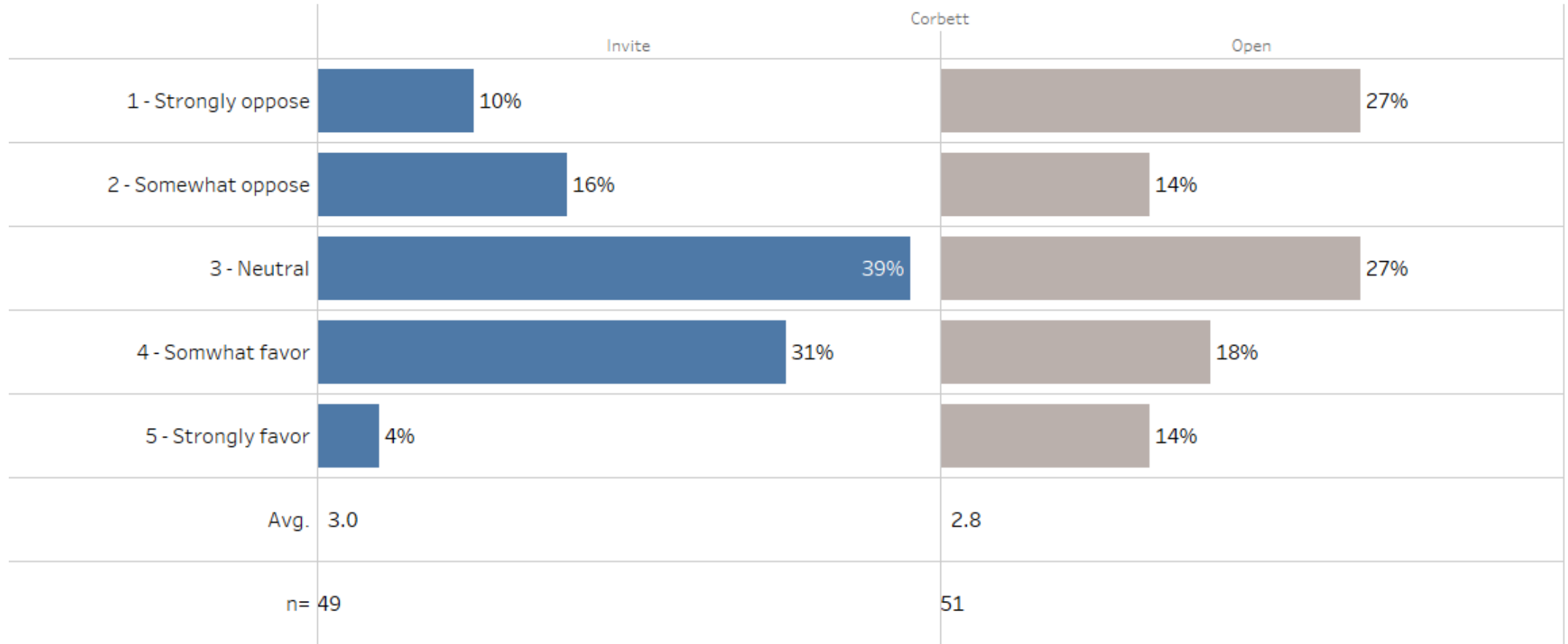
How much do you agree or disagree that...?

Corbett



Source: RRC

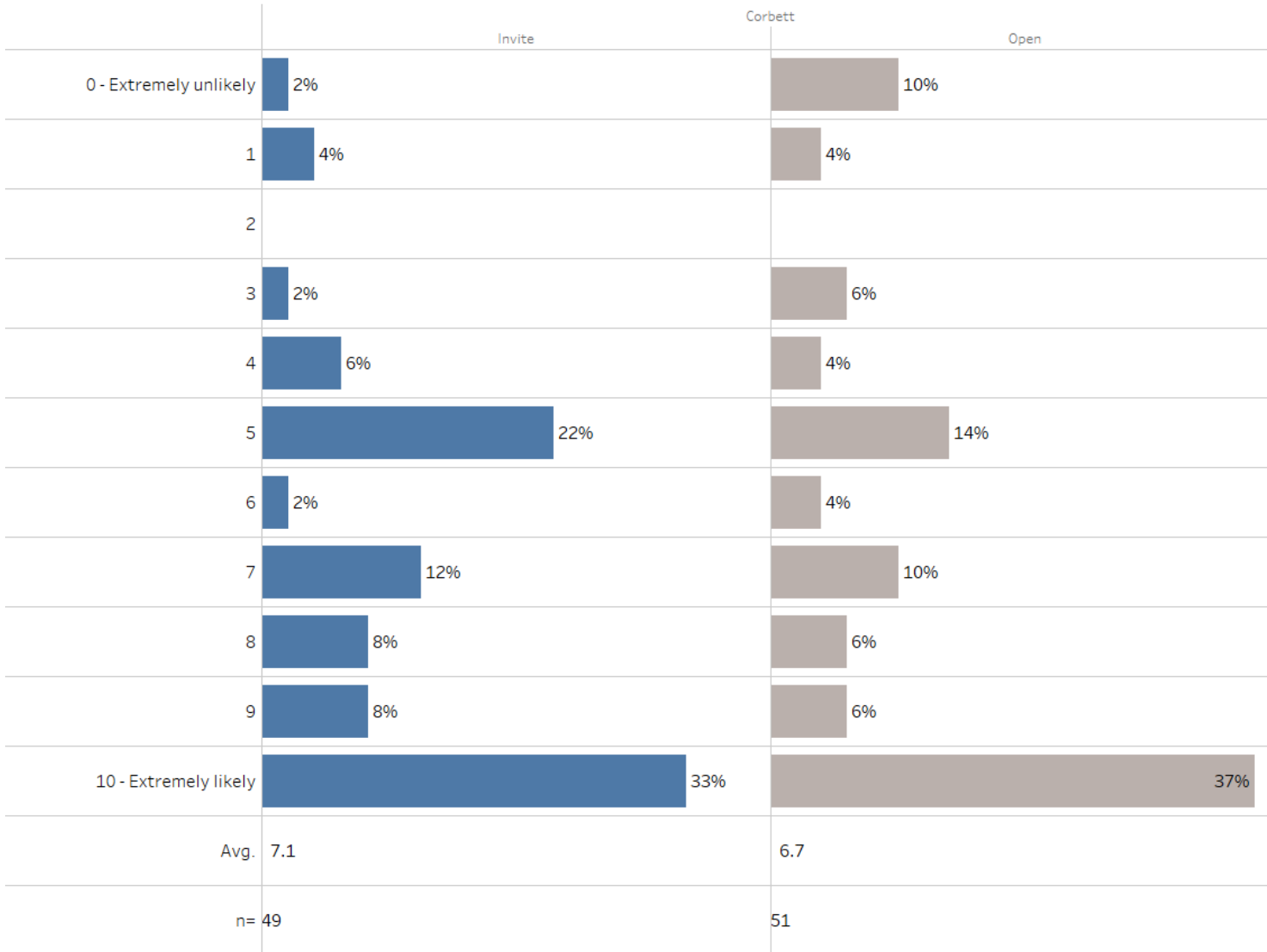
How supportive are you about promoting Mt. Hood and the Columbia River Gorge to attract visitors from out of the region to visit?



