

City of Portland

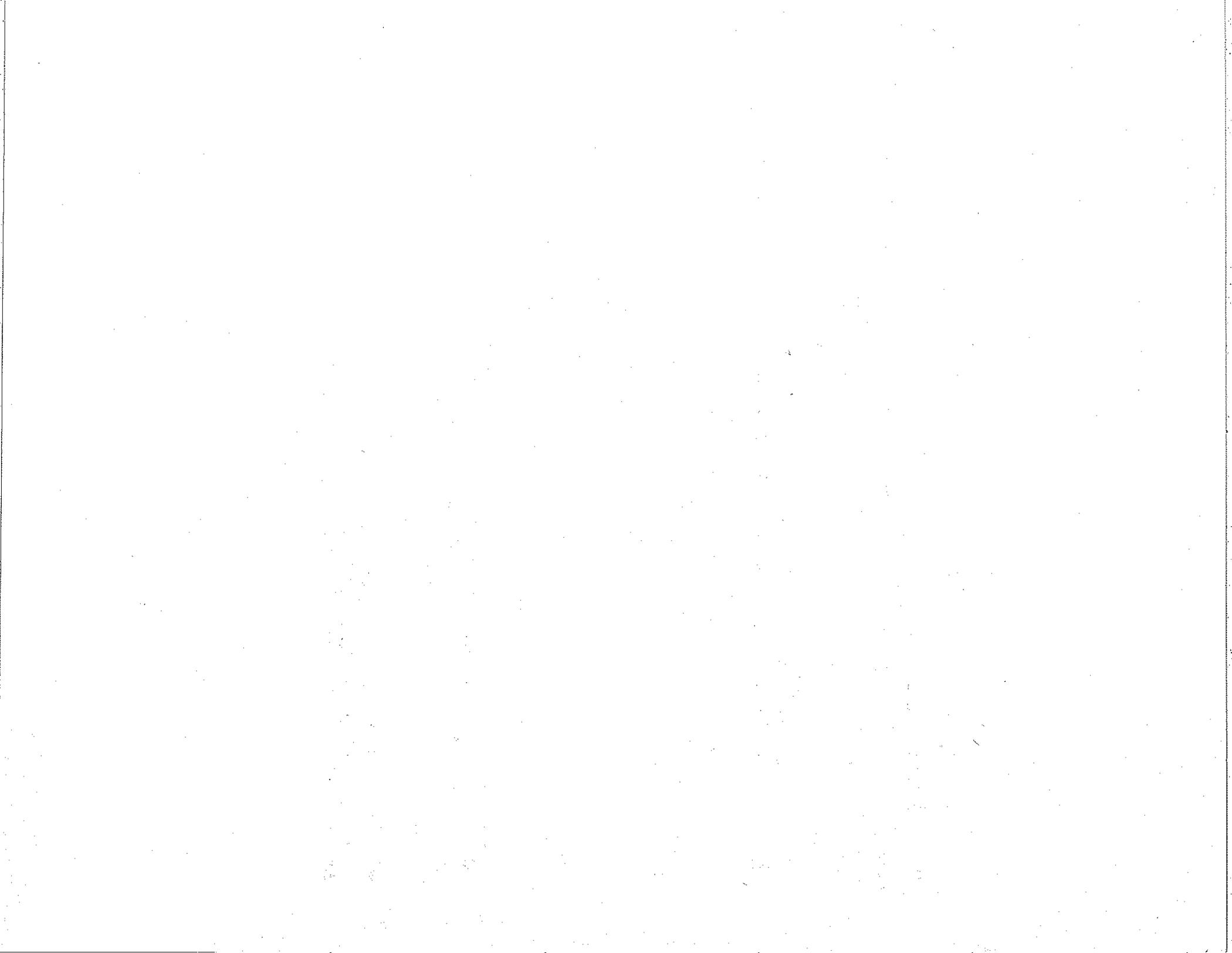
Service Efforts and Accomplishments: 1993-94

Fourth Annual Report on City Government Performance



Office of the City Auditor
Portland, Oregon

January 1995



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Service Efforts and Accomplishments: 1993-94

Fourth Annual Report on City Government Performance

A Report by the Audit Services Division
Report #201

Office of the City Auditor
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Summary

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

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

The report compares fiscal year 1993-94 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 1994 Citizen Survey, in which almost 4,000 City residents rated the quality of city services. We randomly selected residents from the seven large neighborhood regions in Portland so that their comments would statistically represent the opinions of all residents.

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

Police Portland's crime rate has stayed about the same for the past four years. In addition:

- residents feel safer both during the day and at night.
- more Portlanders know their neighborhood police officer.
- citizens are much more satisfied with the quality of police service.
- property crime rate declined 14% since 1989.

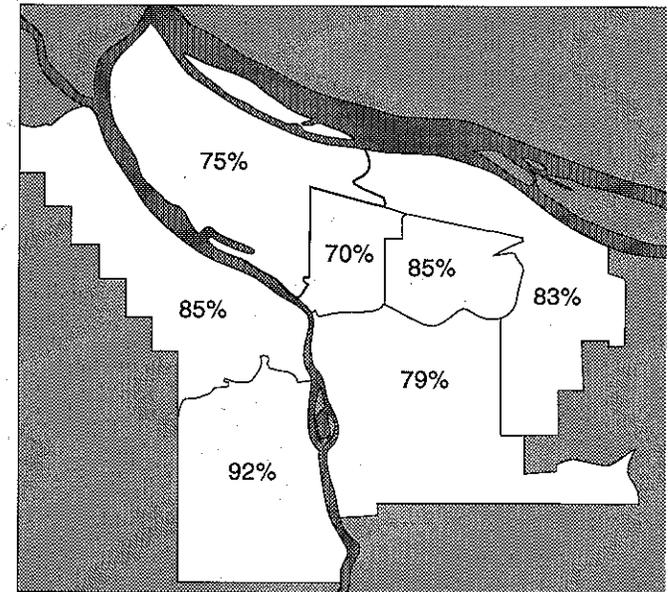
WARNINGS

- some neighborhoods continue to have more crime than others – residents in the Northeast area feel the least safe and rate neighborhood livability the lowest.

% of residents feeling "safe" or "very safe" walking alone in their neighborhood

	1994	1993	1992	1991
Day	82%	80%	81%	77%
Night	37%	35%	38%	34%

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



Emergency incidents

	Major crimes/ 1,000 residents	Structural fires/ 1,000 residents
1989	127	3.0
1990	112	2.9
1991	112	2.5
1992	114	2.5
1993	111	2.4
6 city average	107	2.5

Fire, Rescue and Emergency Services

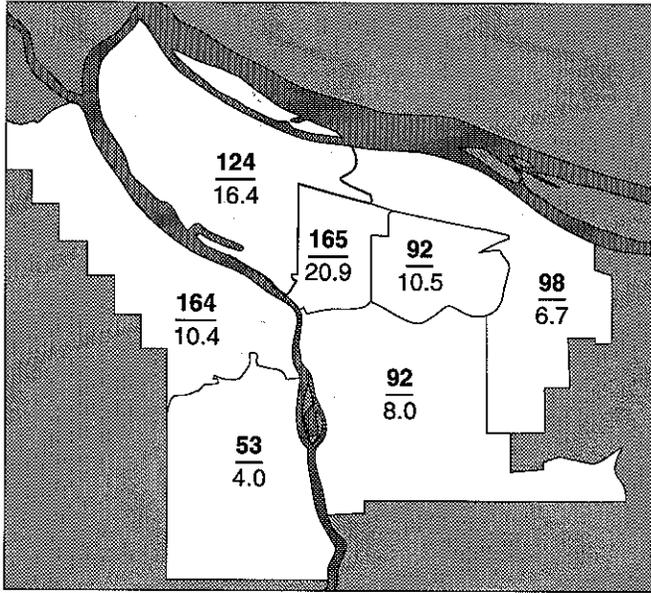
Fire services help provide a safe environment for Portland citizens:

- the number of emergency incidents declined 13% since 1989.
- Portland has fewer fires than 4 years ago.
- lives and property lost to fires remain below the prior years' average.
- 96% of the users of fire, rescue and emergency services rate the service good or very good.

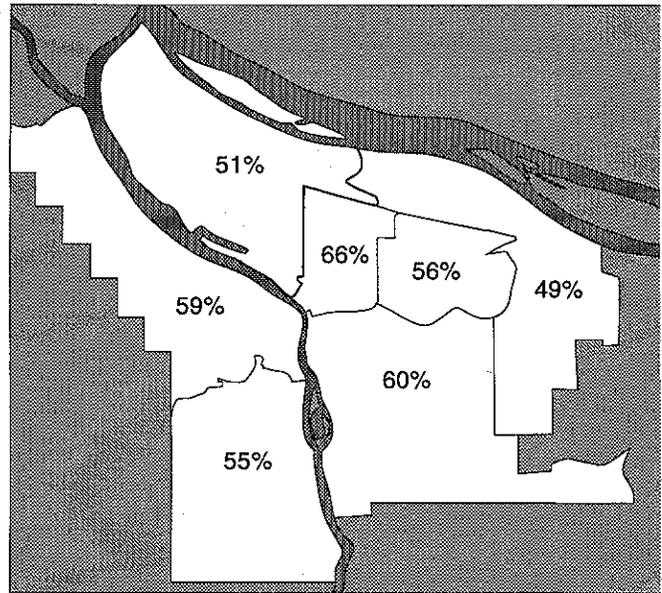
WARNINGS

- the number of emergency incidents meeting the Bureau's response time standard declined for the fourth straight year.
- a majority of Portland residents are unprepared for a major disaster and don't know how to prepare.
- Northeast and North have many more fires than other parts of town.

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



Percent of residents who are unprepared for major disaster



Parks & Recreation

Portland residents are highly satisfied with Parks & Recreation services:

- 82% of residents believe park maintenance is good or very good.
- 68% of responses rate recreation services good or very good, but almost half of those surveyed did not answer recreation questions.
- residents feel safer in parks now than last year.

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

	1994	1993	1992	1991
Parks:				
Clean grounds	85%	84%	83%	84%
Grounds maintenance	82%	82%	80%	81%
Beauty	68%	68%	68%	69%
Recreation:				
Affordability*	65%	66%	67%	66%
Variety*	61%	61%	63%	59%
Number*	53%	54%	56%	54%

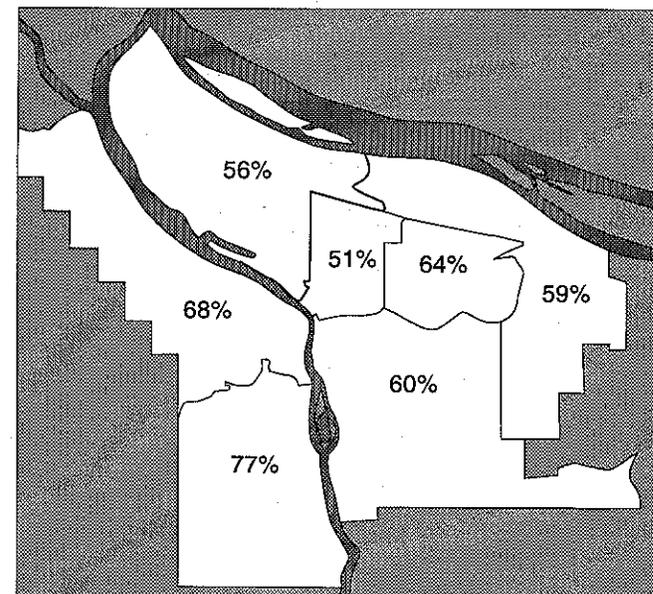
* based on low response rate

WARNINGS

Parks & Recreation continues to lack reliable information to measure performance and to account to the public:

- participation data is inaccurate.
- park facility condition assessments are not reliable.
- cost of service information is incomplete.

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



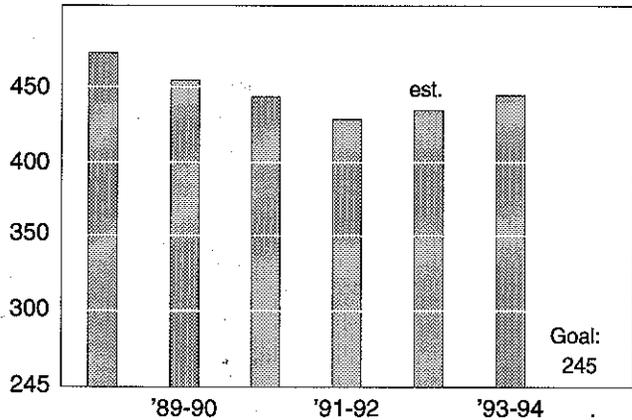
Transportation

The majority of Portland residents are satisfied with street maintenance, cleanliness and smoothness.

WARNINGS

- the percent of lane miles in good or very good condition dropped from 65% in '89-90 to 60% in '93-94.
- street maintenance backlog increased for the second year although spending on street work was about the same.
- citizens are still dissatisfied with traffic management and safety.

Miles of street maintenance backlog



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

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

Environmental Services

The region's environment is benefiting from efforts to clean water and increase recycling:

- wastewater treated at the City's two plants is cleaner than State standards.
- 25,000 properties in Mid-County, formerly using cesspools, have been connected to sanitary sewer lines.
- citizen satisfaction with sewer and storm drainage services increased significantly.
- 75% of City households participate in recycling.
- about 34% of residential solid waste is diverted from landfills by recycling.

Monthly sewer and water bills
(adjusted for inflation)

	Sewer	Water
'89-90	\$11.97	\$11.91
'90-91	\$12.74	\$11.60
'91-92	\$15.16	\$12.09
'92-93	\$17.74	\$12.36
'93-94	\$17.59 *	\$12.62
	\$24.26 **	
6 city average	\$21.02 **	\$12.83

* actual average bill

** based on 1000 cu ft of water use

WARNINGS

- the operating cost per capita slowed last year but still grows faster than inflation.
- over \$700 million will be spent to correct sewer overflows the next 20 years.

Water Portland continues to provide clean, reliable and reasonably priced water to customers in the region:

- Portland water meets federal water quality standards.
- water bills are about average compared to other cities.
- water use in the City declined for the second year.

Water and wastewater quality

	'93-94 bureau results	Goal or standard
Water:		
Nitrite (mg/l)	.0005	<1.0
Turbidity (NTU)	.70	<5.0
THM (mg/l)	.0180	<0.1
Wastewater:		
% industrial tests in compliance	97%	>80%
% BOD removed	91%	>85%

Overall city spending

Overall, the City spent about \$747 per capita on its six major services in 1993-94:

- police services cost the most per capita and parks & recreation the least.
- spending increased the most for sewer operations -- up 71% from '89-90.
- spending per capita decreased by 2% for street and traffic services, and by 4% for water services.
- the majority of City employees are in public safety services.
- police and sewer services had the largest increase in staff.

Spending per capita
(adjusted for inflation)

	'93-94	% change from '89-90
Police	\$214	+9%
Fire	\$156	+2%
Environmental Services*	\$130	+71%
Water*	\$90	-4%
Streets/Traffic	\$82	-2%
Parks & Recreation	\$75	+15%
TOTAL	\$747	+16%

* operating expenditures and debt service, excluding refinancing

Authorized staffing

	'93-94	% change from '89-90
Police	1,195	+29%
Fire	770	-9%
Water	509	+5%
Environmental Services	410	+37%
Parks & Recreation**	316	+4%
Streets/Traffic	283	0%
TOTAL	3,483	+11%

** excludes seasonal employees

Overall citizen satisfaction

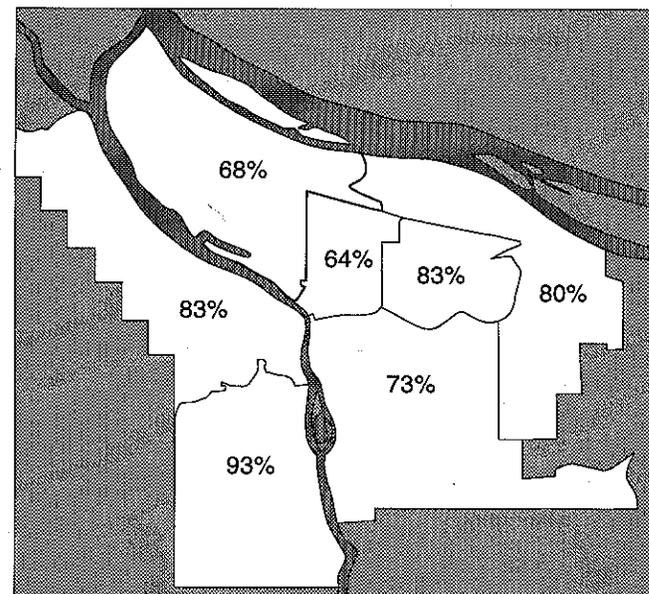
Most residents in Portland neighborhoods are satisfied with the quality of City services:

- Fire is consistently the highest rated service over the past 4 years.
- citizens are also highly satisfied with parks and recycling.
- sewer services experienced the biggest increase in satisfaction rating over four years (13%); police also had a large increase (10%).
- citizens are least satisfied with storm drainage and traffic management.
- on average, 78% of residents believe their neighborhood livability is good or very good, but residents in the Northeast and North rate livability much lower.

Percent of residents rating overall quality "good" or "very good"

	1994	1993	1992	1991
Fire	89%	89%	88%	88%
Parks	77%	75%	77%	72%
Recycling	76%	74%	72%	-
Police	70%	68%	63%	60%
Recreation	68%	62%	63%	59%
Water	67%	65%	57%	68%
Street lighting	60%	61%	61%	-
Sewers	51%	42%	41%	38%
Street maintenance	50%	49%	50%	45%
Storm drainage	42%	36%	37%	33%
Traffic management	40%	40%	43%	-

Percent of residents rating their neighborhood livability "good" or "very good"



Introduction

The purpose of this report is to:

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

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

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

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

**Measuring
government
performance**

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

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

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

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

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

Report methodology

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

Selected indicators. The report contains three types of indicators:

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

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

Collected indicator data. Based upon an agreed set of indicators, we provided data collection forms to each bureau. Bureaus collected data for fiscal year 1993-94 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.

