

SOUTHWEST PORTLAND:

Residents rate livability highly while some services are much worse than citywide

July 2015

Mary Hull Caballero
City Auditor

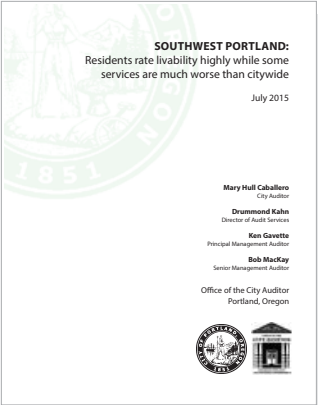
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July 8, 2015

TO: Mayor Charlie Hales
Commissioner Nick Fish
Commissioner Amanda Fritz
Commissioner Steve Novick
Commissioner Dan Saltzman

SUBJECT: Audit Report: *Southwest Portland: Residents rate livability highly while some services are much worse than citywide* (Report #467)

The attached report contains the results of our audit work on Southwest Portland.

Like the report on East Portland, the Southwest Portland audit is intended as an informational report and does not contain any recommendations. As a result, there are no response letters from management or Council.

Mary Hull Caballero
City Auditor

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Attachment

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Portland's neighborhood coalitions



Source: Audit Services Division

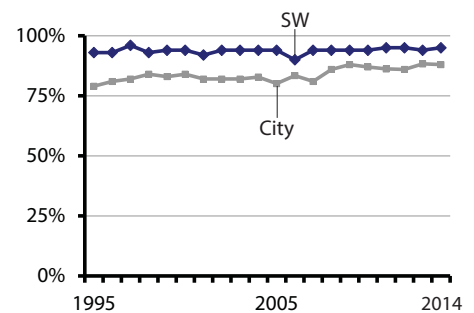
Chapter 1 **City services in Southwest Portland can be improved**

By many important measures, Southwest Portland is a good place to live. The area has an abundance of natural beauty. Southwest residents value their parks and natural areas, consistently rating Parks Bureau services higher than residents throughout the city. Crime and resident's fear of crime is lower than other parts of the city. A higher percentage of residents are homeowners and a lower percentage are renters than in Portland as a whole. A large majority also think the housing stock is in good condition.

The population of Southwest grew faster than Portland as a whole during the first part of this century. Its household income is higher than other parts of the city and residents are more highly educated (64 percent with Bachelor's degrees or higher compared to 44 percent citywide).

These facts likely contribute to a very high resident opinion of their neighborhood livability. In 2014, 95 percent of residents in Southwest rated neighborhood livability as very good or good, while citywide 88 percent of Portland residents felt positively about their neighborhood's livability. (Overall city ratings on this have climbed by nine percentage points over the past twenty years, however, while Southwest ratings have remained about the same.)

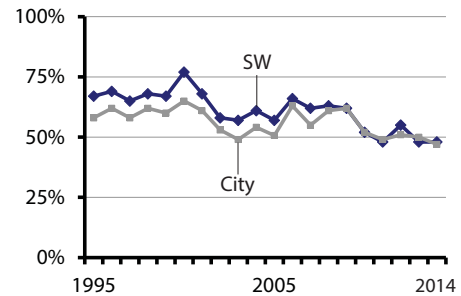
Neighborhood livability
(percent "good" or "very good")



Source: City Auditor's annual Community Survey

While Southwest residents clearly feel better on most neighborhood issues than Portlanders in general, the City has much work to do to turn around resident opinions on the overall job of City government in Southwest and elsewhere. Residents in Southwest and Portland generally, have given significantly lower ratings for overall City government compared to ten years ago.

Overall job of City government
(percent “good” or “very good”)



Source: City Auditor’s annual Community Survey

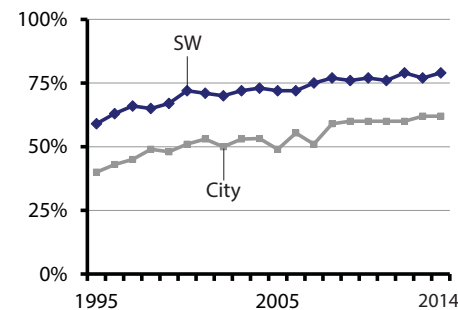
In addition, while many Southwest residents remain committed to neighborhood improvements, only 20 percent of Southwest respondents to our 2014 annual survey felt good or very good about their opportunities to influence government decisions. This is the lowest rating in the six years we have asked this question.

So how is the City doing on more specific government issues in the Southwest compared to other parts of the city, and what issues need more work? The following discussion highlights data on City services collected from eleven City bureaus as part of this audit and from our Annual Community Survey. Please see the Appendices for more detail on the data and additional comments from various bureaus.

Public safety

Southwest residents feel better about public safety than other residents of the City. While there is not a large difference in how these groups feel about walking alone in their neighborhoods during the day, Southwest residents feel much safer walking alone at night.

Neighborhood safety during night
(percent “good” or “very good”)



Source: City Auditor’s annual Community Survey

It is important to note that perceptions of safety have improved throughout the City in the past 20 years.

The difference in perception of safety from crime is supported by Police Bureau statistics. In 2014 the number of dispatched incidents in Southwest per 1,000 residents (150.8) was less than half that citywide (357.2). Likewise, the number of crimes per 1,000 residents in Southwest (17.8) was about one-third of the citywide figure (56.1). Residents in Southwest also rate Fire and Rescue services very highly (88 percent rate it good or very good), as do residents citywide.

Public safety response times - FY 2014

(Minutes:Seconds)

	Citywide	Southwest Portland area	Difference for Southwest
Police response time for high priority calls	5:38	7:36	+1:58
Fire calls	6:39	7:55	+1:16
EMS calls	7:11	8:25	+1:14

Source: Portland Police Bureau, Portland Fire and Rescue, Audit Services calculation

However, the response times for both police and fire are worse than citywide. The response time for high priority police calls is almost a full two minutes slower than the city in general. The Police Bureau says response times are longer in Southwest because of street connectivity and access issues. Fire and Rescue staff suggest times are slower due to the hilly terrain and winding roads in the area.

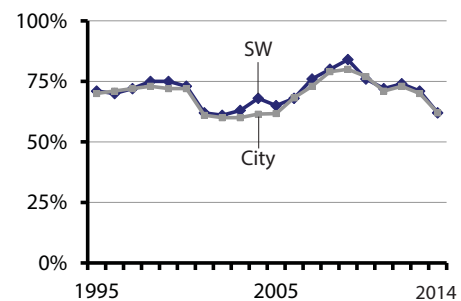
Utilities and the environment

Residents rate Park services highly but not sewers, stormwater and water. Although the Bureau of Environmental Services and the Water Bureau have planned improvements for the area, bureau staff told us that the age of the infrastructure, the types of soil, and the steep terrain all contribute to a greater challenge to operate and maintain the systems, and to protect watershed health. Water Bureau staff reported various completed and planned improvements to pumping stations and water mains.

Bureau of Environmental Services staff reported plans for \$50 million in treatment plant improvements and various stormwater and watershed projects. They also reported planting over 9,000 yard and street trees and re-vegetating 110 acres of watershed (almost 75 percent of the 147 citywide total). Southwest receives more than twice the amount of funding per 1,000 residents to support community-initiated watershed and stormwater improvements (\$3,357) than the city in general (\$1,476).

This work has not improved resident opinions of water and sewer services in recent years. Both in Southwest and in the rest of the city, resident opinions of water service has declined significantly in the last five years. In addition, the Water Bureau received nearly double the number of water quality line complaints per 1,000 residents (5.2) as citywide (3.3) in FY2014.

Overall Quality of water service
(percent “good” or “very good”)



Source: City Auditor’s annual Community Survey

Sewer and stormwater ratings have remained relatively steady over the past 20 years. But the approval ratings are not high; fluctuating around 50 percent of respondents reporting services as good or very good for the past 20 years.

Parks

Park conditions, on the other hand, are rated much higher. Satisfaction with the overall quality of parks reached 87 percent in 2014. Southwest residents report a higher satisfaction with recreation than others in the city. However, Parks Bureau staff reported they realize there are opportunities to improve services even further in the area. They say there are many soft surface trails throughout the area, but not many are paved and accessible.

The Parks Bureau, along with the Bureau of Environmental Services, recently acquired 146 acres of natural area south of the Sellwood bridge called River View. How to develop and use the site has been controversial, as the area is home to 130 plant species, 31 mammal species and 74 avian species. The property comprises about half of the forest canopy in the 350 acre watershed located adjacent to the Willamette.

River View acquisition



Source: Portland Parks and Recreation Bureau

Transportation

Southwest residents who are active in the neighborhood association focus on a number of issues, but a primary one continues to be transportation. City staff recognize the challenges and needs of the area. In response, Portland Bureau of Transportation staff are currently working on major plans for the area including the Southwest Corridor Plan and specific improvements to high transit routes such as Beaverton-Hillsdale Highway and Capitol Highway. Bureau staff reported work already completed in the area to improve bike trails, sidewalks and pedestrian crossings.

Despite these efforts, the Southwest area remains in relatively worse condition than other parts of the city on several key measures. Southwest neighborhoods have the highest percentage of non-City-maintained streets of any area (many of these streets are not paved). The Southwest has 15.5 percent non-City-maintained streets compared to 6.4 percent citywide.

