

City of Portland

Service Efforts and Accomplishments: 2001-02

Twelfth Annual Report on City Government Performance



Office of the City Auditor
Portland, Oregon

December 2002



CITY OF
PORTLAND, OREGON

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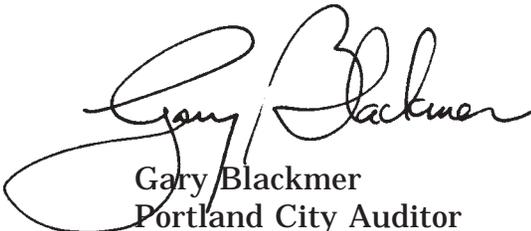
TO: Mayor Vera Katz
Commissioner Jim Francesconi
Commissioner Randy Leonard
Commissioner Dan Saltzman
Commissioner Eric Sten

SUBJECT: City of Portland *Service Efforts and Accomplishments: 2001-02* (Report #290)

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

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

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



Gary Blackmer
Portland City Auditor

City of Portland

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Twelfth Annual Report on City Government Performance

A report by the Audit Services Division
Report #290

Office of the City Auditor
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Summary

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

The report is intended to:

- improve the public accountability of City government
- assist council, management, and citizens in making decisions
- help improve the delivery of public services

The report contains information on spending and staffing, workload, and performance results. To help readers understand the information, we provide three types of comparisons:

- historical trends, both 5 and 10 years
- targets and goals
- six similar cities

The report also includes the results of the City Auditor's 2002 Citizen Survey, in which 5,364 City residents rated the quality of City services. We randomly selected residents from the eight large neighborhood regions in Portland so our survey would statistically represent the opinions of all residents.

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

Additional copies of the complete 2001-02 *Service Efforts and Accomplishments* report can be obtained by visiting the Auditor's Office web site at:

www.ci.portland.or.us/auditor

or by calling:

Audit Services Division, (503) 823-4005.

Significant performance trends

Service results

- **Public safety** has improved. Portland has fewer fires and serious crimes, and citizens feel safer in their neighborhoods
- **City Livability** ratings remain high except in Outer Southeast and East neighborhoods
- Progress in achieving **housing and development** results has slowed
- Good quality **water and cleaner rivers and streams**, but environmental mandates increase customer rates
- Physical condition of **street** system is declining and the street maintenance backlog is growing

Spending and staffing

- Spending on most major City services is about average compared to other cities
- Compared with 10 years ago, Environmental Services had the largest per capita spending increase, while spending on Fire and Transportation declined

- Operating spending per capita for major City services increased 6 percent over the past five years.

Citizen satisfaction

- Overall, 53 percent of citizens believe local government is doing a “good” or “very good” job at providing services, down from 61 percent in 2001
- Citizen satisfaction with City of Portland services improved over the past decade but the 2002 survey revealed recent declines in many areas
- Problems with customer billing system may account for lower satisfaction with water and sewer services in 2002
- Street maintenance received its lowest rating in 10 years
- Citizens are less satisfied with quality of police services

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

Overall performance results

Public safety has improved significantly over the past ten years:

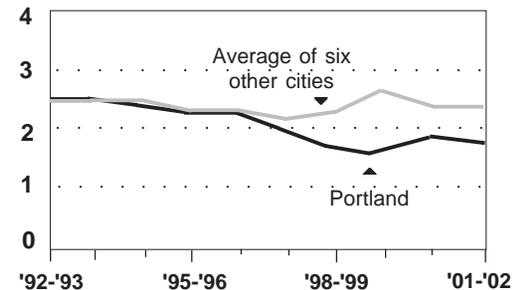
- + Portlanders experience 53 percent fewer person crimes per 1,000 residents and 23 percent fewer property crimes per 1,000 residents
- + residents feel safer walking in neighborhoods and downtown
- + fires per 1,000 residents declined 25 percent, and lives lost per 100,000 residents is down 41 percent
- + Portland has fewer structural fires than the average of other cities
- + residents in the North and Inner Northeast feel significantly safer than they did 10 years ago
- citizen satisfaction with police service quality has dropped over the past five years
- fewer citizens are willing to work with police to improve their neighborhoods than 10 years ago
- fire and medical emergency response times remain much slower than established goals

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

	2002	change over 5 years	change over 10 years
Southwest	95%	0%	+3%
Northwest/downtown	93%	0%	+5%
Inner Southeast	92%	+2%	<i>not avail.</i>
Central Northeast	89%	-1%	+9%
Inner Northeast	86%	+3%	+17%
North	85%	+1%	+15%
East	81%	-5%	0%
Outer Southeast	80%	-1%	<i>not avail.</i>

SOURCE: Auditor's Office 1993, 1998 and 2002 Citizen Surveys

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

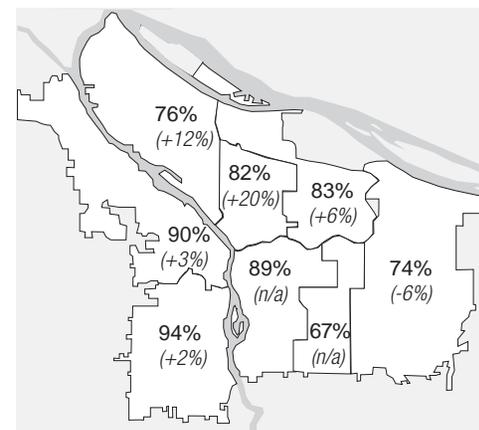


SOURCE: Fire Bureau records and auditor survey of other cities

Livability ratings remain high in most areas

- + 82 percent of citizens believe neighborhood livability is “good” or “very good” compared with 77 percent in 1993
- + residents in the Inner Northeast neighborhood believe livability has increased significantly; 62 percent rated it “good” or “very good” in 1993 versus 82 percent in 2002
- + neighborhoods had fewer nuisances and derelict buildings corrected
- + citywide, Portlanders are satisfied with accessibility of buses, shopping, and parks
- however, residents of Outer Southeast and East neighborhoods are less satisfied with City services and neighborhood conditions
- traffic speed in neighborhoods is judged to be “bad” or “very bad” by 39 percent of residents
- residents are less satisfied with quality of parks ground maintenance and street cleanliness than 10 years ago

**RESIDENTS RATING LIVABILITY IN NEIGHBORHOOD
"GOOD" OR "VERY GOOD" (% change from 1993)**



SOURCE: Auditor's Office 1993 and 2002 Citizen Surveys

Progress in achieving housing and development results has slowed

- + Portland continues to surpass its goal of attaining 20 percent of the housing built in the region
- + residents are more satisfied with new residential and commercial developments in neighborhoods
- residents believe the physical condition of housing has declined, and Outer Southeast neighbors feel much worse about their housing conditions
- over the past five years the number of housing units built dropped 36 percent
- the number of commercial building permits and construction trade permits dropped 17 percent and 27 percent respectively over the past five years
- review of building plans is slower than established targets

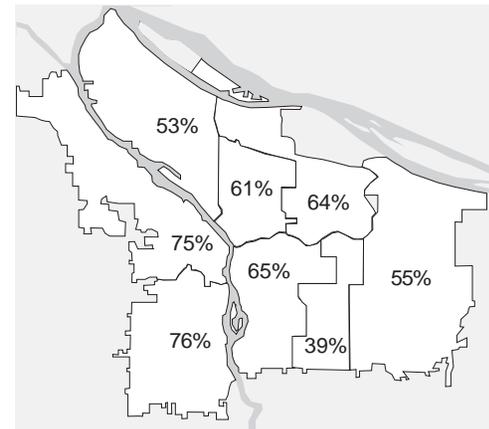
NEW HOUSING UNITS BUILT ANNUALLY (RESIDENTIAL PERMITS)

	In City	In total U.G.B.*	% of U.G.B. total in City
FY 1997-98	3,535	11,388	31%
FY 1998-99	3,690	11,738	31%
FY 1999-00	2,486	7,500 est.	33%
FY 2000-01	2,477	4,746 est.	52%
FY 2001-02	2,843	7,243 est.	39%
GOAL			20%

* Urban Growth Boundary

SOURCE: Metro and Bureau of Development Services

RESIDENTS RATING PHYSICAL CONDITION OF NEIGHBORHOOD HOUSING "GOOD" OR "VERY GOOD"

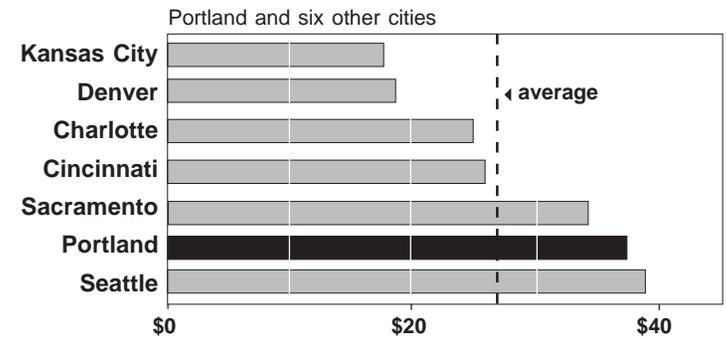


SOURCE: Auditor's Office 2002 Citizen Survey

City residents enjoy good quality water and cleaner rivers and streams but pay higher rates

- + City drinking water meets all federal and state quality standards
- + adjusted for inflation, the average residential water bill is unchanged
- + revegetation projects, disconnected downspouts, and more sanitary sewer lines should help improve water in streams and rivers
- + Over 80 acres of floodplain have been reclaimed and over 2,200 acres of watershed revegetated
- + water effluent from the City's two treatment plants meets environmental standards
- efforts to improve the quality of water in rivers and streams have significantly increased sewer and storm drainage rates
- problems implementing a new customer billing system have affected revenues, cash flow, and customer satisfaction ratings

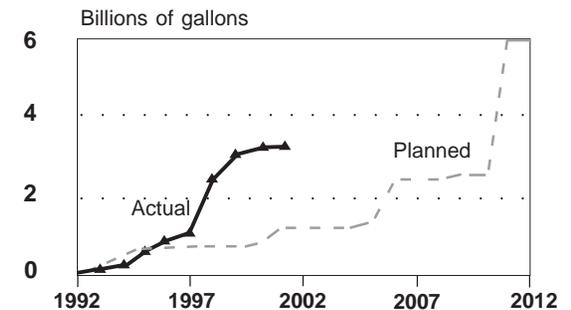
MONTHLY RESIDENTIAL SEWER/STORM DRAINAGE BILLS



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

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

ESTIMATED CSO* GALLONS DIVERTED (IN BILLIONS)



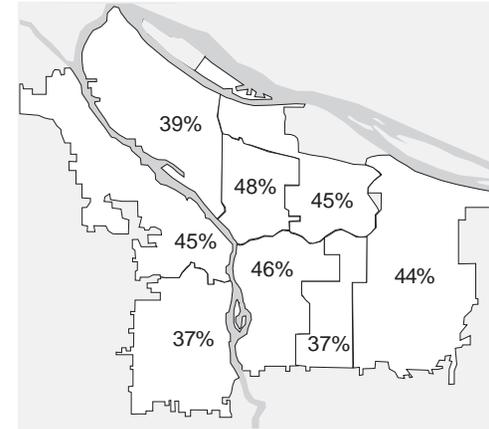
*CSO = Combined Sewer Overflow

SOURCE: Bureau of Environmental Services

Physical condition of City's street system is declining

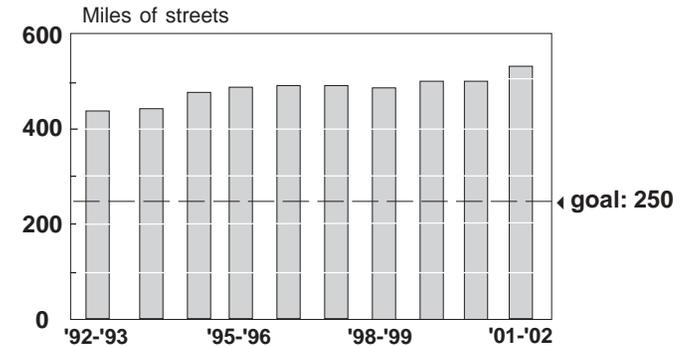
- the backlog of unmet street maintenance needs remains at a ten-year high
- citizen ratings of street maintenance quality declined by 6 percent over ten years
- the percent of City streets in good condition declined 9 percent over 10 years
- citizens are relatively dissatisfied with traffic congestion, and pedestrian and bicyclist safety
- residents have not changed commuting habits – about 71 percent still prefer driving alone to work
- traffic congestion on major streets and thoroughfares is considered “bad” or “very bad” by 40 percent of residents

PERCENT OF RESIDENTS RATING OVERALL STREET MAINTENANCE "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 2002 Citizen Survey

MILES OF STREET MAINTENANCE BACKLOG



SOURCE: Office of Transportation Status and Condition Reports

Overall city spending and staffing

The City spent about \$1,162 per capita on eight major services in FY 2001-02.

- Police and Environmental Services are the most costly City services per capita
- BDS and Planning services are the least costly
- BDS increases and Planning decreases are due to the merger of Planning's development review activities into the new Bureau of Development Services

- Over the past 5 years, Parks & Recreation had the largest percentage increases in spending and staffing

OPERATING SPENDING PER CAPITA (adjusted for inflation)			
	'01-02	change over 5 years	change over 10 years
Police	\$299	+7%	+12%
Environmental Services*	\$253	+9%	+56%
Fire	\$170	-3%	-17%
Transportation	\$157	+1%	-15%
Water*	\$123	+3%	+2%
Parks & Recreation	\$93	+15%	+18%
BDS	\$53	+29%	+71%
Planning	\$14	-18%	+27%
TOTAL***	\$1,162	+6%	+10%

AUTHORIZED STAFFING (FTEs)			
	'01-02	change over 5 years	change over 10 years
Police	1,360	+3%	+21%
Fire	721	+2%	-6%
Transportation	702	-3%	0%
Water	543	+6%	+7%
Environmental Services*	468	+4%	+14%
Parks & Recreation**	403	+21%	+29%
BDS	297	+43%	+95%
Planning	70	-32%	+9%
TOTAL***	4,564	+5%	+13%

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

** excludes seasonal employees

***BHCD/PDC not included because 10 year trend data not collected

SOURCE: City of Portland Adopted Budgets and CAFRs

Overall citizen satisfaction

Residents are generally more satisfied with services than they were in 1993, but the 2002 survey revealed recent declines in satisfaction in many areas.

- the highest rated City services remain Fire, Parks, and Recycling
- Recreation and Sewers had the biggest increase in quality ratings over ten years
- Street Maintenance had the largest decline in service ratings

CITY SERVICES: PERCENT OF RESIDENTS RATING OVERALL QUALITY "GOOD" OR "VERY GOOD"			
	2002	change over 5 years	change over 10 years
Fire	90%	-1%	+2%
Recycling	81%	+1%	+7%
Parks	79%	-2%	+3%
Recreation	73%	+4%	+11%
Police	68%	-5%	0%
Street lighting	62%	+2%	+1%
Water	60%	-13%	-5%
Sewers	52%	-7%	+10%
Street maint.	43%	-4%	-6%
Storm drainage	43%	-3%	+7%
Land-use planning	41%	+1%	-
Housing development	37%	+4%	-
Traffic management	38%	-	-2%
Housing/nuisance inspect.	29%	-4%	-

SOURCE: Auditor's Office 1993, 1998 and 2002 Citizen Surveys

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

NEIGHBORHOOD FEATURES: PERCENT OF RESIDENTS RATING NEIGHBORHOOD "GOOD" OR "VERY GOOD"			
	2002	change over 5 years	change over 10 years
Safety during the day	88%	0%	+8%
Walking distance to bus	88%	0%	-
Closeness of parks	80%	+1%	-
Parks grounds maintenance	77%	-3%	-5%
Access to shopping	74%	-1%	-
Recreation:			
Hours programs are open	65%	+1%	+3%
Affordability	66%	+1%	0%
Variety of programs	65%	0%	+4%
Physical housing conditions	61%	-5%	-
Street cleanliness	59%	-6%	-2%
Street smoothness	57%	-3%	+2%
Neighborhood traffic congestion	57%	-	-
Safety of:			
Pedestrians	47%	-	-
Bicyclists	44%	-	-
Housing affordability	44%	-2%	-
Neighborhood traffic speed	37%	0%	-
Major streets traffic congestion	27%	-	-

SOURCE: Auditor's Office 1993, 1998 and 2002 Citizen Surveys

Introduction

The purpose of this report is to:

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

This is the City Auditor's twelfth annual *Service Efforts and Accomplishments* (SEA) report. The Introduction describes the report's scope and methodology, limitations, and relationship to the annual budget.

Chapters 1 through 9 present mission statements, background data, and workload and results measures for Portland's major services:

- Fire & Rescue
- Police
- Parks & Recreation
- Transportation
- Environmental Services
- Water
- Planning and Development Review
- Housing & Community Development
- Planning

Appendix A includes results from the 2002 City Auditor Citizen Survey. *Appendix B* contains ten years of data from each of the nine major services. *Appendix C* contains current year data from the six comparison cities.

Measuring government performance

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

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

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

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

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

Report methodology

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

Selected indicators. The report contains three types of indicators:

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

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

Collected indicator data. Based upon an agreed set of indicators, we provided data collection forms to each bureau. Bureaus collected data for fiscal year 2001-02 using budget and accounting records, annual reports, and internal information systems.

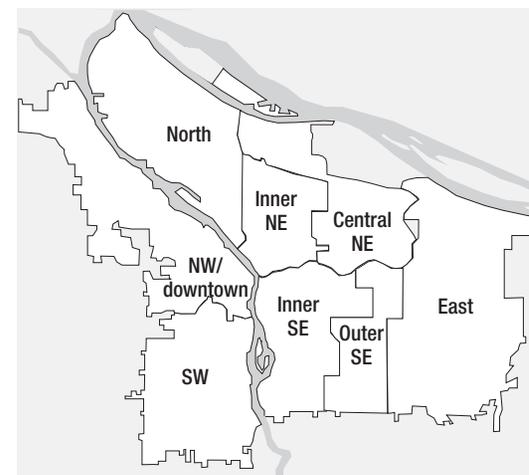
Appendix B contains current and historical data for each bureau.

Surveyed citizens. To get information on citizens' satisfaction with the quality of City services, we conducted a citywide survey in September, 2002. We mailed approximately 13,800 surveys to randomly selected residents in eight broad neighborhood regions, closely aligned with the Office of Neighborhood Involvement's eight neighborhood coalition boundaries. As shown in the map, we surveyed residents in the following neighborhoods: Southwest, Northwest (including downtown), North, Inner Northeast, Central Northeast, Inner and Outer Southeast, and East.

The survey asked 76 questions on services, plus seven questions on basic demographics. City residents returned 5,364 surveys, for a response rate of 39 percent.

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

FIGURE 1 2002 CITIZEN SURVEY NEIGHBORHOODS



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

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

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

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

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

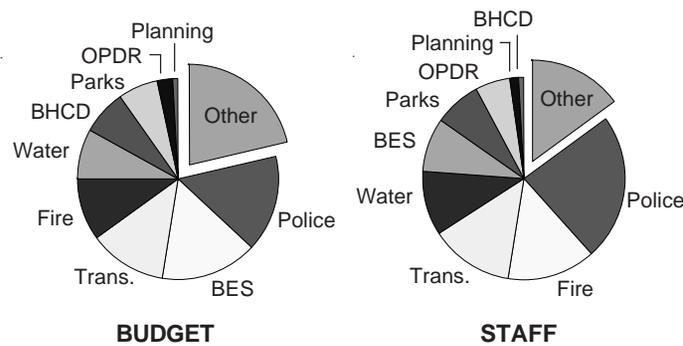
In order to account for inflation, we expressed financial data in constant dollars. We adjusted dollars to express all amounts as a ratio of the purchasing power of money in FY 2001-02, based on the Portland-Vancouver Consumer Price Index for All Urban Consumers.

To help the reader interpret the data, the report contains three comparisons. First, Portland's FY 2001-02 data is compared to information from the previous ten years. Second, performance results are compared to planned goals or other standards. Third, some of Portland's cost and workload data are compared to other cities.

Report scope and limitations

As illustrated below, the nine services covered in this report comprise about 79 percent of the City’s budget and 86 percent of its staff. These services are generally viewed as the most visible and important of the direct services provided to the public.

FIGURE 2 MAJOR SERVICES AS A PROPORTION OF TOTAL CITY BUDGET AND STAFF



SOURCE: FY 2000-01 City of Portland Adopted Budget

The report does not include information on all the activities and important programs of the City of Portland. For example, general government services and administration such as purchasing, personnel, and budgeting and finance are not included.

Additionally, complete workload and performance information is not yet available for some services. For example, certain indicators needed to measure the effectiveness of parks maintenance are still being defined and collected. Data

may be available in next year’s annual performance report, but it may be two or three years before trends are evident or performance goals can be targeted reliably.

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

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

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

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

Many of the indicators contained in this report are also used by bureaus in preparing their budgets. We have worked with the Bureau of Financial Planning to coordinate our efforts to improve the quality of performance information available to the City Council.

Performance information is not required by state law or by generally accepted accounting principles. However, the Government Accounting Standards Board (GASB) is researching the desirability of requiring state and local governments to report performance information such as the type presented here. In April 1994, GASB issued *Concepts Statement No. 2 on Concepts related to Service Efforts and Accomplishments Reporting*. The Statement explains SEA reporting and indicates that further experimentation and analysis is needed before GASB adopts standards that would significantly modify financial reporting practices in state and local government.

In addition, a recent report by the National Advisory Council on State and Local Budgeting entitled, *Recommended Budget Practices: A Framework for Improved State and Local Government Budgeting*, also recommends developing, reporting, and using performance measures in the budget process.

CHAPTER 1 FIRE, RESCUE AND EMERGENCY SERVICES

SERVICE MISSION

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

The Bureau's primary goals are:

- to provide leadership and coordination that encourages Community – Fire and Rescue partnerships that result in City and Bureau mission and goal accomplishments
- to minimize suffering, loss of life and property from fires, hazardous materials, medical and other emergencies through emergency response programs
- to reduce the frequency and severity of fire, medical and hazardous materials emergencies through prevention efforts, such as education, investigations, engineering solutions, code development, enforcement programs and arson prosecution assistance
- to ensure preparedness and safety through training, disaster planning, and emergency management programs and to provide all divisions with a high level of planning information and activities
- to manage the resources and support necessary for Portland Fire, Rescue and Emergency Services to accomplish its mission

SPENDING AND STAFFING

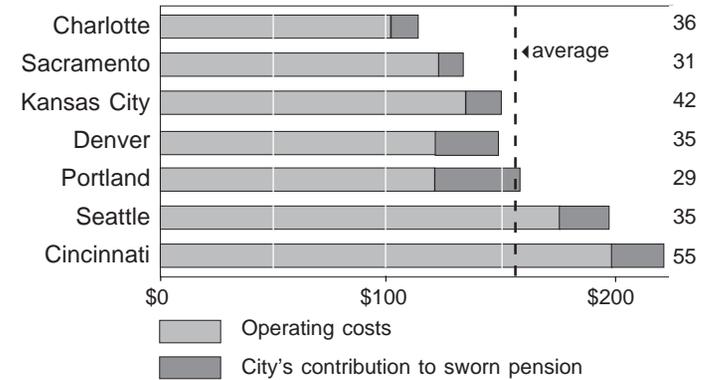
Fire & Rescue operating cost per capita is lower than it was five years ago:

- spending on emergency response is down 5 percent
- the average number of emergency response staff on-duty has declined from 163 to 157

However, capital spending and retirement costs are higher:

- the Bureau spent over \$7 million on capital improvements, as work funded by the facilities construction bond continues
- sworn retirement & disability costs have grown as the number of retired and disabled firefighters has increased

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



SOURCE: FY 2001-02 and CY 2001 budgets and CAFRs

Total Fire & Rescue spending remains higher than the average of the six comparison cities, due to the higher spending on Portland's "pay-as-you-go" pension system. Without pension costs, Portland is below the other city average.

	City population	Operating expenditures (in millions/constant '01-02 dollars)					Capital expenditures * (in millions)	Total staff (FTEs)	Average on-duty emergency staffing	No. of emergency vehicles**	Operating cost per capita
		Emergency	Prevention	Other	Sworn ret./disab.	Total					
FY 1997-98	508,500	\$47.9	\$4.3	\$10.5	\$27.0	\$89.7	\$1.7	704	163	61	\$176
FY 1998-99	509,610	\$46.3	\$5.5	\$10.3	\$27.5	\$89.6	\$2.7	729	163	59	\$176
FY 1999-00	512,395	\$45.9	\$3.4	\$10.6	\$27.2	\$89.1	\$1.9	730	167	59	\$174
FY 2000-01	531,600	\$45.7	\$5.3	\$10.8	\$28.0	\$89.8	\$7.5	743	165	61	\$169
FY 2001-02	536,240	\$45.7	\$5.3	\$11.3	\$29.1	\$91.4	\$7.5	721	157	62	\$170

change over last 5 years:	+5%	-5%	+23%	+8%	+8%	+2%	+341%	+2%	-4%	+2%	-3%
change over last 10 years:	+17%	+1%	+2%	-	+17%	-	-	-6%	-1%	-	-

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

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

WORKLOAD

The total number of emergency incidents is higher than 5 years ago, and significantly higher than 10 years ago:

- there is a corresponding increase in the number of incidents per on-duty staff as staffing levels have not increased
- although the number of fires has decreased, medical emergencies are up 50 percent from 10 years ago

The number of code enforcement inspections continues to be about 19,000 per year. To help evaluate the effectiveness of inspections, complete data is now available on whether fires occur in inspectable or non-inspectable occupancies. The first year of data shows that more fires occur in occupancies that are not available for inspection.

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

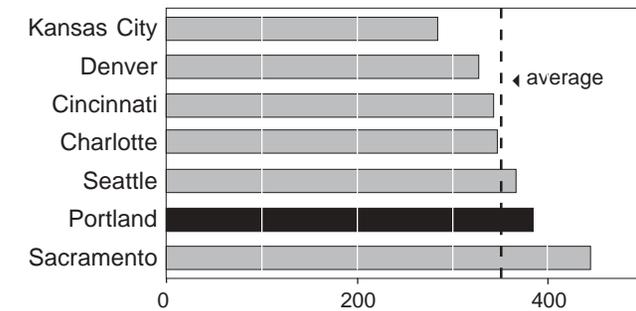
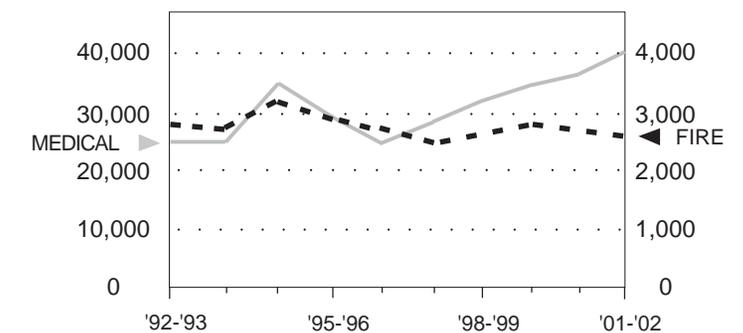


FIGURE 5 FIRE & MEDICAL INCIDENTS: PORTLAND 10-YEAR TREND



SOURCE: Fire Bureau budgets, records and other city survey

	Incidents				Incidents/ on-duty staff	No. of occupancies* Inspectable / non-inspectable	Structural fires, by occupancy type			Code enforcement	
	Fire	Medical	Other	TOTAL			Inspectable	Non- inspectable	TOTAL	Inspections**	Re- inspections
FY 1997-98	2,527	27,880	27,076	57,483	353	- / -	-	-	878	-	-
FY 1998-99	2,658	32,090	20,562	55,310	339	- / -	-	-	807	17,279	8,294
FY 1999-00	2,881	34,285	20,422	57,588	345	- / -	-	-	964	21,015	11,642
FY 2000-01	2,790	36,202	20,660	59,652	362	34,792 (total)	-	-	925	17,629	11,370
FY 2001-02	2,584	40,022	18,235	60,841	388	35,689 (total)	349	507	856	19,359	11,318

change over last 5 years:

+2%	+44%	-33%	+6%	+10%	-	-	-	-3%	-	-
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change over last 10 years:

-12%	+50%	+24%	+37%	+40%	-	-	-	-27%	-	-
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* "Inspectable" occupancies are all commercial and public occupancies; "non-inspectable" occupancies are 1- and 2-family residences. Multi-family occupancies include both inspectable and non-inspectable areas.

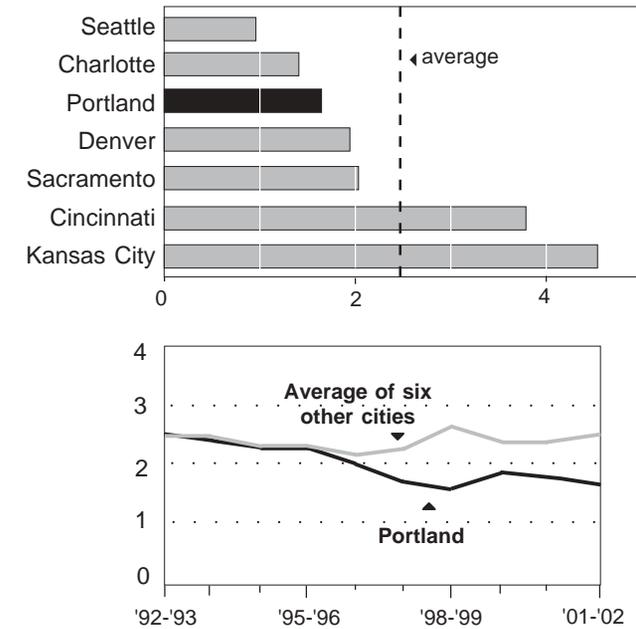
** Includes scheduled and unscheduled inspections.

RESULTS Response time to emergencies is far below the Bureau's goal, but life and property loss due to fire have not increased:

- the number of fires per capita is significantly lower than 10 years ago
- property loss per capita is also lower
- property loss compared to the value of the property involved in fires fluctuates, but has stayed well below 1 percent

In addition, Portland continues to have fewer fires than the average of other cities.

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



SOURCE: Fire Bureau records and auditor survey of other cities

	Fires/ 1,000 residents		Fire property loss		Lives lost/ 100,000 residents	Response times within 4 mins.**	
	Structural	Total	Per capita (constant dollars)	% of value of property		Fire	Medical
FY 1997-98	1.73	4.97	\$39	0.48%	1.6	43%	46%
FY 1998-99	1.58	5.22	\$43	0.40%	0.6	37%	41%
FY 1999-00	1.88	5.62	\$74	0.24%	1.2	41%	43%
FY 2000-01	1.74	5.25	\$42	0.14%	1.3	38%	40%
FY 2001-02	1.60	4.82	\$38	0.59%	1.3	38%	39%
GOAL	-	-	<\$51 *	<0.25% *	<1.0 *	90%	90%
change over last 5 years:	-8%	-3%	-3%	+23%	-19%	-5%	-7%
change over last 10 years:	-36%	-25%	-7%	+136%	-41%	-	-

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

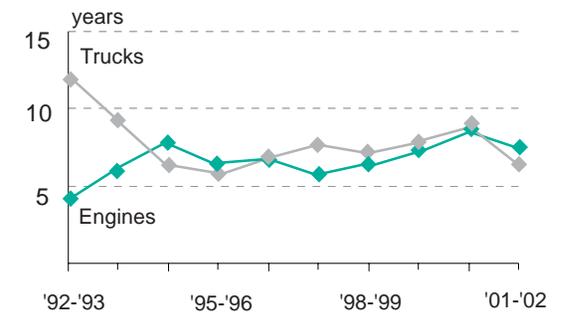
** includes both travel and turnout time

FY 2001-02 was the first year of a new code enforcement inspections schedule. Under this simplified approach, inspectable occupancies are scheduled for inspection once every 2 years. Schools and hospitals, however, will continue to be inspected annually. Performance results were maintained:

- violations abated within 90 days stayed around the 80 percent goal
- the number of violations per inspection stayed at less than 2

The reported percent of scheduled inspections completed is very high. This may be due to the fact that no backlog from prior years was added in, due to the start of the new scheduling approach.

FIGURE 7. AVERAGE AGE OF FIRE ENGINES AND TRUCKS

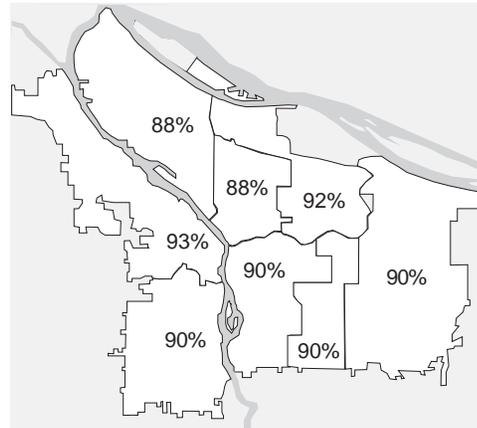


SOURCE: Fire Bureau inventory records

The age of the bureau's front-line apparatus improved after several years of aging, due to the addition of 4 new engines and 2 new trucks.

	Scheduled code enforcement inspections completed		Violations per total code enforcement inspections performed	% violations abated within 90 days of detection	Average front-line vehicle age		Average front-line vehicle miles driven	
	Number	Percent			Engines	Trucks	Engines	Trucks
FY 1997-98	-	-	-	-	5.9 yr.	7.9 yr.	-	-
FY 1998-99	14,828	64%	1.7	-	6.5 yr.	7.1 yr.	-	-
FY 1999-00	17,195	80%	1.8	-	7.5 yr.	8.1 yr.	-	-
FY 2000-01	14,699	61%	1.8	80%	8.7 yr.	9.1 yr.	63,088	50,297
FY 2001-02	16,852	92%	1.5	79%	7.6 yr.	6.6 yr.	58,313	41,789
GOAL	-	-	-	80%	-	-	-	-
change over last 5 years:	-	-	-	-	+29%	-16%	-	-
change over last 10 years:	-	-	-	-	+58%	-45%	-	-

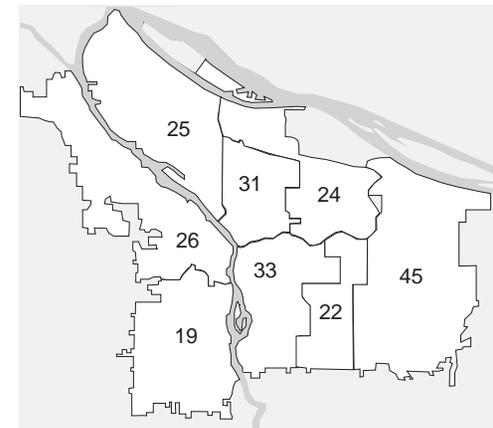
FIGURE 8 PERCENT OF RESIDENTS RATING OVERALL FIRE & RESCUE QUALITY "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 2002 Citizen Survey

Citizen satisfaction with Fire & Rescue services is very high, as usual. Satisfaction is fairly uniform across neighborhoods.