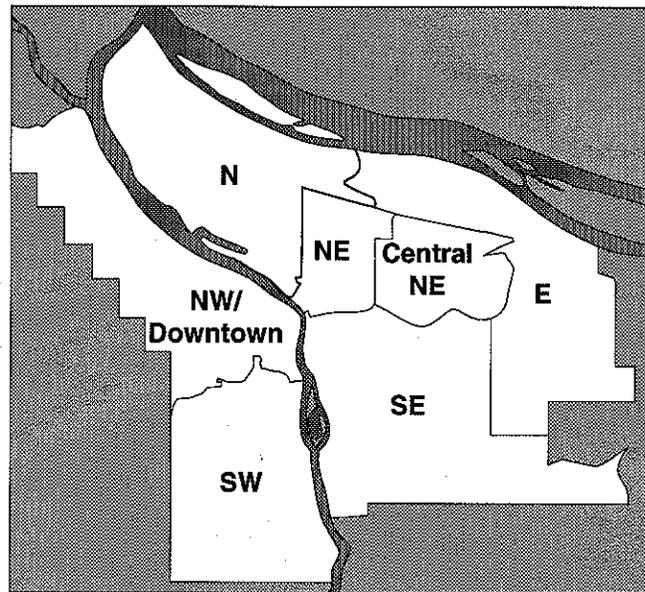
Most of the inter-city information was obtained from the annual budgets, Comprehensive Annual Financial Reports, and other internal records. We also contacted personnel in each city to clarify and verify certain data.

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, 1994. We mailed approximately 7,700 surveys to randomly selected residents in seven broad neighborhood regions, closely aligned with the Office of Neighborhood Association's seven neighborhood coalition boundaries. As shown in the following map, we surveyed residents in the following neighborhoods: Southwest, Northwest (including downtown), North, Northeast, Central Northeast, East and Southeast.

The survey asked 75 questions on various services plus basic demographics. More than 3,900 surveys were returned by City residents, for a response rate of 52%. Appendix A contains the complete questionnaire, results, and an explanation of our methodology.

Figure 1 1994 Citizen Survey neighborhoods



For the first time this year, we collaborated with the Multnomah County Auditor's Office to add 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 1993-94, 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 '93-94 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.

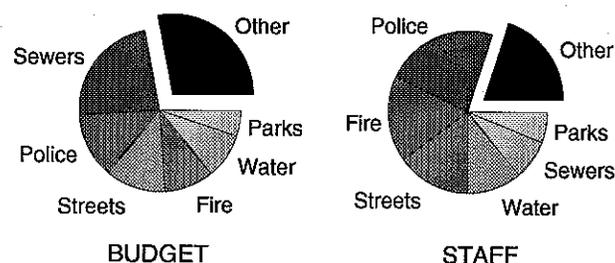
Report scope and limitations

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

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

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

Figure 2 Major services as proportion of total budget and staff



SOURCE: FY 1993-94 City of Portland Adopted Budget

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

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

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

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

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

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

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

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

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

Chapter 1 Fire and Emergency Services

Service Mission The mission of the Bureau of Fire, Rescue and Emergency Services is to provide a safe environment for Portland citizens, to minimize loss of life and property, and to provide community services.

The Bureau's primary services include:

- responding to fire, medical and other emergencies.
- preventing fires through public education, fire code inspections and building plan reviews.
- planning for large emergencies and disasters.

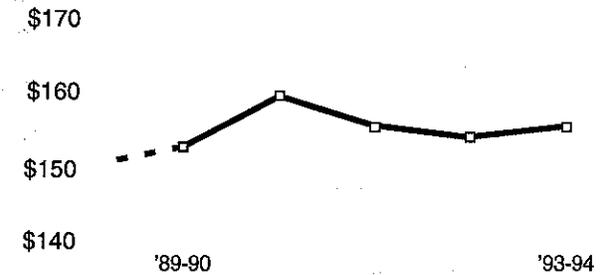
The Bureau also conducts a number of activities to support emergency response such as building and vehicle maintenance, firefighter training, and general management and administration. Central radio dispatch was done by the Bureau until FY 1993-94, when it was transferred to the Bureau of Emergency Communications.

Spending and Staffing Data

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

- total spending per capita has stayed relatively constant.
- on-duty emergency staffing increased slightly from last year.
- fire prevention expenditures increased faster than other programs primarily due to a reorganization in '91-92 that added office administration and support to the Division.

Figure 3 Fire Bureau total spending per capita (constant '93-94 dollars)



	City population	Expenditures (in millions/constant '93-94 dollars)					On-duty emergency staffing	Total spending per capita (constant '93-94 dollars)
		Emergency	Prevention	Other	Sworn ret./disab.	TOTAL		
FY 1989-90	432,175	\$37.9	\$3.3	\$7.2	\$17.8	\$66.1	170	\$153
FY 1990-91	438,802	\$40.3	\$3.2	\$7.3	\$19.1	\$69.9	171	\$159
FY 1991-92	454,150	\$37.8	\$4.0	\$9.3	\$19.9	\$71.0	159	\$156
FY 1992-93	459,300	\$36.4	\$4.1	\$10.4	\$19.8	\$70.7	159	\$154
FY 1993-94	471,325	\$40.4	\$4.3	\$8.8	\$20.0	\$73.5	167	\$156
% change '89-90 to '93-94	+9%	+7%	+30%	+22%	+12%	+11%	-2%	+2%

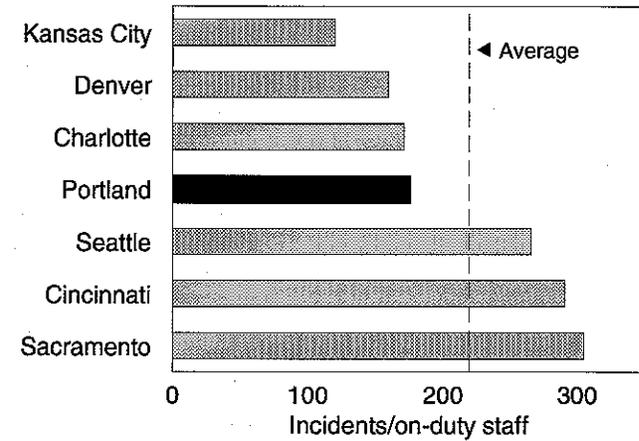
NOTE: All data exclude areas served under contract unless otherwise noted.

Workload Indicators

Despite increases in population and service area, emergency incidents continue to decline:

- firefighters responded to fewer calls.
- structural fires declined 13% since '89-90.
- Portland firefighters are about as busy as firefighters in other cities.

Figure 4 Fire and medical incidents per on-duty staff: Portland and 6 other cities



SOURCE: Audit Services survey of other cities and Bureau records

	Incidents				Structural fires	Incidents per on-duty staff	Code inspections *	Code violations found *
	Fire	Medical	Other	Total				
FY 1989-90	3,002	26,718	20,989	50,709	1,291	298	11,082	12,158
FY 1990-91	2,792	25,059	22,111	49,962	1,276	292	13,279	17,709
FY 1991-92	3,120	24,980	15,368	43,468	1,130	273	13,863	21,139
FY 1992-93	2,920	26,623	14,732	44,275	1,166	278	13,107	18,811
FY 1993-94	2,817	26,548	14,815	44,180	1,117	265	12,173	15,852
% change '89-90 to '93-94	-6%	-1%	-29%	-13%	-13%	-11%	+10%	+30%

* includes contract areas; excludes re-inspections

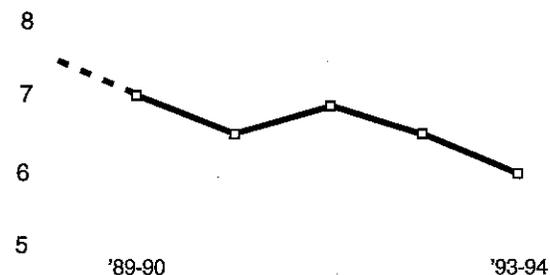
Performance Indicators

Fire services continue to provide a safe environment for Portland residents:

- loss of life and property from fires is below the prior years average.
- Portland residents are highly satisfied with fire services, with users of fire or medical services almost unanimously pleased.
- structural fires per capita are about average compared to other cities.

But some neighborhoods continue to have many more fires per household than others. North and Northeast neighborhoods have fires at three or four times the rate of Southwest and East neighborhoods.

Figure 5 Total fires per 1,000 residents



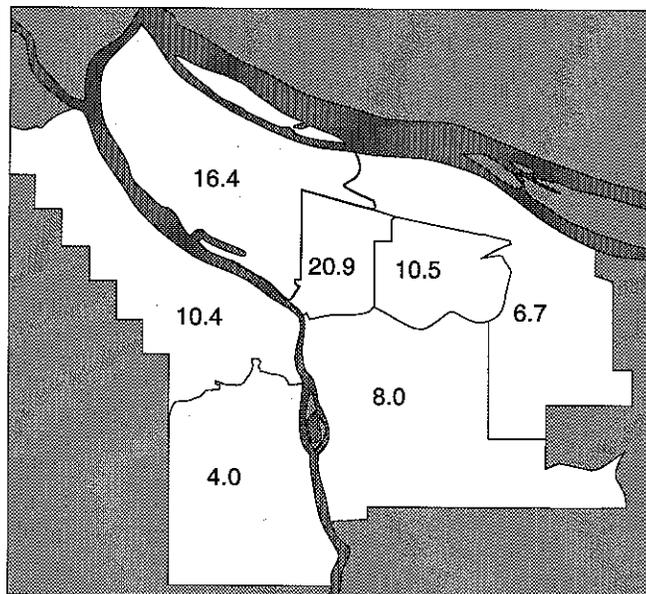
SOURCE: Bureau records

Travel times to emergencies slowed again for the fourth year.

	Fires/1,000 residents		Lives lost/ 100,000 residents	Total fire loss per capita (constant '93-94 dollars)	Structural loss as % of value of property exposed	% of travel times within 4 mins.	
	Structural	Total				Fire	Medical
FY 1989-90	3.0	7.0	1.9	\$43.14	.71%	75%	78%
FY 1990-91	2.9	6.4	3.2	\$37.66	.39%	72%	75%
FY 1991-92	2.5	6.9	2.0	\$53.17	.47%	72%	74%
FY 1992-93	2.5	6.4	2.2	\$32.50	.25%	71%	72%
FY 1993-94	2.4	6.0	2.1	\$37.52	.48%	66%	70%
Goal	-	-	<2.4*	<\$39.90*	<.36%*	90%	90%
% change '89-90 to '93-94	-20%	-14%	+11%	-13%	-23%	-9%	-8%

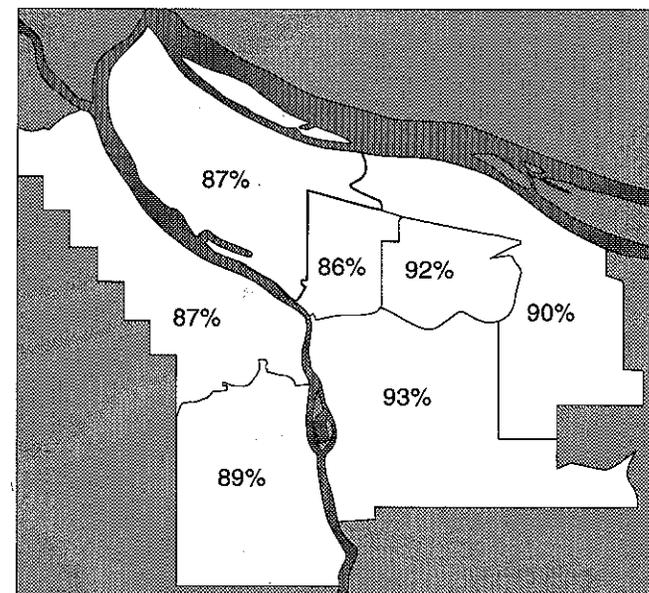
* no more than 97% of prior 3 years' average

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



SOURCE: Fire Bureau records on '93-94 residential fires with \$10,000 or more fire loss

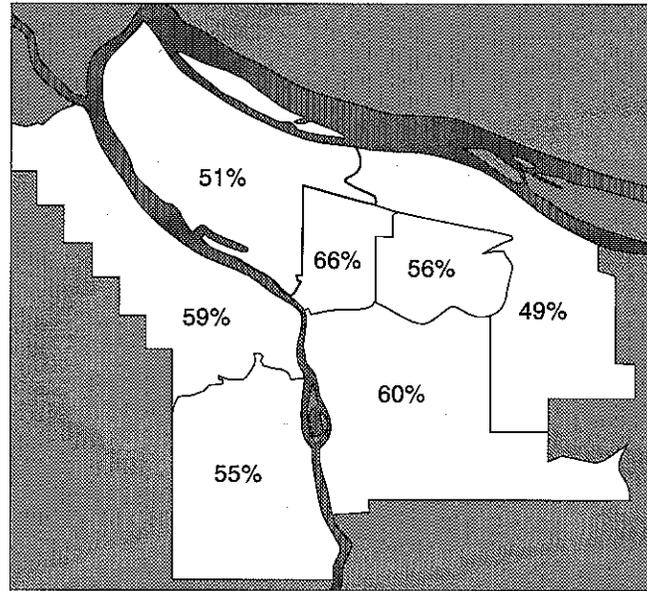
Figure 7 Percent of neighborhood residents rating fire service "good" or "very good"



SOURCE: Auditor's Office 1994 Citizen Survey

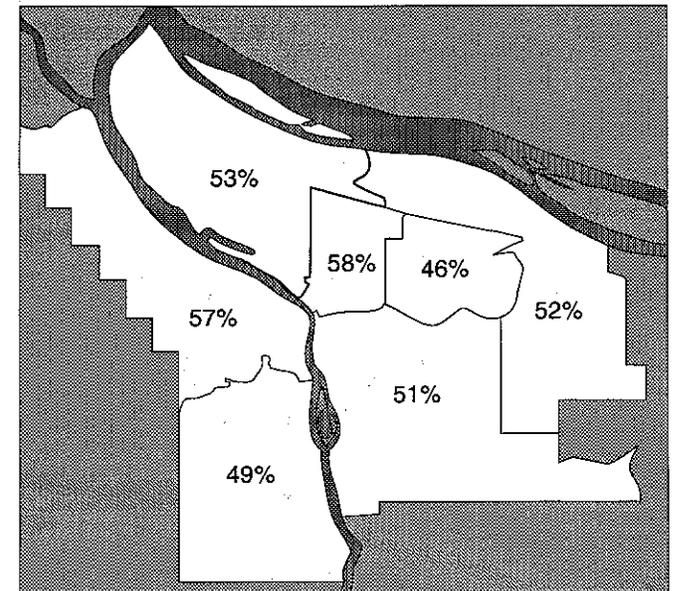
CITIZEN SURVEY	Overall rating of fire service quality			Used Fire Bureau?		Type of service used			Rating of service by users		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	YES	NO	FIRE	MEDICAL	OTHER	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
	1991	88%	11%	1%	7%	93%	24%	56%	20%	92%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

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



SOURCE: Auditor's Office 1994 Citizen Survey

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



SOURCE: Auditor's Office 1994 Citizen Survey

CITIZEN SURVEY	Residents prepared to sustain self in major disaster		If not prepared, know how to get prepared	
	YES	NO	YES	NO
1991	-	-	-	-
1992	-	-	-	-
1993	46%	54%	50%	50%
1994	44%	56%	48%	52%

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

Factors intended to promote the success of community policing include:

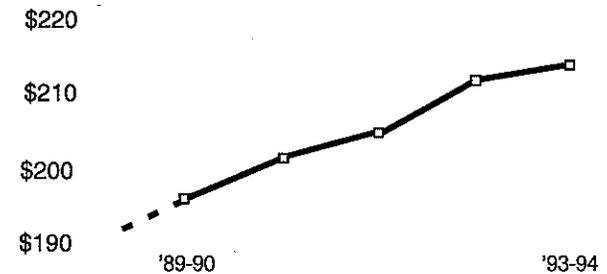
- partnerships between the community, other City bureaus, service agencies and the criminal justice system;
- empowerment of citizens and police employees to solve problems;
- specific problem-solving approaches to reduce the incidence and fear of crime;
- shared accountability among bureau management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

Spending and Staffing Data

Total spending for police services continues to increase:

- total spending per capita is up 9% since '89-90.
- the Bureau is authorized 213 more sworn officers.
- actual precinct strength is up by 83 officers.

