

Office of the City Auditor
1995 Winner
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City of Portland

Service Efforts and Accomplishments: 1994-95

Fifth Annual Report on City Government Performance



Office of the City Auditor
Portland, Oregon

December 1995



CITY OF
PORTLAND, OREGON
OFFICE OF CITY AUDITOR

Barbara Clark, City Auditor
Audit Services Division
Richard Tracy, Audit Director
1220 S.W. Fifth Ave., Room 120
Portland, OR 97204
(503) 823-4005

December 29, 1995

TO: Mayor Vera Katz
Commissioner Earl Blumenauer
Commissioner Charlie Hales
Commissioner Gretchen Kafoury
Commissioner Mike Lindberg

SUBJECT: City of Portland Service Efforts and Accomplishments: 1994-95 (Report #215)

This is the City of Portland's fifth annual performance report. It contains information on the spending, workload, and results of the City's six major public services as well as information from six comparison cities. The report also contains the results of our fifth citizen survey conducted this past September, which this year included some questions about Multnomah County services.

I am confident that reliable information on the performance of City services will continue to strengthen our accountability to the public and improve government efficiency and effectiveness.

This report was prepared by my Audit Services Division in cooperation with the management and staff of the City's largest bureaus. I want to thank them for their efforts and cooperation.

In addition, staff from Multnomah County Auditor Gary Blackmer's office helped prepare, conduct and tabulate the citizen survey.

Barbara Clark, CPA
Portland City Auditor

City of Portland

Service Efforts and Accomplishments: 1994-95

Fifth Annual Report on City Government Performance

A Report by the Audit Services Division
Report #215

Office of the City Auditor
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Summary

This is the City Auditor's fifth annual report on the performance of City government. It contains information on the *Service Efforts and Accomplishments* of the City's largest and most visible public programs.

The information was independently checked by City Auditor staff and is intended to help improve the City's accountability to citizens. The report should also help readers evaluate service performance and improve programs.

The report compares fiscal year 1994-95 performance to the prior four years, and to established goals and targets. In addition, Portland's spending and workload are compared to six other cities: Charlotte, Cincinnati, Denver, Kansas City, Sacramento, and Seattle.

The report also includes the results of the City Auditor's 1995 Citizen Survey, in which almost 4,400 City residents rated the quality of City services. We randomly selected residents from the seven large neighborhood regions in Portland so that their comments would statistically represent the opinions of all residents.

The following summaries highlight Portland's most important performance trends and point out problem areas that may need attention. The reader is urged to read the entire report to more fully understand its objectives, scope and methodology, and the mission and work of each major program.

Police Portland residents feel safer than they did four years ago. Also:

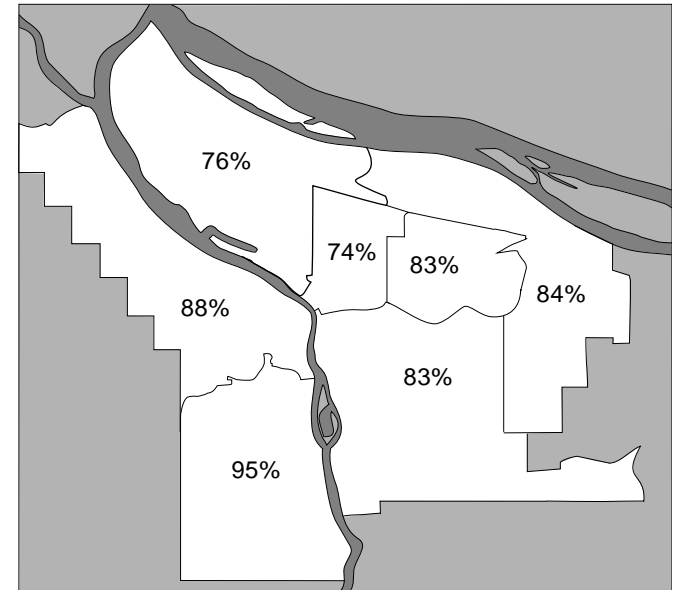
- the rate of major crimes has stayed relatively constant.
- 70% of residents rate police service good or very good.
- victimization rates for burglary dropped 5%.
- residents in the North and Northwest neighborhoods feel significantly safer than in 1991.

WARNINGS

- Portland’s crime rate is higher than the six cities’ average.
- the Bureau continues to lack performance data on community policing’s success in solving problems.

% of residents feeling “safe” or “very safe” walking alone in their neighborhood					
	1995	1994	1993	1992	1991
Day	84%	82%	80%	81%	77%
Night	40%	37%	35%	38%	34%

Percent of residents rating their neighborhood “safe” or “very safe” during the day



Emergency incidents

	Major crimes/ 1,000 residents	Structural fires/ 1,000 residents
1990	112	2.9
1991	112	2.5
1992	114	2.5
1993	111	2.4
1994	112	2.3
6 city average	98	2.3

Fire, Rescue and Emergency Services

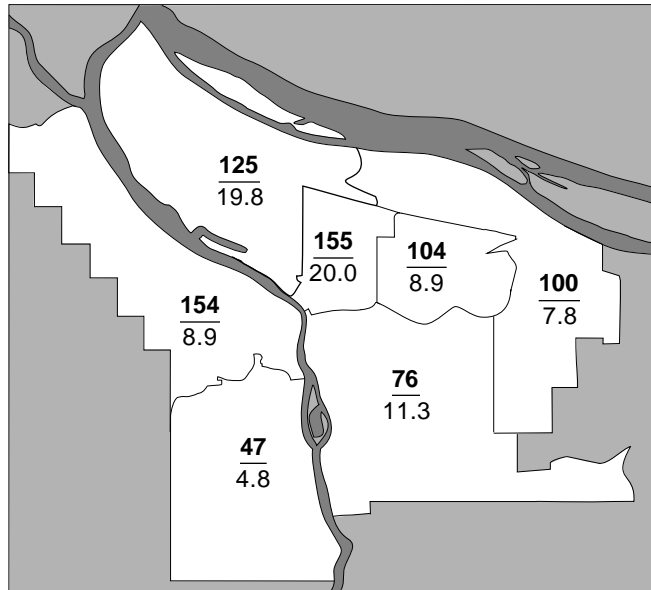
Portlanders are much safer from fires than four years ago:

- the number of structural fires per 1,000 residents declined by 21%.
- lives lost to fire dropped to a five year low.
- Portland has an average number of fires compared to other cities.
- the percent of residents who are unprepared for major disasters improved slightly.

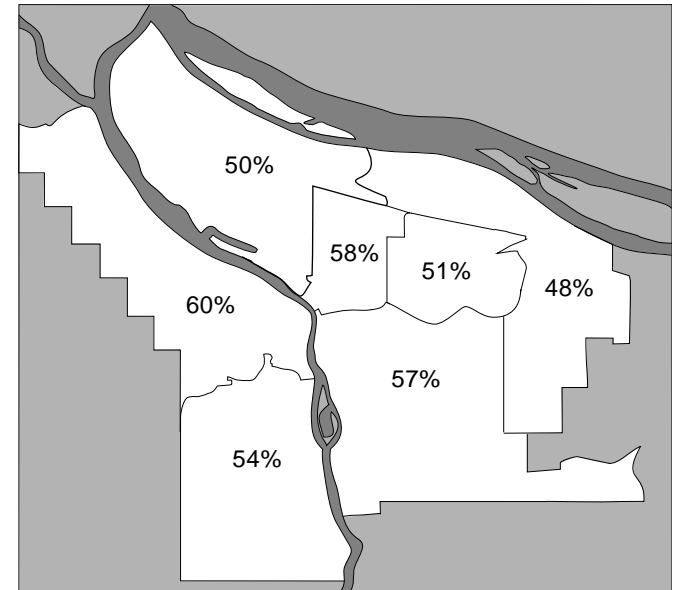
WARNINGS

- response time improved last year but still remains far below the Bureau goal of 90% of calls within four minutes.
- North and Northeast neighborhoods continue to experience many more fires than other parts of town.

Crimes per 1,000 residents / Residential fires per 10,000 households



Percent of residents who are unprepared for major disaster



Parks & Recreation

Portland residents remain highly satisfied with Park & Recreation services:

- about 85% rate park cleanliness and grounds maintenance good or very good.
- 67% feel safe or very safe in parks during the day.
- only half the survey sample expressed an opinion on recreation services. Of these, 64% rate the affordability of recreation good or very good.

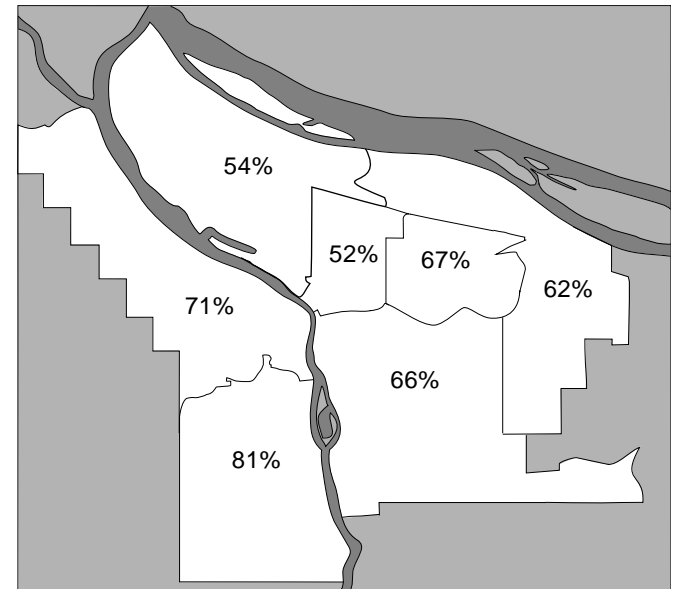
Percent of neighborhood residents rating parks and recreation services “good” or “very good”

	1995	1994	1993	1992	1991
Parks:					
Clean grounds	85%	86%	84%	83%	84%
Grounds maint.	83%	82%	82%	80%	81%
Beauty	71%	68%	68%	68%	69%
Recreation:					
Affordability	64%	65%	66%	67%	66%
Variety	60%	61%	61%	63%	59%
Number	53%	53%	54%	56%	54%

WARNINGS

- Parks & Recreation has improved the quality of performance information but more effort is needed to develop reliable data on recreation participation and youth attendance.

Percent of residents who feel “safe” or “very safe” in closest park during the day



Transportation

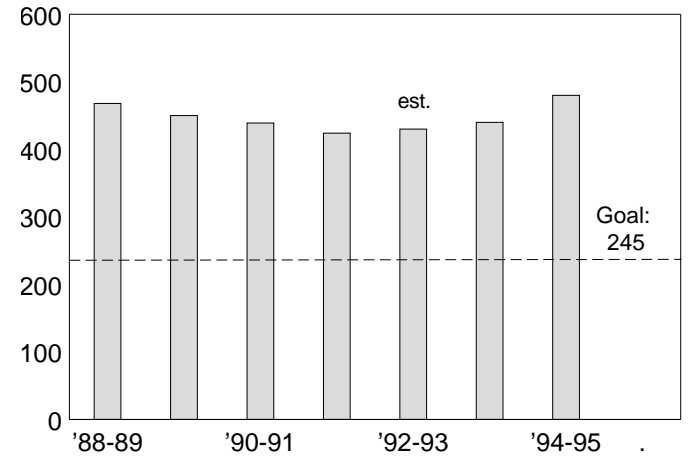
Over the past four years the performance of Transportation services has declined in several areas:

- the backlog of streets needing maintenance increased for the third straight year.
- the percent of streets rated in good condition by the Bureau dropped by 6%.
- citizens rate traffic management lower than any other city service.
- spending per capita on street and traffic services has declined by 14%.

WARNINGS

- attention is needed to address negative performance trends.

Miles of street maintenance backlog



SOURCE: PDOT: Status and Condition Report, July 1994 and Bureau of Maintenance records.

Percent of residents rating neighborhood street and traffic services “good” or “very good”

	1995	1994	1993	1992	1991
Street cleanliness	60%	63%	61%	60%	57%
Street smoothness	55%	60%	55%	56%	54%
Traffic safety	40%	41%	41%	-	-

Bureau ratings of streets in “good” or “very good” condition

	1995	1994	1993	1992	1991
Streets	56%	60%	63%	62%	62%
Intersections	81%	81%	81%	81%	81%

Environmental Services

The Bureau continues to make significant efforts to clean water and increase recycling:

- wastewater treated by plants meets state standards.
- almost 13,000 properties in mid-county are now connected to new sewer lines.
- citizen satisfaction with sewer services increased by 16% the past four years.
- 36% of residential solid waste is now diverted from the landfill due to recycling.

WARNINGS

- sewer bills will continue to increase faster than inflation as the billion dollar Combined Sewer Overflow (CSO) program gathers speed.

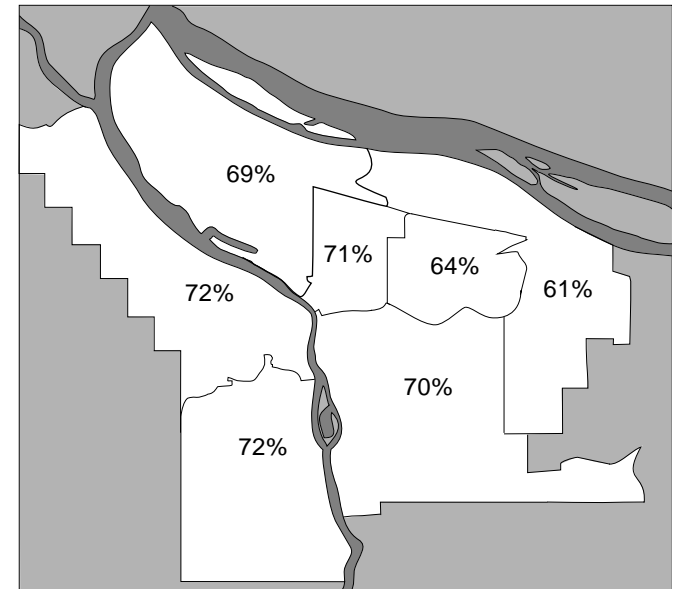
Monthly sewer and water bills
(adjusted for inflation)

	Sewer	Water
'90-91	\$13.14	\$11.96
'91-92	\$15.63	\$12.46
'92-93	\$18.30	\$12.74
'93-94	\$18.14	\$13.01
'94-95	\$19.80 *	\$12.68
	\$24.26 **	
6 city average	\$21.02 **	\$12.30

* actual average bill

** based on 1000 cu ft of water use

Percent of residents rating sewer service to their home "good" or "very good"

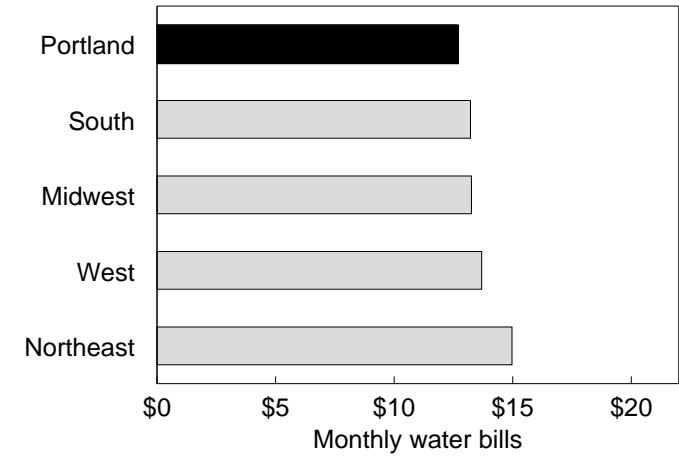


SOURCE: Auditor's Office 1995 Citizen Survey

Water Portland residents receive clean and reasonably priced water.

- city water meets federal quality standards.
- water bills are average compared to our six comparison cities and below other regions in the country.
- citizen satisfaction with water services remains relatively high.

Comparable monthly residential water bills: Portland and national regions



NOTE: Based on monthly water use of 1000 cubic feet plus service charge.

Water and wastewater quality

	'94-95 bureau results	Goal or standard
Water:		
Nitrite (mg/l)	.0005	<1.0
Turbidity (NTU)	3.0	<5.0
THM (mg/l)	.0173	<0.1
Wastewater:		
% industrial tests in compliance	97%	>80%
% BOD removed	94%	>85%

Overall city spending

Overall, the City spent about \$771 per capita on its six major services in 1994-95:

- Police and Environmental Services are the most costly city services per capita.
- Parks & Recreation and Streets/Traffic are the least costly.
- spending and staff level grew the most in Environmental Services.
- staffing in Fire declined 12% over the past four years.
- Streets/Traffic services spending declined 14% but staffing is unchanged.
- the majority of City employees are in public safety.

Spending per capita
(adjusted for inflation)

	'94-95	% change from '90-91
Police	\$229	+11%
Fire	\$161	-2%
Environmental Services*	\$142	+18%
Water*	\$93	-6%
Streets/Traffic	\$78	-14%
Parks & Recreation	\$68	+5%
TOTAL	\$771	+3%

* operating expenditures and debt service, excluding refinancing

Authorized staffing

	'94-95	% change from '90-91
Police	1,254	+22%
Fire	741	-12%
Water	500	+2%
Environmental Services	419	+26%
Parks & Recreation**	328	+5%
Streets/Traffic	285	0%
TOTAL	3,527	+7%

** excludes seasonal employees

Overall citizen satisfaction

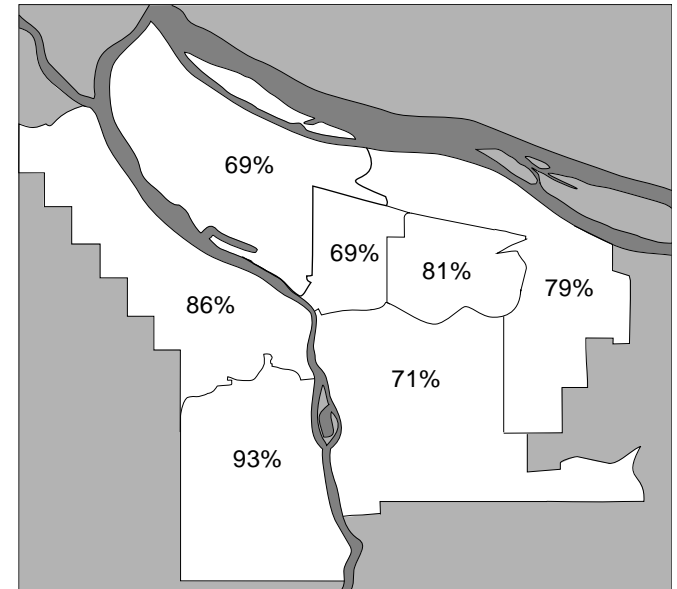
Except for streets and traffic management, Portland residents are more satisfied with services than four years ago:

- Fire has remained the highest rated service.
- sewers (16%), storm drainage (10%) and police (10%) have had the biggest increase in quality ratings.
- traffic management ratings have declined from 43% to 39%.
- ratings for street maintenance and lighting are largely unchanged.
- on average, 79% of residents feel their neighborhood’s livability is good or very good.

Percent of residents rating overall quality “good” or “very good”

	1995	1994	1993	1992	1991
Fire	88%	89%	88%	88%	88%
Recycling	79%	77%	74%	72%	-
Parks	78%	77%	76%	77%	72%
Police	70%	70%	68%	63%	60%
Water	70%	67%	65%	57%	68%
Recreation	68%	68%	62%	63%	59%
Street lighting	60%	61%	61%	61%	-
Sewers	54%	51%	42%	41%	38%
Street maintenance	48%	50%	49%	50%	45%
Storm drainage	43%	42%	36%	37%	33%
Traffic management	39%	40%	40%	43%	-

Percent of residents rating their neighborhood livability “good” or “very good”



Introduction

The purpose of this report is to:

- improve the public accountability of City government;
- assist City Council and managers make better decisions; and
- help improve the delivery of Portland's major public services.

This is the City Auditor's fifth annual report on the efforts and accomplishments of Portland's six major services. The Introduction describes the report's scope and methodology, limitations, and relationship to the annual budget.

Chapters 1 through 6 present mission statements, background data, and workload and performance measures for Portland's major services: Fire, Police, Parks and Recreation, Transportation, Environmental Services and Water.

Appendices A and B provide more detailed information on the results of our annual citizen survey and data from other cities.

Measuring government performance

Public officials are responsible for using tax dollars well, providing quality services at reasonable cost, and being accountable to the public for results. To help achieve these objectives, they need reliable and useful information on the performance of public services.

However, government performance is difficult to measure. Government mandates are broad, objectives are complex and varied, and desired outcomes are usually not explicit. Moreover, unlike private enterprises, public services generally lack the barometer of profit and loss to help gauge success. Because government goals are usually not monetary, other indicators of performance are needed to measure and evaluate the results of services.

This report attempts to address the need for information on the performance of Portland's major services. It presents data not only on spending and workload, but on the outcome and results of services. To provide context and perspective, comparisons are made with prior years, targeted goals, and other cities.

Finally, the report presents the opinions of customers — the public — on the quality of services they pay for and receive. For some services, public opinion is the primary indicator of quality and impact. For other services, public opinion provides only a general measure of effectiveness.

Publishing this report annually addresses two major objectives. First, it will help improve the City's public accountability by providing consistent and reliable information on the performance of City services over time. Second, the reported information should help Council and managers make better decisions by concentrating attention on a few important indicators of spending, workload and results. Ultimately, the report should help managers and elected officials improve the performance of public programs.

Report methodology

The Audit Services Division of the Office of the City Auditor prepared this report with the cooperation and assistance of managers and staff from several bureaus. The following describes our major work efforts.

