

# **City of Portland**

## **Service Efforts and Accomplishments: 1995-96**

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Sixth Annual Report on City Government Performance



Office of the City Auditor  
Portland, Oregon

December 1996





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CITY OF  
**PORTLAND, OREGON**

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OFFICE OF CITY AUDITOR

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December 31, 1996

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Commissioner Mike Lindberg  
Commissioner Eric Sten  
Commissioner-Elect Jim Francesconi

SUBJECT: City of Portland *Service Efforts and Accomplishments: 1995-96* (Report #227)

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

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

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

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

Barbara Clark, CPA  
Portland City Auditor



# City of Portland

## Service Efforts and Accomplishments: 1995-96

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Sixth Annual Report on City Government Performance

A Report by the Audit Services Division  
Report #227

Office of the City Auditor  
Portland, Oregon



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# Summary

This is the City Auditor's sixth 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.

This report is intended to help improve the City's accountability to citizens, and help users evaluate and improve public programs. The information contained in this report was independently checked by City Auditor staff.

The report compares fiscal year 1995-96 performance to the prior four years, and to established goals and targets. In addition, Portland's spending and workload are compared to six other cities: Charlotte, Cincinnati, Denver, Kansas City, Sacramento, and Seattle.

The report also includes the results of the City Auditor's 1996 Citizen Survey, in which 4,200 City residents rated the quality of City services. We randomly selected residents from the eight large neighborhood regions in Portland so that their comments would statistically represent the opinions of all residents.

For the first time this year, we also divided the large Southeast neighborhood into two neighborhoods: Inner Southeast and Outer Southeast.

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

**Police** Portland residents feel much safer than they did five years ago:

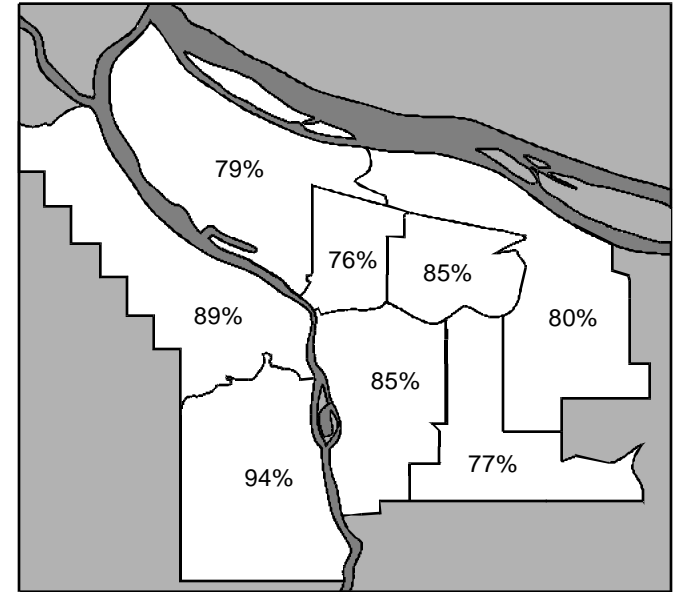
- the rate of major crimes has stayed relatively constant.
- 74% of residents rate police service good or very good, compared to 63% in 1991.
- the victimization rate for burglary is 5%, down from 9% in 1991.
- residents in the North and Northwest neighborhoods feel significantly safer than in 1991.

**WARNINGS**

- Portland's crime rate remains higher than the six cities' average - 112 major crimes per 1,000 residents versus 98 for other cities.

<b>% of residents feeling "safe" or "very safe" walking alone in their neighborhood</b>						
	<b>1996</b>	<b>1995</b>	<b>1994</b>	<b>1993</b>	<b>1992</b>	<b>1991</b>
Day	83%	84%	82%	80%	81%	77%
Night	43%	40%	37%	35%	38%	34%

**Percent of residents rating their neighborhood "safe" or "very safe" during the day**



SOURCE: Auditor's Office 1996 Citizen Survey

**Emergency incidents**

	<b>Major crimes/ 1,000 residents</b>	<b>Structural fires/ 1,000 residents</b>
1990	112	2.9
1991	112	2.5
1992	114	2.5
1993	111	2.4
1994	112	2.3
1995	112	2.3
<b>6 city average</b>	<b>98</b>	<b>2.3</b>

## Fire, Rescue and Emergency Services

Fire safety in Portland continues to improve:

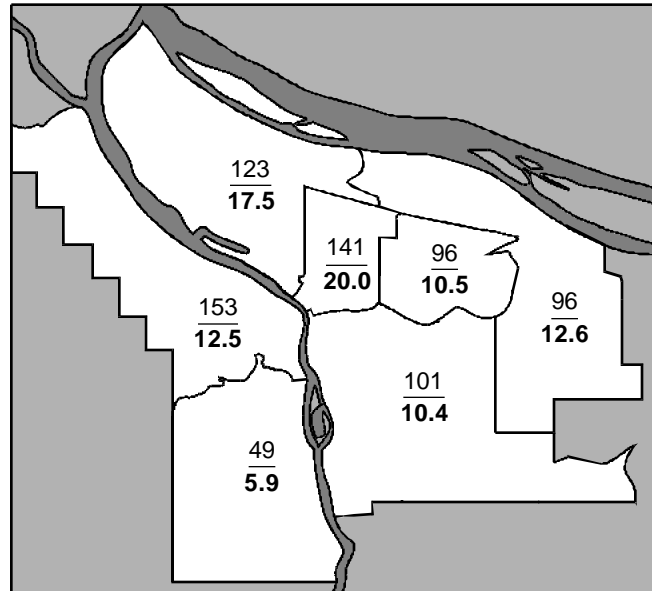
- the number of structural fires per 1,000 residents declined from 2.5 in 1992 to 2.3 in 1996.
- lives lost to fire stayed well below the goal at 1.2 per 100,000 residents.
- fire loss per capita declined from \$56.36 five years ago to \$33.92.
- Portland has an average number of fires compared to other cities.

- 90% of citizens rate fire services good or very good.

### WARNINGS

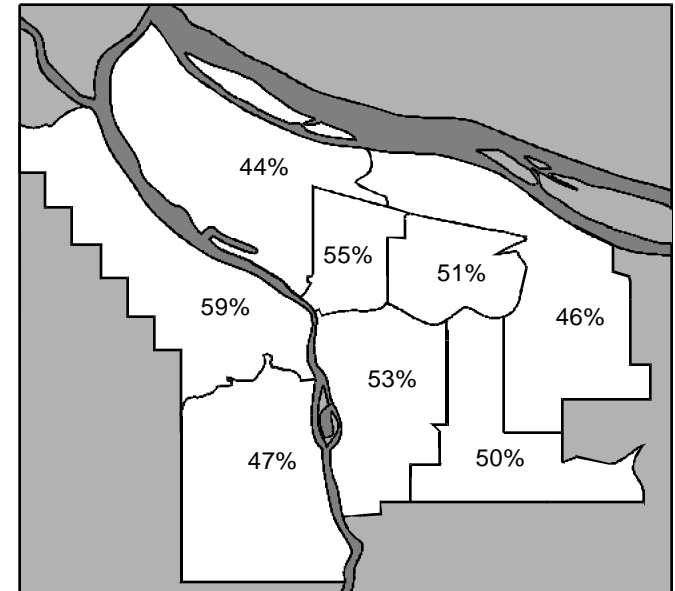
- response time still remains far below the Bureau goal of 90% of calls responded to within four minutes.
- North and Northeast neighborhoods continue to experience many more fires than other parts of town.

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



SOURCE: Uniform Crime Reports:1996 and Fire Bureau records

Percent of residents who are unprepared for major disaster



SOURCE: Auditor's Office 1996 Citizen Survey

**Parks & Recreation**

Portland residents are more satisfied with Parks & Recreation services than five years ago:

- 81% rate overall parks quality good or very good compared to 72% in 1991.
- 74% of citizens rate overall recreation quality good or very good versus 59% five years ago.
- 68% feel safe or very safe in parks during the day compared to only 57% in 1991.

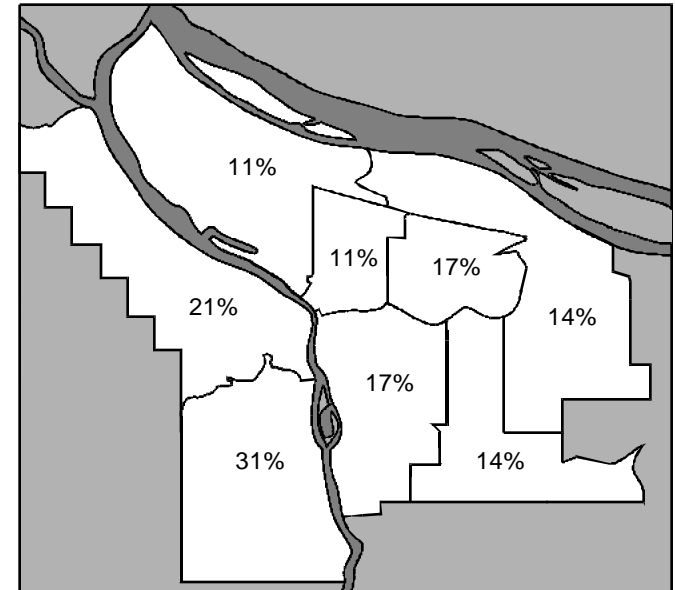
**Percent of neighborhood residents rating parks and recreation services “good” or “very good”**

	1996	1995	1994	1993	1992	1991
<b>Parks:</b>						
Clean grnds.	85%	85%	86%	84%	83%	84%
Grnds maint.	82%	83%	82%	82%	80%	81%
Beauty	72%	71%	68%	68%	68%	69%
<b>Recreation:</b>						
Affordability	66%	64%	65%	66%	67%	66%
Variety	62%	60%	61%	61%	63%	59%
Number	56%	53%	53%	54%	56%	54%

**WARNINGS**

- Parks spending and staffing are growing faster than inflation and population growth.
- Parks has not collected as much revenue from fees and other non-tax sources as hoped.
- Some management information cannot be verified for accuracy.

**Percent of neighborhood residents who feel “safe” or “very safe” walking alone in closest park at night**



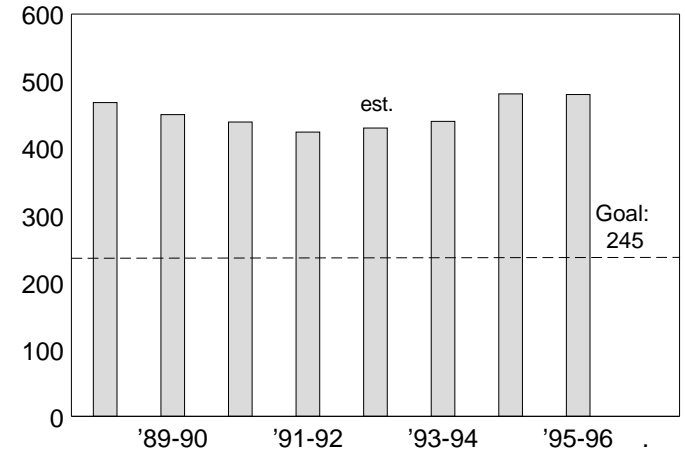
SOURCE: Auditor's Office 1996 Citizen Survey

**Transportation**

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

- the backlog of streets needing maintenance increased by 13% the past five years - from 424 miles in '91-92 to 480 miles in '95-96.
- the percent of streets rated in good condition by the Bureau dropped from 62% in '91-92 to 52% in '95-96.
- spending per capita on street and traffic services has declined by 17%.

**Miles of street maintenance backlog**



SOURCE: PDOT: Status and Condition Report, July 1995 and Bureau of Maintenance records.

**WARNINGS**

- attention is needed to address negative performance trends.
- citizen satisfaction with traffic has declined over the past four years.

**Percent of residents rating neighborhood street and traffic services "good" or "very good"**

	1996	1995	1994	1993	1992	1991
Smoothness	58%	55%	60%	55%	56%	54%
Cleanliness	64%	60%	63%	61%	60%	57%
Safety	41%	40%	41%	41%	-	-

**Bureau ratings of streets in "good" or "very good" condition**

	1996	1995	1994	1993	1992	1991
Streets	52%	56%	60%	63%	62%	62%
Intersections	81%	81%	81%	81%	81%	81%

**Environmental Services**

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

- almost 20,000 properties in mid-county are now connected to new sewer lines.
- 47% of CSO projects have been completed including 2,262 sumps constructed and 1,425 downspouts disconnected. These projects represent about 10.5% of the planned budget.
- the Bureau estimates that the CSO program has diverted 15% of the planned total gallons of combined overflows from rivers and streams.
- 37% of residential solid waste is diverted from the landfill and 80% of Portland households recycle.

**WARNINGS**

- operating costs per capita have declined but capital and debt service spending continues to increase sewer rates.

**Average monthly sewer and water bills**

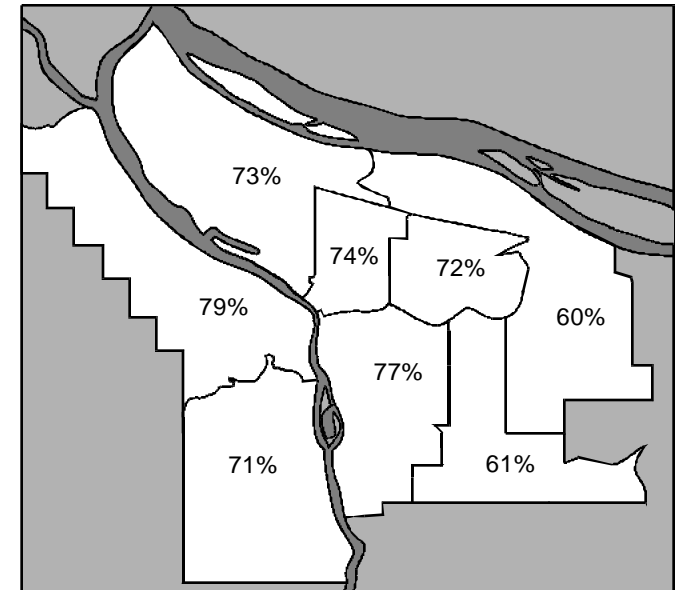
(adjusted for inflation)

	<b>Sewer</b>	<b>Water</b>	<b>Garbage</b>
'90-91	\$13.51	\$11.44	\$19.29
'91-92	\$16.07	\$11.96	\$19.88
'92-93	\$18.81	\$11.42	\$18.92
'93-94	\$18.64	\$11.64	\$18.66
'94-95	\$20.36	\$11.34	\$18.09
'95-96	\$21.91	\$11.55	\$17.20

*'95-96 bill based on 1,000 cubic feet of water use:*

Portland	\$30.39	\$13.29	-
<b>6 city average</b>	\$25.80	\$14.35	-

**Percent of neighborhood residents who feel sewer service to their home is "good" or "very good"**



SOURCE: Auditor's Office 1996 Citizen Survey



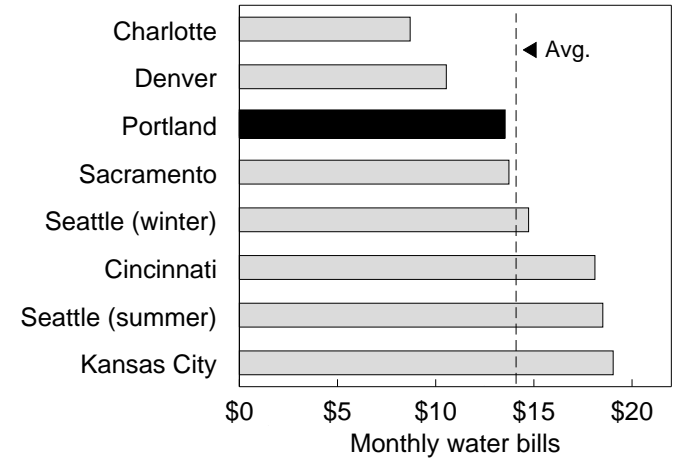
**Water** Portland residents receive clean and reasonably priced water.

- city water meets federal quality standards.
- water bills are below the average of our six comparison cities.
- citizen satisfaction with water services remains relatively high.

**WARNINGS**

- water turbidity ratings approached federal limits last year due to heavy rains.

**Comparable monthly residential water bills: Portland and 6 other cities**



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

SOURCE: Audit Services Division survey of other city water rates.

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**Water and wastewater quality**

	'95-96 bureau results	Goal or standard
Water:		
Nitrite (mg/l)	0.0206	<1.0
Turbidity (NTU)	4.24	<5.0
THM (mg/l)	0.0188	<0.1
Wastewater:		
% industrial tests in compliance	97%	>80%
% BOD removed	94%	>85%

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**Overall city spending**

Overall, the City spent about \$805 per capita on its six major services in 1995-96:

- the Police and Fire bureaus are the most costly city services per capita.
- Parks & Recreation and Streets/Traffic are the least costly.
- spending and staff levels grew the most in Environmental Services, Police, and Parks & Recreation.
- Streets/Traffic services spending declined 17% while staffing increased by 1%.
- the majority of City employees are in public safety.

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**Spending per capita**  
(adjusted for inflation)

	'95-96	% change from '91-92
Police	\$235	+8%
Fire	\$166	0%
Environmental Services*	\$152	+12%
Water*	\$98	-8%
Streets/Traffic	\$82	-17%
Parks & Recreation	\$72	+6%
<b>TOTAL</b>	<b>\$805</b>	<b>+2%</b>

\* operating expenditures and debt service, excluding refinancing

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**Authorized staffing**

	'95-96	% change from '91-92
Police	1,253	+21%
Fire	739	-2%
Water	501	+1%
Environmental Services	450	+15%
Parks & Recreation**	354	+17%
Streets/Traffic	284	+1%
<b>TOTAL</b>	<b>3,581</b>	<b>+10%</b>

\*\* excludes seasonal employees

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**Overall citizen satisfaction**

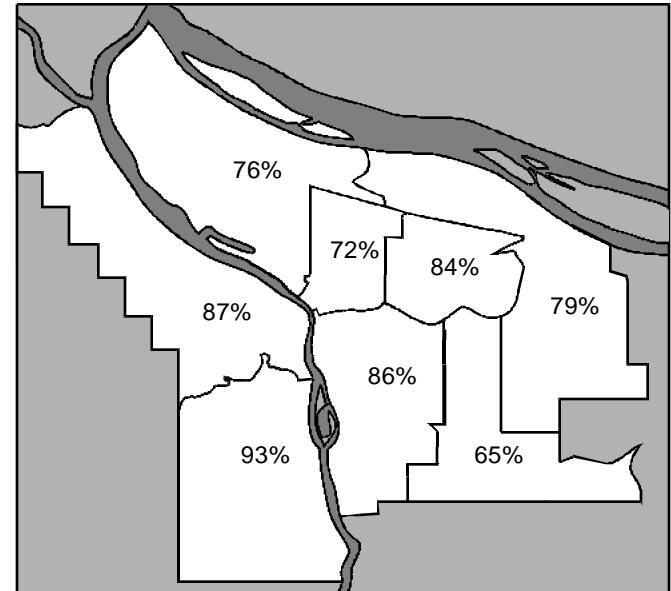
Except for streets and traffic management, Portland residents are more satisfied with services than four years ago:

- Fire has remained the highest rated service.
- Sewers, Recreation and Police have had the biggest increase in quality ratings.
- Traffic management ratings have declined from 43% to 39%.
- ratings for street maintenance and lighting are largely unchanged.
- on average, 81% of residents feel their neighborhood’s livability is good or very good.
- residents of the outer southeast rate their liveability much lower than other City neighborhoods.

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

	1996	1995	1994	1993	1992	1991
Fire	90%	88%	89%	88%	88%	88%
Parks	81%	78%	77%	76%	77%	72%
Recycling	79%	79%	77%	74%	72%	-
Police	74%	70%	70%	68%	63%	60%
Recreation	74%	68%	68%	62%	63%	59%
Water	71%	70%	67%	65%	57%	68%
Street lighting	61%	60%	61%	61%	61%	-
Sewers	54%	54%	51%	42%	41%	38%
Street maint.	49%	48%	50%	49%	50%	45%
Storm drainage	42%	43%	42%	36%	37%	33%
Traffic mgmt.	39%	39%	40%	40%	43%	-

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



SOURCE: Auditor's Office 1996 Citizen Survey



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# Introduction

The purpose of this report is to:

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

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

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

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

**Measuring government performance**

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

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

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

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

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

## Report methodology

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

**Selected indicators.** The report contains three types of indicators:

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

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

**Collected indicator data.** Based upon an agreed set of indicators, we provided data collection forms to each bureau. Bureaus collected data for fiscal year 1995-96 using

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

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

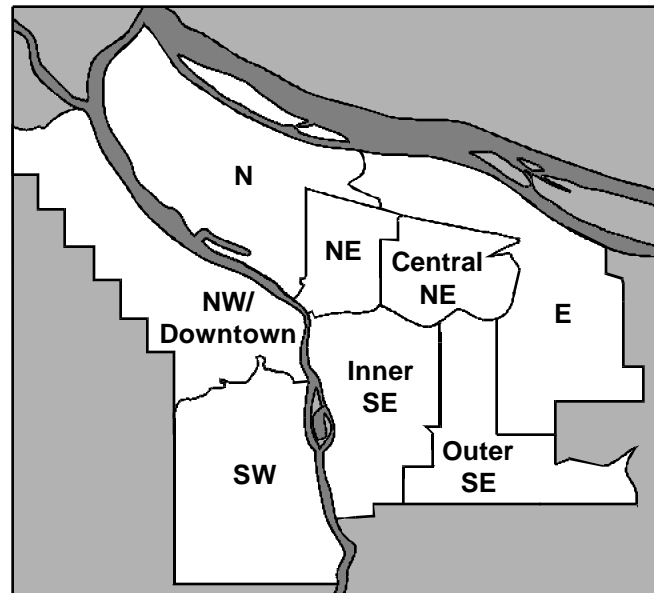
Most of the inter-city information was obtained from the annual budgets, Comprehensive Annual Financial Reports, and other internal records. We also contacted personnel in each city to clarify and verify certain data.

