

City of Portland

Service Efforts and Accomplishments: 2000-01

Eleventh Annual Report on City Government Performance



Office of the City Auditor
Portland, Oregon

December 2001



CITY OF
PORTLAND, OREGON

OFFICE OF THE CITY AUDITOR
Audit Services Division

Gary Blackmer, City Auditor
Richard Tracy, Director of Audits
1221 S.W. Fourth Ave., Room 310
Portland, OR 97204

(503) 823-4005 FAX: (503) 823-4459
www.ci.portland.or.us/auditor

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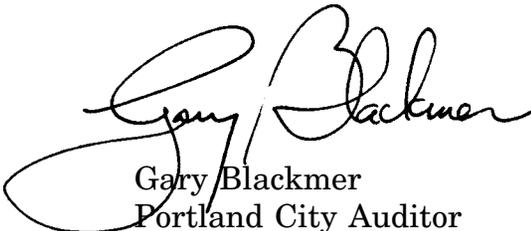
TO: Mayor Vera Katz
Commissioner Jim Francesconi
Commissioner Charlie Hales
Commissioner Dan Saltzman
Commissioner Eric Sten

SUBJECT: City of Portland *Service Efforts and Accomplishments: 2000-01* (Report #280)

This is the City of Portland's eleventh 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 eleventh 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 #280

Office of the City Auditor
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Summary

This is the Portland City Auditor's eleventh 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 in making 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 2001 Citizen Survey, in which 4,883 City residents rated the quality of City services. We randomly selected residents from the eight large neighborhood regions in Portland so our survey would statistically represent the opinions of all residents.

The following summary highlights the City of Portland's most important performance trends and points 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 2000-01 *Service Efforts and Accomplishments* report can be obtained by visiting the Auditor's Office web site at:

www.ci.portland.or.us/auditor

or by calling:

Audit Services Division, (503) 823-4005.

**City services
deliver mainly
positive results to
Portland residents**

City of Portland services have produced many benefits for City residents over the past ten years, FY 1991-92 through FY 2000-01.

Overall performance results

- Public safety has improved significantly over the past ten years
- City and neighborhood livability is better
- Progress in achieving housing and development goals is positive
- City residents enjoy good quality water and air, but some large problems remain
- The City's transportation system is in decline while use and service demands increase

Overall city spending and staffing

- Overall, the City spent about \$1,170 per capita on the nine major services in FY 2000-01
- OPDR, Planning, and Environmental Services had the largest spending increases
- Fire, Water, and Transportation had the only spending decreases

Overall citizen satisfaction

- Portland residents are generally more satisfied with City services than they were in 1992
- Recreation, recycling, and sewer services had the biggest increases in satisfaction
- Traffic management and street maintenance had the only decreases in satisfaction

Some of the most important positive (+) and negative (-) results are summarized below. Complete results are presented in chapters 1 through 9.

Overall performance results

Public safety has improved significantly over the past ten years:

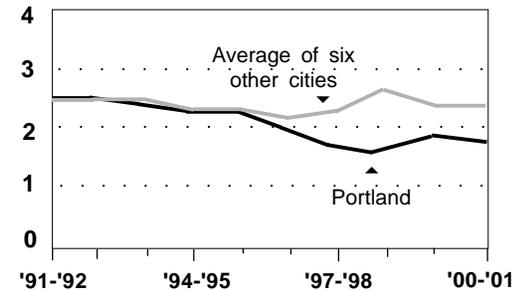
- + Portlanders experience 39 percent fewer person crimes per capita and 29 percent fewer property crimes per capita
- + residents feel safer walking in neighborhoods, parks and downtown
- + fires per 1,000 residents declined 24 percent and property loss per capita is down 37 percent
- + residents in the North and Inner Northeast feel significantly safer than they did 10 years ago
- + citizens continue to be satisfied with fire and police services
- fewer citizens are willing to work with police to improve their neighborhoods, and fewer residents report knowing their neighborhood officer
- fire and medical emergency response times remain much slower than established goals

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

	2001	change over 5 years	change over 10 years
Inner Southeast	94%	+5%	<i>not avail.</i>
Southwest	94%	0%	+4%
Northwest/downtown	93%	+5%	+5%
Central Northeast	90%	-2%	+9%
Inner Northeast	88%	+12%	+21%
East	86%	+4%	+2%
North	82%	+3%	+11%
Outer Southeast	81%	+3%	<i>not avail.</i>

SOURCE: Auditor’s Office 1992, 1997 and 2001 Citizen Surveys

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

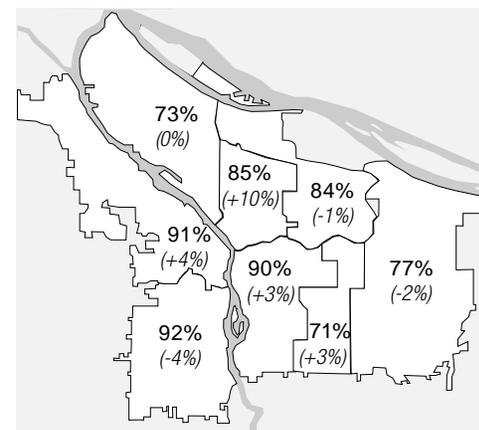


SOURCE: Fire Bureau records and auditor survey of other cities

City and neighborhood livability has improved:

- + 82 percent of citizens believe neighborhood livability is “good” or “very good” compared with 77 percent in 1993
- + citizen satisfaction with parks and recreation quality is better than 10 years ago
- + the number of addresses generating drughouse complaints dropped by 32 percent the past five years
- + neighborhoods have fewer complaints about nuisances and derelict buildings
- + Portlanders rate bus, shopping, and parks accessibility high
- however, traffic congestion on major streets and thoroughfares is considered “bad” or “very bad” by 43 percent of residents
- traffic speed in neighborhoods is judged to be “bad” or “very bad” by 38 percent of residents

RESIDENTS RATING LIVABILITY IN NEIGHBORHOOD "GOOD" OR "VERY GOOD" (% change from 1997)



SOURCE: Auditor's Office 1997 and 2001 Citizen Surveys

PERCENT OF RESIDENTS RATING PARKS AND RECREATION SERVICES "GOOD" OR "VERY GOOD"

	2001	change over 5 years	change over 10 years
Overall parks quality	83%	+5%	+6%
Overall recreation quality	74%	+6%	+11%

SOURCE: Auditor's Office 1992, 1997 and 2001 Citizen Surveys

Progress in achieving housing and development goals is positive:

- + building of new housing units slowed in 2000 but Portland is still gaining its regional share
- + most residents believe new residential and commercial developments have improved neighborhood attractiveness
- + more homeless singles were placed in stable housing
- the number of homeowners and renters with a severe housing cost burden is generally unchanged
- residents believe the physical condition of housing has declined slightly, and Outer Southeast neighbors feel much worse about housing conditions in their neighborhood compared to other parts of the City

RESIDENTS RATING HOUSING AFFORDABILITY IN NEIGHBORHOOD “GOOD” OR “VERY GOOD”

1997	41%
1998	46%
1999	48%
2000	45%
2001	44%

SOURCE: Auditor’s Office annual Citizen Surveys

NEW HOUSING UNITS BUILT ANNUALLY

	In City	In total U.G.B.*	% of U.G.B. total in City
FY 1995-96	2,420	12,329	20%
FY 1996-97	3,025	7,827	39%
FY 1997-98	3,535	11,388	31%
FY 1998-99	3,690	11,738	31%
FY 1999-00	2,486	7,500 est.	33%
FY 2000-01	2,477	4,746 est.	52%
GOAL			20%

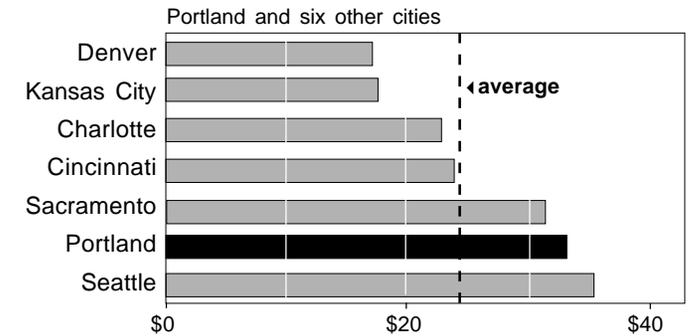
* Urban Growth Boundary

SOURCE: Metro and Office of Planning and Development Review

City residents enjoy good water and air quality but some problems remain:

- + City drinking water meets all federal and state quality standards
- + only 10 percent of properties in mid-county remain unconnected to sewer systems, mostly vacant lots
- + new sumps, disconnected downspouts, and more sanitary sewer lines should help improve water in streams and rivers
- + water effluent from the City's two treatment plants meets environmental standards
- + smog and carbon monoxide levels are below federal maximums
- carbon dioxide emissions, the primary cause of global warming, exceed levels established by City Council for 2010 and are increasing
- efforts to improve the quality of water in rivers and streams have significantly increased sewer and storm drainage rates
- problems implementing a new water billing system have affected revenues, cash flow, and customer satisfaction ratings

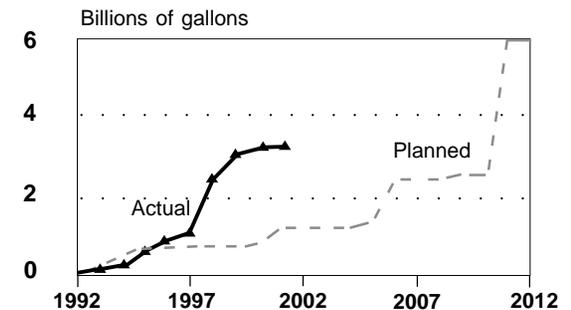
MONTHLY RESIDENTIAL SEWER/STORM DRAINAGE BILLS



NOTE: Based on each city's actual average water use, service and stormwater management charges.

SOURCE: Auditor's Office survey of cities, and Bureau of Environmental Services

ESTIMATED CSO GALLONS DIVERTED (IN BILLIONS)



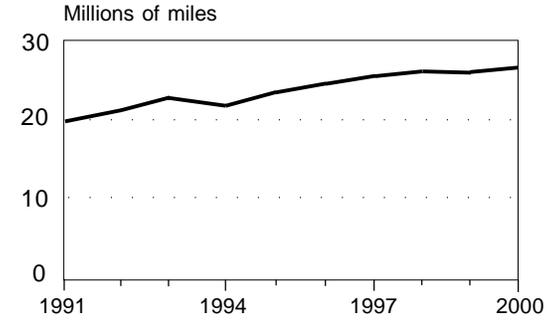
* CSO = Combined Sewer Overflow

SOURCE: Bureau of Environmental Services

The City's transportation system is in decline while use and demand continues to grow:

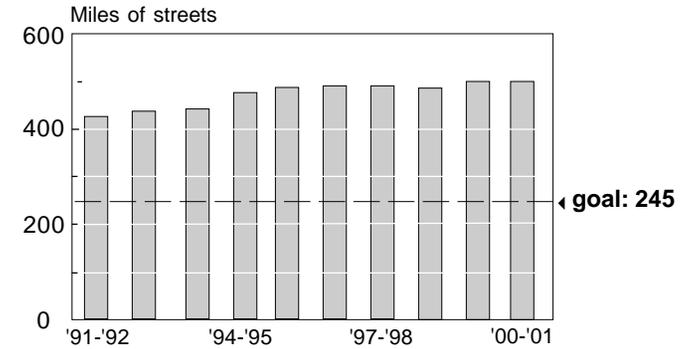
- the backlog of unmet street maintenance needs remains at a ten-year high in 2001
- citizen ratings of street maintenance quality declined by 6 percent over ten years
- the percent of City streets in good condition declined 7 percent over ten years
- citizens are relatively dissatisfied with traffic congestion, and pedestrian and bicyclist safety
- daily vehicle miles traveled has increased steadily
- residents have not changed commuting habits—about 70 percent still prefer driving alone to work

DAILY VEHICLE MILES TRAVELED IN PORTLAND METRO AREA



SOURCE: Metro and Oregon Department of Transportation

MILES OF STREET MAINTENANCE BACKLOG



SOURCE: Office of Transportation Status and Condition Reports

Overall city spending and staffing

The City spent about \$1,170 per capita on the nine major services in FY 2000-01:

- Police and Environmental Services are the most costly City services per capita
- OPDR and Planning services are the least costly

- Fire, Transportation and Water spending per capita dropped by 14 percent, 12 percent and 7 percent, respectively
- the bureaus of Police, Environmental Services and Parks had the largest increases in staffing and spending per capita
- the increases in OPDR spending and staffing are due to the merger of Planning's development review activities with the Bureau of Building

OPERATING SPENDING PER CAPITA (adjusted for inflation)			
	'00-01	change over 5 years	change over 10 years
Police	\$287	+6%	+14%
Environmental Services*	\$220	+6%	+42%
Fire	\$166	-8%	-14%
Transportation	\$149	-7%	-12%
BHCD/PDC Housing	\$114	+28%	-
Parks & Recreation	\$92	+11%	+16%
Water*	\$77	-3%	-7%
OPDR	\$52	+37%	+73%
Planning	\$13	-24%	+18%
TOTAL	\$1,170	+4%	+20%

* operating expenditures and debt service, excluding refinancing;
BES includes refuse disposal

SOURCE: City of Portland *Adopted Budgets and CAFRs*

AUTHORIZED STAFFING (FTEs)			
	'00-01	change over 5 years	change over 10 years
Police	1,361	+7%	+31%
Fire	743	0%	-2%
Transportation	713	-3%	+1%
Water	543	+6%	+10%
Environmental Services*	468	+2%	+17%
Parks & Recreation**	386	+7%	+27%
OPDR	302	+51%	+101%
Planning	65	-38%	+5%
BHCD/PDC Housing	54	+4%	-
TOTAL	4,635	+4%	+18%

** excludes seasonal employees

SOURCE: City of Portland *Adopted Budgets*

Overall citizen satisfaction

Except for traffic management and street maintenance, residents are generally more satisfied with services than they were in 1992:

- the highest rated City services remain fire and parks, followed closely by recycling
- sewers, recreation, and recycling had the biggest increase in quality ratings over ten years
- City residents gave housing/nuisance inspections and traffic management the lowest service ratings

- the highest rated neighborhood features are: safety during the day; parks maintenance; and access to buses, parks and shopping
- housing affordability, neighborhood traffic speed, congestion on major streets, and safety of pedestrians and bicyclists are the lowest rated neighborhood features

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

	2001	change over 5 years	change over 10 years
Fire	91%	+1%	+3%
Parks	83%	+5%	+6%
Recycling	81%	+4%	+9%
Recreation	74%	+6%	+11%
Police	70%	-1%	+7%
Street lighting	62%	+1%	+1%
Water	61%	-11%	+4%
Sewers	51%	-2%	+10%
Street maint.	44%	-1%	-6%
Land-use planning	44%	-	-
Storm drainage	42%	+1%	+5%
Housing development	39%	-2%	-
Traffic management	35%	-	-8%
Housing/nuisance inspect.	31%	+2%	-

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

	2001	change over 5 years	change over 10 years
Safety during the day	88%	+2%	+7%
Walking distance to bus	88%	-	-
Parks grounds maintenance	83%	+2%	+3%
Closeness of parks	80%	-	-
Access to shopping	75%	-	-
Recreation:			
Hours programs are open	67%	-	+4%
Affordability	66%	-	-1%
Variety of programs	65%	-	+2%
Physical housing conditions	63%	-4%	-
Street cleanliness	63%	-1%	+3%
Street smoothness	58%	0%	+2%
Neighborhood traffic congestion	57%	-	-
Safety of:			
Pedestrians	47%		
Bicyclists	42%		
Housing affordability	44%	+3%	-
Neighborhood traffic speed	38%	+1%	-
Major streets traffic congestion	25%	-	-

SOURCE: Auditor's Office 1992, 1997 and 2001 Citizen Surveys

Service Efforts and Accomplishments: 2000-01

Introduction

The purpose of this report is to:

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

This is the City Auditor's eleventh 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
- Planning and Development Review
- Housing & Community Development
- Planning

Appendix A includes results from the 2001 City Auditor Citizen Survey. *Appendix B* contains ten years of data from each of the nine major services. *Appendix C* contains current year data from the 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 indicators, and will continue to do so in the future 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 2000-01 using budget and accounting records, annual reports, and internal information systems.

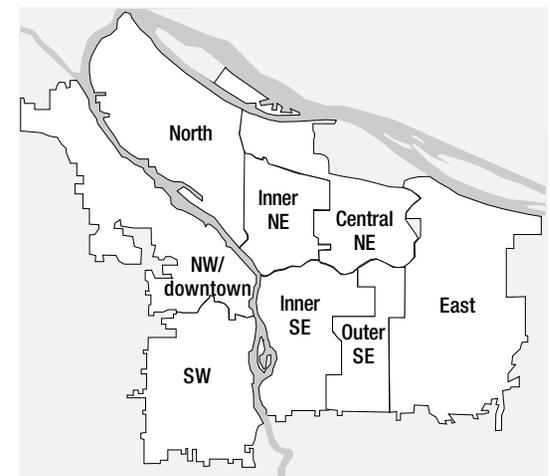
Appendix B contains current and historical data for each bureau.

Surveyed citizens. To get information on citizens' satisfaction with the quality of City services, we conducted a citywide survey in September, 2001. We mailed approximately 14,600 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 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 76 questions on services, plus seven questions on basic demographics. City residents returned 4,883 surveys, for a response rate of 33 percent.

Appendix A contains the complete questionnaire and results, an explanation of our methodology, and maps identifying the neighborhood boundaries.

FIGURE 1 2001 CITIZEN SURVEY NEIGHBORHOODS



Gathered inter-city data. We gathered data from six other 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.

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, 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.

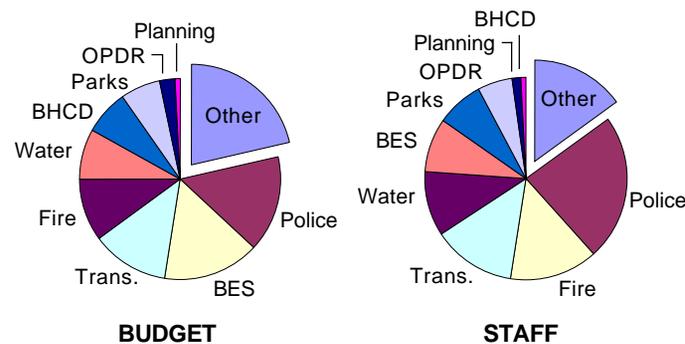
In order to account for inflation, we expressed financial data in constant dollars. We adjusted dollars to express all amounts as a ratio of the purchasing power of money in FY 2000-01, based on the Portland-Vancouver Consumer Price Index for All Urban Consumers.

To help the reader interpret the data, the report contains three comparisons. First, Portland's FY 2000-01 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

As illustrated below, the nine services covered in this report comprise about 79 percent of the City's budget and 86 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 CITY BUDGET AND STAFF



SOURCE: FY 2000-01 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 maintenance 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**

Many of the indicators contained in this report are also used by bureaus in preparing their budgets. We have worked 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, enforcement programs and arson prosecution assistance
 - to minimize suffering, loss of life, and property from fires, hazardous materials, medical and other emergencies through emergency 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 Community–Fire and Rescue partnerships that result in City and Bureau mission and goal accomplishments
 - to effectively manage the resources and support necessary for Portland Fire, Rescue and Emergency Services to accomplish its mission

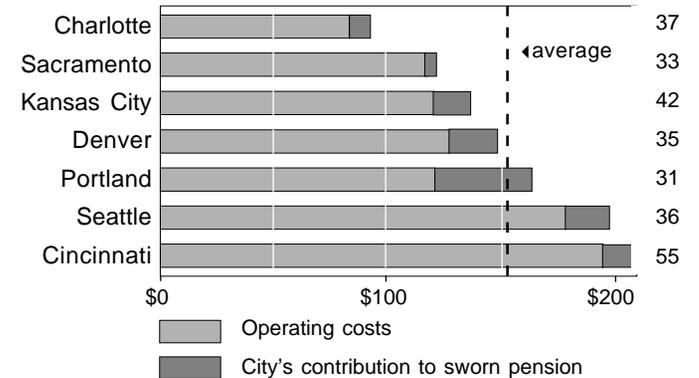
SPENDING AND STAFFING

Total Fire & Rescue operating expenditures, adjusted for inflation, have declined over the past five years, while capital spending has jumped:

- over the last five years, emergency service spending is down 8 percent, while prevention spending is up 8 percent
- operating costs per capita have dropped by 8 percent
- capital spending increased dramatically due to fire station construction and rehabilitation funded by a \$53.8 million facilities bond approved by voters in 1998

The number of staff has returned to about what it was 5 years ago. Compared with 10 years ago, total staff has decreased but average on-duty emergency staff has increased.

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



SOURCE: FY 2000-01 and CY 2000 budgets and CAFRs

Compared with other cities, Portland spends slightly more on fire and rescue services due to the “pay-as-you-go” pension system established by City Charter. If pension costs are excluded, Portland is below the average of the other cities.

	City population	Operating expenditures (in millions/constant '00-01 dollars)					Capital expenditures * (in millions)	Total staff (FTEs)	Average on-duty emergency staffing	No. of emergency vehicles**	Operating costs per capita
		Emergency	Prevention	Other	Sworn ret./disab.	Total					
FY 1996-97	503,000	\$48.9	\$4.8	\$11.2	\$25.6	\$90.5	\$2.2	746	167	61	\$180
FY 1997-98	508,500	\$47.1	\$4.2	\$10.4	\$26.5	\$88.2	\$1.7	704	163	61	\$173
FY 1998-99	509,610	\$45.5	\$5.4	\$10.2	\$27.0	\$88.1	\$2.6	729	163	59	\$173
FY 1999-00	512,395	\$45.2	\$5.3	\$10.4	\$26.7	\$87.5	\$1.8	730	167	59	\$171
FY 2000-01	531,600	\$44.9	\$5.2	\$10.6	\$27.6	\$88.3	\$7.3	743	165	61	\$166

change over last 5 years:	+6%	-8%	+8%	-5%	+8%	-2%	+232%	0%	-1%	0%	-8%
change over last 10 years:	+17%	-3%	+6%	-	+13%	-	-	-2%	4%	-	-

* General Fund CIP, plus facilities construction bond expenditures starting in FY 1998-99

** Front-line fire engines, trucks, squads and other emergency response apparatus

WORKLOAD

The total number of incidents the Bureau responds to continues to increase:

- the number of medical incidents has risen steadily
- the number of fires has fluctuated – it is slightly higher than five years ago, but less than ten years ago
- total incidents per on-duty firefighter is 8 percent higher than five years ago, and 33 percent higher than ten years ago

The Bureau did more than 17,000 inspections last year. They estimate that there are over 35,000 inspectable occupancies in the City.

The total number of structural fires in inspectable occupancies was not available due to lack of detail on multi-family fires. However, new data is being collected and will be available next year.

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

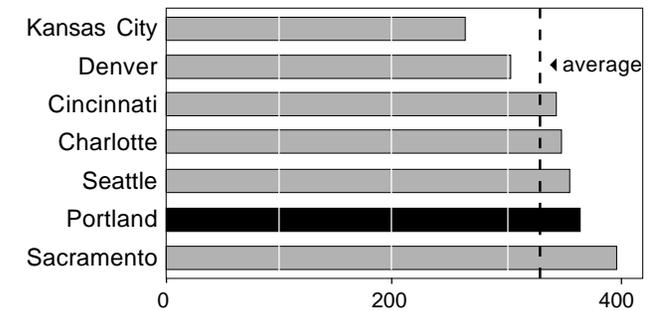
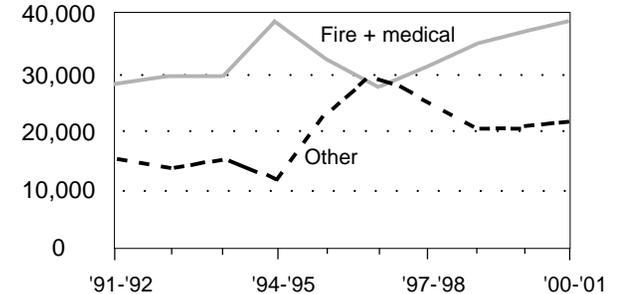


FIGURE 5 FIRE, MEDICAL AND OTHER INCIDENTS: PORTLAND 10-YEAR TREND



	Incidents				Incidents/ on-duty staff	No. of occupancies * Inspectable / non-inspectable	Structural fires, by occupancy type *			Code enforcement		
	Fire	Medical	Other	TOTAL			Inspectable	Non- inspectable	Multi- family	TOTAL	Inspec- tions**	Re- inspections
FY 1996-97	2,738	24,630	28,568	55,936	335	- / -	-	-	-	998	-	-
FY 1997-98	2,527	27,880	27,076	57,483	353	- / -	-	-	-	878	-	-
FY 1998-99	2,658	32,090	20,562	55,310	339	- / -	-	-	-	807	17,279	8,294
FY 1999-00	2,881	34,285	20,422	57,588	345	- / -	302	478	184	964	21,015	11,642
FY 2000-01	2,790	36,202	20,660	59,652	362	34,792 (total)	270	448	207	925	17,629	11,370

change over last 5 years:

+2%	+47%	-28%	+7%	+8%	-	-	-	-	-7%	-	-
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change over last 10 years:

-11%	+45%	+34%	+37%	+33%	-	-	-	-	-18%	-	-
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* "Inspectable" occupancies are all commercial and public occupancies; "non-inspectable" occupancies are 1- and 2-family residences. However, "multi-family" occupancies include both inspectable (common areas) and non-inspectable areas (individual units).

** Includes scheduled and unscheduled inspections.

RESULTS

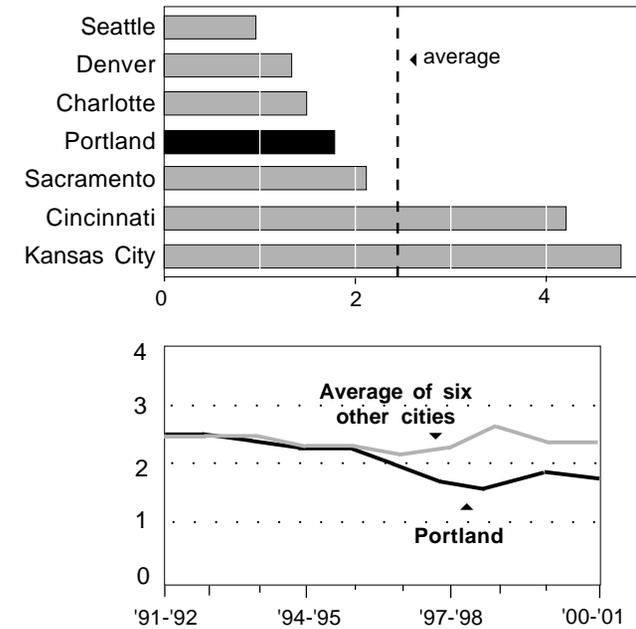
Fire safety has shown steady improvement over the past ten years:

- total fires per 1,000 residents are down 24 percent
- structural fires per 1,000 residents are down 30 percent
- Portland's structural fire rate is lower than the average of the comparison cities

Fire property loss occasionally rises dramatically due to unusual, single fires. However, fire loss, as well as civilian lives lost, shows a decline over the five and ten year periods.

Response time performance continues to fall short of the Bureau's goal: only 38 percent of fire responses and 40 percent of medical responses were within 4 minutes last year.

FIGURE 6 STRUCTURAL FIRES PER 1,000 RESIDENTS: PORTLAND AND SIX OTHER CITIES



SOURCE: Fire Bureau records and auditor survey of other cities

	Fires/ 1,000 residents		Fire property loss		Lives lost/ 100,000 residents	Response times within 4 mins.**	
	Structural	Total	Per capita (constant dollars)	% of value of property		Fire	Medical
FY 1996-97	1.98	5.44	\$48	.56%	2.2	43%	46%
FY 1997-98	1.73	4.97	\$38	.48%	1.6	43%	46%
FY 1998-99	1.58	5.22	\$42	.40%	0.6	37%	41%
FY 1999-00	1.88	5.62	\$73	.24%	1.2	41%	43%
FY 2000-01	1.74	5.25	\$41	.14%	1.3	38%	40%
GOAL	-	-	< \$49 *	<.36 *	<1.1 *	90%	90%
change over last 5 years:	-12%	-3%	-15%	-75%	-41%	-5%	-6%
change over last 10 years:	-30%	-24%	-37%	-74%	-35%	-	-

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

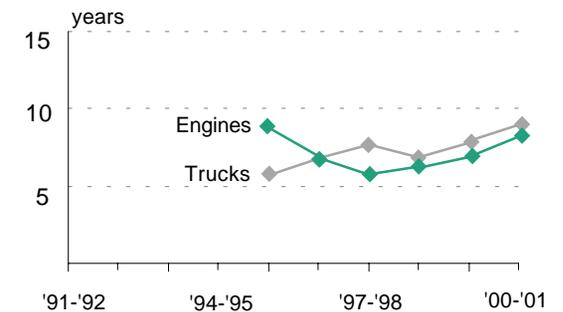
** includes both travel and turnout time

The code enforcement inspection program has undergone significant changes. It will no longer schedule the frequency of inspections depending on occupancy type. To increase inspection productivity, the Bureau is now planning to inspect all occupancies on a *two* year cycle. Schools and hospitals, however, will continue to be inspected annually.

Last year, under the old inspections schedule, the Bureau completed 14,699 scheduled inspections. This is 74 percent of the number scheduled for the year, but only 61 percent of the *total* number scheduled due to the backlog carried over from prior years. However, other indicators show consistent performance:

- the number of violations per inspection stayed at 1.8
- the goal of having 80 percent of violations abated within 90 days was met

FIGURE 7 AVERAGE AGE OF FIRE ENGINES AND TRUCKS

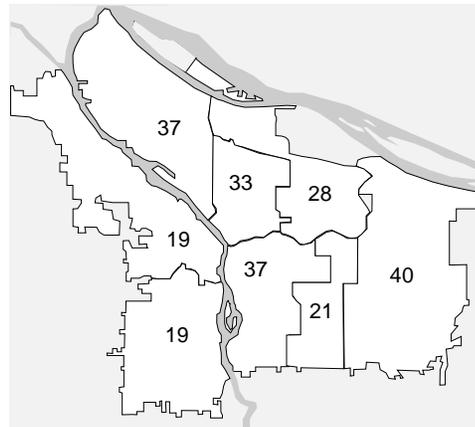


SOURCE: Fire Bureau inventory records

The fleet of front-line fire engines and trucks is aging. The average age of fire engines is 8.6 years and 9.2 years for trucks. Tracking vehicle age and mileage over time will provide indicators of replacement needs.

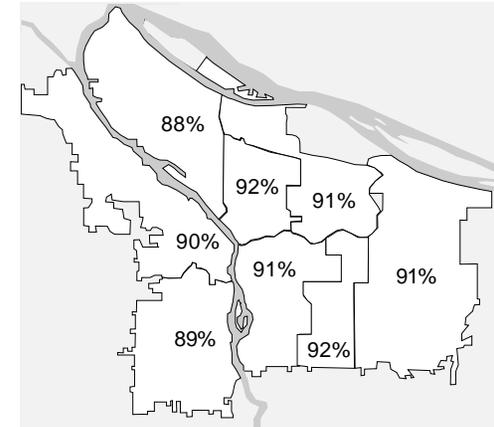
	Scheduled code enforcement inspections completed		Violations per total code enforcement inspections performed	% violations abated within 90 days of detection	Average front-line vehicle age		Average front-line vehicle miles driven	
	Number	Percent			Engines	Trucks	Engines	Trucks
FY 1996-97	-	-	-	-	7.0 yr.	7.0 yr.	-	-
FY 1997-98	-	-	-	-	5.9 yr.	8.0 yr.	-	-
FY 1998-99	14,828	64%	1.7	-	6.4 yr.	7.2 yr.	-	-
FY 1999-00	17,195	80%	1.8	-	7.4 yr.	8.2 yr.	-	-
FY 2000-01	14,699	61%	1.8	80%	8.6 yr.	9.2 yr.	63,088	50,297
GOAL	-	-	-	80%	-	-	-	-
change over last 5 years:	-	-	-	-	+23%	+31%	-	-
change over last 10 years:	-	-	-	-	-	-	-	-

FIGURE 8 TOTAL NUMBER OF MAJOR RESIDENTIAL FIRES, BY NEIGHBORHOOD



SOURCE: Fire Bureau records on '00-01 residential fires with \$10,000 or more fire loss

FIGURE 9 PERCENT OF RESIDENTS RATING OVERALL FIRE & RESCUE QUALITY "GOOD" OR "VERY GOOD"



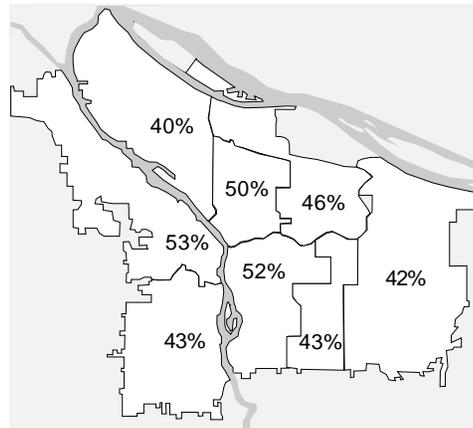
SOURCE: Auditor's Office 2001 Citizen Survey

Fire and Rescue remains the highest ranked City service, with a City-wide average of 91 percent rating the service "good" or "very good". The high ratings are consistent across neighbor-

hoods, although the number of fires varies dramatically. East Portland had the highest number of major residential fires last year (40); the Northwest and Southwest areas each had 19.

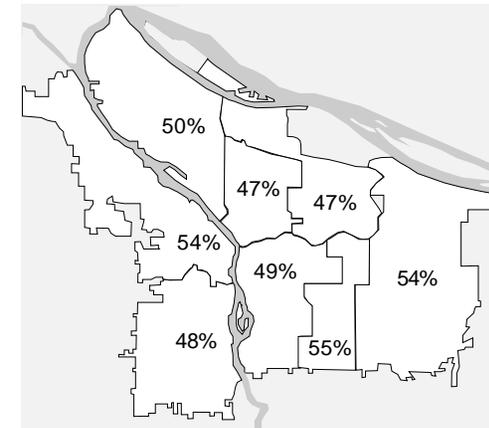
CITIZEN SURVEY	OVERALL rating of fire & rescue service			Used Fire Bureau?		Type of service used			Rating of service by users			
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	YES	NO	FIRE	MEDICAL	OTHER	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	
	1997	90%	10%	0%	-	-	-	-	-	-	-	-
	1998	91%	9%	0%	7%	93%	28%	59%	13%	96%	4%	0%
1999	91%	9%	0%	7%	93%	22%	64%	14%	95%	3%	2%	
2000	90%	10%	0%	7%	93%	23%	59%	18%	94%	4%	2%	
2001	91%	9%	0%	7%	93%	25%	61%	14%	95%	3%	2%	
change over last 5 years:	+1%	-1%	0%	-	-	-	-	-	-	-	-	
change over last 10 years:	+3%	-2%	-1%	0%	0%	-5%	+11%	-6%	+3%	-1%	-2%	

FIGURE 10 PERCENT OF RESIDENTS WHO ARE NOT PREPARED TO SUSTAIN THEMSELVES IN A MAJOR DISASTER



SOURCE: Auditor's Office 2001 Citizen Survey

FIGURE 11 PERCENT OF UNPREPARED RESIDENTS THAT DO NOT KNOW HOW TO GET PREPARED



SOURCE: Auditor's Office 2001 Citizen Survey

The percent of residents who say they are prepared to sustain themselves dropped this year after two years of significant increases (1999 and 2000). However, the percentage is higher than it

was five years, up 3 points to 54 percent. The percent of citizens who are not trained in either first aid or CPR is relatively unchanged.

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
1997	51%	49%	45%	55%	-	-	-	-
1998	52%	48%	47%	53%	10%	9%	32%	49%
1999	57%	43%	57%	43%	11%	10%	32%	47%
2000	61%	39%	54%	46%	10%	10%	32%	48%
2001	54%	46%	50%	50%	8%	10%	33%	49%
change over last 5 years:	+3%	-3%	+5%	-5%	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-

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 primary goal of the Bureau is to reduce crime and the fear of crime. The Bureau has adopted community policing practices in order to address its mission and goals.