Selected indicators. The report contains three types of indicators:

- *Spending and staffing data* include expenditures, staffing levels, and the number of people and square miles served.
- *Workload information* shows the type and amount of work effort, and the level of public demand for the service.
- *Performance information* indicates how well services met their major goals, and how satisfied citizens are with the quality of services.

The indicators were developed cooperatively with managers, bureau staff and auditor input. This year we added and refined several indicators, and will continue to add and refine indicators in future years as programs evolve, data improves, and objectives change.

Collected indicator data. Based upon an agreed set of indicators, we provided data collection forms to each bureau. Bureaus collected data for fiscal year 1994-95 using

budget and accounting records, annual reports, and internal information systems.

Gathered inter-city data. We gathered data from six comparison cities: Charlotte, Cincinnati, Denver, Kansas City, Sacramento and Seattle. These cities have similar populations, service area densities, and costs of living to Portland. Additionally, the cities represent a broad geographic distribution.

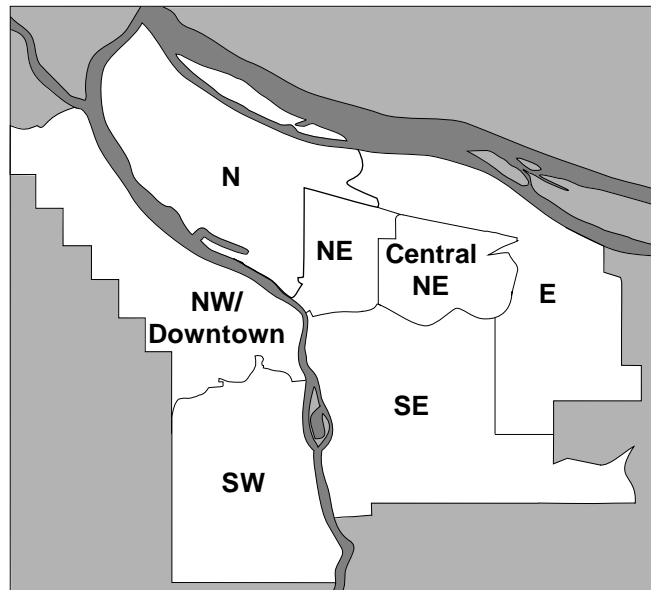
Most of the inter-city information was obtained from the annual budgets, Comprehensive Annual Financial Reports, and other internal records. We also contacted personnel in each city to clarify and verify certain data.

Appendix B contains a summary of the data collected from the other cities.

Surveyed citizens. To get information on citizens' satisfaction with the quality of City services, we conducted a citywide survey in September, 1995. We mailed approximately 9,700 surveys to randomly selected residents in seven broad neighborhood regions, closely aligned with the Office of Neighborhood Association's seven neighborhood coalition boundaries. As shown in the following map, we surveyed residents in the following neighborhoods: Southwest, Northwest (including downtown), North, Northeast, Central Northeast, East and Southeast.

The survey asked 76 questions on services, plus basic demographics. Approximately 4,400 surveys were returned by City residents, for a response rate of 45%. Appendix A contains the complete questionnaire, results, and an explanation of our methodology.

Figure 1 1995 Citizen Survey neighborhoods



For the second year, we collaborated with the Multnomah County Auditor's Office to include questions on county services and expand the survey area to include all of Multnomah County. County-wide results are reported separately by the County Auditor.

Prepared and reviewed the report. We checked the accuracy and reliability of all the data provided by bureaus, other cities, and citizens. We checked information by comparing reported data to budgets, completed financial and performance audits, and other reports and documents obtained from bureaus and cities. We talked to staff and managers to resolve errors and discrepancies. We did not audit source documents such as 9-1-1 computer tapes or water quality test samples.

We also provided a draft report to each bureau, the mayor and commissioners. We contacted them to get comments and suggestions for improvement.

In order to account for inflation, we expressed financial data in constant dollars. We adjusted dollars to express all amounts as a ratio of the purchasing power of money in FY 1994-95, based on the Portland-Vancouver Consumer Price Index for All Urban Consumers.

To help the reader interpret the data, the report contains three comparisons. First, Portland's '94-95 data is compared to information from the previous four years. Second, performance results are compared to planned goals or other standards. Third, some of Portland's cost and workload data are compared to other cities.

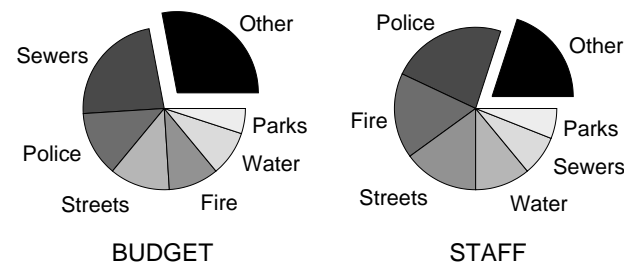
Report scope and limitations

This report provides information on the service efforts and accomplishments of six major City of Portland services:

- Fire and Emergency Services
- Police
- Parks & Recreation
- Transportation
- Environmental Services
- Water

As illustrated in the following figure, the services together comprise about 70% of the City's budget and 80% of its staff. These six services are generally viewed as the most visible and important of the direct services provided to the public by the City.

Figure 2 Major services as proportion of total budget and staff



SOURCE: FY 1994-95 City of Portland Adopted Budget

The report does not include information on all the activities and important programs of the City of Portland. For example, general government services such as purchasing and personnel are not included, nor are some smaller but important programs such as land use planning, and inspecting and permitting new buildings.

Additionally, complete workload and performance information is not yet available for some services. For example, certain indicators needed to measure the effectiveness of community policing and parks are still being defined and collected. Data may be available in next year's annual performance report, but it may be two or three years before trends are evident or performance goals can be targeted reliably.

Also, inter-city comparisons should be used carefully. We have tried to exclude unusual variations in the kinds of services offered in each city so that inter-city comparisons are fair. However, deviations in costs, staffing, and performance may be attributable to factors our research did not identify. Great deviations from average should be the starting point for more detailed analysis.

Finally, while the report may offer insights on service results, it does not thoroughly analyze the causes of negative or positive performance. Some deviations can be explained simply. However, more detailed analysis by bureaus or performance auditors may be necessary to provide reliable explanations for results. This report can help focus research on the most serious performance concerns.

Relationship to annual budget and financial reporting requirements

The report should be used during the annual budget process. It gives Council, managers, and the public a “report card” on the past to help make better decisions about the future.

In addition, many of the indicators contained in this report are also used by bureaus in preparing their budgets. We have worked closely with the Bureau of Financial Planning to coordinate our efforts to improve the quality of performance information available to the City Council. Our initial efforts promise wider coordination between the budget and audit process in the future.

Performance information is not required by state law or by generally accepted financial reporting. However, the Government Accounting Standards Board (GASB) is actively considering expanding the type of information presented in traditional financial

statements to include performance information such as the type presented here. In April 1994, GASB issued *Concepts Statement No. 2 on concepts related to Service Efforts and Accomplishments Reporting*. The Statement explains SEA reporting and indicates that further experimentation and analysis is needed before GASB adopts standards that would significantly modify financial reporting practices in state and local government.

Chapter 1 Fire and Emergency Services

Service Mission

The mission of the Bureau of Fire, Rescue and Emergency Services is to provide a safe environment for Portland citizens, to respond to fire, medical and other emergencies, and to provide related services to the public.

The Bureau's primary services include:

- responding to fire, medical and other emergencies such as hazardous materials incidents, rescues, and natural disasters.
- preventing fires and promoting safety through public education, training, fire code inspections and building plan reviews.
- planning for large emergencies and disasters.

The Bureau also conducts a number of activities to support emergency response, prevention and management, such as building and vehicle maintenance, firefighter training, and general management and ad-

ministration. Central radio dispatch was done by the Bureau until FY 1993-94, when it was transferred to the Bureau of Emergency Communications.

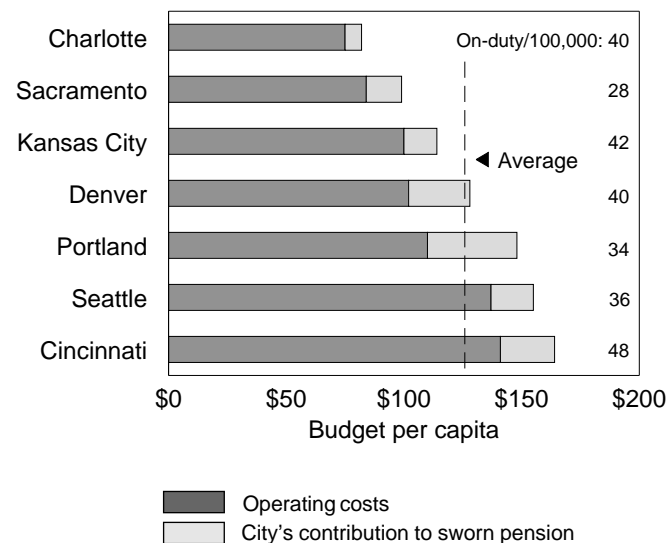
Spending and Staffing Data

Total spending for fire, rescue and emergency medical services continues to keep pace with population and service growth:

- total spending per capita has stayed relatively constant.
- on-duty staffing remains unchanged from last year, but almost matches levels of four years ago.

Portland's spending for fire services is higher than the other cities' average due partly to the cost of benefits paid to retired and disabled firefighters. Although a recent actuarial study showed that Portland's benefit levels are comparable to other cities, the pay-as-you-go financing method established by City Charter does not take advantage of interest earnings that are used by pre-funded systems to offset benefit costs.

Figure 3 Fire budgets per capita and on-duty firefighters per 100,000 residents: Portland and 6 other cities



SOURCE: FY 1994-95 and CY 1994 budgets and CAFRs

	City population	Expenditures (in millions/constant '94-95 dollars)				TOTAL	On-duty emergency staffing	Total spending per capita (constant '94-95 dollars)
		Emergency	Prevention	Other	Sworn ret./disab.			
FY 1990-91	438,802	\$41.5	\$3.3	\$7.5	\$19.7	\$72.1	171	\$164
FY 1991-92	454,150	\$38.9	\$4.1	\$9.6	\$20.5	\$73.2	159	\$161
FY 1992-93	459,300	\$37.5	\$4.3	\$10.7	\$20.4	\$72.9	159	\$159
FY 1993-94	471,325	\$41.6	\$4.4	\$9.1	\$20.7	\$75.8	167	\$161
FY 1994-95	495,090	\$42.9	\$4.4	\$11.7	\$20.5	\$79.6	167	\$161
% change '90-91 to '94-95	+13%	+3%	+32%	+56%	+4%	+10%	-2%	-2%

NOTE: All data exclude areas served under contract unless otherwise noted.

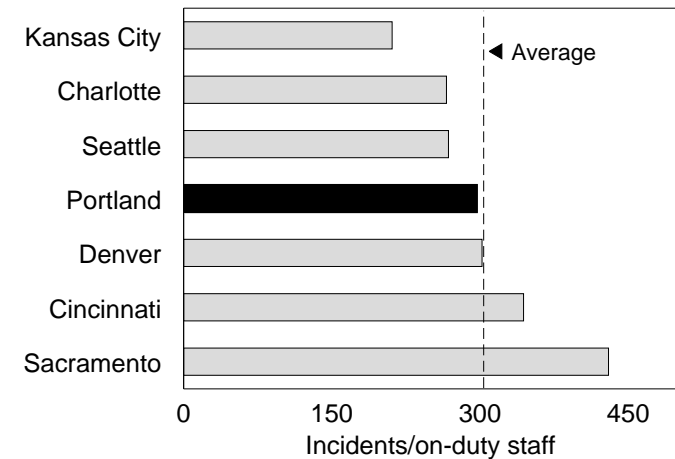
Workload Indicators

Total incidents have remained essentially unchanged over the last five years, while the number of structural fires has declined 9%:

- Portland firefighters are about as busy responding to incidents as firefighters in other cities.
- the number of code inspections and violations continue to decline primarily because some inspectors have been assigned to regular firefighting duties in addition to their inspection duties.

The decline in “other” incidents and increase in fire and medical incidents may be due to different record-keeping practices instituted last year when fire and medical dispatch responsibilities were transferred to the Bureau of Emergency Communications. Past incidents may have been incorrectly classified as

Figure 4 Incidents per on-duty emergency staff: Portland and 6 other cities



SOURCE: Audit Services survey of other cities and Bureau records

“other”. The Bureau has been working to improve their classification and recording of incidents.

	Incidents *				Structural fires	Incidents per on-duty emergency staff	Code inspections**	Code violations found **
	Fire	Medical	Other	Total				
FY 1990-91	2,792	25,059	22,111	49,962	1,276	292	13,279	17,709
FY 1991-92	3,120	24,980	15,368	43,468	1,130	273	13,863	21,139
FY 1992-93	2,920	26,623	14,732	44,275	1,166	278	13,107	18,811
FY 1993-94	2,817	26,548	14,815	44,180	1,117	265	12,173	15,852
FY 1994-95	3,203	35,011	11,967	50,181	1,157	297	10,762	11,822
% change '90-91 to '94-95	+15%	+40%	-46%	0%	-9%	+2%	-19%	-33%

* '94-95 data is from the new BOEC dispatch system

** data through FY 1993-94 includes District 10 contract areas

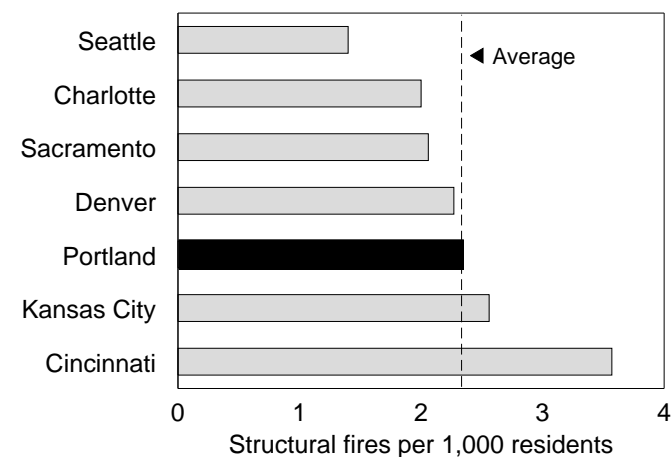
Performance Indicators

Fire safety improved significantly last year. All indicators showed improvements from four years ago:

- lives lost per 100,000 residents dropped to 1.0, a five year low.
- structural fires per 1,000 residents declined by 21%.
- fire property losses dropped by nearly one-fourth.
- travel times to fires and medical calls improved, although they still remain well below the Bureau's goal and the industry standard.

Improved travel times, however, may be due to changes in record-keeping practices at the consolidated dispatch center. We could not determine if this year's data are more or less accurate than previous years' data.

Figure 5 Structural fires per 1,000 residents: Portland and 6 other cities



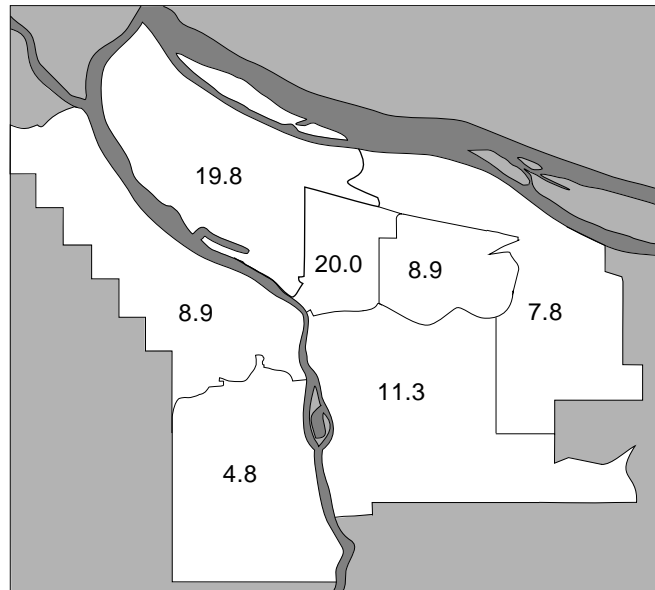
SOURCE: Audit Services survey of other cities and bureau records

	Fires/1,000 residents		Lives lost/ 100,000 residents	Total fire loss per capita (constant '94-95 dollars)	Property loss as a % of value of property exposed	% of travel times within 4 mins.	
	Structural	Total				Fire	Medical
FY 1990-91	2.9	6.4	3.2	\$38.83	.39%	72%	75%
FY 1991-92	2.5	6.9	2.0	\$54.82	.47%	72%	74%
FY 1992-93	2.5	6.4	2.2	\$33.51	.20%	71%	72%
FY 1993-94	2.4	6.0	3.0	\$38.68	.44%	66%	70%
FY 1994-95	2.3	6.5	1.0	\$29.93	.30%	73% **	79% **
Goal	-	-	<2.3 *	<\$41.10 *	<.36% *	90%	90%
% change '90-91 to '94-95	-21%	+1%	-68%	-23%	-22%	+1%	+5%

* no more than 97% of prior 3 years' average

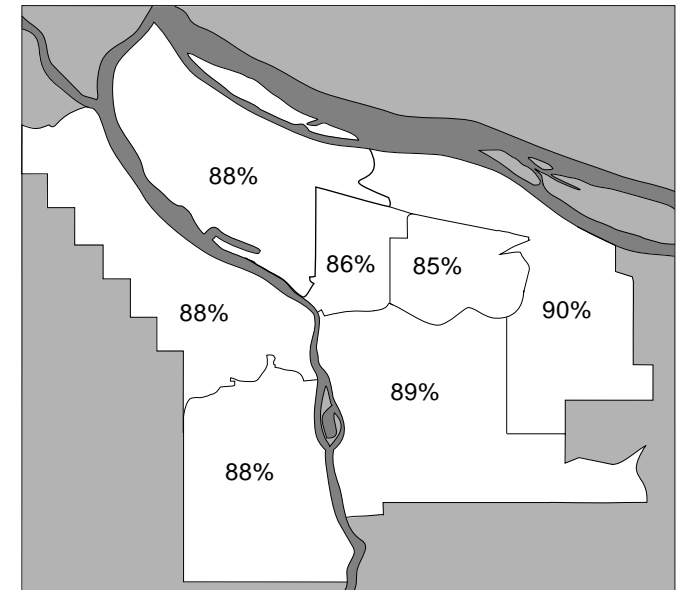
** new source is BOEC dispatch system

Figure 6 Residential fires per 10,000 household units:
Portland neighborhoods



SOURCE: Fire Bureau records on '94-95 residential fires with \$10,000 or more fire loss

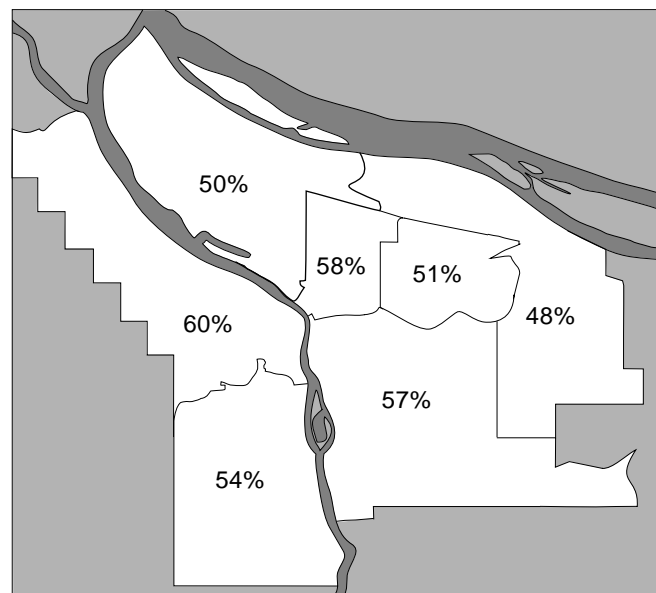
Figure 7 Percent of neighborhood residents rating fire service "good" or "very good"



SOURCE: Auditor's Office 1995 Citizen Survey

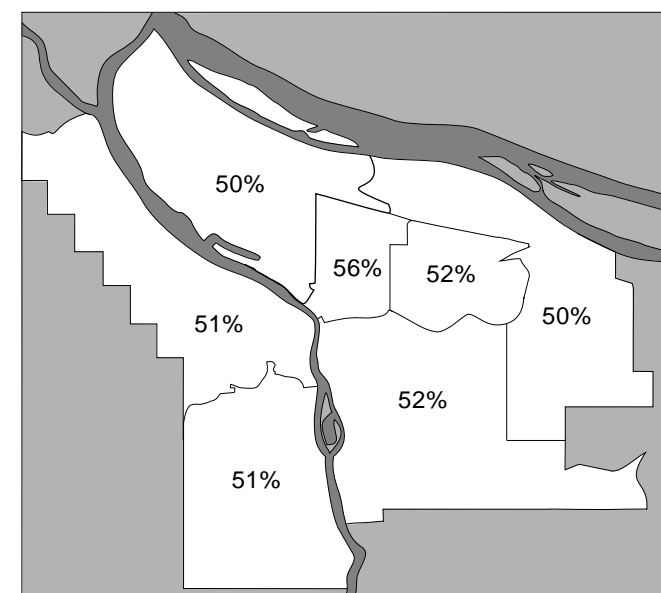
CITIZEN SURVEY	Overall rating of fire service quality			Used Fire Bureau?		Type of service used			Rating of service by users		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	YES	NO	FIRE	MEDICAL	OTHER	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
	1991	88%	11%	1%	7%	93%	24%	56%	20%	92%	5%
1992	88%	11%	1%	7%	93%	30%	50%	20%	92%	4%	4%
1993	88%	11%	1%	7%	93%	20%	58%	22%	90%	6%	4%
1994	89%	10%	1%	6%	94%	24%	62%	14%	96%	2%	2%
1995	88%	12%	<1%	8%	92%	22%	65%	13%	92%	6%	2%

Figure 8 Percent of neighborhood residents who are unprepared for major disaster



SOURCE: Auditor's Office 1995 Citizen Survey

Figure 9 Percent of unprepared residents that do not know how to get prepared for disaster



SOURCE: Auditor's Office 1995 Citizen Survey

CITIZEN SURVEY	Residents prepared to sustain self in major disaster		If not prepared, know how to get prepared		Residents trained for medical emergency			
	YES	NO	YES	NO	1ST AID	CPR	BOTH	NEITHER
1991	-	-	-	-	-	-	-	-
1992	-	-	-	-	-	-	-	-
1993	46%	54%	50%	50%	-	-	-	-
1994	44%	56%	48%	52%	-	-	-	-
1995	46%	54%	47%	53%	11%	15%	28%	46%

Chapter 2 Police

Service Mission

The mission of the Portland Police Bureau is to maintain and improve community livability by working with all citizens to:

- preserve life;
- maintain human rights;
- protect property; and
- promote individual responsibility and community commitment.

