

City of Portland

Service Efforts and Accomplishments: 1998-99

Ninth Annual Report on City Government Performance



Office of the City Auditor
Portland, Oregon

March 2000



CITY OF
PORTLAND, OREGON

OFFICE OF THE CITY AUDITOR
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March 15, 2000

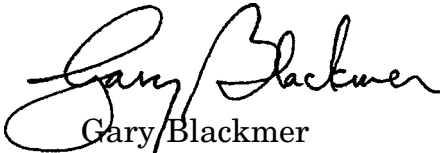
TO: Mayor Vera Katz
Commissioner Jim Francesconi
Commissioner Charlie Hales
Commissioner Dan Saltzman
Commissioner Eric Sten

SUBJECT: City of Portland *Service Efforts and Accomplishments: 1998-99* (Report #260)

This is the City of Portland's ninth annual report on government performance. It contains information on the spending, workload, and results of the City's nine major public services as well as information from six comparison cities. The report also contains the results of our ninth citizen survey conducted this past September.

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.


Gary Blackmer
Portland City Auditor

City of Portland

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A report by the Audit Services Division
Report #260

Office of the City Auditor
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Summary

This is the Portland City Auditor's ninth 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 report is intended to:

- improve the public accountability of City government
- assist council, management, and citizens make decisions
- help improve the delivery of public services

The report contains information on spending and staffing, workload, and performance results. To help readers understand the information, we provide three types of comparisons:

- historical trends, both 5 and 10 years
- targets and goals
- six similar cities

The report also includes the results of the City Auditor's 1999 Citizen Survey, in which 3,645 City residents rated the quality of City services. We randomly selected residents from the eight large neighborhood regions in Portland so that their comments would statistically represent the opinions of all residents.

The following summaries highlight the City of 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.

Additional copies of the complete 1998-99 *Service Efforts and Accomplishments* report can be obtained by calling the Audit Services Division at (503) 823-4005, or on the Auditor's Office web site at www.ci.portland.or.us/auditor.

Overall performance results

City of Portland services have helped produce many positive results for City residents. Some of the most significant positive and negative results and performance trends include:

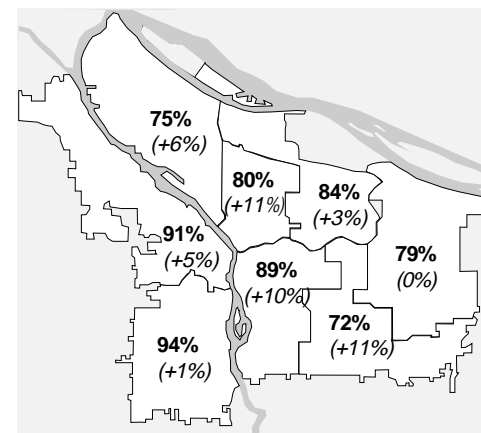
City livability is high but new development affects neighborhoods:

- the percent of residents rating neighborhood livability “good” or “very good” increased from 77 percent in 1993 to 83 percent in 1999
- residents express satisfaction with access to bus, parks, and shopping
- however, most neighborhoods are less pleased with attractiveness and impact of development

Community safety continues to get better:

- Portlanders experience fewer major crimes and fires, and feel safer walking alone in neighborhoods and parks
- residents report high satisfaction with firefighters and police officers
- more residents are ready to sustain themselves in a major disaster
- however, community policing indicators suggest that officers are having less contact with citizens

RESIDENTS RATING LIVABILITY IN NEIGHBORHOOD "GOOD" OR "VERY GOOD" (% change from 1995)



SOURCE: Auditor's Office 1995 and 1999 Citizen Surveys

Housing affordability shows improvement but demand for homeless services grows:

- city is capturing 30 percent of new housing in the region
- citizens rating housing affordability "good" or "very good" improved from 41 percent in 1997 to 48 percent in 1999
- the number of persons seeking shelter during the semi-annual shelter count

increased 33 percent over the past five years

Growth negatively impacts the transportation system:

- citizens report increasing dissatisfaction with traffic safety and congestion
- despite more people on the road, driving alone is still preferred by 70% of commuters
- street maintenance quality improved slightly last year and the backlog of work decreased; however, a large backlog of work remains

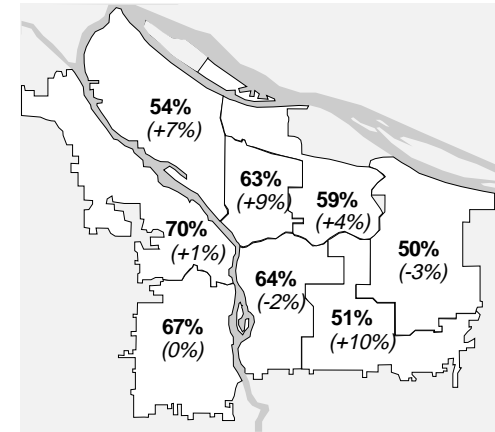
Residents enjoy a clean environment:

- users are very satisfied with the attractiveness, availability, and cost of parks and recreation programs
- drinking water and wastewater discharges meet federal quality standards
- carbon monoxide levels have shown a steady decline since 1991, and ozone levels have consistently remained within acceptable air quality standards

City spending and staff levels increase faster than inflation:

- spending and staffing grew faster than population or inflation increases
- the largest growth was in development activities: Buildings, Planning, BHCD and BES

RESIDENTS RATING OVERALL LOCAL GOVERNMENT JOB PERFORMANCE AS "GOOD" OR "VERY GOOD"
 (% change from 1995)



SOURCE: Auditor's Office 1995 and 1999 Citizen Surveys

- only Fire and Transportation had spending drops over the past five years

Citizens more satisfied with specific services than with overall local government performance.

- citizens show high satisfaction with Police, Fire, Parks, and Water - "good" or "very good" ratings range from 72 percent to 91 percent
- residents are least satisfied with housing affordability, traffic congestion, and land-use planning
- ratings for overall local government performance increased from 58 percent in 1995 to 60 percent in 1999

Overall city spending

Overall, the City spent about \$1,098 per capita on the nine major services in FY 1998-99:

- the Police and Environmental Services bureaus are the most costly City services per capita
- Buildings and Planning services are the least costly
- over the past 10 years spending per capita grew the most in Environmental Services, BHCD, Planning and Buildings – 146, 83, 81, and 53 percent respectively
- Fire and Transportation spending per capita declined in real terms the past 10 years
- overall, spending and staffing increases slowed the last few years
- services that charge fees have grown faster than services supported by general revenues over the past five years

SPENDING PER CAPITA

(adjusted for inflation)

	'98-99	change over 5 years	change over 10 years
Police	\$270	+5%	+19%
Environmental Services*	\$214	+35%	+146%
Fire	\$166	-8%	-6%
Transportation	\$132	-4%	-2%
Water*	\$117	+13%	+8%
Parks & Recreation	\$82	+8%	+16%
BHCD	\$61	+10%	+83%
Buildings	\$39	+31%	+53%
Planning	\$17	+45%	+81%
TOTAL	\$1,098	+9%	+26%

* operating expenditures and debt service, excluding refinancing

AUTHORIZED STAFFING

(FTEs)

	'98-99	change over 5 years	change over 10 years
Police	1,328	+6%	+43%
Fire	729	-2%	-14%
Transportation	716	0%	+7%
Water	524	+5%	+8%
Environmental Services	452	+8%	+51%
Parks & Recreation**	365	+11%	+20%
Buildings	225	+26%	+70%
Planning	106	+47%	+93%
BHCD	18	+13%	+64%
TOTAL	4,463	+6%	+20%

** excludes seasonal employees

Overall citizen satisfaction

Except for street maintenance, Portland residents are much more satisfied with City services than they were in 1991:

- fire and parks remain the highest rated City services
- sewers, parks and recreation, storm drainage, and police had the biggest increase in quality ratings over nine years
- City residents gave Traffic Management the lowest service rating

The highest rated neighborhood features are: safety during the day, parks maintenance, and access to buses, parks and shopping.

Housing affordability and traffic speed are the lowest rated neighborhood features.

Residents of the Outer Southeast rate their livability much lower than other City neighborhoods but feel better than previous years.

CITY SERVICES:
PERCENT OF RESIDENTS RATING OVERALL QUALITY "GOOD" OR "VERY GOOD"

	1999	change over 5 years	change over 9 years
Fire	91%	+3%	+3%
Parks	83%	+5%	+11%
Recycling	76%	-1%	-
Recreation	74%	+6%	+15%
Police	73%	+3%	+13%
Water	72%	+2%	+4%
Street lighting	61%	+1%	-
Sewers	57%	+3%	+19%
Storm drainage	46%	+3%	+13%
Street maint.	44%	-4%	-1%
Land-use planning	38%	-	-
Traffic management:			
Safety	34%	-	-
Congestion	24%	-	-

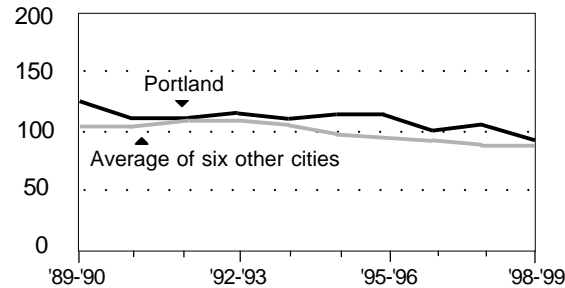
NEIGHBORHOOD FEATURES:
PERCENT OF RESIDENTS RATING CITY/NEIGHBORHOOD "GOOD" OR "VERY GOOD"

	1999	change over 5 years	change over 9 years
Safety during the day	88%	+4%	+10%
Walking distance to bus	86%	-	-
Parks grounds maintenance	83%	0%	+2%
Closeness of parks	80%	-	-
Access to shopping	74%	-	-
Physical housing conditions	66%	-	-
Recreation:			
Variety of programs	68%	+8%	+9%
Hours programs are open	68%	+7%	+10%
Number of programs	62%	+9%	+8%
Street cleanliness	63%	+3%	+6%
Street smoothness	56%	+1%	+2%
Housing affordability	55%	-	-
Traffic speed	38%	-	-

Police Portland residents feel much safer than they did nine years ago. Eighty-eight percent felt “safe” or “very safe” walking in their neighborhood in 1999 versus only 78 percent in 1991. In addition,

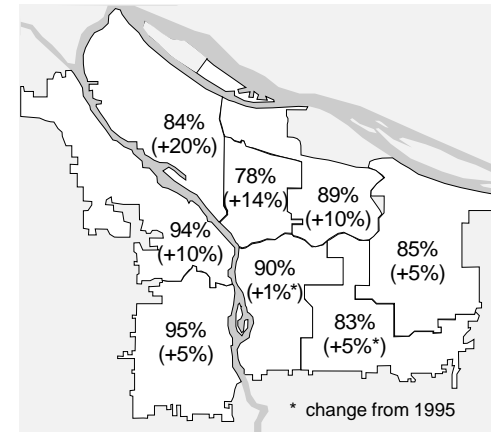
- major crimes against persons declined 32 percent, and property crimes dropped 28 percent over 10 years
- 73 percent of residents rate police service “good” or “very good”, compared to 60 percent in 1991
- residents in the North and Inner Northeast neighborhoods feel significantly safer than in 1991
- Portland’s crimes per 1,000 residents is about average compared to six other cities

CRIMES PER 1,000 POPULATION: PORTLAND AND OTHER CITIES 10-YEAR TREND



SOURCE: Part I crimes, *Uniform Crime Reports*, FBI

PERCENT OF RESIDENTS RATING THEIR NEIGHBORHOOD “SAFE” OR “VERY SAFE” DURING THE DAY (percent change from 1991)



SOURCE: Auditor’s Office 1991, 1995 and 1999 Citizen Surveys

WARNINGS

- some community policing indicators show weakness - fewer citizens know neighborhood officers and are willing to work with police
- the percent of investigative cases closed has steadily declined

PERCENT OF RESIDENTS FEELING “SAFE” OR “VERY SAFE” WALKING ALONE IN THEIR NEIGHBORHOOD

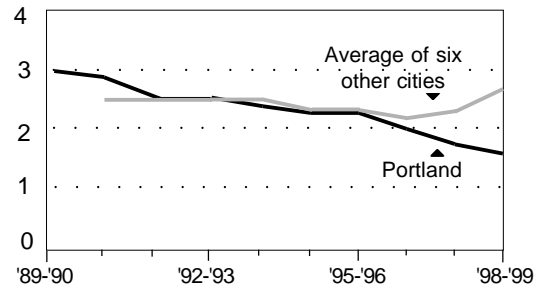
	1999	change over 5 years	change over 9 years
During the day	88%	+4%	+10%
At night	48%	+8%	+14%

Fire, Rescue and Emergency Services

Continuing a ten year trend, fire safety in Portland has improved.

- the number of structural fires per 1,000 residents declined from 3.0 in '89-90 to 1.6 in '98-99
- the number of lives lost to fire per 100,000 residents was 0.6 in 1999, the lowest since we began collecting this data from the Bureau
- Portland has increasingly fewer fires per capita than other cities surveyed
- 95 percent of the citizens that have used fire and medical services rate it “good” or “very good”.
- city-wide, the percent of citizens prepared to sustain themselves in a major disaster increased from 46 percent in 1993 to 57 percent in 1999

STRUCTURAL FIRES PER 1,000 RESIDENTS: PORTLAND AND SIX OTHER CITIES 10-YEAR TREND

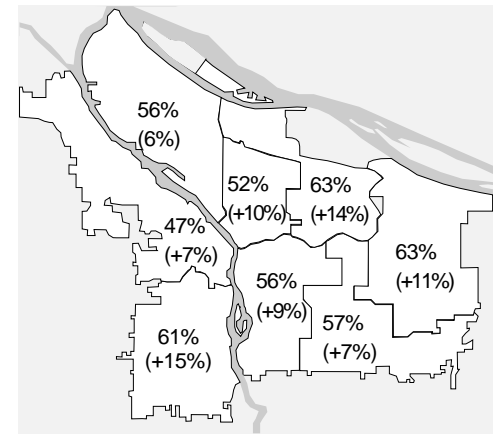


SOURCE: Fire Bureau records and Auditor survey of other cities

WARNINGS

- average response time to fires and medical emergencies is much slower than established targets

PERCENT OF RESIDENTS WHO ARE PREPARED TO SUSTAIN THEMSELVES IN A MAJOR DISASTER
(percent change from 1995)



SOURCE: Auditor's Office 1999 and 1995 Citizen Surveys

Parks & Recreation

Parks & Recreation has performed well in several areas:

- 83 percent of citizens rate overall parks quality “good” or “very good” compared to 72 percent in 1991
- 74 percent of citizens rate overall recreation quality “good” or “very good” versus 59 percent nine years ago
- residents are more satisfied with the number, variety, and affordability of recreation services
- residents feel much safer in parks during the day and night

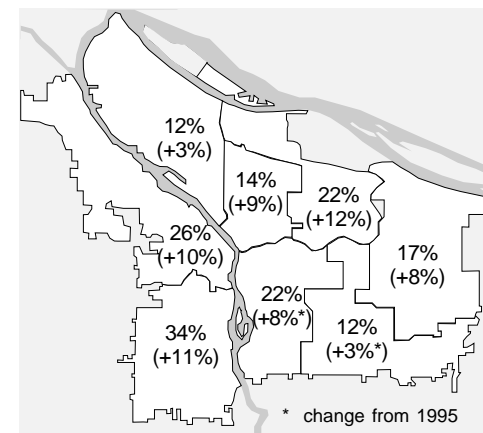
WARNINGS

- Parks continues to lack performance information to assess the quality of efforts to maintain, repair, and improve buildings and facilities
- the Bureau collected more revenue from youth in low income neighborhoods than planned

PERCENT OF RESIDENTS RATING PARKS AND RECREATION SERVICES “GOOD” OR “VERY GOOD”

	1999	change over 5 years	change over 9 years
Parks:			
Clean grounds	85%	0%	+1%
Well-maintained grounds	83%	0%	+2%
Beauty of landscaping	72%	+1%	+3%
Recreation:			
Affordability	67%	+3%	+1%
Variety of programs	68%	+8%	+9%
Number of programs	62%	+9%	+8%

PERCENT OF RESIDENTS WHO FEEL “SAFE” OR “VERY SAFE” WALKING ALONE IN CLOSEST PARK AT NIGHT (percent change from 1991)



SOURCE: Auditor's Office 1991, 1995 and 1999 Citizen Surveys

Transportation

Street conditions improved slightly in 1999:

- the Bureau reduced the backlog of streets needing maintenance by 12 miles, the first decline in eight years
- the percent of lane miles rated in good condition by the Bureau increased from 53 percent in '97-98 to 57 percent in '98-99
- overall citizen ratings of street smoothness and cleanliness has stayed relatively unchanged

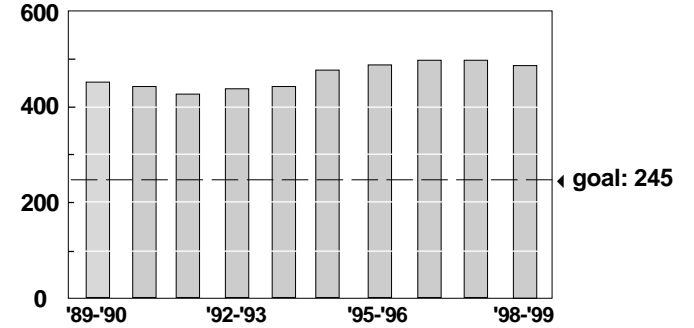
Despite these conditions:

- street and intersection conditions are worse than ten years ago
- traffic management is the lowest rated City service

PERCENT OF RESIDENTS RATING NEIGHBORHOOD STREETS "GOOD" OR "VERY GOOD"

	1999	change over 5 years	change over 9 years
Smoothness	56%	+1%	+2%
Cleanliness	63%	+3%	+6%
Traffic speed	38%	-	-

MILES OF STREET MAINTENANCE BACKLOG



SOURCE: PDOT: Status and Condition Reports and Bureau of Maintenance records

WARNINGS

- daily vehicle miles driven in the metro area increased by 34 percent since 1990
- City residents continue to rate traffic congestion and safety poorly
- however, commuting habits have not changed, 70 percent of commuters drive alone during peak traffic hours

BUREAU RATINGS OF STREETS IN "GOOD" OR "VERY GOOD" CONDITION

	1999	change over 5 years	change over 10 years
Streets	57%	+1%	-8%
Intersections	79%	-2%	-2%

Environmental Services

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

- over 36,881 properties in east Portland are now connected to new sewer lines
- water effluent from City treatment plants meet federal and state standards
- the Bureau estimates that 50 percent of the planned total gallons of combined sewer overflows have now been diverted from rivers and streams
- 54 percent of residential solid waste is diverted from the landfill and 82 percent of Portland households recycle
- residents report being much more satisfied with the quality of sewer and drainage services

WARNINGS

- sewer and drainage rates increased 115 percent over the past 10 years
- operating and debt service costs per capita increased 50 percent since '88-89

AVERAGE MONTHLY SEWER AND WATER BILLS (adjusted for inflation)

	Sewer	Water	Garbage
'89-90	\$13.82	\$12.76	\$16.70
'90-91	\$14.71	\$12.47	\$21.01
'91-92	\$17.51	\$13.03	\$21.65
'92-93	\$20.49	\$12.44	\$20.61
'93-94	\$20.81	\$12.68	\$20.31
'94-95	\$22.18	\$12.35	\$19.71
'95-96	\$23.86	\$12.58	\$18.74
'96-97	\$25.92	\$12.97	\$18.38
'97-98	\$27.71	\$12.62	\$17.58
'98-99	\$29.68	\$13.05	\$17.20

'98-99 bill based on 1,000 cubic feet of water use:

Portland	\$41.93	\$14.89	-
6 city average	\$25.98	\$15.55	-

CITIZEN SATISFACTION WITH SEWER, STORM DRAINAGE AND RECYCLING SERVICES: PERCENT RATING SERVICE "GOOD" OR "VERY GOOD"

	1999	change over 5 years	change over 9 years
Sewers	57%	+3%	+19%
Storm drainage	46%	+3%	+13%
Recycling	76%	-1%	-

Water Portland residents receive clean and reasonably priced water:

- City water meets federal and state quality standards
- water bills are below the average of six comparison cities
- citizen satisfaction with water services remains relatively high
- average water usage per capita in the City declined 16 percent in the past 10 years

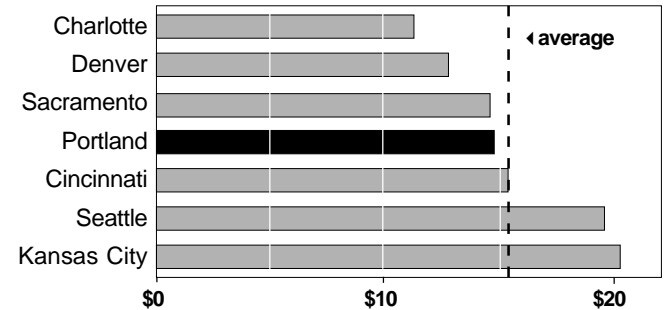
WARNINGS

- maximum water turbidity approached EPA limits in two of the last six years

SELECTED WATER QUALITY INDICATORS

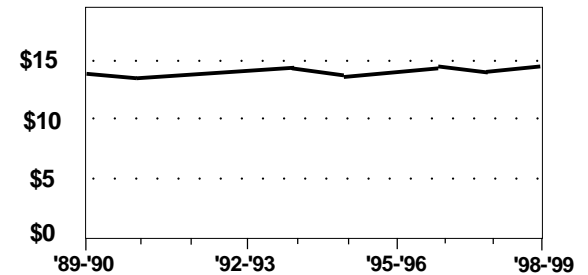
	'98-99	Standard
Turbidity maximum (NTUs)	4.59	<5.00
pH (standard units):		
minimum	7.2	6.0
maximum	7.6	8.5
Coliform bacteria (% positive samples)	0.08%	<5.00%
Chlorine residual (mg/L):		
minimum	0.19	0.02
maximum	2.04	4.00

COMPARABLE MONTHLY RESIDENTIAL WATER BILLS: PORTLAND AND SIX OTHER CITIES



NOTE: Based on water use of 1000 cu. ft. plus service charge, for comparative purposes; actual Portland average is 800 cu. ft.

PORTLAND MONTHLY WATER BILLS: 10-YEAR TREND (adjusted for inflation)

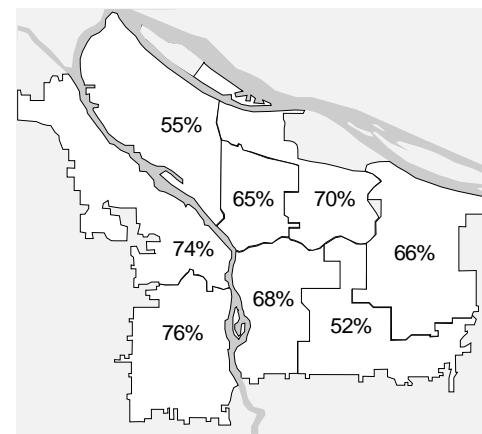


Office of Planning and Development Review (formerly Bureau of Buildings)

The former Bureau of Buildings has accomplished lots of work reasonably well over the past five to ten years.

- the number of building permits issued grew by 31 percent
- total construction inspections increased 35 percent
- the number of new residential units approved grew by 130 percent over the past 5 years
- building inspections are completed within 24 hours over 95 percent of the time
- applicant fees cover 95 percent of program costs
- the average time to review a single family plan meets the goal of less than 20 days

RESIDENTS RATING PHYSICAL CONDITION OF NEIGHBORHOOD HOUSING “GOOD” OR “VERY GOOD”



SOURCE: Auditor's Office 1999 Citizen Survey

WARNINGS

- the Bureau is conducting fewer neighborhood housing inspections and bringing fewer housing units up to code
- residents in the Outer Southeast rate the physical condition of their neighborhood housing much worse than other neighborhoods
- the Bureau lacks information on applicant satisfaction with the development review process

Housing and Community Development

The demand for services for the homeless appears to be increasing:

- the number of homeless seeking shelter during an annual one-night count in November grew from 1,785 in 1993 to 2,602 in 1995
- the number of City homeless shelter “bed nights” increased by almost 6,000 from 1998 to 1999

However, these are indications that housing affordability has improved:

- the percent of households with a severe cost burden declined in 1997 and 1998
- the percent of residents rating neighborhood housing affordability “bad” or “very bad” declined from 29 percent in 1997 to 18 percent in 1999, and the “good” ratings increased

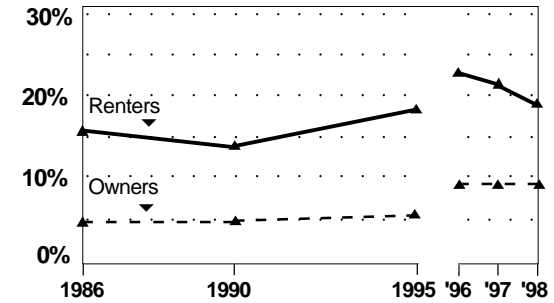
Various youth programs supported by the Bureau have a good success rate in job placement and returning youth to school:

- 66 percent of the youth served are placed in jobs and 81 percent of youth served returned to school

WARNINGS

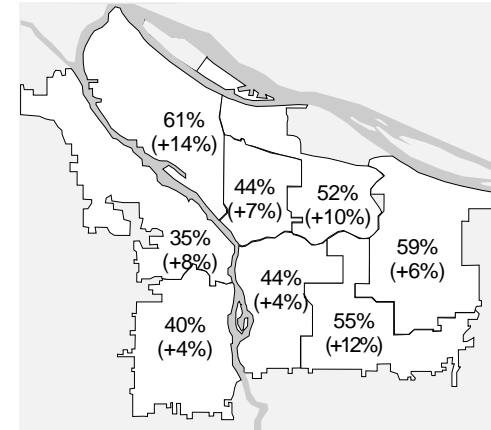
- BHCD housing related expenditures increased in 1999 but the number of homes and rental units rehabilitated declined

PERCENT OF PORTLAND HOUSEHOLDS WITH A SEVERE HOUSING COST BURDEN



SOURCE: Households spending more than 50% of income on housing; 1986, 1990 & 1995 *American Housing Survey*, and 1996, 1997 and 1998 *American Community Survey*

RESIDENTS RATING NEIGHBORHOOD HOUSING AFFORDABILITY "GOOD" OR "VERY GOOD" (percent change from 1997)



SOURCE: Auditor's Office 1999 Citizen Survey

Planning

Initial data indicates that efforts to capture an adequate share of housing within the City are having a positive effect:

- over 30 percent of the total units built in the Urban Growth Boundary the last three years were within the City limits
- compared to our six cities, Portland has captured more population inside the City limits

Citizens report high satisfaction with neighborhood and City livability:

- 78 percent believe the livability of the City as a whole is good and 83 percent think their own neighborhood livability is good
- neighborhood residents gave high scores to access to shopping and services, walking distance to a bus stop and the proximity of parks and open spaces

WARNINGS

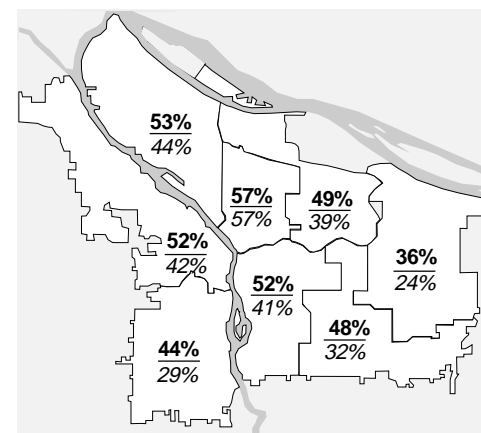
- satisfaction with the land-use planning process is relatively low (26 percent rate it “bad” or “very bad”) and varies by neighborhood
- only 37 percent of residents believe that new residential development improved their neighborhood; East and Southwest were the most dissatisfied with development

PERCENT OF RESIDENTS RATING NEIGHBORHOOD “GOOD” OR “VERY GOOD”

	Access to shopping	Distance to bus	Closeness to park
Southwest	72%	78%	82%
NW/downtown	83%	91%	86%
North	60%	86%	80%
Inner NE	70%	93%	78%
Central NE	75%	87%	76%
Inner SE	88%	95%	87%
Outer SE	76%	82%	72%
East	79%	81%	78%

SOURCE: Auditor's Office 1999 Citizen Survey

PERCENT RATING NEW RESIDENTIAL DEVELOPMENT ATTRACTIVENESS/IMPROVEMENT TO NEIGHBORHOOD “GOOD” OR “VERY GOOD”



SOURCE: Auditor's Office 1999 Citizen Survey

INTRODUCTION

The purpose of this report is to:

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

This is the City Auditor's ninth annual *Service Efforts and Accomplishments* (SEA) report. The Introduction describes the report's scope and methodology, limitations, and relationship to the annual budget.

Chapters 1 through 9 present mission statements, background data, and workload and results measures for Portland's major services: Fire & Rescue, Police, Parks & Recreation, Transportation, Environmental Services, Water, Buildings, Housing & Community Development, and Planning.

Appendices A, B, and C provide more detailed information on the results of our annual citizen survey, complete data from the nine City bureaus, and data from six comparison 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 three 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 City 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.
- *Results 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 1998-99 using budget and accounting records, annual reports, and internal information systems.

Appendix B contains current and historical data for each bureau.

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 C contains a summary of the data collected from the other cities.

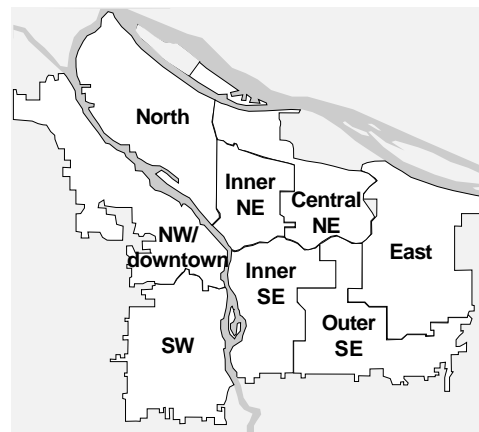
Surveyed citizens. To get information on citizens' satisfaction with the quality of City services, we conducted a citywide survey in September and October, 1999. We mailed approximately 9,500 surveys to randomly selected residents in eight broad neighborhood regions, closely aligned with the Office of Neighborhood Involvement's eight neighborhood coalition boundaries. As shown in the following map, we surveyed residents in the following neighborhoods: Southwest, Northwest (including downtown), North, Inner Northeast, Central Northeast, Inner and Outer Southeast, and East.

The survey asked 88 questions on services, plus seven questions on basic demographics. City residents returned 3,645 surveys, for a response rate of 39 percent.

Appendix A contains the complete questionnaire, results, and an explanation of our methodology.

For the sixth year, we collaborated with the Multnomah County Auditor's Office to include questions on county services and expanded the survey area to include all of Multnomah County. County-wide results are reported separately by the County Auditor. In addition, we collaborated with the City of Gresham for the second year to expand our mailing to Gresham residents.

FIGURE 1 1999 CITIZEN SURVEY NEIGHBORHOODS



Prepared and reviewed the report. We checked the accuracy and reliability of 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. 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 1998-99, 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 '98-99 data is compared to information from the previous ten 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.

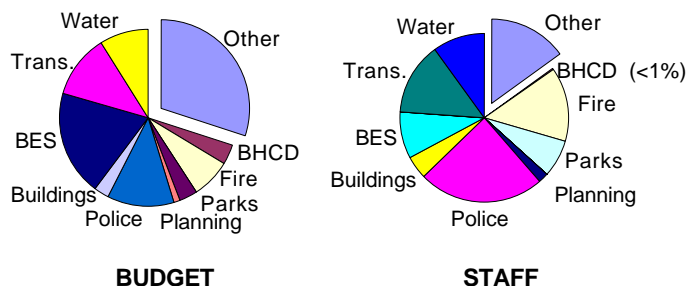
Report scope and limitations

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

- Fire, Rescue, and Emergency Services
- Police
- Parks & Recreation
- Transportation
- Environmental Services
- Water
- Office of Planning and Development Review (Bureau of Buildings)
- Housing & Community Development
- Planning

As illustrated below, the services comprise about 72 percent of the City’s budget and 85 percent of its staff. These services are generally viewed as the most visible and important of the direct services provided to the public.

FIGURE 2 MAJOR SERVICES AS A PROPORTION OF TOTAL BUDGET AND STAFF



SOURCE: FY 1998-99 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 and administration such as purchasing, personnel, and budgeting and finance are not included.

Additionally, complete workload and performance information is not yet available for some services. For example, certain indicators needed to measure the effectiveness of parks facility maintenance, housing, and planning 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.

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.

**Relationship to
annual budget and
financial reporting
requirements**

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.

Performance information is not required by state law or by generally accepted accounting principles. However, the Government Accounting Standards Board (GASB) is researching the desirability of requiring state and local governments to report 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.

In addition, a recent report by the National Advisory Council on State and Local Budgeting entitled, *Recommended Budget Practices: A Framework for Improved State and Local Government Budgeting*, also recommends developing, reporting, and using performance measures in the budget process.

CHAPTER 1 FIRE, RESCUE AND EMERGENCY SERVICES

SERVICE MISSION

The mission of Portland Fire, Rescue and Emergency Services is to promote a safe environment for all protected areas, to respond to fire, medical, and other emergencies, and to provide related services to benefit the public.

The Bureau's primary goals are:

- to reduce the frequency and severity of fire, medical and hazardous materials emergencies through prevention efforts, such as education, investigations, engineering solutions, code development, enforcement programs and arson prosecution assistance;
- to minimize suffering, loss of life, and property from fires, hazardous materials, medical and other emergencies through response programs;
- to ensure preparedness and safety through training, disaster planning, and emergency management programs and to provide all divisions with a high level of planning information and activities;
- to provide leadership and coordination that encourages partnerships between community and Fire and Rescue that result in City and Bureau mission and goal accomplishment; and
- to efficiently manage the resources and support necessary for Portland Fire, Rescue and Emergency Services to accomplish its mission.

SPENDING AND STAFFING

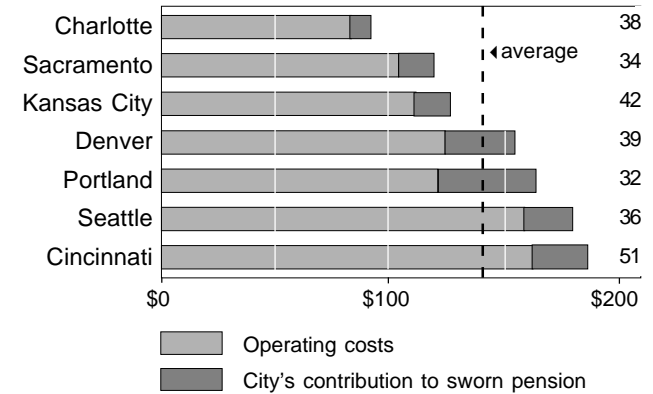
Spending and staffing has declined over the past ten years. Although pension and prevention costs grew:

- spending per capita dropped 6 percent
- on-duty emergency staffing declined 4 percent
- emergency service expenditures are down 2 percent

Portland spends about the same as other cities on average for operations, but pays more pension benefits due to the pay-as-you-go system established by City Charter. Other cities use a less costly pre-funding approach for pension and disability services.

