



Outer Southeast: A Review of Citizen Satisfaction

A report by the Audit Services Division
Office of the City Auditor
Portland, Oregon

May 1999

Presentation Overview

- /// Council interest in Outer SE dissatisfaction
- /// Methodology for analyzing the problem
- /// Specific topics Outer SE residents are dissatisfied about
- /// Factors that seem to influence satisfaction
- /// Factors that do NOT explain low satisfaction
- /// Opportunities

Study questions

- /// WHAT topics are rated low in Outer SE?
- /// WHO is unhappy?
- /// HOW unhappy are they?
- /// WHERE in Outer SE is satisfaction lower?
- /// WHY are services rated lower?

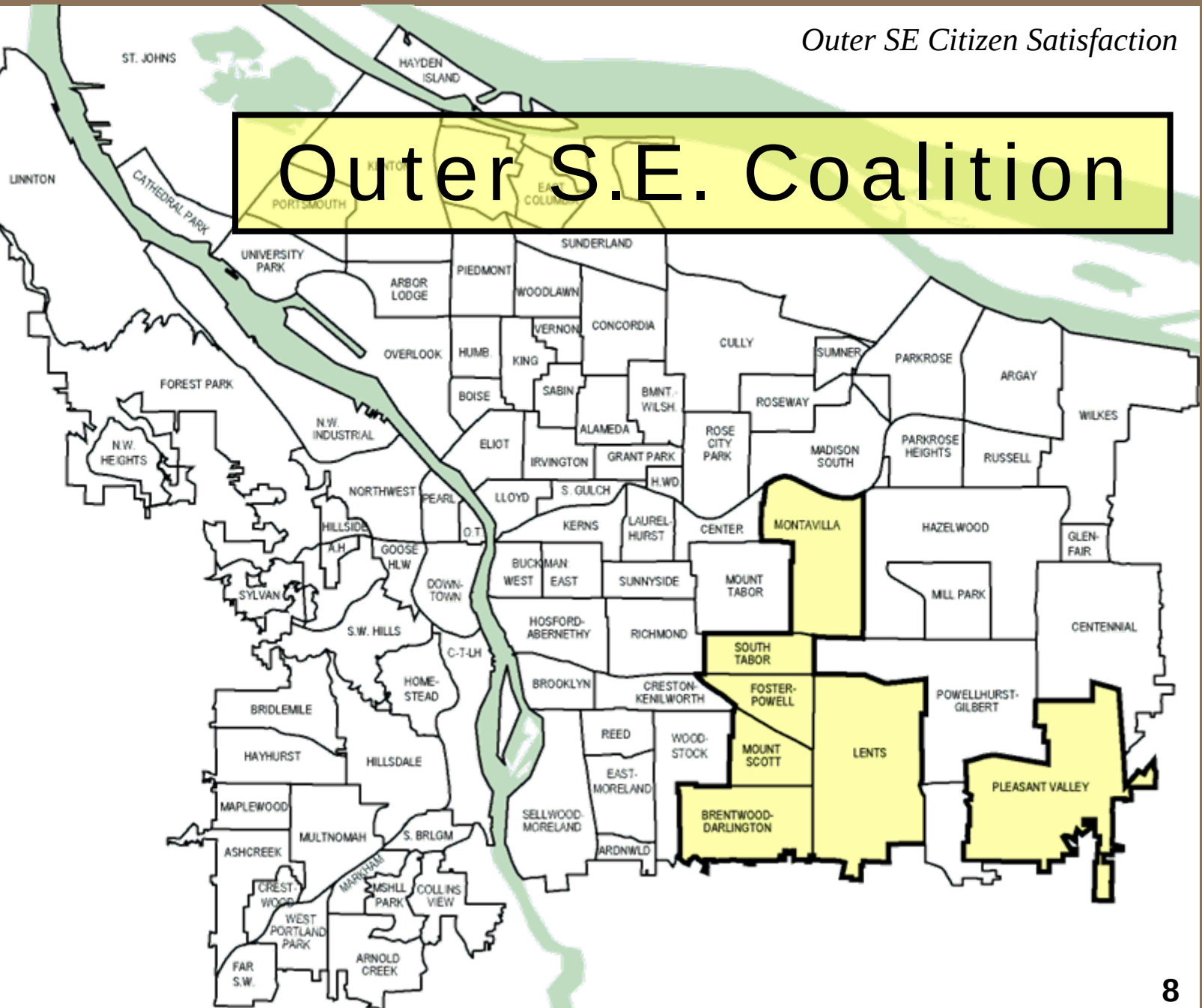
What we learned

- /// Individual neighborhoods in Outer SE are unhappy about different things
- /// Intensity of feelings also vary
- /// Several factors unique to the Outer SE appear to affect feelings of satisfaction
- /// Did NOT find evidence of inequitable City service levels