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

**Surveyed citizens.** To get information on citizens' satisfaction with the quality of City services, we conducted a citywide survey in September, 1996. We mailed approximately 9,800 surveys to randomly selected residents in seven broad neighborhood regions, closely aligned with the Office of Neighborhood Association's eight neighborhood coalition boundaries. As shown in the following map, we surveyed residents in the following neighborhoods: Southwest, Northwest (including downtown), North, Northeast, Central Northeast, Inner and Outer Southeast, and East.

The survey asked 76 questions on services, plus basic demographics. Approximately 4,225 surveys were returned by City residents, for a response rate of 43%. Appendix A contains the complete questionnaire, results, and an explanation of our methodology.

**Figure 1** 1996 Citizen Survey neighborhoods



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

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

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

In order to account for inflation, we expressed financial data in constant dollars. We adjusted dollars to express all amounts as a ratio of the purchasing power of money in FY 1995-96, 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 '95-96 data is compared to information from the previous four years. Second, performance results are compared to planned goals or other standards. Third, some of Portland's cost and workload data are compared to other cities.



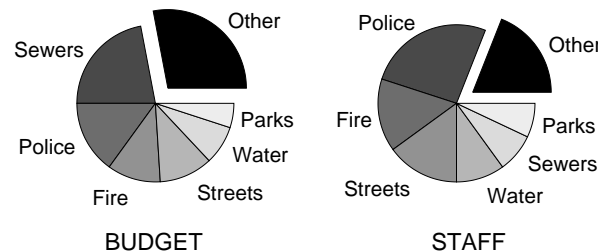
**Report scope and limitations**

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

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

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

**Figure 2** Major services as a proportion of total budget and staff



SOURCE: FY 1995-96 City of Portland Adopted Budget

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

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

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

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

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

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

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

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

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

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# Chapter 1 Fire and Emergency Services

## **Service Mission**

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

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

The Bureau's primary services include:

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

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

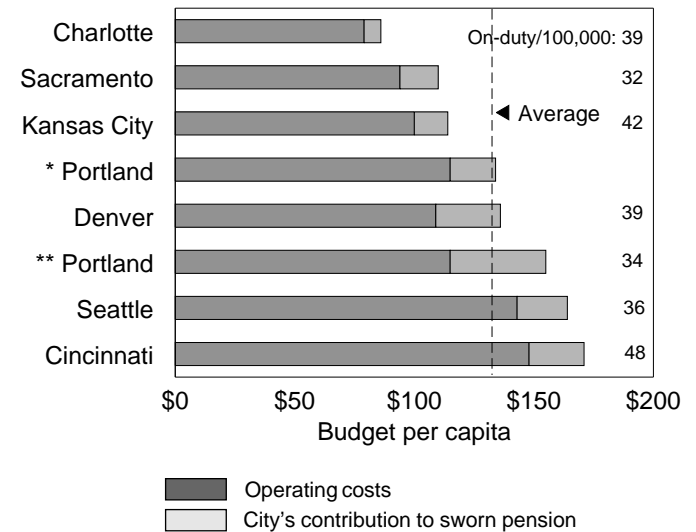
### Spending and Staffing Data

Total spending for fire, rescue and emergency services is keeping pace with inflation and service population growth.

- spending per capita has stayed constant over the past four years.
- on-duty staffing has increased by 5% in order to cover the increased area and population added to the City by annexation.

Portland's spending for fire services is higher than most other cities primarily because the City Charter establishes a "pay-as-you-go" system to pay for public safety pensions rather than pre-funding pension costs. If Portland had pre-funded pensions, total expenditures would be about average.

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



\* Portland expenditures if the pension system were pre-funded  
 \*\* Actual Portland expenditures on pensions in FY1995-96

SOURCE: FY 1995-96 and CY 1995 budgets and CAFRs

	City population	Expenditures (in millions/constant '95-96 dollars)				TOTAL	On-duty emergency staffing	Total spending per capita (constant '95-96 dollars)
		Emergency	Prevention	Other	Sworn ret./disab.			
<b>FY 1991-92</b>	454,150	\$40.0	\$4.3	\$9.8	\$21.1	\$75.2	159	\$166
<b>FY 1992-93</b>	459,300	\$38.5	\$4.4	\$11.0	\$21.0	\$75.0	159	\$163
<b>FY 1993-94</b>	471,325	\$42.8	\$4.6	\$9.3	\$21.2	\$77.9	167	\$165
<b>FY 1994-95</b>	495,090	\$44.1	\$4.5	\$12.1	\$21.1	\$81.8	167	\$165
<b>FY 1995-96</b>	497,600	\$42.9	\$4.7	\$14.0	\$21.0	\$82.5	167	\$166
<b>% change '91-92 to '95-96</b>	+10%	+7%	+9%	+43%	-1%	+10%	+5%	0%

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

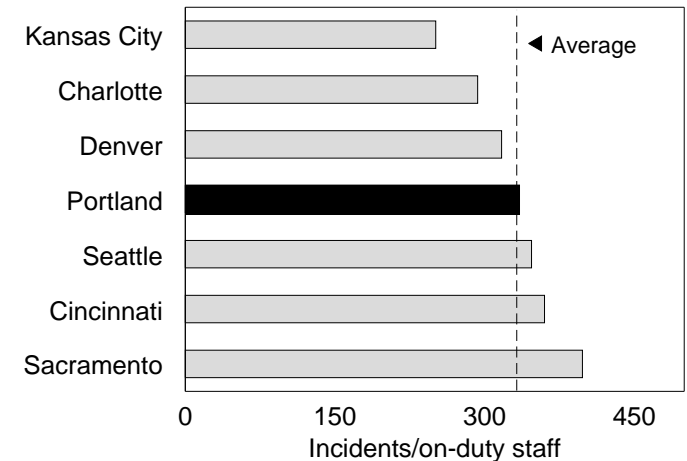
**Workload Indicators**

Total incidents handled by fire stations appear to have increased by 27%. However, this increase is primarily due to a big jump in incidents classified as “other”, such as service calls, hazardous condition standby, explosions with no fire, and good intent calls, which previously may not have been recorded. However, structural fires increased by only 3% while all fires declined 8%.

Despite the increase in "other" incidents, Portland firefighters are about as busy as firefighters in other cities. Fewer code inspections were performed and fewer violations were found compared to four years ago.

Variations in incident counts may be due to continuing record-keeping differences between the old dispatch system and the current consolidated 9-1-1 center at BOEC.

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



SOURCE: Audit Services survey of other cities and Bureau records

	Incidents *				Structural fires	Incidents per on-duty emergency staff	Code inspections**	Code violations found **
	Fire	Medical	Other	Total				
<b>FY 1991-92</b>	3,120	24,980	15,368	43,468	1,130	273	13,863	21,139
<b>FY 1992-93</b>	2,920	26,623	14,732	44,275	1,166	278	13,107	18,811
<b>FY 1993-94</b>	2,817	26,548	14,815	44,180	1,117	265	12,173	15,852
<b>FY 1994-95</b>	3,203	35,011	11,967	50,181	1,157	297	10,762	11,822
<b>FY 1995-96</b>	2,860	29,441	22,826	55,127	1,164	330	12,227	13,862
<b>% change '91-92 to '95-96</b>	-8%	+18%	+49%	+27%	+3%	+21%	-12%	-34%

\* '94-95 and '95-96 data are from new BOEC dispatch system

\*\* data through FY 1994-95 includes District 10 contract areas

**Performance Indicators**

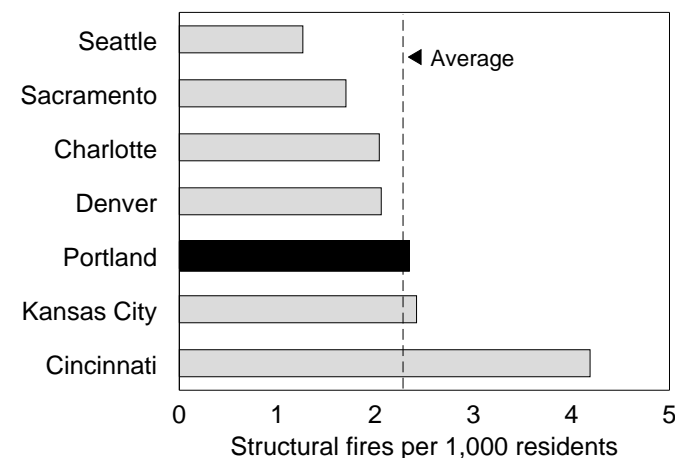
Fire safety in Portland continues to be strong. Indicators show that:

- lives lost per 100,000 residents remained well below the goal.
- structural fires per 1,000 residents dropped 6% from 5 years ago.
- total fires per 1,000 residents declined 17%.

Citizens also continue to rate Portland fire and medical services highly. Ninety percent of citizens rated overall quality "good" or "very good".

However, average response times to fires and medical emergencies are slower than stated goals.

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



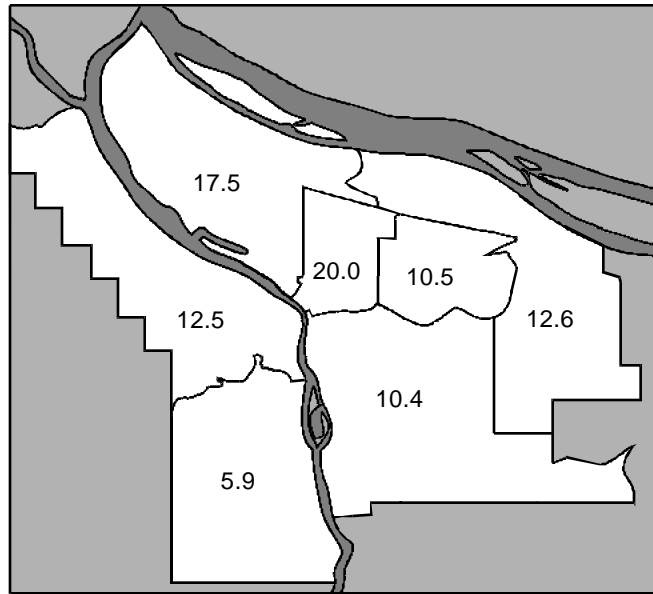
SOURCE: Audit Services survey of other cities and bureau records

	Fires/1,000 residents		Lives lost/ 100,000 residents	Total fire loss per capita (constant '95-96 dollars)	Property loss as a % of value of property exposed	% of travel times within 4 mins.	
	Structural	Total				Fire	Medical
<b>FY 1991-92</b>	2.5	6.9	2.0	\$56.36	.54%	72%	74%
<b>FY 1992-93</b>	2.5	6.4	2.2	\$34.45	.25%	71%	72%
<b>FY 1993-94</b>	2.4	6.0	3.0	\$39.77	.48%	66%	70%
<b>FY 1994-95</b>	2.3	6.5	1.0	\$30.77	.39%	73% **	79% **
<b>FY 1995-96</b>	2.3	5.7	1.2	\$33.92	.41%	71% **	75% **
<b>Goal</b>	-	-	<b>&lt;2.0 *</b>	<b>&lt;\$33.94 *</b>	<b>&lt;.36% *</b>	<b>90%</b>	<b>90%</b>
<b>% change '91-92 to '95-96</b>	-6%	-17%	+40%	-40%	-24%	-1%	+1%

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

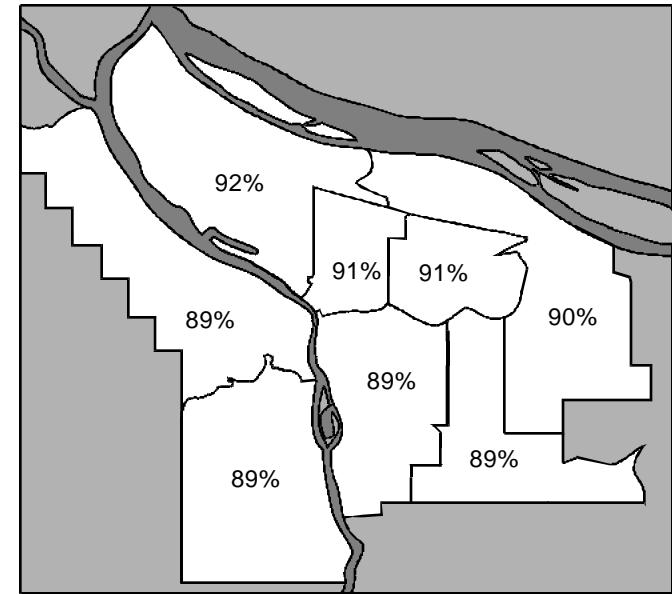
\*\* new source is BOEC dispatch system

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



SOURCE: Fire Bureau records on '95-96 residential fires with \$10,000 or more fire loss

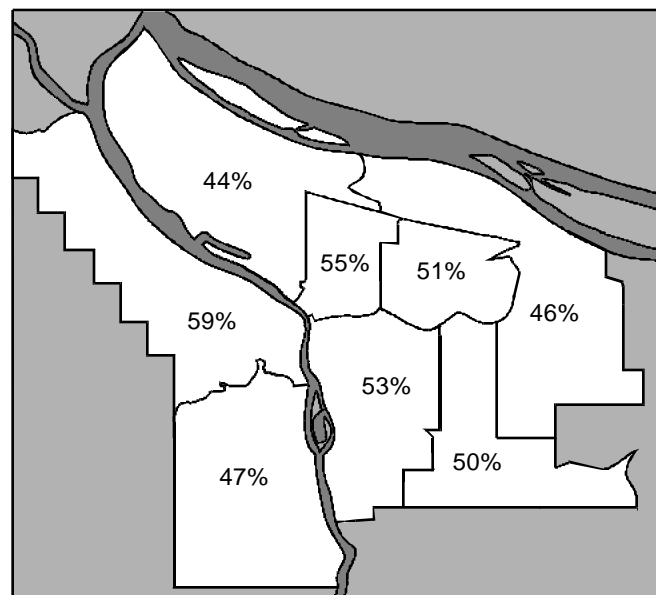
**Figure 7** Percent of neighborhood residents rating fire service "good" or "very good"



SOURCE: Auditor's Office 1996 Citizen Survey

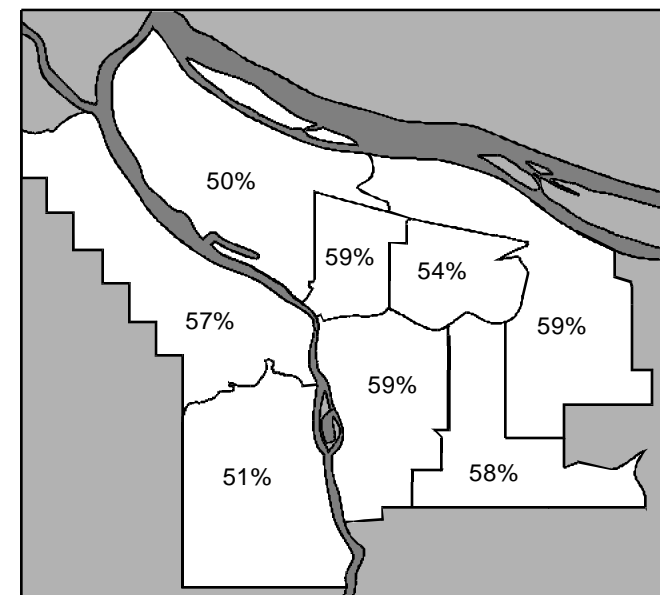
CITIZEN SURVEY	OVERALL rating of fire service quality			Used Fire Bureau?		Type of service used			Rating of service by users		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	YES	NO	FIRE	MEDICAL	OTHER	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
	<b>1992</b>	88%	11%	1%	7%	93%	30%	50%	20%	92%	4%
<b>1993</b>	88%	11%	1%	7%	93%	20%	58%	22%	90%	6%	4%
<b>1994</b>	89%	10%	1%	6%	94%	24%	62%	14%	96%	2%	2%
<b>1995</b>	88%	12%	1%	8%	92%	22%	65%	13%	92%	6%	2%
<b>1996</b>	90%	10%	0%	6%	94%	22%	60%	18%	94%	2%	4%

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



SOURCE: Auditor's Office 1996 Citizen Survey

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



SOURCE: Auditor's Office 1996 Citizen Survey

CITIZEN SURVEY	Residents prepared to sustain self in major disaster		If not prepared, know how to get prepared		Residents trained for medical emergency			
	YES	NO	YES	NO	1ST AID	CPR	BOTH	NEITHER
1992	-	-	-	-	-	-	-	-
1993	46%	54%	50%	50%	-	-	-	-
1994	44%	56%	48%	52%	-	-	-	-
1995	46%	54%	47%	53%	11%	15%	28%	46%
1996	50%	50%	44%	56%	11%	10%	30%	49%



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## Chapter 2 Police

### **Service Mission**

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

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

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

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

Factors intended to promote the success of community policing include:

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

**Spending and Staffing Data**

Total spending for Police services slowed last year after several years of steady increases.

- total staffing and spending per capita were unchanged from last year but up 20% and 8% respectively from four years ago.
- the number of precinct officers is 12% higher than '91-92 but there are 13 fewer than '94-95.
- investigative expenditures are up 34% while support services declined 4%.

The City Charter establishes a "pay-as-you-go" system to pay for public safety pensions rather than pre-funding pension costs. As shown in Figure 10, if Portland had pre-funded pensions, total expenditures would be closer to average.

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



\* Portland expenditures if pension system were pre-funded  
 \*\* Actual Portland expenditures on pensions in FY1995-96

SOURCE: FY 1995-96 and CY 1995 budgets and CAFRs

	City population	Expenditures (in millions/constant '95-96 dollars)					Authorized staffing		Precinct officers *	Total spending per capita (constant '95-96 dollars)
		Patrol	Invest.	Support services	Sworn ret./disab.	TOTAL	Sworn	Non-sworn		
<b>FY 1991-92</b>	454,150	\$46.6	\$17.4	\$15.2	\$19.3	\$98.5	830	209	533	\$217
<b>FY 1992-93</b>	459,300	\$51.5	\$17.9	\$15.1	\$19.0	\$103.5	897	229	547	\$225
<b>FY 1993-94</b>	471,325	\$53.3	\$19.7	\$14.5	\$19.4	\$107.0	955	240	561	\$227
<b>FY 1994-95</b>	495,090	\$60.5	\$19.8	\$15.9	\$20.1	\$116.4	1,000	254	608	\$235
<b>FY 1995-96</b>	497,600	\$58.0	\$23.4	\$14.6	\$20.9	\$116.9	1,000	253	595	\$235
<b>% change '91-92 to '95-96</b>	+10%	+24%	+34%	-4%	+8%	+19%	+20%	+21%	+12%	+8%

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

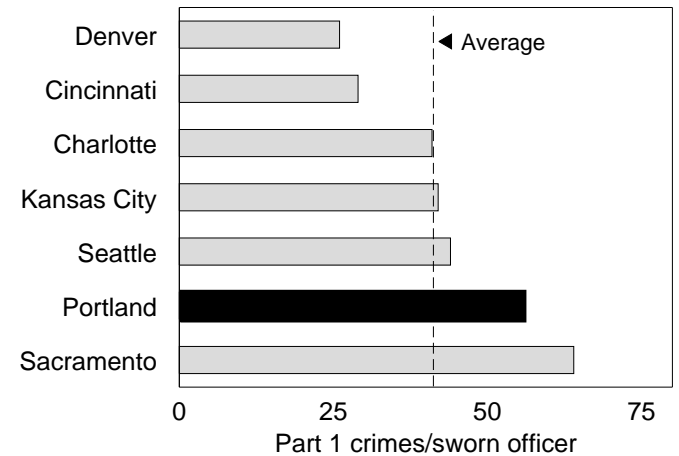
**Workload Indicators**

Both the total number of reported crimes and the City population have increased about 10% over the past five years, while the number of dispatched incidents grew 8%. However, because there are more precinct officers now, the number of dispatched incidents per officer declined by 10% over the last five years. The number of incidents handled on the telephone increased 74%, which reflects a community policing goal of freeing up precinct officer time. In addition, the Bureau reported over 120,000 "self-initiated" incidents, a reporting category now able to be captured.