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

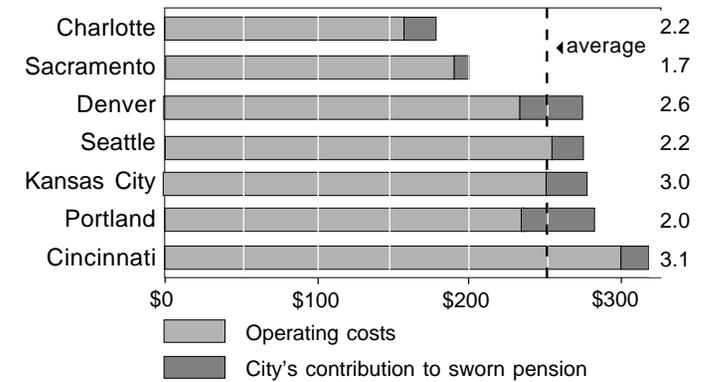
Spending and staffing for police activities have increased significantly over the past ten years:

- total spending grew by 33 percent
- sworn staffing increased by 25 percent and non-sworn staffing increased by 54 percent
- spending per capita is up by 14 percent

While spending and staffing on patrol and investigations has been flat over 5 years, support services and pension expenditures are up significantly, 46 percent and 25 percent respectively.

For the first time in twelve years, the number of authorized sworn officers has declined from the prior year.

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



SOURCE: FY 2000-01 and CY 2000 budgets and CAFRs

Compared with other cities, Portland spends a little more than average on police services due to the higher costs of the City's public safety pension and disability system.

	City population	Expenditures (in millions/constant '00-01 dollars)					Authorized staffing		Precinct officers *	TOTAL spending per capita (constant dollars)	
		Patrol	Invest.	Support services	Sworn ret./disab.	TOTAL	Sworn	Non-sworn			
FY 1996-97	503,000	\$67.2	\$26.7	\$17.7	\$25.4	\$137.0	1,007	265	584	\$272	
FY 1997-98	508,500	\$67.9	\$24.9	\$18.7	\$28.2	\$139.7	1,028	287	568	\$275	
FY 1998-99	509,610	\$68.3	\$26.2	\$22.8	\$29.4	\$146.6	1,033	295	553	\$288	
FY 1999-00	512,395	\$67.0	\$26.2	\$23.1	\$30.5	\$146.9	1,045	312	577	\$287	
FY 2000-01	531,600	\$68.0	\$26.8	\$25.9	\$31.8	\$152.4	1,039	322	568	\$287	
change over last 5 years:		+6%	+1%	+0%	+46%	+25%	+11%	+3%	+22%	-3%	+6%
change over last 10 years:		+17%	+26%	+33%	+47%	+42%	+33%	+25%	+54%	+7%	+14%

* Total officers and sergeants assigned to all shifts

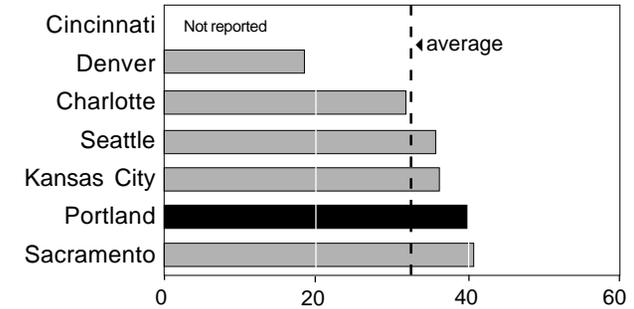
WORKLOAD

Police workload over the past five years has been mixed. While Part I crimes and dispatched incidents declined by 18 percent and 7 percent respectively, Part II crimes increased by 13 percent, and officer-initiated incidents increased by 53 percent.

The increase in the number of officer-initiated incidents per officer may be due to officers having more available time for problem-solving, and fewer 9-1-1 dispatches.

The number of major cases assigned for investigation has declined by 42 percent since 1996. However, as stated in last year's report, the Bureau says its case management system is incomplete and is not used to track all detective work. To be useful, this data system should incorporate all detective work.

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



SOURCE: U.S. Department of Justice, *Uniform Crime Report*, 2000 and Audit Services Division analysis

Last year the Bureau began reporting the average number of patrol units on the street by 4 hour blocks. The data used in this year's report supercedes last year's because the Bureau found inconsistencies in its previously reported data.

	Crimes reported *		Incidents			Incidents/ precinct officer		Major cases assigned for investigation	Average number of cars on patrol					
	Part I	Part II	Dis- patched	Tele- phone	Officer- initiated	Dis- patched	Officer- initiated		Midnight					
									to 4	4-8	8-12	12-4	4-8	8 to midnight
CY 1996	50,805	44,803	247,584	65,336	132,396	416	223	6,124	-	-	-	-	-	-
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	-	-	-	-	-	-
CY 1999	41,867	44,400	228,278	51,981	175,459	413	317	3,639	70	45	56	60	66	86
CY 2000	41,454	50,511	230,740	48,433	202,811	400	351	3,563	73	45	60	62	68	90

change over last 5 years:	-18%	+13%	-7%	-26%	+53%	-4%	+57%	-42%	-	-	-	-	-	-
change over last 10 years:	-18%	+22%	-2%	0%	-	-14%	-	-	-	-	-	-	-	-

* Part I crimes, defined by the FBI, are murder, rape, robbery, aggravated assault, burglary, larceny, motor vehicle theft, and arson.

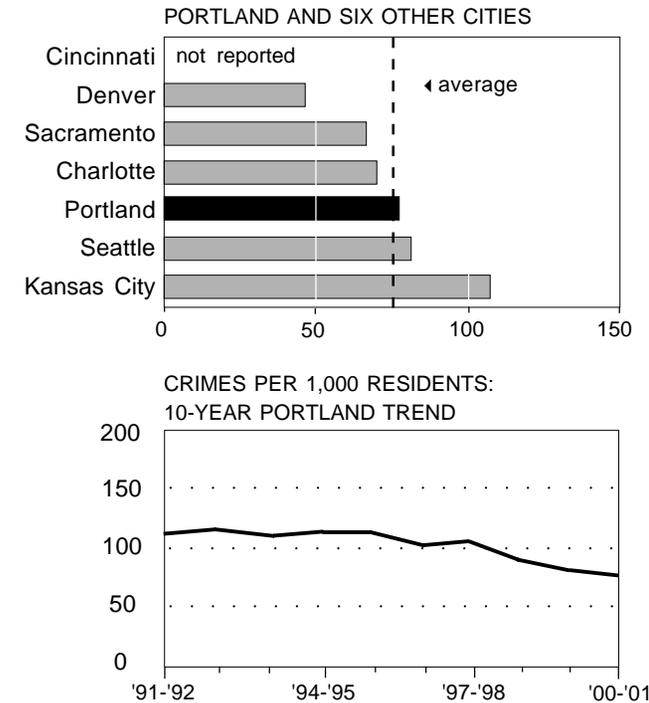
Part II crimes are defined locally and include crimes like drug and vice violations.

RESULTS

Portlanders feel safer and the number of crimes per 1,000 residents has steadily declined:

- Citywide, 88 percent of citizens report feeling safe or very safe walking in their neighborhoods during the day, and 53 percent feel safe or very safe at night
- Part I person crimes per 1,000 residents (murder, rape, robbery, aggravated assault) have declined 31 percent over five years
- Part I property crimes per 1,000 residents (burglary, larceny, motor vehicle theft, and arson) have declined 21 percent over five years
- Portland's crime rate is about average compared to our five comparison cities that report statistics to the U.S. Department of Justice

FIGURE 14 PART I CRIMES PER 1,000 POPULATION



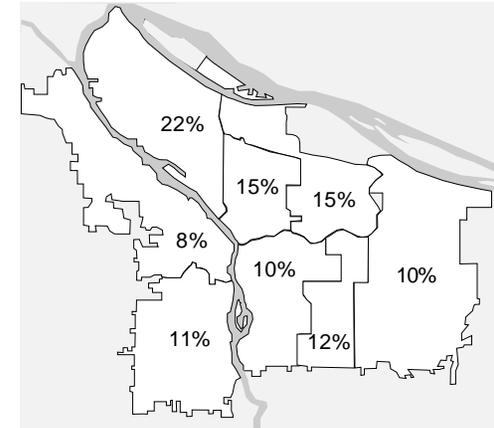
	Part I crimes/1,000 residents			Citizens who feel safe or very safe		Citizens rating police service good or very good	Victimization rates	
	Person	Property	TOTAL	Day	Night		Burglary	Theft from vehicle
CY 1996	16	85	101	86%	45%	71%	4%	22%
CY 1997	15	90	105	88%	49%	73%	5%	22%
CY 1998	13	78	91	88%	48%	73%	5%	20%
CY 1999	12	70	82	88%	51%	71%	4%	18%
CY 2000	11	67	78	88%	53%	70%	5%	19%
GOAL	-	-	-	>77%	>34%	>60%	<10%	-
change over last 5 years:	-31%	-21%	-23%	+2%	+8%	-1%	+1%	-3%
change over last 10 years:	-39%	-29%	-30%	+7%	+15%	+7%	-4%	-

The percent of citizens who report knowing their neighborhood police officer remains largely unchanged. This indicator of community policing success remained virtually the same in all neighborhoods, except in the East and Central Northeast where the percentage declined by 3 percent each.

For the first time in several years, the Bureau is reporting the average time officers have available for problem-solving. Officers report having slightly more time available than the target of 35 percent. This indicates officers have an opportunity to address problem areas rather than just respond to calls.

The average high-priority response time has decreased by 6 percent over five years, but is relatively level over the ten year period.

FIGURE 15 PERCENT OF RESIDENTS WHO KNOW THEIR NEIGHBORHOOD POLICE OFFICER



SOURCE: Auditor's Office 2001 Citizen Survey

The number of drughouse complaints continued its steady decline and is down by 32 percent over the five year period.

	Citizens who know their neighborhood police officer	Average time available for problem solving	Average high-priority response time **	Detective cases cleared (% of total crimes)		Number of addresses generating drughouse complaints
				Person crimes	Property crimes	
CY 1996	14%	37%	5.12 min.	-	-	2,547
CY 1997	13%	<i>not available</i>	5.12 min.	35%	14%	2,358
CY 1998	13%	<i>not available</i>	5.22 min.	38%	14%	2,077
CY 1999	14%	39%	5.10 min.	39%	15%	1,918
CY 2000	13%	38%	4.81 min.	40%	14%	1,725
GOAL	>12%	35%*	<5 min.	-	-	-
change over last 5 years:	-1%	+1%	-6%	-	-	-32%
change over last 10 years:	0%	-	+1%	-	-	-

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

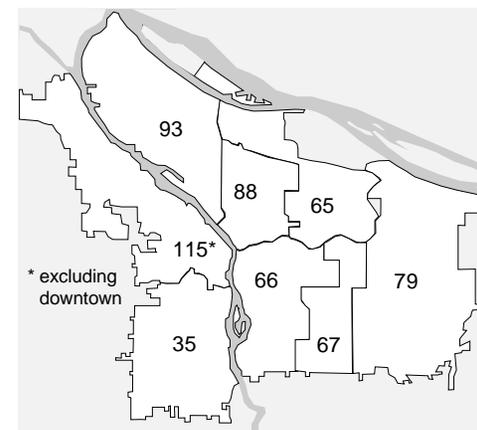
** To priority 1 and 2 calls; time is from dispatch to arrival.

Citizens remain very satisfied with the performance of the Police Bureau, with 70 percent rating the quality of police service “good” or “very good.” This approval rating has dropped slightly from 1999, when the rating was 73 percent.

Compared with ten years ago, residents are not as willing to work with police to improve their neighborhoods — only 59 percent expressed a willingness to work with police, down 9 percent from 1991.

Some neighborhoods reported fewer part I crimes per 1,000 residents while others reported more than in 2000. Inner Southeast, East and Inner Northeast registered decreases in the rate of Part I crimes per 1,000 residents, while the Northwest and Central Northeast had increases of 4

FIGURE 16 PART I CRIMES PER 1,000 RESIDENTS: PORTLAND NEIGHBORHOODS

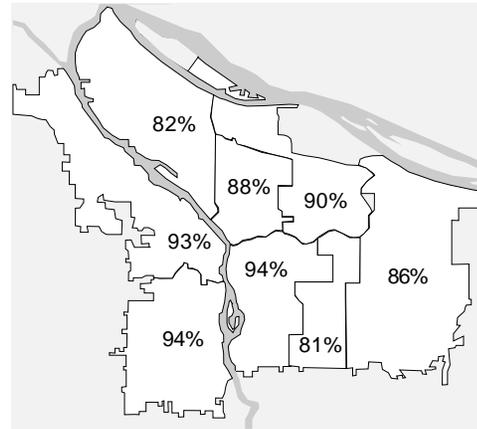


SOURCE: Police Bureau CY 2000 crime statistics

percent. The North neighborhood registered the largest gain with a 5 percent increase.

CITIZEN SURVEY	OVERALL rating of police service quality			Willingness to work with police to improve neighborhood		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	WILLING OR VERY WILLING	NEITHER WILLING NOR UNWILLING	UNWILLING OR VERY UNWILLING
	1997	71%	21%	8%	-	-
1998	73%	19%	8%	60%	32%	8%
1999	73%	19%	8%	61%	32%	7%
2000	71%	20%	9%	55%	35%	10%
2001	70%	20%	10%	59%	33%	8%
change over last 5 years:	-1%	-1%	+2%	-	-	-
change over last 10 years:	+7%	-5%	-2%	-9%	+7%	+2%

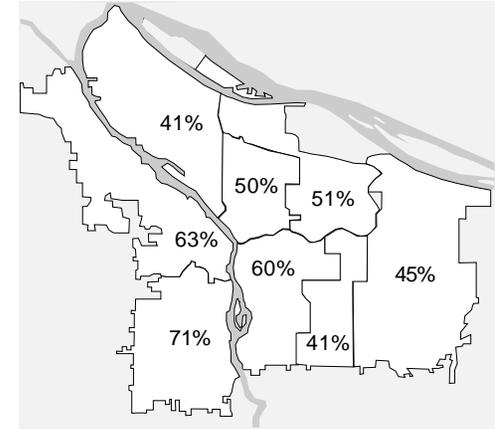
FIGURE 17 RESIDENTS RATING THEIR NEIGHBORHOOD “SAFE” OR “VERY SAFE” DURING THE DAY



SOURCE: Auditor's Office 2001 Citizen Survey

All neighborhoods except Outer SE and Southwest reported feeling as safe, or safer, in their neighborhoods during the day. Outer SE reported a 4 percent decline from 2000, while Southwest reported a slight decline of 2 percent.

FIGURE 18 RESIDENTS RATING THEIR NEIGHBORHOOD “SAFE” OR “VERY SAFE” DURING THE NIGHT

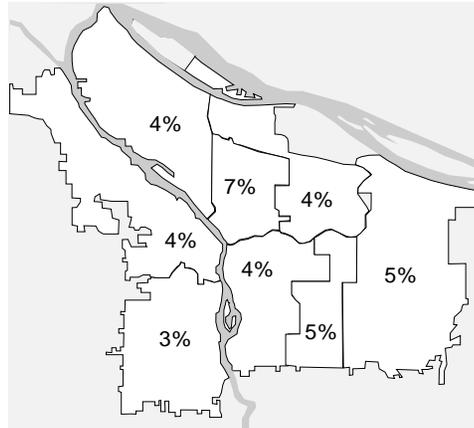


SOURCE: Auditor's Office 2001 Citizen Survey

Again, the only neighborhood to report feeling less safe at night was the Southwest. Overall, the City registered a significant improvement in this category over the ten year period.

CITIZEN SURVEY	Feeling of safety walking alone in neighborhood <i>during the day</i>			Feeling of safety walking alone in neighborhood <i>during the night</i>		
	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE
1997	86%	10%	4%	45%	24%	31%
1998	88%	8%	4%	49%	24%	27%
1999	88%	9%	3%	48%	24%	28%
2000	88%	9%	3%	51%	22%	27%
2001	88%	9%	3%	53%	22%	25%
change over last 5 years:	+2%	-1%	-1%	+8%	-2%	-6%
change over last 10 years:	+7%	-4%	-3%	+15%	0%	-15%

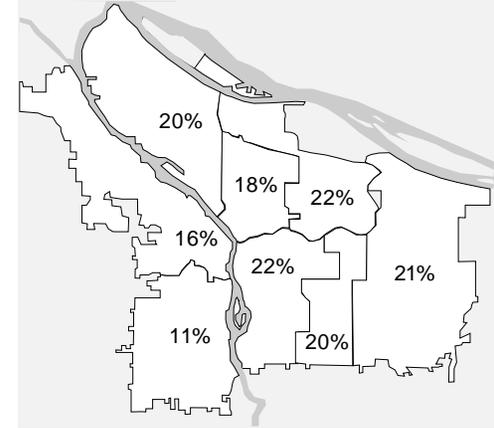
FIGURE 19 PERCENT OF RESIDENTS WHO WERE BURGLARIZED LAST YEAR



SOURCE: Auditor's Office 2001 Citizen Survey

Residents experienced slightly fewer burglaries than ten years ago. However, the percent of those reported to the police declined significantly. Because the number of burglaries in the

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



SOURCE: Auditor's Office 2001 Citizen Survey

survey sample is small, the margin of error is large. The actual decrease in reporting may be less.

CITIZEN SURVEY	Burglarized in last year?		% of burglaries reported to police	Theft from vehicle in last year?		% of thefts from vehicle reported to police
	YES	NO		YES	NO	
1997	4%	96%	71%	22%	78%	39%
1998	5%	95%	70%	22%	78%	45%
1999	5%	95%	66%	20%	80%	40%
2000	4%	96%	56%	18%	82%	40%
2001	5%	95%	57%	19%	81%	39%
change over last 5 years:	+1%	-1%	-14%	-3%	+3%	0%
change over last 10 years:	-4%	+4%	-23%	-	-	-

CHAPTER 3 PARKS & RECREATION

SERVICE MISSION

The Bureau of Parks and Recreation is dedicated to ensuring access to leisure opportunities and enhancing Portland's natural beauty. In pursuing this mission, the Bureau has identified three interrelated responsibilities:

- to establish and protect parks, natural areas, and the urban forest;
- to develop and maintain places where citizens can pursue recreational activities on their own initiative; and,
- to organize recreational activities that promote positive values in the community.

During 2000, the Bureau of Parks and Recreation made a concerted effort to revise and improve its performance measures. The Bureau instituted several new measures and, as a result, limited historical data is available on these measures.

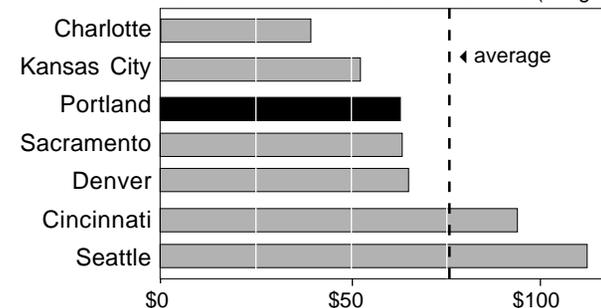
The Bureau has been unable to obtain data for two measures, the "Facility Condition Index" and "Customer Satisfaction with Recreation Programs". In addition, historical analysis of some workload indicators is not possible because the Bureau has changed the way it tracks information. Nevertheless, we commend the Bureau for the efforts it has taken to improve its performance measurement and encourage the Bureau to continue to improve the reliability and consistency of its measurement data.

SPENDING AND STAFFING

The Bureau's operating expenditures have increased steadily over the past ten years. The \$49 million expenditures in FY 2000-01 represent a 36 percent increase over the past ten years and a 16 percent increase over five years. Much of the increase in spending occurred in Recreation, which had a 29 percent growth in spending over the past five years. Recreation expenditures have grown largely because the Bureau opened two new community centers and a new indoor aquatic facility. In addition, about \$500,000 added to the Bureau's recreation budget is "pass through money" for programs run by Multnomah County.

Although operating costs per capita increased by 16 percent over the past ten years, Portland spends less than average compared with other cities. The Bureau's \$10.4 million in capital spending is significantly less than prior years – 57 percent less than five years ago – reflecting a decline in the Parks Bond Capital Improvement Program, approved by voters in 1994.

FIGURE 21 PARKS & RECREATION SPENDING PER CAPITA
PORTLAND AND SIX OTHER CITIES (budgets)



SOURCE: FY 2000-01 and CY 2000 city budgets

Bureau staffing levels have also increased, with permanent staff increasing by 7 percent over five years and 27 percent over ten years. The number of seasonal employees increased by 24 percent over the past five years and 51 percent over 10 years. The reported number of volunteers has fluctuated over the past five to ten years.

	Operating expenditures (in millions/constant '00-01 dollars)				TOTAL Operations	Capital ** (millions)	Authorized staff (FTEs)		Volunteer FTEs (estimate)	Operating costs per capita
	Park operations	Recreation	Enterprise * operations	Planning & admin			Permanent	Seasonal		
FY 1996-97	\$18.7	\$13.1	\$7.1	\$3.1	\$41.9	\$24.4	361	237	236	\$83
FY 1997-98	\$17.5	\$12.1	\$7.8	\$3.1	\$40.5	\$28.6	334	222	121	\$80
FY 1998-99	\$17.8	\$13.6	\$7.7	\$4.0	\$43.1	\$23.1	365	233	200	\$85
FY 1999-00	\$18.2	\$15.9	\$9.1	\$4.7	\$47.9	\$17.4	377	275	170	\$93
FY 2000-01	\$19.0	\$16.9	\$8.8	\$4.1	\$48.8	\$10.4	386	295	201	\$92
change over last 5 years:	+2%	+29%	+24%	+32%	+16%	-57%	+7%	+24%	-15%	+10%
change over last 10 years:	+11%	+61%	+66%	+41%	+36%	-11%	+27%	+51%	+200%	+16%

* Golf, Portland International Raceway and Trust Funds

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

WORKLOAD

Limited historical workload data are available for the Bureau of Parks & Recreation because the Bureau has adopted some new indicators and has changed the way it tracks some of its indicators. The Number of Recreation Programs and Square Feet of Facilities were instituted two years ago. No breakdown of park acres is available historically because the Bureau has repeatedly changed the way it classifies parks.

The Bureau reports that total park acreage increased by 5 percent, from 9,590 to 10,072 over the past five years. The Bureau also reports that recreation attendance increased from 3.8 million to 4.0 million from a year ago. The number of recreation programs offered by the Bureau increased from 2,007 to 2,110 (a 5 percent increase) from a year ago.

FIGURE 22 NUMBER OF PORTLAND PARKS AND FACILITIES

	'00-01	'99-00
Developed parks	162	-
Sports fields	364	-
Community centers	13	13
Art centers	8	8
Pools	14	13
Golf courses	4	4

SOURCE: Portland Parks & Recreation reports

	Recreation programs		Park acres				Facilities (sq. ft.)
	Number	Attendance counts	Developed parks	Natural areas	Un-developed	TOTAL	
FY 1996-97	-	-	-	-	-	9,590	-
FY 1997-98	-	-	-	-	-	9,659	-
FY 1998-99	-	-	-	-	-	10,001	-
FY 1999-00	2,007	3,792,622	-	-	-	10,084	877,561
FY 2000-01	2,110	3,961,622	3,175	6,681	216	10,072	1,064,704
change over last 5 years:	-	-	-	-	-	+5%	-
change over last 10 years:	-	-	-	-	-	-	-

RESULTS

Over the past two years, the Bureau has established a number of new performance measures. These measures are intended to provide information on progress toward achieving a number of goals and objectives.

In regard to facility and parks maintenance work, the Bureau reports that 40 percent of all park maintenance work in FY 2000-01 was scheduled maintenance, compared with a goal of 80 percent. Increasing the percent of scheduled maintenance work indicates that more preventive maintenance is occurring rather than emergency or repair work. The Bureau is still developing measures and data to track the condition of facilities and buildings.

With respect to recreation goals, the Bureau estimates that 77 percent of citizens lived within a half mile of a community or neighborhood park in FY 2000-01, compared with a goal of 90 percent. About 53 percent of Portland youth participated in City recreation programs during FY 2000-01, exceeding the Bureau's goal of 50 percent. In FY 2000-01, the Bureau recovered 48 percent of its recreation program costs from fees and charges.

	Facility Condition Index	Percent of maintenance work that was scheduled	% of residents living within 1/2 mile of park	Percent of youth who participated in recreation programs	Customer satisfaction with recreation programs	Percent of recreation program costs recovered from fees & charges
FY 1996-97	-	-	-	-	-	-
FY 1997-98	-	-	-	51%	-	-
FY 1998-99	-	-	-	-	-	-
FY 1999-00	under development	-	78%	49%	under development	-
FY 2000-01		40% *	77%	53%		48%
GOAL	-	80%	90%	50%	90%	-
change over last 5 years:	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-

* includes structures only

To track internal administration efforts and accomplishments, the Bureau monitors volunteer hours, worker injuries and employee satisfaction. The Bureau exceeded its goal of having volunteer hours equal at least 25 percent of paid staff hours. Volunteers hours equaled 29 percent of paid staff hours in FY 2000-01 and 26 percent in FY 1999-00.

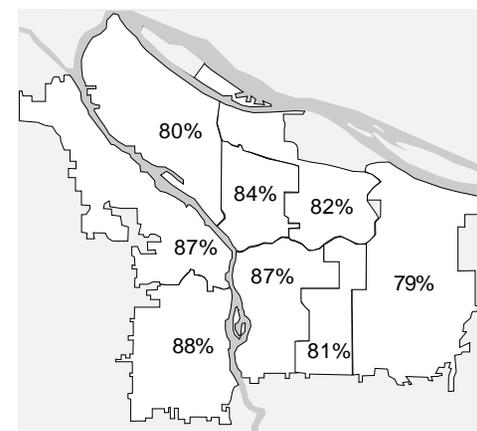
The percent of employees who are satisfied with internal Bureau communication improved from 41 percent to 51 percent during the past year. However, 51 percent is still well short of the Bureau's goal of 75 percent. The percent of employees who are satisfied with their job declined slightly from 77 percent to 75 percent, compared with a goal of 85 percent.

The Bureau also continues to experience a decline in workers compensation claims. Its rate of 10.3 claims per 100 workers in FY 2000-01 is 38 percent less than its 16.6 claims rate five years ago and 63 percent less than its 27.7 claims rate ten years ago.

	Volunteer hours as percent of paid staff hours	Workers comp. claims per 100 workers	% of employees rating internal communication good or very good	% of employees who feel satisfied or very satisfied with their job
FY 1996-97	-	16.6	-	-
FY 1997-98	-	15.2	-	-
FY 1998-99	-	11.9	-	-
FY 1999-00	26%	10.6	41%	77%
FY 2000-01	29%	10.3	51%	75%
GOAL	25%	<12	75%	85%
change over last 5 years:	-	-38%	-	-
change over last 10 years:	-	-63%	-	-

Citizen ratings of overall parks quality, parks ground maintenance, and overall recreation quality has improved steadily in recent years, but leveled off beginning in FY 1998-99. The percent of citizens who rate overall parks quality as “good” or “very good” rose from 77 percent in FY 1991-92 to 83 percent this year. The percent of citizens who rate overall recreation quality as “good” or “very good” increased from 63 percent to 74 percent.

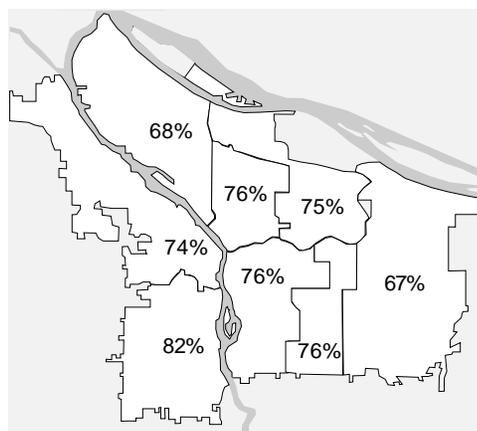
FIGURE 23 PERCENT OF NEIGHBORHOOD RESIDENTS RATING OVERALL PARKS QUALITY “GOOD” OR “VERY GOOD”



SOURCE: Auditor's Office 2001 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
	1997	78%	18%	4%	68%	27%	5%	81%	15%
1998	81%	16%	3%	69%	26%	5%	80%	16%	4%
1999	83%	15%	2%	74%	22%	4%	83%	13%	4%
2000	84%	13%	3%	75%	21%	4%	84%	13%	3%
2001	83%	14%	3%	74%	22%	4%	83%	14%	3%
BUREAU GOAL	85%			75%			85%		
change over last 5 years:	+5%	-4%	-1%	+6%	-5%	-1%	+2%	-1%	-1%
change over last 10 years:	+6%	-5%	-1%	+11%	-9%	-2%	+3%	-2%	-1%

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



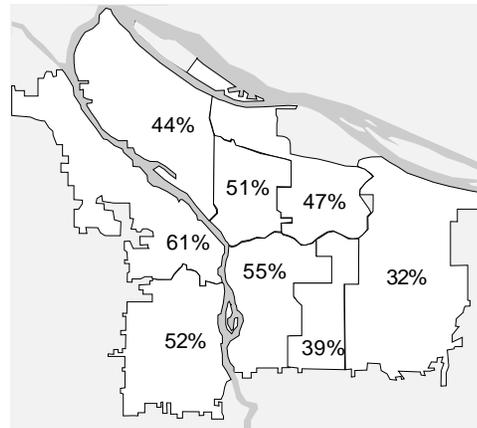
SOURCE: Auditor's Office 2001 Citizen Survey

Citizen ratings of overall parks quality and overall recreation quality vary by area of the City. The Southwest received the highest ratings – 88 percent for parks quality and 82 percent for recreation quality. East Portland received the lowest ratings – 79 percent for parks and 67 percent for recreation.

Overall satisfaction with the number, variety and affordability of recreation programs remained very steady over the past ten years.

CITIZEN SURVEY	Satisfaction with the number of recreation programs			Satisfaction with the variety of recreation programs			Satisfaction with the affordability of recreation programs		
	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
	1997	-	-	-	-	-	-	-	-
1998	59%	33%	8%	65%	29%	6%	65%	26%	6%
1999	62%	32%	6%	68%	27%	5%	67%	25%	8%
2000	61%	31%	8%	67%	28%	5%	68%	24%	8%
2001	60%	32%	8%	65%	28%	7%	66%	25%	9%
change over last 5 years:	-	-	-	-	-	-	-	-	-
change over last 10 years:	+4%	-2%	-2%	+2%	-1%	-1%	-1%	+1%	0%

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



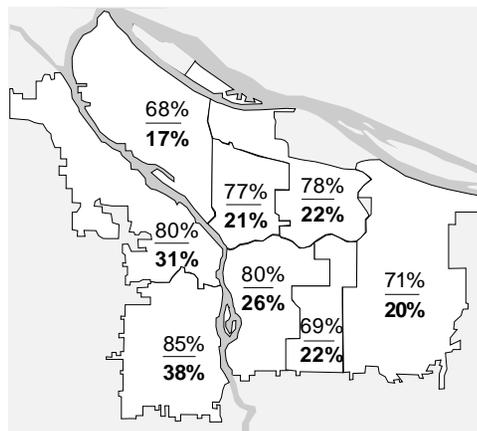
SOURCE: Auditor's Office 2001 Citizen Survey

The frequency of citizen visits to City parks increased in FY 2000-01, while the number of residents reporting that they “never” visited parks has declined. The percent of citizens who visited any City park six or more times increased by 4 percent from a year ago, while the percent who visited a park near their home increased by 2 percent. Frequency of park visits was significantly higher in NW/Downtown (61 percent) than in East Portland (32 percent).

CITIZEN SURVEY	Number of times visited any City park			Number of times visited City park near home			Percent of Portland residents who participated in recreation in last year *			
	NEVER	1 TO 5 TIMES	6 OR MORE TIMES	NEVER	1 TO 5 TIMES	6 OR MORE TIMES	1-12 YEARS OLD	13-18 YEARS OLD	19-54 YEARS OLD	55 & OLDER
1997	14%	38%	48%	18%	40%	42%	-	-	-	-
1998	13%	35%	52%	16%	37%	47%	56%	41%	21%	18%
1999	14%	37%	49%	17%	39%	44%	-	-	-	-
2000	14%	37%	49%	17%	38%	45%	57%	33%	23%	18%
2001	12%	35%	53%	16%	37%	47%	57%	43%	27%	21%
BUREAU GOAL										
change over last 5 years:	-2%	-3%	+5%	-2%	-3%	+5%	-	-	-	-
change over last 10 years:	-4%	-1%	+5%	-5%	-1%	+6%	-	-	-	-

* 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 / NIGHT



SOURCE: Auditor’s Office 2001 Citizen Survey

The rate of citizen participation in City recreation programs increased in most age categories.

The feeling of safety in parks continues to show improvement. The percent of citizens who feel “safe” or “very safe” in their closest park at night is 25 percent, up from 22 percent a year ago, and from 14 percent over ten years ago. About 76 percent of citizens feel “safe” or “very safe” walking in their closest park during the day, up from 61 percent ten years ago.

Citizen feeling of safety is greatest in the Southwest area (85 percent during the day and 38 percent at night), while citizen feeling of safety is lowest in the North (68 percent during the day and 17 percent at night).

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
1997	69%	20%	11%	18%	25%	57%
1998	74%	17%	9%	20%	25%	55%
1999	74%	18%	8%	20%	25%	55%
2000	75%	16%	9%	22%	27%	51%
2001	76%	16%	8%	25%	26%	49%
BUREAU GOAL	75%					
change over last 5 years:	+7%	-4%	-3%	+7%	+1%	-8%
change over last 10 years:	+15%	-6%	-9%	+11%	+7%	-21%

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 that provides access and mobility.

The Maintenance program resurfaces, cleans and maintains improved streets in the City. The program also supports the maintenance of traffic signals, parking meters and street name signs. There are a number of miles of unimproved streets throughout Portland that are not maintained by the City. These streets are the responsibility of adjacent property owners.

Transportation System Management (formerly Traffic Management) activities include traffic safety, traffic signals, street lighting, parking enforcement, and transportation options. Transportation options encourage the use of transportation alternatives to single occupant auto trips.

Transportation Engineering and Development provides development, planning, design and construction management for most of the Office's capital improvement projects, in addition to the inspection, design and construction management of the City's bridges. They also manage the street improvement process for subdivisions and commercial industrial expansion.

The Director's Office provides transportation planning services, along with information technology management, and financial and administrative services for the entire Office of Transportation.

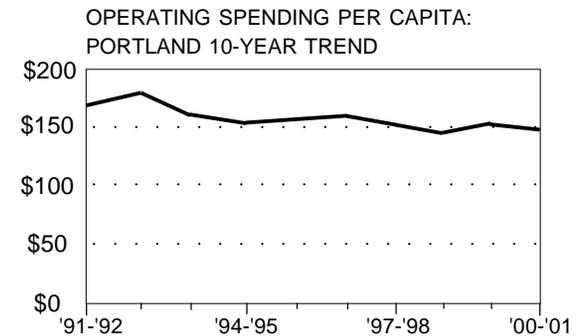
STAFFING AND SPENDING

Total Transportation spending grew from \$86.3 million in FY 1991-92 to \$119.3 million in FY 2000-01 due to significant increases in engineering and capital programs. However, spending on maintenance and transportation systems is down 1 percent and 30 percent, respectively.

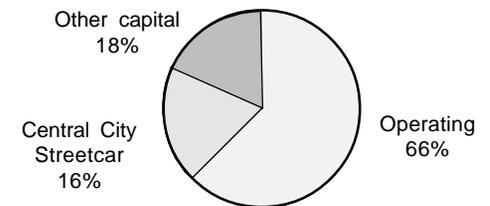
Increases in engineering spending are largely due to capital projects funded by intergovernmental sources, grants/donations, and system development charges. While capital spending per capita is 171 percent higher than 10 years ago, it declined last year due to the reduction of costs as the Central City Streetcar project neared completion. Operating spending per capita, however, declined 12 percent over the same period.