Source: RRC

# LIKELIHOOD TO RECOMMEND

How likely are you to recommend the Mt. Hood/Columbia River Gorge Region to your family and friends as a place to visit? (Scale: 0 = Extremely unlikely to 10 = Extremely likely)

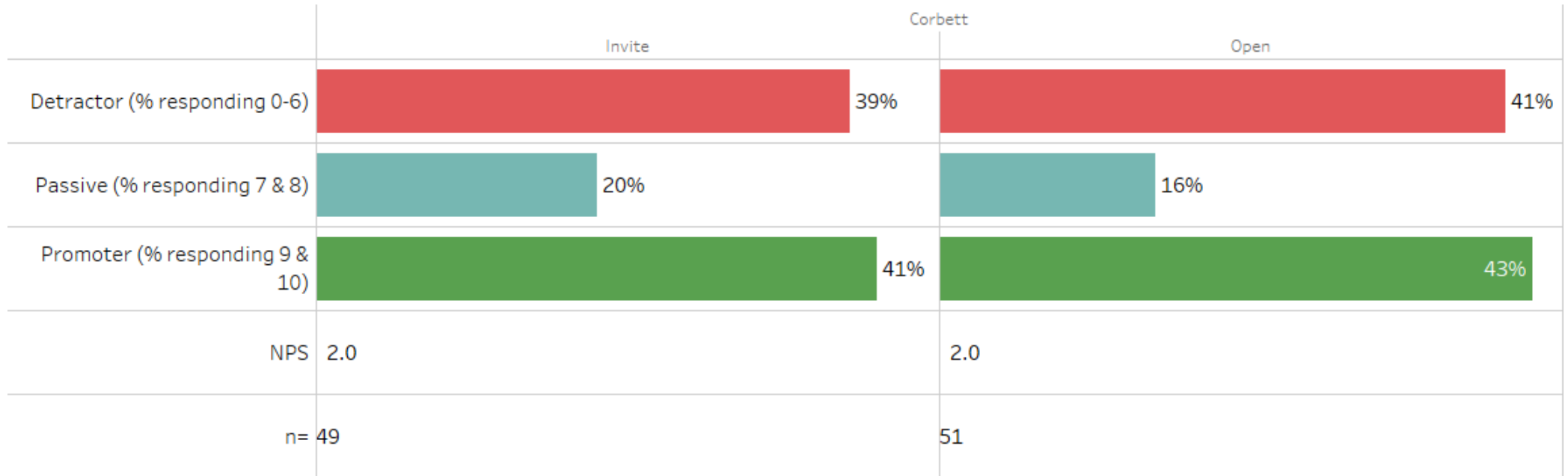


Source: RRC



# NET PROMOTER SCORE

A Net Promoter Score (NPS) in a Resident Sentiment Survey tells local decision makers how satisfied residents are with their living community. It's determined by asking residents: "On a scale of 0 to 10, how likely are you to recommend living here to others?" The score is calculated by taking the percentage of residents who love living there (score 9-10) and subtracting the percentage who are unhappy (score 0-6). The result, ranging from -100 to +100, helps local decision makers understand if residents are happy and identify areas for improvement.



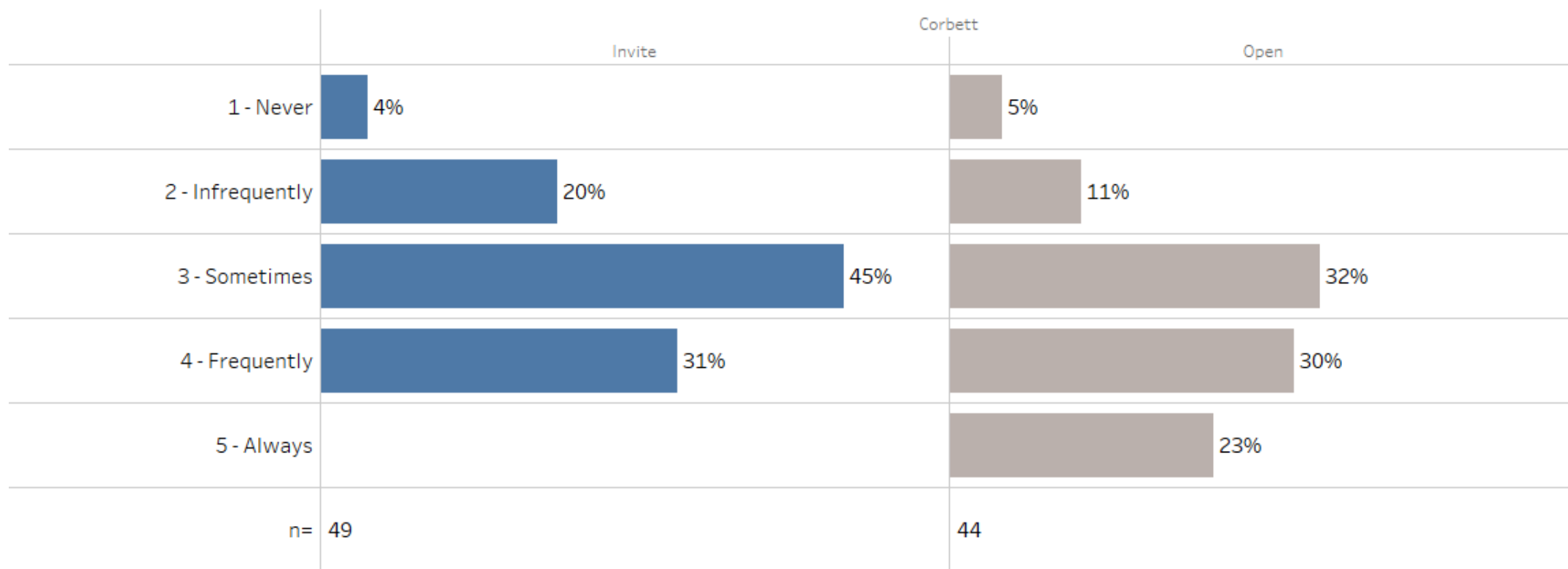
Source: RRC



**TRAFFIC IN THE REGION |**

# TRAFFIC CHALLENGES

Thinking about your overall experience with vehicles and traffic in the Mt. Hood/Columbia River Gorge Region, how frequently do you experience challenges getting around your community?