Comparing workload as measured by crimes per officer, Portland continues to be higher than other cities.

For the first time the Bureau is able to report the average number of patrol units at work by time of day. More units are at work during

**Figure 11** Crimes per officer: Portland and 6 other cities



SOURCE: Audit Services survey of other cities, Bureau records and U.S. Dept. of Justice

the afternoon shift (4pm to midnight) and the fewest at night (midnight to 8am), reflecting incident workload.

	Crimes reported *		Incidents			Dispatched calls/precinct officer	Major cases assigned for investigation	Average number of patrol units		
	Part I	Part II	Dis-patched	Tele- phone	Self- Initiated			8am-4pm	4pm-12am	12am-8am
<b>CY 1991</b>	50,747	41,338	234,689	48,588	-	464	5,862	-	-	-
<b>CY 1992</b>	52,152	40,415	234,491	87,063	-	440	5,531	-	-	-
<b>CY 1993</b>	52,369	41,000	230,518	96,566	-	421	6,273	-	-	-
<b>CY 1994</b>	55,326	43,532	235,246	93,811	-	419	6,092	-	-	-
<b>CY 1995</b>	55,834	45,362	253,019	84,603	120,094	416	6,552	61	66	58
<b>% change '91 to '95</b>	+10%	+10%	+8%	+74%	-	-10%	+12%	-	-	-

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

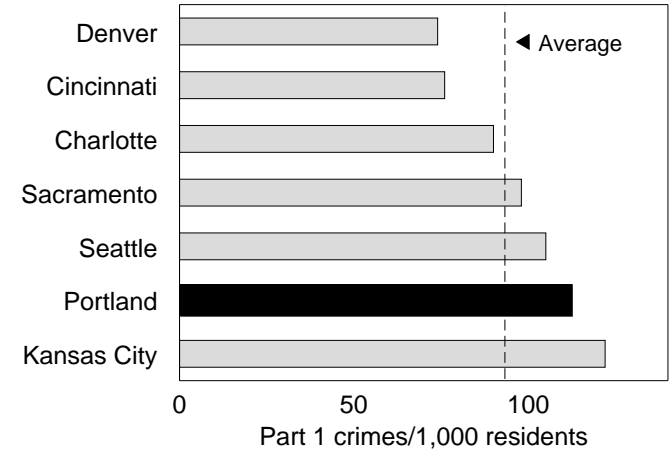
**Performance Indicators**

Although serious crime in Portland is above average compared to other cities, crimes per 1,000 residents remained constant the past five years after a significant decline in 1989. The Bureau has also successfully met performance goals in several areas:

- 83% of citizens say they feel safe or very safe walking in their neighborhoods during the day and 43% feel safe or very safe at night.
- the victimization rate for burglary remained at 5%.
- 74% of citizens rate overall police services as good or very good.

However, for the second year, average response time to high priority calls remained slower than stated goals.

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



SOURCE: U.S. Dept. of Justice *Uniform Crime Reports: 1996*

	Part I crimes/1,000 residents			Number of drughouses generating complaints	Citizens who feel safe		Average high priority travel time *	Victimization rates	
	Person	Property	TOTAL		Day	Night		Burglary	Car prowl
<b>CY 1991</b>	18	94	112	-	81%	38%	4.75 min.	9%	-
<b>CY 1992</b>	18	95	114	2,965	80%	35%	4.89 min.	7%	-
<b>CY 1993</b>	18	93	111	2,792	82%	37%	4.95 min.	7%	-
<b>CY 1994</b>	18	94	112	2,664	84%	40%	5.23 min. **	5%	22%
<b>CY 1995</b>	18	94	112	2,815	83%	43%	5.26 min.	5%	23%
<b>Goal</b>				-	<b>&gt;77%</b>	<b>&gt;34%</b>	<b>&lt;5 min.</b>	<b>&lt;10%</b>	-
<b>% change '91 to '95</b>	0%	0%	0%	-5%	+2%	+5%	+11%	-4%	-

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

\*\* New BOEC dispatch system began in '94-95; goal (less than 5 minutes) was set based on previous system's data.

Police employee job satisfaction has changed little over the past three years. Employees rated job satisfaction items highest. Organization culture items were rated lowest.

The percent of citizens that report knowing their neighborhood officers has changed little over the past three years.

Also, for the first time, the Bureau can report the percent of time available for problem solving. Although the Bureau has not set a goal, officers need a sufficient amount of time free from calls to solve neighborhood problems that lead to emergency calls.

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

	AVERAGE RATINGS *		
	1993	1995	1996
Job satisfaction	4.1	4.1	4.1
Autonomy	3.9	3.9	3.7
Supervisor support	3.9	3.9	3.8
Teamwork	3.8	3.8	3.8
Recognition	3.1	3.2	3.1
Fairness	2.9	2.8	2.6**
Organizational culture	--	2.5	2.5

\* Scale: 1=low  
5=high

\*\* Questions changed; not directly comparable to prior years.

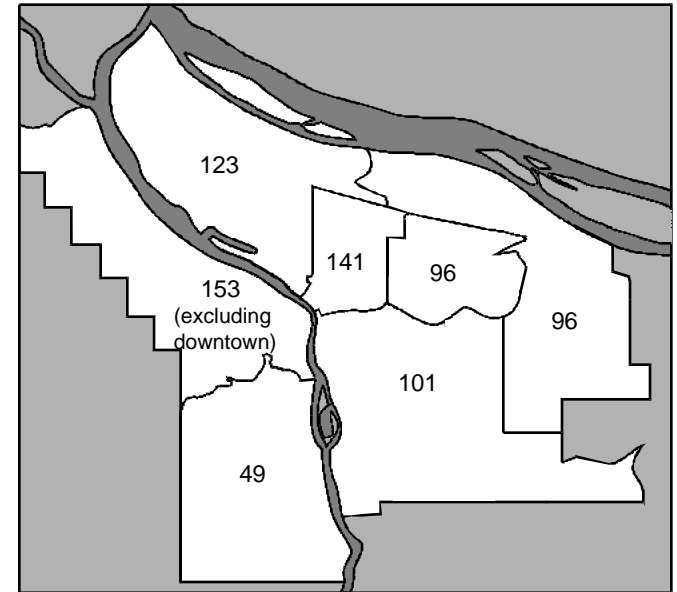
SOURCE: Portland Police Bureau

	Citizens rating overall police service good or very good	Time available for problem-solving	Citizens who know neighborhood officer	Resolution of cases assigned for investigation		
				Sent to DA	Suspended, unfounded	TOTAL CLOSED
<b>CY 1991</b>	63%	-	13%	48%	37%	85%
<b>CY 1992</b>	68%	-	15%	47%	37%	84%
<b>CY 1993</b>	70%	-	16%	44%	42%	86%
<b>CY 1994</b>	70%	-	15%	46%	31%	77%
<b>CY 1995</b>	74%	33%	15%	43%	38%	81%
<b>Goal</b>	<b>&gt;60%</b>	<b>no goal</b>	<b>&gt;12%</b>	<b>no goal</b>	<b>no goal</b>	<b>no goal</b>
<b>% change '91 to '95</b>	+11%	-	+2%	-5%	+1%	-4%

North and Northeast neighbors continue to have more serious crimes than other parts of town. Citywide, crimes per 1,000 residents did not increase compared to last year.

Residents in North, Northeast, and Central Northeast all felt safer last year walking in their neighborhoods. However, residents in East Portland felt less safe.

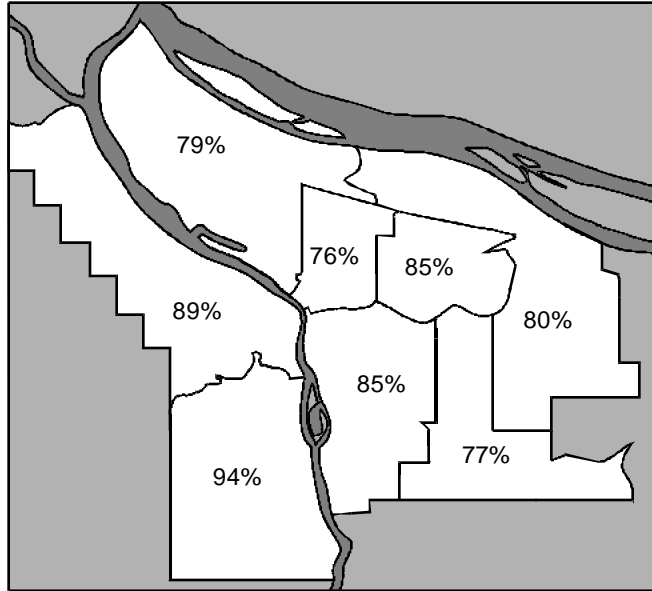
**Figure 14** Part I crimes per 1,000 residents: Portland neighborhoods



SOURCE: Police Bureau CY 1995 crime statistics

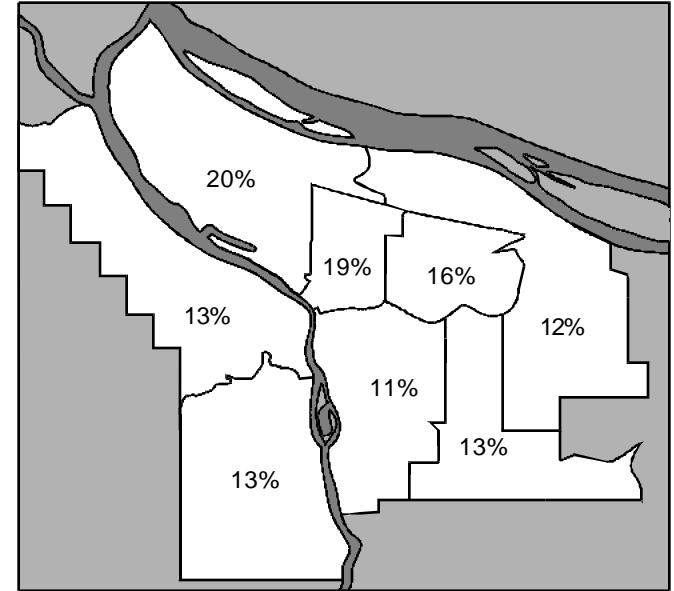
CITIZEN SURVEY	Feeling of safety walking in neighborhood <i>during the day</i>			Feeling of safety walking in neighborhood <i>during the night</i>			Willingness to work with police to improve neighborhood		
	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE	WILLING OR VERY WILLING	NEITHER	UNWILLING OR VERY UNWILLING
<b>1992</b>	81%	13%	6%	38%	22%	40%	68%	26%	6%
<b>1993</b>	80%	14%	6%	35%	23%	42%	67%	26%	7%
<b>1994</b>	82%	13%	6%	37%	25%	38%	62%	30%	8%
<b>1995</b>	84%	12%	4%	40%	24%	36%	59%	33%	8%
<b>1996</b>	83%	12%	5%	43%	23%	34%	63%	30%	7%

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



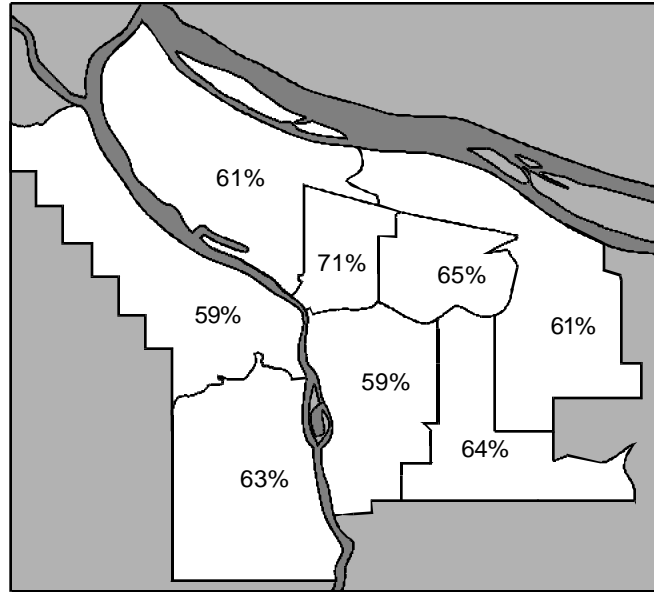
SOURCE: Auditor's Office 1996 Citizen Survey

**Figure 16** Percent of residents who know their neighborhood police officer



SOURCE: Auditor's Office 1996 Citizen Survey

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



SOURCE: Auditor's Office 1996 Citizen Survey



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## Chapter 3 Parks & Recreation

### **Service Mission**

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

There are three Bureau goals:

- *Stewardship* - to preserve and enhance the parks legacy and promote knowledge and appreciation of the natural environment.
- *Community* - continually improve the availability and effectiveness of recreational services and park programs that benefit the community.

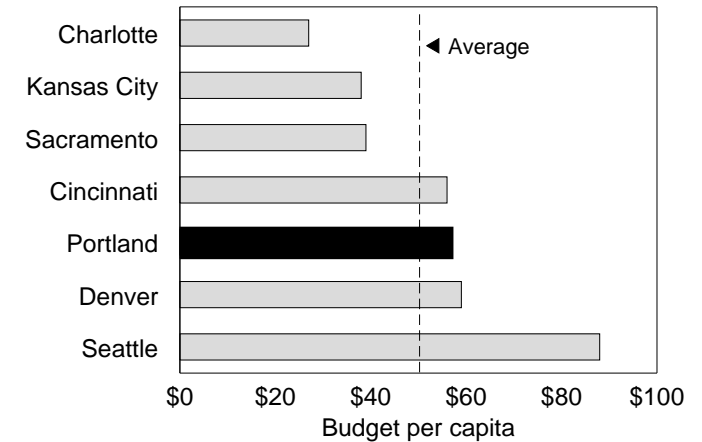
- *Employee* - create a safe, productive and rewarding workplace which emphasizes effective communications and recognizes innovation and achievement.

### Spending and Staffing Data

While park operations spending remained relatively constant, spending and staffing continues to increase in most other areas:

- recreation spending grew 23% over five years due primarily to an expansion of the Community School program in 1994.
- enterprise operations grew by 51% since '91-92 due to growth in the Golf program and shifting of some General Fund expenses to the Golf Fund.
- planning and administration spending increased by 24% partly because of a new centralized computer support group.
- permanent staffing is up 17% and seasonal employees increased 21%.

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



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

- operating costs per capita increased from \$68 to \$72.

	Operating expenditures (in millions/constant '95-96 dollars)					Capital **	Authorized staffing (FTE's)		Volunteer FTEs	Operating costs per capita
	Park operations	Recreation	Enterprise *	Planning & admin	TOTAL Operations		Permanent	Seasonal		
<b>FY 1991-92</b>	\$14.7	\$9.1	\$4.5	\$2.5	\$30.9	\$10.1	303	196	87	\$68
<b>FY 1992-93</b>	\$14.4	\$9.0	\$5.0	\$2.5	\$30.9	\$5.7	312	253	127	\$67
<b>FY 1993-94</b>	\$14.8	\$9.8	\$5.6	\$2.9	\$33.1	\$4.0	316	243	238	\$70
<b>FY 1994-95</b>	\$14.8	\$10.8	\$6.2	\$2.9	\$34.7	\$4.2	328	231 ***	-	\$70
<b>FY 1995-96</b>	\$14.9	\$11.2	\$6.8	\$3.1	\$36.0	\$9.0	354	238	225	\$72
<b>% change '91-92 to '95-96</b>	+1%	+23%	+51%	+24%	+17%	-11%	+17%	+21%	+159%	+6%

\* Golf, Portland International Raceway and Trust Funds

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

\*\*\* New data source; now based on payroll records

**Workload Indicators**

Park workload has remained largely unchanged over the past five years. The number of facilities operated by the Bureau has not changed and the total number of developed parks increased by only 4%. The number of park acres per maintenance staff declined by 4%.

As shown in Figure 19, recreation attendance grew significantly at community schools and summer playgrounds. This was due to an expansion in the City's Community School program. Attendance at other recreation programs remained at about the same level as a year ago.

**Figure 19** Attendance counts for selected recreation programs

	'94-95	'95-96
Community centers	356,541	353,784
Community schools	129,894	372,042
City Arts/special recreation	545,114	565,152
Aquatics/summer pools	762,554	756,622
Summer playgrounds	350,781	470,668
Sports leagues	1,664,752	1,534,288
Golf, PIR, Tennis, Outdoor Recreation	956,105	972,543
<b>All programs</b>	<b>4,765,741</b>	<b>5,025,099</b>

NOTE: Attendance counts do not represent unique individuals, but are a count of participants and spectators at every class, game, practice or event.

SOURCE: Parks & Recreation estimates

	Hours of maintenance staff work	Park acres per maintenance staff	No. of developed parks	Number of facilities				
				Community centers	Arts centers	Pools	Golf courses	Other
<b>FY 1991-92</b>	<i>not available</i>	51	140	11	6	12	4	7
<b>FY 1992-93</b>	235,272	50	140	11	6	12	4	7
<b>FY 1993-94</b>	224,766	49	141	11	6	12	4	7
<b>FY 1994-95</b>	328,116 *	50	144	11	6	12	4	7
<b>FY 1995-96</b>	363,171	49	145	11	6	12	4	7
<b>% change '91-92 to '95-96</b>	-	-4%	+4%	0%	0%	0%	0%	0%

\* New data source; now based on payroll records

**Performance Indicators**

Portland residents reported increased satisfaction with parks and recreation quality last year.

- 81% of residents rated park quality good or very good, up from 78% the year before.
- 74% of respondents rated recreation services good or very good, up from 68% the previous year.

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

Parks has also made small advances in meeting some goals, but performance in others is unchanged:

- park condition ratings improved from 6.7 to 6.9, just short of the goal of 7.5.
- citizens report feeling safer in parks.
- the percent of expenditures from non-tax resources remained about the same.

	Park condition ratings *	Turnaround time for maint. requests (days)	% of youth population in recreation programs	% expenditures from non-tax sources	% General Fund recreation direct cost recovery ***		
					Youth	Adult	TOTAL
<b>FY 1991-92</b>	-	-	-	40%	-	-	-
<b>FY 1992-93</b>	-	-	-	42%	45%	86%	58%
<b>FY 1993-94</b>	-	-	47%	51%	45%	86%	55%
<b>FY 1994-95</b>	6.7	-	47%	44%	42%	73%	53%
<b>FY 1995-96</b>	6.9	16.3 **	47%	43%	41%	66%	-
<b>Goal</b>	<b>7.5</b>	<b>14.0</b>	<b>50%</b>	<b>50%</b>	<b>39%</b>	<b>79%</b>	
<b>% change '91-92 to '95-96</b>	-	-	-	+8%	-	-	-

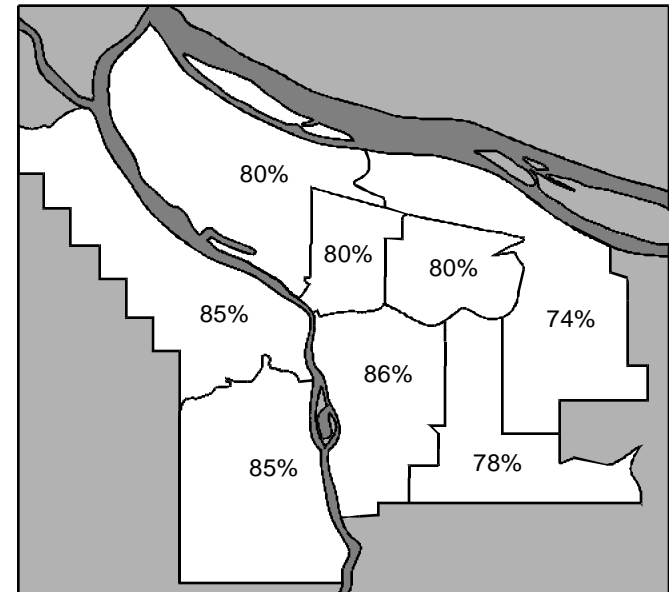
\* Scale of 1 (unacceptable) to 10 (excellent)

\*\* Based on 10 months; reporting is new and contains inaccuracies.

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

Our survey of citizens also showed that citizens are generally satisfied with the quality of parks and recreation services.

