

CITY OF PORTLAND

Service Efforts & Accomplishments: 1996-97

Seventh Annual Report on City Government Performance



Office of the City Auditor
Portland, Oregon

April, 1998



CITY OF
PORTLAND, OREGON

OFFICE OF CITY AUDITOR
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April 30, 1998

TO: Mayor Vera Katz
Commissioner Charlie Hales
Commissioner Gretchen Kafoury
Commissioner Erik Sten
Commissioner Jim Francesconi

RE: Annual Service Efforts and Accomplishments report (#240)

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

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

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

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

Barbara Clark

Barbara Clark, CPA
Portland City Auditor

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A report by the Audit Services Division
Report #240

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INTRODUCTION

The purpose of this report is to:

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

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

Chapters 1 through 4 present mission statements, background data, and workload and performance measures for Portland's major services: Fire, Rescue & Emergency Services, Police, Parks & Recreation, Transportation, Environmental Services and Water. A fifth chapter on community development is planned.

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 obligated to use tax dollars well, provide quality services at a reasonable cost, and account 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.

Report methodology

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

Selected indicators. The report contains three types of indicators:

- *Spending and staffing data* include expenditures, staffing levels, and the number of people and square miles served.
- *Workload information* shows the type and amount of work effort, and the level of public demand for the service.
- *Performance information* indicates how well services met their established 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 internal City data. Based upon an agreed set of indicators, we provided data collection forms to each bureau. Bureaus collected data for fiscal year 1996-97 ('96-97) from budget and accounting records, program records and files, annual reports, and internal information systems.

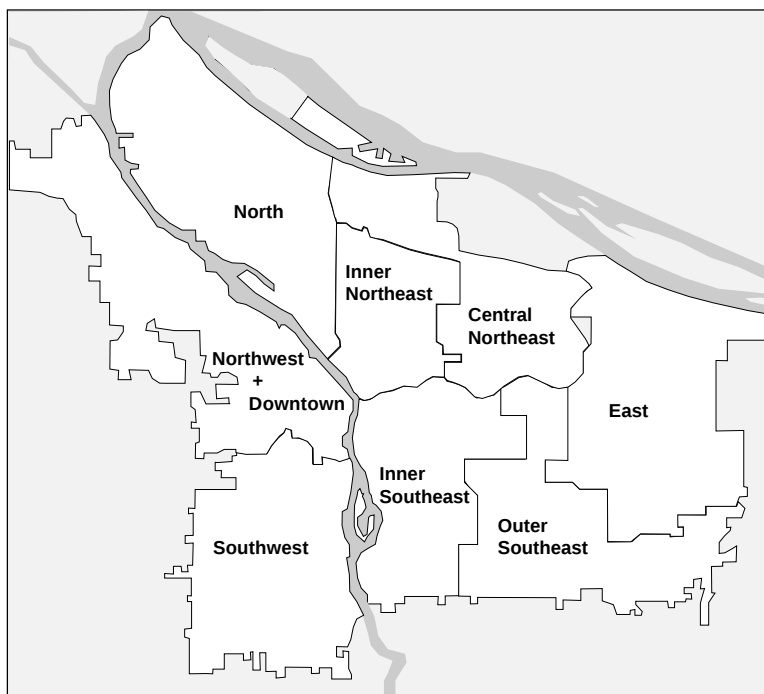
Gathered data from other cities. We gathered data from six comparison cities: Charlotte, Cincinnati, Denver, Kansas City, Sacramento and Seattle. These cities have similar populations, service area densities, and costs of living to Portland. Additionally, the cities represent a broad geographic distribution.

Most of the information from other cities was obtained from their annual budgets, annual financial reports, and other published reports. We also contacted personnel in each city to clarify and verify certain data.

Appendix B summarizes 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, 1997. We mailed approximately 9,700 surveys to randomly selected residents in eight broad neighborhood regions.

CITIZEN SURVEY NEIGHBORHOOD REGIONS



The neighborhood boundaries are closely aligned with the Office of Neighborhood Association's neighborhood coalition boundaries: Southwest, Northwest (including downtown), North, Northeast, Central Northeast, Inner and Outer Southeast, and East.

The survey asked 73 questions on services, plus basic demographics. Approximately 4,200 surveys were returned by City residents, for a response rate of 43%.

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

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

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 '96-97, 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 '96-97 data is compared to information from the previous eight 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.

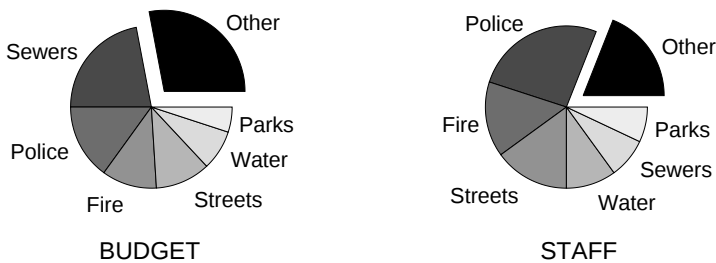
Report scope and limitations

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

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

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

MAJOR SERVICES AS A PROPORTION OF TOTAL BUDGET AND STAFF



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, personnel, and budgeting are not included, nor are important programs such as neighborhood involvement and economic development.

Additionally, complete workload and performance information is not yet available for some services. For example, community development services such as land use planning, building permits, and housing lack data and indicators to measure performance. 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, 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 budget and financial reporting

This 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 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 processes 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.

PUBLIC SAFETY

CITY COUNCIL GOAL: **Ensure a safe, peaceful community**

The City strives to ensure a safe and peaceful community by providing a range of public safety services. Three City bureaus are responsible for providing the bulk of these services:

- Police Bureau
- Bureau of Fire, Rescue and Emergency Services
- Bureau of Emergency Communications

This chapter contains service efforts and accomplishments information on the Police and Fire bureaus.

POLICE MISSION. *To maintain and improve community livability by working with all citizens to:*

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

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

FIRE AND RESCUE MISSION. *To promote a safe environment for Portland citizens by responding to fire, medical and other emergencies and providing related services to the public.*

Primary activities include:

- responding to emergencies
- preventing fires and promoting safety, and
- planning for large emergencies and disasters.

Bureau of Fire, Rescue and Emergency Services

SPENDING & STAFFING

Total fire service spending increased 17%, adjusting for inflation, over the past nine years. However, '96-97 spending was lower than '95-96.

EXPENDITURES (in millions)		
	'96-97	from '88-89*
Emergency Operations	\$43.7	+8%
Fire Prevention	4.3	+44%
Other	12.0	+43%
Pension/Disability	22.0	+20%
TOTAL	\$82.9	+17%

* adjusted for inflation

SOURCE: Portland financial records

Spending *per capita*, though, has remained fairly steady due to an increasing population.

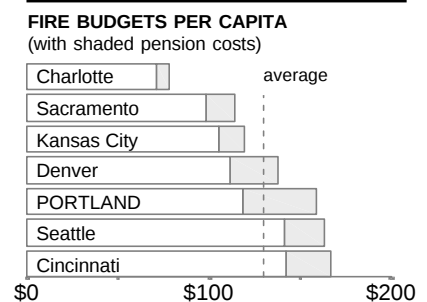
Spending on Prevention and Other activities have grown much faster than Emergency Services. "Other" includes training, emergency management and Logistics. The Logistics Section, which maintains the Bureau's engines, trucks, other

apparatus and fire stations, has grown about 15% over the past nine years, to \$7.4 million.

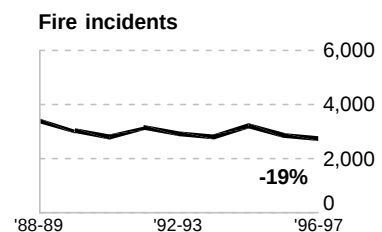
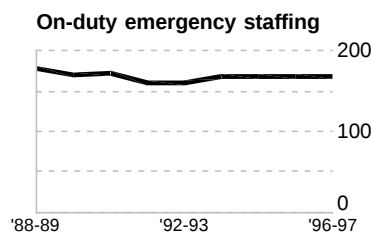
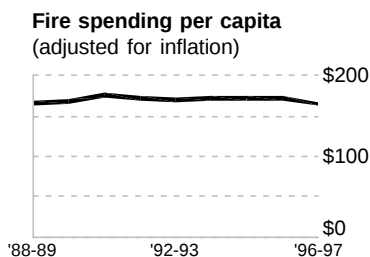
The number of on-duty emergency staff is down slightly from '88-89, but it has remained steady over the past four years.

Portland's spending for fire services is higher than the average of other cities. Comparing operating budgets alone, Portland is slightly above average.

Pension costs, however, are significantly higher in Portland than other cities. The City Charter requires "pay-as-you-go" pension funding, while other cities use a less costly pre-funding approach to pay for pension and disability benefits.



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

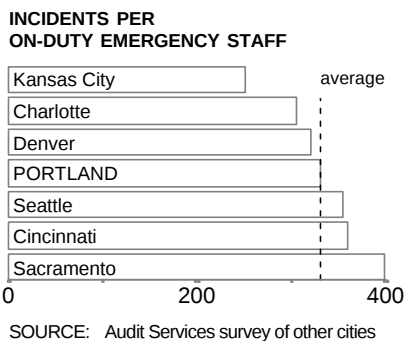


WORKLOAD

Over the past nine years, the number of fire and medical incidents have declined by 19% and 9%, respectively. The total number of structural fires has dropped by 30%, from 1,418 in '88-89 to 998 in '96-97.

However, there has been a significant increase in other incidents, such as “good intent”, hazardous standby, and service calls. These other incidents comprise over half of all the Bureau’s responses.

We believe that the big increase in other incidents has been caused primarily by better follow-up and reclassification of medical calls to “other” when dispatched firefighters were not required at the scene.

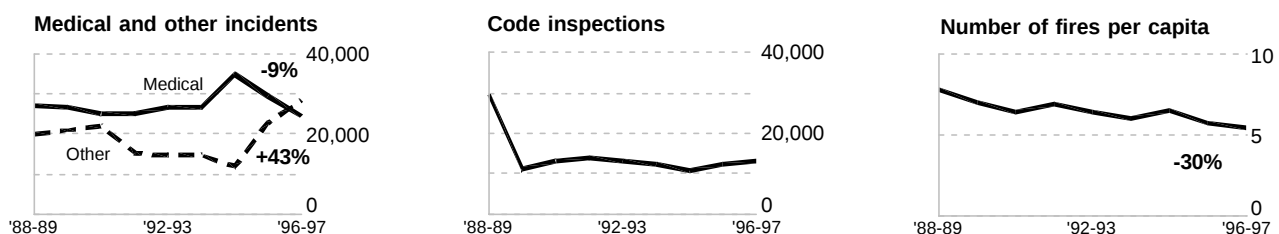


Workload as measured by the number of incidents per on-duty firefighter rose from 284 in '88-89 to 335 in '96-97, an 18% increase.

However, Portland firefighter workload remains average compared to other cities, as it has in previous years.

The high number of reported medical incidents in '94-95 was related to the transition to the consolidated dispatch system at BOEC and new reporting systems, and does not reflect a true increase in incidents.

Code inspection work has been relatively constant since '89-90. The big inspection workload in '88-89 was due to a major effort by the Bureau to inventory and categorize all high-risk structures in the City.



RESULTS

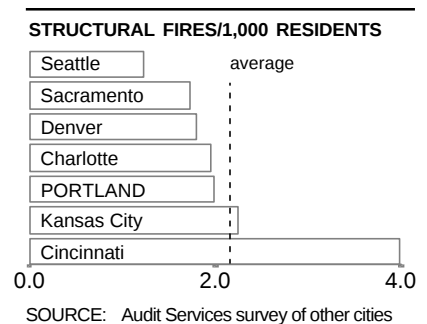
Overall fire safety continues to show improvement over the last nine years:

- total fires per capita have declined 30%
- structural fires per capita have dropped 40%
- fire property losses continue on a downward trend

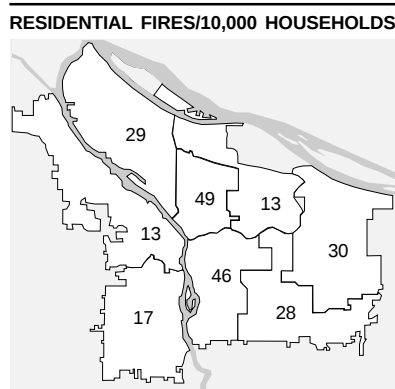
Although fire deaths and losses in '96-97 increased from the year before, fluctuation in these indicators has been common over time.

The number of structural fires in Portland is below the average of other cities.

However, the city of Cincinnati has an extremely high rate of structural fires. Excluding Cincinnati from the average, Portland has a greater than average number of fires.



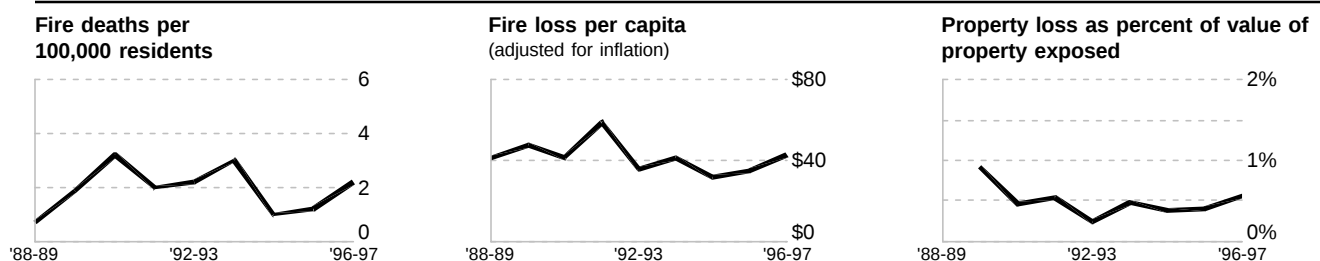
The number of residential fires per household varies significantly by part of town. The Inner Northeast and Inner Southeast neighborhoods have significantly more fires per household than other neighborhoods.



SOURCE: Fire Bureau records on '96-97 residential fires with \$10,000 or more fire loss

The Southwest, which had the lowest rate of any neighborhood last year, almost tripled its residential fire rate this year.

Residents in all neighborhoods rate the quality of fire services very high.



Response times to fires and medical emergencies are significantly slower than stated targets. While the Bureau has been below its targets in the past, this year shows a steep drop due to reporting problems in the past.

The Bureau's response time target of 4 minutes or less 90% of the time is measured from the time of dispatch to time of arrival at the scene. However, until fire dispatch was consolidated at BOEC in '94-95, the Bureau did not record a portion of this time — the time from dispatch to the time firefighters leave the station ("turn-out"). The '96-97 percentages show this correction, and cannot be compared to earlier percentages reported.

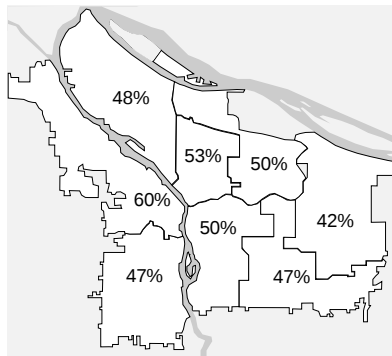
RESPONSE TIMES WITHIN 4 MINUTES		
	Fire	Medical
'88-89	75%	70%
'89-90	75%	78%
'90-91	72%	75%
'91-92	72%	74%
'92-93	71%	72%
'93-94	66%	70%
'94-95	73%	79%
'95-96	71%	75%
'96-97 *	43%	46%
TARGET	90%	90%

* see explanation in text

A separate audit of fire dispatch conducted in 1988 reported 62% of fire responses and 70% of medical responses within 4 minutes. Comparing this with '96-97 results

shows that fire response times have declined by 19%, and medical times by 24%.

PERCENT OF RESIDENTS WHO ARE UNPREPARED FOR MAJOR DISASTER



SOURCE: Auditor's Office 1997 Citizen Survey

About half of the residents in the neighborhoods report they are unprepared to sustain themselves after a major disaster.

Northwest/Downtown has the highest percentage of residents indicating lack of preparation.

	OVERALL citizen rating of fire service			Residents prepared for major disaster		If not prepared, know how to get prepared	
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	YES	NO	YES	NO
1991	88%	11%	1%	-	-	-	-
1992	88%	11%	1%	-	-	-	-
1993	88%	11%	1%	46%	54%	50%	50%
1994	89%	10%	1%	44%	56%	48%	52%
1995	88%	12%	1%	46%	54%	47%	53%
1996	90%	10%	0%	50%	50%	44%	53%
1997	90%	10%	0%	51%	49%	45%	56%

Bureau of Police

SPENDING & STAFFING

Total Police service spending has remained steady the past three years, but it has increased significantly over the past nine years. During this time, community policing has been implemented and the Bureau has reorganized. Patrol costs have increased the most - about 50% since FY 1988-89.

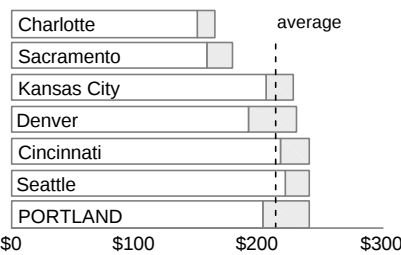
EXPENDITURES (in millions)		
	'96-97	from '88-89*
Patrol	\$60.1	+50%
Investigations	23.9	+35%
Other	15.8	+21%
Pension/Disability	22.7	+22%
TOTAL	\$122.5	+37%

* adjusted for inflation

SOURCE: Adopted Budgets, Bureau records

- Total spending, adjusted for inflation, has increased by 37% since '88-89, but spending *per capita* has grown by only 18%.
- Total authorized staffing has increased by 34% over the past nine years, by 262 additional sworn and 63 civilian positions.
- The number of precinct officers dropped by 13 positions last year, but is up 26% since '88-89.

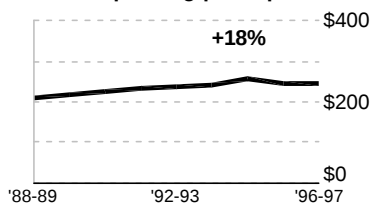
POLICE BUDGETS PER CAPITA
(with shaded pension costs)



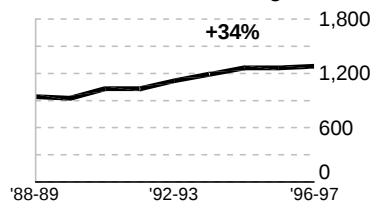
SOURCE: Audit Services survey of other cities; Portland financial records

Compared to other cities, Portland's spending is above average -- as is the spending in four of the other six cities. Charlotte and Sacramento have significantly lower operating budgets than the other cities.

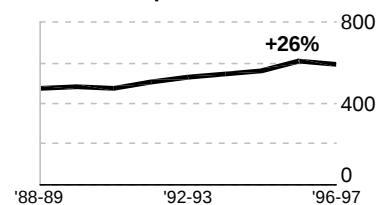
Police spending per capita



Total authorized staffing

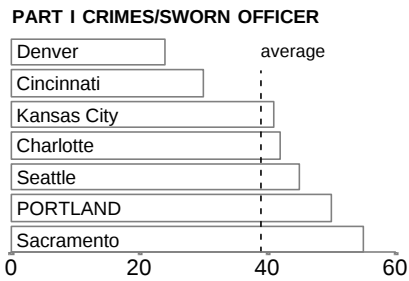


Number of precinct officers



WORKLOAD

Police officer workload has declined significantly since '88-89, but still remains higher than officers in other cities, as measured by the number of serious crimes per sworn officer.



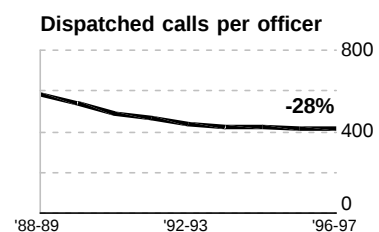
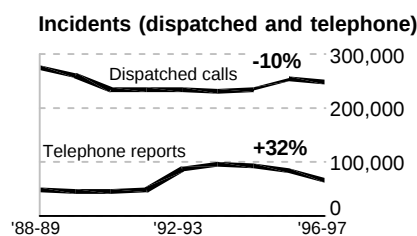
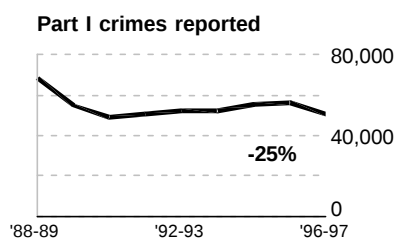
SOURCE: Audit Services survey of other cities; and U.S. Dept. of Justice

Portland had about 50 Part I crimes reported for each sworn officer, while the average of the other cities is slightly less than 40. Even though Portland's crimes have decreased, and the number of officers has increased, this higher than average workload ratio has been consistent.