FIGURE 9 TOTAL NUMBER OF MAJOR RESIDENTIAL FIRES, BY NEIGHBORHOOD

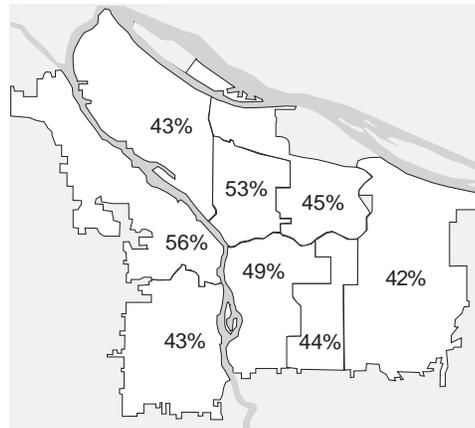


SOURCE: Fire Bureau records on '01-02 residential fires with \$10,000 or more fire loss

The number of residential fires varies by neighborhood. The East neighborhood had the most major fires last year, but also has the largest population.

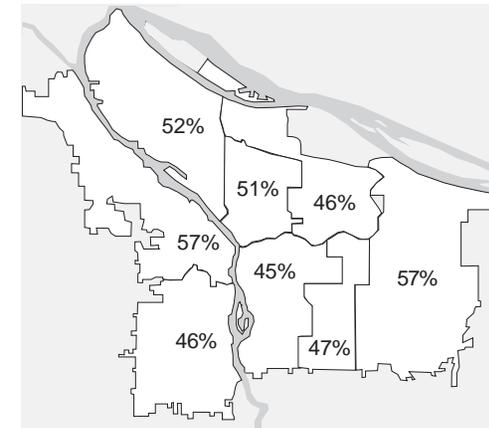
CITIZEN SURVEY	OVERALL rating of fire & rescue service			Used Fire Bureau?		Type of service used			Rating of service by users			
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	YES	NO	FIRE	MEDICAL	OTHER	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	
	1998	91%	9%	0%	7%	93%	28%	59%	13%	96%	4%	0%
	1999	91%	9%	0%	7%	93%	22%	64%	14%	95%	3%	2%
2000	90%	10%	0%	7%	93%	23%	59%	18%	94%	4%	2%	
2001	91%	9%	0%	7%	93%	25%	61%	14%	95%	3%	2%	
2002	90%	9%	1%	8%	92%	25%	58%	17%	94%	2%	4%	
change over last 5 years:	-1%	0%	+1%	+1%	-1%	-3%	-1%	+4%	-2%	-2%	+4%	
change over last 10 years:	+2%	-2%	0%	+1%	-1%	+5%	0%	-5%	+4%	-4%	0%	

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



SOURCE: Auditor's Office 2002 Citizen Survey

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



SOURCE: Auditor's Office 2002 Citizen Survey

Citizens' preparation for disaster peaked for the year 2000, and is now back to about 50 percent. Of those who are not prepared, about half do not know what to do to get prepared.

Slightly more than 50 percent of residents say they have some training in first aid or CPR, about the same as in past years.

CITIZEN SURVEY	Residents prepared to sustain self in major disaster		If not prepared, know how to get prepared		Residents trained for medical emergency			
	YES	NO	YES	NO	1ST AID	CPR	BOTH	NEITHER
1998	52%	48%	47%	53%	10%	9%	32%	49%
1999	57%	43%	57%	43%	11%	10%	32%	47%
2000	61%	39%	54%	46%	10%	10%	32%	48%
2001	54%	46%	50%	50%	8%	10%	33%	49%
2002	53%	47%	50%	50%	8%	10%	34%	48%
change over last 5 years:	+1%	-1%	+3%	-3%	-2%	+1%	+2%	-1%
change over last 10 years:	+7%	-7%	0%	0%	-	-	-	-

CHAPTER 2 POLICE

SERVICE MISSION

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

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

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

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

Factors intended to promote the success of community policing include:

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

SPENDING AND STAFFING

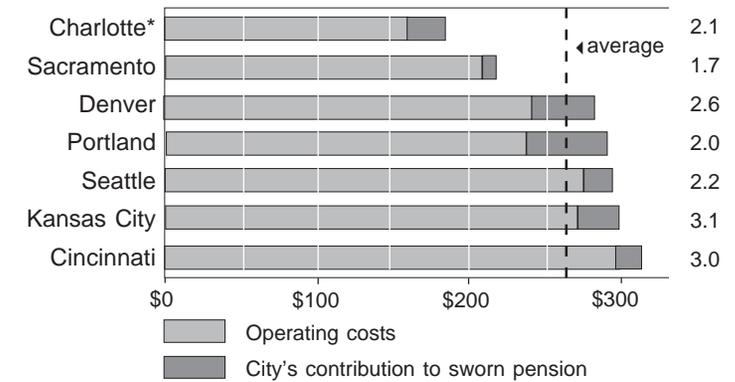
Spending and staffing for police activities have increased significantly over the past ten years:

- total spending grew by 31 percent
- sworn staffing increased by 17 percent and non-sworn staffing increased by 36 percent
- spending per capita is up by 12 percent

While spending and staffing on patrol has been relatively flat over 5 years, investigations, support services, and pension expenditures are up significantly – 9 percent, 39 percent, and 22 percent, respectively.

After a one year decline, the number of sworn officers continued to increase, up 2 percent over five years, and 17 percent over ten. However, the number of officers and sergeants assigned to precincts declined over five years, and increased by only 3 percent the past ten.

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



SOURCE: FY 2001-02 and CY 2001 budgets and CAFRs

* Includes Mecklenberg County

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

	City population	Expenditures* (in millions/constant '01-02 dollars)					Authorized staffing		Precinct officers **	TOTAL spending per capita (constant dollars)
		Patrol	Invest.	Support services	Sworn ret./disab.	TOTAL	Sworn	Non-sworn		
FY 1997-98	508,500	\$69.1	\$25.4	\$19.0	\$28.7	\$142.2	1,028	287	568	\$280
FY 1998-99	509,610	\$69.4	\$26.7	\$23.2	\$29.9	\$149.2	1,033	295	553	\$293
FY 1999-00	512,395	\$68.1	\$26.7	\$23.6	\$31.1	\$149.5	1,045	312	577	\$292
FY 2000-01	531,600	\$69.2	\$27.2	\$25.2	\$32.3	\$153.9	1,039	322	568	\$290
FY 2001-02	536,240	\$70.9	\$27.8	\$26.4	\$35.1	\$160.2	1,048	312	564	\$299
change over last 5 years:	+5%	+3%	+9%	+39%	+22%	+13%	+2%	+9%	-1%	+7%
change over last 10 years:	+17%	+17%	+31%	+48%	+57%	+31%	+17%	+36%	+3%	+12%

* Includes federal and state grant funds in Patrol, Investigations, and Support Services

** Total officers and sergeants assigned to all shifts

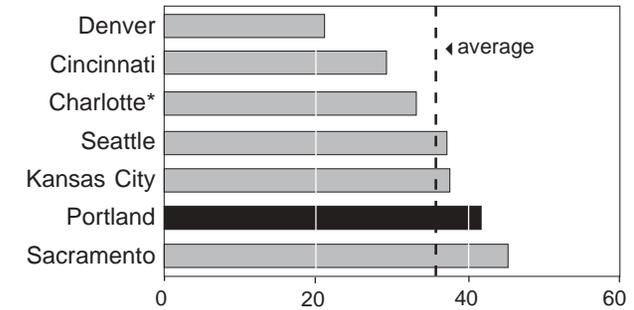
WORKLOAD

Police workload trends over the past five years have been mixed. Part I crimes and dispatched incidents declined by 19 percent and 7 percent respectively. Part II crimes also decreased slightly. Officer-initiated incidents, however, increased by 23 percent over five years.

The increase in the number of officer-initiated incidents per officer over the past five years may be due to officers having more available time for problem-solving.

This year, for the first time, the bureau is reporting the number of cases cleared as a surrogate workload measure for the Investigations Division. According to the Bureau, the decline in the number of cases cleared may be due to the increased difficulty of investigating crimes such as identity theft and fraud.

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



SOURCE: U.S. Department of Justice, *Uniform Crime Report*, 2001 and Audit Services Division analysis

* Includes Mecklenberg County

Portland continues to have a higher number of crimes per sworn officer than our comparison cities.

	Crimes reported *		Incidents			Incidents/ precinct officer		Cleared cases		Average number of cars on patrol					
	Part I	Part II	Dis-patched	Tele-phone	Officer-initiated	Dis-patched	Officer-initiated	Person crimes	Property crimes	Midnight to 4				8 to midnight	
										4-8	8-12	12-4	4-8	8 to midnight	
CY 1997	53,601	47,965	263,175	64,604	142,857	451	245	2,646	6,691	-	-	-	-	-	-
CY 1998	46,524	45,007	246,567	54,652	154,734	434	272	2,526	5,612	-	-	-	-	-	-
CY 1999	41,867	44,400	228,278	51,981	175,459	413	317	2,385	5,160	70	45	56	60	66	86
CY 2000	41,454	50,511	230,740	48,433	202,811	400	351	2,225	5,124	73	45	60	62	68	90
CY 2001	43,567	46,448	243,861	44,840	176,363	429	310	1,685	4,942	70	44	59	60	69	86

change over last 5 years:
change over last 10 years:

-19%	-3%	-7%	-31%	+23%	-5%	+27%	-36%	-26%	-	-	-	-	-	-	-
-16%	+15%	+4%	-48%	-	-3%	-	-	-	-	-	-	-	-	-	-

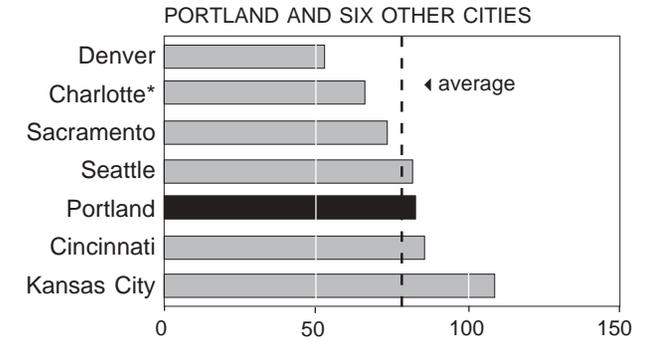
* Part I crimes, defined by the FBI, are murder, rape, robbery, aggravated assault, burglary, larceny, motor vehicle theft, and arson.

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

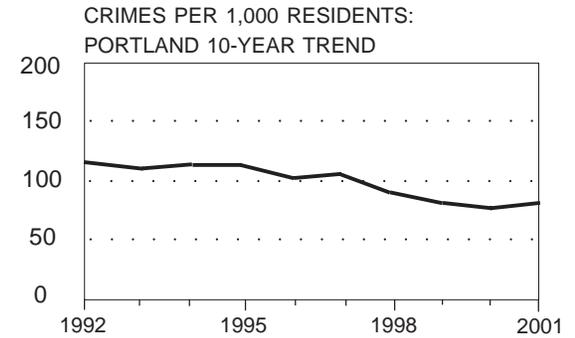
RESULTS Portlanders feel safer and the number of crimes per 1,000 residents has declined significantly:

- Citywide, 88 percent of citizens report feeling safe or very safe walking in their neighborhoods during the day, and 50 percent feel safe or very safe at night
- Part I person crimes per 1,000 residents (murder, rape, robbery, aggravated assault) have declined 47 percent over five years
- Part I property crimes per 1,000 residents (burglary, larceny, motor vehicle theft, and arson) have declined 19 percent over five years
- The percent of citizens rating police service “good” or “very good” declined slightly for the third consecutive year and is the lowest since 1993.

FIGURE 14 PART I CRIMES PER 1,000 POPULATION



* Includes Mecklenburg County



SOURCE: Uniform Crime Reports

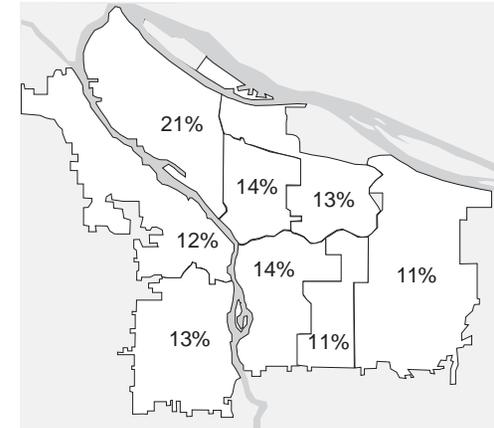
	Part I crimes/1,000 residents			Citizens who feel safe or very safe		Citizens rating police service good or very good	Victimization rates	
	Person	Property	TOTAL	Day	Night		Burglary	Theft from vehicle
CY 1997	15	90	105	88%	49%	73%	5%	22%
CY 1998	13	78	91	88%	48%	73%	5%	20%
CY 1999	12	69	81	88%	51%	71%	4%	18%
CY 2000	11	67	78	88%	53%	70%	5%	19%
CY 2001	8	73	81	88%	50%	68%	5%	20%
GOAL	-	-	-	>77%	>34%	>60%	<10%	-
change over last 5 years:	-47%	-19%	-23%	0%	+1%	-5%	0%	-2%
change over last 10 years:	-53%	-23%	-29%	+8%	+15%	0%	-2%	-

The percent of citizens who report knowing their neighborhood police officer increased from 13 percent to 14 percent. This indicator of community policing success remained virtually unchanged in all neighborhoods from the prior year, except in the Northwest and the Inner Southeast, where the percentage increased by 4 percent each.

In CY 2001, officers had 36 percent of their time available for problem-solving, meeting the goal of at least 35 percent. This indicates that officers have an opportunity to address problem areas rather than only responding to calls.

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

FIGURE 15 PERCENT OF RESIDENTS WHO KNOW THEIR NEIGHBORHOOD POLICE OFFICER



SOURCE: Auditor's Office 2002 Citizen Survey

The number of drughouses causing complaints reversed a steady decline by rising 22 percent over last year. Overall, however, they are down 29 percent over the past ten years.

	Citizens who know their neighborhood police officer	Average time available for problem solving	Average high-priority response time **	Detective cases cleared (% of total crimes)		Number of addresses generating drughouse complaints
				Person crimes	Property crimes	
CY 1997	13%	<i>not available</i>	5.12 min.	35%	14%	2,358
CY 1998	13%	<i>not available</i>	5.22 min.	38%	14%	2,077
CY 1999	14%	39%	5.10 min.	39%	15%	1,918
CY 2000	13%	38%	4.81 min.	40%	14%	1,725
CY 2001	14%	36%	4.79 min.	39%	13%	2,100
GOAL	>12%	35%*	<5 min.	-	-	-
change over last 5 years:	+1%	-	-6%	+4%	-1%	-11%
change over last 10 years:	-1%	-	-2%	-	-	-29%

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

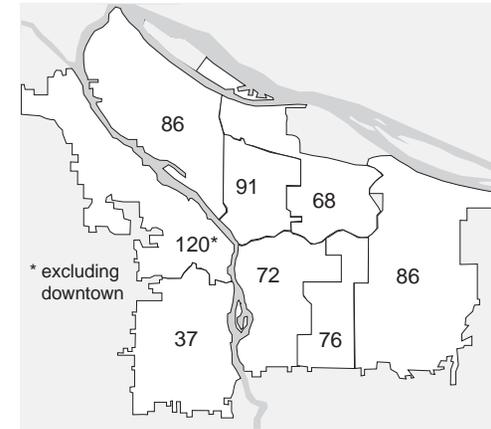
** To priority 1 and 2 calls; time is from dispatch to arrival.

Although relatively satisfied with the performance of the Police Bureau, the percent of persons rating the quality of police service “good” or “very good” has steadily declined over the past four years. The rating has declined by 5 percentage points from a high of 73 percent in 1999.

Compared with ten years ago, residents are not as willing to work with police to improve their neighborhoods, an important indicator of community policing effectiveness. Only 58 percent expressed a willingness to work with police in 2002, down 9 percent from 1992.

Compared to last year, every neighborhood except the North had an increase in the number of Part I crimes per 1,000 residents. Residents of the Inner Southeast, Outer Southeast, and the East experienced the most increases – six, nine, and seven crimes per 1,000 respectively. Residents of

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

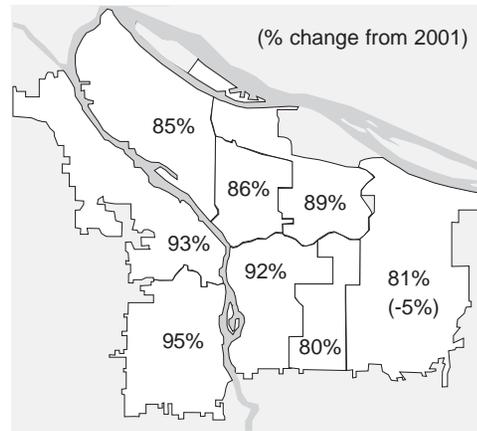


SOURCE: Police Bureau CY 2001 crime statistics

the North neighborhood had a decrease of 7 crimes per 1,000 residents.

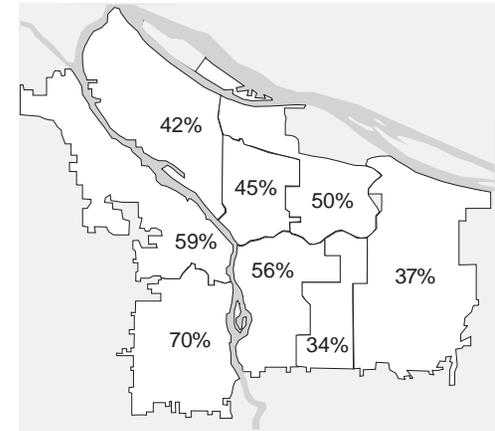
CITIZEN SURVEY	OVERALL rating of police service quality			Willingness to work with police to improve neighborhood		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	WILLING OR VERY WILLING	NEITHER WILLING NOR UNWILLING	UNWILLING OR VERY UNWILLING
	1998	73%	19%	8%	60%	32%
1999	73%	19%	8%	61%	32%	7%
2000	71%	20%	9%	55%	35%	10%
2001	70%	20%	10%	59%	33%	8%
2002	68%	20%	12%	58%	33%	9%
change over last 5 years:	-5%	+1%	+4%	-2%	+1%	+1%
change over last 10 years:	0%	-3%	+3%	-9%	+7%	+2%

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



SOURCE: Auditor’s Office 2002 Citizen Survey

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



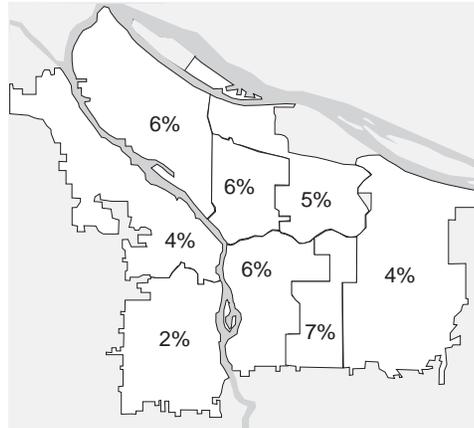
SOURCE: Auditor’s Office 2002 Citizen Survey

While most neighborhoods reported little change in feelings of safety during the day, East reported a 5 percent decline in 2002.

Most neighborhoods reported feeling more safe during the night over the past 10 years, but Outer Southeast and the East reported feeling less safe.

CITIZEN SURVEY	Feeling of safety walking alone in neighborhood <i>during the day</i>			Feeling of safety walking alone in neighborhood <i>during the night</i>		
	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE
1998	88%	8%	4%	49%	24%	27%
1999	88%	9%	3%	48%	24%	28%
2000	88%	9%	3%	51%	22%	27%
2001	88%	9%	3%	53%	22%	25%
2002	88%	9%	3%	50%	23%	27%
change over last 5 years:	0%	+1%	-1%	+1%	-1%	0%
change over last 10 years:	+8%	-5%	-3%	+15%	0%	-15%

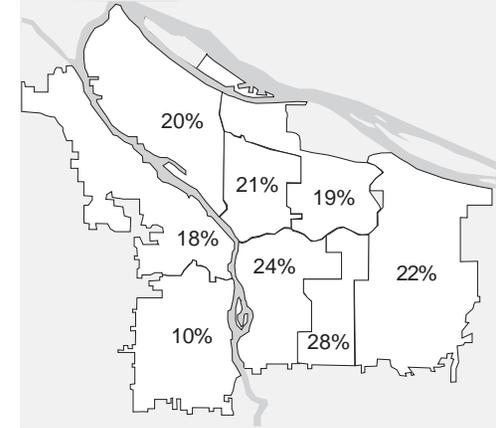
FIGURE 19 PERCENT OF RESIDENTS WHO WERE BURGLARIZED LAST YEAR



SOURCE: Auditor's Office 2002 Citizen Survey

Residents reported on our survey a slightly lower rate of burglaries than ten years ago. However, the percent of those reported to the police increased over last year.

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



SOURCE: Auditor's Office 2002 Citizen Survey

The Outer Southeast neighborhood reported an 8 percent increase in the percent of residents whose vehicles were broken into last year.

CITIZEN SURVEY	Burglarized in last year?		% of burglaries reported to police	Theft from vehicle in last year?		% of thefts from vehicle reported to police
	YES	NO		YES	NO	
1998	5%	95%	70%	22%	78%	45%
1999	5%	95%	66%	20%	80%	40%
2000	4%	96%	56%	18%	82%	40%
2001	5%	95%	57%	19%	81%	39%
2002	5%	95%	73%	20%	80%	42%
change over last 5 years:	0%	0%	+3%	-2%	+2%	-3%
change over last 10 years:	-2%	+2%	0%	-	-	-

CHAPTER 3 PARKS & RECREATION

SERVICE MISSION

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

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

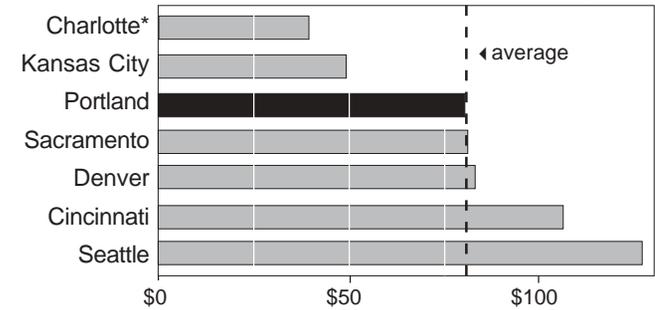
The Bureau of Parks and Recreation revised its performance measures in 2000. As a result, limited historical information is available on some of its new measures. In addition, the Bureau has had difficulty obtaining consistent and reliable information for several of its measures. However, the Bureau recently upgraded the position responsible for overseeing performance measurement and hopes to improve its processes for generating and retrieving data.

SPENDING AND STAFFING

Although expenditure growth slowed the past two years, the Bureau's \$50 million in operating expenditures in FY 2001-02 represents a 21 percent increase over the past five years and a 37 percent increase over the past ten years. The Bureau spent just over \$10 million on capital projects during each of the last two fiscal years, down from a high of \$29.1 million in FY 1997-98 resulting from the 1994 Parks Bond CIP program. Since FY 1992-93, the Bureau has spent nearly \$130 million on capital projects. Voters passed another Parks Bond measure of \$48 million in 2002 to support capital and operating purposes.

The Bureau's level of staffing steadily increased, growing from 334 full-time positions in FY 1997-98 to 403 positions in FY 2001-02 (+21 percent). Seasonal and volunteer staffing levels increased by 34 percent and 68 percent, respectively.

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



SOURCE: FY 2001-02 and CY 2001 city budgets

* Includes Mecklenberg County

The Bureau's operating costs per capita increased about 15 percent over 5 years. Portland's spending per capita is about the average of the six comparison cities.

	Operating expenditures (in millions/constant '01-02 dollars)				TOTAL Operations	Capital ** (millions)	Authorized staff (FTEs)		Volunteer FTEs (estimate)	Operating costs per capita
	Park operations	Recreation	Enterprise * operations	Planning & admin			Permanent	Seasonal		
FY 1997-98	\$17.8	\$12.4	\$7.9	\$3.2	\$41.3	\$29.1	334	222	121	\$81
FY 1998-99	\$18.2	\$13.8	\$7.9	\$4.0	\$43.9	\$23.5	365	233	200	\$86
FY 1999-00	\$18.5	\$16.2	\$9.2	\$4.8	\$48.7	\$17.7	377	275	170	\$95
FY 2000-01	\$19.3	\$17.2	\$8.9	\$4.2	\$49.6	\$10.5	386	295	201	\$93
FY 2001-02	\$19.6	\$16.6	\$8.9	\$4.9	\$50.0	\$10.8	403	298	203	\$93
change over last 5 years:	+10%	+34%	+13%	+53%	+21%	-63%	+21%	+34%	+68%	+15%
change over last 10 years:	+15%	+55%	+53%	+63%	+37%	+61%	+29%	+18%	+59%	+18%

* Golf, Portland International Raceway and Trust Funds

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

WORKLOAD

Limited historical information is available on the Bureau's workload levels because the Bureau adopted new workload measures and changed the way it counts and classifies recreation attendance and park acres. The lack of a consistent methodology for classifying and counting parks, facilities, and acres maintained has been an on-going weakness the past 10 years.

Based on available data, it appears that some workload demands have increased over the last 10 years, while other demands have remained fairly steady. The number of developed parks increased from 144 to 175; community centers increased from 11 to 13; pools increased from 12 to 14; golf courses remained the same; while art centers declined from 7 to 6. Park acreage increased by 6 percent from 9,659 to 10,235 over the last five years.

FIGURE 22 NUMBER OF PORTLAND PARKS AND FACILITIES

	'01-02	'00-01	'92-93
Developed parks	175	167	144
Sports fields	365	364	?
Community centers	13	13	11
Art centers	6	7	7
Pools	14	14	12
Golf courses	4	4	4

SOURCE: Portland Parks & Recreation reports

	Recreation programs		Park acres				Facilities (sq. ft.)
	Number	Attendance counts	Developed parks	Natural areas	Un-developed	TOTAL	
FY 1997-98	-	-	-	-	-	9,659	-
FY 1998-99	-	-	-	-	-	10,001	-
FY 1999-00	2,007	3,792,622	-	-	-	10,084	877,561
FY 2000-01	2,110	3,961,622	3,175	6,681	216	10,072	1,065,554
FY 2001-02	2,129	4,325,190	3,213	6,822	200	10,235	1,072,300
change over last 5 years:	-	-	-	-	-	+6%	-
change over last 10 years:	-	-	-	-	-	-	-

RESULTS The Bureau established several new performance measures in 2000, and limited historical information is available on these measures.

Although the Bureau has planned for several years to develop a method for measuring the condition of parks and recreation facilities, it still lacks the ability to report summarized information on capital asset condition. Consequently, the Bureau lacks reliable information on the degree to which it effectively maintains and protects parks and recreation facilities.

Only 29 percent of maintenance work performed by the Bureau in FY 2001-02 was scheduled maintenance, compared to a goal of 80 percent, a decline of 11 percent from the year before. Per-

forming less scheduled preventive maintenance contributes to premature decline in the condition of park assets, resulting in higher future costs to the taxpayer.

The Bureau estimates that 77 percent of City residents lived within a half-mile of a community or neighborhood park in FY 2001-02, the same as the year before. Fifty-nine percent of youth in the City participated in Bureau recreation programs, which again exceeded the Bureau's goal of 50 percent.

	Facility Condition Index	Percent of maintenance work that was scheduled*	% of residents living within 1/2 mile of park	Percent of youth who participated in recreation programs	Participant satisfaction with recreation programs	Percent of recreation program costs recovered from fees & charges
FY 1997-98	-	-	-	51%	-	-
FY 1998-99	-	-	-	-	-	-
FY 1999-00	under development	-	78%	49%	under development	-
FY 2000-01		40%	77%	53%		48%
FY 2001-02		29%	77%	59%		50%
GOAL	-	80%	90%	50%	90%	-
change over last 5 years:	-	-	-	+8%	-	-
change over last 10 years:	-	-	-	-	-	-

* includes structures only

The Bureau improved “volunteer hours as a percent of paid staff hours” from 26 percent in FY 1999-00 to 30 percent in FY 2001-02. In addition, the number of workers compensation claims per 100 workers declined in each of the past five fiscal years. The Bureau’s 9.8 claims rate in FY 2001-02 is down 36 percent from the 15.2 claims rate five years ago.

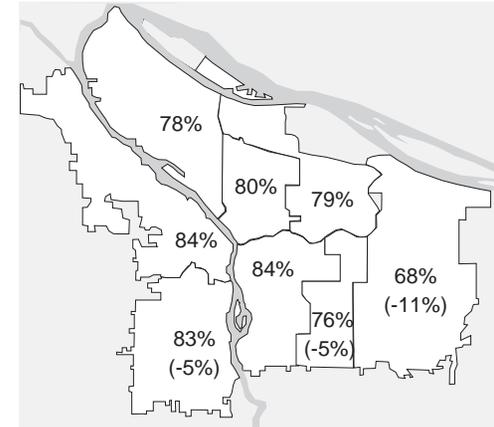
The Bureau experienced a decline in employee satisfaction during the past fiscal year. The percent of employees who feel internal Bureau communication is “good” or “very good” declined from 51 to 44 percent. Similarly, the percent of employees who feel satisfied with their job dropped from 75 to 72 percent.

	Volunteer hours as percent of paid staff hours	Workers comp. claims per 100 workers	% of employees rating internal communication good or very good	% of employees who feel satisfied or very satisfied with their job
FY 1997-98	-	15.2	-	-
FY 1998-99	-	11.9	-	-
FY 1999-00	26%	10.6	41%	77%
FY 2000-01	29%	10.3	51%	75%
FY 2001-02	30%	9.8	44%	72%
GOAL	25%	<12	75%	85%
change over last 5 years:	-	-36%	-	-
change over last 10 years:	-	-57%	-	-

Citizen rating of overall parks quality and parks ground maintenance declined during the past year. The percent of citizens rating overall parks quality as “good” or “very good” dropped from 83 to 79 percent (-4 percent), while citizen rating of overall parks ground maintenance dropped from 83 to 77 percent (-6 percent).

The most significant decline in ratings of overall parks quality occurred in the East, which dropped from 79 to 68 percent (-11 percent) from the year before, the lowest citizen rating of any neighborhood. Citizens in both the Southwest and Outer Southeast neighborhoods also rated overall parks quality lower. The neighborhoods receiving the highest ratings for overall parks quality were Northwest/Downtown (84 percent), Inner South-east (84 percent), and Southwest (83 percent).

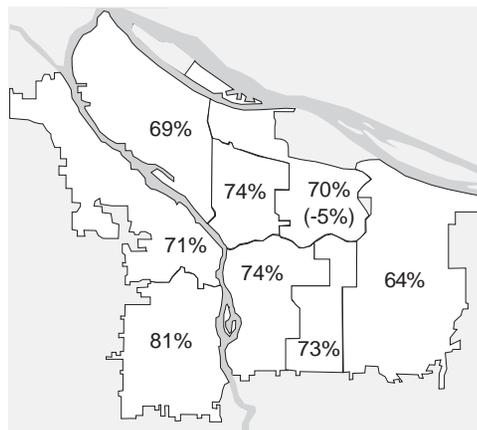
FIGURE 23 PERCENT OF NEIGHBORHOOD RESIDENTS RATING OVERALL PARKS QUALITY “GOOD” OR “VERY GOOD” (% CHANGE FROM 2001)



SOURCE: Auditor's Office 2002 Citizen Survey

CITIZEN SURVEY	OVERALL rating of parks quality			OVERALL rating of recreation quality			Rating of park grounds maintenance		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
	1998	81%	16%	3%	69%	26%	5%	80%	16%
1999	83%	15%	2%	74%	22%	4%	83%	13%	4%
2000	84%	13%	3%	75%	21%	4%	84%	13%	3%
2001	83%	14%	3%	74%	22%	4%	83%	14%	3%
2002	79%	17%	4%	73%	23%	4%	77%	18%	5%
BUREAU GOAL	85%			75%			85%		
change over last 5 years:	-2%	+1%	+1%	+4%	-3%	-1%	-3%	+2%	+1%
change over last 10 years:	+3%	-2%	-1%	+11%	-9%	-2%	-5%	+4%	+1%

FIGURE 24 PERCENT OF RESIDENTS RATING OVERALL RECREATION ACTIVITIES “GOOD” OR “VERY GOOD” (% CHANGE FROM 2001)



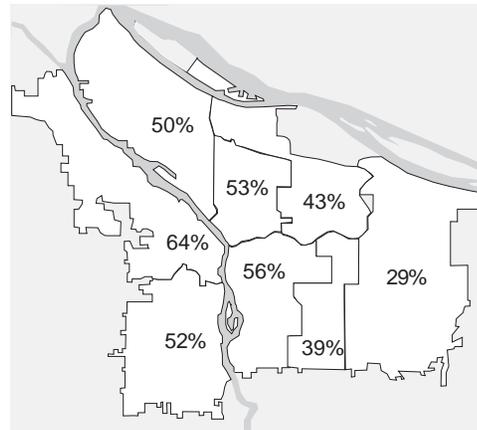
SOURCE: Auditor's Office 2002 Citizen Survey

Citizen ratings of overall recreation quality remained fairly steady, although satisfaction in some Portland neighborhoods dropped. For example, citizens who felt overall recreation quality was “good” or “very good” declined by 5 percent in the Central Northeast neighborhood (from 75 to 70 percent) from the previous year. As with overall parks quality, the East neighborhood received the lowest citizen rating for overall recreation quality (64 percent).

Citizen satisfaction with the number, variety, and affordability of City recreation programs remained about the same over the past five years.