Portland also has fewer on-duty emergency staff per capita than the six other cities surveyed.

FIGURE 3 FIRE BUDGETS PER CAPITA AND ON-DUTY EMERGENCY STAFF PER 100,000 RESIDENTS: PORTLAND AND SIX OTHER CITIES



SOURCE: FY 1998-99 and CY 1998 budgets and CAFRs

	City population	Expenditures (in millions/constant '98-99 dollars)				TOTAL	TOTAL spending per capita	On-duty emergency staffing
		Emergency	Prevention	Other	Sworn ret./disab.			
FY 1994-95	495,090	\$48.1	\$4.9	\$13.1	\$23.0	\$89.1	\$180	167
FY 1995-96	497,600	\$46.7	\$5.1	\$15.2	\$22.8	\$89.8	\$181	167
FY 1996-97	503,000	\$45.9	\$4.5	\$12.6	\$24.0	\$87.0	\$173	167
FY 1997-98	508,500	\$44.2	\$4.0	\$11.3	\$24.9	\$84.4	\$159	163
FY 1998-99	509,610	\$42.8	\$5.1	\$11.4	\$25.3	\$84.6	\$166	163
change over last 5 years:	+3%	-11%	+4%	-14%	+10%	-5%	-8%	-2%
change over last 10 years:	+18%	-2%	+34%	+37%	+24%	+11%	-6%	-4%

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

WORKLOAD

The number of fires and emergency incidents declined by 17 percent and 8 percent, respectively, since FY 1994-95. Structural fires dropped 30 percent over five years and 37 percent from ten years ago.

While the dramatic changes in types of incidents between '94-95 and '96-97 has been explained by better follow-up and reclassification of medical calls to "other", the Bureau cannot explain the recent increases in medical calls, or the drop in "others".

Despite the increase in the number of incidents per on-duty emergency staff, Portland firefighters are about as busy as firefighters in other cities.

Commercial building inspections increased last year, up 43 percent from five years ago, in conjunction with the new Enhanced Fire Prevention program. At the same time, the number of code violations found jumped by almost 17,000.

FIGURE 4 INCIDENTS PER ON-DUTY EMERGENCY STAFF: PORTLAND AND SIX OTHER CITIES

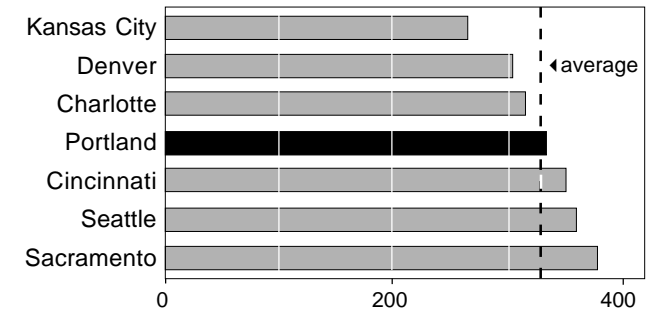
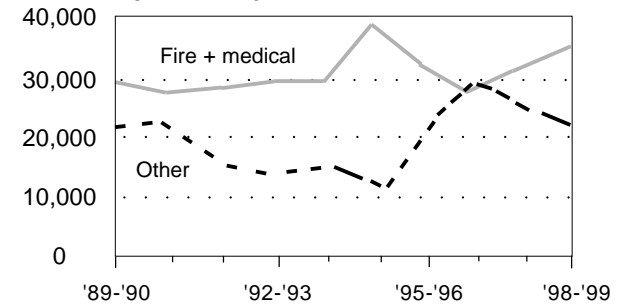


FIGURE 5 FIRE, MEDICAL AND OTHER INCIDENTS: PORTLAND 10-YEAR TREND



	Incidents				Structural fires	Incidents per on-duty emergency staff	Commercial code inspections	Code violations found
	Fire	Medical	Other	TOTAL				
FY 1994-95	3,203	35,011	11,967	50,181	1,157	300	10,762	11,822
FY 1995-96	2,860	29,441	22,826	55,127	1,164	330	12,227	13,862
FY 1996-97	2,738	24,630	28,568	55,936	998	335	13,207	18,533
FY 1997-98	2,527	27,880	27,076	57,483	878	353	8,247	12,861
FY 1998-99	2,658	32,090	20,562	55,310	807	339	15,423	29,815

change over last 5 years:	-17%	-8%	+72%	+10%	-30%	+13%	+43%	+152%
change over last 10 years:	-11%	+20%	-2%	+9%	-37%	+14%	+40%	+145%

RESULTS

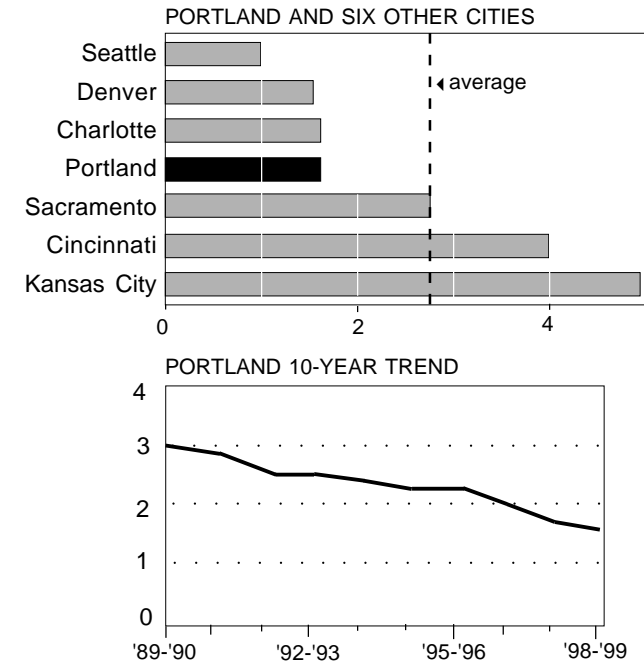
Continuing a ten-year trend, fire safety has improved. Fires per 1,000 residents declined by 19% over five years, and lives lost to fires was at a ten-year low in FY 1998-99 – 0.6 per 100,000 residents. Property loss has also remained within established limits. Compared to other cities, Portland has a below average number of structural fires.

In addition, the number of citizens who believe they are more prepared for a major disaster increased for the first time.

Response times degraded – now only 37 percent of fire runs and 41 percent of EMS calls meet response time goals.

As in prior years, citizens rate services highly – 95 percent of citizens that have used Fire and Rescue services rate services “good” or “very good”. Overall, about 90 percent of citizens rate services “good” or “very good”.

FIGURE 6 STRUCTURAL FIRES PER 1,000 RESIDENTS:



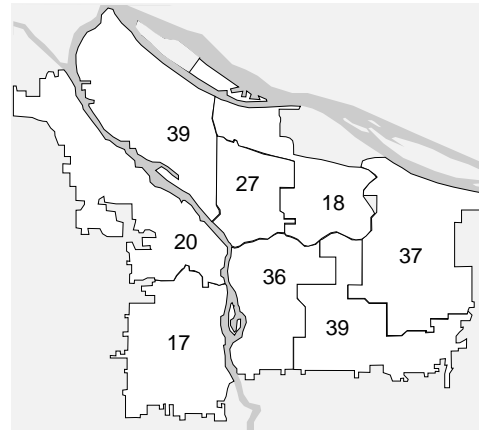
	Fires/1,000 residents		Lives lost/ 100,000 residents	Fire property loss		% of response times within 4 mins.***		% of commercial buildings inspected
	Structural	Total		Per capita (constant dollars)	% of value of property	FIRE	MEDICAL	
FY 1994-95	2.3	6.5	1.0	\$33.51	.39%	73%	79%	-
FY 1995-96	2.3	5.7	1.2	\$36.95	.41%	71%	75%	-
FY 1996-97	2.0	5.4	2.2	\$44.85	.56%	43%	46%	
FY 1997-98	1.7	5.0	1.6	\$35.81	.48%	43%	46%	<i>under development</i>
FY 1998-99	1.6	5.2	0.6	\$39.54	.40%	37%	41%	
GOAL	-	-	<1.7 *	<\$38.03 *	<.47%*	90%	90%	
change over last 5 years:	-32%	-19%	-	+18%	+3%	-	-	-
change over last 10 years:	-47%	-25%	-**	-21%	-57%	-	-	-

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

** numbers are too small for meaningful percent change

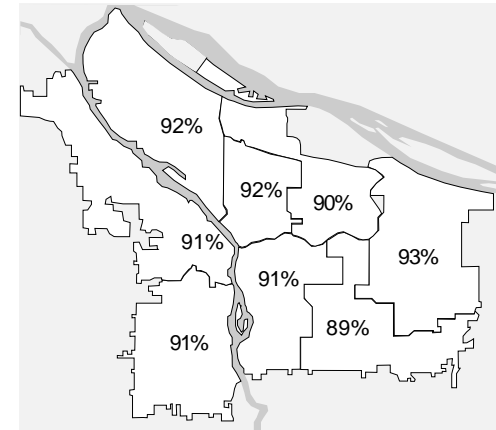
*** beginning in '96-97 response time includes both travel and turnout time

FIGURE 7 TOTAL NUMBER OF MAJOR RESIDENTIAL FIRES, BY NEIGHBORHOOD



SOURCE: Fire Bureau records on '98-99 residential fires with \$10,000 or more fire loss

FIGURE 8 PERCENT OF RESIDENTS RATING OVERALL FIRE & RESCUE QUALITY "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1999 Citizen Survey

CITIZEN SURVEY	OVERALL rating of fire & rescue service			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	
	1995	88%	12%	0%	8%	92%	22%	65%	13%	92%	6%	2%
	1996	90%	10%	0%	6%	94%	22%	60%	18%	94%	2%	4%
1997	90%	10%	0%	-	-	-	-	-	-	-	-	
1998	91%	9%	0%	7%	93%	28%	59%	13%	96%	4%	0%	
1999	91%	9%	0%	7%	93%	22%	64%	14%	95%	3%	2%	

FIGURE 9 PERCENT OF RESIDENTS WHO ARE NOT PREPARED TO SUSTAIN THEMSELVES IN A MAJOR DISASTER

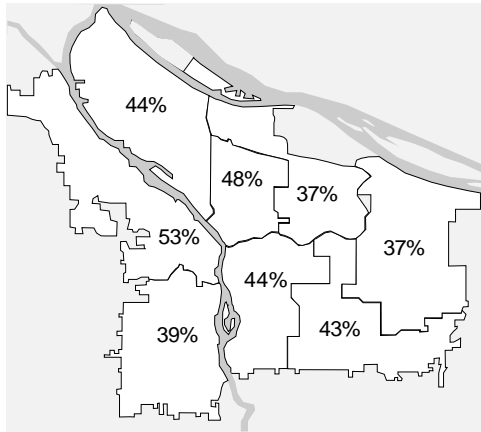


FIGURE 10 PERCENT OF UNPREPARED RESIDENTS THAT DO NOT KNOW HOW TO GET PREPARED

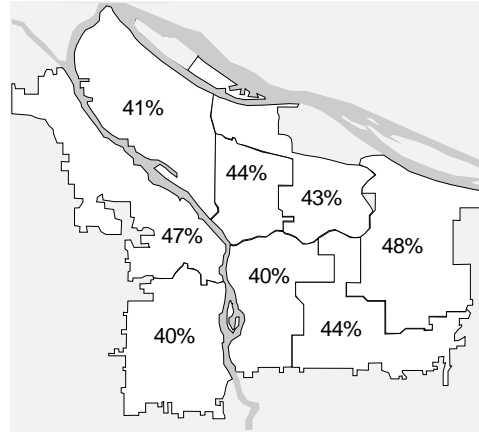
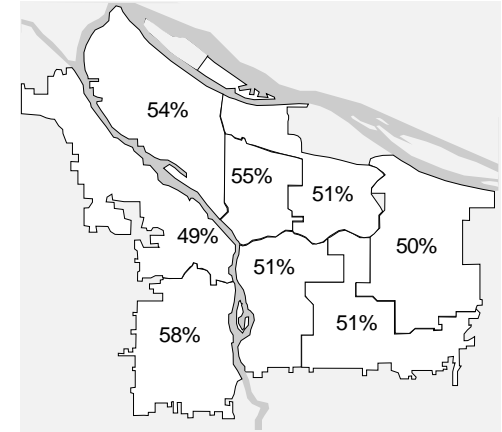


FIGURE 11 PERCENT OF RESIDENTS WHO ARE TRAINED IN FIRST AID, CPR, OR BOTH



SOURCE: Auditor's Office 1999 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
1995	46%	54%	47%	53%	11%	15%	28%	46%
1996	50%	50%	44%	56%	11%	10%	30%	49%
1997	51%	49%	45%	55%	-	-	-	-
1998	52%	48%	47%	53%	10%	9%	32%	49%
1999	57%	43%	57%	43%	11%	10%	32%	47%

CHAPTER 2 POLICE

SERVICE MISSION

The mission of the 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 tenth 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.

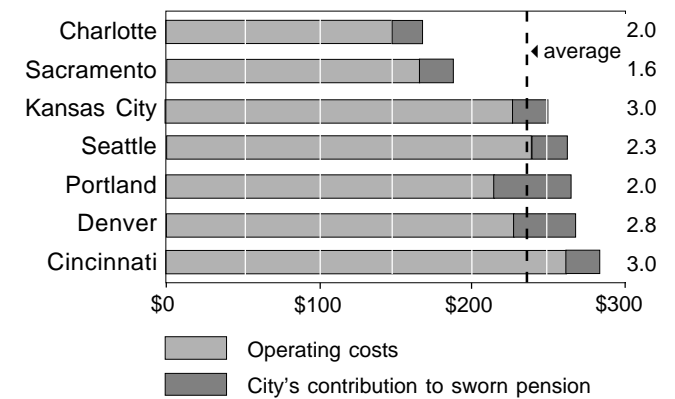
SPENDING AND STAFFING

Police spending and staffing levels have increased significantly over the past ten years. Patrol and investigative expenditures grew 46 percent and 31 percent respectively, while sworn staffing increased 39 percent and non-sworn staff grew 59 percent. Spending per capita increased by 19 percent.

However, over the past five years patrol expenditures dropped 3 percent and the number of precinct officers declined by 9 percent. Although the number of authorized staff grew over the five year period, officers assigned to precincts declined in each of the past four years.

Compared to other cities, Portland spends a little more than average on police services due to more costly pension costs resulting from the pay-as-you-go system established by the City Charter.

FIGURE 12 POLICE BUDGETS PER CAPITA AND OFFICERS/1,000: PORTLAND AND SIX OTHER CITIES



SOURCE: FY 1998-99 and CY 1998 budgets and CAFRs

	City population	Expenditures (in millions/constant '98-99 dollars)					Authorized staffing		Precinct officers *	TOTAL spending per capita (constant '98-99 dollars)
		Patrol	Invest.	Support services	Sworn ret./disab.	TOTAL	Sworn	Non-sworn		
FY 1994-95	495,090	\$66.0	\$21.6	\$17.3	\$21.9	\$126.8	1,000	254	608	\$256
FY 1995-96	497,600	\$63.2	\$25.4	\$15.9	\$22.8	\$127.3	1,000	253	595	\$256
FY 1996-97	503,000	\$63.2	\$25.1	\$16.6	\$23.8	\$128.7	1,007	265	584	\$256
FY 1997-98	508,500	\$63.9	\$23.4	\$17.5	\$26.5	\$131.3	1,028	287	568	\$258
FY 1998-99	509,610	\$64.2	\$24.6	\$21.4	\$27.6	\$137.8	1,033	295	553	\$270
change over last 5 years:		+3%	-3%	+14%	+24%	+9%	+3%	+16%	-9%	+5%
change over last 10 years:		+18%	+46%	+31%	+40%	+41%	+39%	+59%	+16%	+19%

* Total officers and sergeants assigned to all shifts

WORKLOAD

Over the past ten years, the number of reported major crimes and police dispatches declined:

- Part I crimes dropped 15 percent
- dispatched incidents declined 5 percent

While the number of incidents handled by precinct officers has increased slightly over the past few years, Portland officer workload is closer to other cities than in prior years, but is still higher than average.

The number of major cases assigned for investigation has declined despite increases in spending and staffing.

The Bureau reports discrepancies in computer-aided dispatch data and does not currently have reliable information on the average number of units on patrol.

FIGURE 13 REPORTED CRIMES PER SWORN OFFICER: PORTLAND AND SIX OTHER CITIES

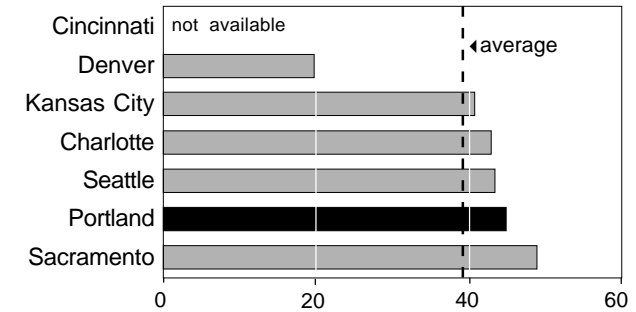
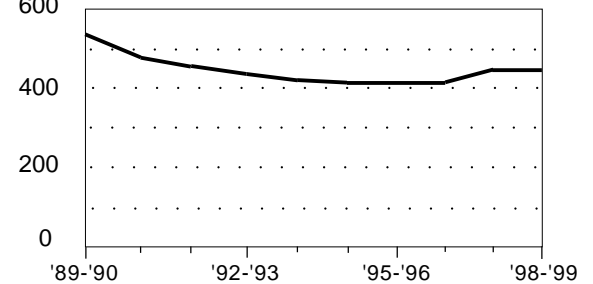


FIGURE 14 DISPATCHED CALLS PER PRECINCT OFFICER: PORTLAND 10-YEAR TREND



	Crimes reported *		Incidents			Incidents/precinct officer		Major cases assigned for investigation	Average number of patrol units		
	Part I	Part II	Dis-patched	Tele- phone	Officer- initiated	Dis- patched	Officer- initiated		8 am to 4 pm	4 pm to 12 am	12 am to 8 am
	CY 1994	55,326	43,532	235,246	93,811	-	419		-	6,092	-
CY 1995	55,834	45,362	253,019	84,603	120,094	416	198	6,552	61	66	58
CY 1996	50,805	44,803	247,584	65,336	132,396	416	223	6,124	58	63	55
CY 1997	53,601	47,965	263,175	64,604	142,857	451	245	4,908	-	-	-
CY 1998	46,524	45,007	246,567	54,652	154,734	434	272	4,172	-	not available	-

change over last 5 years:	-16%	+3%	+5%	-42%	-	+4%	-	-32%	-	-	-
change over last 10 years:	-15%	+10%	-5%	+21%	-	-20%	-	-	-	-	-

* Part I crimes, 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.

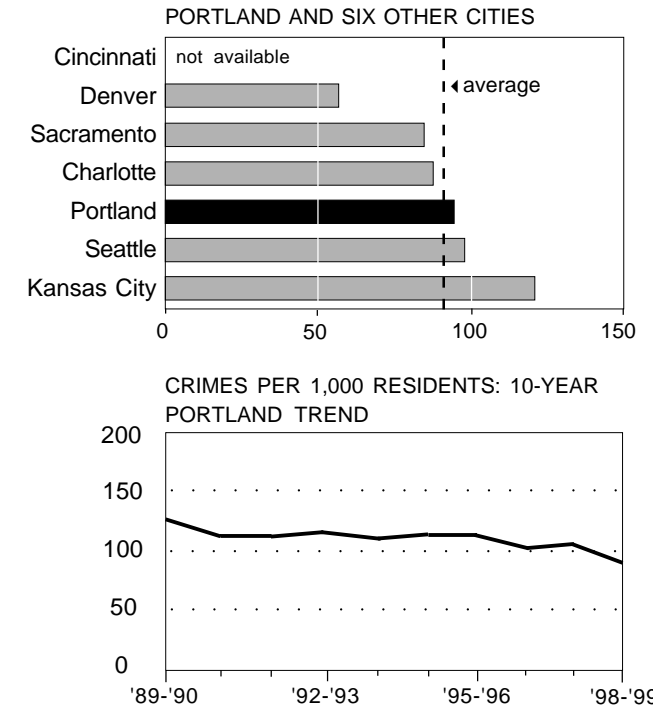
RESULTS

Portlanders feel safer as crime rates continue to decline:

- Part I person crimes (murder, rape, robbery, aggravated assault) declined 32 percent since 1990
- Part I property crimes (burglary, larceny, motor vehicle theft, arson) declined 28 percent
- 88 percent of citizens feel safe or very safe walking in their neighborhood during the day, while 48 percent feel safe at night
- burglary victimization rates have remained stable at 5 percent, while theft from vehicles declined from 24 percent to 20 percent

For the first time, Portland's crime rate per 1,000 is close to the average of six other cities. This improvement reflects a reduction in crimes and increased population.

FIGURE 15 PART I CRIMES PER 1,000 POPULATION



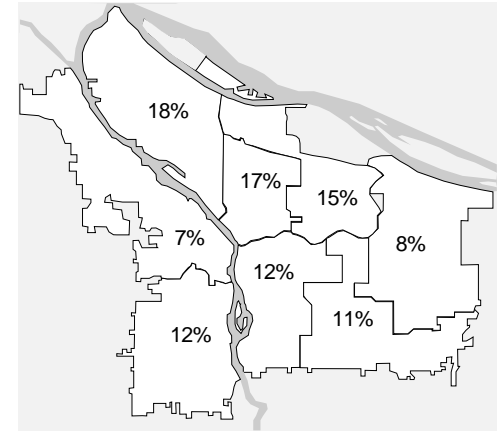
	Part I crimes/1,000 residents			Citizens who feel safe		Citizens rating police service good or very good	Victimization rates	
	Person	Property	TOTAL	Day	Night		Burglary	Theft from vehicle
FY 1994-95	18	94	112	84%	40%	70%	5%	24%
FY 1995-96	18	94	112	83%	43%	74%	5%	23%
FY 1996-97	16	85	101	86%	45%	71%	4%	22%
FY 1997-98	15	90	105	88%	49%	73%	5%	22%
FY 1998-99	13	78	91	88%	48%	73%	5%	20%
GOAL	-	-	-	>77%	>34%	>60%	<10%	-
change over last 5 years:	-28%	-17%	-19%	+4%	+8%	+3%	0%	-4%
change over last 10 years:	-32%	-28%	-28%	+11%	+14%	+13%	-5%	-

Citizens remain very satisfied with the performance of the Police Bureau – 73 percent rating services “good” or “very good”, up from 70 percent in FY 1994-95.

However, the Bureau has not been able to change the percent of citizens who report knowing their neighborhood officer. This indicator of community policing success has trended downward, and some neighborhoods report big declines. Only 8 percent of the neighbors in the East reported knowing their officer, down from 13 percent last year. The police also continue to have difficulty developing reliable data to measure the percent of the time officers are free for problem-solving – an important indicator of community policing improvement.

The Bureau is sending a lower percentage of cases to the D.A. for prosecution and is closing a lower percentage of total cases.

FIGURE 16 PERCENT OF RESIDENTS WHO KNOW THEIR NEIGHBORHOOD POLICE OFFICER



SOURCE: Auditor’s Office 1999 Citizen Survey

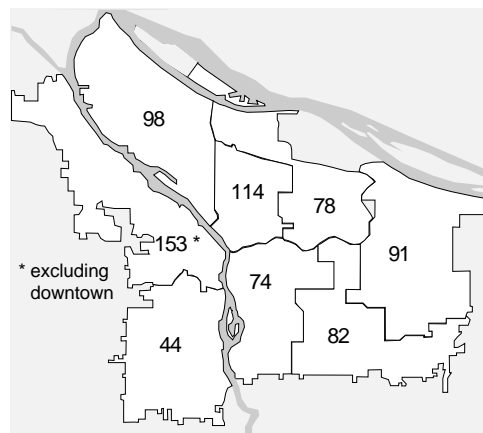
The number of drughouse complaints dropped 22 percent, from 2,664 in FY 1994-95 to 2,077 in FY 1998-99.

	Citizens who know their neighborhood police officer	Average time available for problem solving	Average high-priority response time **	Resolution of cases assigned for investigation			Number of addresses generating drughouse complaints
				Sent to DA	Suspended, unfounded	TOTAL CLOSED	
FY 1994-95	15%	-	5.23 min.	46%	31%	77%	2,664
FY 1995-96	15%	33%	5.26 min.	43%	38%	81%	2,815
FY 1996-97	14%	37%	5.12 min.	37%	43%	80%	2,547
FY 1997-98	13%	<i>not available</i>	5.12 min.	40%	34%	74%	2,358
FY 1998-99	13%	<i>not available</i>	5.22 min.	33%	37%	70%	2,077
GOAL	>12%	35%*	<5 min.	no goal	no goal	no goal	-
change over last 5 years:	-2%	-	0%	-13%	+6%	-7%	-22%
change over last 10 years:	-	-	0%	-	-	-	-

* Goal is for problem-solving alone; percentage reported is problem-solving plus self-initiated time

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

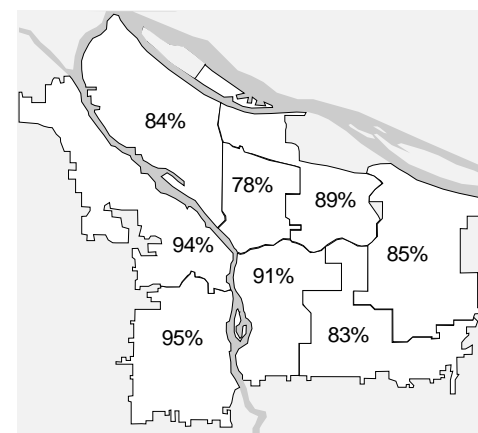
FIGURE 17 PART I CRIMES PER 1,000 RESIDENTS:
PORTLAND NEIGHBORHOODS



SOURCE: Police Bureau CY 1998 crime statistics

Every neighborhood, except Northwest, experienced fewer crimes per 1,000 in 1999 than in 1998.

FIGURE 18 RESIDENTS RATING THEIR NEIGHBORHOOD
"SAFE" OR "VERY SAFE" DURING THE DAY

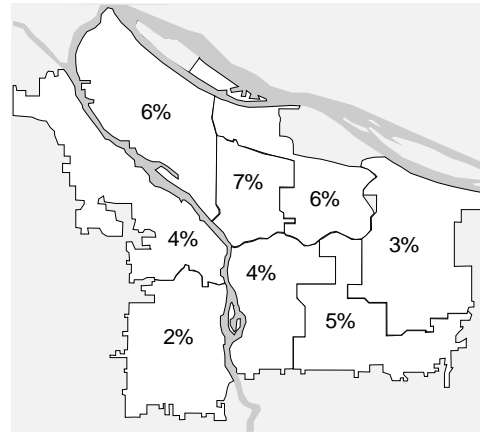


SOURCE: Auditor's Office 1999 Citizen Survey

While feelings of safety generally correspond to the number of reported crimes, Northwest neighborhood residents feel safe, but also have the highest rate of crime.

CITIZEN SURVEY	OVERALL rating of police service quality			Feeling of safety walking alone in neighborhood <i>during the day</i>			Feeling of safety walking alone in neighborhood <i>during the night</i>		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE
1995	70%	21%	9%	84%	12%	4%	40%	24%	36%
1996	74%	19%	7%	83%	12%	5%	43%	23%	34%
1997	71%	21%	8%	86%	10%	4%	45%	24%	31%
1998	73%	19%	8%	88%	8%	4%	49%	24%	27%
1999	73%	19%	8%	88%	9%	3%	48%	24%	28%

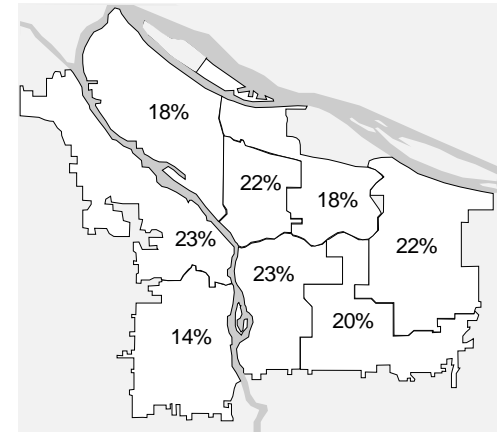
FIGURE 19 PERCENT OF RESIDENTS WHO WERE BURGLARIZED LAST YEAR



SOURCE: Auditor's Office 1999 Citizen Survey

Compared to nine years ago, residents are not as willing to work with police to improve the neighborhoods.

FIGURE 20 PERCENT OF RESIDENTS WHOSE VEHICLES WERE BROKEN INTO LAST YEAR



SOURCE: Auditor's Office 1999 Citizen Survey

Residents are reporting burglaries less than in the past – 76 percent in 1991, and only 66 percent in 1999.

CITIZEN SURVEY	Willingness to work with police to improve neighborhood			Burglarized in last year?		% of burglaries reported to police	Theft from vehicle in last year?		% of thefts from vehicle reported to police
	WILLING OR VERY WILLING	NEITHER	UNWILLING OR VERY UNWILLING	YES	NO		YES	NO	
1995	58%	33%	9%	5%	95%	70%	24%	76%	44%
1996	63%	30%	7%	5%	95%	71%	23%	77%	43%
1997	-	-	-	4%	96%	71%	22%	78%	39%
1998	60%	32%	8%	5%	95%	70%	22%	78%	45%
1999	61%	32%	7%	5%	95%	66%	20%	80%	40%

Service Efforts and Accomplishments: 1998-99

CHAPTER 3 PARKS & RECREATION

SERVICE MISSION

The Bureau of Portland Parks & Recreation 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* – preserve and enhance our parks legacy and promote an 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 communication and recognizes innovation and achievement.

SPENDING AND STAFFING

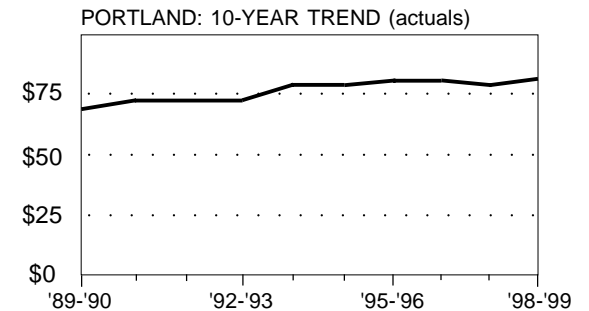
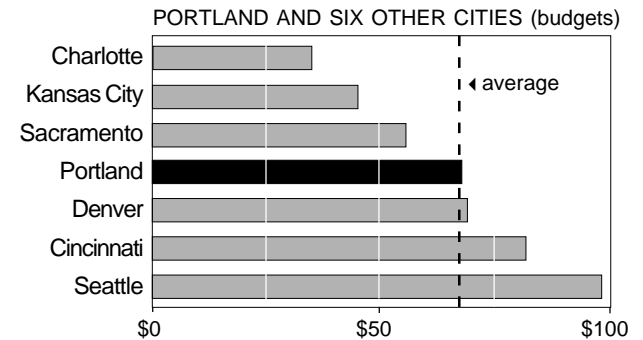
Parks operating expenditures increased steadily over the past ten years. For the past five years, adjusted for inflation:

- per capita operating costs increased 8 percent
- park operations expenditures grew 6 percent
- recreation spending increased 12 percent
- planning and administration increased 31 percent

In addition, capital spending jumped significantly – 380 percent over five years – due to \$60 million in capital improvement bonds approved by voters in 1994.

Permanent staffing increased by 11 percent, while seasonal staffing declined by 5 percent. Compared to other cities, Portland park expenditures are average.

FIGURE 21 PARKS & RECREATION SPENDING PER CAPITA



	Operating expenditures (in millions/constant '98-99 dollars)					Capital **	Authorized staff (FTEs)		Volunteer FTEs	Operating costs per capita
	Park operations	Recreation	Enterprise *	Planning & admin	TOTAL Operations		Permanent	Seasonal		
FY 1994-95	\$16.1	\$11.8	\$6.7	\$3.2	\$37.8	\$4.6	328	246	236	\$76.31
FY 1995-96	\$16.2	\$12.2	\$7.4	\$3.4	\$39.2	\$9.8	354	238	-	\$78.70
FY 1996-97	\$18.0	\$12.7	\$6.7	\$2.0	\$39.4	\$24.6	361	237	236	\$78.27
FY 1997-98	\$16.9	\$11.8	\$7.3	\$3.4	\$39.4	\$27.6	334	222	121	\$77.49
FY 1998-99	\$17.1	\$13.2	\$7.3	\$4.2	\$41.8	\$22.1	365	233	200	\$82.09
change over last 5 years:	+6%	+12%	+9%	+31%	+11%	+380%	+11%	-5%	-15%	+8%
change over last 10 years:	+25%	+27%	+74%	+110%	+37%	+784%	+20%	+69%	+199%	+16%

* Golf, Portland International Raceway and Trust Funds

** includes Parks Levy, Parks Construction Fund, General Fund and enterprise CIP

WORKLOAD

It is difficult to assess the amount of the change in Parks workload because the Bureau cannot provide consistent and reliable workload data from year to year:

- the Bureau lacks reliable counts of attendance at recreation programs
- parks acreage changes significantly without explanation
- square footage of buildings is not reported
- the number of sports fields was reported as 217 in FY 1998-99, down from 559 in FY 1997-98.

These weaknesses in management information have been reported in previous years and in a performance audit report released in February 2000. The Bureau has committed to improvements for the next reporting cycle.

FIGURE 22 NUMBER OF PORTLAND PARKS AND FACILITIES

	'98-99	'89-90
Developed parks	146	138 *
Sports fields	217	-
Community centers	13	11
Art centers	6	8
Pools	13	12
Golf courses	4	4

* from '90-91

SOURCE: Portland Parks & Recreation reports

	Attendance counts at recreation programs	Park acres *			Facilities (sq. ft.) *	Maintenance staff (FTEs) *		
		Developed parks	Natural areas	TOTAL		Developed parks	Natural areas	Facilities
FY 1994-95	-	-	-	9,051	-	-	-	-
FY 1995-96	-	-	-	9,106	-	-	-	-
FY 1996-97	-	-	-	9,122	-	-	-	-
FY 1997-98	<i>under development</i>	2,685	6,507	9,192	489,407	159	18	51
FY 1998-99	<i>development</i>	3,197	6,210	9,407	<i>not available</i>	158	15	50

change over last 5 years:

-	-	-	+4%	-	-	-	-
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change over last 10 years:

-	-	-	+8%	-	-	-	-
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* excluding golf courses and Portland International Raceway

RESULTS Portland residents rate the quality of Parks services much higher than they did in 1991.