- The number of reported serious crimes declined by over 5,000 incidents last year and by over 25% (17,000) since 1988.
- Although total sworn staff increased last year, the average number of patrol cars on duty declined on each of the three shifts.
- The number of dispatched calls and the ratio of dispatched calls per precinct officer declined by 10% and 28%, respectively. However, the number of "self-initiated" calls increased 10% over '95-96, which was the first full year these calls were tracked.
- Although more calls are handled by the telephone than in '88-89, the amount has decreased each of the last three years.

AVERAGE NUMBER OF PATROL CARS ON DUTY, BY SHIFT		
	'95-96	'96-97
Day shift (8am - 4pm)	61	58
Afternoon shift (4pm - 12 am)	66	63
Night shift (12am - 8am)	58	55

SOURCE: Police Bureau Personnel Database



RESULTS

Although serious crime in Portland is above average compared to other cities, citizens feel significantly safer and experience less crime than nine years ago.

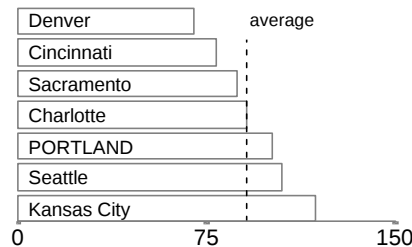
- 86% of residents reported feeling safe or very safe walking alone in their neighborhood during the day; 45% feel safe at night.
- Total Part I crimes *per capita* declined by 10% last year, and by 36% over the past nine years.
- Emergency police response times remained fairly steady over the past nine years - ranging from 4.75 to 5.26 minutes.
- Burglary victimization rates declined from 10% to 4% since '91-92.
- The percent of Portlanders rating police services good or very good increased from 60% to 74% over the past seven years.

CITIZENS WHO FEEL SAFE WALKING ALONE IN THEIR NEIGHBORHOOD

	Day	Night
1991	77%	34%
1992	81%	38%
1993	80%	35%
1994	82%	37%
1995	84%	40%
1996	83%	43%
1997	86%	45%
change	+9%	+11%

SOURCE: Auditors Office annual Citizen Survey

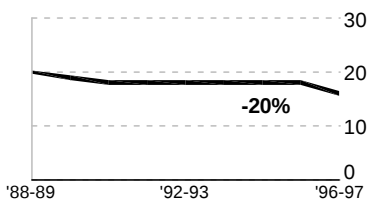
PART I CRIMES/1,000 RESIDENTS



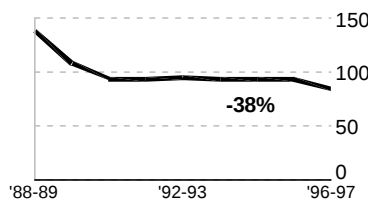
SOURCE: Audit Services survey of other cities; and U.S. Dept. of Justice

Compared to other cities, Portland continues to have more reported crimes per capita than average. Although the total number of Part I crimes per capita in Portland has been declining, the same is true for all of the other cities except Charlotte.

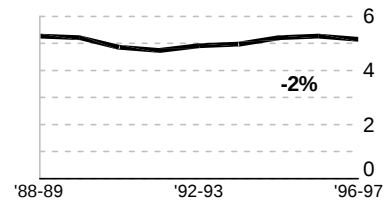
Part I person crimes/1,000 population (murder, rape, robbery, assault)

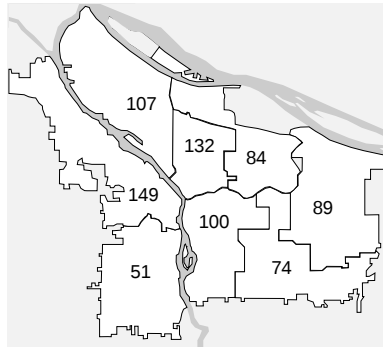


Part I property crimes/1,000 population (burglary, larceny, auto theft, arson)



Average high priority travel time (in minutes)



PART I CRIMES PER 1,000 RESIDENTS

SOURCE: Portland Police Bureau

Portland neighborhoods experience different rates of crime. Inner Northeast, Northwest/Downtown and North Portland continue to have more crimes per capita than other parts of town.

The Southwest neighborhood continues to have the fewest crimes per capita. For the first time, Northwest/Downtown had the highest rate.

Overall, however, the crime rates in 1996 were much lower than in previous years.

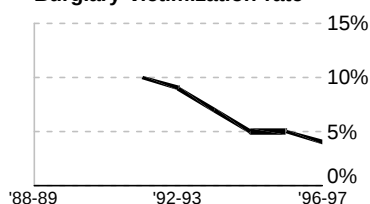
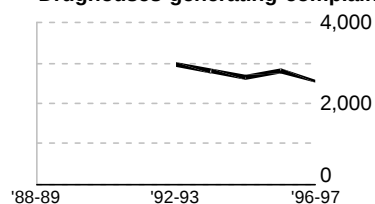
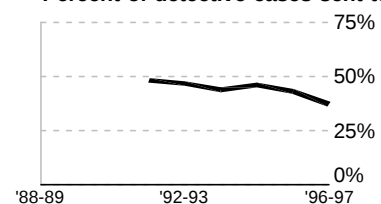
For the second year, the Bureau has reported officers' time available for problem-solving and self-initiated work.

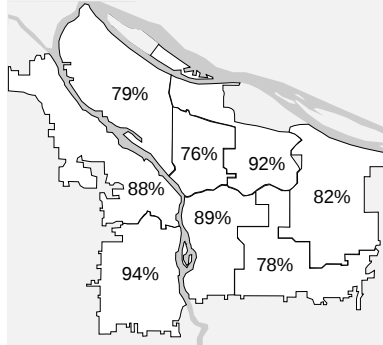
There has been an improvement in the amount of time free from responding to dispatched calls, but the Bureau's goal has not been reached. The goal is for officers to have 35% of their time free for problem-solving alone, *not* including self-initiated work time. However, the Bureau does not specifically track officers' use of time relative to this goal.

TIME AVAILABLE FOR PROBLEM-SOLVING AND SELF-INITIATED WORK

	'95-96	'96-97
Day shift (8am - 4pm)	33%	36%
Afternoon shift (4pm - 12 am)	24%	28%
Night shift (12am - 8am)	44%	46%

SOURCE: Portland Police Bureau

Burglary victimization rate**Drughouses generating complaints****Percent of detective cases sent to DA**

**RESIDENTS RATING THEIR NEIGHBORHOOD
"SAFE" OR "VERY SAFE" DURING THE DAY**


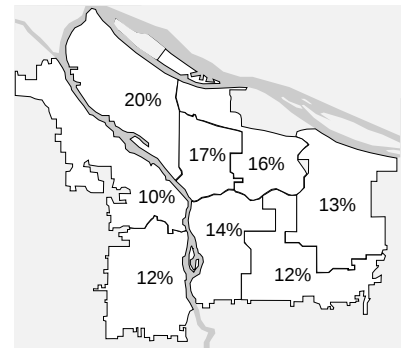
SOURCE: Auditor's Office 1997 Citizen Survey

Similarly, residents feeling of safety also varies depending on where they live.

Although residents of North and Inner Northeast feel less safe than others, more of them report feeling safe than in previous years. In 1997, 76% of Inner Northeast citizens felt safe or very safe in their neighborhood versus 64% in 1991.

The number of residents who know their neighborhood officer remains fairly low. City-wide, this indicator of community policing success has shown little improvement since first asked in 1991.

North Portland has the highest percent of citizens that report they know their officer - 20%, up from 16% in 1991. Other neighborhoods that have increased 4% are Southwest (up from 8%), East (up from 9%), and Central Northeast (up from 12%).

**PERCENT OF RESIDENTS WHO KNOW
THEIR NEIGHBORHOOD OFFICER**


SOURCE: Auditor's Office 1997 Citizen Survey

	OVERALL rating of police service			Victimization rates		Citizens who know their neighborhood police officer
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	BURGLARY	CAR PROWL	
1991	60%	27%	13%	10%	-	12%
1992	63%	25%	12%	9%	-	13%
1993	68%	23%	9%	7%	-	15%
1994	70%	22%	8%	7%	-	16%
1995	70%	21%	9%	5%	24%	15%
1996	74%	19%	7%	5%	23%	15%
1997	71%	21%	8%	4%	22%	14%

Police Bureau

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000
EXPENDITURES (in millions):									
Patrol	\$29.2	\$32.1	\$35.3	\$41.0	\$47.1	\$50.3	\$58.9	\$58.0	\$60.1
Investigations & crime interdiction	\$12.9	\$13.7	\$15.1	\$15.3	\$16.4	\$18.6	\$19.3	\$23.4	\$23.9
Support	\$9.6	\$11.1	\$12.6	\$13.4	\$13.8	\$13.7	\$15.5	\$14.6	\$15.8
Sworn pension & disability	\$13.6	\$14.4	\$15.7	\$17.0	\$17.3	\$18.3	\$19.6	\$20.9	\$22.7
TOTAL	\$65.2	\$71.3	\$78.8	\$86.7	\$94.6	\$100.9	\$113.2	\$116.9	\$122.5
EXPENDITURES, adjusted for inflation:									
Patrol	\$40.0	\$42.0	\$43.4	\$48.3	\$53.4	\$55.3	\$62.8	\$60.1	\$60.1
Investigations & crime interdiction	\$17.7	\$17.9	\$18.6	\$18.0	\$18.6	\$20.4	\$20.6	\$24.2	\$23.9
Support	\$13.1	\$14.5	\$15.5	\$15.8	\$15.6	\$15.1	\$16.5	\$15.2	\$15.8
Sworn pension & disability	\$18.6	\$18.9	\$19.2	\$20.0	\$19.7	\$20.2	\$20.9	\$21.7	\$22.7
TOTAL	\$89.4	\$93.3	\$96.7	\$102.1	\$107.3	\$111.0	\$120.7	\$121.2	\$122.5
Spending per capita, adjusted for inflation	\$208	\$217	\$224	\$233	\$236	\$242	\$256	\$245	\$246
AUTHORIZED STAFFING:									
Sworn	745	742	823	830	897	955	1,000	1,000	1,007
Non-sworn	202	185	209	209	229	240	254	253	265
Officers & sergeants assigned to precincts	481	478	506	533	547	561	608	595	584
	1988	1989	1990	1991	1992	1993	1994	1995	1996
Officers & sergeants assigned to precincts (adjusted to reflect calendar year)	472	481	478	506	533	547	561	608	595
CRIMES REPORTED:									
Part I	68,095	54,860	49,101	50,747	52,152	52,369	55,326	55,834	50,805
Part I person crimes	8,686	8,052	7,836	8,121	8,389	8,445	8,808	8,833	7,835
Part I property crimes	59,409	46,808	41,265	42,626	43,763	43,924	46,518	47,001	42,970
Part II	37,742	40,987	40,280	41,338	40,415	41,000	43,532	45,362	44,803
INCIDENTS:									
Dispatched	274,575	260,279	233,373	234,689	234,491	230,518	235,246	253,019	247,584
Telephone report	49,643	45,034	45,406	48,588	87,063	96,566	93,811	84,603	65,336
Self-initiated	-	-	-	-	-	-	82,667	120,094	132,396
TOTAL responses	324,218	305,313	278,779	283,277	321,554	327,084	329,057	457,716	445,316
Dispatched calls/precinct officer	582	541	488	464	440	421	419	416	416
Travel time to priority calls (in minutes)	5.25	5.20	4.85	4.75	4.89	4.95	5.23	5.26	5.12
Part I crimes/1,000 residents	158	127	112	112	114	111	112	112	101
Person crimes/1,000 residents	20	19	18	18	18	18	18	18	16
Property crimes/1,000 residents	138	108	94	94	95	93	94	94	85
Percent of cases sent to District Attorney	-	-	-	48%	47%	44%	46%	43%	37%
Percent of cases "closed" (incl. sent to DA)	-	-	-	85%	84%	86%	77%	81%	80%
Percent of time available for problem-solving	-	-	-	-	-	-	-	33%	37%
Number of drughouse complaints	-	-	-	-	2,965	2,792	2,664	2,815	2,547

Bureau of Fire, Rescue and Emergency Services

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000
EXPENDITURES (in millions):									
Emergency Operations	\$29.4	\$31.8	\$36.0	\$35.2	\$35.2	\$40.4	\$42.9	\$42.9	\$43.7
Fire Prevention	\$2.2	\$2.8	\$2.9	\$3.7	\$4.0	\$4.3	\$4.4	\$4.7	\$4.3
Other	\$6.1	\$6.0	\$6.5	\$8.7	\$10.1	\$8.8	\$11.7	\$14.0	\$12.0
Sworn pension & disability	\$13.9	\$14.9	\$17.1	\$18.6	\$19.2	\$20.0	\$20.5	\$21.0	\$22.9
TOTAL	\$51.6	\$55.5	\$62.5	\$66.2	\$68.5	\$73.5	\$79.5	\$82.6	\$82.9
EXPENDITURES, adjusted for inflation:									
Emergency Operations	\$40.3	\$41.6	\$44.3	\$41.5	\$40.0	\$44.4	\$45.8	\$44.5	\$43.7
Fire Prevention	\$3.0	\$3.6	\$3.6	\$4.4	\$4.6	\$4.7	\$4.7	\$4.8	\$4.3
Other	\$8.4	\$7.9	\$8.0	\$10.2	\$11.5	\$9.7	\$12.5	\$14.5	\$12.0
Sworn pension & disability	\$19.1	\$19.5	\$21.0	\$21.9	\$21.8	\$22.0	\$21.9	\$21.7	\$22.9
TOTAL	\$70.8	\$72.7	\$76.9	\$78.0	\$77.7	\$80.8	\$84.8	\$85.5	\$82.9
On-duty emergency staffing	178	170	171	159	159	167	169	167	167
Spending per capita, adjusted for inflation	\$165	\$168	\$175	\$172	\$169	\$171	\$171	\$172	\$165
INCIDENTS:									
Fire	3,366	3,002	2,792	3,120	2,920	2,817	3,203	2,860	2,738
Medical	27,155	26,718	25,059	24,980	26,623	26,548	35,011	29,441	24,630
Other	20,023	20,989	22,111	15,368	14,732	14,815	11,967	22,826	28,568
TOTAL	50,544	50,709	49,962	43,468	44,275	44,180	50,181	55,127	55,936
Structural fires	1,418	1,291	1,276	1,130	1,166	1,117	1,157	1,164	998
Incidents per on-duty staff	284	298	292	273	278	265	297	330	335
Code inspections	29,535	11,028	13,279	13,863	13,107	12,173	10,762	12,227	13,207
Code violations found	13,153	12,158	17,709	21,139	18,811	15,852	11,822	13,862	18,533
Structural fires/1,000 residents	3.3	3.0	2.9	2.5	2.5	2.4	2.3	2.3	2.0
Total fires/1,000 residents	7.8	7.0	6.4	6.9	6.4	6.0	6.5	5.7	5.4
Lives lost/100,000 residents	0.7	1.9	3.2	2.0	2.2	3.0	1.0	1.2	2.2
Property loss as % of value of property exposed	-	0.92%	0.46%	0.54%	0.25%	0.48%	0.39%	0.41%	0.56%
% of travel times within 4 minutes:									
Fire	75%	75%	72%	72%	71%	66%	73%	71%	43% *
Medical	81%	78%	75%	74%	72%	70%	79%	75%	46% *

* response time, including turn-out time;
see p. 11 for discussion

PARKS & RECREATION

CITY COUNCIL GOAL: **Build a livable city and maintain and improve parks, green spaces, water and air sheds**

The City strives to enrich the lives of citizens and visitors by offering a wide variety of parks and recreation services. Portland Parks & Recreation maintains and operates parks and open spaces, offers recreation and leisure activities, and sponsors special events.

PARKS AND RECREATION MISSION. *To ensure access to leisure opportunities and enhance Portland's natural beauty.*

In pursuing this mission, Portland Parks & Recreation has identified three interrelated responsibilities:

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

Portland Parks & Recreation

SPENDING & STAFFING

Over the past nine years, total Parks & Recreation expenditures have grown about 95%, after adjusting for inflation. While operating costs increased 32%, capital expenditures are up more than 700%. The big increase in capital improvements began in '96-97, after voters approved a \$58.8 million general obligation bond in 1994.

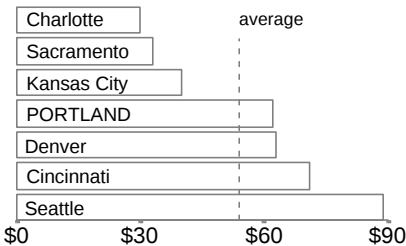
EXPENDITURES (in millions)		
	'96-97	from '88-89*
Park operations	\$17.2	+39%
Recreation	12.1	+12%
Enterprise operations	6.3	+80%
Planning & admin	1.9	+6%
TOTAL Operating	\$37.5	+32%
Capital	\$23.4	+707%
TOTAL	\$60.9	+95%

* adjusted for inflation
 SOURCE: Adopted Budgets, Bureau records

As shown in the graph at the bottom of the page, operating spending *per capita*, adjusted for inflation, grew 12% over this time period, from \$66 to \$74.50. The increase is less, though, if the large increase in interagencies with other City bureaus is factored out.

Total permanent staffing increased from 310 in '88-89 to 361 in '96-97, a 16% increase. The number of seasonal staff equivalents (FTEs) has declined slightly. Volunteer FTEs have only recently been consistently tracked.

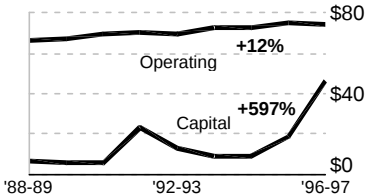
PARKS OPERATING BUDGETS PER CAPITA: PORTLAND AND SIX OTHER CITIES



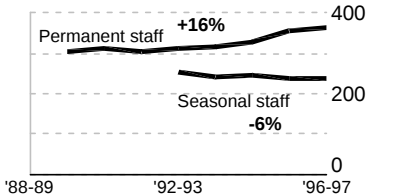
SOURCE: Audit Services survey of other cities; Portland financial records

Compared to other cities we surveyed, Portland’s park operating budget per capita is slightly above average. Seattle spends \$89 per capita, the highest of all the cities surveyed.

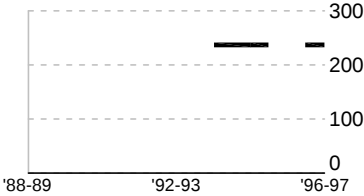
Operating and capital spending per capita (adjusted for inflation)



Authorized staffing (permanent and seasonal)



Volunteer FTEs



WORKLOAD

Portland Parks & Recreation workload increased slightly over the past nine years. The number of major facilities operated by the Bureau is about the same and the total number of park acres maintained has increased by only 5%.

Because of new staff hires, the acres maintained per staff has actually declined slightly. The Bureau was unable to provide consistent data on the number of maintenance hours expended over the nine years.

A significant amount of work has been accomplished by the capital improvement program approved in 1994. The Bureau reports that as of July 1, 1997, the program has improved 51 parks, sports fields and community gardens and 6 swimming pools and recreation centers. In addition, 2 new centers are planned for completion in the next 2 years.

PARKS FACILITIES

	'88-89	'96-97
Parks	-	145
Community centers	11	11
Community schools	17	13
Pools	12	12
Golf courses	4	4 *
Arts centers	8	6

* 18 holes added to Heron Lakes

SOURCE: Parks Bureau records

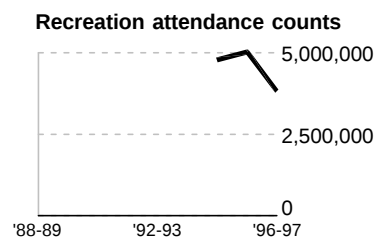
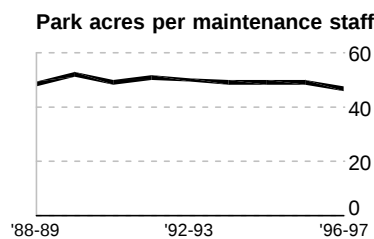
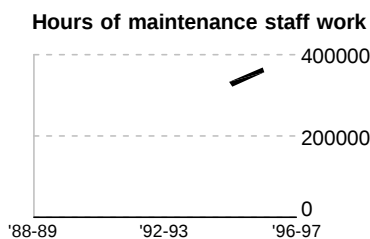
RECREATION ATTENDANCE COUNTS

	'96-97
Community centers	800,000
Community schools	450,000
City Arts & special recreation	450,000
Aquatics	700,000
Playgrounds	350,000
Sports	1,000,000+
Golf/PIR	900,000

SOURCE: Parks Bureau estimates

We could not determine if recreation attendance has declined or increased over the past nine years. Although the Bureau reports that the number of times citizens attended a recreation activity declined significantly, we found problems in data collection and changes in methodology that make the numbers incomparable.