Figure 10 Police Bureau total spending per capita (constant '93-94 dollars)



	City population	Expenditures (in millions/constant '93-94 dollars)					Authorized staffing		Precinct officers **	Total spending per capita (constant '93-94 dollars)
		Patrol	Invest.	Support services	Sworn ret./disab.	TOTAL	Sworn	Non-sworn		
FY 1989-90	432,175	-	-	-	\$17.2	\$84.9	742	185	478	\$196
FY 1990-91	438,802	\$39.5	\$16.9	\$14.1	\$17.5	\$88.0	823	209	506	\$201
FY 1991-92	454,150	\$43.9	\$16.4	\$14.4	\$18.2	\$92.9	830	209	533	\$205
FY 1992-93	459,300	\$48.6	\$16.9	\$14.2	\$17.9	\$97.6	897	229	547	\$212
FY 1993-94	471,325	\$50.3	\$18.6	\$13.7	\$18.3	\$100.9	955	240	561	\$214
% change '89-90 to '93-94	+9%	+27% *	+10% *	-3% *	+6%	+19%	+29%	+30%	+11%	+7%

* change from '90-91 due to program budget differences in '89-90

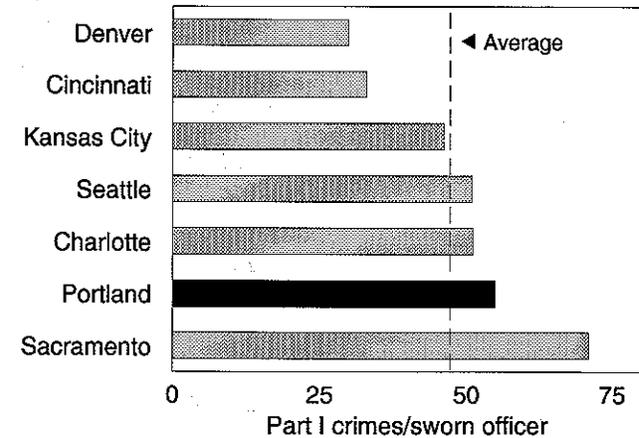
** Total officers and sergeants assigned to all shifts in precincts, traffic, mounted patrol, canine unit and Neighborhood Response Teams.

Workload Indicators

Total police workload has remained fairly constant over the past five years:

- dispatched calls dropped by 11% and more calls are handled by phone.
- new hires have also helped reduce average street officers call load by 22%.
- Portland officers handle more crimes than officers in other cities.

Figure 11 Crimes per officer:
Portland and six other cities



SOURCE: Audit Services survey of other cities, Bureau records and U.S. Dept. of Justice *Uniform Crime Reports: 1993*

	Crimes reported *		Incidents		Dispatched calls/ precinct officer	Major cases assigned for investigation	Average number of officers on patrol			Time available for problem- solving
	Part I	Part II	Dispatched	Telephone			Days	Afternoons	Nights	
CY 1989	54,860	40,987	260,279	45,034	541	<i>not available</i>				
CY 1990	49,101	40,280	233,373	45,406	488	<i>not available</i>				
CY 1991	50,747	41,338	234,689	48,588	464	5,862		<i>not available</i>		<i>not available</i>
CY 1992	52,152	40,415	234,491	87,063	440	5,531		<i>available</i>		<i>available</i>
CY 1993	52,369	41,000	230,518	96,566	421	6,273				
% change '89 to '93	-5%	0%	-11%	+114%	-22%	+7%				

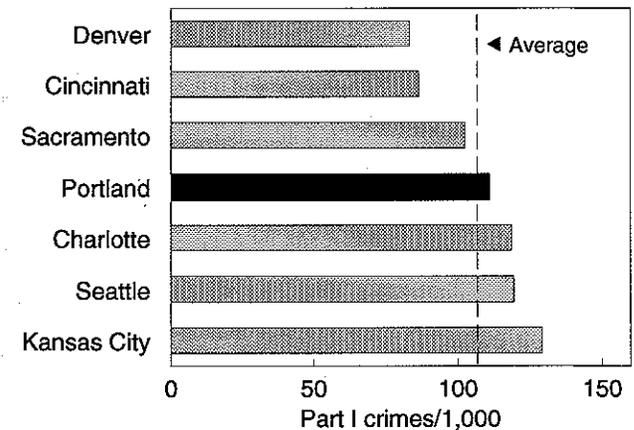
* Part I crimes (as defined by the FBI) are murder, rape, robbery, aggravated assault, burglary, larceny, motor vehicle theft and arson.
Part II crimes are defined locally, and include crimes like drug and vice violations.

Performance Indicators

Total crimes per capita has declined and Portlanders feel safer:

- person crimes (murder, rape, robbery and assault) have remained fairly stable since 1989, while property crimes (burglary, larceny, motor vehicle theft and arson) have dropped by 14%.
- citizens feel safer in their neighborhoods during the day and at night.
- citizens are significantly more satisfied with police services.
- Portland experiences an average number of serious crimes compared to other cities.
- more citizens know their neighborhood police officer.

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



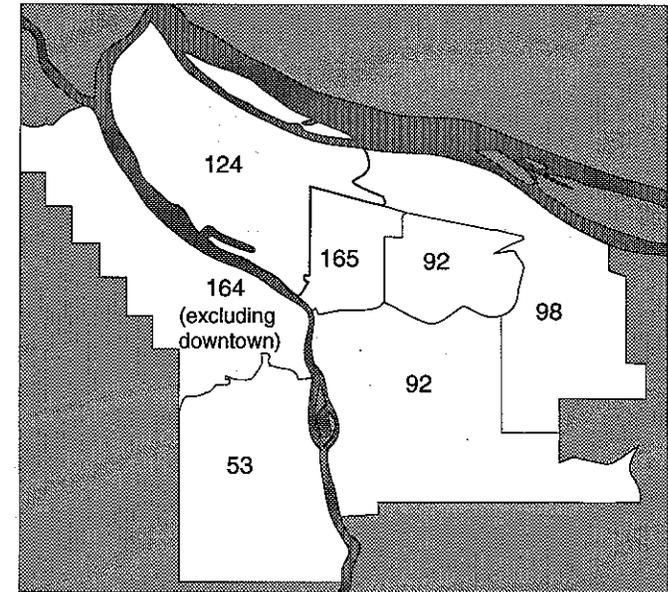
SOURCE: U.S. Dept. of Justice *Uniform Crime Reports: 1993*

	Part I crimes/1,000 residents			Citizens who feel safe		Average high priority travel time *	Burglary victimization rate	Citizens rating police service good or very good
	Person	Property	TOTAL	Day	Night			
CY 1989	19	108	127	-	-	5.20 min.	-	-
CY 1990	18	94	112	77%	34%	4.85 min.	10%	60%
CY 1991	18	94	112	81%	38%	4.75 min.	9%	63%
CY 1992	18	95	114	80%	35%	4.89 min.	7%	68%
CY 1993	18	93	111	82%	37%	4.95 min.	7%	70%
Goal	-	-	-	>77%	>34%	5 min.	<10%	>60%
% change '89 to '93	-5%	-14%	-13%	+5%	+3%	-5%	-3%	+10%

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

North and Northeast neighborhoods continue to have more crime than others. Residents in these neighborhoods also feel less safe and rate neighborhood livability lower than other neighborhoods (see map on page ix). While the Northwest area also has a high crime rate, this is not due to high crime as much as a low number of residents.

Figure 13 Part I crimes per 1,000 residents:
Portland neighborhoods

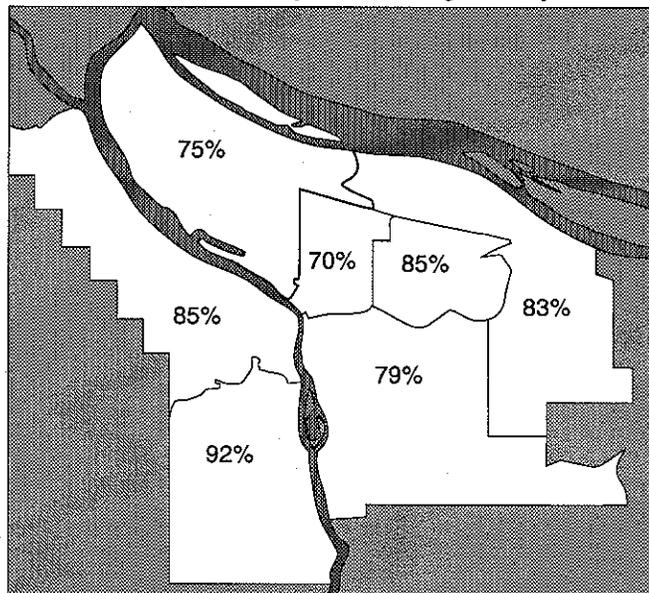


SOURCE: Police Bureau CY 1993 crime statistics

	Number of partnership agreements	Citizens who know neighborhood officer	Decrease in no. of repeat calls	Resolution of cases assigned for investigation *		
				Sent to DA	Suspended, unfounded	TOTAL CLOSED
FY 1989-90	7	-		-	-	-
FY 1990-91	7	12%		-	-	-
FY 1991-92	18	13%		48%	37%	85%
FY 1992-93	19	15%	<i>under development</i>	47%	37%	84%
FY 1993-94	17	16%		44%	42%	86%
Goal	>7	>12%	-	-	-	-
% change '89-90 to '93-94	+143%	+4%	-	-4%	+5%	+1%

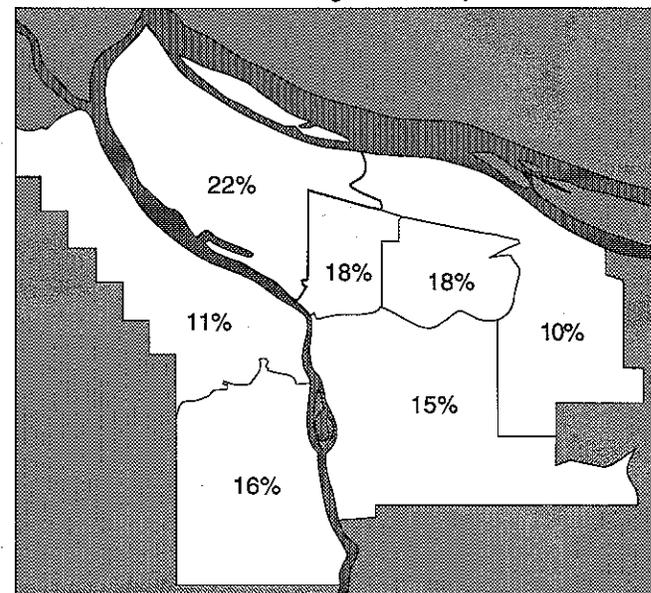
* Calendar year (1991, 1992, 1993) data

Figure 14 Percent residents rating their neighborhood "safe" or "very safe" during the day



SOURCE: Auditor's Office 1994 Citizen Survey

Figure 15 Percent of neighborhood residents who know their neighborhood police officer



SOURCE: Auditor's Office 1994 Citizen Survey

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

Chapter 3 Parks and Recreation

Service Mission The Parks & Recreation Strategic Plan, published in March 1993, states the mission of the organization is to provide “a vital and exceptional park and recreation system that enriches the lives of our citizens and celebrates the beauty and heritage of our city.”

Parks & Recreation addresses this mission by providing a number of leisure activities through its parks, community recreation centers, golf courses, gardens, swimming pools and arts and athletic programs.

There are three program and spending priorities:

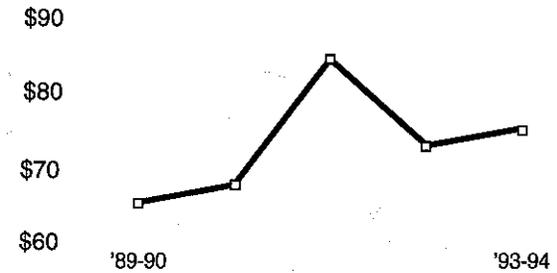
- preserving and maintaining the condition of parks, buildings and recreation facilities;
- providing recreation programs and services to youth; and
- providing recreation programs and services to seniors, disabled citizens and other groups with special needs.

Spending and Staffing Data

Total Parks spending has increased faster than City population growth. Over the past 5 years:

- spending per capita grew by 15%.
- permanent staffing stayed constant but seasonal help increased; the bureau reports this is due to a redefinition of contractors as seasonal.
- volunteers worked more hours, but the large increase also reflects better record-keeping.
- a three year levy passed by voters in 1989 caused big increases in capital spending.

Figure 16 Parks & Recreation total spending per capita (constant '93-94 dollars)



	Expenditures (in millions/constant '93-94 dollars)					Authorized staffing (FTE's)		Volunteer FTEs	Total spending per capita (constant '93-94 dollars)	
	Park operations	Recreation	Enterprises*	Admin	Capital	TOTAL	Permanent			Seasonal
FY 1989-90	\$11.9	\$9.0	\$3.9	\$2.0	\$1.2	\$28.0	305	138	-	\$65
FY 1990-91	\$13.9	\$8.0	\$3.6	\$1.8	\$2.4	\$29.7	313	149	67	\$68
FY 1991-92	\$13.9	\$8.5	\$6.3	\$1.7	\$7.6	\$38.0	303	196	87	\$84
FY 1992-93	\$13.6	\$8.3	\$4.6	\$2.0	\$5.1	\$33.6	312	253	127	\$73
FY 1993-94	\$14.2	\$9.3	\$6.2	\$2.9	\$2.8	\$35.3	316	243	125	\$75
% change '89-90 to '93-94	+19%	+3%	+59%	+45%	+133%	+26%	+4%	+76%	+87%	+15%

* Golf, Portland International Raceway and Trust Funds

Workload Indicators

Although the population of the City and region has grown over the past five years, the number of parks, playgrounds, recreational centers, and other facilities has changed little.

Citizens approved a \$58.8 million parks property tax levy in 1994 that will add, replace, and improve facilities over the next 4 to 5 years.

The Bureau reports that over 2.2 million people participated in Parks activities in FY 93-94. Programs with the largest participation included Aquatics, Golf, Portland International Raceway and the Children's Museum. However, we could not confirm the accuracy of program participation counts and believe the methods used to measure participation significantly understate athletics, arts and community center activity.

Meaningful comparisons of relative participation levels and the workload impact of individual programs on the Bureau cannot be reliably determined.

	Hours of maintenance staff work	Acres of open space per 1,000 pop.	No. of developed parks	Number of facilities			Number of recreation participants
				Community centers / schools	Arts centers	Pools	
FY 1989-90	230,379	22	143	11 / 11	8	12	-
FY 1990-91	215,079	22	145	11 / 11	8	12	-
FY 1991-92	<i>not available</i>	21	147	11 / 11	8	12	-
FY 1992-93	235,272	21	147	11 / 11	8	12	est. 2,000,000
FY 1993-94	224,766	20	148	11 / 11	8	12	est. 2,257,417
% change '89-90 to '93-94	-2%	-1%	+3%	0%	0%	0%	-

Performance Indicators

Portland Parks & Recreation has had the same spending priorities since '91-92: *infrastructure preservation*, programs for *youth*, and programs for *frail elderly and disabled populations*. However, for the fourth consecutive year, the bureau was unable to provide adequate information to help users assess the bureau's performance in addressing these objectives.

The need for better information systems is urgent. In addition to annual operating budget of over \$30 million, the bureau will spend an additional \$58.8 million in new capital resources to improve parks and recreation facilities over the next 5 years. Without quantifiable goals and better information, the bureau will be unable to determine if the condition of parks and facilities has improved or if goals and objectives are accomplished.

Specifically:

- parks and facility condition assessments are unreliable.
- recreation participation by priority groups cannot be accurately determined.
- cost of services data is incomplete and cost recovery goals have not been set.

	Condition ratings		Turnaround time for maint. requests	Costs per maint. hour	% of youth population in recreation programs *	% expenditures from non-tax sources	% General Fund recreation cost recovery **		
	Parks	Facilities					Youth	Adult	TOTAL
FY 1989-90				\$51.65	-	31%	-	-	-
FY 1990-91				\$64.63	-	32%	-	-	-
FY 1991-92	<i>not available</i>	<i>not available</i>		-	-	40%	-	-	-
FY 1992-93				\$57.81	-	42%	est. 26%	est. 55%	est. 34%
FY 1993-94				\$63.18	est. 30%	44%	-	-	-
Goal	no goal		no goal	no goal	no goal	no goal	no goal	no goal	no goal
% change '89-90 to '93-94				+22%	-	+13%	-	-	-

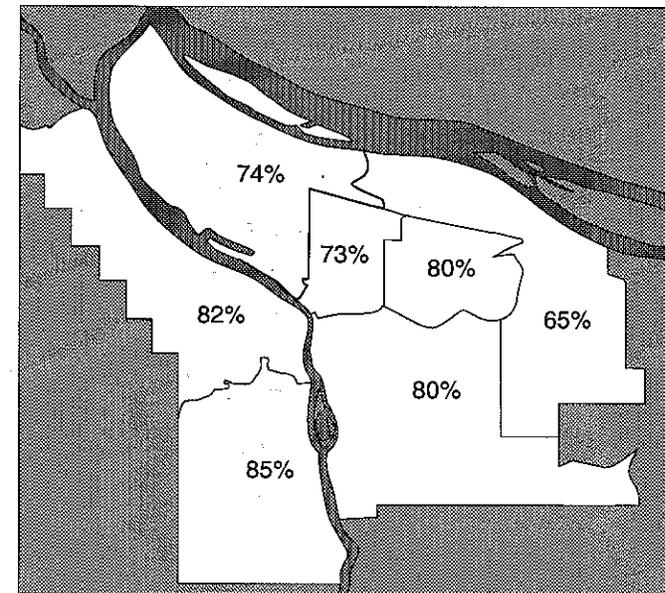
* school-age youth registered in recreation classes; does not include "drop-in" users

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

Our survey of citizens shows higher satisfaction with Portland Parks & Recreation services. Seventy-seven percent of residents rate park quality good or very good, up from 72% 3 years ago, while 68% rate recreation quality good or very good, up from 59%.

However, residents in the East felt much less satisfied with parks and recreation than other parts of the City.