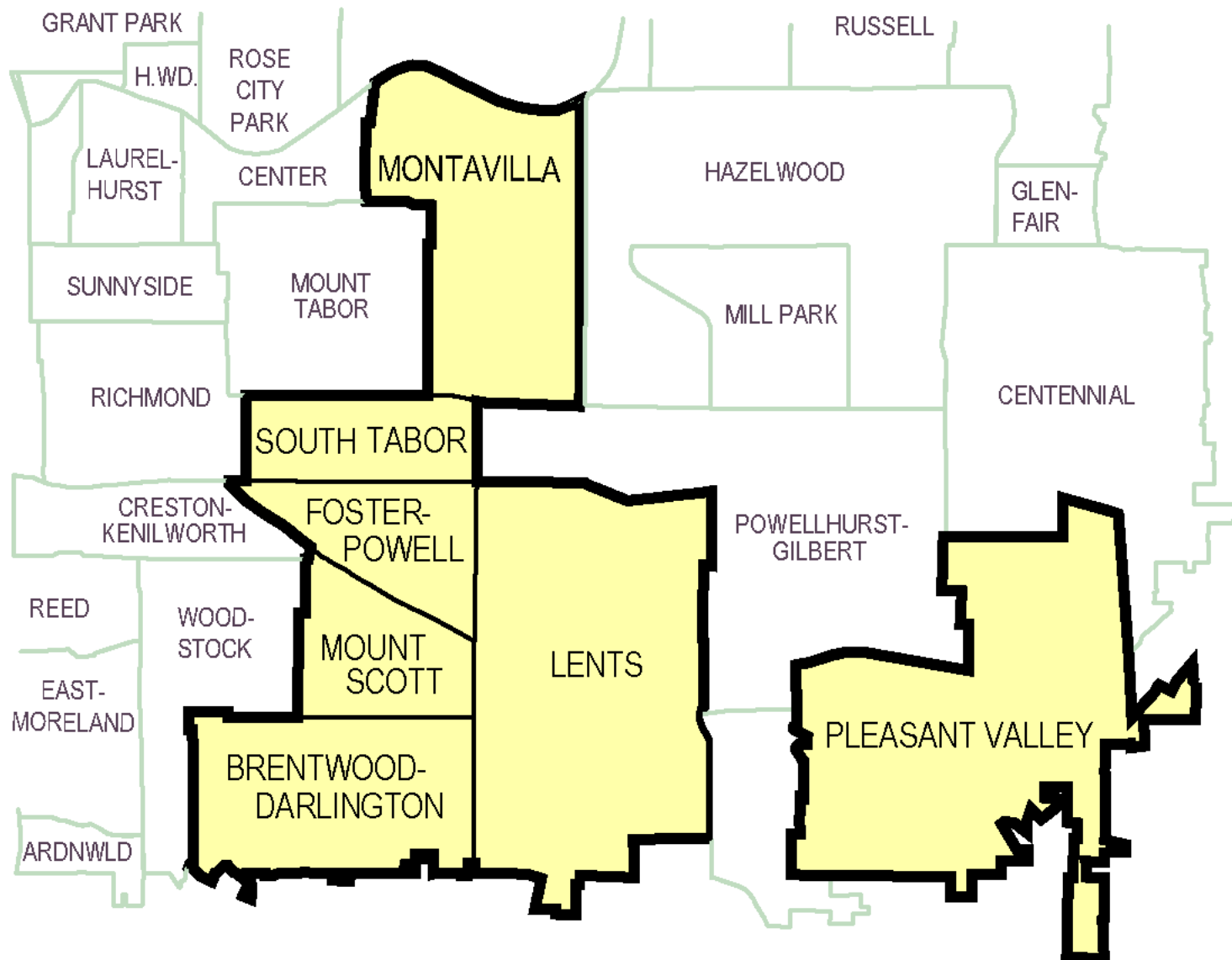
/// City Council interest

- SEA '97-98 report briefing to Council in January 
- highlighted Outer SE citizen dissatisfaction 
- Council request to study more
- Audit Division commitment to analyze

Outer S.E. Coalition



Outer SE Citizen Satisfaction



/// Methodology

- split Outer SE coalition into individual neighborhoods by using zip codes 
- calculated intensity of dissatisfaction
- interviewed bureau and neighborhood representatives
- reviewed existing service data on streets, crimes, housing condition, etc.
- examined demographic data from survey and census

/// Limitations to methodology

- cannot draw precise cause and effect conclusions
- averaging of satisfaction levels in other parts of the City may mask intensity
- much of our support is anecdotal and testimonial

/// Neighborhoods' issues vary

NEIGHBORHOOD(S)	AREAS OF CONCERN
MONTAVILLA	Streets / Safety
SO. TABOR, FOSTER-POWELL, MT. SCOTT, & BRENTWOOD -DARLINGTON	Streets / Safety
LENTS	Streets / Safety / Planning & development / Housing physical condition / Livability / Local govt job
PLEASANT VALLEY	Streets / Planning & development / Parks & recreation / Housing / Sewers / City livability

/// “Good” and “very good” ratings: OVERALL

		Difference from City total
	CITY-WIDE	OUTER SE
Overall local government job	62%	-19%
Neighborhood livability	84%	-17%