One of many unpaved neighborhood streets



Source: Audit Services Division

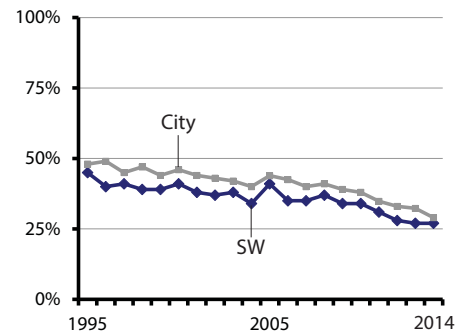
In addition, only 41 percent of Southwest residents live within one-half mile of a greenway or bike trail, compared to 78 percent citywide. The area also lags the rest of city in the miles of bikeways recommended by the Portland Bicycle Master Plan for 2030.

The City has much work to do to improve the transportation situation in Southwest and throughout the City. Capital funding is down over the past three years in the Southwest and citywide. Bureau operating expenses are also down.

Population growth, both locally and regionally, the demand for alternative transportation means, the hilly terrain and inherited history of unpaved streets presents a challenge for City bureaus. While resident satisfaction of street smoothness is below 50 percent and declining, it is not as dire as opinions of street maintenance.

Ratings of overall street maintenance have dropped significantly compared to 20 years ago. The 2014 ratings for both Southwest Portland and for the city as a whole, are at the lowest point since we began asking the question on the annual Community Survey. It's been in a steady decline for the past quarter of a century.

Overall quality-street maintenance
(percent "good" or "very good")



Source: City Auditor's annual Community Survey

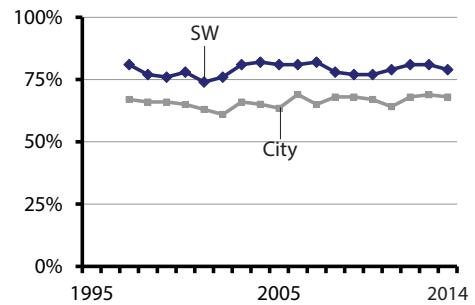
Housing and community development

According to our survey, Southwest residents regard the housing stock to be in relatively good condition. They have a higher opinion of housing condition than Portlanders in general. In 2014, 79 percent of residents in the Southwest rated the physical condition of housing as very good or good, while only 68 percent of residents citywide rated it positively. This is supported by comments from Housing Bureau

staff who reported that the need for public housing investment in this area is not as great compared to other areas of the city.

Housing Bureau staff pointed out that since much of their funding for affordable housing is restricted to Urban Renewal Areas (URAs), and because there is little URA activity in Southwest, affordable housing projects have been limited. Likewise, Portland Development Commission staff suggested that current URA funding is insufficient to meet infrastructure needs in Southwest. Recent changes to the North Macadam URA presents an opportunity for a substantial investment in affordable housing.

Physical condition of housing (percent “good” or “very good”)



Source: City Auditor’s annual Community Survey

There have been public housing investments in the area, however. Two large projects, Stephens Creek Crossing and the Village at the Headwaters Apartments, have been completed in recent years.

Stephens Creek Crossing



Source: Audit Services Division

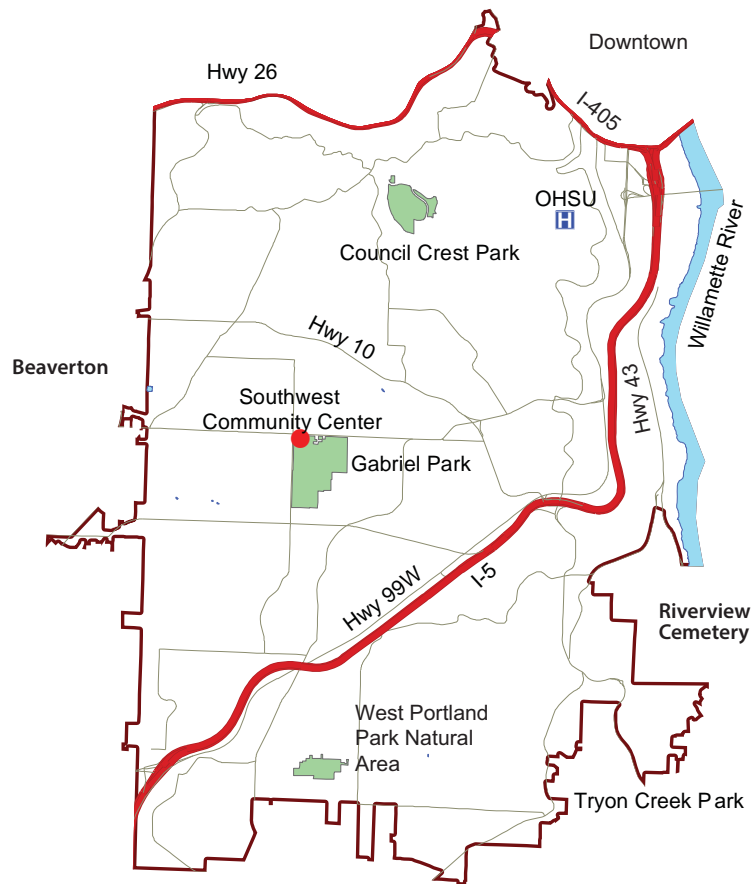
In summary

Even though Southwest residents have very positive opinions of their neighborhoods, the City's work may need to focus on certain service areas to ensure the area retains a high degree of livability. Issues such as public safety response times, access to more alternative means of transportation such as biking and walking trails, street maintenance and paving, and improved water and sewer services are a few areas in need of attention from city government.

Chapter 2 Southwest Portland has strong community involvement and unique character

Southwest Portland, as we refer to it in this report, is generally located south of Highway 26 and west of the Willamette River, and is bordered by Washington County on the west and Lake Oswego on the south. We have chosen to use the City's Office of Neighborhood Involvement boundaries to describe Southwest Portland in this report. It is one of Portland's seven recognized geographically-based neighborhood coalitions.

Southwest Portland landmarks



**Area's history
has centered on
transportation, now
one of it's primary
issues of concern**

Much of Southwest's character was set from Portland's early years. The latter years of the 19th century and the early years of the 20th century shaped the area's course as primarily residential, playing a major role as a transportation route for businesses seeking to move goods and people to larger markets in central and east Portland.

What is now Capitol Highway was constructed over a period of years, started in the 1850's by a local resident who owned a quarry in the Hillsdale area. During the 1880's and 1890's residents were scattered, many of whom were dairy farmers. These early settlers were attracted to Southwest Portland because of the availability of open land.

Railroads followed along Multnomah Boulevard and an Oregon Electric Railway station opened in what is now Multnomah Village in 1907. This railway connected Portland and Salem. Developers followed by platting new residential streets. People were attracted by relatively low land prices, good commuting options and the family-oriented nature of the area.

The period of the late 19th and early 20th century was a period of rapid growth in the Portland area as well as expansion by annexation (Map facing page). The population increased by 300 percent and the land area by 150 percent. Much of Southwest Portland was part of this expansion. Capitol Highway was paved in 1915 to accommodate automobiles, attracting many businesses by the end of the 1920's. By the mid-20th century businesses were developing along Barbur Boulevard. When Interstate 5 opened in the 1950's funding was reduced for this major transportation route.

Although it is an area of many natural attractions such as Council Crest and Tryon Creek Park, and home to a very engaged group of residents, Southwest Portland has been left with many of the problems of aging public infrastructure. Notably, one of the early foundations of neighborhood strength, transportation, now seems to be one of the most frequently cited areas of concern.

History of Portland annexations



Source: Audit Services Division, City GIS

**Southwest Portland
is a large and
geographically diverse
place**

Situated among the rolling hills of the Tualatin Mountains (also known as the West Hills, or Southwest Hills), Southwest Portland is an area of beauty and diversity. Tall hills, such as Council Crest at 1,073 feet, are interspersed with lower land natural areas making up three of the Portland area's primary watersheds; the Willamette River, Fanno Creek and Tryon Creek. Much of the natural area that first attracted settlers to the area still exists. In fact, the Portland Parks Bureau and the Bureau of Environmental Services recently acquired a large, mostly unimproved natural area near the Willamette River, known as the River View property. This adds to existing natural areas such as Tryon Creek State Park.

This same source of natural beauty, however, contributes to some of the greatest challenges to protect residents and to maintain their expected level of City services. For instance, the steep elevations make landslides a serious problem. Nearly all of the active slide hazard zones in Portland are located in Northwest and Southwest Portland, with about half of those in Southwest. Steep slopes increase the difficulty of responding to emergencies, removing stormwater, and maintaining underground water and sewer systems.

Homes on steep hillsides



Source: Audit Services Division

**Southwest
Neighborhoods, Inc. and
neighborhood issues**

Southwest Neighborhoods, Inc., is an independent organization that receives funding from the City of Portland's Office of Neighborhood Involvement. It was established in 1978 and provides a central meeting place for seventeen neighborhood associations, disseminates relevant information (notably through a monthly newspaper), facilitates resident interactions with City bureaus and officials, and assists in coordinating community events such as community clean ups.