The Bureau addresses this mission by enforcing laws, investigating and preventing crimes, and encouraging the community to become involved.

The Bureau is in the sixth year of a transition to community policing. Community policing requires a fundamental shift in how the community and police work to improve community livability and reduce crime. It requires a shared responsibility between police and the community for addressing underlying problems contributing to crime and the fear of crime.

Factors intended to promote the success of community policing include:

- partnerships between the community, other City bureaus, service agencies and the criminal justice system;
- empowerment of citizens and police employees to solve problems;
- specific problem-solving approaches to reduce the incidence and fear of crime;
- shared accountability among bureau management and employees, the community and the City Council; and
- an orientation to citizens and co-workers as customers.

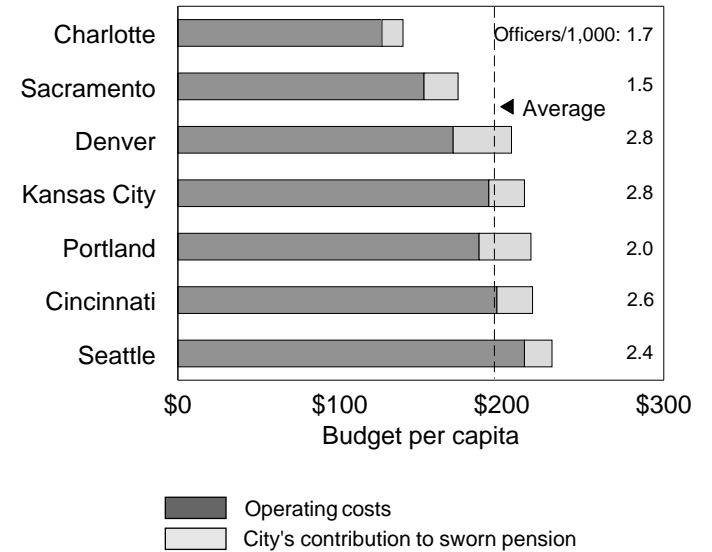
Spending and Staffing Data

Total spending for police services continues to increase as a result of City Council's commitment to implement community policing through hiring additional officers and expanding precincts from three to five:

- patrol expenditures are up 45%.
- sworn staffing has grown by 177 officers since '90-91.
- actual precinct strength is up 20%.
- spending per resident has increased by 11%, to \$229.

Portland's spending for police services is now above average compared to six other cities.

Figure 10 Police budgets and officers per 1,000 residents: Portland and 6 other cities



SOURCE: FY 1994-95 and CY 1994 budgets and CAFRs

	City population	Expenditures (in millions/constant '94-95 dollars)					Authorized staffing		Precinct officers *	Total spending per capita (constant '94-95 dollars)
		Patrol	Invest.	Support services	Sworn ret./disab.	TOTAL	Sworn	Non-sworn		
FY 1990-91	438,802	\$40.7	\$17.4	\$14.6	\$18.0	\$90.7	823	209	506	\$207
FY 1991-92	454,150	\$45.3	\$16.9	\$14.8	\$18.8	\$95.8	830	209	533	\$211
FY 1992-93	459,300	\$50.1	\$17.4	\$14.7	\$18.4	\$100.6	897	229	547	\$219
FY 1993-94	471,325	\$51.9	\$19.2	\$14.1	\$18.9	\$104.1	955	240	561	\$221
FY 1994-95	495,050	\$58.9	\$19.3	\$15.5	\$19.5	\$113.2	1,000	254	608	\$229
% change '90-91 to '94-95	+13%	+45%	+11%	+6%	+9%	+25%	+22%	+22%	+20%	+11%

* Total officers and sergeants assigned to all shifts in precincts, traffic, mounted patrol, canine unit and Neighborhood Response Teams.

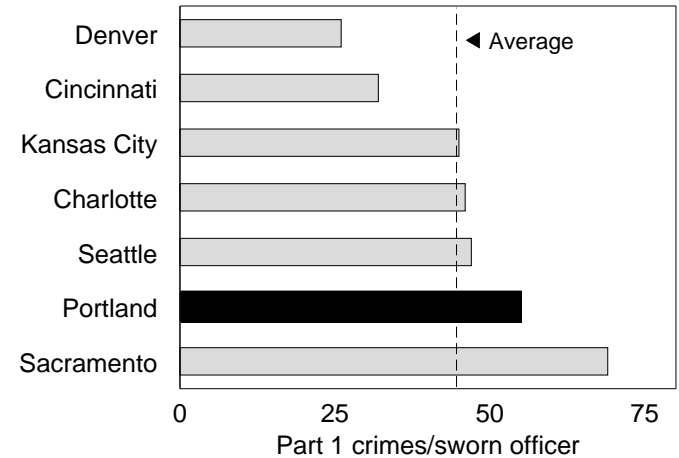
Workload Indicators

Total Part I and II crimes have increased slowly over the past five years. However, the number of dispatched incidents remained constant and the calls per officer continued to decline because of new hires and increased use of telephone reports. For the first time this year, the Bureau can report self-initiated calls, a workload item not previously recorded.

Portland officers handle more Part I crimes than officers in other cities.

Despite the implementation of the new 9-1-1 CAD system, the Bureau was not able to develop data on how many officers are on patrol at any given time, or how much time these officers have available to solve problems. The Bureau has initiated a special project to develop this information by July 1996.

Figure 11 Crimes per officer:
Portland and 6 other cities



SOURCE: Audit Services survey of other cities, Bureau records and U.S. Dept. of Justice *Uniform Crime Reports: 1994*

	Crimes reported *		Incidents			Dispatched calls/precinct officer	Major cases assigned for investigation	Average number of officers on patrol			Time available for problem-solving
	Part I	Part II	Dis-patched	Tele- phone	Self- Initiated			Days	Afternoons	Nights	
CY 1990	49,101	40,280	233,373	45,406	-	488	<i>not available</i>				
CY 1991	50,747	41,338	234,689	48,588	-	464	5,862				
CY 1992	52,152	40,415	234,491	87,063	-	440	5,531			<i>not available</i>	
CY 1993	52,369	41,000	230,518	96,566	-	421	6,273			<i>not available</i>	
CY 1994	55,326	43,532	235,246	93,811	82,667	419	6,092				
% change '90 to '94	+13%	+8%	+1%	+107%		-14%	+4%				

* Part I crimes (as defined by the FBI) are murder, rape, robbery, aggravated assault, burglary, larceny, motor vehicle theft and arson. Part II crimes are defined locally, and include crimes like drug and vice violations.

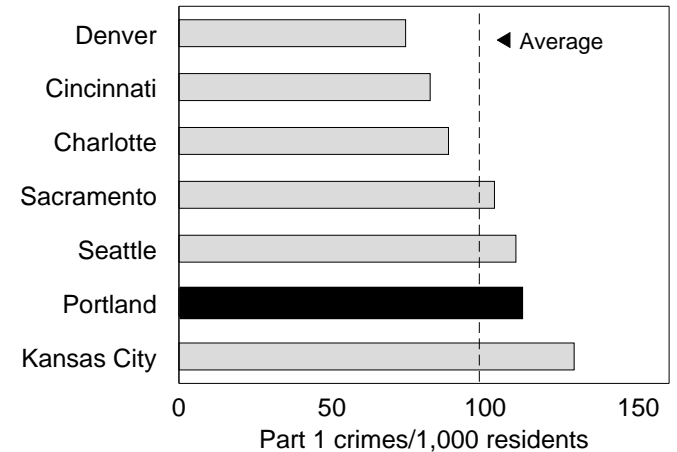
Performance Indicators

Serious crime in Portland is above average compared to other cities, but the crime rate per 1,000 residents has remained relatively unchanged over the last five years. The Bureau has also exceeded performance goals in many areas:

- 70% of citizens rate police service good or very good.
- 84% of citizens report they feel safe or very safe walking in their neighborhood.
- the victimization rate for burglary was only 5%.
- 40% of citizens feel safe at night.

However, response time to priority crimes was over 5 minutes last year for the first time in over five years. This may be due to changes in record-keeping at BOEC's consolidated dis-

Figure 12 Part I crimes per 1,000 population: Portland and 6 other cities



SOURCE: U.S. Dept. of Justice *Uniform Crime Reports: 1994*

patch center. We could not determine if this year's data are more or less accurate than previous years' data.

	Part I crimes/1,000 residents			Citizens who feel safe		Average high priority travel time *	Victimization rates		Citizens rating police service good or very good
	Person	Property	TOTAL	Day	Night		Burglary	Car prowl	
CY 1990	18	94	112	77%	34%	4.85 min.	10%	-	60%
CY 1991	18	94	112	81%	38%	4.75 min.	9%	-	63%
CY 1992	18	95	114	80%	35%	4.89 min.	7%	-	68%
CY 1993	18	93	111	82%	37%	4.95 min.	7%	-	70%
CY 1994	18	94	112	84%	40%	5.23 min.**	5%	22%	70%
Goal	-	-	-	>77%	>34%	5 min.	<10%	-	>60%
% change '90 to '94	0%	0%	0%	+7%	+6%	+8%	-5%	-	+10%

* To priority 1 and 2 calls; time is from dispatch to arrival.

** '94-95 data is from new BOEC dispatch system.

Most of the indicators showing the transition to community policing are relatively unchanged:

- about the same percent of citizens report knowing their neighborhood officer.
- police employees report similar levels of job satisfaction.

For the fifth year in a row, the Bureau is unable to report on the decrease in the number of repeat calls — an indicator of problem-solving success. The Bureau indicates that several steps will be taken in 1996 to develop this information.

Figure 13 1995 Police Bureau employee survey results: Job satisfaction domains

	AVERAGE RATINGS *	
	1993	1995
Job satisfaction	4.1	4.1
Autonomy	3.9	3.9
Supervisor support	3.9	3.9
Teamwork	3.8	3.8
Recognition	3.1	3.2
Fairness	2.9	2.8
Organizational culture	-	2.5

* Scale: 1=strongly disagree (low), 5=strongly agree (high)

SOURCE: *The Bulletin*, Portland Police Bureau, April 27, 1995

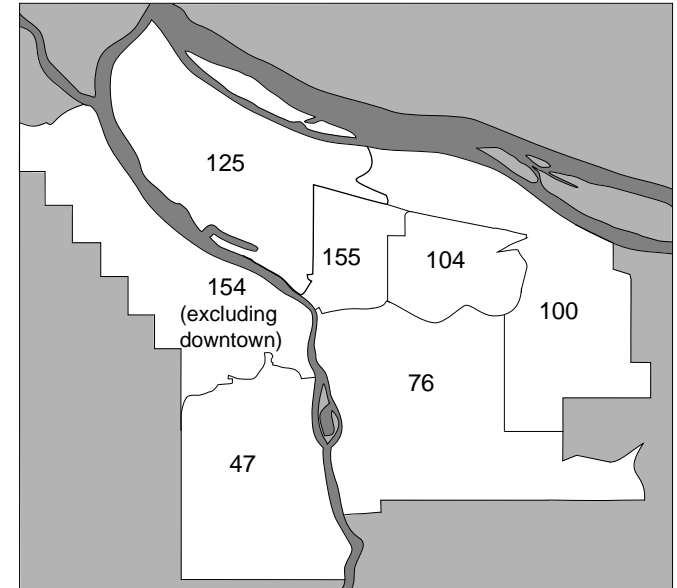
	Citizens who know neighborhood officer	Decrease in no. of repeat calls	Resolution of cases assigned for investigation *		
			Sent to DA	Suspended, unfounded	TOTAL CLOSED
FY 1990-91	12%		-	-	-
FY 1991-92	13%	<i>under development</i>	48%	37%	85%
FY 1992-93	15%		47%	37%	84%
FY 1993-94	16%		44%	42%	86%
FY 1994-95	15%		46%	31%	77%
Goal	>12%		-	-	-
% change '90-91 to '94-95	+3%		-2%	-6%	-8%

* Calendar year data

North and Northeast neighborhoods continue to have more serious crimes than other parts of town. However, crimes per 1,000 residents in the Northeast declined by 3% last year.

Overall feelings of safety in Portland neighborhoods increased by 7% since 1991. Residents in Southeast, Southwest, Northwest, North and Northeast all reported increases in feelings of safety walking alone in their neighborhood during the day and night.

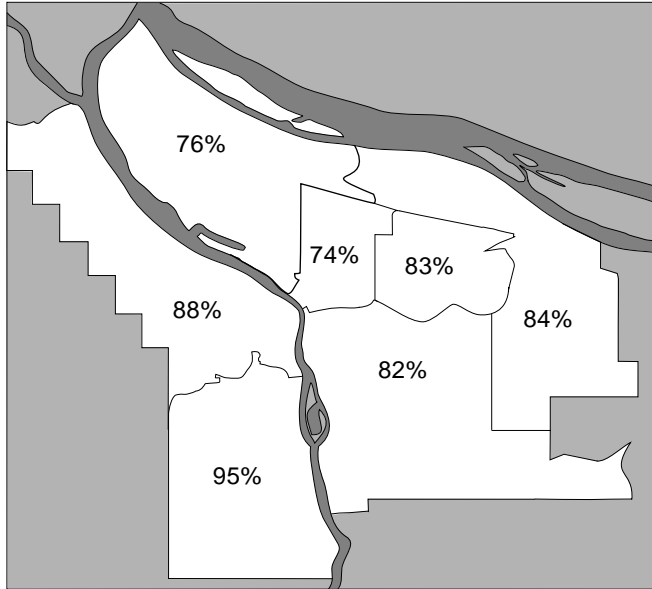
Figure 14 Part I crimes per 1,000 residents: Portland neighborhoods



SOURCE: Police Bureau CY 1994 crime statistics

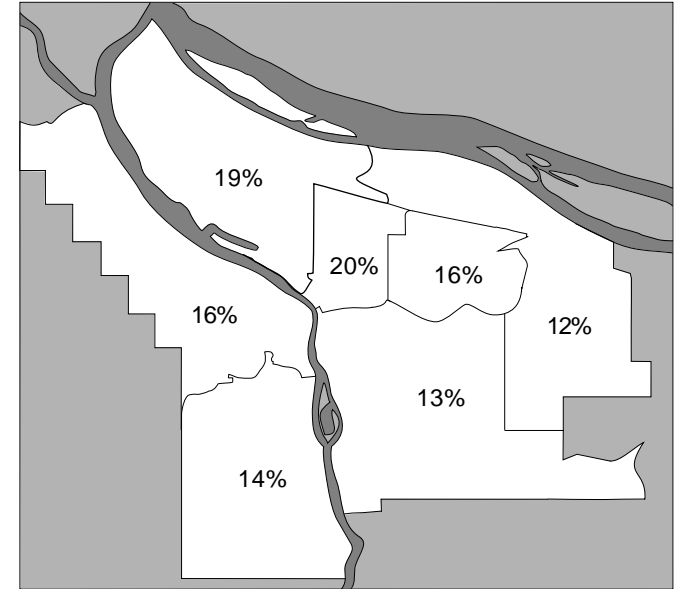
CITIZEN SURVEY	Feeling of safety walking in neighborhood <i>during the day</i>			Feeling of safety walking in neighborhood <i>during the night</i>			Willingness to work with police to improve neighborhood		
	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE	WILLING OR VERY WILLING	NEITHER	UNWILLING OR VERY UNWILLING
1991	77%	15%	8%	34%	24%	42%	68%	26%	6%
1992	81%	13%	6%	38%	22%	40%	68%	26%	6%
1993	80%	14%	6%	35%	23%	42%	67%	26%	7%
1994	82%	13%	6%	37%	25%	38%	62%	30%	8%
1995	84%	12%	4%	40%	24%	36%	59%	33%	8%

Figure 15 Percent residents rating their neighborhood "safe" or "very safe" during the day



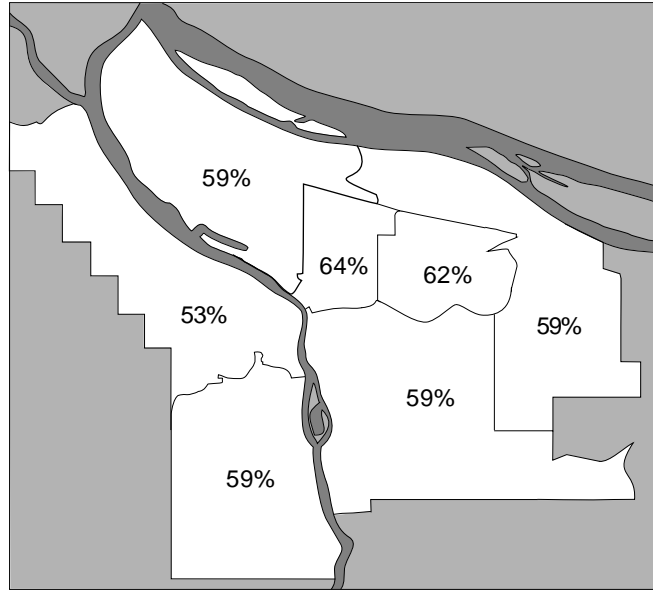
SOURCE: Auditor's Office 1995 Citizen Survey

Figure 16 Percent of residents who know their neighborhood police officer



SOURCE: Auditor's Office 1995 Citizen Survey

Figure 17 Percent of residents “willing” or “very willing” to help police improve neighborhood quality of life



SOURCE: Auditor's Office 1995 Citizen Survey

Chapter 3 Parks & Recreation

Service Mission

Portland's Parks & Recreation Bureau is dedicated to ensuring access to leisure opportunities and enhancing Portland's natural beauty. Consistent with this mission, the Bureau strives to establish and protect parks, natural spaces, and the urban forest; develop and maintain places where citizens can pursue recreational activities; and organize recreational activities that promote positive community values.

There are three Bureau goals:

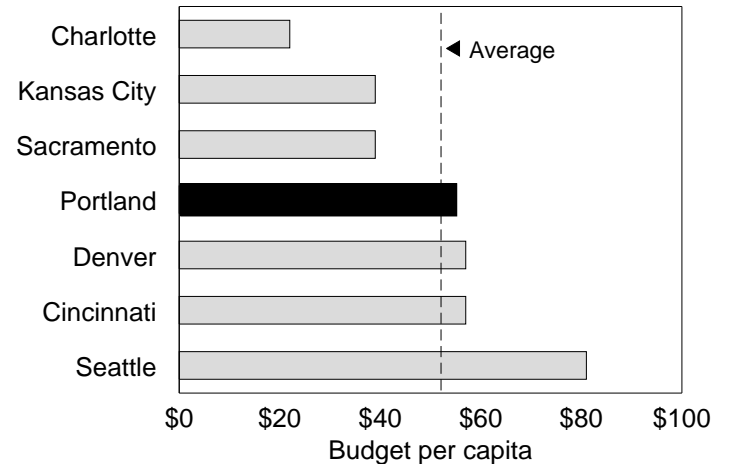
- *Stewardship* - to preserve and enhance the parks legacy and promote knowledge and appreciation of the natural environment.
- *Community* - continually improve the availability and effectiveness of recreational services and park programs that benefit the community.
- *Employee* - create a safe, productive and rewarding workplace which emphasizes effective communications and recognizes innovation and achievement.

Spending and Staffing Data

Total Parks spending continues to increase faster than population and inflation growth:

- capital and enterprise spending have grown fastest.
- total spending for operations is up 17% over four years.
- spending for operations per Portland resident increased 5%.
- Portland now spends slightly more than average compared to other cities.
- total authorized staffing increased 112 positions over four years, in part due to conversion of contracted employees to seasonal employees in 1992 and 1993.

Figure 18 Parks & Recreation operating budgets per capita: Portland and 6 other cities (excludes enterprise operations)



SOURCE: Audit Services survey of other cities and Portland financial records

	Operating expenditures (in millions/constant '94-95 dollars)					Capital **	Authorized staffing (FTE's)		Volunteer FTEs	Operating costs per capita
	Park operations	Recreation	Enterprise* operations	Planning & admin	TOTAL Operations		Permanent	Seasonal		
FY 1990-91	\$14.4	\$8.0	\$3.6	\$2.7	\$28.7	\$2.3	313	149	67	\$65
FY 1991-92	\$14.3	\$8.8	\$4.4	\$2.4	\$30.0	\$9.8	303	196	87	\$66
FY 1992-93	\$14.0	\$8.8	\$4.8	\$2.4	\$30.1	\$5.5	312	253	127	\$65
FY 1993-94	\$14.4	\$9.6	\$5.4	\$2.8	\$32.2	\$3.9	316	243	238***	\$68
FY 1994-95	\$14.4	\$10.5	\$6.0	\$2.8	\$33.7	\$4.1	328	246	-	\$68
% change '90-91 to '94-95	+0%	+31%	+67%	+4%	+17%	+78%	+5%	+65%	-	+5%

* Golf, Portland International Raceway and Trust Funds

** Includes Parks Levy, Parks Construction Fund, General Fund and enterprise CIP.

*** Count increased partly due to more complete reporting of volunteer hours.

Workload Indicators

The amount of work performed by the Bureau has not changed significantly over the last five years. The number of parks and other facilities has remained largely the same. However, over the next four years the Bureau plans to add, replace, and improve existing facilities with new revenue from a \$58.8 million bond issue approved by voters in 1994.