Staffing remained stable over the past two years with a reduction of 3 percent from 5 years ago.

FIGURE 27 OFFICE OF TRANSPORTATION SPENDING



TOTAL TRANSPORTATION SPENDING: FY 2000-01



SOURCE: City of Portland *Adopted Budgets* and financial reports

	Expenditures (in millions/constant '00-01 dollars)					TOTAL	Authorized staffing	Spending per capita (constant '00-01 dollars)		
	Maintenance	Trans. systems management	Engineering & development	Director	Other*			Operating	Capital	TOTAL
FY 1996-97	\$48.8	\$17.7	\$21.8	\$4.0	\$3.2	\$95.5	733	\$160	\$30	\$190
FY 1997-98	\$49.7	\$17.4	\$21.2	\$3.8	\$3.6	\$95.7	726	\$152	\$36	\$188
FY 1998-99	\$47.8	\$15.0	\$31.7	\$4.2	\$3.7	\$102.4	716	\$148	\$53	\$201
FY 1999-00	\$41.4	\$18.4	\$51.0	\$9.7	\$3.9	\$124.4	714	\$154	\$89	\$243
FY 2000-01	\$45.0	\$14.3	\$44.4	\$10.6	\$5.0	\$119.3	713	\$149	\$76	\$225
change over last 5 years:	-8%	-19%	+104%	+293%	+56%	+25%	-3%	-7%	+153%	+18%
change over last 10 years:	-1%	-30%	+178%	+265%	+43%	+33%	+1%	-12%	+171%	-14%

* includes general fund overhead, cash transfers and other fund expenses

WORKLOAD

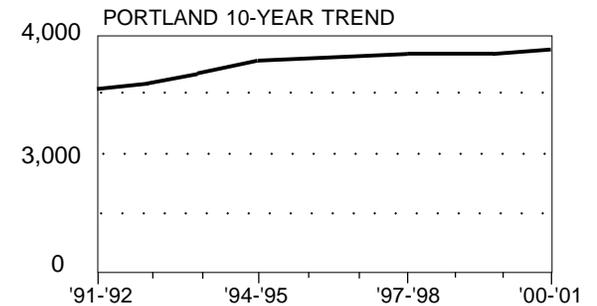
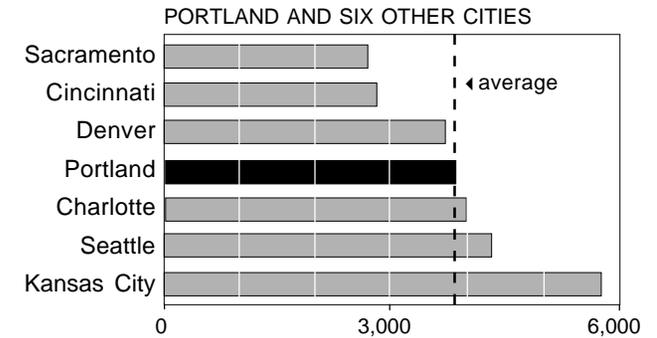
The number of lane miles of streets increased 1 percent over the past five years, compared with a 9 percent increase from ten years ago. Compared to other cities, Portland maintains an average number of street miles.

The amount of maintenance activities have varied. Over the past five years:

- resurfacing increased 26 percent
- only six blocks have been reconstructed
- slurry sealing increased only 2 percent
- miles swept however, decreased by 7 percent

Data from the Oregon Department of Transportation on the number of intersections with major accidents were unavailable.

FIGURE 28 LANE MILES OF STREETS:



	Lane miles of improved streets	Miles of street treated *				Curb miles of streets swept	Major accident intersections
		Resurfacing	Reconstruction	Slurry seal	TOTAL		
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
FY 1999-00	3,843	63.2	0	52.2	115.4	53,984	not avail.
FY 2000-01	3,869	63.7	0	50.6	114.3	54,697	not avail.

change over last 5 years:	+1%	+26%	0%	+2%	+14%	-7%	-
change over last 10 years:	+9%	+23%	0%	-2%	+11%	-9%	-

* 28-foot-wide equivalents

RESULTS The backlog of streets needing maintenance remains at 502 miles, an 18 percent increase from 10 years ago and a 2 percent increase from five years ago.

Correspondingly, the percent of lane miles judged to be in good condition by inspectors remained the same at 55 percent, considerably below the high of 65 percent in FY 1989-90.

Data from the Oregon Department of Transportation on the number of intersections in good condition were unavailable.

FIGURE 29 MILES OF STREET MAINTENANCE BACKLOG

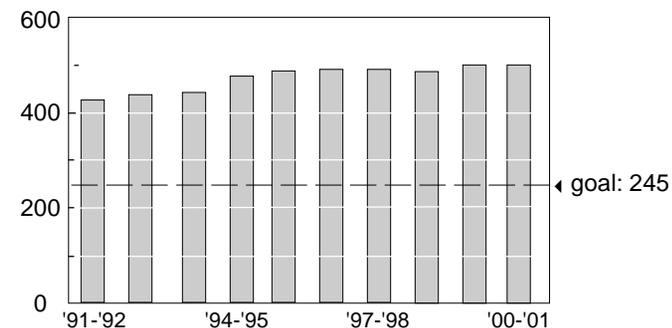
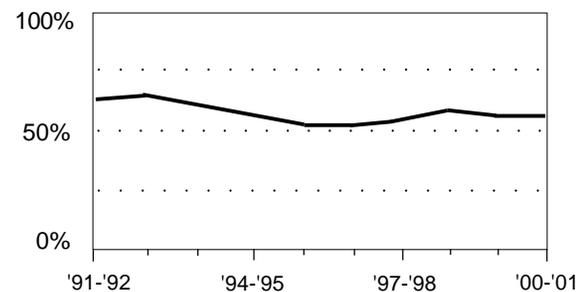


FIGURE 30 PERCENT OF STREETS IN GOOD CONDITION



SOURCE: Office of Transportation Status and Condition Reports

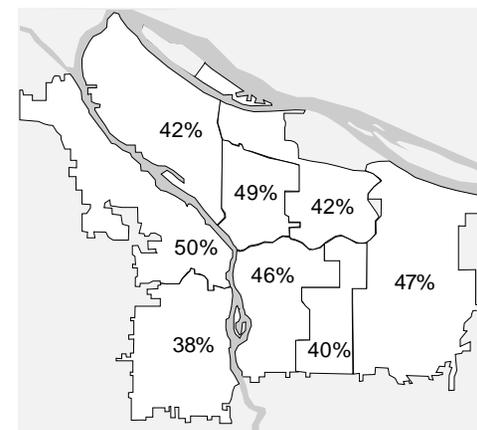
	% of lane miles in good or very good condition	Miles with unmet pavement needs *				% of major intersections in good condition	High accident intersections
		Resurf.	Reconstr.	Slurry	TOTAL		
FY 1996-97	52%	285	67	142	494	81%	233
FY 1997-98	53%	261	80	154	495	81%	231
FY 1998-99	57%	247	73	163	483	79%	250
FY 1999-00	55%	261	72	168	502	<i>not avail.</i>	<i>not avail.</i>
FY 2000-01	55%	262	83	158	502	<i>not avail.</i>	<i>not avail.</i>
GOAL	no goal	-	-	-	245	no goal	-
change over last 5 years:	+3%	-8%	+24%	+11%	+2%	-	-
change over last 10 years:	-7%	+13%	+66%	+10%	+18%	-	-

* 28-foot-wide equivalents

Overall, the percent of residents rating street maintenance “good” or “very good” has declined by 6 percent over the past 10 years. Last year, citizen ratings of maintenance quality declined in five of the eight neighborhood areas. Residents in the Northwest rated street maintenance 4 percent higher than in the prior year, while neighbors in Outer Southeast rated it 5 percent lower.

Although ratings of lighting quality have remained fairly constant, the percent of residents rating traffic management “good” or “very good” declined 8 percent from 10 years ago. Sixty-two percent of residents rate street lighting “good” or “very good”, while only 35 percent of residents rate traffic management “good” or “very good”.

FIGURE 31 PERCENT OF RESIDENTS RATING OVERALL STREET MAINTENANCE “GOOD” OR “VERY GOOD”



SOURCE: Auditor’s Office 2001 Citizen Survey

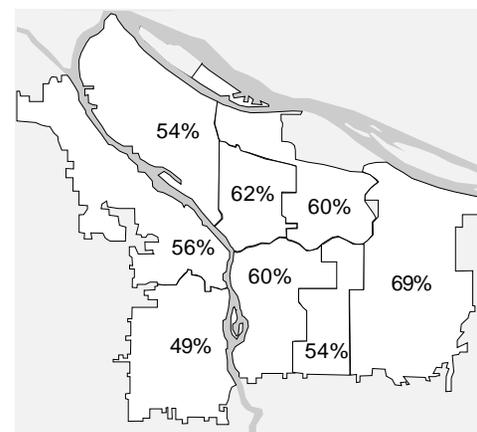
CITIZEN SURVEY	OVERALL rating: street maintenance quality			OVERALL rating: street lighting quality			OVERALL rating: traffic management *		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1997	45%	32%	23%	61%	26%	13%	33% / 39%	34% / 36%	33% / 25%
1998	47%	32%	21%	60%	28%	11%	24% / 33%	34% / 40%	42% / 27%
1999	44%	32%	23%	61%	27%	12%	24% / 34%	33% / 38%	43% / 28%
2000	46%	32%	22%	63%	25%	12%	36%	35%	29%
2001	44%	31%	25%	62%	27%	11%	35%	35%	30%
change over last 5 years:	-1%	-1%	+2%	+1%	+1%	-2%	-	-	-
change over last 10 years:	-6%	0%	+6%	+1%	+2%	-3%	-8%	+4%	+4%

* In 1997, 1998 and 1999, question was split into CONGESTION and SAFETY; previously and currently, question asks generally about TRAFFIC MANAGEMENT

The percentage of residents rating neighborhood street smoothness “good” or “very good” decreased from an all-time high of 62 percent in year 2000 to 58 percent in 2001. Ratings dropped 8 percent in the Southwest, 7 percent in both Inner and Outer Southeast, and 4 percent in North. Ratings in most of the other areas remained substantially the same.

Citizens’ views about neighborhood street cleanliness, traffic speed, and traffic congestion are about the same as last year.

FIGURE 32 PERCENT OF RESIDENTS RATING NEIGHBORHOOD STREET SMOOTHNESS “GOOD” OR “VERY GOOD”



SOURCE: Auditor's Office 2001 Citizen Survey

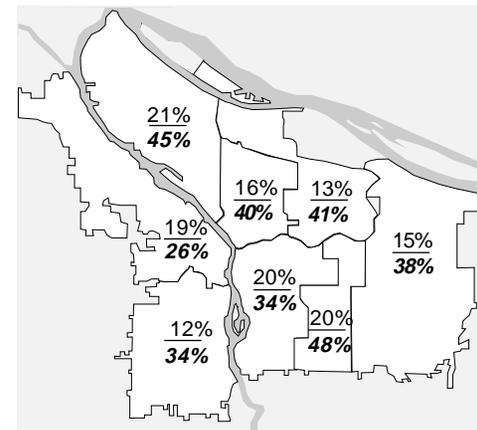
Neighborhood street ratings

CITIZEN SURVEY	Smoothness			Cleanliness			Traffic speed			Traffic congestion		
	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
	1997	58%	23%	19%	64%	23%	13%	37%	25%	38%	-	-
1998	60%	22%	18%	65%	22%	13%	37%	24%	39%	-	-	-
1999	56%	23%	21%	63%	23%	14%	38%	25%	37%	-	-	-
2000	62%	20%	18%	65%	23%	12%	37%	26%	37%	57%	26%	17%
2001	58%	22%	20%	63%	22%	15%	38%	24%	38%	57%	27%	16%
change over last 5 years:	0%	-1%	+1%	-1%	-1%	+2%	+1%	-1%	0%	-	-	-
change over last 10 years:	+2%	0%	-2%	+3%	-1%	-2%	-	-	-	-	-	-

Forty-three percent of residents believe traffic congestion on major streets and thoroughfares is “bad” or “very bad”. For the second year, over 25 percent of residents rated pedestrian safety and bicycle safety in their neighborhoods “bad” or “very bad”.

Residents in North Portland and Outer Southeast were more dissatisfied with both traffic congestion and traffic speed on neighborhood streets than residents in other areas.

FIGURE 33 PERCENT OF RESIDENTS RATING NEIGHBORHOOD STREETS “BAD” OR “VERY BAD” ON CONGESTION / **TRAFFIC SPEED**



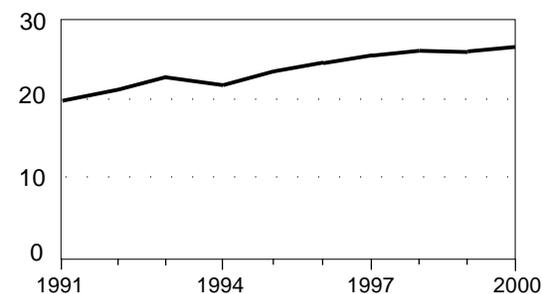
SOURCE: Auditor’s Office 2001 Citizen Survey

CITIZEN SURVEY	Neighborhood street safety ratings						Rating of traffic congestion on major streets & thoroughfares		
	Pedestrian safety			Bicyclist 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			
1997	-	-	-	-	-	-	-	-	-
1998	-	-	-	-	-	-	-	-	-
1999	-	-	-	-	-	-	-	-	-
2000	48%	26%	26%	42%	29%	29%	25%	32%	43%
2001	47%	26%	27%	42%	29%	29%	25%	32%	43%
change over last 5 years:	-	-	-	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-	-

Seventy percent of respondents reported working outside the home. About 84 percent of those who work outside the home continue to commute during peak traffic hours, an increase of 3 percent from 1997. Seventy percent drive alone to work, while 22 percent carpool and use mass transportation. Eight percent of commuters walk or bicycle to work.

The number of daily vehicle miles traveled in Portland continues to grow. It has increased by 31 percent since 1991.

FIGURE 34 DAILY VEHICLE MILES TRAVELED, PORTLAND METRO AREA (IN MILLIONS)



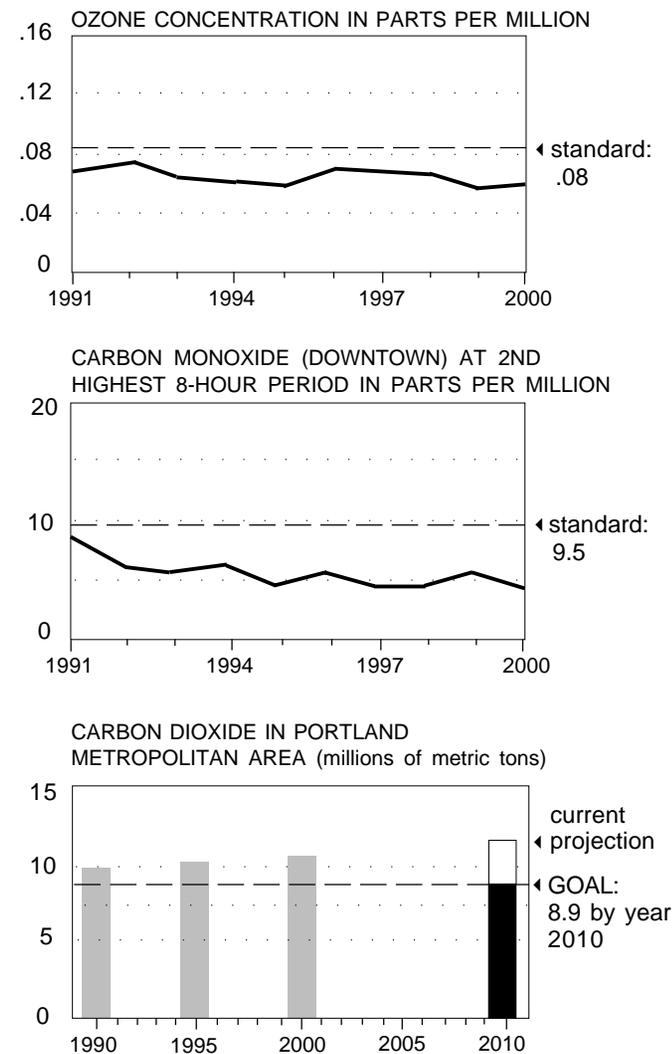
SOURCE: Metro and Oregon Department of Transportation

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
	1997	66%	34%	81%	19%	71%	9%	10%	2%	5%
1998	68%	32%	82%	18%	70%	8%	12%	2%	5%	3%
1999	65%	35%	83%	17%	71%	8%	12%	3%	3%	3%
2000	66%	34%	84%	16%	69%	9%	12%	2%	5%	3%
2001	70%	30%	84%	16%	70%	8%	11%	3%	4%	4%
change over last 5 years:	+4%	-4%	+3	-3%	-1%	-1%	+1%	+1%	-1%	+1%
change over last 10 years:	-	-	-	-	-	-	-	-	-	-

Ground level ozone concentration (smog) and carbon monoxide measurements continue to be better than the Federal standards. These air quality standards are set to protect public's health and the environment.

Emissions of carbon dioxide, the primary cause of global warming, have increased by 7 percent since 1990. Transportation accounted for 39 percent of local carbon dioxide emissions in 2000. City Council has established a goal of reducing carbon dioxide emissions to 10 percent below 1990 levels by 2010.

FIGURE 35 AIR QUALITY 10-YEAR TRENDS:



SOURCE: Ozone and carbon monoxide from Oregon Dept. of Environmental Quality; carbon dioxide from City of Portland's Office of Sustainable Development

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

The role of the Bureau has changed significantly over the past ten years. In addition to traditional wastewater 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.

Beginning with FY 2000-01 management of the City's recycling and solid waste collection programs was transferred to the Office of Sustainable Development. However, solid waste and recycling data for FY 2000-01 has been provided by the Office of Sustainable Development and is included in this chapter for reporting consistency.

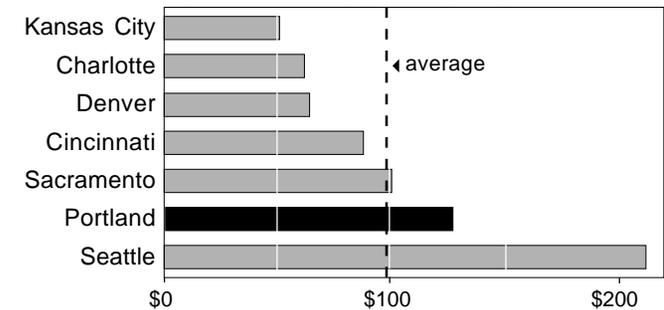
STAFFING AND SPENDING

Regulations to improve water quality and endangered species habitat have resulted in significant increases in the Bureau's capital spending and debt service over the past ten years:

- adjusted for inflation, capital spending climbed from \$52.7 million in FY 1991-92 to over \$109 million by FY 1994-95 and has remained above \$75 million
- debt service grew rapidly as the Bureau borrowed to finance these projects – from \$9.4 million in FY 1992-93 to over \$49 million by FY 1997-98, and has been above \$44 million the last three years

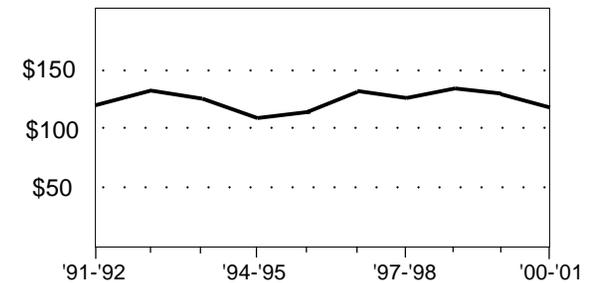
Operating costs have also grown over the last 10 years, but now trail growth in the number of sewer accounts. Operating costs per capita have declined by 5 percent over the past five years, but remain above the average of other comparable cities. Only Seattle has higher costs per capita.

FIGURE 36 SEWER/STORM OPERATING COSTS PER CAPITA: PORTLAND AND 6 OTHER CITIES



SOURCE: FY 2000-01 and CY 2000 budgets and CAFRs

PORTLAND: 10-YEAR TREND



	Total sewer accounts	Expenditures (in millions/constant '00-01dollars) *			Authorized staffing			Sewer operating costs per capita (constant dollars)
		Operating**	Capital	Debt service	Sewer		Refuse Disposal	
					Operating	Capital		
FY 1996-97	149,373	\$67.1	\$93.1	\$37.3	329	118	10	\$129
FY 1997-98	157,631	\$66.5	\$76.8	\$49.5	346	94	10	\$127
FY 1998-99	163,336	\$70.6	\$97.8	\$44.1	346	96	10	\$134
FY 1999-00	164,433	\$70.3	\$90.0	\$46.7	336	106	10	\$132
FY 2000-01	165,708	\$68.5	\$86.5	\$48.4	345	113	10	\$122
change over last 5 years:	+11%	+2%	-7%	+30%	+5%	-4%	0%	-5%
change over last 10 years:	+31%	+18%	+64%	+300%	-	-	-9%	+1%

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

** includes sewer and refuse disposal

WORKLOAD

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

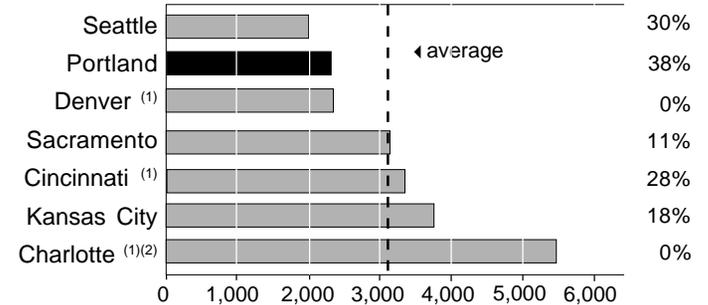
- installed over 584 miles of sanitary and storm water pipe, and repaired 41 miles
- cleaned 2,025 miles of pipe
- treated 304 billion gallons of wastewater

Total gallons of wastewater treated has declined from high rainfall years of 1996 to 1998. However, the BOD* and suspended solids loads in the wastewater have increased.

To improve river and stream quality, acres of watershed revegetated has increased and the Bureau has worked to reclaim floodplains.

The Bureau continued to separate storm and sanitary sewer lines last year. Nineteen miles of sanitary and 11 miles of storm pipes were added.

FIGURE 37 MILES OF SANITARY AND STORM PIPELINE AND % COMBINED: PORTLAND AND SIX OTHER CITIES



(1) These cities participate in larger regional wastewater systems which maintain pipeline miles outside the city limits
 (2) Charlotte maintains significant miles of pipe on private easements
 SOURCE: Audit Services survey of other cities and Bureau records

Compared with other cities, Portland has fewer miles of sanitary pipe but a higher percentage of combined sewer/storm pipes.

	Total system miles of pipeline **			Sanitary/storm water treatment			Feet of pipe repaired	Miles of pipe cleaned	Industrial discharge inspections	Acres of floodplain reclaimed	Acres of watershed revegetated
	Sanitary	Storm	Combined	Billion gallons	BOD load ***	Suspended solids load ***					
FY 1996-97	940	382	850	34.8	51.2	52.5	20,129	160	402	4	35
FY 1997-98	956	444	850	32.5	55.4	59.2	27,493	228	353	29	353
FY 1998-99	965	446	844	33.4	56.4	58.8	28,768	218	476	13	270
FY 1999-00	973	432	863	28.8	59.2	65.0	24,462	135	554	14	332
FY 2000-01	992	443	868	25.4	54.4	57.5	19,926	207	648	16	550

change over last 5 years:	+6%	+16%	+2%	-27%	+6%	+10%	-1%	+29%	+61%	+300%	+1,471%
change over last 10 years:	+55%	+112%	+1%	-12%	+34%	+25%	+6%	+10%	-	-	-

* Biochemical Oxygen Demand (BOD) load is a measure of the strength of wastewater, and BOD load reflects the amount of waste material needed to be removed.

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

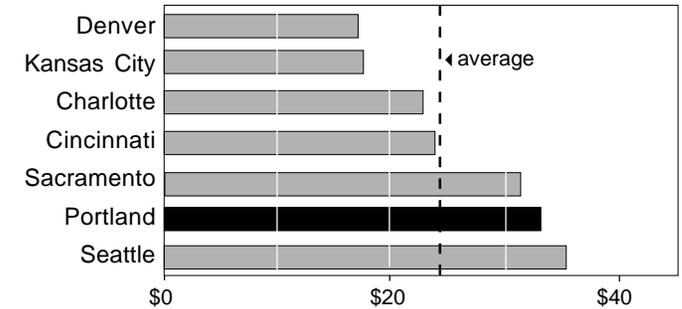
*** in millions of pounds

RESULTS Portland continues efforts to clean water and protect the environment:

- water discharged from City treatment plants meets federal and state standards
- 99 percent of industrial discharge tests were in full compliance
- only 10 percent of an estimated 46,558 properties in mid-county remain unconnected to the sewer system – these are mostly vacant lots
- 54 percent of waste is diverted from the landfill

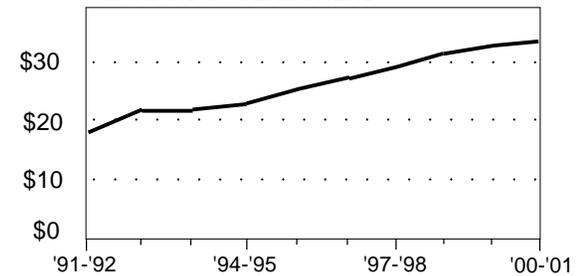
In constant dollars, average sewer bills increased more than 80 percent during the last ten years and are second in our six-city comparison. By contrast, average monthly garbage bills declined by 23 percent over the last ten years.

FIGURE 38 MONTHLY RESIDENTIAL SEWER/STORM DRAINAGE BILLS PORTLAND AND SIX OTHER CITIES



NOTE: Based on each city's actual average water use, service and stormwater management charges.

PORTLAND 10-YEAR TREND



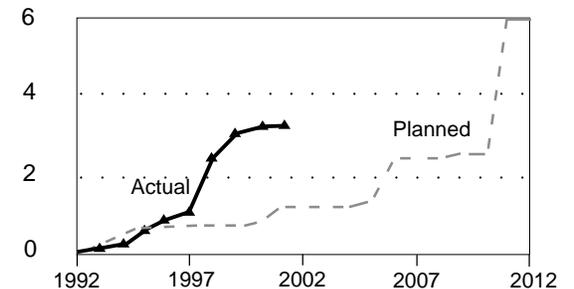
	% BOD removed *		Est. number of unconnected mid-county properties	Industrial discharge tests in full compliance	Waste diverted from landfill			Average monthly residential bills (constant '00-01 dollars)	
	Columbia Blvd.	Tryon Creek			Residential	Commercial	Combined	Sewer/storm drainage	Garbage (32 gal. can)
FY 1996-97	92.5%	92.9%	16,102	96%	50%	46%	47%	\$27.59	\$19.57
FY 1997-98	93.8%	92.9%	9,803	94%	51%	49%	50%	\$29.49	\$18.71
FY 1998-99	92.5%	94.8%	5,529	98%	53%	52%	52%	\$31.59	\$18.31
FY 1999-00	94.7%	95.3%	5,007	99%	52%	54%	54%	\$33.23	\$18.10
FY 2000-01	95.1%	96.6%	4,827	99%	52%	54%	54%	\$33.87	\$17.85
GOAL	>85%	>90%	0	>97%			54%	-	-
change over last 5 years:	+3%	+4%	-70%	+3%	+2%	+8%	+7%	+23%	-9%
change over last 10 years:	+6%	+3%	-87%	+9%	-	-	-	+82%	-23%

* Biochemical Oxygen Demand (BOD); removing BOD results in cleaner water.

The Combined System Overflow (CSO) program is the result of a 1994 agreement with the State Department of Environmental Quality (DEQ). According to the Bureau, the recent completion of the Columbia Slough Consolidation Conduit, a 3.5 mile, 12 foot diameter pipe built at a cost of \$70 million, met the first milestone of eliminating 99 percent of overflow discharges into the Columbia Slough. Future milestones to eliminate 94 percent of overflow discharges into the Willamette River will occur in December of 2001, 2006, and 2011.

Starting in FY 2000-01, the Bureau computed water quality indices for the Willamette River based on samples taken as it enters the City (upstream) and leaves the City (downstream). Comparing the upstream and downstream indices provides an indication of how both polluting

FIGURE 39 ESTIMATED CSO GALLONS DIVERTED (in billions)



SOURCE: Bureau project tracking system

and clean-up activities impact the river's water quality. As this is the first year of data for these two sites, no trend is available.

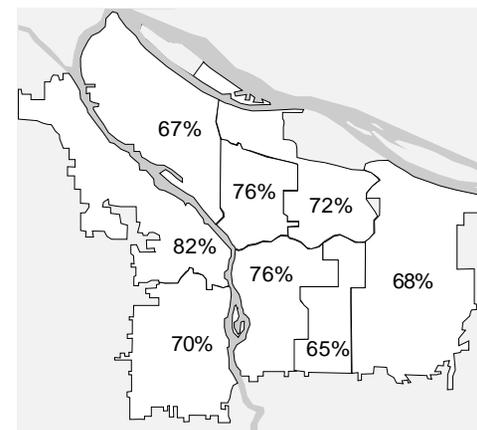
	Cornerstone projects (cumulative totals)		Estimated amount of combined overflow gallons diverted as a percent of planned total	Water Quality Index* for the Willamette River	
	Sumps constructed	Downspouts disconnected		Upstream	Downstream
FY 1996-97	2,757	5,160	21.8%	-	-
FY 1997-98	2,860	11,131	43.7%	-	-
FY 1998-99	2,860	19,980	49.9%	-	-
FY 1999-00	2,896	24,714	52.0%	-	-
FY 2000-01	3,045	28,565	53.0%	84	83
GOAL	3,050	32,240	96%	-	-
change over last 5 years:	-	-	+31%	-	-
change over last 10 years:	-	-	+53%	-	-

Index ranking: 0-59 very poor, 60-79 poor, 80-84 fair, 85-89 good, 90-100 excellent.

Overall, citizens are somewhat satisfied with the quality of sewer and stormwater services. The percent of residents rating these services “good” or “very good” increased slowly and steadily over the past 10 years – from 41 percent to 51 percent for sewer and from 37 percent to 42 percent for storm drainage.

The decline in the overall ratings for each of these services in the last two years may be partly attributable to increased publicity about the health of the river. Fish in the Willamette have been listed under the Endangered Species Act and the Portland Harbor has been listed as a Superfund site. These issues, combined with water/sewer billing system problems, may have given the public a negative opinion of river health and sewer system effectiveness.

FIGURE 40 PERCENT OF NEIGHBORHOOD RESIDENTS WHO FEEL THAT SEWER SERVICE TO THEIR HOME IS “GOOD” OR “VERY GOOD”



SOURCE: Auditor’s Office 2001 Citizen Survey

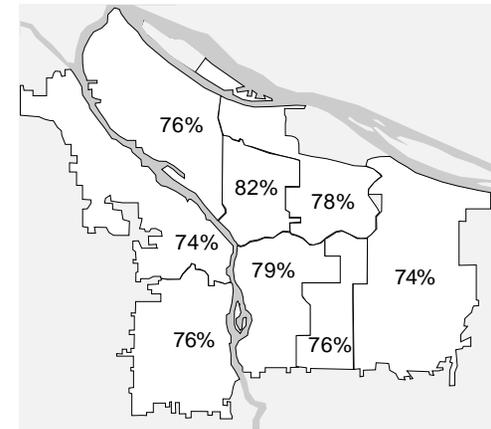
CITIZEN SURVEY	OVERALL rating of sewers quality			OVERALL rating of storm drainage quality			How well sewer & storm drainage systems protect rivers and streams		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	WELL OR VERY WELL	NEITHER WELL NOR POORLY	POORLY OR VERY POORLY
1997	53%	33%	14%	41%	33%	26%	29%	26%	45%
1998	59%	26%	15%	46%	28%	26%	29%	24%	47%
1999	57%	26%	17%	46%	28%	26%	28%	27%	45%
2000	54%	29%	17%	43%	29%	28%	30%	27%	43%
2001	51%	30%	19%	42%	30%	28%	27%	27%	46%
change over last 5 years:	-2%	-3%	+5%	+1%	-3%	+2%	-2%	+1%	+1%
change over last 10 years:	+10%	-5%	-5%	+5%	-3%	-2%	+5%	+1%	-6%

Respondents gave relatively low marks to how well the systems protect rivers and streams. Forty six percent rated the system “poor” or “very poor” – three percent worse than the prior year.

The North, Southwest, and Outer Southeast neighborhoods all rated sewer service to their home much lower than the prior year.

Residents in all neighborhoods continue to rate garbage and recycling services relatively high.

FIGURE 41 PERCENT OF RESIDENTS RATING RECYCLING SERVICE QUALITY “GOOD” OR “VERY GOOD”



SOURCE: Auditor's Office 2001 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
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%	44%	34%	22%
2000	76%	19%	5%	76%	17%	7%	44%	35%	21%
2001	77%	18%	5%	76%	16%	8%	44%	35%	21%
change over last 5 years:	0%	+1%	-1%	+1%	-1%	0%	+1%	+2%	-3%
change over last 10 years:	-1%	+3%	-2%	+4%	-1%	-3%	+13%	+3%	-16%

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.

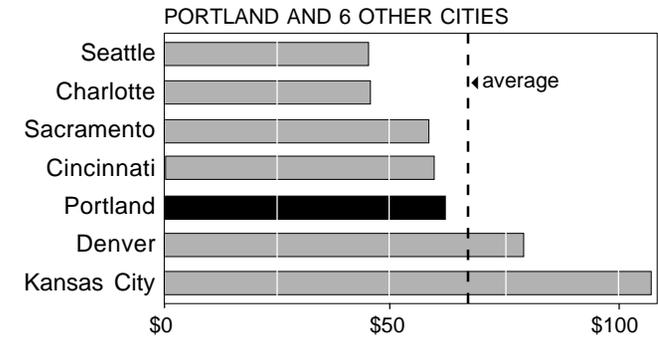
STAFFING AND SPENDING

Although authorized staffing and spending has grown steadily over the past 10 years, the Bureau reduced spending in FY 2000-01 in response to reduced water sales revenues and declining cash flows resulting from problems with a new billing system installed in February 2000:

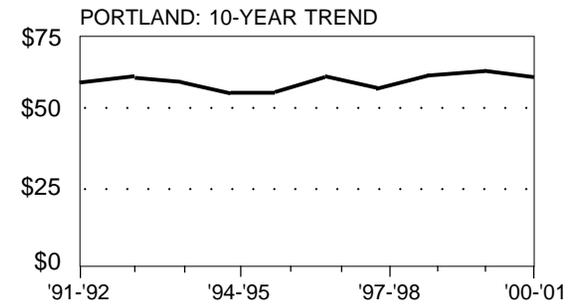
- staffing levels grew 6 percent over the last five years and 10 percent over the last decade due to factors such as the workforce apprentice program, capital improvements, and information technology
- operating costs per capita declined 2 percent over 10 years but ten percent last year. The Bureau significantly reduced spending in materials and services, primarily professional services

Capital spending has grown, reflecting the Bureau's commitment to repair or replace the aging water system.