City livability	79%	-16%

“Good” and “very good” ratings: OVERALL

		Difference from City total				
	CITY-WIDE	OUTER SE	Montavilla	S. Tabor +	Lents	P. Valley
Overall local government job	62%	-19%	-10%	-18%	-26%	-18%
Neighborhood livability	84%	-17%	-14%	-16%	-27%	-10%
City livability	79%	-16%	-9%	-10%	-25%	-22%

/// “Good” & “very good” ratings: DEVELOPMENT

		Difference from City total
	CITY-WIDE	OUTER SE
COMMERCIAL:		
attractiveness	57%	+1%
improve access	42%	+7%
RESIDENTIAL:		
attractiveness	51%	-1%
improve nbhd	51%	-13%

“Good” & “very good” ratings: DEVELOPMENT

		Difference from City total				
	CITY-WIDE	OUTER SE				
			Montavilla	S. Tabor +	Lents	P. Valley
COMMERCIAL:						
attractiveness	57%	+1%	-3%	+8%	+3%	-18%
improve access	42%	+7%	+20%	+16%	+5%	-18%
RESIDENTIAL:						
attractiveness	51%	-1%	-4%	+6%	-8%	-2%
improve nbhd	51%	-13%	-9%	+4%	-22%	-30%

/// “Good” and “very good” ratings: OTHER

		Difference from City total
	CITY-WIDE	OUTER SE
Housing physical condition	66%	-19%
Overall street maintenance	47%	-10%
Overall traffic congestion	24%	-5%

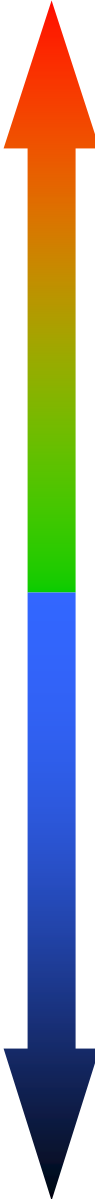
“Good” and “very good” ratings: OTHER

		Difference from City total				
	CITY-WIDE	OUTER SE	Montavilla	S. Tabor +	Lents	P. Valley
Housing physical condition	66%	-19%	-18%	-17%	-31%	-5%
Overall street maintenance	47%	-10%	-19%	-6%	-13%	-4%
Overall traffic congestion	24%	-5%	-2%	+1%	-7%	-17%