Residents are active in standing committees, including land use, parks, public safety, schools, transportation and communication. Three business associations, Hillsdale, Multnomah and South Portland are also included.

Southwest Neighborhoods, Inc. staff told us that major issues currently focus on transportation and stormwater improvements, and changes to the City's comprehensive land use plan. Among the specific issues frequently cited by residents are a lack of sidewalks and connecting walking trails, inadequate bike and pedestrian crossings and the high number of unpaved streets. According to Portland Bureau of Transportation records, compared to the other neighborhood coalitions, Southwest has, by far, the highest percentage of streets where property owners alone are responsible for maintenance.

The City of Portland is attempting to address some of these issues through it's update of the Comprehensive Plan. The plan is a set of coordinated goals, policies and objectives to guide future development in an effective manner. Among the most significant proposed projects for Southwest are improvements to transit along major routes, such as Beaverton-Hillsdale Highway, Capitol Highway, Vermont Street and in the South Waterfront area. Stormwater projects to improve flow and water quality are proposed in the Fanno Creek and Tryon Creek areas.

Many of these proposed projects are to be coordinated with other local governments as part of the Southwest Corridor Plan. The Southwest Corridor Plan is a cooperative venture between seven cities, Washington County, the Oregon Department of Transportation, TriMet and Metro to study transportation alternatives in the region.

This plan is a feasibility study for making decisions about what types of transportation modes would best serve the area: buses, trains, or both. Also, potential routes for each are being studied. Residents in many neighborhoods have been active in community forums.

Chapter 3 **Objectives, scope and methodology**

The objectives of our audit were to:

- Document physical and development characteristics that differentiate Southwest Portland from other parts of Portland – including demographics and geography
- Provide a snapshot of City service levels in Southwest Portland and the City as a whole
- Present resident opinions of City services in Southwest Portland and the city as a whole
- Present the information in an easily accessible and readable document for residents and decision-makers

To identify characteristics that differentiate Southwest Portland and the provision of City services from other areas of the City, we reviewed general demographics, housing, and income trends in Southwest Portland and the City as a whole using 2000 Census data and 2013 American Community Survey five year estimates. We toured Southwest Portland to observe housing developments, neighborhood street conditions, community-initiated and completed projects, and various City projects, including parks, storm water improvements, and fire stations.

We focused our review of City services on bureaus that provide direct services – Fire, Police, Development Services, Neighborhood Involvement, Housing, Planning and Sustainability, Portland Development Commission, Transportation, Environmental Services, Water, and Parks. We did not include bureaus that provide internal services to the City, like the Office of Management and Finance or the City Attorney’s Office.

We reviewed plans from City bureaus focused on Southwest Portland to learn about their work. We interviewed and received input from staff and managers in various bureaus to briefly describe and add context to their work (Appendix B).

In order to assess Southwest Portland residents' perceptions of City services over time, we compiled data from the annual Auditor's Community Survey. The Audit Services Division has been surveying Portland residents for 24 years on their opinions of City services.

Each year, we analyze survey responses for the City as a whole and for each of Portland's seven neighborhood areas. To keep analysis consistent throughout this report, we compare resident responses from Southwest Portland to responses citywide for 10 and 20 years of data (where applicable).

We calculated changes in residents' responses on City service areas and report on those where the change was statistically significant. We also compared Southwest Portland residents' ratings to ratings from the City as a whole.

We interviewed Budget Office staff about the City's budget mapping process and used published data from their 2012-2014 maps in this audit. Budget maps are available on the Budget Office website – www.portlandoregon.gov/cbo/. Budget mapping data does not include the North Macadam area which is considered part of the central city.

For our previous neighborhood report on East Portland, we developed service level measures for City bureaus using Service Efforts and Accomplishments reports, bureau budgets, and information obtained in audit interviews. Preliminary measures were discussed and refined in subsequent meetings with each bureau. For consistency, we have, for the most part, used the same measures in this report.

Bureau managers compiled performance data for Southwest Portland and the City as a whole. We reviewed the data from bureaus for reasonableness based on our knowledge and understanding of each bureau and the source of the data.

We do not reach conclusions about the adequacy of bureau service levels in Southwest Portland based on the data bureaus provided. The service level data we report represents a snapshot for specific points in time, and do not provide a comprehensive picture of a bureau's services in a given area. Although we discussed differences in some service levels with bureaus, we did not discuss the reasons behind all differences in service levels. Policy makers should conduct research into the causes and impacts of differences in the future.

We did not seek management's written response to this report because we do not make recommendations in this audit. However, we obtained the views of responsible officials from bureau management on the sections of the report that pertain to them, and we incorporated their comments into the report.

We conducted this performance audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

APPENDIX A

Data: Community Survey, Service level measures and Budget expenses

Public Safety

Portland Fire & Rescue, adopted budget expenses

Southwest Portland	2011-2012	2012-2013	2013-2014
Local share	\$6.2 M	\$5.9 M	\$5.9 M
Citywide share	\$0.5 M	\$0.7 M	\$0.7 M
Total	\$6.7 M	\$6.6 M	\$6.6 M
Local share per user	\$61	\$58	\$58
Citywide share per user	\$5	\$7	\$7
Total per user	\$66	\$65	\$64
Portland (entire city)	2011-2012	2012-2013	2013-2014
Allocated (local) bureau expenses	\$ 90.6 M	\$89.8 M	\$90.0 M
Unallocated (citywide) bureau expenses	\$ 4.8 M	\$6.7 M	\$6.4 M
Fund level expenses	\$ 4.4 M	\$0.0 M	\$0.0 M
Capital Improvement	\$ 2.7 M	\$5.8 M	\$14.5 M
Total bureau expenses	\$ 102.5 M	\$102.3 M	\$110.9 M

Portland Police Bureau, adopted budget expenses

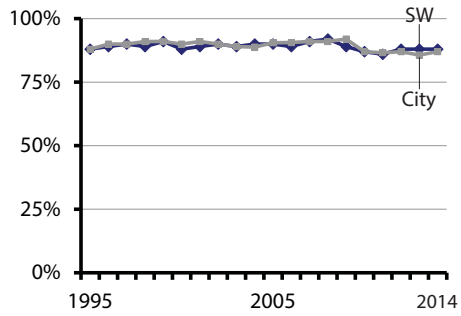
Southwest Portland	2011-2012	2012-2013	2013-2014
Local share	\$14.0 M	\$14.2 M	\$14.4 M
Citywide share	\$0.0 M	\$0.0 M	\$0.0 M
Total	\$ 14.0 M	\$14.2 M	\$14.4 M
Local share per user	\$138	\$139	\$141
Citywide share per user	\$0	\$0	\$0
Total per user	\$138	\$139	\$141
Portland (entire city)	2011-2012	2012-2013	2013-2014
Allocated (local) bureau expenses	\$ 168.6 M	\$166.0 M	\$169.8 M
Unallocated (citywide) bureau expenses	\$0.0 M	\$0.0 M	\$0.0 M
Fund & other expenses	\$ 0.1 M	\$1.1 M	\$0.1 M
Total bureau expenses	\$ 168.8 M	\$167.1 M	\$169.9 M

Source: Data from FY '12-FY '14 City Budget Office budget maps. *Local share* represents approved budget expenses bureaus plan to spend in a specific geography. *Citywide share* represents the remaining approved budget expenses based on a geography's users (residents and daytime employees). Due to rounding, some totals may not sum.

Community Survey trends

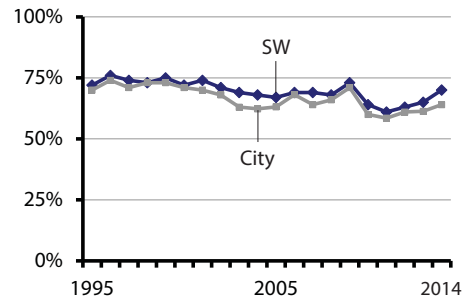
Overall Fire

(percent "good" or "very good")



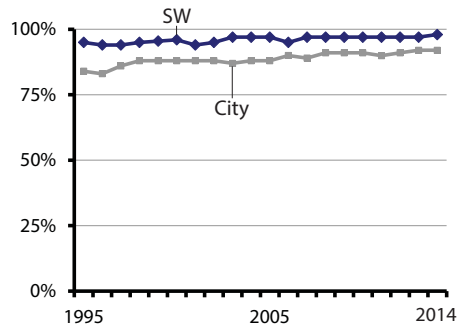
Police services overall

(percent "good" or "very good")



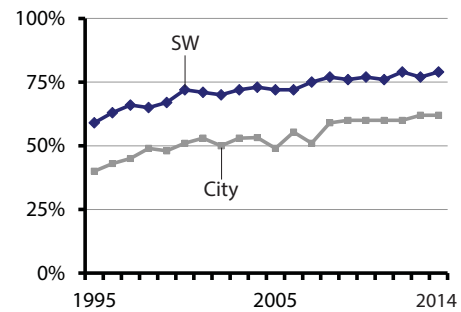
Neighborhood safety during day

(percent "good" or "very good")



Neighborhood safety during night

(percent "good" or "very good")



Source: City Auditor's annual Community Survey

Public Safety

Portland Fire & Rescue, service level measures

FY 2014

Measure	Fire stations located mostly in Southwest	Citywide
Number of Stations	6	30
Response Workload by Incident Type		
Total Incidents	5,223	70,838
Fires	1,001	10,257
Reported Fires	860	8,232
Confirmed Fires	141	2,025
EMS	3,423	50,429
Public Assistance	356	4,724
Other	443	5,428
Unit Runs	6,225	85,517
Code Enforcement Inspections	883	29,807
Response Time		
All Calls	8:31	7:13
Fire Only	7:55	6:39
EMS Only	8:25	7:11
Response Time Distribution		
All Calls		
0:00 - 4:00 Minutes	17.18%	27.79%
4:01 - 6:00 Minutes	35.30%	48.51%
6:01 - 8:00 Minutes	33.11%	17.83%
8:01 - 10:00 Minutes	9.91%	3.89%
10:01+ Minutes	4.50%	1.98%
Response Reliability (1)	92.40%	90.82%

Source: Data provided by Portland Fire & Rescue.