The Bureau could not report on the number of maintenance hours worked because they are currently changing to a new maintenance management system.

Recreation participation information maintained by the Bureau includes estimates of spectator attendance, and counts participants each time they attend a class, game, practice

Figure 19 FY 1994-95 combined attendance counts for selected recreation programs

Community centers	359,156
Community schools	130,532
City Arts/special recreation	532,938
Aquatics/summer pools	762,760
Playgrounds	350,781
Sports leagues	4,527,341
SOURCE: Parks & Recreation estimates of participants and spectators at each class, game, practice or event	

or other event (see Figure 19). However, the Bureau does not have reliable information on the number of individual recreation participants.

	Hours of maintenance staff work	Park acres per maintenance staff	No. of developed parks	Number of facilities					Number of recreation participants
				Community centers	Arts centers	Pools	Golf courses	Other	
FY 1990-91	215,079	56	138	11	8	12	4	7	-
FY 1991-92	<i>not available</i>	59	140	11	8	12	4	7	-
FY 1992-93	235,272	58	140	11	8	12	4	7	-
FY 1993-94	224,766	57	141	11	8	12	4	7	-
FY 1994-95	<i>not available</i>	57	142	11	8	12	4	7	-
% change '90-91 to '94-95	-	+2%	+3%	0%	0%	0%	0%	0%	-

Performance Indicators

Portland residents continue to report high satisfaction with parks and recreation services. Only 16% of residents said they never visited a City park in the past year. Seventy-nine percent rate park quality good or very good and 83% rate park maintenance good or very good. In addition, citizens report feeling much safer in City parks during both the day and night.

Citizen survey results indicate 50% of youth age 12 and under took part in some recreation activity during the past year. At age 13 and over, participation declined with age. Participation was about the same regardless of education level in the household.

The Bureau has also made some progress in developing data to demonstrate their performance in achieving goals and objectives. For example, a new parks condition assessment system rates parks in above average condition. However, reliable information is still unavailable for maintenance turnaround time.

The Bureau is getting closer to achieving its goal of obtaining 50% of its funding from non-tax sources. However, general fund cost recovery declined in FY 1994-95 and the Bureau is not close to meeting its cost recovery goals.

	Condition ratings *		Turnaround time for maint. requests	% of youth population in recreation programs	% expenditures from non-tax sources	% General Fund recreation cost recovery **		
	Parks	Facilities				Youth	Adult	TOTAL
FY 1990-91	-	-		-	32%	-	-	-
FY 1991-92	-	-		-	40%	-	-	-
FY 1992-93	-	-	<i>not available</i>	-	42%	26%	55%	34%
FY 1993-94	-	-		47%	51%	27%	54%	33%
FY 1994-95	6.7	-		47%	44%	25%	47%	32%
Goal	7.5	-	no goal	75%	50%	41%	77%	50%
% change '90-91 to '94-95	-	-	-	-	+12%	-	-	-

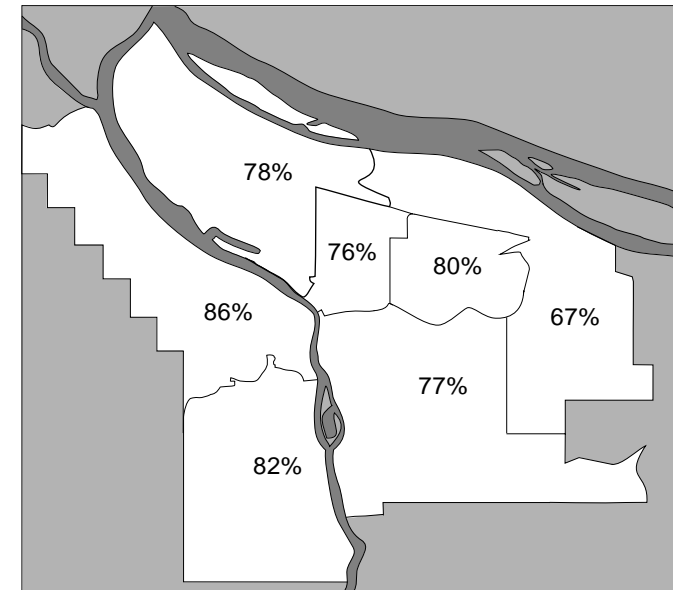
* Scale of 1 (unacceptable) to 10 (excellent)

** does not include capital expenditures, Tennis, Special Recreation, youth-at-risk or Aging & Disabled

Our survey of citizens also shows that citizens remain generally satisfied with the number, variety, and availability of recreation activities. The overall rating of recreation quality increased by 9% since 1991. Recreation users continue to be comprised mostly of youth under 18 years old.

It should be noted, however, that approximately half of the survey respondents did not answer recreation questions. On most other questions, the percent of “don’t know” responses was between 5% and 10%.

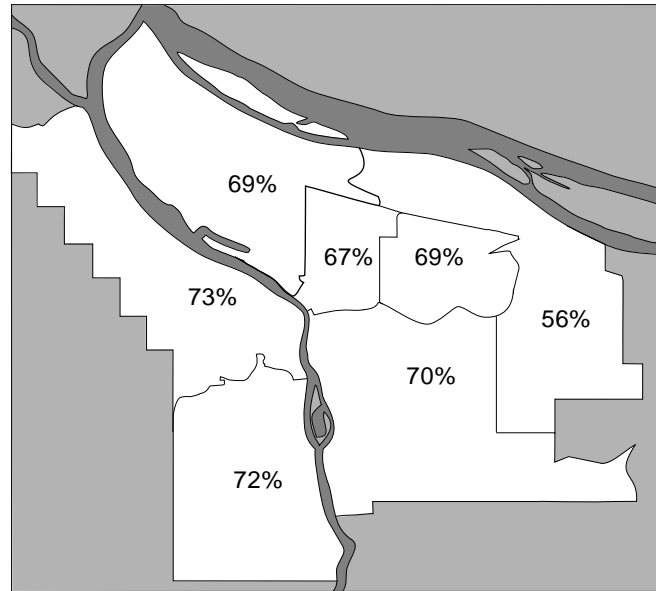
Figure 20 Percent of neighborhood residents rating parks quality “good” or “very good”



SOURCE: Auditor's Office 1995 Citizen Survey

CITIZEN SURVEY	Overall rating of parks quality			Overall rating of recreation quality			Rating of park grounds maintenance		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	72%	23%	5%	59%	34%	7%	81%	15%	4%
1992	77%	19%	4%	63%	31%	6%	80%	16%	4%
1993	76%	19%	5%	62%	32%	6%	82%	14%	4%
1994	77%	19%	4%	68%	28%	4%	82%	15%	3%
1995	78%	18%	4%	68%	28%	4%	83%	14%	3%
Goal	-			65%			85%		

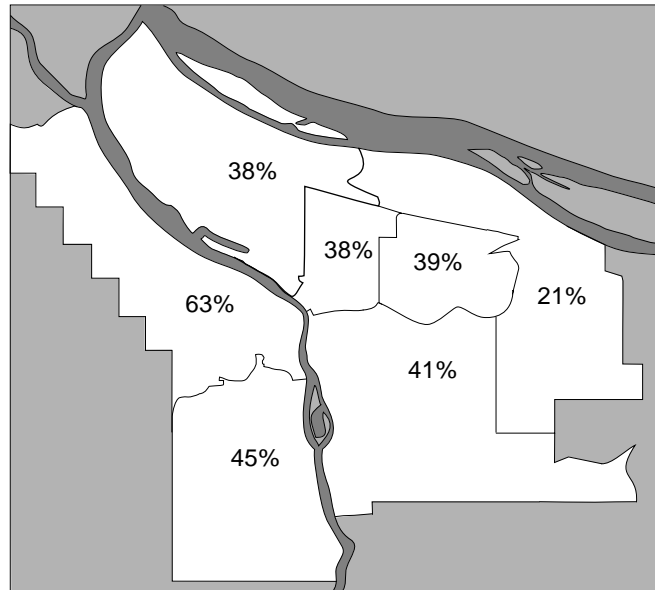
Figure 21 Percent of neighborhood residents rating recreation activities “good” or “very good”



SOURCE: Auditor's Office 1995 Citizen Survey

CITIZEN SURVEY	Satisfaction with the number of recreation programs			Satisfaction with the variety of recreation programs			Satisfaction with the hours recreation programs are open		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	54%	35%	11%	59%	31%	10%	58%	32%	10%
1992	56%	34%	10%	63%	29%	8%	63%	29%	8%
1993	54%	35%	11%	61%	31%	8%	62%	29%	9%
1994	53%	36%	11%	61%	32%	7%	61%	32%	7%
1995	53%	39%	8%	60%	34%	6%	61%	33%	6%

Figure 22 Percent of residents who visited a park near their home 6 or more times during past year

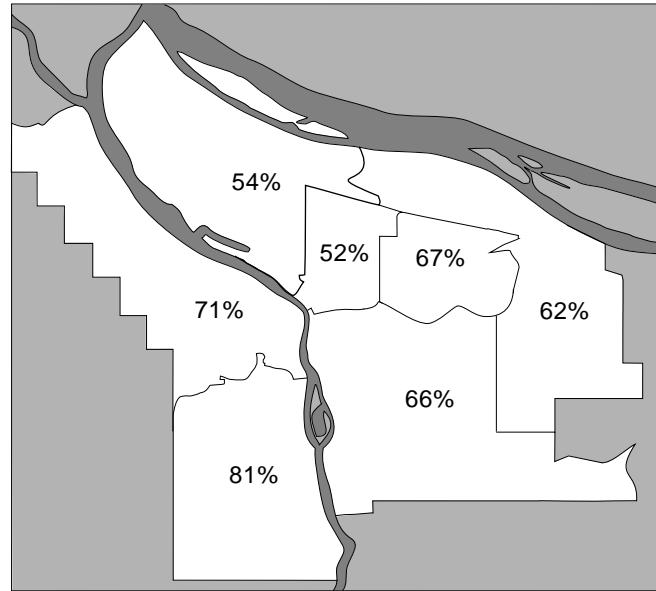


SOURCE: Auditor's Office 1995 Citizen Survey

CITIZEN SURVEY	Number of recreation users*				Number of times visited any City park			Number of times visited City park near home		
	1-12 YEARS OLD	13-18 YEARS OLD	19-54 YEARS OLD	55 & OLDER	NEVER	1 TO 5 TIMES	6 OR MORE TIMES	NEVER	1 TO 5 TIMES	6 OR MORE TIMES
1991	-	-	-	-	15%	37%	48%	21%	37%	42%
1992	-	-	-	-	16%	36%	48%	21%	38%	41%
1993	-	-	-	-	18%	39%	43%	23%	38%	39%
1994	53%	36%	21%	18%	16%	38%	46%	20%	40%	40%
1995	50%	40%	18%	18%	16%	37%	47%	20%	39%	41%

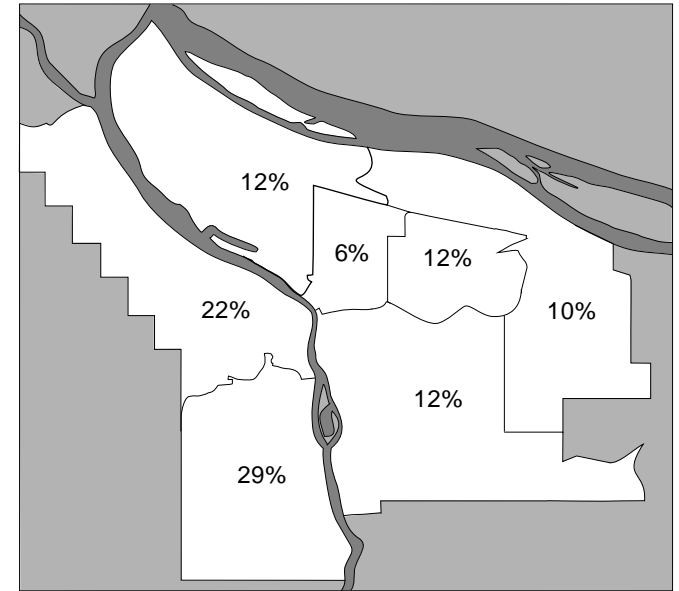
* includes recreation programs, sports teams, community center drop-ins and use of swimming pools

Figure 23 Percent of neighborhood residents who feel “safe” or “very safe” in their closest park during the day



SOURCE: Auditor's Office 1995 Citizen Survey

Figure 24 Percent of neighborhood residents who feel “safe” or “very safe” in their closest park during the night



SOURCE: Auditor's Office 1995 Citizen Survey

CITIZEN SURVEY	Feeling of safety walking in closest park during the day			Feeling of safety walking in closest park at night		
	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE
1991	57%	23%	20%	11%	19%	70%
1992	61%	22%	17%	14%	19%	67%
1993	60%	22%	18%	12%	19%	69%
1994	62%	22%	16%	14%	22%	64%
1995	67%	20%	13%	15%	23%	62%
Goal	70%					

Chapter 4 Transportation

Service Mission

The mission of the Portland Office of Transportation is to provide for the safe and efficient movement of people, goods and services to enhance the economic vitality and livability of the City of Portland. This chapter reports on the Office's street maintenance, street cleaning and street lighting programs, as well as traffic maintenance and management programs.

The Street Preservation program resurfaces, reconstructs and maintains improved streets in the City. There are a number of miles of unimproved streets throughout Portland that are not maintained by the City. These streets are the responsibility of residents in those areas.

The Street Cleaning program cleans residential streets, arterials and downtown streets on set schedules. This program also removes leaves from designated neighborhoods and maintains public trash receptacles.

The Street Lighting program activities include monitoring the lighting system and planning for capital improvements.

Traffic Operations, along with Neighborhood Traffic Management, Project Analysis & Design, and the Signals Program, handles design and improvements to traffic signals, signs, and pavement markings and works with communities to improve traffic volume, speeding and safety on local streets. The Traffic Maintenance program is responsible for the repairs and maintenance of traffic equipment.

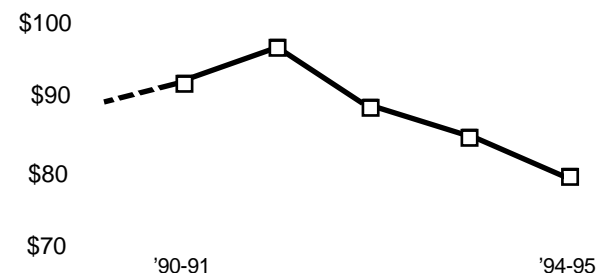
The Office of Transportation includes a number of major programs such as new construction, parking and sewer maintenance that are not included in this chapter.

Staffing and Spending Data

Adjusted for inflation, total spending for streets and traffic services has declined steadily over the last three years:

- total spending per capita is down 14% from '90-91.
- total staffing is unchanged.
- total expenditures have declined by more than \$1 million.

Figure 25 Streets and traffic spending per capita: 5 year trend (constant '94-95 dollars)



	Expenditures (in millions/constant '94-95 dollars)						Authorized staffing		Total spending per capita (constant '94-95 dollars)
	Streets			Traffic			Streets	Traffic	
	Maint.	Cleaning	Lighting	Maint.	Operations	TOTAL			
FY 1990-91	\$15.4	\$6.6	\$7.1	\$6.3	\$4.4	\$39.9	200	85	\$91
FY 1991-92	\$16.2	\$6.3	\$9.7	\$7.3	\$4.1	\$43.6	191	90	\$96
FY 1992-93	\$18.2 *	\$5.1	\$6.3	\$6.7	\$4.3	\$40.5	186	93	\$88
FY 1993-94	\$15.8	\$6.0	\$6.6	\$6.2	\$5.2	\$39.7	188	95	\$84
FY 1994-95	\$15.1	\$5.5	\$6.7	\$6.7	\$4.7	\$38.7	188	97	\$78
% change '90-91 to '94-95	-2%	-17%	-6%	+6%	+7%	-3%	-6%	+14%	-14%

* includes approximately \$2 million in extraordinary snow and ice removal costs

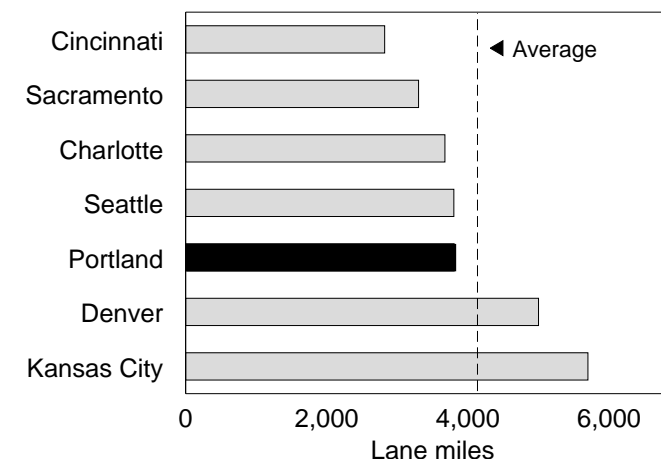
Workload Indicators

Although there are more streets to maintain, fewer miles of streets received maintenance treatments.

Although slurry sealing work has remained relatively constant, major resurfacing has declined significantly and reconstruction work has not been performed in four years.

Portland maintains 3,805 lane miles of streets, slightly less than average compared to other cities.

Figure 26 Lane miles of streets: Portland and 6 other cities



SOURCE: Audit Services survey of other cities and Bureau records

	Lane miles of improved streets	Miles of street treated *				Curb miles of streets swept	Major ** intersections
		Resurfacing	Reconstruction	Slurry seal	TOTAL		
FY 1990-91	3,508	53.1	2.0	48.8	103.9	49,120	1,378
FY 1991-92	3,540	51.9	0	51.5	103.4	59,969	1,348
FY 1992-93	3,577	49.6	0	41.6	91.2	45,801	1,327
FY 1993-94	3,678	52.7	0	56.7	109.4	63,085	1,255
FY 1994-95	3,805	43.9	0	51.4	95.3	52,932	1,200
% change '90-91 to '94-95	+8%	-17%	-100%	+5%	-8%	+8%	-13%

* 28-foot equivalents

** 6 or more accidents in prior 4 years

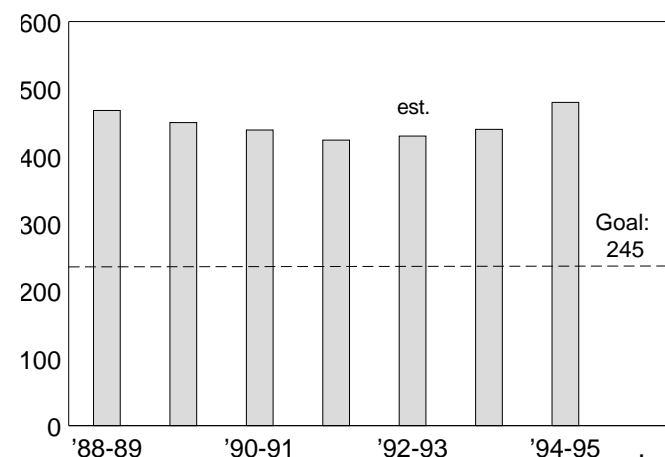
Performance Indicators

Street maintenance reports two negative performance trends:

- the backlog of streets needing maintenance has increased for the third year, reversing a three year trend of declining backlogs.
- for the first time, fewer than 60% of streets were rated in good condition by street inspectors.

Traffic services, however, show better performance. Intersections are in good condition and fewer are dangerous.

Figure 27 Miles of street maintenance backlog



SOURCE: PDOT: Status and Condition Report, July 1994 and Bureau of Maintenance records.

	% of lane miles in good or very good condition	% of lane miles with unmet pavement needs *				% of major intersections in good condition	High accident ** intersections	REGIONAL INDICATORS	
		Resurf.	Reconstr.	Slurry	TOTAL			Vehicle miles traveled per capita	% of commuters <30 mins. to work
FY 1990-91	62%	245	57	137	439	81%	260	-	-
FY 1991-92	62%	231	50	143	424	81%	255	-	-
FY 1992-93	63%	-	-	-	-	81%	261	-	-
FY 1993-94	60%	259	51	130	440	81%	237	-	-
FY 1994-95	56%	267	49	165	481	81%	224	19.7	93.2%
Goal	no goal	-	-	-	245	no goal	no goal	no goal ***	no goal
% change '90-91 to '94-95	-6%	+9%	-14%	+20%	+9%	0%	-14%		

* 28-foot equivalents

** 20 or more accidents in prior 4 years

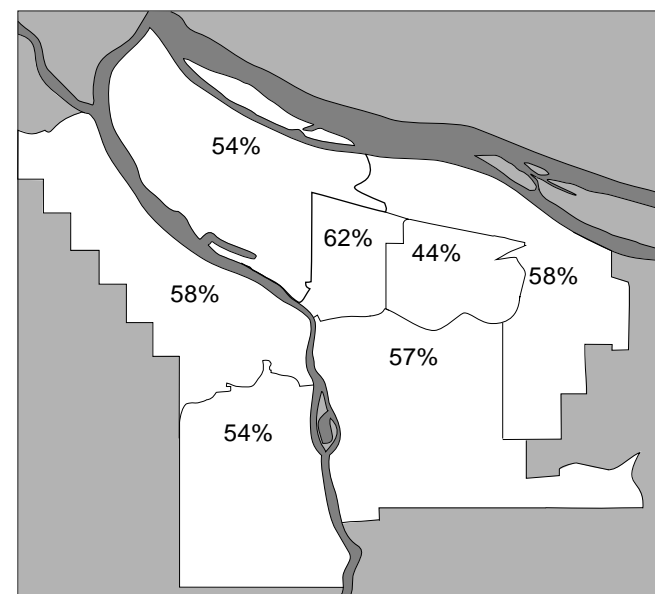
*** numeric goal to be established

According to citizens surveyed, street and traffic conditions have either remained the same or declined from previous years. The percent of citizens rating overall street maintenance quality as good or very good has remained relatively constant at 48%. Similarly, street lighting quality has remained constant. However, several ratings declined this year:

- the percent of citizens rating traffic management quality good or very good dropped from 43% in 1992 to 39% this year.
- percent of citizens rating street smoothness good or very good dropped from 60% last year to 55%.