- 83 percent of residents rate overall parks quality “good” or “very good” in 1999, compared to 72 percent in 1991
- 74 percent rated recreation quality “good” or “very good”, compared to 59 percent in 1991
- residents are significantly more satisfied with the number, variety, and operating hours of recreation activities
- feelings of safety in parks both during the day and night increased by 16 percent and 9 percent respectively since 1991

The Bureau continues to lack performance information to assess quality of efforts to maintain, repair and improve buildings and parks facilities. These weaknesses will be addressed by the Bureau in response to the recent performance audit.

Due to a data entry problem in the Auditor’s Office, we were unable to produce reliable participation data from the citizen survey this year. We may be able to report data for FY 1998-99 in next year’s *SEA* report.

The Bureau again recovered more costs from youth than planned, particularly in low-income neighborhoods.

	Park condition ratings*	Maintenance effectiveness	% of youth population in recreation programs	% expenditures from non-tax sources**	General Fund recreation direct cost recovery***			
					Low-income neighborhoods		All other neighborhoods	
					Youth	Adult	Youth	Adult
FY 1994-95	6.70		47%	44%	-	-	-	-
FY 1995-96	6.90		47%	43%	37%	44%	61%	81%
FY 1996-97	6.83		-	34%	34%	40%	62%	86%
FY 1997-98	6.57	<i>not available</i>	51%	37%	40%	44%	61%	100%
FY 1998-99	7.02		-	32%	40%	58%	54%	119%
GOAL	7.50		50%	50%	25%	50%	50%	100%
change over last 5 years:	+5%		-	-12%	-	-	-	-
change over last 10 years:	-		-	-	-	-	-	-

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

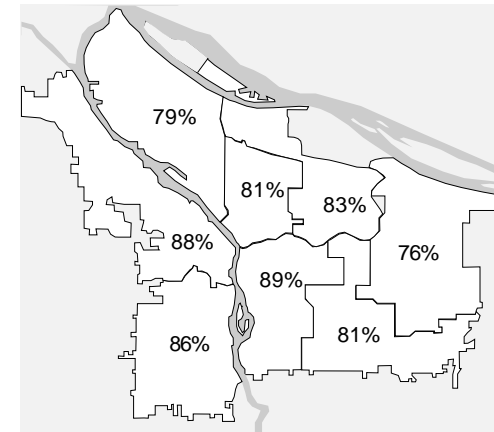
** Bureau estimates

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

All Portland neighborhoods are highly satisfied with City parks quality. Satisfaction has increased significantly in East, Outer Southeast, and Inner Southeast.

Satisfaction dropped in only the North neighborhood, from 82 percent in 1998 to 78 percent in 1999.

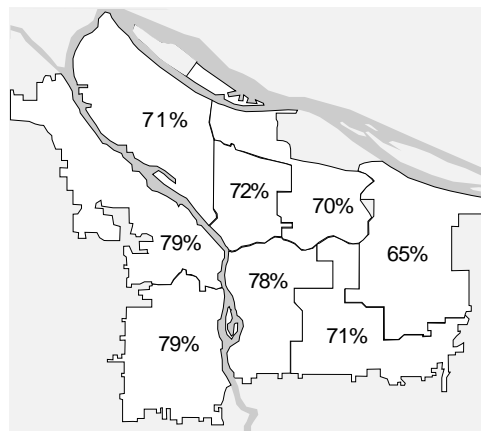
FIGURE 23 PERCENT OF NEIGHBORHOOD RESIDENTS RATING OVERALL PARKS QUALITY "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1999 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
1995	78%	18%	4%	68%	28%	4%	83%	14%	3%
1996	81%	16%	3%	74%	22%	4%	82%	15%	3%
1997	78%	18%	4%	68%	27%	5%	81%	15%	4%
1998	81%	16%	3%	69%	26%	5%	80%	16%	4%
1999	83%	15%	2%	74%	22%	4%	83%	13%	4%
BUREAU GOAL				75%			85%		

FIGURE 24 PERCENT OF RESIDENTS RATING OVERALL RECREATION ACTIVITIES "GOOD" OR "VERY GOOD"

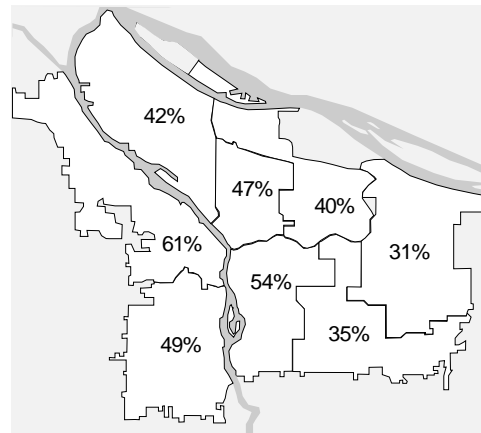


SOURCE: Auditor's Office 1999 Citizen Survey

Similarly, all neighborhoods but North rated recreation service quality higher than in 1998. Significant improvement occurred in the Southwest (70 percent to 79 percent), the Inner Southeast (72 percent to 78 percent), Outer Southeast (65 percent to 71 percent), and Northwest (70 percent to 79 percent).

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
1995	53%	39%	8%	60%	34%	6%	61%	33%	6%
1996	56%	36%	8%	62%	31%	7%	61%	31%	8%
1997	-	-	-	-	-	-	-	-	-
1998	59%	33%	8%	65%	29%	6%	64%	29%	7%
1999	62%	32%	6%	68%	27%	5%	68%	26%	6%

FIGURE 25 PERCENT OF RESIDENTS WHO VISITED PARK NEAR THEIR HOME 6 OR MORE TIMES IN PAST YEAR



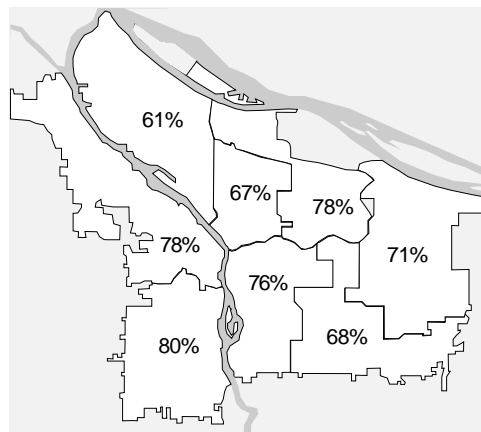
The percent of residents reporting they visit parks has not changed very much over the past ten years, and declined last year in most neighborhoods.

SOURCE: Auditor's Office 1999 Citizen Survey

CITIZEN SURVEY	Percent of Portland residents who participated in recreation in last year *				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
1995	50%	40%	18%	18%	16%	37%	47%	20%	39%	41%
1996	51%	37%	22%	17%	15%	37%	48%	19%	38%	43%
1997	-	-	-	-	14%	38%	48%	18%	40%	42%
1998	56%	41%	21%	18%	13%	35%	52%	16%	37%	47%
1999	-	-	-	-	14%	37%	49%	17%	39%	44%

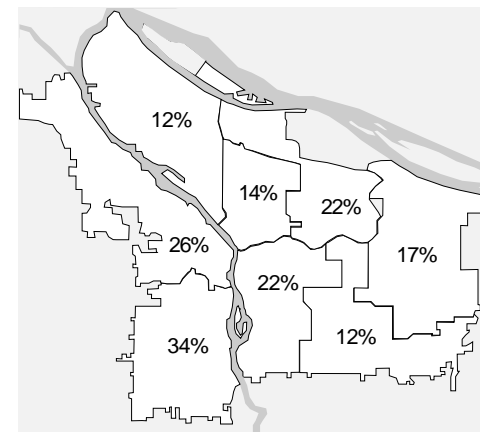
* includes recreation programs, sports teams, community center drop-ins and use of swimming pools

FIGURE 26 PERCENT OF NEIGHBORHOOD RESIDENTS WHO FEEL "SAFE" OR "VERY SAFE" WALKING ALONE IN THEIR CLOSEST PARK DURING THE DAY



SOURCE: Auditor's Office 1999 Citizen Survey

FIGURE 27 PERCENT OF NEIGHBORHOOD RESIDENTS WHO FEEL "SAFE" OR "VERY SAFE" WALKING ALONE IN THEIR CLOSEST PARK AT NIGHT



SOURCE: Auditor's Office 1999 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
1995	67%	20%	13%	15%	23%	62%
1996	68%	19%	13%	18%	23%	59%
1997	69%	20%	11%	18%	25%	57%
1998	74%	17%	9%	20%	25%	55%
1999	74%	18%	8%	20%	25%	55%
BUREAU GOAL	75%					

CHAPTER 4 TRANSPORTATION

SERVICE MISSION

The mission of the Portland Office of Transportation is to be a community partner in shaping a livable city by planning, building, operating and maintaining an effective and safe transportation system. 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.

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

Traffic Operations, along with Traffic Calming, Project Support, 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.

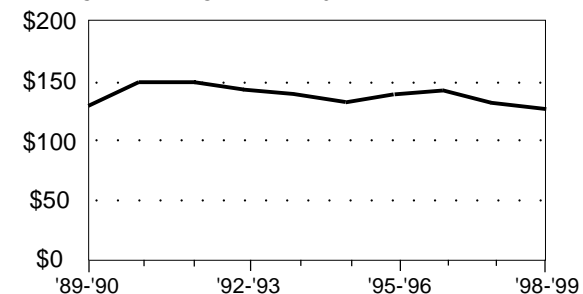
STAFFING AND SPENDING

While total Transportation spending has increased faster than inflation over the past ten years, operating expenditures have declined as capital spending increased.

Large increases in engineering spending (72 percent) and capital outlay (85 percent) the past five years is largely due to major projects such as the Convention Center, the Westside Light Rail, and the Central-City street car line.

Authorized staffing has fluctuated over the past five years, but is up 7 percent from ten years ago. Staffing levels are down 2 percent from a high of 733 in '96-97.

FIGURE 28 TRANSPORTATION OPERATING SPENDING PER CAPITA: PORTLAND 10-YEAR TREND



SOURCE: City of Portland *Adopted Budgets*

	Expenditures (in millions/constant '98-99 dollars)					Authorized staffing	Spending per capita (constant '98-99 dollars)		
	Maintenance	Traffic	Engineering	Director	TOTAL		Operating	Capital	TOTAL
FY 1994-95	\$43.0	\$17.2	\$17.3	\$4.0	\$81.5	719	\$138	\$27	\$165
FY 1995-96	\$44.4	\$17.9	\$20.7	\$3.7	\$86.7	733	\$142	\$32	\$174
FY 1996-97	\$45.9	\$16.7	\$20.4	\$3.7	\$86.7	733	\$145	\$28	\$173
FY 1997-98	\$46.7	\$16.4	\$19.9	\$3.6	\$86.6	726	\$136	\$34	\$170
FY 1998-99	\$44.9	\$14.1	\$29.8	\$3.9	\$92.7	716	\$132	\$50	\$182
change over last 5 years:	+4%	-18%	+72%	-3%	+14%	0%	-4%	+85%	+10%
change over last 10 years:	+12%	-8%	+95%	+30%	+26%	+7%	-2%	+40%	+6%

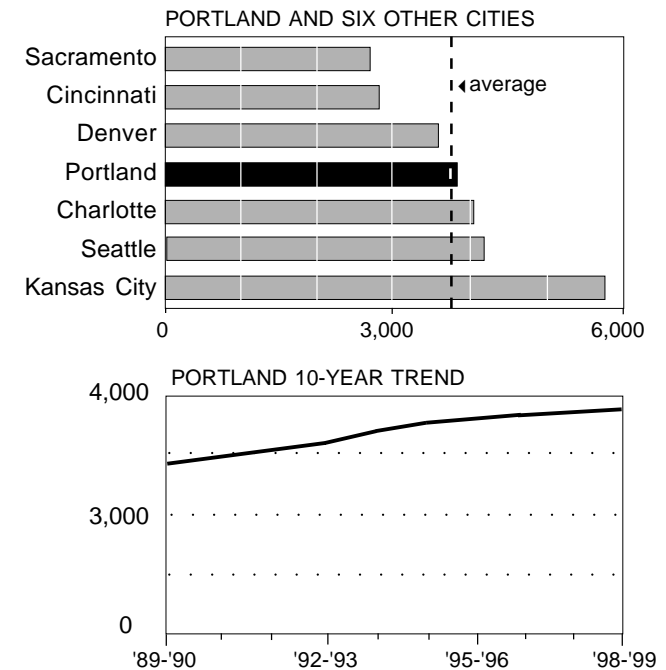
WORKLOAD

The number of lane miles of streets has flattened out after several years of increase. Compared to other cities, Portland takes care of an average number of street miles.

Although no streets have been reconstructed since FY 1989-90, the Bureau has increased maintenance efforts over the past five years:

- resurfacing increased by 49 percent
- slurry sealing grew by 29 percent
- miles swept grew by 3 percent

FIGURE 29 LANE MILES OF STREETS:



	Lane miles of improved streets	Miles of street treated *				Curb miles of streets swept	Major ** intersections
		Resurfacing	Reconstruction	Slurry seal	TOTAL		
FY 1994-95	3,805	43.9	0	51.4	95.3	52,932	1,200
FY 1995-96	3,820	43.9	0	40.2	84.1	52,599	1,192
FY 1996-97	3,833	50.6	0	49.8	100.4	58,516	1,227
FY 1997-98	3,837	50.5	0	43.7	94.2	54,877	1,253
FY 1998-99	3,841	65.2	0	66.2	131.4	54,654	1,204

change over last 5 years:	+1%	+49%	0%	+29%	+38%	+3%	0%
change over last 10 years:	+12%	+6%	-100%	+45%	+15%	+10%	-16%

* 28-foot equivalents

** 6 or more accidents in prior 4 years

RESULTS

After four years of increase in the backlog of streets needing maintenance, the Bureau reduced the backlog in FY 1998-99 by twelve miles.

In addition, the percent of lane miles judged to be in good condition by inspectors increased from 53 percent to 57 percent, but is still below the high of 65 percent in FY 1989-90.

The condition of major intersections changed a little for the worse, and the number of high accident intersections increased by 12 percent the past five years.

FIGURE 30 MILES OF STREET MAINTENANCE BACKLOG

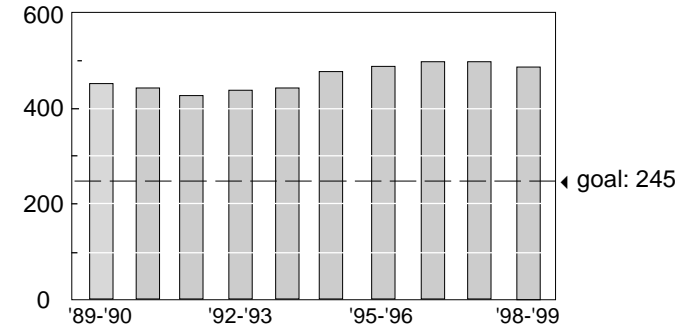
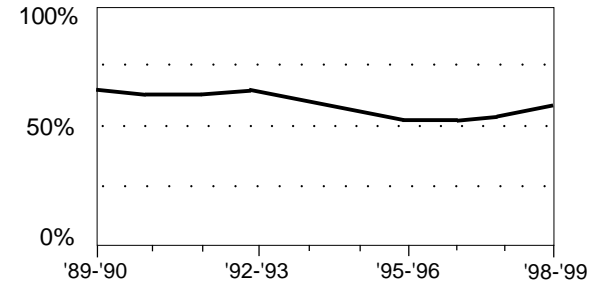


FIGURE 32 PERCENT OF STREETS IN GOOD CONDITION



	% of lane miles in good or very good condition	Miles with unmet pavement needs *				% of major intersections in good condition	High accident ** intersections
		Resurf.	Reconstr.	Slurry	TOTAL		
FY 1994-95	56%	267	49	165	481	81%	224
FY 1995-96	52%	278	67	146	491	81%	217
FY 1996-97	52%	285	67	142	494	81%	233
FY 1997-98	53%	261	80	154	495	81%	231
FY 1998-99	57%	247	73	163	483	79%	250
GOAL	no goal	-	-	-	245	no goal	no goal
change over last 5 years:	+1%	-8%	+50%	-1%	+1%	-2%	+12%
change over last 10 years:	-8%	+1%	+13%	+15%	+15%	-2%	-6%

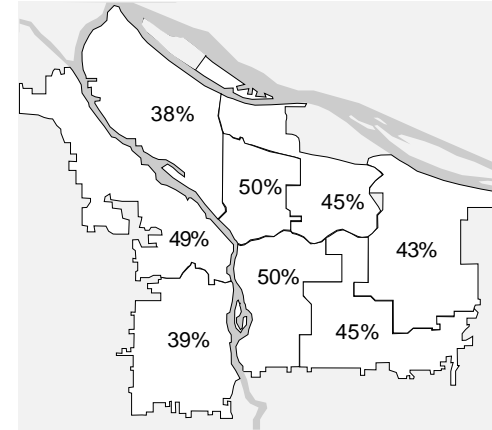
* 28-foot equivalents

** 20 or more accidents in prior 4 years

Overall, citizens ratings of street maintenance and lighting quality have not changed significantly since 1991. However, there are big changes in individual neighborhood ratings:

- the percent of residents in the Outer Southeast that rated street maintenance quality “good” or “very good” increased significantly last year, from 36 percent to 45 percent
- conversely, residents in the North rated street maintenance quality much worse this year, 38 percent rated “good” or “very good” versus 51 percent in 1998

FIGURE 32 PERCENT OF RESIDENTS RATING OVERALL STREET MAINTENANCE “GOOD” OR “VERY GOOD”



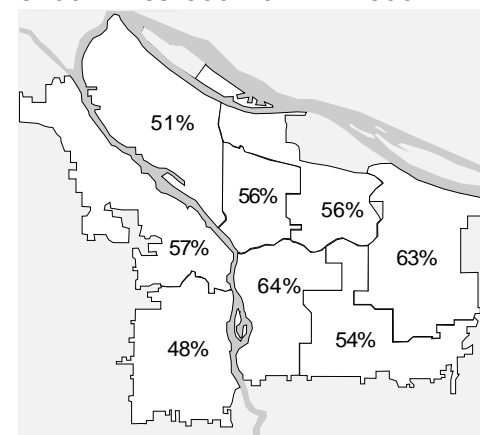
SOURCE: Auditor's Office 1999 Citizen Survey

CITIZEN SURVEY	OVERALL rating: street maintenance quality			OVERALL rating: street lighting quality		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1995	48%	30%	22%	60%	26%	14%
1996	49%	30%	21%	61%	25%	14%
1997	45%	32%	23%	61%	26%	13%
1998	47%	32%	21%	61%	28%	11%
1999	44%	32%	24%	61%	27%	12%

Overall, street smoothness ratings have changed little since 1991, but ratings in some neighborhoods declined significantly from last year. The percentage of residents rating street smoothness “good” or “very good” declined by 7 percent in the Inner Northeast and Central Northeast. Ratings in the North neighborhood dropped by 8 percent.

Neighborhood street cleanliness ratings have improved slightly since 1991.

FIGURE 33 PERCENT OF RESIDENTS RATING STREET SMOOTHNESS “GOOD” OR “VERY GOOD”



SOURCE: Auditor's Office 1999 Citizen Survey

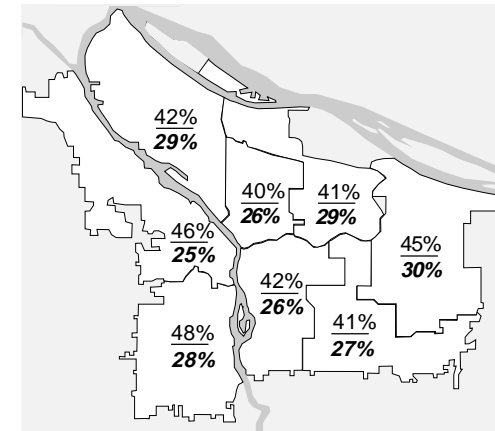
CITIZEN SURVEY	Neighborhood street smoothness ratings			Neighborhood street cleanliness ratings		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1995	55%	23%	22%	60%	25%	15%
1996	58%	22%	20%	64%	23%	13%
1997	58%	23%	19%	64%	23%	13%
1998	60%	22%	18%	65%	22%	13%
1999	56%	23%	21%	63%	23%	14%

Residents continue to rate traffic congestion and safety poorly. Overall, 43 percent of respondents judged congestion to be “bad” or “very bad”, and 28 percent rated traffic safety “bad” or “very bad”.

However, some neighborhoods had significant positive and negative changes:

- Outer Southeast residents reported much better congestion and safety ratings than last year
- Northeast and Southwest reported much worse congestion

FIGURE 34 PERCENT OF RESIDENTS RATING TRAFFIC CONGESTION / **SAFETY** “BAD” OR “VERY BAD”



SOURCE: Auditor's Office 1999 Citizen Survey

OVERALL ratings of traffic management quality *

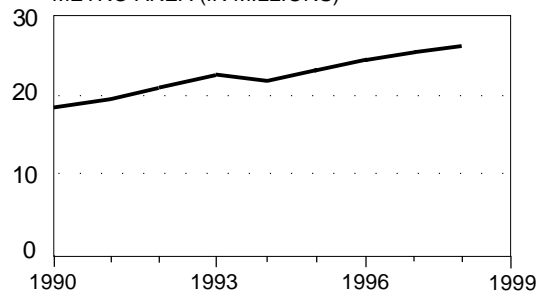
CITIZEN SURVEY	Traffic management			Traffic management: CONGESTION			Traffic management: SAFETY		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1995	39%	33%	28%	-	-	-	-	-	-
1996	39%	31%	30%	-	-	-	-	-	-
1997	-	-	-	33%	34%	33%	39%	36%	25%
1998	-	-	-	24%	34%	42%	33%	40%	27%
1999	-	-	-	24%	33%	43%	34%	38%	28%

* In 1997, question was split into CONGESTION and SAFETY

Again, citizens have not changed their commuting habits. Over 80 percent of residents who work outside of the home commute during peak traffic hours. About 70 percent drive alone to work, while a little over 20 percent use mass transit, walk or bicycle.

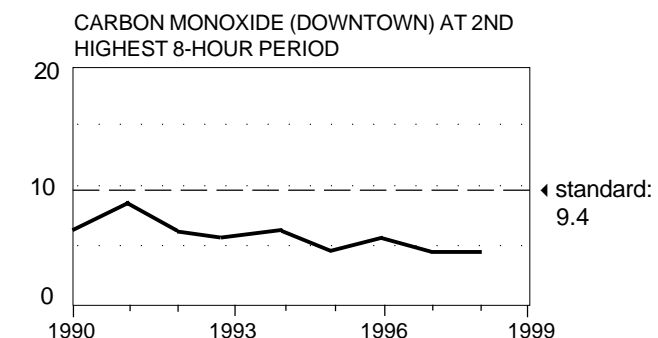
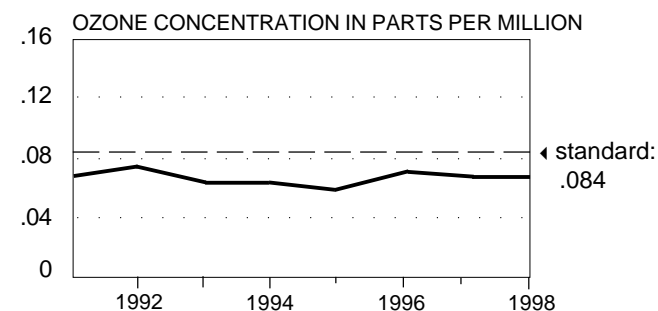
However, air quality has shown improvement since 1990. Ozone concentrations are below standards and carbon monoxide continues to decline.

FIGURE 35 DAILY VEHICLE MILES TRAVELED, PORTLAND METRO AREA (IN MILLIONS)



SOURCE: Oregon Dept. of Environmental Quality

FIGURE 36 AIR QUALITY 10-YEAR TRENDS:



SOURCE: Oregon Dept. of Environmental Quality

CITIZEN SURVEY	Work outside the home?		If YES, travel during peak traffic hours?		If YES, what mode of travel usually use?					
	YES	NO	YES	NO	DRIVE ALONE	DRIVE WITH OTHERS	BUS OR MAX	DRIVE PARTWAY, BUS PARTWAY	WALK	BICYCLE
1995	-	-	-	-	-	-	-	-	-	-
1996	-	-	-	-	-	-	-	-	-	-
1997	66%	34%	81%	19%	71%	9%	10%	2%	5%	3%
1998	68%	32%	82%	18%	70%	8%	12%	2%	5%	3%
1999	65%	35%	83%	17%	71%	8%	12%	3%	3%	3%

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 the quality of surface and ground waters and promotes healthy ecosystems in the watershed
- provides sewage and stormwater collection and treatment to accommodate current and future needs
- promotes solid waste reduction and manages the City's recycling and solid waste collection programs

The role of the Bureau has changed significantly in the past ten years. In addition to traditional sewage collection and treatment, the Bureau's role has expanded to include responsibilities for stormwater management and water quality in local rivers and streams.

New regulations, such as the federal Clean Water Act, the Endangered Species Act, and several state orders require the Bureau to reduce sewer discharges into the Columbia Slough and Willamette River, control stormwater pollution, and improve fish habitat.

STAFFING AND SPENDING

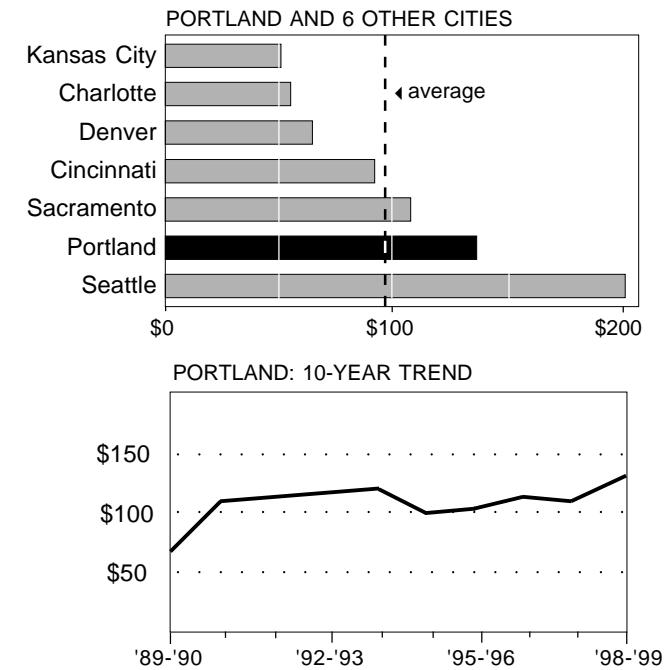
Regulations aimed at improving water quality and endangered species habitat have resulted in significant increases in the Bureau's operating and capital spending over the past ten years.

Operating costs and staffing have both increased about 50 percent over the past ten years:

- operating costs per capita adjusted for inflation grew from \$87 in FY 1989-90 to \$131 in FY 1998-99
- authorized staffing increased from 300 to 452

Portland's operating costs per capita are higher than the average of six other cities. Only Seattle has higher costs.

FIGURE 37 SEWER/STORM OPERATING COSTS PER CAPITA:



	Total sewer accounts	Expenditures (in millions/constant '98-99 dollars) *			Authorized staffing	Operating costs per capita (constant '98-99 dollars)
		Operating	Capital	Debt service		
FY 1994-95	137,262	\$54.3	\$104.8	\$24.2	419	\$110
FY 1995-96	141,391	\$57.5	\$80.2	\$24.8	450	\$115
FY 1996-97	149,373	\$63.4	\$87.5	\$36.3	457	\$126
FY 1997-98	157,631	\$62.7	\$72.2	\$47.5	450	\$123
FY 1998-99	163,336	\$66.6	\$91.9	\$42.4	452	\$131
change over last 5 years:	+19%	+23%	-12%	+75%	+8%	+19%
change over last 10 years:	+33%	+77%	+219%	-	+51%	+50%

* Expenditures derived from GAAP basis financial statements included in the City's *Comprehensive Annual Financial Report*. Debt service excludes bond anticipation notes, advanced refunding of bonds, and related interest to avoid distortions.

WORKLOAD

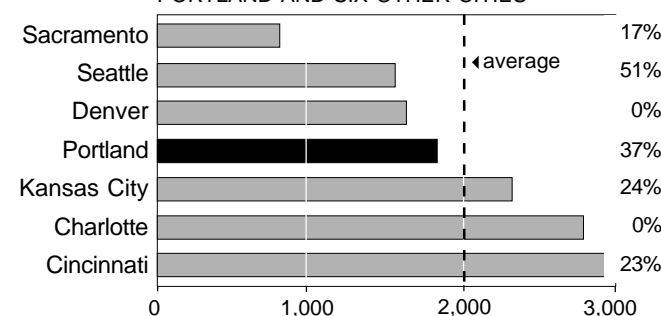
Over the past ten years, the Bureau has accomplished significant work:

- installed over 659 miles of sanitary and storm water pipe
- treated 307.2 billion gallons of wastewater
- restored approximately 150,000 feet of streambank over the past six years

The number of stormwater sumps installed dropped significantly in 1999 as targeted areas approach the maximum coverage of sumps.

Compared to six other cities, Portland has fewer miles of sanitary pipeline but a higher percentage of combined sewer/storm pipes. Currently, 37 percent of pipeline is combined, down from 52 percent in FY 1989-90, due mostly to the extension of sewers to previously unincorporated properties in mid-Multnomah county.

FIGURE 38 MILES OF SANITARY PIPELINE AND % COMBINED: PORTLAND AND SIX OTHER CITIES



SOURCE: Audit Services survey of other cities and Bureau records

	Total system miles of pipeline *			Annual gallons of wastewater treated	Feet of streambank restored	Feet of pipe repaired	Miles of pipe cleaned	Industrial users permitted	Stormwater sumps installed
	Sanitary	Storm	Combined						
FY 1994-95	835	263	850	31,228 mil.	2,550	21,078	221	112	2,756
FY 1995-96	919	286	849	33,774 mil.	29,565	18,930	172	111	1,396
FY 1996-97	940	424	850	34,763 mil.	25,150	20,129	160	168	1,738
FY 1997-98	957	446	849	32,485 mil.	44,100	27,493	228	169	1,945
FY 1998-99	965	446	844	33,431 mil.	53,800	28,768	218	168	431

change over last 5 years:	+16%	+70%	-1%	+7%	2,010%	+36%	-1%	+50%	-84%
change over last 10 years:	+73%	-	-	+18%	-	+396%	+39%	+53%	-

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

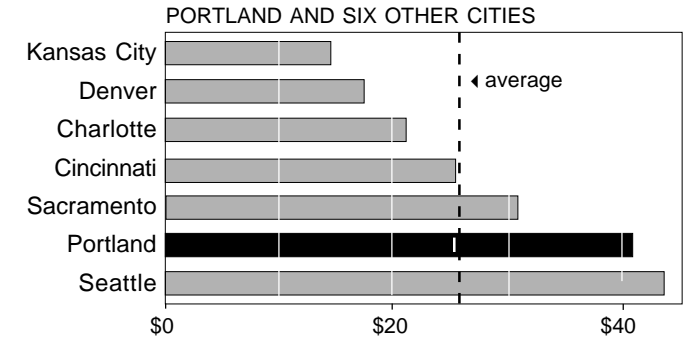
RESULTS

Portland continues to benefit from efforts to clean water and protect the environment:

- water effluent from City treatment plants exceeds federal and state standards
- 98 percent of industrial discharge tests were in full compliance
- the number of unconnected properties in mid-county declined from 42,410 in FY 1989-90 to 5,529 in FY 1998-99
- 54 percent of residential waste is diverted from the landfill and 82 percent of residents recycle

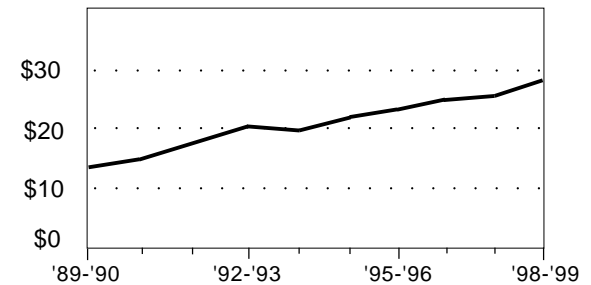
However, sewer rates have increased by more than 100 percent in ten years and approach the highest in our six city comparisons. By contrast, garbage bills have declined over five years by 15 percent.

FIGURE 39 MONTHLY RESIDENTIAL SEWER/STORM DRAINAGE BILLS



NOTE: Based on water use of 1000 cu. ft. plus service charge, for comparative purposes; actual Portland average is 591 cu. ft.

PORTLAND 10-YEAR TREND



	% BOD removed *		Est. number of unconnected mid-county properties	Industrial enforcement tests in full compliance	Household recycling participation	Waste diverted from landfill		Average monthly residential bills (constant '98-'99 dollars)	
	Columbia Blvd.	Tryon Creek				Residential	Commercial	Sewer/storm drainage	Garbage (32 gal. can)
FY 1994-95	93.7%	93.0%	27,112	97%	76%	36%	-	\$22.18	\$19.71
FY 1995-96	93.9%	92.9%	22,546	97%	80%	37%	-	\$23.87 ***	\$18.74
FY 1996-97	92.5%	92.9%	16,102	96%	81%	37%	46%	\$25.92	\$18.38
FY 1997-98	93.8%	92.9%	9,803	94%	83%	40%	52%	\$27.71	\$17.58
FY 1998-99	92.5%	94.8%	5,529	98%	82%	54%	51%	\$29.68	\$17.20
GOAL	>85%	>90%	0	>80%	75%	54%**		-	-
change over last 5 years:	-1%	+2%	-80%	+1%	+6%	+18%	+18%	+34%	-13%
change over last 10 years:	+5%	+1%	-87%	+12%	+57%	+47%	+47%	+115%	+3%

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

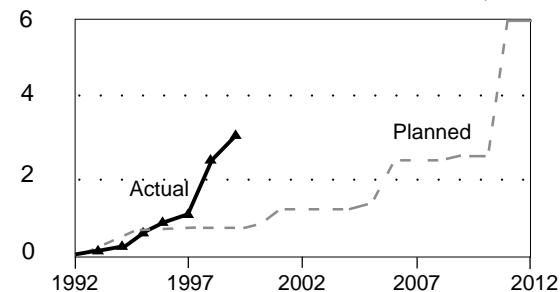
** goal for residential and commercial combined

*** 1st consumption-based billing

The Combined System Overflow (CSO) program continues to progress toward established goals.