We could not verify the validity of attendance counts due to the lack of records, inconsistent collection methods, and reliance on unsupported estimated counts.



RESULTS

Citizen satisfaction with the overall quality of parks and recreation services has increased over the past seven years. The percent of citizens rating the quality of parks good or very good increased from 72% in 1991 to 78% in 1997. Satisfaction with recreation quality has also increased during this period from 59% to 68%.

CITIZEN RATINGS OF OVERALL PARKS AND RECREATION ACTIVITIES QUALITY
(% rating quality "good" or "very good")

	PARKS	RECREATION
1991	72%	59%
1992	77%	63%
1993	76%	62%
1994	77%	68%
1995	78%	68%
1996	81%	74%
1997	78%	68%
change	+6%	+5%

SOURCE: Auditor's Office 1997 Citizen Survey

The percent of Portlanders that frequently use parks has remained fairly steady at 50%. Residents also feel safer in parks than they did seven years ago.

CONDITION ASSESSMENTS
(on a scale of 1=worst to 10=best)

	PARKS	FACILITIES
'94-95	6.70	-
'95-96	6.90	-
'96-97	7.14	-
GOAL	7.50	-

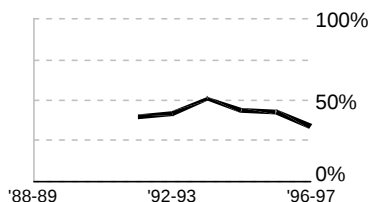
SOURCE: Parks Bureau assessment

Parks condition assessments show steady improvement since they were initiated in '94-95. Park condition ratings improved from 6.7 in '94-95 to 7.14 in '96-97, very close to the Bureau goal of 7.5. The Bureau does not believe a practical method can be developed to assess the condition of recreation facilities in Portland.

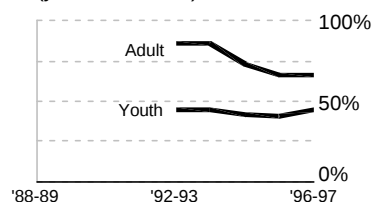
The Bureau is relying more on general tax revenues. The percent of expenditures from non-tax sources has dropped 6% since '91-92. This is due primarily to the major capital program supported by the Bureau's General Obligation Bond.

Fees from adult recreation activities are covering only 66% of the direct costs, down from 86% in '92-93.

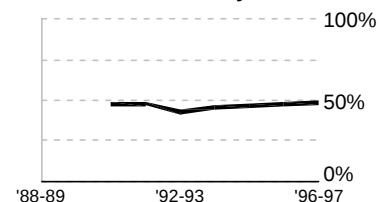
Percent of expenditures from non-tax sources



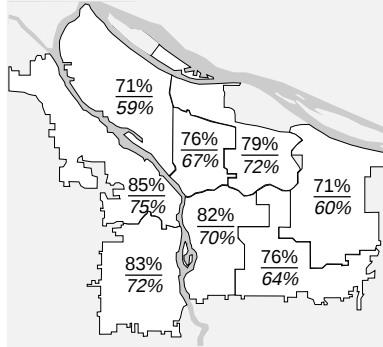
Recreation direct cost recovery (youth and adult)



Percent of citizens visiting a park 6 or more times last year



**PERCENT OF RESIDENTS RATING
OVERALL PARKS / RECREATION QUALITY
GOOD OR VERY GOOD**



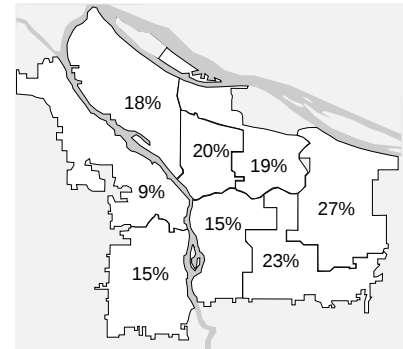
SOURCE: Auditor's Office 1997 Citizen Survey

Overall, residents in all neighborhoods are very satisfied with parks and recreation services.

Residents in the Southwest and Northwest report the highest satisfaction, while North and East neighbors report slightly lower satisfaction.

Park use varies considerably by neighborhood. About one quarter of the residents in the East and Outer Southeast never visited a park last year compared to only 9% in the Northwest and 15% in the Southwest.

**PERCENT OF RESIDENTS WHO NEVER
VISITED NEIGHBORHOOD PARK LAST YEAR**

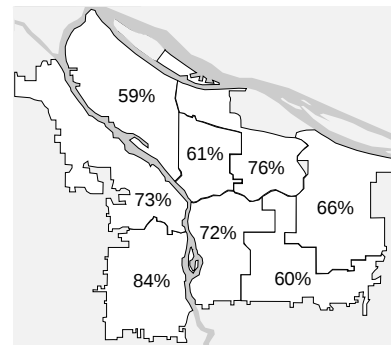


SOURCE: Auditor's Office 1997 Citizen Survey

	OVERALL parks quality			OVERALL recreation activities quality			Number of times visited any City park		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	NEVER	1 TO 5 TIMES	6 OR MORE TIMES
1991	72%	23%	5%	59%	34%	7%	15%	37%	48%
1992	77%	19%	4%	63%	31%	6%	16%	36%	48%
1993	76%	19%	5%	62%	32%	6%	18%	39%	43%
1994	77%	19%	4%	68%	28%	4%	16%	38%	46%
1995	78%	18%	4%	68%	28%	4%	16%	37%	47%
1996	81%	16%	3%	74%	22%	4%	15%	37%	48%
1997	78%	18%	4%	68%	27%	5%	14%	38%	48%

In addition, neighborhoods report varying feelings of safety. While 84% of Southwest residents report feeling safe or very safe walking in parks during the day, only 59% to 60% of North and Outer Southeast neighbors feel safe or very safe.

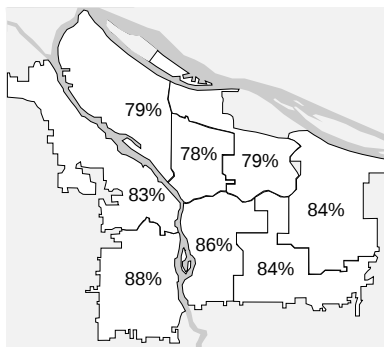
PERCENT OF RESIDENTS WHO FEEL SAFE OR VERY SAFE IN PARK (DAY)



SOURCE: Auditor's Office 1997 Citizen Survey

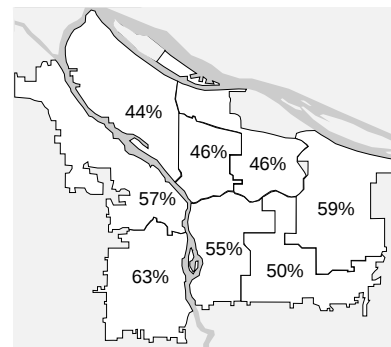
Over the last eight years, citizen ratings of parks grounds and facilities have changed little. However, cleanliness of park grounds is rated higher across the neighborhoods than is the cleanliness of facilities.

PERCENT OF RESIDENTS RATING CLEANLINESS OF PARKS' GROUNDS GOOD OR VERY GOOD



SOURCE: Auditor's Office 1997 Citizen Survey

PERCENT OF RESIDENTS RATING FACILITIES' CLEANLINESS GOOD OR VERY GOOD



SOURCE: Auditor's Office 1997 Citizen Survey

	Feeling of safety walking in park <i>during the day</i>			Feeling of safety walking in park <i>at night</i>			Rating of parks grounds cleanliness		
	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	57%	23%	20%	11%	19%	70%	84%	13%	3%
1992	61%	22%	17%	14%	19%	67%	83%	13%	4%
1993	60%	22%	18%	12%	19%	69%	84%	12%	4%
1994	62%	22%	16%	14%	22%	64%	86%	12%	2%
1995	67%	20%	13%	15%	23%	62%	85%	12%	3%
1996	68%	19%	13%	18%	23%	59%	85%	12%	3%
1997	69%	20%	11%	18%	25%	57%	83%	13%	4%

Portland Parks & Recreation

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000
EXPENDITURES (in millions):									
Park operations	\$9.0	\$10.0	\$12.5	\$13.0	\$13.1	\$14.0	\$14.4	\$14.9	\$17.2
Recreation	\$7.9	\$7.6	\$7.0	\$8.0	\$8.3	\$9.3	\$10.5	\$11.2	\$12.1
Enterprise operations	\$2.5	\$3.1	\$3.1	\$4.0	\$4.5	\$5.3	\$6.0	\$6.8	\$6.3
Planning and admin	\$1.3	\$1.5	\$2.3	\$2.2	\$2.3	\$2.7	\$2.8	\$3.1	\$1.9
Sub-total (operating)	\$20.7	\$22.2	\$24.9	\$27.2	\$28.3	\$31.2	\$33.7	\$36.0	\$37.5
Capital	\$2.1	\$1.8	\$2.0	\$8.9	\$5.2	\$3.8	\$4.1	\$9.0	\$23.4
TOTAL	\$22.8	\$24.0	\$26.9	\$36.1	\$33.4	\$35.1	\$37.8	\$45.0	\$60.9
EXPENDITURES, adjusted for inflation:									
Park operations	\$12.4	\$13.1	\$15.3	\$15.3	\$14.9	\$15.4	\$15.3	\$15.4	\$17.2
Recreation	\$10.8	\$9.9	\$8.5	\$9.4	\$9.4	\$10.2	\$11.2	\$11.6	\$12.1
Enterprise operations	\$3.5	\$4.0	\$3.8	\$4.7	\$5.2	\$5.8	\$6.4	\$7.0	\$6.3
Planning and admin	\$1.8	\$1.9	\$2.9	\$2.6	\$2.6	\$3.0	\$3.0	\$3.2	\$1.9
Sub-total (operating)	\$28.5	\$29.0	\$30.6	\$32.0	\$32.1	\$34.3	\$36.0	\$37.3	\$37.5
Capital	\$2.9	\$2.4	\$2.5	\$10.5	\$5.9	\$4.2	\$4.4	\$9.3	\$23.4
TOTAL	\$31.3	\$31.4	\$33.0	\$42.5	\$37.9	\$38.5	\$40.3	\$46.6	\$60.9
Operating spending/capita, adj. for inflation	\$66.30	\$67.10	\$69.70	\$70.45	\$69.80	\$72.90	\$72.60	\$74.90	\$74.50
Capital spending/capita, adj. for inflation	\$6.70	\$5.50	\$5.60	\$23.10	\$12.80	\$8.90	\$8.80	\$18.70	\$46.50
Permanent staffing (FTEs)	310	305	313	303	312	316	328	354	361
Seasonal staffing (FTEs)	126	138	149	196	252	243	246	238	237
Volunteer FTEs	71	67	71	67	128	238	236	-	236
FACILITIES:									
Community centers	11	11	11	11	11	11	11	11	11
Community schools	17	11	11	11	11	11	11	11	13
Arts centers	8	8	8	8	8	8	8	6	6
Pools	12	12	12	12	12	12	12	12	12
Golf courses	4	4	4	4	4	4	4	4	4
Number of developed parks	-	-	138	140	140	141	142	144	145
Acres of parks	9,175	9,175	9,364	9,380	9,385	9,387	9,523	9,578	9,594
Maintenance staff	193	182	194	185	191	195	192	197	203
Acres per maintenance staff	47.5	50.4	48.4	50.6	49.1	48.1	49.5	48.6	47.3
Condition of parks (1=worst to 10=best)	-	-	-	-	-	-	6.7	6.9	7.14
DIRECT COST RECOVERY (Recreation):									
Youth	-	-	-	-	45%	45%	42%	41%	45%
Adult	-	-	-	-	86%	86%	73%	66%	66%
TOTAL	-	-	-	-	58%	55%	53%	-	50%
Percent expenditures from non-tax sources	-	-	-	40%	42%	51%	44%	43%	34%

TRANSPORTATION

CITY COUNCIL GOAL: Build a livable city . . . promote economic vitality

City transportation services help provide citizens and visitors with a safe, efficient and effective transportation system. The system strives to improve access to various transportation alternatives and to ensure sufficient mobility within the community for all people. Transportation efforts balance community livability, economic vitality, environmental stewardship and wise use of government resources.

The City provides transportation services through the Office of Transportation. The Office is composed of four bureaus: the Bureau of Maintenance, Bureau of Traffic Management, Bureau of Transportation Engineering & Development, and the Office of the Director.

OFFICE OF TRANSPORTATION MISSION. *To be a community partner in shaping a livable City by planning, building, operating and maintaining an effective and safe transportation system.*

- the Maintenance Bureau preserves the community's investment in transportation and sewer infrastructure, and responds to emergencies on roads and streets
- the Traffic Bureau operates and manages the City's traffic, parking, and street lighting systems
- the Engineering and Development Bureau designs, develops, and constructs transportation capital assets and infrastructure
- the Office of the Director plans, coordinates, finances, and administers the office.

Office of Transportation

SPENDING & STAFFING

While total Transportation expenditures have increased by about 12% over the past nine years, spending *per capita* is down.

- Per capita spending on capital infrastructure improvements and repairs has declined by 24%.
- Operating spending per capita has not changed from '88-89 but has trended downward from a high of \$146 in '90-91.

The peak in capital spending in '93-94 was due partly to unusually high revenues from local cost sharing.

Total staffing is up about 5% since '92-93. Maintenance and Engineering staff increased by 4% and 5% respectively while Traffic Management increased by 10% over the past five years. Only the Director's office had a drop in staff.

EXPENDITURES (in millions)		
	'96-97	from '88-89*
Maintenance	\$43.7	+8%
Traffic Management	15.9	-8%
Eng. & Development	19.5	+43%
Director	3.6	+24%
TOTAL	\$82.7	+12%

* adjusted for inflation

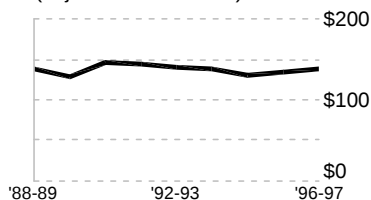
SOURCE: City of Portland financial records

TRANSPORTATION STAFFING (FTEs)

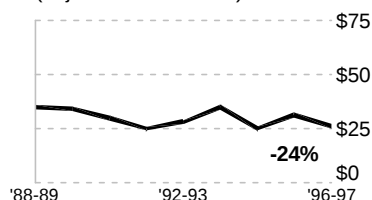
	Maintenance	Traffic	Engineering	Director	TOTAL
'92-93	428	106	128	39	701
'93-94	430	117	133	38	718
'94-95	428	119	133	39	719
'95-96	442	119	134	38	733
'96-97	444	117	135	37	733
change	+4%	+10%	+5%	-5%	+5%

SOURCE: Office of Transportation

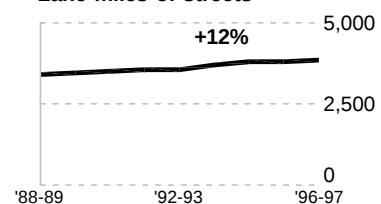
Operating spending per capita
(adjusted for inflation)



Capital spending per capita
(adjusted for inflation)



Lane miles of streets

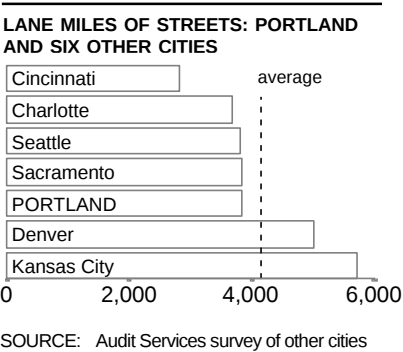


WORKLOAD

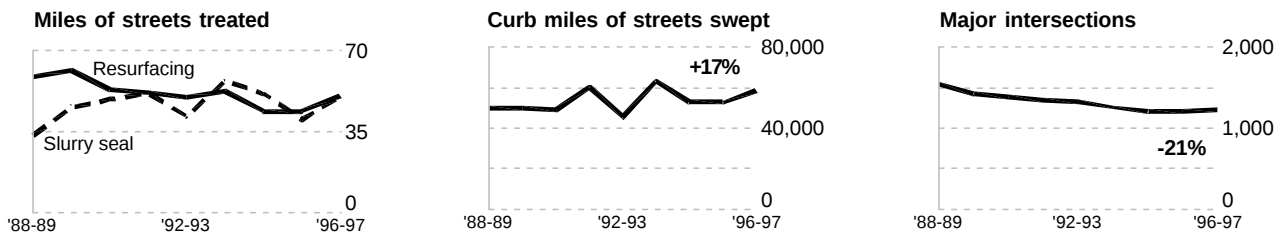
The City’s inventory of streets has increased by 12% since ’88-89, increasing the potential workload of maintenance, repair and replacement.

Despite the increase in the number of miles of streets, fewer streets receive major resurfacing or reconstruction. Resurfacing has declined by 13% and no streets have been reconstructed since ’90-91.

However, more streets receive slurry sealing than nine years ago, 49.8 miles in ’96-97 compared to 33.3 miles in ’88-89. In addition, the curb miles of streets swept has increased by 17% since ’88-89.



Compared to other cities, Portland has an average number of lane miles to maintain.



RESULTS

Although the pavement backlog declined steadily for four years between '88-89 and '91-92, the total miles of streets with unmet pavement needs has increased each year since '92-93, and currently amounts to 494 miles. The backlog increase is mainly attributed to more streets needing resurfacing.

During this same nine year period, the percent of streets rated in fair or better condition by maintenance inspectors dropped from 61% in '88-89 to 52% in '96-97.

Citizen satisfaction with overall street maintenance quality also dropped by about 4% last year.

Some traffic performance indicators show better results. The number of high accident intersections declined by 14% since '88-89, though there was a slight increase in '96-97.

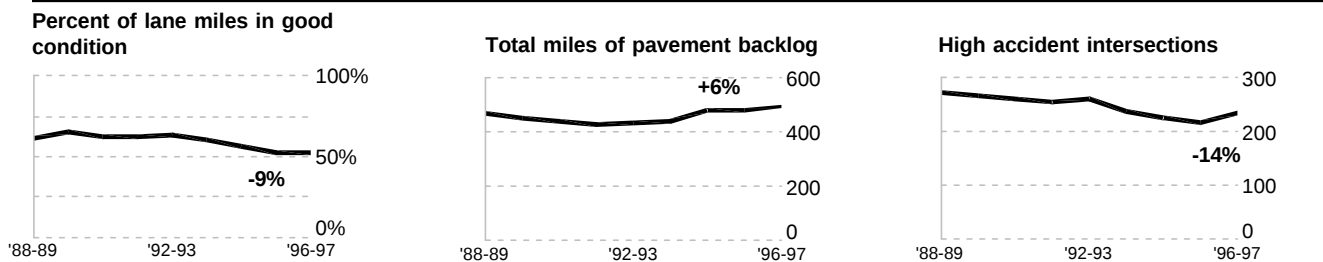
MILES WITH UNMET PAVEMENT NEEDS			
	Re-surface	Re-construct	Slurry seal
'88-89	246	72	150
'89-90	244	65	141
'90-91	245	57	137
'91-92	231	50	143
'92-93	242	48	140
'93-94	259	51	130
'94-95	267	49	165
'95-96	278	67	146
'96-97	285	67	142
change	+16%	-7%	-5%

SOURCE: Office of Transportation, annual Status and Condition Report

CITIZEN TRAFFIC MANAGEMENT RATINGS		
	Congestion	Safety
Very good	4%	5%
Good	29%	34%
Neither good nor bad	34%	36%
Bad	24%	18%
Very bad	9%	7%

SOURCE: Auditor's Office 1997 Citizen Survey

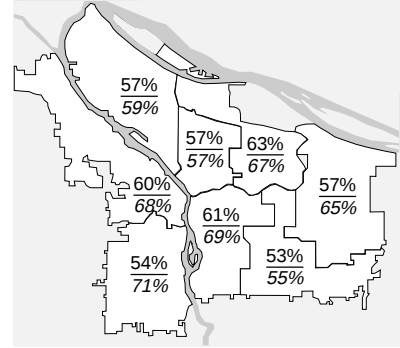
However, citizen satisfaction with traffic safety and congestion is low. One third rate overall congestion as bad or very bad, and 25% believe traffic safety is bad or very bad.