In addition, over one-third of citizens continue to rate traffic safety as bad or very bad.

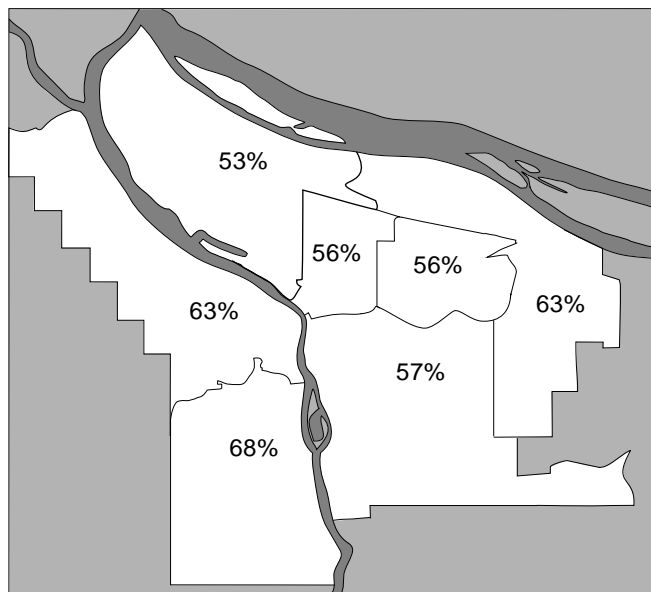
Figure 28 Percent of neighborhood residents rating street smoothness “good” or “very good”



SOURCE: Auditor’s Office 1995 Citizen Survey

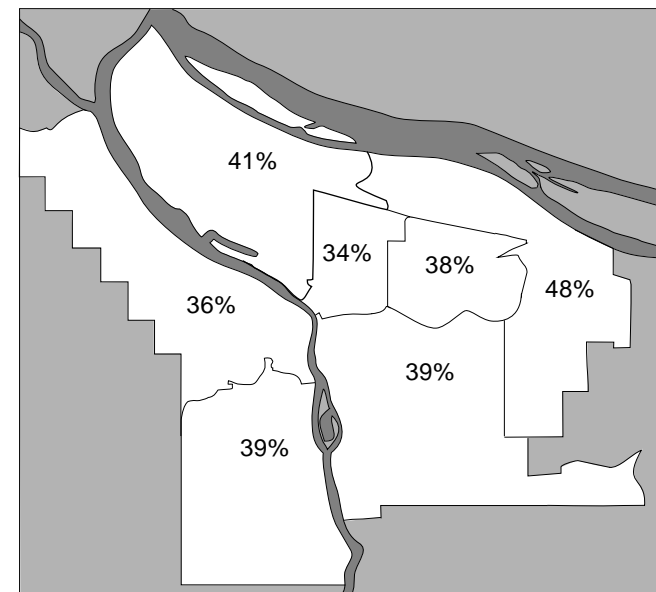
CITIZEN SURVEY	Overall rating of street maintenance quality			Neighborhood street smoothness ratings			Neighborhood street cleanliness ratings		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	45%	32%	23%	54%	23%	23%	57%	25%	18%
1992	50%	31%	19%	56%	22%	22%	60%	23%	17%
1993	49%	31%	20%	55%	23%	22%	61%	23%	16%
1994	50%	30%	20%	60%	21%	19%	63%	22%	15%
1995	48%	30%	22%	55%	23%	22%	60%	25%	15%

Figure 29 Percent of neighborhood residents rating street cleanliness “good” or “very good”



SOURCE: Auditor's Office 1995 Citizen Survey

Figure 30 Percent of neighborhood residents rating traffic safety “good” or “very good”



SOURCE: Auditor's Office 1995 Citizen Survey

CITIZEN SURVEY	Overall rating of street lighting quality			Overall rating of traffic management quality			Neighborhood traffic safety ratings		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	-	-	-	-	-	-	-	-	-
1992	61%	25%	14%	43%	31%	26%	-	-	-
1993	61%	25%	14%	40%	34%	26%	41%	27%	32%
1994	60%	26%	14%	40%	33%	27%	41%	26%	33%
1995	60%	26%	14%	39%	33%	28%	40%	25%	35%

Chapter 5 Environmental Services

Service Mission

The mission of the Bureau of Environmental Services is to serve the Portland community by protecting public health, water quality and the environment. The Bureau:

- protects, enhances and restores natural waterways
- provides sewage and stormwater services to accommodate current and future needs
- manages solid waste collection and recycling, and promotes waste reduction

The Bureau is involved in three major efforts in response to state and federal requirements to improve surface and ground water quality. The first program involves reducing sewer discharges into the Columbia Slough and Willamette River from the City's combined sanitary and storm sewers over a 20 year period. The second program involves connecting about 50,000 properties to the sewer

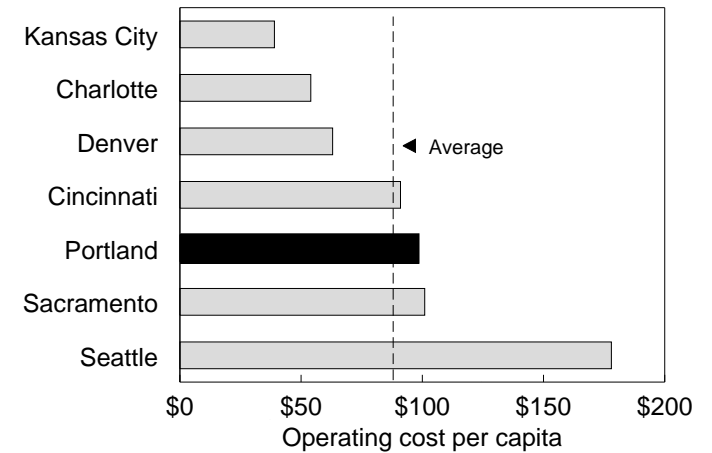
system in mid-Multnomah County. The third program intends to reduce the impact of surface water pollution on streams and rivers in the region.

Staffing and Spending Data

While operating costs remained relatively constant, capital spending and debt service costs increased significantly:

- capital spending and debt service increased 414% and 240% over the last four years due primarily to the Combined Sewer Overflow (CSO) project, plant expansion and acceleration of the mid-county sewer project.
- in constant dollars, operating costs per capita declined by 8%, the first decline in five years.

Figure 31 Sewer/storm operating costs per capita served: Portland and 6 other cities



SOURCE: Audit Services survey of other cities, FY 1994-95 and CY 1994 city budgets and CAFRs, and Bureau records

	Total sewer accounts	Expenditures (in millions/constant '94-95 dollars) *			Authorized staffing	Operating costs per capita (constant '94-95 dollars)
		Operating	Capital	Debt service		
FY 1990-91	128,353	\$46.5	\$18.2	\$6.4	333	\$106
FY 1991-92	126,225	\$50.1	\$53.8	\$10.2	390	\$110
FY 1992-93	131,472	\$53.4	\$69.4	\$7.9	400	\$116
FY 1993-94	131,953	\$53.7	\$81.8	\$9.3	410	\$114
FY 1994-95	137,262	\$48.5	\$93.6	\$21.6	419	\$98
% change '90-91 to '94-95	+7%	+4%	+414%	+240%	+26%	-8%

* Expenditures derived from the City of Portland FY 1994-95 *Comprehensive Annual Financial Report* (GAAP basis); debt service excludes bond anticipation notes and advanced refunding of bonds

Workload Indicators

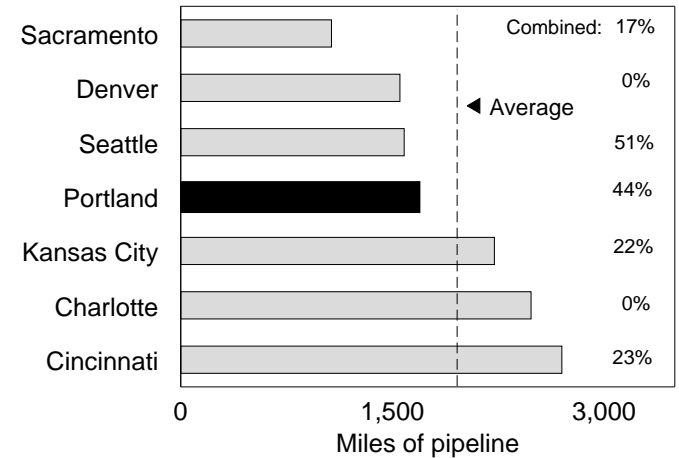
The Bureau continues to complete a significant amount of work. Since 1990 the City has installed:

- 251 miles of new sewer pipeline.
- 52 miles of new storm water pipeline.
- 6,523 ground water sumps.

The Bureau is also treating more wastewater and repairing more pipe than previously.

Additional storm and sanitary pipelines have reduced the percentage of combined sewers from 52% in '90-91 to 44% in '94-95.

Figure 32 Miles of sanitary pipeline and % of total combined: Portland and 6 other cities



SOURCE: Audit Services survey of other cities and Bureau records

	System miles of pipeline *			Annual volume of wastewater treated		Feet of pipe repaired	Miles of pipe cleaned	Industrial users permitted	Number of groundwater sumps
	Sanitary	Storm	Combined	Primary	Secondary				
FY 1990-91	584	211	860	28,922 mil.	27,894 mil.	5,785 **	143	133	2,270
FY 1991-92	645	211	860	28,969 mil.	27,857 mil.	18,863	188	123	3,491
FY 1992-93	703	233	848	28,734 mil.	26,793 mil.	19,946	223	150	5,036
FY 1993-94	782	249	849	26,569 mil.	25,067 mil.	20,746	273	136	6,037
FY 1994-95	835	263	850	31,228 mil.	28,877 mil.	21,078	221	112	8,793
% change '90-91 to '94-95	+43%	+25%	-1%	+8%	+4%	-	+55%	-16%	+287%

* Sanitary sewer pipe collects wastewater. Storm pipe collects storm water runoff. Combined pipe collects both storm and wastewater.

** Excludes contracted reconstruction included in later years

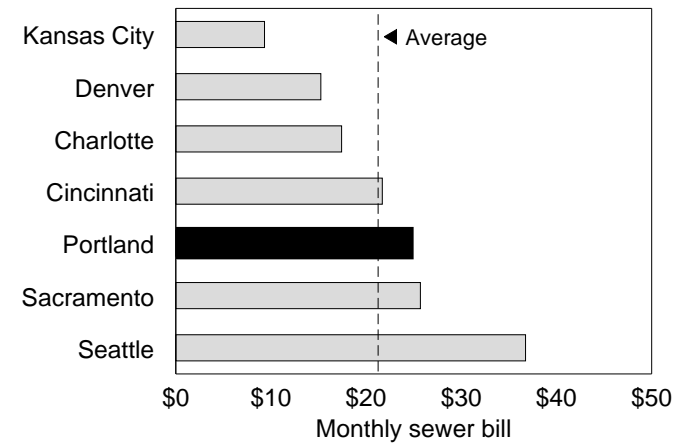
Performance Indicators

The region's environment continues to benefit from efforts to clean water and increase solid waste recycling:

- almost 13,000 mid-county properties have been connected to new sewer lines.
- wastewater discharged from two treatment plants meets state standards.
- three-fourths of all households recycle solid waste.
- 36% of solid waste is diverted due to recycling.

Efforts to clean water have caused bills to increase. Sewer bills jumped 51% over the past four years and are higher than the average of the six other cities. In constant dollars, garbage rates have declined since franchising.

Figure 33 Comparable monthly residential sewer bills: Portland and 6 other cities



NOTE: Based on monthly water usage of 1000 cubic feet plus stormwater charge

SOURCE: 1994 Rate Survey: Water and Wastewater, Ernst & Young

	Percent BOD * removed		Est. number of unsewered mid-county properties	Industrial enforcement tests in full compliance	Residential recycling		Average monthly residential bills (constant '94-95 dollars)	
	Columbia Blvd.	Tryon Creek			Household participation rate	Waste diverted from landfill	Sewer/ storm drainage	Garbage (32 gal. can)
FY 1990-91	84.7%	92.5%	40,007	77%	26%	8%	\$13.14	\$18.76
FY 1991-92	88.7%	94.1%	37,368	90%	52%	12%	\$15.63	\$19.33 ***
FY 1992-93	88.6%	94.0%	34,800	93%	71%	28%	\$18.30	\$18.40
FY 1993-94	91.1%	92.7%	31,308	97%	75%	34%	\$18.14 **	\$18.15
FY 1994-95	93.7%	93.0%	27,112	97%	76%	36%	\$19.80	\$17.60
Goal	>85%	>90%	0	>80%	75%	37%	-	-
% change '90-91 to '94-95	+9.0%	+0.5%	-32%	+20%	+50%	+28%	+51%	-6%

* Biochemical Oxygen Demand (BOD) is a measure of the oxygen required to decompose organic material. Removing BOD results in cleaner water.

** 1st consumption based billing

*** before City franchising

The Combined Sewer Overflow (CSO) program is a 20 year capital improvement project. Planning, design and construction was estimated in 1993 to cost \$700 million. Administrative overhead and interest payments could add another \$300 million. In accordance with an agreement with the State Environmental Quality Commission, the City has committed to eliminate over six billion gallons of untreated stormwater and sewage that flows into the Willamette River and Columbia Slough each year during heavy rains.

The Bureau is working with the Auditor's Office to produce performance information for the SEA report. However, some information on the performance of the program in eliminating overflows and diverting wastewater from the river will not be available until ma-

Figure 34 CSO planning, design and construction budgets

Cornerstone projects	\$188,000,000
Treatment and storage	\$512,000,000
TOTAL	\$700,000,000
NOTE: excludes overhead and interest payments	

For projects are completed several years from now. Future performance measures will focus on the adequacy of funding and spending, construction progress, and reduction in the number of overflow events and gallons of untreated wastewater.

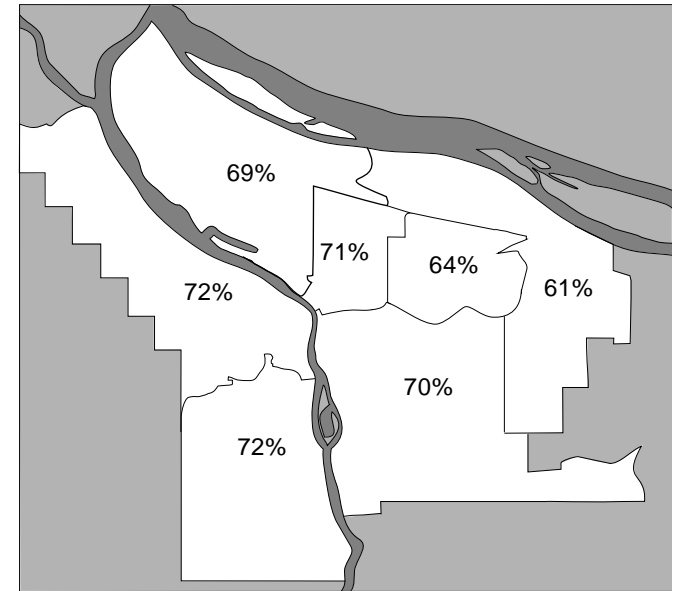
The information on this page is from the Bureau's *Progress Report*, September 1995.

	Cornerstone projects completed		Treatment and storage projects designed	Percent budget expended			Number of overflow events	% of wastewater diverted from river
	Sumps	Downspout disconnects		Cornerstone projects	Treatment and storage	TOTAL		
	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
TO-DATE	2,030	40	30%	31%	<1%	9%	-	-
Goal	3,630	25,000	100%					

Citizens are much more satisfied with the quality of sewer and storm drainage services:

- overall sewer quality ratings improved by 16% since 1991.
- percent of citizens rating storm drainage good or very good increased from 33% to 43%.
- percent of citizens believing that sewer and storm systems protect rivers and streams well or very well increased from 23% to 31%.

Figure 35 Percent of neighborhood residents rating sewer service to their home “good” or “very good”

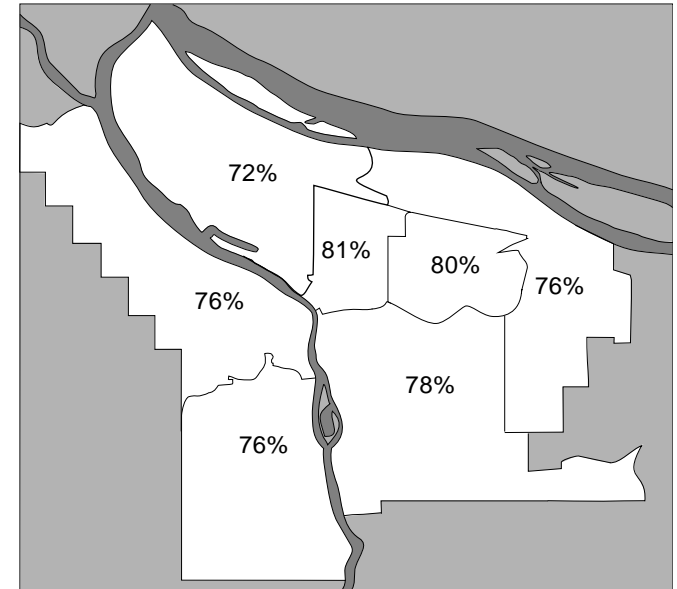


SOURCE: Auditor's Office 1995 Citizen Survey

CITIZEN SURVEY	Overall rating of sewers quality			Overall rating of storm drainage quality			How well sewer & storm drainage systems protect rivers and streams		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	WELL OR VERY WELL	NEITHER WELL NOR POORLY	POORLY OR VERY POORLY
1991	38%	35%	27%	33%	31%	36%	23%	23%	54%
1992	41%	35%	24%	37%	33%	30%	22%	26%	52%
1993	42%	32%	26%	36%	32%	32%	18%	25%	57%
1994	51%	32%	17%	42%	30%	28%	30%	24%	46%
1995	54%	31%	15%	43%	30%	27%	31%	23%	46%

Citizens continue to rate the quality of garbage and recycling services high. Although residents are less pleased with the cost of these services, the percent of citizens rating the cost of garbage and recycling service good or very good increased from 31% in 1991 to 37% this year.

Figure 36 Percent of neighborhood residents rating recycling service quality "good" or "very good"



SOURCE: Auditor's Office 1995 Citizen Survey

CITIZEN SURVEY	Quality rating of garbage service			Quality rating of recycling service			Cost rating for garbage & recycling		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	-	-	-	-	-	-	-	-	-
1992	78%	15%	7%	72%	17%	11%	31%	32%	37%
1993	76%	17%	7%	74%	17%	9%	32%	33%	35%
1994	76%	18%	6%	75%	16%	8%	36%	35%	29%
1995	76%	18%	6%	77%	15%	8%	37%	34%	29%

Chapter 6 Water

Service Mission The Bureau of Water Works constructs, maintains, and operates the municipal water system to ensure that customers receive sufficient quantities of high-quality water to meet existing and future needs.

The Bureau delivers water from the Bull Run watershed on National Forest land east of the City. Water is delivered to the City and to wholesale customers in the metropolitan area through three large conduits that terminate at storage reservoirs on Powell Butte and Mt. Tabor, and on over to Washington Park. From these reservoirs water is distributed to other smaller reservoirs, to other water districts in the region, and to customers through miles of underground pipelines.

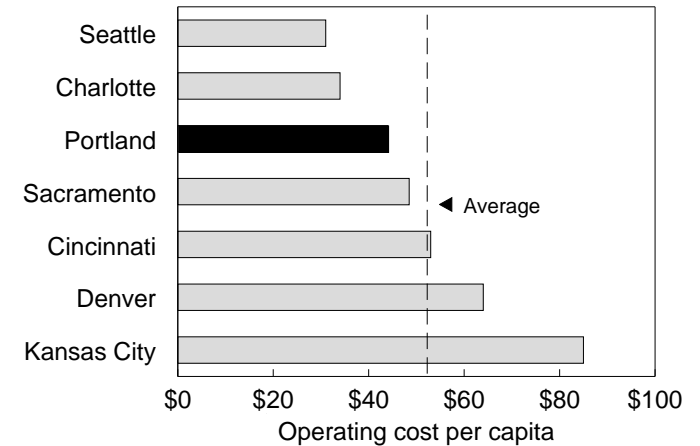
The Bureau also manages an underground well water supply that acts as a secondary water source in emergency situations.