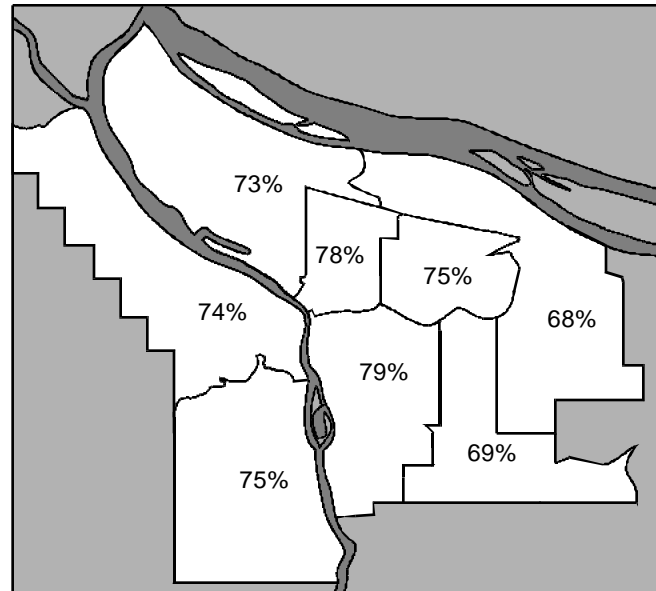
**Figure 20** Percent of neighborhood residents rating overall parks quality "good" or "very good"



SOURCE: Auditor's Office 1996 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
<b>1992</b>	77%	19%	4%	63%	31%	6%	80%	16%	4%
<b>1993</b>	76%	19%	5%	62%	32%	6%	82%	14%	4%
<b>1994</b>	77%	19%	4%	68%	28%	4%	82%	15%	3%
<b>1995</b>	78%	18%	4%	68%	28%	4%	83%	14%	3%
<b>1996</b>	81%	16%	3%	74%	22%	4%	82%	15%	3%
<b>Goal</b>	-			<b>75%</b>			<b>85%</b>		

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

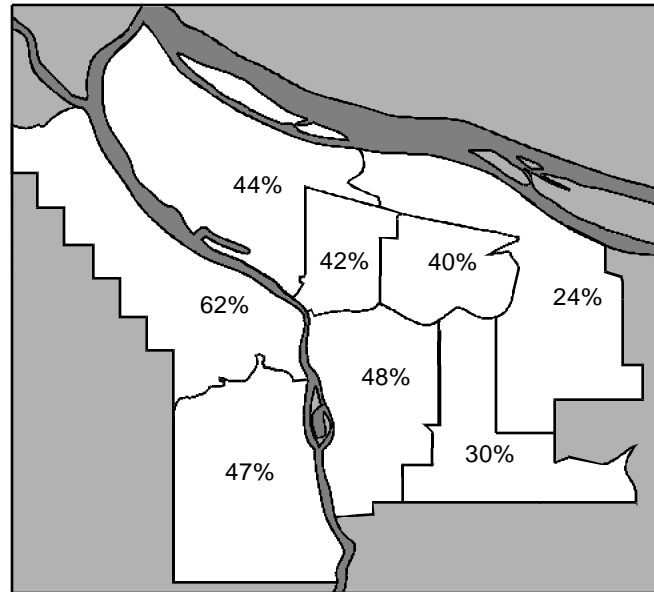


Residents in East neighborhoods are less satisfied with City recreation programs. Bureau staff indicated that there are fewer recreation programs available to East neighborhood residents.

SOURCE: Auditor’s Office 1996 Citizen Survey

CITIZEN SURVEY	Satisfaction with the number of recreation programs			Satisfaction with the variety of recreation programs			Satisfaction with the hours recreation programs are open		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1992	56%	34%	10%	63%	29%	8%	63%	29%	8%
1993	54%	35%	11%	61%	31%	8%	61%	31%	8%
1994	53%	36%	11%	61%	32%	7%	61%	32%	7%
1995	53%	39%	8%	60%	34%	6%	61%	33%	6%
1996	56%	36%	8%	62%	31%	7%	61%	31%	8%

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



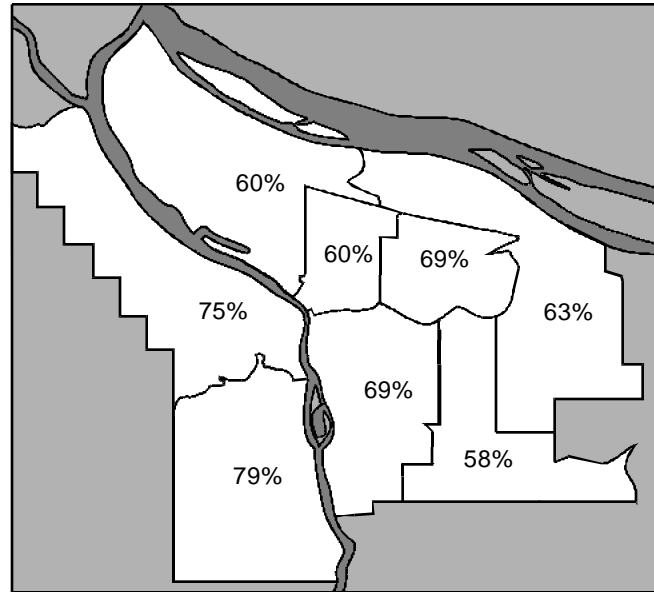
SOURCE: Auditor's Office 1996 Citizen Survey

The most frequent park visitors live in Northwest and Southwest neighborhoods. The residents of East neighborhoods visit parks much less frequently than other neighborhoods. Parks in East neighborhoods are more sparse and their condition is not as good as parks in other areas of the City.

CITIZEN SURVEY	Number of recreation users*				Number of times visited any City park			Number of times visited City park near home		
	1-12 YEARS OLD	13-18 YEARS OLD	19 -54 YEARS OLD	55 & OLDER	NEVER	1 TO 5 TIMES	6 OR MORE TIMES	NEVER	1 TO 5 TIMES	6 OR MORE TIMES
1992	-	-	-	-	16%	36%	48%	21%	38%	41%
1993	-	-	-	-	18%	39%	43%	23%	38%	39%
1994	53%	36%	21%	18%	16%	38%	46%	20%	40%	40%
1995	50%	40%	18%	18%	16%	37%	47%	20%	39%	41%
1996	51%	37%	22%	17%	15%	37%	48%	19%	38%	43%

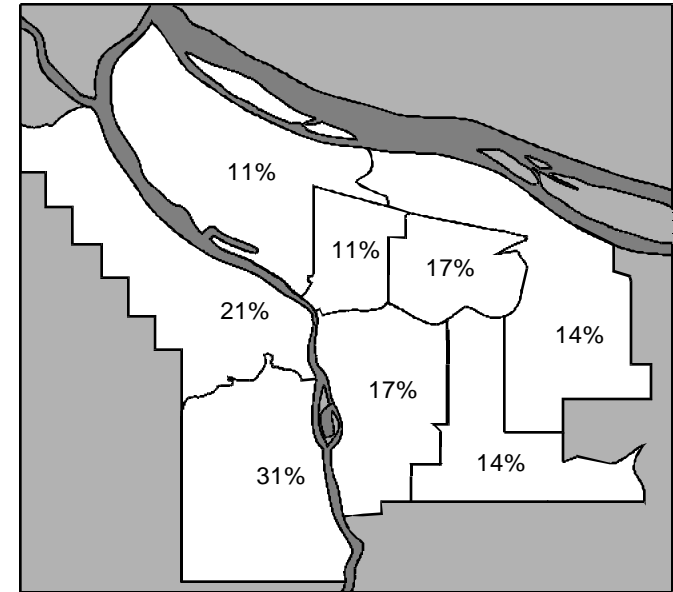
\* includes recreation programs, sports teams, community center drop-ins and use of swimming pools

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



SOURCE: Auditor's Office 1996 Citizen Survey

**Figure 24** Percent of neighborhood residents who feel “safe” or “very safe” walking alone in their closest park at night



SOURCE: Auditor's Office 1996 Citizen Survey

CITIZEN SURVEY	Feeling of safety walking in closest park during the day			Feeling of safety walking in closest park at night		
	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE
1992	61%	22%	17%	14%	19%	67%
1993	60%	22%	18%	12%	19%	69%
1994	62%	22%	16%	14%	22%	64%
1995	67%	20%	13%	15%	23%	62%
1996	68%	19%	13%	18%	23%	59%
<b>Goal</b>	<b>75%</b>					



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## Chapter 4 Transportation

### **Service Mission**

The mission of the Portland Office of Transportation is to be a community partner in shaping a livable city by planning, building, operating and maintaining an effective and safe transportation system. This chapter reports on the Office's street maintenance, street cleaning and street lighting programs, as well as traffic maintenance and management programs.

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

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

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

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

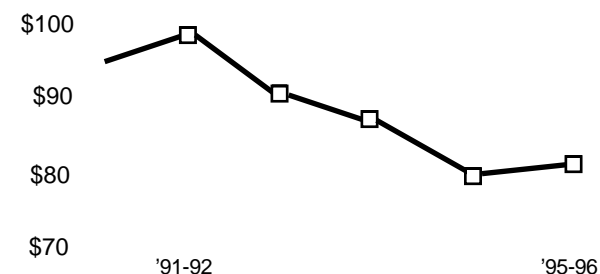
The Office of Transportation includes a number of major programs such as new construction, parking and sewer maintenance that are not included in this chapter.

### Staffing and Spending Data

Total spending for streets and traffic services has declined by 9% in the past four years. While street cleaning, lighting, and traffic maintenance costs have declined, street maintenance increased slightly and traffic operations increased by 44%. Overall spending per capita has declined by 17% since FY1991-92.

Increased spending on traffic operations is due primarily to projects which missed the FY1994-95 purchasing deadline. These were carried forward and spent in FY1995-96.

**Figure 25** Streets and traffic spending per capita: 5 year trend (constant '95-96 dollars)



SOURCE: Audit Services analysis of bureau spending data.

	Expenditures (in millions/constant '95-96 dollars)						Authorized staffing		Total spending per capita (constant '95-96 dollars)
	Streets			Traffic			Streets	Traffic	
	Maint.	Cleaning	Lighting	Maint.	Operations	TOTAL			
<b>FY 1991-92</b>	\$16.6	\$6.5	\$10.0	\$7.5	\$4.2	\$44.8	191	90	\$99
<b>FY 1992-93</b>	\$18.7*	\$5.2	\$6.4	\$6.9	\$4.4	\$41.6	186	93	\$91
<b>FY 1993-94</b>	\$16.2	\$6.1	\$6.8	\$6.4	\$5.3	\$40.8	188	95	\$87
<b>FY 1994-95</b>	\$15.5	\$5.7	\$6.8	\$6.9	\$4.9	\$39.8	188	97	\$80
<b>FY 1995-96</b>	\$17.0	\$5.4	\$5.7	\$6.7	\$6.1	\$40.9	189	95	\$82
<b>% change '91-92 to '95-96</b>	+2%	-17%	-43%	-11%	+44%	-9%	-1%	+5%	-17%

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

**Workload Indicators**

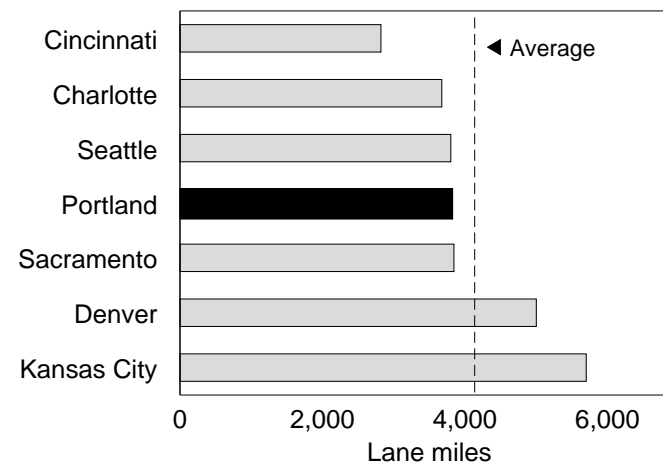
Although the number of lane miles of streets has increased steadily over the past five years, less maintenance work and street cleaning is performed:

- street surfacing is down 15%.
- slurry sealing is off 22%.
- the number of curb miles swept is down 12%.

With the winter storms of '95-96, regular maintenance activities were postponed in order to clean up the damage done by the snow, wind, ice, and flooding.

Compared to other cities, Portland has less than the average number of lane miles of streets.

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



SOURCE: Audit Services survey of other cities and Bureau records

	Lane miles of improved streets	Miles of street treated *				Curb miles of streets swept	Major ** intersections
		Resurfacing	Reconstruction	Slurry seal	TOTAL		
<b>FY 1991-92</b>	3,540	51.9	0	51.5	103.4	59,969	1,348
<b>FY 1992-93</b>	3,577	49.6	0	41.6	91.2	45,801	1,327
<b>FY 1993-94</b>	3,678	52.7	0	56.7	109.4	63,085	1,255
<b>FY 1994-95</b>	3,805	43.9	0	51.4	95.3	52,932	1,200
<b>FY 1995-96</b>	3,820	43.9	0	40.2	84.1	52,599	1,192
<b>% change '91-92 to '95-96</b>	+8%	-15%	0%	-22%	-19%	-12%	-12%

\* 28-foot equivalents

\*\* 6 or more accidents in prior 4 years

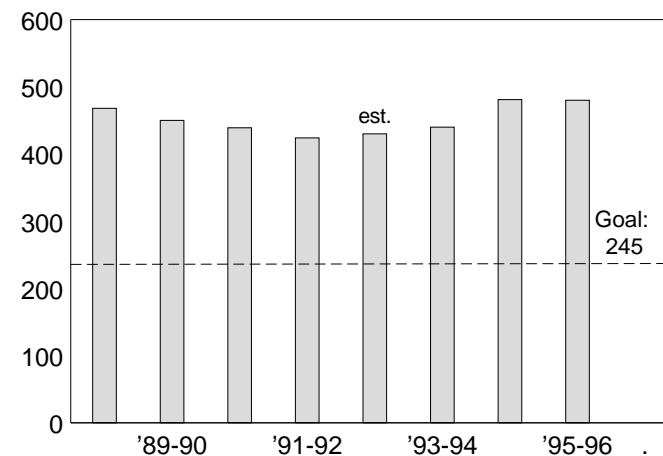
**Performance Indicators**

Street maintenance performance indicators continue a negative trend:

- the percent of streets rated in good or very good condition declined by 10% in the past four years
- street maintenance backlog increased by 13% over the past four years

Traffic indicators show better results. Intersections remain in good condition and fewer are dangerous.

**Figure 27** Miles of street maintenance backlog



SOURCE: PDOT: Status and Condition Report, July 1995 and Bureau of Maintenance records.

	% 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		
<b>FY 1991-92</b>	62%	231	50	143	424	81%	255
<b>FY 1992-93</b>	63%	-	-	-	430 (est)	81%	261
<b>FY 1993-94</b>	60%	259	51	130	440	81%	237
<b>FY 1994-95</b>	56%	267	49	165	481	81%	224
<b>FY 1995-96</b>	52%	278	67	146	480	81%	217
<b>Goal</b>	<b>no goal</b>	-	-	-	<b>245</b>	<b>no goal</b>	<b>no goal</b>
<b>% change '91-92 to '95-96</b>	-10%	+20%	+35%	+2%	+13%	0%	-15%

\* 28-foot equivalents

\*\* 20 or more accidents in prior 4 years

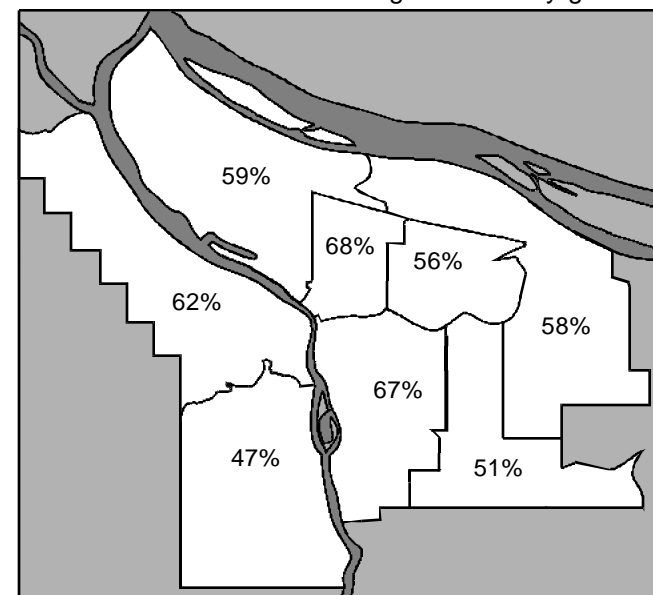
Citizen satisfaction with street maintenance, cleanliness and lighting have remained relatively unchanged:

- 49% judge overall street maintenance good or very good.
- 59% rate street smoothness good or very good.
- 64% believe street cleanliness is good or very good.

As in past years, citizens are much less satisfied with traffic management and safety in their neighborhoods.

- 39% rate traffic management good or very good and 42% rate traffic safety good or very good.

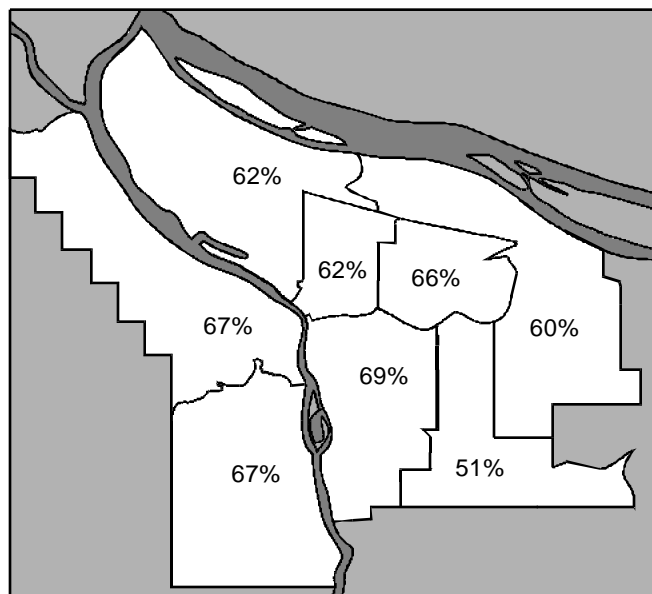
**Figure 28** Percent of neighborhood residents rating street smoothness “good” or “very good”



SOURCE: Auditor’s Office 1996 Citizen Survey

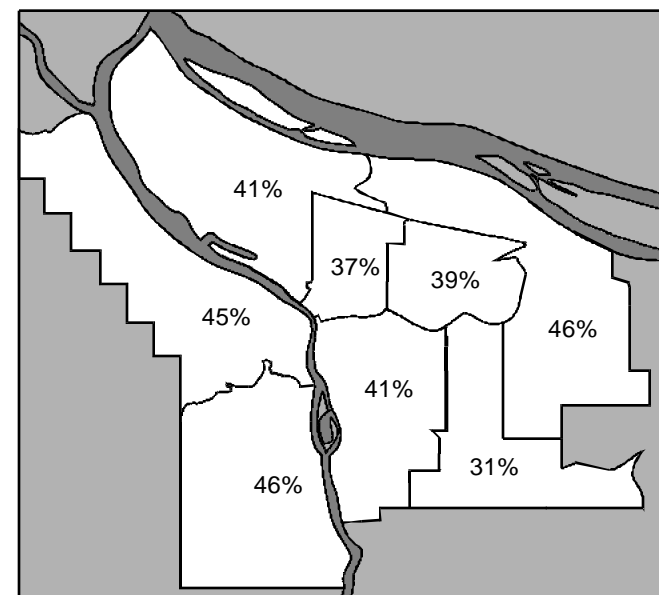
CITIZEN SURVEY	OVERALL rating of street maintenance quality			Neighborhood street smoothness ratings			Neighborhood street cleanliness ratings		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1992	50%	31%	19%	56%	22%	22%	60%	23%	17%
1993	49%	31%	20%	55%	23%	22%	61%	23%	16%
1994	50%	30%	20%	60%	21%	19%	63%	22%	15%
1995	48%	30%	22%	55%	23%	22%	60%	25%	15%
1996	49%	30%	21%	58%	22%	20%	64%	23%	13%

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



SOURCE: Auditor's Office 1996 Citizen Survey

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



SOURCE: Auditor's Office 1996 Citizen Survey

CITIZEN SURVEY	OVERALL rating of street lighting quality			OVERALL rating of traffic management quality			Neighborhood traffic safety ratings		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1992	61%	25%	14%	43%	31%	26%	-	-	-
1993	61%	25%	14%	40%	34%	26%	41%	27%	32%
1994	60%	26%	14%	40%	33%	27%	41%	26%	33%
1995	60%	26%	14%	39%	33%	28%	40%	25%	35%
1996	61%	25%	14%	39%	31%	30%	41%	27%	32%

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## Chapter 5 Environmental Services

### **Service Mission**

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

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

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

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

### Staffing and Spending Data

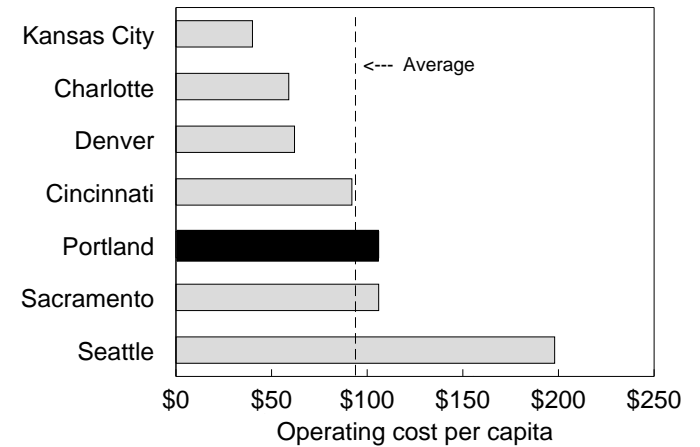
Although capital and debt service expenditures are significantly higher, spending for operations appears to have slowed slightly.