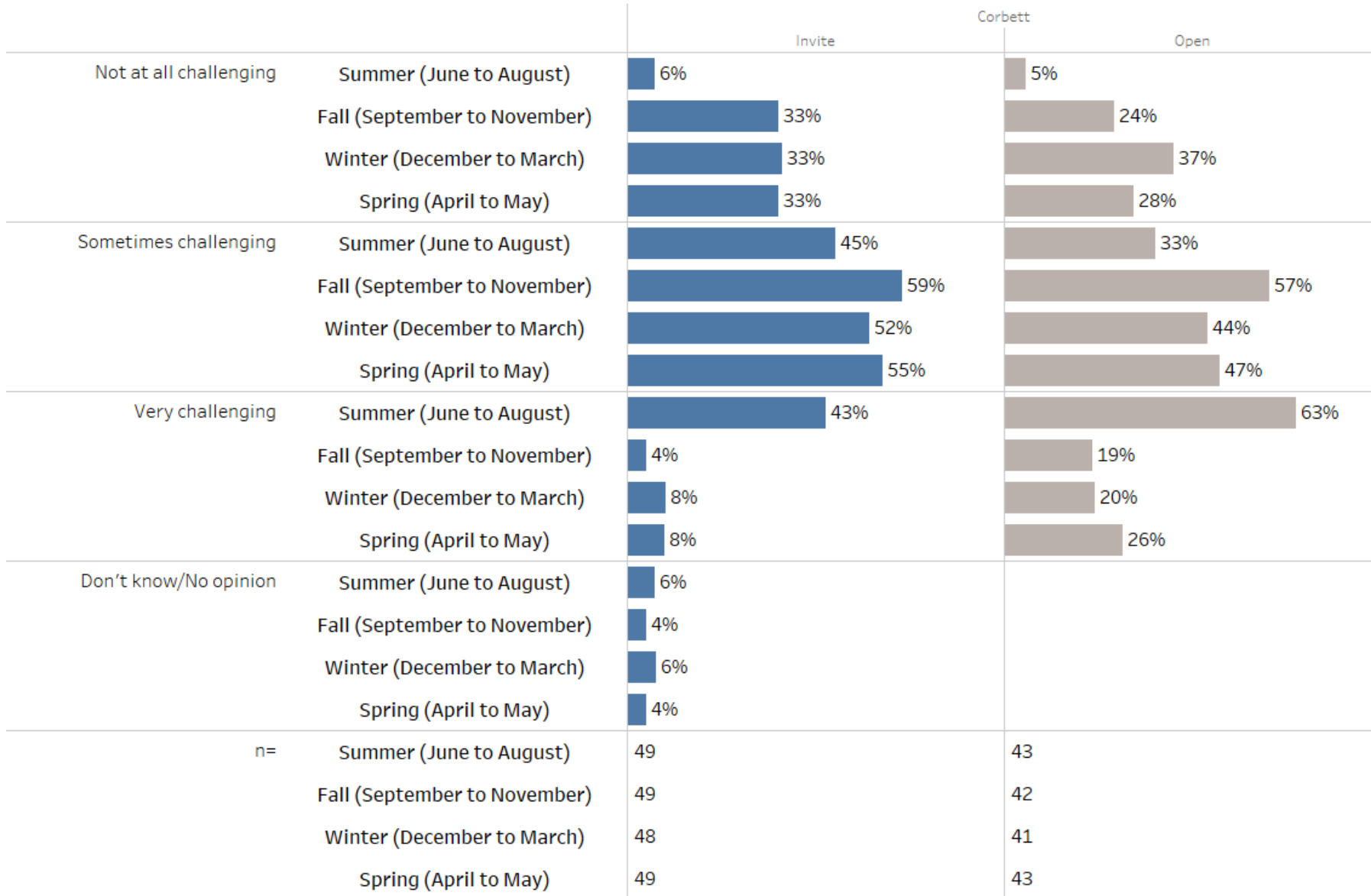


Source: RRC



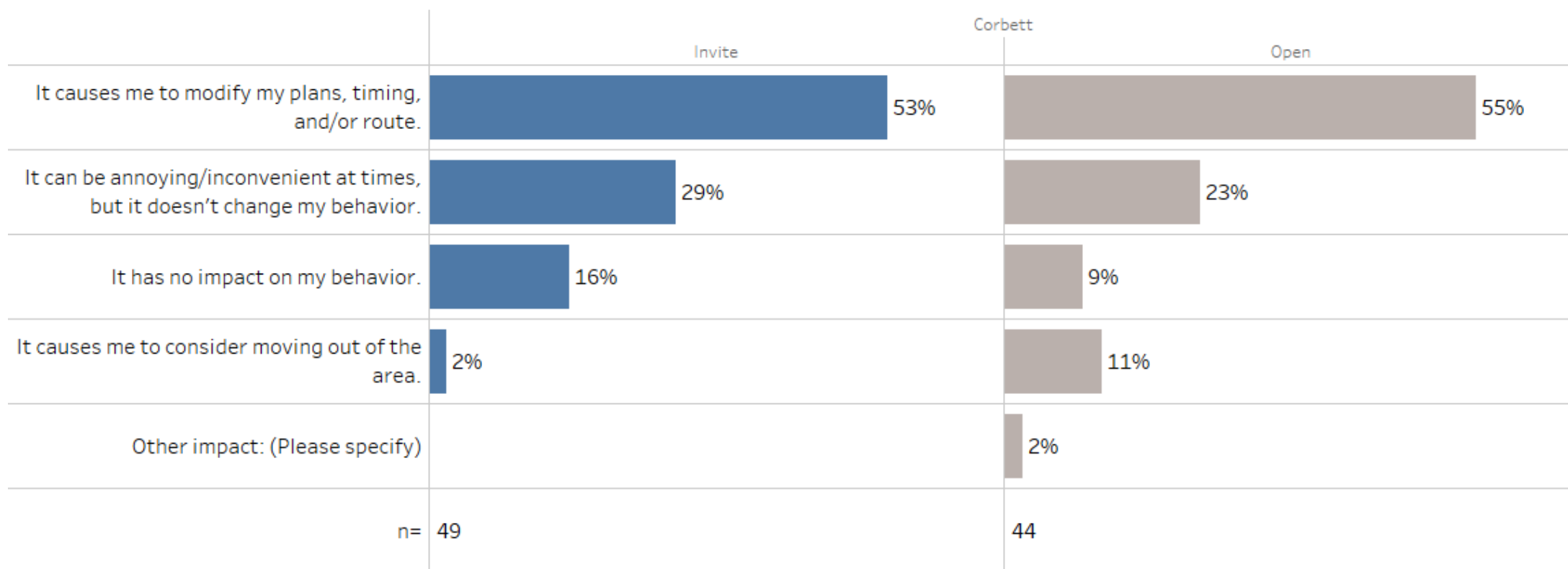
# SEASONAL TRAFFIC CHALLENGES

To what extent do you experience any challenges, if at all, driving in Mt. Hood/Columbia River Gorge Region during the following time periods?



# TRAFFIC IMPACTS ON BEHAVIOR

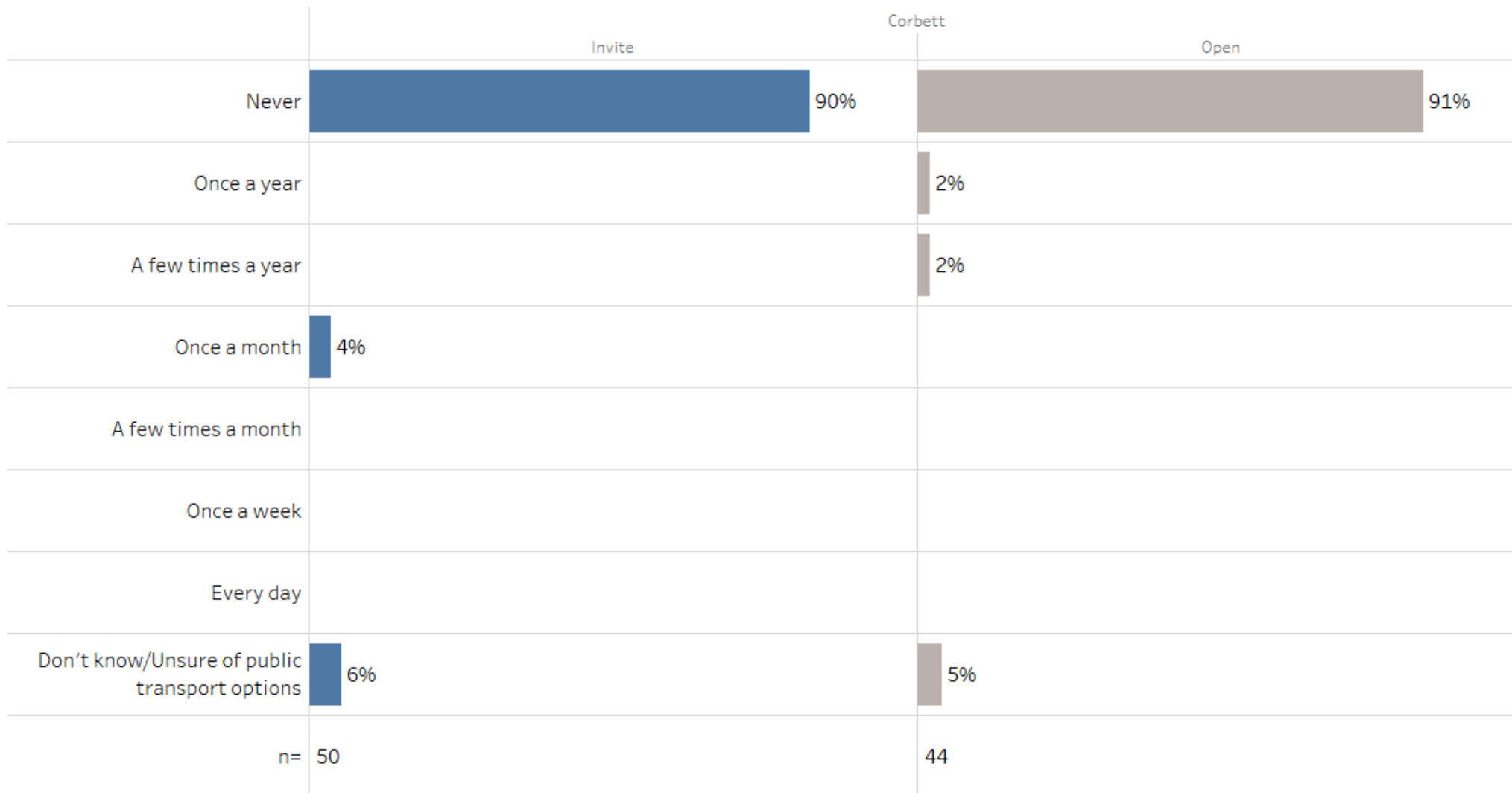
Do traffic conditions on the roads in the Mt. Hood/Columbia River Gorge Region at busy times cause you to modify your behavior?