CITIZEN SURVEY	Satisfaction with the number of recreation programs			Satisfaction with the variety of recreation programs			Satisfaction with the affordability of recreation programs		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
	1998	59%	33%	8%	65%	29%	6%	68%	26%
1999	62%	32%	6%	68%	27%	5%	67%	25%	8%
2000	61%	31%	8%	67%	28%	5%	68%	24%	8%
2001	60%	32%	8%	65%	28%	7%	66%	25%	9%
2002	58%	33%	9%	65%	28%	7%	66%	25%	9%
change over last 5 years:	-1%	0%	+1%	0%	-1%	+1%	-2%	-1%	+3%
change over last 10 years:	+4%	-2%	-2%	+4%	-3%	-1%	0%	-1%	+1%

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



SOURCE: Auditor's Office 2002 Citizen Survey

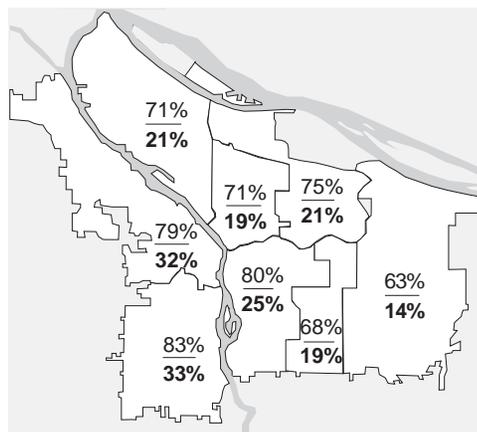
The frequency of citizen visits to City parks remained about the same over the past five years. However, citizen visits continue to be significantly higher in the Northwest/Downtown neighborhood (64 percent visited a park 6 or more times) than in the East neighborhood (29 percent visited a park 6 or more times).

Youth participation in City recreation programs jumped considerably this past year. Participation by 1-12 year olds increased from 56 to 63 percent, while participation by 13-18 year olds increased from 42 to 51 percent. Participation by 19-54 year olds also increased this past year, from 26 to 29 percent.

CITIZEN SURVEY	Number of times visited any City park			Number of times visited City park near home			Percent of Portland residents who participated in recreation in last year *			
	NEVER	1 TO 5 TIMES	6 OR MORE TIMES	NEVER	1 TO 5 TIMES	6 OR MORE TIMES	1-12 YEARS OLD	13-18 YEARS OLD	19-54 YEARS OLD	55 & OLDER
1998	13%	35%	52%	16%	37%	47%	56%	41%	21%	18%
1999	14%	37%	49%	17%	39%	44%	-	-	-	-
2000	14%	37%	49%	17%	38%	45%	57%	33%	23%	18%
2001	12%	35%	53%	16%	37%	47%	56%	42%	26%	20%
2002	12%	35%	53%	14%	37%	49%	63%	51%	29%	21%
BUREAU GOAL										
change over last 5 years:	-1%	0%	+1%	-2%	0%	+2%	+7%	+10%	+8%	+3%
change over last 10 years:	-6%	-4%	+10%	-9%	-1%	+10%	-	-	-	-

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

FIGURE 26 PERCENT OF NEIGHBORHOOD RESIDENTS WHO FEEL "SAFE" OR "VERY SAFE" WALKING ALONE IN THEIR CLOSEST PARK DURING THE DAY / NIGHT



SOURCE: Auditor's Office 2002 Citizen Survey

Citizen feeling of safety in parks declined slightly in FY 2001-02 from the year before. The most dramatic drop in feelings of safety occurred in the East neighborhood (from 71 to 63 percent during the day and from 20 to 14 percent at night), while the feeling of safety during the day in the Inner Northeast neighborhood dropped from 77 to 71 percent.

CITIZEN SURVEY	Feeling of safety walking in closest park during the day			Feeling of safety walking in closest park at night		
	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE	SAFE OR VERY SAFE	NEITHER SAFE NOR UNSAFE	UNSAFE OR VERY UNSAFE
1998	74%	17%	9%	20%	25%	55%
1999	74%	18%	8%	20%	25%	55%
2000	75%	16%	9%	22%	27%	51%
2001	76%	16%	8%	25%	26%	49%
2002	74%	17%	9%	23%	26%	51%
BUREAU GOAL	75%					
change over last 5 years:	0%	0%	0%	+3%	+1%	-4%
change over last 10 years:	+14%	-5%	-9%	+11%	+7%	-18%

CHAPTER 4 TRANSPORTATION

SERVICE MISSION

The mission of the Portland Office of Transportation is to be a community partner in shaping a livable city by planning, building, operating and maintaining an effective and safe transportation system that provides access and mobility.

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

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

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

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

STAFFING AND SPENDING

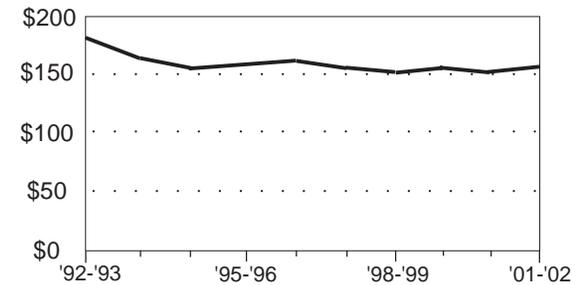
Total Transportation spending adjusted for inflation, increased by 14 percent over the past ten years, but declined significantly last year (7 percent) due to a reduction in capital spending.

While street maintenance expenditures have declined over the decade, the Director's Office and Engineering & Development costs have seen significant increases, due to reorganizations and capital projects funded by intergovernmental sources and system development charges.

Operating spending per capita declined by 15 percent over the past ten years while capital spending per capita increased by 69 percent.

Over the past 6 years PDOT spent approximately \$54.8 million on the Central City Streetcar, which

FIGURE 27 TRANSPORTATION OPERATING SPENDING PER CAPITA: 10-YEAR TREND



SOURCE: City budget documents

is now in operation. Ridership for the first year totaled almost 1.4 million.

Staffing has declined steadily since FY 1997-98, and is currently at the same level of 10 years ago.

	Expenditures (in millions/constant '01-02 dollars)						Authorized staffing	Spending per capita (constant '01-02 dollars)		
	Maintenance	Trans. systems management	Trans. Engin. & development	Director	Other*	TOTAL		Operating	Capital	TOTAL
FY 1997-98	\$50.6	\$17.7	\$21.5	\$3.9	\$3.7	\$97.4	726	\$155	\$37	\$192
FY 1998-99	\$48.6	\$15.3	\$32.2	\$4.3	\$3.8	\$104.2	716	\$151	\$54	\$205
FY 1999-00	\$42.1	\$18.7	\$51.9	\$9.9	\$4.0	\$126.6	714	\$156	\$91	\$247
FY 2000-01	\$45.8	\$14.5	\$45.2	\$10.8	\$5.1	\$121.4	713	\$151	\$77	\$228
FY 2001-02	\$45.9	\$18.4	\$33.4	\$11.8	\$3.9	\$113.4	702	\$157	\$54	\$211
change over last 5 years:	-9%	+4%	+55%	+203%	+5%	+16%	-3%	+1%	+46%	+10%
change over last 10 years:	-4%	+13%	+67%	+168%	-66%	+14%	0%	-15%	+69%	-3%

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

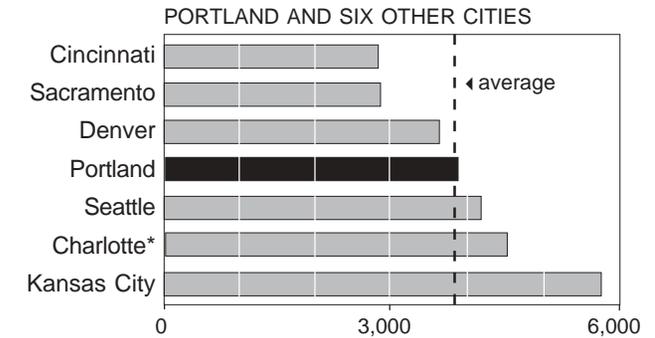
WORKLOAD

The number of lane miles of streets increased only 1 percent over the past 5 years, compared to an increase of 8 percent from ten years ago. Compared to other cities, Portland takes care of an average number of street miles.

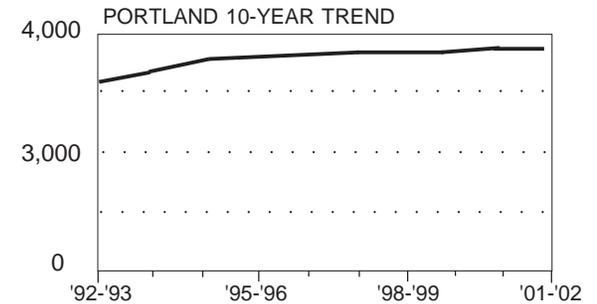
Maintenance activities have varied. Over the past ten years, the number of miles resurfaced increased by 8 percent, slurry miles declined by 6 percent, and the number of miles of streets swept increased 20 percent.

The number of “major accident” intersections decreased from 1,253 in FY 1997-98 to 1,087 in FY 2001-02, a 13 percent decrease.

FIGURE 28 LANE MILES OF STREETS:



* Includes Mecklenburg County



SOURCE: PDOT and survey of other cities

	Lane miles of improved streets	Miles of street treated *				Curb miles of streets swept	Major intersections**
		Resurfacing	Reconstruction	Slurry seal	TOTAL		
FY 1997-98	3,837	50.5	0	43.7	94.2	54,877	1,253
FY 1998-99	3,841	65.2	0	66.2	131.4	54,654	1,204
FY 1999-00	3,843	63.2	0	52.2	115.4	53,984	not avail.
FY 2000-01	3,869	63.7	0	50.6	114.3	54,697	not avail.
FY 2001-02	3,880	53.6	0	39.2	92.8	54,799	1,087

change over last 5 years:	+1%	+6%	0%	-10%	-1%	0%	-13%
change over last 10 years:	+8%	+8%	0%	-6%	+2%	+20%	-18%

* 28-foot-wide equivalents

** 6 or more accidents in prior 4 years

RESULTS Transportation performance results continue negative trends:

- The total backlog of streets needing maintenance is at an all time high of 528 miles.
- Total unmet pavement needs rose 23 percent from 10 years ago.
- The percent of lane miles judged to be in good condition decreased from 63 percent in FY 1992-93 to 54 percent last year.
- The backlog in resurfacing and slurry seal rose by 17 percent and 12 percent respectively, while reconstruction needs increased by 81 percent.

The number of intersections with a high number of accidents has shown a decrease of 14 percent over the past five years.

FIGURE 29 MILES OF STREET MAINTENANCE BACKLOG

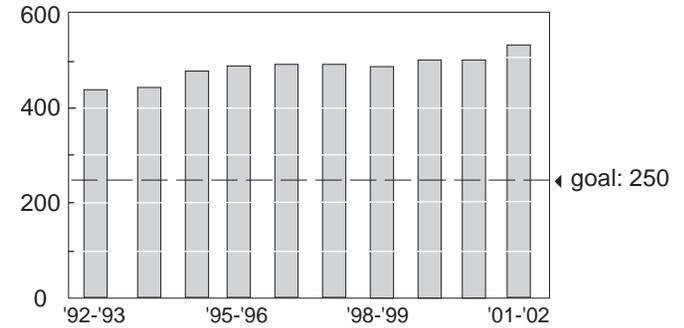
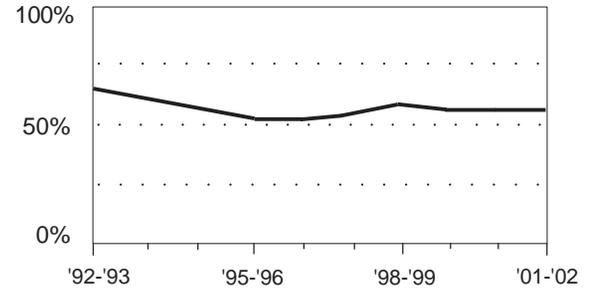


FIGURE 30 PERCENT OF STREETS IN GOOD CONDITION



SOURCE: Office of Transportation Status and Condition Reports

	% of lane miles in good or very good condition	Miles with unmet pavement needs *				% of major intersections in good condition	High accident intersections**
		Resurf.	Reconstr.	Slurry	TOTAL		
FY 1997-98	53%	261	80	154	495	81%	231
FY 1998-99	57%	247	73	163	483	79%	250
FY 1999-00	55%	261	73	168	502	<i>not avail.</i>	<i>not avail.</i>
FY 2000-01	55%	262	82	158	502	<i>not avail.</i>	<i>not avail.</i>
FY 2001-02	54%	284	87	157	528	<i>not avail.</i>	199
GOAL	no goal	-	-	-	250	no goal	-
change over last 5 years:	+1%	+9%	+9%	+2%	+7%	-	-14%
change over last 10 years:	-9%	+17%	+81%	+12%	+23%	-	-24%

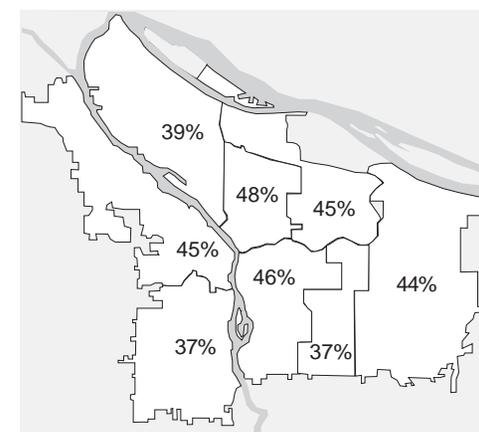
* 28-foot-wide equivalents

** 20 or more accidents in prior 4 years

Overall, the percent of citizens rating street maintenance “good” or “very good” declined by 4 percent over the past 5 years and 6 percent over the past 10 years. Citizen ratings decreased in six of the eight neighborhood areas we surveyed from the prior year.

The 62 percent of citizens rating street lighting quality “good” or “very good” has not changed significantly throughout the past 10 years. Citizens rating overall traffic management “good” or “very good” is up slightly from the prior year.

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



SOURCE: Auditor's Office 2002 Citizen Survey

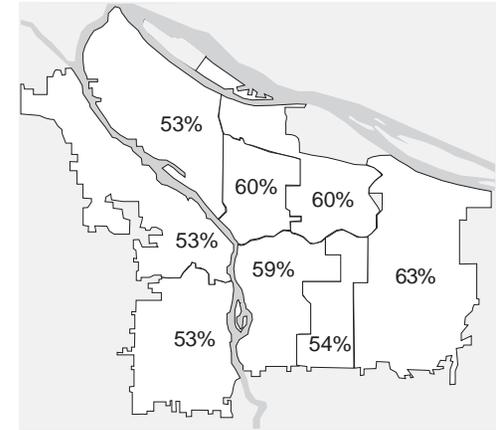
CITIZEN SURVEY	OVERALL rating: street maintenance quality			OVERALL rating: street lighting quality			OVERALL rating: traffic management *		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1998	47%	32%	21%	60%	28%	11%	24% / 33%	34% / 40%	42% / 27%
1999	44%	32%	23%	61%	27%	12%	24% / 34%	32% / 38%	44% / 28%
2000	46%	32%	22%	63%	25%	12%	36%	35%	29%
2001	44%	31%	25%	62%	27%	11%	35%	35%	30%
2002	43%	32%	25%	62%	26%	12%	38%	33%	29%
change over last 5 years:	-4%	0%	+4%	+2%	-2%	+1%	-	-	-
change over last 10 years:	-6%	+1%	+5%	+1%	+1%	-2%	-2%	-1%	+3%

* In 1997, 1998 and 1999, question was split into CONGESTION and SAFETY; in 2000, the question returned to asking about TRAFFIC MANAGEMENT

Overall satisfaction with street smoothness has declined from a high of 62 percent to 57 percent. Citizen views about street smoothness remained essentially the same in the Inner Northeast and Inner Southeast areas, declined by 6 percent in the East, and increased by 4 percent in the Southwest.

Ratings of street cleanliness declined 6 percent over the past five years, while traffic speed and traffic congestion ratings remained the same. Neighborhood traffic speed remains one of the lowest rated neighborhood features, with 39 percent of respondents rating it “bad” or “very bad”.

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



SOURCE: Auditor's Office 2002 Citizen Survey

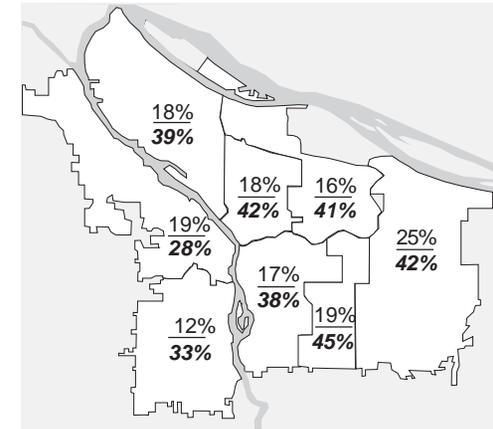
Neighborhood street ratings

CITIZEN SURVEY	Smoothness			Cleanliness			Traffic speed			Traffic congestion		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
	1998	60%	22%	18%	65%	22%	13%	37%	24%	39%	-	-
1999	56%	23%	21%	63%	23%	14%	38%	25%	37%	-	-	-
2000	62%	20%	18%	65%	23%	12%	37%	26%	37%	57%	26%	17%
2001	58%	22%	20%	63%	22%	15%	38%	24%	38%	57%	27%	16%
2002	57%	21%	22%	59%	24%	17%	37%	24%	39%	57%	26%	17%
change over last 5 years:	-3%	-1%	+4%	-6%	+2%	+4%	0%	0%	0%	-	-	-
change over last 10 years:	+2%	-2%	0%	-2%	+1%	+1%	-	-	-	-	-	-

The number of residents rating traffic congestion on major streets and thoroughfares “bad” or “very bad” improved from 43 percent last year to 40 percent this year. Over 25 percent rated pedestrian and bicyclists safety as “bad” or “very bad.”

Residents in East Portland are more dissatisfied with congestion than other areas, and also showed a marked increase from the prior year. The percent of citizens in East rating neighborhood traffic congestion “bad” or “very bad” jumped from 15 percent to 25 percent last year.

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



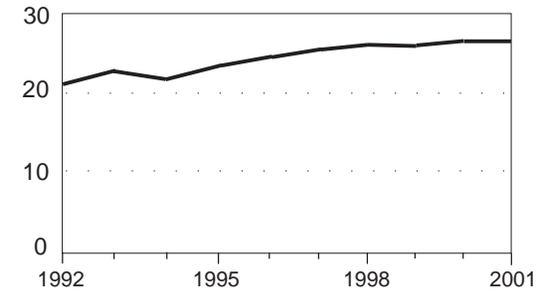
SOURCE: Auditor’s Office 2002 Citizen Survey

CITIZEN SURVEY	Neighborhood street safety ratings						Rating of traffic congestion on major streets & thoroughfares		
	Pedestrian safety			Bicyclist safety			GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD			
1998	-	-	-	-	-	-	-	-	-
1999	-	-	-	-	-	-	-	-	-
2000	48%	26%	26%	42%	29%	29%	25%	32%	43%
2001	47%	26%	27%	42%	29%	29%	25%	32%	43%
2002	47%	25%	28%	44%	28%	28%	27%	33%	40%
change over last 5 years:	-	-	-	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-	-

Commuting and travel modes have changed very little over the past five years. About 71 percent of respondents who work outside the home drive alone to work, 21 percent carpool and use mass transportation and 8 percent walk or bicycle to work. About 84 percent of respondents who work outside the home continue to commute during peak traffic hours.

The number of daily vehicle miles traveled in Portland was up slightly from the prior year (26.4 vs. 26.2 million). For the past three years, it appears that the population growth rate increased more rapidly than the growth rate of travel.

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



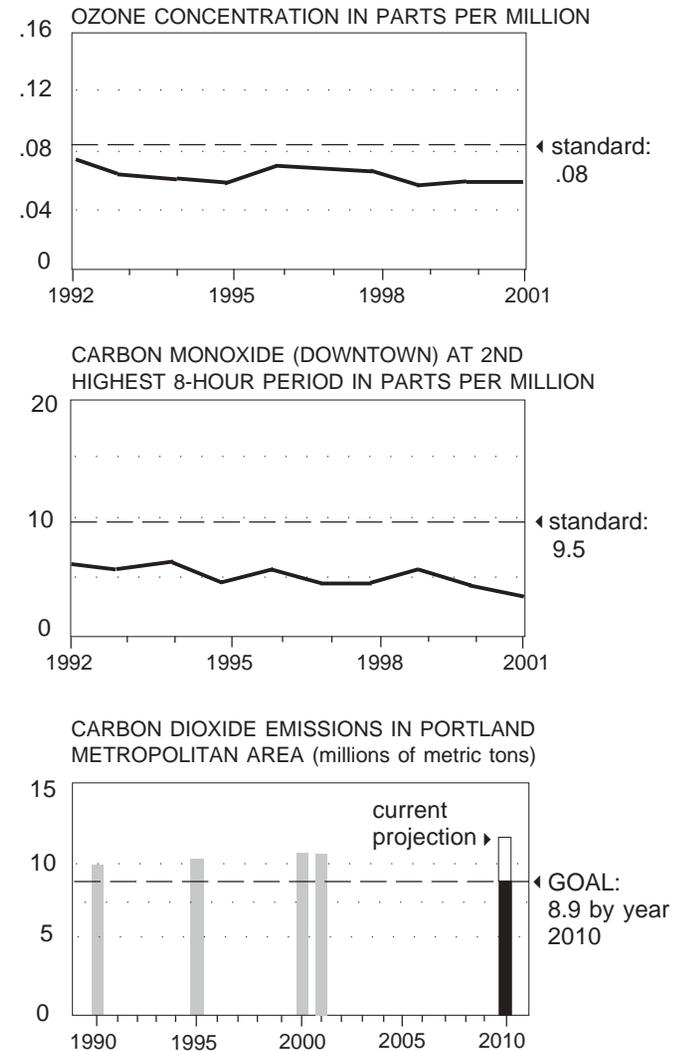
SOURCE: Metro and Oregon Department of Transportation

CITIZEN SURVEY	Work outside the home?		If YES, travel during peak traffic hours?		If YES, what mode of travel usually use?					
	YES	NO	YES	NO	DRIVE ALONE	DRIVE WITH OTHERS	BUS OR MAX	DRIVE PARTWAY, BUS PARTWAY	WALK	BICYCLE
	1998	68%	32%	82%	18%	70%	8%	12%	2%	5%
1999	65%	35%	83%	17%	71%	8%	12%	3%	3%	3%
2000	66%	34%	84%	16%	69%	9%	12%	2%	5%	3%
2001	70%	30%	84%	16%	70%	8%	11%	3%	4%	4%
2002	67%	33%	84%	16%	71%	8%	10%	3%	4%	4%
change over last 5 years:	-1%	+1%	+2%	-2%	+1%	0%	-2%	+1%	-1%	+1%
change over last 10 years:	-	-	-	-	-	-	-	-	-	-

Two of the air pollutants of greatest concern in Oregon are ground-level ozone (smog), and carbon monoxide, which comes mostly from motor vehicles. Portland has been designated as meeting the standards for both. In addition, carbon monoxide measurements in downtown Portland declined for the third year.

We continue to monitor emissions of carbon dioxide since City Council established a goal of reducing the emissions to 10 percent below 1990 levels by 2010. For year 2001, emissions of carbon dioxide, the primary cause of global warming, were 5.7 percent higher than 1990, but decreased by 1 percent from year 2000.

FIGURE 35 AIR QUALITY 10-YEAR TRENDS:



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

CHAPTER 5 ENVIRONMENTAL SERVICES

SERVICE MISSION

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

- protects the quality of surface and ground waters and promotes healthy ecosystems in the watershed
- provides sewage and stormwater collection and treatment to accommodate current and future needs

The role of the Bureau has changed significantly over the past ten years. In addition to traditional wastewater collection and treatment, the Bureau's role has expanded to include responsibilities for stormwater management and water quality in local rivers and streams.

New regulations, such as the federal Clean Water Act, the Endangered Species Act, and several state orders require the Bureau to reduce sewer discharges into the Columbia Slough and Willamette River, control stormwater pollution, and improve fish habitat.

Beginning with FY 2000-01 management of the City's recycling and solid waste collection programs was transferred to the Office of Sustainable Development. However, solid waste and recycling data for FY 2000-01 and FY 2001-02 has been provided by the Office of Sustainable Development and is included in this chapter for reporting consistency.

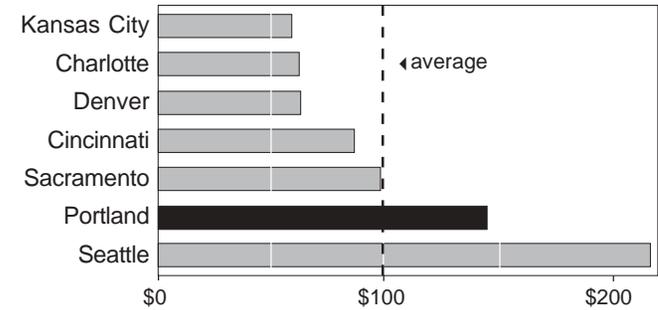
STAFFING AND SPENDING

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

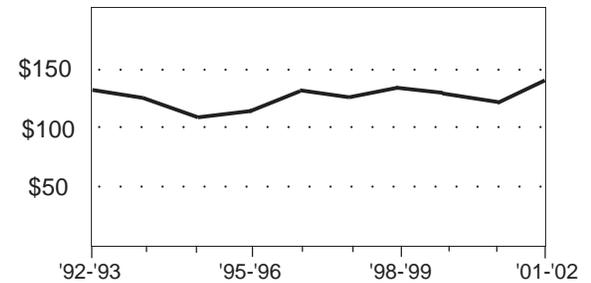
- adjusted for inflation, capital spending climbed from \$84.2 million in FY 1992-93 to more than \$111.7 million by FY 1994-95, averaging more than \$90 million since then
- debt service grew rapidly as the Bureau borrowed to finance these projects – from \$9.6 million in FY 1992-93 to over \$50 million by FY 1997-98, averaging over \$49 million the last four years

Operating costs per capita have grown by 12 percent over the past five years, and remain above the average of other comparable cities. Only Seattle has higher costs per capita.

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



PORTLAND: 10-YEAR TREND



SOURCE: Historical budgets and CAFRs

	Total sewer accounts	Expenditures (in millions/constant '01-02 dollars) *			Authorized staffing			Sewer operating costs per capita (constant dollars)	
		Operating**	Capital	Debt service	Sewer Operating	Refuse Capital	Disposal		
FY 1997-98	157,631	\$67.6	\$78.2	\$50.4	346	94	10	\$129	
FY 1998-99	163,336	\$71.9	\$99.5	\$44.9	346	96	10	\$137	
FY 1999-00	164,433	\$71.5	\$91.6	\$47.5	336	106	10	\$134	
FY 2000-01	165,708	\$69.7	\$88.0	\$49.3	345	113	10	\$124	
FY 2001-02	167,105	\$80.6	\$91.7	\$54.9	338	120	10	\$145	
change over last 5 years:		+6%	+19%	+17%	+9%	-2%	+28%	0%	+12%
change over last 10 years:		+27%	+25%	+9%	+474%	-	-	0%	+7%

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

** includes sewer and refuse disposal

WORKLOAD

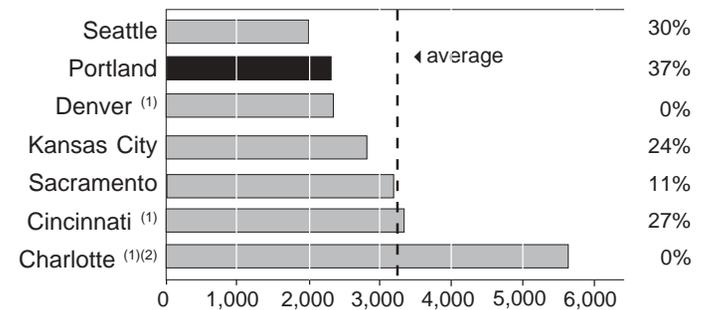
Over the past ten years, the Bureau has accomplished significant work:

- installed over 532 miles of sanitary and storm water pipe, and repaired 45 miles
- cleaned 2,021 miles of pipe
- treated 301 billion gallons of wastewater

Total gallons of wastewater treated has declined from high rainfall years of 1996 to 1999. The BOD* and suspended solids loads in the wastewater have also declined over the last two years. To improve river and stream quality, acres of watershed revegetated has increased by 123 percent and the Bureau has reclaimed over 80 acres of floodplain.

The Bureau continued to separate storm and sanitary sewer lines last year. Six miles of sanitary and 19 miles of storm pipes were added in FY 2001-02.

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



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

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

	Total system miles of pipeline **			Sanitary/storm water treatment			Feet of pipe repaired	Miles of pipe cleaned	Industrial discharge inspections	Acres of floodplain reclaimed	Acres of watershed revegetated
	Sanitary	Storm	Combined	Billion gallons	BOD load ***	Suspended solids load ***					
FY 1997-98	956	444	850	32.5	56.0	59.4	27,493	228	353	29	353
FY 1998-99	965	446	844	33.4	56.9	58.8	28,768	218	476	13	270
FY 1999-00	973	432	863	28.8	58.7	65.8	24,462	135	554	14	332
FY 2000-01	992	443	868	25.4	54.4	57.5	19,926	207	648	16	550
FY 2001-02	998	462	865	27.9	50.4	57.3	36,057	184	522	8	787

change over last 5 years:	+4%	+4%	+2%	-14%	-10%	-4%	+31%	-19%	+48%	-73%	+123%
change over last 10 years:	+43%	+101%	+2%	-3%	+24%	+20%	+81%	-18%	-	-	-

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

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

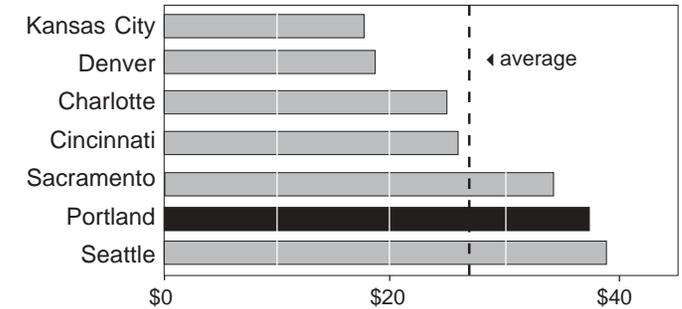
*** in millions of pounds

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

- water discharged from City treatment plants fully met federal and state standards
- 99 percent of industrial discharge tests were in full compliance
- only 4,701 of an estimated 46,558 properties in mid-county remain unconnected to the sewer system – mostly vacant lots
- 58 percent of waste is diverted from the landfill

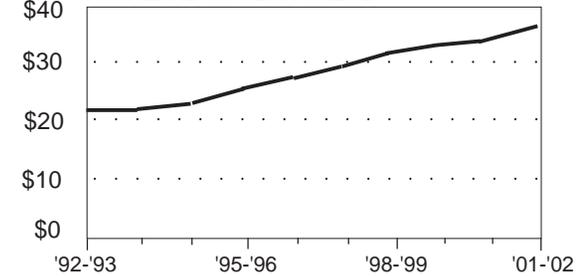
In constant dollars, average sewer bills increased 68 percent during the last ten years and are second highest in our six-city comparison. By contrast, average monthly garbage bills declined by 18 percent over the last ten years.

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



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

PORTLAND 10-YEAR TREND



SOURCE: BES and other cities

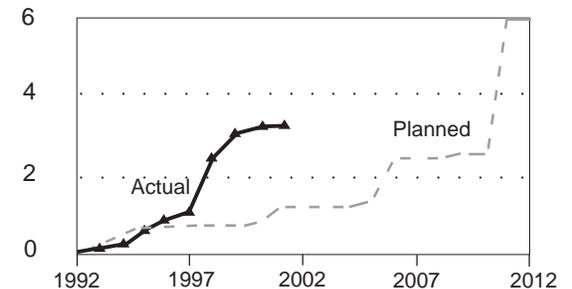
	% BOD removed *		Est. number of unconnected mid-county properties	Industrial discharge tests in full compliance	Waste diverted from landfill			Average monthly residential bills (constant '01-02 dollars)	
	Columbia Blvd.	Tryon Creek			Residential	Commercial	Combined	Sewer/storm drainage	Garbage (32 gal. can)
FY 1997-98	93.8%	92.9%	9,803	96%	51%	49%	50%	\$30.01	\$19.04
FY 1998-99	92.5%	94.8%	5,529	94%	53%	52%	52%	\$32.15	\$18.63
FY 1999-00	94.7%	95.3%	5,007	98%	52%	54%	54%	\$33.81	\$18.42
FY 2000-01	95.1%	96.6%	4,827	99%	52%	54%	54%	\$34.47	\$18.17
FY 2001-02	94.7%	97.0%	4,701	99%	53%	59%	58%	\$37.28	\$18.25
GOAL	>85%	>90%	0	>98%	53%	56%	-	-	-
change over last 5 years:	+1%	+4%	-52%	+3%	+2%	+21%	+16%	+24%	-4%
change over last 10 years:	+7%	+3%	-86%	+9%	+88%	-	-	+68%	-18%

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

The Combined Sewer Overflow (CSO) program is the result of a 1994 agreement with the State Department of Environmental Quality (DEQ). The Bureau has achieved a 53 percent CSO reduction to date, towards a target of 96 percent. The Bureau completed the Columbia Slough Consolidation Conduit in 2001 which met the first milestone of eliminating 99 percent of overflow discharges into the Columbia Slough. The Westside Willamette phase will include construction of a large tunnel beneath the river to a new pump station on Swan Island. The Westside phase is estimated to cost \$430 million and must be completed by the end of 2006. Completion of the Eastside Willamette, at a cost of \$400 million, is required in 2011 to eliminate 94 percent of overflow discharges into the Willamette.

Starting in FY 2000-01, the Bureau computed water quality indices for the Willamette River

FIGURE 39 ESTIMATED CSO GALLONS DIVERTED (in billions)



SOURCE: Bureau project tracking system

based on samples taken as it enters the City (upstream) and leaves the City (downstream). Both upstream and downstream indices show fair water quality. Tracking these indices provides an indication of how both polluting and clean-up activities impact the water quality.