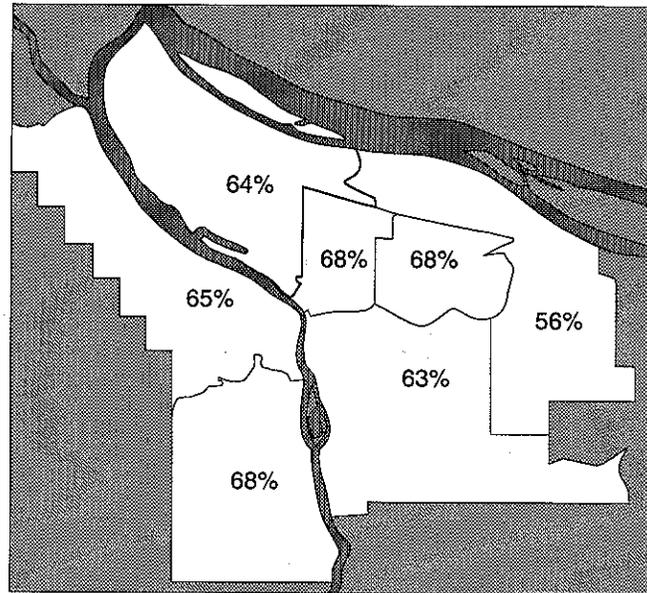
Figure 17 Percent of neighborhood residents rating parks quality "good" or "very good"



SOURCE: Auditor's Office 1994 Citizen Survey

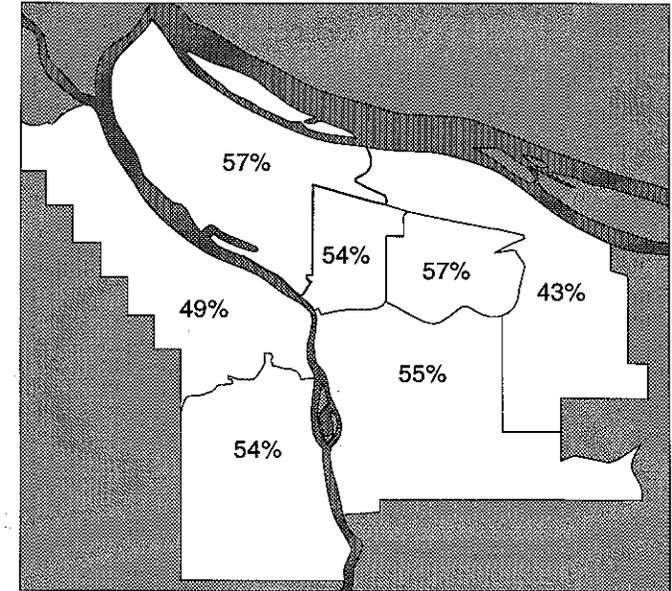
CITIZEN SURVEY	Overall rating of parks quality			Overall rating of recreation quality			Rating of park grounds maintenance		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	72%	23%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

Figure 18 Percent of neighborhood residents rating the affordability of recreation "good" or "very good"



SOURCE: Auditor's Office 1994 Citizen Survey

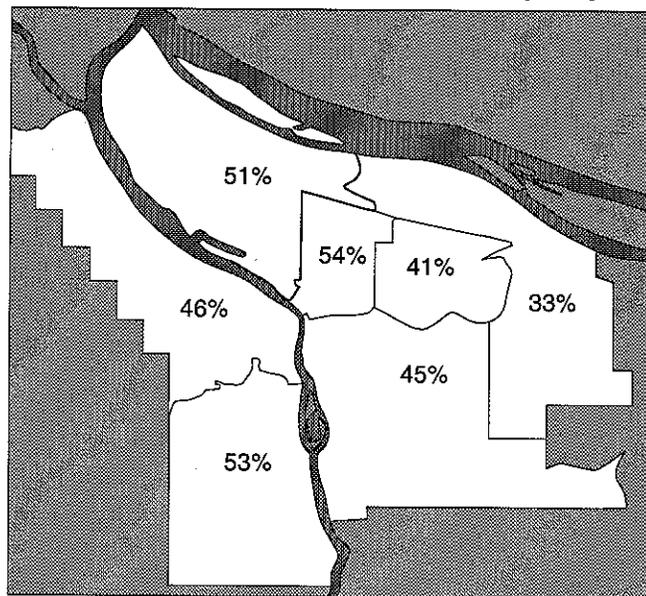
Figure 19 Percent of neighborhood residents rating the number of recreation programs "good" or "very good"



SOURCE: Auditor's Office 1994 Citizen Survey

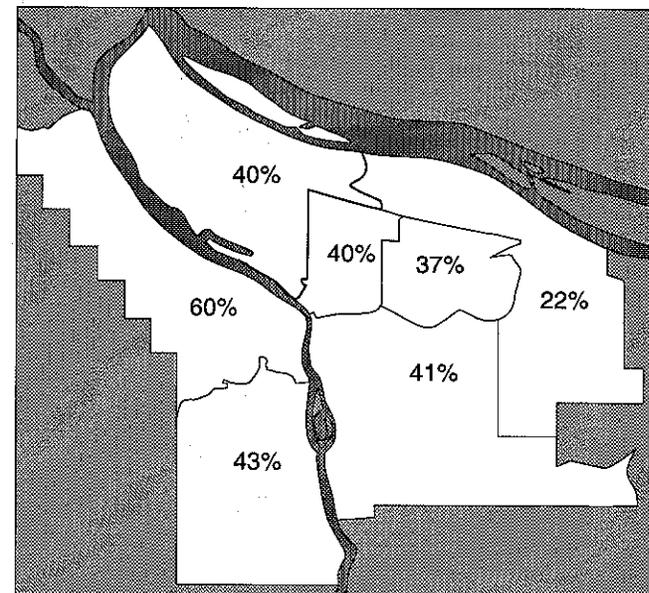
CITIZEN SURVEY	Satisfaction with the number of recreation programs			Satisfaction with the variety of recreation programs			Satisfaction with the hours recreation programs are open		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR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

Figure 20 Percent of youth 18 or younger who took part in recreation activities during the year



SOURCE: Auditor's Office 1994 Citizen Survey

Figure 21 Percent of residents who visited a park near their home 6 or more times during past year

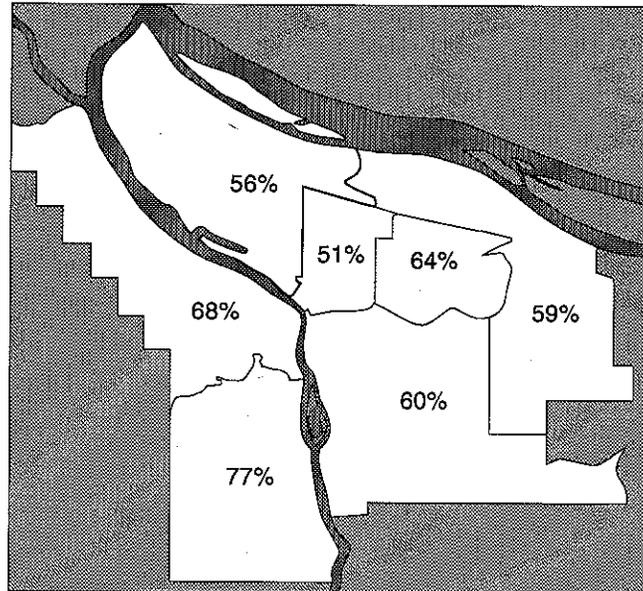


SOURCE: Auditor's Office 1994 Citizen Survey

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

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

Figure 22 Percent of neighborhood residents who feel "safe" or "very safe" in their closest park during the day



SOURCE: Auditor's Office 1994 Citizen Survey

Feelings of safety in parks has increased over three years ago. Feelings of safety during the day has increased 5%; feelings of safety at night increased 3%.

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

Chapter 4 Transportation

Service Mission

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

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

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

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

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

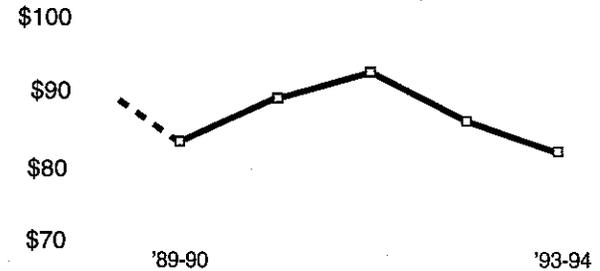
The Office of Transportation includes a number of major programs such as new construction, parking and sewer maintenance that are not included in this chapter.

Staffing and Spending Data

Total spending for streets and traffic services is up slightly from four years ago, but is down from a high point in '91-92:

- spending peaked in '91-92 largely due to a big increase for street lighting in the last year of the Street Lighting Levy.
- street cleaning spending is down from four years ago, but is higher than last year when snow and ice prevented cleaning.
- spending per capita is down 2%.
- total staffing is largely unchanged, but with some shift from streets to traffic.

Figure 23 Streets and traffic spending per capita (constant '93-94 dollars)



	Expenditures (in millions/constant '93-94 dollars)					Authorized staffing		Total spending per capita (constant '93-94 dollars)	
	Streets			Traffic		Streets	Traffic		
	Maint.	Cleaning	Lighting	Maint.	Operations				TOTAL
FY 1989-90	\$13.7	\$6.2	\$5.8	\$6.1	\$4.7	\$36.4	198	86	\$84
FY 1990-91	\$15.0	\$6.4	\$6.9	\$6.1	\$4.3	\$38.7	200	85	\$88
FY 1991-92	\$15.7	\$6.1	\$9.4	\$7.1	\$4.0	\$42.3	191	90	\$93
FY 1992-93	\$17.6*	\$4.9	\$6.1	\$6.5	\$4.1	\$39.3	186	93	\$86
FY 1993-94	\$15.3	\$5.8	\$6.4	\$6.0	\$5.0	\$38.5	188	95	\$82
% change '89-90 to '93-94	+12%	-6%	+10%	-2%	+7%	+6%	-5%	+10%	-2%

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

Workload Indicators

Each year the number of lane miles of streets increases but the amount of major maintenance work has declined:

- lane miles increased by 7% since '89-90.
- resurfacing and reconstruction work dropped 14% and 100% respectively.

However, more street miles were sealed with slurry and more miles were swept than in prior years. New district sweeping replaced gang sweeping in '91-92 and contributed to a jump miles swept, but it dropped in '92-93 due to snow and ice conditions.

	Lane miles of improved streets	Miles of street treated *					Curb miles of streets swept	Major ** intersections
		Resurfacing	Reconstruction	Slurry seal	Oil/gravel	TOTAL		
FY 1989-90	3,453	61.5	6.8	45.6	0	113.9	49,548	1,429
FY 1990-91	3,508	53.1	2.0	48.8	10.1	114.0	49,120	1,378
FY 1991-92	3,540	51.9	0	51.5	0	103.4	59,969	1,348
FY 1992-93	3,576	49.6	0	41.6	0	91.2	45,801	1,327
FY 1993-94	3,678	52.7	0	56.7	0	109.4	63,085	1,255
% change '89-90 to '93-94	+7%	-14%	-100%	+24%	0%	-4%	+27%	-12%

* 28-foot equivalents

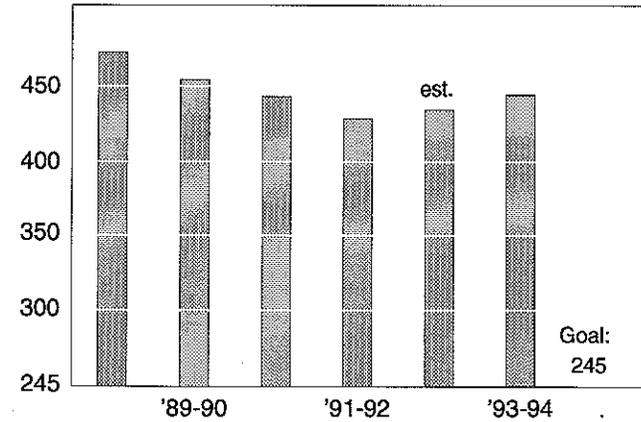
** 6 or more accidents in prior 4 years

Performance Indicators

Fewer city streets are in good condition and the street maintenance backlog increased for the second year:

- the percent of streets in good condition dropped to 60% in '93-94, down from 65% in '89-90.
- backlog of unmet paving needs increased by 10 miles.

Figure 24 Miles of street maintenance backlog



SOURCE: PDOT: Status and Condition Report, July 1993 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
		Resurfacing	Reconstruction	Slurry seal	TOTAL		
FY 1989-90	65%	244	65	141		81%	266
FY 1990-91	62%	245	57	137		81%	260
FY 1991-92	62%	231	50	143		81%	255
FY 1992-93	63%	-	-	-		81%	261
FY 1993-94	60%	259	51	130		81%	240
Goal	no goal	-	-	-		no goal	no goal
% change '89-90 to '93-94	-5%	+6%	-21%	-8%		-	-10%

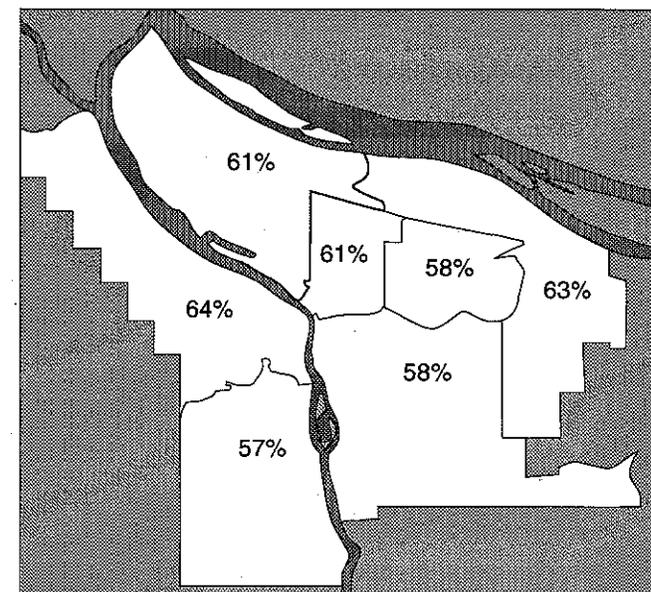
* 28-foot equivalents

** 20 or more accidents in prior 4 years

In spite of declines in street condition, residents in most neighborhoods are more satisfied with the smoothness and cleanliness of their neighborhood streets.

However, Portlanders are less satisfied with traffic than street condition. Residents in the Northwest and Northeast rate traffic safety much lower than residents in other neighborhoods.

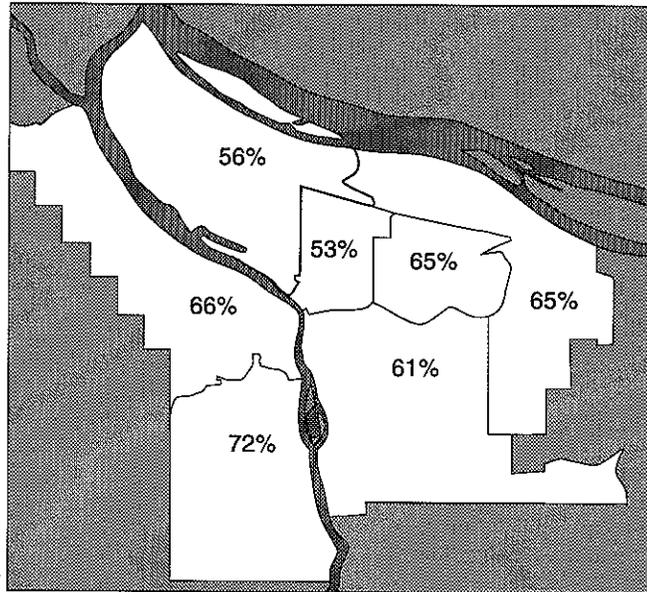
Figure 25 Percent of neighborhood residents rating street smoothness "good" or "very good"



SOURCE: Auditor's Office 1994 Citizen Survey

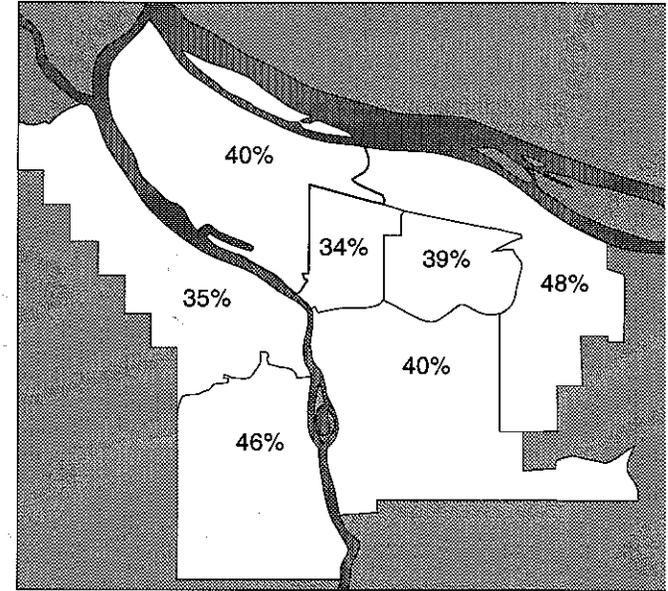
CITIZEN SURVEY	Overall rating of street maintenance quality			Neighborhood street smoothness ratings			Neighborhood street cleanliness ratings		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR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

Figure 26 Percent of neighborhood residents rating street cleanliness "good" or "very good"



SOURCE: Auditor's Office 1994 Citizen Survey

Figure 27 Percent of neighborhood residents rating traffic safety "good" or "very good"



SOURCE: Auditor's Office 1994 Citizen Survey

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

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 accomodate current and future needs
- manages solid waste collection and recycling, and promotes waste reduction

The Bureau is involved in two 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, at an estimated cost of \$700 million to \$1 billion. The other program involves connecting about 50,000 properties to the sewer system in mid-Multnomah County.