- 2,860 sumps have been constructed – 92 percent of the goal
- 17,725 downspouts have been disconnected – 74 percent of the goal
- 50 percent of combined overflow is estimated to have been diverted from the river versus the final goal of 96 percent

FIGURE 40 ESTIMATED CSO GALLONS DIVERTED (in billions)



SOURCE: Bureau project tracking system

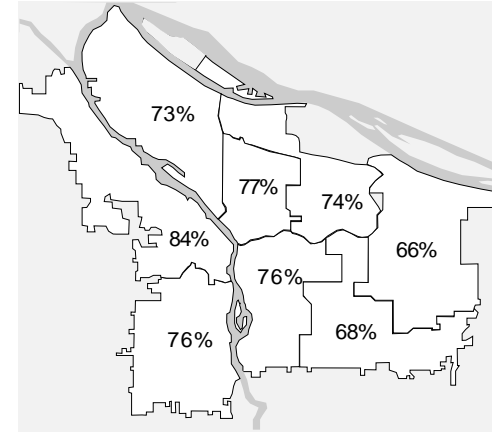
	Cornerstone projects (cumulative totals)		CSO project budget expended	Estimated amount of combined overflow gallons diverted as a percent of planned total
	Sumps constructed	Downspouts disconnected		
FY 1994-95	1,926	40	7.2%	9.8%
FY 1995-96	2,281	1,541	10.5%	15.1%
FY 1996-97	2,757	4,866	13.4%	21.8%
FY 1997-98	2,860	9,940	17.5%	43.7%
FY 1998-99	2,860	17,725	25.1%	49.9%
GOAL	3,111	23,800	-	96%
change over last 5 years:	+48%	+442%	+18%	+40%
change over last 10 years:	-	-	-	-

Overall, citizens are more satisfied with the quality of sewer and stormwater services. The percent of residents rating these services as “good” or “very good” has increased slowly and steadily over the past seven years – 42 percent to 57 percent for sewer and 36 percent to 46 percent for storm drainage.

However, respondents still give relatively low marks to how well the systems protect rivers and streams – almost half rate the system “poor” or “very poor”.

Outer Southeast neighbors gave higher ratings to sewer service than in years past.

FIGURE 41 PERCENT OF NEIGHBORHOOD RESIDENTS WHO FEEL THAT SEWER SERVICE TO THEIR HOME IS “GOOD” OR “VERY GOOD”



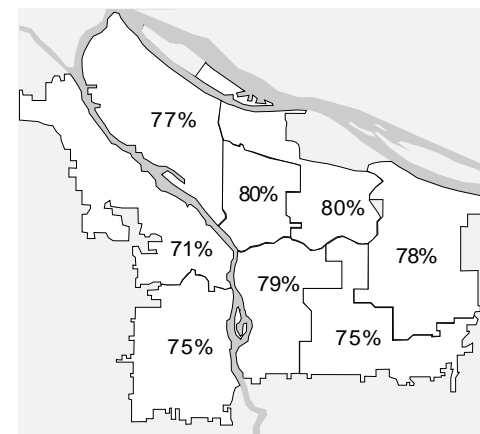
SOURCE: Auditor’s Office 1999 Citizen Survey

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
1995	54%	31%	15%	43%	30%	27%	31%	23%	46%
1996	54%	29%	17%	42%	28%	30%	26%	24%	50%
1997	53%	33%	14%	41%	33%	26%	29%	26%	45%
1998	59%	26%	15%	48%	28%	26%	29%	24%	47%
1999	57%	26%	17%	46%	28%	26%	28%	27%	45%

As in prior years, Portland residents rate recycling and garbage services high. Over 75 percent of the respondents rate these services as “good” or “very good”, and only 5 percent to 7 percent rate them “bad” or “very bad”.

Satisfaction with rates continues to improve – 44 percent score garbage and recycling costs “good” or “very good”, in 1999 compared to only 31 percent in 1992.

FIGURE 42 PERCENT OF RESIDENTS RATING RECYCLING SERVICE QUALITY “GOOD” OR “VERY GOOD”



SOURCE: Auditor's Office 1999 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
1995	76%	18%	6%	77%	15%	8%	37%	34%	29%
1996	77%	16%	7%	76%	15%	9%	40%	31%	29%
1997	77%	17%	6%	75%	17%	8%	43%	33%	24%
1998	78%	17%	5%	76%	16%	8%	45%	34%	21%
1999	78%	17%	5%	76%	17%	7%	43%	34%	22%

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

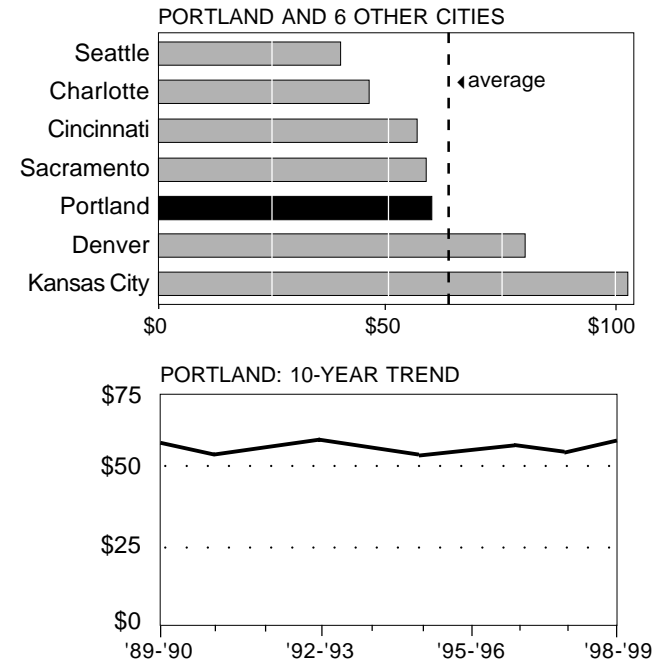
Spending and staffing for water services has been relatively stable over the past ten years:

- operating costs per capita grew about 4 percent
- staffing levels increased 8 percent

Capital spending increased by 68 percent from \$18.8 million in '89-90 to \$31.6 million in '98-99.

Compared to other cities, Portland's operating costs are below average.

FIGURE 43 WATER OPERATING COSTS PER CAPITA:



	Population served			Expenditures (in millions/constant '98-99 dollars) *			Authorized staffing	Operating costs per population served (constant '98-99 dollars)
	City (retail)	Outside city (wholesale)	TOTAL	Operating	Capital	Debt service		
FY 1994-95	439,690	294,910	734,600	\$38.9	\$20.1	\$12.5	500	\$53
FY 1995-96	441,371	302,142	743,513	\$40.1	\$23.3	\$12.8	501	\$54
FY 1996-97	445,928	319,000	764,928	\$44.7	\$26.9	\$12.6	513	\$58
FY 1997-98	450,573	333,300	783,873	\$43.6	\$23.5	\$12.3	513	\$56
FY 1998-99	450,815	341,353	792,168	\$46.8	\$31.6	\$12.7	524	\$59
change over last 5 years:	+3%	+16%	+8%	+20%	+57%	+2%	+5%	+11%
change over last 10 years:	+18%	+38%	+26%	+31%	+68%	+15%	+8%	+4%

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

WORKLOAD

Water services workload has been relatively stable over the past ten years:

- total gallons of water delivered increased by 5 percent
- the number of retail accounts grew by 4 percent
- total water sales increased 11 percent

City residents are also using less water than in prior years. Annual water usage declined by 3 percent the past five years and by 16 percent over the past ten years.

FIGURE 44 NUMBER OF RETAIL WATER ACCOUNTS: PORTLAND AND SIX OTHER CITIES

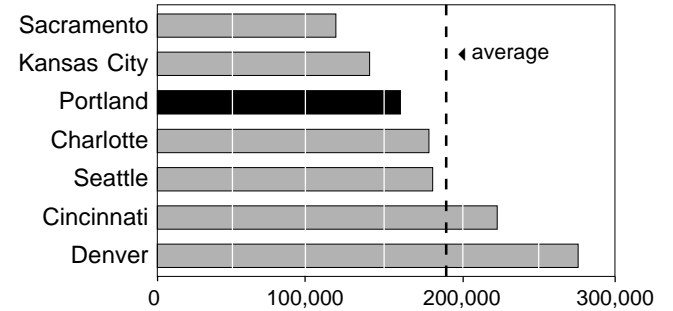
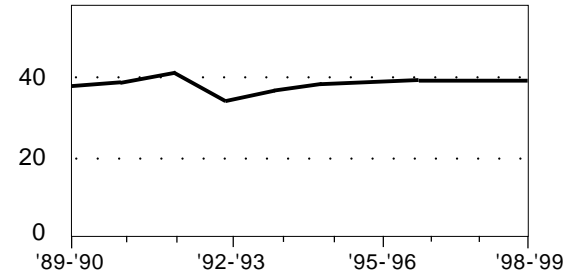


FIGURE 45 GALLONS OF WATER DELIVERED (IN BILLIONS)



	Water sales (constant '98-'99 dollars)	Gallons of water delivered	Number of retail accounts	Feet of new water mains installed	Annual water usage per capita (inside City)
FY 1994-95	\$54.7 million	38.2 billion	155,662	125,364	50,777 gals.
FY 1995-96	\$54.4 million	38.3 billion	156,246	137,432	51,589 gals.
FY 1996-97	\$57.2 million	38.6 billion	157,189	126,282	49,079 gals.
FY 1997-98	\$56.6 million	38.7 billion	158,141	68,662	49,477 gals.
FY 1998-99	\$58.6 million	39.3 billion	159,177	121,737	49,039 gals.
change over last 5 years:	+7%	+3%	+2%	-3%	-3%
change over last 10 years:	+11%	+5%	+4%	+55%	-16%

RESULTS

The Bureau continues to deliver high quality water. The Bureau met or surpassed federal water quality standards for turbidity, pH, coliform bacteria, and chlorine residual.

Although peak summer usage has declined, the financial health of the Bureau has not suffered because revenues have kept pace with expenses.

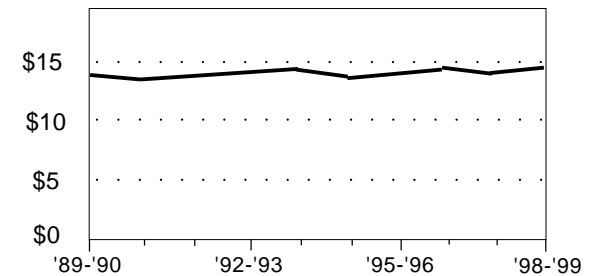
Average residential water bills have grown slightly over the past ten years. Compared to other cities, City water bills are a little less than average.

FIGURE 46 MONTHLY RESIDENTIAL WATER BILLS:



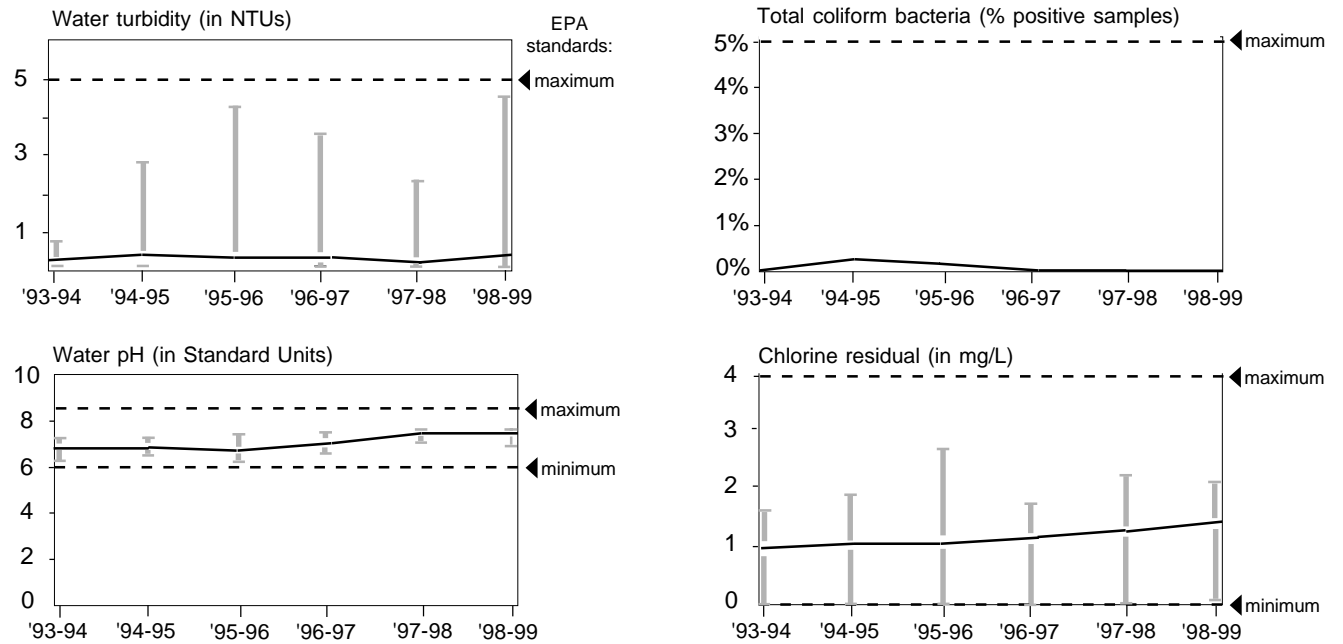
NOTE: Based on water use of 1000 cu. ft. plus service charge, for comparative purposes; actual Portland usage averages 800 cu. ft.

PORTLAND: 10-YEAR TREND



	Average monthly residential water bill (constant dollars)	Peak summer month water consumption (in millions of gallons)		Debt coverage ratio
		Average day	Highest day	
FY 1994-95	\$12.35	184	219	2.65
FY 1995-96	\$12.58	165	204	2.45
FY 1996-97	\$12.97	170	207	2.25
FY 1997-98	\$12.62	169	206	2.44
FY 1998-99	\$13.05	173	204	2.31
GOAL	-	-	-	>2.00
change over last 5 years:	+6%	-6%	-7%	-
change over last 10 years:	+2%	+16%	+4%	-

FIGURE 47 SELECTED WATER QUALITY INDICATORS: PORTLAND 5-YEAR TRENDS



NOTE: Vertical gray bar = minimum - maximum range; black line = annual average

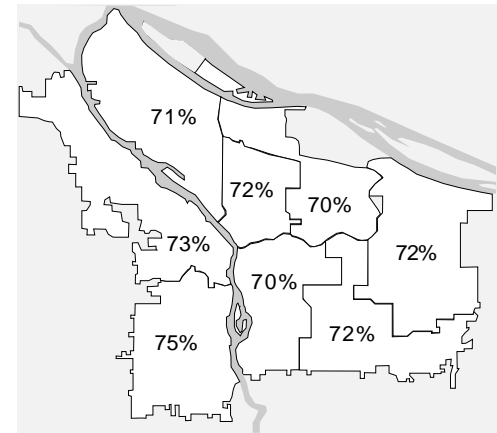
Selected tests for water quality *

	Maximum turbidity (NTUs)	Min / max pH	Total coliform bacteria (% positive)	Min / max chlorine residual (mg/L)
FY 1994-95	2.82	6.5 / 7.3	0.25%	0.03 / 1.80
FY 1995-96	4.31	6.3 / 7.4	0.17%	0.00 / 2.60
FY 1996-97	3.49	6.6 / 7.5	0.06%	0.04 / 1.71
FY 1997-98	2.44	7.3 / 7.6	0.06%	0.10 / 2.20
FY 1998-99	4.59	7.2 / 7.6	0.08%	0.19 / 2.04
GOAL/STANDARD	<5.00	6.0 / 8.5	<5.00%	0.02 / 4.00
change over last 5 years:	-	-	-	-
change over last 10 years:	-	-	-	-

* Turbidity = suspended particles that can contribute to cloudiness of water; measured at Bull Run intake.
 pH = measure of water acidity that can contribute to leaching of lead or copper from pipes; measured at entry to distribution system.
 Total coliform bacteria = percent of samples with detectable levels of bacteria; measured throughout distribution system.
 Chlorine residual = disinfectant remaining after treatment to kill bacteria; measured throughout distribution system.

Citizen satisfaction with water services has increased steadily over the past five years. Although satisfaction declined in 1992 due to a drought, the percent of citizens rating water services “good” or “very good” increased from 68 percent in 1991 to 72 percent in 1999.

FIGURE 48 PERCENT OF NEIGHBORHOOD RESIDENTS RATING WATER SERVICES “GOOD” OR “VERY GOOD”



SOURCE: Auditor's Office 1999 Citizen Survey

CITIZEN SURVEY	OVERALL rating of water services		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1995	70%	22%	8%
1996	71%	20%	9%
1997	72%	21%	7%
1998	73%	19%	8%
1999	72%	21%	7%

CHAPTER 7 OFFICE OF PLANNING AND DEVELOPMENT REVIEW (formerly Bureau of Buildings)

SERVICE MISSION

Fiscal year 1998-99 was a transition year for both the Bureau of Buildings and the Bureau of Planning. In March 1999 the City Council approved the creation of the Office of Planning and Development Review. This new organization merged the Bureau of Buildings and the Development Review Section of the Bureau of Planning.

OPDR assumed responsibility for many of the performance measures and efforts reported for the Bureau of Planning. However, because the transition took place near the end of the fiscal year, and because accounting and support services did not change until the following fiscal year, we will report spending, workload and results indicators separately for the two organizations. Next year's *SEA* report will incorporate revised efforts and accomplishments of the new organization.

The new Office of Planning and Development Review works with the community and other bureaus to preserve and shape safe, vital and well planned urban environments.

The Bureau enforces state construction codes and City ordinances on housing, zoning, nuisance abatement and noise control.

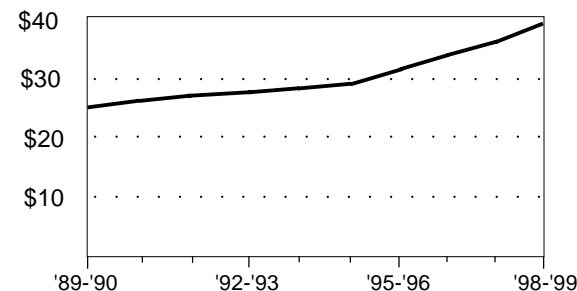
SPENDING AND STAFFING

The Bureau's spending and staffing has continued to increase significantly over the past ten years:

- adjusted for inflation, total spending is up 82 percent
- staffing increased by 70 percent
- spending per Portland resident grew by 53 percent

Several factors contributed to spending increases in program areas, such as investments in computer software for tracking building permits and plans, implementation of Blueprint 2000 and the merging of the Bureau of Planning's Land Use Review Section. In addition, there has been growth in building permits and land use application workload as a result of increased construction activity.

FIGURE 49 BUREAU OF BUILDINGS SPENDING PER CAPITA: PORTLAND 10-YEAR TREND



	City population	Expenditures (in millions/constant '98-99 dollars)							TOTAL spending per capita	
		Admin	Code compliance	Comb. inspections	Commercial inspections	Plan review & permits	Neigh. inspections	TOTAL		
FY 1994-95	495,090	\$2.8	\$0.6	\$2.6	\$3.0	\$3.0	\$2.6	\$14.6	178	\$30
FY 1995-96	497,600	\$3.3	\$0.6	\$3.0	\$3.1	\$3.2	\$2.6	\$15.8	190	\$32
FY 1996-97	503,000	\$3.1	\$0.6	\$3.5	\$3.5	\$3.6	\$2.8	\$17.1	200	\$34
FY 1997-98	508,500	\$3.9	\$0.6	\$3.6	\$3.9	\$3.9	\$2.4	\$18.3	208	\$36
FY 1998-99	509,610	\$4.0	\$0.6	\$3.5	\$4.5	\$4.9	\$2.3	\$19.8	225	\$39
change over last 5 years:	+3%	+43%	0%	+35%	+50%	+63%	-12%	+36%	+26%	+30%
change over last 10 years:	+18%	+100%	+100%	-	+5%	+104%	+21%	+82%	+70%	+53%

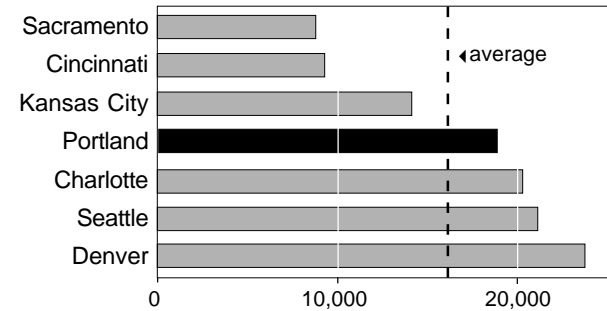
WORKLOAD

Bureau workload has increased in most areas:

- commercial and residential permits issued increased by 16 percent and 48 percent respectively since 1990
- total commercial and residential construction inspections increased 35 percent during the same period
- the number of new residential units approved increased from 1,611 to 3,709 over the last five years

However, the number of neighborhood inspections has declined over the past ten years. Nuisance inspections are down 39 percent and derelict building inspections dropped 19 percent. In addition, fewer housing units are brought up to code as a result of nuisance and neighborhood inspections.

FIGURE 50 NEW HOUSING UNITS PERMITTED IN PORTLAND P.M.S.A. AND SIX OTHER METRO AREAS: 1998



SOURCE: US Census Bureau (all data are for Primary Metropolitan Statistical Areas, except Kansas City and Charlotte MSAs)
Portland's PMSA includes 6 counties (five Oregon counties and Clark County, Washington)

Compared to other metro areas, the Portland area permitted more than the average of six other cities. Compared to the prior year, the Portland area dropped from first place to fourth in the number of permits among the six comparison cities.

	Building permits *		Construction inspections		New residential units **	Neighborhood inspections		Nuisance properties cleaned up	Housing units brought up to code
	Commercial	Residential	Commercial	Residential		Nuisance	Housing/ derelict building		
FY 1994-95	3,286	3,822	61,990	78,672	1,611	21,590	9,176	5,444	2,494
FY 1995-96	3,069	4,011	64,455	82,750	2,420	25,039	13,291	6,143	2,842
FY 1996-97	3,378	4,343	73,964	95,538	3,025	22,583	11,980	6,253	2,581
FY 1997-98	4,089	4,153	79,980	95,773	3,635	16,555	10,086	6,539	2,409
FY 1998-99	3,746	4,128	90,000	87,470	3,709	16,815	9,557	6,373	2,225

change over last 5 years:	+14%	+8%	+45%	+11%	+130%	-67%	+4%	+17%	-11%
change over last 10 years:	+16%	+48%	-	-	-	-39%	-19%	-	-

* New construction, alterations, additions, and demolitions

** Total number of dwelling units approved under residential permits issued during year

RESULTS

Available indicators show good performance:

- residential building inspections appear very timely and meet goals
- the average time required to review single-family-residence plans dropped significantly last year, and now meets the goal of twenty days
- the Bureau is relying more on fees than general tax revenues

Customer satisfaction measures should be tracked on a continuing basis to assess achievement of organizational goals.

However, results indicators are not available to track some important aspects of performance. For example, the Bureau lacks current information on applicant satisfaction with the process and helpfulness of the staff.

	Inspections within 24 hours		Avg. days for S.F.R. * plan review	Applicant rating: good coordination of process		Applicant rating: helpful at meetings		General Fund discretionary revenues as % of total	"At risk" multi- family units brought into compliance
	Commercial	Residential		Commercial	Residential	Commercial	Residential		
FY 1994-95	96%	93%	14	-	-	-	-	9%	175
FY 1995-96	96%	90%	15	-	-	-	-	9%	273
FY 1996-97	95%	91%	27	-	-	-	-	8%	133
FY 1997-98	96%	94%	38	60%	62%	91%	87%	6%	85
FY 1998-99	97%	97%	19	-	-	-	-	5%	-
GOAL	96%	98%	<20	65%	70%	90%	90%	**	no goal
change over last 5 years:	+1%	+4%	+36%	-	-	-	-	-4%	-
change over last 10 years:	-	-	-	-	-	-	-	-11%	-

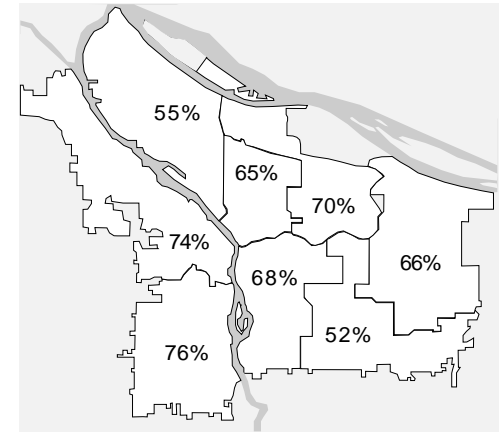
* Single Family Residence

** this is being re-evaluated for the new organization and is awaiting an updated cost of service study

Citizen ratings of neighborhood housing physical condition and housing and nuisance inspections has changed little over the past few years. About two-thirds of respondents rate housing conditions “good” or “very good” in their neighborhoods and about half feel neutral about the quality of housing and nuisance inspections.

Individual neighborhoods feel about the same as last year about housing physical conditions.

FIGURE 51 RESIDENTS RATING PHYSICAL CONDITION OF NEIGHBORHOOD HOUSING GOOD OR VERY GOOD



SOURCE: Auditor’s Office 1999 Citizen Survey

CITIZEN SURVEY	OVERALL rating of housing & nuisance inspections			Rating of physical condition of housing in neighborhood		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
	1995	29%	48%	23%	-	-
1996	31%	46%	23%	-	-	-
1997	29%	46%	25%	-	-	-
1998	33%	48%	21%	66%	27%	7%
1999	32%	46%	22%	66%	26%	8%

CHAPTER 8 HOUSING AND COMMUNITY DEVELOPMENT

SERVICE MISSION

The mission of the Bureau of Housing and Community Development (BHCD) is:

- to effectively steward the City's community development resources;
- to stabilize and improve low- and moderate-income neighborhoods; and
- to help low- and moderate-income people improve the quality of their lives.

The Bureau receives funds from seven federal grants. The largest of these are:

- Community Development Block Grant,
- Home Investment Partnership Program,
- Housing Opportunities for People with AIDS, and
- YouthBuild.

In addition, City general funds are used for programs addressing youth, public safety and homelessness problems.

Some of the major goals of BHCD are:

- to increase, maintain and preserve the City's stock of affordable housing;
- to improve the skills and employability of disadvantaged youth; and
- to increase the placement of homeless individuals and families in permanent housing.

To achieve these and other goals, BHCD contracts with public and private non-profit organizations to provide services to lower income residents and neighborhoods. The largest contract is with the Portland Development Commission for development finance for housing and economic development.

SPENDING AND STAFFING

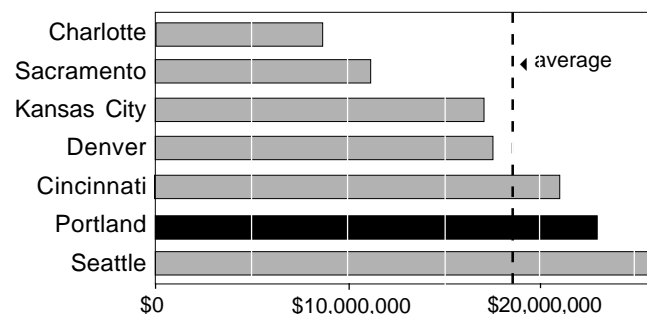
BHCD spending and staffing has increased over both five and ten years.

- total spending has increased by 116 percent over ten years.
- staffing has increased by 64 percent.
- spending per capita has increased by 83 percent.

Compared to other cities, Portland spent more federal CDBG funds than average, and more than others except for Seattle.

Federal grant revenues continued to grow while General Fund and other revenues declined.

FIGURE 52 CDBG EXPENDITURES : PORTLAND AND SIX OTHER CITIES



SOURCE: U.S. Department of Housing and Urban Development

	City population	Expenditures (in millions/constant '98-99 dollars)					Revenues (in millions/constant '98-99 dollars)				Spending per capita	Staffing FTEs	
		Housing	Homeless	Youth	Other *	TOTAL	Grants	Gen. Fund	Other	TOTAL			
FY 1994-95	495,090	\$17.3	\$2.2	\$1.4	\$6.7	\$27.5	\$17.1	\$2.3	\$8.2	\$27.6	\$55.62	16	
FY 1995-96	497,600	\$19.1	\$3.8	\$1.8	\$6.3	\$31.0	\$19.3	\$2.4	\$9.3	\$31.0	\$62.30	16	
FY 1996-97	503,000	\$17.5	\$4.9	\$2.0	\$7.4	\$31.7	\$21.2	\$1.8	\$8.6	\$31.6	\$62.94	17	
FY 1997-98	508,500	\$13.7	\$3.2	\$2.2	\$5.6	\$24.8	\$15.5	\$2.3	\$7.0	\$24.8	\$48.71	17	
FY 1998-99	509,610	\$19.8	\$3.5	\$2.1	\$5.8	\$31.1	\$24.5	\$2.2	\$4.5	\$31.1	\$61.09	18	
change over last 5 years:		+3%	+14%	+60%	+46	-13%	+13%	+43%	-2%	-45%	+13%	+10%	+13%
change over last 10 years:		+18%	-	-	-	-	+116%	-	-	-	+116%	+83%	+64%

* includes economic development, public safety, neighborhood improvements and community initiatives

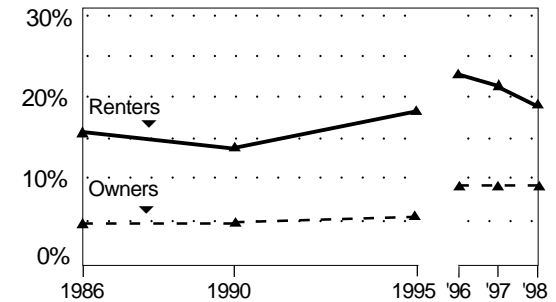
WORKLOAD

Demand for housing services appears to be increasing. Although the percent of households with a “severe” housing cost burden (over 50 percent of income spent on housing) appears to have declined slightly in 1998, more homeless are seeking shelter and more homeless singles were served last year.

Comparing poverty rates, Portland is below average and appears to have improved relative to other cities.

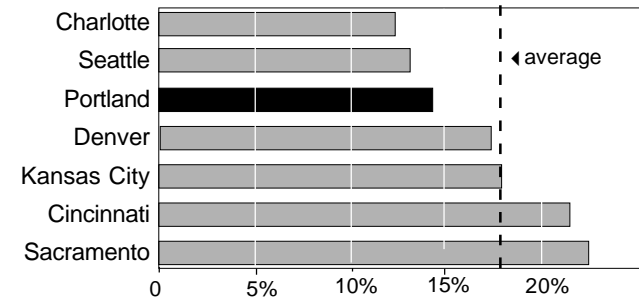
Expenditures in the housing area increased in FY 1998-99, but BHCD’s completed projects declined.

FIGURE 53 PERCENT OF PORTLAND HOUSEHOLDS WITH SEVERE HOUSING COST BURDEN



SOURCE: 1986, 1990 & 1995 American Housing Survey, and 1996, 1997 and 1998 American Community Survey

FIGURE 54 POVERTY RATES: PORTLAND & SIX OTHER CITIES



SOURCE: U.S. Dept. of Housing and Urban Development

	# of homeless seeking shelter on one night	Homeless singles use of City-funded services		# of youth served	# of low-moderate income homeowner units		# of low-moderate income rental units	
		# of “shelter bed nights”	# of persons using any service		Major rehab	Minor rehab	New	Rehab
FY 1994-95	1,963	-	-	-	-	-	-	-
FY 1995-96	2,037	-	-	-	-	-	-	-
FY 1996-97	2,252	-	-	-	-	-	-	-
FY 1997-98	2,489	87,329	-	2,266 **	212	2,016 ***	187	218
FY 1998-99	2,602	93,212	3,141 *	3,593	207	1,760	57	88
change over last 5 years:	33%	-	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-

* estimated by bureau; excludes outreach programs and emergency/winter shelters

** complete data not available

*** includes small number of rental units

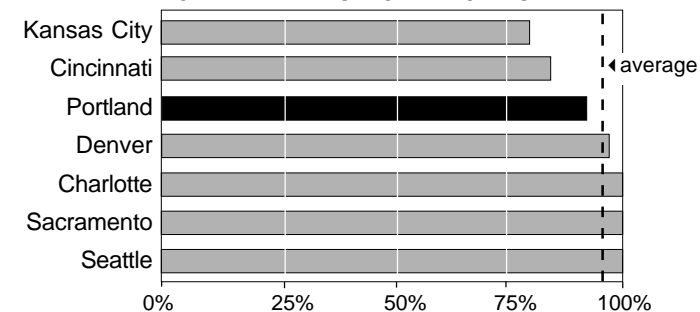
RESULTS

BHCD provides support for a wide variety of services for the homeless. A major goal is finding stable housing for homeless single adults. The Bureau estimates that City-funded homeless shelters and programs served 3,141 persons last year, and placed 1,030 (33%) of them in housing or helped stabilize their housing situation.

The Bureau conducted its first survey of rental tenants placed in affordable units last year. More than 60% of those interviewed were paying less in rent than before placement. Data to document the change in their housing cost burden was not collected, but will be in coming years.

For selected job and school youth programs, specified performance goals were surpassed.

FIGURE 55 PERCENT OF CDBG FUNDS SPENT TO BENEFIT LOW-TO-MODERATE-INCOME PERSONS: PORTLAND AND SIX OTHER CITIES

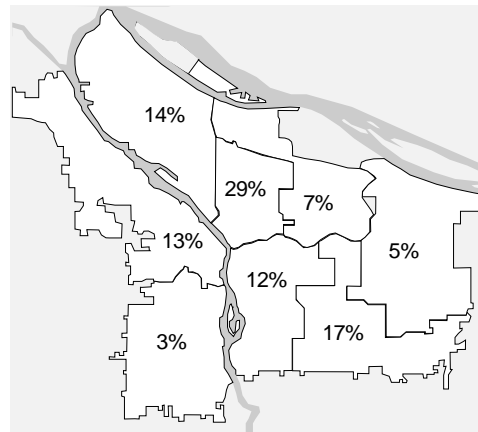


SOURCE: U.S. Dept. of Housing and Urban Development

	Homeless single adults placed in stable housing *		Housing cost burden for rental tenants			Selected youth program results				Percent of expenditures on administration
	Number	% of total	Before placement	After placement	Reduction	Placed in job		Returned to school		
						Number	% of total	Number	% of total	
FY 1994-95	-	-	-	-	-	-	-	-	-	-
FY 1995-96	-	-	-	-	-	-	-	-	-	-
FY 1996-97	-	-	-	-	-	-	-	-	-	-
FY 1997-98	-	-	-	<i>under development</i>	-	1,066	78%	724	81%	7.7%
FY 1998-99	1,030	33%	-	<i>under development</i>	-	1,185	66%	230	97%	6.6%
GOAL							64%		92%	<10%
change over last 5 years:	-	-	-	-	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-	-	-

* city-funded programs; includes rent assistance to persons about to lose housing; includes childless couples

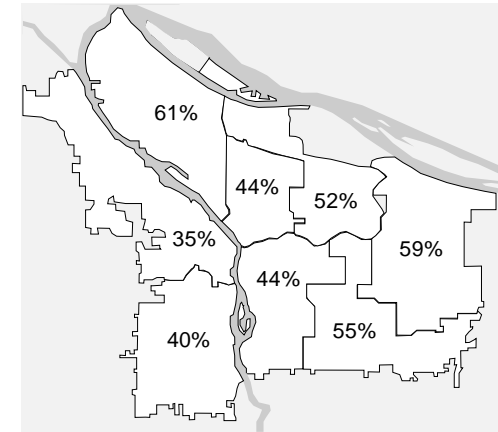
FIGURE 56 BHCD EXPENDITURES BY NEIGHBORHOOD: FY 1998-99



SOURCE: Bureau of Housing and Community Development report

The Bureau funds projects throughout the City, but most funds were spent in the Inner Northeast last year.