Staffing and Spending Data

Water service spending and staffing has grown much slower than population and inflation:

- the population served by the Bureau (retail and wholesale together) grew by 13% during the last four years.
- FY 1994-95 operating costs per capita were 4% less than in FY 1990-91.
- authorized staffing grew just 2% during the four year period.
- Portland costs per capita are less than other cities.

Figure 37 Water operating costs per capita (constant '94-95 dollars)



SOURCE: Audit Services survey of other cities, FY 1994-95 and CY 1994 city budgets and CAFRs, and Bureau records

	Population served		Expenditures (in millions/constant '94-95 dollars) *			Authorized staffing	Operating costs per population served (constant '94-95 dollars)
	City (retail)	Outside city (wholesale)	Operating	Capital	Debt service		
FY 1990-91	438,802	262,400	\$32.4	\$15.4	\$10.9	490	\$46
FY 1991-92	454,150	267,700	\$34.5	\$19.3	\$12.4	494	\$48
FY 1992-93	459,300	275,697	\$36.0	\$22.4	\$9.9	507	\$49
FY 1993-94	471,325	283,659	\$35.4	\$18.0	\$8.4	509	\$47
FY 1994-95	495,090	294,910	\$34.7	\$18.0	\$11.2	500	\$44
% change '90-91 to '94-95	+13%	+12%	+7%	+17%	+3%	+2%	-4%

* Expenditures derived from City of Portland FY 1994-95 *Comprehensive Annual Financial Report* (GAAP basis); debt service excludes bond anticipation notes and advanced refunding of bonds

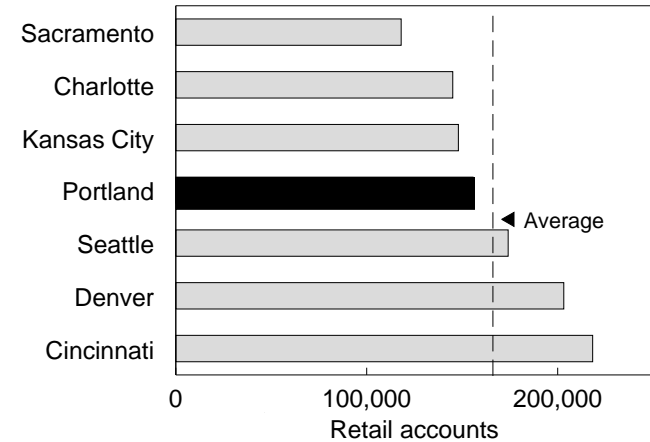
Workload Indicators

Total water sales and gallons delivered to customers grew only slightly last year. The number of new accounts increased by only 2% since '90-91. Moreover, water use per capita is considerably lower than previous years.

Conversely, the feet of new mains installed jumped by 76% due primarily to the Westside Light Rail and Airport Way LID projects which added over 38,000 feet in the last two years.

Portland continues to have an average number of retail accounts compared to other cities.

Figure 38 Number of retail water accounts: Portland and 6 other cities



SOURCE: Audit Services survey of other cities and Bureau records

	Water sales (constant '94-95 dollars)	Gallons of water delivered	Number of retail accounts	Feet of new water mains installed	Annual water usage per capita (inside City)
FY 1990-91	\$46.9 million	38.0 billion	153,188	71,266	53,738 gals.
FY 1991-92	\$48.5 million	41.0 billion	153,289	79,718	57,615 gals.
FY 1992-93	\$42.5 million	34.3 billion	152,754	81,303	46,139 gals.
FY 1993-94	\$46.2 million	36.0 billion	153,575	93,959	45,441 gals.
FY 1994-95	\$49.4 million	38.2 billion	155,662	125,364	45,911 gals.
% change '90-91 to '94-95	+5%	+1%	+2%	+76%	-15%

Performance Indicators

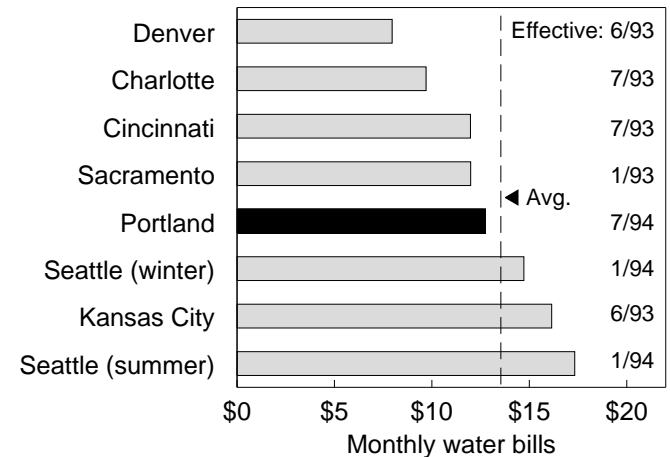
The Bureau provides clean and reasonably priced water to customers:

- EPA water quality standards are met.
- water bills are less than average compared to six other cities and are below other regions of the country.

Turbidity ratings increased significantly last year due to unusually rainy winter periods.

Citizen satisfaction with water services increased 2% since '90-91.

Figure 39 Comparable monthly residential water bills: Portland and 6 other cities



NOTE: Based on monthly water use of 1000 cubic feet plus service charge.

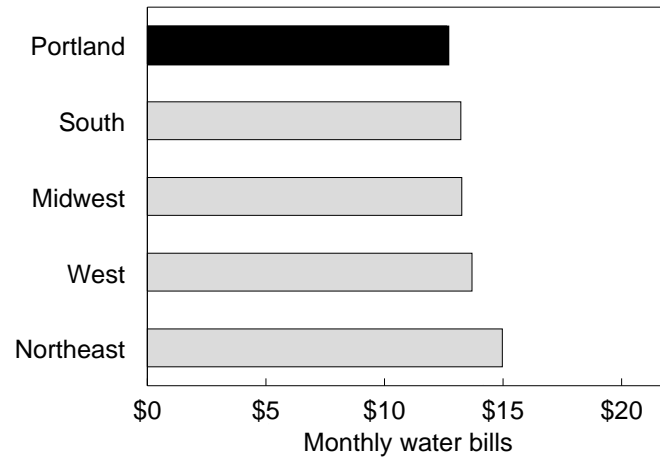
SOURCE: 1994 Rate Survey: Water and Wastewater, Ernst & Young

	Selected tests for water quality *			Peak summer month water consumption (in millions of gallons)		Debt coverage ratio	Monthly water bill ** (constant dollars)
	Nitrite (mg/l)	Turbidity (NTUs) max / ave	THM (mg/l)	Average day	Highest day		
FY 1990-91	.0005	1.10 / .34	.0081	176	210	2.08	\$11.96
FY 1991-92	.0008	1.90 / .38	.0097	174	207	1.93	\$12.46
FY 1992-93	.0005	.70 / .31	.0188	117	135	1.83	\$12.74
FY 1993-94	.0005	.70 / .27	.0180	145	187	2.90	\$13.01
FY 1994-95	.0005	3.0 / .48	.0173	184	219	2.40	\$12.68
Goal	<1.0	<5.00 / -	<.1000	-	-	>2.00	-
% change '90-91 to '94-95	0%	+173% / +41%	+114%	+5%	+4%	+15%	+6%

* Nitrites are a cause of "blue baby syndrome"; THM is a carcinogenic compound formed when water is disinfected by chlorine

** Based on monthly water use of 1000 cubic feet

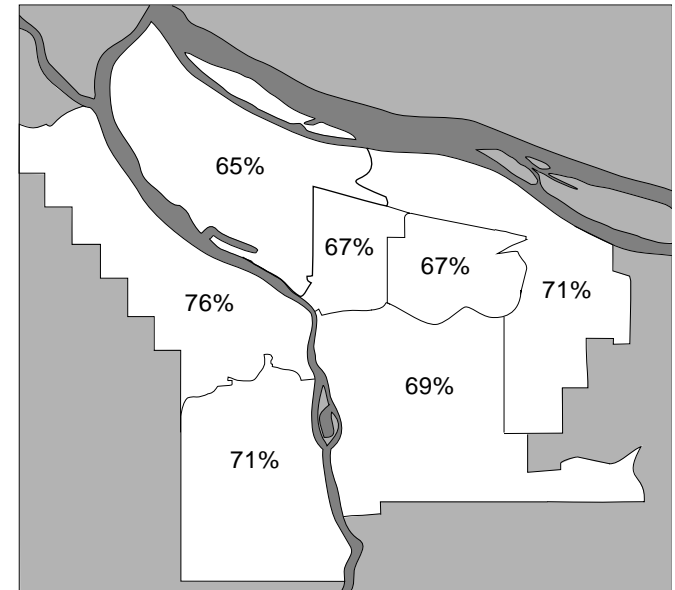
Figure 40 Comparable monthly residential water bills: Portland and national regions



NOTE: Based on monthly water use of 1000 cubic feet plus service charge.

SOURCE: 1994 Rate Survey: Water and Wastewater, Ernst & Young

Figure 41 Percent of neighborhood residents rating water services "good" or "very good"



SOURCE: Auditor's Office 1995 Citizen Survey

CITIZEN SURVEY	Overall rating of water services		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	68%	22%	10%
1992	57%	24%	19%
1993	65%	22%	13%
1994	67%	24%	9%
1995	70%	22%	8%

Appendices

Appendix A 1995 Citizen Survey Results

In 1995, the annual Portland Citizen Survey was done in collaboration with the Multnomah County Auditor for the second time. The City service questions correspond to the goals of the 6 bureaus covered in this report, and the results are intended to indicate how well goals were met. County service questions are not discussed in this report.

We mailed the survey to randomly selected addresses, with a letter from the City and County Auditors explaining the purpose of the survey and how to complete it. We asked respondents to remove the address page of the survey so that returned surveys would be anonymous.

We mailed approximately 9,700 surveys to City residents, and an additional 3,900 to County residents outside the City, in September 1995. A reminder was mailed four weeks later. At the time we wrote this report, 5,908 surveys were returned, for a County-wide response rate of 44%; 4,379 were City residents, for a City response rate of 45%.

Sampling error

For the City-wide survey sample size of 4,379, the sampling error (at the conventional 95% confidence level) is no more than $\pm 1.5\%$. For the smaller sub-samples in each neighborhood, the sampling error is generally less than $\pm 4\%$.

Representativeness of respondents

Demographic information supplied by the respondents was compared to census data. A comparison showed the respondents were somewhat more educated and older than the entire population, and that minorities were under-represented. However, analysis in prior years showed that adjustments to give more weight to the less educated and younger respondents would make very little, if any, difference in the results. We could not determine the impact of the low minority response on our results.

We sent surveys to residents in each of the 7 Portland neighborhoods. Because some of the neighborhoods are larger than others, we

checked on the need to re-weight the groups before combining into a City-wide total. Our analysis showed that re-weighting would have no substantial effect. Therefore, the city totals reported are unadjusted.

Follow-up on non-respondents

In 1994 we conducted a follow-up telephone survey of 400 non-respondents to address possible bias in the results caused by major attitude differences between those who returned the survey and those who did not. We asked nine questions from the mailed survey, as well as the demographic questions, and a general question on why the survey was not returned. We concluded from our analysis that there were no major differences between our sample and those who did not respond.

The demographic characteristics of the non-respondents contacted by telephone matched those of the total City population better than did the respondents to the mail survey. More minorities were interviewed in the phone follow-up. In addition, younger people and more people without any college education were contacted.

The answers from the respondents and non-respondents were compared. There was no significant difference between the two groups

on feelings of safety or the number of burglaries. The non-respondents had visited a park slightly less often than respondents. Only one question showed a marked difference in opinions - the non-respondents were more positive on how well the City and County provided government services overall.

Common reasons given for not returning the survey were “lack of interest” and “too busy”.

Results

The 1995 survey questions and results for City respondents (N=4,379) follow; County-wide results (N=5,908) are reported separately by the Multnomah County Auditor. A percentage is given for the responses to each question, both for the City as a whole and for each neighborhood separately. In addition, the City-wide total percentages from the last four years' survey are included.

The number of responses to each question are in parentheses following the last response category. “Don't know” and blank responses are not included in the percentages or in the count of responses.

1995 Portland/Multnomah County CITIZEN SURVEY

NOTE: City of Portland responses only; excludes
Multnomah County residents who live outside the City

	1995 CITY							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
1 How safe would you feel walking alone <i>during the day</i> :												
• in your neighborhood?												
Very safe	57%	49%	28%	27%	33%	33%	34%	38%	36%	34%	36%	32%
Safe	38%	39%	48%	47%	50%	49%	50%	46%	46%	46%	45%	45%
Neither safe nor unsafe	4%	9%	18%	19%	13%	13%	11%	12%	13%	14%	13%	15%
Unsafe	1%	3%	4%	5%	3%	4%	3%	3%	5%	5%	5%	5%
Very unsafe	0%	0%	2%	2%	1%	1%	2%	1%	1%	1%	1%	2%
	(719)	(589)	(441)	(417)	(621)	(996)	(513)	(4,296)	(3,882)	(4,544)	(4,030)	(4,440)
• in the park closest to you?												
Very safe	35%	32%	18%	16%	18%	20%	15%	23%	21%	18%	21%	17%
Safe	46%	39%	36%	36%	49%	46%	47%	44%	42%	42%	40%	40%
Neither safe nor unsafe	14%	19%	25%	25%	21%	19%	21%	20%	22%	22%	22%	23%
Unsafe	4%	8%	16%	16%	11%	11%	12%	10%	13%	14%	13%	15%
Very Unsafe	1%	2%	5%	7%	1%	4%	4%	3%	3%	4%	4%	5%
	(689)	(571)	(415)	(403)	(579)	(947)	(463)	(4,067)	(3,686)	(4,290)	(3,807)	(4,212)
• downtown?												
Very safe	20%	29%	18%	26%	17%	16%	9%	19%	17%	13%	16%	15%
Safe	49%	48%	35%	45%	45%	43%	36%	44%	43%	41%	42%	42%
Neither safe nor unsafe	22%	16%	31%	20%	24%	25%	32%	24%	24%	27%	25%	26%
Unsafe	7%	5%	11%	5%	10%	11%	15%	9%	12%	14%	12%	12%
Very unsafe	2%	2%	5%	4%	4%	5%	8%	4%	4%	5%	5%	5%
	(692)	(571)	(405)	(381)	(571)	(928)	(474)	(4,022)	(3,661)	(4,268)	(3,769)	(4,185)

	1995 CITY							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
How safe would you feel walking alone <i>at night</i> :												
• in your neighborhood?												
Very safe	21%	13%	6%	4%	7%	7%	7%	10%	9%	9%	10%	8%
Safe	38%	36%	22%	22%	29%	27%	34%	30%	28%	26%	28%	26%
Neither safe nor unsafe	22%	23%	27%	22%	23%	26%	23%	24%	26%	23%	22%	24%
Unsafe	17%	19%	30%	32%	31%	28%	23%	25%	25%	27%	26%	26%
Very unsafe	2%	9%	15%	20%	10%	12%	13%	11%	13%	15%	14%	16%
	(706)	(581)	(433)	(404)	(604)	(970)	(500)	(4,198)	(3,801)	(4,439)	(3,935)	(4,331)
• in the park closest to you?												
Very safe	7%	4%	3%	1%	2%	2%	2%	3%	3%	2%	3%	2%
Safe	22%	18%	9%	5%	10%	10%	8%	12%	12%	10%	11%	9%
Neither safe nor unsafe	28%	25%	20%	16%	23%	22%	27%	23%	22%	19%	19%	19%
Unsafe	29%	31%	36%	37%	37%	37%	35%	35%	35%	37%	36%	36%
Very unsafe	14%	22%	32%	41%	28%	29%	28%	27%	29%	32%	31%	34%
	(671)	(557)	(418)	(395)	(581)	(926)	(452)	(4,000)	(3,627)	(4,237)	(3,735)	(4,152)
• downtown?												
Very safe	3%	6%	2%	4%	2%	1%	1%	3%	2%	2%	2%	2%
Safe	19%	21%	12%	22%	14%	14%	9%	16%	15%	12%	14%	12%
Neither safe nor unsafe	34%	33%	28%	31%	26%	25%	22%	28%	27%	23%	23%	25%
Unsafe	29%	27%	36%	26%	33%	33%	38%	31%	33%	34%	34%	33%
Very unsafe	15%	13%	22%	17%	25%	27%	33%	22%	24%	29%	27%	28%
	(685)	(578)	(410)	(386)	(579)	(935)	(457)	(4,030)	(3,660)	(4,242)	(3,752)	(4,154)
2 Did anyone break into, or attempt to break into, any cars or trucks belonging to your household in the last 12 months (that is, since September 1994)?												
Yes	16%	24%	23%	26%	24%	31%	20%	24%	-	-	-	-
No	84%	76%	77%	74%	76%	69%	80%	76%	-	-	-	-
	(717)	(578)	(444)	(421)	(623)	(999)	(517)	(4,299)	-	-	-	-
If YES:												
• No. of times? (TOTAL REPORTED)	166	219	157	172	212	553	149	1,618	-	-	-	-
• How many were reported to the police? (PERCENT CALCULATED)	47%	49%	31%	44%	45%	47%	48%	44%	-	-	-	-

	1995 CITY TOTAL							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	1994	1993	1992	1991	
3 Did anyone break into, or burglarize, your home during the last 12 months?												
Yes	3%	4%	5%	8%	5%	5%	4%	5%	7%	7%	9%	10%
No	97%	96%	95%	92%	95%	95%	96%	95%	93%	93%	91%	90%
	(715)	(591)	(446)	(426)	(625)	(1,008)	(519)	(4,330)	(3,922)	(4,563)	(4,043)	(4,456)
If YES:												
• Was it reported to the police?												
Yes	75%	65%	71%	68%	90%	71%	48%	70%	77%	73%	80%	76%
No	25%	35%	29%	32%	10%	30%	52%	30%	23%	27%	20%	24%
	(20)	(20)	(21)	(34)	(29)	(51)	(21)	(196)	(265)	(327)	(323)	(432)
4 Do you know, or have you heard of, your neighborhood police officer?												
Yes	14%	16%	19%	20%	16%	13%	12%	15%	16%	15%	13%	12%
No	86%	84%	81%	80%	84%	87%	88%	85%	84%	85%	87%	88%
	(713)	(588)	(445)	(420)	(621)	(1,007)	(513)	(4,307)	(3,896)	(4,537)	(4,049)	(4,461)
5 How willing are you to help the police improve the quality of life in your neighborhood (for example, go to meetings or make phone calls)?												
Very willing	12%	13%	15%	17%	17%	15%	13%	14%	16%	18%	18%	17%
Willing	47%	40%	44%	47%	45%	44%	46%	44%	46%	49%	50%	51%
Neither willing nor unwilling	35%	36%	36%	28%	31%	31%	33%	33%	30%	26%	26%	26%
Unwilling	5%	8%	6%	6%	6%	8%	7%	7%	7%	6%	5%	5%
Very unwilling	1%	3%	2%	2%	1%	2%	1%	2%	1%	1%	1%	1%
	(671)	(547)	(392)	(380)	(566)	(911)	(472)	(3,939)	(3,561)	(4,207)	(3,755)	(4,121)
6 Did you use the services of the fire department in the last twelve months?												
Yes	6%	8%	10%	8%	7%	8%	7%	8%	6%	7%	7%	7%
No	94%	92%	90%	92%	93%	92%	93%	92%	94%	93%	93%	93%
	(718)	(591)	(447)	(425)	(625)	(1,005)	(520)	(4,331)	(3,924)	(4,570)	(4,052)	(4,406)

	1995 CITY							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
If YES:												
• What type of service was it? (the last time, if more than once)												
Fire	19%	30%	22%	23%	25%	19%	17%	22%	24%	20%	30%	24%
Medical	70%	57%	62%	69%	53%	71%	71%	65%	62%	58%	50%	56%
Other	11%	13%	16%	8%	22%	10%	12%	13%	14%	22%	20%	20%
	(43)	(47)	(45)	(35)	(40)	(75)	(34)	(319)	(227)	(312)	(273)	(322)
How do you rate the quality of the service you got?												
Very good	52%	49%	58%	66%	71%	69%	73%	63%	77%	68%	68%	69%
Good	43%	33%	35%	31%	24%	23%	12%	29%	19%	22%	24%	23%
Neither good nor bad	3%	12%	7%	0%	5%	7%	12%	6%	2%	6%	4%	5%
Bad	0%	6%	0%	3%	0%	1%	3%	2%	2%	3%	3%	2%
Very bad	2%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%
	(44)	(49)	(45)	(35)	(41)	(75)	(34)	(323)	(225)	(308)	(270)	(321)
7 Are you prepared to sustain yourself for 72 hours after a major disaster?												
Yes	46%	40%	50%	42%	49%	43%	52%	46%	44%	46%	-	-
No	54%	60%	50%	58%	51%	57%	48%	54%	56%	54%	-	-
	(657)	(538)	(405)	(389)	(369)	(924)	(475)	(3,957)	(3,796)	(4,439)	-	-
If NO:												
• Do you know what to do to get prepared?												
Yes	49%	49%	50%	44%	48%	48%	50%	47%	48%	50%	-	-
No	51%	51%	50%	56%	52%	52%	50%	53%	52%	50%	-	-
	(324)	(281)	(170)	(204)	(258)	(461)	(210)	(1,908)	(1,936)	(2,205)	-	-
Are you trained in first aid or CPR?												
First aid	10%	10%	10%	10%	13%	10%	12%	11%	10%	-	-	-
CPR	15%	15%	14%	13%	17%	15%	15%	15%	13%	-	-	-
Both	28%	28%	28%	31%	26%	28%	27%	28%	28%	-	-	-
Neither	47%	47%	48%	46%	44%	47%	46%	46%	49%	-	-	-
	(619)	(508)	(378)	(366)	(524)	(886)	(445)	(3,726)	(3,634)	-	-	-