Source: RRC

# PUBLIC TRANSIT USE

To what extent do you use public transit in the Mt. Hood/Columbia River Gorge Region (e.g., Columbia Area Transit, Mt. Hood Express)

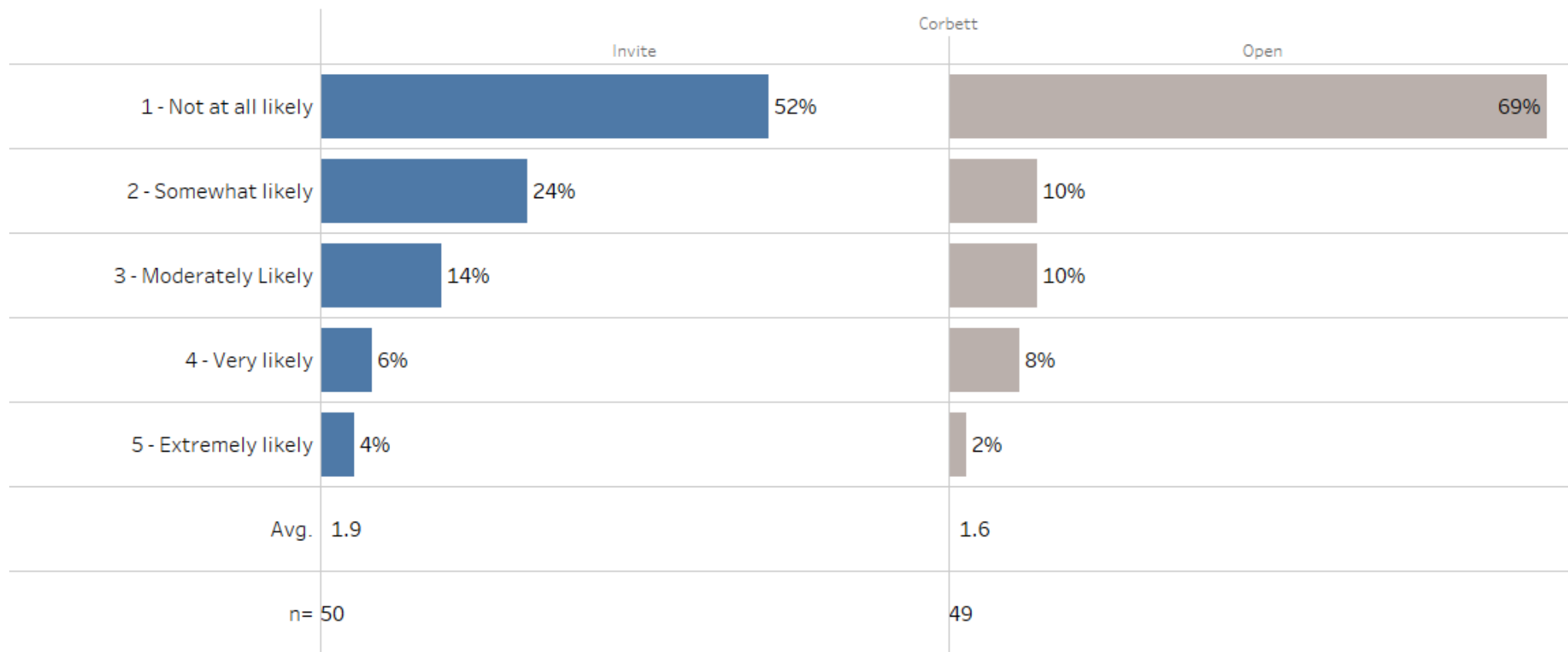


Source: RRC



# INCREASING PUBLIC TRANSIT USE

How likely would you and your household be to use public transit in the Mt. Hood/Columbia River Gorge Region if there were more options (e.g., more frequent service or additional routes)?



Source: RRC

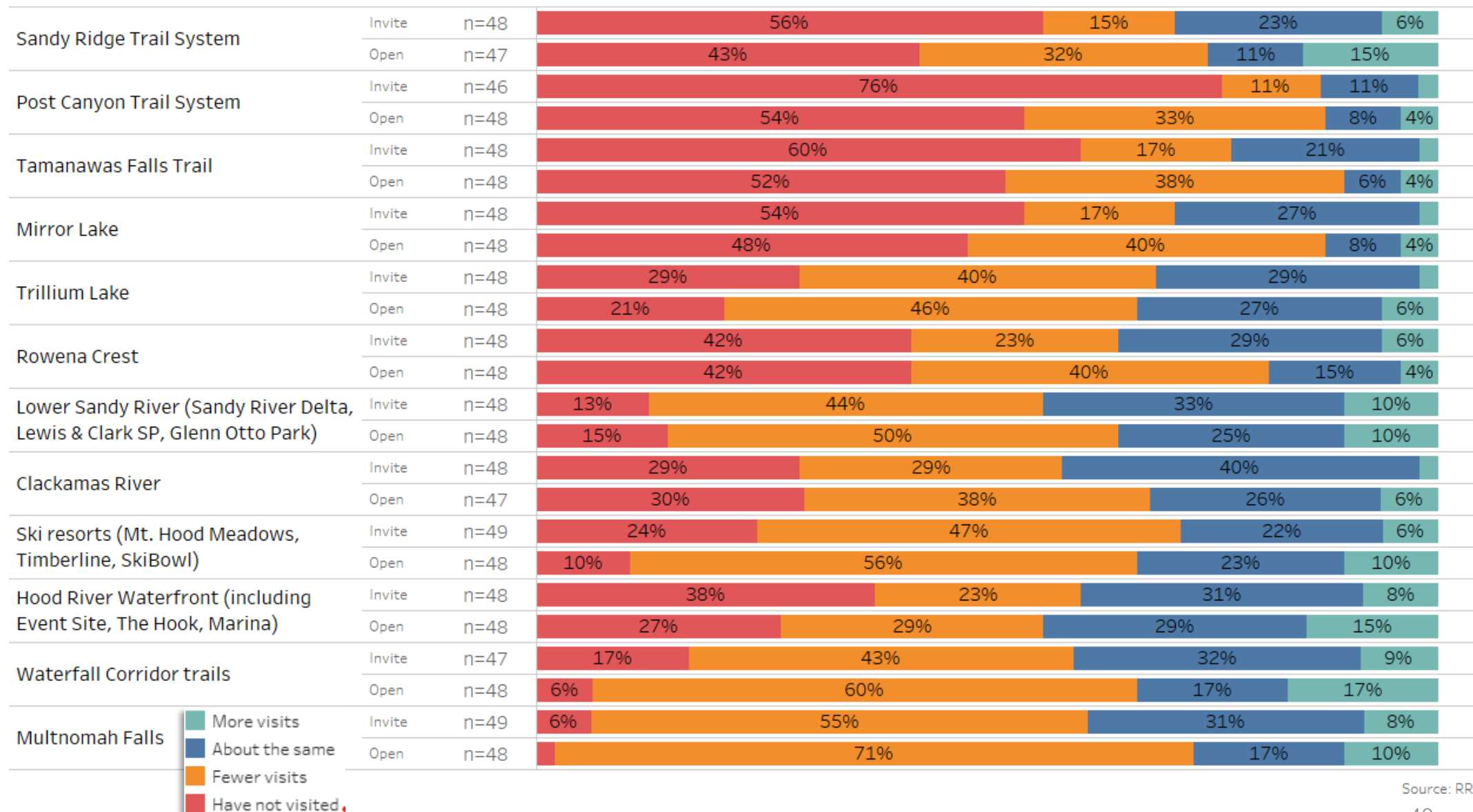


An aerial photograph of a dense evergreen forest, likely spruce or fir, with a central vertical line running through the middle. The trees are lush green, and the canopy is thick. A semi-transparent dark banner is at the bottom, containing the title text.