- operating costs after adjusting for inflation grew only 2% over the past four years.
- operating costs per capita actually declined by 6%.

Total authorized staffing continues to increase. BES has 15% more staff than they did in FY 1991-92. Staffing increased 7% in the last year.

Operating costs per capita are slightly higher for Portland than the average of the six other cities surveyed.

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



SOURCE: Audit Services survey of other cities, FY 1995-96 and CY 1995 city budgets and CAFRs, and Bureau records

	Total sewer accounts	Expenditures (in millions/constant '95-96 dollars) *			Authorized staffing	Operating costs per capita (constant '95-96 dollars)
		Operating	Capital	Debt service		
<b>FY 1991-92</b>	126,225	\$51.5	\$55.4	\$10.5	390	\$113
<b>FY 1992-93</b>	131,472	\$54.9	\$71.3	\$8.1	400	\$119
<b>FY 1993-94</b>	131,953	\$55.2	\$84.1	\$9.6	410	\$117
<b>FY 1994-95</b>	137,262	\$49.8	\$96.2	\$22.2	419	\$101
<b>FY 1995-96</b>	141,391	\$52.7	\$73.7	\$22.8	450	\$106
<b>% change '91-92 to '95-96</b>	+12%	+2%	+33%	+117%	+15%	-6%

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



**Workload Indicators**

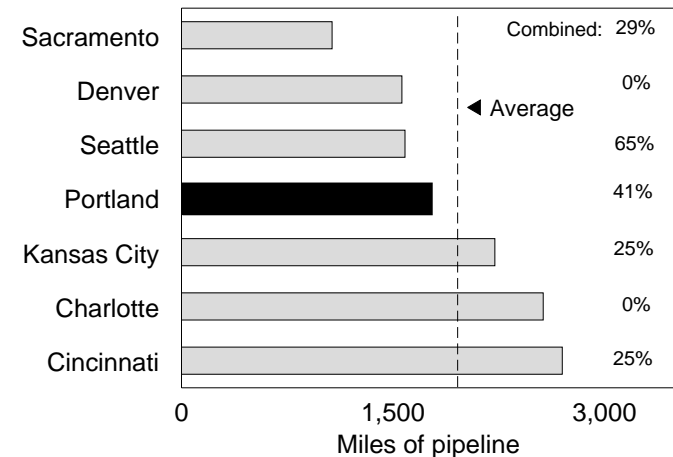
The bureau continues to complete a significant amount of work. Since 1992, the City has installed:

- 274 miles of sanitary sewer pipeline.
- 75 miles of new storm water pipeline.
- 6,698 groundwater sumps.

However, the Bureau reports that miles of sewer repair and cleaning was impacted significantly because last February's flood diverted efforts from routine maintenance. The flood also filled pipes with more debris which slowed the rate of cleaning.

Additional storm and sanitary pipelines have reduced the percent of combined sewers from 50% in '91-92 to 41% in '95-96.

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



SOURCE: Audit Services survey of other cities and Bureau records

The Bureau has a new performance indicator *feet of streambank restored*. The program is intended to improve water quality and stream habitat.

	System miles of pipeline *			Annual volume of wastewater treated		Feet of streambank restored	Feet of pipe repaired	Miles of pipe cleaned	Industrial users permitted	Number of groundwater sumps
	Sanitary	Storm	Combined	Primary	Secondary					
<b>FY 1991-92</b>	645	211	860	28,969 mil.	27,857 mil.	-	18,863	188	128	3,491
<b>FY 1992-93</b>	703	233	848	28,734 mil.	26,793 mil.	-	19,946	223	152	5,036
<b>FY 1993-94</b>	782	249	849	26,569 mil.	25,067 mil.	300	20,746	273	181	6,037
<b>FY 1994-95</b>	835	263	850	31,228 mil.	28,877 mil.	2,550	21,078	221	152	8,793
<b>FY 1995-96</b>	919	286	849	33,774 mil.	31,310 mil.	29,565	18,930	172	152	10,189
<b>% change '91-92 to '95-96</b>	+42%	+36%	-1%	+17%	+12%	-	0%	-9%	+19%	+192%

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

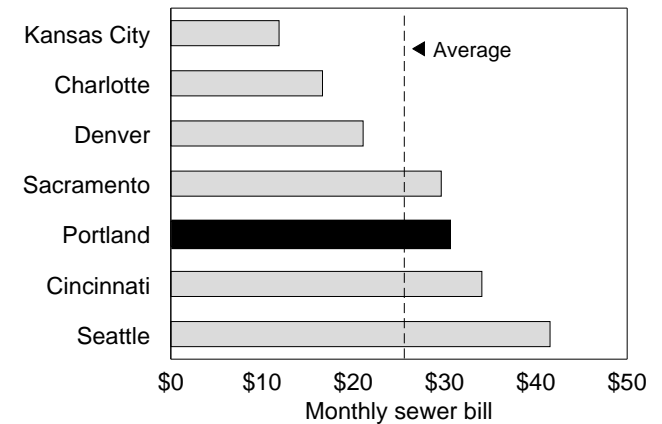
**Performance Indicators**

The Portland area continues to benefit from efforts to clean water and increase solid waste recycling:

- almost 15,000 households have been connected to new sewer lines.
- water discharged from the City's two treatment plants meet State and Federal standards.
- 80% of Portland's residences recycle solid waste.
- 97% of industrial discharge enforcement tests showed full compliance.

Sewer rates continue to increase as the CSO and mid-county projects are implemented and improvements to the reliability of an aging system are made. Portland rates are higher

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



NOTE: Based on monthly water usage of 1000 cubic feet plus stormwater charge; actual average billing is for 611 cubic feet.

SOURCE: Audit Services Division survey of other cities sewer rates.

than the average of the six cities surveyed. However residential garbage rates, after adjusting for inflation, show a steady decline over the past four years.

	Percent BOD *		Est. number of unsewered mid-county properties	Industrial enforcement tests in full compliance	Residential recycling		Average monthly residential bills (constant '95-96 dollars)	
	Columbia Blvd.	Tryon Creek			Household participation rate	Waste diverted from landfill	Sewer/ storm drainage	Garbage (32 gal. can)
<b>FY 1991-92</b>	88.7%	94.1%	37,368	90%	52%	12%	\$16.07	\$19.88 ***
<b>FY 1992-93</b>	88.6%	94.0%	34,800	93%	71%	28%	\$18.81	\$18.92
<b>FY 1993-94</b>	91.1%	92.7%	31,308	97%	75%	34%	\$18.64 **	\$18.66
<b>FY 1994-95</b>	93.7%	93.0%	27,112	97%	76%	36%	\$20.36	\$18.09
<b>FY 1995-96</b>	93.9%	92.9%	22,546	97%	80%	37%	\$21.91	\$17.20
<b>Goal</b>	<b>&gt;85%</b>	<b>&gt;90%</b>	<b>0</b>	<b>&gt;80%</b>	<b>75%</b>	<b>37%</b>	-	-
<b>% change '91-92 to '95-96</b>	+5.9%	-1.3%	-40%	+7.0%	+28%	+25%	+36%	-13%

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

\*\* 1st consumption based billing

\*\*\* before City franchising

**Figure 34** CSO planning, design and construction budgets in 1993 dollars

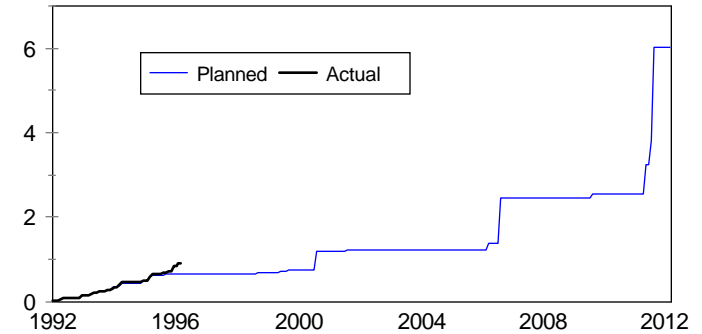
Cornerstone projects	\$185,000,000
Treatment and storage projects	\$515,000,000
<b>Sub-total</b>	<b>\$700,000,000</b>
Est. overhead & bond interest	\$233,000,000
<b>TOTAL</b>	<b>\$933,000,000</b>

SOURCE: CSO confirmed baseline budget, May 1995.

The Combined Sewer Overflow (CSO) program is a 20 year capital improvement project initiated in 1992 to eliminate over 6 billion gallons of untreated storm and sewer water from local waterways.

Cornerstone projects are well underway while major treatment and storage projects are still in design phases. Major reductions in combined overflows are planned for the Columbia

**Figure 35** Estimated CSO gallons diverted (billions)



SOURCE: Bureau project tracking system.

Slough basin in FY 2001, and for the Willamette River basin in the decade following.

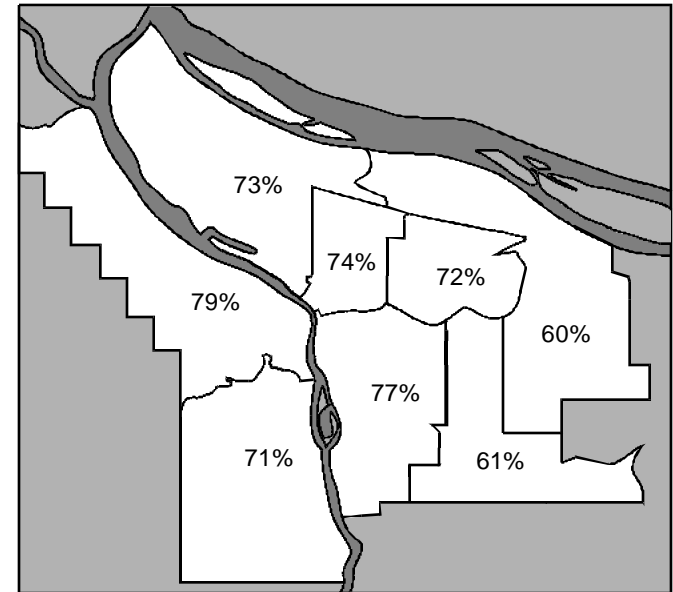
As shown in Figure 35, the Bureau reports that the CSO project is ahead of its original schedule for gallons of combined overflows diverted from the river. The Bureau estimates this based on the impact of completed projects.

	Cornerstone projects (cumulative totals)		CSO project completion		Estimated amount of combined overflow gallons diverted as a percent of planned total
	Sumps constructed	Downspouts disconnected	Percent budget spent	Percent projects completed	
<b>FY 1991-92</b>	479	-	1.12%	1.2%	0.5%
<b>FY 1992-93</b>	756	-	2.42%	11.6%	2.5%
<b>FY 1993-94</b>	1,367	-	4.19%	29.3%	6.9%
<b>FY 1994-95</b>	1,907	40	7.22%	39.6%	9.8%
<b>FY 1995-96</b>	2,262	1,425	10.54%	47.0%	15.1%
<b>Goal</b>	<b>3,107</b>	<b>25,000</b>	<b>-</b>	<b>100%</b>	<b>100%</b>

Citizens continue to be more satisfied with sewer and drainage services than in earlier years:

- overall satisfaction with sewer services increased from 41% in 1992 to 54% in 1996.
- the percent of citizens rating storm drainage good or very good increased from 37% to 42%.
- residents in the East and Outer Southeast neighborhoods report the most dissatisfaction with sewer services to their homes. Most of the unsewered properties in mid-county that are connecting to the sewer system are in this area.

**Figure 36** Percent of neighborhood residents who feel that sewer service to their home is “good” or “very good”



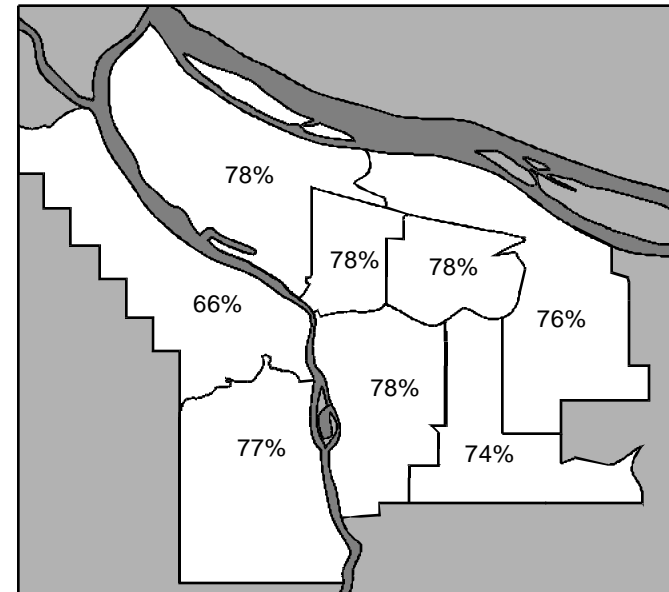
SOURCE: Auditor's Office 1996 Citizen Survey

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
1992	41%	35%	24%	37%	33%	30%	22%	26%	52%
1993	42%	32%	26%	36%	32%	32%	18%	25%	57%
1994	51%	32%	17%	42%	30%	28%	30%	24%	46%
1995	54%	31%	15%	43%	30%	27%	31%	23%	46%
1996	54%	29%	17%	42%	28%	30%	26%	24%	50%

Citizens remain very satisfied with garbage collection and recycling services. Over three fourths of all citizens believe the quality of these services is good or very good.

Citizens are also showing a steady increase in satisfaction with garbage and recycling costs. The percent of citizens rating costs good or very good increased from 31% in 1992 to 40% in 1996, a 9% increase.

**Figure 37** Percent of neighborhood residents rating recycling service quality "good" or "very good"



SOURCE: Auditor's Office 1996 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
1992	78%	15%	7%	72%	17%	11%	31%	32%	37%
1993	76%	17%	7%	74%	17%	9%	32%	33%	35%
1994	76%	18%	6%	75%	16%	8%	36%	35%	29%
1995	76%	18%	6%	77%	15%	8%	37%	34%	29%
1996	77%	16%	7%	76%	15%	9%	40%	31%	29%



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## Chapter 6 Water

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

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

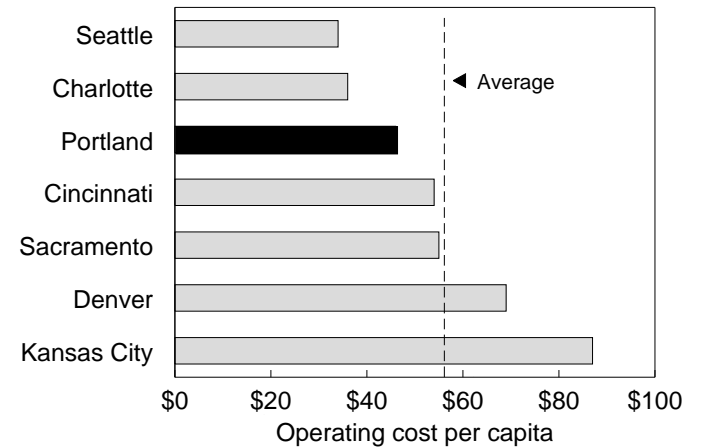
The Bureau also manages an underground well water supply that acts as a secondary water source in emergency situations.

### Staffing and Spending Data

Increases in water service spending and staffing remain slower than population and inflation growth:

- operating costs per capita declined 6%, while population served increased over 10%.
- authorized staffing remained stable.
- operating costs are lower than the average of six other cities surveyed.

**Figure 38** Water operating costs per capita: Portland and 6 other cities



SOURCE: Audit Services survey of other cities, FY 1995-96 and CY 1995 city budgets and CAFRs, and Bureau records

	Population served		Expenditures (in millions/constant '95-96 dollars) *			Authorized staffing	Operating costs per population served (constant '95-96 dollars)
	City (retail)	Outside city (wholesale)	Operating	Capital	Debt service		
<b>FY 1991-92</b>	454,150	267,700	\$35.5	\$19.8	\$12.7	494	\$49
<b>FY 1992-93</b>	459,300	275,697	\$37.0	\$23.0	\$10.2	507	\$50
<b>FY 1993-94</b>	471,325	283,659	\$36.4	\$18.5	\$8.7	509	\$48
<b>FY 1994-95</b>	495,090	294,910	\$35.7	\$18.5	\$11.5	500	\$45
<b>FY 1995-96</b>	497,600	302,142	\$36.8	\$21.4	\$11.8	501	\$46
<b>% change '91-92 to '95-96</b>	+10%	+13%	+4%	+8%	-7%	+1%	-6%

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

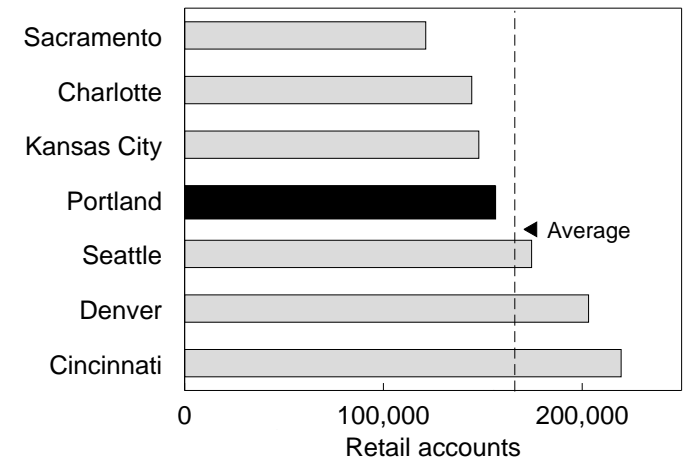


**Workload Indicators**

Total water sales declined slightly from last year. Since 1992, the number of retail accounts grew 2%, while overall water use per capita declined 19%. Most of the decline can be attributed to the Bureau's conservation efforts combined with wetter summers and falls.

The Bureau continues to add new pipeline as a result of light rail and local improvement projects. Portland has an average number of retail accounts compared to the six other cities surveyed.

**Figure 39** Number of retail water accounts: Portland and 6 other cities



SOURCE: Audit Services survey of other cities and Bureau records

	Water sales (constant '94-95 dollars)	Gallons of water delivered	Number of retail accounts	Feet of new water mains installed	Annual water usage per capita (inside City)
<b>FY 1991-92</b>	\$49.9 million	41.0 billion	153,289	79,718	57,615 gals.
<b>FY 1992-93</b>	\$43.7 million	34.3 billion	152,754	81,303	46,139 gals.
<b>FY 1993-94</b>	\$47.5 million	36.0 billion	153,575	93,959	45,441 gals.
<b>FY 1994-95</b>	\$50.8 million	38.2 billion	155,662	125,364	45,911 gals.
<b>FY 1995-96</b>	\$49.3 million	38.3 billion	156,246	137,432	46,845 gals.
<b>% change '91-92 to '95-96</b>	-1%	-7%	+2%	+72%	-19%

**Performance Indicators**

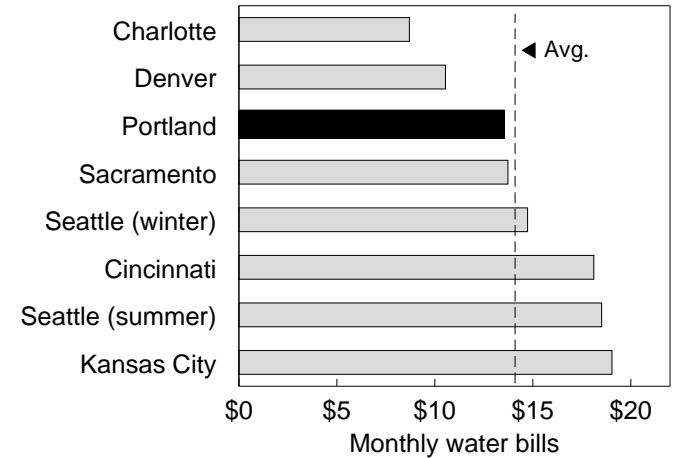
The Bureau continues to provide clean and reasonably priced water to customers.

- EPA standards were met in all cases.
- water bills are less than the average of six other cities surveyed.

Turbidity ratings increased dramatically in 1996. Bureau managers told us that heavy rains last winter contributed to turbidity increases; however, the Bull Run water supply was shut off before EPA limits were exceeded.

Portland residents also are consuming less water in peak summer months than in previous years.

**Figure 40** Comparable monthly residential water bills: Portland and 6 other cities



NOTE: Based on monthly water use of 1000 cubic feet plus service charge for comparative purposes; actual Portland average is 800 cubic feet.