FIGURE 42 WATER OPERATING COSTS PER CAPITA:



SOURCE: FY 2000-01 and CY 2000 budgets and CAFRs



	Population served			Expenditures (in millions/constant '00-01 dollars) *			Authorized staffing	Operating costs per population served (constant '00-01 dollars)
	City (retail)	Outside city (wholesale)	TOTAL	Operating	Capital	Debt service		
FY 1996-97	448,928	319,000	767,928	\$47.6	\$28.6	\$13.4	513	\$62
FY 1997-98	453,573	333,300	786,873	\$46.4	\$25.0	\$13.1	513	\$59
FY 1998-99	453,815	341,353	795,168	\$49.8	\$33.6	\$13.5	524	\$63
FY 1999-00	455,919	317,252	773,171	\$50.7	\$36.7	\$12.7	532	\$66
FY 2000-01	474,511	314,489	789,000	\$47.5	\$35.2	\$13.4	543	\$60

change over last 5 years:	+6%	-1%	+3%	0%	+23%	0%	+6%	-3%
change over last 10 years:	+17%	+18%	+17%	+15%	+53%	-9%	+10%	-2%

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

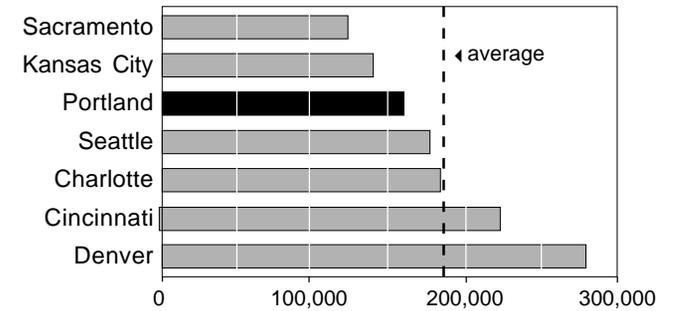
WORKLOAD

Although the service population and number of retail accounts have increased, water demand, sales and usage have all declined over the past ten years:

- annual water use per resident dropped 7 percent from a year ago to 44,881 gallons – a 13 year low
- total gallons of water delivered declined to below FY 1996-97 levels
- water sales declined to \$57.8 million— a level not seen since FY 1995-96

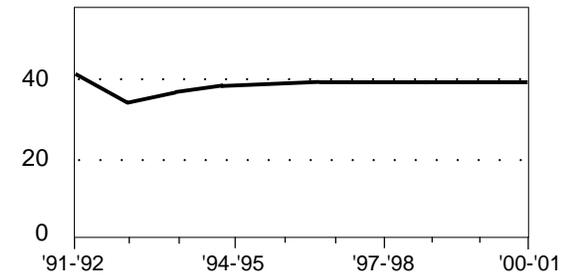
The primary reasons for the declines in FY 2000-01 were a cool summer and the loss of several large industrial customers. In response, the Bureau reduced planned operating and capital expenditures. The number of feet of new water mains installed dropped 24 percent from last year.

FIGURE 43 NUMBER OF RETAIL WATER ACCOUNTS: PORTLAND AND SIX OTHER CITIES



SOURCE: Audit Services survey of other cities

FIGURE 44 GALLONS OF WATER DELIVERED (IN BILLIONS)



	Water sales (constant '00-'01 dollars)	Gallons of water delivered	Number of retail accounts	Feet of new water mains installed	Annual water usage per capita (inside City)
FY 1996-97	\$60.8 million	38.6 billion	157,189	126,282	49,079 gals.
FY 1997-98	\$60.2 million	38.7 billion	158,141	68,662	49,477 gals.
FY 1998-99	\$62.4 million	39.3 billion	159,177	121,737	49,039 gals.
FY 1999-00	\$60.4 million	39.2 billion	160,100	107,590	48,386 gals.
FY 2000-01	\$57.8 million	38.5 billion	161,154	82,283	44,881 gals.

change over last 5 years:	-5%	0%	+3%	-35%	-9%
change over last 10 years:	-5%	-6%	+5%	+3%	-28%

RESULTS

Average residential water bills grew by nine percent over the past ten years. In FY 1999-00, the Bureau implemented rate reform that shifted more costs to larger users and those who conserve less. This resulted in a 13 percent decrease in the average monthly bill for FY 2000-01. Portland now has a lower average monthly residential water bill than any of the six comparison cities.

Consistent with the cool summer, peak consumption in FY 2000-01 declined from prior years, but was still greater than last year.

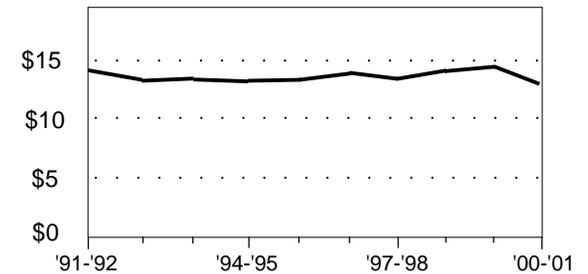
The Bureau continues to deliver high quality water. The Bureau met or surpassed federal water quality standards for our selected tests, as well as others the Bureau does.

FIGURE 45 AVERAGE MONTHLY RESIDENTIAL WATER BILLS:



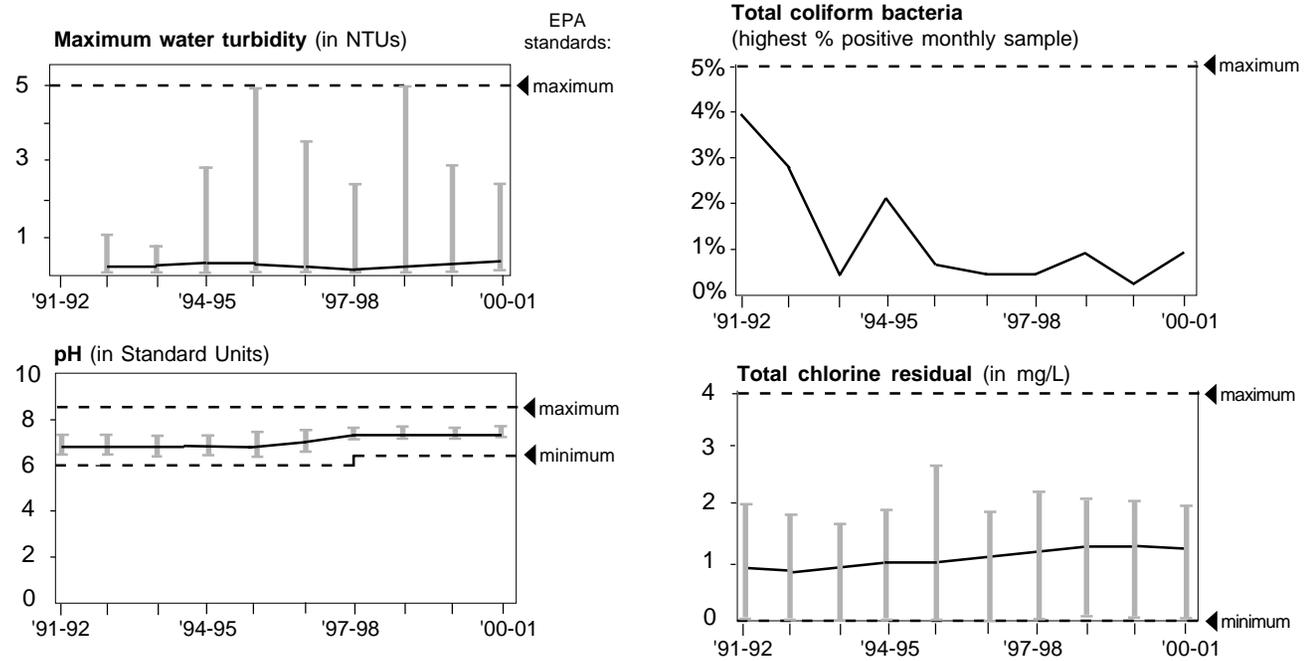
NOTE: Based on each city's average water usage

PORTLAND: 10-YEAR TREND



	Average monthly residential water bill (constant dollars)	Peak summer month water consumption (in millions of gallons)	
		Average day	Highest day
FY 1996-97	\$13.81	170	207
FY 1997-98	\$13.43	169	206
FY 1998-99	\$13.89	173	204
FY 1999-00	\$14.42	153	176
FY 2000-01	\$12.57	166	193
GOAL		-	-
change over last 5 years:	-9%	-2%	-7%
change over last 10 years:	-9%	-5%	-7%

FIGURE 46 SELECTED WATER QUALITY INDICATORS: PORTLAND TRENDS



NOTE: On graphs, vertical gray bar = minimum - maximum range; solid line = annual average

Selected tests for water quality *

	Maximum turbidity (NTUs)	Min / max pH	Total coliform bacteria (in highest month)	Min / max total chlorine residual (mg/L)
FY 1996-97	3.49	6.6 / 7.5	0.46%	0.04 / 1.71
FY 1997-98	2.44	7.3 / 7.6	0.46%	0.10 / 2.20
FY 1998-99	4.99	7.2 / 7.6	0.92%	0.19 / 2.04
FY 1999-00	2.87	7.2 / 7.6	0.26%	0.10 / 2.01
FY 2000-01	2.30	7.3 / 7.7	1.14%	0.04 / 1.97
GOAL/STANDARD	<5.00	6.5 / 8.5	<5.0%	0.02 / 4.00
change over last 5 years:	-34%	+11% / +3%	+148%	0% / +15%
change over last 10 years:	-	+11% / +7%	-71%	- / -2%

* 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.
 Total chlorine residual = disinfectant remaining after treatment; measured throughout distribution system.

Since implementing the new customer billing system in FY 1999-00, the Bureau cannot determine the gallons of unaccounted for water with the same degree of accuracy as in the past, so this information has not been included.

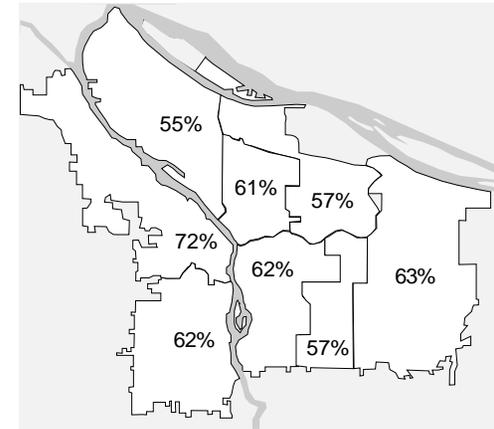
The Bureau's debt coverage ratio declined to 1.93 last year, due to declining water sales and cash flow problems created by the customer billing system. However, it was still above the Water Bureau's goal of 1.90.

	Unaccounted for water		Debt coverage ratio *
	Gallons (millions)	% of water delivered	
FY 1996-97	3,968	9.3%	2.25
FY 1997-98	3,340	7.9%	2.44
FY 1998-99	3,288	7.7%	2.31
FY 1999-00	not avail.	not avail.	2.06
FY 2000-01	not.avail.	not.avail.	1.93
GOAL	-	<10%	>1.90
change over last 5 years:	-	-	-14%
change over last 10 years:	-	-	0%

* ratio of available income for debt payment to annual debt service requirements. Higher ratio shows more ability to pay.

Citizens' rating of water services declined significantly last year, from 72 percent rating services "good" or "very good" in 2000, to 61 percent in 2001. This increase in dissatisfaction is probably the result of problems implementing the new computer billing system.

FIGURE 47 PERCENT OF NEIGHBORHOOD RESIDENTS RATING WATER SERVICES "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 2001 Citizen Survey

CITIZEN SURVEY	OVERALL rating of water services		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1997	72%	21%	7%
1998	73%	19%	8%
1999	72%	21%	7%
2000	72%	19%	9%
2001	61%	22%	17%

change over last 5 years:	-11%	+1%	+10%
change over last 10 years:	+4%	-2%	-2%

CHAPTER 7 OFFICE OF PLANNING AND DEVELOPMENT REVIEW

SERVICE MISSION

The Office of Planning and Development Review (OPDR) works with the community and other City of Portland bureaus to ensure a safe and healthful built environment and to assist in the preservation of housing and the improvement of neighborhoods.

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

FY 2000-01 was the second full fiscal year since the merger of the Bureau of Buildings and the Development Review Section of the Bureau of Planning into OPDR. The creation of OPDR was intended to integrate the City's development review system and provide a clear point of accountability for development review responsibilities.

In addition to transitioning to a new facility and merging staffs and responsibilities, the Bureau implemented a new computer system called TRACS (Tracking, Review and Construction System). TRACS serves as a comprehensive project management, tracking, and reporting system. Much of the data in this chapter was extracted from the TRACS system.

SPENDING AND STAFFING

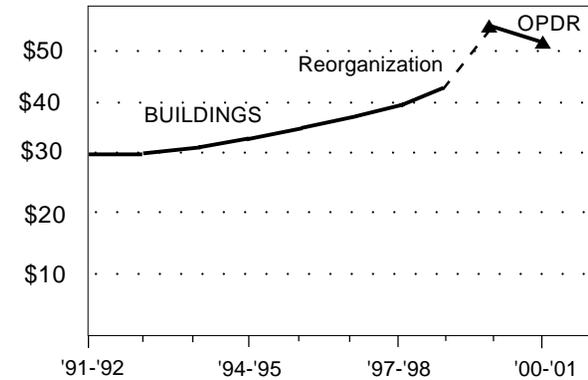
After significant spending increases in FY 1999-00 due to the consolidation of the Bureau of Buildings and the Development Review section of the Bureau of Planning into OPDR, total OPDR spending dropped slightly last year:

- total spending in FY 2000-01 was \$27.5 million, a decrease of 2.5 percent from the prior year
- OPDR spending is now about \$52 per Portland resident

Due mostly to the recent consolidation, full-time staffing has increased by about 50 percent, from 200 FTEs in FY 1996-97, to 302 FTEs in FY 2000-01.

The combination inspections program has increased the most over the past 10 years, by 386 percent. This program, which began in January 1991, had only 7 cross-trained inspectors in

FIGURE 48 BUREAU OF BUILDINGS/OPDR SPENDING PER CAPITA: PORTLAND 10-YEAR TREND



SOURCE: City of Portland financial records

FY 1991-92, compared with 43 last year. Much of this growth occurred in the earlier years and was due to a transfer of existing staff from the commercial inspections programs.

Expenditures (in millions/constant '00-01 dollars)

	Admin *	Code compliance	Inspections			Plan review & permits	Land use reviews	Develop. services	TOTAL	Staffing (FTEs)	TOTAL spending per capita
			Combo.	Commercial	Neighborhood						
FY 1996-97	\$4.0	\$0.6	\$3.8	\$3.8	\$3.0	\$3.8	-	-	\$19.0	200	\$38
FY 1997-98	\$5.0	\$0.6	\$3.8	\$4.1	\$2.6	\$4.1	-	-	\$20.2	208	\$40
FY 1998-99	\$5.0	\$0.7	\$3.7	\$4.7	\$2.5	\$5.2	-	-	\$21.8	225	\$43
FY 1999-00	\$6.6	\$0.7	\$3.7	\$4.5	\$2.6	\$2.7	\$4.4	\$3.0	\$28.2	298	\$55
FY 2000-01	\$6.0	\$0.7	\$3.4	\$4.7	\$2.7	\$2.5	\$4.4	\$3.1	\$27.5	302	\$52

change over last 5 years:	+50%	+17%	-11%	+24%	-10%	-34%	-	-	+45%	+51%	+37%
change over last 10 years:	+131%	+17%	+386%	+2%	+13%	-4%	-	-	+104%	+101%	+73%

* includes General Fund overhead

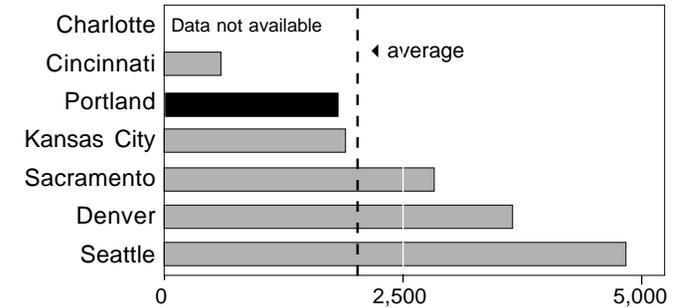
WORKLOAD

Commercial building permits issued, construction inspections and land-use reviews declined in FY 2000-01 from the prior year:

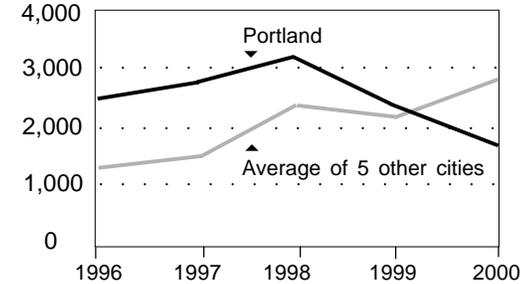
- while the total number of construction inspections and building permits increased by 32 percent and 28 percent, respectively, over ten years, construction inspections declined slightly
- land-use reviews and plans checked have also declined over the past 5 years, by 29 percent and 6 percent respectively
- neighborhood nuisance inspections have decreased by 29 percent over the past 10 years, but increased significantly this year compared with FY 1999-00

According to census data, Portland is issuing a decreasing number of permits for new, privately owned housing, while the average for comparison cities is increasing.

FIGURE 49 NEW PRIVATELY OWNED HOUSING UNITS PERMITTED, PORTLAND AND SIX OTHER CITIES: 2000



PORTLAND AND OTHER CITIES: 5-YEAR TREND



SOURCE: US Census Bureau

	Building permits *		Construction inspections		New residential units **	Land use reviews	Plans checked	Neighborhood inspections		Nuisance properties cleaned up	Housing units brought up to code
	Comm.	Res.	Comm.	Res.				Nuisance	Housing/derelict bldg.		
FY 1996-97	3,378	4,343	73,964	95,538	3,025	1,244	5,389	22,583	11,980	6,253	2,581
FY 1997-98	4,089	4,153	79,980	95,773	3,635	1,171	5,148	16,555	10,086	6,539	2,409
FY 1998-99	3,746	4,128	87,470	90,000	3,709	1,058	5,230	16,815	9,557	6,373	2,225
FY 1999-00	3,628	4,390	92,076	87,894	2,486	894	5,161	13,270	8,075	4,276	1,722
FY 2000-01	3,450	4,968	89,959	86,255	2,477	879	5,041	18,103	7,413	5,877	2,008

change over last 5 years:	+2%	+14%	+22%	-10%	-18%	-29%	-6%	-20%	-38%	-6%	-22%
change over last 10 years:	+6%	+49%	-	-	-	-	-	-29%	-30%	-	+70%

* New construction, alterations, additions, and demolitions

** Total number of dwelling units approved during year

RESULTS OPDR has made an effort during the past year to identify important performance indicators and collect data to track progress. The primary emphasis for results indicators has been on reducing the time it takes to review and approve plans, to issue building permits, and to complete construction inspections.

After the first full year of measurement, the bureau is meeting goals in a few areas:

- residential and commercial plans are reviewed in accordance with specific timeframes
- customers express satisfaction with OPDR staff work

In other areas, performance is slightly below targets:

- the percent of inspections completed within 24 hours is slightly less than expectations
- the percent of building permits issued over the counter within 24 hours is just below goals
- land-use decisions are made slightly slower than planned time frames

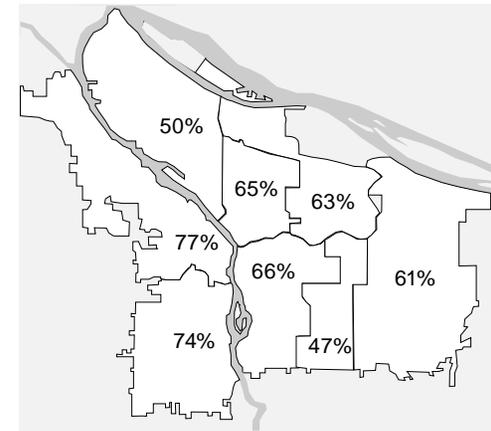
	Simple residential plans reviewed in 15 days or less	Commercial plans reviewed in 20 days or less	Building permits issued over the counter in 15 days or less	Inspections within 24 hours		Land-use customer survey	
				Commercial	Residential	Decisions in expected timeframe	Staff work satis. or excellent
FY 1996-97	-	-	-	95%	91%	-	-
FY 1997-98	-	-	-	96%	94%	-	-
FY 1998-99	-	-	-	97%	97%	-	-
FY1999-00	-	-	-	98%	98%	-	-
FY 2000-01	94%	91%	66%	93%	97%	83%	97%
GOAL	90%	90%	70%	97%	98%	85%	90%
change over last 5 years:	-	-	-	-2%	+7%	-	-
change over last 10 years:	-	-	-	-	-	-	-

About two-thirds (63 percent) of respondents rated neighborhood housing physical conditions as “good” or “very good”; only one respondent of every ten (10 percent) rated neighborhood housing condition as “bad” or “very bad.”

Compared with last year’s survey, there was little change in respondent perceptions about neighborhood housing physical conditions across individual city neighborhoods. However, the latest survey results indicate that residents in Outer Southeast feel much worse about housing conditions than those in other neighborhoods. Respondents in Central Northeast reported a slight decrease in overall satisfaction levels compared with last year.

The overall rating of the quality of housing and nuisance inspections is less satisfactory. Only about three of every ten respondents (31 per-

FIGURE 50 RESIDENTS RATING PHYSICAL CONDITION OF NEIGHBORHOOD HOUSING GOOD OR VERY GOOD



SOURCE: Auditor’s Office 2001 Citizen Survey

cent) feel such inspection quality is “good” or “very good”; one in four respondents (25 percent) feels inspection quality is “bad” or “very bad.”

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
	1997	29%	46%	25%	67%	25%
1998	33%	48%	21%	66%	27%	7%
1999	33%	45%	22%	66%	26%	8%
2000	31%	46%	23%	65%	27%	8%
2001	31%	44%	25%	63%	27%	10%
change over last 5 years:	+2%	-2%	0%	-4%	+2%	+2%
change over last 10 years:	-	-	-	-	-	-

CHAPTER 8 HOUSING AND COMMUNITY DEVELOPMENT

SERVICE MISSION

This chapter describes the activities of the Bureau of Housing and Community Development (BHCD), and the Housing Department of the Portland Development Commission (PDC). These two organizations carry out a variety of activities to promote housing and community development in Portland.

BHCD's mission is to:

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

To carry out its mission, BHCD uses federal grants and City general funds for programs addressing youth, public safety, homelessness, and housing affordability and preservation. BHCD contracts with public and private non-profit organizations to provide services to lower income residents and neighborhoods.

PDC's Housing mission is to:

- bring together community resources to achieve Portland's vision of a vital economy with healthy neighborhoods and quality housing for all citizens.

PDC receives federal Community Development Block Grant and HOME funds from BHCD. With these federal funds, and general fund and tax increment finance dollars, PDC's Housing Department provides loans and grants that support housing production, rehabilitation, preservation, and home ownership programs throughout the City.

Goals established in the area's Consolidated Plan prepared for HUD, Urban Renewal Target areas, and by City Council guide the spending of funds related to Housing and Community Development. In addition, Title 1 of Metro's Functional Plan requires the City to add almost 71,000 housing units between 1994 and 2017.

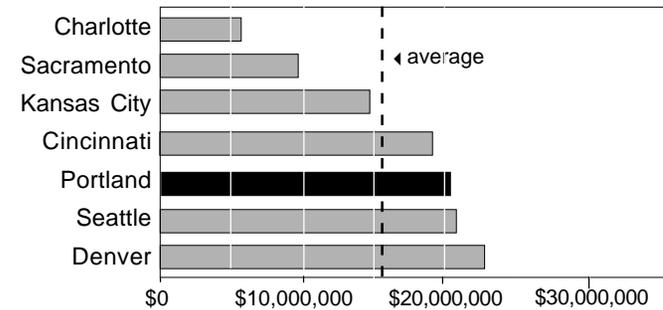
SPENDING AND STAFFING

Total spending on housing and community development increased over the last five years:

- total spending per capita increased 29 percent
- spending on housing increased 62 percent
- tax increment financing (TIF) revenues allocated to housing projects increased 217 percent

BHCD's spending on youth dropped sharply last year due to the reduction in a Youth Build grant and program reorganization in FY 1999-00. Expenditures in the "other" category also dropped last year, largely due to less CDBG funding for the neighborhood improvement program.

FIGURE 51 CDBG EXPENDITURES, FY 1999-00 PORTLAND AND SIX OTHER CITIES



SOURCE: HUD Grantee Performance Reports

Revenues from TIF and other sources increased from last year, while revenues from federal grants and the general fund remained relatively flat. The Downtown/Waterfront, South Park Blocks, and River District urban renewal areas generated the majority of TIF revenue in 2000-01.

	Expenditures (in millions/constant '00-01 dollars)				Revenues (in millions/constant '00-01 dollars)				Staffing (FTEs)		TOTAL spending per capita
	Housing *	Homeless	Youth	Other **	Grants	Gen. Fund	TIF***	Other	BHCD	PDC Housing	
FY 1996-97	\$30.9	\$5.2	\$2.1	\$7.9	\$24.3	\$13.2	\$4.8	\$9.2	17	35	\$91
FY 1997-98	\$30.1	\$3.5	\$2.3	\$6.0	\$18.8	\$10.2	\$4.7	\$7.4	17	29	\$82
FY 1998-99	\$49.8	\$3.7	\$2.2	\$6.2	\$29.1	\$11.4	\$22.6	\$4.8	18	32	\$121
FY 1999-00	\$39.0	\$5.1	\$2.2	\$7.6	\$28.4	\$12.0	\$6.5	\$5.8	18	32	\$105
FY 2000-01	\$50.0	\$5.5	\$1.5	\$5.9	\$28.2	\$13.3	\$15.2	\$9.9	21	33	\$118

change over last 5 years:

change over last 10 years:

+62%	+6%	-29%	-25%	+16%	+1%	+217%	+8%	+24%	-6%	+29%
-	-	-	-	-	-	-	-	-	-	-

* BHCD and PDC; includes federal grant funds, CDBG float loans, City general fund (including foregone revenues from tax exemptions) and TIF spent on housing projects; admin and capital outlay are included

** includes BHCD's economic development, public safety, neighborhood improvements and community initiatives programs

*** TIF = tax increment financing for housing projects

The total amount of loans and grants awarded by PDC and BHCD to support low-income housing production, preservation and rehabilitation has remained fairly even over the last five years. Although the greatest share of loans and grants goes to rentals, the funds going to homeowners have more than doubled in the last five years.

The City also supports the development and rehabilitation of housing by granting property tax exemptions to rental properties or owners that meet specified criteria. Unlike loans and grants that are disbursed from specific funding sources, tax exemptions represent foregone revenue.

Over the last five years, the number of units receiving exemptions, and the amount of revenue foregone, have almost doubled. Since a

FIGURE 52 TAX EXEMPTIONS GRANTED (constant '00-01 dollars)

	General Fund revenue foregone	No. of units
FY 1996-97	\$1,326,688	4,717
FY 1997-98	\$1,450,094	5,844
FY 1998-99	\$1,547,604	6,056
FY 1999-00	\$1,952,471	7,484
FY 2000-01	\$2,437,895	8,328

SOURCE: Multnomah County Assessment and Taxation

property may be granted an exemption for up to ten years, a cumulative count of units with exemptions overstates the actual number of units assisted by the six tax exemption programs. Over the last five years, an average of 6,486 units received tax exemptions per year.

CITY HOUSING LOANS AND GRANTS AWARDED *
(in millions/constant '00-01 dollars)

	Housing affordable to low-to-moderate income households **			Housing affordable to middle+ income households		
	Owner	Rental	Total	Owner	Rental	Total
FY 1996-97	\$1.5	\$15.5	\$17.0	\$0.0	\$0.7	\$0.7
FY 1997-98	\$2.4	\$12.4	\$14.8	\$0.0	\$0.0	\$0.0
FY 1998-99	\$3.6	\$24.6	\$28.2	\$0.0	\$3.9	\$3.9
FY 1999-00	\$2.9	\$15.0	\$17.9	\$0.0	\$0.7	\$0.7
FY 2000-01	\$3.4	\$14.7	\$18.1	\$0.1	\$0.4	\$0.5
change over last 5 years:	+127%	-5%	+6%	0%	-43%	-29%
change over last 10 years:	-	-	-	-	-	-

* includes closed loans and grants from PDC and BHCD; does not include admin or capital outlay; tax exemptions not included (see table above)

** "low-to moderate" are incomes at or below 80% of median family income (MFI); "middle+" are incomes above 80% of MFI. Median family income is defined by HUD each year.

WORKLOAD

The mismatch between the demand for low-income housing and the supply of affordable housing has not changed much in recent years. The number of low-income households outpaces the availability of affordable units by about two to one. Low-income housing need and affordable units could not be determined for the past two years because the Census Bureau has not released these data.

Recognizing the need for housing units for very low income households, the Regional Affordable Housing Strategy (Metro, June 2000) allocated a city-wide target of approximately 1,800 new housing units affordable to low-income households to be built between 2000 and 2005.

In the past five years, the City awarded loans and grants that supported the development, preservation, and rehabilitation of over 5,300 units affordable to low-to-moderate income households.

Developing market-rate housing to keep pace with the City's growing population is also a concern of the City. In the past five years, PDC supported the construction and rehabilitation of about 800 units for middle and upper income households.

Historical information on the number and type of units assisted by PDC has improved in accuracy in the last year as PDC has corrected its historical data and improved its methods for counting assisted units.

BHCD continues to fund over one thousand small-scale homeowner repair projects for low-income households each year. These projects are important to preserving housing affordability because the repairs often fix problems before they become expensive rehabilitation projects owners cannot afford.

	LOW-INCOME HOUSING NEED*		UNITS IN CITY-SUBSIDIZED PROJECTS**				Small scale homeowner repair projects
	Low-income households	Affordable units	Housing units affordable to low-to-moderate income		Housing units affordable to middle+ income		
			Owner	Rental	Owner	Rental	
FY 1996-97	40,230	21,950	154	1,071	0	61	-
FY 1997-98	40,475	19,575	190	633	0	303	1,722
FY 1998-99	37,150	18,950	226	1,322	2	300	2,027
FY 1999-00	<i>not avail.</i>	<i>not avail.</i>	186	703	1	93	1,925
FY 2000-01	<i>not avail.</i>	<i>not avail.</i>	234	596	5	34	1,417
change over last 5 years:	-	-	+52%	-44%	-	-44%	-
change over last 10 years:	-	-	-	-	-	-	-

* Multnomah County renters and rental units; low-income is based on 50% median family income, as defined by HUD, and adjusted for household size. From US Census Bureau, *American Community Survey*

** units in projects that received City loan or grant to help fund new construction, preservation or major rehabilitation

Over the past five years, one-night shelter counts indicate that over 2,000 homeless individuals seek shelter each night.

City-funded shelters housed an average of 278 homeless singles each night in FY 2000-01 – up from 239 in FY 1997-98.

BHCD funds programs that serve homeless single adults, and contributes some funding to Multnomah County, which is responsible for programs that serve homeless youth and families. In addition, BHCD’s Youth Employment and Involvement programs work to place youth in jobs or school. During FY 2000-01, nearly 7,000 homeless adults and over 1,100 youth were served by City-funded programs.

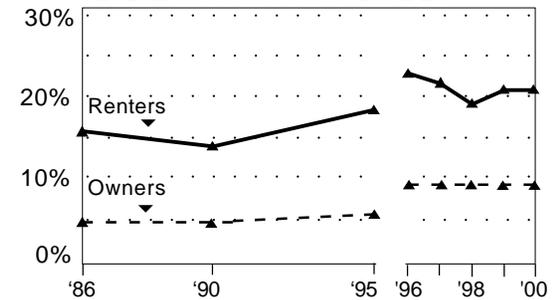
	Total number of homeless seeking shelter on one night	Average nightly number of homeless in City-funded singles shelters	Number of persons served annually in City-funded programs	
			Homeless singles	Youths
FY 1996-97	2,252	-	-	-
FY 1997-98	2,489	239	-	-
FY 1998-99	2,602	255	-	-
FY 1999-00	2,093	268	5,852	2,018
FY 2000-01	2,086	278	6,977	1,117
change over last 5 years:	-7%	-	-	-
change over last 10 years:	-	-	-	-

RESULTS The intended outcome of the City’s housing efforts is an adequate supply of housing affordable to all income levels.

The number of housing units in the City continues to grow. The 2000 Census counted approximately 237,300 housing units in Portland, compared with the goal of 280,528 units by the year 2017.

The percentage of homeowners with a severe housing cost burden has remained flat at 9 percent over the last five years. Almost twice the number of renters as owners have severe housing cost burdens. However, the percentage of renters with a severe housing cost burden decreased 2 percent over the last five years.

FIGURE 53 PERCENT OF PORTLAND HOUSEHOLDS WITH SEVERE HOUSING COST BURDEN



SOURCE: 1986, 1990 & 1995 *American Housing Survey*, and 1996 through 2000 *American Community Survey*

In FY 2001-02, BHCD intends to collect data to demonstrate how tenants’ housing cost burden is impacted by living in City-assisted rental units.

	Housing inventory in City *				Portland households with severe housing cost burden **				Housing cost burden for tenants in new City-assisted rentals		
	Owner	Rental	Vacant	Total	Owners		Renters		Before placement	After placement	Reduction
					Number	Percent	Number	Percent			
1996	119,555	96,116	9,790	225,461	9,394	9%	21,138	23%	-	-	-
1997	120,747	97,038	9,571	227,356	10,522	9%	20,642	22%	-	-	-
1998	123,727	97,884	9,105	230,716	9,848	9%	18,202	19%	-	-	-
1999	125,042	94,354	13,913	233,309	10,580	9%	19,378	21%	-	under development	-
2000	124,767	98,970	13,570	237,307	not avail.	9%***	not avail.	21%***	-	-	-
2017 GOAL				280,528							
change over last 5 years:	+4%	+3%	+39%	+5%	-	0%	-	-2%	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-	-	-	-

* 1996 through 1999 from *American Community Survey*, US Census Bureau. Methodology changed in 1999, so prior years may not be comparable. 2000 data from the decennial *US Census*.

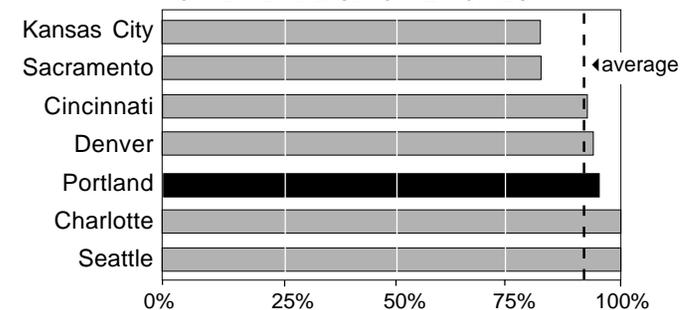
** Households paying more than 50% of income for housing; *American Community Survey*, US Census Bureau.

*** not available for Portland only; Multnomah County percentages.

BHCD provides support for a wide variety of services for the homeless. A major goal is finding stable housing for homeless single adults. During FY 2000-01, the Bureau estimates that City-assisted programs placed 1,900 homeless single adults into permanent or more stable housing.

BHCD also funds programs which serve youth. In FY 2000-01, the number of youth reported by BHCD as being placed in a job or post-secondary school dropped by almost half from the previous year. This decrease is a result of BHCD's more stringent requirements for counting youth served. Consequently, the number of students reported as being placed and retained as a result of youth programs also decreased.

FIGURE 54 PERCENT OF CDBG FUNDS SPENT TO BENEFIT LOW-TO-MODERATE-INCOME PERSONS: PORTLAND AND SIX OTHER CITIES



SOURCE: Audit Services survey of other cities

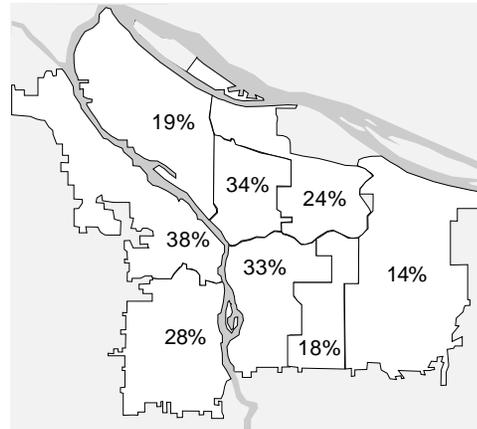
BHCD's administrative costs related to managing its federal grants continue to stay below the 10 percent guideline.