Most residents in Portland neighborhoods appear generally satisfied with the smoothness of streets in their neighborhood. Residents in Outer Northeast, Northwest, and Inner Southeast appear most satisfied. Residents in other parts of town vary little in satisfaction ratings.

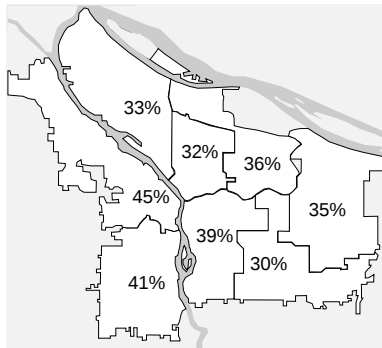
Residents are generally more satisfied with street cleanliness than street smoothness in their neighborhoods.

RESIDENTS RATING NEIGHBORHOOD STREET SMOOTHNESS / CLEANLINESS "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1997 Citizen Survey

RESIDENTS RATING NEIGHBORHOOD TRAFFIC SPEED "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1997 Citizen Survey

Compared to the other street and traffic ratings, residents in all eight areas are much less happy with traffic speed in their neighborhood. Dissatisfaction with traffic speed is most acute on the eastside.

	OVERALL citizen rating of street maintenance			Citizen rating of neighborhood street smoothness			Citizen rating of neighborhood street cleanliness		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	45%	32%	23%	54%	23%	23%	57%	25%	18%
1992	50%	31%	19%	56%	22%	22%	60%	23%	17%
1993	49%	31%	20%	55%	23%	22%	61%	23%	16%
1994	50%	30%	20%	60%	21%	19%	63%	22%	15%
1995	48%	30%	22%	55%	23%	22%	60%	25%	15%
1996	49%	30%	21%	58%	22%	20%	64%	23%	13%
1997	45%	32%	23%	58%	23%	19%	65%	23%	12%

Transportation efforts to promote alternative transportation (e.g. walking, biking, using mass transit) to help reduce congestion and improve air quality have had mixed results. Although the average daily vehicle miles driven in the region has increased by 21% the past nine years, carbon monoxide levels in downtown Portland have decreased by 44%. Carbon monoxide reduction results from improvements in automobile engines in addition to reduced vehicle use.

PEAK TRAFFIC HOUR COMMUTING	
Morning peak hours	41%
Evening peak hours	9%
Both morning & evening	31%
No commuting at peak hours	19%

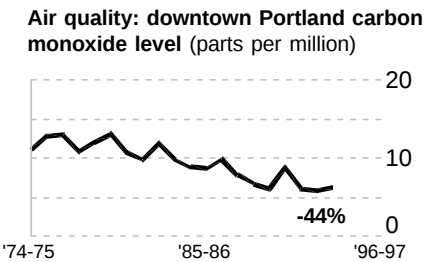
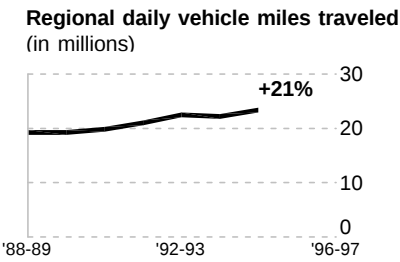
SOURCE: Auditor's Office 1997 Citizen Survey

Most Portland residents who work outside the home report that they commute to and from work during peak traffic hours (7 to 9 am, and 3:30 to 5:30 pm).

The most common mode of transportation among the commuters is driving alone (71%). Ten percent of commuters report using the bus (or Max) and an additional 2% drive part of the way and ride mass transit part of the way.

TRANSPORTATION MODE OF RESIDENTS WHO WORK OUTSIDE THE HOME	
Drive alone	71%
Drive with others	9%
Bus or max	10%
Drive part, bus part	2%
Walk	5%
Bicycle	3%

SOURCE: Auditor's Office 1997 Citizen Survey



Office of Transportation

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000
EXPENDITURES (in millions):									
Maintenance	-	-	-	-	\$36.9	\$38.1	\$38.4	\$40.8	\$43.7
Traffic management	-	-	-	-	\$12.6	\$14.5	\$15.3	\$16.4	\$15.9
Engineering & development	-	-	-	-	\$15.5	\$18.1	\$15.4	\$19.0	\$19.5
Director	-	-	-	-	\$3.5	\$3.5	\$3.6	\$3.4	\$3.6
TOTAL	\$54.1	\$53.7	\$62.9	\$65.5	\$68.4	\$74.2	\$72.7	\$79.6	\$82.5
EXPENDITURES, adjusted for inflation:									
Maintenance	-	-	-	-	\$41.8	\$41.9	\$40.9	\$42.3	\$43.7
Traffic management	-	-	-	-	\$14.3	\$15.9	\$16.4	\$17.0	\$15.9
Engineering & development	-	-	-	-	\$17.5	\$19.9	\$16.4	\$19.7	\$19.5
Director	-	-	-	-	\$3.9	\$3.9	\$3.8	\$3.6	\$3.6
TOTAL	\$74.1	\$70.3	\$77.3	\$77.2	\$77.5	\$81.6	\$77.5	\$82.5	\$82.7
Operating expenditures, adjusted for inflation ..	\$59.2	\$55.7	\$64.2	\$66.0	\$64.7	\$64.9	\$64.9	\$67.3	\$69.3
Capital expenditures, adjusted for inflation	\$14.9	\$14.6	\$13.1	\$11.2	\$12.9	\$16.7	\$12.6	\$15.2	\$13.3
Operating spending/capita, adjusted for inflation	\$138	\$129	\$146	\$145	\$141	\$138	\$131	\$135	\$138
Capital spending/capita, adjusted for inflation ...	\$35	\$34	\$30	\$25	\$28	\$35	\$25	\$31	\$26
Maintenance staffing (FTEs)	-	-	-	-	428	430	428	442	444
Traffic management staffing (FTEs)	-	-	-	-	106	117	119	119	117
Engineering staffing (FTEs)	-	-	-	-	128	133	133	134	135
Director staffing (FTEs)	-	-	-	-	39	38	39	38	37
Lane miles of streets	3,426	3,453	3,508	3,540	3,577	3,678	3,805	3,820	3,833
Miles of streets treated (resurfacing)	58.4	61.5	53.1	51.9	49.6	52.7	43.9	43.9	50.6
Miles of streets treated (slurry seal)	33.3	45.6	48.8	51.5	41.6	56.7	51.4	40.2	49.8
Curb miles of streets swept	49,855	49,548	49,120	59,969	45,801	63,085	52,932	52,599	58,516
Major intersections	1,544	1,429	1,378	1,348	1,327	1,255	1,200	1,192	1,227
BACKLOG MILES:									
Resurface	246	244	245	231	242	259	267	278	285
Reconstruct	72	65	57	50	48	51	49	67	67
Slurry seal	150	141	137	143	140	130	165	146	142
TOTAL	468	450	439	424	430	440	480	480	494
Percent of lane miles in good condition	61%	65%	62%	62%	63%	60%	56%	52%	52%
High accident intersections	272	266	260	255	261	237	224	217	233

PUBLIC UTILITIES

CITY COUNCIL GOAL: Build and maintain a livable city

City owned public utilities help protect the health of citizens and the natural environment, promote economic vitality, and increase the livability of the city.

The Bureau of Water Works and the Bureau of Environmental Services are responsible for addressing these objectives by providing water, wastewater, and refuse services.

WATER MISSION. *To ensure that Portland area customers receive sufficient quantities of high-quality water to meet existing and future needs.*

The Water Bureau constructs, maintains and operates the municipal water system. Water is delivered from the Bull Run watershed to City and wholesale customers in the metropolitan area. Three large conduits carry the water to storage reservoirs at Mt. Tabor, Powell Butte, and Washington Park. From these reservoirs water is distributed to smaller reservoirs, customers and other water districts in the region through underground pipes.

ENVIRONMENTAL SERVICES MISSION. *To protect public health, water quality, and the environment.*

The Bureau of Environmental Services provides sewage and stormwater services; protects, enhances and restores natural waterways; and manages solid waste collection, recycling and waste reduction.

The Bureau is involved in three major efforts to improve and protect surface and ground water quality: the Combined Sewer Overflow (CSO) program, mid-county residential sewer connections, and reducing surface water pollution.

WATER BUREAU

SPENDING & STAFFING

Spending on water services tracks closely with the number of customers served. Operating and capital expenditures have increased about 24% since '88-89 and population served has also increased about 24%. As a result, spending *per capita* is unchanged.

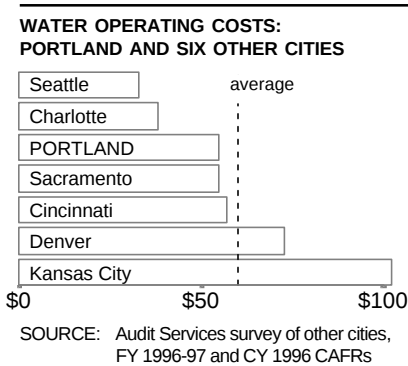
The authorized staffing level increased about 8% over this same time period.

The cost of debt service has declined about 10% due to refinancing to take advantage of declining interest rates.

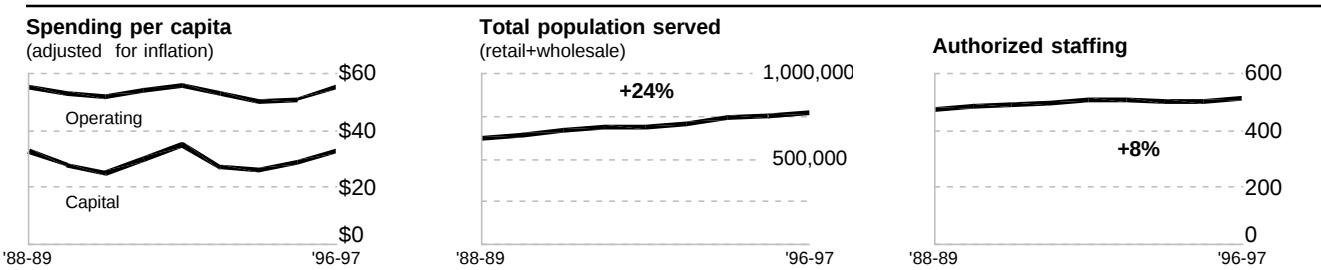
EXPENDITURES (in millions)		
	'96-97	from '88-89*
Water operating costs	\$42.6	+24%
Capital	25.6	+23%
Debt service	11.9	-10%
TOTAL	\$80.1	+17%

* adjusted for inflation

SOURCE: City of Portland *Comprehensive Annual Financial Reports*



Compared to other cities surveyed, Portland’s operating costs per capita are lower than average.



WORKLOAD

Overall, the Water Bureau delivered about the same amount of water to wholesale and retail customers last year as delivered in '88-89.

GALLONS OF WATER DELIVERED (billions)		
	'96-97	from '88-89
City of Portland	24.7	-5%
Wholesale	13.9	+14%
TOTAL	38.6	+1%

SOURCE: Water Bureau

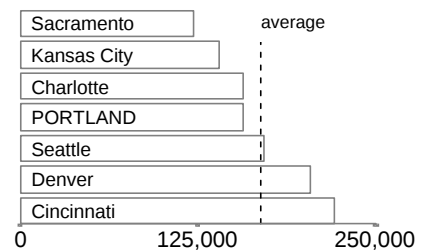
However, water delivered to City customers declined by 5% even as the population grew. Water use per capita within the City declined 19% over the nine years, while the population increased 17%.

The decline in per capita water use can be attributed partially to increased conservation.

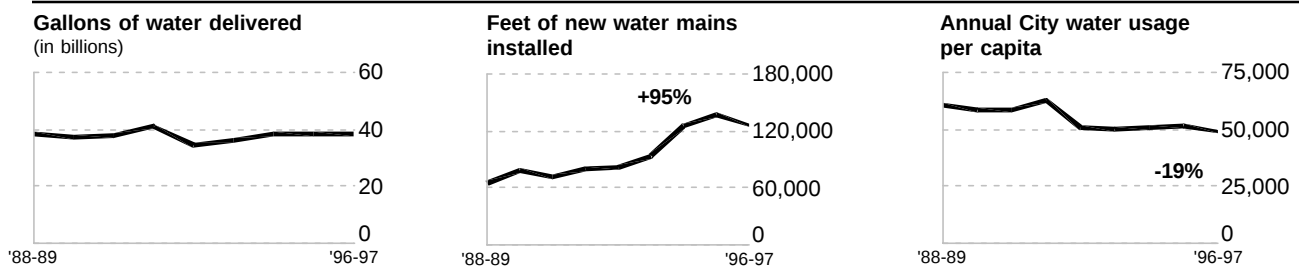
The number of new water mains installed continues to be higher than past years due to light rail construction and local improvement projects. In '96-97, the Water Bureau installed over 120,000 feet of new water pipes compared with about 60,000 in '88-89.

The number of retail water accounts in Portland has increased 4%, to 157,000. Compared to other cities, the number of accounts is average.

**WATER ACCOUNTS:
PORTLAND AND SIX OTHER CITIES**



SOURCE: Audit Services survey of other cities



RESULTS

The Bureau continues to provide clean, reasonably priced water to customers. All EPA water quality standards are met.

WATER QUALITY AND EPA STANDARDS		
	'96-97	Standard
Selected water quality tests:		
• nitrite nitrogen (mg/liter)	0.011	<1.0
• turbidity (NTUs)		
- maximum	1.40	<5.0
- average	0.36	-
• THM (mg/liter)	0.0223	<0.1

SOURCE: Water Bureau

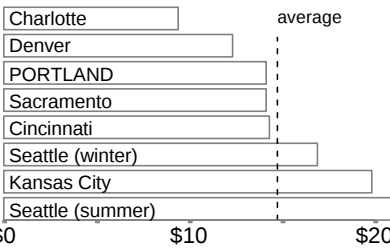
However, the three selected water quality measures tracked in this report have shown fluctuations over the recent past.

Contributing factors include heavy rains, affecting turbidity, and a required increase in chlorination, affecting THM (a carcinogenic compound that is formed when water is disinfected with chlorine).

Water rates have increased slowly since '88-89. Adjusting for inflation, a residential bill for 1,000 cubic feet of water grew from \$12.69 in '88-89 to \$14.11 in '96-97, an 11% increase. The actual average consumption has declined over time, though, and is now 800 cubic feet.

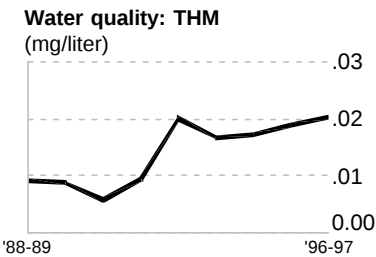
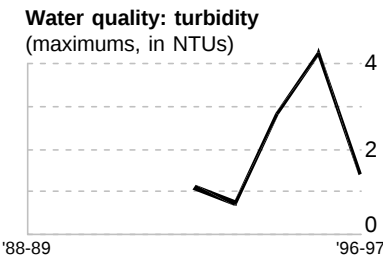
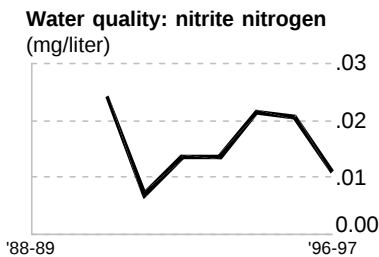
Portland's residential bills remain below the average compared to other cities surveyed. In addition, compared to other water districts in the region, Portland's water bills remain among the lowest.

MONTHLY RESIDENTIAL WATER BILLS*: PORTLAND AND SIX OTHER CITIES

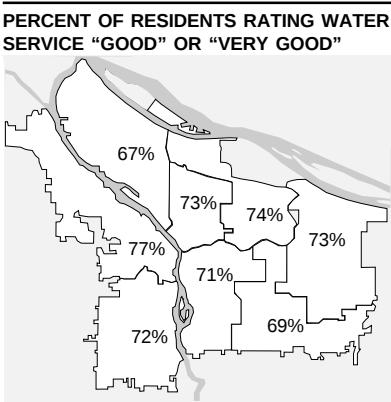


* Comparison is based on water usage of 1,000 cu. ft.; Portland's actual average use is 800 cu. ft.

SOURCE: Audit Services survey of other cities



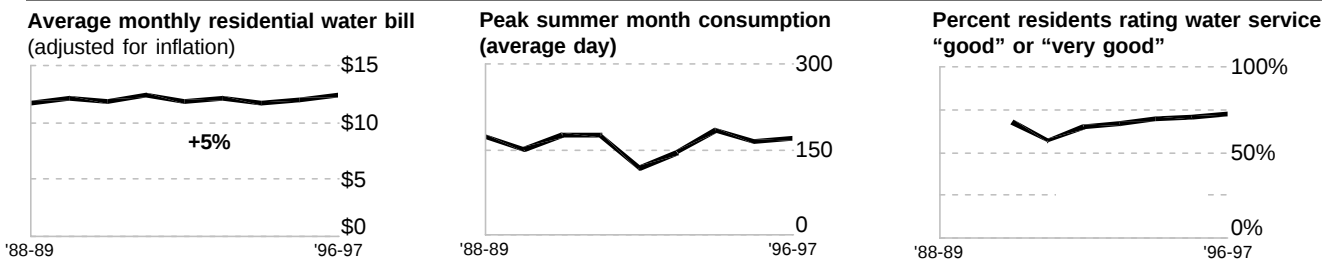
Overall citizen satisfaction with water services remains steady. More than 70% of citizens rate water service “good” or “very good”.



SOURCE: Auditor's Office 1997 Citizen Survey

Satisfaction levels increased in Inner and Central Northeast last year.

However, the North and Outer Southeast neighborhoods remains less satisfied than other parts of the City.



BUREAU OF ENVIRONMENTAL SERVICES

SPENDING & STAFFING

Bureau spending and staffing have increased steadily over the last nine years. During this period, federal and state mandates have significantly increased the responsibilities and requirements of the bureau. Adjusting for inflation:

- operating costs increased 68%,
- capital increased 213%,
- debt service costs are triple what they were five years ago.

EXPENDITURES (in millions)		
	'96-97	from '88-89*
Operating costs	\$60.3	+68%
Capital	83.3	+213%
Debt service	34.5	**
TOTAL	\$178.1	+185%

* adjusted for inflation

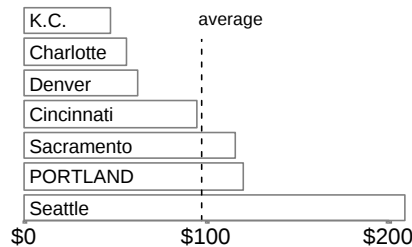
** no interest or principal paid in '88-89

SOURCE: City of Portland *Comprehensive Annual Financial Reports*

Operating spending per capita was \$120 in '96-97, compared to \$84 in '88-89, adjusted for inflation.

Authorized staffing grew from 286 to 457 over the nine year period, a 60% increase.

SEWER & STORM DRAINAGE OPERATING COSTS PER CAPITA: PORTLAND AND SIX OTHER CITIES

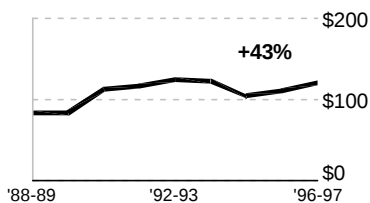


SOURCE: Audit Services survey of other cities, FY 1996-97 and CY 1996 CAFRs

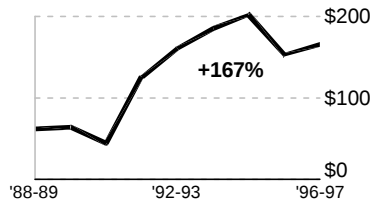
Portland's operating costs per capita are higher than the average of the six other cities surveyed.

Seattle's operating costs have risen significantly in recent years due to higher payments to King County for a new treatment plant and an increase in their city business tax.