Intensity varies

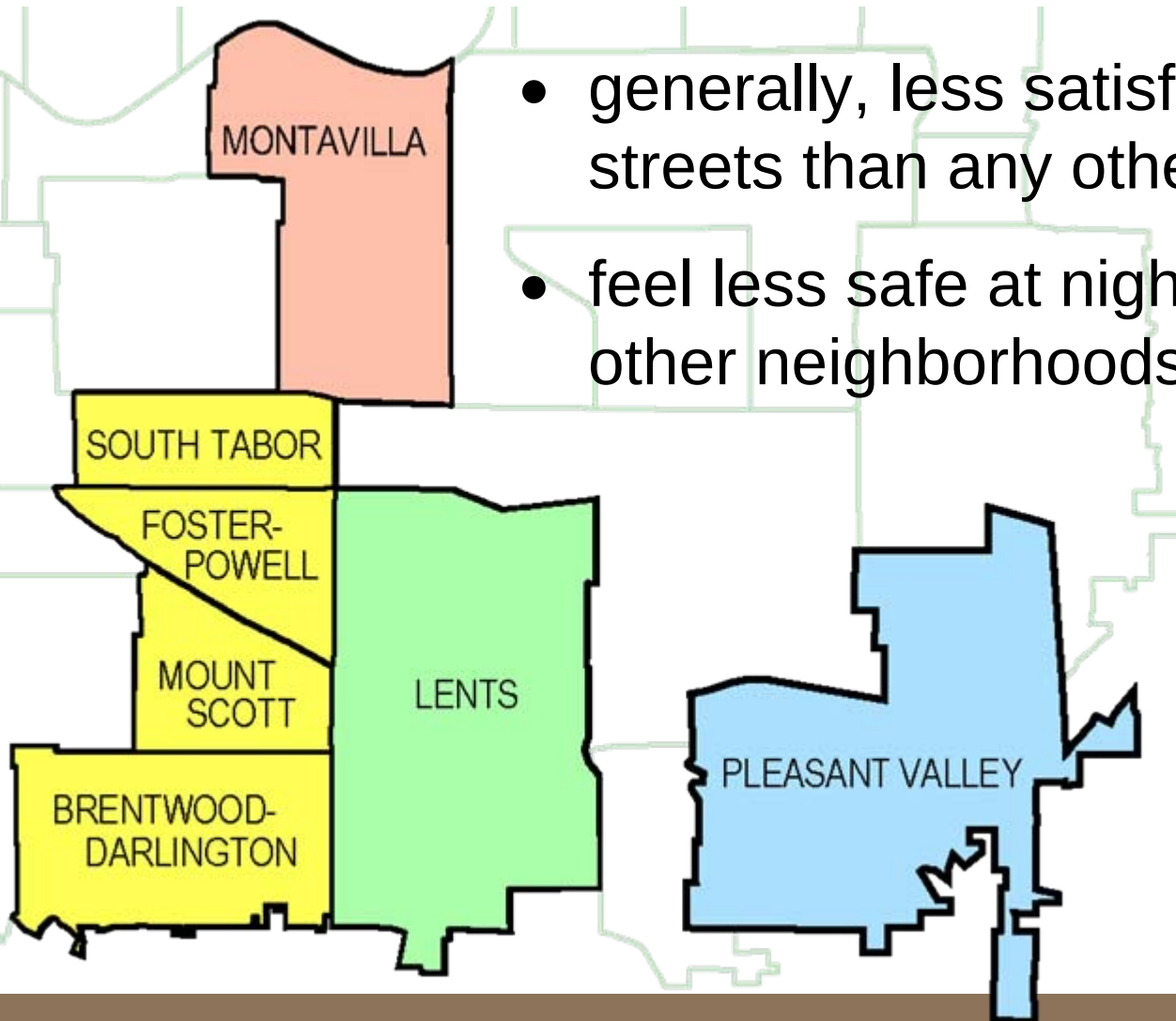
Extremely Unhappy

MONTAVILLA	SO. TABOR +	LENTS	PLEASANT VALLEY
Safety nbhd @ night Street maintenance Street lighting Traffic safety		Housing physical condition Local government job Safety nbhd @ night Nbhd livability Safety park @ night City livability Housing/nuis. inspections Street cleanliness Housing development Land use planning Sewer service Street maintenance Resid devel: improvement Traffic congestion Traffic safety Storm drainage Resid devel: attractiveness	Land use planning Resid devel: improvement Comm devel: attractiveness Housing development Comm devel: improve access Park closeness Traffic congestion Housing/nuisance inspections City livability Distance to bus/max Storm drainage Affordable recreation Accessible recreation Traffic safety Sewer service Available recreation Street cleanliness Number of recreation classes Resid devel: attractiveness Clean park facilities
Safety park @ night	Traffic safety Street cleanliness Nbhd livability Safety nbhd @ night		
Street smoothness Street cleanliness Land use planning	Land use planning Clean park facilities Housing develop.		