(1) The percentage of time that the fire company closest to a call location is available to respond to an emergency.

Portland Police Bureau, service level measures

FY 2014

Measure	Southwest Portland area	Citywide
Number of incidents dispatched per 1,000 residents	150.8	357.2
Self-initiated (officer initiated) calls for service per 1,000 residents	99.3	251.8
Part I Crimes per 1,000 residents	17.8	56.1
Number of Part I arrests per 1,000 residents	1.5	10.1
Number of Part II arrests per 1,000 residents	10.2	29.1
Number of crashes per 1,000 residents	2.7	3.7
Number of DUII incidents per 1,000 residents	1.1	2.9
Response time for high priority calls for service (Goal is 5:00 or less)	7.36	5.38
Officers & sergeants assigned per 1,000 as of July 1, 2012	Note (1)	1.3
Officers & sergeants assigned per 1,000 as of May 1, 2013	Note (1)	1.3

Source: Data provided by Portland Police Bureau. Per capita calculations performed by Audit Services Division

(1) The Central Precinct, which includes downtown Portland overlaps significantly with the SW Portland study area. The Police Bureau was unable to separate the number of officers assigned to the SW from other parts of the precinct. Reporting these numbers for SW would be misleading.

Utilities and the environment

Portland Parks & Recreation, adopted budget expenses

Southwest Portland	2011-2012	2012-2013	2013-2014
Local operating share	\$ 5.5 M	\$5.9 M	\$6.4 M
Citywide operating share	\$5.0 M	\$4.6 M	\$4.8 M
Total operating	\$10.5 M	\$10.5 M	\$11.2 M
Local operating share per user	\$54	\$58	\$63
Citywide operating share per user	\$49	\$45	\$47
Total operating per user	\$104	\$103	\$110
Local capital share	\$0.7 M	\$1.5 M	\$1.3 M
Citywide capital share	\$1.7 M	\$1.0 M	\$0.3 M
Total capital	\$2.3 M	\$2.5 M	\$1.7 M
Local capital share per user	\$7	\$14	\$13
Citywide capital share per user	\$16	\$10	\$3
Total capital per user	\$23	\$25	\$16
SW Portland major maintenance	\$0.27 M	\$0.27 M	\$ - M
Portland (entire city)	2011-2012	2012-2013	2013-2014
Allocated (local) operating expenses	\$27.6 M	\$28.9 M	\$32.1 M
Unallocated (citywide) operating expenses	\$46.5 M	\$43.0 M	\$44.9 M
Fund level expenses	\$13.3M	\$6.9 M	\$7.6 M
Capital expenses	\$26.4 M	\$21.6 M	\$21.0 M
Total bureau expenses	\$113.2 M	\$100.4 M	\$105.6 M
Major maintenance (non-capital)	2011-2012	2012-2013	2013-2014
Allocated (local)	\$1.27 M	\$ 1.27 M	\$ - M
Not allocated (citywide)	\$0.09 M	\$ 0.09 M	\$ - M
Total	\$1.36 M	\$1.36 M	\$ - M

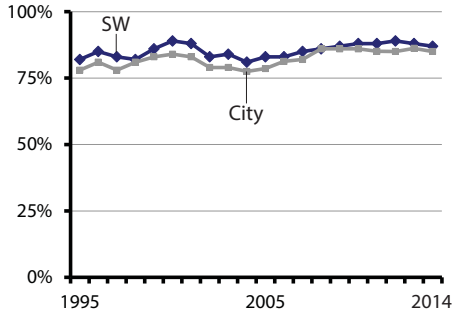
Source: Data from FY'12-FY'14 City Budget Office budget maps. *Local share* represent approved budget expenses bureaus plan to spend in a specific geography. *Citywide share* represents the remaining approved budget expenses based on a geography's users (residents and daytime employees). Due to rounding, some totals may not sum.

Note: "-" means the number was not reported in the City budget mapping system.

Community Survey Trends

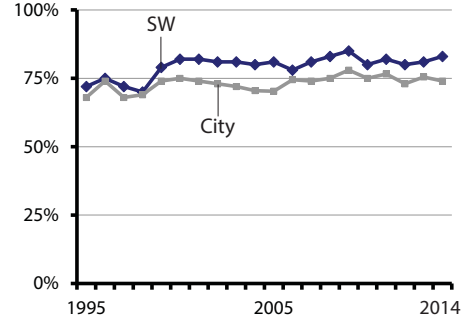
Overall quality of parks

(percent "good" or "very good")



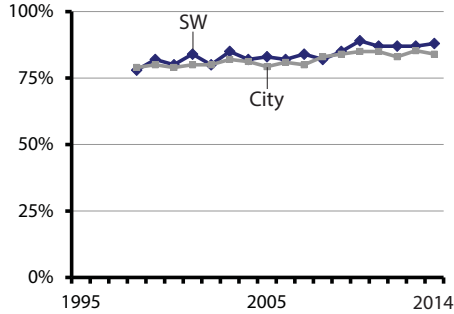
Overall quality of recreation

(percent "good" or "very good")



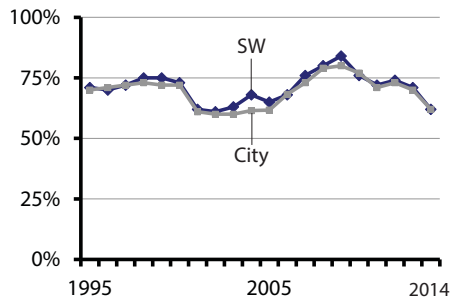
Neighborhood park closeness

(percent "good" or "very good")



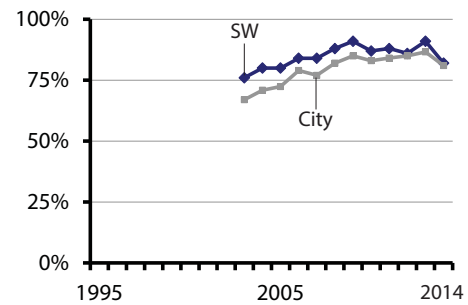
Overall Quality of water service

(percent "good" or "very good")



Rating of tap water

(percent "good" or "very good")



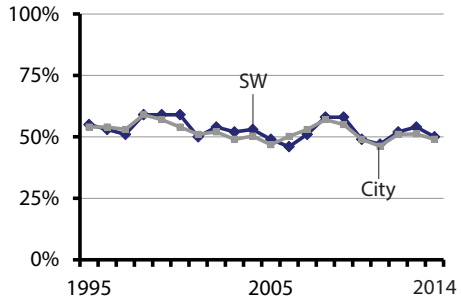
Source: City Auditor's annual Community Survey

Utilities and the environment

Community Survey Trends

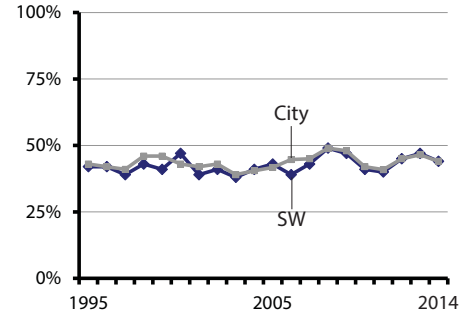
Overall quality of sewers

(percent "good" or "very good")



Overall quality of storm drainage

(percent "good" or "very good")



Source: City Auditor's annual Community Survey

Portland Parks & Recreation, service level measures

FY 2014

Measure	Southwest Portland	Citywide
Households within .5 miles of parks	80%	79%
Acres owned & managed by PP&R	940	11,656
Acres of developed parks	355	3,526
Households within 3 miles of community center	74%	69%
Number of summer play ground programs	3	50
Number of parks (developed)	24	212
Playgrounds	19	117
Restrooms (permanent buildings)	10	109
Miles of regional trails	18	156
Baseball diamonds/softball fields - City owned only	13	123
Basketball hoops	32	229
Sports fields (soccer/football) - City owned only	19	111
Outdoor swimming pools	1	7
Indoor swimming pools	1	6
Acres of natural area	551	7,901
Number of community gardens	5	51

Source: Data provided by Portland Parks & Recreation

Utilities and the environment

Portland Water Bureau, service level measures

FY 2014

Measure	Southwest Portland	Citywide
Number of new water services installed	194	1,332
Feet of new water mains installed	8,026	27,217
Gallons of water delivered by bureau per 1,000 residents (millions)	32.9	33.8
Number of low income bill discounts granted per 1,000 residents	8.2	23.8
Value of total low income bill discounts granted per 1,000 residents	\$2,690	\$8,184
Number of leaks or breaks on service lines, valves or hydrants	46	301
Number of leaks or breaks on distribution mains	35	180
Number of shut-offs due to non payment	356	5,270
Incidents of low pressure	43	106
Number of dead end mains*	836	3,209
Number of water quality line complaints per 1,000 residents	5.2	3.3
Percent of area not served by PWB.	3.19%	8.75%
Percent of all Water Bureau's service connections	12.7%	100%

Source: Data provided by Portland Water Bureau. Per capita calculations performed by Audit Services Division.