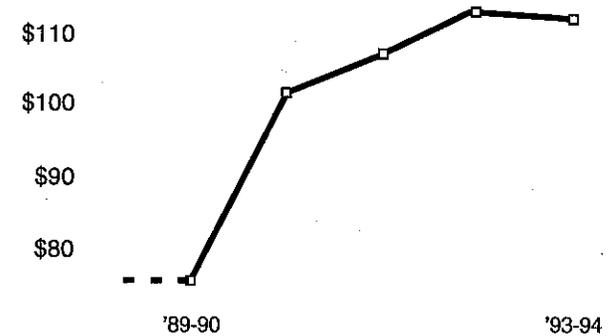
Staffing and Spending Data

Overall spending for environmental services is much higher than five years ago:

- operating costs per capita are up 46% over 5 years.
- staffing has increased by 110 positions since '89-90.
- capital spending was \$79 million in '93-94, up from \$25 million four years ago.

Increased capital spending is due to acceleration of the on-going Mid-County program and the beginning of the Combined Sewer Overflow abatement effort.

Figure 28 Environmental services operating costs per capita (constant '93-94 dollars)



SOURCE: City of Portland *Comprehensive Annual Financial Statements*

	Total sewer accounts	Expenditures (in millions/constant '93-94 dollars) *			Authorized staffing	Operating costs per capita (constant '93-94 dollars)
		Operating	Capital	Debt service		
FY 1989-90	122,747	\$32.7	\$25.0	\$0	300	\$76
FY 1990-91	126,225	\$45.1	\$17.7	\$6.2	333	\$103
FY 1991-92	128,323	\$48.6	\$52.2	\$9.9	390	\$107
FY 1992-93	131,472	\$51.8	\$67.3	\$7.7	400	\$113
FY 1993-94	131,953	\$52.1	\$79.4	\$9.2	410	\$111
% change '89-90 to '93-94	+7%	+60%	+218%	-	+37%	+46%

* Expenditures derived from the City of Portland FY 1993-94 *Comprehensive Annual Financial Report* (GAAP basis); debt service excludes bond anticipation notes and advanced refunding of bonds

Workload Indicators

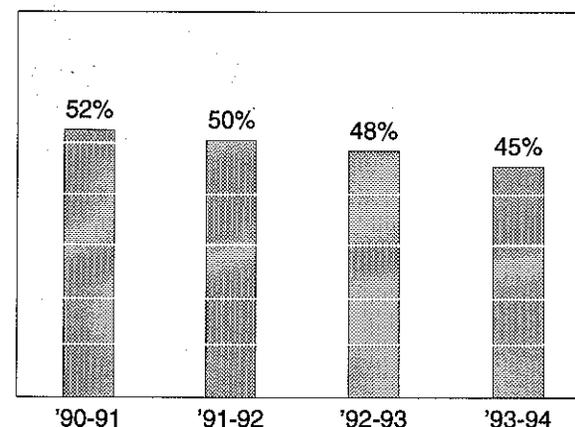
The Bureau continues to complete a significant amount of work. Over the past five years the City has installed:

- 225 miles of new sanitary sewer pipeline.
- 38 miles of new storm sewer pipeline.
- 4,487 ground water sumps.

The Bureau is also repairing and cleaning more sewer pipes each year than it did five years ago.

The addition of new sanitary and storm pipelines has reduced the percentage of combined sewers from 52% in '90-91 to 45% in '93-94.

Figure 29 Combined sewers as percent of total: City of Portland



SOURCE: Bureau records

	System miles of pipeline *			Annual volume of wastewater treated		Feet of pipe repaired	Miles of pipe cleaned	Industrial users permitted	Number of groundwater sumps
	Sanitary	Storm	Combined	Primary	Secondary				
FY 1989-90	557	<i>not available</i>	<i>not available</i>	28,330 mil.	27,442 mil.	5,804	157	110	1,550
FY 1990-91	584	211	860	28,922 mil.	27,894 mil.	5,785	143	133	2,270
FY 1991-92	645	211	860	28,969 mil.	27,857 mil.	18,863 **	188	123	3,491
FY 1992-93	703	233	848	28,734 mil.	26,793 mil.	19,946 **	223	150	5,036
FY 1993-94	782	249	849	26,569 mil.	25,067 mil.	20,746 **	273	136	6,037
% change '89-90 to '93-94	+40%	+18%	-1%	-6%	-9%	-	+74%	+24%	+289%

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

** Includes contracted reconstruction not included in prior years

Performance Indicators

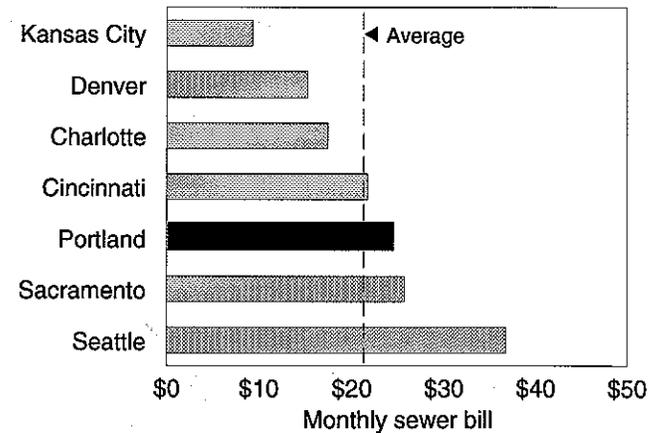
The region's environment is benefiting from efforts to clean water and increase recycling:

- over 20,000 properties have been connected to sewer lines.
- wastewater discharged by the City's treatment plants meets state standards.
- about 34% of residential waste is diverted from landfills due to recycling.

However, sewer bills are up almost 50% from 4 years ago; garbage bills increased about 20%. Since City franchising of haulers began, however, garbage bills (in constant dollars) have decreased.

The comparison with other city sewer bills shows Portland as above average, based on a common consumption standard of 1000 cu. ft. of water.

Figure 30 Comparable monthly residential sewer bills: Portland and 6 other cities



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

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

However, the actual average water use was 610 cu. ft. and the average bill was slightly lower than the prior year's flat fee.

	Percent BOD *		Est. number of unsewered mid-county properties	Industrial enforcement tests in full compliance	Residential recycling		Average monthly residential bills (constant '93-94 dollars)	
	Columbia Blvd.	Tryon Creek			Household participation rate	Waste diverted from landfill	Sewer/storm drainage	Garbage (32 gal. can)
FY 1989-90	87.2%	93.7%	38,852	86%	25%	7%	\$11.97	\$14.47
FY 1990-91	84.7%	92.5%	36,449	77%	26%	8%	\$12.74	\$18.20
FY 1991-92	88.7%	94.1%	33,810	90%	52%	12%	\$15.16	\$18.75 ***
FY 1992-93	88.6%	94.0%	31,242	93%	71%	28%	\$17.74	\$17.85
FY 1993-94	91.1%	92.7%	28,442	97%	75%	34%	\$17.59 **	\$17.60
Goal	>85%	>90%	0	>80%	75%	36%	-	-
% change '89-90 to '93-94	+3.9%	-1%	-27%	+11%	+50%	+27%	+47%	+22%

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

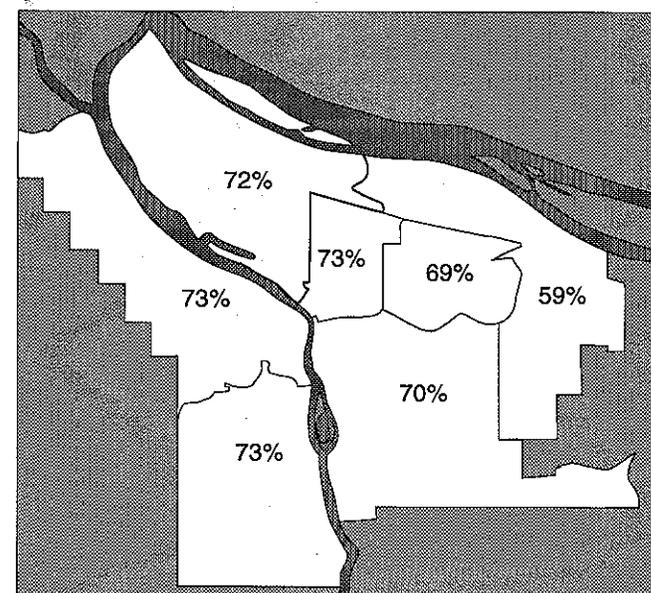
** 1st consumption based billing

*** before City franchising

Although almost half of all Portlanders believe sewer and storm drainage systems do a poor job of protecting rivers and streams, citizens are much more satisfied with services than in prior years:

- the percent of citizens rating the quality of sewers good or very good increased from 38% to 51%.
- storm drainage ratings increased from 33% good or very good to 42%.
- 70% of citizens rate sewer service to their homes good or very good. However, residents in the East are significantly less satisfied than other parts of town.

Figure 31 Percent of neighborhood residents rating sewer service to their home "good" or "very good"

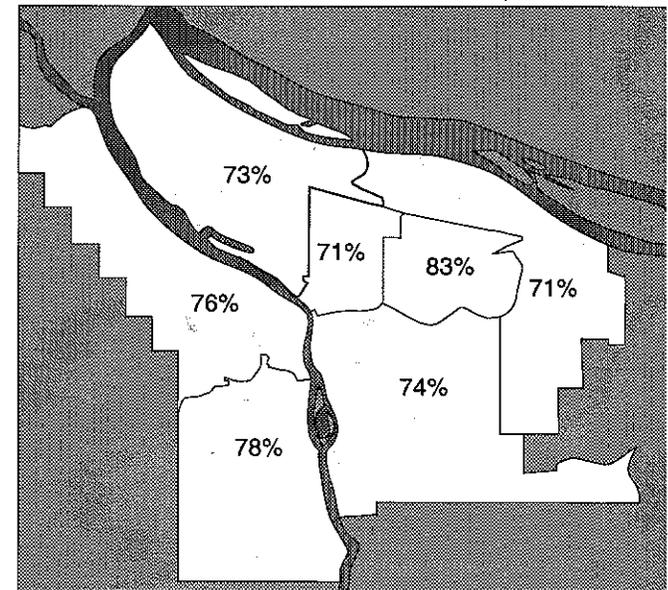


SOURCE: Auditor's Office 1994 Citizen Survey

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

Citizens continue to rate the quality of garbage and recycling services high, but are less pleased with the cost of these services.

Figure 32 Percent of neighborhood residents rating recycling service quality "good" or "very good"



SOURCE: Auditor's Office 1994 Citizen Survey

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

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.

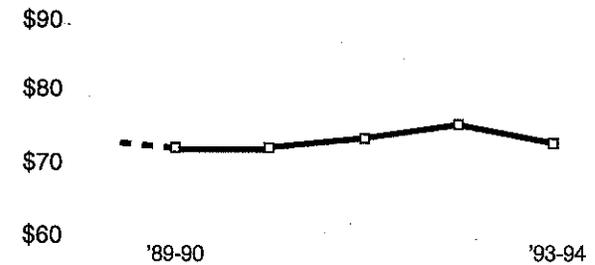
The Bureau also manages an underground well water supply that acts as a secondary water source in emergency situations.

Staffing and Spending Data

Overall spending and staffing increases have kept pace with inflation and service growth:

- operating costs per capita have remained steady over the past five years.

Figure 33 Water operating costs per capita (constant '93-94 dollars)



SOURCE: City of Portland *Comprehensive Annual Financial Reports*

	Population served		Expenditures (in millions/constant '93-94 dollars) *			Authorized staffing	Operating costs per capita (constant '93-94 dollars)
	City (retail)	Outside city (wholesale)	Operating	Capital	Debt service		
FY 1989-90	432,175	247,800	\$31.0	\$16.3	\$9.6	483	\$72
FY 1990-91	438,802	262,400	\$31.4	\$15.0	\$10.6	490	\$72
FY 1991-92	454,150	267,700	\$33.5	\$18.7	\$12.0	494	\$74
FY 1992-93	459,300	275,697	\$34.9	\$21.7	\$9.6	507	\$76
FY 1993-94	471,325	283,659	\$34.4	\$17.5	\$8.2	509	\$73
% change '89-90 to '93-94	+9%	+14%	+11%	+7%	-15%	+5%	+1%

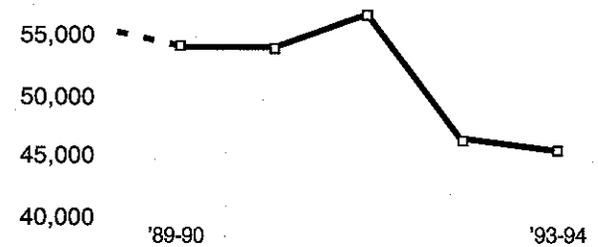
* Expenditures derived from City of Portland FY 1993-94 *Comprehensive Annual Financial Report* (GAAP basis); debt service excludes bond anticipation notes and advanced refunding of bonds

Workload Indicators

Total water sales and deliveries to customers inside and outside the City increased last year. Water use per capita inside the City appears to have declined from prior years:

- annual City water use per capita has declined 15%.
- water sales and deliveries rebounded slightly after low years in '92-93, but are down slightly from 5 years ago.
- the number of retail accounts increased by 1%.

Figure 34 Annual water usage per capita (gallons)



	Water sales (constant '93-94 dollars)	Gallons of water delivered	Number of retail accounts	Feet of new water mains installed	Annual water usage per capita (inside City)
FY 1989-90	\$45.4 million	37.3 billion	152,558	78,500	53,748 gals.
FY 1990-91	\$45.5 million	38.0 billion	153,188	71,266	53,738 gals.
FY 1991-92	\$47.1 million	41.0 billion	153,289	79,718	57,615 gals.
FY 1992-93	\$41.3 million	34.3 billion	152,754	81,303	46,139 gals.
FY 1993-94	\$44.8 million	36.0 billion	153,575	93,959	45,441 gals.
% change '89-90 to '93-94	-1%	-3%	+1%	+20%	-15%

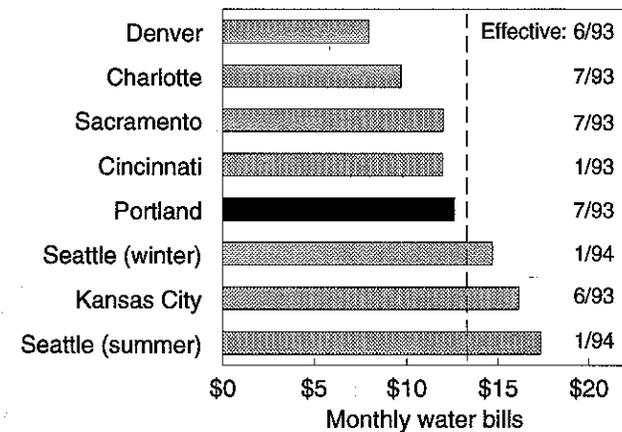
Performance Indicators

The Bureau provides clean, reliable and reasonably priced water to the region:

- EPA water quality standards are met.
- water bills are about average compared to other cities.

The amount of trihalomethane (THM) in Portland water is higher than past years due to a required change in the chlorination process.

Figure 35 Comparable monthly residential water bills: Portland and 6 other cities



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

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

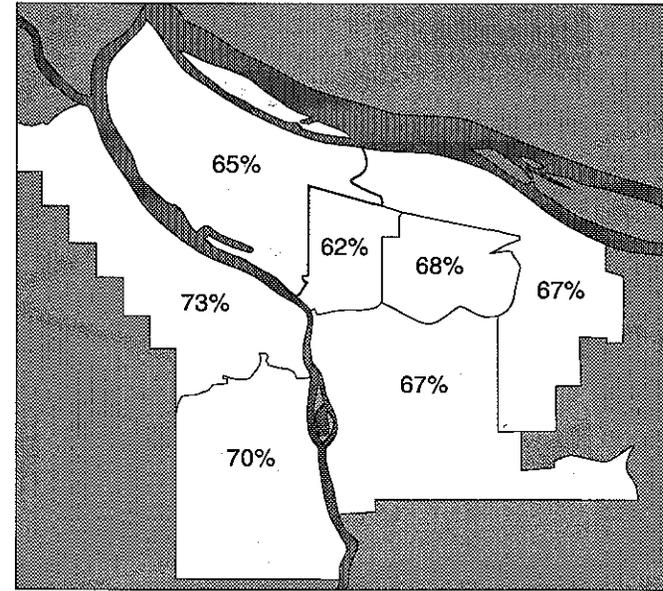
	Selected tests for water quality *			Peak summer month water consumption (in millions of gallons)		Debt coverage ratio	Monthly water bill ** (constant dollars)
	Nitrite (mg/l)	Turbidity (NTUs) max / ave	THM (mg/l)	Average day	Highest day		
FY 1989-90	.0005	.91 / .30	.0084	149	196	1.82	\$11.91
FY 1990-91	.0005	1.10 / .34	.0081	176	210	2.08	\$11.60
FY 1991-92	.0008	1.90 / .38	.0097	174	207	1.93	\$12.09
FY 1992-93	.0005	.70 / .31	.0188	117	135	1.83	\$12.36
FY 1993-94	.0005	.70 / .27	.0180	145	187	2.90	\$12.62
Goal	<1.0	<5.00 / -	<.1000	-	-	2.00	-
% change '89-90 to '93-94	0%	-23% / -10%	+143%	-3%	-5%	+59%	+6%

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

** Based on monthly water use of 1000 cubic feet

Citizen satisfaction with water services has increased to 1991 levels. Low ratings in 1992 are associated with restrictions on water use during a summer drought period.