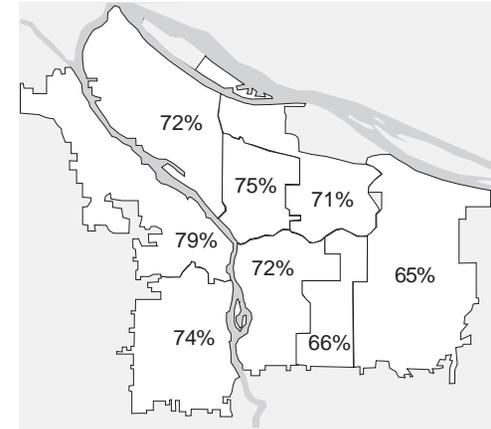
	Cornerstone projects (cumulative totals)		Estimated amount of combined overflow gallons diverted as a percent of planned total	Water Quality Index* for the Willamette River	
	Sumps constructed	Downspouts disconnected		Upstream	Downstream
FY 1997-98	2,860	11,131	43.7%	-	-
FY 1998-99	2,860	19,980	49.9%	-	-
FY 1999-00	2,896	24,714	52.0%	-	-
FY 2000-01	3,045	28,565	53.0%	84	83
FY 2001-02	-	31,649	53.0%	84	82
GOAL	3,045	32,240	96.0%	-	-
change over last 5 years:	-	-	+9%	-	-
change over last 10 years:	-	-	+51%	-	-

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

Overall, citizens are somewhat satisfied with the quality of sewer and stormwater services. The percent of residents rating these services “good” or “very good” increased slowly and steadily over the past 10 years – from 42 percent to 52 percent for sewer and from 36 percent to 43 percent for storm drainage.

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

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



SOURCE: Auditor’s Office 2002 Citizen Survey

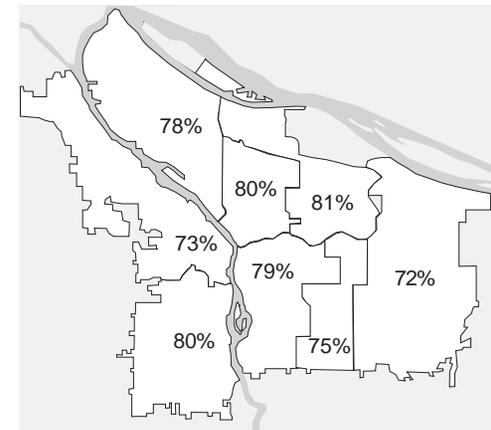
CITIZEN SURVEY	OVERALL rating of sewers quality			OVERALL rating of storm drainage quality			How well sewer & storm drainage systems protect rivers and streams		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	WELL OR VERY WELL	NEITHER WELL NOR POORLY	POORLY OR VERY POORLY
1998	59%	26%	15%	46%	28%	26%	29%	24%	47%
1999	57%	26%	17%	46%	28%	26%	28%	27%	45%
2000	54%	29%	17%	43%	29%	28%	30%	27%	43%
2001	51%	30%	19%	42%	30%	28%	27%	27%	46%
2002	52%	30%	18%	43%	30%	27%	30%	26%	44%
change over last 5 years:	-7%	+4%	+3%	-3%	+2%	+1%	+1%	+2%	-3%
change over last 10 years:	+10%	-2%	-8%	+7%	-2%	-5%	+12%	+1%	-13%

Respondents gave relatively low marks to how well the systems protect rivers and streams. Forty four percent rated the system “poor” or “very poor.” However, this was 2 percent better than the prior year.

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

Residents in all neighborhoods continue to rate garbage and recycling services relatively high, with the Southwest and Central Northeast rating these services much higher than last year.

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



SOURCE: Auditor's Office 2002 Citizen Survey

CITIZEN SURVEY	Quality rating of garbage service			Quality rating of recycling service			Cost rating for garbage & recycling		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1998	78%	17%	5%	76%	16%	8%	45%	34%	21%
1999	78%	17%	5%	76%	17%	7%	44%	34%	22%
2000	76%	19%	5%	76%	17%	7%	44%	35%	21%
2001	77%	18%	5%	76%	16%	8%	44%	35%	21%
2002	78%	17%	5%	77%	16%	7%	45%	34%	21%
change over last 5 years:	0%	0%	0%	+1%	0%	-1%	0%	0%	0%
change over last 10 years:	+2%	0%	-2%	+3%	-1%	-2%	+13%	+1%	-14%

CHAPTER 6 WATER

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

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

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

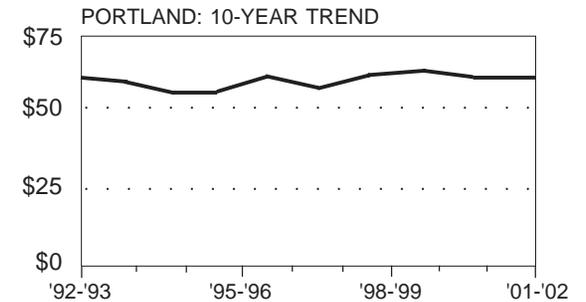
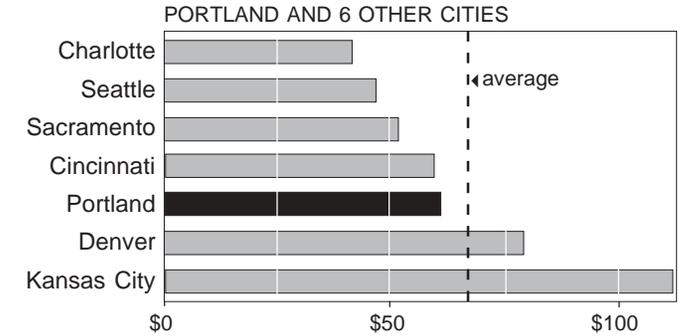
STAFFING AND SPENDING

Although authorized staffing and spending is higher than 10 years ago, the Bureau reduced spending in FY 2001-02 in response to reduced water sales revenues and declining cash flows resulting from problems with a new billing system installed in February 2000:

- operating costs per capita were 5 percent less than 10 years ago, but 2 percent higher than 5 years ago. The Bureau's per capita operating costs were less than the average of the six comparison cities.
- staffing was 6 percent higher than five years ago and 7 percent higher than a decade ago due to the workforce apprentice program, capital improvements, and information technology

Capital spending is 20 percent less than 10 years ago, reflecting revenue declines.

FIGURE 42 WATER OPERATING COSTS PER CAPITA:



SOURCE: Historical budgets and CAFRs

	Population served			Expenditures (in millions/constant '01-02 dollars) *			Authorized staffing	Operating costs per population served (constant '01-02 dollars)
	City (retail)	Outside city (wholesale)	TOTAL	Operating	Capital	Debt service		
FY 1997-98	453,573	333,300	786,873	\$47.2	\$25.4	\$13.3	513	\$60
FY 1998-99	453,815	341,353	795,168	\$50.7	\$34.2	\$13.8	524	\$64
FY 1999-00	455,919	317,252	773,171	\$51.6	\$37.3	\$13.0	535	\$67
FY 2000-01	474,511	314,489	789,000	\$48.4	\$35.9	\$13.6	543	\$61
FY 2001-02	481,312	349,522	830,834	\$50.4	\$21.7	\$15.6	543	\$61

change over last 5 years:
change over last 10 years:

+6%	+5%	+6%	+7%	-15%	+17%	+6%	+2%
+17%	+27%	+21%	+15%	-20%	+30%	+7%	-5%

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

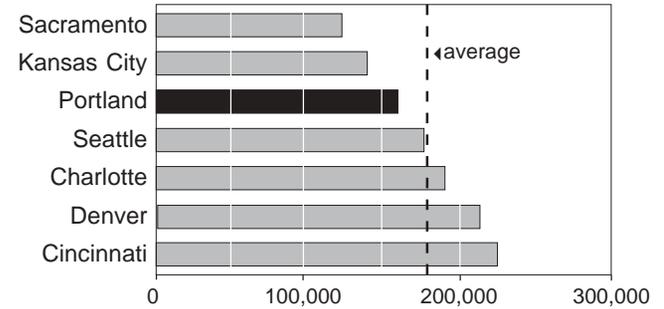
WORKLOAD

While total service population has increased, water use is declining.

- total service population grew 21 percent over the last 10 years
- total gallons of water delivered declined to FY 1994-95 levels
- annual water use per resident has dropped 17 percent over the decade to 42,152 gallons – a 14 year low

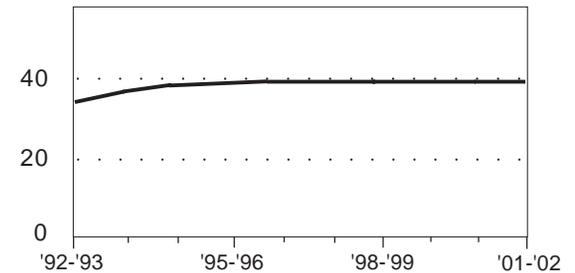
The primary reasons for the declines were the loss of several large industrial customers, and continued conservation efforts by residents. Problems with a new billing system also caused significant reductions in cash flow. In response, the Bureau reduced planned operating and capital expenditures. The number of feet of new water mains installed in the past two years dropped 70 percent from FY 1999-2000 levels.

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



SOURCE: Audit Services survey of other cities

FIGURE 44 GALLONS OF WATER DELIVERED (IN BILLIONS) PORTLAND 10-YEAR TREND



SOURCE: Water Bureau records

	Water sales (constant '01-'02 dollars)	Gallons of water delivered	Number of retail accounts	Feet of new water mains installed	Annual water usage per capita (inside City)
FY 1997-98	\$61.3 million	38.7 billion	158,141	68,662	49,477 gals.
FY 1998-99	\$63.5 million	39.3 billion	159,177	121,737	49,039 gals.
FY 1999-00	\$61.5 million	39.2 billion	160,100	107,590	48,386 gals.
FY 2000-01	\$58.8 million	38.5 billion	161,154	82,283	44,881 gals.
FY 2001-02	not. avail.	38.2 billion	162,631	32,781	42,152 gals.

change over last 5 years:
change over last 10 years:

-	-1%	+3%	-52%	-15%
-	*+11%	+6%	-60%	-17%

* In FY 1992-93 residents were required to curtail water use, which resulted in abnormally lower water usage.

RESULTS

Adjusted for inflation, average residential water bills remained constant over the past 10 years due to rate reform in FY 1999-00 that shifted more costs to larger users and those who conserve less. Recent rate increases in FY 2001-02 still left the average monthly residential bill below rates 5 years ago, and less than the average of the six comparison cities.

Consistent with the loss of commercial customers and conservation, peak consumption in FY 2001-02 is less than five years ago.

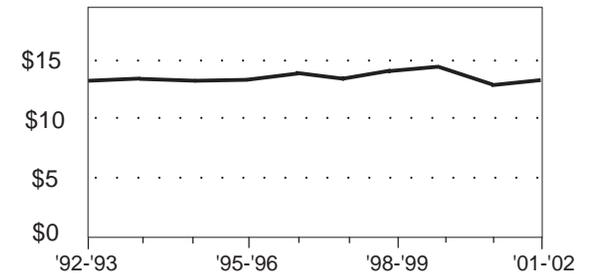
The Bureau continues to deliver high quality water. While some FY 2001-02 water quality indicators are higher than 10 years ago, the Bureau continues to meet or surpass federal water quality standards for our selected tests.

FIGURE 45 AVERAGE MONTHLY RESIDENTIAL WATER BILLS:



NOTE: Based on each city's average water usage

PORTLAND: 10-YEAR TREND



SOURCE: Water Bureau and other City records

	Average monthly residential water bill (constant dollars)	Peak summer month water consumption (in millions of gallons)	
		Average day	Highest day
FY 1997-98	\$13.67	169	206
FY 1998-99	\$14.14	173	204
FY 1999-00	\$14.67	153	176
FY 2000-01	\$12.79	166	193
FY 2001-02	\$13.43	157	187

change over last 5 years:

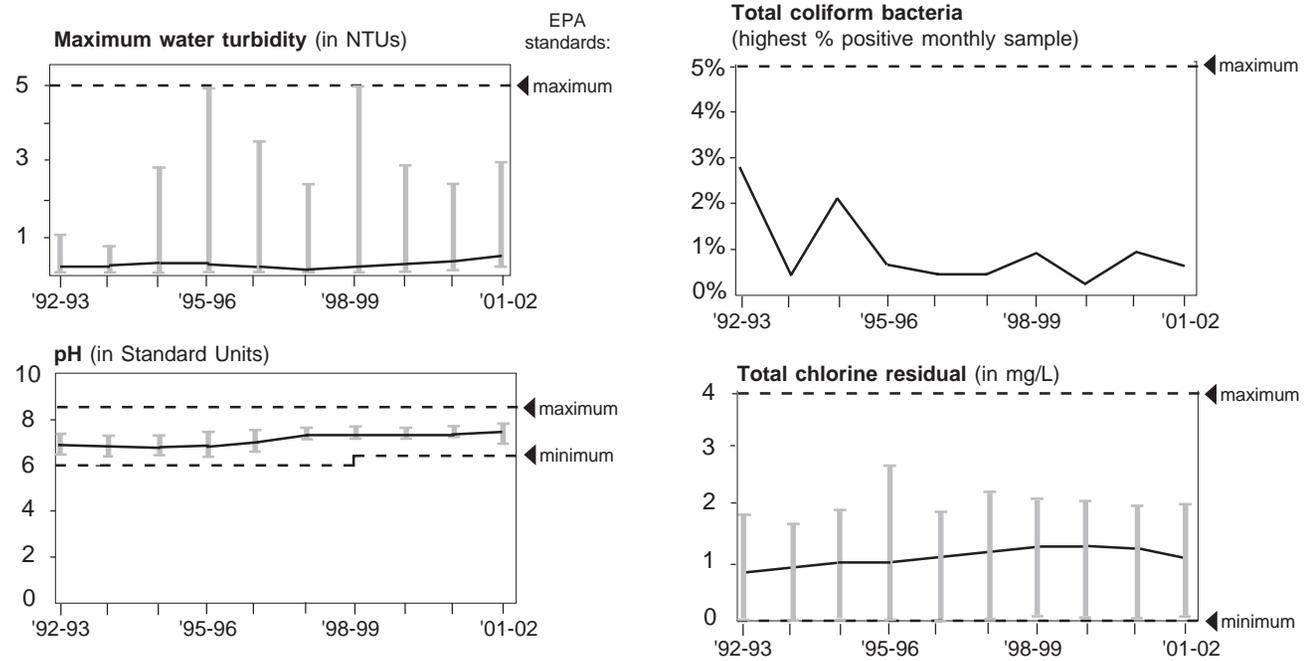
-2% -7% -9%

change over last 10 years:

0% *+34% *+39%

* In FY 1992-93 residents were required to curtail water use, which resulted in abnormally lower water usage.

FIGURE 46 SELECTED WATER QUALITY INDICATORS: PORTLAND TRENDS



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

SOURCE: Water Bureau records

Selected tests for water quality *

	Maximum turbidity (NTUs)	Min / max pH	Total coliform bacteria (in highest month)	Min / max total chlorine residual (mg/L)
FY 1997-98	2.44	7.3 / 7.6	0.46%	0.10 / 2.20
FY 1998-99	4.99	7.2 / 7.6	0.92%	0.19 / 2.04
FY 1999-00	2.87	7.2 / 7.6	0.26%	0.10 / 2.01
FY 2000-01	2.30	7.3 / 7.7	1.14%	0.04 / 1.97
FY 2001-02	3.16	6.7 / 8.0	0.57%	0.10 / 2.00
GOAL/STANDARD	<5.00	6.5 / 8.5	<5.0%	0.02 / 4.00
change over last 5 years:	+30%	-8% / +5%	+0.1%	0% / -20%
change over last 10 years:	+190%	+4% / +9%	-2.2%	+10% / +30%

* Turbidity = suspended particles that can contribute to cloudiness of water; measured at Bull Run intake.
 pH = lab measure of water acidity that can contribute to leaching of lead or copper from pipes; measured at entry to distribution system.
 Total coliform bacteria = percent of samples with detectable levels of bacteria; measured throughout distribution system.
 Total chlorine residual = disinfectant remaining after treatment; measured throughout distribution system.

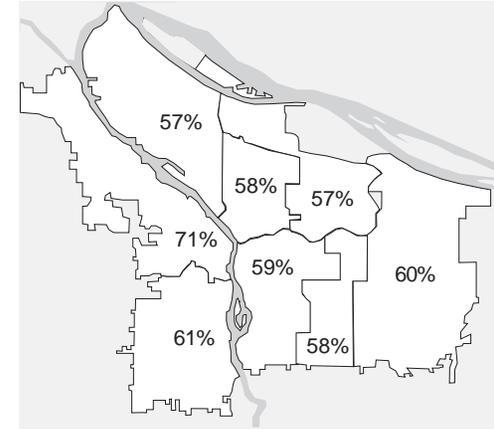
Since implementing the new customer billing system in FY 1999-00, the Bureau cannot determine the gallons of unaccounted for water with the same degree of accuracy as in the past, so this information is not reported.

	Unaccounted for water		Debt
	Gallons (millions)	% of water delivered	coverage ratio *
FY 1997-98	3,340	7.9%	2.44
FY 1998-99	3,288	7.7%	2.31
FY 1999-00	not avail.	not avail.	2.06
FY 2000-01	not avail.	not avail.	1.93
FY 2001-02	not avail.	not avail.	not. avail.
GOAL/STANDARD	-	<10%	>1.90
change over last 5 years:	-	-	-%
change over last 10 years:	-	-	%

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

Citizens' rating of water services declined significantly the last two years, from 72 percent rating services "good" or "very good" in 2000, to 60 percent in 2002. This increase in dissatisfaction may be due to problems implementing the new water customer billing system.

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



SOURCE: Auditor's Office 2002 Citizen Survey

CITIZEN SURVEY	OVERALL rating of water services		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1998	73%	19%	8%
1999	72%	21%	7%
2000	72%	19%	9%
2001	61%	22%	17%
2002	60%	23%	17%

change over last 5 years:	-13%	+4%	+9%
change over last 10 years:	-5%	+1%	+4%

CHAPTER 7 BUREAU OF DEVELOPMENT SERVICES

SERVICE MISSION

The stated mission of the Bureau of Development Services (BDS) is to work with the community and other City bureaus to preserve and shape safe, vital and well-planned urban environments. BDS was known as OPDR (Office of Planning and Development Review) until August 2002.

BDS reviews applications and issues building permits, enforces state construction codes by monitoring the quality of construction projects through its building inspection programs, reviews and makes decisions on major land use cases, and administers City housing, zoning, nuisance abatement, and noise control ordinances.

This is the third full fiscal year since the merger of the Bureau of Buildings and the Development Review section of the Bureau of Planning into BDS, formerly called OPDR. The creation of BDS was intended to integrate the City's Development Review system and provide a clear point of accountability for development review responsibilities.

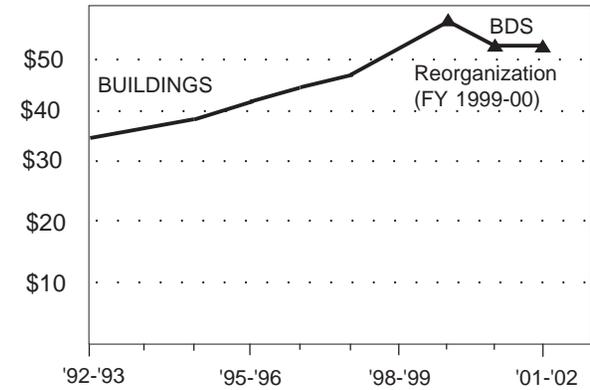
In addition to completing the transition to a new facility and merging staffs and responsibilities, the Bureau has implemented its TRACS (Tracking, Review, and Construction System) computer system. TRACS serves as a comprehensive project management, tracking, and reporting system. Some of the information presented here was extracted from the TRACS system.

SPENDING AND STAFFING

Total BDS spending in FY 2001-02 was \$28.4 million, about the same compared with FY 1999-00, the first year after the reorganization. BDS spending is now about \$53 per Portland resident. This figure represents a 5 percent decrease from the per capita spending level of FY1999-00, but an increase of 47 percent over the past 10 years.

Although full-time staffing increased slightly following reorganization, it has remained fairly steady over the past three years.

FIGURE 48 BUREAU OF BUILDINGS/BDS SPENDING PER CAPITA: 10-YEAR TREND**



SOURCE: City of Portland financial records

Expenditures (in millions/constant '01-02 dollars)

	Admin *	Code compliance	Inspections			Plan review	Land use** reviews	Develop. services	TOTAL	Staffing (FTEs)	TOTAL spending per capita
			Combo.	Commercial	Neighborhood						
FY 1997-98	\$5.1	\$0.6	\$3.9	\$4.2	\$2.6	\$4.2	\$4.0**	-	\$24.6**	255	\$48
FY 1998-99	\$5.1	\$0.7	\$3.8	\$4.8	\$2.5	\$5.3	\$4.6**	-	\$26.8**	282	\$53
FY 1999-00	\$6.7	\$0.7	\$3.8	\$4.6	\$2.7	\$2.7	\$4.5	\$3.0	\$28.7	298	\$56
FY 2000-01	\$6.2	\$0.7	\$3.5	\$4.9	\$2.7	\$2.5	\$4.4	\$3.1	\$28.0	302	\$53
FY 2001-02	\$6.4	\$0.7	\$3.4	\$4.7	\$2.7	\$2.5	\$4.7	\$3.3	\$28.4	297	\$53
change over last 5 years:	+25%	+17%	-13%	+12%	+4%	-40%	+18%	-	+15%	+16%	+10%
change over last 10 years:	+121%	+17%	+162%	+15%	+13%	-11%	+161%	-	+79%	+70%	+47%

* includes General Fund overhead

** Includes amounts for land use reviews previously budgeted in the Bureau of Planning

WORKLOAD

Although BDS issued more total building permits last year than 5 years ago, workload has declined in most program areas. The number of commercial building permits dropped 17 percent, building inspections declined 5 percent, and land-use cases declined 20 percent. Workload declines may reflect the regional economic downturn.

The total number of inspections for neighborhood nuisances increased by 5 percent over the past 5 years, while the number of housing/derelict building inspections decreased by 24 percent. The latter decrease may reflect a general improvement in the City's built environment, and is at least partly a result of successful BDS monitoring and enforcement efforts.

	Building permits *		Trade** permits	Building inspections		Land use cases received	Zoning plan checks	Neighborhood inspections		Number of Enforcement cases to Hearings Officer
	Comm.	Res.		Comm.	Res.			Nuisance	Housing/ derelict bldg.	
FY 1997-98	4,089	4,153	45,153	79,980	95,773	1,171	5,148	16,555	10,086	153
FY 1998-99	3,746	4,128	44,594	87,470	90,000	1,058	5,230	16,815	9,557	82
FY 1999-00	3,628	4,390	39,973	92,076	87,894	894	5,161	13,270	8,075	55
FY 2000-01	3,524	5,304	33,529	89,959	86,255	879	5,041	18,103	7,413	28
FY 2001-02	3,394	5,676	32,878	75,858	90,917	935	4,996	17,463	7,702	40 ***
change over last 5 years:	-17%	+37%	-27%	-5%	-5%	-20%	-3%	+5%	-24%	-74% ***
change over last 10 years:	+5%	+66%	-	-	-	-	-	-17%	-28%	-90% ***

* New construction, alterations, additions, and demolitions

** Electrical, mechanical, plumbing and sign permits

*** Estimate

RESULTS BDS has made progress during the past year to clarify its mission and goal statements, identify performance indicators, and collect reliable data to track progress. However, more effort is needed to ensure BDS collects and reports more complete and reliable information on its performance.

The following results indicators include several revisions and updates based on our 2002 audit of BDS program activities. Cost recovery measures and customer satisfaction information are new indicators we are providing for BDS consideration.

As shown below, while building plan first reviews are completed much slower than established targets, almost 100 percent of all inspections are completed within 24 hours of request. While almost two-thirds of all building permits are issued within 15 working days, close to the target of 70 percent, issuance for new residential and commercial buildings takes longer.

	% residential building permit plans reviewed in 15/20* working days or less		% commercial building permit plans reviewed in 20 working days or less		Building permits issued in 15 days or less	Inspections within 24 hours	
	BDS reviews	All reviews**	BDS reviews	All reviews		Commercial	Residential
FY 1997-98	-	-	-	-	-	96%	94%
FY 1998-99	-	-	-	-	-	97%	97%
FY 1999-00	-	-	-	-	-	98%	98%
FY 2000-01	87%	69%	73%	59%	66%	93%	97%
FY 2001-02	85%	63%	73%	55%	64%	95%	99%
GOAL	90%	90%	90%	90%	70%	97%	98%
change over last 5 years:	-	-	-	-	-	-1%	+5%
change over last 10 years:					-	0%	+4%

* 20 working days for new construction plans; 15 working days for all other plans

** Including reviews by other City bureaus (Transportation, BES, Water, Parks and Fire)

The five-year decline in the number of nuisance properties cleaned-up and housing units brought up to code may be a result of fewer public complaints received and improved neighborhood and housing conditions.

The first year of a survey of applicants for building permits and land-use approvals shows that about half of all applicants rate BDS timeliness as “good” or “very good.” A higher percentage of applicants are satisfied with the helpfulness of BDS staff, particularly in the land-use review area.

	Nuisance properties cleaned up	Housing units brought up to code	Customer survey*				% of program costs recovered through fees and charges	
			% rating timeliness “good” or “very good”		% satisfied with staff helpfulness		Building permits	Land use
			Building permit review**	Land use review	Building permit review	Land use review		
FY 1997-98	6,539	2,409	-	-	-	-	102%	-
FY 1998-99	6,373	2,225	-	-	-	-	90%	-
FY 1999-00	4,276	1,722	-	-	-	-	80%	60%
FY 2000-01	5,877	2,008	-	-	-	-	100%	63%
FY 2001-02	4,974	1,513	55%	46%	67%	75%	103%	57%
GOAL			-	-	-	-	-	-
change over last 5 years:	-24%	-37%	-	-	-	-	+1%	-
change over last 10 years:	-	+89%	-	-	-	-	+4%	-

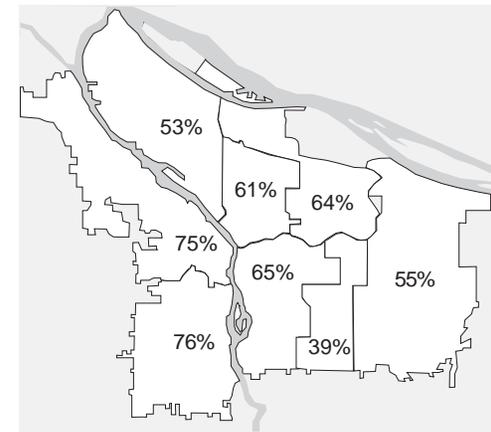
* 2002 Survey of applicants administered by the Audit Services Division

** Includes permits issued over-the-counter and “taken-in”

The 2002 Citizen Survey of households in all City neighborhoods shows that about six of every 10 respondent households rate neighborhood housing physical conditions as “good” or “very good,” while only one of every 10 households rates conditions as “bad” or “very bad.” However perceptions of physical condition vary significantly by neighborhood. Only 39 percent of residents in the Outer Southeast neighborhood rate conditions “good” or “very good,” while over 76 percent of Southwest residents rate conditions “good” or “very good.”

The overall rating of the quality of housing and nuisance inspections is less satisfactory. Only about three of every 10 respondent households (29 percent) feel such inspection quality is “good” or “very good;” one in four (26 percent) feels inspection quality is “bad” or “very bad.”

FIGURE 49 RESIDENTS RATING PHYSICAL CONDITION OF NEIGHBORHOOD HOUSING “GOOD” OR “VERY GOOD”



SOURCE: Auditor's Office 2002 Citizen Survey

CITIZEN SURVEY	OVERALL rating of housing & nuisance inspections			Rating of physical condition of housing in neighborhood		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
	1998	33%	48%	21%	66%	27%
1999	33%	45%	22%	66%	26%	8%
2000	31%	46%	23%	65%	27%	8%
2001	31%	44%	25%	63%	27%	10%
2002	29%	45%	26%	61%	30%	9%
change over last 5 years:	-4%	-3%	+5%	-5%	+3%	+2%
change over last 10 years:	-	-	-	-	-	-

CHAPTER 8 HOUSING AND COMMUNITY DEVELOPMENT

SERVICE MISSION

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

BHCD's mission is to:

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

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

PDC's Housing mission is to:

- contribute to Portland's livability by facilitating the development of housing opportunities for residents of all income levels.

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

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

SPENDING AND STAFFING

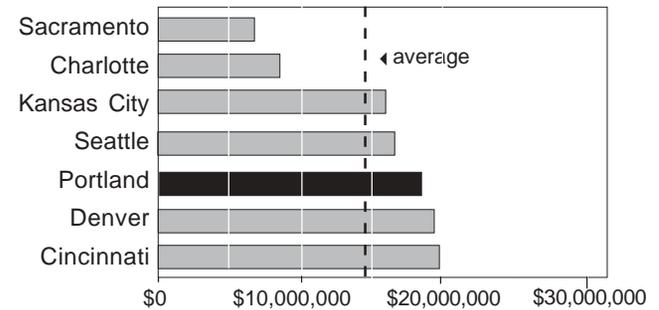
Total spending on housing and community development increased over the last five years:

- total spending per capita increased 43 percent
- the greatest increases in spending were in housing and homeless programs
- BHCD and PDC housing staff both increased significantly

Despite an overall increase in expenditures over the last five years, BHCD's spending on youth and several of its other smaller community development programs decreased.

Revenues from the general fund, federal grants, and tax increment financing have varied. In FY 2001-02, TIF revenues contributed the greatest amount to housing projects, and have increased 373 percent over the last five years.

FIGURE 50 CDBG EXPENDITURES: PORTLAND AND SIX OTHER CITIES



SOURCE: HUD Consolidated Annual Performance Reports, most recent program year.

Portland's spending of federal Community Development Block Grant (CDBG) funds is greater than the average of the six comparison cities.

	Expenditures (in millions/constant '01-02 dollars)				Revenues (in millions/constant '01-02 dollars)				Staffing (FTEs)		TOTAL spending per capita
	Housing *	Homeless	Youth	Other **	Grants	Gen. Fund	TIF***	Other	BHCD	PDC Housing	
FY 1997-98	\$30.7	\$3.5	\$2.4	\$6.1	\$19.2	\$10.4	\$4.8	\$7.5	17	29	\$84
FY 1998-99	\$50.6	\$3.8	\$2.3	\$6.3	\$29.6	\$11.6	\$23.0	\$4.9	18	32	\$124
FY 1999-00	\$39.7	\$5.2	\$2.2	\$7.7	\$28.9	\$12.2	\$6.7	\$5.9	18	32	\$107
FY 2000-01	\$50.9	\$5.6	\$1.5	\$6.0	\$19.2	\$13.6	\$15.4	\$10.0	21	33	\$120
FY 2001-02	\$51.8	\$5.6	\$1.7	\$5.0	\$17.6	\$15.3	\$22.7	\$10.9	24	39	\$120

change over last 5 years:

+69%	+60%	-29%	-18%	-8%	+47%	+373%	+45%	+41%	+34%	+43%
------	------	------	------	-----	------	-------	------	------	------	------

change over last 10 years:

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

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

*** TIF = tax increment financing for housing projects

A large portion of spending for housing programs is disbursed as low-interest loans and grants that finance the production, preservation, and rehabilitation of low-income rental housing. In FY 2001-02, the PDC and BHCD awarded about \$19 million to support rental units for low-to-moderate income households. This accounts for the great majority of City housing expenditures. In comparison, \$2.6 million was spent on low-income owner-occupied housing, and \$4.4 million went towards housing affordable to middle-income households.

The City also supports the rehabilitation and development of rental units and single family homes by granting tax exemptions to properties that meet specified criteria. Tax exemptions have

FIGURE 51 TAX EXEMPTIONS GRANTED (constant '01-02 dollars)

	General Fund revenue foregone	No. of units
FY 1997-98	\$1,475,824	5,844
FY 1998-99	\$1,575,064	6,056
FY 1999-00	\$1,987,114	7,484
FY 2000-01	\$2,481,151	8,328
FY 2001-02	\$2,925,026	10,148

SOURCE: Multnomah County Assessment and Taxation

increased steadily over the past five years. In FY 2001-02, over 10,000 units were receiving tax exemptions – representing \$2.9 million in foregone City property tax revenue.

CITY HOUSING LOANS AND GRANTS AWARDED *
(in millions/constant '01-02 dollars)

	Housing affordable to low-to-moderate income households **			Housing affordable to middle+ income households		
	Owner	Rental	Total	Owner	Rental	Total
FY 1997-98	\$2.5	\$12.6	\$15.1	\$0.0	\$0.0	\$0.0
FY 1998-99	\$3.6	\$25.0	\$28.6	\$0.0	\$3.9	\$3.9
FY 1999-00	\$2.9	\$15.2	\$18.1	\$0.0	\$0.7	\$0.7
FY 2000-01	\$3.4	\$14.9	\$18.3	\$0.1	\$0.5	\$0.6
FY 2001-02	\$2.6	\$19.2	\$21.8	\$0.7	\$3.7	\$4.4
change over last 5 years:	+4%	+52%	+44%	--	-	-
change over last 10 years:	-	-	-	-	-	-

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

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

WORKLOAD

Supporting the production and preservation of units that are affordable to low-to-moderate income households is the primary goal of City housing programs. In the past five years the City awarded loans and grants that supported about 4,750 units that are affordable to low-to-moderate income households.

Census data from previous years demonstrate the mismatch between the number of low-income households and the number of rental units affordable to these households. However, because the Census Bureau has not yet released recent data, the trend in the low-income housing need cannot be determined.

Developing market-rate housing to keep pace with the City's growing population is also a concern of the City. In the past five years, PDC supported the construction of about 1,200 units for middle-income households.

BHCD funded 1,461 small-scale homeowner rehabilitation projects for low-income households, 15 percent less than five years ago. These projects help preserve housing affordability by fixing problems before they become costly rehabilitation projects owners cannot afford.

	LOW-INCOME HOUSING NEED*		UNITS IN CITY-SUBSIDIZED PROJECTS**				Small scale homeowner repair projects
	Low-income households	Affordable units	Housing units affordable to low-to-moderate income		Housing units affordable to middle+ income		
			Owner	Rental	Owner	Rental	
FY 1997-98	40,475	19,575	190	633	0	303	1,722
FY 1998-99	37,150	18,950	226	1,322	2	300	2,027
FY 1999-00	<i>not avail.</i>	<i>not avail.</i>	186	703	1	93	1,925
FY 2000-01	<i>not avail.</i>	<i>not avail.</i>	234	596	5	34	1,417
FY 2001-02	<i>not avail.</i>	<i>not avail.</i>	142	524	17	488	1,461

change over last 5 years:

-	-	-25%	-17%	-	+61%	-15%
---	---	------	------	---	------	------

change over last 10 years:

-	-	-	-	-	-	-
---	---	---	---	---	---	---

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

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

Over the past five years, shelter counts indicate that over 2,000 homeless individuals seek shelter each night. The City also funds an additional shelter for singles. The average number of single homeless served in Winter increased from 322 in FY 1997-98 to 364 in FY 2001-02 (+13 percent).