* A dead end main is supplied from a single direction because the other end is not looped back into the system, or the valve at the end is normally closed. This can cause water to sit longer, which can affect water taste.

Bureau of Environmental Services, service level measures

FY 2014

Measure	Southwest Portland	Citywide
Number of public sustainable stormwater facilities constructed in the right-of-way	21	111
Number of natural area, yard and street trees planted	8,818	43,784
Acres of natural area and flood plain purchased for restoration and protection	0	48 acres
Acres of watershed re-vegetated	110	147
Linear feet of stream connectivity improved and/or other in-stream improvements	260	14,330
Number of non-conforming sewers connected	25	350
Number of sanitary sewer overflows impacting buildings (including basements)	15	180
Number of sanitary sewer overflows impacting streets, ground or water body	12	43
Number of complaints of sewage odor from pump stations or treatment facilities	9	49
Number of flood events exceeding the 10 year expectation	unknown	unknown
Funding provided to support community-initiated watershed and stormwater projects per 1,000 residents	\$3,357	\$1,476

Source: Data provided by Bureau of Environmental Services. Per capita calculations performed by Audit Services Division.

Transportation

Portland Bureau of Transportation, adopted budget expenses

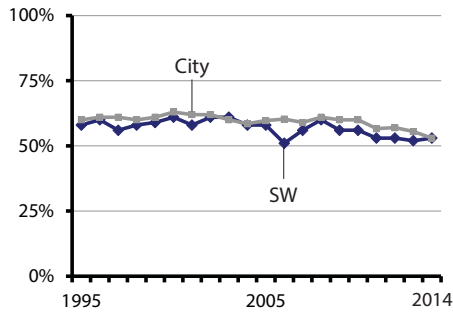
Southwest Portland	2011-2012	2012-2013	2013-2014
Local operating share	\$0.5 M	\$0.9 M	\$1.1 M
Citywide operating share	\$10.2 M	\$9.3 M	\$9.7 M
Total operating	\$10.7 M	\$10.2 M	\$10.8 M
Local operating share per user	\$5	\$9	\$11
Citywide operating share per user	\$101	\$91	\$94
Total operating per user	\$106	\$100	\$105
Local capital share	\$7.6 M	\$8.7 M	\$5.1 M
Citywide capital share	\$1.6 M	\$0.9 M	\$1.8 M
Total capital	\$9.2 M	\$9.6 M	\$6.9 M
Local capital share per user	\$75	\$85	\$49
Citywide capital share per user	\$16	\$9	\$18
Total capital per user	\$91	\$94	\$67
SW Portland major maintenance	\$1.1 M	\$1.1 M	\$- M
Portland (entire city)	2011-2012	2012-2013	2013-2014
Allocated (local) operating expenses	\$21.5 M	\$29.3 M	\$32.8 M
Unallocated (citywide) operating expenses	\$94.9 M	\$86.8 M	\$90.2 M
Fund level expenses	\$39.7 M	\$50.2 M	\$72.9 M
Capital expenses	\$102.8 M	\$173.5 M	\$50.9 M
Total bureau expenses	\$258.9 M	\$339.8 M	\$246.8 M
All Portland major maintenance	\$7.54 M	\$7.54 M	\$- M

Source: Data from FY '12-FY '14 City Budget Office budget maps. *Local share* represent approved budget expenses bureaus plan to spend in a specific geography. *Citywide share* represents the remaining approved budget expenses based geography's users (residents and daytime employees). Due to rounding, some totals may not sum.

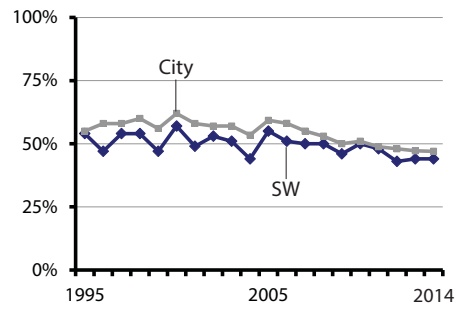
Note: "\$-" means the number was not reported in the City budget mapping system.

Community Survey Trends

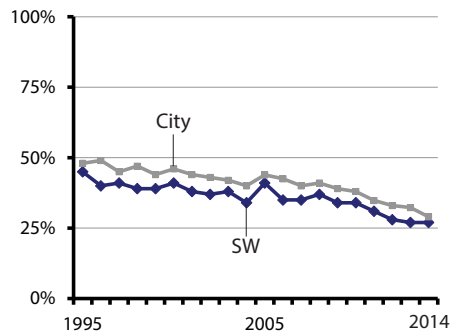
Overall quality of street lighting (percent "good" or "very good")



Rating of street smoothness (percent "good" or "very good")



Overall quality of street maintenance (percent "good" or "very good")



Source: City Auditor's annual Community Survey

Transportation

Portland Bureau of Transportation, service level measures

FY 2014

Measure	Southwest Portland	Citywide
Percent of busy streets (arterials & collectors) with sidewalks (both sides)	33%	76%
Miles of bikeways	25.6	340
Percent of existing miles of bikeways compared to recommended miles in the Portland Bicycle Master Plan for 2030	21%	35%
Number of high crash corridors	2	10
Percent of walking and biking trips to school (K-5)	22%	41%
Percent of residents using bikes (all trips)	1%	6%
Percent of residents walking (all trips)	7%	15%
Percent of residents taking transit (all trips)	6%	7%
Percent of residents driving (all trips)	86%	72%
Percent of households within 1/2 mile of a Neighborhood Greenway, or low stress bike facility (trail, cycle track)	41%	78%
Percent of students reached with Safe Routes to School programming annually by district (K-5 only)	100%	100%
Percent of corners with ADA ramps	47%	44%
Percent of corners with detectable warning strip*	16%	9%
Percentage of arterial and collector streets in fair or better condition	51%	51%
Center line miles of unpaved streets	13.3	56.5
Number of traffic signals	47	916
Number of street lights	7,427	55,654
Number of traffic signal failures that occur annually	15	197
Percent of non-City maintained streets	15.6%	6.4%

FY 2008-2012

Measure	Southwest Portland	Citywide
Number of injury crashes (all non-fatal injuries: pain, non-incapacitating, incapacitating)	2,264	23,899
Number of fatal crashes	15	135
Number of bike crashes	137	1,533
Number of fatal bike crashes	0	8
Number of pedestrian crashes	59	1,121
Number of fatal pedestrian crashes	5	46

Source: Data provided by Portland Bureau of Transportation.

Housing and Community Development

Portland Housing Bureau, adopted budget expenses

Southwest Portland	2011-2012	2012-2013	2013-2014
Local share	\$2.6 M	\$2.1 M	\$0.5 M
Citywide share	\$4.3 M	\$3.9 M	\$3.6 M
Total	\$6.9 M	\$6.0 M	\$4.1 M
Local share per user	\$26	\$20	\$ 5
Citywide share per user	\$42	\$38	\$35
Total per user	\$68	\$58	\$39
Portland (entire city)	2011-2012	2012-2013	2013-2014
Allocated (local) bureau expenses	\$59.4 M	\$62.2 M	\$46.1 M
Unallocated (citywide) bureau expenses	\$39.9 M	\$36.1 M	\$33.2 M
Fund level expenses	\$2.1 M	\$4.4 M	\$4.6 M
Capital expenses	\$0.0 M	\$0.0 M	\$0.0 M
Total bureau expenses	\$101.4 M	\$102.7 M	\$83.9 M

Bureau of Planning and Sustainability adopted budget expenses

Southwest Portland	2011-2012	2012-2013	2013-2014
Local share	\$0.0 M	\$0.0 M	\$0.1 M
Citywide share	\$2.9 M	\$2.1 M	\$1.3 M
Total	\$2.9 M	\$2.1 M	\$1.4 M
Local share per user	\$0	\$0	\$1
Citywide share per user	\$29	\$20	\$13
Total per user	\$29	\$20	\$14
Portland (entire city)	2011-2012	2012-2013	2013-2014
Allocated (local) bureau expenses	\$1.7 M	\$1.6 M	\$2.2 M
Unallocated (citywide) bureau expenses	\$27.4 M	\$19.4 M	\$12.2 M
Fund & other expenses	\$1.8 M	\$1.6 M	\$2.0 M
Total bureau expenses	\$30.8 M	\$22.6 M	\$16.3 M

Source: Data from FY'12-FY'14 City Budget Office budget maps. *Local share* represent approved budget expenses bureaus plan to spend in a specific geography. *Citywide share* represents the remaining approved budget expenses based on a geography's users (residents and daytime employees). Due to rounding, some totals may not sum.