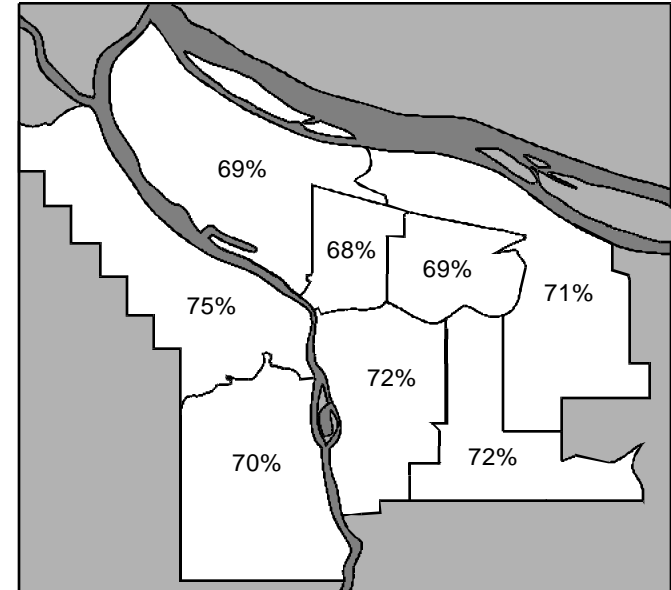
SOURCE: Audit Services Division survey of other city water rates.

	Selected tests for water quality *			Peak summer month water consumption (in millions of gallons)		Debt coverage ratio	Average monthly residential water bill (constant dollars)
	Nitrite (mg/l)	Turbidity (NTUs) max / ave	THM (mg/l)	Average day	Highest day		
<b>FY 1991-92</b>	.0069	1.90 / .38	.0097	174	207	1.93	\$11.96
<b>FY 1992-93</b>	.0136	1.09 / .28	.0188	117	135	1.83	\$11.42
<b>FY 1993-94</b>	.0135	.74 / .24	.0180	145	187	2.90	\$11.64
<b>FY 1994-95</b>	.0215	2.82 / .44	.0173	184	219	2.40	\$11.34
<b>FY 1995-96</b>	.0206	4.24 / .59	.0188	165	204	2.45	\$11.55
<b>Goal</b>	<b>&lt;1.0</b>	<b>&lt;5.00 / -</b>	<b>&lt;.1000</b>	-	-	<b>&gt;2.00</b>	-
<b>% change '91-92 to '95-96</b>	+199%	+123% / +55%	+94%	-5%	-1%	+27%	-3%

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

Overall satisfaction with water services increased significantly from 1992 when the area drought required waster use restrictions.

**Figure 41** Percent of neighborhood residents rating water services “good” or “very good”



SOURCE: Auditor's Office 1996 Citizen Survey

CITIZEN SURVEY	OVERALL rating of water services		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1992	57%	24%	19%
1993	65%	22%	13%
1994	67%	24%	9%
1995	70%	22%	8%
1996	71%	20%	9%



# Appendices

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## Appendix A 1996 Citizen Survey Results

In 1996, the annual Portland Citizen Survey was done in collaboration with the Multnomah County Auditor for the third time. The City service questions correspond to the goals of the 6 bureaus covered in this report, and the results are intended to indicate how well goals were met. County service questions are not discussed in this report.

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

We mailed approximately 9,800 surveys to City residents, and an additional 3,900 to County residents outside the City, in September 1996. A reminder was mailed four weeks later. At the time we wrote this report, 5,832 surveys were returned, for a County-wide response rate of 42%; 4,225 were City residents, for a City response rate of 43%.

### **Sampling error**

For the City-wide survey sample size of 4,225, the sampling error (at the conventional 95% confidence level) is no more than  $\pm 1.5\%$ . For the smaller sub-samples in each neighborhood, the sampling error is generally less than  $\pm 4\%$ .

### **Representativeness of respondents**

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

We sent surveys to residents in each of the 8 Portland neighborhoods. Because some of the neighborhoods are larger than others, we

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

#### **Follow-up on non-respondents**

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

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

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

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

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

#### **Results**

The 1996 survey questions and results for City respondents (N=4,225) follow; County-wide results (N=5,832) are reported separately by the Multnomah County Auditor. A percentage is given for the responses to each question, both for the City as a whole and for each neighborhood separately. In addition, the City-wide total percentages from the last four years' survey are included.

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



# 1996 Portland/Multnomah County CITIZEN SURVEY

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

	1996								Prior Year CITY TOTALS					
	NW/ Downtown		N	NE	Central NE	Inner SE	Outer SE	E	CITY TOTAL	1995	1994	1993	1992	1991
	SW													
<b>1</b> How safe would you feel walking alone <i>during the day</i> .														
• in your neighborhood?														
Very safe	63%	51%	28%	30%	40%	42%	24%	27%	39%	38%	36%	34%	36%	32%
Safe	31%	38%	51%	46%	45%	43%	53%	53%	44%	46%	46%	46%	45%	45%
Neither safe nor unsafe	5%	8%	17%	15%	10%	11%	17%	15%	12%	12%	13%	14%	13%	15%
Unsafe	1%	3%	3%	7%	4%	3%	5%	4%	4%	3%	5%	5%	5%	5%
Very unsafe	0%	0%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
	(643)	(483)	(526)	(454)	(531)	(567)	(457)	(478)	(4,139)	(4,296)	(3,882)	(4,544)	(4,030)	(4,440)
• in the park closest to you?														
Very safe	40%	28%	16%	19%	22%	25%	11%	16%	23%	23%	21%	18%	21%	17%
Safe	39%	47%	44%	41%	47%	44%	47%	47%	45%	44%	42%	42%	40%	40%
Neither safe nor unsafe	13%	16%	24%	18%	19%	19%	28%	20%	19%	20%	22%	22%	22%	23%
Unsafe	6%	7%	13%	15%	10%	9%	11%	13%	10%	10%	13%	14%	13%	15%
Very Unsafe	2%	3%	3%	7%	2%	3%	3%	4%	3%	3%	3%	4%	4%	5%
	(610)	(475)	(501)	(426)	(492)	(540)	(436)	(427)	(3,907)	(4,067)	(3,686)	(4,290)	(3,807)	(4,212)
• downtown?														
Very safe	26%	30%	12%	26%	18%	22%	10%	8%	19%	19%	17%	13%	16%	15%
Safe	45%	48%	47%	51%	45%	43%	37%	36%	44%	44%	43%	41%	42%	42%
Neither safe nor unsafe	20%	17%	25%	16%	24%	22%	31%	34%	23%	24%	24%	27%	25%	26%
Unsafe	7%	4%	13%	5%	9%	10%	17%	16%	10%	9%	12%	14%	12%	12%
Very unsafe	2%	1%	3%	2%	4%	3%	5%	6%	4%	4%	4%	5%	5%	5%
	(626)	(475)	(488)	(422)	(504)	(531)	(433)	(441)	(3,920)	(4,022)	(3,661)	(4,268)	(3,769)	(4,185)

1996

Prior Year  
CITY TOTALS

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
How safe would you feel walking alone <i>at night</i> .														
• in your neighborhood?														
Very safe	26%	12%	6%	7%	9%	13%	7%	8%	12%	10%	9%	9%	10%	8%
Safe	37%	39%	24%	25%	35%	30%	28%	29%	31%	30%	28%	26%	28%	26%
Neither safe nor unsafe	19%	21%	25%	19%	25%	24%	26%	25%	23%	24%	26%	23%	22%	24%
Unsafe	14%	19%	32%	28%	24%	25%	29%	30%	25%	25%	25%	27%	26%	26%
Very unsafe	4%	9%	13%	21%	7%	8%	10%	8%	9%	11%	13%	15%	14%	16%
	(634)	(472)	(509)	(444)	(520)	(547)	(451)	(461)	(4,038)	(4,198)	(3,801)	(4,439)	(3,935)	(4,331)
• in the park closest to you?														
Very safe	8%	5%	2%	1%	3%	4%	3%	2%	4%	3%	3%	2%	3%	2%
Safe	23%	16%	9%	10%	14%	13%	11%	12%	14%	12%	12%	10%	11%	9%
Neither safe nor unsafe	25%	25%	18%	19%	24%	24%	21%	25%	23%	23%	22%	19%	19%	19%
Unsafe	29%	32%	38%	32%	38%	35%	38%	34%	34%	35%	35%	37%	36%	36%
Very unsafe	15%	22%	33%	38%	21%	24%	27%	27%	25%	27%	29%	32%	31%	34%
	(605)	(460)	(491)	(427)	(487)	(534)	(421)	(431)	(3,856)	(4,000)	(3,627)	(4,237)	(3,735)	(4,152)
• downtown?														
Very safe	3%	6%	1%	3%	3%	2%	2%	1%	3%	3%	2%	2%	2%	2%
Safe	20%	24%	15%	25%	19%	18%	9%	8%	17%	16%	15%	12%	14%	12%
Neither safe nor unsafe	33%	31%	27%	30%	24%	29%	22%	22%	28%	28%	27%	23%	23%	25%
Unsafe	27%	25%	36%	28%	33%	31%	37%	37%	31%	31%	33%	34%	34%	33%
Very unsafe	17%	14%	21%	14%	21%	20%	30%	32%	21%	22%	24%	29%	27%	28%
	(618)	(464)	(476)	(422)	(499)	(522)	(424)	(439)	(3,864)	(4,030)	(3,660)	(4,242)	(3,752)	(4,154)
<b>2</b> 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 1995)?														
Yes	15%	27%	25%	28%	22%	28%	25%	20%	23%	24%	-	-	-	-
No	85%	73%	75%	72%	78%	72%	75%	80%	77%	76%	-	-	-	-
	(642)	(479)	(525)	(451)	(528)	(560)	(460)	(482)	(4,127)	(4,299)	-	-	-	-
<i>If YES:</i>														
• No. of times? (TOTAL REPORTED)	123	202	186	225	146	221	193	149	1,445	1,618	-	-	-	-
• How many were reported to the police? (PERCENT CALCULATED)	35%	39%	48%	30%	47%	43%	38%	46%	43%	44%	-	-	-	-

1996

Prior Year  
CITY TOTALS

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
<b>3</b> Did anyone break into, or burglarize, your home during the last 12 months?														
Yes	3%	2%	5%	9%	3%	6%	7%	5%	5%	5%	7%	7%	9%	10%
No	97%	98%	95%	91%	97%	94%	93%	95%	95%	95%	93%	93%	91%	90%
	(640)	(482)	(526)	(453)	(526)	(565)	(466)	(482)	(4,140)	(4,330)	(3,922)	(4,563)	(4,043)	(4,456)
<i>If YES:</i>														
• Was it reported to the police?														
Yes	59%	67%	62%	74%	86%	63%	73%	83%	71%	70%	77%	73%	80%	76%
No	41%	33%	38%	26%	14%	37%	27%	17%	29%	30%	23%	27%	20%	24%
	(17)	(12)	(29)	(39)	(14)	(30)	(30)	(23)	(194)	(196)	(265)	(327)	(323)	(432)
<b>4</b> Do you know, or have you heard of, your neighborhood police officer?														
Yes	13%	13%	20%	19%	16%	11%	13%	12%	15%	15%	16%	15%	13%	12%
No	87%	87%	80%	81%	84%	89%	87%	88%	85%	85%	84%	85%	87%	88%
	(635)	(473)	(514)	(449)	(521)	(556)	(460)	(475)	(4,083)	(4,307)	(3,896)	(4,537)	(4,049)	(4,461)
<b>5</b> How willing are you to help the police improve the quality of life in your neighborhood (for example, go to meetings or make phone calls)?														
Very willing	15%	15%	16%	23%	17%	15%	18%	13%	17%	14%	16%	18%	18%	17%
Willing	48%	44%	45%	48%	48%	44%	46%	48%	46%	44%	46%	49%	50%	51%
Neither willing nor unwilling	31%	32%	33%	24%	29%	32%	29%	33%	30%	33%	30%	26%	26%	26%
Unwilling	6%	8%	5%	4%	5%	7%	7%	5%	6%	7%	7%	6%	5%	5%
Very unwilling	0%	1%	1%	1%	1%	2%	0%	1%	1%	2%	1%	1%	1%	1%
	(601)	(450)	(478)	(414)	(489)	(516)	(413)	(427)	(3,788)	(3,939)	(3,561)	(4,207)	(3,755)	(4,121)
<b>6</b> Did you use the services of the fire department in the last twelve months?														
Yes	6%	6%	6%	8%	5%	7%	7%	7%	6%	8%	6%	7%	7%	7%
No	94%	94%	94%	92%	95%	93%	93%	93%	94%	92%	94%	93%	93%	93%
	(642)	(486)	(528)	(454)	(530)	(562)	(468)	(482)	(4,152)	(4,331)	(3,924)	(4,570)	(4,052)	(4,406)

1996

Prior Year  
CITY TOTALS

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
				Inner	Central	Inner	Outer							
<b>If YES:</b>														
• What type of service was it? (the last time, if more than once)														
Fire	31%	27%	26%	22%	11%	8%	19%	34%	22%	22%	24%	20%	30%	24%
Medical	58%	58%	53%	56%	61%	72%	65%	53%	60%	65%	62%	58%	50%	56%
Other	11%	15%	21%	22%	28%	20%	16%	13%	18%	13%	14%	22%	20%	20%
	(36)	(26)	(34)	(36)	(28)	(39)	(31)	(32)	(262)	(319)	(227)	(312)	(273)	(322)
How do you rate the quality of the service you got?														
Very good	78%	59%	64%	77%	54%	75%	80%	58%	69%	63%	77%	68%	68%	69%
Good	17%	33%	27%	20%	39%	22%	14%	29%	25%	29%	19%	22%	24%	23%
Neither good nor bad	0%	0%	6%	3%	4%	0%	3%	3%	2%	6%	2%	6%	4%	5%
Bad	5%	8%	3%	0%	4%	3%	0%	3%	3%	2%	2%	3%	3%	2%
Very bad	0%	0%	0%	0%	0%	0%	3%	7%	1%	0%	0%	1%	1%	1%
	(36)	(27)	(33)	(35)	(28)	(36)	(30)	(31)	(256)	(323)	(225)	(308)	(270)	(321)
<b>7</b> Are you prepared to sustain yourself for 72 hours after a major disaster?														
Yes	53%	41%	56%	45%	49%	47%	50%	54%	50%	46%	44%	46%	-	-
No	47%	59%	44%	55%	51%	53%	50%	46%	50%	54%	56%	54%	-	-
	(634)	(477)	(521)	(446)	(526)	(563)	(456)	(472)	(4,095)	(3,957)	(3,796)	(4,439)	-	-
<b>If NO:</b>														
• Do you know what to do to get prepared?														
Yes	49%	43%	50%	41%	46%	41%	42%	41%	44%	47%	48%	50%	-	-
No	51%	57%	50%	59%	54%	59%	58%	59%	56%	53%	52%	50%	-	-
	(262)	(248)	(201)	(218)	(244)	(264)	(199)	(188)	(1,824)	(1,908)	(1,936)	(2,205)	-	-
<b>8</b> Are you trained in first aid or CPR?														
First aid	10%	12%	11%	11%	9%	10%	10%	10%	11%	11%	10%	-	-	-
CPR	12%	10%	8%	12%	9%	11%	9%	7%	10%	15%	13%	-	-	-
Both	33%	29%	30%	32%	31%	30%	30%	27%	30%	28%	28%	-	-	-
Neither	45%	49%	51%	45%	51%	49%	51%	56%	49%	46%	49%	-	-	-
	(641)	(488)	(527)	(444)	(528)	(562)	(459)	(485)	(4,134)	(3,726)	(3,634)	-	-	-

1996

Prior Year  
CITY TOTALS

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
			Inner	Central	Inner	Outer								
<b>9</b> How well do you think:														
• the City provides sewer and drainage service to your home?														
Very well	25%	31%	24%	27%	21%	25%	18%	18%	24%	20%	21%	-	-	-
Well	46%	48%	49%	47%	51%	52%	43%	42%	48%	48%	49%	-	-	-
Neither well nor poorly	18%	15%	18%	17%	18%	17%	23%	23%	18%	22%	21%	-	-	-
Poorly	6%	4%	6%	6%	5%	5%	9%	10%	6%	6%	6%	-	-	-
Very poorly	5%	2%	3%	3%	5%	1%	7%	7%	4%	4%	4%	-	-	-
	(604)	(419)	(484)	(436)	(487)	(523)	(396)	(416)	(3,765)	(3,442)	(3,240)	-	-	-
• the sewer and storm drainage systems protect streams and rivers?														
Very well	4%	9%	8%	4%	3%	5%	2%	4%	5%	6%	6%	2%	3%	3%
Well	20%	20%	24%	19%	21%	19%	22%	23%	21%	25%	24%	16%	19%	20%
Neither well nor poorly	25%	20%	23%	25%	25%	21%	25%	27%	24%	23%	24%	25%	26%	23%
Poorly	34%	31%	27%	36%	33%	36%	32%	26%	32%	27%	26%	35%	34%	33%
Very poorly	17%	21%	18%	16%	18%	19%	19%	20%	18%	19%	20%	22%	18%	21%
	(529)	(381)	(432)	(373)	(436)	(475)	(366)	(368)	(3,360)	(3,088)	(2,931)	(3,651)	(2,972)	(3,210)
<b>10</b> In general, how do you rate the streets in your neighborhood in the following categories?														
• smoothness														
Very good	10%	16%	11%	15%	10%	15%	8%	12%	12%	11%	14%	12%	11%	12%
Good	37%	46%	48%	53%	46%	52%	43%	48%	46%	44%	46%	43%	15%	42%
Neither good nor bad	22%	22%	23%	19%	22%	20%	21%	21%	22%	23%	21%	23%	22%	23%
Bad	21%	13%	11%	11%	16%	10%	20%	12%	14%	15%	14%	15%	15%	15%
Very bad	10%	3%	7%	2%	6%	3%	8%	7%	6%	7%	5%	7%	7%	8%
	(645)	(484)	(528)	(457)	(528)	(559)	(464)	(480)	(4,145)	(4,058)	(3,807)	(4,541)	(4,038)	(4,440)

1996

Prior Year  
CITY TOTALS

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
				Inner	Central	Inner	Outer							
• cleanliness														
Very good	17%	16%	11%	14%	11%	13%	7%	11%	13%	11%	12%	12%	12%	11%
Good	50%	51%	51%	48%	55%	56%	44%	49%	51%	49%	51%	49%	48%	46%
Neither good nor bad	23%	22%	23%	20%	22%	22%	28%	26%	23%	25%	22%	23%	23%	25%
Bad	7%	8%	12%	13%	9%	7%	16%	10%	10%	11%	11%	11%	11%	13%
Very bad	3%	3%	3%	5%	3%	2%	5%	4%	3%	4%	4%	5%	6%	5%
	(637)	(485)	(524)	(450)	(527)	(559)	(462)	(481)	(4,125)	(4,053)	(3,799)	(4,528)	(3,996)	(4,398)
• traffic safety														
Very good	9%	8%	4%	7%	4%	6%	4%	6%	6%	7%	7%	7%	-	-
Good	37%	37%	37%	30%	35%	35%	27%	40%	35%	33%	34%	34%	-	-
Neither good nor bad	24%	25%	26%	23%	27%	30%	34%	29%	27%	25%	26%	27%	-	-
Bad	21%	22%	23%	26%	22%	22%	23%	16%	22%	23%	21%	21%	-	-
Very bad	9%	8%	10%	14%	12%	7%	12%	9%	10%	12%	12%	11%	-	-
	(636)	(477)	(527)	(446)	(520)	(557)	(459)	(482)	(4,104)	(4,020)	(3,781)	(4,491)	-	-
<b>11</b> In general, how do you rate the quality of the parks near your home in the following categories?														
• clean grounds														
Very good	37%	29%	21%	20%	18%	30%	17%	21%	25%	28%	27%	26%	24%	25%
Good	54%	53%	65%	61%	63%	59%	64%	62%	60%	57%	59%	58%	59%	59%
Neither good nor bad	7%	13%	11%	13%	15%	9%	15%	15%	12%	12%	12%	12%	13%	13%
Bad	2%	5%	3%	5%	4%	2%	3%	2%	3%	3%	2%	3%	3%	3%
Very bad	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%
	(576)	(458)	(469)	(405)	(457)	(514)	(407)	(364)	(3,650)	(3,675)	(3,389)	(4,040)	(3,598)	(4,022)
• well-maintained grounds														
Very good	33%	30%	21%	23%	17%	31%	18%	22%	25%	27%	26%	25%	23%	25%
Good	51%	52%	63%	56%	60%	56%	62%	55%	57%	56%	56%	57%	57%	56%
Neither good nor bad	14%	14%	13%	16%	20%	11%	16%	21%	15%	14%	15%	14%	16%	15%
Bad	1%	3%	3%	4%	3%	2%	3%	1%	2%	2%	2%	3%	5%	3%
Very bad	1%	1%	0%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	(573)	(453)	(468)	(402)	(455)	(512)	(405)	(359)	(3,627)	(3,655)	(3,370)	(4,019)	(3,569)	(3,984)