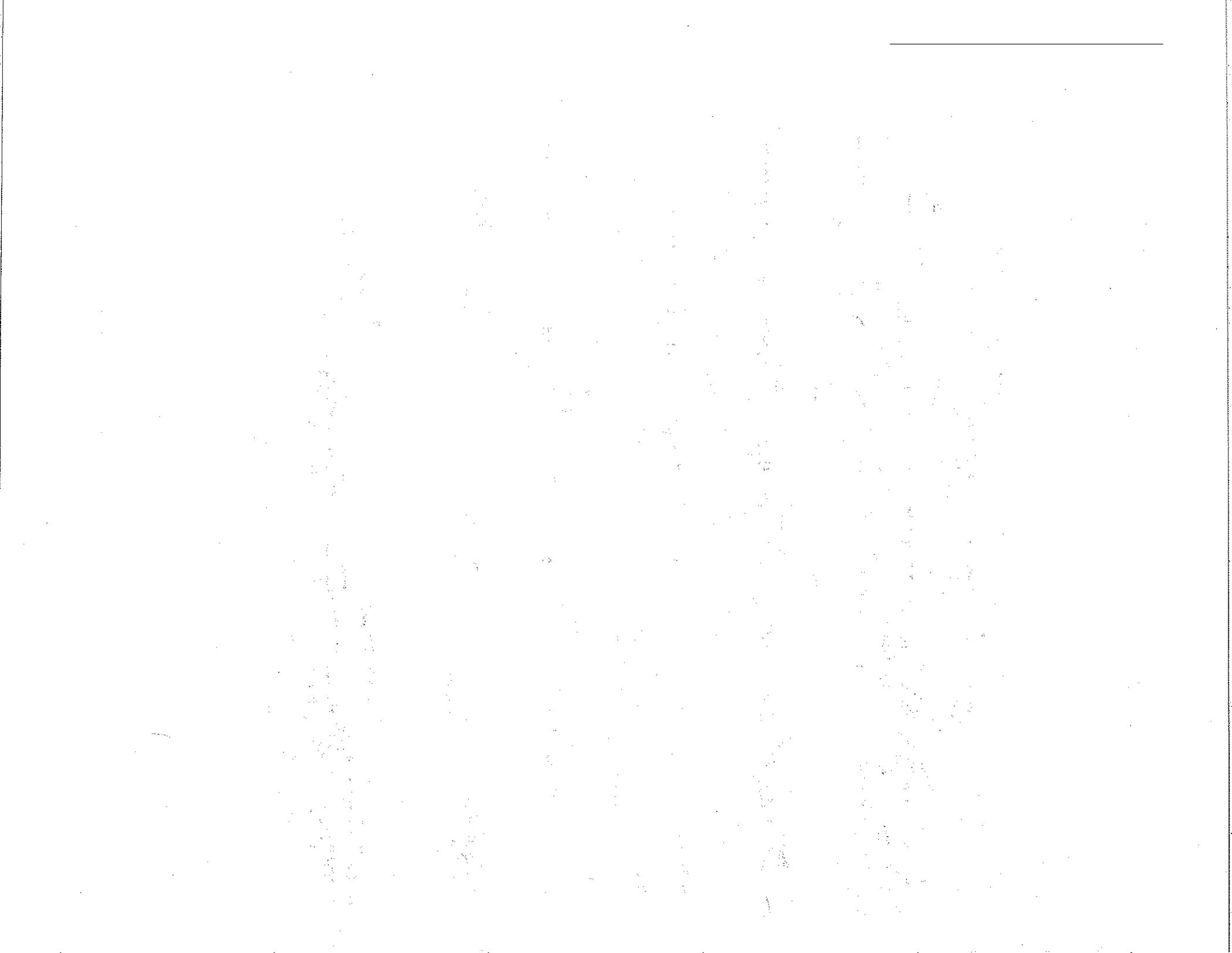
Figure 36 Percent of neighborhood residents rating water services "good" or "very good"



SOURCE: Auditor's Office 1994 Citizen Survey

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

Appendices



Appendix A 1994 Citizen Survey Results

In 1994, the annual Portland Citizen Survey was done in collaboration with the Multnomah County Auditor for the first time. New questions were asked about County services, as well as the City questions from the prior three annual surveys. 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 7,700 to City residents, and an additional 2,200 to County residents outside the City, in September 1994. A reminder was mailed four weeks later. At the time we wrote this report, 4,996 surveys

were returned, for a County-wide response rate of 51%; 3,970 were City residents, for a City response rate of 52%.

Sampling error

For the City-wide survey sample size of 3,970, 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 an equal number of residents in each of the 7 Portland neighborhoods. Because some of the neighborhoods are larger than others, we checked on the need to re-weight the groups before combining into a City-wide total. Our analysis showed that re-weighting would have no substantial effect. Therefore, the city totals reported are unadjusted.

Follow-up on non-respondents

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 1994 survey questions and results for City respondents (N=3,970) follow; County-wide results (N=4,996) 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 three 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. Percentages may not add to 100% due to rounding.

1994 Portland/Multnomah County CITIZEN SURVEY

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

	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	Prior Year Totals		
									1993	1992	1991
1 How safe would you feel walking alone <i>during the day</i> :											
• in your neighborhood?											
Very safe	52%	47%	25%	25%	35%	31%	34%	36%	34%	36%	32%
Safe	40%	38%	50%	45%	50%	48%	48%	46%	46%	45%	45%
Neither safe nor unsafe	7%	11%	18%	17%	12%	16%	12%	13%	14%	13%	15%
Unsafe	2%	3%	6%	10%	3%	4%	5%	5%	5%	5%	5%
Very unsafe	0%	2%	2%	3%	0%	1%	1%	1%	1%	1%	2%
	(643)	(484)	(497)	(510)	(595)	(552)	(601)	(3,882)	(4,544)	(4,030)	(4,440)
• in the park closest to you?											
Very safe	33%	31%	14%	13%	19%	17%	15%	21%	18%%	21%	17%
Safe	45%	37%	41%	38%	45%	43%	44%	42%	42%	40%	40%
Neither safe nor unsafe	15%	20%	20%	25%	23%	25%	26%	22%	22%	22%	23%
Unsafe	6%	10%	19%	19%	12%	12%	13%	13%	14%	13%	15%
Very Unsafe	1%	2%	6%	5%	2%	3%	2%	3%	4%	4%	5%
	(614)	(471)	(467)	(484)	(564)	(536)	(550)	(3,686)	(4,290)	(3,807)	(4,212)
• downtown?											
Very safe	18%	31%	15%	20%	17%	14%	8%	17%	13%	16%	15%
Safe	46%	45%	44%	50%	44%	41%	32%	43%	41%	42%	42%
Neigher safe nor unsafe	26%	17%	23%	20%	23%	26%	32%	24%	27%	25%	26%
Unsafe	9%	5%	12%	8%	12%	14%	20%	12%	14%	12%	12%
Very unsafe	2%	2%	6%	2%	4%	5%	7%	4%	5%	5%	5%
	(620)	(472)	(460)	(482)	(555)	(516)	(556)	(3,661)	(4,268)	(3,769)	(4,185)

	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	Prior Year Totals		
									1993	1992	1991
How safe would you feel walking alone <i>at night</i> :											
• in your neighborhood?											
Very safe	18%	13%	5%	4%	7%	5%	8%	9%	9%	10%	8%
Safe	36%	36%	20%	18%	27%	29%	29%	28%	26%	28%	26%
Neither safe nor unsafe	27%	22%	24%	23%	29%	24%	28%	26%	23%	22%	24%
Unsafe	14%	21%	34%	33%	27%	27%	24%	25%	27%	26%	26%
Very unsafe	5%	9%	18%	22%	11%	15%	10%	13%	15%	14%	16%
	(635)	(476)	(486)	(497)	(578)	(541)	(588)	(3,801)	(4,439)	(3,935)	(4,331)
• in the park closest to you?											
Very safe	5%	6%	2%	2%	2%	2%	1%	3%	2%	3%	2%
Safe	20%	18%	8%	6%	8%	12%	11%	12%	10%	11%	9%
Neither safe nor unsafe	29%	23%	18%	13%	25%	18%	24%	22%	19%	19%	19%
Unsafe	30%	30%	35%	35%	38%	39%	38%	35%	37%	36%	36%
Very unsafe	16%	23%	38%	45%	28%	30%	26%	29%	32%	31%	34%
	(602)	(466)	(471)	(477)	(557)	(518)	(536)	(3,627)	(4,237)	(3,735)	(4,152)
• downtown?											
Very safe	2%	6%	2%	3%	2%	1%	1%	2%	2%	2%	2%
Safe	17%	25%	13%	18%	14%	13%	6%	15%	12%	14%	12%
Neither safe nor unsafe	29%	31%	23%	31%	28%	24%	22%	27%	23%	23%	25%
Unsafe	33%	24%	37%	28%	33%	36%	38%	33%	34%	34%	33%
Very unsafe	19%	15%	26%	20%	25%	27%	34%	24%	29%	27%	28%
	(622)	(473)	(459)	(472)	(553)	(519)	(562)	(3,660)	(4,242)	(3,752)	(4,154)
2 Did anyone break into, or burglarize, your home during the past 12 months?											
Yes	4%	7%	10%	8%	6%	8%	7%	7%	7%	9%	10%
No	96%	93%	90%	92%	94%	92%	93%	93%	93%	91%	90%
	(649)	(483)	(507)	(515)	(608)	(558)	(602)	(3,922)	(4,563)	(4,043)	(4,456)
If YES:											
• Was it reported to the police?											
Yes	80%	78%	77%	78%	74%	71%	80%	77%	73%	80%	76%
No	20%	22%	23%	22%	26%	30%	20%	23%	27%	20%	24%
	(25)	(32)	(48)	(41)	(35)	(44)	(40)	(265)	(327)	(323)	(432)

	CITY							Prior Year Totals			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1993	1992	1991
3 Do you know, or have you heard of, your neighborhood police officer?											
Yes	16%	11%	22%	18%	18%	15%	10%	16%	15%	13%	12%
No	84%	89%	78%	82%	82%	85%	90%	84%	85%	87%	88%
	(642)	(482)	(501)	(514)	(598)	(556)	(603)	(3,896)	(4,537)	(4,049)	(4,461)
4 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	16%	14%	19%	19%	19%	17%	11%	16%	18%	18%	17%
Willing	45%	40%	44%	50%	46%	46%	48%	46%	49%	50%	51%
Neither willing nor unwilling	32%	36%	31%	25%	29%	28%	34%	30%	26%	26%	26%
Unwilling	7%	9%	6%	5%	6%	9%	6%	7%	6%	5%	5%
Very unwilling	1%	2%	1%	1%	1%	0%	1%	1%	1%	1%	1%
	(597)	(452)	(455)	(477)	(549)	(486)	(545)	(3,561)	(4,207)	(3,755)	(4,121)
5 Did you use the services of the fire department in the last twelve months?											
Yes	6%	7%	7%	5%	5%	7%	4%	6%	7%	7%	7%
No	94%	93%	93%	95%	95%	93%	96%	94%	93%	93%	93%
	(647)	(485)	(509)	(512)	(606)	(558)	(607)	(3,924)	(4,570)	(4,052)	(4,406)
If YES:											
• What type of service was it? (the last time, if more than once)											
Fire	30%	45%	11%	20%	20%	21%	19%	24%	20%	30%	24%
Medical	58%	45%	72%	72%	63%	62%	69%	62%	58%	50%	56%
Other	13%	10%	17%	8%	17%	18%	12%	14%	22%	20%	20%
	(40)	(31)	(36)	(25)	(30)	(39)	(26)	(227)	(312)	(273)	(322)

1994 Citizen Survey Results

	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	Prior Year Totals		
									1993	1992	1991
How do you rate the quality of the service you got?											
Very good	73%	81%	74%	76%	83%	82%	68%	77%	68%	68%	69%
Good	17%	19%	24%	24%	10%	13%	28%	19%	22%	24%	23%
Neither good nor bad	2%	0%	0%	0%	7%	3%	4%	2%	6%	4%	5%
Bad	5%	0%	3%	0%	0%	3%	0%	2%	3%	3%	2%
Very bad	2%	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%
	(41)	(32)	(34)	(25)	(29)	(39)	(25)	(225)	(308)	(270)	(321)
6 Are you prepared to sustain yourself for 72 hours after a major disaster?											
Yes	45%	40%	49%	35%	44%	40%	50%	44%	46%	-	-
No	55%	60%	51%	65%	56%	60%	50%	56%	54%	-	-
	(634)	(470)	(484)	(497)	(582)	(544)	(585)	(3,796)	(4,439)	-	-
If NO:											
• Do you know what to do to get prepared?											
Yes	52%	43%	47%	42%	55%	49%	47%	48%	50%	-	-
No	49%	57%	52%	58%	46%	51%	53%	52%	50%	-	-
	(309)	(258)	(221)	(287)	(303)	(297)	(261)	(1,936)	(2,205)	-	-
Are you trained in first aid or CPR?											
First aid	10%	10%	8%	10%	12%	8%	11%	10%	-	-	-
CPR	12%	15%	14%	13%	13%	12%	13%	13%	-	-	-
Both	31%	24%	28%	28%	29%	32%	27%	28%	-	-	-
Neither	47%	52%	50%	50%	47%	48%	49%	49%	-	-	-
	(605)	(458)	(466)	(479)	(553)	(515)	(558)	(3,634)	-	-	-

7 How do you rate garbage/ recycling service in the following categories:

• the cost?

- Very good
- Good
- Neither good nor bad
- Bad
- Very bad

	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	Prior Year Totals		
									1993	1992	1991
Very good	6%	15%	8%	8%	8%	7%	6%	8%	5%	6%	-
Good	26%	36%	27%	28%	30%	29%	26%	28%	27%	25%	-
Neither good nor bad	36%	35%	36%	35%	37%	30%	35%	35%	33%	32%	-
Bad	24%	8%	23%	22%	20%	25%	23%	22%	24%	26%	-
Very bad	8%	6%	7%	8%	5%	8%	10%	8%	11%	11%	-
	(579)	(292)	(448)	(450)	(562)	(495)	(525)	(3,351)	(4,095)	(3,144)	-

• the quality of garbage service?

- Very good
- Good
- Neither good nor bad
- Bad
- Very bad

Very good	26%	22%	21%	22%	27%	23%	20%	23%	21%	25%	-
Good	53%	56%	52%	51%	54%	53%	53%	53%	55%	53%	-
Neither good nor bad	16%	18%	20%	18%	15%	18%	21%	18%	17%	15%	-
Bad	3%	4%	5%	5%	3%	5%	4%	4%	5%	5%	-
Very bad	1%	1%	2%	4%	2%	2%	3%	2%	2%	2%	-
	(608)	(404)	(466)	(473)	(579)	(525)	(570)	(3,625)	(4,341)	(3,278)	-

• the quality of recycling service?

- Very good
- Good
- Neither good nor bad
- Bad
- Very bad

Very good	29%	24%	23%	24%	29%	22%	20%	25%	23%	23%	-
Good	49%	52%	50%	48%	54%	51%	51%	51%	51%	49%	-
Neither good nor bad	15%	16%	17%	20%	11%	17%	21%	17%	17%	17%	-
Bad	5%	5%	7%	6%	5%	7%	7%	6%	6%	7%	-
Very bad	2%	3%	3%	3%	2%	3%	2%	2%	3%	4%	-
	(592)	(391)	(449)	(452)	(557)	(509)	(555)	(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
- 2, 3 or 4-plex
- Apartment
- Other

1 family home	86%	24%	88%	84%	92%	80%	81%	78%	80%	-	-
2, 3 or 4-plex	3%	6%	4%	7%	3%	9%	4%	5%	5%	-	-
Apartment	9%	63%	6%	8%	4%	10%	12%	15%	13%	-	-
Other	2%	7%	2%	2%	1%	2%	4%	3%	2%	-	-
	(619)	(469)	(484)	(493)	(580)	(539)	(578)	(3,762)	(4,425)	-	-

	CITY							Prior Year Totals			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1993	1992	1991
8 In general, how do you rate the quality of the parks near your home in the following categories?											
• clean grounds											
Very good	35%	35%	25%	19%	21%	27%	23%	27%	26%	24%	25%
Good	55%	53%	61%	60%	65%	62%	55%	59%	58%	59%	59%
Neither good nor bad	9%	10%	12%	16%	12%	9%	19%	12%	12%	13%	13%
Bad	1%	2%	2%	4%	2%	2%	2%	2%	3%	3%	3%
Very bad	0%	0%	0%	1%	0%	1%	1%	0%	1%	1%	0%
	(579)	(446)	(452)	(442)	(518)	(498)	(454)	(3,389)	(4,040)	(3,598)	(4,022)
• well-maintained grounds											
Very good	30%	35%	25%	20%	19%	27%	22%	26%	25%	23%	25%
Good	54%	51%	57%	57%	63%	59%	51%	56%	57%	57%	56%
Neither good nor bad	14%	13%	15%	19%	15%	12%	22%	15%	14%	16%	15%
Bad	2%	2%	3%	3%	3%	1%	4%	2%	3%	5%	3%
Very bad	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%	1%
	(578)	(446)	(444)	(434)	(515)	(497)	(456)	(3,370)	(4,019)	(3,569)	(3,984)
• beauty of landscaping & plantings											
Very good	23%	34%	23%	18%	12%	23%	19%	21%	21%	20%	22%
Good	48%	42%	46%	47%	49%	50%	46%	47%	47%	48%	47%
Neither good nor bad	27%	21%	24%	28%	33%	23%	29%	27%	26%	26%	26%
Bad	2%	3%	6%	6%	6%	4%	4%	4%	5%	5%	4%
Very bad	0%	0%	1%	1%	1%	1%	3%	1%	1%	1%	1%
	(574)	(441)	(441)	(438)	(515)	(502)	(455)	(3,366)	(4,009)	(3,570)	(3,956)
• clean facilities											
Very good	17%	19%	12%	7%	8%	11%	13%	13%	13%	12%	12%
Good	48%	36%	40%	34%	35%	43%	41%	40%	38%	40%	37%
Neither good nor bad	29%	33%	28%	35%	38%	32%	36%	33%	32%	31%	32%
Bad	5%	10%	17%	19%	15%	10%	9%	12%	13%	13%	15%
Very bad	1%	3%	4%	7%	4%	5%	3%	3%	4%	4%	4%
	(487)	(369)	(382)	(351)	(401)	(416)	(386)	(2,792)	(3,212)	(2,880)	(3,173)