* Expenditures are not included here because, according to PDC, there was an error in their published FY'12 budget map.

Housing and Community Development

Portland Development Commission adopted budget expenses

Southwest Portland	2011-2012*	2012-2013	2013-2014
Local share	\$-	\$0.0 M	\$0.0 M
Citywide share	\$-	\$1.6 M	\$1.3 M
Total	\$-	\$1.6 M	\$1.3 M
Local share per user	\$-	\$0	\$0
Citywide share per user	\$-	\$16	\$13
Total per user	\$-	\$16	\$13
Portland (entire city)	2011-2012*	2012-2013	2013-2014
Allocated (local) bureau expenses	\$-	\$153.5 M	\$162.9 M
Unallocated (citywide) bureau expenses	\$-	\$14.9 M	\$12.1 M
Transfers	\$-	\$14.9 M	\$- M
Contingency	\$-	\$34.1 M	\$- M
Fund level expenses	\$-	\$- M	\$49.2 M
Total bureau expenses	\$-	\$217.4 M	\$224.2 M

* Expenditures are not included here because, according to PDC, there was an error in their published FY '12 budget map.

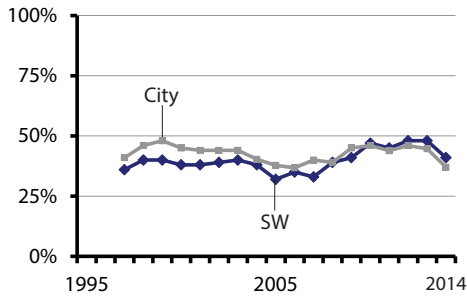
Office of Neighborhood Involvement adopted budget expenses

Southwest Portland	2011-2012	2012-2013	2013-2014
Local share	\$0.4 M	\$0.4 M	\$0.4 M
Citywide share	\$0.3 M	\$0.3 M	\$0.4 M
Total	\$0.7 M	\$0.7 M	\$0.8 M
Local share per user	\$4	\$4	\$4
Citywide share per user	\$3	\$3	\$4
Portland (entire city)	2011-2012	2012-2013	2013-2014
Allocated (local) bureau expenses	\$3.9 M	\$3.8 M	\$3.7 M
Unallocated (citywide) bureau expenses	\$3.2 M	\$3.2 M	\$3.6 M
Fund & other expenses	\$0.0 M	\$0.0 M	\$0.0 M
Total bureau expenses	\$7.1 M	\$7.1 M	\$7.3 M

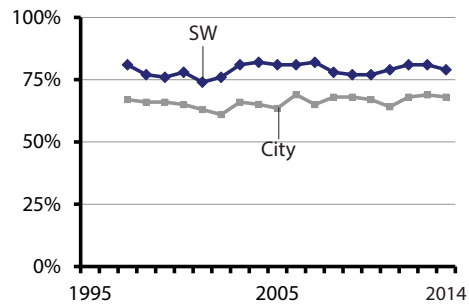
Source: Data from FY '12-FY '14 City Budget Office budget maps. *Local share* represent approved budget expenses bureaus plan to spend in a specific geography. *Citywide share* represents the remaining approved budget expenses based on a geography's users (residents and daytime employees). Due to rounding, some totals may not sum.

Community Survey Trends

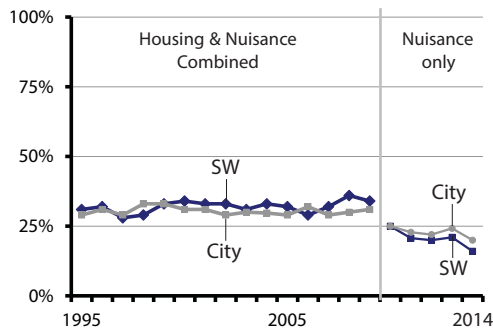
Neighborhood housing affordability
(percent "good" or "very good")



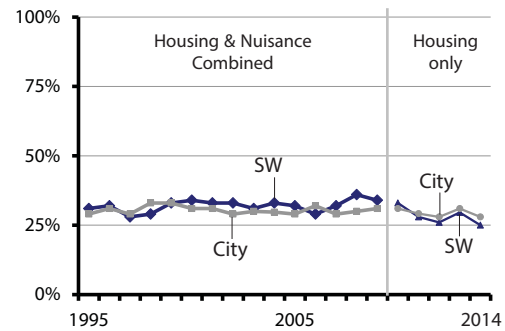
Physical condition of housing
(percent "good" or "very good")



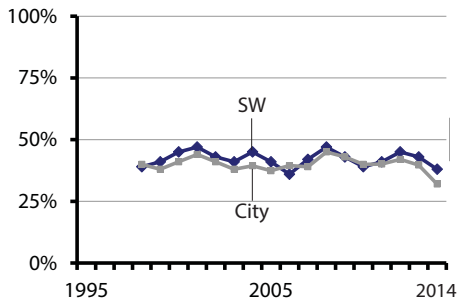
Nuisance Inspections
(percent "good" or "very good")



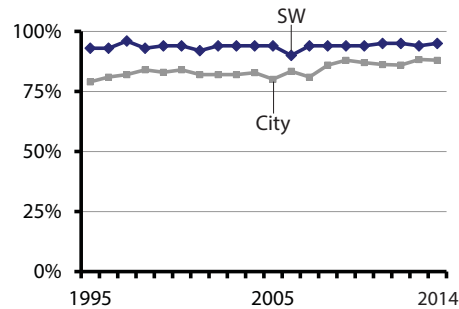
Housing Inspections
(percent "good" or "very good")



Planning for future land use
(percent "good" or "very good")



Neighborhood livability
(percent "good" or "very good")

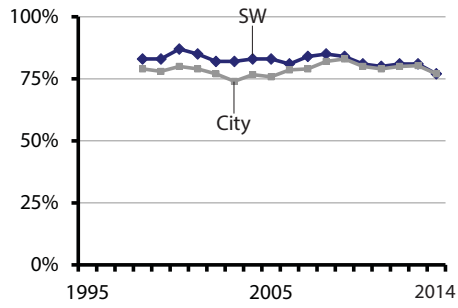


Source: City Auditor's annual Community Survey

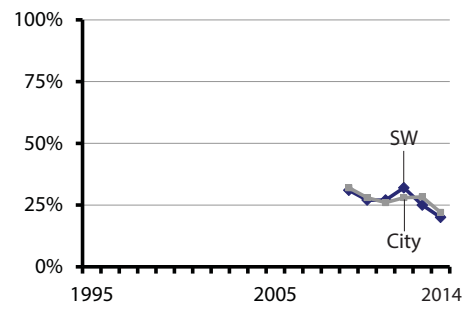
Housing and Community Development

Community Survey Trends

Overall city livability
(percent "good" or "very good")



Opportunities to influence government decisions
(percent "good" or "very good")



Source: City Auditor's annual Community Survey

Portland Housing Bureau, service level measures

FY 2014

Measure	Southwest Portland		Citywide	
	Number	Dollars Spent	Number	Dollars Spent
Short term rent assistance	15	\$10,100	868	\$603,198
Rental investments (units)	0	\$-	126	\$7,089,986
HUD grants for lead abatement	0	\$-	38	\$92,460
Home repair funds (major)	1	\$9,146	16	\$192,738
Home repair program (minor)	17	\$59,500	1,030	\$1,169,000
Down payment assistance	0	\$-	35	\$882,376
Limited tax exemptions	0	\$-	109	\$199,579
System development credits	0	\$-	138	\$1,999,997
Mortgage tax certificates	5	\$41,803	80	\$607,672
Average rent	\$1,139	NA	\$1,060	NA
Homelessness count * (1)	139	NA	1,895	NA

Source: Data provided by Portland Housing Bureau.

* Multnomah County including the City of Portland

(1) Based on Calendar Year 2013.

Bureau of Development Services, service level measures

FY 2014

Measure	Southwest Portland	Citywide
Number of residential building permits issued	743	5,734
Number of commercial building permits issued	264	2,920
Number of residential construction inspections	5,461	33,400
Number of commercial construction inspections	889	16,241
Number of enhanced housing inspections	0	1,539
Number of housing units inspected (enhanced inspections)	0	1,829
Number of nuisance inspections	880	9,040
Number of community outreach events	0	20
Number of landlord trainings	0	8

Source: Data provided by Bureau of Development Services.