**1996**

**Prior Year  
CITY TOTALS**

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
• beauty of landscaping & plantings														
Very good	25%	35%	19%	20%	11%	29%	15%	20%	22%	24%	21%	21%	20%	22%
Good	47%	42%	54%	52%	49%	50%	54%	49%	50%	47%	47%	47%	48%	47%
Neither good nor bad	23%	18%	21%	23%	34%	17%	26%	25%	23%	24%	27%	26%	26%	26%
Bad	4%	4%	5%	4%	6%	4%	4%	5%	4%	4%	4%	5%	5%	4%
Very bad	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	(575)	(452)	(464)	(405)	(453)	(515)	(403)	(354)	(3,621)	(3,645)	(3,366)	(4,009)	(3,570)	(3,956)
• clean facilities														
Very good	20%	18%	11%	6%	7%	13%	9%	11%	13%	15%	13%	13%	12%	12%
Good	48%	38%	39%	38%	37%	43%	43%	46%	41%	40%	40%	38%	40%	37%
Neither good nor bad	26%	27%	33%	34%	35%	30%	33%	35%	31%	31%	33%	32%	31%	32%
Bad	5%	13%	14%	18%	17%	11%	12%	5%	12%	11%	12%	13%	13%	15%
Very bad	1%	4%	3%	4%	4%	3%	3%	3%	3%	3%	3%	4%	4%	4%
	(461)	(365)	(365)	(304)	(368)	(411)	(314)	(284)	(2,872)	(2,926)	(2,792)	(3,212)	(2,880)	(3,173)
• well-maintained facilities														
Very good	19%	19%	11%	9%	7%	14%	9%	13%	13%	15%	13%	13%	13%	12%
Good	47%	39%	44%	39%	39%	43%	44%	42%	42%	41%	41%	40%	41%	40%
Neither good nor bad	29%	27%	29%	31%	36%	30%	34%	38%	31%	31%	34%	32%	31%	31%
Bad	4%	12%	12%	17%	14%	9%	12%	5%	10%	10%	9%	11%	11%	13%
Very bad	2%	3%	4%	5%	4%	4%	2%	3%	4%	3%	3%	4%	4%	4%
	(464)	(366)	(372)	(301)	(373)	(416)	(319)	(288)	(2,899)	(2,932)	(2,792)	(3,254)	(2,898)	(3,170)
<b>12</b> In the past twelve months, how many times did you:														
• visit any City park?														
Never	11%	7%	17%	10%	16%	13%	21%	27%	15%	16%	16%	18%	16%	15%
Once or twice	18%	13%	18%	16%	22%	19%	23%	27%	19%	20%	20%	21%	19%	19%
3 to 5 times	20%	14%	16%	18%	18%	16%	20%	19%	18%	17%	18%	18%	17%	18%
6 to 10 times	11%	13%	14%	16%	14%	12%	13%	13%	13%	13%	13%	13%	14%	15%
More than 10 times	40%	53%	35%	40%	30%	40%	23%	14%	35%	34%	33%	30%	34%	33%
	(630)	(477)	(517)	(449)	(518)	(553)	(459)	(464)	(4,067)	(4,000)	(3,762)	(4,496)	(3,993)	(4,400)

1996

Prior Year  
CITY TOTALS

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
				Inner	Central	Inner	Outer							
• visit a City park near your home?														
Never	16%	8%	19%	18%	20%	16%	25%	33%	19%	20%	20%	23%	21%	21%
Once or twice	21%	15%	21%	20%	23%	19%	24%	27%	21%	22%	23%	23%	22%	21%
3 to 5 times	16%	15%	16%	20%	17%	17%	20%	16%	17%	17%	17%	15%	16%	16%
6 to 10 times	13%	14%	13%	11%	13%	13%	9%	11%	12%	11%	11%	12%	11%	13%
More than 10 times	34%	48%	31%	31%	27%	35%	21%	13%	31%	30%	29%	27%	30%	29%
	(614)	(470)	(506)	(441)	(508)	(540)	(449)	(452)	(3,980)	(3,859)	(3,645)	(4,411)	(3,906)	(4,318)
<b>13</b> 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	23%	16%	20%	16%	15%	15%	11%	7%	16%	15%	16%	14%	15%	15%
Satisfied	45%	46%	56%	57%	53%	53%	57%	57%	53%	52%	52%	54%	54%	51%
Neither sat. or dissat.	26%	30%	21%	22%	26%	26%	24%	32%	26%	28%	27%	25%	24%	27%
Dissatisfied	5%	6%	2%	3%	5%	4%	6%	3%	4%	4%	5%	5%	5%	6%
Very dissatisfied	1%	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	2%	2%	1%
	(419)	(246)	(333)	(289)	(330)	(327)	(283)	(233)	(2,460)	(2,418)	(2,411)	(2,899)	(2,619)	(2,932)
• affordable														
Very satisfied	22%	17%	18%	19%	13%	17%	9%	7%	16%	14%	15%	15%	15%	15%
Satisfied	46%	45%	51%	52%	53%	55%	53%	48%	50%	50%	50%	51%	52%	51%
Neither sat. or dissat.	26%	28%	25%	21%	25%	23%	27%	34%	26%	29%	27%	26%	24%	26%
Dissatisfied	4%	8%	5%	6%	7%	5%	9%	7%	6%	5%	6%	6%	7%	6%
Very dissatisfied	2%	2%	3%	3%	2%	1%	2%	4%	2%	2%	2%	2%	2%	2%
	(393)	(232)	(313)	(272)	(322)	(307)	(267)	(221)	(2,327)	(2,302)	(2,301)	(2,766)	(2,506)	(2,787)
• open at good times														
Very satisfied	16%	12%	14%	11%	10%	13%	6%	6%	12%	11%	12%	12%	11%	11%
Satisfied	46%	38%	48%	54%	53%	53%	55%	53%	50%	50%	49%	50%	52%	47%
Neither sat. or dissat.	33%	39%	28%	27%	30%	28%	29%	32%	31%	33%	32%	29%	29%	32%
Dissatisfied	3%	8%	6%	6%	6%	5%	9%	6%	6%	5%	6%	7%	6%	8%
Very dissatisfied	1%	2%	4%	2%	1%	2%	1%	2%	2%	1%	1%	2%	2%	2%
	(378)	(221)	(306)	(265)	(309)	(306)	(254)	(207)	(2,246)	(2,211)	(2,226)	(2,667)	(2,436)	(2,724)

\* estimated for 1996 due to error on survey form





1996

Prior Year  
CITY TOTALS

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
				Inner	Central	Inner	Outer							
• the quality of garbage service?														
Very good	24%	20%	23%	30%	21%	25%	19%	20%	23%	23%	23%	21%	25%	-
Good	52%	55%	54%	49%	57%	54%	53%	57%	54%	53%	53%	55%	53%	-
Neither good nor bad	17%	21%	15%	15%	13%	14%	18%	17%	16%	18%	18%	17%	15%	-
Bad	5%	3%	6%	4%	7%	5%	8%	3%	5%	4%	4%	5%	5%	-
Very bad	2%	1%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	-
	(616)	(375)	(506)	(431)	(509)	(535)	(439)	(459)	(3,870)	(3,849)	(3,625)	(4,341)	(3,278)	-
• the quality of recycling service?														
Very good	26%	17%	27%	32%	26%	26%	21%	22%	25%	26%	25%	23%	23%	-
Good	51%	49%	51%	46%	51%	52%	53%	54%	51%	51%	51%	51%	49%	-
Neither good nor bad	13%	23%	14%	13%	14%	14%	16%	17%	15%	15%	17%	17%	17%	-
Bad	7%	8%	6%	6%	5%	6%	8%	4%	6%	6%	6%	6%	7%	-
Very bad	3%	3%	2%	3%	4%	2%	2%	3%	3%	2%	2%	3%	4%	-
	(609)	(394)	(491)	(422)	(507)	(532)	(432)	(448)	(3,835)	(3,780)	(3,505)	(4,234)	(3,240)	-
Do you live in a single family home, a 2-, 3- or 4-plex, or a larger apartment/condominium?														
1 family home	82%	22%	84%	82%	87%	77%	86%	82%	75%	76%	78%	80%	-	-
2, 3 or 4-plex	5%	9%	6%	7%	6%	8%	7%	6%	7%	5%	5%	5%	-	-
Apartment	12%	64%	6%	8%	6%	12%	5%	10%	15%	16%	15%	13%	-	-
Other	1%	5%	4%	3%	1%	3%	2%	2%	3%	3%	3%	2%	-	-
	(616)	(469)	(507)	(431)	(515)	(542)	(447)	(468)	(3,995)	(3,988)	(3,762)	(4,425)	-	-
<b>16</b> In the last twelve months, have you experienced a problem related to animals in your neighborhood?														
Yes	30%	14%	38%	37%	32%	33%	43%	32%	32%	-	-	-	-	-
No	70%	86%	62%	63%	68%	67%	57%	68%	68%	-	-	-	-	-
	(631)	(471)	(521)	(449)	(520)	(557)	(456)	(472)	(4,077)	-	-	-	-	-

1996

Prior Year  
CITY TOTALS

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
			Inner	Central	Inner	Outer								
<b>If YES:</b>														
Did you report that problem (the last problem, if more than one) to Mult. Co. Animal Control?														
Yes	23%	12%	30%	32%	32%	24%	31%	35%	28%	-	-	-	-	-
No	77%	88%	70%	68%	68%	76%	69%	65%	72%	-	-	-	-	-
	(180)	(64)	(190)	(161)	(163)	(174)	(189)	(146)	(1,267)	-	-	-	-	-
If you did report it, how satisfied were you with the steps they took to resolve the problem?														
Very satisfied	10%	25%	22%	20%	8%	13%	11%	23%	16%	21%	16%	-	-	-
Satisfied	19%	0%	18%	18%	28%	27%	26%	16%	21%	25%	27%	-	-	-
Neither sat. or dissat.	10%	25%	9%	4%	8%	5%	9%	8%	8%	15%	16%	-	-	-
Dissatisfied	24%	12%	18%	23%	31%	29%	28%	16%	24%	16%	14%	-	-	-
Very dissatisfied	37%	38%	33%	35%	25%	26%	26%	37%	31%	23%	27%	-	-	-
	(41)	(8)	(55)	(51)	(51)	(38)	(57)	(51)	(352)	(457)	(369)	-	-	-
<b>17</b> In the past twelve months, how many times did you:														
• visit the Trans-Central Library? *														
Never	55%	39%	71%	52%	61%	58%	79%	78%	61%	63%	50%	-	-	-
Once or twice	21%	18%	14%	21%	18%	20%	10%	12%	17%	16%	21%	-	-	-
3 to 11 times	17%	23%	10%	16%	13%	14%	8%	7%	14%	13%	19%	-	-	-
12 to 24 times	5%	10%	4%	7%	5%	5%	2%	2%	5%	5%	7%	-	-	-
More than 24 times	2%	10%	1%	4%	3%	3%	1%	1%	3%	3%	3%	-	-	-
	(611)	(466)	(487)	(422)	(490)	(536)	(432)	(440)	(3,884)	(3,887)	(3,764)	-	-	-
• visit your neighborhood branch?														
Never	37%	64%	50%	38%	34%	41%	44%	52%	44%	46%	45%	-	-	-
Once or twice	14%	12%	21%	19%	17%	19%	19%	19%	18%	18%	18%	-	-	-
3 to 11 times	26%	13%	16%	23%	26%	23%	20%	16%	21%	20%	20%	-	-	-
12 to 24 times	14%	5%	8%	12%	12%	9%	8%	6%	9%	9%	11%	-	-	-
More than 24 times	9%	6%	5%	8%	11%	8%	9%	7%	8%	7%	7%	-	-	-
	(628)	(410)	(500)	(433)	(513)	(543)	(445)	(457)	(3,929)	(3,907)	(3,645)	-	-	-

\* question read "Central Library" in 1994 survey

1996

Prior Year  
CITY TOTALS

	NW/		NE		SE		E	CITY TOTAL	Prior Year CITY TOTALS					
	SW	Downtown	N	Inner	Central	Inner			Outer	1995	1994	1993	1992	1991
• contact the library by phone?														
Never	52%	58%	66%	52%	57%	56%	69%	73%	60%	63%	63%	-	-	-
Once or twice	27%	22%	20%	23%	20%	23%	17%	18%	22%	20%	21%	-	-	-
3 to 11 times	17%	13%	11%	18%	16%	15%	10%	6%	13%	12%	11%	-	-	-
12 to 24 times	3%	3%	2%	4%	5%	4%	2%	2%	3%	4%	4%	-	-	-
More than 24 times	1%	4%	1%	3%	2%	2%	2%	1%	2%	1%	1%	-	-	-
	(609)	(456)	(488)	(422)	(491)	(530)	(433)	(452)	(3,881)	(3,849)	(3,629)	-	-	-
• contact the library by computer?														
Never	85%	88%	92%	85%	87%	86%	94%	97%	89%	90%	93%	-	-	-
Once or twice	6%	5%	4%	5%	4%	4%	2%	2%	4%	4%	2%	-	-	-
3 to 11 times	6%	4%	2%	4%	5%	6%	2%	0%	4%	3%	3%	-	-	-
12 to 24 times	2%	1%	1%	3%	3%	2%	1%	0%	2%	1%	1%	-	-	-
More than 24 times	1%	2%	1%	3%	1%	2%	1%	1%	1%	2%	1%	-	-	-
	(593)	(427)	(467)	(411)	(478)	(525)	(423)	(437)	(3,761)	(3,768)	(3,516)	-	-	-
Which Multnomah County library do you usually go to?														
Albina	0%	0%	2%	14%	2%	0%	0%	0%	2%	-	-	-	-	-
Belmont	0%	1%	0%	1%	0%	19%	2%	1%	3%	-	-	-	-	-
Capitol Hill	23%	1%	0%	0%	0%	1%	0%	0%	4%	-	-	-	-	-
Central/Trans-Central	29%	90%	25%	33%	14%	28%	11%	8%	31%	-	-	-	-	-
Gregory Heights	0%	0%	1%	1%	33%	1%	6%	5%	6%	-	-	-	-	-
Gresham	0%	0%	1%	1%	0%	0%	5%	7%	1%	-	-	-	-	-
Hillsdale	45%	4%	0%	0%	0%	2%	2%	0%	9%	-	-	-	-	-
Holgate	0%	0%	0%	0%	0%	11%	28%	3%	5%	-	-	-	-	-
Hollywood	1%	3%	3%	31%	48%	7%	4%	4%	13%	-	-	-	-	-
Midland	1%	0%	1%	1%	2%	3%	17%	56%	8%	-	-	-	-	-
North Portland	0%	1%	19%	16%	1%	1%	1%	1%	4%	-	-	-	-	-
Rockwood	0%	0%	2%	0%	0%	0%	4%	15%	2%	-	-	-	-	-
St. Johns	0%	0%	46%	2%	0%	0%	0%	0%	5%	-	-	-	-	-
Sellwood-Moreland	1%	0%	0%	0%	0%	10%	0%	0%	2%	-	-	-	-	-
Woodstock	0%	0%	0%	0%	0%	17%	20%	0%	5%	-	-	-	-	-
	(431)	(308)	(281)	(283)	(344)	(350)	(249)	(255)	(2,501)	-	-	-	-	-

1996

Prior Year  
CITY TOTALS

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
In general, how satisfied are you with the library you usually go to?														
• hours that meet your needs														
Very satisfied	21%	26%	18%	19%	21%	19%	18%	31%	22%	18%	18%	-	-	-
Satisfied	54%	57%	54%	55%	54%	53%	58%	49%	54%	49%	50%	-	-	-
Neither sat. or dissat.	12%	8%	14%	12%	11%	14%	13%	12%	12%	18%	17%	-	-	-
Dissatisfied	12%	7%	13%	13%	13%	11%	10%	6%	11%	13%	13%	-	-	-
Very dissatisfied	1%	2%	1%	1%	1%	3%	1%	2%	1%	2%	2%	-	-	-
	(488)	(357)	(325)	(339)	(406)	(409)	(307)	(294)	(2,925)	(2,959)	(2,851)	-	-	-
• convenient location														
Very satisfied	40%	30%	26%	31%	37%	31%	30%	38%	33%	28%	28%	-	-	-
Satisfied	51%	46%	59%	52%	54%	56%	57%	49%	53%	53%	55%	-	-	-
Neither sat. or dissat.	6%	11%	11%	10%	7%	9%	8%	10%	9%	13%	13%	-	-	-
Dissatisfied	1%	10%	4%	7%	2%	3%	4%	2%	4%	5%	4%	-	-	-
Very dissatisfied	2%	3%	0%	0%	0%	1%	1%	1%	1%	1%	1%	-	-	-
	(505)	(357)	(331)	(344)	(409)	(418)	(315)	(309)	(2,988)	(2,996)	(2,905)	-	-	-
• availability of books and materials														
Very satisfied	22%	29%	16%	22%	22%	20%	20%	28%	22%	20%	19%	-	-	-
Satisfied	52%	53%	61%	48%	52%	55%	56%	49%	53%	49%	52%	-	-	-
Neither sat. or dissat.	13%	12%	14%	16%	16%	14%	17%	14%	15%	21%	20%	-	-	-
Dissatisfied	11%	4%	7%	12%	9%	9%	7%	7%	8%	8%	8%	-	-	-
Very dissatisfied	2%	2%	2%	2%	1%	2%	0%	2%	2%	2%	2%	-	-	-
	(483)	(350)	(325)	(336)	(402)	(406)	(300)	(294)	(2,896)	(2,928)	(2,822)	-	-	-
• assistance provided by library staff														
Very satisfied	38%	43%	33%	36%	37%	32%	31%	36%	36%	32%	32%	-	-	-
Satisfied	50%	47%	54%	48%	50%	55%	54%	46%	50%	49%	49%	-	-	-
Neither sat. or dissat.	9%	9%	12%	14%	11%	8%	11%	16%	11%	16%	15%	-	-	-
Dissatisfied	2%	1%	1%	2%	2%	5%	4%	1%	2%	2%	3%	-	-	-
Very dissatisfied	1%	0%	0%	0%	0%	0%	0%	1%	1%	1%	1%	-	-	-
	(469)	(336)	(317)	(334)	(393)	(401)	(290)	(288)	(2,828)	(2,898)	(2,782)	-	-	-

1996

Prior Year  
CITY TOTALS

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
			Inner	Central	Inner	Outer								
• children's programs														
Very satisfied	24%	21%	21%	20%	26%	22%	20%	23%	22%	20%	17%	-	-	-
Satisfied	46%	44%	48%	42%	50%	48%	54%	46%	47%	43%	45%	-	-	-
Neither sat. or dissat.	27%	33%	30%	32%	23%	27%	23%	29%	28%	35%	36%	-	-	-
Dissatisfied	3%	0%	1%	3%	1%	3%	3%	1%	2%	1%	2%	-	-	-
Very dissatisfied	0%	2%	0%	3%	0%	0%	0%	1%	1%	1%	1%	-	-	-
	(220)	(119)	(165)	(156)	(214)	(188)	(167)	(159)	(1,388)	(1,461)	(1,377)	-	-	-
<b>18</b> Do you own a home in Multnomah County?														
Yes	81%	33%	79%	77%	80%	72%	80%	80%	73%	72%	74%	-	-	-
No	19%	67%	21%	23%	20%	28%	20%	20%	27%	28%	26%	-	-	-
	(626)	(475)	(516)	(446)	(521)	(553)	(452)	(465)	(4,054)	(4,086)	(3,801)	-	-	-
<i>If YES:</i>														
How do you think the assessed value on your last tax statement compares to what you could sell it for ("market value")? (if you own more than one home, answer about the one you live in)														
Way above market	11%	12%	16%	10%	12%	15%	16%	13%	13%	12%	13%	-	-	-
Somewhat above market	35%	27%	33%	25%	36%	31%	35%	38%	33%	30%	29%	-	-	-
At market	37%	40%	36%	38%	39%	40%	34%	37%	38%	39%	41%	-	-	-
Somewhat below market	16%	20%	13%	24%	12%	14%	14%	11%	15%	17%	16%	-	-	-
Way below market	1%	1%	2%	3%	1%	0%	1%	1%	1%	2%	2%	-	-	-
	(425)	(119)	(308)	(277)	(353)	(322)	(292)	(296)	(2,392)	(2,421)	(2,285)	-	-	-
<b>19</b> How do you rate the following methods of voting?														
• voting at polling places														
Very good	30%	30%	24%	31%	29%	28%	23%	19%	27%	35%	-	-	-	-
Good	38%	35%	43%	38%	40%	38%	39%	37%	38%	44%	-	-	-	-
Neither good nor bad	26%	26%	27%	24%	25%	26%	29%	34%	27%	17%	-	-	-	-
Bad	4%	6%	4%	5%	4%	6%	6%	6%	5%	3%	-	-	-	-
Very bad	2%	3%	2%	2%	2%	2%	3%	4%	3%	1%	-	-	-	-
	(571)	(379)	(432)	(404)	(453)	(490)	(383)	(397)	(3,509)	(3,806)	-	-	-	-