# **RECREATION IN THE REGION**



To what extent has your visitation/use of various locations in the Mt. Hood/Columbia River Gorge Region changed over time?  
Corbett



Source: RRC

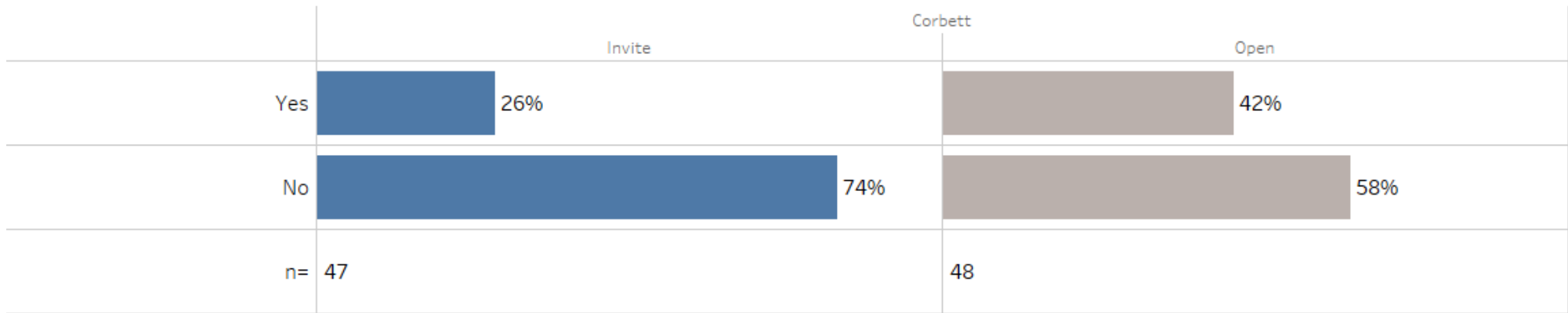




# **DEMOGRAPHICS**

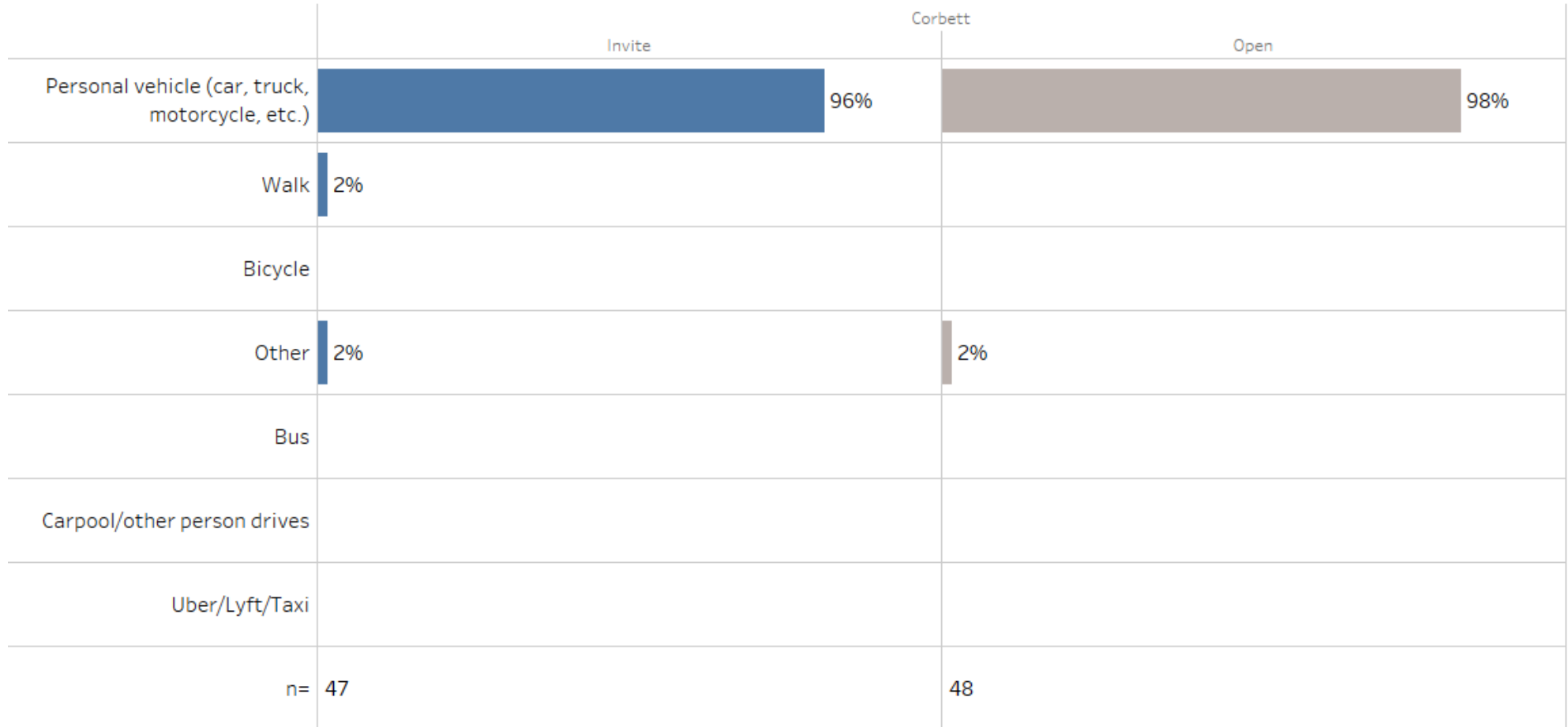


Are you employed in the Mt. Hood/Columbia River Gorge Region?



Source: RRC

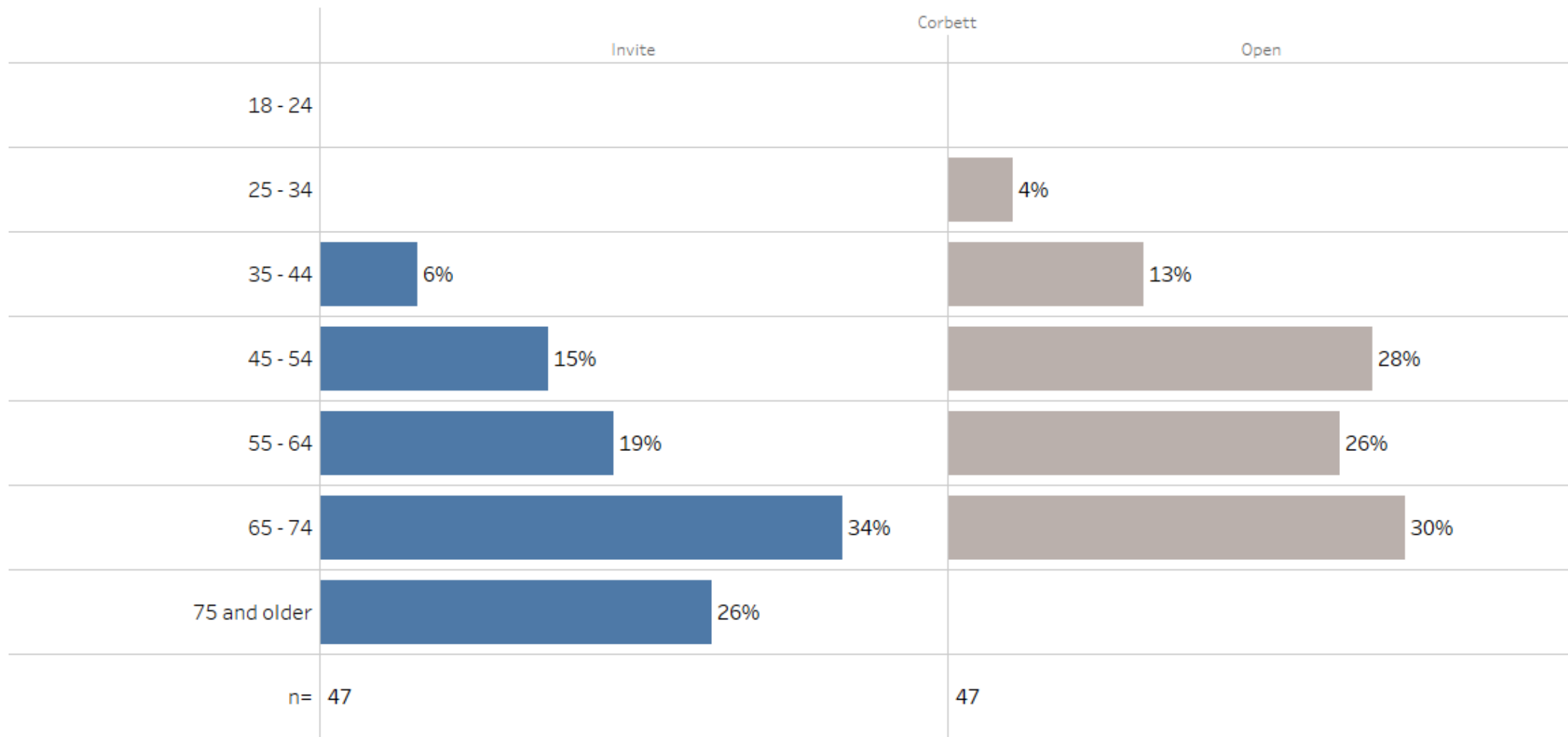
## How do you typically get around the area?