	Homeless single adults placed in permanent or more stable housing *		Selected youth program results				BHCD percent of expenditures on administration
			Placed in job or school **		Retained 30+ days in job or school		
			Number	% of total served	Number	% of total served	
FY 1996-97	-	-	-	-	-	-	-
FY 1997-98	-	-	1,066	78%	-	-	7.7%
FY 1998-99	1,030	33%	1,185	66%	-	-	6.6%
FY 1999-00	1,302	38%	1,018	61%	418	43%	7.4%
FY 2000-01	1,900	32%	549	57%	280	54%	5.6%
GOAL				85%		74%	<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

** post-secondary education

FIGURE 55 RESIDENTS RATING NEIGHBORHOOD HOUSING AFFORDABILITY "BAD" OR "VERY BAD"



SOURCE: Auditor's Office 2001 Citizen Survey

Ratings of neighborhood housing affordability have improved over the last five years. Residents of Northwest/Downtown and Inner Northeast rate housing affordability the worst.

Over the last five years, Outer Southeast and North showed the most improvement in affordability ratings.

CITIZEN SURVEY	Rating of neighborhood housing affordability		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1997	41%	30%	29%
1998	46%	28%	26%
1999	48%	27%	25%
2000	45%	31%	24%
2001	44%	30%	26%
GOAL			
change over last 5 years:	+3%	0%	-3%
change over last 10 years:	-	-	-

CHAPTER 9 PLANNING

SERVICE MISSION

The mission of the Bureau of Planning is to assist the people of Portland in achieving a quality urban environment through comprehensive planning which responds to neighborhood needs, embraces community values, and prepares the City for the future.

The Bureau accomplishes this mission by developing plans and policies that are consistent with the City's Comprehensive Plan and regional, state and federal mandates, and by updating the City's Zoning Code. The Bureau provides and promotes a fair and open process for citizen involvement as it accomplishes its mission.

At the end of FY 1998-99, staff involved with Development Review—roughly one-half of the Bureau's personnel—were transferred to the newly created Office of Planning and Development Review. As a result, the Bureau of Planning reorganized its duties and staff.

The reorganized programs are:

- Environmental Planning
- Area and Neighborhood Planning
- Intergovernmental Coordination & Comprehensive Planning
- Code Development
- Urban Design / Historic Preservation
- Technical Support
- Special Projects
- Administration / Director's Office

Financial tracking for these new programs began in FY 2000-01.

SPENDING AND STAFFING

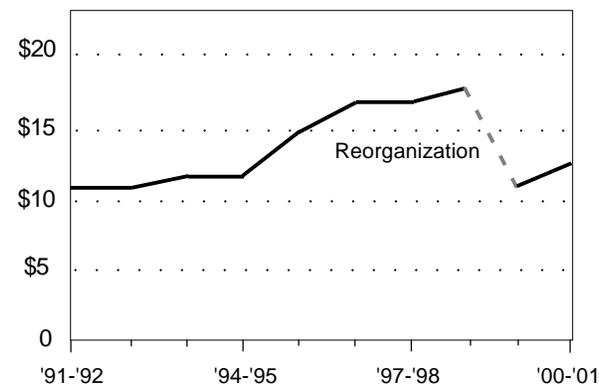
Total spending, at \$6.8 million, increased in FY 2000-01 after a sharp drop in spending last year. The drop was a result of the transfer of Development Review duties to the Office of Planning and Development Review. The largest area of spending in FY 2000-01 was Environmental Planning. Planning efforts in response to the Endangered Species Act made up almost three-quarters of spending in this area.

Five year trends for the Bureau show:

- total spending adjusted for inflation declined 19 percent
- a significant decrease in staffing and in administrative spending

Despite the significant decline in Planning spending due to reorganization of development review,

FIGURE 56 PLANNING SPENDING PER CAPITA: PORTLAND 10-YEAR TREND



SOURCE: City of Portland *Adopted Budgets*

staffing and spending per capita are higher than ten years ago due to new responsibilities such as environmental planning.

Expenditures (in millions/constant '00-01 dollars)

	City population	Planning						TOTAL	Staffing	TOTAL spending per capita
		Admin.	Devel. review	Area/ neighborhood	Environ- mental	Other*	Sub- total			
FY 1996-97	503,000	\$2.4	\$3.4	-	-	-	\$2.6	\$8.4	105	\$17
FY 1997-98	508,500	\$2.2	\$4.0	-	-	-	\$2.3	\$8.5	103	\$17
FY 1998-99	509,610	\$1.8	\$4.5	-	-	-	\$2.8	\$9.1	106	\$18
FY 1999-00	512,395	\$2.5	-	-	-	-	\$2.9	\$5.4	57	\$11
FY 2000-01	531,600	\$1.6	-	\$1.6	\$2.2	\$1.4	\$5.2	\$6.8	65	\$13
change over last 5 years:	+6%	-33%					+100%	-19%	-38%	-24%
change over last 10 years:	+17%	-					-	39%	+5%	+18%

* includes code development, intergovernmental coordination, urban design and special projects

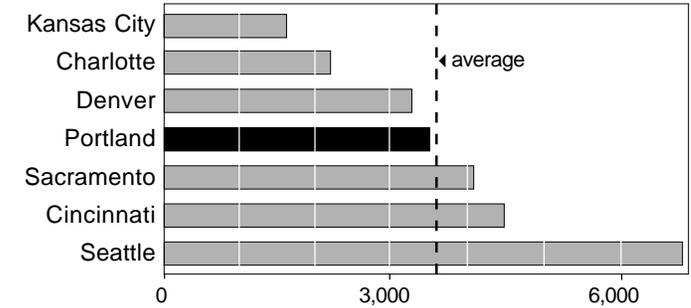
WORKLOAD

The Bureau of Planning is responsible for developing plans that accommodate varying needs, and for providing a process for citizen input as it develops planning recommendations.

The Bureau worked on 31 projects last year. Projects vary from small, area-specific projects such as a Historic Designation for the Kenton area in North Portland, to large planning initiatives such as Pleasant Valley in East Portland. In carrying out its work, the Bureau incorporates regulations from 14 legislative mandates that regulate development and land use.

Citizen involvement is important to the Bureau, and is required by Oregon's Statewide Planning Goals. The number of citizen contacts and public meetings held varies from year to year depending on the types of planning projects underway. In FY 2000-01, the Bureau contacted about 26,000 citizens and held over 100 public meetings.

FIGURE 57 CITY POPULATION DENSITY: PORTLAND AND SIX OTHER CITIES



NOTE: "Density" = people per square mile in city limits, 2000; Square miles from individual city financial reports, populations from Audit Services population survey

Portland's population density, at 3,600 persons per square mile, is just below the average of six comparison cities.

	Number of planning projects *				Number of legislative mandates				Number of public meetings		Citizens contacted with public hearing notices	
	Com- munity	Environ- mental	Comprehensive planning	Evalu- ations	Federal	State	Regional	City	City-wide	Local	City-wide	Local
FY 1996-97	-	-	-	-	-	-	-	-	-	-	-	-
FY 1997-98	-	-	-	-	-	-	-	-	-	-	-	-
FY 1998-99	-	-	-	-	-	-	-	-	-	-	-	-
FY 1999-00	15	4	9	3	3	4	1	6	52	212	4,711	16,058
FY 2000-01	19	3	7	2	2	4	1	7	26	79	7,296	18,691
change over last 5 years:	-	-	-	-	-	-	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-	-	-	-	-

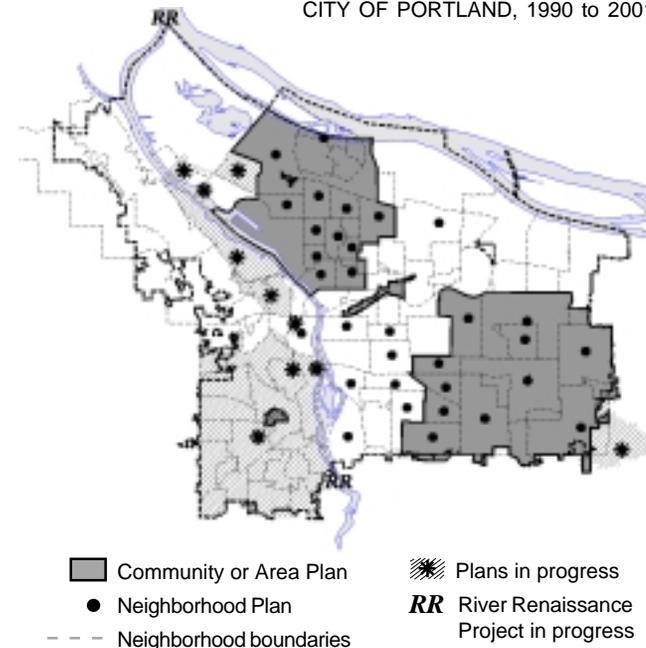
* "Community" includes local planning projects, such as Hollywood/Sandy and Pleasant Valley.
 "Environmental" includes programs related to environmental zones, stormwater, and tree preservation.
 "Comprehensive planning" includes city-wide zoning changes and large-scale visioning projects, like the Willamette River Renaissance.
 "Evaluations" includes projects that assess the outcome of adopted plans or code changes.

RESULTS

A key function of the Planning Bureau is developing plans that provide strategies to create livable communities. These plans merge government requirements with citizens' preferences to achieve local definitions of livability. The adopted plans provide City Bureaus with guidelines on how to implement various elements of the City's Comprehensive Plan—such as increasing affordable housing and employment opportunities, providing transportation alternatives, accommodating population growth, preserving neighborhood character, and providing for recreational and commercial land uses.

Over the past eleven years, the Planning Bureau developed 37 Area, Neighborhood and Community plans that were adopted by City Council. The most recent plan adopted in FY 2000-01 was the Kenton Downtown Plan.

FIGURE 58 AREA, NEIGHBORHOOD AND COMMUNITY PLANS: CITY OF PORTLAND, 1990 to 2001



SOURCE: Bureau of Planning Geographic Information System

Number of plans* adopted by City Council

	Area	Neighborhood	Community
FY 1996-97	1	2	0
FY 1997-98	0	1	0
FY 1998-99	0	1	0
FY 1999-00	1	0	0
FY 2000-01	1	0	0
GOAL	-	-	-
change over last 5 years:	-	-	-
change over last 10 years:	-	-	-

* "Area" plans cover areas around a specific place(s) and can be entirely within or overlap neighborhoods.

"Neighborhood" plans cover one or more neighborhoods.

"Community" plans cover several neighborhoods and areas. Plan boundaries may be drawn to include important historic, transit, economic or environmental resources.

Portland continues to attain an adequate share of the region’s new housing units. In the past five years, over 30 percent of the houses built inside the Urban Growth Boundary have been within the City. This percentage exceeds the goal of 20 percent.

With the exception of Charlotte, Portland is also gaining a higher percentage of population inside the city limits than other cities.

FIGURE 59 REGIONAL POPULATION GROWTH INSIDE CITY: PORTLAND AND SIX OTHER CITIES (1990-2000)

	Inside City	Total region	% of growth inside city
Cincinnati	- 32,715	120,303	0%
Kansas City	6,399	193,187	3%
Seattle	47,115	381,460	12%
Denver	87,026	486,302	18%
Sacramento	37,653	288,187	13%
Portland	94,281	402,557	23%^(a)
Charlotte	144,894	337,200	43% ^(b)

(a) Portland region includes Clark County, WA.

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

SOURCE: Audit Services population survey and U.S. Census Bureau

New housing units built annually (based on residential building permits)

	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 1996-97	3,025	7,827	39%	11,225	27%
FY 1997-98	3,535	11,388	31%	16,184	22%
FY 1998-99	3,690	11,738	31%	15,348	24%
FY 1999-00	2,486	7,500 est.	33%	11,713 est.	21%
FY 2000-01	2,477	4,746 est.	52%	10,087 est.	25%
GOAL			20% (in 20 years)		
change over last 5 years:	-18%	-39%	+13%	-10%	-2%
change over last 10 years:	-	-	-	-	-

* Urban Growth Boundary

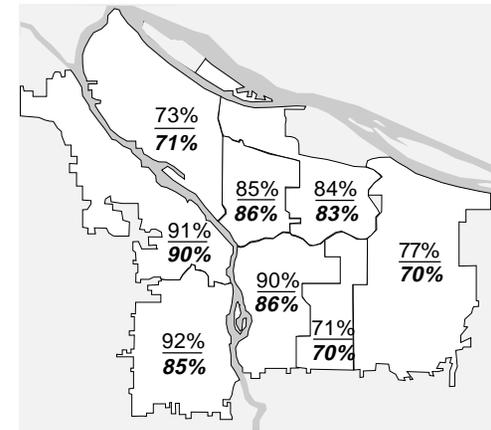
** includes Clark County

While citizens rate overall land-use planning and housing development relatively low (less than 50 percent rate these activities “good” or “very good”), respondents continue to be satisfied with the ultimate outcome of planning efforts – livable communities. Overall, livability ratings stayed about the same compared to the prior year, while land-use planning and housing development ratings improved:

- 79 percent of citizens rate City livability as “good” or “very good”
- 82 percent rate neighborhood livability as “good” or “very good”

Livability ratings vary by neighborhood. Residents of North, Outer Southeast and East are least satisfied with neighborhood and City livability. Over the last five years, the largest increase in neighborhood livability ratings was

FIGURE 60 RESIDENTS RATING LIVABILITY IN NEIGHBORHOOD AND CITY AS A WHOLE "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 2001 Citizen Survey

10 percent in Inner Northeast. The Southwest showed the largest decline in neighborhood satisfaction with a 4 percent decrease.

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
	1997	-	-	-	83%	14%	3%	37%	42%	21%	-	-
1998	79%	16%	5%	84%	12%	4%	33%	46%	21%	40%	35%	25%
1999	78%	17%	5%	83%	13%	4%	34%	43%	23%	38%	36%	26%
2000	80%	16%	4%	84%	12%	4%	37%	43%	20%	41%	36%	23%
2001	79%	16%	5%	82%	13%	5%	39%	42%	19%	44%	34%	22%
change over last 5 years:	-	-	-	-1%	-1%	+2%	+2%	0%	-2%	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-	-	-	-	-

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

Citywide, residents' ratings of access to shopping and services improved after two years of decline. Ratings for walking distance to bus and of closeness to parks / open spaces have remained about the same over the last four years.

Neighborhoods differ in their ratings. North continues to rate access to shopping significantly lower than other areas, and East continues to rate closeness to parks lower.

Compared with last year, neighborhoods generally showed increased satisfaction with all three conditions.

FIGURE 61 RESIDENTS RATING NEIGHBORHOOD ACCESS "GOOD" OR "VERY GOOD"

	Access to shopping	Distance to bus	Closeness to park
Southwest	72%	83%	84%
NW/Downtown	83%	87%	88%
North	57%	86%	80%
Inner NE	75%	93%	82%
Central NE	75%	90%	77%
Inner SE	81%	95%	85%
Outer SE	75%	87%	74%
East	80%	82%	71%
CITYWIDE Average	75%	88%	80%

SOURCE: Auditor's Office 2001 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
1997	-	-	-	-	-	-	-	-	-
1998	75%	16%	9%	88%	8%	4%	79%	15%	6%
1999	74%	17%	9%	86%	8%	6%	80%	16%	4%
2000	72%	18%	10%	87%	8%	5%	79%	16%	5%
2001	75%	17%	8%	88%	7%	5%	80%	14%	6%

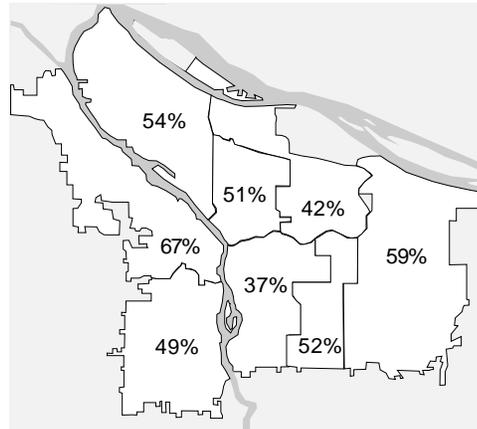
change over last 5 years:

-	-	-	-	-	-	-	-	-	-
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change over last 10 years:

-	-	-	-	-	-	-	-	-	-
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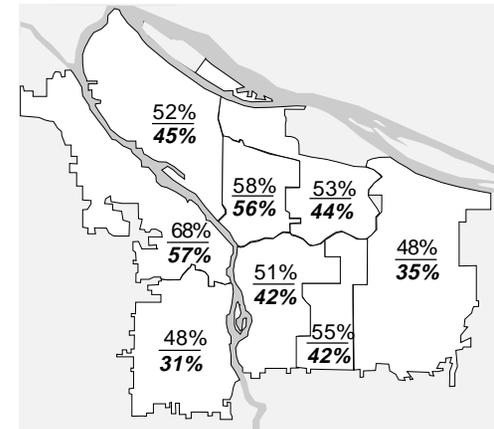
FIGURE 62 PERCENT OF RESIDENTS CITING NEW RESIDENTIAL DEVELOPMENT IN NEIGHBORHOOD IN LAST YEAR



SOURCE: Auditor's Office 2001 Citizen Survey

Residents in every neighborhood except Central Northeast and Southwest reported the same or less residential development in 2001 than in 2000.

FIGURE 63 PERCENT RATING RESIDENTIAL DEVELOPMENT ATTRACTIVENESS/IMPROVING NEIGHBORHOOD "GOOD" OR "VERY GOOD"

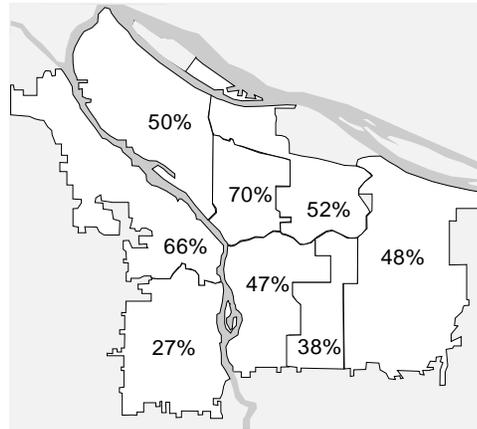


SOURCE: Auditor's Office 2001 Citizen Survey

Residents rated the attractiveness of new development and its impact on their neighborhoods the highest since residents were first asked this question in FY 1997-98.

CITIZEN SURVEY	Any new residential development in neighborhood in last year?		Attractiveness of neighborhood residential development			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
1997	-	-	-	-	-	-	-	-
1998	58%	42%	52%	32%	16%	39%	37%	24%
1999	59%	41%	48%	30%	22%	37%	35%	28%
2000	52%	48%	51%	31%	18%	39%	37%	24%
2001	51%	49%	54%	29%	17%	44%	34%	22%
change over last 5 years:	-	-	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-

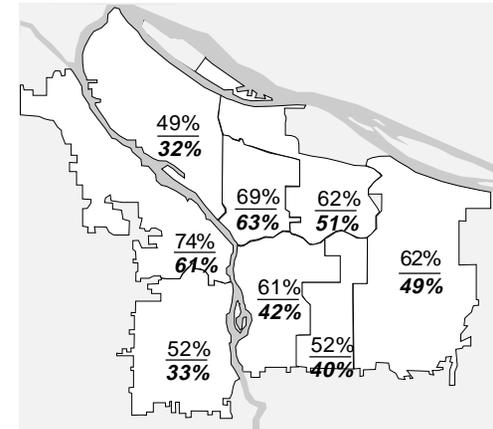
FIGURE 64 PERCENT OF RESIDENTS CITING NEW COMMERCIAL DEVELOPMENT IN NEIGHBORHOOD IN LAST YEAR



SOURCE: Auditor's Office 2001 Citizen Survey

Citywide, reporting of new commercial development rose 5 percent since 1998. Compared with last year, only Central NE and East reported significant increases in commercial development.

FIGURE 65 PERCENT RATING COMMERCIAL DEVELOPMENT ATTRACTIVENESS/IMPROVING ACCESS TO SERVICES "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 2001 Citizen Survey

Except for residents in North, Central NE, and Outer Southeast, residents reported an increase in the attractiveness of commercial development in their areas compared with last year.

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
1997	-	-	-	-	-	-	-	-
1998	44%	56%	57%	28%	15%	42%	42%	16%
1999	48%	52%	52%	31%	17%	42%	40%	18%
2000	48%	52%	58%	29%	13%	43%	42%	15%
2001	49%	51%	62%	26%	12%	48%	38%	14%
change over last 5 years:	-	-	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-

APPENDICES

Appendix A 2001 Citizen Survey Results

In 2001, the annual Citizen Survey was conducted for the eleventh year. The questions correspond to the goals of the nine Portland bureaus covered in this report, and the results are intended to indicate how well goals were met. Again this year the survey was done in collaboration with the City of Gresham.

We mailed the survey to randomly selected addresses, with a letter from the City 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 14,600 surveys to City residents, 3,400 to Gresham residents, and 1,200 to other County residents in September 2001. A reminder was mailed in October. At the time we wrote this report, 6,230 surveys were returned; 4,883 were City of Portland residents, for a City response rate of 33 percent.

Sampling error

For the City-wide survey sample size of 4,883, the sampling error (at the conventional 95% con-

fidence 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.

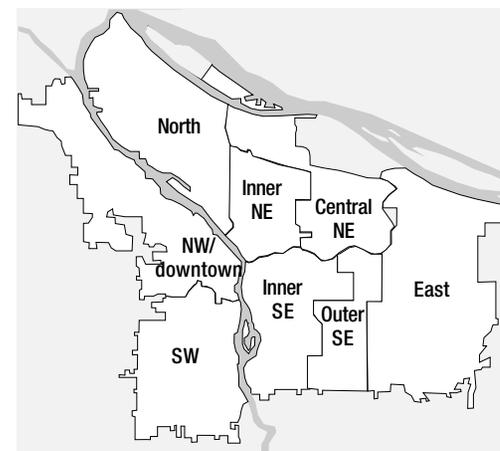
The answers from the respondents and non-respondents were compared. There was no significant difference between the two groups on feelings of safety or the number of burglaries. The non-respondents had visited a park slightly less often than respondents. Only one question showed a marked difference in opinions - the non-respondents were more positive on how well the City provided government services overall.

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

Neighborhoods

The eight neighborhoods in Portland that are shown separately in this report approximate the eight City neighborhood coalitions.

CITY OF PORTLAND NEIGHBORHOOD COALITIONS



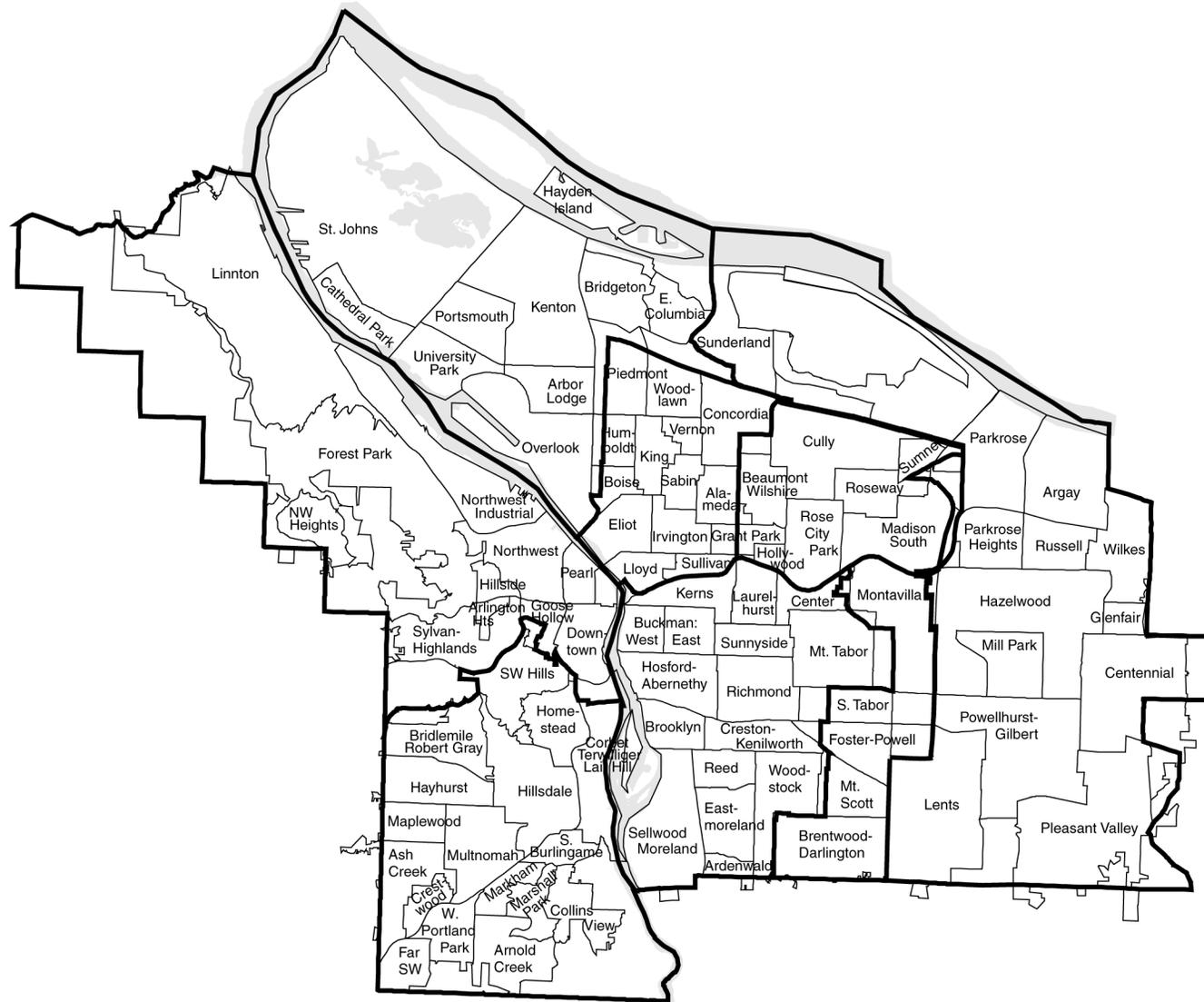
The following maps shows the neighborhood associations and major streets in the areas.

Results

The survey questions and results for City respondents follow. 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 nine years' surveys are included.

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

CITY OF PORTLAND:
EIGHT NEIGHBORHOOD AREAS WITH NEIGHBORHOOD ASSOCIATIONS BOUNDARIES



SOURCE: Metro Regional Land Information System and Portland Police Bureau's neighborhood boundary file

2001 CITIZEN SURVEY

	2001									Prior Year CITY TOTALS								
	NW/ Downtown			NE		SE		E	CITY TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992
	SW	N	Inner	Central	Inner	Outer												
1 How safe would you feel walking alone <i>during the day</i> .																		
• in your neighborhood?																		
Very safe	71%	61%	38%	48%	50%	58%	34%	37%	49%	48%	46%	48%	43%	39%	38%	36%	34%	36%
Safe	23%	32%	44%	40%	40%	36%	47%	49%	39%	40%	42%	40%	43%	44%	46%	45%	46%	45%
Neither safe nor unsafe	4%	6%	12%	8%	8%	5%	14%	11%	9%	9%	9%	8%	10%	12%	12%	13%	14%	13%
Unsafe	1%	1%	5%	3%	2%	1%	4%	3%	2%	3%	2%	3%	3%	4%	3%	5%	5%	5%
Very unsafe	1%	0%	1%	1%	0%	0%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	(662)	(507)	(587)	(564)	(639)	(641)	(579)	(629)	(4,808)	(3,687)	(3,589)	(3,781)	(4,115)	(4,139)	(4,296)	(3,882)	(4,544)	(4,030)
• in the park closest to you?																		
Very safe	47%	39%	24%	33%	34%	40%	22%	20%	33%	30%	29%	31%	25%	23%	23%	21%	18%	21%
Safe	38%	41%	44%	44%	44%	40%	47%	51%	43%	45%	45%	43%	44%	45%	44%	41%	42%	40%
Neither safe nor unsafe	10%	14%	19%	14%	16%	14%	21%	20%	16%	16%	18%	17%	20%	19%	20%	22%	22%	22%
Unsafe	4%	5%	9%	8%	5%	5%	8%	8%	7%	7%	7%	7%	8%	10%	10%	13%	14%	13%
Very Unsafe	1%	1%	4%	1%	1%	1%	2%	1%	1%	2%	1%	2%	3%	3%	3%	3%	4%	4%
	(642)	(490)	(561)	(533)	(595)	(619)	(532)	(573)	(4,545)	(3,492)	(3,423)	(3,613)	(3,903)	(4,067)	(3,686)	(4,290)	(3,807)	(4,212)
• downtown?																		
Very safe	33%	42%	23%	40%	29%	34%	19%	14%	29%	27%	24%	26%	20%	19%	19%	17%	13%	16%
Safe	44%	46%	46%	42%	43%	44%	40%	43%	43%	43%	46%	45%	44%	44%	44%	43%	41%	42%
Neither safe nor unsafe	18%	10%	20%	14%	20%	15%	28%	30%	20%	21%	21%	20%	24%	23%	24%	24%	27%	25%
Unsafe	4%	1%	9%	3%	6%	6%	10%	8%	6%	7%	7%	7%	9%	10%	9%	12%	14%	12%
Very unsafe	1%	1%	2%	1%	2%	1%	3%	5%	2%	2%	2%	2%	3%	4%	4%	4%	5%	5%
	(648)	(486)	(547)	(537)	(599)	(607)	(524)	(571)	(4,519)	(3,437)	(3,406)	(3,606)	(3,892)	(3,920)	(4,022)	(3,661)	(4,268)	(3,769)

Service Efforts and Accomplishments: 2000-01

	2001								Prior Year CITY TOTALS									
	NW/		NE		SE		E	CITY TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992	
	SW	Downtown	N	Inner	Central	Inner												Outer
How safe would you feel walking alone <i>at night</i> :																		
• in your neighborhood?																		
Very safe	32%	20%	9%	14%	15%	18%	11%	11%	16%	14%	14%	14%	11%	12%	10%	9%	9%	10%
Safe	39%	43%	32%	36%	36%	42%	30%	34%	37%	37%	34%	35%	34%	31%	30%	27%	26%	28%
Neither safe nor unsafe	15%	21%	26%	20%	23%	23%	26%	24%	22%	22%	24%	24%	24%	23%	24%	26%	23%	22%
Unsafe	11%	14%	24%	20%	20%	13%	23%	23%	18%	20%	21%	20%	22%	25%	25%	25%	27%	26%
Very unsafe	3%	2%	9%	10%	6%	4%	10%	8%	7%	7%	7%	7%	9%	9%	11%	13%	15%	14%
	(654)	(495)	(571)	(548)	(624)	(630)	(552)	(605)	(4,679)	(3,595)	(3,487)	(3,669)	(4,037)	(4,038)	(4,198)	(3,801)	(4,439)	(3,935)
• in the park closest to you?																		
Very safe	10%	7%	4%	3%	4%	6%	4%	3%	5%	4%	4%	%	3%	4%	3%	3%	2%	3%
Safe	28%	24%	13%	18%	18%	20%	18%	17%	20%	18%	16%	16%	15%	14%	12%	12%	10%	11%
Neither safe nor unsafe	30%	28%	26%	22%	27%	30%	22%	25%	26%	27%	25%	25%	25%	23%	23%	22%	19%	19%
Unsafe	23%	28%	33%	38%	35%	32%	34%	37%	32%	33%	36%	35%	34%	34%	35%	34%	37%	36%
Very unsafe	9%	13%	24%	19%	16%	12%	22%	18%	17%	18%	19%	20%	23%	25%	27%	29%	32%	31%
	(628)	(478)	(546)	(524)	(591)	(610)	(515)	(559)	(4,451)	(3,404)	(3,349)	(3,534)	(3,854)	(3,856)	(4,000)	(3,627)	(4,237)	(3,735)
• downtown?																		
Very safe	5%	8%	3%	6%	4%	5%	4%	3%	5%	4%	4%	4%	3%	3%	3%	2%	2%	2%
Safe	30%	35%	21%	36%	24%	31%	17%	15%	26%	24%	22%	21%	18%	17%	16%	15%	12%	14%
Neither safe nor unsafe	34%	35%	37%	30%	33%	31%	29%	27%	32%	32%	29%	31%	29%	28%	28%	27%	23%	23%
Unsafe	21%	18%	26%	21%	27%	22%	30%	36%	25%	26%	29%	28%	30%	31%	31%	33%	34%	34%
Very unsafe	10%	4%	13%	7%	13%	11%	20%	19%	12%	14%	16%	16%	20%	21%	22%	24%	29%	27%
	(642)	(482)	(534)	(524)	(599)	(607)	(508)	(566)	(4,462)	(3,415)	(3,344)	(3,539)	(3,876)	(3,864)	(4,030)	(3,660)	(4,242)	(3,752)
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 1999)?																		
Yes	11%	16%	20%	18%	22%	22%	20%	21%	19%	18%	20%	22%	22%	23%	24%	-	-	-
No	89%	84%	80%	82%	78%	78%	80%	79%	81%	82%	80%	78%	78%	77%	76%	-	-	-
	(660)	(503)	(589)	(569)	(634)	(638)	(579)	(627)	(4,799)	(3,665)	(3,597)	(3,785)	(4,098)	(4,127)	(4,299)	-	-	-
If YES:																		
• No. of times? (TOTAL)	104	123	166	149	221	210	169	207	1349	991	1,055	1,299	1,575	1,445	1,618	-	-	-
• What percent were reported to the police? (CALCULATED)	48%	37%	37%	39%	34%	36%	50%	36%	39%	40%	40%	45%	39%	43%	44%	-	-	-

		2001								Prior Year CITY TOTALS										
		NW/		NE		SE		CITY												
		SW	Downtown	N	Inner	Central	Inner	Outer	E	TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992	
3	Did anyone break into, or burglarize, your home during the last 12 months?																			
	Yes	3%	4%	4%	7%	4%	4%	5%	5%	5%	4%	5%	5%	4%	5%	5%	7%	7%	9%	
	No	97%	96%	96%	93%	96%	96%	95%	95%	95%	96%	95%	95%	96%	95%	95%	93%	93%	91%	
		(664)	(504)	(591)	(569)	(639)	(644)	(588)	(632)	(4,831)	(3,713)	(3,617)	(3,790)	(4,130)	(4,140)	(4,330)	(3,922)	(4,563)	(4,043)	
	<i>If YES:</i>																			
	• Was it reported to the police?																			
	Yes		-	-	-	-	-	-	-	57%	56%	66%	70%	71%	71%	70%	77%	73%	80%	
	No		(NUMBER IN INDIVIDUAL NEIGHBORHOODS TOO SMALL TO REPORT)								43%	44%	34%	30%	29%	29%	30%	23%	27%	20%
										(212)	(158)	(164)	(181)	(175)	(194)	(196)	(265)	(327)	(323)	
4	Do you know, or have you heard of, your neighborhood police officer?																			
	Yes	11%	8%	22%	15%	15%	10%	12%	10%	13%	14%	13%	13%	14%	15%	15%	16%	15%	13%	
	No	89%	92%	78%	85%	85%	90%	88%	90%	87%	86%	87%	87%	86%	85%	85%	84%	85%	87%	
		(661)	(504)	(587)	(567)	(636)	(640)	(587)	(627)	(4,809)	(3,687)	(3,606)	(3,803)	(4,129)	(4,083)	(4,307)	(3,896)	(4,537)	(4,049)	
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	13%	17%	19%	20%	15%	13%	16%	16%	16%	14%	14%	15%	-	17%	14%	16%	18%	18%	
	Willing	45%	39%	43%	43%	44%	41%	41%	45%	43%	41%	47%	45%	-	46%	44%	46%	49%	50%	
	Neither willing nor unwilling	34%	33%	30%	29%	34%	38%	34%	33%	33%	35%	32%	32%	-	30%	33%	30%	26%	26%	
	Unwilling	7%	8%	7%	7%	6%	7%	6%	5%	7%	9%	6%	7%	-	6%	7%	7%	6%	5%	
	Very unwilling	1%	3%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	
		(630)	(467)	(543)	(530)	(600)	(597)	(530)	(580)	(4,477)	(3,372)	(3,387)	(3,585)	-	(3,788)	(3,939)	(3,561)	(4,207)	(3,755)	
6	Did you use the services of the fire department in the last twelve months?																			
	Yes	5%	8%	9%	8%	5%	6%	9%	8%	7%	7%	7%	7%	-	6%	8%	6%	7%	7%	
	No	95%	92%	91%	92%	95%	94%	91%	92%	93%	93%	93%	93%	-	94%	92%	94%	93%	93%	
		(662)	(505)	(589)	(571)	(641)	(642)	(586)	(634)	(4,830)	(3,727)	(3,625)	(3,817)	-	(4,152)	(4,331)	(3,924)	(4,570)	(4,052)	
	<i>If YES:</i>																			
	• What type of service was it? (the last time, if more than once)																			
	Fire	27%	24%	29%	16%	34%	25%	26%	20%	25%	23%	22%	28%	-	22%	22%	24%	20%	30%	
	Medical	57%	62%	58%	64%	46%	62%	60%	78%	61%	59%	64%	59%	-	60%	65%	62%	58%	50%	
	Other	16%	14%	13%	20%	20%	13%	14%	2%	14%	18%	14%	13%	-	18%	13%	14%	22%	20%	
		(37)	(37)	(56)	(49)	(35)	(40)	(51)	(50)	(355)	(258)	(251)	(261)	-	(262)	(319)	(227)	(312)	(273)	