1996

Prior Year  
CITY TOTALS

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
			Inner	Central	Inner	Outer								
• voting by mail														
Very good	66%	67%	61%	65%	60%	64%	61%	65%	64%	51%	-	-	-	-
Good	21%	23%	25%	22%	24%	22%	28%	22%	23%	29%	-	-	-	-
Neither good nor bad	6%	5%	9%	7%	9%	6%	8%	7%	7%	11%	-	-	-	-
Bad	4%	2%	3%	2%	4%	4%	2%	2%	3%	5%	-	-	-	-
Very bad	3%	3%	2%	4%	3%	4%	1%	4%	3%	4%	-	-	-	-
	(624)	(456)	(503)	(429)	(512)	(548)	(428)	(450)	(3,950)	(3,946)	-	-	-	-
<b>20</b> Overall, how do you rate the livability of your neighborhood?														
Very good	50%	42%	18%	28%	26%	34%	14%	27%	31%	28%	26%	25%	-	-
Good	43%	45%	58%	44%	58%	52%	51%	52%	50%	51%	52%	52%	-	-
Neither good nor bad	6%	10%	19%	18%	14%	11%	27%	17%	15%	16%	16%	17%	-	-
Bad	1%	3%	4%	8%	2%	3%	7%	3%	3%	4%	4%	5%	-	-
Very bad	0%	0%	1%	2%	0%	0%	1%	1%	1%	1%	1%	1%	-	-
	(642)	(485)	(526)	(456)	(527)	(566)	(465)	(479)	(4,146)	(4,292)	(3,874)	(4,258)	-	-
<b>21</b> Overall, how good a job do you think local government is doing at providing government services?														
Very good	12%	12%	3%	9%	9%	9%	6%	5%	8%	6%	5%	-	-	-
Good	57%	63%	55%	55%	56%	59%	44%	41%	54%	52%	48%	-	-	-
Neither good nor bad	24%	21%	34%	27%	27%	25%	37%	43%	30%	33%	37%	-	-	-
Bad	6%	3%	4%	6%	6%	6%	10%	7%	6%	7%	8%	-	-	-
Very bad	1%	1%	4%	3%	2%	1%	3%	4%	2%	2%	3%	-	-	-
	(610)	(451)	(498)	(426)	(503)	(528)	(431)	(449)	(3,896)	(3,973)	(3,509)	-	-	-

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CITY TOTALS

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

• Police

	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
				Inner	Central	Inner	Outer							
Very good	21%	21%	20%	19%	17%	16%	16%	15%	18%	14%	14%	14%	12%	11%
Good	55%	55%	57%	54%	58%	58%	57%	56%	56%	56%	56%	54%	51%	49%
Neither good nor bad	20%	16%	17%	20%	20%	18%	20%	21%	19%	21%	22%	23%	25%	27%
Bad	3%	7%	5%	5%	3%	6%	4%	6%	5%	7%	6%	7%	9%	10%
Very bad	1%	1%	1%	2%	2%	2%	3%	2%	2%	2%	2%	2%	3%	3%
	(574)	(424)	(503)	(446)	(507)	(526)	(438)	(458)	(3,876)	(3,955)	(3,641)	(4,179)	(3,717)	(4,083)

• Fire

Very good	36%	32%	32%	34%	33%	28%	24%	29%	31%	29%	28%	29%	29%	29%
Good	53%	57%	60%	57%	58%	61%	65%	61%	59%	59%	61%	59%	59%	59%
Neither good nor bad	11%	10%	7%	9%	9%	10%	9%	10%	10%	12%	10%	11%	11%	11%
Bad	0%	1%	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%	1%
Very bad	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%
	(523)	(389)	(472)	(374)	(461)	(476)	(403)	(435)	(3,533)	(3,601)	(3,316)	(3,797)	(3,341)	(3,738)

• Water

Very good	19%	22%	19%	19%	18%	15%	14%	17%	18%	17%	14%	16%	11%	18%
Good	51%	53%	50%	49%	51%	57%	58%	53%	53%	53%	53%	49%	46%	50%
Neither good nor bad	21%	17%	21%	19%	23%	21%	20%	22%	20%	22%	24%	22%	24%	22%
Bad	6%	6%	5%	9%	6%	5%	6%	6%	6%	5%	6%	9%	11%	7%
Very bad	3%	2%	5%	4%	2%	2%	2%	2%	3%	3%	3%	4%	8%	3%
	(584)	(403)	(488)	(422)	(504)	(508)	(427)	(457)	(3,793)	(3,883)	(3,546)	(4,261)	(3,801)	(4,097)

• Parks

Very good	26%	30%	19%	23%	19%	26%	16%	13%	22%	18%	17%	15%	16%	14%
Good	59%	55%	61%	57%	61%	60%	62%	61%	59%	60%	60%	61%	61%	58%
Neither good nor bad	13%	13%	16%	14%	17%	12%	19%	23%	16%	18%	19%	19%	19%	23%
Bad	1%	2%	3%	4%	2%	2%	1%	2%	2%	3%	3%	4%	3%	4%
Very bad	1%	0%	1%	2%	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%
	(578)	(444)	(452)	(411)	(469)	(509)	(398)	(364)	(3,625)	(3,802)	(3,430)	(3,962)	(3,543)	(3,883)



1996

Prior Year  
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	NW/		NE		SE		E	CITY TOTAL	Prior Year CITY TOTALS					
	SW	Downtown	N	Inner	Central	Inner			Outer	1995	1994	1993	1992	1991
• Recreation centers/activities														
Very good	24%	19%	16%	17%	17%	19%	11%	12%	17%	13%	13%	11%	12%	10%
Good	51%	55%	57%	61%	58%	60%	58%	56%	57%	55%	55%	51%	51%	49%
Neither good nor bad	22%	23%	23%	17%	23%	18%	25%	28%	22%	28%	28%	32%	31%	34%
Bad	2%	3%	3%	3%	2%	2%	4%	3%	3%	3%	4%	5%	5%	6%
Very bad	1%	0%	1%	2%	0%	1%	2%	1%	1%	1%	1%	1%	1%	1%
	(445)	(295)	(368)	(309)	(373)	(365)	(317)	(278)	(2,750)	(2,834)	(2,684)	(2,962)	(2,663)	(2,871)
• Library														
Very good	27%	31%	21%	24%	26%	23%	20%	29%	25%	24%	21%	-	-	-
Good	59%	54%	62%	63%	62%	61%	66%	55%	60%	59%	59%	-	-	-
Neither good nor bad	12%	13%	16%	10%	11%	14%	11%	14%	13%	15%	18%	-	-	-
Bad	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	2%	-	-	-
Very bad	1%	0%	0%	1%	0%	1%	0%	1%	1%	0%	0%	-	-	-
	(538)	(404)	(400)	(377)	(446)	(468)	(363)	(359)	(3,355)	(3,485)	(3,225)	-	-	
• Elections														
Very good	25%	26%	18%	24%	17%	20%	13%	14%	20%	16%	15%	-	-	-
Good	56%	53%	59%	55%	57%	55%	58%	54%	56%	56%	57%	-	-	-
Neither good nor bad	15%	18%	19%	19%	21%	21%	25%	27%	20%	25%	24%	-	-	-
Bad	3%	3%	3%	1%	3%	3%	3%	3%	3%	2%	3%	-	-	-
Very bad	1%	0%	1%	1%	2%	1%	1%	2%	1%	1%	1%	-	-	-
	(575)	(430)	(464)	(416)	(478)	(526)	(411)	(420)	(3,720)	(3,836)	(3,486)	-	-	-
• Property assessment														
Very good	5%	5%	2%	5%	3%	3%	2%	3%	3%	3%	3%	-	-	-
Good	26%	29%	25%	28%	24%	25%	24%	19%	25%	23%	22%	-	-	-
Neither good nor bad	42%	42%	42%	43%	44%	43%	43%	44%	43%	46%	45%	-	-	-
Bad	19%	16%	22%	18%	20%	21%	19%	23%	20%	20%	21%	-	-	-
Very bad	9%	9%	9%	6%	9%	8%	12%	11%	9%	8%	9%	-	-	-
	(490)	(228)	(409)	(334)	(420)	(422)	(365)	(380)	(3,048)	(3,204)	(2,936)	-	-	-
• Animal control														
Very good	9%	9%	8%	8%	6%	7%	6%	9%	8%	6%	6%	-	-	-
Good	39%	47%	40%	39%	40%	43%	36%	40%	40%	38%	38%	-	-	-
Neither good nor bad	36%	34%	32%	35%	38%	33%	39%	35%	35%	38%	38%	-	-	-
Bad	11%	6%	13%	12%	11%	13%	13%	10%	11%	12%	13%	-	-	-
Very bad	5%	4%	7%	6%	5%	4%	6%	6%	6%	6%	6%	-	-	-
	(444)	(255)	(432)	(343)	(404)	(438)	(371)	(380)	(3,067)	(3,127)	(2,855)	-	-	-

**1996**

**Prior Year  
CITY TOTALS**

	1996								Prior Year CITY TOTALS					
	SW	NW/ Downtown	N	NE		SE		E	CITY TOTAL	1995	1994	1993	1992	1991
			Inner	Central	Inner	Outer								
• Street maintenance														
Very good	8%	9%	7%	9%	6%	7%	5%	6%	7%	6%	6%	7%	6%	6%
Good	32%	45%	47%	49%	45%	46%	34%	40%	42%	42%	44%	42%	44%	39%
Neither good nor bad	30%	29%	28%	28%	29%	32%	30%	30%	30%	30%	30%	31%	31%	32%
Bad	21%	13%	13%	10%	15%	11%	21%	16%	15%	16%	15%	15%	14%	18%
Very bad	9%	4%	5%	4%	5%	4%	10%	8%	6%	6%	5%	5%	5%	5%
	(624)	(470)	(512)	(449)	(522)	(555)	(449)	(467)	(4,048)	(4,197)	(3,774)	(4,361)	(3,877)	(4,190)
• Street lighting														
Very good	11%	12%	9%	9%	10%	11%	9%	11%	10%	8%	8%	9%	9%	-
Good	49%	51%	54%	50%	49%	52%	48%	54%	51%	52%	53%	52%	52%	-
Neither good nor bad	25%	25%	23%	25%	28%	24%	27%	23%	25%	26%	26%	25%	25%	-
Bad	11%	10%	11%	12%	11%	11%	12%	9%	11%	11%	11%	11%	11%	-
Very bad	4%	2%	3%	4%	2%	2%	4%	3%	3%	3%	4%	3%	3%	-
	(615)	(471)	(517)	(446)	(523)	(559)	(452)	(474)	(4,057)	(4,199)	(3,777)	(4,395)	(3,918)	-
• Traffic management														
Very good	5%	6%	6%	5%	4%	5%	4%	5%	5%	5%	4%	5%	5%	-
Good	32%	35%	36%	29%	33%	35%	32%	38%	34%	34%	36%	35%	38%	-
Neither good nor bad	30%	33%	29%	29%	33%	31%	34%	34%	31%	33%	33%	34%	31%	-
Bad	22%	20%	20%	26%	19%	21%	20%	13%	20%	18%	19%	19%	19%	-
Very bad	11%	6%	10%	11%	11%	8%	11%	10%	10%	10%	8%	7%	7%	-
	(607)	(457)	(498)	(433)	(514)	(541)	(439)	(446)	(3,935)	(4,033)	(3,623)	(4,173)	(3,726)	-
• Recycling														
Very good	24%	19%	24%	30%	24%	24%	19%	19%	23%	24%	21%	19%	18%	-
Good	54%	57%	54%	54%	57%	56%	56%	59%	56%	55%	56%	55%	54%	-
Neither good nor bad	14%	16%	16%	9%	12%	14%	18%	15%	14%	15%	17%	17%	19%	-
Bad	6%	7%	3%	5%	5%	5%	5%	4%	5%	5%	5%	7%	6%	-
Very bad	2%	1%	3%	2%	2%	1%	2%	3%	2%	1%	2%	2%	3%	-
	(617)	(432)	(505)	(438)	(514)	(549)	(454)	(458)	(3,967)	(4,105)	(3,669)	(4,251)	(3,775)	-

**1996**

**Prior Year  
CITY TOTALS**

	NW/		NE		SE		E	CITY TOTAL	Prior Year CITY TOTALS					
	SW	Downtown	N	Inner	Central	Inner			Outer	1995	1994	1993	1992	1991
• Sewers														
Very good	10%	9%	10%	11%	8%	7%	7%	10%	9%	8%	7%	6%	5%	5%
Good	43%	44%	46%	41%	44%	47%	48%	46%	45%	46%	44%	36%	36%	33%
Neither good nor bad	31%	28%	30%	29%	30%	29%	28%	26%	29%	31%	32%	32%	35%	35%
Bad	11%	14%	8%	14%	11%	12%	9%	11%	11%	10%	11%	18%	16%	18%
Very bad	5%	5%	6%	5%	7%	5%	8%	7%	6%	5%	6%	8%	8%	9%
	(569)	(360)	(468)	(410)	(473)	(503)	(389)	(406)	(3,578)	(3,573)	(3,246)	(3,810)	(3,259)	(3,420)
• Storm drainage														
Very good	7%	7%	7%	8%	5%	6%	5%	8%	7%	6%	6%	4%	5%	4%
Good	35%	32%	37%	30%	35%	38%	36%	35%	35%	37%	36%	32%	32%	29%
Neither good nor bad	29%	23%	30%	32%	30%	27%	29%	28%	28%	30%	30%	32%	33%	31%
Bad	20%	26%	17%	21%	21%	22%	20%	18%	20%	17%	18%	22%	21%	25%
Very bad	9%	12%	9%	9%	9%	7%	10%	11%	10%	10%	9%	10%	9%	11%
	(567)	(383)	(467)	(422)	(469)	(510)	(394)	(402)	(3,614)	(3,636)	(3,256)	(3,867)	(3,355)	(3,672)
• Housing and nuisance inspections														
Very good	7%	6%	4%	7%	3%	4%	4%	7%	5%	4%	4%	-	-	-
Good	25%	33%	25%	25%	25%	29%	20%	25%	26%	25%	26%	-	-	-
Neither good nor bad	53%	43%	44%	41%	46%	48%	46%	47%	46%	48%	47%	-	-	-
Bad	6%	12%	17%	17%	15%	14%	19%	13%	14%	14%	15%	-	-	-
Very bad	9%	6%	10%	10%	11%	5%	11%	8%	9%	9%	9%	-	-	-
	(285)	(179)	(309)	(249)	(273)	(283)	(255)	(247)	(2,080)	(2,146)	(2,072)	-	-	-
What part of the City do you live in?	15%	12%	13%	11%	13%	14%	11%	11%	100%					
	(650)	(496)	(537)	(465)	(539)	(575)	(473)	(490)	(4,225)	(4,379)	(3,970)	(4,656)	(4,126)	(4,551)
What is your sex?														
Male	50%	50%	44%	48%	46%	50%	49%	45%	48%	49%	49%	46%	49%	50%
Female	50%	50%	56%	52%	54%	50%	51%	55%	52%	51%	51%	54%	51%	50%
	(641)	(488)	(522)	(461)	(530)	(561)	(463)	(482)	(4,148)	(4,317)	(3,882)	(4,512)	(4,038)	(4,408)

1996

Prior Year  
CITY TOTALS

	NW/		NE		SE		E	CITY TOTAL	Prior Year CITY TOTALS					
	SW	Downtown	N	Inner	Central	Inner			Outer	1995	1994	1993	1992	1991
What is your age?														
Under 20	<1%	<1%	<1%	<1%	1%	<1%	0%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
20-29	8%	20%	11%	12%	8%	16%	10%	8%	12%	9%	10%	8%	9%	10%
30-44	29%	27%	28%	32%	30%	28%	29%	23%	28%	31%	31%	30%	33%	34%
45-59	32%	22%	22%	29%	26%	24%	29%	23%	26%	24%	24%	23%	21%	21%
60-74	18%	17%	22%	14%	18%	18%	21%	26%	19%	21%	22%	23%	23%	22%
Over 74	13%	14%	17%	13%	17%	14%	11%	20%	15%	15%	14%	15%	14%	13%
	(641)	(486)	(528)	(458)	(533)	(562)	(465)	(481)	(4,154)	(4,305)	(3,898)	(4,528)	(4,048)	(4,398)
How many people live in your household? (TOTAL REPORTED)														
Age 12 and under	203	42	195	160	176	162	199	174	1,311	1,371	1,293	-	-	-
Age 13 to 18	119	16	72	84	105	52	75	81	604	567	557	-	-	-
Age 19 to 54	755	485	587	632	644	736	577	492	4,908	4,904	4,466	-	-	-
Age 55 and over	413	245	373	218	346	328	298	375	2,599	2,771	2,485	-	-	-
Which of these is closest to describing your ethnic background?														
Caucasian/White	94%	92%	88%	81%	88%	92%	91%	93%	90%	91%	90%	91%	94%	90%
African-American/Black	1%	<1%	3%	12%	3%	1%	<1%	1%	3%	3%	3%	4%	2%	3%
Asian or Pacific Islander	2%	4%	4%	1%	5%	4%	5%	3%	4%	3%	4%	3%	2%	3%
Native American/Indian	<1%	1%	2%	1%	1%	1%	<1%	1%	1%	<1%	1%	1%	<1%	3%
Hispanic	1%	1%	2%	2%	2%	1%	2%	1%	1%	1%	1%	1%	<1%	<1%
Other	1%	2%	1%	3%	1%	1%	1%	1%	1%	2%	1%	<1%	1%	1%
	(630)	(480)	(524)	(455)	(524)	(552)	(457)	(475)	(4,097)	(4,284)	(3,864)	(4,470)	(4,022)	(4,336)
How much education have you completed?														
Elementary	<1%	1%	2%	<1%	2%	1%	2%	2%	1%	2%	2%	2%	2%	2%
Some high school	2%	2%	9%	4%	3%	5%	8%	6%	5%	5%	5%	5%	4%	5%
High school graduate	7%	9%	24%	13%	18%	16%	27%	28%	17%	16%	19%	19%	18%	18%
Some college	24%	24%	37%	32%	36%	30%	39%	37%	32%	32%	32%	33%	32%	32%
College graduate	67%	64%	28%	51%	41%	48%	24%	27%	45%	45%	43%	41%	44%	43%
	(643)	(482)	(528)	(461)	(527)	(561)	(468)	(478)	(4,148)	(4,324)	(3,892)	(4,523)	(4,029)	(4,397)

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## Appendix B Comparison City Data

### Charlotte, North Carolina

FY 1995-96	
Population- Charlotte	460,761
Population- Charlotte/Mecklenburg Co.	580,000
Fire and medical incidents	
Structural fires	939
Other incidents (including EMS)	52,231
TOTAL	53,170
Average on-duty fire and EMS staff	178
Part I crimes (CY 1995)	52,457
Police sworn personnel	1,290
Total lane miles of streets	3,674
Miles of combined sewers	0
Number retail water accounts	146,178
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$16.62
Water	\$8.70

### Cincinnati, Ohio

CY 1995	
Population	358,170
Fire and medical incidents	
Structural fires	1,501
Other incidents (including EMS)	62,320
TOTAL	63,821
Average on-duty fire and EMS staff	173
Part I crimes	27,330
Police sworn personnel	943
Total lane miles of streets	2,820
Miles of combined sewer	675
Number retail water accounts	219,580
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$34.08
Water	\$18.11

### Denver, Colorado

CY 1995	
Population	486,350
Fire and medical incidents	
Structural fires	1,004
Other incidents (including EMS)	60,140
TOTAL	61,144
Average on-duty fire and EMS staff	190
Part I crimes	35,853
Police sworn personnel	1,388
Total lane miles of streets	5,000
Miles of combined sewer	0
Number retail water accounts	203,212
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$21.07
Water	\$10.54

### Kansas City, Missouri

FY 1995-96	
Population	436,168
Fire and medical incidents	
Structural fires	1,054
Other incidents (including EMS)	45,905
TOTAL	46,959
Average on-duty fire and EMS staff	183
Part I crimes (CY 1995)	53,054
Police sworn personnel	1,257
Total lane miles of streets	5,700
Miles of combined sewer	552
Number retail water accounts	148,000
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$11.86
Water	\$19.04

### Sacramento, California

FY 1995-96	
Population, with contract areas	396,032
Fire and medical incidents	
Structural fires	742
Other incidents (including EMS)	54,162
TOTAL	54,904
Average on-duty fire and EMS staff	138
Part I crimes (CY 1995)	39,005
Police sworn personnel	613
Total lane miles of streets	3,844
Miles of combined sewer	310
Number retail water accounts	121,299
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$29.63
Water	\$13.73

### Seattle, Washington

CY 1995	
Population	532,900
Fire and medical incidents	
Structural fires	670
Other incidents (including EMS)	65,931
TOTAL	66,601
Average on-duty fire and EMS staff	190
Part I crimes	55,753
Police sworn personnel	1,253
Total lane miles of streets	3,800
Miles of combined sewer	1,025
Number retail water accounts	174,553
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$41.55
Water	winter: \$14.73
	summer: \$18.51