FIGURE 57 RESIDENTS RATING NEIGHBORHOOD HOUSING AFFORDABILITY GOOD OR VERY GOOD



SOURCE: Auditor's Office 1999 Citizen Survey

Overall, respondents report that housing affordability in neighborhoods is improving – 41 percent rated affordability “good” or “very good” in 1997, while 55 percent rate it “good” or “very good” in 1999.

CITIZEN SURVEY	Rating of neighborhood housing affordability		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1995	-	-	-
1996	-	-	-
1997	41%	30%	29%
1998	46%	28%	26%
1999	55%	27%	18%

CHAPTER 9 PLANNING

SERVICE MISSION

The mission of the Bureau of Planning is to develop and implement policies which guide development and protect livability.

In FY 1998-99, the Bureau consisted of five programs: the Development Review Section, City and Neighborhood Planning, the Planning Support Group, Administration, and city-wide Geographic Information Systems. The Bureau's management objectives were:

- sustaining the City's livability through good planning and well-managed growth;
- building a sense of community by promoting public participation; and
- continuously improving the delivery of public services.

Beginning next year, this chapter will reflect the impact of the creation of a new organization – the Office of Planning and Development Review (OPDR). This reorganization assumed the duties and staff of the Planning Bureau's Development Review Section, which are currently reported in this chapter.

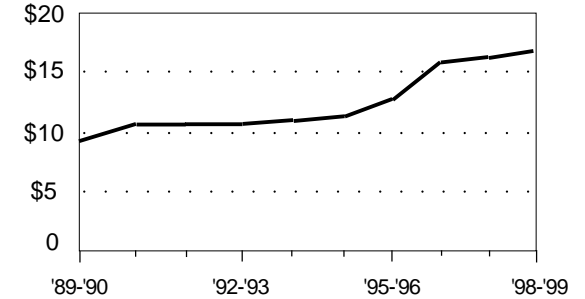
SPENDING AND STAFFING

Planning spending and staffing has increased steadily since FY 1989-90 but has slowed over the past two years.

Over the past ten years:

- total spending adjusted for inflation is up 113 percent
- total staff increased by 93 percent
- spending per capita grew from \$9 to almost \$17

FIGURE 58 PLANNING SPENDING PER CAPITA: PORTLAND 10-YEAR TREND



SOURCE: City of Portland *Adopted Budgets*

	City population	Expenditures (in millions/constant '98-99 dollars)					TOTAL	Staffing (FTEs)	TOTAL spending per capita
		Admin & support	Development review	City and neighborhood	City GIS				
FY 1994-95	495,090	\$1.0	\$2.4	\$2.3	\$0.0	\$5.7	72	\$11.60	
FY 1995-96	497,600	\$1.2	\$2.9	\$2.8	\$0.0	\$6.9	84	\$13.79	
FY 1996-97	503,000	\$1.7	\$3.2	\$2.4	\$0.6	\$7.9	105	\$15.67	
FY 1997-98	508,500	\$1.6	\$3.7	\$2.2	\$0.5	\$8.0	103	\$15.80	
FY 1998-99	509,610	\$1.7	\$4.3	\$2.6	\$0.0	\$8.6	106	\$16.85	
change over last 5 years:	+3%	+70%	+79%	+13%	0%	+51%	+47%	+45%	
change over last 10 years:	+18%	-	-	-	-	+113%	+93%	+81%	

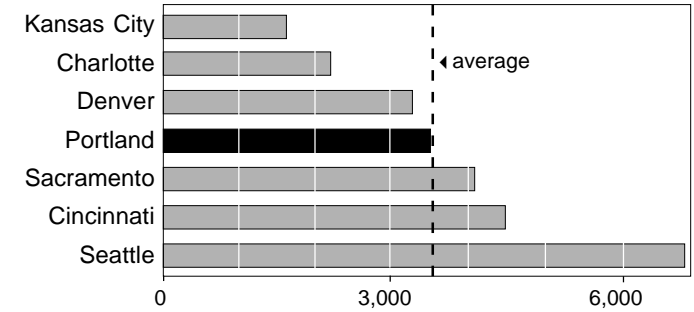
WORKLOAD

Complete workload data for all programs are not available. While development review efforts show increases in the number of land use reviews (up 5 percent) and the number of plans checked (up 20 percent), other aspects of neighborhood and long-range planning workload are not tracked.

Moreover, with the creation of the Office of Planning and Development Review, most of the Bureau of Planning's currently available workload measures are now the responsibility of the new organization.

The Auditor's Office will work with the Planning Bureau to establish a set of indicators which reflect its revised duties.

FIGURE 59 CITY POPULATION DENSITY: PORTLAND AND SIX OTHER CITIES



NOTE: "Density" = people per square mile in city limits, 1998; US Census Bureau

	Number of land use reviews	Number of plans checked	Number of people attending bureau- sponsored meetings
FY 1994-95	1,008	4,376	-
FY 1995-96	1,030	4,850	-
FY 1996-97	1,244	5,389	-
FY 1997-98	1,171	5,148	-
FY 1998-99	1,058	5,230	<i>not available</i>
change over last 5 years:	+5%	+20%	-
change over last 10 years:	-	-	-

RESULTS Data indicate that efforts to capture an adequate share of housing units within the City may be having a positive effect.

Of the total units built in the Urban Growth Boundary recently, the City has captured over 30 percent in each of the last three years, exceeding the overall goal of 20 percent. With the exception of Charlotte, Portland also is capturing more population growth inside the City than other cities.

The Bureau does not have current information on customer satisfaction with planning services. Customer satisfaction should be tracked on a continuing basis to assess achievement of organizational goals.

The Bureau should develop a set of results indicators to replace ones which may be assumed by the new OPDR organization.

FIGURE 60 REGIONAL POPULATION GROWTH INSIDE CITY: PORTLAND AND SIX OTHER CITIES (1990-1998)

	Inside City	Total region	% of growth inside city
Cincinnati	- 27,640	91,746	0%
Kansas City	8,254	154,151	5%
Seattle	23,441	279,850	8%
Denver	34,090	315,662	11%
Sacramento	26,835	191,953	14%
Portland	72,291	303,503	24% ^(a)
Charlotte	125,544	220,940	57% ^(b)

^(a) Portland region includes Clark County.

^(b) Large population capture in Charlotte due to increase in city area from 174 sq. mi. to 241 sq. mi.

SOURCE: US Census Bureau

	Percent of eligible projects using "standards" track	Applicant ratings		New housing units built annually				
		Helpful at meetings	Adequate information	In City	In total U.G.B.*	% of U.G.B. total in City	In 4-county region**	% of 4-county total in City
FY 1994-95	-	-	-	-	-	-	-	-
FY 1995-96	-	-	-	2,420	12,329	20%	18,417	13%
FY 1996-97	-	-	-	3,025	7,827	39%	11,225	27%
FY 1997-98	81%	82%	59%	3,535	11,388	31%	16,184	22%
FY 1998-99	66%	<i>not available</i>		3,690	11,738	31%	15,348	24%
GOAL	85%	no goal	no goal			20% (in 20 years)		no goal
change over last 5 years:	-	-	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-

* Urban Growth Boundary

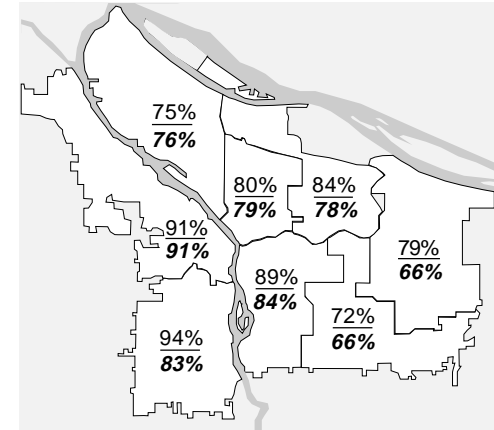
** includes Clark County

While citizens rate overall land use planning relatively low (38 percent “good” or “very good”), respondents are very satisfied with the ultimate outcome of planning efforts – livable communities.

- 78 percent of citizens rate City liveability as “good” or “very good”
- 83 percent rate neighborhood livability “good” or “very good”

Livability ratings vary by neighborhood. Northwest and Southwest residents rate City and neighborhood livability much higher than residents in North, Outer Southeast, and East neighborhoods. However, livability ratings in the Outer Southeast improved last year while North got worse.

FIGURE 61 RESIDENTS RATING LIVABILITY IN NEIGHBORHOOD AND *CITY AS A WHOLE* "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1999 Citizen Survey

CITIZEN SURVEY	OVERALL rating: livability of City as a whole			OVERALL rating: neighborhood livability			OVERALL rating: housing development			OVERALL rating: land-use planning		
	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	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
	1995	-	-	-	79%	16%	5%	-	-	-	-	-
1996	-	-	-	81%	15%	4%	-	-	-	-	-	-
1997	-	-	-	83%	14%	3%	37%	42%	21%	-	-	-
1998	79%	16%	5%	84%	12%	4%	33%	46%	21%	40%	35%	25%
1999	78%	17%	4%	83%	13%	4%	34%	43%	23%	38%	36%	26%

For the second year, Portland residents were asked to rate three neighborhood conditions that are closely associated with land use planning efforts: access to shopping and services, walking distance to bus stops, and closeness to parks and open spaces.

Citywide, residents feel almost the same about these conditions as last year – 74 percent feel good about access to shopping, 86 percent feel good about walking to their bus stop, and 80 percent feel good about closeness to parks.

Neighborhoods differ in their ratings, however. North feels worse about access to shopping. The Southwest rates distance to bus stops lower, and Outer Southeast rates park closeness lower.

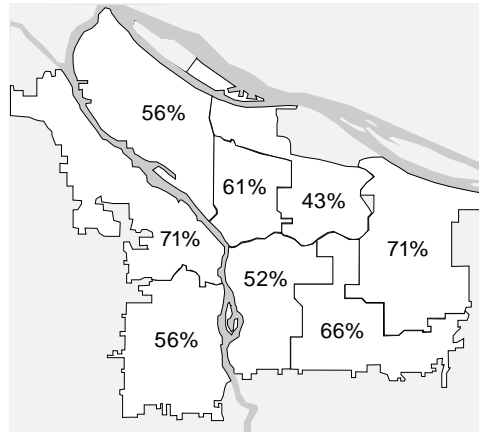
FIGURE 62 RESIDENTS RATING NEIGHBORHOOD ACCESS “GOOD” OR “VERY GOOD”

	Access to shopping	Distance to bus	Closeness to park
Southwest	72%	78%	82%
NW/downtown	83%	91%	86%
North	60%	86%	80%
Inner NE	70%	93%	78%
Central NE	75%	87%	76%
Inner SE	88%	95%	87%
Outer SE	76%	82%	72%
East	79%	81%	78%

SOURCE: Auditor’s Office 1999 Citizen Survey

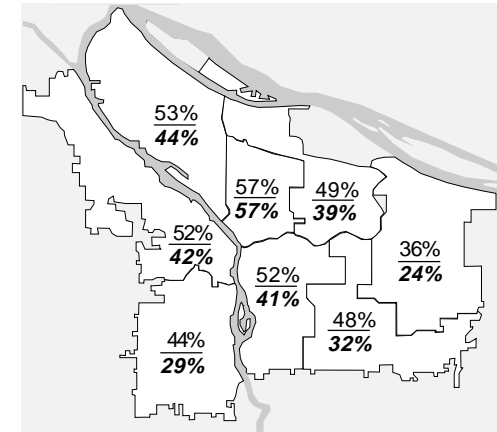
CITIZEN SURVEY	Rating of neighborhood: access to shopping and services			Rating of neighborhood: walking distance to bus stop			Rating of neighborhood: closeness of parks or open spaces		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1995	-	-	-	-	-	-	-	-	-
1996	-	-	-	-	-	-	-	-	-
1997	-	-	-	-	-	-	-	-	-
1998	75%	16%	9%	88%	8%	4%	79%	15%	6%
1999	74%	17%	9%	86%	8%	6%	80%	16%	4%

FIGURE 63 PERCENT OF RESIDENTS CITING NEW RESIDENTIAL DEVELOPMENT IN NEIGHBORHOOD IN LAST YEAR



SOURCE: Auditor's Office 1999 Citizen Survey

FIGURE 64 PERCENT RATING RESIDENTIAL DEVELOPMENT ATTRACTIVENESS/IMPROVING NEIGHBORHOOD "GOOD" OR "VERY GOOD"



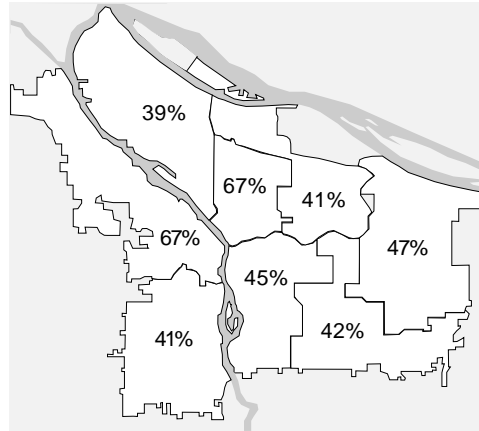
SOURCE: Auditor's Office 1999 Citizen Survey

Of those residents who reported new residential development in their neighborhood, less than half thought it improved neighborhood attractiveness,

and only 37 percent thought it improved the neighborhood.

CITIZEN SURVEY	Any new residential development in neighborhood in last year?		Impact of neighborhood residential development on attractiveness			Impact of residential development in improving the neighborhood		
	YES	NO	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1995	-	-	-	-	-	-	-	-
1996	-	-	-	-	-	-	-	-
1997	-	-	-	-	-	-	-	-
1998	58%	42%	52%	32%	16%	39%	37%	24%
1999	59%	41%	48%	30%	22%	37%	35%	28%

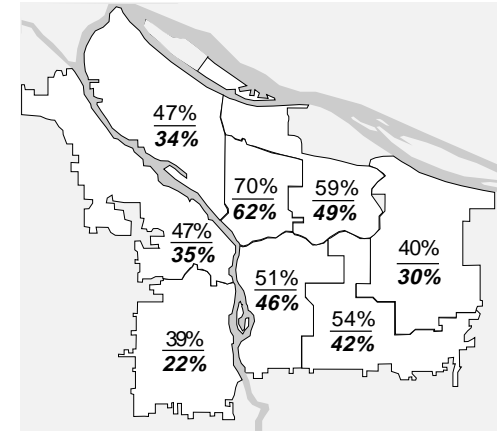
FIGURE 65 PERCENT OF RESIDENTS CITING NEW COMMERCIAL DEVELOPMENT IN NEIGHBORHOOD IN LAST YEAR



SOURCE: Auditor's Office 1999 Citizen Survey

More citizens reported experiencing new commercial development in their neighborhood in 1999 – 48 percent versus 44 percent in 1998. Central Northeast, Inner Northeast, and East neighborhoods reported the biggest increases.

FIGURE 66 PERCENT RATING COMMERCIAL DEVELOPMENT ATTRACTIVENESS/IMPROVING ACCESS TO SERVICES "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1999 Citizen Survey

Again this year, Southwest residents were most critical about the attractiveness and benefit, while Inner Northeast was the most satisfied with commercial development.

CITIZEN SURVEY	Any new commercial development in neighborhood in last year?		Impact of commercial development on attractiveness			Impact of commercial development in improving access to services		
	YES	NO	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1995	-	-	-	-	-	-	-	-
1996	-	-	-	-	-	-	-	-
1997	-	-	-	-	-	-	-	-
1998	44%	56%	57%	28%	15%	42%	42%	16%
1999	48%	52%	52%	31%	17%	42%	40%	18%

APPENDICES

Appendix A 1999 Citizen Survey Results

In 1999, the annual Portland Citizen Survey was again conducted in collaboration with the Multnomah County Auditor and the City of Gresham. The City service questions correspond to the goals of the nine 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 Auditor, the County Auditor, and the Mayor of Gresham, 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 9,500 surveys to City residents, and an additional 4,400 to County and Gresham residents, in September 1999. A reminder was mailed in October. At the time we wrote this report, 5,474 surveys were returned; 3,645 were City residents, for a City response rate of 39 percent.

Sampling error

For the City-wide survey sample size of 3,645, 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 8 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 prior years 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 1999 survey questions and results for City respondents (N=3,645) follow; County-wide results (N=5,474) 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 seven 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.

1999 CITY/COUNTY CITIZEN SURVEY

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

1999										Prior Year CITY TOTALS								
NW/ Downtown		N	NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991		
SW			Inner	Central	Inner	Outer												
1	How safe would you feel walking alone <i>during the day</i> :																	
	• in your neighborhood?																	
	Very safe	46%	56%	33%	38%	44%	51%	35%	40%	46%	48%	43%	39%	38%	36%	34%	36%	32%
	Safe	31%	38%	51%	40%	45%	40%	48%	45%	42%	40%	43%	44%	46%	45%	46%	45%	46%
	Neither safe nor unsafe	4%	4%	13%	17%	8%	8%	11%	11%	9%	8%	10%	12%	12%	13%	14%	13%	15%
	Unsafe	1%	1%	3%	3%	3%	1%	5%	3%	2%	3%	3%	4%	3%	5%	5%	5%	5%
	Very unsafe	0%	1%	0%	2%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
		(556)	(369)	(432)	(396)	(501)	(491)	(416)	(428)	(3,589)	(3,781)	(4,115)	(4,139)	(4,296)	(3,882)	(4,544)	(4,030)	(4,440)
	• in the park closest to you?																	
	Very safe	40%	37%	20%	22%	29%	34%	19%	24%	29%	31%	25%	23%	23%	21%	18%	21%	17%
	Safe	40%	42%	41%	45%	49%	42%	49%	47%	45%	43%	44%	45%	44%	41%	42%	40%	40%
	Neither safe nor unsafe	14%	14%	27%	20%	14%	16%	19%	23%	18%	17%	20%	19%	20%	22%	22%	22%	23%
	Unsafe	5%	6%	10%	11%	7%	7%	11%	4%	7%	7%	8%	10%	10%	13%	14%	13%	15%
	Very Unsafe	1%	1%	2%	2%	1%	1%	2%	2%	1%	2%	3%	3%	3%	3%	4%	4%	5%
		(532)	(360)	(406)	(382)	(476)	(474)	(395)	(398)	(3,423)	(3,613)	(3,903)	(4,067)	(3,686)	(4,290)	(3,807)	(4,212)	(4,212)
	• downtown?																	
	Very safe	28%	37%	18%	26%	22%	26%	17%	14%	24%	26%	20%	19%	19%	17%	13%	16%	15%
	Safe	45%	46%	46%	49%	47%	45%	44%	41%	46%	45%	44%	44%	44%	43%	41%	42%	42%
	Neither safe nor unsafe	21%	13%	27%	18%	21%	20%	24%	27%	21%	20%	24%	23%	24%	24%	27%	25%	26%
	Unsafe	5%	3%	7%	6%	8%	7%	9%	14%	7%	7%	9%	10%	9%	12%	14%	12%	12%
	Very unsafe	1%	1%	2%	1%	2%	2%	6%	4%	2%	2%	3%	4%	4%	4%	5%	5%	5%
		(539)	(363)	(398)	(377)	(471)	(470)	(382)	(406)	(3,406)	(3,606)	(3,892)	(3,920)	(4,022)	(3,661)	(4,268)	(3,769)	(4,185)

	1999									Prior Year CITY TOTALS							
	NW/			NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
	SW	Downtown	N	Inner	Central	Inner	Outer										
How safe would you feel walking alone <i>at night</i> :																	
• in your neighborhood?																	
Very safe	28%	15%	7%	8%	14%	14%	8%	9%	14%	14%	11%	12%	10%	9%	9%	10%	8%
Safe	39%	40%	27%	31%	34%	34%	30%	34%	34%	35%	34%	31%	30%	27%	26%	28%	26%
Neither safe nor unsafe	18%	24%	29%	22%	22%	26%	27%	27%	24%	24%	24%	23%	24%	26%	23%	22%	24%
Unsafe	13%	16%	26%	25%	23%	19%	25%	22%	21%	20%	22%	25%	25%	25%	27%	26%	26%
Very unsafe	2%	5%	11%	14%	7%	5%	10%	7%	7%	7%	9%	9%	11%	13%	15%	14%	16%
	(545)	(365)	(417)	(383)	(487)	(478)	(401)	(411)	(3,487)	(3,669)	(4,037)	(4,038)	(4,198)	(3,801)	(4,439)	(3,935)	(4,331)
• in the park closest to you?																	
Very safe	9%	5%	2%	2%	3%	5%	4%	3%	4%	%	3%	4%	3%	3%	2%	3%	2%
Safe	25%	21%	10%	12%	19%	17%	8%	14%	16%	16%	15%	14%	12%	12%	10%	11%	9%
Neither safe nor unsafe	28%	27%	23%	22%	27%	25%	23%	26%	25%	25%	25%	23%	23%	22%	19%	19%	19%
Unsafe	24%	32%	39%	40%	32%	37%	41%	38%	36%	35%	34%	34%	35%	34%	37%	36%	36%
Very unsafe	14%	15%	25%	24%	18%	16%	24%	19%	19%	20%	23%	25%	27%	29%	32%	31%	34%
	(526)	(355)	(393)	(375)	(466)	(465)	(375)	(394)	(3,349)	(3,534)	(3,854)	(3,856)	(4,000)	(3,627)	(4,237)	(3,735)	(4,152)
• downtown?																	
Very safe	3%	7%	3%	5%	4%	4%	3%	2%	4%	4%	3%	3%	3%	2%	2%	2%	2%
Safe	27%	32%	19%	29%	23%	23%	13%	13%	22%	21%	18%	17%	16%	15%	12%	14%	12%
Neither safe nor unsafe	29%	31%	30%	31%	25%	32%	29%	23%	29%	31%	29%	28%	28%	27%	23%	23%	25%
Unsafe	28%	23%	34%	24%	29%	26%	31%	38%	29%	28%	30%	31%	31%	33%	34%	34%	33%
Very unsafe	13%	7%	14%	11%	19%	15%	24%	24%	16%	16%	20%	21%	22%	24%	29%	27%	28%
	(534)	(357)	(387)	(375)	(463)	(457)	(371)	(400)	(3,344)	(3,539)	(3,876)	(3,864)	(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 1998)?																	
Yes	14%	23%	18%	22%	18%	23%	20%	22%	20%	22%	22%	23%	24%	-	-	-	-
No	86%	77%	82%	78%	82%	77%	80%	78%	80%	78%	78%	77%	76%	-	-	-	-
	(558)	(368)	(432)	(400)	(500)	(493)	(419)	(427)	(3,597)	(3,785)	(4,098)	(4,127)	(4,299)	-	-	-	-
If YES:																	
• No. of times? (TOTAL REPORTED)	103	126	102	129	146	158	153	138	1,055	1,299	1,575	1,445	1,618	-	-	-	-
• How many were reported to the police? (PERCENT CALCULATED)	60%	40%	37%	39%	45%	32%	39%	36%	40%	45%	39%	43%	44%	-	-	-	-

1999										Prior Year CITY TOTALS								
NW/ SW Downtown N			NE Inner Central		SE Inner Outer		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991		
3	Did anyone break into, or burglarize, your home during the last 12 months?																	
	Yes	2%	4%	6%	7%	6%	4%	5%	3%	5%	5%	4%	5%	5%	7%	7%	9%	10%
	No	98%	96%	94%	93%	94%	96%	95%	97%	95%	95%	96%	95%	95%	93%	93%	91%	90%
		(557)	(375)	(431)	(401)	(506)	(496)	(424)	(427)	(3,617)	(3,790)	(4,130)	(4,140)	(4,330)	(3,922)	(4,563)	(4,043)	(4,456)
	<i>If YES:</i>																	
	• Was it reported to the police?																	
	Yes	50%	73%	64%	79%	47%	75%	77%	64%	66%	70%	71%	71%	70%	77%	73%	80%	76%
	No	50%	27%	36%	21%	53%	25%	23%	36%	34%	30%	29%	29%	30%	23%	27%	20%	24%
		(14)	(15)	(25)	(24)	(30)	(20)	(22)	(14)	(164)	(181)	(175)	(194)	(196)	(265)	(327)	(323)	(432)
4	Do you know, or have you heard of, your neighborhood police officer?																	
	Yes	12%	7%	18%	17%	15%	12%	11%	8%	13%	13%	14%	15%	15%	16%	15%	13%	12%
	No	88%	93%	82%	83%	85%	88%	89%	92%	87%	87%	86%	85%	85%	84%	85%	87%	88%
		(555)	(373)	(431)	(402)	(502)	(493)	(421)	(429)	(3,606)	(3,803)	(4,129)	(4,083)	(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	15%	15%	16%	17%	12%	12%	14%	11%	14%	15%	-	17%	14%	16%	18%	18%	17%
	Willing	45%	47%	48%	49%	47%	42%	48%	49%	47%	45%	-	46%	44%	46%	49%	50%	51%
	Neither willing nor unwilling	33%	28%	29%	27%	33%	39%	30%	34%	32%	32%	-	30%	33%	30%	26%	26%	26%
	Unwilling	6%	9%	6%	6%	7%	5%	7%	5%	6%	7%	-	6%	7%	7%	6%	5%	5%
	Very unwilling	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	1%
		(537)	(360)	(398)	(373)	(467)	(454)	(395)	(403)	(3,387)	(3,585)	-	(3,788)	(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%	7%	8%	5%	6%	8%	8%	10%	7%	7%	-	6%	8%	6%	7%	7%	7%
	No	94%	93%	92%	95%	94%	92%	92%	90%	93%	93%	-	94%	92%	94%	93%	93%	93%
		(560)	(374)	(434)	(402)	(503)	(497)	(425)	(430)	(3,625)	(3,817)	-	(4,152)	(4,331)	(3,924)	(4,570)	(4,052)	(4,406)
	<i>If YES:</i>																	
	• What type of service was it? (the last time, if more than once)																	
	Fire	26%	44%	21%	40%	21%	17%	7%	16%	22%	28%	-	22%	22%	24%	20%	30%	24%
	Medical	68%	40%	52%	55%	54%	75%	76%	75%	64%	59%	-	60%	65%	62%	58%	50%	56%
	Other	6%	16%	27%	5%	25%	8%	17%	9%	14%	13%	-	18%	13%	14%	22%	20%	20%
		(35)	(25)	(33)	(20)	(28)	(36)	(30)	(44)	(251)	(261)	-	(262)	(319)	(227)	(312)	(273)	(322)

Service Efforts and Accomplishments: 1998-99

	1999									Prior Year CITY TOTALS							
	NW/ Downtown		N	NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
	SW			Inner	Central	Inner	Outer										
How do you rate the quality of the service you got?																	
Very good	71%	75%	79%	76%	79%	68%	70%	64%	72%	72%	-	69%	63%	77%	68%	68%	69%
Good	23%	17%	6%	24%	21%	29%	27%	34%	23%	24%	-	25%	29%	19%	22%	24%	23%
Neither good nor bad	6%	8%	6%	0%	0%	3%	0%	0%	3%	4%	-	2%	6%	2%	6%	4%	5%
Bad	0%	0%	9%	0%	0%	0%	0%	2%	2%	0%	-	3%	2%	2%	3%	3%	2%
Very bad	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	-	1%	0%	0%	1%	1%	1%
	(35)	(24)	(33)	(21)	(28)	(35)	(30)	(44)	(250)	(265)	-	(256)	(323)	(225)	(308)	(270)	(321)
7 Are you prepared to sustain yourself for 72 hours after a major disaster?																	
Yes	61%	47%	56%	52%	63%	56%	57%	63%	57%	52%	51%	50%	46%	44%	46%	-	-
No	39%	53%	44%	48%	37%	44%	43%	37%	43%	48%	49%	50%	54%	56%	54%	-	-
	(555)	(371)	(425)	(396)	(503)	(490)	(415)	(425)	(3,580)	(3,753)	(4,065)	(4,095)	(3,957)	(3,796)	(4,439)	-	-
<i>If NO:</i>																	
• Do you know what to do to get prepared?																	
Yes	60%	53%	59%	56%	57%	60%	56%	52%	57%	47%	45%	44%	47%	48%	50%	-	-
No	40%	47%	41%	44%	43%	40%	44%	48%	43%	53%	55%	56%	53%	52%	50%	-	-
	(189)	(177)	(167)	(161)	(162)	(192)	(152)	(132)	(1,332)	(1,550)	(1,867)	(1,824)	(1,908)	(1,936)	(2,205)	-	-
8 Are you trained in first aid or CPR?																	
First aid	11%	10%	13%	9%	10%	10%	12%	10%	11%	10%	-	11%	11%	10%	-	-	-
CPR	10%	11%	10%	10%	10%	11%	12%	9%	10%	9%	-	10%	15%	13%	-	-	-
Both	37%	28%	31%	36%	31%	30%	27%	31%	32%	32%	-	30%	28%	28%	-	-	-
Neither	42%	51%	46%	45%	49%	49%	49%	50%	47%	49%	-	49%	46%	49%	-	-	-
	(550)	(371)	(429)	(395)	(499)	(489)	(420)	(418)	(3,571)	(3,781)	-	(4,134)	(3,726)	(3,634)	-	-	-
9 How well do you think:																	
• the City provides sewer and drainage service to your home?																	
Very well	26%	34%	22%	25%	25%	25%	22%	19%	25%	25%	27%	24%	20%	21%	-	-	-
Well	50%	50%	51%	52%	49%	51%	46%	47%	50%	49%	48%	48%	48%	49%	-	-	-
Neither well nor poorly	13%	12%	20%	17%	17%	16%	20%	22%	17%	18%	17%	18%	22%	21%	-	-	-
Poorly	6%	3%	5%	4%	6%	6%	6%	6%	5%	5%	5%	6%	6%	6%	-	-	-
Very poorly	5%	1%	2%	2%	3%	2%	5%	7%	3%	3%	3%	4%	4%	4%	-	-	-
	(504)	(315)	(412)	(366)	(468)	(438)	(384)	(400)	(3,287)	(3,427)	(3,852)	(3,765)	(3,442)	(3,240)	-	-	-

	1999									Prior Year CITY TOTALS							
	NW/			NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
	SW	Downtown	N	Inner	Central	Inner	Outer										
• the sewer and storm drainage systems protect streams and rivers?																	
Very well	6%	6%	6%	4%	6%	5%	7%	4%	5%	6%	5%	5%	6%	6%	2%	3%	3%
Well	19%	20%	24%	25%	25%	19%	25%	25%	23%	23%	24%	21%	25%	24%	16%	19%	20%
Neither well nor poorly	28%	29%	27%	27%	28%	24%	23%	27%	27%	24%	26%	24%	23%	24%	25%	26%	23%
Poorly	29%	29%	27%	29%	27%	33%	26%	25%	28%	30%	29%	32%	27%	26%	35%	34%	33%
Very poorly	18%	16%	16%	15%	14%	19%	19%	19%	17%	17%	16%	18%	19%	20%	22%	18%	21%
	(443)	(270)	(359)	(317)	(412)	(391)	(333)	(346)	(2,871)	(3,016)	(3,433)	(3,360)	(3,088)	(2,931)	(3,651)	(2,972)	(3,210)
10 How do you rate garbage/recycling service in the following categories:																	
• the cost?																	
Very good	7%	14%	6%	10%	7%	10%	10%	7%	8%	9%	9%	9%	8%	8%	5%	6%	-
Good	30%	41%	36%	39%	37%	36%	33%	33%	36%	36%	34%	31%	29%	28%	27%	25%	-
Neither good nor bad	37%	33%	35%	32%	33%	32%	32%	34%	34%	34%	33%	31%	34%	35%	33%	32%	-
Bad	20%	9%	18%	16%	17%	18%	18%	18%	17%	16%	18%	20%	20%	22%	24%	26%	-
Very bad	6%	3%	5%	3%	6%	4%	7%	8%	5%	5%	6%	9%	9%	8%	11%	11%	-
	(490)	(240)	(394)	(347)	(459)	(413)	(382)	(385)	(3,110)	(3,235)	(3,645)	(3,521)	(3,525)	(3,351)	(4,095)	(3,144)	-
• the quality of garbage service?																	
Very good	23%	18%	20%	26%	22%	22%	23%	20%	22%	24%	25%	23%	23%	23%	21%	25%	-
Good	54%	57%	58%	56%	58%	56%	54%	58%	56%	54%	52%	54%	53%	53%	55%	53%	-
Neither good nor bad	17%	21%	17%	13%	17%	17%	18%	15%	17%	17%	17%	16%	18%	18%	17%	15%	-
Bad	4%	3%	3%	4%	2%	4%	4%	6%	4%	4%	4%	5%	4%	4%	5%	5%	-
Very bad	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	2%	2%	2%	-
	(517)	(306)	(402)	(367)	(475)	(469)	(396)	(406)	(3,338)	(3,514)	(3,963)	(3,870)	(3,849)	(3,625)	(4,341)	(3,278)	-
• the quality of recycling service?																	
Very good	25%	21%	23%	29%	26%	25%	24%	22%	24%	26%	26%	25%	26%	25%	23%	23%	-
Good	50%	50%	53%	50%	54%	54%	51%	56%	52%	50%	49%	51%	51%	51%	51%	49%	-
Neither good nor bad	16%	24%	18%	15%	16%	16%	16%	16%	17%	16%	17%	15%	15%	17%	17%	17%	-
Bad	6%	4%	4%	4%	3%	4%	7%	5%	5%	6%	6%	6%	6%	6%	6%	7%	-
Very bad	3%	1%	2%	2%	1%	1%	2%	1%	2%	2%	2%	3%	2%	2%	3%	4%	-
	(512)	(297)	(397)	(365)	(474)	(467)	(393)	(402)	(3,307)	(3,484)	(3,930)	(3,835)	(3,780)	(3,505)	(4,234)	(3,240)	-