Housing and Community Development

Portland Development Commission, service level measures

FY 2013-2014

Measure	Southwest Portland	Citywide
Commercial Property Redevelopment Loans awarded	\$0	\$23,255,000
Business Finance Loans awarded	\$0	\$8,602,648
Grants awarded	\$0	\$1,169,978
Main Streets and NPI District Grants awarded *	\$43,031	\$597,100
Community Livability Grants awarded	\$0	\$606,590
Parks awarded	\$309,096	\$8,077,464
Transportation awarded	\$2,202,161	\$4,768,268
Total value of loans and grants awarded	\$2,554,288	\$47,077,048
Commercial Property Redevelopment Loans budgeted	\$100,000	\$14,426,500
Business Finance Loans budgeted	\$500,000	\$5,976,813
Grants budgeted	\$0	\$3,469,900
Main Streets and NPI District Grants budgeted *	\$58,000	\$662,000
Community Livability Grants budgeted	\$0	\$1,226,800
Parks budgeted	\$224,970	\$12,085,063
Transportation budgeted	\$2,356,898	\$7,158,391
Total value of loan and grant funds budgeted	\$3,239,868	\$45,005,467
Clients served through small business technical assistance	19	520
Clients served through Economic Opportunity Initiative Workforce (youth and adult)	19	1,229
Acreage that is part of a URA	338.7 acres (0.4% of total city acreage, 2.6% of URA acreage)	13,228 acres (14.3% of total city acreage)
Employment change (from 2010 to 2013)	5.1% increase	4.4% increase

Source: Data provided by Portland Development Commission

Note: Data is for URAs and NPIs (Neighborhood Prosperity Initiatives) located fully or partially in Southwest Portland

* NPIs did not start generating TIF revenue until FY '14

Bureau of Planning and Sustainability, service level measures

FY 2014

Measure	Southwest Portland	Citywide
District focused planning projects	1	3
District focused implementation projects	0	4
Number of public contacts	859	6,065
Businesses assisted through Sustainability at Work Program	124	1,013
Curbside recovery rate (residential)*	72.2%	69.1%
Number of district liaisons	1	7

Source: Bureau of Planning and Sustainability

* Based on tonnage reported by Portland's residential waste collectors for calendar year 2013. Percentages do not include commercial, multifamily and dropped off material.

Office of Neighborhood Involvement, service level measures

FY 2014

Measure	Southwest Portland	Citywide
Number of neighborhood offices	1	7
Neighborhoods within area	17	95
Number of crime prevention trainings	52	684
Number of National Night Out parties	33	177
Number of basic problem location cases (e.g., neighbor dispute)	335	2,939
Number of complex problem location cases (e.g., drug house)	22	258
Number of volunteer graffiti clean ups	24	488
Number of liquor license applications	60	1,947
Number of liquor licenses at year end		3,314
Number of Time Place Manner warnings/enforcements (nuisance and livability issues at alcohol serving establishments)	2	87
Number of meetings and events	378	3,227
Number of community trainings/workshops	1	78
Number of communications sent out	632,354	2,923,034
Number of small grants awarded	0	0
Value of small grants awarded	0	0

Source: Data provided by Office of Neighborhood Involvement.

APPENDIX B

Bureau-reported efforts and context

Public Safety

Police Bureau

There are three police precincts in Portland. The Southwest neighborhood area is a part of the larger Central Precinct. The Central Precinct includes downtown Portland and serves a very large daytime population. The Southwest area contains parts of seven patrol districts. In addition, the Bureau maintains a community policing office in the Multnomah Arts Center.

Portland Fire and Rescue

There are six fire and rescue stations whose service areas are entirely or partially located in Southwest: Station 4 (Portland State University), Station 5 (Hillsdale), Station 10 (Burlingame), Station 15 (Portland Heights), Station 16 (Sylvan), and Station 18 (Multnomah Village).

In 1998, Portland voters approved general obligation bonds for improvements to existing Fire and Rescue stations and construction of new stations, including seismic upgrades and reconfigured stations to improve response times. Station 18, located at 8720 SW 30th Ave. was the last of the Southwest Portland fire stations to be upgraded in 2012. According to the Fire Bureau, neighborhood groups participated and played an important role in advising the City about siting and designing new stations, and renovating existing stations. Response times remain slower than the city as a whole, which, according to the Bureau, is due to hilly terrain and winding roads in the area.

The Bureau replaced Engine 10, located at 451 SW Taylors Ferry Road, with equipment that can function as a fire engine or a ladder truck. According to Bureau managers, this has improved the response time and capabilities of fire suppression resources when needed for a structure fire or serious motor vehicle accidents.

The Bureau recently added a home fire safety inspection program initiated from Station 4, located at 511 SW College. Citizens can arrange for a home inspection to ensure they have properly working smoke detectors, adequate clearance of combustibles from electrical panels or other ignition sources, and other fire prevention tips.

Fire Station 18, Multnomah Village, updated in bond program



Source: Audit Services Division

Utilities and the environment

Water Bureau

Most of Southwest receives water from the Bull Run watershed. After crossing the Willamette River, water is either stored at one of several reservoirs, like Washington Park, or is pumped directly to users. Many of the water facilities in this area were passed down from other water districts during the annexation process, and need upgrade and maintenance. Several key transmission mains pass through the neighborhood, including the Washington County Supply main, and supply lines to the City of Tigard, and to terminal reservoirs at Washington Park and Sam Jackson Tank. According to the Bureau, many of the distribution pipes in the area are older and deteriorate faster than in the rest of the city due to heavy clay and corrosive soils. Replacement and repair work is made more difficult due to hilly areas, narrow and unpaved streets, and poor pavement.

Utilities and the environment

Recent projects include relocation of facilities impacted by the Sellwood Bridge replacement, improved supply piping to the Burlingame Tanks and the Bertha Service area, and a number of smaller distribution main projects. Upcoming projects include a new pump station in Willamette Park, improvements to the Sam Jackson Pump Station, several new regulator vaults, distribution mains in SW Bancroft Terrace, and replacement of the Fulton Pump Main.

Despite a higher number of water quality complaints per 1,000 residents than the city overall, residents of Southwest report to be as satisfied with the quality of overall water services and tap water as other city residents.

Bureau of Environmental Services

The Bureau of Environmental Services provides wastewater and stormwater management services to Southwest Portland, which includes portions of the Fanno Creek, Tryon Creek, and Willamette River watersheds. According to the Bureau, the area's steep terrain and dense development create challenges to operating and maintaining sewer and stormwater infrastructure and protecting watershed health.

The Bureau recently completed the Burlingame Sewer Repair project, which combined stream bank improvements and habitat restoration with repair and protection of an aging sewer line located in the stream corridor. Other recently completed projects include adding green streets in Multnomah Village, installing stormwater management facilities in the Multnomah Art Center parking lot, and opening a stream to daylight at Spring Garden Park in order to improve water quality in Tryon and Fanno Creeks.

Partnerships with community organizations like Southwest Neighborhoods, Inc. enable the Bureau to work through the Watershed Resource Center to engage residents and private property owners in watershed health activities on both private and public property.

The Bureau also worked to construct a number of storm drainage projects in the area, such as the bioswale pictured below.

In addition to its stormwater infrastructure investments, the Bureau is working on pilot projects to reduce the threat of sewer back-ups into buildings and overflows into streets and streams.

The Bureau plans to invest over \$50 million in the next 10 years to improve the Tryon Creek Wastewater Treatment Plant, which treats wastewater from parts of Southwest Portland and Lake Oswego.

Bioswale intended to catch and disperse stormwater



Source: Audit Services Division

Parks and Recreation

The mission of Portland Parks and Recreation is to provide safe places, facilities, and programs that promote physical, mental, and social activity. The Parks Bureau maintains developed parks, trails, natural areas and a large community center in Southwest.

Despite the natural advantages and history of parks investment, the Bureau recognizes the need for improvements on several fronts. The area is hilly making it dangerous for pedestrians in the many areas of Southwest with no sidewalks. There are many soft surface trails throughout the area but not many that are paved and accessible.

The Southwest Community Center, with aquatic and exercise facilities, is the third most visited community center in the City. In addition, the Bureau operates the Multnomah Arts Center, which acts as a community hub for performing arts and classes such as pottery and weaving. The Center also houses a neighborhood community policing office.

In addition to smaller parks, Southwest is home to larger, regional parks such as Gabriel Park and Willamette Park.

The Bureau, along with the Bureau of Environmental Services, recently acquired 146 acres of natural area south of the Sellwood bridge called River View. How to develop and use the site has been controversial, as the area is home to 130 plant species, 31 mammal species and 74 avian species. The Bureau says the property comprises about half of the forest canopy in the 350 acre watershed located adjacent to the Willamette.

Planned projects include the South Waterfront Greenway that will eventually extend to downtown, and improvements to Willamette Park, including improved trails, a relocation of the dog park and repairs to the boat ramp.

Transportation

Bureau of Transportation

Portland Bureau of Transportation is responsible for planning, building, maintaining and managing Portland's transportation system. The Bureau is not responsible for maintaining unpaved streets, because streets must meet a certain standard to be considered part of the City's transportation infrastructure.

Early roads and sidewalks in Portland were usually funded by the developer building homes along a street, or by the adjacent property owners. As shown in the service level measure in Appendix B, 15.6 percent of Southwest Portland's streets were not maintained by the City in FY 2014, compared to 6.4 percent in the city overall.

Improving an unpaved street is the responsibility of the adjacent homeowners. Until recently, City financing through Limited Improvement Districts was only available for full street improvements which includes curbs, sidewalks on both sides of the streets, and storm water systems.

Despite the fact that they have the highest percentage of non-City-maintained streets of any area, residents appear to be about as satisfied as residents in other parts of the city regarding street maintenance and smoothness. Satisfaction with street maintenance, however, has been in steady decline since we began our Community Survey almost a quarter century ago.