Unhappy

Montavilla

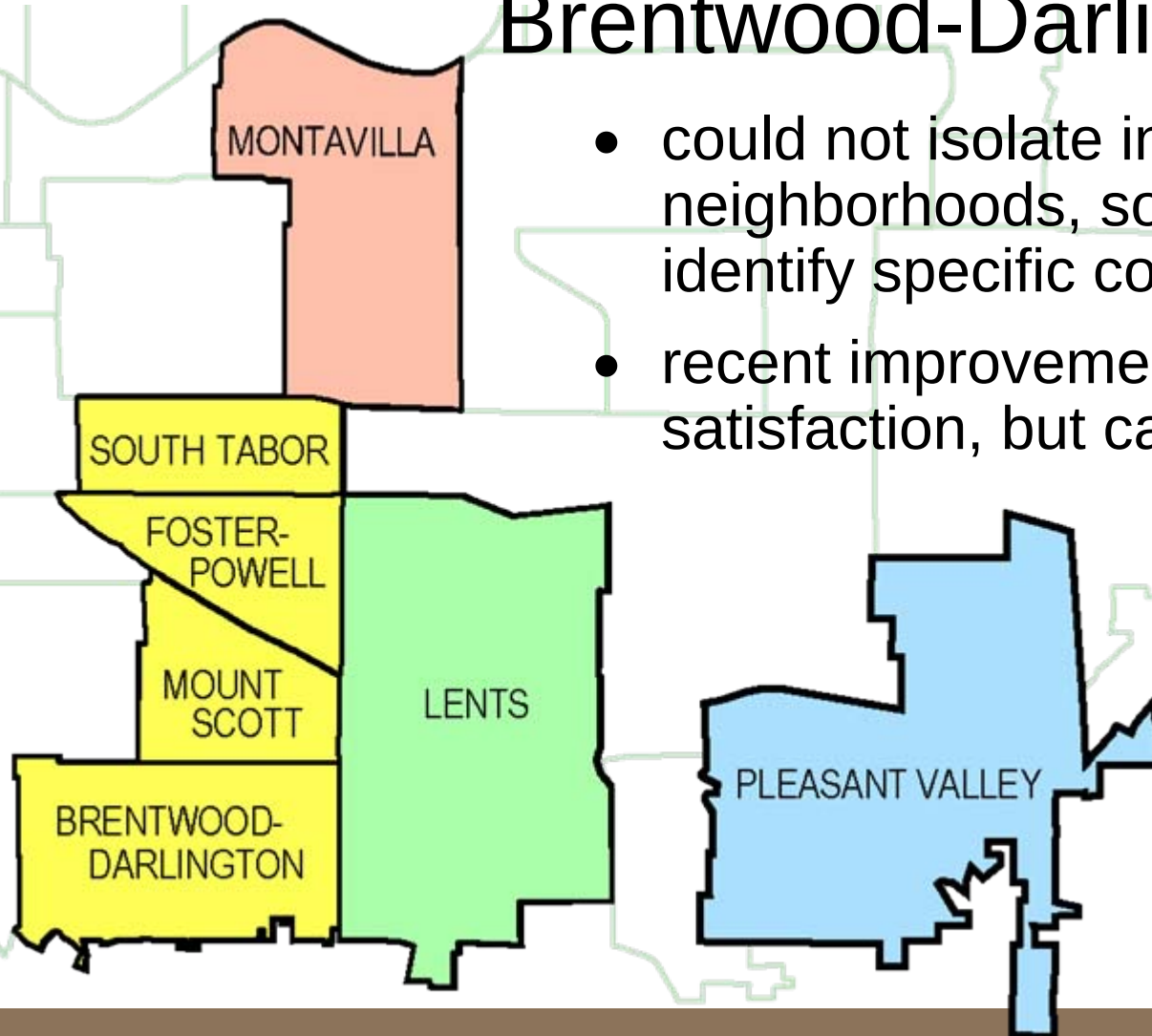


- generally, less satisfied with streets than any other area
- feel less safe at night than other neighborhoods

/// Montavilla specifics

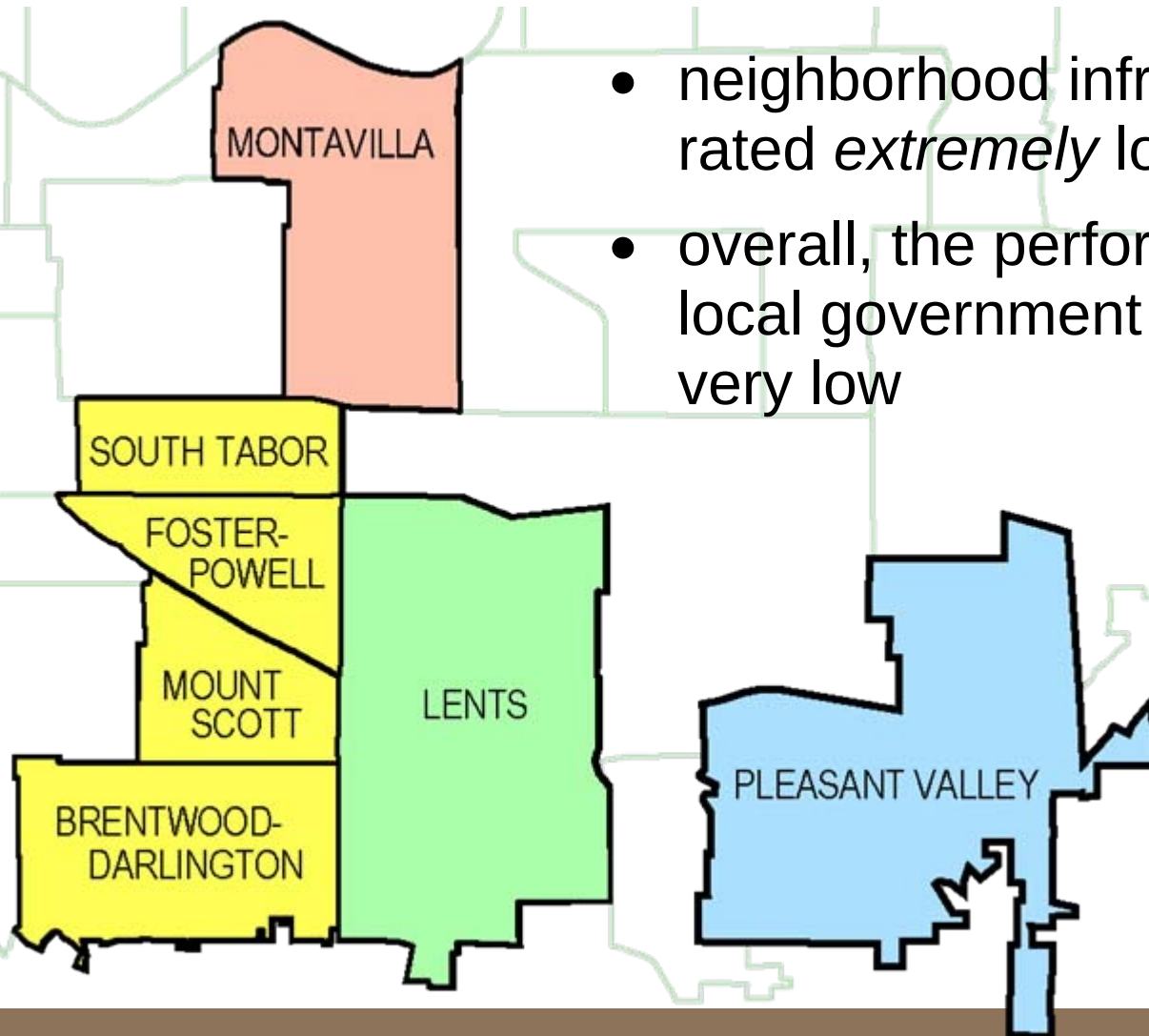
Low survey ratings	FACTORS
• overall street lighting • overall street maintenance • neighborhood traffic safety • neighborhood safety at night and in parks at night	• several major roads bisect or surround this neighborhood - 82nd, Burnside, 205, Division  • Montavilla had more female respondents (63%) than other neighborhoods • major streets awaiting reconstruction - Washington and Stark