Service Efforts and Accomplishments: 2000-01

	2001								Prior Year										
	NW/		NE		SE		E	CITY TOTAL	CITY TOTALS										
	SW	Downtown	N	Inner	Central	Inner			Outer	2000	1999	1998	1997	1996	1995	1994	1993	1992	
How do you rate the quality of the service you got?																			
Very good	78%	69%	83%	70%	88%	77%	80%	74%	78%	72%	72%	72%	-	69%	63%	77%	68%	68%	
Good	19%	19%	13%	21%	12%	18%	10%	22%	17%	22%	23%	24%	-	25%	29%	19%	22%	24%	
Neither good nor bad	0%	3%	2%	6%	0%	5%	8%	2%	3%	4%	3%	4%	-	2%	6%	2%	6%	4%	
Bad	3%	3%	2%	2%	0%	0%	2%	0%	1%	2%	2%	0%	-	3%	2%	2%	3%	3%	
Very bad	0%	6%	0%	0%	0%	0%	0%	2%	1%	0%	0%	0%	-	1%	0%	0%	1%	1%	
	(37)	(36)	(55)	(48)	(34)	(40)	(51)	(51)	(352)	(255)	(250)	(265)	-	(256)	(323)	(225)	(308)	(270)	
7 Are you prepared to sustain yourself for 72 hours after a major disaster?																			
Yes	57%	47%	60%	50%	54%	48%	57%	58%	54%	61%	57%	52%	51%	50%	46%	44%	46%	-	
No	43%	53%	40%	50%	46%	52%	43%	42%	46%	39%	43%	48%	49%	50%	54%	56%	54%	-	
	(657)	(498)	(581)	(561)	(632)	(636)	(574)	(615)	(4,754)	(3,653)	(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	52%	46%	50%	53%	53%	51%	45%	46%	50%	54%	57%	47%	45%	44%	47%	48%	50%	-	
No	48%	54%	50%	47%	47%	49%	55%	54%	50%	46%	43%	53%	55%	56%	53%	52%	50%	-	
	(242)	(224)	(206)	(241)	(248)	(293)	(212)	(230)	(1,896)	(1,233)	(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	9%	7%	8%	7%	9%	7%	9%	8%	8%	10%	11%	10%	-	11%	11%	10%	-	-	
CPR	10%	10%	9%	9%	14%	10%	8%	11%	10%	10%	10%	9%	-	10%	15%	13%	-	-	
Both	34%	28%	33%	37%	30%	32%	36%	32%	33%	32%	32%	32%	-	30%	28%	28%	-	-	
Neither	47%	55%	50%	47%	47%	51%	47%	49%	49%	48%	47%	49%	-	49%	46%	49%	-	-	
	(654)	(500)	(581)	(569)	(630)	(638)	(574)	(621)	(4,767)	(3,679)	(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	29%	35%	20%	26%	21%	23%	20%	21%	24%	24%	25%	25%	27%	24%	20%	21%	-	-	
Well	41%	47%	47%	50%	51%	53%	45%	47%	47%	51%	50%	49%	48%	48%	48%	49%	-	-	
Neither well nor poorly	19%	15%	23%	17%	20%	18%	22%	21%	20%	17%	17%	18%	17%	18%	22%	21%	-	-	
Poorly	7%	2%	6%	5%	5%	4%	9%	7%	6%	5%	5%	5%	5%	6%	6%	6%	-	-	
Very poorly	4%	1%	4%	2%	3%	2%	4%	4%	3%	3%	3%	3%	3%	4%	4%	4%	-	-	
	(621)	(444)	(544)	(522)	(605)	(579)	(544)	(562)	(4,421)	(3,418)	(3,287)	(3,427)	(3,852)	(3,765)	(3,442)	(3,240)	-	-	

	2001									Prior Year								
	NW/			NE		SE		CITY	CITY TOTALS									
	SW	Downtown	N	Inner	Central	Inner	Outer	E	TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992
• the sewer and storm drainage systems protect streams and rivers?																		
Very well	5%	7%	3%	4%	6%	5%	7%	6%	5%	6%	5%	6%	5%	5%	6%	6%	2%	3%
Well	19%	26%	26%	21%	21%	18%	24%	25%	22%	24%	23%	23%	24%	21%	25%	24%	16%	19%
Neither well nor poorly	25%	26%	26%	28%	29%	26%	23%	32%	27%	27%	27%	24%	26%	24%	23%	24%	25%	26%
Poorly	33%	27%	28%	29%	25%	31%	28%	21%	28%	26%	28%	30%	29%	32%	27%	26%	35%	34%
Very poorly	18%	14%	17%	18%	19%	20%	18%	16%	18%	17%	17%	17%	16%	18%	19%	20%	22%	18%
	(554)	(410)	(493)	(457)	(539)	(522)	(474)	(505)	(3,954)	(2,933)	(2,871)	(3,016)	(3,433)	(3,360)	(3,088)	(2,931)	(3,651)	(2,972)
10 In general, how do you rate the streets in your neighborhood in the following categories?																		
• smoothness																		
Very good	14%	14%	11%	17%	10%	9%	11%	12%	12%	12%	11%	14%	12%	12%	11%	14%	12%	11%
Good	35%	42%	43%	45%	50%	51%	43%	57%	46%	50%	45%	46%	46%	46%	44%	46%	43%	45%
Neither good nor bad	22%	21%	23%	22%	22%	23%	21%	21%	22%	20%	23%	22%	23%	22%	23%	21%	23%	22%
Bad	18%	17%	17%	12%	14%	13%	17%	8%	14%	13%	15%	13%	14%	14%	15%	14%	15%	15%
Very bad	11%	6%	7%	4%	5%	3%	8%	3%	6%	5%	6%	5%	5%	6%	7%	5%	7%	7%
	(660)	(503)	(580)	(563)	(637)	(641)	(579)	(624)	(4,787)	(3,688)	(3,503)	(3,676)	(4,102)	(4,145)	(4,058)	(3,807)	(4,541)	(4,038)
• cleanliness																		
Very good	19%	18%	10%	15%	11%	12%	8%	11%	13%	12%	12%	14%	13%	13%	11%	12%	12%	12%
Good	53%	54%	44%	43%	50%	57%	43%	53%	50%	53%	51%	51%	51%	51%	49%	51%	49%	48%
Neither good nor bad	19%	17%	24%	23%	24%	18%	27%	22%	22%	23%	23%	22%	23%	23%	25%	22%	23%	23%
Bad	6%	9%	17%	15%	12%	10%	16%	12%	12%	10%	10%	10%	10%	10%	11%	11%	11%	11%
Very bad	3%	2%	5%	4%	3%	3%	6%	2%	3%	2%	4%	3%	3%	3%	4%	4%	5%	6%
	(657)	(502)	(580)	(559)	(637)	(642)	(576)	(626)	(4,779)	(3,676)	(3,488)	(3,666)	(4,055)	(4,125)	(4,053)	(3,799)	(4,528)	(3,996)
• traffic speed																		
Very good	9%	8%	3%	6%	4%	5%	4%	7%	6%	5%	5%	6%	5%	-	-	-	-	-
Good	33%	43%	29%	27%	29%	35%	24%	34%	32%	32%	33%	31%	32%	-	-	-	-	-
Neither good nor bad	24%	23%	23%	27%	26%	26%	24%	21%	24%	26%	25%	24%	25%	-	-	-	-	-
Bad	24%	20%	29%	28%	28%	25%	29%	26%	26%	25%	25%	26%	26%	-	-	-	-	-
Very bad	10%	6%	16%	12%	13%	9%	19%	12%	12%	12%	12%	13%	12%	-	-	-	-	-
	(652)	(502)	(582)	(563)	(639)	(639)	(573)	(628)	(4,778)	(3,671)	(3,471)	(3,651)	(4,050)	-	-	-	-	-
• safety of pedestrians																		
Very good	10%	10%	7%	8%	8%	8%	6%	5%	8%	7%	-	-	-	-	-	-	-	-
Good	31%	45%	36%	44%	36%	45%	35%	42%	39%	41%	-	-	-	-	-	-	-	-
Neither good nor bad	23%	20%	29%	26%	30%	26%	26%	24%	26%	26%	-	-	-	-	-	-	-	-
Bad	23%	17%	19%	15%	20%	17%	22%	20%	19%	17%	-	-	-	-	-	-	-	-
Very bad	13%	8%	9%	7%	6%	4%	11%	9%	8%	9%	-	-	-	-	-	-	-	-
	(655)	(498)	(577)	(559)	(634)	(636)	(574)	(613)	(4,746)	(3,645)	-	-	-	-	-	-	-	-

	2001									Prior Year CITY TOTALS								
	NW/		NE		SE		E	CITY TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992	
	SW	Downtown	N	Inner	Central	Inner												Outer
• safety of bicyclists																		
Very good	8%	8%	7%	8%	6%	7%	6%	5%	7%	6%	-	-	-	-	-	-	-	
Good	29%	38%	35%	38%	35%	39%	32%	40%	35%	36%	-	-	-	-	-	-	-	
Neither good nor bad	24%	29%	29%	30%	30%	29%	31%	26%	29%	29%	-	-	-	-	-	-	-	
Bad	26%	16%	20%	16%	21%	19%	22%	20%	20%	20%	-	-	-	-	-	-	-	
Very bad	13%	9%	10%	8%	8%	6%	9%	9%	9%	9%	-	-	-	-	-	-	-	
	(641)	(475)	(564)	(540)	(613)	(618)	(558)	(594)	(4,603)	(3,538)	-	-	-	-	-	-	-	
11 How do you rate traffic congestion on:																		
• major streets and thoroughfares (excluding freeways)?																		
Very good	2%	4%	2%	2%	2%	1%	2%	2%	2%	2%	-	-	-	-	-	-	-	
Good	23%	30%	23%	25%	23%	19%	19%	23%	23%	23%	-	-	-	-	-	-	-	
Neither good nor bad	35%	30%	31%	31%	35%	31%	32%	32%	32%	32%	-	-	-	-	-	-	-	
Bad	31%	30%	32%	32%	30%	39%	35%	34%	33%	35%	-	-	-	-	-	-	-	
Very bad	9%	6%	12%	10%	10%	10%	12%	9%	10%	8%	-	-	-	-	-	-	-	
	(655)	(500)	(579)	(559)	(628)	(630)	(572)	(624)	(4,747)	(3,634)	-	-	-	-	-	-	-	
• your neighborhood streets?																		
Very good	16%	10%	9%	9%	9%	9%	8%	12%	10%	10%	-	-	-	-	-	-	-	
Good	49%	43%	42%	50%	51%	44%	40%	47%	47%	47%	-	-	-	-	-	-	-	
Neither good nor bad	23%	28%	28%	25%	27%	27%	32%	26%	27%	26%	-	-	-	-	-	-	-	
Bad	9%	13%	14%	12%	11%	16%	15%	11%	12%	14%	-	-	-	-	-	-	-	
Very bad	3%	6%	7%	4%	2%	4%	5%	4%	4%	3%	-	-	-	-	-	-	-	
	(650)	(484)	(548)	(546)	(623)	(613)	(553)	(608)	(4,625)	(3,565)	-	-	-	-	-	-	-	
12 In general, how do you rate the quality of the parks near your home in the following categories?																		
• clean grounds																		
Very good	35%	32%	22%	20%	20%	28%	22%	17%	24%	24%	25%	24%	22%	25%	28%	27%	26%	24%
Good	55%	54%	62%	61%	65%	59%	61%	67%	60%	62%	60%	58%	61%	60%	57%	59%	58%	59%
Neither good nor bad	9%	11%	12%	14%	13%	10%	13%	13%	12%	11%	12%	14%	13%	12%	12%	12%	12%	13%
Bad	1%	3%	3%	5%	2%	2%	3%	2%	3%	3%	3%	3%	3%	3%	3%	2%	3%	3%
Very bad	0%	0%	1%	0%	0%	1%	1%	1%	1%	0%	0%	1%	1%	0%	0%	0%	1%	1%
	(612)	(482)	(535)	(528)	(580)	(610)	(519)	(527)	(4,393)	(3,322)	(3,212)	(3,378)	(3,704)	(3,650)	(3,675)	(3,389)	(4,040)	(3,598)

	2001									Prior Year								
	NW/			NE		SE		CITY		CITY TOTALS								
	SW	Downtown	N	Inner	Central	Inner	Outer	E	TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992
• well-maintained grounds																		
Very good	32%	33%	22%	22%	18%	29%	23%	16%	24%	25%	25%	24%	22%	25%	27%	26%	25%	23%
Good	53%	55%	60%	59%	61%	57%	59%	65%	59%	59%	58%	56%	59%	57%	56%	56%	57%	57%
Neither good nor bad	11%	10%	14%	15%	17%	10%	15%	16%	14%	13%	13%	16%	15%	15%	14%	15%	14%	16%
Bad	3%	2%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	2%	2%	3%	3%
Very bad	1%	0%	1%	1%	1%	1%	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	(610)	(482)	(536)	(522)	(579)	(607)	(514)	(524)	(4,374)	(3,320)	(3,206)	(3,365)	(3,674)	(3,627)	(3,655)	(3,370)	(4,019)	(3,569)
• beauty of landscaping & plantings																		
Very good	27%	34%	21%	21%	14%	25%	19%	15%	22%	21%	22%	22%	20%	22%	24%	21%	21%	20%
Good	48%	47%	51%	50%	48%	52%	51%	53%	50%	52%	50%	49%	50%	50%	47%	47%	47%	48%
Neither good nor bad	21%	16%	22%	23%	30%	19%	24%	25%	22%	22%	23%	24%	25%	23%	24%	27%	26%	26%
Bad	3%	3%	5%	5%	6%	3%	5%	6%	5%	4%	4%	4%	4%	4%	4%	4%	5%	5%
Very bad	1%	0%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(608)	(484)	(539)	(528)	(575)	(610)	(515)	(519)	(4,378)	(3,326)	(3,184)	(3,347)	(3,670)	(3,621)	(3,645)	(3,366)	(4,009)	(3,570)
• clean facilities																		
Very good	23%	21%	11%	12%	9%	16%	15%	10%	14%	15%	16%	13%	11%	13%	15%	13%	13%	12%
Good	48%	40%	39%	40%	44%	43%	42%	45%	43%	45%	44%	42%	42%	41%	40%	40%	38%	40%
Neither good nor bad	25%	28%	34%	32%	32%	31%	33%	36%	31%	29%	29%	30%	34%	31%	31%	33%	32%	31%
Bad	3%	9%	12%	14%	11%	9%	7%	7%	9%	9%	9%	11%	10%	12%	11%	12%	13%	13%
Very bad	1%	2%	4%	2%	4%	1%	3%	2%	3%	2%	2%	4%	3%	3%	3%	3%	4%	4%
	(552)	(410)	(457)	(420)	(472)	(493)	(424)	(439)	(3,667)	(2,734)	(2,576)	(2,714)	(2,971)	(2,872)	(2,926)	(2,792)	(3,212)	(2,880)
• well-maintained facilities																		
Very good	23%	20%	12%	12%	8%	17%	16%	10%	15%	16%	16%	14%	11%	13%	15%	13%	13%	13%
Good	48%	45%	41%	39%	45%	47%	41%	45%	44%	46%	45%	43%	45%	42%	41%	41%	40%	41%
Neither good nor bad	23%	28%	33%	36%	35%	28%	34%	36%	31%	29%	29%	32%	32%	31%	31%	34%	32%	31%
Bad	4%	6%	9%	10%	9%	7%	6%	7%	7%	8%	8%	8%	9%	10%	10%	9%	11%	11%
Very bad	2%	1%	5%	3%	3%	1%	3%	2%	3%	1%	2%	3%	3%	4%	3%	3%	4%	4%
	(551)	(411)	(462)	(426)	(482)	(506)	(424)	(441)	(3,703)	(2,746)	(2,590)	(2,741)	(3,015)	(2,899)	(2,932)	(2,792)	(3,254)	(2,898)
13 In the past twelve months, how many times did you:																		
• visit any City park?																		
Never	9%	5%	12%	8%	13%	8%	17%	21%	12%	14%	14%	13%	14%	15%	16%	16%	18%	16%
Once or twice	15%	13%	18%	14%	20%	15%	22%	23%	18%	19%	19%	18%	20%	19%	20%	20%	21%	19%
3 to 5 times	17%	14%	22%	18%	15%	15%	19%	20%	17%	18%	18%	17%	18%	18%	17%	18%	18%	17%
6 to 10 times	15%	17%	14%	13%	15%	15%	13%	15%	15%	13%	14%	13%	14%	13%	13%	13%	13%	14%
More than 10 times	44%	51%	34%	47%	37%	47%	29%	21%	38%	36%	35%	39%	34%	35%	34%	33%	30%	34%
	(652)	(496)	(579)	(558)	(628)	(636)	(573)	(611)	(4,733)	(3,638)	(3,469)	(3,655)	(4,052)	(4,067)	(4,000)	(3,762)	(4,496)	(3,993)

	2001									Prior Year									
	NW/			NE		SE		E	CITY TOTAL	CITY TOTALS									
	SW	Downtown	N	Inner	Central	Inner	Outer			2000	1999	1998	1997	1996	1995	1994	1993	1992	
• visit a City park near your home?																			
Never	13%	8%	15%	11%	17%	9%	21%	28%	16%	17%	17%	16%	18%	19%	20%	20%	23%	21%	
Once or twice	19%	16%	20%	19%	22%	17%	25%	24%	20%	22%	22%	21%	24%	21%	22%	23%	23%	22%	
3 to 5 times	16%	15%	21%	19%	14%	19%	15%	16%	17%	16%	17%	16%	16%	17%	17%	17%	15%	16%	
6 to 10 times	11%	14%	13%	13%	11%	12%	11%	12%	12%	12%	12%	11%	11%	12%	11%	11%	12%	11%	
More than 10 times	41%	47%	31%	38%	36%	43%	28%	20%	35%	33%	32%	36%	31%	31%	30%	29%	27%	30%	
	(632)	(481)	(564)	(547)	(615)	(628)	(558)	(602)	(4,627)	(3,587)	(3,401)	(3,574)	(3,974)	(3,980)	(3,859)	(3,645)	(4,411)	(3,906)	
14 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	32%	16%	18%	25%	16%	23%	22%	12%	21%	21%	20%	19%	-	16%	15%	16%	14%	15%	
Satisfied	49%	48%	54%	53%	54%	49%	59%	54%	53%	52%	54%	52%	-	53%	52%	52%	54%	54%	
Neither sat. or dissat.	16%	29%	23%	20%	24%	23%	16%	29%	22%	22%	22%	24%	-	26%	28%	27%	25%	24%	
Dissatisfied	2%	4%	4%	3%	4%	4%	2%	5%	3%	4%	3%	4%	-	4%	4%	5%	5%	5%	
Very dissatisfied	1%	3%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	2%	2%	
	(510)	(296)	(425)	(388)	(426)	(422)	(418)	(402)	(3,287)	(2,372)	(2,060)	(2,122)	-	(2,460)	(2,418)	(2,411)	(2,899)	(2,619)	
• affordable																			
Very satisfied	21%	17%	14%	21%	18%	22%	17%	13%	18%	19%	16%	15%	-	16%	14%	15%	15%	15%	
Satisfied	42%	48%	50%	50%	50%	49%	49%	45%	48%	49%	51%	50%	-	50%	50%	50%	51%	52%	
Neither sat. or dissat.	24%	26%	26%	23%	26%	22%	23%	32%	25%	24%	25%	26%	-	26%	29%	27%	26%	24%	
Dissatisfied	10%	6%	8%	5%	5%	5%	7%	8%	7%	6%	6%	4%	-	6%	5%	6%	6%	7%	
Very dissatisfied	3%	3%	2%	1%	1%	2%	4%	2%	2%	2%	2%	2%	-	2%	2%	2%	2%	2%	
	(490)	(280)	(409)	(374)	(402)	(412)	(404)	(383)	(3,154)	(2,247)	(1,969)	(2,046)	-	(2,327)	(2,302)	(2,301)	(2,766)	(2,506)	
• open at good times																			
Very satisfied	23%	14%	11%	17%	15%	18%	17%	12%	16%	16%	15%	15%	-	12%	11%	12%	12%	11%	
Satisfied	50%	47%	54%	51%	51%	49%	54%	48%	51%	52%	53%	49%	-	49%	50%	49%	50%	52%	
Neither sat. or dissat.	23%	32%	27%	25%	29%	27%	22%	34%	27%	27%	26%	29%	-	31%	33%	32%	29%	29%	
Dissatisfied	3%	4%	7%	6%	4%	5%	5%	6%	5%	4%	5%	5%	-	6%	5%	6%	7%	6%	
Very dissatisfied	1%	3%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	-	2%	1%	1%	2%	2%	
	(480)	(278)	(403)	(366)	(394)	(401)	(402)	(381)	(3,105)	(2,204)	(1,931)	(1,991)	-	(2,246)	(2,211)	(2,226)	(2,667)	(2,436)	
• good variety																			
Very satisfied	23%	16%	10%	20%	15%	20%	19%	12%	17%	17%	17%	16%	-	14%	12%	13%	12%	13%	
Satisfied	48%	45%	50%	47%	51%	46%	49%	48%	48%	50%	51%	49%	-	48%	48%	48%	49%	50%	
Neither sat. or dissat.	25%	31%	30%	27%	28%	28%	25%	34%	28%	28%	27%	29%	-	31%	34%	32%	31%	29%	
Dissatisfied	2%	4%	9%	5%	5%	4%	5%	5%	5%	4%	4%	4%	-	5%	5%	6%	6%	6%	
Very dissatisfied	2%	4%	1%	1%	1%	2%	2%	1%	2%	1%	1%	2%	-	2%	1%	1%	2%	2%	
	(479)	(276)	(396)	(367)	(398)	(397)	(404)	(376)	(3,093)	(2,196)	(1,917)	(1,966)	-	(2,236)	(2,181)	(2,226)	(2,655)	(2,438)	

2001										Prior Year											
										CITY TOTALS											
NW/			NE		SE		CITY														
SW	Downtown	N	Inner	Central	Inner	Outer	E	TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992				
<ul style="list-style-type: none"> adequate number of classes, teams, etc. 																					
	Very satisfied	22%	13%	10%	17%	14%	17%	14%	9%	15%	15%	14%	14%	-	11%	10%	11%	10%	10%		
	Satisfied	43%	41%	44%	46%	47%	44%	48%	43%	45%	46%	48%	45%	-	45%	43%	42%	44%	46%		
	Neither sat. or dissat.	28%	36%	34%	30%	32%	32%	29%	41%	32%	31%	32%	33%	-	36%	39%	36%	35%	34%		
	Dissatisfied	5%	5%	11%	6%	6%	5%	6%	5%	6%	6%	5%	6%	-	6%	6%	9%	8%	8%		
	Very dissatisfied	2%	5%	1%	1%	1%	2%	3%	2%	2%	2%	1%	2%	-	2%	2%	2%	3%	2%		
		(440)	(256)	(367)	(344)	(374)	(373)	(367)	(350)	(2,871)	(2,032)	(1,782)	(1,815)	-	(2,037)	(2,017)	(2,056)	(2,496)	(2,291)		
15	How many members of your household took part in a City recreation activity in the past twelve months? (% CALCULATED)																				
	• age 12 and under	-	-	-	-	-	-	-	-	57%	57%	-	56%	-	51%	50%	52%	-	-		
	• age 13 to 18	(NUMBER IN INDIVIDUAL NEIGHBORHOODS TOO SMALL TO REPORT)										43%	33%	-	41%	-	37%	40%	47%	-	-
	• age 19 to 54	-	-	-	-	-	-	-	-	27%	23%	-	21%	-	22%	18%	21%	-	-		
	• age 55 and over	-	-	-	-	-	-	-	-	21%	18%	-	18%	-	17%	18%	18%	-	-		
16	How do you rate garbage/recycling service in the following categories:																				
	• the cost?																				
	Very good	8%	14%	7%	11%	7%	9%	6%	7%	8%	8%	8%	9%	9%	8%	8%	5%	6%	6%		
	Good	32%	41%	34%	38%	34%	38%	35%	35%	36%	36%	36%	36%	34%	31%	29%	28%	27%	25%		
	Neither good nor bad	37%	33%	34%	32%	39%	33%	34%	35%	35%	35%	34%	34%	33%	31%	34%	35%	33%	32%		
	Bad	17%	10%	19%	14%	15%	15%	19%	17%	16%	16%	17%	16%	18%	20%	20%	22%	24%	26%		
	Very bad	6%	2%	6%	5%	5%	5%	6%	6%	5%	5%	5%	5%	6%	9%	9%	8%	11%	11%		
		(565)	(328)	(532)	(473)	(589)	(528)	(517)	(543)	(4,075)	(3,186)	(3,110)	(3,235)	(3,645)	(3,521)	(3,525)	(3,351)	(4,095)	(3,144)		
	• the quality of garbage service?																				
	Very good	24%	21%	19%	28%	22%	23%	18%	17%	22%	21%	22%	24%	25%	23%	23%	23%	21%	25%		
	Good	52%	57%	55%	52%	55%	56%	58%	57%	55%	55%	56%	54%	52%	54%	53%	53%	55%	53%		
	Neither good nor bad	19%	16%	19%	16%	19%	17%	16%	18%	18%	19%	17%	17%	17%	16%	18%	18%	17%	15%		
	Bad	3%	5%	5%	3%	3%	3%	6%	6%	4%	4%	4%	4%	4%	5%	4%	4%	5%	5%		
	Very bad	2%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	2%	2%	2%	2%	2%		
		(626)	(412)	(563)	(534)	(616)	(608)	(558)	(589)	(4,506)	(3,490)	(3,338)	(3,514)	(3,963)	(3,870)	(3,849)	(3,625)	(4,341)	(3,278)		
	• the quality of recycling service?																				
	Very good	26%	26%	21%	32%	24%	26%	20%	20%	24%	23%	24%	26%	26%	25%	26%	25%	23%	23%		
	Good	50%	48%	55%	50%	54%	53%	56%	54%	52%	53%	52%	50%	49%	51%	51%	51%	51%	49%		
	Neither good nor bad	17%	17%	16%	12%	16%	14%	14%	18%	16%	17%	17%	16%	17%	15%	15%	17%	17%	17%		
	Bad	5%	7%	7%	4%	5%	5%	7%	5%	6%	5%	5%	6%	6%	6%	6%	6%	6%	7%		
	Very bad	2%	2%	1%	2%	1%	2%	3%	3%	2%	2%	2%	2%	3%	2%	2%	2%	3%	4%		
		(619)	(407)	(559)	(533)	(611)	(605)	(553)	(577)	(4,464)	(3,454)	(3,307)	(3,484)	(3,930)	(3,835)	(3,780)	(3,505)	(4,234)	(3,240)		

	2001									Prior Year CITY TOTALS							
	NW/		NE		SE		E	CITY TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992
	SW	Downtown	N	Inner	Central	Inner											
Do you live in a single family home, a 2-, 3- or 4-plex, or a larger apartment/condominium?																	
1 family home	75%	28%	84%	73%	88%	71%	86%	76%	73%	76%	76%	76%	75%	75%	76%	78%	80%
2, 3 or 4-plex	6%	4%	7%	9%	5%	13%	7%	6%	7%	5%	5%	5%	6%	7%	5%	5%	5%
Apartment	17%	63%	7%	15%	6%	14%	5%	15%	17%	17%	17%	16%	17%	15%	16%	15%	13%
Other	2%	5%	2%	3%	1%	2%	2%	3%	3%	2%	2%	3%	2%	3%	3%	2%	2%
	(643)	(499)	(580)	(555)	(622)	(616)	(570)	(609)	(4,694)	(3,628)	(3,370)	(3,565)	(4,017)	(3,995)	(3,988)	(3,762)	(4,425)
17 Do you work outside of your home (either full-time or part-time)?																	
Yes	69%	72%	68%	74%	69%	75%	68%	64%	70%	66%	65%	68%	66%	-	-	-	-
No	31%	28%	32%	26%	31%	25%	32%	36%	30%	34%	35%	32%	34%	-	-	-	-
	(656)	(500)	(581)	(556)	(627)	(632)	(579)	(618)	(4,749)	(3,640)	(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	20%	20%	18%	19%	14%	14%	19%	19%	18%	16%	17%	16%	41%	-	-	-	-
Evening	6%	6%	11%	10%	12%	8%	13%	14%	10%	10%	12%	10%	9%	-	-	-	-
Both morning and evening	58%	59%	54%	58%	54%	61%	52%	53%	56%	58%	54%	56%	31%	-	-	-	-
Neither	16%	15%	17%	13%	20%	17%	16%	14%	16%	16%	17%	18%	19%	-	-	-	-
	(458)	(359)	(399)	(413)	(439)	(479)	(397)	(399)	(3,343)	(2,391)	(2,267)	(2,485)	(2,715)	-	-	-	-
• What mode of travel do you usually use to get to and from work?																	
Drive alone	75%	50%	72%	67%	74%	64%	75%	80%	70%	69%	70%	70%	71%	-	-	-	-
Drive with others	8%	5%	11%	7%	8%	7%	11%	7%	8%	9%	8%	8%	9%	-	-	-	-
Bus or Max	10%	18%	9%	12%	9%	18%	8%	8%	11%	12%	12%	12%	10%	-	-	-	-
Drive partway, bus partway	2%	2%	3%	3%	4%	2%	3%	3%	3%	2%	3%	2%	2%	-	-	-	-
Walk	3%	20%	2%	4%	1%	3%	2%	0%	4%	5%	4%	5%	5%	-	-	-	-
Bicycle	2%	5%	3%	7%	4%	6%	1%	2%	4%	3%	3%	3%	3%	-	-	-	-
	(452)	(354)	(394)	(406)	(429)	(473)	(392)	(393)	(3,293)	(2,363)	(2,247)	(2,468)	(2,717)	-	-	-	-
18 Has there been any new <i>commercial</i> development in, or near, your neighborhood in the last 12 months?																	
Yes	27%	66%	50%	70%	52%	47%	38%	48%	49%	48%	48%	44%	-	-	-	-	-
No	73%	34%	50%	30%	48%	53%	62%	52%	51%	52%	52%	56%	-	-	-	-	-
	(646)	(489)	(559)	(546)	(609)	(617)	(558)	(599)	(4,623)	(3,549)	(3,375)	(3,478)	-	-	-	-	-

	2001									Prior Year CITY TOTALS								
	NW/		NE		SE		E	CITY TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992	
	SW	Downtown	N	Inner	Central	Inner												Outer
<i>If YES: How do you rate the development on the following:</i>																		
• attractiveness?																		
Very good	16%	27%	13%	21%	17%	20%	13%	14%	18%	17%	14%	16%	-	-	-	-	-	
Good	36%	47%	36%	48%	45%	41%	39%	48%	44%	41%	38%	41%	-	-	-	-	-	
Neither good nor bad	29%	18%	35%	18%	23%	28%	34%	29%	26%	29%	31%	28%	-	-	-	-	-	
Bad	9%	6%	11%	9%	9%	8%	8%	7%	8%	9%	11%	10%	-	-	-	-	-	
Very bad	10%	2%	5%	4%	6%	3%	6%	2%	4%	4%	6%	5%	-	-	-	-	-	
	(169)	(325)	(275)	(382)	(308)	(293)	(213)	(289)	(2,254)	(1,638)	(1,572)	(1,461)	-	-	-	-	-	
• improving access to services and shopping?																		
Very good	10%	22%	6%	20%	12%	14%	10%	13%	14%	12%	12%	12%	-	-	-	-	-	
Good	23%	39%	26%	43%	39%	28%	30%	36%	34%	31%	30%	30%	-	-	-	-	-	
Neither good nor bad	46%	28%	46%	28%	36%	46%	46%	39%	38%	42%	40%	42%	-	-	-	-	-	
Bad	12%	8%	10%	5%	9%	8%	9%	9%	9%	9%	11%	10%	-	-	-	-	-	
Very bad	9%	3%	12%	4%	4%	4%	5%	3%	5%	6%	7%	6%	-	-	-	-	-	
	(162)	(308)	(260)	(370)	(294)	(276)	(201)	(280)	(2,151)	(1,562)	(1,467)	(1,380)	-	-	-	-	-	
19 Has there been any new <i>residential</i> development in, or near, your neighborhood in the last 12 months?																		
Yes	49%	67%	54%	51%	42%	37%	52%	59%	51%	52%	59%	58%	-	-	-	-	-	
No	51%	33%	46%	49%	58%	63%	48%	41%	49%	48%	41%	42%	-	-	-	-	-	
	(640)	(486)	(556)	(542)	(612)	(615)	(552)	(604)	(4,607)	(3,558)	(2,910)	(2,880)	-	-	-	-	-	
<i>If YES: How do you rate the development on the following:</i>																		
• attractiveness?																		
Very good	13%	29%	15%	20%	15%	15%	13%	10%	16%	14%	13%	15%	-	-	-	-	-	
Good	35%	39%	37%	38%	38%	36%	42%	38%	38%	38%	35%	37%	-	-	-	-	-	
Neither good nor bad	32%	21%	30%	23%	25%	30%	32%	35%	29%	31%	30%	32%	-	-	-	-	-	
Bad	13%	7%	13%	15%	18%	12%	7%	13%	12%	12%	15%	11%	-	-	-	-	-	
Very bad	7%	4%	5%	4%	4%	7%	6%	4%	5%	6%	7%	5%	-	-	-	-	-	
	(321)	(333)	(312)	(284)	(256)	(232)	(296)	(356)	(2,390)	(1,792)	(1,666)	(1,594)	-	-	-	-	-	
• improving your neighborhood as a place to live?																		
Very good	9%	23%	13%	20%	14%	11%	12%	8%	14%	11%	10%	11%	-	-	-	-	-	
Good	22%	34%	32%	36%	30%	31%	30%	27%	30%	28%	27%	28%	-	-	-	-	-	
Neither good nor bad	40%	28%	35%	28%	32%	39%	35%	35%	34%	37%	35%	37%	-	-	-	-	-	
Bad	19%	10%	12%	10%	18%	13%	11%	22%	14%	16%	17%	14%	-	-	-	-	-	
Very bad	10%	5%	8%	6%	6%	6%	12%	8%	8%	8%	11%	10%	-	-	-	-	-	
	(316)	(324)	(295)	(272)	(250)	(227)	(286)	(349)	(2,319)	(1,713)	(1,635)	(1,534)	-	-	-	-	-	