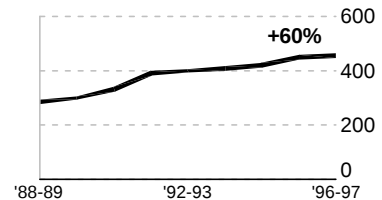
Operating costs per capita (adjusted for inflation)



Capital spending per capita (adjusted for inflation)



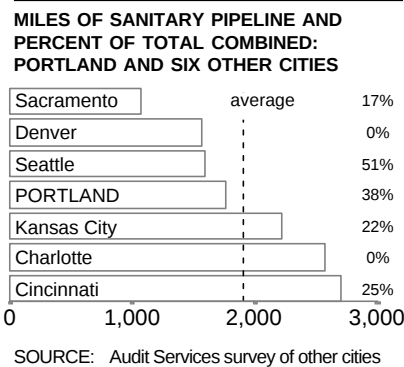
Authorized staffing



WORKLOAD

The Bureau has completed a significant amount of work over the past nine years. Since 1989, the City has installed:

- 416 miles of new sanitary sewer line - a 79% increase
- 213 miles of storm water pipeline - a 101% increase
- over 10,000 groundwater sumps - a 769% increase

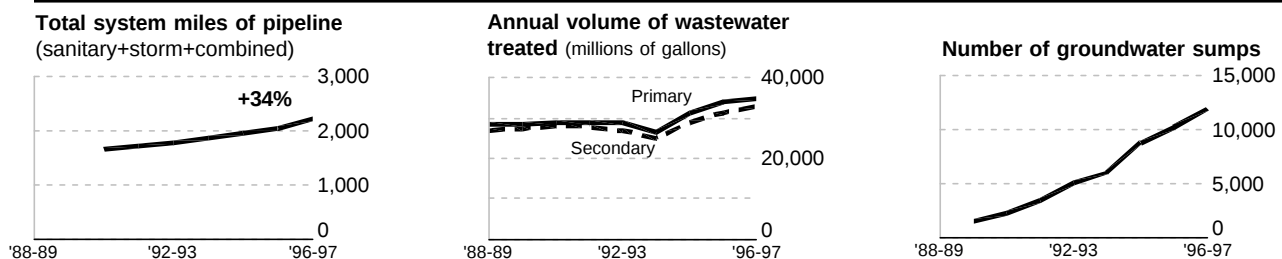


These new pipelines have reduced the percent of combined sewers from 52% in '90-91 to 38% in '96-97.

In addition, the Bureau has increased the gallons of wastewater treated by over 22%, repaired over 250% more pipelines, and issued permits to over 100% more industrial users.

Since '93-94, over 57,000 feet of streambank has been restored in an effort to improve water quality and stream habitat.

In only one area has work declined - cleaning existing sewer lines. Miles of pipe cleaned dropped, from 201 in '88-89 to 160 in '96-97, due to the need to clean and repair stormwater facilities affected by the February 1996 flood.



RESULTS

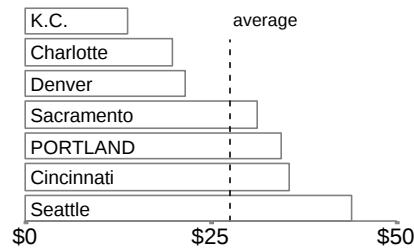
The significant efforts made by the Bureau over the past nine years have produced positive results and achieved many goals:

- water discharged from City treatment plants meets Federal and State standards
- the number of unsewered properties in mid-county is down 62%
- the percent of residential recycling participants exceeds initial targets, and the goal has been raised
- 96% of all industrial discharge enforcement tests showed full compliance

BES INDICATORS AND GOALS		
	'96-97	GOAL
Percent BOD* removed:		
• Columbia Blvd.	92.5%	>85%
• Tryon Creek	92.9%	>90%
Industrial enforcement tests in compliance		
	96%	>90%
Residential recycling:		
• participation rate	81%	>81%
• waste diverted	37%	>37%
Commercial recycling:		
• waste diverted	46%	>50%

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

**MONTHLY RESIDENTIAL SEWER AND STORM DRAINAGE BILLS*:
PORTLAND AND SIX OTHER CITIES**



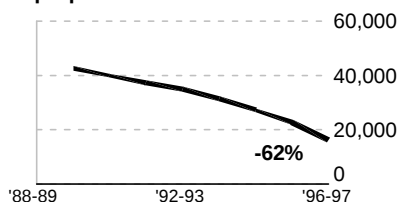
* Comparison is based on water usage of 1,000 cu. ft. ;
Portland's actual billing average is 600 cu. ft.

Residential sewer and storm drainage bills also continue to grow, reflecting the increased operating, capital and debt spending.

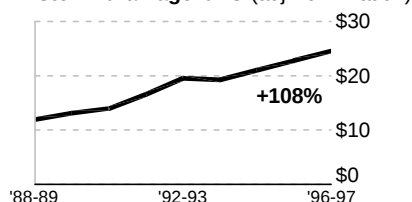
However, rates have increased in the other cities surveyed, as well. Portland remains slightly above the six city average, as in the past.

With the requirement of monthly curbside recycling services in June 1987, residential refuse bills increased by 30%. However, after the City created franchised hauling districts in 1992, there has been a steady reduction in the average residential refuse and recycling bill. Adjusted for inflation, the average bill decreased 15% since '91-92, to \$17.50 per month in '96-97.

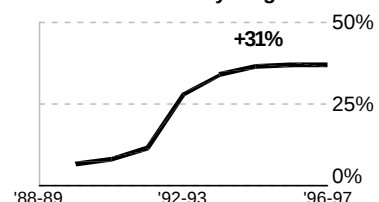
Number of unsewered mid-county properties



Average monthly residential sewer/storm drainage bills (adj. for inflation)



Residential waste diverted from landfill due to recycling



The Combined Sewer Overflow (CSO) program, initiated in 1992, continues to show steady progress. The 20-year program intends to eliminate over 6 billion gallons of untreated storm and sewer water from local waterways at an estimated cost of almost \$1 billion.

Cornerstone projects are well underway, with major treatment, storage and distribution projects either in design or just beginning construction.

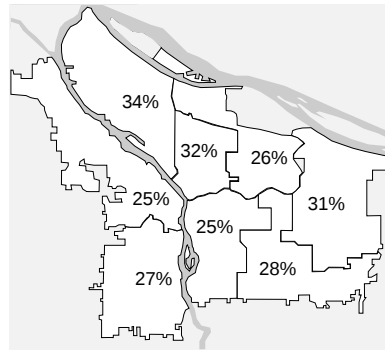
CSO BUDGET (MAY 1995 BASELINE)

Projects:	
Cornerstone	\$185,000,000
Treatment/storage	\$515,000,000
Sub-total	\$700,000,000
Est. overhead and bond interest	\$233,000,000
TOTAL	\$933,000,000

BES reports that over 59% of all CSO projects are complete and only 13% of the projected budget has been expended. Big projects for the Columbia Slough Basin and the Willamette River Basin have yet to begin.

Based on the number of projects completed to date, BES estimates that about 22% of the total CSO gallons have been diverted from regional streams and rivers. However, because the gallons of overflow are not metered and the amount of rainfall varies from year to year, this estimate cannot be verified.

PERCENT OF RESIDENTS WHO THINK SEWER & STORM DRAINAGE SYSTEMS PROTECT RIVERS AND STREAMS

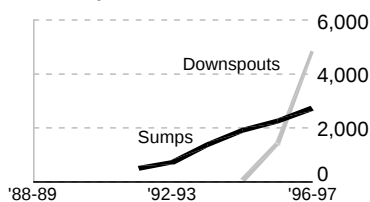


SOURCE: Auditor's Office 1997 Citizen Survey

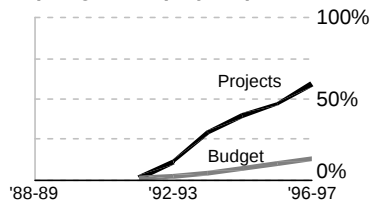
Neighborhoods still do not think that sewer and drainage systems protect regional streams and rivers very well.

On average, only 29% think systems do a good or very good job, and 45% rate the systems bad or very bad, little change from previous years.

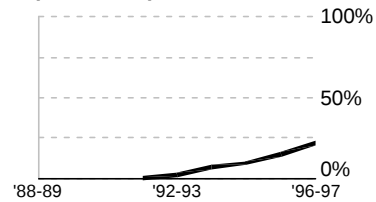
Cumulative sumps installed and downspouts disconnected



Percent CSO project completion (budget and projects)



Estimated CSO gallons diverted as percent of planned total

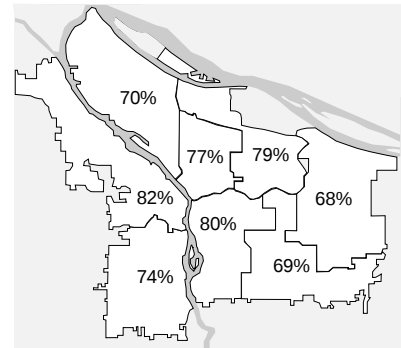


On average, 75% of Portlanders feel that sewer and storm drainage services to their homes are good or very good. However, neighborhoods differ in their ratings.

Most Inner Southeast and Northwest neighbors feel very satisfied (80% and 82%), while fewer in the East and Outer Southeast are satisfied (68% and 69%).

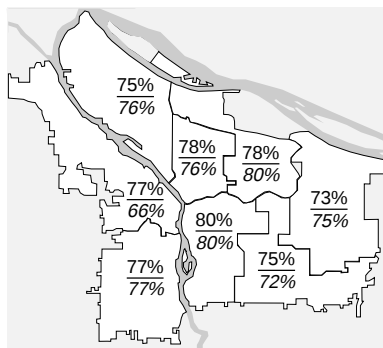
This is an increase, though, for both East and Outer Southeast, which had only 60% and 61% rating their service good or very good last year. These areas have experienced state-mandated sewer installation and have the majority of the remaining unsewered properties.

RESIDENTS WHO FEEL SEWER SERVICE TO THEIR HOME IS "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1997 Citizen Survey

PERCENT OF RESIDENTS RATING GARBAGE / RECYCLING SERVICE "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1997 Citizen Survey

About 77% of Portland residents rate garbage and recycling services good or very good, up from previous years. Only the Northwest neighborhood appears to be less satisfied than average. This may be due to the high percentage of apartments in this area, which have a different level of recycling service than detached units.

Satisfaction with cost is much higher in most neighborhoods than in previous years.

	OVERALL citizen rating of sewers quality			OVERALL citizen rating of storm drainage quality			How well sewer & storm drainage systems protect rivers and streams		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	WELL OR VERY WELL	NEITHER WELL NOR POORLY	POORLY OR VERY POORLY
1991	38%	35%	27%	33%	31%	36%	23%	23%	54%
1992	41%	35%	24%	37%	33%	30%	22%	26%	52%
1993	42%	32%	26%	36%	32%	32%	18%	25%	57%
1994	51%	32%	17%	42%	30%	28%	30%	24%	46%
1995	54%	31%	15%	43%	30%	27%	31%	23%	46%
1996	54%	29%	17%	42%	28%	30%	26%	23%	50%
1997	53%	33%	14%	41%	33%	26%	28%	26%	46%

Bureau of Environmental Services

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000
EXPENDITURES (in millions):									
Operating costs	\$26.2	\$27.4	\$40.3	\$45.3	\$50.2	\$52.1	\$48.5	\$52.7	\$60.3
Capital	\$19.4	\$21.0	\$15.8	\$48.7	\$65.2	\$79.4	\$93.6	\$73.7	\$83.3
Debt service	\$0	\$0	\$5.5	\$9.2	\$7.4	\$9.0	\$21.6	\$22.8	\$34.5
TOTAL	\$45.6	\$48.4	\$61.7	\$103.3	\$122.8	\$140.5	\$163.7	\$149.2	\$178.1
EXPENDITURES, adjusted for inflation:									
Operating costs	\$36.0	\$35.9	\$49.6	\$53.4	\$56.9	\$57.3	\$51.7	\$54.7	\$60.3
Capital	\$26.6	\$27.4	\$19.4	\$57.4	\$74.0	\$87.2	\$99.8	\$76.4	\$83.3
Debt service	\$0	\$0	\$6.8	\$10.9	\$8.4	\$9.9	\$23.1	\$23.7	\$34.5
TOTAL	\$62.6	\$63.4	\$75.7	\$121.6	\$139.3	\$154.4	\$174.5	\$154.7	\$178.1
Operating costs/capita, adjusted for inflation	\$84	\$83	\$113	\$118	\$124	\$122	\$104	\$110	\$120
Capital spending/capita, adjusted for inflation ...	\$62	\$63	\$44	\$126	\$161	\$185	\$202	\$153	\$166
Authorized staffing (FTEs)	286	300	333	390	400	410	419	450	457
SYSTEM MILES OF PIPELINE:									
Sanitary	524	557	584	645	703	782	835	919	940
Storm	-	-	211	211	233	349	263	286	424
Combined	-	-	860	860	848	849	850	849	850
ANNUAL VOLUME OF WASTEWATER TREATED (millions of gallons):									
Primary	28,602	28,330	28,922	28,969	28,734	26,569	31,228	33,774	34,763
Secondary	26,923	27,442	27,894	27,857	26,793	25,067	28,877	31,310	32,765
Number of groundwater sumps	-	1,550	2,270	3,491	5,036	6,037	8,793	10,189	11,927
PERCENT BOD REMOVED:									
Columbia Blvd.	89.0%	87.2%	84.7%	88.7%	88.6%	91.1%	93.7%	93.9%	92.5%
Tryon Creek	93.4%	93.7%	92.5%	94.1%	94.0%	92.7%	93.0%	92.9%	92.9%
Industrial enforcement tests in compliance ...	68.0%	86.0%	77.0%	90.0%	93.0%	96.8%	97.1%	96.8%	96.1%
RESIDENTIAL RECYCLING:									
Participation rate	-	25.0%	26.0%	52.0%	71.0%	74.9%	76.3%	80.0%	80.7%
Waste diverted from landfill	-	6.5%	8.3%	11.5%	28.0%	33.9%	36.3%	37.0%	37.0%
Commercial recycling, waste diverted from landfill	-	-	-	-	-	-	-	-	46%
Number of unsewered mid-county properties	-	42,410	40,007	37,368	34,800	31,308	27,112	22,546	16,102
Average monthly residential sewer/storm bills, adjusted for inflation	\$11.86	\$13.15	\$14.00	\$16.67	\$19.50	\$19.33	\$21.11	\$22.72	\$24.67
Cumulative sumps installed	-	-	-	479	756	1,367	1,907	2,262	2,757
Cumulative downspouts disconnected	-	-	-	-	-	-	40	1,425	4,874
PERCENT COMBINED SEWER OVERFLOW									
PROJECT COMPLETION:									
Projects	-	-	-	1.2%	11.6%	29.3%	39.6%	47.0%	59.3%
Budget	-	-	-	1.1%	2.4%	4.2%	7.2%	10.5%	13.4%
Est. CSO gallons diverted as % of planned total	-	-	-	.5%	2.5%	6.9%	9.8%	15.1%	21.8%

Bureau of Water Works

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000
EXPENDITURES (in millions):									
Water operating costs	\$24.9	\$26.0	\$28.1	\$31.3	\$33.8	\$34.4	\$34.7	\$36.8	\$42.6
Capital	\$15.2	\$13.7	\$13.4	\$17.5	\$21.1	\$17.5	\$18.0	\$21.4	\$25.6
Debt service	\$9.7	\$8.0	\$9.5	\$11.2	\$9.3	\$8.2	\$11.2	\$11.8	\$12.0
TOTAL	\$49.9	\$47.8	\$51.0	\$59.9	\$64.2	\$60.1	\$63.9	\$70.0	\$80.1
EXPENDITURES, adjusted for inflation:									
Water operating costs	\$34.2	\$34.1	\$34.6	\$36.8	\$38.4	\$37.8	\$37.0	\$38.2	\$42.6
Capital	\$20.9	\$17.9	\$16.5	\$20.6	\$23.9	\$19.2	\$19.2	\$22.2	\$25.6
Debt service	\$13.3	\$10.5	\$11.6	\$13.2	\$10.6	\$9.0	\$11.9	\$12.2	\$12.0
TOTAL	\$68.4	\$62.5	\$62.6	\$70.6	\$72.8	\$66.0	\$68.1	\$72.6	\$80.1
Operating costs/capita, adjusted for inflation	\$55	\$53	\$52	\$54	\$56	\$53	\$50	\$51	\$55
Capital spending/capita, adjusted for inflation	\$33	\$28	\$25	\$30	\$35	\$27	\$26	\$29	\$33
Authorized staffing (FTEs)	475	483	490	494	507	509	500	501	513
Total population served (retail + wholesale) ..	624,310	644,175	665,202	685,850	690,697	709,459	743,910	753,142	775,000
GALLONS OF WATER DELIVERED (billions):									
City of Portland	26.0	25.2	25.7	28.5	23.4	23.7	25.1	25.7	24.7
Wholesale	12.2	12.1	12.3	12.5	10.9	12.3	13.1	12.6	13.9
TOTAL	38.2	37.3	38.0	41.0	34.3	36.0	38.2	38.3	38.6
Feet of new water mains installed	64,887	78,500	71,266	79,718	81,303	93,959	125,364	137,432	126,282
Annual City water usage per capita	60,577	58,252	58,615	62,706	50,839	50,351	50,777	51,589	49,079
WATER QUALITY:									
Nitrite-nitrogen (mg/liter)	0.0005	0.0005	0.0243	0.0069	0.0136	0.0135	0.0215	0.0206	0.0110
Turbidity (maximum, in NTUs)	0.89	0.91	1.10	1.90	1.09	0.74	2.82	4.24	1.40
Turbidity (average, in NTUs)	0.33	0.30	0.34	0.38	0.28	0.24	0.44	0.59	0.36
THM (mg/liter)	0.0084	0.0084	0.0081	0.0097	0.0188	0.0180	0.0173	0.0188	0.223
Average monthly residential water bill, adjusted for inflation	\$11.77	\$12.14	\$11.87	\$12.40	\$11.84	\$12.07	\$11.76	\$11.98	\$12.35
Peak summer month consumption (average day, in millions of gallons)	172	149	176	174	117	145	184	165	170

APPENDICES

APPENDIX A 1997 Citizen Survey Results

In 1997, the annual Portland/Multnomah County Citizen Survey was done for the seventh time (the fourth time in collaboration with the Multnomah County Auditor). The City service questions correspond to the goals of the City 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. We asked respondents to remove the address page of the survey so that returned surveys would be anonymous.

We mailed approximately 9,700 surveys to City residents, and an additional 2,400 to County residents outside the City, in September 1997. A reminder was mailed four weeks later. At the time we wrote this report, 5,201 surveys were returned, for a County-wide response rate of 42.9%; 4,203 were City residents, for a City response rate of 43.3%.

Sampling error

For the City-wide survey sample size of 4,203, the sampling error (at the conventional 95% confidence level) is no more than $\pm 1.5\%$. For the smaller sub-samples in each neighborhood, the sampling error is generally less than $\pm 4\%$.

Representativeness of respondents

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

We sent surveys to residents in each of the 8 Portland neighborhoods. Because some of the neighborhoods are larger than others, we checked on the need to re-weight the groups before combining into a City-wide total. Our analysis showed that re-weighting would have no substantial effect. Therefore, the city totals reported are unadjusted.

Follow-up on non-respondents

In previous years, we have 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 1997 survey questions and results for City respondents (N=4,203) follow; County-wide results (N=5,201) are reported separately by the Multnomah County Auditor. A percentage is given for the responses to each question, both for the City as a whole and for each neighborhood separately. In addition, the City-wide total percentages from the last four years' survey are included.