Source: RRC

# RESPONDENT AGE

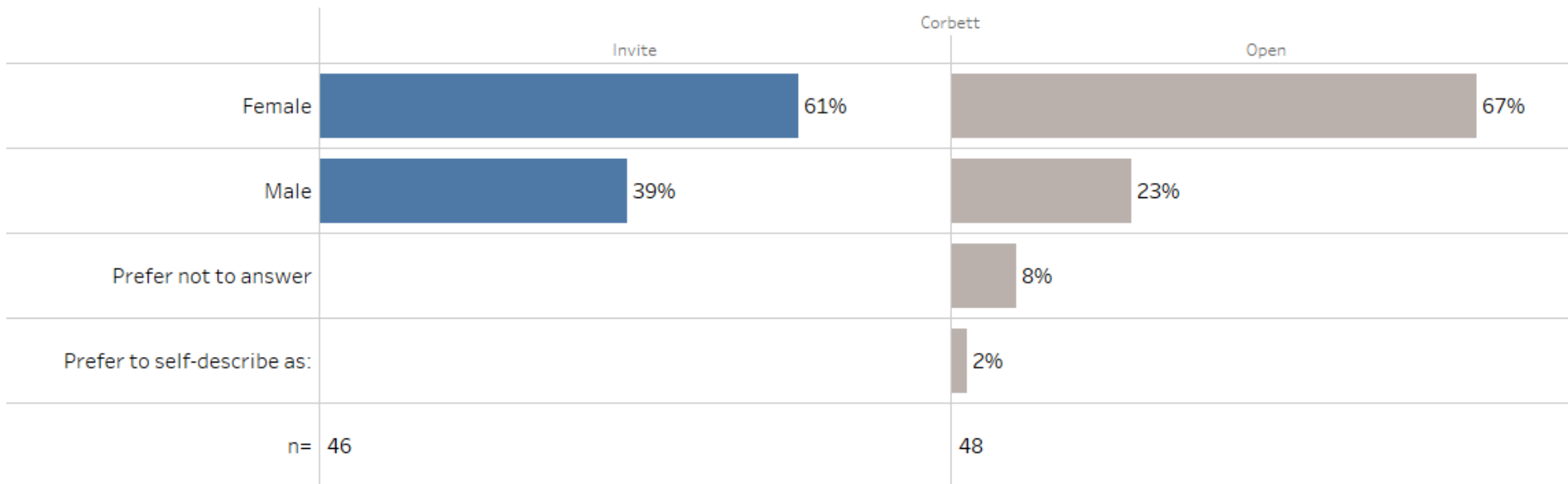
What is your age?



Source: RRC

# RESPONDENT GENDER

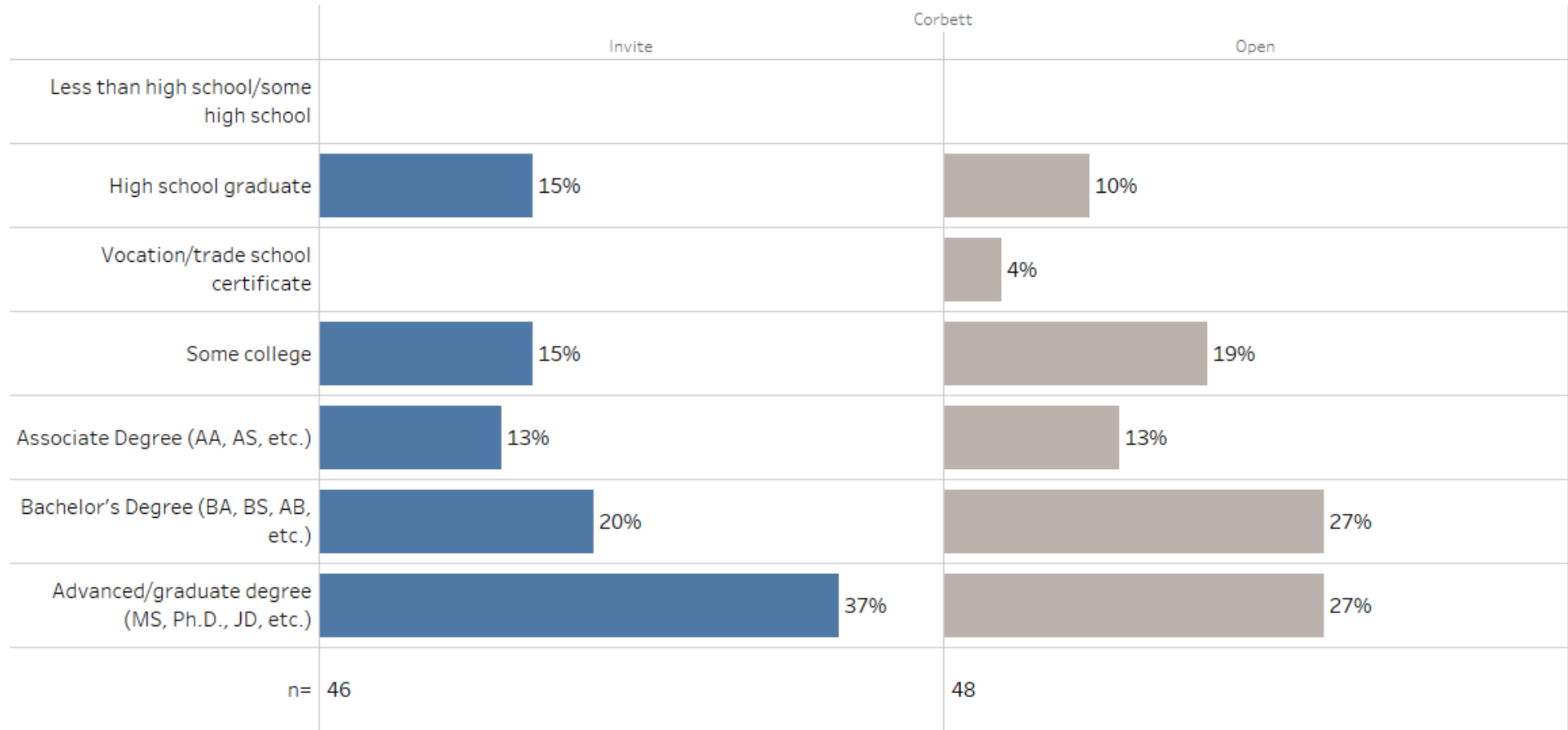
What is your gender?