	CITY							Prior Year Totals			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1993	1992	1991
• well-maintained facilities											
Very good	17%	19%	13%	8%	7%	11%	14%	13%	13%	13%	12%
Good	48%	40%	44%	35%	37%	44%	40%	41%	40%	41%	40%
Neither good nor bad	30%	32%	29%	36%	40%	33%	38%	34%	32%	31%	31%
Bad	5%	6%	11%	16%	13%	9%	6%	9%	11%	11%	13%
Very bad	0%	3%	4%	5%	4%	4%	3%	3%	4%	4%	4%
	(486)	(371)	(379)	(350)	(404)	(418)	(384)	(2,792)	(3,254)	(2,898)	(3,170)
9 In the past twelve months, how many times did you:											
• visit any City park?											
Never	12%	7%	15%	17%	14%	17%	30%	16%	18%	16%	15%
Once or twice	19%	15%	22%	14%	24%	19%	24%	20%	21%	19%	19%
3 to 5 times	18%	16%	19%	20%	16%	18%	20%	18%	18%	17%	18%
6 to 10 times	15%	14%	14%	12%	14%	13%	11%	13%	13%	14%	15%
More than 10 times	37%	48%	31%	37%	32%	33%	15%	33%	30%	34%	33%
	(624)	(469)	(480)	(501)	(585)	(532)	(571)	(3,762)	(4,496)	(3,993)	(4,400)
• visit a City park near your home?											
Never	16%	8%	18%	23%	20%	17%	37%	20%	23%	21%	21%
Once or twice	22%	17%	22%	22%	26%	25%	25%	23%	23%	22%	21%
3 to 5 times	18%	14%	19%	15%	17%	18%	16%	17%	15%	16%	16%
6 to 10 times	13%	13%	11%	8%	10%	12%	8%	11%	12%	11%	13%
More than 10 times	30%	47%	30%	32%	27%	29%	14%	29%	27%	30%	29%
	(608)	(456)	(463)	(481)	(568)	(516)	(553)	(3,645)	(4,411)	(3,906)	(4,318)
10 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	20%	19%	17%	16%	17%	13%	5%	16%	14%	15%	15%
Satisfied	50%	46%	55%	54%	51%	55%	51%	52%	54%	54%	51%
Neither sat. or dissat.	25%	30%	24%	22%	27%	26%	38%	27%	25%	24%	27%
Dissatisfied	4%	4%	4%	7%	4%	4%	5%	5%	5%	5%	6%
Very dissatisfied	1%	1%	1%	2%	1%	2%	1%	1%	2%	2%	1%
	(407)	(273)	(357)	(328)	(364)	(347)	(335)	(2,411)	(2,899)	(2,619)	(2,932)

1994 Citizen Survey Results

	CITY							Prior Year Totals			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1993	1992	1991
• affordable											
Very satisfied	20%	19%	14%	18%	17%	12%	5%	15%	15%	15%	15%
Satisfied	49%	46%	49%	50%	51%	51%	51%	50%	51%	52%	51%
Neither sat. or dissat.	26%	29%	25%	23%	27%	29%	34%	27%	26%	24%	26%
Dissatisfied	4%	5%	9%	7%	4%	7%	8%	6%	6%	7%	6%
Very dissatisfied	1%	1%	2%	3%	1%	1%	3%	2%	2%	2%	2%
	(394)	(261)	(335)	(322)	(346)	(330)	(313)	(2,301)	(2,766)	(2,506)	(2,787)
• open at good times											
Very satisfied	15%	14%	13%	13%	15%	9%	5%	12%	12%	11%	11%
Satisfied	50%	48%	51%	49%	47%	50%	45%	49%	50%	52%	74%
Neither sat. or dissat.	28%	32%	29%	28%	32%	34%	42%	32%	29%	29%	32%
Dissatisfied	6%	5%	6%	7%	5%	7%	7%	6%	7%	6%	8%
Very dissatisfied	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	2%
	(377)	(257)	(323)	(298)	(339)	(327)	(305)	(2,226)	(2,667)	(2,436)	(2,724)
• good variety											
Very satisfied	15%	17%	13%	13%	15%	10%	6%	13%	12%	13%	13%
Satisfied	47%	47%	49%	51%	46%	51%	44%	48%	49%	50%	46%
Neither sat. or dissat.	32%	29%	28%	28%	34%	30%	42%	32%	31%	29%	31%
Dissatisfied	6%	7%	8%	6%	5%	8%	7%	6%	6%	6%	8%
Very dissatisfied	0%	1%	2%	2%	1%	1%	2%	1%	2%	2%	2%
	(382)	(256)	(324)	(298)	(335)	(326)	(305)	(2,226)	(2,655)	(2,438)	(2,701)
• adequate number of classes, teams, etc.											
Very satisfied	12%	13%	12%	12%	13%	9%	3%	11%	10%	10%	11%
Satisfied	42%	37%	45%	41%	44%	46%	41%	42%	44%	46%	43%
Neither sat. or dissat.	37%	42%	34%	32%	34%	34%	44%	36%	35%	34%	35%
Dissatisfied	8%	7%	8%	13%	7%	9%	9%	9%	8%	8%	9%
Very dissatisfied	1%	1%	2%	3%	3%	2%	3%	2%	3%	2%	2%
	(357)	(229)	(302)	(273)	(313)	(291)	(291)	(2,056)	(2,496)	(2,291)	(2,530)

	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	Prior Year Totals			
									1993	1992	1991	
How many members of your household took part in a City recreation activity in the past twelve months?												
• age 12 and under (1,293)	59%	49%	61%	59%	54%	50%	37%	52%	-	-	-	
• age 13 to 18 (553)	41%	36%	31%	46%	32%	33%	24%	47%	-	-	-	
• age 19 to 54 (4,466)	20%	23%	22%	29%	19%	19%	13%	21%	-	-	-	
• age 55 and over (2,485)	17%	24%	23%	17%	16%	15%	15%	18%	-	-	-	
11 How well do you think:												
• the City provides sewer and drainage service to your home?												
Very well	26%	29%	19%	19%	19%	20%	16%	21%	-	-	-	
Well	47%	43%	53%	54%	50%	50%	44%	49%	-	-	-	
Neither well nor poorly	19%	20%	19%	21%	22%	19%	26%	21%	-	-	-	
Poorly	5%	6%	5%	4%	6%	6%	7%	6%	-	-	-	
Very poorly	3%	2%	3%	2%	3%	5%	7%	4%	-	-	-	
	(584)	(337)	(443)	(446)	(495)	(463)	(472)	(3,240)	-	-	-	
• the sewer and storm drainage systems protect streams and rivers?												
Very well	7%	6%	7%	5%	6%	4%	6%	6%	2%	3%	3%	
Well	23%	18%	31%	22%	24%	23%	29%	24%	16%	19%	20%	
Neither well nor poorly	25%	22%	22%	27%	24%	21%	24%	24%	25%	26%	23%	
Poorly	27%	29%	22%	28%	27%	28%	23%	26%	35%	34%	33%	
Very poorly	18%	26%	18%	18%	20%	25%	18%	20%	22%	18%	21%	
	(507)	(332)	(389)	(388)	(443)	(428)	(444)	(2,931)	(3,651)	(2,972)	(3,210)	

1994 Citizen Survey Results

	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	Prior Year Totals		
									1993	1992	1991
12 In general, how do you rate the streets in your neighborhood in the following categories?											
• smoothness											
Very good	15%	16%	15%	13%	11%	10%	18%	14%	12%	11%	12%
Good	42%	49%	46%	49%	47%	48%	44%	46%	43%	15%	42%
Neither good nor bad	20%	21%	21%	22%	23%	23%	19%	21%	23%	22%	23%
Bad	15%	13%	14%	11%	16%	14%	13%	14%	15%	15%	15%
Very bad	7%	3%	4%	6%	4%	5%	6%	5%	7%	7%	8%
	(632)	(472)	(491)	(501)	(585)	(543)	(583)	(3,807)	(4,541)	(4,038)	(4,440)
• cleanliness											
Very good	16%	15%	10%	10%	11%	8%	15%	12%	12%	12%	11%
Good	56%	51%	47%	43%	54%	53%	51%	51%	49%	48%	46%
Neither good nor bad	18%	20%	26%	21%	25%	23%	24%	22%	23%	23%	25%
Bad	7%	12%	14%	16%	9%	13%	8%	11%	11%	11%	13%
Very bad	4%	2%	5%	9%	2%	3%	3%	4%	5%	6%	5%
	(629)	(473)	(494)	(499)	(585)	(538)	(581)	(3,799)	(4,528)	(3,996)	(4,398)
• traffic safety											
Very good	10%	7%	5%	5%	5%	4%	9%	7%	7%	-	-
Good	36%	29%	36%	29%	33%	35%	39%	34%	34%	-	-
Neither good nor bad	24%	28%	24%	27%	29%	26%	26%	26%	27%	-	-
Bad	19%	24%	24%	22%	23%	22%	16%	21%	21%	-	-
Very bad	11%	13%	12%	18%	9%	12%	10%	12%	11%	-	-
	(626)	(469)	(488)	(497)	(580)	(540)	(581)	(3,781)	(4,491)	-	-
13 How many pets do you have in your household? (TOTAL REPORTED)											
No. of dogs	202	73	214	234	250	244	227	1,444	-	-	-
No. of cats	302	186	269	268	357	281	203	1,866	-	-	-

	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	Prior Year Totals		
									1993	1992	1991
In the last twelve months, have you contacted Animal Control about a problem (e.g. reporting a barking animal, dead animal or lost/found animal)?											
Yes	8%	7%	16%	16%	10%	13%	11%	11%	-	-	-
No	92%	94%	84%	84%	90%	88%	89%	89%	-	-	-
	(570)	(433)	(453)	(449)	(547)	(504)	(549)	(3,502)	-	-	-
If YES:											
How satisfied were you with the:											
• speed of reponse? (the last time, if more than once)											
Very satisfied	14%	27%	15%	12%	12%	16%	23%	16%	-	-	-
Satisfied	21%	15%	31%	38%	33%	30%	38%	31%	-	-	-
Neither sat. or dissat.	14%	19%	12%	12%	15%	19%	7%	13%	-	-	-
Dissatisfied	26%	19%	18%	20%	12%	16%	13%	17%	-	-	-
Very dissatisfied	24%	19%	25%	19%	29%	19%	20%	22%	-	-	-
	(42)	(26)	(68)	(69)	(52)	(63)	(61)	(381)	-	-	-
• steps they took to solve your problem?											
Very satisfied	14%	27%	11%	15%	12%	18%	19%	16%	-	-	-
Satisfied	26%	15%	32%	28%	22%	30%	27%	27%	-	-	-
Neither sat. or dissat.	12%	27%	12%	22%	18%	12%	15%	16%	-	-	-
Dissatisfied	19%	12%	15%	15%	14%	10%	15%	14%	-	-	-
Very dissatisfied	29%	19%	29%	20%	35%	31%	24%	27%	-	-	-
	(42)	(26)	(65)	(65)	(51)	(61)	(59)	(369)	-	-	-

	CITY							Prior Year Totals			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1993	1992	1991
14 In the past twelve months, how many times did you:											
• visit the Central Library?											
Never	45%	28%	58%	46%	50%	51%	72%	50%	-	-	-
Once or twice	22%	23%	19%	22%	25%	18%	15%	21%	-	-	-
3 to 10 times	22%	27%	16%	21%	19%	19%	9%	19%	-	-	-
Once a month	8%	14%	6%	9%	5%	8%	2%	7%	-	-	-
Once a week	3%	8%	2%	3%	2%	4%	2%	3%	-	-	-
	(621)	(473)	(487)	(497)	(577)	(532)	(577)	(3,764)	-	-	-
• visit your neighborhood branch?											
Never	38%	64%	53%	41%	38%	42%	44%	45%	-	-	-
Once or twice	19%	9%	17%	22%	20%	19%	18%	18%	-	-	-
3 to 10 times	22%	15%	16%	18%	22%	23%	22%	20%	-	-	-
Once a month	12%	7%	8%	12%	13%	11%	10%	11%	-	-	-
Once a week	9%	5%	6%	7%	8%	6%	6%	7%	-	-	-
	(605)	(407)	(476)	(476)	(579)	(524)	(578)	(3,645)	-	-	-
• contact the library by phone?											
Never	58%	55%	73%	59%	61%	65%	69%	63%	-	-	-
Once or twice	25%	25%	15%	23%	22%	17%	21%	21%	-	-	-
3 to 10 times	12%	13%	8%	12%	12%	12%	7%	11%	-	-	-
Once a month	4%	5%	2%	4%	5%	4%	3%	4%	-	-	-
Once a week	0%	2%	1%	2%	0%	1%	0%	1%	-	-	-
	(599)	(454)	(458)	(468)	(564)	(520)	(566)	(3,629)	-	-	-
• contact the library by modem?											
Never	93%	90%	95%	94%	93%	93%	96%	93%	-	-	-
Once or twice	2%	4%	2%	1%	1%	2%	2%	2%	-	-	-
3 to 10 times	3%	3%	1%	2%	4%	3%	2%	3%	-	-	-
Once a month	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-
Once a week	1%	2%	1%	2%	2%	1%	1%	1%	-	-	-
	(581)	(435)	(447)	(448)	(548)	(506)	(551)	(3,516)	-	-	-

15	In general, how satisfied are you with the library you usually go to?								Prior Year Totals			
		SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	1993	1992	1991
	• hours that meet your needs											
	Very satisfied	20%	28%	17%	16%	16%	19%	14%	18%	-	-	-
	Satisfied	49%	46%	48%	53%	53%	47%	54%	50%	-	-	-
	Neither sat. or dissat.	17%	14%	20%	16%	16%	16%	18%	17%	-	-	-
	Dissatisfied	13%	12%	13%	13%	14%	15%	11%	13%	-	-	-
	Very dissatisfied	2%	1%	3%	3%	2%	2%	3%	2%	-	-	-
		(503)	(386)	(327)	(384)	(451)	(392)	(408)	(2,851)	-	-	-
	• convenient location											
	Very satisfied	32%	34%	22%	24%	27%	27%	25%	28%	-	-	-
	Satisfied	56%	47%	52%	58%	61%	53%	59%	55%	-	-	-
	Neither sat. or dissat.	9%	13%	18%	14%	10%	15%	13%	13%	-	-	-
	Dissatisfied	2%	5%	7%	3%	2%	4%	2%	4%	-	-	-
	Very dissatisfied	1%	1%	1%	2%	0%	1%	1%	1%	-	-	-
		(509)	(387)	(339)	(390)	(459)	(399)	(422)	(2,905)	-	-	-
	• availability of books and materials											
	Very satisfied	20%	27%	18%	18%	16%	18%	16%	19%	-	-	-
	Satisfied	53%	45%	50%	51%	53%	54%	57%	52%	-	-	-
	Neither sat. or dissat.	19%	20%	20%	21%	21%	18%	19%	20%	-	-	-
	Dissatisfied	8%	7%	11%	8%	9%	9%	6%	8%	-	-	-
	Very dissatisfied	1%	2%	2%	2%	1%	1%	2%	2%	-	-	-
		(503)	(378)	(323)	(381)	(443)	(389)	(405)	(2,822)	-	-	-
	• assistance provided by library staff											
	Very satisfied	36%	35%	28%	30%	32%	32%	30%	32%	-	-	-
	Satisfied	47%	46%	50%	50%	53%	49%	50%	49%	-	-	-
	Neither sat. or dissat.	14%	16%	16%	16%	13%	16%	18%	15%	-	-	-
	Dissatisfied	2%	2%	2%	2%	3%	2%	2%	3%	-	-	-
	Very dissatisfied	1%	1%	1%	2%	1%	1%	1%	1%	-	-	-
		(494)	(373)	(319)	(375)	(438)	(390)	(393)	(2,782)	-	-	-

1994 Citizen Survey Results

	CITY							Prior Year Totals			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1993	1992	1991
• children's programs											
Very satisfied	18%	19%	17%	19%	16%	21%	14%	17%	-	-	-
Satisfied	43%	35%	49%	42%	49%	43%	49%	45%	-	-	-
Neither sat. or dissat.	38%	45%	33%	35%	33%	34%	35%	36%	-	-	-
Dissatisfied	1%	1%	2%	2%	2%	3%	1%	2%	-	-	-
Very dissatisfied	0%	0%	0%	2%	0%	1%	1%	1%	-	-	-
	(229)	(139)	(189)	(186)	(219)	(193)	(222)	(1,377)	-	-	-
16 How do you rate the usefulness of the Voter's Pamphlet that is distributed before elections?											
Very good	30%	31%	27%	25%	25%	29%	25%	27%	-	-	-
Good	50%	47%	52%	52%	55%	51%	51%	51%	-	-	-
Neither good nor bad	17%	18%	18%	18%	16%	18%	19%	18%	-	-	-
Bad	2%	3%	2%	3%	3%	3%	3%	2%	-	-	-
Very bad	1%	1%	2%	2%	1%	1%	1%	1%	-	-	-
	(614)	(449)	(458)	(475)	(562)	(508)	(552)	(3,618)	-	-	-
Did you vote in the last election?											
Yes	89%	82%	81%	85%	86%	84%	80%	84%	-	-	-
No	7%	12%	14%	12%	11%	12%	15%	12%	-	-	-
Not registered	4%	5%	5%	3%	4%	4%	5%	4%	-	-	-
	(630)	(474)	(491)	(506)	(590)	(541)	(588)	(3,820)	-	-	-
If you are not registered to vote, would you like to be?											
Yes	57%	75%	60%	67%	65%	68%	48%	63%	-	-	-
No	43%	25%	40%	33%	35%	32%	52%	38%	-	-	-
	(30)	(44)	(50)	(30)	(34)	(44)	(48)	(280)	-	-	-
17 Do you own a home in Multnomah County?											
Yes	84%	29%	80%	76%	85%	73%	82%	74%	-	-	-
No	17%	71%	20%	24%	15%	27%	18%	26%	-	-	-
	(623)	(476)	(494)	(499)	(585)	(536)	(588)	(3,801)	-	-	-