	2001									Prior Year CITY TOTALS							
	NW/		NE		SE		E	CITY TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992
	SW	Downtown	N	Inner	Central	Inner											
20 In general, how do you rate your neighborhood on the following categories?																	
• housing affordability																	
Very good	6%	7%	8%	8%	7%	4%	9%	6%	7%	6%	7%	7%	6%	-	-	-	-
Good	32%	25%	47%	31%	36%	34%	46%	46%	37%	39%	41%	39%	35%	-	-	-	-
Neither good nor bad	34%	30%	26%	27%	33%	29%	27%	34%	30%	31%	27%	28%	30%	-	-	-	-
Bad	21%	26%	16%	26%	19%	25%	14%	11%	20%	18%	19%	19%	21%	-	-	-	-
Very bad	7%	12%	3%	8%	5%	8%	4%	3%	6%	6%	6%	7%	8%	-	-	-	-
	(635)	(489)	(554)	(543)	(605)	(605)	(539)	(585)	(4,555)	(3,496)	(3,374)	(3,589)	(3,911)	-	-	-	-
• physical condition of housing																	
Very good	15%	22%	6%	14%	9%	11%	5%	9%	11%	11%	13%	13%	15%	-	-	-	-
Good	59%	55%	44%	51%	54%	55%	42%	52%	52%	54%	53%	53%	52%	-	-	-	-
Neither good nor bad	21%	18%	34%	24%	30%	26%	35%	28%	27%	27%	26%	27%	25%	-	-	-	-
Bad	4%	4%	14%	10%	6%	7%	15%	10%	9%	7%	7%	6%	7%	-	-	-	-
Very bad	1%	1%	2%	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	-	-	-	-
	(657)	(497)	(568)	(559)	(629)	(627)	(563)	(610)	(4,710)	(3,611)	(3,479)	(3,696)	(4,039)	-	-	-	-
• closeness of parks or open spaces																	
Very good	35%	43%	23%	24%	23%	30%	19%	17%	27%	26%	26%	27%	-	-	-	-	-
Good	49%	45%	57%	58%	54%	55%	55%	54%	53%	53%	54%	52%	-	-	-	-	-
Neither good nor bad	12%	9%	14%	13%	16%	11%	19%	20%	14%	16%	16%	15%	-	-	-	-	-
Bad	3%	2%	5%	5%	6%	3%	6%	8%	5%	4%	3%	5%	-	-	-	-	-
Very bad	1%	1%	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	-	-	-	-	-
	(644)	(496)	(569)	(555)	(618)	(636)	(561)	(587)	(4,666)	(3,573)	(3,448)	(3,674)	-	-	-	-	-
• walking distance to bus stop (or Max)																	
Very good	48%	62%	33%	49%	44%	54%	39%	31%	45%	42%	44%	45%	-	-	-	-	-
Good	35%	25%	53%	44%	46%	41%	48%	51%	43%	45%	42%	43%	-	-	-	-	-
Neither good nor bad	8%	4%	9%	5%	7%	4%	8%	11%	7%	8%	8%	8%	-	-	-	-	-
Bad	6%	4%	3%	1%	2%	1%	3%	5%	3%	3%	4%	3%	-	-	-	-	-
Very bad	3%	5%	2%	1%	1%	0%	2%	2%	2%	2%	2%	1%	-	-	-	-	-
	(654)	(499)	(578)	(557)	(626)	(638)	(578)	(606)	(4,736)	(3,636)	(3,502)	(3,718)	-	-	-	-	-

	2001								Prior Year CITY TOTALS									
	NW/		NE		SE		CITY		2000	1999	1998	1997	1996	1995	1994	1993	1992	
	SW	Downtown	N	Inner	Central	Inner	Outer	E										TOTAL
• access to shopping and other services																		
Very good	25%	48%	14%	33%	27%	33%	22%	22%	28%	26%	27%	29%	-	-	-	-	-	-
Good	47%	35%	43%	42%	48%	48%	53%	58%	47%	46%	47%	46%	-	-	-	-	-	-
Neither good nor bad	20%	10%	24%	17%	18%	14%	19%	14%	17%	18%	17%	16%	-	-	-	-	-	-
Bad	6%	6%	11%	6%	6%	4%	5%	4%	6%	7%	7%	7%	-	-	-	-	-	-
Very bad	2%	1%	8%	2%	1%	1%	1%	2%	2%	3%	2%	2%	-	-	-	-	-	-
	(659)	(501)	(577)	(562)	(632)	(642)	(576)	(618)	(4,767)	(3,676)	(3,522)	(3,737)	-	-	-	-	-	-
21 Overall, how do you rate the livability of:																		
• your neighborhood?																		
Very good	49%	50%	21%	38%	33%	45%	15%	24%	34%	32%	32%	34%	30%	31%	28%	26%	25%	-
Good	43%	41%	52%	47%	51%	45%	56%	53%	48%	52%	51%	50%	53%	50%	51%	53%	52%	-
Neither good nor bad	6%	6%	21%	10%	13%	8%	22%	17%	13%	12%	13%	12%	14%	15%	16%	16%	17%	-
Bad	2%	3%	5%	4%	3%	2%	5%	5%	4%	3%	3%	3%	3%	3%	4%	4%	5%	-
Very bad	0%	0%	1%	1%	0%	0%	2%	1%	1%	1%	1%	1%	<1%	1%	1%	1%	1%	-
	(661)	(502)	(590)	(568)	(636)	(644)	(585)	(626)	(4,812)	(3,691)	(3,550)	(3,769)	(4,090)	(4,146)	(4,292)	(3,874)	(4,258)	-
• the City as a whole?																		
Very good	34%	43%	18%	35%	26%	34%	15%	14%	27%	23%	22%	23%	-	-	-	-	-	-
Good	51%	47%	53%	51%	57%	52%	55%	56%	52%	57%	56%	56%	-	-	-	-	-	-
Neither good nor bad	12%	7%	22%	12%	14%	10%	20%	26%	16%	16%	17%	16%	-	-	-	-	-	-
Bad	3%	2%	5%	1%	3%	3%	7%	3%	4%	3%	4%	4%	-	-	-	-	-	-
Very bad	0%	1%	2%	1%	0%	1%	3%	1%	1%	1%	1%	1%	-	-	-	-	-	-
	(645)	(491)	(574)	(553)	(625)	(632)	(566)	(601)	(4,687)	(3,571)	(3,422)	(3,644)	-	-	-	-	-	-
22 Overall, how good a job do you think local government is doing at providing government services?																		
Very good	11%	17%	5%	12%	6%	9%	7%	6%	9%	8%	7%	9%	6%	8%	6%	5%	-	-
Good	57%	57%	44%	51%	55%	55%	42%	50%	52%	57%	53%	53%	52%	54%	52%	48%	-	-
Neither good nor bad	23%	20%	36%	27%	29%	28%	35%	34%	29%	26%	31%	30%	33%	30%	33%	37%	-	-
Bad	6%	4%	10%	7%	7%	6%	11%	9%	7%	7%	7%	6%	7%	6%	7%	8%	-	-
Very bad	3%	2%	5%	3%	3%	2%	5%	3%	3%	2%	2%	2%	2%	2%	2%	3%	-	-
	(617)	(453)	(547)	(522)	(602)	(587)	(532)	(575)	(4,435)	(3,365)	(3,159)	(3,410)	(3,786)	(3,896)	(3,973)	(3,509)	-	-

	2001									Prior Year								
	NW/			NE		SE		CITY		CITY TOTALS								
	SW	Downtown	N	Inner	Central	Inner	Outer	E	TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992
• Recycling																		
Very good	31%	25%	22%	31%	25%	26%	22%	19%	25%	23%	22%	25%	22%	23%	24%	21%	19%	18%
Good	51%	56%	57%	53%	57%	57%	57%	60%	56%	58%	57%	55%	55%	56%	55%	56%	55%	54%
Neither good nor bad	14%	16%	16%	11%	14%	12%	14%	14%	14%	14%	16%	14%	17%	14%	15%	17%	17%	19%
Bad	3%	3%	4%	4%	3%	4%	4%	5%	4%	4%	4%	5%	5%	5%	5%	5%	7%	6%
Very bad	1%	0%	1%	1%	1%	1%	3%	2%	1%	1%	1%	1%	1%	2%	1%	2%	2%	3%
	(633)	(437)	(557)	(544)	(619)	(615)	(557)	(582)	(4,544)	(3,494)	(3,428)	(3,655)	(3,963)	(3,967)	(4,105)	(3,669)	(4,251)	(3,775)
• Sewers																		
Very good	10%	10%	7%	9%	9%	7%	9%	7%	9%	8%	11%	12%	7%	9%	8%	7%	6%	5%
Good	40%	43%	41%	43%	43%	41%	43%	46%	42%	46%	46%	47%	46%	45%	46%	44%	36%	36%
Neither good nor bad	30%	29%	31%	30%	31%	30%	27%	29%	30%	29%	26%	26%	33%	29%	31%	32%	32%	35%
Bad	13%	14%	14%	13%	12%	15%	13%	10%	13%	12%	12%	11%	10%	11%	10%	11%	18%	16%
Very bad	7%	4%	7%	5%	5%	7%	8%	8%	6%	5%	5%	4%	4%	6%	5%	6%	8%	8%
	(582)	(383)	(526)	(479)	(578)	(542)	(520)	(549)	(4,159)	(3,219)	(3,266)	(3,455)	(3,594)	(3,578)	(3,573)	(3,246)	(3,810)	(3,259)
• Storm drainage																		
Very good	8%	8%	6%	6%	7%	5%	7%	5%	6%	6%	8%	9%	6%	7%	6%	6%	4%	5%
Good	31%	42%	35%	35%	37%	35%	37%	39%	36%	37%	38%	37%	35%	35%	37%	36%	32%	32%
Neither good nor bad	30%	28%	33%	30%	29%	29%	28%	30%	30%	29%	28%	28%	33%	28%	30%	30%	32%	33%
Bad	21%	17%	18%	21%	17%	21%	17%	17%	19%	20%	18%	19%	18%	20%	17%	18%	22%	21%
Very bad	10%	5%	8%	8%	10%	10%	11%	9%	9%	8%	8%	7%	8%	10%	10%	9%	10%	9%
	(578)	(387)	(527)	(488)	(573)	(547)	(523)	(542)	(4,165)	(3,217)	(3,211)	(3,423)	(3,675)	(3,614)	(3,636)	(3,256)	(3,867)	(3,355)
• Street maintenance																		
Very good	6%	9%	7%	7%	6%	6%	7%	6%	7%	6%	6%	7%	6%	7%	6%	6%	7%	6%
Good	32%	41%	35%	42%	36%	40%	33%	41%	37%	40%	38%	40%	39%	42%	42%	44%	42%	44%
Neither good nor bad	30%	28%	30%	30%	35%	33%	30%	33%	31%	32%	32%	32%	32%	30%	30%	30%	31%	31%
Bad	22%	16%	19%	17%	17%	16%	19%	15%	18%	17%	17%	15%	17%	15%	16%	15%	15%	14%
Very bad	10%	6%	9%	4%	6%	5%	11%	5%	7%	5%	6%	6%	6%	6%	6%	5%	5%	5%
	(646)	(471)	(566)	(553)	(619)	(627)	(567)	(592)	(4,641)	(3,574)	(3,477)	(3,719)	(4,037)	(4,048)	(4,197)	(3,774)	(4,361)	(3,877)
• Street lighting																		
Very good	10%	12%	8%	10%	8%	9%	11%	10%	10%	10%	8%	9%	9%	10%	8%	8%	9%	9%
Good	48%	51%	52%	53%	53%	55%	47%	55%	52%	53%	53%	51%	52%	51%	52%	53%	52%	52%
Neither good nor bad	29%	26%	26%	25%	30%	26%	31%	26%	27%	25%	27%	28%	26%	25%	26%	26%	25%	25%
Bad	10%	9%	11%	10%	8%	8%	9%	8%	9%	10%	10%	9%	10%	11%	11%	11%	11%	11%
Very bad	3%	2%	3%	2%	1%	2%	2%	1%	2%	2%	2%	2%	3%	3%	3%	4%	3%	3%
	(652)	(495)	(581)	(559)	(629)	(635)	(572)	(605)	(4,728)	(3,640)	(3,504)	(3,724)	(4,047)	(4,057)	(4,199)	(3,777)	(4,395)	(3,918)
• Traffic management																		
Very good	5%	6%	4%	4%	4%	3%	5%	4%	4%	4%	-	-	-	5%	5%	4%	5%	5%
Good	31%	34%	29%	32%	31%	31%	26%	36%	31%	32%	-	-	-	34%	34%	36%	35%	38%
Neither good nor bad	35%	32%	33%	33%	34%	35%	37%	37%	35%	35%	-	-	-	31%	33%	33%	34%	31%
Bad	20%	22%	26%	23%	23%	22%	21%	17%	22%	22%	-	-	-	20%	18%	19%	19%	19%
Very bad	9%	6%	8%	8%	8%	9%	11%	6%	8%	7%	-	-	-	10%	10%	8%	7%	7%
	(628)	(481)	(561)	(538)	(618)	(613)	(558)	(579)	(4,576)	(3,485)	-	-	-	(3,935)	(4,033)	(3,623)	(4,173)	(3,726)

Service Efforts and Accomplishments: 2000-01

	2001									Prior Year CITY TOTALS							
	NW/		NE		SE		E	CITY TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992
	SW	Downtown	N	Inner	Central	Inner											
• Traffic management: congestion																	
Very good	-	-	-	-	-	-	-	-	-	-	3%	3%	4%	-	-	-	-
Good	-	-	-	-	-	-	-	-	-	-	21%	21%	29%	-	-	-	-
Neither good nor bad	-	-	-	-	-	-	-	-	-	-	32%	34%	34%	-	-	-	-
Bad	-	-	-	-	-	-	-	-	-	-	32%	30%	24%	-	-	-	-
Very bad	-	-	-	-	-	-	-	-	-	-	12%	12%	9%	-	-	-	-
											(3,373)	(3,616)	(3,843)	-	-	-	-
• Traffic management: safety																	
Very good	-	-	-	-	-	-	-	-	-	-	3%	4%	5%	-	-	-	-
Good	-	-	-	-	-	-	-	-	-	-	31%	29%	34%	-	-	-	-
Neither good nor bad	-	-	-	-	-	-	-	-	-	-	38%	40%	36%	-	-	-	-
Bad	-	-	-	-	-	-	-	-	-	-	20%	19%	18%	-	-	-	-
Very bad	-	-	-	-	-	-	-	-	-	-	8%	8%	7%	-	-	-	-
											(3,316)	(3,550)	(3,817)	-	-	-	-
• Housing and nuisance inspections																	
Very good	7%	9%	4%	4%	4%	4%	7%	4%	5%	4%	5%	6%	4%	5%	4%	4%	-
Good	26%	34%	24%	28%	26%	27%	24%	26%	26%	27%	28%	27%	25%	26%	25%	26%	-
Neither good nor bad	44%	44%	43%	42%	46%	48%	38%	42%	44%	46%	45%	48%	46%	46%	48%	47%	-
Bad	14%	9%	18%	18%	17%	12%	18%	21%	16%	16%	15%	14%	16%	14%	14%	15%	-
Very bad	9%	4%	11%	8%	7%	9%	13%	7%	9%	7%	7%	7%	9%	9%	9%	9%	-
	(395)	(272)	(442)	(366)	(432)	(396)	(429)	(444)	(3,176)	(2,324)	(2,085)	(2,197)	(2,349)	(2,080)	(2,146)	(2,072)	-
• Housing development																	
Very good	8%	9%	3%	7%	6%	4%	5%	4%	6%	4%	4%	4%	5%	-	-	-	-
Good	32%	42%	29%	37%	36%	37%	28%	28%	33%	33%	30%	29%	32%	-	-	-	-
Neither good nor bad	41%	33%	48%	41%	43%	42%	46%	45%	42%	43%	43%	46%	42%	-	-	-	-
Bad	13%	12%	14%	10%	11%	12%	14%	16%	13%	15%	15%	15%	14%	-	-	-	-
Very bad	6%	4%	6%	5%	5%	5%	7%	7%	6%	5%	8%	6%	7%	-	-	-	-
	(525)	(387)	(468)	(449)	(487)	(491)	(462)	(482)	(3,751)	(2,871)	(2,603)	(2,754)	(2,998)	-	-	-	-
• Land-use planning																	
Very good	10%	15%	5%	15%	9%	11%	8%	5%	10%	8%	7%	8%	-	-	-	-	-
Good	37%	43%	26%	39%	38%	40%	26%	27%	34%	33%	31%	32%	-	-	-	-	-
Neither good nor bad	32%	27%	41%	30%	35%	28%	40%	38%	34%	36%	36%	35%	-	-	-	-	-
Bad	13%	9%	17%	10%	11%	14%	16%	21%	14%	16%	16%	16%	-	-	-	-	-
Very bad	8%	6%	11%	6%	7%	7%	10%	9%	8%	7%	10%	9%	-	-	-	-	-
	(562)	(390)	(468)	(471)	(503)	(516)	(458)	(477)	(3,845)	(2,897)	(2,738)	(2,959)	-	-	-	-	-

	2001								Prior Year									
	NW/		NE		SE		CITY		CITY TOTALS									
	SW	Downtown	N	Inner	Central	Inner	Outer	E	TOTAL	2000	1999	1998	1997	1996	1995	1994	1993	1992
What part of the City do you live in?	14%	10%	12%	12%	13%	13%	12%	13%	100%	(3,758)	(3,645)	(3,848)	(4,203)	(4,225)	(4,379)	(3,970)	(4,656)	(4,126)
	(667)	(509)	(600)	(577)	(646)	(649)	(595)	(640)	(4,883)									
What is your sex?																		
Male	51%	52%	46%	41%	45%	46%	48%	45%	47%	46%	48%	49%	48%	48%	49%	49%	46%	49%
Female	49%	48%	54%	59%	55%	54%	52%	55%	53%	54%	52%	51%	52%	52%	51%	51%	54%	51%
	(664)	(500)	(592)	(569)	(640)	(645)	(588)	(631)	(4,829)	(3,703)	(3,477)	(3,667)	(4,100)	(4,148)	(4,317)	(3,882)	(4,512)	(4,038)
What is your age?																		
Under 20	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
20-29	12%	24%	11%	11%	8%	17%	11%	9%	12%	12%	11%	10%	11%	12%	9%	10%	8%	9%
30-44	28%	27%	32%	39%	32%	31%	32%	29%	31%	28%	27%	31%	30%	28%	31%	31%	30%	33%
45-59	34%	27%	30%	27%	32%	30%	29%	28%	30%	28%	27%	28%	26%	26%	24%	24%	23%	21%
60-74	16%	13%	16%	14%	15%	13%	16%	20%	16%	18%	19%	19%	19%	19%	21%	22%	23%	23%
Over 74	10%	9%	11%	8%	12%	9%	12%	14%	11%	14%	16%	12%	14%	15%	15%	14%	15%	14%
	(662)	(501)	(589)	(569)	(640)	(644)	(588)	(628)	(4,821)	(3,710)	(3,466)	(3,684)	(4,103)	(4,154)	(4,305)	(3,898)	(4,528)	(4,048)
How many people live in your(household? (TOTAL REPORTED)																		
Age 12 and under	-	-	-	-	-	-	-	-	1,560	1,056	-	1,103	-	1,311	1,371	1,293	-	-
Age 13 to 18	-	-	-	-	-	-	-	-	667	505	-	563	-	604	567	557	-	-
Age 19 to 54	-	-	-	-	-	-	-	-	6,091	4,246	-	4,389	-	4,908	4,904	4,466	-	-
Age 55 and over	-	-	-	-	-	-	-	-	2,251	2,251	-	2,092	-	2,599	2,771	2,485	-	-
Which of these is closest to describing your ethnic background?																		
Caucasian/White	90%	88%	84%	77%	87%	89%	84%	89%	87%	89%	89%	90%	91%	90%	91%	90%	91%	94%
African-American/Black	1%	1%	6%	14%	3%	1%	1%	2%	3%	3%	2%	3%	3%	3%	3%	3%	4%	2%
Asian or Pacific Islander	4%	5%	4%	3%	6%	4%	10%	6%	5%	4%	4%	3%	3%	4%	3%	4%	3%	2%
Native American/Indian	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	<1%	1%	1%	<1%
Hispanic	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%	<1%
Other	2%	2%	2%	3%	1%	4%	2%	1%	2%	1%	2%	3%	1%	1%	2%	1%	<1%	1%
	(656)	(494)	(579)	(555)	(634)	(632)	(581)	(628)	(4,759)	(3,659)	(3,447)	(3,659)	(4,062)	(4,097)	(4,284)	(3,864)	(4,470)	(4,022)
How much education have you completed?																		
Elementary	0%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	2%
Some high school	1%	1%	7%	2%	3%	3%	6%	5%	3%	4%	4%	4%	4%	5%	5%	5%	5%	4%
High school graduate	6%	5%	22%	10%	15%	12%	28%	25%	16%	16%	16%	15%	16%	17%	16%	19%	19%	18%
Some college	20%	22%	34%	26%	34%	30%	36%	41%	31%	31%	31%	30%	33%	32%	32%	32%	33%	32%
College graduate	73%	71%	35%	61%	47%	54%	29%	29%	49%	48%	48%	50%	46%	45%	45%	43%	41%	44%
	(662)	(501)	(587)	(567)	(641)	(641)	(585)	(627)	(4,811)	(3,702)	(3,476)	(3,692)	(4,108)	(4,148)	(4,324)	(3,892)	(4,523)	(4,029)

Appendix B Portland Bureau Data

Bureau of Fire, Rescue and Emergency Services

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
Population	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600
EXPENDITURES (in millions):										
Emergency Operations	\$35.2	\$35.2	\$40.4	\$42.9	\$42.9	\$43.7	\$43.3	\$42.8	\$43.9	\$44.9
Fire Prevention	\$3.7	\$4.0	\$4.3	\$4.4	\$4.7	\$4.3	\$3.9	\$5.1	\$5.1	\$5.2
Other (includes CIP in '91-92 - '94-95)	\$8.7	\$10.1	\$8.8	\$11.7	\$10.4	\$10.0	\$9.5	\$9.5	\$10.1	\$10.6
Sworn retirement & disability	\$18.6	\$19.2	\$20.0	\$20.5	\$21.0	\$22.9	\$24.4	\$25.3	\$26.0	\$27.6
TOTAL operating	\$66.2	\$68.5	\$73.5	\$79.5	\$79.0	\$80.9	\$81.1	\$82.7	\$85.1	\$88.3
Capital	-	-	-	-	\$3.6	\$2.0	\$1.5	\$2.5	\$1.8	\$7.3
EXPENDITURES, adjusted for inflation:										
Emergency Operations	\$46.4	\$44.7	\$49.6	\$51.2	\$49.7	\$48.9	\$47.1	\$45.5	\$45.2	\$44.9
Fire Prevention	\$4.9	\$5.1	\$5.3	\$5.2	\$5.4	\$4.8	\$4.2	\$5.4	\$5.3	\$5.2
Other (includes CIP in '91-92 - '94-95)	\$11.4	\$12.8	\$10.8	\$14.0	\$12.1	\$11.2	\$10.4	\$10.2	\$10.4	\$10.6
Sworn retirement & disability	\$24.5	\$24.3	\$24.6	\$24.5	\$24.3	\$25.6	\$26.5	\$27.0	\$26.7	\$27.6
TOTAL operating	\$87.2	\$86.9	\$90.3	\$94.9	\$91.5	\$90.5	\$88.2	\$88.1	\$87.5	\$88.3
Capital	-	-	-	-	\$4.1	\$2.2	\$1.7	\$2.6	\$1.8	\$7.3
Operating spending per capita, adj. for inflation	-	-	-	-	\$184	\$180	\$173	\$173	\$171	\$166
Operating + capital per capita, adj. for inflation	\$192	\$189	\$192	\$192	\$192	\$184	\$177	\$178	\$174	\$180
Total Bureau staff (FTEs)	757	770	770	741	739	746	704	729	730	743
Average on-duty emergency staffing	159	159	167	167	167	167	163	163	167	165
Number of front-line emergency vehicles	-	-	-	-	60	61	61	59	59	61
INCIDENTS:										
Fire	3,120	2,920	2,817	3,203	2,860	2,738	2,527	2,658	2,881	2,790
Medical	24,980	26,623	26,548	35,011	29,441	24,630	27,880	32,090	34,285	36,202
Other	15,368	14,732	14,815	11,967	22,826	28,568	27,076	20,562	20,422	20,660
TOTAL	43,468	44,275	44,180	50,181	55,127	55,936	57,483	55,310	57,588	59,652
Incidents per average on-duty staff	273	278	265	300	330	335	353	339	345	362
NUMBER OF OCCUPANCIES IN CITY:										
Inspectable	-	-	-	-	-	-	-	-	-	34,792
Non-inspectable	-	-	-	-	-	-	-	-	-	-
STRUCTURAL FIRES:										
In inspectable occupancies	-	-	-	-	-	-	-	-	302	270
In non-inspectable occupancies	-	-	-	-	-	-	-	-	478	448
In multi-family (inspectable & non-inspectable)	-	-	-	-	-	-	-	-	184	207
TOTAL	1,130	1,166	1,117	1,157	1,164	998	878	807	964	925

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
Structural fires/1,000 residents	2.49	2.50	2.37	2.34	2.34	1.98	1.73	1.58	1.88	1.74
Total fires/1,000 residents	6.90	6.40	5.98	6.47	5.75	5.44	4.97	5.22	5.62	5.25
Lives lost/100,000 residents	2.0	2.2	3.0	1.0	1.2	2.2	1.6	0.6	1.2	1.3
Fire loss per capita, adjusted for inflation	\$65	\$40	\$46	\$36	\$39	\$48	\$38	\$42	\$73	\$41
Property loss as % of value of property	0.54%	0.25%	0.48%	0.39%	0.41%	0.56%	0.48%	0.40%	0.24%	0.14%
% of response times within 4 minutes:										
Fire	72%	71%	66%	73%	71%	43%*	43%	37%	41%	38%
Medical	74%	72%	70%	79%	75%	46%*	46%	41%	43%	40%
AVERAGE AGE OF FRONT-LINE VEHICLES (in years):										
Engines	-	-	-	-	9.3	7.0	5.9	6.4	7.4	8.6
Trucks	-	-	-	-	6.0	7.0	8.0	7.2	8.2	9.2
AVERAGE MILES ON FRONT-LINE VEHICLES:										
Engines	-	-	-	-	-	-	-	-	-	63,088
Trucks	-	-	-	-	-	-	-	-	-	50,297
COMPLETION OF SCHEDULED INSPECTIONS:										
Number scheduled (incl. prior year carry-over)	-	-	-	-	-	-	-	23,203	21,465	24,036
Number completed	-	-	-	-	-	-	-	14,828	17,195	14,699
Percent completed	-	-	-	-	-	-	-	64%	80%	61%
TOTAL CODE ENFORCEMENT INSPECTIONS:										
Number of inspections (incl. unscheduled)	-	-	-	-	-	-	-	17,279	21,015	17,629
Number of reinspections	-	-	-	-	-	-	-	8,294	11,642	11,370
Total code violations found	-	-	-	-	-	-	-	30,196	38,731	32,358
Average violations per inspection	-	-	-	-	-	-	-	1.7	1.8	1.8
% violations abated within 90 days of detection	-	-	-	-	-	-	-	-	-	80%

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

Police Bureau

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
Population	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600
EXPENDITURES (in millions):										
Patrol	\$41.0	\$47.1	\$50.3	\$58.9	\$58.0	\$60.1	\$62.4	\$64.2	\$65.2	\$68.0
Investigations & crime interdiction	\$15.3	\$16.4	\$18.6	\$19.3	\$23.4	\$23.9	\$22.9	\$24.6	\$25.5	\$26.8
Support	\$13.4	\$13.8	\$13.7	\$15.5	\$14.6	\$15.8	\$17.1	\$21.4	\$22.5	\$25.9
Sworn pension & disability	\$17.0	\$17.3	\$18.3	\$19.6	\$20.9	\$22.7	\$25.9	\$27.6	\$29.7	\$31.8
TOTAL	\$86.7	\$94.6	\$100.9	\$113.3	\$116.9	\$122.5	\$128.3	\$137.8	\$142.9	\$152.4
EXPENDITURES, adjusted for inflation:										
Patrol	\$54.0	\$59.7	\$61.8	\$70.2	\$67.2	\$67.2	\$67.9	\$68.3	\$67.0	\$68.0
Investigations & crime interdiction	\$20.2	\$20.8	\$22.8	\$23.0	\$27.1	\$26.7	\$24.9	\$26.2	\$26.2	\$26.8
Support	\$17.6	\$17.5	\$16.9	\$18.5	\$17.0	\$17.7	\$18.7	\$22.8	\$23.1	\$25.9
Sworn pension & disability	\$22.4	\$22.0	\$22.5	\$23.3	\$24.2	\$25.4	\$28.2	\$29.4	\$30.5	\$31.8
TOTAL	\$114.2	\$119.9	\$124.1	\$135.0	\$135.5	\$137.0	\$139.7	\$146.6	\$146.9	\$152.4
Spending per capita, adjusted for inflation	\$251	\$261	\$263	\$273	\$272	\$272	\$275	\$288	\$287	\$287
AUTHORIZED STAFFING:										
Sworn	830	897	955	1,000	1,000	1,007	1,028	1,033	1,045	1,039
Non-sworn	209	229	240	254	253	265	287	295	312	322
Officers & sergeants assigned to precincts	533	547	561	608	595	584	568	553	577	568
	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000
Officers & sergeants assigned to precincts (adjusted to reflect calendar year)	506	533	547	561	608	595	584	568	553	577
CRIMES REPORTED:										
Part I	50,747	52,152	52,369	55,326	55,834	50,805	53,601	46,524	41,867	41,454
Part I person crimes	8,121	8,389	8,445	8,808	8,833	7,835	7,600	6,707	6,294	5,698
Part I property crimes	42,626	43,763	43,924	46,518	47,001	42,970	46,001	39,816	35,573	35,796
Part II	41,338	40,415	41,000	43,532	45,362	44,803	47,965	45,007	44,400	50,511
INCIDENTS:										
Dispatched	234,689	234,491	230,518	235,246	253,019	247,584	263,175	246,567	228,278	230,740
Telephone report	48,588	87,063	96,566	93,811	84,603	65,336	64,604	54,652	51,981	48,433
Officer-initiated	-	-	-	82,667	120,094	132,396	142,857	154,734	175,459	202,811
TOTAL	283,277	321,554	327,084	329,057	457,716	445,316	470,636	455,953	455,718	481,984

	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000
Dispatched incidents/precinct officer	464	440	421	419	416	416	451	434	413	400
Officer-initiated incidents/precinct officer	-	-	-	-	198	223	245	272	317	351
AVERAGE NUMBER OF PATROL UNITS:										
Midnight to 4 am	-	-	-	-	-	-	-	-	70	73
4 am to 8 am	-	-	-	-	-	-	-	-	45	45
8 am to noon	-	-	-	-	-	-	-	-	56	60
Noon to 4 pm	-	-	-	-	-	-	-	-	60	62
4 pm to 8 pm	-	-	-	-	-	-	-	-	66	68
8 pm to midnight	-	-	-	-	-	-	-	-	86	90
Average high priority response time (in mins)	4.75	4.89	4.95	5.23	5.26	5.12	5.12	5.22	5.10	4.81
Part I crimes/1,000 residents	112	114	111	112	112	101	105	91	82	78
Person crimes/1,000 residents	18	18	18	18	18	16	15	13	12	11
Property crimes/1,000 residents	94	95	93	94	94	85	90	78	69	67
Major cases assigned for investigation	-	-	6,273	6,092	6,552	6,124	4,908	4,172	3,639	3,563
CASES CLEARED (percent of total):										
Percent of person crimes cleared	-	-	-	-	-	-	35%	38%	39%	40%
Percent of property crimes cleared	-	-	-	-	-	-	14%	14%	15%	14%
Percent of time available for problem-solving	-	-	-	-	33%	37%	-	-	39%	38%
Number of drughouse complaints	-	2,965	2,792	2,664	2,815	2,547	2,358	2,077	1,918	1,725

Portland Parks & Recreation

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
Population	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600
EXPENDITURES (in millions):										
Park operations	\$13.0	\$13.1	\$14.0	\$14.4	\$14.6	\$16.7	\$16.1	\$16.7	\$17.7	\$19.0
Recreation	\$8.0	\$8.3	\$9.3	\$10.5	\$10.4	\$11.7	\$11.2	\$12.8	\$15.5	\$16.9
Enterprise operations	\$4.0	\$4.5	\$5.3	\$6.0	\$6.8	\$6.3	\$7.1	\$7.3	\$8.8	\$8.8
Planning and admin	\$2.2	\$2.3	\$2.7	\$2.8	\$2.8	\$2.7	\$2.9	\$3.7	\$4.6	\$4.1
SUB-TOTAL (operating)	\$27.2	\$28.2	\$31.3	\$33.7	\$34.6	\$37.4	\$37.3	\$40.5	\$46.6	\$48.8
Capital	\$8.9	\$5.2	\$3.8	\$4.1	\$8.4	\$21.8	\$26.3	\$21.7	\$16.9	\$10.4
TOTAL	\$36.1	\$33.4	\$35.1	\$37.8	\$43.0	\$59.2	\$63.6	\$62.2	\$63.5	\$59.1
EXPENDITURES, adjusted for inflation:										
Park operations	\$17.1	\$16.7	\$17.2	\$17.1	\$16.9	\$18.7	\$17.5	\$17.8	\$18.2	\$19.0
Recreation	\$10.5	\$10.5	\$11.4	\$12.6	\$12.1	\$13.1	\$12.1	\$13.6	\$15.9	\$16.9
Enterprise operations	\$5.3	\$5.8	\$6.5	\$7.1	\$7.8	\$7.1	\$7.8	\$7.7	\$9.1	\$8.8
Planning and admin	\$2.9	\$2.9	\$3.3	\$3.4	\$3.3	\$3.1	\$3.1	\$4.0	\$4.7	\$4.1
SUB-TOTAL (operating)	\$35.8	\$35.8	\$38.4	\$40.2	\$40.2	\$41.9	\$40.5	\$43.1	\$47.9	\$48.8
Capital	\$11.7	\$6.6	\$4.7	\$4.9	\$9.7	\$24.4	\$28.6	\$23.1	\$17.4	\$10.4
TOTAL	\$47.5	\$42.4	\$43.1	\$45.1	\$49.8	\$66.2	\$69.2	\$66.3	\$65.3	\$59.1
Operating spending/capita, adj. for inflation	\$79	\$78	\$81	\$81	\$81	\$83	\$80	\$85	\$93	\$92
Capital spending/capita, adj. for inflation	\$26	\$14	\$10	\$10	\$19	\$48	\$56	\$45	\$34	\$19
Permanent staffing (FTEs)	303	312	316	328	354	361	334	365	377	386
Seasonal staffing (FTEs)	196	252	243	246	239	237	222	233	275	295
Volunteer FTEs	67	128	238	236	-	236	121	200	170	201
NUMBER OF PARKS & FACILITIES:										
Developed parks	140	140	141	142	138	139	139	139	130*	162
Sports fields	-	-	-	-	-	-	-	217	217	364
Community centers	11	11	11	11	11	11	12	13	13	13
Arts centers	8	8	8	8	8	8	8	8	8	8
Pools	12	12	12	12	12	12	12	13	13	14
Golf courses	4	4	4	4	4	4	4	4	4	4
RECREATION PROGRAMS:										
Number of programs	-	-	-	-	-	-	-	-	2,007	2,110
Attendance counts	-	-	-	-	-	-	-	-	3,792,622	3,961,622

* reclassified some developed parks, thus reducing number.