Source: RRC



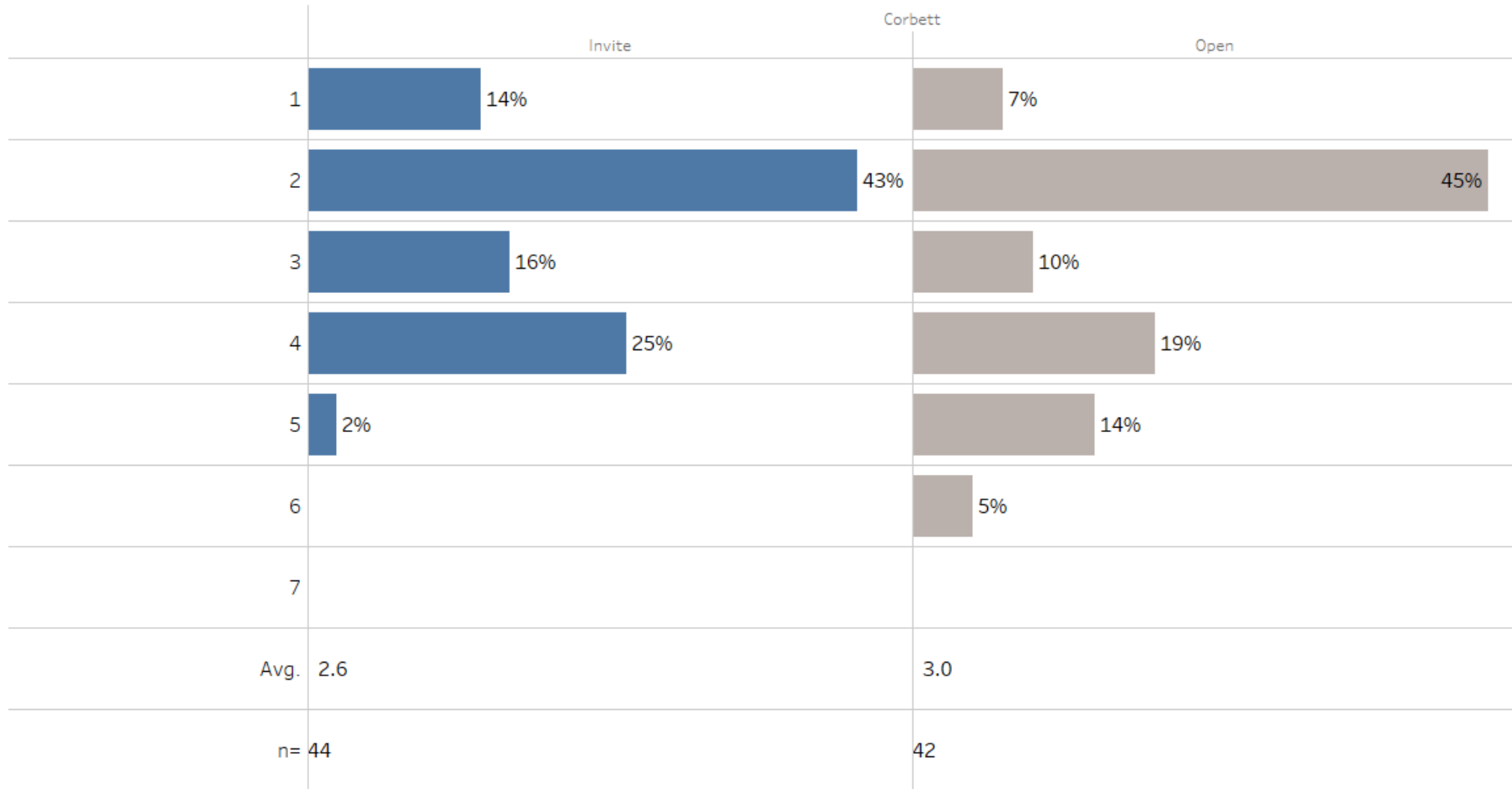
## What is your highest level of education?



Source: RRC

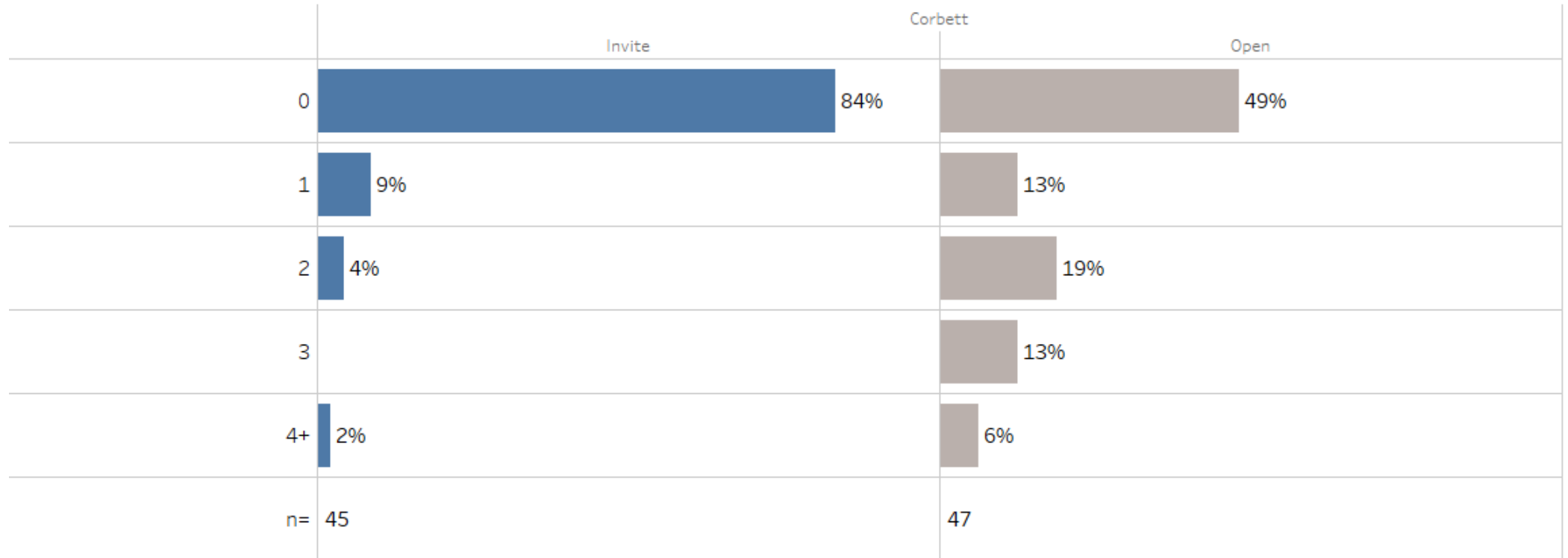
# HOUSEHOLD MAKEUP

Including yourself, how many people live in your household? (Enter 1 if you live alone)



Source: RRC

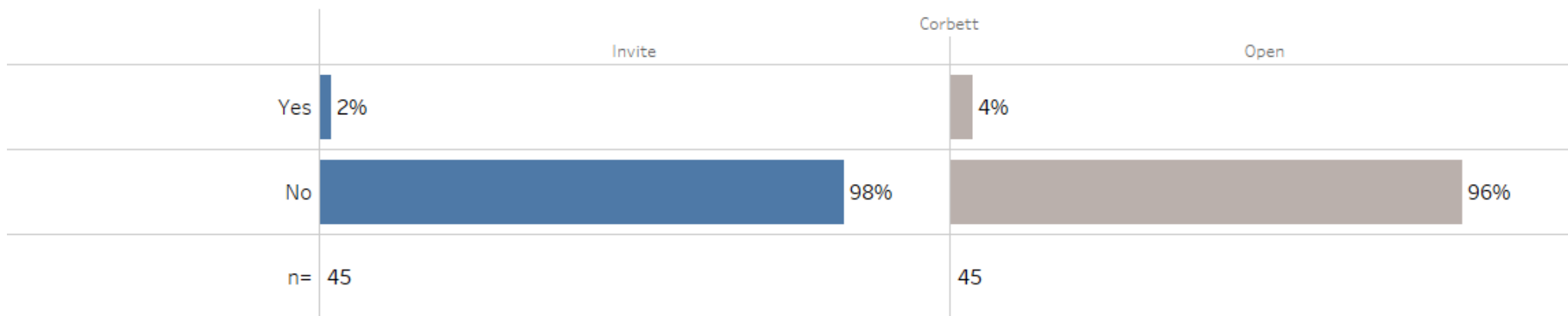
How many people in your household are under 18 years old?