	1999									Prior Year CITY TOTALS							
	NW/			NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
	SW	Downtown	N	Inner	Central	Inner	Outer										
Do you live in a single family home, a 2-, 3- or 4-plex, or a larger apartment/condominium?																	
1 family home	80%	21%	89%	76%	90%	72%	88%	86%	76%	76%	75%	75%	76%	78%	80%	-	-
2, 3 or 4-plex	4%	4%	4%	8%	3%	10%	7%	3%	5%	5%	6%	7%	5%	5%	5%	-	-
Apartment	14%	72%	5%	14%	6%	17%	4%	9%	17%	16%	17%	15%	16%	15%	13%	-	-
Other	2%	3%	2%	2%	1%	1%	1%	2%	2%	3%	2%	3%	3%	3%	2%	-	-
	(515)	(351)	(404)	(367)	(465)	(467)	(400)	(401)	(3,370)	(3,565)	(4,017)	(3,995)	(3,988)	(3,762)	(4,425)	-	-
11 Do you work outside of your home (either full-time or part-time)?																	
Yes	67%	70%	61%	73%	60%	67%	65%	56%	65%	68%	66%	-	-	-	-	-	-
No	33%	30%	39%	27%	40%	33%	35%	44%	35%	32%	34%	-	-	-	-	-	-
	(539)	(370)	(426)	(392)	(492)	(484)	(416)	(422)	(3,541)	(3,686)	(4,108)	-	-	-	-	-	-
<i>If YES:</i>																	
• Do you usually travel to or from work during peak traffic hours, that is, 7 am - 9 am (morning) or 3:30 pm - 5:30 pm (evening)?																	
Morning	18%	16%	19%	20%	15%	14%	16%	15%	17%	16%	41%	-	-	-	-	-	-
Evening	9%	10%	13%	8%	11%	14%	15%	15%	12%	10%	9%	-	-	-	-	-	-
Both morning and evening	58%	58%	52%	54%	59%	54%	50%	51%	54%	56%	31%	-	-	-	-	-	-
Neither	15%	16%	16%	18%	15%	18%	19%	19%	17%	18%	19%	-	-	-	-	-	-
	(360)	(258)	(254)	(284)	(292)	(321)	(265)	(233)	(2,267)	(2,485)	(2,715)	-	-	-	-	-	-
• What mode of travel do you usually use to get to and from work?																	
Drive alone	77%	48%	76%	74%	72%	64%	76%	77%	70%	70%	71%	-	-	-	-	-	-
Drive with others	6%	5%	9%	7%	8%	7%	8%	10%	8%	8%	9%	-	-	-	-	-	-
Bus or Max	10%	22%	7%	12%	14%	16%	10%	5%	12%	12%	10%	-	-	-	-	-	-
Drive partway, bus partway	3%	2%	2%	2%	2%	3%	2%	5%	3%	2%	2%	-	-	-	-	-	-
Walk	2%	16%	4%	1%	1%	5%	2%	3%	4%	5%	5%	-	-	-	-	-	-
Bicycle	2%	7%	2%	4%	3%	5%	2%	0%	3%	3%	3%	-	-	-	-	-	-
	(357)	(257)	(253)	(282)	(290)	(316)	(260)	(232)	(2,247)	(2,468)	(2,717)	-	-	-	-	-	-

1999										Prior Year CITY TOTALS							
NW/ SW Downtown		N	NE Inner Central		SE Inner Outer		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991	
12 In general, how do you rate the streets in your neighborhood in the following categories?																	
• smoothness																	
Very good	10%	11%	9%	11%	8%	14%	11%	13%	11%	14%	12%	12%	11%	14%	12%	11%	12%
Good	37%	47%	42%	45%	48%	50%	43%	50%	45%	46%	46%	46%	44%	46%	43%	15%	42%
Neither good nor bad	23%	22%	19%	25%	26%	22%	25%	19%	23%	22%	23%	22%	23%	21%	23%	22%	23%
Bad	19%	15%	22%	15%	13%	11%	15%	13%	15%	13%	14%	14%	15%	14%	15%	15%	15%
Very bad	11%	5%	8%	4%	5%	3%	6%	5%	6%	5%	5%	6%	7%	5%	7%	7%	8%
	(537)	(365)	(418)	(392)	(484)	(480)	(409)	(418)	(3,503)	(3,676)	(4,102)	(4,145)	(4,058)	(3,807)	(4,541)	(4,038)	(4,440)
• cleanliness																	
Very good	16%	16%	7%	10%	10%	15%	7%	11%	12%	14%	13%	13%	11%	12%	12%	12%	11%
Good	53%	48%	46%	48%	56%	53%	49%	52%	51%	51%	51%	51%	49%	51%	49%	48%	46%
Neither good nor bad	22%	23%	25%	26%	21%	22%	23%	26%	23%	22%	23%	23%	25%	22%	23%	23%	25%
Bad	6%	11%	15%	11%	9%	8%	16%	8%	10%	10%	10%	10%	11%	11%	11%	11%	13%
Very bad	3%	2%	7%	5%	4%	2%	5%	3%	4%	3%	3%	3%	4%	4%	5%	6%	5%
	(535)	(363)	(420)	(386)	(482)	(483)	(407)	(412)	(3,488)	(3,666)	(4,055)	(4,125)	(4,053)	(3,799)	(4,528)	(3,996)	(4,398)
• traffic speed																	
Very good	8%	5%	5%	4%	4%	7%	4%	5%	5%	6%	5%	-	-	-	-	-	-
Good	34%	38%	28%	31%	33%	32%	26%	34%	33%	31%	32%	-	-	-	-	-	-
Neither good nor bad	27%	28%	24%	23%	27%	27%	26%	22%	25%	24%	25%	-	-	-	-	-	-
Bad	20%	21%	28%	30%	24%	25%	28%	24%	25%	26%	26%	-	-	-	-	-	-
Very bad	11%	8%	15%	12%	12%	9%	16%	15%	12%	13%	12%	-	-	-	-	-	-
	(530)	(360)	(421)	(383)	(481)	(479)	(408)	(409)	(3,471)	(3,651)	(4,050)	-	-	-	-	-	-
13 In the past twelve months, how many times did you:																	
• visit the Central Library?																	
Never	50%	27%	64%	44%	56%	46%	71%	72%	53%	52%	49%	65%	63%	50%	-	-	-
Once or twice	26%	24%	18%	22%	24%	23%	17%	18%	22%	23%	22%	17%	16%	21%	-	-	-
3 to 11 times	18%	28%	13%	25%	15%	20%	8%	8%	17%	18%	19%	14%	13%	19%	-	-	-
12 to 24 times	4%	13%	2%	6%	4%	7%	2%	1%	5%	4%	6%	5%	5%	7%	-	-	-
More than 24 times	2%	8%	3%	3%	1%	4%	2%	1%	3%	3%	4%	3%	3%	3%	-	-	-
	(533)	(365)	(420)	(382)	(488)	(479)	(410)	(406)	(3,483)	(3,660)	(4,000)	(3,884)	(3,887)	(3,764)	-	-	-

Service Efforts and Accomplishments: 1998-99

	1999									Prior Year							
	NW/			NE		SE		E	CITY TOTAL	CITY TOTALS							
	SW	Downtown	N	Inner	Central	Inner	Outer			1998	1997	1996	1995	1994	1993	1992	1991
• visit your neighborhood branch?																	
Never	42%	59%	56%	45%	40%	43%	50%	45%	47%	46%	40%	44%	46%	45%	-	-	-
Once or twice	20%	15%	19%	21%	23%	21%	19%	21%	20%	20%	20%	18%	18%	18%	-	-	-
3 to 11 times	21%	15%	16%	21%	21%	23%	19%	22%	20%	20%	21%	21%	20%	20%	-	-	-
12 to 24 times	9%	5%	5%	7%	8%	8%	8%	7%	7%	8%	11%	9%	9%	11%	-	-	-
More than 24 times	8%	6%	5%	6%	8%	5%	4%	5%	6%	6%	8%	8%	7%	7%	-	-	-
	(525)	(308)	(414)	(370)	(468)	(469)	(408)	(402)	(3,364)	(3,568)	(3,912)	(3,929)	(3,907)	(3,645)	-	-	-
• contact the library by phone?																	
Never	64%	55%	73%	57%	66%	61%	73%	75%	65%	64%	60%	60%	63%	63%	-	-	-
Once or twice	19%	25%	15%	22%	17%	22%	17%	16%	19%	21%	20%	22%	20%	21%	-	-	-
3 to 11 times	13%	17%	9%	15%	14%	12%	8%	6%	12%	11%	15%	13%	12%	11%	-	-	-
12 to 24 times	3%	2%	3%	4%	2%	3%	2%	2%	3%	3%	4%	3%	4%	4%	-	-	-
More than 24 times	1%	1%	0%	2%	1%	2%	0%	1%	1%	1%	1%	2%	1%	1%	-	-	-
	(527)	(343)	(411)	(370)	(465)	(463)	(404)	(401)	(3,384)	(3,570)	(3,913)	(3,881)	(3,849)	(3,629)	-	-	-
• contact the library by computer?																	
Never	81%	80%	92%	79%	81%	81%	91%	91%	84%	86%	86%	89%	90%	93%	-	-	-
Once or twice	8%	8%	4%	8%	7%	9%	5%	4%	7%	6%	6%	4%	4%	2%	-	-	-
3 to 11 times	6%	8%	2%	7%	7%	5%	3%	3%	5%	4%	4%	4%	3%	3%	-	-	-
12 to 24 times	2%	2%	0%	3%	2%	2%	1%	1%	2%	2%	2%	2%	1%	1%	-	-	-
More than 24 times	3%	2%	2%	3%	3%	3%	1%	1%	2%	2%	2%	1%	2%	1%	-	-	-
	(524)	(333)	(410)	(370)	(461)	(458)	(397)	(394)	(3,347)	(3,539)	(3,853)	(3,761)	(3,768)	(3,516)	-	-	-
Which Multnomah County library do you usually go to?																	
Albina	0%	1%	0%	19%	1%	1%	0%	0%	3%	2%	2%	2%	-	-	-	-	-
Belmont	1%	0%	1%	0%	1%	17%	1%	0%	3%	3%	3%	3%	-	-	-	-	-
Capitol Hill	16%	0%	0%	0%	0%	0%	0%	0%	3%	3%	3%	4%	-	-	-	-	-
Central	35%	95%	31%	43%	21%	40%	13%	9%	37%	37%	36%	31%	-	-	-	-	-
Gregory Heights	0%	0%	0%	0%	24%	1%	0%	1%	3%	4%	4%	6%	-	-	-	-	-
Gresham	0%	0%	0%	0%	0%	0%	3%	3%	1%	1%	1%	1%	-	-	-	-	-
Hillsdale	46%	2%	0%	0%	1%	1%	1%	0%	8%	7%	7%	9%	-	-	-	-	-
Holgate	1%	0%	0%	0%	0%	7%	32%	1%	5%	4%	4%	5%	-	-	-	-	-
Hollywood	0%	1%	1%	29%	49%	5%	2%	0%	11%	11%	11%	13%	-	-	-	-	-
Midland	0%	0%	0%	1%	2%	3%	28%	80%	11%	12%	11%	8%	-	-	-	-	-
North Portland	0%	0%	14%	6%	0%	0%	0%	1%	2%	4%	4%	4%	-	-	-	-	-
Rockwood	0%	0%	0%	0%	0%	0%	0%	4%	1%	1%	2%	2%	-	-	-	-	-
St. Johns	0%	1%	53%	1%	0%	0%	0%	0%	6%	5%	6%	5%	-	-	-	-	-
Sellwood-Moreland	0%	0%	0%	0%	0%	12%	0%	1%	2%	1%	2%	2%	-	-	-	-	-
Woodstock	1%	0%	0%	0%	1%	13%	20%	0%	4%	5%	4%	5%	-	-	-	-	-
	(347)	(260)	(228)	(249)	(288)	(334)	(222)	(206)	(2,134)	(2,266)	(2,688)	(2,501)	-	-	-	-	-

	1999									Prior Year CITY TOTALS							
	NW/			NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
	SW	Downtown	N	Inner	Central	Inner	Outer										
In general, how satisfied are you with the library you usually go to?																	
• hours that meet your needs																	
Very satisfied	28%	36%	21%	30%	26%	25%	24%	33%	28%	22%	13%	22%	18%	18%	-	-	-
Satisfied	50%	45%	50%	50%	54%	50%	50%	47%	49%	48%	38%	54%	49%	50%	-	-	-
Neither sat. or dissat.	14%	12%	21%	14%	14%	17%	19%	15%	16%	18%	18%	12%	18%	17%	-	-	-
Dissatisfied	7%	6%	8%	6%	5%	7%	6%	5%	6%	10%	22%	11%	13%	13%	-	-	-
Very dissatisfied	1%	1%	0%	0%	1%	1%	1%	0%	1%	2%	9%	1%	2%	2%	-	-	-
	(417)	(294)	(276)	(296)	(364)	(363)	(267)	(260)	(2,537)	(2,666)	(3,116)	(2,925)	(2,959)	(2,851)	-	-	-
• convenient location																	
Very satisfied	37%	49%	25%	42%	36%	33%	31%	42%	37%	35%	35%	33%	28%	28%	-	-	-
Satisfied	50%	39%	52%	43%	51%	48%	51%	46%	48%	51%	51%	53%	53%	55%	-	-	-
Neither sat. or dissat.	11%	10%	19%	12%	10%	16%	16%	10%	13%	11%	11%	9%	13%	13%	-	-	-
Dissatisfied	2%	2%	4%	3%	2%	3%	2%	2%	2%	2%	2%	4%	5%	4%	-	-	-
Very dissatisfied	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	1%	1%	1%	1%	-	-	-
	(411)	(292)	(288)	(295)	(371)	(373)	(271)	(271)	(2,572)	(2,729)	(3,160)	(2,988)	(2,996)	(2,905)	-	-	-
• availability of books and materials																	
Very satisfied	23%	38%	19%	22%	19%	22%	19%	26%	23%	23%	23%	22%	20%	19%	-	-	-
Satisfied	43%	43%	49%	49%	52%	43%	48%	43%	47%	48%	49%	53%	49%	52%	-	-	-
Neither sat. or dissat.	23%	13%	23%	20%	19%	24%	21%	20%	20%	19%	19%	15%	21%	20%	-	-	-
Dissatisfied	9%	5%	8%	8%	9%	10%	11%	9%	9%	9%	7%	8%	8%	8%	-	-	-
Very dissatisfied	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	2%	2%	-	-	-
	(407)	(290)	(278)	(290)	(364)	(361)	(263)	(259)	(2,512)	(2,651)	(3,061)	(2,896)	(2,928)	(2,822)	-	-	-
• assistance provided by library staff																	
Very satisfied	38%	48%	28%	36%	33%	36%	29%	36%	36%	36%	38%	36%	32%	32%	-	-	-
Satisfied	44%	37%	50%	46%	48%	43%	51%	45%	45%	46%	46%	50%	49%	49%	-	-	-
Neither sat. or dissat.	16%	14%	20%	16%	17%	19%	17%	17%	17%	15%	14%	11%	16%	15%	-	-	-
Dissatisfied	2%	1%	2%	2%	1%	1%	3%	2%	2%	2%	1%	2%	2%	3%	-	-	-
Very dissatisfied	0%	0%	0%	0%	1%	1%	0%	0%	0%	%	1%	1%	1%	1%	-	-	-
	(401)	(281)	(272)	(278)	(354)	(350)	(262)	(258)	(2,456)	(2,583)	(3,000)	(2,828)	(2,898)	(2,782)	-	-	-
• children's programs																	
Very satisfied	26%	33%	21%	21%	18%	24%	21%	27%	23%	25%	24%	22%	20%	17%	-	-	-
Satisfied	38%	31%	45%	49%	43%	36%	50%	37%	42%	40%	41%	47%	43%	45%	-	-	-
Neither sat. or dissat.	34%	33%	30%	27%	33%	39%	26%	33%	32%	33%	33%	28%	35%	36%	-	-	-
Dissatisfied	2%	3%	2%	3%	3%	1%	1%	3%	2%	2%	2%	2%	1%	2%	-	-	-
Very dissatisfied	0%	0%	2%	0%	3%	0%	2%	0%	1%	<1%	<1%	1%	1%	1%	-	-	-
	(190)	(113)	(164)	(151)	(181)	(173)	(144)	(144)	(1,260)	(1,286)	(1,475)	(1,388)	(1,461)	(1,377)	-	-	-

	1999									Prior Year CITY TOTALS							
	NW/		NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991	
	SW	Downtown	N	Inner	Central	Inner											Outer
14 In general, how do you rate the quality of the parks near your home in the following categories?																	
• clean grounds																	
Very good	35%	34%	18%	19%	24%	25%	22%	25%	25%	24%	22%	25%	28%	27%	26%	24%	25%
Good	53%	49%	60%	61%	62%	61%	60%	59%	60%	58%	61%	60%	57%	59%	58%	59%	59%
Neither good nor bad	9%	12%	16%	15%	12%	10%	13%	14%	12%	14%	13%	12%	12%	12%	12%	13%	13%
Bad	2%	4%	5%	5%	2%	4%	4%	1%	3%	3%	3%	3%	3%	2%	3%	3%	3%
Very bad	1%	1%	1%	0%	0%	0%	1%	1%	0%	1%	1%	0%	0%	0%	1%	1%	0%
	(497)	(355)	(390)	(353)	(437)	(456)	(371)	(353)	(3,212)	(3,378)	(3,704)	(3,650)	(3,675)	(3,389)	(4,040)	(3,598)	(4,022)
• well-maintained grounds																	
Very good	31%	33%	21%	19%	22%	25%	22%	24%	25%	24%	22%	25%	27%	26%	25%	23%	25%
Good	55%	54%	58%	61%	60%	60%	58%	60%	58%	56%	59%	57%	56%	56%	57%	57%	56%
Neither good nor bad	11%	9%	17%	17%	16%	11%	14%	14%	13%	16%	15%	15%	14%	15%	14%	16%	15%
Bad	2%	3%	4%	3%	2%	4%	5%	2%	3%	3%	3%	2%	2%	2%	3%	5%	3%
Very bad	1%	1%	0%	0%	0%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(499)	(352)	(388)	(349)	(439)	(454)	(370)	(355)	(3,206)	(3,365)	(3,674)	(3,627)	(3,655)	(3,370)	(4,019)	(3,569)	(3,984)
• beauty of landscaping & plantings																	
Very good	26%	32%	18%	17%	18%	27%	19%	20%	22%	22%	20%	22%	24%	21%	21%	20%	22%
Good	47%	47%	52%	53%	51%	50%	51%	51%	50%	49%	50%	50%	47%	47%	47%	48%	47%
Neither good nor bad	24%	16%	25%	24%	26%	19%	23%	25%	23%	24%	25%	23%	24%	27%	26%	26%	26%
Bad	1%	4%	5%	6%	4%	4%	6%	3%	4%	4%	4%	4%	4%	4%	5%	5%	4%
Very bad	2%	1%	0%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(493)	(351)	(386)	(348)	(433)	(454)	(365)	(354)	(3,184)	(3,347)	(3,670)	(3,621)	(3,645)	(3,366)	(4,009)	(3,570)	(3,956)
• clean facilities																	
Very good	23%	24%	10%	9%	13%	15%	14%	15%	16%	13%	11%	13%	15%	13%	13%	12%	12%
Good	46%	42%	39%	43%	39%	43%	45%	48%	44%	42%	42%	41%	40%	40%	38%	40%	37%
Neither good nor bad	25%	21%	38%	30%	35%	31%	27%	30%	29%	30%	34%	31%	31%	33%	32%	31%	32%
Bad	4%	10%	11%	15%	10%	10%	11%	5%	9%	11%	10%	12%	11%	12%	13%	13%	15%
Very bad	2%	3%	2%	3%	3%	1%	3%	2%	2%	4%	3%	3%	3%	3%	4%	4%	4%
	(426)	(290)	(309)	(261)	(348)	(356)	(288)	(298)	(2,576)	(2,714)	(2,971)	(2,872)	(2,926)	(2,792)	(3,212)	(2,880)	(3,173)
• well-maintained facilities																	
Very good	23%	23%	10%	10%	12%	14%	14%	16%	16%	14%	11%	13%	15%	13%	13%	13%	12%
Good	47%	45%	40%	44%	45%	45%	47%	46%	45%	43%	45%	42%	41%	41%	40%	41%	40%
Neither good nor bad	24%	19%	38%	31%	34%	31%	28%	31%	29%	32%	32%	31%	31%	34%	32%	31%	31%
Bad	4%	9%	9%	13%	8%	9%	9%	5%	8%	8%	9%	10%	10%	9%	11%	11%	13%
Very bad	2%	4%	3%	2%	1%	1%	2%	2%	2%	3%	3%	4%	3%	3%	4%	4%	4%
	(429)	(290)	(309)	(268)	(347)	(360)	(287)	(300)	(2,590)	(2,741)	(3,015)	(2,899)	(2,932)	(2,792)	(3,254)	(2,898)	(3,170)

		1999								Prior Year CITY TOTALS								
		NW/			NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
		SW	Downtown	N	Inner	Central	Inner	Outer										
15	In the past twelve months, how many times did you:																	many
	• visit any City park?																	
	Never	9%	6%	13%	13%	17%	9%	21%	22%	14%	13%	14%	15%	16%	16%	18%	16%	15%
	Once or twice	17%	17%	22%	15%	18%	14%	21%	25%	19%	18%	20%	19%	20%	20%	21%	19%	19%
	3 to 5 times	17%	13%	19%	19%	18%	17%	19%	18%	18%	17%	18%	18%	17%	18%	18%	17%	18%
	6 to 10 times	15%	13%	15%	14%	12%	15%	12%	14%	14%	13%	14%	13%	13%	13%	13%	14%	15%
	More than 10 times	42%	51%	31%	39%	35%	45%	27%	21%	35%	39%	34%	35%	34%	33%	30%	34%	33%
		(532)	(363)	(421)	(378)	(481)	(474)	(412)	(408)	(3,469)	(3,655)	(4,052)	(4,067)	(4,000)	(3,762)	(4,496)	(3,993)	(4,400)
	• visit a City park near your home?																	
	Never	13%	6%	15%	16%	21%	11%	24%	27%	17%	16%	18%	19%	20%	20%	23%	21%	21%
	Once or twice	21%	18%	26%	21%	21%	19%	24%	25%	22%	21%	24%	21%	22%	23%	23%	22%	21%
	3 to 5 times	17%	15%	17%	16%	18%	16%	17%	17%	17%	16%	16%	17%	17%	17%	15%	16%	16%
	6 to 10 times	13%	11%	12%	15%	10%	16%	12%	12%	12%	11%	11%	12%	11%	11%	12%	11%	13%
	More than 10 times	36%	50%	30%	32%	30%	38%	23%	19%	32%	36%	31%	31%	30%	29%	27%	30%	29%
		(525)	(360)	(407)	(369)	(473)	(470)	(402)	(395)	(3,401)	(3,574)	(3,974)	(3,980)	(3,859)	(3,645)	(4,411)	(3,906)	(4,318)
16	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	26%	18%	15%	25%	19%	18%	17%	17%	20%	19%	-	16%	15%	16%	14%	15%	15%
	Satisfied	54%	48%	57%	50%	56%	53%	60%	52%	54%	52%	-	53%	52%	52%	54%	54%	51%
	Neither sat. or dissat.	17%	27%	24%	18%	21%	27%	21%	27%	22%	24%	-	26%	28%	27%	25%	24%	27%
	Dissatisfied	2%	6%	3%	5%	3%	2%	2%	4%	3%	4%	-	4%	4%	5%	5%	5%	6%
	Very dissatisfied	1%	1%	1%	2%	1%	0%	0%	0%	1%	1%	-	1%	1%	1%	2%	2%	1%
		(373)	(174)	(271)	(242)	(290)	(246)	(245)	(219)	(2,060)	(2,122)	-	(2,460)	(2,418)	(2,411)	(2,899)	(2,619)	(2,932)
	• affordable																	
	Very satisfied	13%	16%	14%	23%	19%	16%	13%	16%	16%	15%	-	16%	14%	15%	15%	15%	15%
	Satisfied	48%	45%	51%	50%	53%	51%	57%	49%	51%	50%	-	50%	50%	50%	51%	52%	51%
	Neither sat. or dissat.	21%	31%	28%	22%	21%	28%	24%	29%	25%	26%	-	26%	29%	27%	26%	24%	26%
	Dissatisfied	12%	7%	7%	3%	6%	5%	3%	4%	6%	4%	-	6%	5%	6%	6%	7%	6%
	Very dissatisfied	6%	1%	0%	2%	1%	0%	3%	2%	2%	2%	-	2%	2%	2%	2%	2%	2%
		(362)	(169)	(254)	(226)	(274)	(239)	(235)	(210)	(1,969)	(2,046)	-	(2,327)	(2,302)	(2,301)	(2,766)	(2,506)	(2,787)
	• open at good times																	
	Very satisfied	18%	12%	13%	21%	16%	14%	13%	13%	15%	15%	-	12%	11%	12%	12%	11%	11%
	Satisfied	57%	50%	53%	52%	57%	50%	55%	48%	53%	49%	-	49%	50%	49%	50%	52%	47%
	Neither sat. or dissat.	22%	32%	26%	17%	22%	31%	27%	35%	26%	29%	-	31%	33%	32%	29%	29%	32%
	Dissatisfied	2%	5%	6%	9%	4%	4%	4%	3%	5%	5%	-	6%	5%	6%	7%	6%	8%
	Very dissatisfied	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	-	2%	1%	1%	2%	2%	2%
		(347)	(167)	(253)	(223)	(269)	(236)	(231)	(205)	(1,931)	(1,991)	-	(2,246)	(2,211)	(2,226)	(2,667)	(2,436)	(2,724)

	1999									Prior Year CITY TOTALS							
	NW/			NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
	SW	Downtown	N	Inner	Central	Inner	Outer										
• good variety																	
Very satisfied	18%	13%	12%	20%	19%	18%	16%	15%	17%	16%	-	14%	12%	13%	12%	13%	13%
Satisfied	55%	49%	52%	53%	54%	48%	51%	51%	51%	49%	-	48%	48%	48%	49%	50%	46%
Neither sat. or dissat.	23%	33%	31%	20%	22%	32%	28%	31%	27%	29%	-	31%	34%	32%	31%	29%	31%
Dissatisfied	3%	4%	5%	6%	4%	2%	5%	2%	4%	4%	-	5%	5%	6%	6%	6%	8%
Very dissatisfied	1%	1%	0%	1%	1%	0%	0%	1%	1%	2%	-	2%	1%	1%	2%	2%	2%
	(348)	(166)	(248)	(221)	(266)	(241)	(221)	(206)	(1,917)	(1,966)	-	(2,236)	(2,181)	(2,226)	(2,655)	(2,438)	(2,701)
• adequate number of classes, teams, etc.																	
Very satisfied	17%	9%	11%	16%	18%	13%	12%	15%	14%	14%	-	11%	10%	11%	10%	10%	11%
Satisfied	51%	47%	47%	49%	49%	46%	50%	42%	48%	45%	-	45%	43%	42%	44%	46%	43%
Neither sat. or dissat.	27%	38%	34%	29%	27%	36%	32%	39%	32%	33%	-	36%	39%	36%	35%	34%	35%
Dissatisfied	4%	5%	8%	5%	5%	4%	5%	3%	5%	6%	-	6%	6%	9%	8%	8%	9%
Very dissatisfied	1%	1%	0%	1%	1%	1%	1%	1%	1%	2%	-	2%	2%	2%	3%	2%	2%
	(320)	(142)	(231)	(210)	(247)	(224)	(217)	(191)	(1,782)	(1,815)	-	(2,037)	(2,017)	(2,056)	(2,496)	(2,291)	(2,530)
How many members of your household took part in a City recreation activity in the past twelve months? (% CALCULATED)																	
• age 12 and under	-	-	-	-	-	-	-	-	-	56%	-	51%	50%	52%	-	-	-
• age 13 to 18	-	-	-	-	-	-	-	-	-	41%	-	37%	40%	47%	-	-	-
• age 19 to 54	-	-	-	-	-	-	-	-	-	21%	-	22%	18%	21%	-	-	-
• age 55 and over	-	-	-	-	-	-	-	-	-	18%	-	17%	18%	18%	-	-	-
17 In the last twelve months, have you experienced a problem related to animals in your neighborhood?																	
Yes	32%	18%	37%	35%	34%	29%	39%	31%	32%	35%	33%	32%	-	-	-	-	-
No	68%	82%	63%	65%	66%	71%	61%	69%	68%	65%	67%	68%	-	-	-	-	-
	(539)	(368)	(424)	(391)	(485)	(484)	(412)	(416)	(3,519)	(3,711)	(4,077)	4,077	-	-	-	-	-
If YES:																	
Did you report that problem (the last problem, if more than one) to Mult. Co. Animal Control?																	
Yes	26%	21%	38%	28%	28%	24%	34%	34%	30%	30%	25%	28%	-	-	-	-	-
No	74%	79%	62%	72%	72%	76%	66%	66%	70%	70%	75%	72%	-	-	-	-	-
	(166)	(62)	(154)	(128)	(161)	(135)	(159)	(119)	(1,084)	(1,257)	(1,352)	(1,267)	-	-	-	-	-

1999										Prior Year CITY TOTALS							
NW/			NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991	
SW	Downtown	N	Inner	Central	Inner	Outer											
If you did report it, how satisfied were you with the steps they took to resolve the problem?																	
Very satisfied	17%	7%	12%	10%	9%	15%	7%	13%	11%	10%	12%	16%	21%	16%	-	-	-
Satisfied	7%	7%	26%	21%	19%	24%	25%	13%	19%	19%	22%	21%	25%	27%	-	-	-
Neither sat. or dissat.	22%	20%	13%	12%	22%	15%	18%	23%	18%	14%	10%	8%	15%	16%	-	-	-
Dissatisfied	20%	46%	20%	24%	24%	20%	18%	13%	21%	27%	25%	24%	16%	14%	-	-	-
Very dissatisfied	34%	20%	29%	33%	26%	26%	32%	38%	31%	30%	31%	31%	23%	27%	-	-	-
	(46)	(15)	(69)	(42)	(54)	(41)	(61)	(47)	(375)	(381)	(354)	(352)	(457)	(369)	-	-	-
18 Has there been any new <i>commercial</i> development in, or near, your neighborhood in the last 12 months?																	
Yes	41%	67%	39%	67%	41%	45%	42%	47%	48%	44%	-	-	-	-	-	-	-
No	59%	33%	61%	33%	59%	55%	58%	53%	52%	56%	-	-	-	-	-	-	-
	(524)	(354)	(398)	(379)	(470)	(461)	(397)	(392)	(3,375)	(3,478)	-	-	-	-	-	-	-
<i>If YES:</i>																	
How do you rate the development on the following:																	
• attractiveness?																	
Very good	8%	13%	11%	25%	14%	15%	17%	9%	14%	16%	-	-	-	-	-	-	-
Good	31%	34%	36%	45%	45%	36%	37%	31%	38%	41%	-	-	-	-	-	-	-
Neither good nor bad	26%	37%	33%	17%	30%	36%	32%	40%	31%	28%	-	-	-	-	-	-	-
Bad	21%	12%	15%	9%	6%	8%	7%	10%	11%	10%	-	-	-	-	-	-	-
Very bad	13%	4%	5%	4%	5%	5%	7%	10%	6%	5%	-	-	-	-	-	-	-
	(212)	(233)	(150)	(251)	(191)	(199)	(162)	(174)	(1,572)	(1,461)	-	-	-	-	-	-	-
• improving access to services and shopping?																	
Very good	5%	10%	8%	24%	10%	12%	15%	8%	12%	12%	-	-	-	-	-	-	-
Good	17%	25%	26%	38%	39%	34%	27%	22%	30%	30%	-	-	-	-	-	-	-
Neither good nor bad	44%	51%	40%	25%	37%	41%	42%	47%	40%	42%	-	-	-	-	-	-	-
Bad	18%	84%	17%	9%	8%	9%	8%	13%	11%	10%	-	-	-	-	-	-	-
Very bad	16%	5%	9%	4%	6%	4%	8%	10%	7%	6%	-	-	-	-	-	-	-
	(199)	(212)	(139)	(240)	(175)	(193)	(145)	(164)	(1,467)	(1,380)	-	-	-	-	-	-	-
Has there been any new <i>residential</i> development in, or near, your neighborhood in the last 12 months?																	
Yes	56%	71%	56%	61%	43%	52%	66%	71%	59%	58%	-	-	-	-	-	-	-
No	44%	29%	44%	39%	57%	48%	34%	29%	41%	42%	-	-	-	-	-	-	-
	(450)	(327)	(330)	(340)	(381)	(401)	(339)	(342)	(2,910)	(2,880)	-	-	-	-	-	-	-

	1999									Prior Year CITY TOTALS							
	NW/			NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
	SW	Downtown	N	Inner	Central	Inner	Outer										
If YES:																	
How do you rate the development on the following:																	
• attractiveness?																	
Very good	13%	16%	12%	15%	13%	11%	12%	8%	13%	15%	-	-	-	-	-	-	-
Good	31%	36%	41%	42%	36%	41%	36%	28%	35%	37%	-	-	-	-	-	-	-
Neither good nor bad	36%	31%	27%	24%	31%	29%	29%	33%	30%	32%	-	-	-	-	-	-	-
Bad	16%	11%	13%	13%	14%	14%	14%	21%	15%	11%	-	-	-	-	-	-	-
Very bad	4%	6%	7%	6%	6%	5%	9%	10%	7%	5%	-	-	-	-	-	-	-
	(246)	(229)	(181)	(200)	(159)	(202)	(217)	(232)	(1,666)	(1,594)	-	-	-	-	-	-	-
• improving your neighborhood as a place to live?																	
Very good	10%	12%	8%	17%	10%	9%	9%	7%	10%	11%	-	-	-	-	-	-	-
Good	19%	30%	36%	40%	29%	32%	23%	17%	27%	28%	-	-	-	-	-	-	-
Neither good nor bad	39%	37%	34%	30%	32%	34%	30%	30%	35%	37%	-	-	-	-	-	-	-
Bad	22%	14%	15%	10%	20%	16%	19%	22%	17%	14%	-	-	-	-	-	-	-
Very bad	10%	7%	7%	3%	9%	9%	19%	24%	11%	10%	-	-	-	-	-	-	-
	(241)	(222)	(179)	(197)	(163)	(197)	(207)	(229)	(1,635)	(1,534)	-	-	-	-	-	-	-
19 In general, how do you rate your neighborhood on the following categories?																	
• housing affordability																	
Very good	6%	6%	9%	9%	7%	4%	8%	8%	7%	7%	6%	-	-	-	-	-	-
Good	34%	30%	52%	34%	46%	40%	47%	51%	41%	39%	35%	-	-	-	-	-	-
Neither good nor bad	30%	24%	25%	29%	26%	27%	27%	28%	27%	28%	30%	-	-	-	-	-	-
Bad	22%	27%	10%	23%	16%	24%	16%	10%	19%	19%	21%	-	-	-	-	-	-
Very bad	8%	13%	4%	5%	5%	5%	2%	3%	6%	7%	8%	-	-	-	-	-	-
	(539)	(357)	(403)	(365)	(468)	(470)	(384)	(388)	(3,374)	(3,589)	(3,911)	-	-	-	-	-	-
• physical condition of housing																	
Very good	20%	19%	8%	15%	9%	14%	7%	11%	13%	13%	15%	-	-	-	-	-	-
Good	56%	55%	47%	50%	61%	54%	45%	55%	53%	53%	52%	-	-	-	-	-	-
Neither good nor bad	20%	21%	31%	26%	23%	26%	32%	27%	26%	27%	25%	-	-	-	-	-	-
Bad	4%	4%	13%	8%	6%	6%	14%	6%	7%	6%	7%	-	-	-	-	-	-
Very bad	0%	1%	1%	1%	1%	0%	2%	1%	1%	1%	1%	-	-	-	-	-	-
	(548)	(361)	(409)	(378)	(485)	(484)	(403)	(411)	(3,479)	(3,696)	(4,039)	-	-	-	-	-	-

