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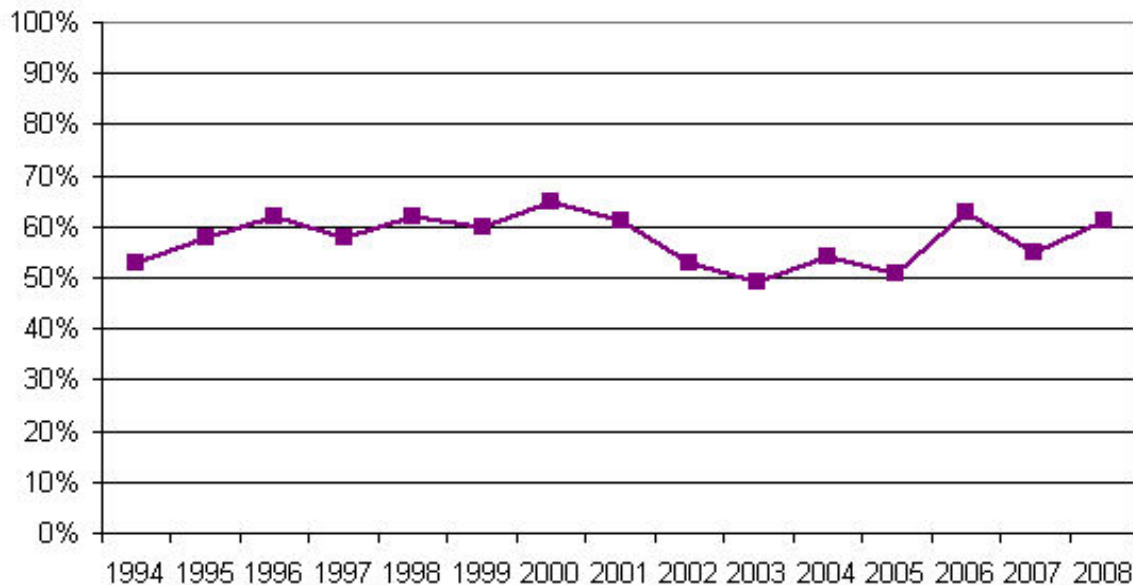
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 → **Governance & Civic Participation**

76 Government Performance - [Printable Version](#) - [Edit Content](#)

Increase the percentage of people who feel local government is doing a good job at providing services.

City of Portland citizens' satisfaction with government performance had been decreasing since the start of the decade, reaching the lowest figure on record in 2003 (49%). This figure was likely due to fall-out from the water billing software debacle in 2001, which cost the city millions and led to a rate increase to help offset those losses. In 2008, however, 61% rated local government's job at providing services as either 'Very Good' or 'Good', matching the 2001 level.

Percent of Portland Residents who rate Government Delivery of Services as 'Very Good' or 'Good'



Source: Portland Audit Services Division, Citizen Survey

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