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
PARK ACRES (excludes golf courses & PIR):										
Developed parks	-	-	-	-	-	-	-	-	3,338	3,175
Natural areas	-	-	-	-	-	-	-	-	6,746	6,681
Undeveloped	-	-	-	-	-	-	-	-	-	216
TOTAL	-	-	-	-	9,576	9,590	9,659	10,001	10,084	10,072
Facilities square footage	-	-	-	-	-	-	-	-	877,561	1,064,704
% of residents living within 1/2 mile of park	-	-	-	-	-	-	-	-	78%	77%
% of youth population in recreation programs	-	-	47%	47%	47%	-	51%	-	49%	53%
VOLUNTEERS:										
Total volunteer hours	139,312	265,137	494,127	491,054	-	491,757	251,702	417,244	354,815	420,415
Total paid staff hours	-	-	-	-	-	-	-	-	1,342,547	1,432,620
Volunteers as percent of paid staff	-	-	-	-	-	-	-	-	26%	29%
Workers compensation claims/100 workers	27.7	22.7	20.1	17.7	15.6	16.6	15.2	11.9	10.6	10.3
EMPLOYEE RATINGS:										
% rating internal communication good/very good ..	-	-	-	-	-	-	-	-	41%	51%
% satisfied/very satisfied with their job	-	-	-	-	-	-	-	-	77%	75%
% of maintenance that is scheduled	-	-	-	-	-	-	-	-	-	40%
% of recreation costs recovered from fees & charges	-	-	-	-	-	-	-	-	-	48%

Office of Transportation

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
Population	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600
EXPENDITURES, (in millions):										
Maintenance	\$34.6	\$36.9	\$38.1	\$38.4	\$40.8	\$43.7	\$45.7	\$44.9	\$40.2	\$45.0
Traffic management	\$15.5	\$12.6	\$14.5	\$15.3	\$16.4	\$15.9	\$16.0	\$14.1	\$17.9	\$14.3
Engineering & development	\$12.1	\$15.5	\$18.1	\$15.4	\$19.0	\$19.4	\$19.4	\$29.8	\$49.6	\$44.4
Director	\$3.3	\$3.5	\$3.5	\$3.6	\$3.4	\$3.6	\$3.5	\$3.9	\$9.5	\$10.6
Other	\$2.7	\$8.9	\$3.0	\$2.5	\$2.5	\$2.9	\$3.3	\$3.5	\$3.8	\$5.0
TOTAL, incl. capital	\$68.2	\$77.3	\$77.2	\$75.2	\$82.1	\$85.4	\$88.0	\$96.2	\$121.0	\$119.3
EXPENDITURES, adjusted for inflation:										
Maintenance	\$45.6	\$46.8	\$46.8	\$45.7	\$47.3	\$48.8	\$49.7	\$47.8	\$41.4	\$45.0
Traffic systems management	\$20.4	\$16.0	\$17.8	\$18.3	\$19.0	\$17.7	\$17.4	\$15.0	\$18.4	\$14.3
Engineering & development	\$16.0	\$19.6	\$22.2	\$18.4	\$22.0	\$21.8	\$21.2	\$31.7	\$51.0	\$44.4
Director	\$4.3	\$4.4	\$4.4	\$4.3	\$4.0	\$4.0	\$3.8	\$4.2	\$9.7	\$10.6
Other	\$3.5	\$11.3	\$3.7	\$2.9	\$2.9	\$3.2	\$3.6	\$3.7	\$3.9	\$5.0
TOTAL, incl. capital	\$89.8	\$98.1	\$94.9	\$89.6	\$95.2	\$95.5	\$95.7	\$102.4	\$124.4	\$119.3
Total operating, adj. for inflation (in millions)	\$77.3	\$83.6	\$76.2	\$75.5	\$78.2	\$80.6	\$77.3	\$75.5	\$78.7	\$79.0
Total capital, adj. for inflation (in millions)	\$12.5	\$14.4	\$18.7	\$14.1	\$17.0	\$14.8	\$18.4	\$26.9	\$45.7	\$40.3
Operating spending/capita, adj. for inflation	\$170	\$182	\$162	\$153	\$157	\$160	\$152	\$148	\$154	\$149
Capital spending/capita, adj. for inflation	\$28	\$31	\$40	\$28	\$34	\$30	\$36	\$53	\$89	\$76
STAFFING (FTEs):										
Maintenance staffing	439	428	430	428	442	444	436	428	398	400
Traffic management	101	106	117	119	119	117	122	118	134	133
Engineering staffing	131	128	133	133	134	135	132	136	121	119
Director	38	39	38	39	38	37	36	34	61	61
TOTAL	709	701	718	719	733	733	726	716	714	713
Lane miles of streets	3,540	3,577	3,678	3,805	3,820	3,833	3,837	3,841	3,843	3,869
MILES OF STREETS TREATED:										
Resurfacing	51.9	49.6	52.7	43.9	43.9	50.6	50.5	65.2	63.2	63.7
Reconstruction	0	0	0	0	0	0	0	0	0	0
Slurry seal	51.5	41.6	56.7	51.4	40.2	49.8	43.7	66.2	52.2	50.6

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
Curb miles of streets swept	59,969	45,801	63,085	52,932	52,599	58,516	54,877	54,654	53,984	54,697
Major intersections	1,348	1,327	1,255	1,200	1,192	1,227	1,253	1,204	-	-
BACKLOG MILES:										
Resurface	231	242	259	267	278	285	261	247	261	262
Reconstruction	50	48	51	49	67	67	80	73	72	83
Slurry seal	143	140	130	165	146	142	154	163	168	158
TOTAL	424	430	440	481	491	494	495	483	502	502
Percent major intersections in good condition	81%	81%	81%	81%	81%	81%	81%	79%	-	-
Percent lane miles in good condition	62%	63%	60%	56%	52%	52%	53%	57%	55%	55%
High accident intersections	255	261	237	224	217	233	231	250	-	-
	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000
Ozone concentration (parts/million)	0.067	0.073	0.062	0.060	0.059	0.070	0.069	0.067	0.056	0.056
Carbon monoxide levels (parts/million)	8.7	6.1	5.8	6.2	4.5	5.7	4.7	4.6	5.5	4.0
Carbon dioxide, metro (metric tons)	-	-	-	-	10,167,629	-	-	-	-	10,561,453
Daily vehicle miles travelled, metro* (millions)	20.0	20.9	22.6	22.1	23.3	24.6	25.3	26.0	25.8	26.2

* excluding Vancouver side of metropolitan area

Bureau of Environmental Services

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
Population	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600
Total sewer accounts	126,225	131,472	131,953	137,262	141,391	149,373	157,631	163,336	164,433	165,708
EXPENDITURES* (in millions):										
Operating costs	\$44.2	\$50.2	\$51.9	\$48.0	\$52.4	\$60.0	\$61.1	\$66.4	\$68.4	\$68.5
Capital	\$40.0	\$65.2	\$76.2	\$92.1	\$73.9	\$83.3	\$70.6	\$91.9	\$87.6	\$86.5
Debt service	\$9.2	\$7.4	\$8.8	\$21.0	\$21.4	\$33.4	\$45.5	\$41.4	\$45.4	\$48.4
EXPENDITURES*, adjusted for inflation:										
Operating costs	\$58.2	\$63.6	\$63.7	\$57.2	\$60.7	\$67.1	\$66.5	\$70.6	\$70.3	\$68.5
Capital	\$52.7	\$82.7	\$93.7	\$109.8	\$85.7	\$93.1	\$76.8	\$97.8	\$90.0	\$86.5
Debt service	\$12.1	\$9.4	\$10.9	\$25.0	\$24.8	\$37.3	\$49.5	\$44.1	\$46.7	\$48.4
Sewer operating costs/capita, inflation adj.	\$121	\$133	\$125	\$111	\$117	\$129	\$127	\$134	\$132	\$122
AUTHORIZED STAFFING										
Sewer operating	390	400	410	419	310	329	346	346	336	345
Capital	-	(incl. above)		-	130	118	94	96	106	113
Refuse disposal operating	11	10	9	10	10	10	10	10	10	10
TOTAL MILES OF PIPELINE:										
Sanitary	642	698	782	835	913	940	956	965	973	992
Storm	209	230	248	263	283	382	444	446	432	443
Combined	860	849	849	850	850	850	850	844	863	868
WASTEWATER TREATED										
Primary (billions of gallons)	29.0	28.7	26.6	31.2	33.8	34.8	32.5	33.4	28.8	25.4
BOD Load (millions of pounds)	40.5	40.6	45.0	48.5	48.8	51.2	55.4	56.4	59.2	54.4
Suspended solids (millions of pounds)	46.0	47.7	45.9	55.6	57.4	52.5	59.2	58.8	65.0	57.5
Acres of watershed revegetated	-	-	-	-	37	35	353	270	332	550
Acres of floodplain reclaimed	-	-	-	16	18	4	29	13	14	16
Feet of pipe repaired	18,863	19,946	20,746	21,078	18,930	20,129	27,493	28,768	24,462	19,926
Miles of pipe cleaned	188	223	273	221	172	160	228	218	135	207
Industrial discharge inspections	-	-	-	-	412	402	353	476	554	648
Industrial discharge tests in compliance	90%	93%	97%	97%	97%	96%	94%	98%	99%	99%
PERCENT BOD REMOVED:										
Columbia Blvd.	88.7%	88.6%	91.1%	93.7%	93.9%	92.5%	93.8%	92.5%	94.7%	95.1%
Tryon Creek	94.1%	94.0%	92.7%	93.0%	92.9%	92.9%	92.9%	94.8%	95.3%	96.6%

* includes Refuse Disposal expenditures

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
WASTE DIVERTED FROM LANDFILL:										
Residential	-	-	-	-	-	50%	51%	53%	52%	52%
Commercial	-	-	-	-	-	46%	49%	52%	54%	54%
Combined	-	-	-	-	-	47%	50%	52%	54%	54%
Number of unconnected mid-county properties	37,368	34,800	31,308	27,112	22,546	16,102	9,803	5,529	5,007	4,827
Average monthly residential sewer/storm bills, adjusted for inflation	\$18.63	\$21.81	\$22.15	\$23.60	\$25.39	\$27.59	\$29.49	\$31.59	\$33.23	\$33.87
Average monthly residential garbage bills, adjusted for inflation	\$23.05	\$21.93	\$21.63	\$20.98	\$19.94	\$19.57	\$18.71	\$18.31	\$18.10	\$17.85
CORNERSTONE PROJECTS:										
Cumulative sumps constructed	498	775	1,386	1,926	2,281	2,757	2,860	2,860	2,896	3,045
Cumulative downspouts disconnected	-	-	-	-	1,541	5,160	11,131	19,980	24,714	28,565
Est. CSO gallons diverted as % of planned total5%	2.5%	6.9%	9.8%	15.1%	21.8%	43.7%	49.9%	52.0%	53.0%
Water quality index for Willamette River:										
Upstream	-	-	-	-	-	-	-	-	-	84
Downstream	-	-	-	-	-	-	-	-	-	83

Bureau of Water Works

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
POPULATION SERVED:										
Retail	405,435	410,010	421,748	442,690	444,371	448,928	453,573	453,815	455,919	474,511
Wholesale	267,700	275,697	283,459	294,910	302,142	319,000	333,300	341,353	317,252	314,489
TOTAL	673,135	685,707	705,207	737,600	746,513	767,928	786,873	795,168	773,171	789,000
EXPENDITURES (in millions):										
Operating	\$31.3	\$33.8	\$34.4	\$34.7	\$36.8	\$42.6	\$42.7	\$46.8	\$49.3	\$47.5
Capital	\$17.5	\$21.1	\$17.5	\$18.0	\$21.4	\$25.6	\$23.0	\$31.6	\$35.7	\$35.2
Debt service	\$11.2	\$9.3	\$8.2	\$11.2	\$11.8	\$12.0	\$12.0	\$12.7	\$12.4	\$13.4
EXPENDITURES, adjusted for inflation:										
Operating	\$41.2	\$42.9	\$42.3	\$41.4	\$42.7	\$47.6	\$46.4	\$49.8	\$50.7	\$47.5
Capital	\$23.0	\$26.7	\$21.5	\$21.4	\$24.8	\$28.6	\$25.0	\$33.6	\$36.7	\$35.2
Debt service	\$14.7	\$11.8	\$10.1	\$13.3	\$13.7	\$13.4	\$13.1	\$13.5	\$12.7	\$13.4
Operating costs/capita, adj. for inflation	\$61	\$63	\$60	\$56	\$57	\$62	\$59	\$63	\$66	\$60
Authorized staffing (FTEs)	494	507	509	500	501	513	513	524	535	543
Water sales (millions, adj. for inflation)	\$60.9	\$51.3	\$56.0	\$58.2	\$57.9	\$60.8	\$60.2	\$62.4	\$60.4	\$57.8
GALLONS OF WATER DELIVERED (billions):										
City of Portland	28.5	23.4	23.7	25.1	25.7	24.7	25.2	25.0	24.8	23.9
Wholesale	12.5	10.9	12.3	13.1	12.6	13.9	13.5	14.3	14.4	14.6
TOTAL	41.0	34.3	36.0	38.2	38.3	38.6	38.7	39.3	39.2	38.5
Number of retail accounts	153,289	152,754	153,575	155,662	156,246	157,189	158,141	159,177	160,100	161,154
Feet of new water mains installed	79,718	81,303	93,959	125,364	137,432	126,282	68,662	121,737	107,590	82,283
NUMBER OF NEW WATER SERVICES:										
Residential	-	-	-	-	-	920	1,047	989	790	929
Commercial	-	-	-	-	-	378	328	348	254	170
Annual City water usage per capita (gallons)	62,706	50,839	50,351	50,777	51,589	49,079	49,477	49,039	48,386	44,881
Monthly residential water bill - actual usage (adjusted for inflation)	\$13.87	\$13.24	\$13.49	\$13.15	\$13.39	\$13.81	\$13.43	\$13.89	\$14.42	\$12.57
SUMMER WATER CONSUMPTION (millions of gallons):										
Average day	174	117	145	184	165	170	169	173	153	166
Highest day	207	135	187	219	204	207	206	204	176	193
Debt coverage ratio	1.93	1.83	2.9	2.65	2.45	2.25	2.44	2.31	2.06	1.93

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
UNACCOUNTED FOR WATER:										
Millions of gallons.....	-	-	-	-	2,690	3,968	3,340	3,288	<i>not avail.</i>	<i>not avail.</i>
Percent of delivered	-	-	-	-	6.6%	9.3%	7.9%	7.7%	-	-
WATER QUALITY:										
Turbidity (NTUs):										
Minimum	-	0.08	0.09	0.08	0.10	0.11	0.09	0.12	0.16	0.22
Maximum	-	1.09	0.74	2.82	4.97	3.49	2.44	4.99	2.87	2.30
Median	-	0.24	0.22	0.36	0.36	0.31	0.19	0.31	0.37	0.41
pH:										
Minimum	6.6	6.5	6.4	6.5	6.3	6.6	7.3	7.2	7.2	7.3
Maximum	7.2	7.3	7.3	7.3	7.4	7.5	7.6	7.6	7.6	7.7
Mean	6.8	6.8	6.8	6.8	6.7	7.0	7.4	7.4	7.4	7.4
Chlorine residual (mg/L):										
Minimum	0.00	0.00	0.00	0.03	0.00	0.04	0.10	0.19	0.10	0.04
Maximum	2.00	1.70	1.60	1.80	2.60	1.71	2.20	2.04	2.01	1.97
Mean	0.94	0.86	0.93	1.01	1.02	1.15	1.23	1.33	1.31	1.22
Total coliform bacteria (% in highest month)	3.99%	2.80%	0.48%	2.05%	0.67%	0.46%	0.46%	0.92%	0.26%	1.14%

Office of Planning and Development Review

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
Population	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600
EXPENDITURES (in millions):										
Administration	\$1.9	\$2.3	\$2.3	\$3.0	\$3.4	\$3.6	\$4.5	\$4.7	\$6.4	\$6.0
Code compliance	\$0.5	\$0.5	\$0.5	\$0.6	\$0.6	\$0.6	\$0.6	\$0.6	\$0.7	\$0.7
Combination inspections	\$0.5	\$1.0	\$1.9	\$2.3	\$2.8	\$3.4	\$3.5	\$3.6	\$3.6	\$3.4
Commercial inspections	\$3.6	\$3.2	\$2.7	\$2.7	\$2.8	\$3.3	\$3.8	\$4.4	\$4.4	\$4.7
Plan review & permits	\$2.0	\$2.1	\$2.5	\$2.7	\$2.9	\$3.4	\$3.8	\$4.9	\$2.6	\$2.5
Neighborhood inspections	\$1.8	\$1.8	\$2.1	\$2.3	\$2.3	\$2.7	\$2.4	\$2.3	\$2.6	\$2.7
Land use reviews.....	-	-	-	-	-	-	-	-	\$4.2	\$4.4
Development services.....	-	-	-	-	-	-	-	-	\$2.9	\$3.1
TOTAL	\$10.3	\$10.9	\$12.0	\$13.6	\$14.8	\$17.0	\$18.6	\$20.4	\$27.4	\$27.5
EXPENDITURES, adjusted for inflation:										
Administration	\$2.6	\$2.9	\$2.9	\$3.6	\$3.9	\$4.0	\$5.0	\$5.0	\$6.6	\$6.0
Code compliance	\$0.6	\$0.6	\$0.6	\$0.7	\$0.7	\$0.6	\$0.6	\$0.7	\$0.7	\$0.7
Combination inspections	\$0.7	\$1.3	\$2.4	\$2.8	\$3.2	\$3.8	\$3.8	\$3.7	\$3.7	\$3.4
Commercial inspections	\$4.6	\$4.0	\$3.3	\$3.2	\$3.3	\$3.8	\$4.1	\$4.7	\$4.5	\$4.7
Plan review & permits	\$2.6	\$2.7	\$3.1	\$3.2	\$3.4	\$3.8	\$4.1	\$5.2	\$2.7	\$2.5
Neighborhood inspections	\$2.4	\$2.3	\$2.5	\$2.7	\$2.7	\$3.0	\$2.6	\$2.5	\$2.6	\$2.7
Land use reviews.....	-	-	-	-	-	-	-	-	\$4.4	\$4.4
Development services.....	-	-	-	-	-	-	-	-	\$3.0	\$3.1
TOTAL	\$13.5	\$13.8	\$14.9	\$16.2	\$17.2	\$19.0	\$20.2	\$21.8	\$28.2	\$27.5
Staffing (FTEs)	150	152	163	178	190	200	208	225	298	302
Spending per capita, adjusted for inflation	\$30	\$30	\$31	\$33	\$35	\$38	\$40	\$43	\$55	\$52
Number of commercial building permits	3,242	3,230	3,300	3,286	3,069	3,378	4,089	3,746	3,628	3,450
Number of residential building permits	3,329	3,424	4,125	3,822	4,011	4,343	4,153	4,128	4,390	4,968
CONSTRUCTION INSPECTIONS:										
Commercial	-	-	70,928	61,990	64,455	73,964	79,980	87,470	92,076	89,959
Residential	-	-	74,250	78,672	82,750	95,538	95,773	90,000	87,894	86,255
TOTAL	133,526	100,988	145,178	140,662	147,205	169,502	175,753	177,470	179,970	176,214
Number of new residential units.....	-	-	-	1,611	2,420	3,025	3,635	3,709	2,486	2,477
Number of land use reviews	-	-	837	1,008	1,030	1,244	1,171	1,058	894	879
Number of plans checked	-	-	3,948	4,376	4,850	5,389	5,148	5,230	5,161	5,041
Number of neighborhood nuisance inspections	25,613	20,953	18,743	21,590	25,039	22,583	16,555	16,815	13,270	18,103
Number of derelict building inspections	10,548	10,702	10,262	9,176	13,291	11,980	10,086	9,557	8,075	7,413

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
Number of nuisance properties cleaned	-	-	5,367	5,444	6,143	6,253	6,539	6,373	4,276	5,877
Number of housing units brought up to code	1,178	800	2,639	2,494	2,842	2,581	2,409	2,225	1,722	2,008
Commercial inspections in 24 hours	-	95%	99%	96%	96%	95%	96%	97%	98%	93%
Combination (residential) inspections in 24 hours	-	95%	98%	93%	90%	91%	94%	97%	98%	97%
Simple residential plans reviewed <15 days	-	-	-	-	-	-	-	-	-	94%
Commercial plans reviewed <20 days	-	-	-	-	-	-	-	-	-	91%
Building permits issued over the counter <15 days ..	-	-	-	-	-	-	-	-	-	66%
LAND-USE CUSTOMER SURVEY:										
Decisions reached in expected timeframe	-	-	-	-	-	-	-	-	-	83%
Staff work quality "satisfactory" or "excellent"	-	-	-	-	-	-	-	-	-	97%

Housing & Community Development:
BHCD and PDC Housing Department

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
Population	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600
EXPENDITURES (in millions):										
Housing:										
BHCD	-	-	-	-	\$7.0	\$5.3	\$3.0	\$7.5	\$4.7	\$10.4
PDC	-	-	-	-	\$10.0	\$21.1	\$21.9	\$37.8	\$31.4	\$37.2
"Foregone revenue": property tax exemptions	-	-	-	-	-	\$1.2	\$1.3	\$1.5	\$1.9	\$2.4
Sub-total	-	-	-	-	-	\$27.6	\$26.2	\$46.8	\$38.0	\$50.0
Homeless facilities & services	-	-	-	-	\$3.5	\$4.6	\$3.2	\$3.5	\$5.0	\$5.5
Youth employment	-	-	-	-	\$1.7	\$1.9	\$2.1	\$2.1	\$2.1	\$1.5
Other	-	-	-	-	\$5.8	\$7.0	\$5.5	\$5.8	\$7.3	\$5.9
EXPENDITURES, adjusted for inflation:										
Housing:										
BHCD	-	-	-	-	\$8.1	\$5.9	\$4.8	\$8.0	\$4.8	\$10.4
PDC	-	-	-	-	\$11.5	\$23.6	\$23.9	\$40.2	\$32.2	\$37.2
"Foregone revenue": property tax exemptions	-	-	-	-	-	\$1.3	\$1.5	\$1.5	\$2.0	\$2.4
Sub-total	-	-	-	-	-	\$30.9	\$30.1	\$49.8	\$39.0	\$50.0
Homeless facilities & services	-	-	-	-	\$4.0	\$5.2	\$3.5	\$3.7	\$5.1	\$5.5
Youth employment	-	-	-	-	\$1.9	\$2.1	\$2.3	\$2.2	\$2.2	\$1.5
Other	-	-	-	-	\$6.7	\$7.9	\$6.0	\$6.2	\$7.6	\$5.9
REVENUES (in millions)										
Grants	-	-	-	-	\$18.1	\$21.8	\$17.3	\$27.4	\$27.7	\$28.2
General Fund	-	-	-	-	-	\$11.8	\$9.4	\$10.9	\$11.6	\$13.3
Tax Increment Financing	-	-	-	-	\$4.0	\$4.3	\$4.4	\$21.3	\$6.4	\$15.2
Other	-	-	-	-	\$8.5	\$8.2	\$6.8	\$4.5	\$5.6	\$9.9
REVENUES, adjusted for inflation										
Grants	-	-	-	-	\$21.0	\$24.3	\$18.8	\$29.1	\$28.4	\$28.2
General fund	-	-	-	-	-	\$13.2	\$10.2	\$11.4	\$12.0	\$13.3
Tax Increment Financing	-	-	-	-	\$4.6	\$4.8	\$4.7	\$22.6	\$6.5	\$15.2
Other	-	-	-	-	\$9.9	\$9.2	\$7.4	\$4.8	\$5.8	\$9.9
Spending per capita, adjusted for inflation	-	-	-	-	-	\$91	\$82	\$121	\$105	\$118
STAFFING:										
BHCD	-	-	14	16	16	17	17	18	18	21
PDC Housing Department	-	-	-	-	31	35	29	32	32	33

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
CITY LOANS AND GRANTS (millions):										
Affordable to low-moderate income										
Owners.....	-	-	-	-	-	\$1.5	\$2.4	\$3.6	\$2.9	\$3.4
Renters.....	-	-	-	-	-	\$15.5	\$12.4	\$24.6	\$15.0	\$14.7
Affordable to middle+ income										
Owners.....	-	-	-	-	-	\$0	\$0	\$0	\$0	\$0.1
Renters.....	-	-	-	-	-	\$0.7	\$0	\$3.9	\$0.7	\$0.4
NUMBER OF CITY LOAN/GRANT SUBSIDIZED UNITS:										
Affordable to low-moderate income										
Owners.....	-	-	-	-	-	154	190	226	186	234
Renters.....	-	-	-	-	-	1,071	633	1,322	703	596
Affordable to middle+ income										
Owners.....	-	-	-	-	-	0	0	2	1	5
Renters.....	-	-	-	-	-	61	303	300	93	34
Number of units with property tax exemptions	-	-	-	-	-	4,717	5,844	6,056	7,484	8,328
Small-scale owner rehabilitation projects	-	-	-	-	-	-	1,722	2,027	1,925	1,417
One night shelter count of homeless (November)	-	-	1,798	1,963	2,037	2,252	2,489	2,602	2,093	2,086
Average nightly homeless in City singles shelters	-	-	-	-	-	-	239	255	268	278
Homeless singles served	-	-	-	-	-	-	-	-	5,852	6,977
Youth served.....	-	-	-	-	-	-	-	-	2,018	1,117
HOUSING INVENTORY IN CITY:										
Owner	-	-	-	-	-	119,555	120,747	123,727	125,042	124,767
Rental	-	-	-	-	-	96,116	97,038	97,884	94,354	98,970
Vacant	-	-	-	-	-	9,790	9,571	9,105	13,913	13,570
TOTAL	-	-	-	-	-	225,461	227,356	230,716	233,309	237,307
Owner households w. severe housing cost burden	-	-	-	-	-	9,394	10,522	9,848	10,580	<i>not avail.</i>
Renter households w. severe housing cost burden	-	-	-	-	-	21,138	20,642	18,202	19,378	<i>not avail.</i>
Homeless adults placed in stable housing:										
Number.....	-	-	-	-	-	-	-	1,030	1,302	1,900
Percent of total in programs	-	-	-	-	-	-	-	33%	38%	32%
Youth placed in jobs or school:										
Number.....	-	-	-	-	-	-	1,066	1,185	1,018	549
Percent of total	-	-	-	-	-	-	78%	66%	61%	57%
Youth retained 30+ days in job or school										
Number.....	-	-	-	-	-	-	-	-	418	280
Percent of total	-	-	-	-	-	-	-	-	43%	54%
Percent of total expenditures on administration	-	-	-	-	-	-	7.7%	6.6%	7.4%	5.6%

Bureau of Planning

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
Population	454,150	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600
EXPENDITURES (in millions):										
Administration, tech support, director's office	-	-	\$1.1	\$.9	\$1.1	\$2.1	\$2.0	\$1.7	\$2.5	\$1.6
Planning										
Area/neighborhood	-	-	-	-	-	-	-	-	-	\$1.6
Environmental	-	-	-	-	-	-	-	-	-	\$2.2
Other*	-	-	-	-	-	-	-	-	-	\$1.4
SUB-TOTAL	-	-	\$1.8	\$2.1	\$2.6	\$2.3	\$2.2	\$2.6	\$2.8	\$5.2
Development review	-	-	\$1.6	\$2.1	\$2.6	\$3.1	\$3.7	\$4.3	-	-
TOTAL	\$3.7	\$4.0	\$4.5	\$5.1	\$6.3	\$7.5	\$7.9	\$8.6	\$5.2	\$6.8
EXPENDITURES, adjusted for inflation:										
Administration, tech support, director's office	-	-	\$1.3	\$1.1	\$1.3	\$2.4	\$2.2	\$1.8	\$2.5	\$1.6
Planning										
Area/neighborhood	-	-	-	-	-	-	-	-	-	\$1.6
Environmental	-	-	-	-	-	-	-	-	-	\$2.2
Other*	-	-	-	-	-	-	-	-	-	\$1.4
SUB-TOTAL	-	-	\$2.3	\$2.5	\$3.0	\$2.6	\$2.3	\$2.8	\$2.9	\$5.2
Development review	-	-	\$1.9	\$2.5	\$3.0	\$3.4	\$4.0	\$4.5	-	-
TOTAL	\$4.9	\$5.0	\$5.5	\$6.1	\$7.3	\$8.4	\$8.5	\$9.1	\$5.4	\$6.8
Spending per capita, adj. for inflation	\$11	\$11	\$12	\$12	\$15	\$17	\$17	\$18	\$11	\$13
Staffing (FTEs)	62	64	64	72	84	105	103	106	57	65
NUMBER OF PLANNING PROJECTS:										
Neighborhood/area/community/urban & historic	-	-	-	-	-	-	-	-	15	19
Environmental planning	-	-	-	-	-	-	-	-	4	3
Visioning/comprehensive planning/zoning code	-	-	-	-	-	-	-	-	9	7
Evaluation of community plan or code changes	-	-	-	-	-	-	-	-	3	2
LEGISLATIVE MANDATES INCORPORATED IN FY 2000-01 PROJECTS:										
Federal:										
Clean Water Act										
Endangered Species Act										
State:										
Statewide Planning Goals										
Statewide Transportation Planning Rule										
O.R.S. 197.640 (periodic review of Comprehensive Plan)										
Metropolitan Housing Rule										

* includes intergovernmental coordination/comprehensive planning, code development, urban design/historic preservation, and special projects

	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01
Regional:										
Metro Urban Growth Management Functional Plan										
City:										
City of Portland Comprehensive Plan (Central City, Central City Transportation, Downtown, Downtown Community, River District plans)										
Willamette Greenway Plan Revision										
North Macadam Framework Plan										
Northwest Industrial Neighborhood Association Plan										
City of Portland Endangered Species Act Response										
City/County Intergovernmental Agreement: 2040 Compliance										
Evaluation of Accessory Dwelling Units										
Number of public meetings held:										
City-wide	-	-	-	-	-	-	-	-	52	26
Local	-	-	-	-	-	-	-	-	212	79
Number of citizens sent public hearing notices:										
City-wide	-	-	-	-	-	-	-	-	4,711	7,296
Local	-	-	-	-	-	-	-	-	16,058	18,691
ADOPTED PLANS:										
Neighborhood	3	11	1	1	11	2	1	1	0	0
Community	0	1	0	0	1	0	0	0	0	0
Area	0	0	0	0	0	1	0	0	1	1
NEW HOUSING UNITS BUILT ANNUALLY (based on building permits):										
In City	-	-	-	-	2,420	3,025	3,535	3,690	2,486	2,477
In total U.G.B.	-	-	-	-	12,329	7,827	11,388	11,738	7,500*	4,746*
Percent of U.G.B. total in City	-	-	-	-	20%	39%	31%	31%	33%	52%
In 4-county region	-	-	-	-	18,417	11,225	16,184	15,348	11,713*	10,087*
Percent of 4-county total in City	-	-	-	-	13%	27%	22%	24%	21%	25%

* estimates

Appendix C Comparison City Data

Charlotte, North Carolina

FY 2000-01		
Population: Charlotte		540,828
Charlotte/Mecklenburg Co.		695,454
Fire budget per capita:		
Without pension	\$86.5	
Pension	\$9.3	
TOTAL	\$95.9	
Emergency staff on-duty/100,000 residents		37
Incidents/on-duty staff		346
Structural fires/1,000 residents		1.5
Police budget per capita:		
Without pension	\$161.1	
Pension	\$16.5	
TOTAL	\$177.6	
Officers/1,000 residents		2.2
Crimes/officer		32.4
Part I crimes/1,000 residents		71.6
Parks budget per capita	\$38	
Total lane miles of streets		3,926
Sewer operating expenses per capita	\$60.52	
Monthly residential bill:		
Sewer/storm drainage	\$23.23	
Miles of storm sewers		2,470
Miles of sanitary sewers		3,062
Miles of combined sewers		0
Water operating expenses per capita	\$43	
Monthly water bill	\$13.10	
Number of retail water accounts		187,592
Number privately owned housing permits		-
City population density per square mile		2,244
CDBG expenditures (in millions)	\$5.7	
% CDBG spent to benefit low-moderate income persons		100%

Cincinnati, Ohio

CY 2000		
Population		331,285
Fire budget per capita:		
Without pension	\$188.3	
Pension	\$22.7	
TOTAL	\$211.0	
Emergency staff on-duty/100,000 residents		55
Incidents/on-duty staff		340
Structural fires/1,000 residents		4.2
Police budget per capita:		
Without pension	\$306.1	
Pension	\$19.3	
TOTAL	\$325.3	
Officers/1,000 residents		3.1
Crimes/officer		-
Part I crimes/1,000 residents		-
Parks budget per capita	\$93	
Total lane miles of streets		2,820
Sewer operating expenses per capita	\$92.51	
Monthly residential bills:		
Sewer/storm drainage	\$24.69	
Miles of storm sewers		250
Miles of sanitary sewer		2,034
Miles of combined sewers		888
Water operating expenses per capita	\$58	
Monthly water bill	\$13.15	
Number of retail water accounts		225,000
Number new housing permits in PMSA		547
City population density per square mile		4,302
CDBG expenditures (in millions)	\$17.2	
% CDBG spent to benefit low-moderate income persons		93%

Denver, Colorado

CY 2000		
Population		554,636
Fire budget per capita:		
Without pension	\$122.1	
Pension	\$25.7	
TOTAL	\$147.8	
Emergency staff on-duty/100,000 residents		35
Incidents/on-duty staff		305
Structural fires/1,000 residents		1.2
Police budget per capita:		
Without pension	\$236.3	
Pension	\$37.3	
TOTAL	\$273.6	
Officers/1,000 residents		2.6
Crimes/officer		18.7
Part I crimes/1,000 residents		48.1
Parks budget per capita	\$76	
Total lane miles of streets		3,672
Sewer operating expenses per capita	\$63.19	
Monthly residential bills:		
Sewer/storm drainage	\$16.75	
Miles of storm sewers		628
Miles of sanitary sewer		1,700
Miles of combined sewers		0
Water operating expenses per capita	\$80	
Monthly water bill	\$19.14	
Number of retail water accounts		274,258
Number new housing permits in PMSA		3,649
City population density per square mile		3,578
CDBG expenditures (in millions)	\$23.5	
% CDBG spent to benefit low-moderate income persons		94%

Kansas City, Missouri

FY 2000-01	
Population	441,545
Fire budget per capita:	
Without pension	\$122.2
Pension	\$15.0
TOTAL	\$137.1
Emergency staff on-duty/100,000 residents	42
Incidents/on-duty staff	280
Structural fires/1,000 residents	4.6
Police budget per capita:	
Without pension	\$254.2
Pension	\$23.9
TOTAL	\$278.1
Officers/1,000 residents	3.0
Crimes/officer	36.3
Part I crimes/1,000 residents	107.8
Parks budget per capita	\$54
Total lane miles of streets	5,710
Sewer operating expenses per capita	\$56.31
Monthly residential bills:	
Sewer/storm drainage	\$16.87
Miles of storm sewers	360
Miles of sanitary sewer	1,680
Miles of combined sewers	660
Water operating expenses per capita	\$122
Monthly water bill	\$18.45
Number of retail water accounts	140,000
Number new housing permits in MSA	1,868
City population density per square mile	1,393
CDBG expenditures (in millions)	\$14.6
% CDBG spent to benefit low-moderate income persons	81%

Sacramento, California

FY 2000-01	
Population: Sacramento	407,018
Sacramento County	1,223,499
Fire budget per capita:	
Without pension	\$119.1
Pension	\$5.9
TOTAL	\$125.0
Emergency staff on-duty/100,000 residents	33
Incidents/on-duty staff	395
Structural fires/1,000 residents	2.1
Police budget per capita:	
Without pension	\$190.3
Pension	\$4.8
TOTAL	\$195.2
Officers/1,000 residents	1.7
Crimes/officer	40.6
Part I crimes/1,000 residents	68.1
Parks budget per capita	\$75
Total lane miles of streets	2,634
Sewer operating expenses per capita	\$99.87
Monthly residential bills:	
Sewer/storm drainage	\$31.99
Miles of storm sewers	1,440
Miles of sanitary sewer	1,328
Miles of combined sewers	332
Water operating expenses per capita	\$54
Monthly water bill	\$15.89
Number of retail water accounts	122,553
Number new housing permits in PMSA	2,789
City population density per square mile	4,153
CDBG expenditures (in millions)	\$9.6
% CDBG spent to benefit low-moderate income persons	81%

Seattle, Washington

CY 2000	
Population	563,374
Fire budget per capita:	
Without pension	\$176.1
Pension	\$23.2
TOTAL	\$199.3
Emergency staff on-duty/100,000 residents	36
Incidents/on-duty staff	358
Structural fires/1,000 residents	0.9
Police budget per capita:	
Without pension	\$258.3
Pension	\$19.3
TOTAL	\$277.6
Officers/1,000 residents	2.2
Crimes/officer	36.0
Part I crimes/1,000 residents	80.7
Parks budget per capita	\$117
Total lane miles of streets	4,230
Sewer operating expenses per capita	\$216.00
Monthly residential bills:	
Sewer/storm drainage	\$35.19
Miles of storm sewers	457
Miles of sanitary sewer	905
Miles of combined sewers	583
Water operating expenses per capita	\$43
Monthly water bill	\$19.94
Number of retail water accounts	178,122
Number new housing permits in PMSA	4,732
City population density per square mile	6,788
CDBG expenditures (in millions)	\$21.2
% CDBG spent to benefit low-moderate income persons	100%

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