In addition, BHCD funds Youth Employment and Involvement programs that work to place youth in jobs or school. During FY 2001-02, nearly 8,600 single adults and over 1,100 youths were served by City-funded homeless and youth programs.

	Total number of homeless seeking shelter on one night	Average nightly number of homeless in City-funded singles shelters		Number of persons served annually in City-funded programs	
		Winter months*	Other months	Homeless singles	Youths
FY 1997-98	2,489	322	-	-	-
FY 1998-99	2,602	329	287	-	-
FY 1999-00	2,093	310	255	5,852	2,018
FY 2000-01	2,086	330	261	6,977	1,117
FY 2001-02	2,500	364	291	8,592	1,142
change over last 5 years:	0%	+13%	-	-	-
change over last 10 years:	-	-	-	-	-

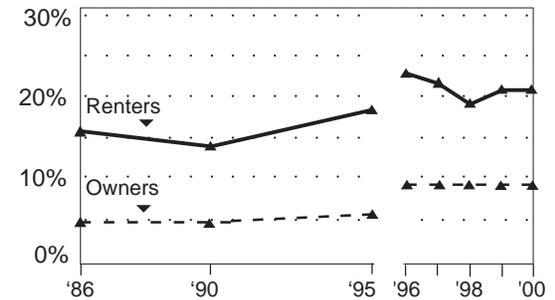
* Winter months are January through March

RESULTS

The intended outcome of the City's housing efforts is an adequate supply of affordable housing. The number of housing units in the City continues to grow towards meeting the goal of attaining about 281,000 housing units by year 2017. The 2000 Census counted approximately 237,300 housing units in Portland.

Current Census data on housing cost burdens for Portland households are not yet available. Data from previous years show that the percentage of homeowners with a severe housing cost burden has remained at 9 percent, while the percentage of renters with a severe cost burden has decreased slightly to about 21 percent. Almost twice as many renters as owners have severe housing cost burdens.

FIGURE 52 PERCENT OF PORTLAND HOUSEHOLDS WITH SEVERE HOUSING COST BURDEN



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

	Housing inventory in City *				Portland households with severe housing cost burden **			
	Owner	Rental	Vacant	Total	Owners		Renters	
					Number	Percent	Number	Percent
1997	120,747	97,038	9,571	227,356	10,522	9%	20,642	22%
1998	123,727	97,884	9,105	230,716	9,848	9%	18,202	19%
1999	125,042	94,354	13,913	233,309	10,580	9%	19,378	21%
2000	124,767	98,970	13,570	237,307	not avail.	9%***	not avail.	21%***
2001	not avail.	not avail.	not avail.	not avail.	not avail.	not avail.	not avail.	not avail.
2017 GOAL				280,528				
change over last 5 years:	-	-	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-

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

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

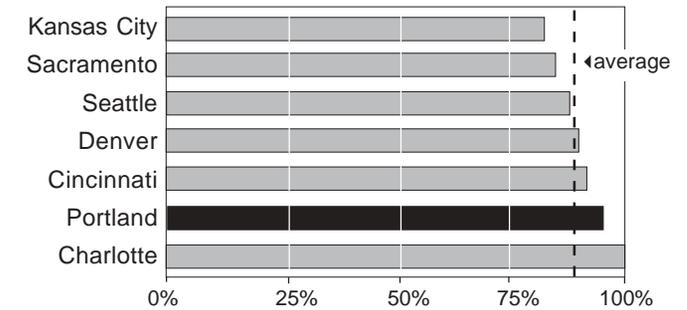
*** not available for Portland only; Multnomah County percentages.

BHCD provides support for a wide variety of services for the homeless. A major goal is finding stable housing for homeless single adults. During FY 2001-02, the bureau estimates that City-assisted programs placed almost 1,900 homeless single adults in more stable housing.

BHCD also funds programs which serve youth. Over the past five years, the number of youth reported by BHCD as being served dropped due to a redefinition of the term “served” in FY 2000-01. As a result, the overall number of youth placed and retained also decreased.

BHCD’s administrative costs continue to stay below the 10 percent guideline.

FIGURE 53 PERCENT OF CDBG FUNDS SPENT TO BENEFIT LOW-TO-MODERATE-INCOME PERSONS: PORTLAND AND SIX OTHER CITIES



SOURCE: Audit Services survey of other cities

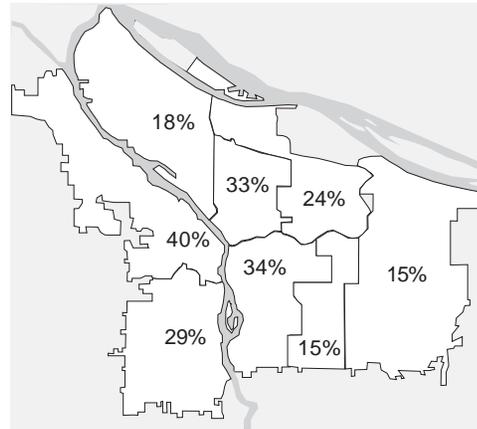
Among the six comparison cities, Portland is the second highest in the spending of CDBG program funds that serve low-to-moderate-income persons.

	Homeless single adults placed in permanent or more stable housing *		Selected youth program results				BHCD percent of expenditures on administration
			Placed in job or school **		Retained 30+ days in job or school		
	Number	% of total served	Number	% of total served	Number	% of total placed	
FY 1997-98	-	-	1,066	78%	-	-	7.7%
FY 1998-99	1,030	33%	1,185	66%	-	-	6.6%
FY 1999-00	1,302	38%	1,018	61%	418	43%	7.4%
FY 2000-01	1,900	32%	549	57%	280	54%	5.6%
FY 2001-02	1,871	28%	634	65%	313	54%	7.2%
GOAL				75%		64%	<10%
change over last 5 years:	-	-	-41%	-13%	-	-	-0.5%
change over last 10 years:	-	-	-	-	-	-	-

* City-funded programs; includes rent assistance to persons about to lose housing; includes childless couples

** post-secondary education

FIGURE 54 RESIDENTS RATING NEIGHBORHOOD HOUSING AFFORDABILITY “BAD” OR “VERY BAD”



SOURCE: Auditor's Office 2002 Citizen Survey

Citywide ratings of neighborhood housing affordability have remained fairly constant over the last five years. About one quarter of all residents rate housing affordability as “bad” or “very bad.”

Despite improved ratings of housing affordability ratings among residents in Northwest/Downtown over the past five years, these residents still rate affordability the worst. Inner Northeast and Southeast affordability ratings are also low, and have gotten worse over the past five years. However, residents in three neighborhoods – North, Outer Southeast, and East – continue to rate housing affordability favorably.

CITIZEN SURVEY	Rating of neighborhood housing affordability		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1998	46%	28%	26%
1999	48%	27%	25%
2000	45%	31%	24%
2001	44%	30%	26%
2002	44%	30%	26%
GOAL			
change over last 5 years:	-2%	+2%	0%
change over last 10 years:	-	-	-

CHAPTER 9 PLANNING

SERVICE MISSION

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

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

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

The reorganized programs are:

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

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

SPENDING AND STAFFING

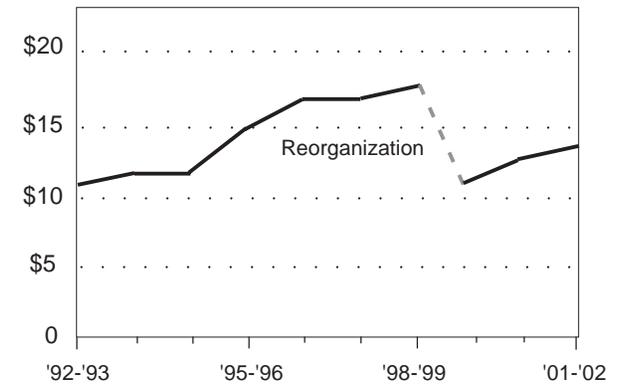
The Bureau of Planning expenditures in FY 2001-02 were 14 percent lower than five years ago. However, total spending has increased \$2.0 million over the past two years after development review activities were reassigned to the Bureau of Development Services.

Five year trends for the Bureau show:

- expenditures for activities related only to planning have increased 150 percent
- environmental planning is the largest spending area
- a significant decrease in administrative costs – 35 percent

Total per capita spending, despite bureau reorganization three years ago, is higher than a

FIGURE 55 PLANNING SPENDING PER CAPITA: PORTLAND 10-YEAR TREND



SOURCE: City of Portland Adopted Budgets

decade ago. The Bureau's increasing spending is due to significant expenditures in area, neighborhood, and environmental planning projects over the last two years.

Expenditures (in millions/constant '01-02 dollars)

	City population	Planning						TOTAL	Staffing	TOTAL spending per capita
		Admin.	Devel. review	Area/ neighborhood	Environ- mental	Other*	Sub- total			
FY 1997-98	508,500	\$2.3	\$4.0	-	-	-	\$2.4	\$8.7	103	\$17
FY 1998-99	509,610	\$1.9	\$4.6	-	-	-	\$2.8	\$9.3	106	\$18
FY 1999-00	512,395	\$2.6	-	-	-	-	\$2.9	\$5.5	57	\$11
FY 2000-01	531,600	\$1.6	-	\$1.7	\$2.2	\$1.4	\$5.3	\$6.9	65	\$13
FY 2001-02	536,240	\$1.5	-	\$2.2	\$2.5	\$1.3	\$6.0	\$7.5	70	\$14
change over last 5 years:	+5%	-35%					+150%	-14%	-32%	-18%
change over last 10 years:	+17%	-					-	47%	+9%	+27%

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

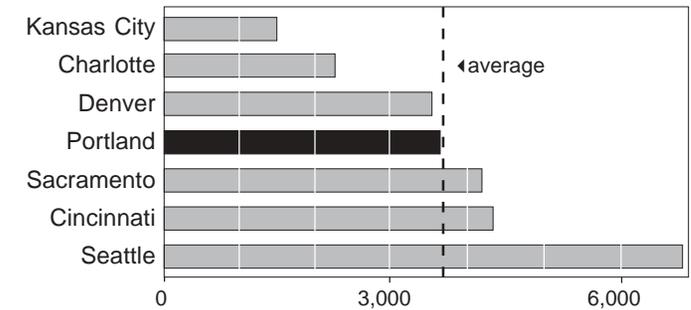
WORKLOAD

The Bureau of Planning is responsible for developing plans that accommodate varying needs, and for providing a process for citizen input as it develops planning recommendations. The Bureau administers regulations from 17 legislative mandates that relate to development and land use.

The Bureau worked on 31 projects last year. The majority of these projects related to community planning, such as the Midtown Blocks Planning Study and the Marquam Hill Plan. The Bureau also worked on four projects which result in city-wide changes, such as the Land Division Code rewrite.

One of the Bureau's mandates is the *Statewide Planning Goals*, which requires public notice and participation in land-use and planning decisions. In FY 2001-02, the Bureau made almost 68,000 citizen contacts and held over 100 public meetings.

FIGURE 56 CITY POPULATION DENSITY: PORTLAND AND SIX OTHER CITIES



SOURCE: "Density" = people per square mile in city limits, 2001; Square miles from individual city financial reports, populations from Audit Services population survey

Portland's population density, at about 3,800 persons per square mile, is just above the average of six comparison cities.

	Number of planning projects *				Number of legislative mandates				Number of public meetings		Citizens contacted with public hearing notices**	
	Com-munity	Environ-mental	Comprehensive planning	Evalu-ations	Federal	State	Regional	City	City-wide	Local	City-wide	Local
FY 1997-98	-	-	-	-	-	-	-	-	-	-	-	-
FY 1998-99	-	-	-	-	-	-	-	-	-	-	-	-
FY 1999-00	15	4	9	3	3	4	1	6	52	212	4,711	16,058
FY 2000-01	19	3	7	2	2	4	1	7	26	79	7,296	18,691
FY 2001-02	23	3	4	1	3	4	1	9	27	101	21,681	46,282

change over last 5 years: - - - - -
 change over last 10 years: - - - - -

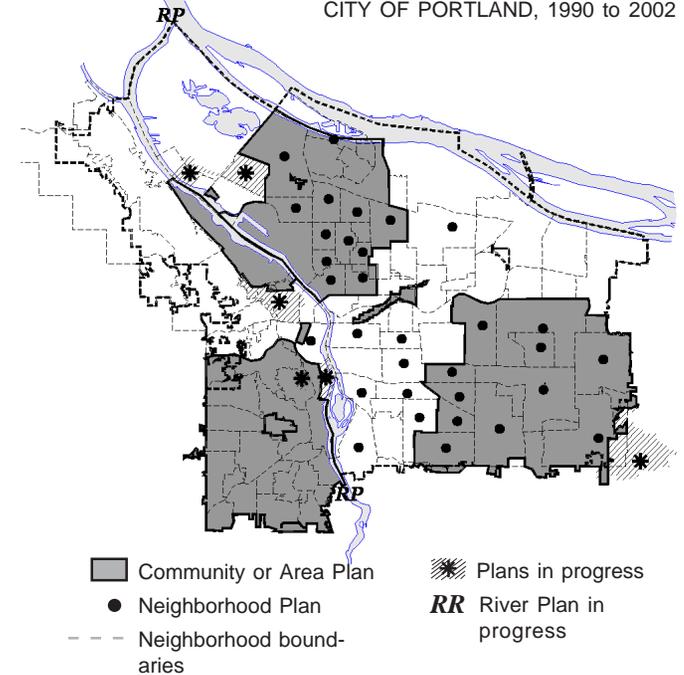
* "Community" includes local planning projects, such as those in Downtown Portland, St. Johns, and Pleasant Valley.
 "Environmental" includes programs related to the Endangered Species Act and Portland's streams.
 "Comprehensive planning" includes city-wide zoning changes and large-scale visioning projects, like the Willamette River Plan.
 "Evaluations" includes projects that assess the outcome of adopted plans or code changes.
 ** Contacts include multiple contacts to the same citizens and groups.

RESULTS

A key result for the Planning Bureau is the development of plans that provide strategies for creating livable communities. These plans merge government requirements with citizens' preferences to achieve plans adapted to local community needs and existing conditions. The adopted plans provide City bureaus with guidelines on how to implement various elements of the City Comprehensive Plan — such as increasing affordable housing and employment opportunities, providing transportation alternatives, accommodating population growth, preserving neighborhood character and green spaces, and providing for recreational and commercial land uses.

Over the past twelve years the Planning Bureau developed 41 Area, Neighborhood and Community plans that were adopted by City Council. Last year, City Council adopted four plans.

FIGURE 57 AREA, NEIGHBORHOOD AND COMMUNITY PLANS: CITY OF PORTLAND, 1990 to 2002



SOURCE: Bureau of Planning Geographic Information System

Number of plans* adopted by City Council

	Area	Neighborhood	Community
FY 1997-98	0	1	0
FY 1998-99	0	1	0
FY 1999-00	1	0	0
FY 2000-01	1	0	0
FY 2001-02	3	0	1

change over last 5 years:

-	-	-
---	---	---

change over last 10 years:

-	-	-
---	---	---

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

"Neighborhood" plans cover one or more neighborhoods.

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

Although five year trends show a decline in the number of new housing units permitted in the 4-county region and in the City of Portland, Portland continues to attain an adequate share of these housing units. Over the past five years, over 30 percent of the houses built inside the Urban Growth Boundary have been within the City. This percentage exceeds the long-term goal of 20 percent.

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

FIGURE 58 REGIONAL POPULATION GROWTH INSIDE CITY: PORTLAND AND SIX OTHER CITIES (1990-2000)

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

(a) Portland region includes Clark County, WA.

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

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

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

	In City	In total U.G.B.*	% of U.G.B. total in City	In 4-county region**	% of 4-county total in City
FY 1997-98	3,535	11,388	31%	16,184	22%
FY 1998-99	3,690	11,738	31%	15,348	24%
FY 1999-00	2,486	7,500 est.	33%	11,713 est.	21%
FY 2000-01	2,477	4,746 est.	52%	10,087 est.	25%
FY 2001-02	2,843	7,243 est.	39%	14,526 est.	20%
GOAL			20% (in 20 years)		
change over last 5 years:	-20%	-36%	+8%	-10%	-2%
change over last 10 years:	-	-	-	-	-

* Urban Growth Boundary

** includes Clark County

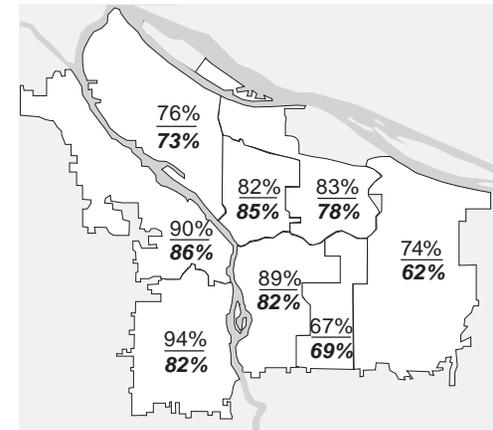
Overall ratings of City and neighborhood livability have remained consistent over the past five years.

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

Livability ratings vary by neighborhood. This year, all neighborhoods except North Portland and Southwest reported a decrease in both City and neighborhood livability. Citywide livability ratings in East Portland declined from 70 percent to 62 percent.

Despite high livability ratings, citizens continue to rate land-use planning and housing development relatively low. Over the past five years, about 40 percent of citizens have rated land-use

FIGURE 59 RESIDENTS RATING LIVABILITY IN NEIGHBORHOOD AND CITY AS A WHOLE "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 2002 Citizen Survey

planning “good” or “very good”. Satisfaction with housing development increased to thirty-seven percent “good” or “very good”.

CITIZEN SURVEY	OVERALL rating: livability of City as a whole			OVERALL rating: neighborhood livability			OVERALL rating: housing development			OVERALL rating: land-use planning		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
	1998	79%	16%	5%	84%	12%	4%	33%	46%	21%	40%	35%
1999	78%	17%	5%	83%	13%	4%	34%	43%	23%	38%	36%	26%
2000	80%	16%	4%	84%	12%	4%	37%	43%	20%	41%	36%	23%
2001	79%	16%	5%	82%	13%	5%	39%	42%	19%	44%	34%	22%
2002	77%	17%	6%	82%	13%	5%	37%	42%	21%	41%	33%	26%
change over last 5 years:	-2%	+1%	+1%	-2%	+1%	+1%	+4%	-4%	0%	+1%	-2%	+1%
change over last 10 years:	-	-	-	+5%	-4%	-1%	-	-	-	-	-	-

Over the past five years, citywide citizen ratings of access to shopping, bus service and parks have remained consistent. “Good” or “very good” ratings of shopping access, at 74 percent, trail behind walking distance to bus a stop (88 percent), and closeness to parks or open spaces (80 percent).

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

Similar to this year’s livability ratings, citizens in East Portland showed decreased satisfaction with access to shopping and services.

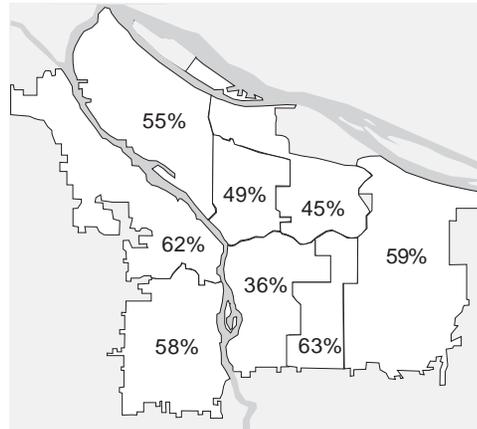
FIGURE 60 RESIDENTS RATING NEIGHBORHOOD ACCESS “GOOD” OR “VERY GOOD”

	Access to shopping	Distance to bus	Closeness to park
Southwest	72%	77%	80%
NW/Downtown	82%	90%	89%
North	58%	89%	81%
Inner NE	78%	93%	80%
Central NE	73%	87%	78%
Inner SE	81%	94%	87%
Outer SE	74%	88%	73%
East	73%	79%	67%
CITYWIDE Average	74%	88%	80%

SOURCE: Auditor’s Office 2002 Citizen Survey

CITIZEN SURVEY	Rating of neighborhood: access to shopping and services			Rating of neighborhood: walking distance to bus stop			Rating of neighborhood: closeness of parks or open spaces		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1998	75%	16%	9%	88%	8%	4%	79%	15%	6%
1999	74%	17%	9%	86%	8%	6%	80%	16%	4%
2000	72%	18%	10%	87%	8%	5%	79%	16%	5%
2001	75%	17%	8%	88%	7%	5%	80%	14%	6%
2002	74%	18%	8%	88%	7%	5%	80%	14%	6%
change over last 5 years:	-1%	+2%	-1%	0%	-1%	+1%	+1%	-1%	0%
change over last 10 years:	-	-	-	-	-	-	-	-	-

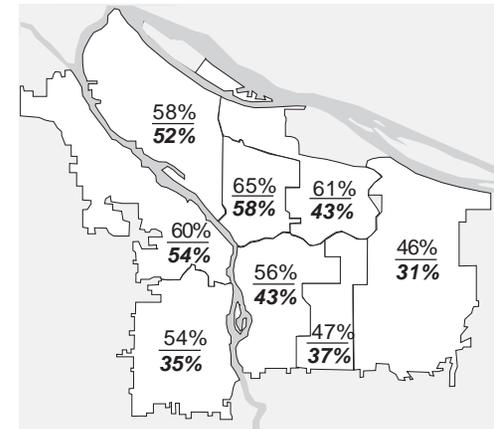
FIGURE 61 PERCENT OF RESIDENTS CITING NEW RESIDENTIAL DEVELOPMENT IN NEIGHBORHOOD IN LAST YEAR



SOURCE: Auditor's Office 2002 Citizen Survey

Citywide, citizens are reporting less residential development and are more satisfied with the residential development that is occurring.

FIGURE 62 PERCENT RATING RESIDENTIAL DEVELOPMENT ATTRACTIVENESS/IMPROVING NEIGHBORHOOD "GOOD" OR "VERY GOOD"

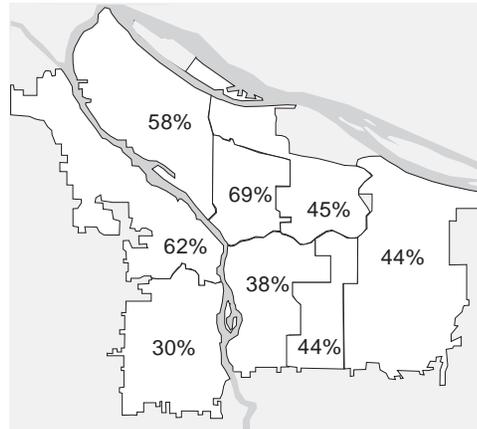


SOURCE: Auditor's Office 2002 Citizen Survey

Compared to last year, residents in Outer South-east Portland reported the largest increase in new residential development (11 percent).

CITIZEN SURVEY	Any new residential development in neighborhood in last year?		Attractiveness of neighborhood residential development			Impact of residential development in improving the neighborhood		
	YES	NO	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1998	58%	42%	52%	32%	16%	39%	37%	24%
1999	59%	41%	48%	30%	22%	37%	35%	28%
2000	52%	48%	51%	31%	18%	39%	37%	24%
2001	51%	49%	54%	29%	17%	44%	34%	22%
2002	53%	47%	55%	26%	19%	43%	34%	23%
change over last 5 years:	-5%	+5%	+3%	-6%	+3%	+4%	-3%	-1%
change over last 10 years:	-	-	-	-	-	-	-	-

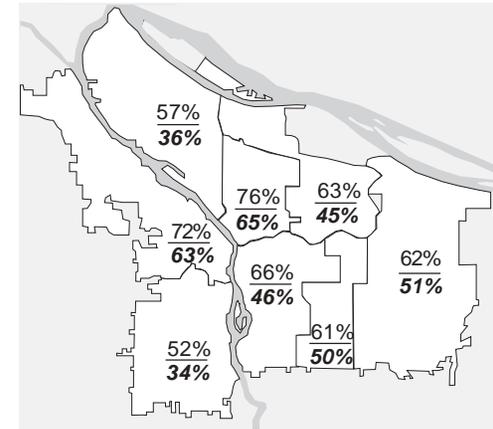
FIGURE 63 PERCENT OF RESIDENTS CITING NEW COMMERCIAL DEVELOPMENT IN NEIGHBORHOOD IN LAST YEAR



SOURCE: Auditor's Office 2002 Citizen Survey

Citywide, reporting of new commercial development rose 4 percent over the past five years. Satisfaction with the attractiveness and impact of this development has also increased.

FIGURE 64 PERCENT RATING COMMERCIAL DEVELOPMENT ATTRACTIVENESS/IMPROVING ACCESS TO SERVICES "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 2002 Citizen Survey

Citizens in Downtown/Northwest and Inner Northeast Portland are most satisfied with the attractiveness and improved access to services brought by new commercial development.

CITIZEN SURVEY	Any new commercial development in neighborhood in last year?		Impact of commercial development on attractiveness			Impact of commercial development in improving access to services		
	YES	NO	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1998	44%	56%	57%	28%	15%	42%	42%	16%
1999	48%	52%	52%	31%	17%	42%	40%	18%
2000	48%	52%	58%	29%	13%	43%	42%	15%
2001	49%	51%	62%	26%	12%	48%	38%	14%
2002	48%	52%	65%	23%	12%	50%	38%	12%
change over last 5 years:	+4%	-4%	+8%	-5%	-3%	+8%	-4%	-4%
change over last 10 years:	-	-	-	-	-	-	-	-

APPENDICES

Appendix A 2002 Citizen Survey Results

In 2002, the annual Citizen Survey was conducted for the twelfth year. The questions correspond to the goals of the nine Portland bureaus covered in this report, and the results are intended to indicate how well goals were met. This year the City of Gresham chose not to participate.

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

We mailed approximately 13,800 surveys to City residents, in September 2002. A reminder was mailed in October. At the time we wrote this report, 5,390 surveys were returned; 5,364 were from City of Portland residents, for a City response rate of 39 percent.

Reliability of survey

For the City-wide survey sample size of 5,364, the survey accuracy (at the conventional 95% confidence level) is $\pm 1.3\%$. For the smaller sub-samples in each neighborhood, the survey accuracy is $\pm 4\%$.

Representativeness of respondents

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

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

Follow-up on non-respondents

In prior years we conducted a follow-up telephone survey of 400 non-respondents to address possible bias in the results caused by major attitude differ-

ences between those who returned the survey and those who did not. We asked nine questions from the mailed survey, as well as the demographic questions, and a general question on why the survey was not returned. We concluded from our analysis that there were no major differences between our sample and those who did not respond.

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

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

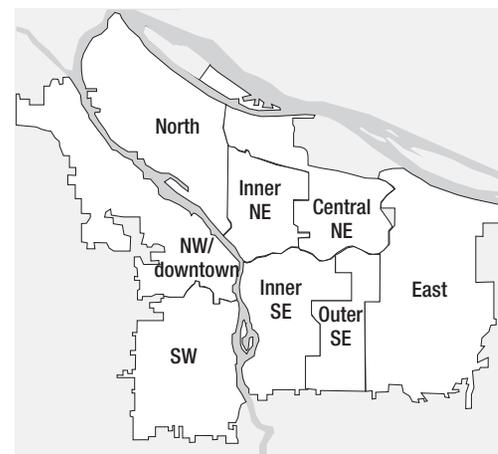
Common reasons given for *not* returning the survey were “lack of interest” and “too busy”.

Neighborhoods

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

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

CITY OF PORTLAND NEIGHBORHOOD COALITIONS



Results

The survey questions and results for City respondents follow. A percentage is given for the responses to each question, both for the City as a whole and for each neighborhood separately. In addition, the City-wide total percentages from the last nine years' surveys are included.

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

2002 CITIZEN SURVEY

	2002									Prior Year CITY TOTALS								
	NW/ Downtown		N	NE		SE		E	CITY TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993
	SW			Inner	Central	Inner	Outer											
1 How safe would you feel walking alone <i>during the day</i> .																		
• in your neighborhood?																		
Very safe	66%	58%	39%	41%	44%	57%	26%	34%	47%	49%	48%	46%	48%	43%	39%	38%	36%	34%
Safe	29%	35%	46%	45%	45%	35%	54%	47%	41%	39%	40%	42%	40%	43%	44%	46%	45%	46%
Neither safe nor unsafe	3%	5%	12%	11%	8%	6%	14%	15%	9%	9%	9%	9%	8%	10%	12%	12%	13%	14%
Unsafe	1%	1%	2%	2%	2%	1%	5%	3%	2%	2%	3%	2%	3%	3%	4%	3%	5%	5%
Very unsafe	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%
	(779)	(577)	(640)	(688)	(614)	(768)	(633)	(593)	(5,292)	(4,808)	(3,687)	(3,589)	(3,781)	(4,115)	(4,139)	(4,296)	(3,882)	(4,544)
• in the park closest to you?																		
Very safe	43%	39%	26%	26%	29%	37%	19%	18%	30%	33%	30%	29%	31%	25%	23%	23%	21%	18%
Safe	40%	40%	45%	45%	46%	43%	49%	45%	44%	43%	45%	45%	43%	44%	45%	44%	41%	42%
Neither safe nor unsafe	12%	16%	17%	20%	18%	14%	19%	24%	17%	16%	16%	18%	17%	20%	19%	20%	22%	22%
Unsafe	4%	4%	9%	7%	6%	5%	10%	10%	7%	7%	7%	7%	7%	8%	10%	10%	13%	14%
Very Unsafe	1%	1%	3%	2%	1%	1%	3%	3%	2%	1%	2%	1%	2%	3%	3%	3%	3%	4%
	(749)	(561)	(608)	(668)	(587)	(751)	(597)	(547)	(5,068)	(4,545)	(3,492)	(3,423)	(3,613)	(3,903)	(4,067)	(3,686)	(4,290)	(3,807)
• downtown?																		
Very safe	30%	37%	23%	30%	24%	31%	17%	11%	26%	29%	27%	24%	26%	20%	19%	19%	17%	13%
Safe	43%	48%	44%	47%	46%	45%	39%	41%	44%	43%	43%	46%	45%	44%	44%	44%	43%	41%
Neither safe nor unsafe	20%	12%	20%	15%	21%	17%	29%	28%	20%	20%	21%	21%	20%	24%	23%	24%	24%	27%
Unsafe	6%	2%	10%	6%	7%	6%	9%	13%	7%	6%	7%	7%	7%	9%	10%	9%	12%	14%
Very unsafe	1%	1%	3%	2%	2%	1%	6%	7%	3%	2%	2%	2%	2%	3%	4%	4%	4%	5%
	(748)	(559)	(598)	(657)	(578)	(739)	(583)	(545)	(5,007)	(4,519)	(3,437)	(3,406)	(3,606)	(3,892)	(3,920)	(4,022)	(3,661)	(4,268)

Service Efforts and Accomplishments: 2001-02

	2002									Prior Year CITY TOTALS								
	NW/		NE		SE		E	CITY TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993	
	SW	Downtown	N	Inner	Central	Inner												Outer
How safe would you feel walking alone <i>at night</i> :																		
• in your neighborhood?																		
Very safe	30%	20%	11%	10%	11%	17%	7%	8%	15%	16%	14%	14%	14%	11%	12%	10%	9%	
Safe	40%	39%	31%	35%	39%	39%	27%	29%	35%	37%	37%	34%	35%	34%	31%	30%	27%	
Neither safe nor unsafe	18%	23%	25%	23%	24%	23%	27%	23%	23%	22%	22%	24%	24%	24%	23%	24%	26%	
Unsafe	9%	15%	25%	24%	19%	17%	27%	29%	20%	18%	20%	21%	20%	22%	25%	25%	27%	
Very unsafe	3%	3%	8%	8%	7%	4%	12%	11%	7%	7%	7%	7%	9%	9%	11%	13%	15%	
	(760)	(562)	(619)	(672)	(597)	(747)	(611)	(576)	(5,144)	(4,679)	(3,595)	(3,487)	(3,669)	(4,037)	(4,038)	(4,198)	(3,801)	(4,439)
• in the park closest to you?																		
Very safe	8%	7%	4%	4%	3%	7%	2%	3%	5%	5%	4%	4%	0%	3%	4%	3%	3%	2%
Safe	25%	25%	17%	15%	18%	18%	17%	11%	18%	20%	18%	16%	16%	15%	14%	12%	12%	10%
Neither safe nor unsafe	31%	28%	19%	23%	27%	28%	24%	24%	26%	26%	27%	25%	25%	25%	23%	23%	22%	19%
Unsafe	25%	27%	38%	38%	34%	32%	33%	36%	33%	32%	33%	36%	35%	34%	34%	35%	34%	37%
Very unsafe	11%	13%	22%	20%	18%	15%	24%	26%	18%	17%	18%	19%	20%	23%	25%	27%	29%	32%
	(727)	(547)	(597)	(660)	(566)	(724)	(577)	(531)	(4,929)	(4,451)	(3,404)	(3,349)	(3,534)	(3,854)	(3,856)	(4,000)	(3,627)	(4,237)
• downtown?																		
Very safe	4%	8%	3%	7%	4%	6%	2%	2%	5%	5%	4%	4%	4%	3%	3%	3%	2%	2%
Safe	27%	36%	25%	29%	22%	27%	18%	12%	25%	26%	24%	22%	21%	18%	17%	16%	15%	12%
Neither safe nor unsafe	32%	30%	29%	33%	34%	32%	30%	28%	31%	32%	32%	29%	31%	29%	28%	28%	27%	23%
Unsafe	27%	19%	28%	22%	25%	23%	28%	31%	25%	25%	26%	29%	28%	30%	31%	31%	33%	34%
Very unsafe	10%	7%	15%	9%	15%	12%	22%	27%	14%	12%	14%	16%	16%	20%	21%	22%	24%	29%
	(737)	(557)	(591)	(653)	(563)	(735)	(579)	(535)	(4,950)	(4,462)	(3,415)	(3,344)	(3,539)	(3,876)	(3,864)	(4,030)	(3,660)	(4,242)
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 2001)																		
Yes	10%	18%	20%	21%	19%	24%	28%	22%	20%	19%	18%	20%	22%	22%	23%	24%	-	-
No	90%	82%	80%	79%	81%	76%	72%	78%	80%	81%	82%	80%	78%	78%	77%	76%	-	-
	(781)	(569)	(636)	(687)	(615)	(771)	(633)	(592)	(5,284)	(4,799)	(3,665)	(3,597)	(3,785)	(4,098)	(4,127)	(4,299)	-	-
<i>If YES:</i>																		
• No. of times? (TOTAL)	92	145	190	192	171	310	299	212	1,611	1349	991	1,055	1,299	1,575	1,445	1,618	-	-
• What percent were reported to the police? (CALCULATED)	40%	41%	56%	40%	44%	39%	43%	44%	43%	39%	40%	40%	45%	39%	43%	44%	-	-