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

1997 Portland/Multnomah County Citizen Survey

1997

Prior Year
CITY TOTALS

		Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL	1996	1995	1994	1993	1992	1991
1	How safe would you feel walking alone <i>during the day</i> :															
	• in your neighborhood?															
	Very safe	61%	53%	31%	31%	47%	45%	28%	36%	43%	39%	38%	36%	34%	36%	32%
	Safe	33%	35%	48%	45%	45%	44%	50%	46%	43%	44%	46%	46%	46%	45%	45%
	Neither safe nor unsafe	5%	9%	15%	17%	6%	9%	16%	13%	10%	12%	12%	13%	14%	13%	15%
	Unsafe	1%	3%	5%	5%	1%	2%	5%	5%	3%	4%	3%	5%	5%	5%	5%
	Very unsafe	0%	0%	1%	2%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%	2%
		(637)	(486)	(478)	(487)	(525)	(579)	(418)	(505)	(4,115)	(4,139)	(4,296)	(3,882)	(4,544)	(4,030)	(4,440)
	• in the park closest to you?															
	Very safe	41%	32%	17%	18%	27%	29%	16%	16%	25%	23%	23%	21%	18%	21%	17%
	Safe	43%	41%	42%	43%	49%	43%	44%	50%	44%	45%	44%	42%	42%	40%	40%
	Neither safe nor unsafe	10%	19%	26%	24%	16%	19%	25%	21%	20%	19%	20%	22%	22%	22%	23%
	Unsafe	5%	6%	11%	11%	7%	7%	12%	9%	8%	10%	10%	13%	14%	13%	15%
	Very Unsafe	1%	2%	4%	4%	1%	2%	3%	4%	3%	3%	3%	3%	4%	4%	5%
		(609)	(472)	(457)	(454)	(497)	(555)	(397)	(462)	(3,903)	(3,907)	(4,067)	(3,686)	(4,290)	(3,807)	(4,212)
	• downtown?															
	Very safe	24%	30%	13%	24%	20%	22%	14%	9%	20%	19%	19%	17%	13%	16%	15%
	Safe	45%	48%	40%	51%	45%	47%	39%	37%	44%	44%	44%	43%	41%	42%	42%
	Neither safe nor unsafe	24%	17%	28%	19%	25%	19%	26%	31%	24%	23%	24%	24%	27%	25%	26%
	Unsafe	6%	4%	15%	5%	8%	9%	16%	16%	9%	10%	9%	12%	14%	12%	12%
	Very unsafe	1%	1%	4%	1%	2%	3%	5%	7%	3%	4%	4%	4%	5%	5%	5%
		(616)	(474)	(445)	(451)	(496)	(553)	(391)	(466)	(3,892)	(3,920)	(4,022)	(3,661)	(4,268)	(3,769)	(4,185)
	How safe would you feel walking alone <i>at night</i> :															
	• in your neighborhood?															
	Very safe	22%	15%	7%	7%	9%	11%	6%	9%	11%	12%	10%	9%	9%	10%	8%
	Safe	44%	39%	25%	24%	41%	34%	26%	32%	34%	31%	30%	28%	26%	28%	26%
	Neither safe nor unsafe	18%	21%	26%	25%	23%	27%	25%	24%	24%	23%	24%	26%	23%	22%	24%
	Unsafe	13%	19%	27%	28%	19%	22%	30%	24%	22%	25%	25%	25%	27%	26%	26%
	Very unsafe	3%	6%	15%	16%	8%	6%	13%	11%	9%	9%	11%	13%	15%	14%	16%
		(629)	(479)	(472)	(479)	(511)	(569)	(408)	(490)	(4,037)	(4,038)	(4,198)	(3,801)	(4,439)	(3,935)	(4,331)
	• in the park closest to you?															
	Very safe	7%	5%	1%	1%	1%	4%	2%	2%	3%	4%	3%	3%	2%	3%	2%
	Safe	25%	19%	10%	9%	18%	12%	10%	12%	15%	14%	12%	12%	10%	11%	9%
	Neither safe nor unsafe	28%	26%	22%	21%	30%	24%	22%	25%	25%	23%	23%	22%	19%	19%	19%
	Unsafe	28%	32%	35%	35%	34%	38%	35%	36%	34%	34%	35%	35%	37%	36%	36%
	Very unsafe	12%	18%	32%	34%	17%	22%	31%	25%	23%	25%	27%	29%	32%	31%	34%
		(599)	(469)	(454)	(452)	(483)	(549)	(388)	(460)	(3,854)	(3,856)	(4,000)	(3,627)	(4,237)	(3,735)	(4,152)
	• downtown?															
	Very safe	3%	6%	2%	4%	2%	3%	1%	1%	3%	3%	3%	2%	2%	2%	2%
	Safe	21%	23%	15%	24%	18%	23%	13%	9%	18%	17%	16%	15%	12%	14%	12%
	Neither safe nor unsafe	32%	33%	25%	31%	34%	28%	23%	21%	29%	28%	28%	27%	23%	23%	25%
	Unsafe	28%	28%	33%	29%	27%	28%	33%	35%	30%	31%	31%	33%	34%	34%	33%
	Very unsafe	16%	10%	25%	12%	19%	18%	30%	34%	20%	21%	22%	24%	29%	27%	28%
		(612)	(472)	(447)	(453)	(487)	(548)	(390)	(467)	(3,876)	(3,864)	(4,030)	(3,660)	(4,242)	(3,752)	(4,154)

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

1997

										Prior Year CITY TOTALS					
										1996	1995	1994	1993	1992	1991
	Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL						
2 Did anyone break into, or attempt to break into, any cars or trucks belonging to your household in the last 12 months (that is, since September 1996)?															
Yes	18%	27%	22%	23%	23%	24%	23%	19%	22%	23%	24%	-	-	-	-
No	82%	73%	78%	77%	77%	76%	77%	81%	78%	77%	76%	-	-	-	-
	(635)	(473)	(477)	(481)	(518)	(581)	(422)	(511)	(4,098)	(4,127)	(4,299)	-	-	-	-
IF YES:															
• No. of times? (TOTAL)	167	327	161	168	181	246	167	158	1,575	1,445	1,618	-	-	-	-
• How many were reported to the police? (% OF TOTAL)	56%	23%	38%	37%	54%	28%	46%	45%	39%	43%	44%	-	-	-	-
3 Did anyone break into, or burglarize, your home during the last 12 months?															
Yes	2%	4%	6%	6%	3%	4%	5%	4%	4%	5%	5%	7%	7%	9%	10%
No	98%	96%	94%	94%	97%	96%	95%	96%	96%	95%	95%	93%	93%	91%	90%
	(637)	(485)	(478)	(483)	(522)	(586)	(428)	(511)	(4,130)	(4,140)	(4,330)	(3,922)	(4,563)	(4,043)	(4,456)
IF YES:															
• Was it reported to the police?															
Yes	80%	89%	62%	75%	82%	70%	68%	50%	71%	71%	70%	77%	73%	80%	76%
No	20%	11%	38%	25%	18%	30%	32%	50%	29%	29%	30%	23%	27%	20%	24%
	(15)	(19)	(29)	(28)	(17)	(23)	(22)	(22)	(175)	(194)	(196)	(265)	(327)	(323)	(432)
4 Do you know, or have you heard of, your neighborhood police officer?															
Yes	12%	10%	20%	17%	16%	14%	12%	13%	14%	15%	15%	16%	15%	13%	12%
No	88%	90%	80%	83%	84%	86%	88%	87%	86%	85%	85%	84%	85%	87%	88%
	(635)	(487)	(482)	(487)	(521)	(582)	(426)	(509)	(4,129)	(4,083)	(4,307)	(3,896)	(4,537)	(4,049)	(4,461)
5 Are you prepared to sustain yourself for 72 hours after a major disaster?															
Yes	53%	40%	53%	47%	50%	51%	53%	58%	51%	50%	46%	44%	46%	-	-
No	47%	60%	47%	53%	50%	49%	47%	42%	49%	50%	54%	56%	54%	-	-
	(627)	(477)	(474)	(477)	(512)	(576)	(422)	(500)	(4,065)	(4,095)	(3,957)	(3,796)	(4,439)	-	-
IF NO:															
• Do you know what to do to get prepared?															
Yes	50%	43%	38%	40%	44%	44%	47%	51%	45%	44%	47%	48%	50%	-	-
No	50%	57%	62%	60%	56%	56%	53%	49%	55%	56%	53%	52%	50%	-	-
	(279)	(263)	(211)	(237)	(239)	(266)	(179)	(193)	(1,867)	(1,824)	(1,908)	(1,936)	(2,205)	-	-

1997

		Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL	Prior Year CITY TOTALS					
											1996	1995	1994	1993	1992	1991
6	How well do you think:															
	• the City provides sewer and drainage service to your home?															
	Very well	30%	37%	22%	29%	27%	29%	24%	20%	27%	24%	20%	21%	-	-	-
	Well	44%	45%	48%	48%	52%	51%	45%	48%	48%	48%	48%	49%	-	-	-
	Neither well nor poorly	17%	13%	21%	16%	16%	15%	21%	16%	17%	18%	22%	21%	-	-	-
	Poorly	5%	4%	6%	5%	3%	4%	5%	10%	5%	6%	6%	6%	-	-	-
	Very poorly	4%	1%	3%	2%	2%	1%	5%	6%	3%	4%	4%	4%	-	-	-
		(607)	(440)	(460)	(456)	(485)	(556)	(381)	(467)	(3,852)	(3,765)	(3,442)	(3,240)	-	-	-
	• the sewer and storm drainage systems protect streams and rivers?															
	Very well	5%	6%	6%	4%	4%	4%	6%	4%	5%	5%	6%	6%	2%	3%	3%
	Well	22%	19%	28%	28%	22%	21%	22%	27%	24%	21%	25%	24%	16%	19%	20%
	Neither well nor poorly	25%	28%	23%	27%	27%	27%	26%	26%	26%	24%	23%	24%	25%	26%	23%
	Poorly	30%	31%	26%	27%	31%	33%	25%	29%	29%	32%	27%	26%	35%	34%	33%
	Very poorly	18%	16%	17%	14%	16%	15%	21%	14%	16%	18%	19%	20%	22%	18%	21%
		(518)	(387)	(430)	(399)	(434)	(502)	(345)	(418)	(3,433)	(3,360)	(3,088)	(2,931)	(3,651)	(2,972)	(3,210)
7	How do you rate garbage/recycling service in the following categories:															
	• the cost?															
	Very good	9%	14%	9%	12%	8%	10%	10%	5%	9%	9%	8%	8%	5%	6%	-
	Good	29%	39%	33%	37%	33%	36%	34%	31%	34%	31%	29%	28%	27%	25%	-
	Neither good nor bad	33%	36%	32%	32%	35%	32%	31%	34%	33%	31%	34%	35%	33%	32%	-
	Bad	21%	10%	19%	16%	18%	18%	17%	22%	18%	20%	20%	22%	24%	26%	-
	Very bad	8%	1%	7%	3%	6%	4%	8%	8%	6%	9%	9%	8%	11%	11%	-
		(573)	(309)	(442)	(436)	(491)	(528)	(398)	(468)	(3,645)	(3,521)	(3,525)	(3,351)	(4,095)	(3,144)	-
	• the quality of garbage service?															
	Very good	27%	22%	25%	28%	25%	27%	24%	19%	25%	23%	23%	23%	21%	25%	-
	Good	50%	55%	50%	50%	53%	53%	51%	54%	52%	54%	53%	53%	55%	53%	-
	Neither good nor bad	18%	18%	18%	17%	17%	16%	17%	18%	17%	16%	18%	18%	17%	15%	-
	Bad	4%	4%	4%	4%	4%	3%	6%	6%	4%	5%	4%	4%	5%	5%	-
	Very bad	1%	1%	3%	1%	1%	1%	2%	3%	2%	2%	2%	2%	2%	2%	-
		(617)	(427)	(469)	(466)	(506)	(566)	(414)	(498)	(3,963)	(3,870)	(3,849)	(3,625)	(4,341)	(3,278)	-
	• the quality of recycling service?															
	Very good	31%	20%	25%	30%	29%	29%	24%	21%	26%	25%	26%	25%	23%	23%	-
	Good	46%	46%	51%	46%	51%	51%	48%	54%	49%	51%	51%	51%	51%	49%	-
	Neither good nor bad	15%	22%	18%	18%	14%	15%	16%	16%	17%	15%	15%	17%	17%	17%	-
	Bad	6%	9%	4%	5%	5%	4%	8%	7%	6%	6%	6%	6%	6%	7%	-
	Very bad	2%	3%	2%	1%	1%	1%	4%	2%	2%	3%	2%	2%	3%	4%	-
		(615)	(436)	(462)	(458)	(496)	(565)	(403)	(495)	(3,930)	(3,835)	(3,780)	(3,505)	(4,234)	(3,240)	-

1997

										Prior Year CITY TOTALS					
										1996	1995	1994	1993	1992	1991
	Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL						
Do you live in a single family home, a 2-, 3- or 4-plex, or a larger apartment/condominium?															
1 family home	82%	15%	88%	78%	89%	75%	86%	83%	75%	75%	76%	78%	80%	-	-
2, 3 or 4-plex	4%	6%	3%	9%	5%	11%	5%	3%	6%	7%	5%	5%	5%	-	-
Apartment	13%	74%	6%	11%	6%	13%	7%	12%	17%	15%	16%	15%	13%	-	-
Other	1%	5%	3%	2%	0%	1%	2%	2%	2%	3%	3%	3%	2%	-	-
	(623)	(471)	(467)	(464)	(501)	(573)	(416)	(502)	(4,017)	(3,995)	(3,988)	(3,762)	(4,425)	-	-
8 Do you work outside of your home (either full-time or part-time)?															
Yes	69%	70%	67%	70%	68%	66%	62%	57%	66%	-	-	-	-	-	-
No	31%	30%	33%	30%	32%	34%	38%	43%	34%	-	-	-	-	-	-
	(628)	(482)	(480)	(485)	(522)	(578)	(421)	(512)	(4,108)	-	-	-	-	-	-
IF YES:															
• Do you usually go to work during peak traffic hours, that is, 7am - 9am (morning) or 3:30pm - 5:30 pm (evening)?															
Morning	45%	44%	35%	45%	43%	38%	39%	38%	41%	-	-	-	-	-	-
Evening	4%	8%	9%	7%	10%	10%	8%	13%	9%	-	-	-	-	-	-
Both morning & evening	35%	35%	31%	27%	29%	31%	33%	26%	31%	-	-	-	-	-	-
Neither	16%	13%	25%	21%	18%	21%	20%	23%	19%	-	-	-	-	-	-
	(437)	(337)	(317)	(339)	(357)	(379)	(259)	(290)	(2,715)	-	-	-	-	-	-
• What mode of travel do you usually use to get to work?															
Drive alone	76%	51%	77%	69%	75%	65%	76%	82%	71%	-	-	-	-	-	-
Drive with others	8%	6%	9%	9%	9%	8%	9%	8%	9%	-	-	-	-	-	-
Bus or Max	8%	15%	8%	12%	9%	16%	9%	4%	10%	-	-	-	-	-	-
Drive part, bus/Max part	3%	2%	2%	1%	2%	2%	2%	4%	2%	-	-	-	-	-	-
Walk	2%	21%	3%	4%	2%	3%	3%	2%	5%	-	-	-	-	-	-
Bicycle	3%	5%	1%	5%	3%	6%	1%	0%	3%	-	-	-	-	-	-
	(433)	(338)	(318)	(340)	(355)	(382)	(260)	(291)	(2,717)	-	-	-	-	-	-
9 In general, how do you rate the streets in your neighborhood in the following categories?															
• smoothness															
Very good	12%	12%	11%	13%	12%	14%	9%	11%	12%	12%	11%	14%	12%	11%	12%
Good	42%	48%	46%	44%	51%	47%	44%	46%	46%	46%	44%	46%	43%	15%	42%
Neither good nor bad	20%	24%	26%	27%	21%	23%	24%	20%	23%	22%	23%	21%	23%	22%	23%
Bad	17%	13%	10%	12%	13%	12%	17%	16%	14%	14%	15%	14%	15%	15%	15%
Very bad	9%	3%	7%	4%	3%	4%	6%	7%	5%	6%	7%	5%	7%	7%	8%
	(633)	(483)	(479)	(482)	(516)	(578)	(420)	(511)	(4,102)	(4,145)	(4,058)	(3,807)	(4,541)	(4,038)	(4,440)

1997

Prior Year
CITY TOTALS

	Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL	1996	1995	1994	1993	1992	1991
• cleanliness															
Very good	19%	15%	8%	10%	12%	16%	9%	12%	13%	13%	11%	12%	12%	12%	11%
Good	52%	53%	51%	47%	55%	53%	46%	53%	51%	51%	49%	51%	49%	48%	46%
Neither good nor bad	21%	21%	24%	22%	26%	23%	29%	22%	23%	23%	25%	22%	23%	23%	25%
Bad	6%	8%	14%	16%	6%	7%	12%	10%	10%	10%	11%	11%	11%	11%	13%
Very bad	2%	3%	3%	5%	1%	1%	4%	3%	3%	3%	4%	4%	5%	6%	5%
	(625)	(483)	(472)	(477)	(509)	(576)	(410)	(503)	(4,055)	(4,125)	(4,053)	(3,799)	(4,528)	(3,996)	(4,398)
• traffic speed															
Very good	8%	7%	4%	5%	3%	6%	2%	4%	5%	-	-	-	-	-	-
Good	33%	38%	29%	27%	33%	33%	27%	31%	32%	-	-	-	-	-	-
Neither good nor bad	26%	26%	23%	24%	27%	25%	23%	25%	25%	-	-	-	-	-	-
Bad	24%	22%	27%	30%	26%	25%	30%	25%	26%	-	-	-	-	-	-
Very bad	9%	7%	17%	14%	11%	11%	18%	15%	12%	-	-	-	-	-	-
	(621)	(477)	(474)	(475)	(512)	(574)	(412)	(505)	(4,050)	-	-	-	-	-	-
10 In general, how do you rate the quality of the parks near your home in the following categories?															
• clean grounds															
Very good	31%	32%	17%	15%	15%	22%	20%	20%	22%	25%	28%	27%	26%	24%	25%
Good	57%	51%	62%	63%	64%	64%	64%	64%	61%	60%	57%	59%	58%	59%	59%
Neither good nor bad	9%	13%	15%	15%	17%	11%	11%	13%	13%	12%	12%	12%	12%	13%	13%
Bad	3%	4%	5%	6%	3%	2%	4%	2%	3%	3%	3%	2%	3%	3%	3%
Very bad	0%	0%	1%	1%	1%	1%	1%	1%	1%	0%	0%	0%	1%	1%	0%
	(571)	(474)	(427)	(441)	(471)	(525)	(372)	(423)	(3,704)	(3,650)	(3,675)	(3,389)	(4,040)	(3,598)	(4,022)
• well-maintained grounds															
Very good	31%	32%	17%	17%	13%	23%	19%	18%	22%	25%	27%	26%	25%	23%	25%
Good	55%	51%	61%	61%	65%	61%	63%	60%	59%	57%	56%	56%	57%	57%	56%
Neither good nor bad	12%	15%	17%	18%	19%	13%	14%	18%	15%	15%	14%	15%	14%	16%	15%
Bad	2%	2%	4%	4%	3%	2%	4%	3%	3%	2%	2%	2%	3%	5%	3%
Very bad	0%	0%	1%	0%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	(569)	(471)	(425)	(435)	(466)	(520)	(365)	(423)	(3,674)	(3,627)	(3,655)	(3,370)	(4,019)	(3,569)	(3,984)
• beauty of landscaping & plantings															
Very good	24%	35%	14%	17%	11%	25%	17%	17%	20%	22%	24%	21%	21%	20%	22%
Good	49%	44%	50%	53%	52%	50%	51%	52%	50%	50%	47%	47%	47%	48%	47%
Neither good nor bad	23%	17%	28%	26%	33%	22%	28%	23%	25%	23%	24%	27%	26%	26%	26%
Bad	4%	3%	6%	3%	3%	2%	3%	7%	4%	4%	4%	4%	5%	5%	4%
Very bad	0%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(568)	(464)	(429)	(433)	(459)	(525)	(367)	(425)	(3,670)	(3,621)	(3,645)	(3,366)	(4,009)	(3,570)	(3,956)