In addition to regular maintenance work and major planning efforts, such as the Southwest Corridor Plan, the Bureau has also done work in the area to improve bike trails, sidewalks and pedestrian crossings.

New sidewalks and bike lane



Source: Audit Services Division

Housing and Community Development

Portland Development Commission

The Portland Development Commission is the City's urban renewal and economic development agency. Urban renewal is a state-authorized, redevelopment and finance program designed to help improve and redevelop Urban Renewal Areas (URAs) that are physically deteriorated, suffering economic stagnation, unsafe or poorly planned. URA boundaries are established by City Council. The Commission focuses on implementing plans that include commercial, retail, residential/mixed use, transportation and parks development.

The Commission's work in Southwest is focused on the North Macadam URA. The district was recently amended to expand the district by approximately 45 acres (35 acres from the Education URA, which was discontinued) and extend the last date to issue debt from FY 2019-20 to FY 2024-25.

In the North Macadam URA, the Bureau's investments are focused on public infrastructure investments that attempt to leverage private development and the associated increases of property tax revenue to the City and other taxing jurisdictions.

Public investment to date, and anticipated in the future, focus on transportation, parks and open space, affordable housing, and economic development. Staff managers told us that while portions of the North Macadam infrastructure is complete or will be complete with the projected investments, particularly at the north end of the district, there are additional infrastructure needs at the south end of the district for which the North Macadam URA budget is insufficient.

Portland Housing Bureau

The Portland Housing Bureau's mission is to solve the unmet housing need of the people of Portland. The Bureau sets housing policy, provides funding and manages contracts with third parties such as developers and not-for-profit agencies that provide housing related services.

Bureau managers told us that there has been little housing investment in Southwest. This is because few contractors have come forward to ask for help on proposed projects. Also, the lack of Urban Renewal work in Southwest, along with the restrictions which are always placed on that funding source, has limited the number of affordable housing projects. They suggest the need is not as great in this area compared to other areas of the city. The housing stock appears to be in good shape, according to Bureau managers, and to many residents.

Two large projects have been completed in recent years: Stephens Creek Crossing and the Village at the Headwaters Apartments. The \$53.9 million Stephens Creek project replaced an existing housing project, doubling the capacity from 60 units to 122 units. The Village at the Headwaters was developed as affordable housing for seniors.

**Bureau of
Development Services**

The Bureau of Development Services applies and enforces the City's building, development, land use, and some local livability codes. As opposed to providing a blanket service across Portland, the work of the Bureau is demand driven and fee based. Bureau staff review building plans, issue permits, and perform building related inspections when requested. They also perform inspections after receiving complaints. As such, Bureau managers point out that today, much of their work is focused on the central city where substantial development is taking place.

Demand for Bureau work in Southwest is not as great as in other parts of the city. As shown in our performance data in Appendix A, fewer inspections were conducted in Southwest compared to other areas in total.

Bureau of Planning and Sustainability

The Bureau of Planning and Sustainability is responsible for a variety of issues, including land use planning, research, urban design, and sustainability related policy making regarding energy use, green building, and household waste.

The Bureau creates plans to guide growth and development and address climate change, such as the Comprehensive Plan, the Portland Plan and the Climate Action Plan. These include area-specific plans like those for Southwest Portland.

The Bureau has a District Liaison program that began in 2003. The District Liaison program covers the entire city, divided into six districts – West, East, Northeast, Southeast, North and Central City. Planners assigned as District Liaisons serve as two-way conduits of information between the City and the community in their areas. Liaisons also serve as technical advisors and resources for neighbors, organizations, businesses and institutions.

In 2014, most of the BPS effort in Southwest was centered on the Comprehensive Plan Update, the Southwest Corridor Plan and supporting the work of other City bureaus in this area.

Office of Neighborhood Involvement

The Office of Neighborhood Involvement serves as a communication link among community members, neighborhoods, and City bureaus. The Bureau partners with organizations including Neighborhood Associations, Neighborhood District Coalitions, Business District Associations, City bureaus, and a wide range of community organizations to involve the public in City government. Office staff also provide neighborhood livability direct services as well as information and referral.

The Bureau coordinates Portland’s “neighborhood network”, a system of 95 neighborhood associations and seven geographically-based neighborhood district offices or coalitions. Funding for neighborhood district offices/coalitions comes from this Bureau. Southwest Neighborhoods, Inc. is one of the city’s most active associations. It is

one of Portland's seven neighborhood districts. The program manager explained that the work of the office is to support Neighborhood Associations and volunteers doing work in the community. The Southwest organization supports neighborhood events like clean-ups, they advocate for Southwest Portland with public agencies, and is focused on ongoing community involvement designed to build social infrastructure.

APPENDIX C

Demographics

Demographics

	Southwest Portland		City of Portland	
	Estimate	Percent	Estimate	Percent
SEX AND AGE				
Total population	71,486		594,687	
Male	34,786	48.7%	294,306	49.5%
Female	36,700	51.3%	300,381	50.5%
Under 5	3,405	4.8%	35,449	6.0%
5 to 9	3,665	5.1%	32,558	5.5%
10 to 14	3,542	5.0%	27,828	4.7%
15 to 19	3,744	5.2%	29,850	5.0%
20 to 24	4,878	6.8%	41,822	7.0%
25 to 34	11,322	15.8%	116,585	19.6%
35 to 44	10,634	14.9%	97,317	16.4%
45 to 54	9,838	13.8%	77,711	13.1%
55 to 59	6,268	8.8%	38,094	6.4%
60 to 64	5,008	7.0%	33,382	5.6%
65 to 74	5,506	7.7%	35,112	5.9%
75 to 84	2,293	3.2%	18,321	3.1%
85 and over	1,383	1.9%	10,658	1.8%
RACE AND ETHNICITY				
White	62,642	87.6%	460,202	77.4%
African American	1,116	1.6%	37,225	6.3%
American Indian/Alaska Native	416	0.6%	4,685	0.8%
Asian	3,286	4.6%	44,552	7.5%
Native Hawaiian/Other Pacific Islander	159	0.2%	3,293	0.6%
Other	840	1.2%	18,684	3.1%
Two or more races	3,027	4.2%	26,046	4.4%
Hispanic or Latino	3,316	4.6%	56,058	9.4%
EDUCATIONAL ATTAINMENT*				
High school graduate or higher	> 90.0%		> 90.0%	
Bachelor's degree or higher	64.1%		43.8%	

	Southwest Portland		City of Portland	
	Estimate	Percent	Estimate	Percent
COMMUTING TO WORK				
Workers age 16 and over	37,416		302,410	
Drove alone	24,927	66.6%	178,423	59.0%
Carpooled	2,752	7.4%	27,461	9.0%
Public transportation	3,263	8.7%	35,219	11.6%
Walked	1,986	5.3%	17,549	5.8%
Other	1,207	3.2%	21,728	7.2%
Worked at home	3,281	8.8%	22,030	7.3%
INCOME AND BENEFITS (2013 adj\$)				
Total households	31,100		250,133	
Less than \$10,000	1,677	5.4%	21,674	8.7%
\$10,000 to \$14,999	927	3.0%	14,247	5.7%
\$15,000 to \$24,999	1,838	5.9%	25,381	10.1%
\$25,000 to \$34,999	2,511	8.1%	24,944	10.0%
\$35,000 to \$49,999	3,288	10.6%	33,729	13.5%
\$50,000 to \$74,999	4,754	15.3%	43,116	17.2%
\$75,000 to \$99,999	4,088	13.1%	30,438	12.2%
\$100,000 to \$149,999	5,423	17.4%	32,654	13.1%
\$150,000 to \$199,999	2,847	9.2%	11,581	4.6%
\$200,000 or more	3,747	12.0%	12,369	4.9%
Less than \$50,000	10,241	32.9%	119,975	48.0%
\$100,000 or more	12,017	38.6%	56,604	22.6%
HOUSING OCCUPANCY				
Total housing units	33,189		266,581	
Occupied	31,100	93.8%	250,133	93.8%
Vacant	2,089	6.3%	16,448	6.2%
TOTAL HOUSEHOLDS				
Total households	31,100		250,133	
Avg household size	2.3		2.3	
Avg family size	2.8		3.0	
HOUSING TENURE				
Occupied housing units	31,100		250,133	
Owner occupied	19,813	63.7%	133,467	53.4%
Renter occupied	11,287	36.3%	116,666	46.6%

* Age 25 and over

Source: U.S. Census Bureau, 2013 American Community Survey 5-year estimates

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Southwest Portland: Residents rate livability highly while some services are much worse than citywide

Report #467, July 2015

Audit Team Members: Ken Gavette, Bob MacKay,
Luis Sandoval

Mary Hull Caballero, City Auditor
Drummond Kahn, Director of Audit Services

Other recent audit reports:

Surplus Real Property: Policy, central management, and inventory of real property holdings needed (#461, April 2015)

City Attorney's Office: Good practices in place; next steps include strategic plan, measures, and post-contract evaluations (#459, March 2015)

Police Training Division: Progress made, but evaluating impacts on officer performance must be improved (#457, March 2015)

This report is intended to promote the best possible management of public resources. This and other audit reports produced by the Audit Services Division are available for viewing on the web at: www.portlandoregon.gov/auditor/auditservices. Printed copies can be obtained by contacting the Audit Services Division.