Source: RRC

# RESPONDENT ETHNICITY

Are you of Hispanic, Latino, or Spanish origin?

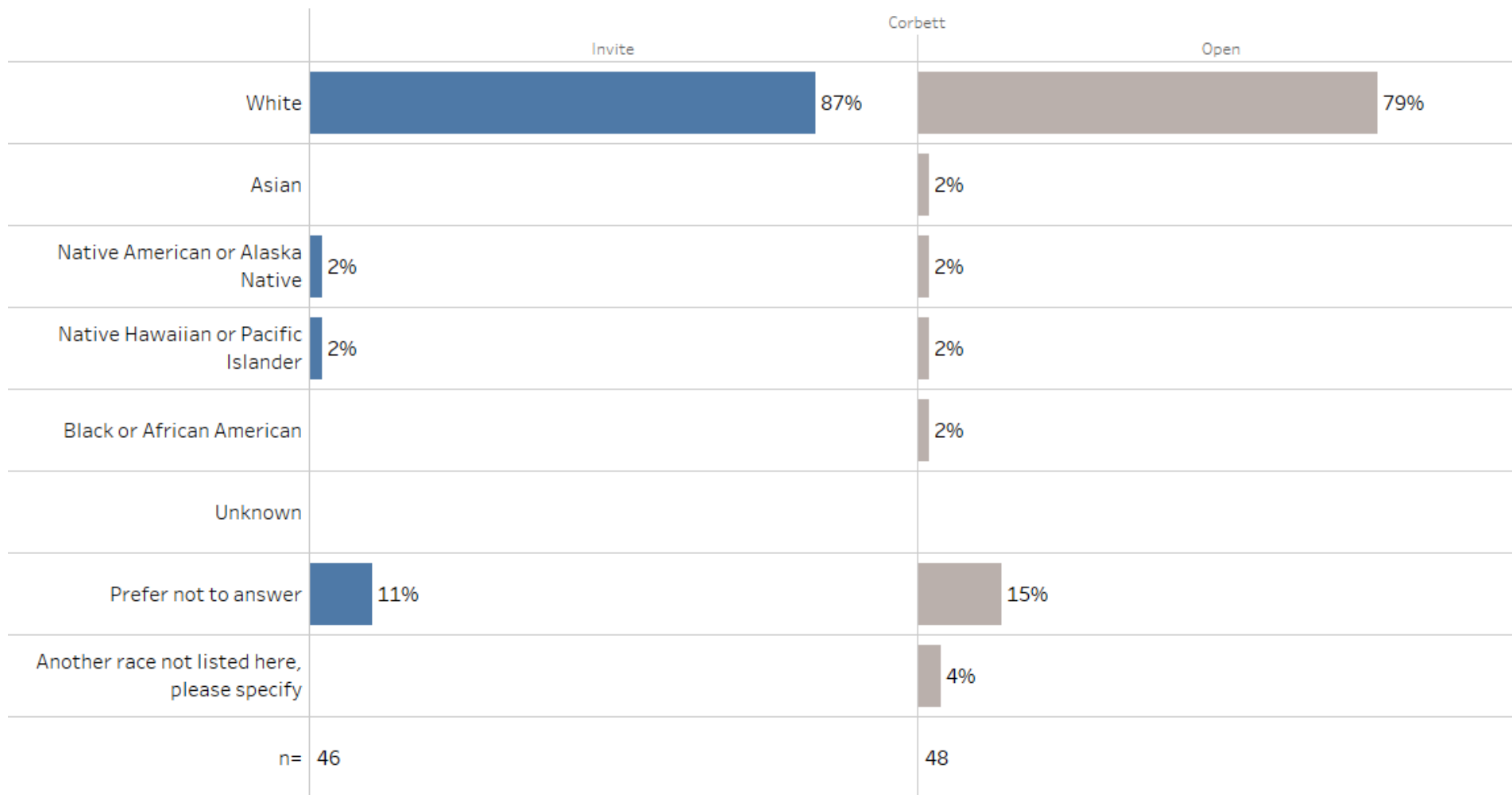


Source: RRC



# RESPONDENT RACE

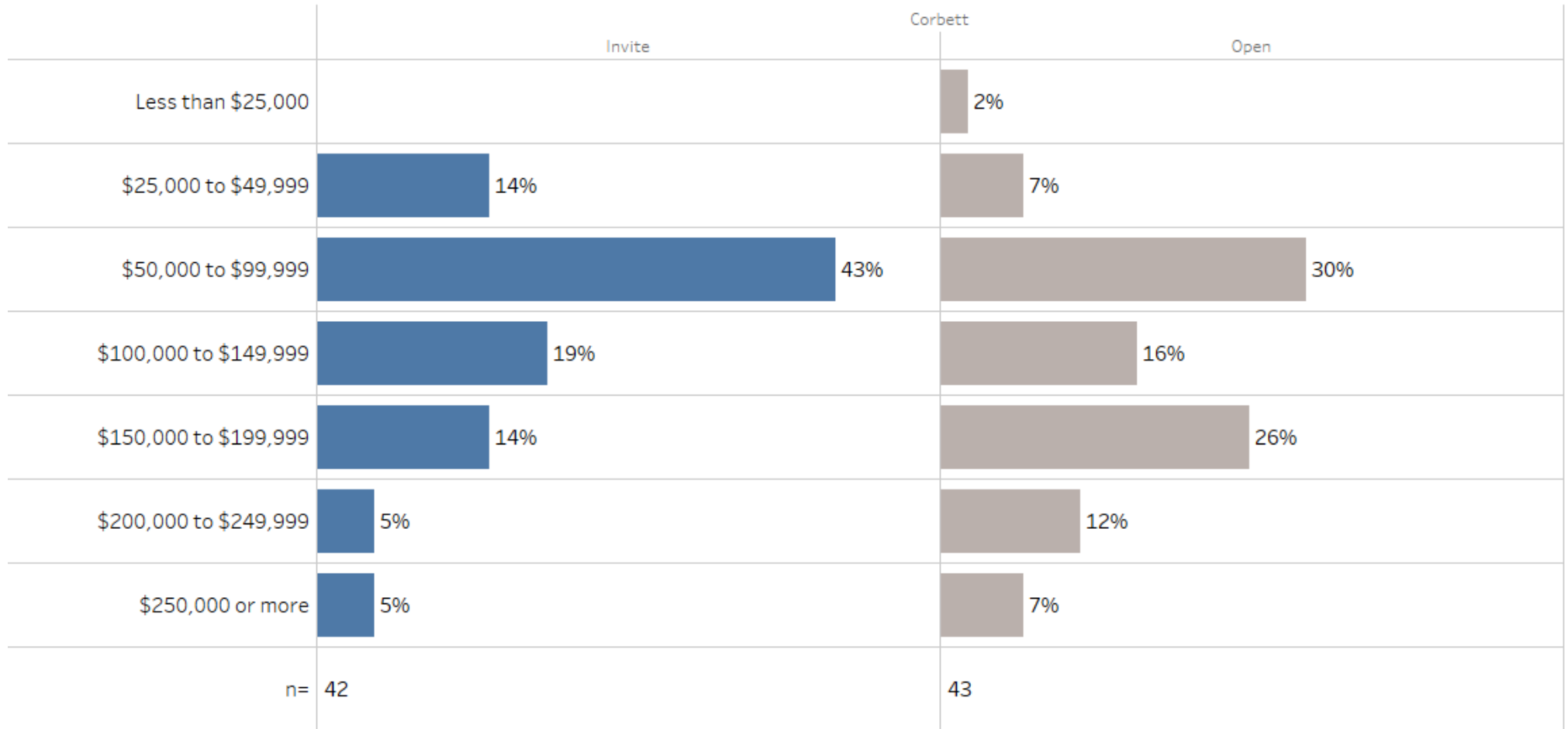
Which race or ethnicity do you most identify with? (Please select all that apply)



Source: RRC

# HOUSEHOLD INCOME

Which of these categories best describes the total gross annual income of your household (before taxes)?



Source: RRC



# THANK YOU!

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