	1995 CITY TOTAL							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
8 How do you rate garbage/ recycling service in the following categories:												
• the cost?												
Very good	7%	17%	7%	8%	7%	8%	6%	8%	8%	5%	6%	-
Good	26%	35%	30%	33%	31%	29%	26%	29%	28%	27%	25%	-
Neither good nor bad	35%	34%	33%	33%	36%	34%	32%	34%	35%	33%	32%	-
Bad	24%	10%	22%	18%	19%	21%	23%	20%	22%	24%	26%	-
Very bad	9%	4%	8%	8%	7%	8%	13%	9%	8%	11%	11%	-
	(611)	(341)	(384)	(362)	(549)	(837)	(441)	(3,525)	(3,351)	(4,095)	(3,144)	-
• the quality of garbage service?												
Very good	22%	24%	23%	25%	25%	23%	19%	23%	23%	21%	25%	-
Good	54%	54%	51%	54%	51%	54%	55%	53%	53%	55%	53%	-
Neither good nor bad	19%	18%	16%	16%	16%	17%	20%	18%	18%	17%	15%	-
Bad	4%	4%	7%	3%	5%	4%	5%	4%	4%	5%	5%	-
Very bad	1%	0%	3%	2%	3%	2%	1%	2%	2%	2%	2%	-
	(647)	(454)	(408)	(389)	(571)	(903)	(477)	(3,849)	(3,625)	(4,341)	(3,278)	-
• the quality of recycling service?												
Very good	25%	25%	24%	27%	30%	27%	25%	26%	25%	23%	23%	-
Good	51%	51%	48%	54%	50%	51%	51%	51%	51%	51%	49%	-
Neither good nor bad	17%	14%	19%	12%	13%	16%	17%	15%	17%	17%	17%	-
Bad	5%	8%	6%	5%	5%	5%	6%	6%	6%	6%	7%	-
Very bad	2%	2%	3%	2%	2%	1%	1%	2%	2%	3%	4%	-
	(644)	(447)	(395)	(380)	(557)	(888)	(469)	(3,780)	(3,505)	(4,234)	(3,240)	-
Do you live in a single family home, a 2-, 3- or 4-plex, or a larger apartment/condominium?												
1 family home	84%	22%	87%	84%	90%	81%	85%	76%	78%	80%	-	-
2, 3 or 4-plex	4%	5%	4%	5%	3%	8%	3%	5%	5%	5%	-	-
Apartment	10%	67%	7%	10%	6%	9%	10%	16%	15%	13%	-	-
Other	2%	6%	2%	1%	1%	2%	2%	3%	3%	2%	-	-
	(662)	(536)	(417)	(398)	(573)	(930)	(472)	(3,988)	(3,762)	(4,425)	-	-

								1995	Prior Year CITY TOTALS			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	1994	1993	1992	1991
9 In general, how do you rate the quality of the parks near your home in the following categories?												
• clean grounds												
Very good	39%	38%	21%	24%	22%	28%	20%	28%	27%	26%	24%	25%
Good	52%	48%	64%	57%	60%	58%	62%	57%	59%	58%	59%	59%
Neither good nor bad	8%	9%	12%	15%	15%	12%	15%	12%	12%	12%	13%	13%
Bad	1%	4%	3%	4%	2%	2%	3%	3%	2%	3%	3%	3%
Very bad	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%
	(623)	(525)	(401)	(362)	(524)	(853)	(387)	(3,675)	(3,389)	(4,040)	(3,598)	(4,022)
• well-maintained grounds												
Very good	34%	38%	21%	24%	21%	27%	20%	27%	26%	25%	23%	25%
Good	52%	48%	64%	59%	59%	57%	57%	56%	56%	57%	57%	56%
Neither good nor bad	13%	11%	12%	15%	18%	14%	18%	14%	15%	14%	16%	15%
Bad	1%	3%	3%	2%	2%	2%	4%	2%	2%	3%	5%	3%
Very bad	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%
	(621)	(524)	(392)	(361)	(520)	(848)	(389)	(3,655)	(3,370)	(4,019)	(3,569)	(3,984)
• beauty of landscaping & plantings												
Very good	26%	40%	22%	20%	15%	25%	18%	24%	21%	21%	20%	22%
Good	48%	42%	51%	51%	48%	47%	44%	47%	47%	47%	48%	47%
Neither good nor bad	23%	16%	23%	26%	30%	24%	28%	24%	27%	26%	26%	26%
Bad	2%	2%	4%	3%	6%	3%	8%	4%	4%	5%	5%	4%
Very bad	1%	0%	0%	0%	1%	1%	2%	1%	1%	1%	1%	1%
	(620)	(521)	(395)	(359)	(514)	(850)	(386)	(3,645)	(3,366)	(4,009)	(3,570)	(3,956)
• clean facilities												
Very good	22%	24%	12%	6%	7%	12%	15%	15%	13%	13%	12%	12%
Good	45%	38%	40%	36%	35%	41%	43%	40%	40%	38%	40%	37%
Neither good nor bad	27%	25%	29%	38%	37%	32%	32%	31%	33%	32%	31%	32%
Bad	5%	10%	14%	14%	17%	12%	8%	11%	12%	13%	13%	15%
Very bad	1%	3%	5%	6%	4%	3%	2%	3%	3%	4%	4%	4%
	(523)	(415)	(335)	(267)	(405)	(683)	(298)	(2,926)	(2,792)	(3,212)	(2,880)	(3,173)

	1995 CITY							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
• well-maintained facilities												
Very good	23%	25%	12%	6%	8%	12%	16%	15%	13%	13%	13%	12%
Good	45%	40%	42%	36%	37%	43%	41%	41%	41%	40%	41%	40%
Neither good nor bad	27%	26%	29%	37%	38%	31%	33%	31%	34%	32%	31%	31%
Bad	4%	7%	13%	15%	13%	11%	8%	10%	9%	11%	11%	13%
Very bad	1%	2%	4%	6%	4%	3%	2%	3%	3%	4%	4%	4%
	(533)	(416)	(330)	(264)	(406)	(683)	(300)	(2,932)	(2,792)	(3,254)	(2,898)	(3,170)
10 In the past twelve months, how many times did you:												
• visit any City park?												
Never	11%	8%	16%	18%	15%	17%	28%	16%	16%	18%	16%	15%
Once or twice	19%	13%	24%	16%	20%	20%	29%	20%	20%	21%	19%	19%
3 to 5 times	18%	16%	19%	26%	19%	17%	17%	17%	18%	18%	17%	18%
6 to 10 times	15%	12%	12%	17%	14%	13%	11%	13%	13%	13%	14%	15%
More than 10 times	37%	51%	29%	33%	32%	33%	15%	34%	33%	30%	34%	33%
	(668)	(544)	(416)	(401)	(576)	(917)	(478)	(4,000)	(3,762)	(4,496)	(3,993)	(4,400)
• visit a City park near your home?												
Never	15%	10%	20%	25%	20%	20%	36%	20%	20%	23%	21%	21%
Once or twice	22%	12%	25%	21%	24%	22%	30%	22%	23%	23%	22%	21%
3 to 5 times	18%	15%	17%	15%	18%	17%	14%	17%	17%	15%	16%	16%
6 to 10 times	13%	12%	11%	12%	12%	11%	6%	11%	11%	12%	11%	13%
More than 10 times	32%	51%	27%	27%	26%	30%	14%	30%	29%	27%	30%	29%
	(641)	(518)	(408)	(374)	(558)	(896)	(464)	(3,859)	(3,645)	(4,411)	(3,906)	(4,318)
11 In general, how satisfied are you with the City's recreation programs (such as community centers and schools, classes, pools, sports leagues, art centers, etc.)?												
• easy to get to												
Very satisfied	16%	14%	16%	16%	13%	15%	9%	15%	16%	14%	15%	15%
Satisfied	51%	53%	59%	56%	52%	53%	43%	52%	52%	54%	54%	51%
Neither sat. or dissat.	27%	29%	22%	23%	31%	27%	39%	28%	27%	25%	24%	27%
Dissatisfied	5%	4%	3%	4%	4%	4%	7%	4%	5%	5%	5%	6%
Very dissatisfied	1%	0%	0%	1%	0%	1%	2%	1%	1%	2%	2%	1%
	(442)	(288)	(276)	(256)	(339)	(556)	(261)	(2,418)	(2,411)	(2,899)	(2,619)	(2,932)

								1995	Prior Year CITY TOTALS			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	1994	1993	1992	1991
• affordable												
Very satisfied	19%	16%	12%	13%	13%	14%	7%	14%	15%	15%	15%	15%
Satisfied	49%	47%	52%	55%	50%	52%	43%	50%	50%	51%	52%	51%
Neither sat. or dissat.	28%	32%	27%	26%	31%	28%	38%	29%	27%	26%	24%	26%
Dissatisfied	3%	4%	8%	4%	3%	5%	8%	5%	6%	6%	7%	6%
Very dissatisfied	1%	1%	1%	2%	3%	1%	4%	2%	2%	2%	2%	2%
	(421)	(270)	(264)	(242)	(326)	(530)	(249)	(2,302)	(2,301)	(2,766)	(2,506)	(2,787)
• open at good times												
Very satisfied	13%	13%	12%	12%	9%	11%	8%	11%	12%	12%	11%	11%
Satisfied	50%	45%	54%	52%	50%	51%	41%	50%	49%	50%	52%	74%
Neither sat. or dissat.	30%	36%	29%	29%	34%	31%	46%	33%	32%	29%	29%	32%
Dissatisfied	6%	6%	4%	5%	5%	6%	5%	5%	6%	7%	6%	8%
Very dissatisfied	1%	0%	1%	2%	2%	1%	1%	1%	1%	2%	2%	2%
	(400)	(256)	(253)	(238)	(319)	(508)	(237)	(2,211)	(2,226)	(2,667)	(2,436)	(2,724)
• good variety												
Very satisfied	15%	12%	12%	12%	10%	12%	9%	12%	13%	12%	13%	13%
Satisfied	46%	48%	48%	52%	49%	49%	41%	48%	48%	49%	50%	46%
Neither sat. or dissat.	32%	34%	34%	28%	35%	32%	42%	34%	32%	31%	29%	31%
Dissatisfied	6%	5%	5%	6%	5%	5%	5%	5%	6%	6%	6%	8%
Very dissatisfied	1%	1%	1%	2%	1%	2%	3%	1%	1%	2%	2%	2%
	(396)	(259)	(242)	(230)	(314)	(502)	(238)	(2,181)	(2,226)	(2,655)	(2,438)	(2,701)
• adequate number of classes, teams, etc.												
Very satisfied	12%	9%	11%	8%	9%	11%	8%	10%	11%	10%	10%	11%
Satisfied	42%	46%	46%	46%	45%	43%	34%	43%	42%	44%	46%	43%
Neither sat. or dissat.	38%	37%	35%	34%	39%	39%	49%	39%	36%	35%	34%	35%
Dissatisfied	7%	7%	7%	8%	6%	5%	7%	6%	9%	8%	8%	9%
Very dissatisfied	1%	1%	1%	3%	1%	2%	2%	2%	2%	3%	2%	2%
	(380)	(233)	(218)	(212)	(293)	(467)	(214)	(2,017)	(2,056)	(2,496)	(2,291)	(2,530)

	SW	NW/ Downtown	N	NE	Central			1995 CITY TOTAL	Prior Year CITY TOTALS				
					NE	SE	E		1994	1993	1992	1991	
How many members of your household took part in a City recreation activity in the past twelve months? (CITY TOTAL)													
• age 12 and under (1,366)	56%	41%	55%	51%	49%	52%	38%	50%	52%	-	--		
• age 13 to 18 (563)	50%	33%	58%	47%	29%	37%	32%	40%	47%	-	--		
• age 19 to 54 (4,893)	19%	18%	20%	20%	17%	17%	11%	18%	21%	-	--		
• age 55 and over (2,752)	22%	19%	21%	15%	18%	13%	16%	18%	18%	-	--		
12 How well do you think:													
• the City provides sewer and drainage service to your home?													
Very well	23%	28%	17%	20%	14%	22%	17%	20%	21%	-	-	-	-
Well	49%	44%	52%	51%	50%	48%	44%	48%	49%	-	-	-	-
Neither well nor poorly	19%	21%	22%	22%	24%	20%	25%	22%	21%	-	-	-	-
Poorly	6%	5%	6%	4%	7%	5%	8%	6%	6%	-	-	-	-
Very poorly	3%	2%	3%	3%	5%	5%	6%	4%	4%	-	-	-	-
	(625)	(384)	(405)	(361)	(493)	(786)	(388)	(3,442)	(3,240)	-	-	-	-
• the sewer and storm drainage systems protect streams and rivers?													
Very well	4%	9%	6%	5%	5%	7%	8%	6%	6%	2%	3%	3%	3%
Well	26%	22%	22%	28%	27%	24%	27%	25%	24%	16%	19%	20%	20%
Neither well nor poorly	25%	18%	24%	25%	22%	20%	26%	23%	24%	25%	26%	23%	23%
Poorly	27%	27%	31%	25%	27%	27%	23%	27%	26%	35%	34%	33%	33%
Very poorly	18%	24%	17%	17%	19%	22%	16%	19%	20%	22%	18%	21%	21%
	(541)	(363)	(347)	(317)	(454)	(714)	(352)	(3,088)	(2,931)	(3,651)	(2,972)	(3,210)	(3,210)

								1995	Prior Year CITY TOTALS			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	1994	1993	1992	1991
13 In general, how do you rate the streets in your neighborhood in the following categories?												
• smoothness												
Very good	13%	10%	10%	11%	8%	12%	13%	11%	14%	12%	11%	12%
Good	41%	48%	44%	51%	36%	45%	45%	44%	46%	43%	15%	42%
Neither good nor bad	21%	23%	24%	22%	28%	21%	23%	23%	21%	23%	22%	23%
Bad	14%	13%	17%	12%	21%	15%	12%	15%	14%	15%	15%	15%
Very bad	11%	6%	5%	4%	7%	7%	7%	7%	5%	7%	7%	8%
	(674)	(553)	(424)	(397)	(582)	(937)	(491)	(4,058)	(3,807)	(4,541)	(4,038)	(4,440)
• cleanliness												
Very good	15%	13%	10%	9%	8%	10%	12%	11%	12%	12%	12%	11%
Good	53%	50%	43%	47%	48%	47%	51%	49%	51%	49%	48%	46%
Neither good nor bad	22%	23%	29%	25%	28%	27%	23%	25%	22%	23%	23%	25%
Bad	7%	9%	13%	13%	12%	11%	11%	11%	11%	11%	11%	13%
Very bad	3%	5%	5%	6%	4%	5%	3%	4%	4%	5%	6%	5%
	(673)	(553)	(425)	(398)	(577)	(936)	(491)	(4,053)	(3,799)	(4,528)	(3,996)	(4,398)
• traffic safety												
Very good	7%	7%	5%	5%	5%	4%	9%	7%	7%	7%	-	-
Good	32%	29%	36%	29%	33%	35%	39%	33%	34%	34%	-	-
Neither good nor bad	28%	28%	24%	27%	29%	26%	26%	25%	26%	27%	-	-
Bad	23%	24%	24%	22%	23%	22%	16%	23%	21%	21%	-	-
Very bad	10%	13%	12%	18%	9%	12%	10%	12%	12%	11%	-	-
	(669)	(548)	(423)	(387)	(578)	(929)	(486)	(4,020)	(3,781)	(4,491)	-	-
14 How many pets do you have in your household?												
No. of dogs	237	137	215	178	230	378	176	1,551	1,444	-	-	-
No. of cats	339	233	248	209	348	584	220	2,181	1,866	-	-	-

	1995 CITY TOTAL								Prior Year CITY TOTALS			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
% dogs neutered	72%	61%	69%	77%	80%	79%	70%	74%	-	-	-	-
% cats neutered	89%	73%	87%	91%	89%	84%	82%	85%	-	-	-	-
15 In the last twelve months, have you contacted Animal Control about a problem (e.g. reporting a barking animal, dead animal or lost/found animal)?												
Yes	10%	5%	19%	17%	15%	13%	12%	13%	11%	-	-	-
No	90%	95%	81%	83%	85%	87%	88%	87%	89%	-	-	-
	(667)	(548)	(414)	(401)	(574)	(935)	(485)	(4,024)	(3,502)	-	-	-
If YES:												
How satisfied were you with the:												
• speed of reponse? <i>(the last time, if more than once)</i>												
Very satisfied	19%	30%	20%	29%	18%	25%	22%	23%	16%	-	-	-
Satisfied	27%	39%	35%	31%	33%	28%	16%	29%	31%	-	-	-
Neither sat. or dissat.	19%	5%	8%	12%	19%	14%	15%	14%	13%	-	-	-
Dissatisfied	23%	13%	19%	15%	12%	13%	21%	16%	17%	-	-	-
Very dissatisfied	12%	13%	18%	13%	18%	20%	26%	18%	22%	-	-	-
	(64)	(23)	(74)	(68)	(79)	(118)	(58)	(484)	(381)	-	-	-
• steps they took to solve your problem?												
Very satisfied	20%	30%	17%	25%	15%	21%	25%	21%	16%	-	-	-
Satisfied	21%	40%	29%	26%	21%	30%	11%	25%	27%	-	-	-
Neither sat. or dissat.	16%	5%	19%	15%	16%	15%	13%	15%	16%	-	-	-
Dissatisfied	23%	5%	13%	14%	24%	12%	15%	16%	14%	-	-	-
Very dissatisfied	20%	20%	22%	20%	24%	22%	36%	23%	27%	-	-	-
	(61)	(20)	(69)	(59)	(80)	(115)	(53)	(457)	(369)	-	-	-

	1995 CITY							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
16 In the past twelve months, how many times did you:												
• visit the Trans-Central Library? *												
Never	55%	42%	71%	62%	68%	69%	77%	63%	50%	-	-	-
Once or twice	22%	16%	15%	16%	18%	15%	12%	16%	21%	-	-	-
3 to 10 times	16%	22%	10%	15%	10%	11%	7%	13%	19%	-	-	-
Once a month	5%	10%	3%	4%	3%	3%	3%	5%	7%	-	-	-
Once a week	2%	10%	1%	3%	1%	2%	1%	3%	3%	-	-	-
	(641)	(536)	(401)	(385)	(551)	(911)	(462)	(3,887)	(3,764)	-	-	-
• visit your neighborhood branch?												
Never	35%	63%	53%	46%	37%	46%	45%	46%	45%	-	-	-
Once or twice	17%	11%	22%	18%	19%	18%	18%	18%	18%	-	-	-
3 to 10 times	23%	14%	14%	21%	21%	22%	21%	20%	20%	-	-	-
Once a month	14%	7%	6%	7%	14%	8%	9%	9%	11%	-	-	-
Once a week	11%	5%	5%	8%	9%	6%	7%	7%	7%	-	-	-
	(657)	(464)	(415)	(387)	(577)	(927)	(480)	(3,907)	(3,645)	-	-	-
• contact the library by phone?												
Never	58%	60%	67%	59%	63%	65%	71%	63%	63%	-	-	-
Once or twice	20%	21%	20%	20%	19%	20%	18%	20%	21%	-	-	-
3 to 10 times	16%	13%	10%	15%	13%	11%	8%	12%	11%	-	-	-
Once a month	4%	4%	2%	5%	5%	3%	3%	4%	4%	-	-	-
Once a week	2%	2%	1%	1%	1%	1%	0%	1%	1%	-	-	-
	(637)	(516)	(403)	(373)	(554)	(905)	(461)	(3,849)	(3,629)	-	-	-
• contact the library by computer?												
Never	88%	88%	91%	87%	91%	91%	94%	90%	93%	-	-	-
Once or twice	3%	5%	3%	5%	4%	4%	3%	4%	2%	-	-	-
3 to 10 times	5%	4%	5%	5%	2%	3%	1%	3%	3%	-	-	-
Once a month	2%	2%	0%	2%	1%	1%	1%	1%	1%	-	-	-
Once a week	2%	1%	1%	1%	2%	1%	1%	2%	1%	-	-	-
	(619)	(493)	(394)	(365)	(543)	(898)	(456)	(3,768)	(3,516)	-	-	-

* question read "Central Library" in 1994 survey

								1995	Prior Year CITY TOTALS			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	1994	1993	1992	1991
17 In general, how satisfied are you with the library you usually go to?												
• hours that meet your needs												
Very satisfied	17%	29%	17%	16%	14%	19%	15%	18%	18%	-	-	-
Satisfied	50%	46%	49%	45%	56%	47%	53%	49%	50%	-	-	-
Neither sat. or dissat.	18%	16%	21%	21%	14%	18%	18%	18%	17%	-	-	-
Dissatisfied	13%	8%	11%	15%	13%	14%	12%	13%	13%	-	-	-
Very dissatisfied	2%	1%	2%	3%	3%	2%	2%	2%	2%	-	-	-
	(530)	(412)	(294)	(289)	(442)	(651)	(341)	(2,959)	(2,851)	-	-	-
• convenient location												
Very satisfied	33%	31%	21%	26%	33%	26%	24%	28%	28%	-	-	-
Satisfied	54%	43%	55%	51%	55%	54%	57%	53%	55%	-	-	-
Neither sat. or dissat.	10%	15%	14%	15%	10%	15%	13%	13%	13%	-	-	-
Dissatisfied	3%	8%	6%	7%	2%	4%	4%	5%	4%	-	-	-
Very dissatisfied	0%	3%	4%	1%	0%	1%	2%	1%	1%	-	-	-
	(537)	(414)	(297)	(290)	(444)	(671)	(343)	(2,996)	(2,905)	-	-	-
• availability of books and materials												
Very satisfied	20%	31%	17%	18%	18%	19%	16%	20%	19%	-	-	-
Satisfied	49%	44%	50%	48%	50%	49%	54%	49%	52%	-	-	-
Neither sat. or dissat.	21%	18%	24%	21%	20%	23%	20%	21%	20%	-	-	-
Dissatisfied	8%	6%	7%	8%	10%	8%	8%	8%	8%	-	-	-
Very dissatisfied	2%	1%	2%	5%	2%	1%	2%	2%	2%	-	-	-
	(524)	(405)	(292)	(284)	(431)	(653)	(339)	(2,928)	(2,822)	-	-	-
• assistance provided by library staff												
Very satisfied	36%	42%	26%	32%	33%	30%	24%	32%	32%	-	-	-
Satisfied	48%	40%	53%	48%	52%	48%	54%	49%	49%	-	-	-
Neither sat. or dissat.	15%	16%	18%	16%	12%	19%	18%	16%	15%	-	-	-
Dissatisfied	1%	1%	1%	3%	3%	2%	4%	2%	3%	-	-	-
Very dissatisfied	0%	1%	2%	1%	0%	1%	1%	1%	1%	-	-	-
	(524)	(399)	(289)	(287)	(423)	(641)	(335)	(2,898)	(2,782)	-	-	-