2002										Prior Year										
										CITY TOTALS										
										2001	2000	1999	1998	1997	1996	1995	1994	1993		
										NW/		NE		SE		CITY				
										SW	Downtown	N	Inner	Central	Inner	Outer	E	TOTAL		
3	Did anyone break into, or burglarize, your home during the last 12 months?																			
	Yes	2%	4%	6%	6%	5%	6%	7%	4%	5%	5%	4%	5%	5%	5%	5%	7%	7%		
	No	98%	96%	94%	94%	95%	94%	93%	96%	95%	95%	96%	95%	96%	95%	95%	93%	93%		
		(784)	(573)	(638)	(689)	(618)	(776)	(637)	(596)	(5,311)	(4,831)	(3,713)	(3,617)	(3,790)	(4,130)	(4,140)	(4,330)	(3,922)	(4,563)	
	<i>If YES:</i>																			
	• Was it reported to the police?																			
	Yes	-	-	-	-	-	-	-	-	73%	57%	56%	66%	70%	71%	71%	70%	77%	73%	
	No	(NUMBER IN INDIVIDUAL NEIGHBORHOODS TOO SMALL TO REPORT)									27%	43%	44%	34%	30%	29%	29%	30%	23%	27%
										(255)	(212)	(158)	(164)	(181)	(175)	(194)	(196)	(265)	(327)	
4	Do you know, or have you heard of, your neighborhood police officer?																			
	Yes	13%	12%	21%	14%	13%	14%	11%	11%	14%	13%	14%	13%	13%	14%	15%	15%	16%	15%	
	No	87%	88%	79%	86%	87%	86%	89%	89%	86%	87%	86%	87%	87%	86%	85%	85%	84%	85%	
		(779)	(575)	(634)	(690)	(615)	(768)	(634)	(592)	(5,287)	(4,809)	(3,687)	(3,606)	(3,803)	(4,129)	(4,083)	(4,307)	(3,896)	(4,537)	
5	How willing are you to help the police improve the quality of life in your neighborhood (for example, go to meetings or make phone calls)?																			
	Very willing	14%	15%	18%	19%	14%	12%	15%	15%	15%	16%	14%	14%	15%	-	17%	14%	16%	18%	
	Willing	42%	37%	40%	45%	44%	45%	45%	45%	43%	43%	41%	47%	45%	-	46%	44%	46%	49%	
	Neither willing nor unwilling	35%	37%	33%	29%	33%	33%	31%	31%	33%	33%	35%	32%	32%	-	30%	33%	30%	26%	
	Unwilling	7%	10%	7%	6%	7%	8%	7%	8%	7%	7%	9%	6%	7%	-	6%	7%	7%	6%	
	Very unwilling	2%	2%	2%	1%	2%	2%	2%	1%	2%	1%	1%	1%	1%	-	1%	2%	1%	1%	
		(740)	(540)	(593)	(648)	(571)	(714)	(591)	(544)	(4,941)	(4,477)	(3,372)	(3,387)	(3,585)	-	(3,788)	(3,939)	(3,561)	(4,207)	
6	Did you use the services of the fire department in the last twelve months?																			
	Yes	8%	9%	9%	7%	8%	8%	7%	9%	8%	7%	7%	7%	7%	-	6%	8%	6%	7%	
	No	92%	91%	91%	93%	92%	92%	93%	91%	92%	93%	93%	93%	93%	-	94%	92%	94%	93%	
		(782)	(577)	(639)	(690)	(617)	(773)	(643)	(595)	(5,316)	(4,830)	(3,727)	(3,625)	(3,817)	-	(4,152)	(4,331)	(3,924)	(4,570)	
	<i>If YES:</i>																			
	• What type of service was it? (the last time, if more than once)																			
	Fire	26%	47%	29%	22%	15%	25%	16%	18%	25%	25%	23%	22%	28%	-	22%	22%	24%	20%	
	Medical	50%	31%	54%	58%	70%	63%	72%	72%	58%	61%	59%	64%	59%	-	60%	65%	62%	58%	
	Other	24%	22%	17%	20%	15%	12%	12%	10%	17%	14%	18%	14%	13%	-	18%	13%	14%	22%	
		(62)	(49)	(58)	(49)	(48)	(60)	(43)	(50)	(419)	(355)	(258)	(251)	(261)	-	(262)	(319)	(227)	(312)	

Service Efforts and Accomplishments: 2001-02

	2002									Prior Year CITY TOTALS								
	NW/		NE		SE		E	CITY TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993	
	SW	Downtown	N	Inner	Central	Inner												Outer
How do you rate the quality of the service you got?																		
Very good	75%	61%	71%	61%	70%	73%	72%	75%	70%	78%	72%	72%	72%	-	69%	63%	77%	68%
Good	18%	28%	26%	31%	26%	22%	24%	21%	24%	17%	22%	23%	24%	-	25%	29%	19%	22%
Neither good nor bad	2%	7%	3%	0%	2%	3%	2%	0%	2%	3%	4%	3%	4%	-	2%	6%	2%	6%
Bad	2%	4%	0%	2%	0%	0%	0%	4%	2%	1%	2%	2%	0%	-	3%	2%	2%	3%
Very bad	3%	0%	0%	6%	2%	2%	2%	0%	2%	1%	0%	0%	0%	-	1%	0%	0%	1%
	(60)	(46)	(58)	(49)	(47)	(60)	(42)	(48)	(410)	(352)	(255)	(250)	(265)	-	(256)	(323)	(225)	(308)
7 Are you prepared to sustain yourself for 72 hours after a major disaster?																		
Yes	57%	44%	57%	47%	55%	51%	56%	58%	53%	54%	61%	57%	52%	51%	50%	46%	44%	46%
No	43%	56%	43%	53%	45%	49%	44%	42%	47%	46%	39%	43%	48%	49%	50%	54%	56%	54%
	(774)	(570)	(631)	(683)	(615)	(768)	(632)	(582)	(5,255)	(4,754)	(3,653)	(3,580)	(3,753)	(4,065)	(4,095)	(3,957)	(3,796)	(4,439)
<i>If NO:</i>																		
• Do you know what to do to get prepared?																		
Yes	54%	43%	48%	49%	54%	55%	53%	43%	50%	50%	54%	57%	47%	45%	44%	47%	48%	50%
No	46%	57%	52%	51%	46%	45%	47%	57%	50%	50%	46%	43%	53%	55%	56%	53%	52%	50%
	(283)	(273)	(235)	(304)	(222)	(318)	(234)	(205)	(2,074)	(1,896)	(1,233)	(1,332)	(1,550)	(1,867)	(1,824)	(1,908)	(1,936)	(2,205)
8 Are you trained in first aid or CPR?																		
First aid	9%	7%	10%	7%	8%	7%	8%	10%	8%	8%	10%	11%	10%	-	11%	11%	10%	-
CPR	13%	11%	7%	9%	10%	9%	9%	11%	10%	10%	10%	10%	9%	-	10%	15%	13%	-
Both	34%	30%	35%	40%	31%	34%	35%	28%	34%	33%	32%	32%	32%	-	30%	28%	28%	-
Neither	44%	52%	48%	44%	51%	50%	48%	51%	48%	49%	48%	47%	49%	-	49%	46%	49%	-
	(778)	(571)	(632)	(688)	(613)	(765)	(629)	(589)	(5,265)	(4,767)	(3,679)	(3,571)	(3,781)	-	(4,134)	(3,726)	(3,634)	-
9 How well do you think:																		
• the City provides sewer and drainage service to your home?																		
Very well	24%	36%	23%	26%	22%	26%	18%	19%	24%	24%	24%	25%	25%	27%	24%	20%	21%	-
Well	50%	43%	49%	49%	49%	46%	48%	46%	47%	47%	51%	50%	49%	48%	48%	48%	49%	-
Neither well nor poorly	15%	14%	19%	18%	19%	19%	21%	20%	18%	20%	17%	17%	18%	17%	18%	22%	21%	-
Poorly	6%	5%	6%	6%	6%	7%	7%	9%	7%	6%	5%	5%	5%	5%	6%	6%	6%	-
Very poorly	5%	2%	3%	1%	4%	2%	6%	6%	4%	3%	3%	3%	3%	3%	4%	4%	4%	-
	(746)	(502)	(591)	(642)	(577)	(720)	(595)	(543)	(4,916)	(4,421)	(3,418)	(3,287)	(3,427)	(3,852)	(3,765)	(3,442)	(3,240)	-

	2002									Prior Year CITY TOTALS								
	NW/			NE		SE		CITY TOTAL	E	2001	2000	1999	1998	1997	1996	1995	1994	1993
	SW	Downtown	N	Inner	Central	Inner	Outer											
• the sewer and storm drainage systems protect streams and rivers?																		
Very well	3%	7%	7%	5%	5%	4%	6%	6%	5%	5%	6%	5%	6%	5%	5%	6%	6%	2%
Well	24%	23%	25%	23%	25%	22%	24%	31%	25%	22%	24%	23%	23%	24%	21%	25%	24%	16%
Neither well nor poorly	26%	26%	27%	25%	27%	24%	28%	23%	26%	27%	27%	27%	24%	26%	24%	23%	24%	25%
Poorly	29%	28%	26%	32%	27%	32%	25%	25%	28%	28%	26%	28%	30%	29%	32%	27%	26%	35%
Very poorly	18%	16%	15%	15%	16%	18%	17%	15%	16%	18%	17%	17%	17%	16%	18%	19%	20%	22%
	(640)	(431)	(528)	(571)	(505)	(639)	(522)	(459)	(4,295)	(3,954)	(2,933)	(2,871)	(3,016)	(3,433)	(3,360)	(3,088)	(2,931)	(3,651)
10 In general, how do you rate the streets in your neighborhood in the following categories?																		
• smoothness																		
Very good	14%	11%	8%	12%	10%	11%	8%	13%	11%	12%	12%	11%	14%	12%	12%	11%	14%	12%
Good	39%	42%	45%	48%	50%	48%	46%	50%	46%	46%	50%	45%	46%	46%	46%	44%	46%	43%
Neither good nor bad	18%	20%	20%	23%	21%	24%	21%	26%	21%	22%	20%	23%	22%	23%	22%	23%	21%	23%
Bad	18%	20%	19%	13%	14%	13%	15%	9%	15%	14%	13%	15%	13%	14%	14%	15%	14%	15%
Very bad	11%	7%	8%	4%	5%	5%	10%	2%	7%	6%	5%	6%	5%	5%	6%	7%	5%	7%
	(779)	(568)	(631)	(685)	(613)	(771)	(630)	(589)	(5,266)	(4,787)	(3,688)	(3,503)	(3,676)	(4,102)	(4,145)	(4,058)	(3,807)	(4,541)
• cleanliness																		
Very good	18%	15%	7%	11%	11%	12%	6%	10%	11%	13%	12%	12%	14%	13%	13%	11%	12%	12%
Good	51%	52%	44%	43%	54%	54%	40%	49%	48%	50%	53%	51%	51%	51%	51%	49%	51%	49%
Neither good nor bad	21%	20%	29%	20%	22%	22%	30%	27%	24%	22%	23%	23%	22%	23%	23%	25%	22%	23%
Bad	6%	10%	15%	19%	9%	9%	16%	10%	12%	12%	10%	10%	10%	10%	10%	11%	11%	11%
Very bad	4%	3%	5%	7%	4%	3%	8%	4%	5%	3%	2%	4%	3%	3%	3%	4%	4%	5%
	(778)	(573)	(631)	(681)	(614)	(768)	(628)	(590)	(5,263)	(4,779)	(3,676)	(3,488)	(3,666)	(4,055)	(4,125)	(4,053)	(3,799)	(4,528)
• traffic speed																		
Very good	7%	6%	3%	4%	4%	4%	3%	5%	5%	6%	5%	5%	6%	5%	-	-	-	-
Good	37%	43%	29%	30%	29%	35%	28%	31%	32%	32%	32%	33%	31%	32%	-	-	-	-
Neither good nor bad	23%	23%	29%	24%	26%	23%	24%	22%	24%	24%	26%	25%	24%	25%	-	-	-	-
Bad	23%	21%	25%	27%	28%	27%	26%	26%	26%	26%	25%	25%	26%	26%	-	-	-	-
Very bad	10%	7%	14%	15%	13%	11%	19%	16%	13%	12%	12%	12%	13%	12%	-	-	-	-
	(778)	(567)	(630)	(683)	(611)	(767)	(628)	(594)	(5,258)	(4,778)	(3,671)	(3,471)	(3,651)	(4,050)	-	-	-	-
• safety of pedestrians																		
Very good	8%	7%	6%	7%	6%	7%	4%	5%	7%	8%	7%	-	-	-	-	-	-	-
Good	33%	47%	39%	44%	46%	46%	37%	33%	40%	39%	41%	-	-	-	-	-	-	-
Neither good nor bad	22%	22%	31%	25%	26%	24%	28%	27%	25%	26%	26%	-	-	-	-	-	-	-
Bad	21%	15%	16%	16%	15%	16%	19%	22%	18%	19%	17%	-	-	-	-	-	-	-
Very bad	16%	9%	8%	8%	7%	7%	12%	13%	10%	8%	9%	-	-	-	-	-	-	-
	(778)	(573)	(627)	(681)	(609)	(768)	(627)	(590)	(5,253)	(4,746)	(3,645)	-	-	-	-	-	-	-

Service Efforts and Accomplishments: 2001-02

	2002									Prior Year CITY TOTALS								
	NW/		NE		SE		E	CITY TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993	
	SW	Downtown	N	Inner	Central	Inner												Outer
• safety of bicyclists																		
Very good	6%	6%	6%	6%	5%	8%	4%	5%	6%	7%	6%	-	-	-	-	-	-	
Good	30%	37%	40%	39%	40%	40%	36%	36%	38%	35%	36%	-	-	-	-	-	-	
Neither good nor bad	25%	28%	29%	26%	30%	29%	30%	29%	28%	29%	29%	-	-	-	-	-	-	
Bad	24%	21%	18%	20%	19%	17%	18%	19%	19%	20%	20%	-	-	-	-	-	-	
Very bad	15%	8%	7%	9%	6%	6%	12%	11%	9%	9%	9%	-	-	-	-	-	-	
	(764)	(535)	(610)	(654)	(591)	(746)	(608)	(578)	(5,086)	(4,603)	(3,538)	-	-	-	-	-	-	
11 How do you rate traffic congestion on:																		
• major streets and thoroughfares (excluding freeways)?																		
Very good	2%	2%	2%	3%	1%	1%	1%	2%	2%	2%	2%	-	-	-	-	-	-	
Good	28%	29%	25%	24%	23%	23%	22%	22%	25%	23%	23%	-	-	-	-	-	-	
Neither good nor bad	34%	37%	33%	36%	34%	38%	32%	29%	33%	32%	32%	-	-	-	-	-	-	
Bad	28%	26%	30%	30%	33%	30%	34%	35%	31%	33%	35%	-	-	-	-	-	-	
Very bad	8%	6%	10%	7%	9%	8%	11%	12%	9%	10%	8%	-	-	-	-	-	-	
	(772)	(550)	(621)	(681)	(604)	(761)	(624)	(587)	(5,200)	(4,747)	(3,634)	-	-	-	-	-	-	
• your neighborhood streets?																		
Very good	16%	11%	11%	14%	7%	11%	7%	11%	11%	10%	10%	-	-	-	-	-	-	
Good	50%	43%	45%	43%	49%	45%	42%	39%	46%	47%	47%	-	-	-	-	-	-	
Neither good nor bad	22%	27%	26%	25%	28%	27%	32%	25%	26%	27%	26%	-	-	-	-	-	-	
Bad	9%	15%	13%	13%	13%	13%	13%	19%	13%	12%	14%	-	-	-	-	-	-	
Very bad	3%	4%	5%	5%	3%	4%	6%	6%	4%	4%	3%	-	-	-	-	-	-	
	(756)	(553)	(605)	(657)	(586)	(734)	(609)	(572)	(5,072)	(4,625)	(3,565)	-	-	-	-	-	-	
12 In general, how do you rate the quality of the parks near your home in the following categories?																		
• clean grounds																		
Very good	31%	29%	19%	15%	16%	25%	17%	15%	21%	24%	24%	25%	24%	22%	25%	28%	27%	
Good	56%	53%	63%	61%	65%	61%	63%	62%	60%	60%	62%	60%	58%	61%	60%	57%	59%	
Neither good nor bad	11%	13%	13%	19%	16%	10%	14%	19%	14%	12%	11%	12%	14%	13%	12%	12%	12%	
Bad	2%	4%	4%	5%	3%	3%	5%	3%	4%	3%	3%	3%	3%	3%	3%	3%	2%	
Very bad	0%	1%	1%	0%	0%	1%	1%	1%	1%	1%	0%	0%	1%	1%	0%	0%	1%	
	(718)	(556)	(596)	(654)	(558)	(725)	(577)	(501)	(4,885)	(4,393)	(3,322)	(3,212)	(3,378)	(3,704)	(3,650)	(3,675)	(3,389)	

	2002									Prior Year								
	NW/			NE		SE		CITY	CITY TOTALS									
	SW	Downtown	N	Inner	Central	Inner	Outer	E	TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993
• well-maintained grounds																		
Very good	29%	29%	19%	16%	14%	25%	16%	15%	21%	24%	25%	25%	24%	22%	25%	27%	26%	25%
Good	51%	54%	57%	55%	60%	58%	60%	57%	56%	59%	59%	58%	56%	59%	57%	56%	56%	57%
Neither good nor bad	17%	13%	19%	22%	20%	12%	18%	23%	18%	14%	13%	13%	16%	15%	15%	14%	15%	14%
Bad	3%	3%	4%	6%	5%	4%	5%	4%	4%	3%	3%	3%	3%	3%	2%	2%	2%	3%
Very bad	0%	1%	1%	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%
	(717)	(556)	(590)	(645)	(557)	(717)	(573)	(494)	(4,849)	(4,374)	(3,320)	(3,206)	(3,365)	(3,674)	(3,627)	(3,655)	(3,370)	(4,019)
• beauty of landscaping & plantings																		
Very good	26%	30%	20%	16%	12%	25%	14%	15%	20%	22%	21%	22%	22%	20%	22%	24%	21%	21%
Good	46%	44%	48%	47%	50%	52%	50%	51%	48%	50%	52%	50%	49%	50%	50%	47%	47%	47%
Neither good nor bad	23%	20%	23%	29%	30%	20%	26%	28%	25%	22%	22%	23%	24%	25%	23%	24%	27%	26%
Bad	4%	5%	7%	8%	8%	3%	7%	5%	6%	5%	4%	4%	4%	4%	4%	4%	4%	5%
Very bad	1%	1%	2%	0%	0%	0%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(715)	(552)	(589)	(652)	(554)	(724)	(578)	(497)	(4,861)	(4,378)	(3,326)	(3,184)	(3,347)	(3,670)	(3,621)	(3,645)	(3,366)	(4,009)
• clean facilities																		
Very good	21%	19%	9%	8%	6%	13%	9%	10%	12%	14%	15%	16%	13%	11%	13%	15%	13%	13%
Good	49%	39%	36%	35%	41%	39%	42%	46%	42%	43%	45%	44%	42%	42%	41%	40%	40%	38%
Neither good nor bad	25%	28%	37%	36%	35%	34%	33%	31%	32%	31%	29%	29%	30%	34%	31%	31%	33%	32%
Bad	4%	11%	14%	16%	13%	12%	12%	9%	11%	9%	9%	9%	11%	10%	12%	11%	12%	13%
Very bad	1%	3%	4%	5%	5%	2%	4%	4%	3%	3%	2%	2%	4%	3%	3%	3%	3%	4%
	(635)	(477)	(488)	(514)	(447)	(601)	(492)	(421)	(4,075)	(3,667)	(2,734)	(2,576)	(2,714)	(2,971)	(2,872)	(2,926)	(2,792)	(3,212)
• well-maintained facilities																		
Very good	21%	21%	9%	7%	6%	13%	10%	11%	13%	15%	16%	16%	14%	11%	13%	15%	13%	13%
Good	48%	40%	38%	40%	42%	41%	43%	47%	42%	44%	46%	45%	43%	45%	42%	41%	41%	40%
Neither good nor bad	26%	28%	38%	34%	36%	34%	34%	30%	32%	31%	29%	29%	32%	32%	31%	31%	34%	32%
Bad	4%	9%	11%	15%	12%	11%	10%	9%	10%	7%	8%	8%	8%	9%	10%	10%	9%	11%
Very bad	1%	2%	4%	4%	4%	1%	3%	3%	3%	3%	1%	2%	3%	3%	4%	3%	3%	4%
	(644)	(479)	(489)	(519)	(448)	(606)	(502)	(423)	(4,110)	(3,703)	(2,746)	(2,590)	(2,741)	(3,015)	(2,899)	(2,932)	(2,792)	(3,254)
13 In the past twelve months, how many times did you:																		
• visit any City park?																		
Never	8%	3%	12%	8%	13%	10%	16%	24%	12%	12%	14%	14%	13%	14%	15%	16%	16%	18%
Once or twice	16%	12%	19%	15%	20%	14%	21%	26%	18%	18%	19%	19%	18%	20%	19%	20%	20%	21%
3 to 5 times	16%	18%	17%	17%	19%	13%	19%	19%	17%	17%	18%	18%	17%	18%	18%	17%	18%	18%
6 to 10 times	14%	14%	15%	14%	14%	12%	11%	12%	13%	15%	13%	14%	13%	14%	13%	13%	13%	13%
More than 10 times	46%	53%	37%	46%	34%	51%	33%	19%	40%	38%	36%	35%	39%	34%	35%	34%	33%	30%
	(773)	(571)	(626)	(683)	(603)	(765)	(625)	(582)	(5,228)	(4,733)	(3,638)	(3,469)	(3,655)	(4,052)	(4,067)	(4,000)	(3,762)	(4,496)

Service Efforts and Accomplishments: 2001-02

	2002									Prior Year CITY TOTALS								
	NW/			NE		SE		E	CITY TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993
	SW	Downtown	N	Inner	Central	Inner	Outer											
• visit a City park near your home?																		
Never	12%	4%	14%	12%	18%	10%	19%	27%	14%	16%	17%	17%	16%	18%	19%	20%	20%	23%
Once or twice	19%	14%	21%	18%	22%	19%	26%	28%	21%	20%	22%	22%	21%	24%	21%	22%	23%	23%
3 to 5 times	17%	18%	15%	17%	17%	15%	16%	16%	16%	17%	16%	17%	16%	16%	17%	17%	17%	15%
6 to 10 times	11%	13%	13%	12%	11%	12%	9%	9%	11%	12%	12%	12%	11%	11%	12%	11%	11%	12%
More than 10 times	41%	51%	37%	41%	32%	44%	30%	20%	38%	35%	33%	32%	36%	31%	31%	30%	29%	27%
	(757)	(566)	(622)	(667)	(599)	(760)	(610)	(573)	(5,154)	(4,627)	(3,587)	(3,401)	(3,574)	(3,974)	(3,980)	(3,859)	(3,645)	(4,411)
14 In general, how satisfied are you with the City's recreation programs (such as community centers and schools, classes, pools, sports leagues, art centers, etc.)?																		
• easy to get to																		
Very satisfied	33%	17%	18%	22%	18%	19%	21%	14%	21%	21%	21%	20%	19%	-	16%	15%	16%	14%
Satisfied	50%	40%	53%	53%	50%	52%	55%	55%	52%	53%	52%	54%	52%	-	53%	52%	52%	54%
Neither sat. or dissat.	14%	30%	24%	21%	27%	21%	19%	25%	22%	22%	22%	22%	24%	-	26%	28%	27%	25%
Dissatisfied	2%	9%	4%	4%	4%	6%	4%	4%	4%	3%	4%	3%	4%	-	4%	4%	5%	5%
Very dissatisfied	1%	4%	1%	0%	1%	2%	1%	2%	1%	1%	1%	1%	1%	-	1%	1%	1%	2%
	(609)	(309)	(459)	(473)	(395)	(500)	(449)	(372)	(3,566)	(3,287)	(2,372)	(2,060)	(2,122)	-	(2,460)	(2,418)	(2,411)	(2,899)
• affordable																		
Very satisfied	22%	18%	15%	21%	17%	20%	16%	12%	18%	18%	19%	16%	15%	-	16%	14%	15%	15%
Satisfied	46%	38%	48%	51%	48%	52%	50%	47%	48%	48%	49%	51%	50%	-	50%	50%	50%	51%
Neither sat. or dissat.	22%	32%	27%	21%	29%	22%	22%	28%	25%	25%	24%	25%	26%	-	26%	29%	27%	26%
Dissatisfied	8%	9%	8%	6%	4%	5%	8%	9%	7%	7%	6%	6%	4%	-	6%	5%	6%	6%
Very dissatisfied	2%	3%	2%	1%	2%	1%	4%	4%	2%	2%	2%	2%	2%	-	2%	2%	2%	2%
	(588)	(296)	(433)	(448)	(386)	(475)	(430)	(356)	(3,412)	(3,154)	(2,247)	(1,969)	(2,046)	-	(2,327)	(2,302)	(2,301)	(2,766)
• open at good times																		
Very satisfied	25%	14%	11%	15%	13%	19%	17%	11%	16%	16%	16%	15%	15%	-	12%	11%	12%	12%
Satisfied	50%	38%	51%	52%	49%	49%	52%	51%	49%	51%	52%	53%	49%	-	49%	50%	49%	50%
Neither sat. or dissat.	21%	35%	30%	24%	31%	25%	24%	29%	27%	27%	27%	26%	29%	-	31%	33%	32%	29%
Dissatisfied	3%	10%	6%	8%	6%	6%	5%	6%	6%	5%	4%	5%	5%	-	6%	5%	6%	7%
Very dissatisfied	1%	3%	2%	1%	1%	1%	2%	3%	2%	1%	1%	1%	2%	-	2%	1%	1%	2%
	(570)	(285)	(427)	(453)	(382)	(464)	(418)	(351)	(3,350)	(3,105)	(2,204)	(1,931)	(1,991)	-	(2,246)	(2,211)	(2,226)	(2,667)
• good variety																		
Very satisfied	25%	15%	11%	16%	15%	20%	18%	11%	17%	17%	17%	17%	16%	-	14%	12%	13%	12%
Satisfied	51%	38%	51%	46%	43%	47%	49%	52%	48%	48%	50%	51%	49%	-	48%	48%	48%	49%
Neither sat. or dissat.	20%	35%	31%	30%	34%	27%	26%	28%	28%	28%	28%	27%	29%	-	31%	34%	32%	31%
Dissatisfied	3%	10%	5%	7%	6%	5%	5%	5%	5%	5%	4%	4%	4%	-	5%	5%	6%	6%
Very dissatisfied	1%	2%	2%	1%	2%	1%	2%	4%	2%	2%	1%	1%	2%	-	2%	1%	1%	2%
	(571)	(294)	(426)	(446)	(379)	(468)	(421)	(350)	(3,355)	(3,093)	(2,196)	(1,917)	(1,966)	-	(2,236)	(2,181)	(2,226)	(2,655)

Service Efforts and Accomplishments: 2001-02

	2002									Prior Year CITY TOTALS								
	NW/		NE		SE		E	CITY TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993	
	SW	Downtown	N	Inner	Central	Inner												Outer
Do you live in a single family home, a 2-, 3- or 4-plex, or a larger apartment/condominium?																		
Single family home	84%	25%	85%	79%	90%	73%	83%	83%	76%	73%	76%	76%	76%	75%	75%	76%	78%	80%
2, 3 or 4-plex	4%	4%	4%	9%	3%	11%	8%	4%	6%	7%	5%	5%	5%	6%	7%	5%	5%	5%
Apartment	12%	68%	8%	10%	5%	13%	6%	10%	16%	17%	17%	17%	16%	17%	15%	16%	15%	13%
Other	0%	3%	3%	2%	2%	3%	3%	3%	2%	3%	2%	2%	3%	2%	3%	3%	3%	2%
	(762)	(553)	(619)	(675)	(605)	(752)	(620)	(576)	(5,162)	(4,694)	(3,628)	(3,370)	(3,565)	(4,017)	(3,995)	(3,988)	(3,762)	(4,425)
17 Do you work outside of your home (either full-time or part-time)?																		
Yes	70%	69%	66%	71%	68%	72%	63%	59%	67%	70%	66%	65%	68%	66%	-	-	-	-
No	30%	31%	34%	29%	32%	28%	37%	41%	33%	30%	34%	35%	32%	34%	-	-	-	-
	(773)	(572)	(620)	(677)	(602)	(767)	(633)	(590)	(5,234)	(4,749)	(3,640)	(3,541)	(3,686)	(4,108)	-	-	-	-
<i>If YES:</i>																		
• Do you usually travel to or from work during peak traffic hours, that is, 7 am - 9 am (morning) or 3:30 pm - 5:30 pm (evening)?																		
Morning	20%	14%	15%	18%	19%	16%	16%	17%	17%	18%	16%	17%	16%	41%	-	-	-	-
Evening	6%	9%	11%	9%	8%	9%	13%	14%	10%	10%	10%	12%	10%	9%	-	-	-	-
Both morning and evening	57%	58%	56%	58%	59%	60%	54%	54%	57%	56%	58%	54%	56%	31%	-	-	-	-
Neither	17%	19%	18%	15%	14%	15%	17%	15%	16%	16%	16%	17%	18%	19%	-	-	-	-
	(536)	(391)	(411)	(475)	(403)	(547)	(398)	(348)	(3,509)	(3,343)	(2,391)	(2,267)	(2,485)	(2,715)	-	-	-	-
• What mode of travel do you usually use to get to and from work?																		
Drive alone	77%	51%	72%	66%	74%	60%	77%	83%	71%	70%	69%	70%	70%	71%	-	-	-	-
Drive with others	6%	7%	8%	10%	10%	8%	10%	8%	8%	8%	9%	8%	8%	9%	-	-	-	-
Bus or Max	10%	18%	9%	10%	7%	16%	6%	5%	10%	11%	12%	12%	12%	10%	-	-	-	-
Drive partway, bus partway	3%	1%	3%	4%	4%	4%	3%	4%	3%	3%	2%	3%	2%	2%	-	-	-	-
Walk	2%	18%	3%	4%	1%	5%	2%	0%	4%	4%	5%	4%	5%	5%	-	-	-	-
Bicycle	2%	5%	5%	6%	4%	7%	2%	0%	4%	4%	3%	3%	3%	3%	-	-	-	-
	(530)	(391)	(406)	(468)	(405)	(543)	(392)	(346)	(3,481)	(3,293)	(2,363)	(2,247)	(2,468)	(2,717)	-	-	-	-
18 Has there been any new <i>commercial</i> development in, or near, your neighborhood in the last 12 months?																		
Yes	30%	62%	58%	69%	45%	38%	44%	44%	48%	49%	48%	48%	44%	-	-	-	-	-
No	70%	38%	42%	31%	55%	62%	56%	56%	52%	51%	52%	52%	56%	-	-	-	-	-
	(766)	(541)	(603)	(657)	(591)	(740)	(618)	(571)	(5,087)	(4,623)	(3,549)	(3,375)	(3,478)	-	-	-	-	-

	2002									Prior Year CITY TOTALS								
	NW/		NE		SE		E	CITY TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993	
	SW	Downtown	N	Inner	Central	Inner												Outer
<i>If YES: How do you rate the development on the following:</i>																		
• attractiveness?																		
Very good	14%	22%	15%	28%	18%	19%	16%	16%	19%	18%	17%	14%	16%	-	-	-	-	-
Good	38%	50%	42%	48%	45%	47%	45%	46%	46%	44%	41%	38%	41%	-	-	-	-	-
Neither good nor bad	29%	20%	27%	15%	23%	24%	29%	27%	23%	26%	29%	31%	28%	-	-	-	-	-
Bad	14%	6%	11%	6%	9%	8%	7%	7%	8%	8%	9%	11%	10%	-	-	-	-	-
Very bad	5%	2%	5%	3%	5%	2%	3%	4%	4%	4%	4%	6%	5%	-	-	-	-	-
	(226)	(329)	(333)	(440)	(260)	(276)	(263)	(246)	(2,373)	(2,254)	(1,638)	(1,572)	(1,461)	-	-	-	-	-
• improving access to services and shopping?																		
Very good	9%	23%	9%	26%	14%	15%	12%	17%	16%	14%	12%	12%	12%	-	-	-	-	-
Good	25%	40%	27%	39%	31%	31%	38%	34%	34%	34%	31%	30%	30%	-	-	-	-	-
Neither good nor bad	49%	33%	42%	26%	42%	46%	40%	37%	38%	38%	42%	40%	42%	-	-	-	-	-
Bad	11%	2%	13%	7%	10%	7%	6%	6%	8%	9%	9%	11%	10%	-	-	-	-	-
Very bad	6%	2%	9%	2%	3%	1%	4%	6%	4%	5%	6%	7%	6%	-	-	-	-	-
	(210)	(315)	(325)	(421)	(242)	(259)	(252)	(234)	(2,258)	(2,151)	(1,562)	(1,467)	(1,380)	-	-	-	-	-
19 Has there been any new <i>residential</i> development in, or near, your neighborhood in the last 12 months?																		
Yes	58%	62%	55%	49%	45%	36%	63%	59%	53%	51%	52%	59%	58%	-	-	-	-	-
No	42%	38%	45%	51%	55%	64%	37%	41%	47%	49%	48%	41%	42%	-	-	-	-	-
	(757)	(548)	(590)	(660)	(594)	(745)	(610)	(570)	(5,074)	(4,607)	(3,558)	(2,910)	(2,880)	-	-	-	-	-
<i>If YES: How do you rate the development on the following:</i>																		
• attractiveness?																		
Very good	14%	20%	13%	20%	19%	14%	12%	10%	15%	16%	14%	13%	15%	-	-	-	-	-
Good	40%	40%	45%	45%	42%	42%	35%	36%	40%	38%	38%	35%	37%	-	-	-	-	-
Neither good nor bad	26%	23%	22%	21%	23%	28%	32%	33%	26%	29%	31%	30%	32%	-	-	-	-	-
Bad	15%	14%	13%	9%	9%	12%	13%	15%	13%	12%	12%	15%	11%	-	-	-	-	-
Very bad	5%	3%	7%	5%	7%	4%	8%	6%	6%	5%	6%	7%	5%	-	-	-	-	-
	(430)	(330)	(315)	(319)	(261)	(259)	(374)	(330)	(2,618)	(2,390)	(1,792)	(1,666)	(1,594)	-	-	-	-	-
• improving your neighborhood as a place to live?																		
Very good	10%	22%	12%	20%	13%	13%	11%	7%	13%	14%	11%	10%	11%	-	-	-	-	-
Good	25%	32%	40%	38%	30%	30%	26%	24%	30%	30%	28%	27%	28%	-	-	-	-	-
Neither good nor bad	39%	31%	27%	30%	34%	36%	32%	36%	34%	34%	37%	35%	37%	-	-	-	-	-
Bad	17%	11%	11%	8%	12%	14%	17%	21%	14%	14%	16%	17%	14%	-	-	-	-	-
Very bad	9%	4%	10%	4%	11%	7%	14%	12%	9%	8%	8%	11%	10%	-	-	-	-	-
	(412)	(326)	(310)	(310)	(255)	(243)	(363)	(322)	(2,541)	(2,319)	(1,713)	(1,635)	(1,534)	-	-	-	-	-