	1999									Prior Year CITY TOTALS							
	NW/			NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
	SW	Downtown	N	Inner	Central	Inner	Outer										
• closeness of parks or open spaces																	
Very good	32%	40%	22%	24%	25%	33%	16%	18%	26%	27%	-	-	-	-	-	-	-
Good	50%	46%	58%	54%	51%	54%	56%	52%	54%	52%	-	-	-	-	-	-	-
Neither good nor bad	13%	10%	17%	18%	19%	10%	21%	22%	16%	15%	-	-	-	-	-	-	-
Bad	3%	2%	2%	3%	4%	2%	5%	6%	3%	5%	-	-	-	-	-	-	-
Very bad	2%	2%	1%	1%	1%	1%	2%	2%	1%	1%	-	-	-	-	-	-	-
	(539)	(365)	(415)	(369)	(483)	(483)	(400)	(394)	(3,448)	(3,674)	-	-	-	-	-	-	-
• walking distance to bus stop (or Max)																	
Very good	43%	62%	31%	50%	42%	55%	35%	38%	44%	45%	-	-	-	-	-	-	-
Good	35%	29%	55%	43%	45%	40%	47%	43%	42%	43%	-	-	-	-	-	-	-
Neither good nor bad	10%	4%	10%	5%	8%	4%	9%	13%	8%	8%	-	-	-	-	-	-	-
Bad	8%	2%	3%	2%	4%	1%	7%	5%	4%	3%	-	-	-	-	-	-	-
Very bad	4%	3%	1%	0%	1%	0%	2%	1%	2%	1%	-	-	-	-	-	-	-
	(547)	(364)	(417)	(384)	(490)	(484)	(409)	(407)	(3,502)	(3,718)	-	-	-	-	-	-	-
• access to shopping and other services																	
Very good	27%	49%	14%	30%	22%	28%	25%	24%	27%	29%	-	-	-	-	-	-	-
Good	45%	34%	46%	40%	53%	52%	51%	55%	47%	46%	-	-	-	-	-	-	-
Neither good nor bad	21%	9%	22%	14%	16%	14%	17%	17%	17%	16%	-	-	-	-	-	-	-
Bad	5%	6%	13%	12%	7%	5%	5%	4%	7%	7%	-	-	-	-	-	-	-
Very bad	2%	2%	5%	4%	2%	1%	2%	0%	2%	2%	-	-	-	-	-	-	-
	(549)	(364)	(418)	(381)	(491)	(490)	(415)	(414)	(3,522)	(3,737)	-	-	-	-	-	-	-
20 Overall, how do you rate the livability of:																	
• your neighborhood?																	
Very good	47%	44%	20%	30%	32%	38%	16%	25%	32%	34%	30%	31%	28%	26%	25%	-	-
Good	47%	47%	55%	50%	52%	51%	56%	54%	51%	50%	53%	50%	51%	53%	52%	-	-
Neither good nor bad	5%	6%	20%	15%	13%	10%	21%	16%	13%	12%	14%	15%	16%	16%	17%	-	-
Bad	1%	2%	4%	3%	2%	1%	6%	5%	3%	3%	3%	3%	4%	4%	5%	-	-
Very bad	0%	1%	1%	2%	1%	0%	1%	0%	1%	1%	<1%	1%	1%	1%	1%	-	-
	(550)	(366)	(423)	(389)	(493)	(489)	(417)	(423)	(3,550)	(3,769)	(4,090)	(4,146)	(4,292)	(3,874)	(4,258)	-	-
• the City as a whole?																	
Very good	24%	38%	16%	25%	22%	27%	12%	11%	22%	23%	-	-	-	-	-	-	-
Good	59%	53%	60%	54%	56%	57%	54%	55%	56%	56%	-	-	-	-	-	-	-
Neither good nor bad	13%	7%	20%	18%	18%	13%	25%	26%	17%	16%	-	-	-	-	-	-	-
Bad	4%	1%	4%	2%	3%	3%	7%	6%	4%	4%	-	-	-	-	-	-	-
Very bad	0%	1%	0%	1%	1%	0%	2%	2%	1%	1%	-	-	-	-	-	-	-
	(538)	(356)	(405)	(370)	(480)	(474)	(397)	(402)	(3,422)	(3,644)	-	-	-	-	-	-	-

	1999									Prior Year							
	NW/			NE		SE		E	CITY TOTAL	CITY TOTALS							
	SW	Downtown	N	Inner	Central	Inner	Outer			1998	1997	1996	1995	1994	1993	1992	1991
21 Overall, how good a job do you think local government is doing at providing government services?																	
Very good	8%	13%	7%	7%	5%	8%	3%	6%	7%	9%	6%	8%	6%	5%	-	-	-
Good	59%	57%	47%	56%	54%	56%	48%	44%	53%	53%	52%	54%	52%	48%	-	-	-
Neither good nor bad	25%	25%	34%	31%	31%	29%	37%	39%	31%	30%	33%	30%	33%	37%	-	-	-
Bad	7%	4%	8%	4%	8%	6%	7%	8%	7%	6%	7%	6%	7%	8%	-	-	-
Very bad	1%	1%	4%	2%	2%	1%	5%	3%	2%	2%	2%	2%	2%	3%	-	-	-
	(507)	(314)	(382)	(337)	(456)	(434)	(362)	(367)	(3,159)	(3,410)	(3,786)	(3,896)	(3,973)	(3,509)	-	-	-
22 Overall, how do you rate the quality of each of the following City and County services?																	
• Police																	
Very good	18%	16%	16%	16%	19%	17%	18%	17%	17%	18%	15%	18%	14%	14%	14%	12%	11%
Good	57%	54%	58%	55%	57%	55%	54%	58%	56%	55%	56%	56%	56%	56%	54%	51%	49%
Neither good nor bad	19%	20%	19%	20%	19%	18%	18%	20%	19%	19%	21%	19%	21%	22%	23%	25%	27%
Bad	5%	8%	5%	7%	4%	7%	7%	4%	6%	6%	6%	5%	7%	6%	7%	9%	10%
Very bad	1%	2%	2%	2%	1%	3%	3%	1%	2%	2%	2%	2%	2%	2%	2%	3%	3%
	(493)	(316)	(400)	(361)	(462)	(443)	(387)	(400)	(3,262)	(3,495)	(3,899)	(3,876)	(3,955)	(3,641)	(4,179)	(3,717)	(4,083)
• Fire																	
Very good	31%	30%	32%	32%	31%	36%	33%	34%	32%	33%	32%	31%	29%	28%	29%	29%	29%
Good	60%	61%	60%	60%	59%	55%	56%	59%	59%	58%	58%	59%	59%	61%	59%	59%	59%
Neither good nor bad	9%	9%	7%	8%	10%	9%	10%	7%	9%	9%	10%	10%	12%	10%	11%	11%	11%
Bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	<1%	<1%	0%	0%	0%	0%	1%	1%
Very bad	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
	(471)	(287)	(376)	(330)	(428)	(402)	(364)	(381)	(3,039)	(3,207)	(3,612)	(3,533)	(3,601)	(3,316)	(3,797)	(3,341)	(3,738)
• Water																	
Very good	20%	21%	15%	15%	17%	17%	16%	16%	17%	19%	18%	18%	17%	14%	16%	11%	18%
Good	55%	52%	56%	57%	53%	53%	56%	56%	55%	54%	52%	53%	53%	53%	49%	46%	50%
Neither good nor bad	19%	20%	21%	22%	21%	23%	21%	20%	21%	19%	21%	20%	22%	24%	22%	24%	22%
Bad	5%	5%	6%	5%	6%	5%	3%	5%	5%	6%	5%	6%	5%	6%	9%	11%	7%
Very bad	1%	2%	2%	1%	3%	2%	4%	3%	2%	2%	2%	3%	3%	3%	4%	8%	3%
	(524)	(311)	(410)	(365)	(481)	(452)	(397)	(406)	(3,346)	(3,552)	(3,824)	(3,793)	(3,883)	(3,546)	(4,261)	(3,801)	(4,097)

	1999									Prior Year CITY TOTALS							
	NW/			NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
	SW	Downtown	N	Inner	Central	Inner	Outer										
• Sewers																	
Very good	14%	15%	11%	10%	10%	10%	11%	12%	11%	12%	7%	9%	8%	7%	6%	5%	5%
Good	45%	46%	47%	49%	46%	44%	47%	45%	46%	47%	46%	45%	46%	44%	36%	36%	33%
Neither good nor bad	27%	27%	27%	24%	26%	28%	25%	25%	26%	26%	33%	29%	31%	32%	32%	35%	35%
Bad	11%	9%	10%	13%	14%	13%	11%	11%	12%	11%	10%	11%	10%	11%	18%	16%	18%
Very bad	3%	3%	5%	4%	4%	5%	6%	7%	5%	4%	4%	6%	5%	6%	8%	8%	9%
	(515)	(296)	(405)	(357)	(469)	(443)	(379)	(402)	(3,266)	(3,455)	(3,594)	(3,578)	(3,573)	(3,246)	(3,810)	(3,259)	(3,420)
• Storm drainage																	
Very good	8%	8%	9%	8%	6%	7%	9%	7%	8%	9%	6%	7%	6%	6%	4%	5%	4%
Good	33%	40%	42%	38%	41%	34%	36%	38%	38%	37%	35%	35%	37%	36%	32%	32%	29%
Neither good nor bad	29%	25%	27%	31%	29%	30%	28%	25%	28%	28%	33%	28%	30%	30%	32%	33%	31%
Bad	21%	21%	16%	16%	17%	20%	16%	18%	18%	19%	18%	20%	17%	18%	22%	21%	25%
Very bad	9%	6%	6%	7%	7%	9%	11%	12%	8%	7%	8%	10%	10%	9%	10%	9%	11%
	(505)	(302)	(395)	(350)	(453)	(439)	(372)	(395)	(3,211)	(3,423)	(3,675)	(3,614)	(3,636)	(3,256)	(3,867)	(3,355)	(3,672)
• Recycling																	
Very good	22%	21%	20%	27%	24%	23%	20%	20%	22%	25%	22%	23%	24%	21%	19%	18%	-
Good	55%	53%	59%	53%	60%	60%	55%	57%	57%	55%	55%	56%	55%	56%	55%	54%	-
Neither good nor bad	17%	22%	16%	16%	13%	14%	18%	17%	16%	14%	17%	14%	15%	17%	17%	19%	-
Bad	5%	3%	4%	3%	3%	2%	5%	5%	4%	5%	5%	5%	5%	5%	7%	6%	-
Very bad	1%	1%	1%	1%	0%	1%	2%	1%	1%	1%	1%	2%	1%	2%	2%	3%	-
	(535)	(325)	(414)	(375)	(483)	(475)	(404)	(417)	(3,428)	(3,655)	(3,963)	(3,967)	(4,105)	(3,669)	(4,251)	(3,775)	-
• Parks																	
Very good	26%	32%	19%	21%	21%	26%	22%	14%	23%	22%	17%	22%	18%	17%	15%	16%	14%
Good	60%	56%	60%	60%	62%	63%	59%	62%	60%	59%	61%	59%	60%	60%	61%	61%	58%
Neither good nor bad	12%	10%	19%	15%	16%	10%	17%	21%	15%	16%	18%	16%	18%	19%	19%	19%	23%
Bad	1%	1%	2%	3%	1%	1%	2%	3%	2%	2%	3%	2%	3%	3%	4%	3%	4%
Very bad	1%	1%	0%	1%	0%	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	(529)	(357)	(405)	(370)	(467)	(471)	(379)	(374)	(3,352)	(3,577)	(3,729)	(3,625)	(3,802)	(3,430)	(3,962)	(3,543)	(3,883)
• Recreation centers/activities																	
Very good	25%	20%	13%	17%	16%	18%	18%	15%	18%	17%	13%	17%	13%	13%	11%	12%	10%
Good	54%	59%	58%	55%	54%	60%	53%	50%	56%	52%	55%	57%	55%	55%	51%	51%	49%
Neither good nor bad	16%	17%	26%	23%	26%	17%	24%	29%	22%	26%	27%	22%	28%	28%	32%	31%	34%
Bad	3%	1%	3%	4%	3%	4%	4%	4%	3%	4%	4%	3%	3%	4%	5%	5%	6%
Very bad	2%	3%	0%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(455)	(251)	(341)	(308)	(376)	(366)	(314)	(315)	(2,726)	(2,842)	(2,897)	(2,750)	(2,834)	(2,684)	(2,962)	(2,663)	(2,871)

Service Efforts and Accomplishments: 1998-99

	1999									Prior Year CITY TOTALS							
	NW/			NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
	SW	Downtown	N	Inner	Central	Inner	Outer										
• Traffic management: congestion																	
Very good	3%	3%	2%	3%	2%	3%	3%	2%	3%	3%	4%	-	-	-	-	-	-
Good	19%	21%	22%	21%	22%	22%	24%	21%	21%	21%	29%	-	-	-	-	-	-
Neither good nor bad	30%	30%	34%	36%	35%	33%	32%	32%	32%	34%	34%	-	-	-	-	-	-
Bad	32%	32%	31%	31%	32%	31%	29%	33%	32%	30%	24%	-	-	-	-	-	-
Very bad	16%	14%	11%	9%	9%	11%	12%	12%	12%	12%	9%	-	-	-	-	-	-
	(535)	(346)	(406)	(370)	(467)	(464)	(390)	(395)	(3,373)	(3,616)	(3,843)	-	-	-	-	-	-
• Traffic management: safety																	
Very good	4%	5%	3%	4%	3%	3%	4%	2%	3%	4%	5%	-	-	-	-	-	-
Good	31%	35%	27%	28%	29%	33%	29%	32%	31%	29%	34%	-	-	-	-	-	-
Neither good nor bad	37%	35%	41%	42%	39%	38%	40%	36%	38%	40%	36%	-	-	-	-	-	-
Bad	19%	18%	21%	20%	23%	18%	18%	20%	20%	19%	18%	-	-	-	-	-	-
Very bad	9%	7%	8%	6%	6%	8%	9%	10%	8%	8%	7%	-	-	-	-	-	-
	(527)	(333)	(396)	(369)	(470)	(455)	(378)	(388)	(3,316)	(3,550)	(3,817)	-	-	-	-	-	-
• Street lighting																	
Very good	9%	12%	6%	6%	6%	7%	9%	8%	8%	9%	9%	10%	8%	8%	9%	9%	-
Good	50%	51%	52%	53%	54%	53%	55%	60%	53%	51%	52%	51%	52%	53%	52%	52%	-
Neither good nor bad	29%	27%	30%	26%	28%	27%	25%	24%	27%	28%	26%	25%	26%	26%	25%	25%	-
Bad	10%	9%	10%	13%	10%	10%	8%	7%	10%	9%	10%	11%	11%	11%	11%	11%	-
Very bad	2%	1%	2%	2%	2%	3%	3%	1%	2%	2%	3%	3%	3%	4%	3%	3%	-
	(546)	(359)	(422)	(383)	(487)	(481)	(406)	(420)	(3,504)	(3,724)	(4,047)	(4,057)	(4,199)	(3,777)	(4,395)	(3,918)	-
• Street maintenance																	
Very good	7%	10%	4%	7%	3%	7%	7%	7%	6%	7%	6%	7%	6%	6%	7%	6%	6%
Good	32%	39%	34%	43%	42%	43%	38%	36%	38%	40%	39%	42%	42%	44%	42%	44%	39%
Neither good nor bad	32%	30%	34%	31%	33%	32%	31%	30%	32%	32%	32%	30%	30%	30%	31%	31%	32%
Bad	21%	14%	20%	15%	17%	15%	17%	19%	17%	15%	17%	15%	16%	15%	15%	14%	18%
Very bad	8%	7%	8%	4%	5%	3%	7%	8%	6%	6%	6%	6%	6%	5%	5%	5%	5%
	(544)	(354)	(417)	(379)	(489)	(473)	(407)	(414)	(3,477)	(3,719)	(4,037)	(4,048)	(4,197)	(3,774)	(4,361)	(3,877)	(4,190)
• Library																	
Very good	25%	40%	17%	30%	24%	26%	20%	27%	26%	25%	19%	25%	24%	21%	-	-	-
Good	58%	52%	56%	52%	59%	59%	60%	55%	56%	55%	56%	60%	59%	59%	-	-	-
Neither good nor bad	16%	6%	23%	14%	15%	13%	16%	15%	15%	17%	19%	13%	15%	18%	-	-	-
Bad	1%	1%	2%	3%	2%	2%	2%	3%	2%	3%	5%	1%	2%	2%	-	-	-
Very bad	0%	1%	2%	1%	0%	0%	0%	0%	1%	1%	1%	1%	0%	0%	-	-	-
	(477)	(316)	(345)	(347)	(441)	(430)	(336)	(346)	(3,038)	(3,206)	(3,480)	(3,355)	(3,485)	(3,225)	-	-	-

	1999									Prior Year CITY TOTALS							
	NW/ Downtown		N	NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
	SW			Inner	Central	Inner	Outer										
• Animal control																	
Very good	6%	14%	7%	7%	6%	9%	7%	7%	8%	8%	7%	8%	6%	6%	-	-	-
Good	44%	49%	39%	37%	48%	49%	45%	48%	45%	42%	37%	40%	38%	38%	-	-	-
Neither good nor bad	38%	30%	37%	41%	34%	33%	31%	33%	34%	36%	39%	35%	38%	38%	-	-	-
Bad	9%	4%	10%	12%	8%	6%	12%	6%	9%	10%	12%	11%	12%	13%	-	-	-
Very bad	3%	3%	7%	3%	4%	3%	5%	6%	4%	5%	5%	6%	6%	6%	-	-	-
	(408)	(230)	(345)	(294)	(410)	(357)	(353)	(340)	(2,737)	(2,884)	(3,087)	(3,067)	(3,127)	(2,855)	-	-	-
• Housing and nuisance inspections																	
Very good	4%	8%	3%	6%	4%	4%	4%	4%	5%	6%	4%	5%	4%	4%	-	-	-
Good	29%	35%	23%	29%	27%	34%	26%	24%	28%	27%	25%	26%	25%	26%	-	-	-
Neither good nor bad	53%	39%	47%	44%	49%	44%	44%	47%	45%	48%	46%	46%	48%	47%	-	-	-
Bad	11%	12%	21%	14%	12%	13%	15%	19%	15%	14%	16%	14%	14%	15%	-	-	-
Very bad	3%	6%	6%	7%	8%	5%	11%	6%	7%	7%	9%	9%	9%	9%	-	-	-
	(301)	(178)	(268)	(226)	(303)	(280)	(270)	(259)	(2,085)	(2,197)	(2,349)	(2,080)	(2,146)	(2,072)	-	-	-
• Housing development																	
Very good	5%	7%	2%	4%	2%	5%	3%	3%	4%	4%	5%	-	-	-	-	-	-
Good	26%	32%	31%	40%	30%	32%	28%	22%	30%	29%	32%	-	-	-	-	-	-
Neither good nor bad	45%	40%	43%	41%	50%	45%	42%	43%	43%	46%	42%	-	-	-	-	-	-
Bad	17%	14%	17%	12%	13%	13%	15%	18%	15%	15%	14%	-	-	-	-	-	-
Very bad	7%	7%	7%	3%	5%	5%	12%	14%	8%	6%	7%	-	-	-	-	-	-
	(414)	(256)	(317)	(282)	(350)	(346)	(315)	(323)	(2,603)	(2,754)	(2,998)	-	-	-	-	-	-
• Land-use planning																	
Very good	10%	13%	3%	10%	5%	7%	4%	2%	7%	8%	-	-	-	-	-	-	-
Good	31%	35%	27%	40%	31%	36%	27%	23%	31%	32%	-	-	-	-	-	-	-
Neither good nor bad	33%	30%	40%	35%	39%	36%	33%	36%	36%	35%	-	-	-	-	-	-	-
Bad	17%	14%	19%	10%	16%	13%	21%	21%	16%	16%	-	-	-	-	-	-	-
Very bad	9%	8%	11%	5%	9%	8%	15%	18%	10%	9%	-	-	-	-	-	-	-
	(455)	(277)	(325)	(296)	(384)	(370)	(313)	(318)	(2,738)	(2,959)	-	-	-	-	-	-	-
What part of the City do you live in?	15%	10%	12%	11%	14%	14%	12%	12%	100%	(3,848)	(4,203)	(4,225)	(4,379)	(3,970)	(4,656)	(4,126)	(4,551)
	(562)	(375)	(436)	(405)	(507)	(497)	(430)	(433)	(3,645)								
What is your sex?																	
Male	50%	45%	49%	45%	50%	44%	44%	54%	48%	49%	48%	48%	49%	49%	46%	49%	50%
Female	50%	55%	51%	55%	50%	56%	56%	46%	52%	51%	52%	52%	51%	51%	54%	51%	50%
	(536)	(364)	(412)	(385)	(484)	(478)	(400)	(418)	(3,477)	(3,667)	(4,100)	(4,148)	(4,317)	(3,882)	(4,512)	(4,038)	(4,408)

Service Efforts and Accomplishments: 1998-99

	1999									Prior Year CITY TOTALS							
	NW/			NE		SE		E	CITY TOTAL	1998	1997	1996	1995	1994	1993	1992	1991
	SW	Downtown	N	Inner	Central	Inner	Outer										
What is your age?																	
Under 20	0%	0%	0%	0%	1%	1%	1%	1%	0%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
20-29	9%	23%	9%	10%	6%	16%	9%	6%	11%	10%	11%	12%	9%	10%	8%	9%	10%
30-44	29%	24%	27%	32%	26%	27%	27%	20%	27%	31%	30%	28%	31%	31%	30%	33%	34%
45-59	30%	26%	25%	29%	27%	27%	27%	28%	27%	28%	26%	26%	24%	24%	23%	21%	21%
60-74	18%	15%	20%	15%	20%	14%	21%	30%	19%	19%	19%	19%	21%	22%	23%	23%	22%
Over 74	14%	12%	19%	14%	20%	15%	15%	16%	16%	12%	14%	15%	15%	14%	15%	14%	13%
	(534)	(364)	(408)	(384)	(483)	(477)	(400)	(416)	(3,466)	(3,684)	(4,103)	(4,154)	(4,305)	(3,898)	(4,528)	(4,048)	(4,398)
How many people live in your household? (TOTAL REPORTED)																	
Age 12 and under	-	-	-	-	-	-	-	-	-	1,103	-	1,311	1,371	1,293	-	-	-
Age 13 to 18	-	-	-	-	-	-	-	-	-	563	-	604	567	557	-	-	-
Age 19 to 54	-	-	-	-	-	-	-	-	-	4,389	-	4,908	4,904	4,466	-	-	-
Age 55 and over	-	-	-	-	-	-	-	-	-	2,092	-	2,599	2,771	2,485	-	-	-
Which of these is closest to describing your ethnic background?																	
Caucasian/White	93%	91%	89%	80%	92%	92%	86%	93%	89%	90%	91%	90%	91%	90%	91%	94%	90%
African-American/Black	1%	1%	3%	13%	1%	1%	1%	0%	2%	3%	3%	3%	3%	3%	4%	2%	3%
Asian or Pacific Islander	3%	3%	4%	1%	5%	4%	7%	4%	4%	3%	3%	4%	3%	4%	3%	2%	3%
Native American/Indian	1%	1%	0%	1%	0%	0%	2%	1%	1%	1%	1%	1%	<1%	1%	1%	<1%	3%
Hispanic	1%	2%	3%	3%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	<1%	<1%
Other	1%	2%	1%	2%	1%	2%	2%	1%	2%	3%	1%	1%	2%	1%	<1%	1%	1%
	(534)	(360)	(404)	(376)	(482)	(475)	(400)	(416)	(3,447)	(3,659)	(4,062)	(4,097)	(4,284)	(3,864)	(4,470)	(4,022)	(4,336)
How much education have you completed?																	
Elementary	1%	0%	3%	1%	0%	1%	3%	1%	1%	1%	1%	1%	2%	2%	2%	2%	2%
Some high school	0%	2%	4%	4%	5%	3%	5%	6%	4%	4%	4%	5%	5%	5%	5%	4%	5%
High school graduate	7%	10%	24%	13%	17%	15%	24%	24%	16%	15%	16%	17%	16%	19%	19%	18%	18%
Some college	23%	21%	38%	28%	33%	28%	37%	41%	31%	30%	33%	32%	32%	32%	33%	32%	32%
College graduate	69%	67%	31%	54%	45%	53%	31%	28%	48%	50%	46%	45%	45%	43%	41%	44%	43%
	(537)	(362)	(409)	(384)	(485)	(480)	(400)	(419)	(3,476)	(3,692)	(4,108)	(4,148)	(4,324)	(3,892)	(4,523)	(4,029)	(4,397)

Appendix B Portland Bureau Data

Service Efforts and Accomplishments: 1998-99

Bureau of Fire, Rescue and Emergency Services

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
Population	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610
EXPENDITURES (in millions):										
Emergency Operations	\$31.8	\$36.0	\$35.2	\$35.2	\$40.4	\$42.9	\$42.9	\$43.7	\$43.3	\$42.8
Fire Prevention	\$2.8	\$2.9	\$3.7	\$4.0	\$4.3	\$4.4	\$4.7	\$4.3	\$3.9	\$5.1
Other	\$6.0	\$6.5	\$8.7	\$10.1	\$8.8	\$11.7	\$14.0	\$12.0	\$11.1	\$11.4
Sworn pension & disability	\$14.9	\$17.1	\$18.6	\$19.2	\$20.0	\$20.5	\$21.0	\$22.9	\$24.4	\$25.3
TOTAL	\$55.5	\$62.6	\$66.2	\$68.5	\$73.5	\$79.6	\$82.5	\$82.9	\$82.6	\$84.6
EXPENDITURES, adjusted for inflation:										
Emergency Operations	\$43.7	\$46.5	\$43.6	\$42.0	\$46.6	\$48.1	\$46.7	\$45.9	\$44.2	\$42.8
Fire Prevention	\$3.8	\$3.7	\$4.6	\$4.8	\$5.0	\$4.9	\$5.1	\$4.5	\$4.0	\$5.1
Other	\$8.3	\$8.4	\$10.7	\$12.0	\$10.2	\$13.1	\$15.2	\$12.6	\$11.3	\$11.4
Sworn pension & disability	\$20.5	\$22.1	\$23.0	\$22.9	\$23.1	\$23.0	\$22.8	\$24.0	\$24.9	\$25.3
TOTAL	\$76.3	\$80.7	\$82.0	\$81.7	\$84.9	\$89.1	\$89.8	\$87.0	\$84.4	\$84.6
On-duty emergency staffing	170	171	159	159	167	167	167	167	163	163
Spending per capita, adjusted for inflation	\$177	\$184	\$180	\$178	\$180	\$180	\$181	\$173	\$159	\$166
INCIDENTS:										
Fire	3,002	2,792	3,120	2,920	2,817	3,203	2,860	2,738	2,527	2,658
Medical	26,718	25,059	24,980	26,623	26,548	35,011	29,441	24,630	27,880	32,090
Other	20,989	22,111	15,368	14,732	14,815	11,967	22,826	28,568	27,076	20,562
TOTAL	50,709	49,962	43,468	44,275	44,180	50,181	55,127	55,936	57,483	55,310
Structural fires	1,291	1,276	1,130	1,166	1,117	1,157	1,164	998	878	807
Incidents per on-duty staff	298	292	273	278	265	300	330	335	353	339
Commercial code inspections:	11,028	13,279	13,863	13,107	12,173	10,762	12,227	13,207	8,247	15,423
Code violations found	12,158	17,709	21,139	18,811	15,852	11,822	13,862	18,533	12,861	29,815
Structural fires/1,000 residents	3.0	2.9	2.5	2.5	2.4	2.3	2.3	2.0	1.7	1.6
Total fires/1,000 residents	7.0	6.4	6.9	6.4	6.0	6.5	5.7	5.4	5.0	5.2
Lives lost/100,000 residents	1.9	3.2	2.0	2.2	3.0	1.0	1.2	2.2	1.6	0.6
Fire loss per capita, adjusted for inflation	\$49.81	\$43.49	\$61.4	\$37.53	\$43.32	\$33.51	\$36.95	\$44.85	\$35.81	\$39.54
Property loss as % of value of property	0.92%	0.46%	0.54%	0.25%	0.48%	0.39%	0.41%	0.56%	0.48%	0.40%
% of response times within 4 minutes:										
Fire	75%	72%	72%	71%	66%	73%	71%	43% *	43%	37%
Medical	78%	75%	74%	72%	70%	79%	75%	46% *	46%	41%

* beginning in '96-97 response time includes both travel and turnout time

Police Bureau

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
Population	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610
EXPENDITURES (in millions):										
Patrol	\$32.1	\$35.3	\$41.0	\$47.1	\$50.3	\$58.9	\$58.0	\$60.1	\$62.4	\$64.2
Investigations & crime interdiction	\$13.7	\$15.1	\$15.3	\$16.4	\$18.6	\$19.3	\$23.4	\$23.9	\$22.9	\$24.6
Support	\$11.1	\$12.6	\$13.4	\$13.8	\$13.7	\$15.5	\$14.6	\$15.8	\$17.1	\$21.4
Sworn pension & disability	\$14.4	\$15.7	\$17.0	\$17.3	\$18.3	\$19.6	\$20.9	\$22.7	\$25.9	\$27.6
TOTAL	\$71.3	\$78.7	\$86.7	\$94.6	\$100.9	\$113.3	\$116.9	\$122.5	\$128.3	\$137.8
EXPENDITURES, adjusted for inflation:										
Patrol	\$44.1	\$45.6	\$50.7	\$56.1	\$58.1	\$65.9	\$63.2	\$63.2	\$63.8	\$64.2
Investigations & crime interdiction	\$18.8	\$19.5	\$18.9	\$19.5	\$21.5	\$21.6	\$25.4	\$25.1	\$23.4	\$24.6
Support	\$15.3	\$16.3	\$16.6	\$16.4	\$15.8	\$17.3	\$15.9	\$16.6	\$17.5	\$21.4
Sworn pension & disability	\$19.8	\$20.2	\$21.0	\$20.7	\$21.2	\$21.9	\$22.8	\$23.8	\$26.5	\$27.6
TOTAL	\$98.0	\$101.6	\$107.3	\$112.7	\$116.6	\$126.8	\$127.3	\$128.7	\$131.3	\$137.8
Spending per capita, adjusted for inflation	\$227	\$232	\$236	\$245	\$247	\$256	\$256	\$256	\$258	\$270
AUTHORIZED STAFFING:										
Sworn	742	823	830	897	955	1,000	1,000	1,007	1,028	1,033
Non-sworn	185	209	209	229	240	254	253	265	287	295
Officers & sergeants assigned to precincts	478	506	533	547	561	608	595	584	568	553
	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998
Officers & sergeants assigned to precincts (adjusted to reflect calendar year)	481	478	506	533	547	561	608	595	584	568
CRIMES REPORTED:										
Part I	54,860	49,101	50,747	52,152	52,369	55,326	55,834	50,805	53,601	46,524
Part I person crimes	8,052	7,836	8,121	8,389	8,445	8,808	8,833	7,835	7,600	6,708
Part I property crimes	46,808	41,265	42,626	43,763	43,924	46,518	47,001	42,970	46,001	39,816
Part II	40,987	40,280	41,338	40,415	41,000	43,532	45,362	44,803	47,965	45,007
INCIDENTS:										
Dispatched	260,279	233,373	234,689	234,491	230,518	235,246	253,019	247,584	263,175	246,567
Telephone report	45,034	45,406	48,588	87,063	96,566	93,811	84,603	65,336	64,604	54,652
Officer-initiated	-	-	-	-	-	82,667	120,094	132,396	142,857	154,734
TOTAL	305,313	278,779	283,277	321,554	327,084	329,057	457,716	445,316	470,636	455,953

	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998
Dispatched incidents/precinct officer	541	488	464	440	421	419	416	416	451	434
Officer-initiated incidents/precinct officer	-	-	-	-	-	-	198	223	245	272
AVERAGE NUMBER OF PATROL UNITS:										
8 am - 4 pm	-	-	-	-	-	-	61	58	-	-
4 pm - 12 am	-	-	-	-	-	-	66	63	-	-
12 am - 8 am	-	-	-	-	-	-	58	55	-	-
Average high priority response time (in mins) ...	5.20	4.85	4.75	4.89	4.95	5.23	5.26	5.12	5.12	5.22
Part I crimes/1,000 residents	127	112	112	114	111	112	112	101	105	91
Person crimes/1,000 residents	19	18	18	18	18	18	18	16	15	13
Property crimes/1,000 residents	108	94	94	95	93	94	94	85	90	78
Major cases assigned for investigation	-	-	-	-	6,273	6,092	6,552	6,124	4,908	4,172
CASES CLOSED (percent of assigned)	-	-	85%	84%	86%	77%	81%	80%	74%	70%
Percent of cases sent to District Attorney	-	-	48%	47%	44%	46%	43%	37%	40%	33%
Percent of cases suspended, unfounded, etc.	-	-	37%	37%	42%	31%	38%	43%	34%	37%
Percent of time available for problem-solving	-	-	-	-	-	-	33%	37%	-	-
Number of drughouse complaints	-	-	-	2,965	2,792	2,664	2,815	2,547	2,358	2,077