	1995 CITY							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
• children's programs												
Very satisfied	17%	25%	23%	18%	23%	20%	19%	20%	17%	-	-	-
Satisfied	42%	28%	37%	44%	48%	43%	49%	43%	45%	-	-	-
Neither sat. or dissat.	40%	46%	38%	35%	28%	34%	27%	35%	36%	-	-	-
Dissatisfied	1%	1%	1%	2%	2%	3%	3%	1%	2%	-	-	-
Very dissatisfied	0%	0%	1%	1%	1%	0%	2%	1%	1%	-	-	-
	(245)	(140)	(161)	(148)	(236)	(346)	(185)	(1,461)	(1,377)	-	-	-
18 How do you rate the following methods of voting?												
• voting at polling places												
Very good	36%	40%	34%	32%	33%	35%	33%	35%	-	-	-	-
Good	44%	39%	44%	46%	48%	44%	45%	44%	-	-	-	-
Neither good nor bad	16%	17%	17%	19%	15%	17%	17%	17%	-	-	-	-
Bad	3%	3%	4%	2%	3%	3%	3%	3%	-	-	-	-
Very bad	1%	1%	1%	1%	1%	1%	2%	1%	-	-	-	-
	(654)	(515)	(387)	(377)	(553)	(876)	(444)	(3,806)	-	-	-	-
• voting by mail												
Very good	52%	57%	44%	47%	44%	51%	58%	51%	-	-	-	-
Good	28%	24%	36%	31%	35%	29%	24%	29%	-	-	-	-
Neither good nor bad	10%	11%	10%	13%	11%	10%	11%	11%	-	-	-	-
Bad	4%	4%	6%	5%	6%	6%	2%	5%	-	-	-	-
Very bad	6%	4%	4%	4%	4%	4%	5%	4%	-	-	-	-
	(675)	(519)	(400)	(391)	(582)	(918)	(461)	(3,946)	-	-	-	-
19 Do you own a home in Multnomah County?												
Yes	81%	33%	76%	79%	85%	71%	80%	72%	74%	-	-	-
No	19%	67%	24%	21%	15%	29%	20%	28%	26%	-	-	-
	(678)	(566)	(415)	(397)	(586)	(956)	(488)	(4,086)	(3,801)	-	-	-

	1995 CITY							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
If YES:												
How do you think the assessed value on your last tax statement compares to what you could sell it for ("market value")? <i>(if you own more than one home, answer about the one you live in)</i>												
Way above market	10%	9%	16%	10%	13%	11%	12%	12%	13%	-	-	-
Somewhat above market	32%	31%	28%	22%	30%	33%	33%	30%	29%	-	-	-
At market	44%	44%	40%	38%	38%	37%	38%	39%	41%	-	-	-
Somewhat below market	13%	15%	13%	27%	18%	17%	15%	17%	16%	-	-	-
Way below market	1%	2%	3%	3%	1%	2%	2%	2%	2%	-	-	-
	(489)	(163)	(246)	(245)	(409)	(547)	(322)	(2,421)	(2,285)	-	-	-
20 Overall, how do you rate the livability of your neighborhood?												
Very good	46%	39%	16%	20%	22%	21%	25%	28%	26%	25%	-	-
Good	47%	47%	53%	49%	59%	50%	54%	51%	52%	52%	-	-
Neither good nor bad	6%	10%	24%	23%	14%	22%	18%	16%	16%	17%	-	-
Bad	1%	3%	6%	7%	4%	6%	3%	4%	4%	5%	-	-
Very bad	0%	1%	1%	1%	1%	1%	0%	1%	1%	1%	-	-
	(720)	(586)	(431)	(419)	(620)	(999)	(517)	(4,292)	(3,874)	(4,258)	-	-
21 Overall, how good a job do you think local government is doing at providing government services?												
Very good	9%	11%	3%	4%	4%	5%	6%	6%	5%	-	-	-
Good	58%	58%	44%	50%	51%	50%	47%	52%	48%	-	-	-
Neither good nor bad	27%	24%	42%	36%	33%	35%	36%	33%	37%	-	-	-
Bad	4%	6%	9%	7%	10%	7%	8%	7%	8%	-	-	-
Very bad	2%	1%	2%	3%	2%	3%	3%	2%	3%	-	-	-
	(680)	(537)	(402)	(389)	(582)	(909)	(474)	(3,973)	(3,509)	-	-	-

20 Overall, how do you rate the quality of each of the following City and County services?

• Police

	SW	NW/ Downtown	N	NE	Central NE	SE	E	1995 CITY TOTAL	Prior Year CITY TOTALS			
									1994	1993	1992	1991
Very good	14%	13%	15%	12%	11%	15%	15%	14%	14%	14%	12%	11%
Good	58%	58%	53%	55%	59%	52%	57%	56%	56%	54%	51%	49%
Neither good nor bad	20%	21%	21%	22%	22%	22%	22%	21%	22%	23%	25%	27%
Bad	6%	6%	8%	8%	6%	8%	4%	7%	6%	7%	9%	10%
Very bad	2%	2%	3%	3%	2%	3%	2%	2%	2%	2%	3%	3%
	(654)	(514)	(419)	(398)	(582)	(909)	(479)	(3,955)	(3,641)	(4,179)	(3,717)	(4,083)

• Fire

Very good	27%	29%	35%	28%	24%	29%	30%	29%	28%	29%	29%	29%
Good	61%	59%	53%	58%	61%	60%	60%	59%	61%	59%	59%	59%
Neither good nor bad	12%	12%	12%	14%	16%	11%	9%	12%	10%	11%	11%	11%
Bad	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%
Very bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
	(595)	(463)	(390)	(344)	(528)	(817)	(464)	(3,601)	(3,316)	(3,797)	(3,341)	(3,738)

• Water

Very good	19%	19%	15%	14%	13%	17%	18%	17%	14%	16%	11%	18%
Good	52%	57%	50%	53%	54%	52%	53%	53%	53%	49%	46%	50%
Neither good nor bad	20%	18%	23%	24%	28%	22%	22%	22%	24%	22%	24%	22%
Bad	6%	4%	8%	5%	4%	6%	5%	5%	6%	9%	11%	7%
Very bad	3%	2%	4%	4%	2%	3%	2%	3%	3%	4%	8%	3%
	(666)	(457)	(418)	(381)	(574)	(907)	(480)	(3,883)	(3,546)	(4,261)	(3,801)	(4,097)

• Parks

Very good	22%	26%	16%	15%	14%	18%	14%	18%	17%	15%	16%	14%
Good	60%	60%	62%	61%	66%	59%	53%	60%	60%	61%	61%	58%
Neither good nor bad	16%	11%	18%	21%	17%	20%	27%	18%	19%	19%	19%	23%
Bad	1%	2%	4%	3%	3%	2%	5%	3%	3%	4%	3%	4%
Very bad	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%
	(662)	(544)	(395)	(371)	(542)	(869)	(419)	(3,802)	(3,430)	(3,962)	(3,543)	(3,883)

	1995 CITY TOTAL							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
• Recreation centers/activities												
Very good	17%	19%	14%	9%	10%	14%	10%	13%	13%	11%	12%	10%
Good	55%	54%	55%	58%	59%	56%	46%	55%	55%	51%	51%	49%
Neither good nor bad	25%	25%	28%	31%	28%	26%	37%	28%	28%	32%	31%	34%
Bad	3%	2%	3%	1%	2%	3%	6%	3%	4%	5%	5%	6%
Very bad	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(520)	(347)	(311)	(280)	(410)	(643)	(323)	(2,834)	(2,684)	(2,962)	(2,663)	(2,871)
• Library												
Very good	26%	33%	21%	21%	22%	23%	22%	24%	21%	-	-	-
Good	59%	53%	60%	57%	63%	58%	58%	59%	59%	-	-	-
Neither good nor bad	12%	12%	16%	19%	13%	16%	19%	15%	18%	-	-	-
Bad	2%	2%	3%	2%	1%	2%	1%	2%	2%	-	-	-
Very bad	0%	0%	0%	1%	1%	1%	0%	0%	0%	-	-	-
	(628)	(478)	(348)	(341)	(509)	(781)	(400)	(3,485)	(3,225)	-	-	
• Elections												
Very good	19%	20%	15%	14%	12%	16%	17%	16%	15%	-	-	-
Good	56%	58%	55%	56%	60%	56%	51%	56%	57%	-	-	-
Neither good nor bad	22%	20%	27%	28%	25%	25%	27%	25%	24%	-	-	-
Bad	2%	2%	2%	1%	2%	3%	3%	2%	3%	-	-	-
Very bad	1%	0%	1%	1%	1%	0%	2%	1%	1%	-	-	-
	(660)	(502)	(400)	(375)	(560)	(879)	(460)	(3,836)	(3,486)	-	-	-
• Property assessment												
Very good	4%	4%	2%	1%	2%	2%	2%	3%	3%	-	-	-
Good	24%	29%	20%	24%	20%	25%	23%	23%	22%	-	-	-
Neither good nor bad	47%	42%	47%	50%	48%	45%	44%	46%	45%	-	-	-
Bad	18%	17%	22%	18%	21%	21%	20%	20%	21%	-	-	-
Very bad	7%	8%	9%	7%	9%	7%	11%	8%	9%	-	-	-
	(597)	(295)	(331)	(318)	(512)	(742)	(409)	(3,204)	(2,936)	-	-	-

	1995 CITY							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
• Animal control												
Very good	6%	9%	6%	5%	5%	7%	6%	6%	6%	-	-	-
Good	38%	39%	33%	39%	39%	40%	37%	38%	38%	-	-	-
Neither good nor bad	42%	40%	35%	38%	36%	36%	38%	38%	38%	-	-	-
Bad	9%	8%	14%	15%	14%	12%	12%	12%	13%	-	-	-
Very bad	5%	4%	12%	3%	6%	5%	7%	6%	6%	-	-	-
	(518)	(312)	(355)	(302)	(484)	(748)	(408)	(3,127)	(2,855)	-	-	-
• Street maintenance												
Very good	5%	9%	7%	6%	4%	6%	6%	6%	6%	7%	6%	6%
Good	40%	46%	41%	50%	37%	42%	40%	42%	44%	42%	44%	39%
Neither good nor bad	30%	27%	32%	26%	33%	29%	33%	30%	30%	31%	31%	32%
Bad	17%	14%	15%	13%	19%	15%	15%	16%	15%	15%	14%	18%
Very bad	8%	4%	5%	5%	7%	7%	6%	6%	5%	5%	5%	5%
	(701)	(563)	(431)	(411)	(607)	(977)	(507)	(4,197)	(3,774)	(4,361)	(3,877)	(4,190)
• Street lighting												
Very good	8%	12%	6%	5%	7%	8%	10%	8%	8%	9%	9%	-
Good	50%	48%	53%	52%	52%	52%	55%	52%	53%	52%	52%	-
Neither good nor bad	29%	26%	25%	26%	27%	24%	23%	26%	26%	25%	25%	-
Bad	9%	11%	11%	14%	10%	12%	10%	11%	11%	11%	11%	-
Very bad	4%	3%	5%	3%	4%	4%	2%	3%	4%	3%	3%	-
	(697)	(563)	(429)	(413)	(614)	(976)	(507)	(4,199)	(3,777)	(4,395)	(3,918)	-
• Traffic management												
Very good	3%	6%	5%	4%	3%	5%	6%	5%	4%	5%	5%	-
Good	34%	38%	30%	29%	34%	34%	38%	34%	36%	35%	38%	-
Neither good nor bad	36%	31%	34%	34%	34%	30%	34%	33%	33%	34%	31%	-
Bad	18%	17%	20%	22%	19%	20%	13%	18%	19%	19%	19%	-
Very bad	9%	8%	11%	11%	10%	11%	9%	10%	8%	7%	7%	-
	(677)	(545)	(418)	(390)	(587)	(930)	(486)	(4,033)	(3,623)	(4,173)	(3,726)	-

	1995 CITY							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
• Recycling												
Very good	23%	22%	22%	24%	26%	23%	27%	24%	21%	19%	18%	-
Good	58%	55%	54%	57%	55%	57%	51%	55%	56%	55%	54%	-
Neither good nor bad	14%	15%	17%	13%	14%	15%	15%	15%	17%	17%	19%	-
Bad	4%	6%	6%	4%	4%	4%	5%	5%	5%	7%	6%	-
Very bad	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	3%	-
	(697)	(513)	(426)	(413)	(600)	(963)	(493)	(4,105)	(3,669)	(4,251)	(3,775)	-
• Sewers												
Very good	7%	10%	7%	6%	7%	8%	14%	8%	7%	6%	5%	5%
Good	48%	43%	46%	46%	44%	47%	42%	46%	44%	36%	36%	33%
Neither good nor bad	31%	28%	31%	32%	34%	29%	30%	31%	32%	32%	35%	35%
Bad	9%	12%	11%	10%	10%	10%	8%	10%	11%	18%	16%	18%
Very bad	5%	7%	5%	6%	5%	6%	6%	5%	6%	8%	8%	9%
	(637)	(399)	(394)	(370)	(518)	(841)	(414)	(3,573)	(3,246)	(3,810)	(3,259)	(3,420)
• Storm drainage												
Very good	5%	8%	4%	5%	6%	6%	11%	6%	6%	4%	5%	4%
Good	37%	34%	39%	38%	36%	36%	36%	37%	36%	32%	32%	29%
Neither good nor bad	31%	27%	31%	31%	32%	29%	28%	30%	30%	32%	33%	31%
Bad	18%	21%	18%	16%	17%	18%	15%	17%	18%	22%	21%	25%
Very bad	9%	10%	8%	10%	9%	11%	10%	10%	9%	10%	9%	11%
	(638)	(429)	(396)	(365)	(526)	(852)	(430)	(3,636)	(3,256)	(3,867)	(3,355)	(3,672)
• Housing and nuisance inspections												
Very good	4%	10%	3%	2%	2%	3%	4%	4%	4%	-	-	-
Good	27%	25%	22%	28%	25%	28%	22%	25%	26%	-	-	-
Neither good nor bad	52%	48%	45%	42%	51%	45%	52%	48%	47%	-	-	-
Bad	11%	12%	20%	219%	14%	13%	13%	14%	15%	-	-	-
Very bad	6%	5%	10%	9%	8%	11%	9%	9%	9%	-	-	-
	(358)	(232)	(276)	(220)	(311)	(494)	(255)	(2,146)	(2,072)	-	-	-

	1995 CITY							Prior Year CITY TOTALS				
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1994	1993	1992	1991
What part of the City do you live in?	17%	14%	10%	10%	14%	23%	12%	100%				
	(725)	(597)	(452)	(428)	(631)	(1,022)	(524)	(4,379)				
What is your sex?												
Male	53%	51%	50%	48%	51%	45%	46%	49%	49%	46%	49%	50%
Female	47%	49%	50%	52%	49%	55%	54%	51%	51%	54%	51%	50%
	(718)	(588)	(440)	(424)	(626)	(1,004)	(517)	(4,317)	(3,882)	(4,512)	(4,038)	(4,408)
What is your age?												
Under 20	<1%	1%	<1%	<1%	1%	<1%	1%	<1%	<1%	<1%	<1%	<1%
20-29	6%	18%	8%	8%	6%	10%	7%	9%	10%	8%	9%	10%
30-44	33%	24%	28%	33%	35%	33%	27%	31%	31%	30%	33%	34%
45-59	27%	24%	23%	28%	22%	24%	20%	24%	24%	23%	21%	21%
60-74	20%	17%	26%	17%	21%	19%	28%	21%	22%	23%	23%	22%
Over 74	13%	16%	15%	14%	15%	13%	17%	15%	14%	15%	14%	13%
	(718)	(589)	(443)	(419)	(628)	(991)	(517)	(4,305)	(3,898)	(4,528)	(4,048)	(4,398)
How many people live in your household? (TOTAL REPORTED)												
Age 12 and under	218	59	146	143	222	381	202	1,371	1,293	-	-	-
Age 13 to 18	113	24	60	75	104	126	65	567	557	-	-	-
Age 19 to 54	877	567	461	498	736	1,255	510	4,904	4,466	-	-	-
Age 55 and over	461	299	311	245	403	599	453	2,771	2,485	-	-	-
Which of these is closest to describing your ethnic background?												
Caucasian/White	94%	93%	89%	78%	92%	92%	94%	91%	90%	91%	94%	90%
African-American/Black	<1%	<1%	4%	16%	1%	1%	1%	3%	3%	4%	2%	3%
Asian or Pacific Islander	2%	4%	3%	1%	4%	3%	3%	3%	4%	3%	2%	3%
Native American/Indian	<1%	<1%	2%	1%	0%	1%	<1%	<1%	1%	1%	<1%	3%
Hispanic	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	<1%	<1%
Other	2%	2%	2%	3%	2%	2%	1%	2%	1%	<1%	1%	1%
	(714)	(587)	(438)	(420)	(619)	(998)	(508)	(4,284)	(3,864)	(4,470)	(4,022)	(4,336)

								1995	Prior Year CITY TOTALS			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	1994	1993	1992	1991
How much education have you completed?												
Elementary	1%	1%	3%	2%	1%	2%	2%	2%	2%	2%	2%	2%
Some high school	2%	2%	5%	5%	4%	7%	6%	5%	5%	5%	4%	5%
High school graduate	6%	8%	23%	14%	18%	21%	27%	16%	19%	19%	18%	18%
Some college	24%	28%	40%	34%	35%	32%	38%	32%	32%	33%	32%	32%
College graduate	67%	61%	29%	45%	42%	38%	27%	45%	43%	41%	44%	43%
	(720)	(589)	(444)	(423)	(629)	(1,003)	(516)	(4,324)	(3,892)	(4,523)	(4,029)	(4,397)

Appendix B Comparison City Data

Charlotte, North Carolina

FY 1994-95	
Population- Charlotte	450,000
Population- Charlotte/Mecklenburg Co.	588,000
Fire and medical incidents	
Structural fires	900
Other incidents (including EMS)	47,236
TOTAL	48,136
Average on-duty fire and EMS staff	181
Part I crimes (CY 1994)	51,477
Police sworn personnel	1,131
Total lane miles of streets	3,674
Miles of combined sewers	0
Number retail water accounts	145,070
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$17.42
Water	\$9.70

Cincinnati, Ohio

CY 1994	
Population	364,200
Fire and medical incidents	
Structural fires	1,301
Other incidents (including EMS)	58,206
TOTAL	59,507
Average on-duty fire and EMS staff	173
Part I crimes	29,893
Police sworn personnel	932
Total lane miles of streets	2,820
Miles of combined sewer	675
Number retail water accounts	218,338
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$21.70
Water	\$11.98

Denver, Colorado

CY 1994	
Population	483,250
Fire and medical incidents	
Structural fires	1,099
Other incidents (including EMS)	56,941
TOTAL	58,040
Average on-duty fire and EMS staff	192
Part I crimes	35,853
Police sworn personnel	1,374
Total lane miles of streets	5,000
Miles of combined sewer	0
Number retail water accounts	203,212
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$15.24
Water	\$7.96

Kansas City, Missouri

FY 1994-95	
Population	431,236
Fire and medical incidents	
Structural fires	1,104
Other incidents (including EMS)	37,455
TOTAL	38,559
Average on-duty fire and EMS staff	183
Part I crimes (CY 1994)	55,620
Police sworn personnel	1,228
Total lane miles of streets	5,700
Miles of combined sewer	552
Number retail water accounts	148,000
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$9.32
Water	\$16.15

Sacramento, California

FY 1994-95	
Population, with contract areas	392,916
Fire and medical incidents	
Structural fires	888
Other incidents (including EMS)	52,036
TOTAL	52,924
Average on-duty fire and EMS staff	123
Part I crimes (CY 1994)	40,346
Police sworn personnel	585
Total lane miles of streets	3,300
Miles of combined sewer	310
Number retail water accounts	118,042
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$25.70
Water	\$11.99

Seattle, Washington

CY 1994	
Population	531,400
Fire and medical incidents	
Structural fires	742
Other incidents (including EMS)	50,258
TOTAL	51,000
Average on-duty fire and EMS staff	190
Part I crimes	58,207
Police sworn personnel	1,250
Total lane miles of streets	3,800
Miles of combined sewer	1,024
Number retail water accounts	174,074
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$36.75
Water	winter: \$14.72
	summer: \$17.33

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