1997

Prior Year
CITY TOTALS

	Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL	1996	1995	1994	1993	1992	1991
• clean facilities															
Very good	16%	17%	9%	7%	7%	9%	9%	10%	11%	13%	15%	13%	13%	12%	12%
Good	47%	40%	35%	39%	39%	46%	41%	49%	42%	41%	40%	40%	38%	40%	37%
Neither good nor bad	30%	29%	36%	36%	42%	31%	37%	32%	34%	31%	31%	33%	32%	31%	32%
Bad	6%	12%	15%	14%	9%	12%	10%	7%	10%	12%	11%	12%	13%	13%	15%
Very bad	1%	2%	5%	4%	3%	2%	3%	2%	3%	3%	3%	3%	4%	4%	4%
	(491)	(377)	(341)	(338)	(372)	(418)	(294)	(340)	(2,971)	(2,872)	(2,926)	(2,792)	(3,212)	(2,880)	(3,173)
• well-maintained facilities															
Very good	16%	17%	8%	8%	7%	10%	10%	11%	11%	13%	15%	13%	13%	13%	12%
Good	50%	45%	39%	42%	45%	47%	41%	50%	45%	42%	41%	41%	40%	41%	40%
Neither good nor bad	26%	27%	34%	33%	39%	32%	37%	30%	32%	31%	31%	34%	32%	31%	31%
Bad	7%	9%	13%	13%	7%	8%	9%	7%	9%	10%	10%	9%	11%	11%	13%
Very bad	1%	2%	6%	4%	2%	3%	3%	2%	3%	4%	3%	3%	4%	4%	4%
	(501)	(388)	(348)	(346)	(379)	(420)	(293)	(340)	(3,015)	(2,899)	(2,932)	(2,792)	(3,254)	(2,898)	(3,170)
11 In the past twelve months, how many times did you:															
• visit any City park?															
Never	11%	7%	13%	13%	16%	13%	18%	22%	14%	15%	16%	16%	18%	16%	15%
Once or twice	17%	11%	22%	19%	23%	17%	23%	27%	20%	19%	20%	20%	21%	19%	19%
3 to 5 times	18%	16%	20%	17%	16%	16%	20%	22%	18%	18%	17%	18%	18%	17%	18%
6 to 10 times	13%	16%	15%	15%	14%	14%	13%	11%	14%	13%	13%	13%	13%	14%	15%
More than 10 times	41%	50%	30%	36%	31%	40%	26%	18%	34%	35%	34%	33%	30%	34%	33%
	(629)	(476)	(473)	(476)	(512)	(573)	(414)	(499)	(4,052)	(4,067)	(4,000)	(3,762)	(4,496)	(3,993)	(4,400)
• visit a City park near your home?															
Never	15%	9%	18%	20%	19%	15%	23%	27%	18%	19%	20%	20%	23%	21%	21%
Once or twice	23%	14%	24%	26%	26%	22%	24%	30%	24%	21%	22%	23%	23%	22%	21%
3 to 5 times	14%	14%	18%	14%	16%	18%	17%	19%	16%	17%	17%	17%	15%	16%	16%
6 to 10 times	11%	15%	12%	10%	12%	9%	13%	7%	11%	12%	11%	11%	12%	11%	13%
More than 10 times	37%	48%	28%	30%	27%	36%	23%	17%	31%	31%	30%	29%	27%	30%	29%
	(615)	(471)	(457)	(464)	(500)	(563)	(409)	(495)	(3,974)	(3,980)	(3,859)	(3,645)	(4,411)	(3,906)	(4,318)
12 In the last twelve months, have you experienced a problem related to animals in your neighborhood?															
Yes	31%	16%	43%	37%	36%	33%	37%	34%	33%	32%	-	-	-	-	-
No	69%	84%	57%	63%	64%	67%	63%	66%	67%	68%	-	-	-	-	-
	(636)	(485)	(478)	(482)	(518)	(584)	(422)	(504)	(4,109)	(4,077)	-	-	-	-	-

1997

Prior Year
CITY TOTALS

	Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL	1996	1995	1994	1993	1992	1991
IF YES:															
Did you report that problem (the last problem, if more than one) to Mult. Co. Animal Control?															
Yes	18%	15%	29%	33%	22%	24%	27%	31%	25%	28%	-	-	-	-	-
No	82%	85%	71%	67%	78%	76%	73%	69%	75%	72%	-	-	-	-	-
	(194)	(76)	(204)	(177)	(183)	(189)	(158)	(171)	(1,352)	(1,267)	-	-	-	-	-
If you did report it, how satisfied were you with the steps they took to resolve the problem?															
Very satisfied	3%	31%	11%	10%	5%	13%	20%	13%	12%	16%	21%	16%	-	-	-
Satisfied	18%	23%	21%	31%	26%	15%	14%	27%	22%	21%	25%	27%	-	-	-
Neither sat. or dissat.	9%	16%	8%	12%	9%	7%	13%	9%	10%	8%	15%	16%	-	-	-
Dissatisfied	38%	15%	23%	20%	23%	28%	14%	32%	25%	24%	16%	14%	-	-	-
Very dissatisfied	32%	15%	37%	27%	37%	37%	39%	19%	31%	31%	23%	27%	-	-	-
	(34)	(13)	(62)	(59)	(43)	(46)	(44)	(53)	(354)	(352)	(457)	(369)	-	-	-
13 In the past twelve months, how many times did you:															
• visit the Central Library?															
Never	44%	29%	55%	42%	49%	48%	63%	66%	49%	61%	63%	50%	-	-	-
Once or twice	24%	25%	19%	23%	25%	19%	19%	18%	22%	17%	16%	21%	-	-	-
3 to 11 times	23%	24%	17%	25%	20%	24%	10%	10%	19%	14%	13%	19%	-	-	-
12 to 24 times	6%	11%	5%	6%	4%	4%	5%	4%	6%	5%	5%	7%	-	-	-
More than 24 times	3%	11%	4%	4%	2%	5%	3%	2%	4%	3%	3%	3%	-	-	-
	(613)	(487)	(472)	(461)	(500)	(566)	(406)	(495)	(4,000)	(3,884)	(3,887)	(3,764)	-	-	-
• visit your neighborhood branch?															
Never	35%	59%	45%	37%	36%	40%	40%	36%	40%	44%	46%	45%	-	-	-
Once or twice	19%	14%	16%	22%	20%	19%	21%	24%	20%	18%	18%	18%	-	-	-
3 to 11 times	24%	14%	21%	22%	22%	20%	18%	25%	21%	21%	20%	20%	-	-	-
12 to 24 times	12%	6%	11%	9%	13%	13%	12%	9%	11%	9%	9%	11%	-	-	-
More than 24 times	10%	7%	7%	10%	9%	8%	9%	6%	8%	8%	7%	7%	-	-	-
	(608)	(409)	(465)	(460)	(502)	(563)	(409)	(496)	(3,912)	(3,929)	(3,907)	(3,645)	-	-	-
• contact the library by phone?															
Never	54%	59%	59%	57%	57%	60%	66%	68%	60%	60%	63%	63%	-	-	-
Once or twice	21%	17%	23%	19%	23%	18%	16%	20%	20%	22%	20%	21%	-	-	-
3 to 11 times	19%	18%	13%	17%	15%	16%	12%	7%	15%	13%	12%	11%	-	-	-
12 to 24 times	4%	4%	4%	4%	4%	4%	4%	4%	4%	3%	4%	4%	-	-	-
More than 24 times	2%	2%	1%	3%	1%	2%	2%	1%	1%	2%	1%	1%	-	-	-
	(611)	(463)	(460)	(456)	(499)	(553)	(396)	(475)	(3,913)	(3,881)	(3,849)	(3,629)	-	-	-

1997										Prior Year CITY TOTALS					
	Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL	1996	1995	1994	1993	1992	1991
• contact the library by computer?															
Never	83%	87%	88%	84%	84%	82%	91%	93%	86%	89%	90%	93%	-	-	-
Once or twice	7%	6%	6%	6%	6%	6%	3%	3%	6%	4%	4%	2%	-	-	-
3 to 11 times	5%	4%	3%	6%	6%	7%	3%	1%	4%	4%	3%	3%	-	-	-
12 to 24 times	3%	3%	1%	2%	3%	3%	2%	1%	2%	2%	1%	1%	-	-	-
More than 24 times	2%	0%	2%	2%	1%	2%	1%	2%	2%	1%	2%	1%	-	-	-
	(607)	(449)	(447)	(446)	(485)	(552)	(393)	(474)	(3,853)	(3,761)	(3,768)	(3,516)	-	-	-
Which Multnomah County library do you usually go to?															
Albina	0%	0%	2%	16%	1%	0%	0%	0%	2%	2%	-	-	-	-	-
Belmont	0%	0%	0%	0%	0%	18%	2%	0%	3%	3%	-	-	-	-	-
Capitol Hill	20%	0%	1%	0%	0%	0%	0%	0%	3%	4%	-	-	-	-	-
Central	36%	96%	27%	39%	23%	37%	14%	8%	36%	31%	-	-	-	-	-
Gregory Heights	0%	0%	0%	1%	28%	0%	2%	3%	4%	6%	-	-	-	-	-
Gresham	0%	0%	0%	0%	0%	0%	3%	4%	1%	1%	-	-	-	-	-
Hillsdale	43%	2%	0%	0%	0%	0%	0%	0%	7%	9%	-	-	-	-	-
Holgate	0%	0%	0%	0%	0%	6%	32%	2%	4%	5%	-	-	-	-	-
Hollywood	1%	1%	1%	30%	44%	8%	3%	1%	11%	13%	-	-	-	-	-
Midland	0%	0%	0%	0%	4%	1%	25%	69%	11%	8%	-	-	-	-	-
North Portland	0%	1%	16%	12%	0%	0%	0%	0%	4%	4%	-	-	-	-	-
Rockwood	0%	0%	0%	0%	0%	0%	2%	12%	2%	2%	-	-	-	-	-
St. Johns	0%	0%	52%	1%	0%	0%	0%	0%	6%	5%	-	-	-	-	-
Sellwood-Moreland	0%	0%	0%	1%	0%	11%	2%	0%	2%	2%	-	-	-	-	-
Woodstock	0%	0%	1%	0%	0%	19%	15%	1%	4%	5%	-	-	-	-	-
	(441)	(349)	(315)	(326)	(348)	(376)	(234)	(299)	(2,688)	(2,501)	-	-	-	-	-
In general, how satisfied are you with the library you usually go to?															
• hours that meet your needs															
Very satisfied	13%	14%	14%	11%	14%	9%	16%	16%	13%	22%	18%	18%	-	-	-
Satisfied	32%	36%	39%	35%	40%	37%	39%	49%	38%	54%	49%	50%	-	-	-
Neither sat. or dissat.	19%	10%	20%	21%	20%	18%	19%	18%	18%	12%	18%	17%	-	-	-
Dissatisfied	26%	24%	21%	23%	19%	26%	19%	14%	22%	11%	13%	13%	-	-	-
Very dissatisfied	10%	16%	6%	10%	7%	10%	7%	3%	9%	1%	2%	2%	-	-	-
	(517)	(381)	(343)	(380)	(402)	(431)	(295)	(367)	(3,116)	(2,925)	(2,959)	(2,851)	-	-	-
• convenient location															
Very satisfied	38%	45%	27%	31%	37%	34%	32%	30%	35%	33%	28%	28%	-	-	-
Satisfied	50%	45%	52%	52%	51%	51%	51%	58%	51%	53%	53%	55%	-	-	-
Neither sat. or dissat.	10%	6%	15%	15%	11%	12%	14%	11%	11%	9%	13%	13%	-	-	-
Dissatisfied	2%	3%	3%	2%	1%	2%	2%	1%	2%	4%	5%	4%	-	-	-
Very dissatisfied	0%	1%	3%	0%	0%	1%	1%	0%	1%	1%	1%	1%	-	-	-
	(519)	(385)	(348)	(385)	(408)	(437)	(300)	(378)	(3,160)	(2,988)	(2,996)	(2,905)	-	-	-

1997

Prior Year
CITY TOTALS

	Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL	1996	1995	1994	1993	1992	1991
• availability of books and materials															
Very satisfied	23%	37%	20%	19%	20%	22%	23%	18%	23%	22%	20%	19%	-	-	-
Satisfied	46%	47%	47%	48%	52%	47%	49%	55%	49%	53%	49%	52%	-	-	-
Neither sat. or dissat.	21%	12%	21%	22%	22%	20%	17%	18%	19%	15%	21%	20%	-	-	-
Dissatisfied	7%	3%	9%	8%	5%	8%	10%	8%	7%	8%	8%	8%	-	-	-
Very dissatisfied	3%	1%	3%	3%	1%	3%	1%	1%	2%	2%	2%	2%	-	-	-
	(507)	(375)	(340)	(377)	(392)	(419)	(290)	(361)	(3,061)	(2,896)	(2,928)	(2,822)	-	-	-
• assistance provided by library staff															
Very satisfied	40%	47%	37%	36%	38%	40%	33%	31%	38%	36%	32%	32%	-	-	-
Satisfied	43%	43%	47%	49%	47%	42%	46%	50%	46%	50%	49%	49%	-	-	-
Neither sat. or dissat.	15%	9%	12%	14%	14%	13%	17%	16%	14%	11%	16%	15%	-	-	-
Dissatisfied	1%	0%	3%	1%	1%	2%	3%	3%	1%	2%	2%	3%	-	-	-
Very dissatisfied	1%	1%	1%	0%	0%	3%	1%	0%	1%	1%	1%	1%	-	-	-
	(501)	(364)	(339)	(366)	(375)	(416)	(286)	(353)	(3,000)	(2,828)	(2,898)	(2,782)	-	-	-
• children's programs															
Very satisfied	24%	30%	27%	21%	20%	24%	24%	20%	24%	22%	20%	17%	-	-	-
Satisfied	38%	36%	35%	47%	52%	40%	40%	43%	41%	47%	43%	45%	-	-	-
Neither sat. or dissat.	37%	33%	33%	30%	27%	32%	33%	36%	33%	28%	35%	36%	-	-	-
Dissatisfied	1%	1%	4%	1%	1%	3%	2%	1%	2%	2%	1%	2%	-	-	-
Very dissatisfied	0%	0%	1%	1%	0%	1%	1%	0%	<1%	1%	1%	1%	-	-	-
	(228)	(137)	(186)	(188)	(183)	(204)	(157)	(192)	(1,475)	(1,388)	(1,461)	(1,377)	-	-	-
14 In general, how do you rate the housing in your neighborhood on the following categories?															
• Affordability															
Very good	5%	5%	8%	5%	5%	5%	7%	7%	6%	-	-	-	-	-	-
Good	31%	22%	39%	32%	37%	35%	36%	46%	35%	-	-	-	-	-	-
Neither good nor bad	32%	27%	29%	32%	30%	28%	34%	31%	30%	-	-	-	-	-	-
Bad	24%	32%	17%	22%	22%	24%	16%	12%	21%	-	-	-	-	-	-
Very bad	8%	14%	7%	9%	6%	8%	7%	4%	8%	-	-	-	-	-	-
	(603)	(470)	(462)	(456)	(495)	(551)	(389)	(485)	(3,911)	-	-	-	-	-	-
• Physical condition															
Very good	23%	21%	8%	15%	14%	14%	7%	13%	15%	-	-	-	-	-	-
Good	58%	53%	45%	48%	56%	53%	43%	54%	52%	-	-	-	-	-	-
Neither good nor bad	16%	19%	33%	24%	24%	26%	35%	25%	25%	-	-	-	-	-	-
Bad	3%	6%	12%	10%	5%	7%	11%	6%	7%	-	-	-	-	-	-
Very bad	0%	1%	2%	3%	1%	0%	4%	2%	1%	-	-	-	-	-	-
	(627)	(474)	(466)	(478)	(505)	(576)	(408)	(505)	(4,039)	-	-	-	-	-	-

1997

										Prior Year CITY TOTALS					
										1996	1995	1994	1993	1992	1991
	Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL						
15 Do you own a home in Multnomah County?															
Yes	82%	30%	78%	71%	83%	71%	80%	85%	73%	73%	72%	74%	-	-	-
No	18%	70%	22%	29%	17%	29%	20%	15%	27%	27%	28%	26%	-	-	-
	(622)	(484)	(474)	(476)	(514)	(579)	(416)	(498)	(4,063)	(4,054)	(4,086)	(3,801)	-	-	-
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	11%	6%	15%	11%	12%	10%	12%	12%	12%	13%	12%	13%	-	-	-
Somewhat above market	26%	31%	33%	28%	29%	32%	32%	38%	31%	33%	30%	29%	-	-	-
At market	45%	47%	34%	40%	42%	40%	38%	38%	40%	38%	39%	41%	-	-	-
Somewhat below market	17%	15%	17%	19%	16%	17%	17%	11%	16%	15%	17%	16%	-	-	-
Way below market	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	2%	-	-	-
	(465)	(124)	(317)	(295)	(372)	(347)	(274)	(368)	(2,562)	(2,392)	(2,421)	(2,285)	-	-	-
16 Did you spend any time in the past month helping the community as a volunteer(without pay) <i>either</i> in connection with a group (such as the Red Cross, a church, or going to a neighborhood association meeting) <i>or</i> on your own (for example, helping a neighbor or elderly person)?															
Yes	47%	39%	44%	47%	44%	45%	40%	40%	43%	-	-	-	-	-	-
No	53%	61%	56%	53%	56%	55%	60%	60%	57%	-	-	-	-	-	-
	(632)	(479)	(473)	(479)	(518)	(573)	(419)	(501)	(4,074)	-	-	-	-	-	-
IF YES:															
• volunteer hours in past month with a group:															
Less than 6 hours	52%	45%	50%	53%	46%	50%	47%	39%	48%	-	-	-	-	-	-
6 - 20 hours	40%	43%	38%	35%	47%	42%	42%	44%	42%	-	-	-	-	-	-
21 - 40 hours	6%	6%	8%	11%	5%	7%	7%	13%	7%	-	-	-	-	-	-
More than 40 hours	2%	6%	4%	1%	2%	1%	4%	4%	3%	-	-	-	-	-	-
	(193)	(125)	(130)	(133)	(140)	(161)	(97)	(129)	(1,108)	-	-	-	-	-	-
• volunteer hours in past month on your own:															
Less than 6 hours	64%	60%	49%	58%	70%	67%	57%	48%	59%	-	-	-	-	-	-
6 - 20 hours	29%	34%	40%	32%	27%	26%	34%	37%	33%	-	-	-	-	-	-
21 - 40 hours	5%	4%	5%	7%	2%	3%	5%	10%	5%	-	-	-	-	-	-
More than 40 hours	2%	2%	6%	3%	1%	4%	4%	5%	3%	-	-	-	-	-	-
	(193)	(125)	(156)	(147)	(152)	(173)	(111)	(133)	(1,190)	-	-	-	-	-	-

1997

										Prior Year CITY TOTALS						
		Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL	1996	1995	1994	1993	1992	1991
17	Overall, how do you rate the livability of your neighborhood?															
	Very good	46%	41%	19%	26%	30%	31%	12%	27%	30%	31%	28%	26%	25%	-	-
	Good	50%	46%	54%	49%	55%	56%	56%	52%	52%	50%	51%	52%	52%	-	-
	Neither good nor bad	3%	10%	21%	18%	14%	12%	27%	17%	14%	15%	16%	16%	17%	-	-
	Bad	1%	3%	5%	6%	1%	1%	4%	4%	3%	3%	4%	4%	5%	-	-
	Very bad	0%	0%	1%	1%	0%	0%	1%	0%	<1%	1%	1%	1%	1%	-	-
		(631)	(482)	(484)	(478)	(518)	(575)	(419)	(503)	(4,090)	(4,146)	(4,292)	(3,874)	(4,258)	-	-
18	Overall, how good a job do you think local government is doing at providing government services?															
	Very good	8%	9%	5%	7%	6%	8%	3%	4%	6%	8%	6%	5%	-	-	-
	Good	57%	60%	44%	50%	56%	54%	45%	43%	52%	54%	52%	48%	-	-	-
	Neither good nor bad	28%	26%	37%	33%	32%	32%	40%	38%	33%	30%	33%	37%	-	-	-
	Bad	5%	4%	10%	6%	4%	5%	8%	13%	7%	6%	7%	8%	-	-	-
	Very bad	2%	1%	4%	4%	2%	1%	4%	2%	2%	2%	2%	3%	-	-	-
		(588)	(445)	(456)	(439)	(467)	(533)	(391)	(467)	(3,786)	(3,896)	(3,973)	(3,509)	-	-	-
19	Overall, how do you rate the quality of each of the following City and County services?															
	• Police															
	Very good	13%	17%	19%	15%	16%	15%	14%	17%	15%	18%	14%	14%	14%	12%	11%
	Good	61%	54%	50%	55%	59%	58%	54%	55%	56%	56%	56%	56%	54%	51%	49%
	Neither good nor bad	21%	21%	20%	21%	21%	20%	25%	19%	21%	19%	21%	22%	23%	25%	27%
	Bad	4%	7%	8%	8%	3%	6%	5%	7%	6%	5%	7%	6%	7%	9%	10%
	Very bad	1%	1%	3%	1%	1%	1%	2%	2%	2%	2%	2%	2%	2%	3%	3%
		(580)	(451)	(478)	(457)	(493)	(546)	(407)	(487)	(3,899)	(3,876)	(3,955)	(3,641)	(4,179)	(3,717)	(4,083)
	• Fire															
	Very good	31%	39%	36%	27%	30%	33%	31%	27%	32%	31%	29%	28%	29%	29%	29%
	Good	59%	51%	56%	63%	63%	57%	56%	60%	58%	59%	59%	61%	59%	59%	59%
	Neither good nor bad	10%	10%	8%	10%	7%	10%	12%	12%	10%	10%	12%	10%	11%	11%	11%
	Bad	0%	0%	0%	0%	0%	0%	1%	1%	<1%	0%	0%	0%	0%	1%	1%
	Very bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
		(537)	(408)	(448)	(410)	(459)	(508)	(382)	(460)	(3,612)	(3,533)	(3,601)	(3,316)	(3,797)	(3,341)	(3,738)
	• Water															
	Very good	18%	22%	17%	19%	17%	17%	15%	19%	18%	18%	17%	14%	16%	11%	18%
	Good	54%	55%	50%	54%	57%	54%	54%	52%	54%	53%	53%	53%	49%	46%	50%
	Neither good nor bad	21%	18%	22%	19%	21%	22%	22%	20%	21%	20%	22%	24%	22%	24%	22%
	Bad	5%	4%	6%	5%	3%	5%	6%	6%	5%	6%	5%	6%	9%	11%	7%
	Very bad	2%	1%	5%	3%	2%	2%	3%	3%	2%	3%	3%	3%	4%	8%	3%
		(590)	(417)	(460)	(444)	(491)	(540)	(400)	(482)	(3,824)	(3,793)	(3,883)	(3,546)	(4,261)	(3,801)	(4,097)