Portland Parks & Recreation

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
Population	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610
EXPENDITURES (in millions):										
Park operations	\$10.0	\$12.5	\$13.0	\$13.1	\$14.0	\$14.4	\$14.9	\$17.2	\$16.5	\$17.1
Recreation	\$7.6	\$7.0	\$8.0	\$8.3	\$9.3	\$10.5	\$11.2	\$12.1	\$11.6	\$13.2
Enterprise operations	\$3.1	\$3.1	\$4.0	\$4.5	\$5.3	\$6.0	\$6.8	\$6.3	\$7.1	\$7.3
Planning and admin	\$1.5	\$2.3	\$2.2	\$2.3	\$2.7	\$2.8	\$3.1	\$1.9	\$3.3	\$4.2
Sub-total (operating)	\$22.2	\$24.9	\$27.2	\$28.2	\$31.3	\$33.7	\$36.0	\$37.5	\$38.5	\$41.8
Capital	\$1.8	\$2.0	\$8.9	\$5.2	\$3.8	\$4.1	\$9.0	\$23.4	\$27.0	\$22.1
TOTAL	\$24.0	\$26.9	\$36.1	\$33.4	\$35.1	\$37.8	\$45.0	\$60.9	\$65.5	\$64.0
EXPENDITURES, adjusted for inflation:										
Park operations	\$13.8	\$16.1	\$16.1	\$15.7	\$16.1	\$16.1	\$16.2	\$18.1	\$16.9	\$17.1
Recreation	\$10.4	\$9.0	\$9.9	\$9.9	\$10.7	\$11.8	\$12.2	\$12.7	\$11.8	\$13.2
Enterprise operations	\$4.2	\$4.0	\$5.0	\$5.4	\$6.1	\$6.7	\$7.4	\$6.7	\$7.3	\$7.3
Planning and admin	\$2.0	\$3.0	\$2.7	\$2.7	\$3.1	\$3.2	\$3.4	\$2.0	\$3.4	\$4.2
Sub-total (operating)	\$30.5	\$32.1	\$33.6	\$33.7	\$36.1	\$37.8	\$39.2	\$39.4	\$39.4	\$41.8
Capital	\$2.5	\$2.6	\$11.0	\$6.2	\$4.4	\$4.6	\$9.8	\$24.6	\$27.6	\$22.1
TOTAL	\$33.0	\$34.7	\$44.6	\$39.8	\$40.5	\$42.4	\$49.0	\$64.0	\$67.0	\$64.0
Operating spending/capita, adj. for inflation	\$71	\$73	\$74	\$73	\$77	\$76	\$79	\$78	\$77	\$82
Capital spending/capita, adj. for inflation	\$6	\$6	\$24	\$13	\$9	\$9	\$20	\$49	\$54	\$43
Permanent staffing (FTEs)	305	313	303	312	316	328	354	361	334	365
Seasonal staffing (FTEs)	138	149	196	252	243	246	238	237	222	233
Volunteer FTEs	67	71	67	128	238	236	-	236	121	200
NUMBER OF PARKS & FACILITIES:										
Developed parks	-	138	140	140	141	142	144	145	147	146
Sports fields	-	-	-	-	-	-	-	-	559	217
Community centers	11	11	11	11	11	11	11	11	12	13
Arts centers	8	8	8	8	8	8	6	6	6	6
Pools	12	12	12	12	12	12	12	12	12	13
Golf courses	4	4	4	4	4	4	4	4	4	4
PARK ACRES (excludes golf courses & PIR):										
Developed parks	-	-	-	-	-	-	-	-	2,685	3,197
Natural areas	-	-	-	-	-	-	-	-	6,507	6,210
TOTAL	8,703	8,892	8,908	8,913	8,951	9,051	9,106	9,122	9,192	9,407

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
Facilities square footage	-	-	-	-	-	-	-	-	489,407	-
MAINTENANCE STAFF (excludes golf & PIR):										
Developed parks	-	-	-	-	-	-	-	-	159	158
Natural areas	-	-	-	-	-	-	-	-	18	15
Facilities	-	-	-	-	-	-	-	-	51	50
Parks condition rating (1=worst to 10=best)	-	-	-	-	-	6.7	6.9	6.83	6.57	7.02
DIRECT COST RECOVERY (RECREATION):										
Low-income neighborhoods										
Youth	-	-	-	-	-	-	37%	34%	40%	40%
Adult	-	-	-	-	-	-	44%	40%	44%	58%
All other neighborhoods										
Youth	-	-	-	-	-	-	61%	62%	61%	54%
Adult	-	-	-	-	-	-	81%	86%	100%	119%
Percent expenditures from non-tax sources	-	-	40%	42%	51%	44%	43%	34%	37%	32%

Office of Transportation

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
Population	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610
EXPENDITURES (in millions):										
Maintenance	-	-	-	\$36.9	\$38.1	\$38.4	\$40.8	\$43.7	\$45.7	\$44.9
Traffic management	-	-	-	\$12.6	\$14.5	\$15.3	\$16.4	\$15.9	\$16.0	\$14.1
Engineering & development	-	-	-	\$15.5	\$18.1	\$15.4	\$19.0	\$19.5	\$19.4	\$29.7
Director	-	-	-	\$3.5	\$3.5	\$3.6	\$3.4	\$3.6	\$3.5	\$3.9
TOTAL	\$53.7	\$62.9	\$65.5	\$68.5	\$74.2	\$72.7	\$79.6	\$82.7	\$84.6	\$92.6
EXPENDITURES, adjusted for inflation:										
Maintenance	-	-	-	\$43.9	\$44.0	\$43.0	\$44.4	\$45.9	\$46.7	\$44.9
Traffic management	-	-	-	\$15.0	\$16.7	\$17.2	\$17.9	\$16.7	\$16.4	\$14.1
Engineering & development	-	-	-	\$18.4	\$20.9	\$17.3	\$20.7	\$20.4	\$19.9	\$29.7
Director	-	-	-	\$4.1	\$4.1	\$4.0	\$3.7	\$3.7	\$3.6	\$3.9
TOTAL	\$73.8	\$81.2	\$81.1	\$81.4	\$85.7	\$81.5	\$86.7	\$86.7	\$86.6	\$92.6
Operating expenditures, adjusted for inflation	\$58.5	\$67.4	\$69.3	\$68.0	\$68.2	\$68.2	\$70.7	\$72.8	\$69.2	\$67.4
Capital expenditures, adj. for inflation	\$15.3	\$13.7	\$11.8	\$13.6	\$17.6	\$13.6	\$16.0	\$13.9	\$17.3	\$25.2
Operating spending/capita, adj. for inflation	\$135	\$154	\$153	\$148	\$145	\$138	\$142	\$145	\$136	\$132
Capital spending/capita, adj. for inflation	\$35	\$31	\$26	\$30	\$37	\$27	\$32	\$28	\$34	\$50
STAFFING (FTEs):										
Maintenance staffing	-	-	-	428	430	428	442	444	436	428
Traffic management	-	-	-	106	117	119	119	117	122	118
Engineering staffing	-	-	-	128	133	133	134	135	132	136
Director	-	-	-	39	38	39	38	37	36	34
TOTAL	-	-	-	701	718	719	733	733	726	716
Lane miles of streets	3,426	3,508	3,540	3,577	3,678	3,805	3,820	3,833	3,837	3,841
MILES OF STREETS TREATED:										
Resurfacing	61.5	53.1	51.9	49.6	52.7	43.9	43.9	50.6	50.5	65.2
Reconstruction	6.8	2.0	0	0	0	0	0	0	0	0
Slurry seal	45.6	48.8	51.5	41.6	56.7	51.4	40.2	49.8	43.7	66.2
Curb miles of streets swept	49,548	49,120	59,969	45,801	63,085	52,932	52,599	58,516	54,877	54,654
Major intersections	1,429	1,378	1,348	1,327	1,255	1,200	1,192	1,227	1,253	1,204

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
BACKLOG MILES:										
Resurface	244	245	231	242	259	267	278	285	261	247
Reconstruction	65	57	50	48	51	49	67	67	80	73
Slurry seal	141	137	143	140	130	165	146	142	154	163
TOTAL	450	439	424	430	440	481	491	494	495	483
Percent of major intersections in good condition ..	81%	81%	81%	81%	81%	81%	81%	81%	81%	79%
Percent of lane miles in good condition	65%	62%	62%	63%	60%	56%	52%	52%	53%	57%
High accident intersections	266	260	255	261	237	224	217	233	231	250

Bureau of Environmental Services

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
Population	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610
Total sewer accounts	122,747	128,353	126,225	131,472	131,953	137,262	141,391	149,373	157,631	163,336
EXPENDITURES (in millions):										
Operating costs	\$27.4	\$40.3	\$45.3	\$50.2	\$52.1	\$48.5	\$52.7	\$60.3	\$61.3	\$66.6
Capital	\$21.0	\$15.8	\$48.7	\$65.2	\$79.4	\$93.6	\$73.7	\$83.3	\$70.6	\$91.9
Debt service	\$0	\$5.5	\$9.2	\$7.4	\$9.0	\$21.6	\$22.8	\$34.5	\$46.4	\$42.4
EXPENDITURES, adjusted for inflation:										
Operating costs	\$37.7	\$52.1	\$56.1	\$59.8	\$60.2	\$54.3	\$57.5	\$63.4	\$62.7	\$66.6
Capital	\$28.8	\$20.4	\$60.3	\$77.7	\$91.6	\$104.8	\$80.2	\$87.5	\$72.2	\$91.9
Debt service	\$0	\$7.1	\$11.4	\$8.8	\$10.4	\$24.2	\$24.8	\$36.3	\$47.5	\$42.4
Operating costs/capita, adjusted for inflation	\$87	\$119	\$123	\$130	\$128	\$110	\$115	\$126	\$123	\$131
Authorized staffing (FTEs)	300	333	390	400	410	419	450	457	450	452
TOTAL MILES OF PIPELINE:										
Sanitary	557	584	645	703	782	835	919	940	957	965
Storm	-	211	211	233	249	263	286	424	446	446
Combined	-	860	860	848	849	850	849	850	849	844
Gallons of wastewater treated (millions)	28,330	28,922	28,969	28,734	26,569	31,228	33,774	34,763	32,485	33,431
Number of storm water sumps installed	-	720	1,221	1,545	1,001	2,756	1,396	1,738	1,945	431
Feet of streambank restored	-	-	-	-	300	2,550	29,565	25,150	44,100	53,800
Feet of pipe repaired	5,804	5,785	18,863	19,946	20,746	21,078	18,930	20,129	27,493	28,768
Miles of pipe cleaned	157	143	188	223	273	221	172	160	228	218
Industrial users permitted	110	133	123	150	136	112	111	168	169	168
PERCENT BOD REMOVED:										
Columbia Blvd.	87.2%	84.7%	88.7%	88.6%	91.1%	93.7%	93.9%	92.5%	93.8%	92.5%
Tryon Creek	93.7%	92.5%	94.1%	94.0%	92.7%	93.0%	92.9%	92.9%	92.9%	94.8%
Industrial enforcement tests in compliance	86.0%	77.0%	90.0%	93.0%	96.8%	97.1%	96.8%	96.1%	93.5%	98.0%
RESIDENTIAL RECYCLING:										
Household participation rate	25%	26%	52%	71%	75%	76%	80%	81%	83%	82%
Waste diverted from landfill	7%	8%	12%	28%	34%	36%	37%	37%	40%	54%
Commercial recycling, waste diverted from landfill	-	-	-	-	-	-	-	46%	52%	51%

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
Number of unconnected mid-county properties .	42,410	40,007	37,368	34,800	31,308	27,112	22,546	16,102	9,803	5,529
Average monthly residential sewer/storm bills, adjusted for inflation	\$13.82	\$14.71	\$17.51	\$20.49	\$20.80	\$22.18	\$23.87	\$25.92	\$27.71	\$29.68
Average monthly residential garbage bills, adjusted for inflation	\$16.70	\$21.01	\$21.65	\$20.61	\$20.32	\$19.71	\$18.74	\$18.38	\$17.58	\$17.20
CORNERSTONE PROJECTS:										
Cumulative sumps installed	-	-	498	775	1,386	1,926	2,281	2,757	2,860	2,860
Cumulative downspouts disconnected.....	-	-	-	-	-	40	1,541	4,866	9,940	17,725
Percent of Combined Sewer Overflow (CSO)										
budget expended	-	-	1.1%	2.4%	4.2%	7.2%	10.5%	13.4%	17.5%	25.1%
Est. CSO gallons diverted as % of planned total ..	-	-	.5%	2.5%	6.9%	9.8%	15.1%	21.8%	43.7%	49.9%

Bureau of Water Works

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
POPULATION SERVED:										
Retail	382,208	387,501	402,435	407,010	418,748	439,690	441,371	445,928	450,573	450,815
Wholesale	247,800	262,400	267,700	275,697	283,459	294,910	302,142	319,000	333,300	341,353
TOTAL	630,008	699,901	670,135	682,707	702,207	734,600	743,513	764,928	783,873	792,168
EXPENDITURES (in millions):										
Operating	\$26.0	\$28.1	\$31.3	\$33.8	\$34.4	\$34.7	\$36.8	\$42.6	\$42.7	\$46.8
Capital	\$13.7	\$13.4	\$17.5	\$21.1	\$17.5	\$18.0	\$21.4	\$25.6	\$23.0	\$31.6
Debt service	\$8.0	\$9.5	\$11.2	\$9.3	\$8.2	\$11.2	\$11.8	\$12.0	\$12.0	\$12.7
EXPENDITURES, adjusted for inflation:										
Operating	\$35.8	\$36.3	\$38.7	\$40.3	\$39.7	\$38.9	\$40.1	\$44.7	\$43.6	\$46.8
Capital	\$18.8	\$17.3	\$21.6	\$25.1	\$20.2	\$20.1	\$23.3	\$26.9	\$23.5	\$31.6
Debt service	\$11.0	\$12.2	\$13.9	\$11.1	\$9.5	\$12.5	\$12.8	\$12.6	\$12.3	\$12.7
Operating costs/capita, adjusted for inflation	\$57	\$56	\$58	\$59	\$57	\$53	\$54	\$58	\$56	\$59
Authorized staffing (FTEs)	483	490	494	507	509	500	501	513	513	524
Water sales (millions, adj. for inflation)	\$52.8	\$53.8	\$57.2	\$48.2	\$52.6	\$54.7	\$54.4	\$57.2	\$56.6	\$58.6
GALLONS OF WATER DELIVERED (billions):										
City of Portland	25.2	25.7	28.5	23.4	23.7	25.1	25.7	24.7	25.2	25.0
Wholesale	12.1	12.3	12.5	10.9	12.3	13.1	12.6	13.9	13.5	14.3
TOTAL	37.3	38.0	41.0	34.3	36.0	38.2	38.3	38.6	38.7	39.3
Number of retail accounts	152,558	153,188	153,289	152,754	153,575	155,662	156,246	157,189	158,141	159,177
Feet of new water mains installed	78,500	71,266	79,718	81,303	93,959	125,364	137,432	126,282	68,662	121,737
Annual City water usage per capita	58,252	58,615	62,706	50,839	50,351	50,777	51,589	49,079	49,477	49,039
Monthly residential water bill - 1,000 cu. ft. (adjusted for inflation)	\$13.75	\$13.40	\$13.96	\$14.27	\$14.57	\$14.20	\$14.48	\$14.82	\$14.42	\$14.89
Monthly residential water bill - actual usage (adjusted for inflation)	\$12.76	\$12.47	\$13.03	\$12.44	\$12.68	\$12.35	\$12.58	\$12.97	\$12.62	\$13.05
SUMMER WATER CONSUMPTION (millions of gallons):										
Average day	149	176	174	117	145	184	165	170	169	173
Highest day	196	210	207	135	187	219	204	207	206	204
Debt coverage ratio	1.82	2.08	1.93	1.83	2.9	2.65	2.45	2.25	2.44	2.31

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
WATER QUALITY:										
Turbidity (NTUs):										
Minimum	-	-	-	0.08	0.09	0.08	0.10	0.11	0.09	0.12
Maximum	0.91	1.10	1.90	1.09	0.74	2.82	4.31	3.49	2.44	4.59
Median	-	-	-	0.24	0.22	0.36	0.36	0.31	0.19	0.31
pH:										
Minimum	-	-	6.6	6.5	6.4	6.5	6.3	6.6	7.3	7.2
Maximum	-	-	7.2	7.3	7.3	7.3	7.4	7.5	7.6	7.6
Mean	-	-	6.8	6.8	6.8	6.8	6.7	7.0	7.4	7.4
Total coliform bacteria (% positive samples)	-	-	1.39%	0.95%	0.06%	0.25%	0.17%	0.06%	0.06%	0.08%
Chlorine residual (mg/L):										
Minimum	-	-	0.00	0.00	0.00	0.03	0.00	0.04	0.10	0.19
Maximum	-	-	2.00	1.70	1.60	1.80	2.60	1.71	2.20	2.04
Mean	-	-	0.94	0.86	0.93	1.01	1.02	1.15	1.23	1.33

Bureau of Buildings

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
Population	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610
EXPENDITURES (in millions):										
Administration	\$1.5	\$1.4	\$1.5	\$1.8	\$1.9	\$2.5	\$3.1	\$2.9	\$3.9	\$4.0
Code compliance	\$0.2	\$0.3	\$0.5	\$0.5	\$0.5	\$0.6	\$0.6	\$0.6	\$0.6	\$0.6
Combination inspections	<\$0.1	\$0.2	\$0.5	\$1.0	\$1.9	\$2.4	\$2.8	\$3.4	\$3.5	\$3.5
Commercial inspections	\$3.0	\$3.3	\$3.5	\$3.2	\$2.7	\$2.7	\$2.8	\$3.3	\$3.8	\$4.5
Plan review & permits	\$1.8	\$1.9	\$2.0	\$2.1	\$2.5	\$2.7	\$2.9	\$3.4	\$3.8	\$4.9
Neighborhood inspections	\$1.4	\$1.6	\$1.8	\$1.8	\$2.1	\$2.3	\$2.4	\$2.7	\$2.4	\$2.3
TOTAL	\$8.0	\$8.7	\$9.8	\$10.4	\$11.6	\$13.2	\$14.6	\$16.3	\$18.0	\$19.8
EXPENDITURES, adjusted for inflation:										
Administration	\$2.0	\$1.8	\$1.9	\$2.1	\$2.1	\$2.8	\$3.3	\$3.1	\$3.9	\$4.0
Code compliance	\$0.3	\$0.4	\$0.6	\$0.6	\$0.6	\$0.6	\$0.6	\$0.6	\$0.6	\$0.6
Combination inspections	-	\$0.3	\$0.6	\$1.2	\$2.2	\$2.6	\$3.0	\$3.5	\$3.6	\$3.5
Commercial inspections	\$4.2	\$4.3	\$4.4	\$3.8	\$3.1	\$3.0	\$3.1	\$3.5	\$3.9	\$4.5
Plan review & permits	\$2.4	\$2.5	\$2.4	\$2.6	\$2.9	\$3.0	\$3.2	\$3.6	\$3.9	\$4.9
Neighborhood inspections	\$1.9	\$2.1	\$2.3	\$2.2	\$2.4	\$2.6	\$2.6	\$2.8	\$2.4	\$2.3
TOTAL	\$10.8	\$11.4	\$12.2	\$12.4	\$13.3	\$14.6	\$15.8	\$17.1	\$18.3	\$19.8
Staffing (FTEs)	132	144	150	152	163	178	190	200	208	225
Spending per capita, adjusted for inflation	\$25.31	\$26.02	\$26.79	\$27.02	\$28.32	\$29.54	\$31.78	\$34.03	\$35.99	\$38.84
Number of commercial building permits	3,230	3,120	3,242	3,230	3,300	3,286	3,069	3,378	4,089	3,746
Number of residential building permits	2,795	2,898	3,329	3,424	4,125	3,822	4,011	4,343	4,153	4,128
CONSTRUCTION INSPECTIONS:										
Commercial	-	-	-	-	70,928	61,990	64,455	73,964	79,980	90,000
Residential	-	-	-	-	74,250	78,672	82,750	95,538	95,773	87,470
TOTAL	131,602	128,987	133,526	100,988	145,178	140,662	147,205	169,502	175,753	177,470
Number of new residential units	-	-	-	-	-	1,611	2,420	3,025	3,635	3,709
Number of nuisance inspections	26,729	27,644	25,613	20,953	18,743	21,590	25,039	22,583	16,555	16,815
Number of derelict building inspections	3,770	11,809	10,548	10,702	10,262	9,176	13,291	11,980	10,086	9,557
Number of nuisance properties cleaned	-	-	-	-	5,367	5,444	6,143	6,253	6,539	6,373
Number of housing units brought up to code	-	660	1,178	800	2,639	2,494	2,842	2,581	2,409	2,225
Commercial inspections in 24 hours	-	-	-	95%	99%	96%	96%	95%	96%	97%
Residential inspections in 24 hours	-	-	-	95%	98%	93%	90%	91%	94%	97%

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
Average number of review days for single family residence plan review	-	-	-	-	-	14	15	27	38	19
APPLICANT RATING - good coordination of process:										
Commercial	-	-	-	-	-	-	-	-	60%	-
Residential	-	-	-	-	-	-	-	-	62%	-
APPLICANT RATING - helpful at meetings:										
Commercial	-	-	-	-	-	-	-	-	91%	-
Residential	-	-	-	-	-	-	-	-	87%	-
General Fund revenue as % of total	16%	12%	10%	-	7%	9%	9%	8%	6%	5%
"At risk" multi-family units brought to compliance	-	-	-	-	-	175	273	133	85	-

Bureau of Housing & Community Development

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
Population	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610
EXPENDITURES (in millions):										
Homeless facilities & services	-	-	-	-	-	\$1.9	\$3.5	\$4.6	\$3.2	\$3.5
Public safety	-	-	-	-	-	\$1.2	\$1.2	\$1.2	\$0.7	\$0.6
Housing	-	-	-	-	-	\$15.4	\$17.5	\$16.6	\$13.4	\$19.7
Neighborhood improvements	-	-	-	-	-	\$8	\$1.5	\$2.2	\$1.2	\$0.9
Economic development	-	-	-	-	-	\$2.6	\$1.7	\$2.1	\$2.1	\$2.7
Community & targeted init.	-	-	-	-	-	\$1.3	\$1.2	\$1.5	\$1.5	\$1.6
Youth employment	-	-	-	-	-	\$1.3	\$1.7	\$1.9	\$2.1	\$2.1
TOTAL	-	-	-	\$17.7	\$24.1	\$24.5	\$28.5	\$30.1	\$24.2	\$31.1
EXPENDITURES, adjusted for inflation:										
Homeless facilities & services	-	-	-	-	-	\$2.2	\$3.8	\$4.9	\$3.2	\$3.5
Public safety	-	-	-	-	-	\$1.3	\$1.4	\$1.3	\$0.7	\$0.6
Housing	-	-	-	-	-	\$17.3	\$19.1	\$17.5	\$13.7	\$19.7
Neighborhood improvements	-	-	-	-	-	\$0.9	\$1.7	\$2.3	\$1.2	\$0.9
Economic development	-	-	-	-	-	\$3.0	\$1.9	\$2.2	\$2.2	\$2.7
Community & targeted init.	-	-	-	-	-	\$1.4	\$1.4	\$1.5	\$1.5	\$1.6
Youth employment	-	-	-	-	-	\$1.4	\$1.8	\$2.0	\$2.2	\$2.1
TOTAL	-	-	-	\$21.1	\$27.8	\$27.5	\$31.0	\$31.7	\$24.8	\$31.1
REVENUES (in millions)										
Grants	-	-	-	\$8.9	\$15.7	\$15.3	\$17.7	\$20.2	\$15.1	\$24.5
General Fund	-	-	-	\$3.1	\$1.6	\$2.0	\$2.2	\$1.7	\$2.3	\$2.2
Other	-	-	-	\$6.2	\$6.8	\$7.3	\$8.5	\$8.2	\$6.8	\$4.5
TOTAL	-	-	-	\$18.2	\$24.1	\$24.6	\$28.4	\$30.1	\$24.2	\$31.1
REVENUES, adjusted for inflation										
Grants	-	-	-	-	\$18.0	\$17.1	\$19.3	\$21.2	\$15.5	\$24.5
General fund	-	-	-	-	\$2.0	\$2.3	\$2.4	\$1.8	\$2.3	\$2.2
Other	-	-	-	-	\$7.9	\$8.2	\$9.3	\$8.6	\$7.0	\$4.5
TOTAL	-	-	-	\$21.8	\$27.8	\$27.6	\$31.0	\$31.6	\$24.8	\$31.1
Spending per capita, adjusted for inflation	-	-	-	\$46.00	\$59.04	\$55.62	\$62.30	\$62.94	\$48.71	\$61.09
Staffing	-	-	-	-	14	16	16	17	17	18
One night shelter count of homeless (November) ..	-	-	-	-	1,785	1,963	2,037	2,252	2,489	2,602
# of "shelter bed nights": homeless singles	-	-	-	-	-	-	-	-	87,329	93,212
Youth served	-	-	-	-	-	-	-	-	2,266	3,593

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
# low-moderate-income homeowner units:										
Major rehabilitation	-	-	-	-	-	-	-	-	212	207
Minor rehabilitation	-	-	-	-	-	-	-	-	2,016	1,760
# low-moderate-income rental units:										
New	-	-	-	-	-	-	-	-	187	57
Rehabilitated	-	-	-	-	-	-	-	-	218	88
Homeless adults placed in stable housing:										
Number	-	-	-	-	-	-	-	-	-	1,030
Percent of total	-	-	-	-	-	-	-	-	-	33%
Reduction in housing cost burden	-	-	-	-	-	-	-	-	-	-
Youth placed in jobs:										
Number	-	-	-	-	-	-	-	-	1,066	1,185
Percent of total	-	-	-	-	-	-	-	-	78%	66%
Youth returned to school:										
Number	-	-	-	-	-	-	-	-	724	230
Percent of total	-	-	-	-	-	-	-	-	81%	97%
Percent of total expenditures on administration	-	-	-	-	-	-	-	-	7.7%	6.6%

Bureau of Planning

	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99
Population	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610
EXPENDITURES (in millions):										
Administration and support	-	-	-	-	\$1.0	\$.9	\$1.1	\$1.6	\$1.5	\$1.7
Development review	-	-	-	-	\$1.6	\$2.1	\$2.6	\$3.1	\$3.7	\$4.3
City and neighborhood	-	-	-	-	\$1.8	\$2.1	\$2.6	\$2.3	\$2.2	\$2.6
City GIS	-	-	-	-	\$0.0	\$0.0	\$0.0	\$.5	\$.5	\$0.0
TOTAL	\$2.9	\$3.6	\$3.7	\$4.0	\$4.4	\$5.1	\$6.3	\$7.5	\$7.9	\$8.6
EXPENDITURES, adjusted for inflation:										
Administration and support	-	-	-	-	\$1.2	\$1.0	\$1.2	\$1.7	\$1.6	\$1.7
Development review	-	-	-	-	\$1.8	\$2.4	\$2.9	\$3.2	\$3.7	\$4.3
City and neighborhood	-	-	-	-	\$2.1	\$2.3	\$2.8	\$2.4	\$2.2	\$2.6
City GIS	-	-	-	-	\$0.0	\$0.0	\$0.0	\$0.6	\$0.5	\$0.0
TOTAL	\$4.0	\$4.7	\$4.6	\$4.7	\$5.2	\$5.7	\$6.9	\$7.9	\$8.0	\$8.6
Spending per capita, adj. for inflation	\$9.31	\$10.67	\$10.13	\$10.30	\$10.94	\$11.60	\$13.79	\$15.67	\$15.80	\$16.85
Staffing (FTEs)	55	62	62	64	64	72	84	105	103	106
Number of land use reviews	-	-	-	-	837	1,008	1,030	1,244	1,171	1,058
Number of plans checked	-	-	-	-	3,948	4,376	4,850	5,389	5,148	5,230
Number of new lots created	-	-	-	-	-	-	-	-	-	-
Number of people at bureau-sponsored meetings	-	-	-	-	-	-	-	-	-	-
Percent of projects using "standards" track	-	-	-	-	-	-	-	-	81%	66%
APPLICANT RATING:										
Helpful at meetings	-	-	-	-	-	-	-	-	82%	-
Adequate information	-	-	-	-	-	-	-	-	59%	-
NEW HOUSING UNITS BUILT ANNUALLY:										
In City	-	-	-	-	-	-	2,420	3,025	3,535	3,690
In total U.G.B.	-	-	-	-	-	-	12,329	7,827	11,388	11,738
Percent of U.G.B. total in City	-	-	-	-	-	-	20%	39%	31%	31%
In 4-county region	-	-	-	-	-	-	18,417	11,225	16,184	15,348
Percent of 4-county total in City	-	-	-	-	-	-	13%	27%	22%	24%

Appendix C Comparison City Data

Charlotte, North Carolina

FY 1998-99		
Population:	Charlotte	521,478
	Charlotte/Mecklenburg Co.	624,527
Fire budget per capita:		
Without pension		\$78.9
Pension		\$7.7
TOTAL		\$86.6
Emergency staff on-duty/100,000 residents		38
Incidents/on-duty staff		315
Structural fires/1,000 residents		1.6
Police budget per capita:		
Without pension		\$148.5
Pension		\$16.6
TOTAL		\$165.1
Officers/1,000 residents		2.0
Crimes/officer		42.4
Part I crimes/1,000 residents		84.5
Parks budget per capita		\$36
Total lane miles of streets		4,011
Sewer operating expenses per capita		\$56.44
Monthly residential bill (1000 cu ft water use):		
Sewer/storm drainage		\$21.93
Miles of sanitary sewer		2,880
Miles of combined sewers		0
Water operating expenses per capita		\$46
Monthly water bill (1000 cu ft water use)		\$11.35
Number of retail water accounts		174,800
Number new housing permits in MSA		20,067
City population density per square mile		2,164
CDBG expenditures (in millions)		\$7.3
% CDBG spent to benefit low-moderate income persons		100%

Cincinnati, Ohio

CY 1998		
Population		336,400
Fire budget per capita:		
Without pension		\$159.1
Pension		\$24.5
TOTAL		\$183.6
Emergency staff on-duty/100,000 residents		51
Incidents/on-duty staff		343
Structural fires/1,000 residents		4.0
Police budget per capita:		
Without pension		\$265.4
Pension		\$21.8
TOTAL		\$287.2
Officers/1,000 residents		3.0
Crimes/officer		N/A
Part I crimes/1,000 residents		N/A
Parks budget per capita		\$86
Total lane miles of streets		2,822
Sewer operating expenses per capita		\$92.71
Monthly residential bills (1000 cu ft water use):		
Sewer/storm drainage		\$25.51
Miles of sanitary sewer		2,230
Miles of combined sewers		740
Water operating expenses per capita		\$56
Monthly water bill (1000 cu ft water use)		\$15.25
Number of retail water accounts		222,565
Number new housing permits in PMSA		9,881
City population density per square mile		4,369
CDBG expenditures (in millions)		\$20.5
% CDBG spent to benefit low-moderate income persons		87.8%

Denver, Colorado

CY 1998		
Population		501,700
Fire budget per capita:		
Without pension		\$125.7
Pension		\$27.2
TOTAL		\$153.0
Emergency staff on-duty/100,000 residents		39
Incidents/on-duty staff		303
Structural fires/1,000 residents		1.5
Police budget per capita:		
Without pension		\$225.4
Pension		\$39.5
TOTAL		\$264.9
Officers/1,000 residents		2.8
Crimes/officer		19.3
Part I crimes/1,000 residents		54.5
Parks budget per capita		\$72
Total lane miles of streets		3,672
Sewer operating expenses per capita		\$62.10
Monthly residential bills (1000 cu ft water use):		
Sewer/storm drainage		\$18.54
Miles of sanitary sewer		1,696
Miles of combined sewers		0
Water operating expenses per capita		\$77
Monthly water bill (1000 cu ft water use)		\$12.66
Number of retail water accounts		278,436
Number new housing permits in PMSA		23,064
City population density per square mile		3,258
CDBG expenditures (in millions)		\$17.5
% CDBG spent to benefit low-moderate income persons		97.5%

Kansas City, Missouri

FY 1998-99	
Population	443,400
Fire budget per capita:	
Without pension	\$110.8
Pension	\$14.7
TOTAL	\$125.5
Emergency staff on-duty/100,000 residents	42
Incidents/on-duty staff	262
Structural fires/1,000 residents	5.2
Police budget per capita:	
Without pension	\$224.4
Pension	\$22.3
TOTAL	\$246.7
Officers/1,000 residents	3.0
Crimes/officer	41.4
Part I crimes/1,000 residents	122.4
Parks budget per capita	\$45
Total lane miles of streets	5,700
Sewer operating expenses per capita	\$50.36
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$14.46
Miles of sanitary sewer	1,680
Miles of combined sewers	660
Water operating expenses per capita	\$103
Monthly water bill (1000 cu ft water use)	\$20.49
Number of retail water accounts	140,000
Number new housing permits in MSA	12,724
City population density per square mile	1,377
CDBG expenditures (in millions)	\$16.9
% CDBG spent to benefit low-moderate income persons	82.2%

Sacramento, California

FY 1998-99	
Population	396,200
Fire budget per capita:	
Without pension	\$103.5
Pension	\$14.0
TOTAL	\$117.5
Emergency staff on-duty/100,000 residents	34
Incidents/on-duty staff	379
Structural fires/1,000 residents	2.7
Police budget per capita:	
Without pension	\$166.3
Pension	\$19.3
TOTAL	\$185.5
Officers/1,000 residents	1.6
Crimes/officer	49.6
Part I crimes/1,000 residents	80.5
Parks budget per capita	\$55
Total lane miles of streets	2,759
Sewer operating expenses per capita	\$106.18
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$31.35
Miles of sanitary sewer	774
Miles of combined sewers	334
Water operating expenses per capita	\$58
Monthly water bill (1000 cu ft water use)	\$14.14
Number of retail water accounts	118,820
Number new housing permits in PMSA	12,724
City population density per square mile	4,043
CDBG expenditures (in millions)	\$10.7
% CDBG spent to benefit low-moderate income persons	100%

Seattle, Washington

CY 1998	
Population	539,700
Fire budget per capita:	
Without pension	\$156.7
Pension	\$19.4
TOTAL	\$176.1
Emergency staff on-duty/100,000 residents	36
Incidents/on-duty staff	352
Structural fires/1,000 residents	1.0
Police budget per capita:	
Without pension	\$237.1
Pension	\$19.6
TOTAL	\$256.8
Officers/1,000 residents	2.3
Crimes/officer	42.1
Part I crimes/1,000 residents	98.3
Parks budget per capita	\$99
Total lane miles of streets	4,114
Sewer operating expenses per capita	\$206.99
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$44.09
Miles of sanitary sewer	561
Miles of combined sewers	1,021
Water operating expenses per capita	\$40
Monthly water bill (1000 cu ft water use)	\$19.43
Number of retail water accounts	175,075
Number new housing permits in PMSA	22,139
City population density per square mile	6,502
CDBG expenditures (in millions)	\$26.1
% CDBG spent to benefit low-moderate income persons	100%

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