/// S. Tabor, Foster-Powell, Mt. Scott, Brentwood-Darlington



- could not isolate individual neighborhoods, so couldn't identify specific concerns
- recent improvements in satisfaction, but can't tell why

Lents

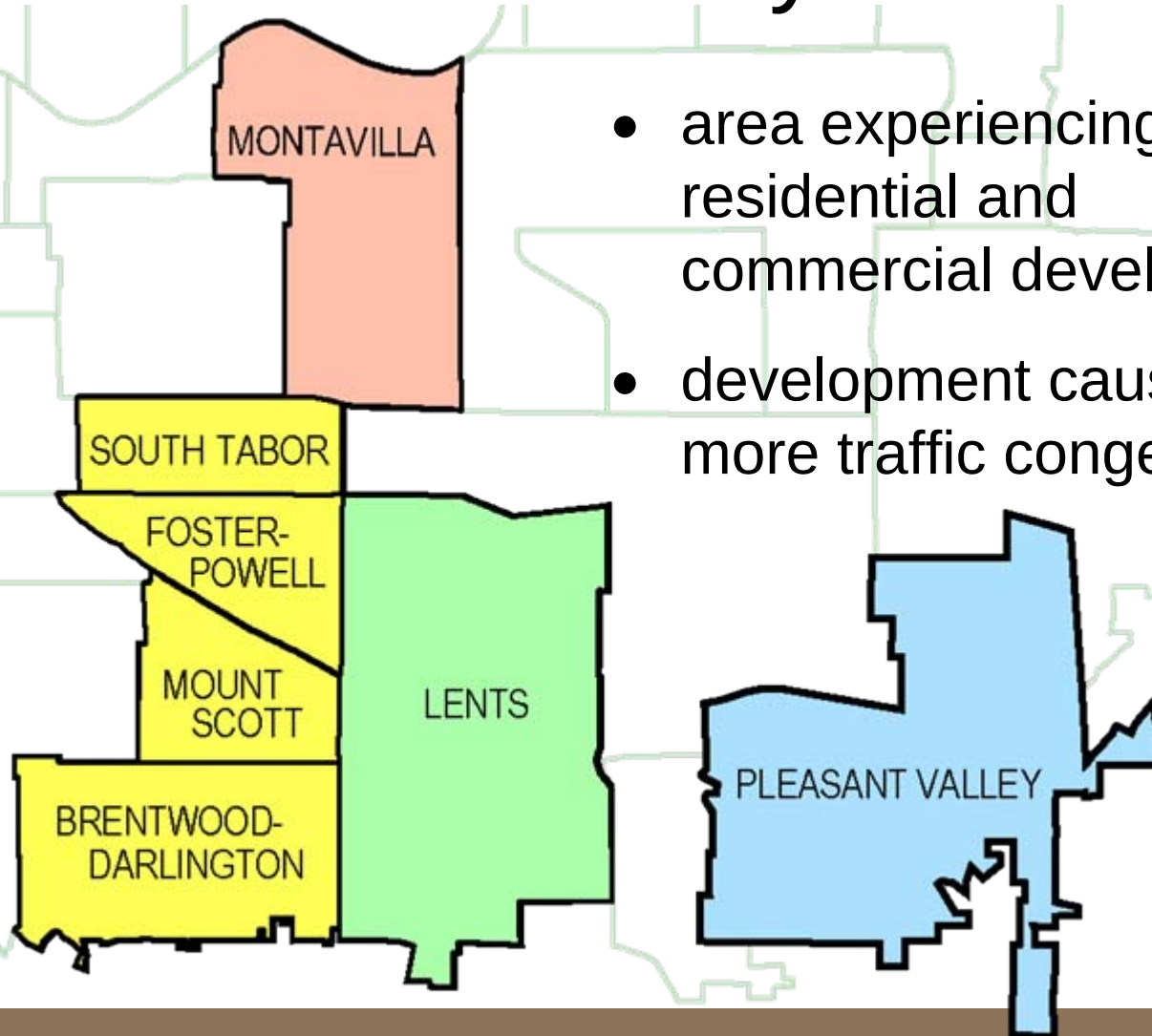


- neighborhood infrastructure rated *extremely* low
- overall, the performance of local government is rated very low

/// Lents specifics

Low survey ratings	FACTORS
• housing physical condition/inspections • housing development • land-use planning • local government job • City/neighborhood livability • safety at night and in parks	• original housing in Lents of poor quality • difficult relationships with government - new sewers, freeway construction, urban renewal planning process • historically, lack of continuity in neighborhood activism

Pleasant Valley



- area experiencing new residential and commercial development
- development causing more traffic congestion

/// Pleasant Valley specifics

Low survey ratings	FACTORS
• land-use planning • residential development • commercial development • housing • distance to bus/max • traffic congestion and safety	• once rural, currently zoned for 90 percent density • no environmental overlay to prevent changes to open space and environment • roadways between Pleasant Valley and Portland lack capacity to support regional demand

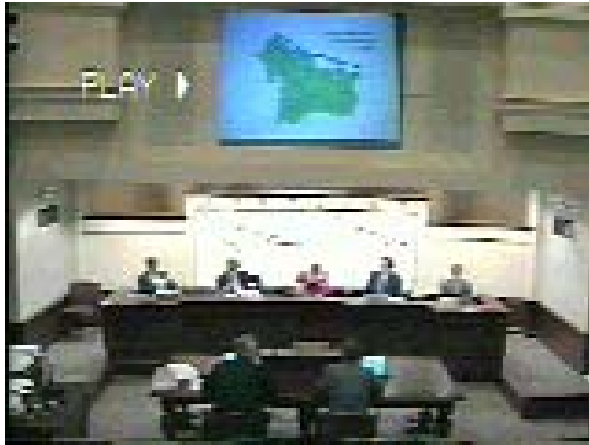
Observation

- /// Residents have reasons for dissatisfaction
 - many roads are in poor condition
 - existing roads not built for current use
 - area is fragmented by major streets
 - Lents housing is of very low quality
 - frequent annexations in past 
 - significant new development in rural area

Observation

- Some factors may have little affect on satisfaction levels
 - home ownership and housing cost burden similar to rest of City 
 - demographics don't explain lower levels of satisfaction
 - City service levels do not appear to be different or inequitable

/// Important question we did not answer



“.. what it is that you can tell us now, other than housing, as to **what it is, precisely, that we, as the Council, can do to improve services in Outer Southeast.**”

Commissioner Jim Franscesconi
Portland City Council briefing
on S.E.A. report & Citizen Survey results, January 1999

Observation

/// Solutions are not simple

- historical factors affecting conditions (e.g. poorer housing construction, major streets dividing community, rural areas not expecting development)
- many bureaus involved and interrelated
- microcosm of on-going government challenges, competing priorities and long-term efforts

Opportunities

- /// Larger survey sample will allow further disaggregation of data on more specific neighborhoods
- /// Larger survey samples will allow better analysis of relationships between demographics & dissatisfaction levels
- /// Better data at neighborhood levels would provide information to bureaus on service delivery/needs

Copies of this report are available on the web:

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