	2002									Prior Year CITY TOTALS							
	NW/		NE		SE		E	CITY TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993
	SW	Downtown	N	Inner	Central	Inner											
20 In general, how do you rate your neighborhood on the following categories?																	
• housing affordability																	
Very good	5%	6%	10%	6%	5%	4%	5%	6%	6%	7%	6%	7%	7%	6%	-	-	-
Good	34%	25%	45%	32%	39%	34%	46%	49%	38%	37%	39%	41%	39%	35%	-	-	-
Neither good nor bad	32%	30%	27%	29%	32%	28%	34%	30%	30%	30%	31%	27%	28%	30%	-	-	-
Bad	22%	28%	15%	23%	20%	27%	10%	12%	20%	20%	18%	19%	19%	21%	-	-	-
Very bad	7%	12%	3%	10%	4%	7%	5%	3%	6%	6%	6%	6%	7%	8%	-	-	-
	(753)	(559)	(596)	(659)	(577)	(728)	(601)	(555)	(5,028)	(4,555)	(3,496)	(3,374)	(3,589)	(3,911)	-	-	-
• physical condition of housing																	
Very good	19%	23%	8%	12%	8%	10%	3%	8%	12%	11%	11%	13%	13%	15%	-	-	-
Good	57%	52%	45%	49%	56%	55%	36%	47%	49%	52%	54%	53%	53%	52%	-	-	-
Neither good nor bad	21%	21%	35%	28%	29%	28%	43%	33%	30%	27%	27%	26%	27%	25%	-	-	-
Bad	3%	4%	10%	9%	6%	6%	15%	11%	8%	9%	7%	7%	6%	7%	-	-	-
Very bad	0%	0%	2%	2%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	-	-	-
	(767)	(569)	(617)	(675)	(594)	(751)	(615)	(575)	(5,163)	(4,710)	(3,611)	(3,479)	(3,696)	(4,039)	-	-	-
• closeness of parks or open spaces																	
Very good	31%	45%	25%	25%	22%	33%	16%	15%	27%	27%	26%	26%	27%	-	-	-	-
Good	49%	44%	56%	55%	56%	54%	57%	52%	53%	53%	53%	54%	52%	-	-	-	-
Neither good nor bad	14%	8%	12%	16%	16%	9%	20%	23%	14%	14%	16%	16%	15%	-	-	-	-
Bad	5%	2%	6%	3%	5%	3%	6%	7%	5%	5%	4%	3%	5%	-	-	-	-
Very bad	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	-	-	-	-
	(773)	(575)	(616)	(674)	(594)	(754)	(617)	(562)	(5,165)	(4,666)	(3,573)	(3,448)	(3,674)	-	-	-	-
• walking distance to bus stop (or Max)																	
Very good	39%	63%	40%	50%	40%	56%	38%	30%	45%	45%	42%	44%	45%	-	-	-	-
Good	38%	27%	49%	43%	47%	38%	50%	49%	43%	43%	45%	42%	43%	-	-	-	-
Neither good nor bad	11%	3%	7%	5%	8%	4%	8%	13%	7%	7%	8%	8%	8%	-	-	-	-
Bad	7%	3%	3%	2%	4%	1%	3%	6%	3%	3%	3%	4%	3%	-	-	-	-
Very bad	5%	4%	1%	1%	1%	1%	1%	2%	2%	2%	2%	2%	1%	-	-	-	-
	(771)	(573)	(629)	(685)	(608)	(760)	(624)	(579)	(5,229)	(4,736)	(3,636)	(3,502)	(3,718)	-	-	-	-

2002										Prior Year CITY TOTALS								
	NW/		NE		SE		E	CITY TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993	
	SW	Downtown	N	Inner	Central	Inner												Outer
• access to shopping and other services																		
Very good	26%	51%	17%	35%	22%	32%	23%	22%	28%	28%	26%	27%	29%	-	-	-	-	
Good	46%	31%	41%	43%	51%	49%	51%	51%	46%	47%	46%	47%	46%	-	-	-	-	
Neither good nor bad	22%	11%	22%	13%	20%	14%	20%	21%	18%	17%	18%	17%	16%	-	-	-	-	
Bad	5%	5%	13%	7%	5%	4%	4%	5%	6%	6%	7%	7%	7%	-	-	-	-	
Very bad	1%	2%	7%	2%	2%	1%	2%	1%	2%	2%	3%	2%	2%	-	-	-	-	
	(778)	(576)	(632)	(680)	(612)	(763)	(629)	(588)	(5,258)	(4,767)	(3,676)	(3,522)	(3,737)	-	-	-	-	
21 Overall, how do you rate the livability of:																		
• your neighborhood?																		
Very good	49%	47%	22%	33%	30%	42%	11%	20%	32%	34%	32%	32%	34%	30%	31%	28%	26%	25%
Good	45%	43%	54%	49%	53%	47%	56%	54%	50%	48%	52%	51%	50%	53%	50%	51%	53%	52%
Neither good nor bad	5%	7%	17%	14%	12%	8%	23%	20%	13%	13%	12%	13%	12%	14%	15%	16%	16%	17%
Bad	1%	2%	5%	3%	4%	3%	8%	4%	4%	4%	3%	3%	3%	3%	3%	4%	4%	5%
Very bad	0%	1%	2%	1%	1%	0%	2%	2%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%
	((780)	(574)	(629)	(684)	(610)	(767)	(639)	(592)	(5,275)	(4,812)	(3,691)	(3,550)	(3,769)	(4,090)	(4,146)	(4,292)	(3,874)	(4,258)
• the City as a whole?																		
Very good	26%	36%	19%	29%	18%	29%	13%	10%	23%	27%	23%	22%	23%	-	-	-	-	-
Good	56%	50%	54%	56%	60%	53%	56%	52%	54%	52%	57%	56%	56%	-	-	-	-	-
Neither good nor bad	14%	11%	19%	12%	16%	13%	22%	29%	17%	16%	16%	17%	16%	-	-	-	-	-
Bad	3%	2%	6%	2%	4%	4%	6%	7%	4%	4%	3%	4%	4%	-	-	-	-	-
Very bad	1%	1%	2%	1%	2%	1%	3%	2%	2%	1%	1%	1%	1%	-	-	-	-	-
	(765)	(569)	(615)	(660)	(599)	(742)	(608)	(571)	(5,129)	(4,687)	(3,571)	(3,422)	(3,644)	-	-	-	-	-
22 Overall, how good a job do you think local government is doing at providing government services?																		
Very good	7%	11%	4%	8%	6%	8%	4%	4%	7%	9%	8%	7%	9%	6%	8%	6%	5%	-
Good	51%	53%	44%	48%	43%	50%	39%	41%	46%	52%	57%	53%	53%	52%	54%	52%	48%	-
Neither good nor bad	31%	27%	34%	29%	36%	29%	37%	36%	32%	29%	26%	31%	30%	33%	30%	33%	37%	-
Bad	7%	7%	12%	12%	10%	8%	12%	12%	10%	7%	7%	7%	6%	7%	6%	7%	8%	-
Very bad	4%	2%	6%	3%	5%	5%	8%	7%	5%	3%	2%	2%	2%	2%	2%	2%	3%	-
	(734)	(516)	(587)	(634)	(581)	(718)	(592)	(542)	(4,904)	(4,435)	(3,365)	(3,159)	(3,410)	(3,786)	(3,896)	(3,973)	(3,509)	-

	2002									Prior Year CITY TOTALS								
	NW/ SW Downtown		N	NE Inner Central		SE Inner Outer		E	CITY TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993
23 Overall, how do you rate the quality of each of the following City and County services?																		
• Police																		
Very good	19%	20%	18%	15%	18%	18%	17%	14%	17%	19%	16%	17%	18%	15%	18%	14%	14%	14%
Good	52%	48%	52%	47%	55%	47%	51%	56%	51%	51%	55%	56%	55%	56%	56%	56%	56%	54%
Neither good nor bad	20%	20%	18%	23%	17%	20%	20%	21%	20%	20%	20%	19%	19%	21%	19%	21%	22%	23%
Bad	6%	7%	9%	10%	7%	10%	8%	7%	8%	7%	7%	6%	6%	6%	5%	7%	6%	7%
Very bad	3%	5%	3%	5%	3%	5%	4%	2%	4%	3%	2%	2%	2%	2%	2%	2%	2%	2%
	(713)	(513)	(616)	(647)	(589)	(715)	(609)	(569)	(4,971)	(4,483)	(3,393)	(3,262)	(3,495)	(3,899)	(3,876)	(3,955)	(3,641)	(4,179)
• Fire																		
Very good	36%	37%	33%	29%	30%	34%	32%	29%	32%	34%	31%	32%	33%	32%	31%	29%	28%	29%
Good	54%	56%	55%	59%	62%	56%	58%	61%	58%	57%	59%	59%	58%	58%	59%	59%	61%	59%
Neither good nor bad	8%	7%	12%	11%	8%	10%	9%	9%	9%	9%	10%	9%	9%	10%	10%	12%	10%	11%
Bad	1%	0%	0%	1%	0%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Very bad	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
	(684)	(475)	(593)	(608)	(565)	(681)	(576)	(555)	(4,737)	(4,241)	(3,153)	(3,039)	(3,207)	(3,612)	(3,533)	(3,601)	(3,316)	(3,797)
• Water																		
Very good	17%	20%	14%	13%	10%	14%	13%	14%	14%	15%	16%	17%	19%	18%	18%	17%	14%	16%
Good	44%	51%	43%	45%	47%	45%	45%	46%	46%	46%	56%	55%	54%	54%	53%	53%	53%	49%
Neither good nor bad	22%	17%	26%	27%	23%	25%	24%	21%	23%	22%	19%	21%	19%	21%	20%	22%	24%	22%
Bad	9%	8%	11%	11%	13%	11%	10%	11%	11%	10%	6%	5%	6%	5%	6%	5%	6%	9%
Very bad	8%	4%	6%	4%	7%	5%	8%	8%	6%	7%	3%	2%	2%	2%	3%	3%	3%	4%
	(731)	(474)	(603)	(642)	(583)	(701)	(604)	(562)	(4,900)	(4,412)	(3,383)	(3,346)	(3,552)	(3,824)	(3,793)	(3,883)	(3,546)	(4,261)
• Parks																		
Very good	26%	29%	18%	20%	16%	27%	17%	11%	21%	25%	24%	23%	22%	17%	22%	18%	17%	15%
Good	57%	55%	60%	60%	63%	57%	59%	57%	58%	58%	60%	60%	59%	61%	59%	60%	60%	61%
Neither good nor bad	15%	11%	18%	16%	17%	13%	20%	27%	17%	14%	13%	15%	16%	18%	16%	18%	19%	19%
Bad	2%	3%	3%	3%	4%	3%	3%	4%	3%	2%	2%	2%	2%	3%	2%	3%	3%	4%
Very bad	0%	2%	1%	1%	0%	0%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
	(751)	(556)	(590)	(657)	(551)	(730)	(589)	(510)	(4,934)	(4,459)	(3,355)	(3,352)	(3,577)	(3,729)	(3,625)	(3,802)	(3,430)	(3,962)
• Recreation centers/activities																		
Very good	26%	20%	13%	17%	13%	22%	15%	10%	18%	21%	20%	18%	17%	13%	17%	13%	13%	11%
Good	55%	51%	56%	57%	57%	52%	58%	54%	55%	53%	55%	56%	52%	55%	57%	55%	55%	51%
Neither good nor bad	16%	21%	27%	23%	24%	23%	23%	31%	23%	22%	21%	22%	26%	27%	22%	28%	28%	32%
Bad	2%	6%	3%	3%	5%	3%	2%	3%	3%	3%	3%	3%	4%	4%	3%	3%	4%	5%
Very bad	1%	2%	1%	0%	1%	0%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(647)	(371)	(491)	(527)	(456)	(560)	(501)	(435)	(3,988)	(3,679)	(2,710)	(2,726)	(2,842)	(2,897)	(2,750)	(2,834)	(2,684)	(2,962)

	2002									Prior Year								
	NW/			NE		SE		CITY		CITY TOTALS								
	SW	Downtown	N	Inner	Central	Inner	Outer	E	TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993
• Recycling																		
Very good	26%	25%	22%	26%	21%	27%	20%	18%	23%	25%	23%	22%	25%	22%	23%	24%	21%	19%
Good	58%	56%	58%	56%	63%	56%	58%	56%	58%	56%	58%	57%	55%	55%	56%	55%	56%	55%
Neither good nor bad	12%	14%	15%	14%	12%	13%	15%	19%	14%	14%	14%	16%	14%	17%	14%	15%	17%	17%
Bad	3%	4%	4%	3%	3%	3%	4%	6%	4%	4%	4%	4%	5%	5%	5%	5%	5%	7%
Very bad	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	2%
	(752)	(503)	(607)	(671)	(594)	(748)	(609)	(559)	(5,043)	(4,544)	(3,494)	(3,428)	(3,655)	(3,963)	(3,967)	(4,105)	(3,669)	(4,251)
• Sewers																		
Very good	11%	10%	10%	10%	7%	8%	8%	6%	9%	9%	8%	11%	12%	7%	9%	8%	7%	6%
Good	43%	45%	43%	42%	46%	44%	43%	45%	43%	42%	46%	46%	47%	46%	45%	46%	44%	36%
Neither good nor bad	28%	28%	29%	31%	29%	33%	28%	30%	30%	30%	29%	26%	26%	33%	29%	31%	32%	32%
Bad	12%	12%	13%	12%	12%	11%	12%	11%	12%	13%	12%	12%	11%	10%	11%	10%	11%	18%
Very bad	6%	5%	5%	5%	6%	4%	9%	8%	6%	6%	5%	5%	4%	4%	6%	5%	6%	8%
	(695)	(432)	(574)	(602)	(561)	(661)	(576)	(530)	(4,631)	(4,159)	(3,219)	(3,266)	(3,455)	(3,594)	(3,578)	(3,573)	(3,246)	(3,810)
• Storm drainage																		
Very good	8%	7%	8%	7%	6%	7%	8%	6%	7%	6%	6%	8%	9%	6%	7%	6%	6%	4%
Good	33%	36%	35%	36%	39%	35%	35%	37%	36%	36%	37%	38%	37%	35%	35%	37%	36%	32%
Neither good nor bad	29%	31%	30%	30%	30%	31%	29%	32%	30%	30%	29%	28%	28%	33%	28%	30%	30%	32%
Bad	19%	19%	20%	21%	18%	20%	19%	15%	19%	19%	20%	18%	19%	18%	20%	17%	18%	22%
Very bad	11%	7%	7%	6%	7%	7%	9%	10%	8%	9%	8%	8%	7%	8%	10%	10%	9%	10%
	(700)	(449)	(573)	(612)	(558)	(673)	(571)	(539)	(4,675)	(4,165)	(3,217)	(3,211)	(3,423)	(3,675)	(3,614)	(3,636)	(3,256)	(3,867)
• Street maintenance																		
Very good	7%	9%	6%	6%	6%	6%	5%	5%	6%	7%	6%	6%	7%	6%	7%	6%	6%	7%
Good	30%	36%	33%	42%	39%	40%	32%	39%	37%	37%	40%	38%	40%	39%	42%	42%	44%	42%
Neither good nor bad	30%	31%	34%	29%	34%	33%	31%	34%	32%	31%	32%	32%	32%	32%	30%	30%	30%	31%
Bad	23%	17%	19%	19%	15%	16%	18%	16%	18%	18%	17%	17%	15%	17%	15%	16%	15%	15%
Very bad	10%	7%	8%	4%	6%	5%	14%	6%	7%	7%	5%	6%	6%	6%	6%	5%	5%	5%
	(758)	(537)	(619)	(672)	(596)	(752)	(621)	(573)	(5,128)	(4,641)	(3,574)	(3,477)	(3,719)	(4,037)	(4,048)	(4,197)	(3,774)	(4,361)
• Street lighting																		
Very good	11%	13%	9%	8%	8%	9%	9%	9%	9%	10%	10%	8%	9%	9%	10%	8%	8%	9%
Good	50%	52%	49%	51%	56%	56%	51%	55%	53%	52%	53%	53%	51%	52%	51%	52%	53%	52%
Neither good nor bad	27%	24%	27%	26%	26%	23%	27%	24%	26%	27%	25%	27%	28%	26%	25%	26%	26%	25%
Bad	10%	8%	11%	12%	7%	9%	9%	9%	9%	9%	10%	10%	9%	10%	11%	11%	11%	11%
Very bad	2%	3%	4%	3%	3%	3%	4%	3%	3%	2%	2%	2%	2%	3%	3%	3%	4%	3%
	(758)	(556)	(623)	(676)	(606)	(763)	(631)	(586)	(5,199)	(4,728)	(3,640)	(3,504)	(3,724)	(4,047)	(4,057)	(4,199)	(3,777)	(4,395)
• Traffic management																		
Very good	5%	7%	4%	5%	4%	4%	4%	4%	5%	4%	4%	-	-	-	5%	5%	4%	5%
Good	33%	34%	31%	34%	34%	34%	32%	31%	33%	31%	32%	-	-	-	34%	34%	36%	35%
Neither good nor bad	34%	36%	32%	32%	35%	35%	35%	31%	33%	35%	35%	-	-	-	31%	33%	33%	34%
Bad	19%	18%	23%	22%	19%	21%	19%	23%	21%	22%	22%	-	-	-	20%	18%	19%	19%
Very bad	9%	5%	10%	7%	8%	6%	10%	11%	8%	8%	7%	-	-	-	10%	10%	8%	7%
	(749)	(547)	(603)	(656)	(592)	(740)	(607)	(557)	(5,051)	(4,576)	(3,485)	-	-	-	(3,935)	(4,033)	(3,623)	(4,173)

Service Efforts and Accomplishments: 2001-02

	2002								Prior Year CITY TOTALS								
	NW/		NE		SE		E	CITY TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993
	SW	Downtown	N	Inner	Central	Inner											
• Traffic management: congestion																	
Very good	-	-	-	-	-	-	-	-	-	-	-	3%	3%	4%	-	-	-
Good	-	-	-	-	-	-	-	-	-	-	-	21%	21%	29%	-	-	-
Neither good nor bad	-	-	-	-	-	-	-	-	-	-	-	32%	34%	34%	-	-	-
Bad	-	-	-	-	-	-	-	-	-	-	-	32%	30%	24%	-	-	-
Very bad	-	-	-	-	-	-	-	-	-	-	-	12%	12%	9%	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	(3,373)	(3,616)	(3,843)	-	-	-
• Traffic management: safety																	
Very good	-	-	-	-	-	-	-	-	-	-	-	3%	4%	5%	-	-	-
Good	-	-	-	-	-	-	-	-	-	-	-	31%	29%	34%	-	-	-
Neither good nor bad	-	-	-	-	-	-	-	-	-	-	-	38%	40%	36%	-	-	-
Bad	-	-	-	-	-	-	-	-	-	-	-	20%	19%	18%	-	-	-
Very bad	-	-	-	-	-	-	-	-	-	-	-	8%	8%	7%	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	(3,316)	(3,550)	(3,817)	-	-	-
• Housing and nuisance inspections																	
Very good	5%	7%	4%	5%	3%	6%	5%	3%	4%	5%	4%	5%	6%	4%	5%	4%	4%
Good	28%	29%	23%	23%	30%	26%	23%	23%	25%	26%	27%	28%	27%	25%	26%	25%	26%
Neither good nor bad	47%	49%	41%	45%	43%	49%	42%	43%	45%	44%	46%	45%	48%	46%	46%	48%	47%
Bad	13%	10%	22%	18%	16%	12%	17%	22%	17%	16%	16%	15%	14%	16%	14%	14%	15%
Very bad	7%	5%	10%	9%	8%	7%	13%	9%	9%	9%	7%	7%	7%	9%	9%	9%	9%
	(474)	(323)	(459)	(469)	(400)	(484)	(479)	(419)	(3,507)	(3,176)	(2,324)	(2,085)	(2,197)	(2,349)	(2,080)	(2,146)	(2,072)
• Housing development																	
Very good	5%	7%	3%	6%	3%	5%	4%	3%	5%	6%	4%	4%	4%	5%	-	-	-
Good	31%	43%	31%	34%	34%	33%	29%	23%	32%	33%	33%	30%	29%	32%	-	-	-
Neither good nor bad	42%	34%	43%	45%	43%	43%	40%	45%	42%	42%	43%	43%	46%	42%	-	-	-
Bad	13%	12%	16%	11%	15%	13%	16%	18%	14%	13%	15%	15%	15%	14%	-	-	-
Very bad	9%	4%	7%	4%	5%	6%	11%	11%	7%	6%	5%	8%	6%	7%	-	-	-
	(626)	(459)	(507)	(564)	(461)	(577)	(515)	(469)	(4,178)	(3,751)	(2,871)	(2,603)	(2,754)	(2,998)	-	-	-
• Land-use planning																	
Very good	9%	13%	6%	9%	6%	8%	4%	4%	8%	10%	8%	7%	8%	-	-	-	-
Good	34%	43%	28%	41%	34%	38%	27%	21%	33%	34%	33%	31%	32%	-	-	-	-
Neither good nor bad	29%	28%	38%	33%	35%	33%	36%	37%	33%	34%	36%	36%	35%	-	-	-	-
Bad	17%	11%	18%	10%	17%	13%	18%	22%	16%	14%	16%	16%	16%	-	-	-	-
Very bad	11%	5%	10%	7%	8%	8%	15%	16%	10%	8%	7%	10%	9%	-	-	-	-
	(640)	(459)	(490)	(568)	(467)	(596)	(506)	(464)	(4,190)	(3,845)	(2,897)	(2,738)	(2,959)	-	-	-	-

	2002									Prior Year								
	NW/			NE		SE		CITY	CITY TOTALS									
	SW	Downtown	N	Inner	Central	Inner	Outer	E	TOTAL	2001	2000	1999	1998	1997	1996	1995	1994	1993
What part of the City do you live in?	15%	11%	12%	13%	12%	14%	12%	11%	100%	(4,883)	(3,758)	(3,645)	(3,848)	(4,203)	(4,225)	(4,379)	(3,970)	(4,656)
	(788)	(580)	(644)	(698)	(624)	(779)	(647)	(604)	(5,364)									
What is your sex?																		
Male	50%	51%	45%	41%	45%	45%	44%	47%	46%	47%	46%	48%	49%	48%	48%	49%	49%	46%
Female	50%	49%	55%	59%	55%	55%	56%	53%	54%	53%	54%	52%	51%	52%	52%	51%	51%	54%
	(779)	(575)	(637)	(690)	(614)	(769)	(632)	(595)	(5,291)	(4,829)	(3,703)	(3,477)	(3,667)	(4,100)	(4,148)	(4,317)	(3,882)	(4,512)
What is your age?																		
Under 20	1%	1%	0%		0%	0%		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	6%	20%	9%	11%	7%	13%	11%	8%	11%	12%	12%	11%	10%	11%	12%	9%	10%	8%
30-44	29%	29%	30%	38%	28%	34%	29%	25%	30%	31%	28%	27%	31%	30%	28%	31%	31%	30%
45-59	38%	25%	29%	29%	35%	28%	29%	29%	30%	30%	28%	27%	28%	26%	26%	24%	24%	23%
60-74	16%	16%	20%	13%	16%	15%	17%	21%	17%	16%	18%	19%	19%	19%	19%	21%	22%	23%
Over 74	10%	9%	12%	9%	14%	10%	14%	17%	12%	11%	14%	16%	12%	14%	15%	15%	14%	15%
	(780)	(574)	(634)	(691)	(610)	(772)	(638)	(594)	(5,293)	(4,821)	(3,710)	(3,466)	(3,684)	(4,103)	(4,154)	(4,305)	(3,898)	(4,528)
How many people live in your household? (TOTAL REPORTED)																		
Age 12 and under	-	-	-	-	-	-	-	-	1,617	1,560	1,056	-	1,103	-	1,311	1,371	1,293	-
Age 13 to 18	-	-	-	-	-	-	-	-	748	667	505	-	563	-	604	567	557	-
Age 19 to 54	-	-	-	-	-	-	-	-	6,428	6,091	4,246	-	4,389	-	4,908	4,904	4,466	-
Age 55 and over	-	-	-	-	-	-	-	-	3,197	2,542	2,251	-	2,092	-	2,599	2,771	2,485	-
Which of these is closest to describing your ethnic background?																		
Caucasian/White	92%	89%	85%	78%	86%	88%	86%	86%	86%	87%	89%	89%	90%	91%	90%	91%	90%	91%
African-American/Black	1%	1%	4%	14%	3%	1%	1%	1%	3%	3%	3%	2%	3%	3%	3%	3%	3%	4%
Asian or Pacific Islander	3%	3%	4%	2%	7%	5%	8%	6%	5%	5%	4%	4%	3%	3%	4%	3%	4%	3%
Native American/Indian	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	<1%	1%	1%
Hispanic	1%	2%	3%	2%	2%	1%	2%	3%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%
Other	2%	4%	3%	4%	1%	4%	2%	3%	3%	2%	1%	2%	3%	1%	1%	2%	1%	<1%
	(774)	(567)	(630)	(673)	(604)	(757)	(635)	(587)	(5,227)	(4,759)	(3,659)	(3,447)	(3,659)	(4,062)	(4,097)	(4,284)	(3,864)	(4,470)
How much education have you completed?																		
Elementary	0%	0%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%
Some high school	1%	1%	5%	3%	4%	3%	6%	4%	3%	3%	4%	4%	4%	4%	5%	5%	5%	5%
High school graduate	5%	5%	20%	12%	18%	14%	20%	25%	15%	16%	16%	16%	15%	16%	17%	16%	19%	19%
Some college	23%	24%	36%	26%	33%	26%	39%	42%	31%	31%	31%	31%	30%	33%	32%	32%	32%	33%
College graduate	71%	70%	38%	58%	44%	56%	33%	28%	50%	49%	48%	48%	50%	46%	45%	45%	43%	41%
	(783)	(574)	(637)	(690)	(605)	(766)	(639)	(594)	(5,288)	(4,811)	(3,702)	(3,476)	(3,692)	(4,108)	(4,148)	(4,324)	(3,892)	(4,523)

Appendix B Portland Bureau Data

Bureau of Fire, Rescue and Emergency Services

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
Population	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240
EXPENDITURES (in millions):										
Emergency Operations	\$35.2	\$40.4	\$42.9	\$42.9	\$43.7	\$43.3	\$42.8	\$43.9	\$44.9	\$45.7
Fire Prevention	\$4.0	\$4.3	\$4.4	\$4.7	\$4.3	\$3.9	\$5.1	\$5.1	\$5.2	\$5.3
Other (includes CIP in '92-93 - '94-95)	\$10.1	\$8.8	\$11.7	\$10.4	\$10.0	\$9.5	\$9.5	\$10.1	\$10.6	\$11.3
Sworn retirement & disability	\$19.2	\$20.0	\$20.5	\$21.0	\$22.9	\$24.4	\$25.3	\$26.0	\$27.6	\$29.1
TOTAL operating	\$68.5	\$73.5	\$79.5	\$79.0	\$80.9	\$81.1	\$82.7	\$85.1	\$88.3	\$91.4
Capital	-	-	-	\$3.6	\$2.0	\$1.5	\$2.5	\$1.8	\$7.3	\$7.5
EXPENDITURES, adjusted for inflation:										
Emergency Operations	\$45.4	\$50.4	\$52.2	\$50.6	\$49.8	\$47.9	\$46.3	\$45.9	\$45.7	\$45.7
Fire Prevention	\$5.2	\$5.4	\$5.3	\$5.5	\$4.9	\$4.3	\$5.5	\$3.4	\$5.3	\$5.3
Other (includes CIP in '92-93 - '94-95)	\$13.0	\$11.0	\$14.2	\$12.3	\$11.4	\$10.5	\$10.3	\$10.6	\$10.8	\$11.3
Sworn retirement & disability	\$24.8	\$25.1	\$24.9	\$24.7	\$26.0	\$27.0	\$27.5	\$27.2	\$28.0	\$29.1
TOTAL operating	\$88.4	\$91.9	\$96.6	\$93.1	\$92.8	\$89.7	\$89.6	\$89.1	\$89.8	\$91.4
Capital	-	-	-	\$4.2	\$2.2	\$1.7	\$2.7	\$1.9	\$7.5	\$7.5
Operating spending per capita, adj. for inflation	-	-	-	\$187	\$183	\$176	\$176	\$174	\$169	\$170
Operating + capital per capita, adj. for inflation	\$192	\$195	\$195	\$196	\$187	\$180	\$181	\$178	\$183	\$184
Total Bureau staff (FTEs)	770	770	741	739	746	704	729	730	743	721
Average on-duty emergency staffing	159	167	167	167	167	163	163	167	165	157
Number of front-line emergency vehicles	-	-	-	60	61	61	59	59	61	62
INCIDENTS:										
Fire	2,920	2,817	3,203	2,860	2,738	2,527	2,658	2,881	2,790	2,584
Medical	26,623	26,548	35,011	29,441	24,630	27,880	32,090	34,285	36,202	40,022
Other	14,732	14,815	11,967	22,826	28,568	27,076	20,562	20,422	20,660	18,235
TOTAL	44,275	44,180	50,181	55,127	55,936	57,483	55,310	57,588	59,652	60,841
Incidents per average on-duty staff	278	265	300	330	335	353	339	345	362	388
NUMBER OF OCCUPANCIES IN CITY:										
Inspectable	-	-	-	-	-	-	-	-	34,792	35,689
Non-inspectable	-	-	-	-	-	-	-	-	-	-
STRUCTURAL FIRES:										
In inspectable occupancies	-	-	-	-	-	-	-	-	-	349
In non-inspectable occupancies	-	-	-	-	-	-	-	-	-	507
TOTAL	1,166	1,117	1,157	1,164	998	878	807	964	925	856

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
Structural fires/1,000 residents	2.50	2.37	2.34	2.34	1.98	1.73	1.58	1.88	1.74	1.60
Total fires/1,000 residents	6.40	5.98	6.47	5.75	5.44	4.97	5.22	5.62	5.25	4.82
Lives lost/100,000 residents	2.2	3.0	1.0	1.2	2.2	1.6	0.6	1.2	1.3	1.3
Fire loss per capita, adjusted for inflation	\$41	\$47	\$36	\$40	\$49	\$39	\$43	\$74	\$42	\$38
Property loss as % of value of property	0.25%	0.48%	0.39%	0.41%	0.56%	0.48%	0.40%	0.24%	0.14%	0.59%
% of response times within 4 minutes:										
Fire	71%	66%	73%	71%	43% *	43%	37%	41%	38%	38%
Medical	72%	70%	79%	75%	46% *	46%	41%	43%	40%	39%
AVERAGE AGE OF FRONT-LINE VEHICLES (in years):										
Engines	4.8	5.9	7.9	6.5	6.9	5.9	6.5	7.5	8.7	7.6
Trucks	12.1	9.4	6.6	5.9	6.9	7.9	7.1	8.1	9.1	6.6
AVERAGE MILES ON FRONT-LINE VEHICLES:										
Engines	-	-	-	-	-	-	-	-	63,088	58,313
Trucks	-	-	-	-	-	-	-	-	50,297	41,789
COMPLETION OF SCHEDULED INSPECTIONS:										
Number scheduled	-	-	-	-	-	-	23,203	21,465	24,036	18,282
Number completed	-	-	-	-	-	-	14,828	17,195	14,699	16,852
Percent completed	-	-	-	-	-	-	64%	80%	61%	92%
TOTAL CODE ENFORCEMENT INSPECTIONS:										
Number of inspections (incl. unscheduled)	-	-	-	-	-	-	17,279	21,015	17,629	19,359
Number of reinspections	-	-	-	-	-	-	8,294	11,642	11,370	11,318
Total code violations found	-	-	-	-	-	-	30,196	38,731	32,358	29,834
Average violations per inspection	-	-	-	-	-	-	1.7	1.8	1.8	1.5
% violations abated within 90 days of detection	-	-	-	-	-	-	-	-	80%	79%