	CITY							Prior Year Totals			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1993	1992	1991
If YES:											
How do you think the assessed value on your last tax statement compares to what you could sell it for ("market value")? <i>(if you own more than one home, answer about the one you live in)</i>											
Way above market	10%	17%	14%	15%	11%	15%	12%	13%	-	-	-
Somewhat above market	32%	25%	28%	22%	26%	28%	34%	29%	-	-	-
At market	44%	42%	35%	39%	44%	41%	41%	41%	-	-	-
Somewhat below market	14%	15%	18%	20%	19%	14%	12%	16%	-	-	-
Way below market	1%	2%	5%	4%	2%	2%	1%	2%	-	-	-
	(446)	(121)	(300)	(295)	(414)	(315)	(394)	(2,285)	-	-	-
18 Overall, how do you rate the livability of your neighborhood?											
Very good	45%	37%	13%	20%	22%	18%	26%	26%	25%	-	-
Good	49%	46%	55%	44%	61%	55%	53%	52%	52%	-	-
Neither good nor bad	6%	12%	24%	22%	14%	22%	17%	16%	17%	-	-
Bad	1%	4%	6%	8%	3%	5%	3%	4%	5%	-	-
Very bad	0%	1%	2%	6%	0%	1%	1%	1%	1%	-	-
	(645)	(482)	(499)	(503)	(596)	(551)	(598)	(3,874)	(4,258)	-	-
19 Overall, how good a job do you think the City and County are doing at providing government services?											
Very good	5%	8%	4%	5%	4%	4%	4%	5%	-	-	-
Good	55%	56%	42%	47%	49%	47%	40%	48%	-	-	-
Neither good nor bad	34%	29%	39%	33%	37%	38%	45%	37%	-	-	-
Bad	4%	6%	11%	11%	7%	8%	9%	8%	-	-	-
Very bad	2%	2%	5%	5%	2%	3%	3%	3%	-	-	-
	(596)	(437)	(458)	(456)	(525)	(495)	(542)	(3,509)	-	-	-

	CITY							Prior Year Totals			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1993	1992	1991
20 Overall, how do you rate the quality of each of the following City and County services?											
• Police											
Very good	15%	16%	14%	15%	12%	14%	12%	14%	14%	12%	11%
Good	59%	54%	55%	49%	60%	58%	57%	56%	54%	51%	49%
Neither good nor bad	21%	21%	20%	27%	21%	20%	24%	22%	23%	25%	27%
Bad	5%	6%	9%	8%	6%	7%	5%	6%	7%	9%	10%
Very bad	1%	3%	3%	2%	1%	2%	3%	2%	2%	3%	3%
	(584)	(445)	(486)	(475)	(568)	(525)	(558)	(3,641)	(4,179)	(3,717)	(4,083)
• Fire											
Very good	26%	34%	31%	28%	25%	30%	25%	28%	29%	29%	29%
Good	63%	54%	57%	59%	67%	63%	64%	61%	59%	59%	59%
Neither good nor bad	11%	12%	12%	14%	8%	6%	10%	10%	11%	11%	11%
Bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%
Very bad	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
	(536)	(394)	(451)	(411)	(520)	(473)	(531)	(3,316)	(3,797)	(3,341)	(3,738)
• Water											
Very good	15%	20%	14%	13%	14%	12%	13%	14%	16%	11%	18%
Good	56%	53%	51%	49%	54%	55%	54%	53%	49%	46%	50%
Neither good nor bad	22%	21%	23%	28%	25%	23%	24%	24%	22%	24%	22%
Bad	6%	4%	7%	6%	6%	8%	6%	6%	9%	11%	7%
Very bad	2%	2%	5%	5%	1%	2%	4%	3%	4%	8%	3%
	(600)	(391)	(470)	(458)	(565)	(516)	(546)	(3,546)	(4,261)	(3,801)	(4,097)
• Parks											
Very good	22%	28%	16%	16%	14%	15%	9%	17%	15%	16%	14%
Good	63%	54%	59%	58%	66%	65%	56%	60%	61%	61%	58%
Neither good nor bad	13%	16%	20%	20%	17%	16%	31%	19%	19%	19%	23%
Bad	2%	2%	5%	5%	3%	3%	4%	3%	4%	3%	4%
Very bad	0%	1%	1%	2%	0%	1%	1%	1%	1%	1%	1%
	(578)	(449)	(444)	(447)	(528)	(496)	(488)	(3,430)	(3,962)	(3,543)	(3,883)

	CITY							Prior Year Totals			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1993	1992	1991
• Recreation centers/activities											
Very good	14%	18%	12%	13%	15%	11%	6%	13%	11%	12%	10%
Good	59%	55%	55%	53%	55%	57%	50%	55%	51%	51%	49%
Neither good nor bad	24%	24%	28%	28%	27%	28%	38%	28%	32%	31%	34%
Bad	2%	3%	4%	5%	3%	3%	6%	4%	5%	5%	6%
Very bad	1%	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%
	(470)	(315)	(391)	(357)	(403)	(373)	(375)	(2,684)	(2,962)	(2,663)	(2,871)
• Library											
Very good	22%	30%	20%	22%	19%	22%	16%	21%	-	-	-
Good	62%	52%	55%	55%	61%	59%	64%	59%	-	-	-
Neither good nor bad	14%	15%	22%	20%	17%	16%	20%	18%	-	-	-
Bad	2%	2%	4%	2%	2%	2%	1%	2%	-	-	-
Very bad	0%	1%	0%	1%	0%	0%	0%	0%	-	-	-
	(551)	(416)	(411)	(421)	(499)	(453)	(474)	(3,225)	-	-	-
• Elections											
Very good	17%	22%	15%	14%	14%	14%	10%	15%	-	-	-
Good	57%	53%	54%	57%	58%	60%	59%	57%	-	-	-
Neither good nor bad	22%	22%	25%	24%	23%	24%	28%	24%	-	-	-
Bad	2%	3%	4%	3%	5%	2%	3%	3%	-	-	-
Very bad	1%	0%	2%	2%	1%	1%	1%	1%	-	-	-
	(585)	(422)	(454)	(449)	(551)	(497)	(528)	(3,486)	-	-	-
• Property assessment											
Very good	3%	3%	4%	3%	3%	2%	1%	3%	-	-	-
Good	23%	24%	25%	20%	22%	21%	22%	22%	-	-	-
Neither good nor bad	44%	43%	40%	48%	47%	47%	47%	45%	-	-	-
Bad	23%	21%	23%	17%	22%	20%	21%	21%	-	-	-
Very bad	8%	9%	9%	10%	7%	10%	9%	9%	-	-	-
	(516)	(262)	(399)	(384)	(483)	(414)	(478)	(2,936)	-	-	-

1994 Citizen Survey Results

	CITY							Prior Year Totals			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1993	1992	1991
• Animal control											
Very good	5%	9%	6%	4%	7%	6%	6%	6%	-	-	-
Good	32%	39%	38%	40%	37%	40%	41%	38%	-	-	-
Neither good nor bad	43%	37%	35%	36%	40%	38%	37%	38%	-	-	-
Bad	16%	12%	14%	14%	11%	9%	12%	13%	-	-	-
Very bad	4%	4%	6%	7%	5%	7%	4%	6%	-	-	-
	(444)	(272)	(412)	(377)	(455)	(429)	(466)	(2,855)	-	-	-
• Street maintenance											
Very good	5%	8%	8%	6%	6%	6%	5%	6%	7%	6%	6%
Good	40%	44%	45%	43%	46%	46%	46%	44%	42%	44%	39%
Neither good nor bad	35%	30%	26%	29%	29%	32%	30%	30%	31%	31%	32%
Bad	15%	14%	16%	18%	14%	12%	15%	15%	15%	14%	18%
Very bad	5%	5%	5%	5%	4%	5%	5%	5%	5%	5%	5%
	(621)	(470)	(489)	(484)	(589)	(543)	(578)	(3,774)	(4,361)	(3,877)	(4,190)
• Street lighting											
Very good	7%	9%	7%	6%	8%	7%	9%	8%	9%	9%	-
Good	53%	51%	52%	47%	51%	54%	60%	53%	52%	52%	-
Neither good nor bad	26%	26%	22%	28%	30%	24%	23%	26%	25%	25%	-
Bad	12%	11%	14%	15%	8%	10%	6%	11%	11%	11%	-
Very bad	2%	4%	5%	4%	3%	5%	3%	4%	3%	3%	-
	(621)	(468)	(492)	(484)	(589)	(545)	(578)	(3,777)	(4,395)	(3,918)	-
• Traffic management											
Very good	4%	4%	5%	3%	5%	4%	4%	4%	5%	5%	-
Good	35%	35%	38%	32%	37%	39%	39%	36%	35%	38%	-
Neither good nor bad	37%	29%	30%	30%	35%	34%	32%	33%	34%	31%	-
Bad	18%	21%	18%	25%	16%	16%	19%	19%	19%	19%	-
Very bad	6%	11%	9%	10%	7%	8%	6%	8%	7%	7%	-
	(592)	(450)	(473)	(469)	(563)	(523)	(553)	(3,623)	(4,173)	(3,726)	-

	CITY							Prior Year Totals			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	TOTAL	1993	1992	1991
• Recycling											
Very good	25%	20%	19%	21%	24%	18%	17%	21%	19%	18%	-
Good	54%	58%	54%	54%	57%	58%	55%	56%	55%	54%	-
Neither good nor bad	15%	17%	19%	18%	15%	16%	20%	17%	17%	19%	-
Bad	4%	5%	6%	5%	3%	7%	6%	5%	7%	6%	-
Very bad	2%	1%	3%	2%	2%	1%	2%	2%	2%	3%	-
	(610)	(426)	(478)	(476)	(579)	(538)	(562)	(3,669)	(4,251)	(3,775)	-
• Sewers											
Very good	8%	7%	7%	6%	8%	5%	7%	7%	6%	5%	5%
Good	46%	39%	46%	43%	43%	45%	42%	44%	36%	36%	33%
Neither good nor bad	31%	33%	30%	35%	33%	28%	33%	32%	32%	35%	35%
Bad	9%	14%	10%	10%	12%	13%	11%	11%	18%	16%	18%
Very bad	5%	7%	7%	6%	5%	8%	7%	6%	8%	8%	9%
	(562)	(352)	(446)	(426)	(508)	(467)	(485)	(3,246)	(3,810)	(3,259)	(3,420)
• Storm drainage											
Very good	7%	7%	6%	4%	6%	5%	6%	6%	4%	5%	4%
Good	38%	29%	41%	35%	35%	36%	39%	36%	32%	32%	29%
Neither good nor bad	29%	29%	28%	35%	33%	26%	30%	30%	32%	33%	31%
Bad	17%	24%	16%	18%	18%	20%	17%	18%	22%	21%	25%
Very bad	9%	11%	9%	8%	8%	13%	8%	9%	10%	9%	11%
	(557)	(367)	(441)	(420)	(511)	(470)	(490)	(3,256)	(3,867)	(3,355)	(3,672)
• Housing and nuisance inspections											
Very good	4%	7%	4%	4%	4%	3%	3%	4%	-	-	-
Good	26%	24%	26%	22%	26%	31%	24%	26%	-	-	-
Neither good nor bad	54%	51%	39%	42%	49%	41%	52%	47%	-	-	-
Bad	11%	11%	19%	20%	15%	13%	13%	15%	-	-	-
Very bad	5%	6%	12%	12%	6%	12%	7%	9%	-	-	-
	(308)	(209)	(326)	(299)	(307)	(294)	(329)	(2,072)	-	-	-

1994 Citizen Survey Results

	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	Prior Year Totals		
									1993	1992	1991
What part of the City do you live in?	16% (649)	13% (495)	13% (514)	13% (524)	15% (610)	14% (564)	16% (614)	100% (3,970)			
What is your sex?											
Male	51%	52%	45%	47%	47%	48%	52%	49%	46%	49%	50%
Female	49%	48%	55%	53%	53%	52%	49%	51%	54%	51%	50%
	(639)	(486)	(500)	(506)	(599)	(554)	(598)	(3,882)	(4,512)	(4,038)	(4,408)
What is your age?											
Under 20	0%	0%	1%	0%	0%	0%	0%	<1%	<1%	<1%	<1%
20-29	7%	18%	8%	9%	9%	11%	6%	10%	8%	9%	10%
30-44	30%	33%	28%	35%	34%	31%	27%	31%	30%	33%	34%
45-59	28%	21%	24%	27%	24%	21%	21%	24%	23%	21%	21%
60-74	23%	15%	22%	17%	19%	23%	31%	22%	23%	23%	22%
Over 74	12%	13%	18%	13%	14%	14%	15%	14%	15%	14%	13%
	(638)	(484)	(506)	(510)	(600)	(556)	(604)	(3,898)	(4,528)	(4,048)	(4,398)
How many people live in your household? (TOTAL REPORTED)											
Age 12 and under	219	61	175	194	222	197	225	1,293	-	-	-
Age 13 to 18	97	22	81	112	96	70	79	557	-	-	-
Age 19 to 54	741	506	541	649	808	647	574	4,466	-	-	-
Age 55 and over	422	201	347	268	376	348	523	2,485	-	-	-
Which of these is closest to describing your ethnic background?											
Caucasian/White	95%	92%	89%	77%	92%	92%	93%	90%	91%	94%	90%
African-American/Black	1%	1%	4%	16%	2%	2%	1%	3%	4%	2%	3%
Asian or Pacific Islander	3%	4%	4%	2%	4%	4%	4%	4%	3%	2%	3%
Native American/Indian	1%	1%	1%	2%	1%	1%	1%	1%	1%	<1%	3%
Hispanic	1%	1%	1%	2%	1%	1%	1%	1%	1%	<1%	<1%
Other	1%	2%	1%	2%	1%	1%	1%	1%	<1%	1%	1%
	(639)	(481)	(501)	(500)	(595)	(548)	(600)	(3,864)	(4,470)	(4,022)	(4,336)

								Prior Year Totals			
	SW	NW/ Downtown	N	NE	Central NE	SE	E	CITY TOTAL	1993	1992	1991
How much education have you completed?											
Elementary	1%	1%	4%	3%	2%	4%	2%	2%	2%	2%	2%
Some high school	2%	1%	8%	5%	5%	6%	5%	5%	5%	4%	5%
High school graduate	10%	8%	33%	14%	22%	18%	27%	19%	19%	18%	18%
Some college	25%	28%	31%	33%	32%	37%	38%	32%	33%	32%	32%
College graduate	62%	61%	25%	46%	39%	35%	28%	43%	41%	44%	43%
	(641)	(484)	(507)	(508)	(602)	(548)	(602)	(3,892)	(4,523)	(4,029)	(4,397)

Appendix B Comparison City Data

Comparison City Data

Charlotte, North Carolina

<u>FY 1993-94</u>	
Population	430,430
Fire and medical incidents	
Structural fires	902
Other fires	2,266
EMS	27,845
Other	12,432
TOTAL	43,445
Average on-duty fire/EMS staff	181
Part I crimes (CY 1993)	50,147
Police sworn personnel	980
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$17.42
Water	\$9.70

Cincinnati, Ohio

<u>CY 1993</u>	
Population	364,200
Fire and medical incidents	
Structural fires	1,425
Other fires	1,544
EMS	47,912
Other	10,535
TOTAL	61,416
Average on-duty fire/EMS staff	175
Part I crimes	31,504
Police sworn personnel	952
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$21.70
Water	\$11.98

Denver, Colorado

<u>CY 1993</u>	
Population	481,750
Fire and medical incidents	
Structural fires	1,165
Other fires	2,323
EMS	27,147
Other	20,513
TOTAL	51,148
Average on-duty fire/EMS staff	193
Part I crimes	40,236
Police sworn personnel	1,351
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$15.24
Water	\$7.96

Kansas City, Missouri

FY 1993-94	
Population	431,236
Fire and medical incidents	
Structural fires	1,150
Other fires	2,590
EMS	18,150
Other	<i>not available</i>
TOTAL	<i>not available</i>
Average on-duty fire/EMS staff	183
Part I crimes (CY 1993)	55,692
Police sworn personnel	1,208
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$9.32
Water	\$16.15

Sacramento, California

FY 1993-94	
Population, with contract areas	386,732
Fire and medical incidents	
Structural fires	821
Other fires	3,009
EMS	35,487
Other	12,184
TOTAL	51,501
Average on-duty fire/EMS staff	129
Part I crimes (CY 1993)	39,649
Police sworn personnel	559
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$25.70
Water	\$11.99

Seattle, Washington

CY 1993	
Population	527,700
Fire and medical incidents	
Structural fires	789
Other fires	1,580
EMS	48,112
Other	13,122
TOTAL	63,603
Average on-duty fire/EMS staff	190
Part I crimes	62,999
Police sworn personnel	1,236
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	\$36.75
Water	winter: \$14.72
	summer: \$17.33

Comparison City Data