1997										Prior Year CITY TOTALS					
	Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL	1996	1995	1994	1993	1992	1991
• Parks															
Very good	20%	28%	15%	14%	12%	17%	17%	13%	17%	22%	18%	17%	15%	16%	14%
Good	63%	57%	56%	62%	67%	65%	59%	58%	61%	59%	60%	60%	61%	61%	58%
Neither good nor bad	14%	12%	23%	20%	18%	15%	20%	23%	18%	16%	18%	19%	19%	19%	23%
Bad	2%	3%	4%	4%	2%	3%	3%	4%	3%	2%	3%	3%	4%	3%	4%
Very bad	1%	0%	2%	0%	1%	0%	1%	2%	1%	1%	1%	1%	1%	1%	
	(593)	(466)	(437)	(442)	(470)	(524)	(369)	(428)	(3,729)	(3,625)	(3,802)	(3,430)	(3,962)	(3,543)	(3,883)
• Recreation centers/activities															
Very good	16%	17%	13%	12%	11%	13%	15%	10%	13%	17%	13%	13%	11%	12%	10%
Good	56%	58%	46%	55%	61%	57%	49%	50%	55%	57%	55%	55%	51%	51%	49%
Neither good nor bad	24%	21%	32%	27%	24%	25%	32%	31%	27%	22%	28%	28%	32%	31%	34%
Bad	3%	4%	7%	4%	3%	5%	3%	7%	4%	3%	3%	4%	5%	5%	6%
Very bad	1%	0%	2%	2%	1%	0%	1%	2%	1%	1%	1%	1%	1%	1%	1%
	(480)	(328)	(354)	(347)	(364)	(384)	(301)	(339)	(2,897)	(2,750)	(2,834)	(2,684)	(2,962)	(2,663)	(2,871)
• Library															
Very good	19%	28%	18%	17%	18%	19%	19%	18%	19%	25%	24%	21%	-	-	-
Good	57%	55%	52%	57%	59%	56%	57%	58%	56%	60%	59%	59%	-	-	-
Neither good nor bad	17%	12%	22%	20%	18%	19%	20%	19%	19%	13%	15%	18%	-	-	-
Bad	6%	4%	6%	5%	4%	5%	3%	4%	5%	1%	2%	2%	-	-	-
Very bad	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	0%	0%	-	-	-
	(555)	(428)	(396)	(414)	(447)	(487)	(335)	(418)	(3,480)	(3,355)	(3,485)	(3,225)	-	-	
• Elections															
Very good	19%	24%	17%	16%	14%	19%	13%	13%	17%	20%	16%	15%	-	-	-
Good	57%	51%	50%	51%	56%	56%	52%	53%	54%	56%	56%	57%	-	-	-
Neither good nor bad	21%	21%	26%	29%	26%	21%	27%	27%	25%	20%	25%	24%	-	-	-
Bad	2%	3%	5%	2%	2%	3%	5%	6%	3%	3%	2%	3%	-	-	-
Very bad	1%	1%	2%	2%	2%	1%	3%	1%	1%	1%	1%	1%	-	-	-
	(579)	(403)	(432)	(421)	(474)	(530)	(357)	(458)	(3,654)	(3,720)	(3,836)	(3,486)	-	-	-
• Property assessment															
Very good	3%	5%	4%	3%	3%	2%	2%	2%	3%	3%	3%	3%	-	-	-
Good	27%	29%	21%	25%	26%	25%	20%	21%	24%	25%	23%	22%	-	-	-
Neither good nor bad	46%	45%	46%	44%	47%	42%	46%	48%	45%	43%	46%	45%	-	-	-
Bad	17%	16%	20%	20%	18%	24%	21%	22%	20%	20%	20%	21%	-	-	-
Very bad	7%	5%	9%	8%	6%	7%	11%	7%	8%	9%	8%	9%	-	-	-
	(518)	(251)	(391)	(360)	(418)	(431)	(322)	(417)	(3,108)	(3,048)	(3,204)	(2,936)	-	-	-
• Animal control															
Very good	6%	9%	7%	6%	6%	6%	7%	6%	7%	8%	6%	6%	-	-	-
Good	37%	41%	33%	36%	40%	36%	33%	44%	37%	40%	38%	38%	-	-	-
Neither good nor bad	42%	37%	38%	41%	38%	40%	42%	32%	39%	35%	38%	38%	-	-	-
Bad	11%	10%	13%	13%	12%	12%	11%	12%	12%	11%	12%	13%	-	-	-
Very bad	4%	3%	9%	4%	4%	6%	7%	6%	5%	6%	6%	6%	-	-	-
	(462)	(271)	(409)	(357)	(403)	(428)	(343)	(414)	(3,087)	(3,067)	(3,127)	(2,855)	-	-	-

1997										Prior Year CITY TOTALS					
	Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL	1996	1995	1994	1993	1992	1991
• Traffic management: congestion															
Very good	3%	6%	4%	5%	4%	4%	3%	4%	4%	-	-	-	-	-	-
Good	27%	28%	29%	29%	29%	27%	33%	28%	29%	-	-	-	-	-	-
Neither good nor bad	34%	34%	34%	32%	37%	35%	30%	36%	34%	-	-	-	-	-	-
Bad	25%	24%	22%	25%	22%	25%	23%	22%	24%	-	-	-	-	-	-
Very bad	11%	8%	11%	9%	8%	9%	11%	10%	9%	-	-	-	-	-	-
	(602)	(457)	(446)	(442)	(489)	(533)	(391)	(483)	(3,843)	-	-	-	-	-	-
• Traffic management: safety															
Very good	3%	7%	5%	7%	6%	5%	3%	4%	5%	-	-	-	-	-	-
Good	36%	36%	36%	33%	34%	34%	34%	33%	34%	-	-	-	-	-	-
Neither good nor bad	36%	36%	34%	35%	35%	37%	33%	37%	36%	-	-	-	-	-	-
Bad	18%	15%	17%	16%	20%	19%	22%	16%	18%	-	-	-	-	-	-
Very bad	7%	6%	8%	9%	5%	5%	8%	10%	7%	-	-	-	-	-	-
	(588)	(446)	(448)	(443)	(485)	(533)	(394)	(480)	(3,817)	-	-	-	-	-	-
• Street lighting															
Very good	9%	9%	9%	9%	8%	10%	7%	10%	9%	10%	8%	8%	9%	9%	-
Good	47%	54%	50%	50%	53%	53%	51%	54%	52%	51%	52%	53%	52%	52%	-
Neither good nor bad	30%	23%	23%	25%	29%	26%	27%	25%	26%	25%	26%	26%	25%	25%	-
Bad	10%	12%	14%	11%	8%	9%	10%	8%	10%	11%	11%	11%	11%	11%	-
Very bad	4%	2%	4%	5%	2%	2%	5%	3%	3%	3%	3%	4%	3%	3%	-
	(629)	(467)	(477)	(480)	(511)	(567)	(416)	(500)	(4,047)	(4,057)	(4,199)	(3,777)	(4,395)	(3,918)	-
• Street maintenance															
Very good	5%	8%	8%	6%	5%	6%	4%	6%	6%	7%	6%	6%	7%	6%	6%
Good	36%	44%	37%	43%	40%	44%	36%	35%	39%	42%	42%	44%	42%	44%	39%
Neither good nor bad	31%	29%	31%	32%	38%	31%	32%	30%	32%	30%	30%	30%	31%	31%	32%
Bad	21%	15%	17%	13%	14%	15%	21%	20%	17%	15%	16%	15%	15%	14%	18%
Very bad	7%	4%	7%	6%	3%	4%	7%	9%	6%	6%	6%	5%	5%	5%	5%
	(627)	(474)	(474)	(478)	(504)	(572)	(415)	(493)	(4,037)	(4,048)	(4,197)	(3,774)	(4,361)	(3,877)	(4,190)
• Sewers															
Very good	6%	8%	8%	7%	7%	6%	5%	8%	7%	9%	8%	7%	6%	5%	5%
Good	45%	46%	43%	47%	47%	48%	49%	42%	46%	45%	46%	44%	36%	36%	33%
Neither good nor bad	33%	34%	33%	31%	35%	33%	32%	33%	33%	29%	31%	32%	32%	35%	35%
Bad	11%	9%	12%	12%	8%	10%	6%	10%	10%	11%	10%	11%	18%	16%	18%
Very bad	5%	3%	4%	3%	3%	3%	8%	7%	4%	6%	5%	6%	8%	8%	9%
	(565)	(375)	(442)	(426)	(451)	(515)	(364)	(456)	(3,594)	(3,578)	(3,573)	(3,246)	(3,810)	(3,259)	(3,420)
• Storm drainage															
Very good	5%	6%	7%	5%	4%	5%	4%	6%	6%	7%	6%	6%	4%	5%	4%
Good	34%	31%	36%	37%	36%	37%	39%	34%	35%	35%	37%	36%	32%	32%	29%
Neither good nor bad	33%	35%	32%	32%	35%	32%	33%	36%	33%	28%	30%	30%	32%	33%	31%
Bad	18%	20%	18%	20%	18%	22%	13%	15%	18%	20%	17%	18%	22%	21%	25%
Very bad	10%	8%	7%	6%	7%	4%	11%	9%	8%	10%	10%	9%	10%	9%	11%
	(579)	(398)	(445)	(430)	(463)	(531)	(374)	(455)	(3,675)	(3,614)	(3,636)	(3,256)	(3,867)	(3,355)	(3,672)

1997										Prior Year CITY TOTALS					
	Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL	1996	1995	1994	1993	1992	1991
• Recycling															
Very good	25%	18%	22%	24%	23%	23%	19%	16%	22%	23%	24%	21%	19%	18%	-
Good	54%	55%	52%	54%	59%	58%	52%	57%	55%	56%	55%	56%	55%	54%	-
Neither good nor bad	15%	18%	19%	16%	14%	15%	19%	19%	17%	14%	15%	17%	17%	19%	-
Bad	5%	8%	5%	4%	3%	3%	8%	6%	5%	5%	5%	5%	7%	6%	-
Very bad	1%	1%	2%	2%	1%	1%	2%	2%	1%	2%	1%	2%	2%	3%	-
	(611)	(443)	(471)	(467)	(502)	(565)	(413)	(491)	(3,963)	(3,967)	(4,105)	(3,669)	(4,251)	(3,775)	-
• Housing development															
Very good	5%	7%	3%	6%	3%	5%	4%	4%	5%	-	-	-	-	-	-
Good	31%	34%	30%	34%	34%	33%	29%	30%	32%	-	-	-	-	-	-
Neither good nor bad	39%	39%	45%	42%	46%	42%	43%	41%	42%	-	-	-	-	-	-
Bad	17%	14%	14%	12%	13%	15%	14%	14%	14%	-	-	-	-	-	-
Very bad	8%	6%	8%	6%	4%	5%	10%	11%	7%	-	-	-	-	-	-
	(457)	(328)	(376)	(370)	(362)	(389)	(324)	(392)	(2,998)	-	-	-	-	-	-
• Housing & nuisance inspections															
Very good	3%	5%	3%	5%	3%	4%	4%	3%	4%	5%	4%	4%	-	-	-
Good	25%	24%	25%	23%	29%	23%	24%	28%	25%	26%	25%	26%	-	-	-
Neither good nor bad	56%	53%	42%	44%	48%	48%	42%	40%	46%	46%	48%	47%	-	-	-
Bad	10%	13%	20%	18%	14%	16%	16%	17%	16%	14%	14%	15%	-	-	-
Very bad	6%	5%	10%	10%	6%	9%	14%	12%	9%	9%	9%	9%	-	-	-
	(332)	(221)	(323)	(292)	(279)	(317)	(274)	(311)	(2,349)	(2,080)	(2,146)	(2,072)	-	-	-

1997										Prior Year CITY TOTALS					
	Southwest	NW/Downtown	North	Inner NE	Central NE	Inner SE	Outer SE	East	CITY TOTAL	1996	1995	1994	1993	1992	1991
What part of the City do you live in?	15%	12%	12%	12%	13%	14%	10%	12%	100%						
	(647)	(490)	(492)	(497)	(536)	(589)	(432)	(520)	(4,203)	(4,225)	(4,379)	(3,970)	(4,656)	(4,126)	(4,551)
What is your sex?															
Male	52%	54%	46%	48%	47%	42%	45%	52%	48%	48%	49%	49%	46%	49%	50%
Female	48%	46%	54%	52%	53%	58%	55%	48%	52%	52%	51%	51%	54%	51%	50%
	(631)	(482)	(478)	(485)	(520)	(575)	(423)	(506)	(4,100)	(4,148)	(4,317)	(3,882)	(4,512)	(4,038)	(4,408)
What is your age?															
Under 20	<1%	0%	0%	<1%	<1%	0%	0%	0%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
20-29	10%	22%	9%	9%	9%	13%	11%	8%	11%	12%	9%	10%	8%	9%	10%
30-44	31%	27%	33%	38%	32%	28%	31%	25%	30%	28%	31%	31%	30%	33%	34%
45-59	30%	27%	25%	29%	27%	26%	23%	19%	26%	26%	24%	24%	23%	21%	21%
60-74	16%	12%	21%	12%	17%	18%	21%	32%	19%	19%	21%	22%	23%	23%	22%
Over 74	13%	12%	12%	12%	15%	15%	14%	16%	14%	15%	15%	14%	15%	14%	13%
	(632)	(481)	(478)	(482)	(524)	(574)	(424)	(508)	(4,103)	(4,154)	(4,305)	(3,898)	(4,528)	(4,048)	(4,398)
Which of these is closest to describing your ethnic background?															
Caucasian/White	94%	91%	89%	79%	92%	95%	91%	94%	91%	90%	91%	90%	91%	94%	90%
African-American/Black	0%	1%	4%	15%	1%	1%	1%	1%	3%	3%	3%	3%	4%	2%	3%
Asian or Pacific Islander	3%	4%	3%	2%	3%	2%	5%	2%	3%	4%	3%	4%	3%	2%	3%
Native American/Indian	1%	1%	1%	<1%	2%	1%	1%	1%	1%	1%	<1%	1%	1%	<1%	3%
Hispanic	1%	2%	2%	2%	1%	<1%	1%	1%	1%	1%	1%	1%	1%	<1%	<1%
Other	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	<1%	1%	1%
	(625)	(478)	(473)	(471)	(518)	(569)	(420)	(508)	(4,062)	(4,097)	(4,284)	(3,864)	(4,470)	(4,022)	(4,336)
How much education have you completed?															
Elementary	0%	1%	2%	1%	2%	2%	2%	1%	1%	1%	2%	2%	2%	2%	2%
Some high school	2%	2%	7%	4%	3%	3%	7%	5%	4%	5%	5%	5%	5%	4%	5%
High school graduate	8%	6%	22%	16%	16%	12%	21%	28%	16%	17%	16%	19%	19%	18%	18%
Some college	23%	26%	36%	32%	34%	28%	45%	42%	33%	32%	32%	32%	33%	32%	32%
College graduate	67%	65%	33%	47%	45%	55%	25%	24%	46%	45%	45%	43%	41%	44%	43%
	(635)	(481)	(477)	(483)	(525)	(576)	(423)	(508)	(4,108)	(4,148)	(4,324)	(3,892)	(4,523)	(4,029)	(4,397)

APPENDIX B Comparison City Data

	CITY OF CHARLOTTE/ MECKLENBURG COUNTY, NORTH CAROLINA		CINCINNATI, OHIO	DENVER, COLORADO
	City only	Consolidated city/county		
Year	FY1996-97	FY1996-97	CY1996	CY1996
Population	469,741	593,514	358,170	492,650
Fire budget:				
Operations	\$36,619,071		\$50,720,308	\$54,838,150
Pension	\$3,580,823		\$9,218,000	\$13,214,010
TOTAL	\$40,199,894		\$59,938,308	\$68,052,160
Fire and medical incidents:				
Structural fires	910		1,429	884
Other incidents (including EMS)	53,994		60,819	60,009
TOTAL	54,904		62,248	60,893
Average on-duty emergency (fire & EMS) staff	180		171	190
Police budget:				
Operations		\$88,852,736	\$77,725,082	\$94,522,840
Pension		\$8,525,129	\$8,337,000	\$18,960,217
TOTAL		\$97,377,865	\$86,062,082	\$113,483,057
Part I crimes (CY 1996)		53,961	28,132	34,694
Police sworn personnel		1,283	932	1,428
Parks and recreation operating budget		\$17,825,162	\$25,292,070	\$30,904,198
Total lane miles of streets	3,674		2,820	5,000
Water operating expenditures		\$23,137,048	\$50,870,000	\$69,277,000
Population served by water agency		610,000	900,000	945,000
Number retail water accounts		157,050	221,028	203,815
Monthly residential water bill (1,000 cu ft water use)		\$9.40	\$14.29	\$12.34
Sewer/storm drainage operating expenditures:				
Sewer		\$24,989,960	\$67,060,000	\$30,314,355
Storm drainage	\$6,583,000		\$4,002,000	\$19,101,000
Population served by sewer & storm drainage agencies:				
Sewer		596,875	800,000	1,281,176
Storm drainage	469,741		358,170	492,650
Miles of sanitary pipeline		2,565	2,970	1,563
Percent combined sewer pipeline		0%	25%	0%
Monthly sewer/storm drainage bill (1,000 cu ft water use)		\$19.95	\$35.66	\$21.54

	KANSAS CITY, MISSOURI	SACRAMENTO, CALIFORNIA	SEATTLE, WASHINGTON	PORTLAND, OREGON
Year	FY1996-97	FY1996-97	CY1996	FY1996-97
Population	445,802	388,700	534,700	503,000
Fire budget:				
Operations	\$46,792,310	\$41,982,000	\$75,271,298	\$59,582,905
Pension	\$6,319,669	\$6,957,000	\$12,148,855	\$21,313,948
TOTAL	\$53,111,979	\$48,939,000	\$87,420,153	\$80,896,853
Fire and medical incidents:				
Structural fires	1,000	737	658	998
Other incidents (including EMS)	45,000	53,819	67,481	56,934
TOTAL	46,000	54,556	68,139	55,936
Average on-duty fire and EMS staff	183	137	192	167
Police budget:				
Operations	\$91,839,304	\$61,481,000	\$118,287,813	\$101,885,653
Pension	\$9,721,985	\$8,088,000	\$10,025,944	\$19,487,740
TOTAL	\$101,561,289	\$69,569,000	\$128,313,757	\$121,373,393
Part I crimes (CY 1996)	52,726	33,950	55,886	50,805
Police sworn personnel	1,283	618	1,232	1,007
Parks and recreation operating budget	\$17,953,020	\$13,086,971	\$47,751,435	\$30,990,085
Total lane miles of streets	5,700	3,844	3,800	3,833
Water operating expenditures	\$45,508,000	\$21,520,000	\$42,128,000	\$42,550,464
Population served by water dept	445,802	388,700	1,273,000	775,000
Number retail water accounts	140,000	122,074	170,809	157,189
Monthly residential water bill (1,000 cu ft water use)	\$19.79	\$14.14	\$18.28	\$12.35
Sewer/storm drainage operating expenditures:				
Sewer	\$27,791,000	\$44,406,000	\$111,570,000	\$60,300,000
Storm drainage	(above)	\$30,031,000	(above)	(above)
Population served by sewer & storm drainage agencies:				
Sewer	585,802	1,140,600	534,700	503,000
Storm drainage	(above)	388,700	(above)	(above)
Miles of sanitary pipeline	2,222	1,075	1,586	1,790
Percent combined sewer pipeline	22%	28%	65%	47%
Monthly sewer/storm drainage bill (1,000 cu ft water use)	\$13.71	\$31.30	\$43.95	\$34.59

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