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

Police Bureau

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
Population	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240
EXPENDITURES (in millions):										
Patrol	\$47.1	\$50.3	\$58.9	\$58.0	\$60.1	\$62.4	\$64.2	\$65.2	\$68.0	\$70.9
Investigations & crime interdiction	\$16.4	\$18.6	\$19.3	\$23.4	\$23.9	\$22.9	\$24.6	\$25.5	\$26.8	\$27.8
Support	\$13.8	\$13.7	\$15.5	\$14.6	\$15.8	\$17.1	\$21.4	\$22.5	\$24.7	\$26.4
Sworn pension & disability	\$17.3	\$18.3	\$19.6	\$20.9	\$22.7	\$25.9	\$27.6	\$29.7	\$31.8	\$35.1
TOTAL	\$94.6	\$100.9	\$113.3	\$116.9	\$122.5	\$128.3	\$137.8	\$142.9	\$151.3	\$160.2
EXPENDITURES, adjusted for inflation:										
Patrol	\$60.6	\$62.9	\$71.4	\$68.3	\$68.4	\$69.1	\$69.4	\$68.1	\$69.2	\$70.9
Investigations & crime interdiction	\$21.2	\$23.3	\$23.4	\$27.6	\$27.2	\$25.4	\$26.7	\$26.7	\$27.2	\$27.8
Support	\$17.8	\$17.2	\$18.8	\$17.3	\$18.0	\$19.0	\$23.2	\$23.6	\$25.2	\$26.4
Sworn pension & disability	\$22.4	\$22.9	\$23.7	\$24.7	\$25.8	\$28.7	\$29.9	\$31.1	\$32.3	\$35.1
TOTAL	\$122.0	\$126.3	\$137.3	\$137.9	\$139.4	\$142.2	\$149.2	\$149.5	\$153.9	\$160.2
Spending per capita, adjusted for inflation	\$266	\$268	\$277	\$277	\$277	\$280	\$293	\$292	\$290	\$299
AUTHORIZED STAFFING:										
Sworn	897	955	1,000	1,000	1,007	1,028	1,033	1,045	1,039	1,048
Non-sworn	229	240	254	253	265	287	295	312	322	312
Officers & sergeants assigned to precincts	547	561	608	595	584	568	553	577	568	564
	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001
Officers & sergeants assigned to precincts (adjusted to reflect calendar year)	533	547	561	608	595	584	568	553	577	568
CRIMES REPORTED:										
Part I	52,152	52,369	55,326	55,834	50,805	53,601	46,524	41,867	41,454	43,567
Part I person crimes	8,389	8,445	8,808	8,833	7,835	7,600	6,707	6,294	5,698	4,555
Part I property crimes	43,763	43,924	46,518	47,001	42,970	46,001	39,816	35,573	35,796	39,012
Part II	40,415	41,000	43,532	45,362	44,803	47,965	45,007	44,400	50,511	46,448
INCIDENTS:										
Dispatched	234,491	230,518	235,246	253,019	247,584	263,175	246,567	228,278	230,740	243,861
Telephone report	87,063	96,566	93,811	84,603	65,336	64,604	54,652	51,981	48,433	44,840
Officer-initiated	-	-	82,667	120,094	132,396	142,857	154,734	175,459	202,811	176,363
TOTAL	321,554	327,084	329,057	457,716	445,316	470,636	455,953	455,718	481,984	465,064

	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001
Dispatched incidents/precinct officer	440	421	419	416	416	451	434	413	400	429
Officer-initiated incidents/precinct officer	-	-	-	198	223	245	272	317	351	310
AVERAGE NUMBER OF PATROL UNITS:										
Midnight to 4 am	-	-	-	-	-	-	-	70	73	70
4 am to 8 am	-	-	-	-	-	-	-	45	45	44
8 am to noon	-	-	-	-	-	-	-	56	60	59
Noon to 4 pm	-	-	-	-	-	-	-	60	62	60
4 pm to 8 pm	-	-	-	-	-	-	-	66	68	69
8 pm to midnight	-	-	-	-	-	-	-	86	90	86
Average high priority response time (in mins)	4.89	4.95	5.23	5.26	5.12	5.12	5.22	5.10	4.81	4.79
Part I crimes/1,000 residents	114	111	112	112	101	105	91	82	78	81
Person crimes/1,000 residents	18	18	18	18	16	15	13	12	11	8
Property crimes/1,000 residents	95	93	94	94	85	90	78	69	67	73
CASES CLEARED:										
Person crimes	-	-	-	-	-	2,646	2,526	2,385	2,225	1,685
Property crimes	-	-	-	-	-	6,691	3,612	5,160	5,124	4,942
CASES CLEARED (percent of total crimes):										
Percent of person crimes cleared	-	-	-	-	-	35%	38%	39%	40%	39%
Percent of property crimes cleared	-	-	-	-	-	14%	14%	15%	14%	13%
Percent of time available for problem-solving	-	-	-	33%	37%	-	-	39%	38%	36%
Addresses generating drughouse complaints	2,965	2,792	2,664	2,815	2,547	2,358	2,077	1,918	1,725	2,100

Portland Parks & Recreation

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
Population	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240
EXPENDITURES (in millions):										
Park operations	\$13.1	\$14.0	\$14.4	\$14.6	\$16.7	\$16.1	\$16.7	\$17.7	\$19.0	\$19.6
Recreation	\$8.3	\$9.3	\$10.5	\$10.4	\$11.7	\$11.2	\$12.8	\$15.5	\$16.9	\$16.6
Enterprise operations	\$4.5	\$5.3	\$6.0	\$6.8	\$6.3	\$7.1	\$7.3	\$8.8	\$8.8	\$8.9
Planning and admin	\$2.3	\$2.7	\$2.8	\$2.8	\$2.7	\$2.9	\$3.7	\$4.6	\$4.1	\$4.9
SUB-TOTAL (operating)	\$28.2	\$31.3	\$33.7	\$34.6	\$37.4	\$37.3	\$40.5	\$46.6	\$48.8	\$50.0
Capital	\$5.2	\$3.8	\$4.1	\$8.4	\$21.8	\$26.3	\$21.7	\$16.9	\$10.3	\$10.8
TOTAL	\$33.4	\$35.1	\$37.8	\$43.0	\$59.2	\$63.6	\$62.2	\$63.5	\$59.1	\$60.8
EXPENDITURES, adjusted for inflation:										
Park operations	\$17.0	\$17.5	\$17.4	\$17.2	\$19.0	\$17.8	\$18.2	\$18.5	\$19.3	\$19.6
Recreation	\$10.7	\$11.6	\$12.8	\$12.3	\$13.3	\$12.4	\$13.8	\$16.2	\$17.2	\$16.6
Enterprise operations	\$5.8	\$6.6	\$7.3	\$8.0	\$7.2	\$7.9	\$7.9	\$9.2	\$8.9	\$8.9
Planning and admin	\$3.0	\$3.4	\$3.4	\$3.3	\$3.1	\$3.2	\$4.0	\$4.8	\$4.2	\$4.9
SUB-TOTAL (operating)	\$36.5	\$39.1	\$40.9	\$40.8	\$42.6	\$41.3	\$43.9	\$48.7	\$49.6	\$50.0
Capital	\$6.7	\$4.8	\$5.0	\$9.9	\$24.8	\$29.1	\$23.5	\$17.7	\$10.5	\$10.8
TOTAL	\$43.2	\$43.9	\$45.9	\$50.7	\$67.4	\$70.4	\$67.4	\$66.4	\$60.1	\$60.8
Operating spending/capita, adj. for inflation	\$79	\$83	\$83	\$82	\$85	\$81	\$86	\$95	\$93	\$93
Capital spending/capita, adj. for inflation	\$15	\$10	\$10	\$20	\$49	\$57	\$46	\$34	\$20	\$20
Permanent staffing (FTEs)	312	316	328	354	361	334	365	377	386	403
Seasonal staffing (FTEs)	252	243	246	238	237	222	233	275	295	298
Volunteer FTEs	128	238	236	-	236	121	200	170	201	203
NUMBER OF PARKS & FACILITIES:										
Developed parks	144	144	146	142	143	143	143	134*	167	175
Sports fields	-	-	-	-	-	-	217	217	364	365
Community centers	11	11	11	11	11	12	13	13	13	13
Arts centers	7	7	7	7	7	7	7	7	7	6
Pools	12	12	12	12	12	12	13	13	14	14
Golf courses	4	4	4	4	4	4	4	4	4	4
RECREATION PROGRAMS:										
Number of programs	-	-	-	-	-	-	-	2,007	2,110	2,129
Attendance counts	-	-	-	-	-	-	-	3,792,622	3,961,622	4,325,190

* reclassified some developed parks, thus reducing number.

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
PARK ACRES (excludes golf courses & PIR):										
Developed parks	-	-	-	-	-	-	-	3,338	3,175	3,213
Natural areas	-	-	-	-	-	-	-	6,746	6,681	6,822
Undeveloped	-	-	-	-	-	-	-	-	216	200
TOTAL	-	-	-	9,576	9,590	9,659	10,001	10,084	10,072	10,235
Facilities square footage	-	-	-	-	-	-	-	877,561	1,065,554	1,072,300
% of residents living within 1/2 mile of park	-	-	-	-	-	-	-	78%	77%	77%
% of youth population in recreation programs	-	47%	47%	47%	-	51%	-	49%	53%	59%
VOLUNTEERS:										
Total volunteer hours	265,137	494,127	491,054	-	491,757	251,702	417,244	354,815	420,415	423,727
Total paid staff hours	-	-	-	-	-	-	-	1,342,547	1,432,620	1,416,352
Volunteers as percent of paid staff	-	-	-	-	-	-	-	26%	29%	30%
Workers compensation claims/100 workers	22.7	20.1	17.7	15.6	16.6	15.2	11.9	10.6	10.3	9.8
EMPLOYEE RATINGS:										
% rating internal communication good/very good	-	-	-	-	-	-	-	41%	51%	44%
% satisfied/very satisfied with their job	-	-	-	-	-	-	-	77%	75%	72%
% of maintenance that is scheduled	-	-	-	-	-	-	-	-	40%	29%
% of recreation costs recovered from fees & charges	-	-	-	-	-	-	-	-	48%	50%

Office of Transportation

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
Population	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240
EXPENDITURES, (in millions):										
Maintenance	\$36.9	\$38.1	\$38.4	\$40.8	\$43.7	\$45.7	\$44.9	\$40.2	\$45.0	45.9
Trans. systems management	\$12.6	\$14.5	\$15.3	\$16.4	\$15.9	\$16.0	\$14.1	\$17.9	\$14.3	18.4
Engineering & development	\$15.5	\$18.1	\$15.4	\$19.0	\$19.4	\$19.4	\$29.8	\$49.6	\$44.4	33.4
Director	\$3.4	\$3.5	\$3.6	\$3.4	\$3.6	\$3.5	\$3.9	\$9.5	\$10.6	11.8
Other	\$8.9	\$3.0	\$2.5	\$2.5	\$2.8	\$3.4	\$3.5	\$3.8	\$5.0	3.9
TOTAL, incl. capital	\$77.3	\$77.2	\$75.2	\$82.1	\$85.4	\$88.0	\$96.2	\$121.0	\$119.3	113.4
EXPENDITURES, adjusted for inflation:										
Maintenance	\$47.6	\$47.7	\$46.5	\$48.1	\$49.7	\$50.6	\$48.6	\$42.1	\$45.8	\$45.9
Trans. systems management	\$16.3	\$18.1	\$18.6	\$19.4	\$18.1	\$17.7	\$15.3	\$18.7	\$14.5	\$18.4
Engineering & development	\$20.0	\$22.6	\$18.7	\$22.4	\$22.1	\$21.5	\$32.2	\$51.9	\$45.2	\$33.4
Director	\$4.4	\$4.4	\$4.4	\$4.0	\$4.1	\$3.9	\$4.3	\$9.9	\$10.8	\$11.8
Other	\$11.5	\$3.8	\$3.0	\$3.0	\$3.2	\$3.7	\$3.8	\$4.0	\$5.1	\$3.9
TOTAL, incl. capital	\$99.8	\$96.6	\$91.2	\$96.9	\$97.2	\$97.4	\$104.2	\$126.6	\$121.4	\$113.4
Total operating, adj. for inflation (in millions)	\$85.1	\$77.6	\$76.9	\$79.6	\$82.1	\$78.6	\$76.8	\$80.1	\$80.4	\$84.2
Total capital, adj. for inflation (in millions)	\$14.7	\$19.0	\$14.4	\$17.3	\$15.1	\$18.8	\$27.3	\$46.5	\$41.0	\$29.2
Operating spending/capita, adj. for inflation	\$185	\$165	\$155	\$160	\$163	\$155	\$151	\$156	\$151	\$157
Capital spending/capita, adj. for inflation	\$32	\$40	\$29	\$35	\$30	\$37	\$54	\$91	\$77	\$54
STAFFING (FTEs):										
Maintenance staffing	428	430	428	442	444	436	428	398	400	405
Trans. systems management	106	117	119	119	117	122	118	134	133	132
Engineering staffing	128	133	133	134	135	132	136	121	119	120
Director	39	38	39	38	37	36	34	61	61	45
TOTAL	701	718	719	733	733	726	716	714	713	702
Lane miles of streets	3,577	3,678	3,805	3,820	3,833	3,837	3,841	3,843	3,869	3,880
MILES OF STREETS TREATED:										
Resurfacing	49.6	52.7	43.9	43.9	50.6	50.5	65.2	63.2	63.7	53.6
Reconstruction	0	0	0	0	0	0	0	0	0	0
Slurry seal	41.6	56.7	51.4	40.2	49.8	43.7	66.2	52.2	50.6	39.2

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
Curb miles of streets swept	45,801	63,085	52,932	52,599	58,516	54,877	54,654	53,984	54,697	54,799
Major intersections	1,327	1,255	1,200	1,192	1,227	1,253	1,204	-	-	1,087
BACKLOG MILES:										
Resurface	242	259	267	278	285	261	247	261	262	284
Reconstruction	48	51	49	67	67	80	73	73	82	87
Slurry seal	140	130	164	146	142	154	163	168	158	157
TOTAL	430	440	480	491	494	495	483	502	502	528
Percent major intersections in good condition	81%	81%	81%	81%	81%	81%	79%	-	-	-
Percent lane miles in good condition	63%	60%	56%	52%	52%	53%	57%	55%	55%	54%
High accident intersections	261	237	224	217	233	231	250	-	-	199
	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001
Ozone concentration (parts/million)	0.073	0.062	0.060	0.059	0.070	0.069	0.067	0.056	0.056	0.056
Carbon monoxide levels (parts/million)	6.1	5.8	6.2	4.5	5.7	4.7	4.6	5.5	4.0	3.5
Carbon dioxide, metro (metric tons - in millions)	-	-	-	10.2	-	-	-	-	10.5	10.4
Daily vehicle miles travelled, metro* (millions)	20.9	22.6	22.1	23.3	24.6	25.3	26.0	25.8	26.2	26.4

* excluding Vancouver side of metropolitan area

Bureau of Environmental Services

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
Population	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240
Total sewer accounts	131,472	131,953	137,262	141,391	149,373	157,631	163,336	164,433	165,708	167,105
EXPENDITURES* (in millions):										
Operating costs	\$50.2	\$51.9	\$48.0	\$52.4	\$60.0	\$61.1	\$66.4	\$68.4	\$68.5	\$80.6
Capital	\$65.2	\$76.2	\$92.1	\$73.9	\$83.3	\$70.6	\$91.9	\$87.6	\$86.5	\$91.7
Debt service	\$7.4	\$8.8	\$21.0	\$21.4	\$33.4	\$45.5	\$41.4	\$45.4	\$48.4	\$54.9
EXPENDITURES*, adjusted for inflation:										
Operating costs	\$64.7	\$64.9	\$58.2	\$61.8	\$68.3	\$67.6	\$71.9	\$71.5	\$69.7	\$80.6
Capital	\$84.2	\$95.3	\$111.7	\$87.2	\$94.7	\$78.2	\$99.5	\$91.6	\$88.0	\$91.7
Debt service	\$9.6	\$11.1	\$25.5	\$25.2	\$38.0	\$50.4	\$44.9	\$47.5	\$49.3	\$54.9
Sewer operating costs/capita, inflation adj.	\$135	\$127	\$113	\$119	\$131	\$129	\$137	\$134	\$124	\$145
AUTHORIZED STAFFING										
Sewer operating	400	410	419	310	329	346	346	336	345	338
Capital	-	(incl. above)	-	130	118	94	96	106	113	120
Refuse disposal operating	10	9	10	10	10	10	10	10	10	10
TOTAL MILES OF PIPELINE:										
Sanitary	698	782	835	913	940	956	965	973	992	998
Storm	230	248	263	283	382	444	446	432	443	462
Combined	849	849	850	850	850	850	844	863	868	865
WASTEWATER TREATED										
Primary (billions of gallons)	28.7	26.6	31.2	33.8	34.8	32.5	33.4	28.8	25.4	27.9
BOD Load (millions of pounds)	40.6	45.0	48.5	48.8	51.2	56.0	56.9	58.7	54.4	50.4
Suspended solids (millions of pounds)	47.7	45.9	55.6	57.4	52.5	59.4	58.8	65.8	57.5	57.3
Acres of watershed revegetated	-	-	-	37	35	353	270	332	550	787
Acres of floodplain reclaimed	-	-	16	18	4	29	13	14	16	8
Feet of pipe repaired	19,946	20,746	21,078	18,930	20,129	27,493	28,768	24,462	19,926	36,057
Miles of pipe cleaned	223	273	221	172	160	228	218	135	207	184
Industrial discharge inspections	-	-	-	412	402	353	476	554	648	522
Industrial discharge tests in compliance	93%	97%	97%	97%	97%	96%	94%	98%	99%	99%
PERCENT BOD REMOVED:										
Columbia Blvd.	88.6%	91.1%	93.7%	93.9%	92.5%	93.8%	92.5%	94.7%	95.1%	94.7%
Tryon Creek.....	94.0%	92.7%	93.0%	92.9%	92.9%	92.9%	94.8%	95.3%	96.6%	97.0%

* includes Refuse Disposal expenditures

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
WASTE DIVERTED FROM LANDFILL:										
Residential	-	-	-	-	50%	51%	53%	52%	52%	53%
Commercial	-	-	-	-	46%	49%	52%	54%	54%	59%
Combined	-	-	-	-	47%	50%	52%	54%	54%	58%
Number of unconnected mid-county properties	34,800	31,308	27,112	22,546	16,102	9,803	5,529	5,007	4,827	4,701
Average monthly residential sewer/storm bills, adjusted for inflation	\$22.19	\$22.54	\$24.02	\$25.85	\$28.07	\$30.01	\$32.15	\$33.81	\$34.47	\$37.28
Average monthly residential garbage bills, adjusted for inflation	\$22.32	\$22.01	\$21.35	\$20.30	\$19.91	\$19.04	\$18.63	\$18.42	\$18.17	\$18.25
CORNERSTONE PROJECTS:										
Cumulative sumps constructed	775	1,386	1,926	2,281	2,757	2,860	2,860	2,896	3,045	-
Cumulative downspouts disconnected	-	-	-	1,541	5,160	11,131	19,980	24,714	28,565	31,649
Est. CSO gallons diverted as % of planned total	2.5%	6.9%	9.8%	15.1%	21.8%	43.7%	49.9%	52.0%	53.0%	53.0%
Water quality index for Willamette River:										
Upstream	-	-	-	-	-	-	-	-	84	84
Downstream	-	-	-	-	-	-	-	-	83	82

Bureau of Water Works

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
POPULATION SERVED:										
Retail	410,010	421,748	442,690	444,371	448,928	453,573	453,815	455,919	474,511	481,312
Wholesale	275,697	283,459	294,910	302,142	319,000	333,300	341,353	317,252	314,489	349,522
TOTAL	685,707	705,207	737,600	746,513	767,928	786,873	795,168	773,171	789,000	830,834
EXPENDITURES (in millions):										
Operating	\$33.8	\$34.4	\$34.7	\$36.8	\$42.6	\$42.7	\$46.8	\$49.3	\$47.5	50.4
Capital	\$21.1	\$17.5	\$18.0	\$21.4	\$25.6	\$23.0	\$31.6	\$35.7	\$35.2	21.7
Debt service	\$9.3	\$8.2	\$11.2	\$11.8	\$12.0	\$12.0	\$12.7	\$12.4	\$13.4	15.6
EXPENDITURES, adjusted for inflation:										
Operating	\$43.7	43.0	42.1	43.5	48.4	47.2	50.7	51.6	48.4	50.4
Capital	\$27.2	21.9	21.8	25.3	29.1	25.4	34.2	37.3	35.9	21.7
Debt service	\$12.0	10.2	13.5	13.9	13.6	13.3	13.8	13.0	13.6	15.6
Operating costs/capita, adj. for inflation	\$64	61	57	58	63	60	64	67	61	61
Authorized staffing (FTEs)	507	509	500	501	513	513	524	535	543	543
Water sales (millions, adj. for inflation)	\$52.3	57.0	59.3	58.9	61.9	61.3	63.5	61.5	58.8	not avail.
GALLONS OF WATER DELIVERED (billions):										
City of Portland	23.4	23.7	25.1	25.7	24.7	25.2	25.0	24.8	23.9	23.5
Wholesale	10.9	12.3	13.1	12.6	13.9	13.5	14.3	14.4	14.6	14.7
TOTAL	34.3	36.0	38.2	38.3	38.6	38.7	39.3	39.2	38.5	38.2
Number of retail accounts	152,754	153,575	155,662	156,246	157,189	158,141	159,177	160,100	161,154	162,631
Feet of new water mains installed	81,303	93,959	125,364	137,432	126,282	68,662	121,737	107,590	82,283	32,781
NUMBER OF NEW WATER SERVICES:										
Residential	-	-	-	-	920	1,047	989	790	929	943
Commercial	-	-	-	-	378	328	348	254	170	219
Annual City water usage per capita (gallons)	50,839	50,351	50,777	51,589	49,079	49,477	49,039	48,386	44,881	42,152
Monthly residential water bill - actual usage (adjusted for inflation)	\$13.47	13.73	13.38	13.63	14.05	13.67	14.14	14.67	12.79	13.43
SUMMER WATER CONSUMPTION (millions of gallons):										
Average day	117	145	184	165	170	169	173	153	166	157
Highest day	135	187	219	204	207	206	204	176	193	187
Debt coverage ratio	1.83	2.9	2.65	2.45	2.25	2.44	2.31	2.06	1.93	not avail.

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
UNACCOUNTED FOR WATER:										
Millions of gallons.....	-	-	-	2,690	3,968	3,340	3,288	<i>not avail.</i>	<i>not avail.</i>	<i>not avail.</i>
Percent of delivered	-	-	-	6.6%	9.3%	7.9%	7.7%	<i>not avail.</i>	<i>not avail.</i>	<i>not avail.</i>
WATER QUALITY:										
Turbidity (NTUs):										
Minimum	0.08	0.09	0.08	0.10	0.11	0.09	0.12	0.16	0.22	0.24
Maximum	1.09	0.74	2.82	4.97	3.49	2.44	4.99	2.87	2.30	3.16
Median	0.24	0.22	0.36	0.36	0.31	0.19	0.31	0.37	0.41	0.50
pH:										
Minimum	6.5	6.4	6.5	6.3	6.6	7.3	7.2	7.2	7.3	6.7
Maximum	7.3	7.3	7.3	7.4	7.5	7.6	7.6	7.6	7.7	8.0
Mean	6.8	6.8	6.8	6.7	7.0	7.4	7.4	7.4	7.4	7.3
Chlorine residual (mg/L):										
Minimum	0.00	0.00	0.03	0.00	0.04	0.10	0.19	0.10	0.04	0.10
Maximum	1.70	1.60	1.80	2.60	1.71	2.20	2.04	2.01	1.97	2.00
Mean	0.86	0.93	1.01	1.02	1.15	1.23	1.33	1.31	1.22	1.15
Total coliform bacteria (% in highest month)	2.80%	0.48%	2.05%	0.67%	0.46%	0.46%	0.92%	0.26%	1.14%	0.57%

Bureau of Development Services

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
Population	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240
EXPENDITURES (in millions):										
Administration	\$2.3	\$2.3	\$3.0	\$3.4	\$3.6	\$4.5	\$4.7	\$6.4	\$6.0	\$6.4
Code compliance	\$0.5	\$0.5	\$0.6	\$0.6	\$0.6	\$0.6	\$0.6	\$0.7	\$0.7	\$0.7
Combination inspections	\$1.0	\$1.9	\$2.3	\$2.8	\$3.3	\$3.5	\$3.5	\$3.6	\$3.4	\$3.4
Commercial inspections	\$3.2	\$2.7	\$2.7	\$2.8	\$3.3	\$3.8	\$4.4	\$4.4	\$4.7	\$4.7
Neighborhood inspections	\$1.8	\$2.1	\$2.3	\$2.4	\$2.7	\$2.4	\$2.3	\$2.6	\$2.7	\$2.7
Plan review	\$2.1	\$2.5	\$2.7	\$2.9	\$3.4	\$3.8	\$5.0	\$2.6	\$2.5	\$2.5
Land use reviews*	\$1.4	\$1.6	\$2.1	\$2.6	\$3.1	\$3.6	\$4.2	\$4.2	\$4.4	\$4.7
Development services	-	-	-	-	-	-	-	\$2.9	\$3.1	\$3.3
TOTAL	\$12.3	\$13.6	\$15.7	\$17.5	\$20.0	\$22.2	\$24.7	\$27.4	\$27.5	\$28.4
EXPENDITURES, adjusted for inflation:										
Administration	\$2.9	\$2.9	\$3.6	\$4.0	\$4.1	\$5.1	\$5.1	\$6.7	\$6.2	\$6.4
Code compliance	\$0.6	\$0.6	\$0.7	\$0.7	\$0.7	\$0.6	\$0.7	\$0.7	\$0.7	\$0.7
Combination inspections	\$1.3	\$2.4	\$2.9	\$3.3	\$3.8	\$3.9	\$3.8	\$3.8	\$3.5	\$3.4
Commercial inspections	\$4.1	\$3.4	\$3.2	\$3.3	\$3.8	\$4.2	\$4.8	\$4.6	\$4.9	\$4.7
Neighborhood inspections	\$2.4	\$2.6	\$2.8	\$2.8	\$3.0	\$2.6	\$2.5	\$2.7	\$2.7	\$2.7
Plan review	\$2.8	\$3.1	\$3.3	\$3.4	\$3.9	\$4.2	\$5.3	\$2.7	\$2.5	\$2.5
Land use reviews	\$1.8	\$2.0	\$2.6	\$3.1	\$3.5	\$4.0	\$4.6	\$4.5	\$4.4	\$4.7
Development services	-	-	-	-	-	-	-	\$3.0	\$3.1	\$3.3
TOTAL	\$15.9	\$17.0	\$19.1	\$20.6	\$22.8	\$24.6	\$26.8	\$28.7	\$28.0	\$28.4
Staffing (FTEs)	175	192	212	230	250	255	282	298	302	297
Spending per capita, adjusted for inflation	\$36	\$36	\$39	\$41	\$45	\$48	\$53	\$56	\$53	\$53
Number of commercial building permits	3,230	3,300	3,286	3,069	3,378	4,089	3,746	3,628	3,524	3,394
Number of residential building permits	3,424	4,125	3,822	4,011	4,343	4,153	4,128	4,390	5,304	5,676
Number of trade permits	-	-	-	32,784	43,350	45,153	44,594	39,973	33,529	32,878
CONSTRUCTION INSPECTIONS:										
Commercial	-	70,928	61,990	64,455	73,964	79,980	87,470	92,076	89,959	75,858
Residential	-	74,250	78,672	82,750	95,538	95,773	90,000	87,894	86,255	90,917
TOTAL	100,988	145,178	140,662	147,205	169,502	175,753	177,470	179,970	176,214	166,775
Number of land use cases received	-	837	1,008	1,030	1,244	1,171	1,058	894	879	935
Number of zoning plan checks	-	3,948	4,376	4,850	5,389	5,148	5,230	5,161	5,041	4,996
Number of neighborhood nuisance inspections	20,953	18,743	21,590	25,039	22,583	16,555	16,815	13,270	18,103	17,463
Number of housing/derelict building inspections	10,702	10,262	9,176	13,291	11,980	10,086	9,557	8,075	7,413	7,702
Number of nuisance properties cleaned	-	5,367	5,444	6,143	6,253	6,539	6,373	4,276	5,877	4,974

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	
Number of housing units brought up to code	800	2,639	2,494	2,842	2,581	2,409	2,225	1,722	2,008	1,513	
Code enforcement cases to Hearings Officer	398	333	244	216	162	153	82	55	28	40 ¹	
Commercial inspections in 24 hours	95%	99%	96%	96%	95%	96%	97%	98%	93%	95%	
Combination (residential) inspections in 24 hours	95%	98%	93%	90%	91%	94%	97%	98%	97%	99%	
% of residential plans reviewed in 15/20 ² wkg. days											
BDS reviews ³	-	-	-	-	-	-	-	-	-	87%	85%
All reviews ⁴	-	-	-	-	-	-	-	-	-	69%	63%
% of commercial plans reviewed in 20 wkg. days											
BDS reviews ³	-	-	-	-	-	-	-	-	-	73%	73%
All reviews ⁴	-	-	-	-	-	-	-	-	-	59%	55%
Building permits issued <15 working days	-	-	-	-	-	-	-	-	-	66%	64%
CUSTOMER SURVEY ⁵ :											
% rating timeliness "good" or "very good"											
Building permit review	-	-	-	-	-	-	-	-	-	-	55%
Land use review	-	-	-	-	-	-	-	-	-	-	46%
% satisfied with staff helpfulness											
Building permit review	-	-	-	-	-	-	-	-	-	-	67%
Land use review	-	-	-	-	-	-	-	-	-	-	75%
Percent of costs recovered through fees/charges											
Building permit review	99%	106%	104%	102%	113%	102%	90%	80%	100%	103%	
Land use review	-	-	-	-	-	-	-	60%	63%	57%	

¹ Estimate

² 20 working days for new construction plans; 15 working days for all other categories

³ Planning/Zoning and Fire/Life Safety reviews

⁴ Including reviews by other City bureaus

⁵ Includes permits issued over-the-counter and "taken-in"

**Housing & Community Development:
BHCD and PDC Housing Department**

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
Population	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240
EXPENDITURES (in millions):										
Housing:										
BHCD	-	-	-	\$7.0	\$5.3	\$3.0	\$7.5	\$4.7	\$10.4	\$8.9
PDC	-	-	-	\$10.0	\$21.1	\$21.9	\$37.8	\$31.4	\$37.2	\$40.0
"Foregone revenue": property tax exemptions	-	-	-	-	\$1.2	\$1.3	\$1.5	\$1.9	\$2.4	\$2.9
Sub-total	-	-	-	-	\$27.6	\$26.2	\$46.8	\$38.0	\$50.0	\$51.8
Homeless facilities & services	-	-	-	\$3.5	\$4.6	\$3.2	\$3.5	\$5.0	\$5.5	\$5.6
Youth employment	-	-	-	\$1.7	\$1.9	\$2.1	\$2.1	\$2.1	\$1.5	\$1.7
Other	-	-	-	\$5.8	\$7.0	\$5.5	\$5.8	\$7.3	\$5.9	\$5.0
EXPENDITURES, adjusted for inflation:										
Housing:										
BHCD	-	-	-	\$8.2	\$6.0	\$4.9	\$8.1	\$4.9	\$10.6	\$8.9
PDC	-	-	-	\$11.7	\$24.0	\$24.3	\$41.0	\$32.8	\$37.8	\$40.0
"Foregone revenue": property tax exemptions	-	-	-	-	\$1.4	\$1.5	\$1.6	\$2.0	\$2.5	\$2.9
Sub-total	-	-	-	\$20.0	\$31.4	\$30.7	\$50.6	\$39.7	\$50.9	\$51.8
Homeless facilities & services	-	-	-	\$4.1	\$5.3	\$3.5	\$3.8	\$5.2	\$5.6	\$5.6
Youth employment	-	-	-	\$2.0	\$2.1	\$2.4	\$2.3	\$2.2	\$1.5	\$1.7
Other	-	-	-	\$6.8	\$8.0	\$6.1	\$6.3	\$7.7	\$6.0	\$5.0
REVENUES (in millions)										
Grants	-	-	-	\$18.1	\$21.8	\$17.3	\$27.4	\$27.7	\$18.8	\$17.6
General Fund (including "foregone revenue")	-	-	-	-	\$11.8	\$9.4	\$10.9	\$11.6	\$13.3	\$15.3
Tax Increment Financing	-	-	-	\$4.0	\$4.3	\$4.4	\$21.3	\$6.4	\$15.2	\$22.7
Other	-	-	-	\$8.5	\$8.2	\$6.8	\$4.5	\$5.6	\$9.9	\$10.9
REVENUES, adjusted for inflation										
Grants	-	-	-	\$21.3	\$24.8	\$19.2	\$29.6	\$28.9	\$19.2	\$17.6
General fund (including "foregone revenue")	-	-	-	\$2.7	\$13.4	\$10.4	\$11.6	\$12.2	\$13.6	\$15.3
Tax Increment Financing	-	-	-	\$4.7	\$4.9	\$4.8	\$23.0	\$6.7	\$15.4	\$22.7
Other	-	-	-	\$10.1	\$9.3	\$7.5	\$4.9	\$5.9	\$10.0	\$10.9
Spending per capita, adjusted for inflation	-	-	-	\$66	\$93	\$84	\$124	\$107	\$120	\$120
STAFFING:										
BHCD	-	14	16	16	17	17	18	18	21	24
PDC Housing Department	-	-	-	31	35	29	32	32	33	39
Number of units with property tax exemptions	-	-	-	-	4,717	5,844	6,056	7,484	8,328	10,148
Small-scale owner rehabilitation projects	-	-	-	-	-	1,722	2,027	1,925	1,417	1,461

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
CITY LOANS AND GRANTS (millions, adjusted for inflation):										
Affordable to low-moderate income										
Owners.....	-	-	-	-	\$1.6	\$2.5	\$3.6	\$2.9	\$3.4	\$2.6
Renters.....	-	-	-	-	\$15.8	\$12.6	\$25.0	\$15.2	\$14.9	\$19.2
Affordable to middle+ income										
Owners.....	-	-	-	-	\$0	\$0	\$0	\$0	\$0.1	\$0.7
Renters.....	-	-	-	-	\$0.7	\$0	\$3.9	\$0.7	\$0.5	\$3.7
NUMBER OF CITY LOAN/GRANT SUBSIDIZED UNITS:										
Affordable to low-moderate income										
Owners.....	-	-	-	-	154	190	226	186	234	142
Renters.....	-	-	-	-	1,071	633	1,322	703	596	524
Affordable to middle+ income										
Owners.....	-	-	-	-	0	0	2	1	5	17
Renters.....	-	-	-	-	61	303	300	93	34	488
One night shelter count of homeless (November)	-	1,798	1,963	2,037	2,252	2,489	2,602	2,093	2,086	2,500
Average nightly homeless in City singles shelters:										
Winter months.....	-	-	-	-	-	322	329	310	330	364
Other months.....	-	-	-	-	-	-	287	255	261	291
Homeless singles served	-	-	-	-	-	-	-	5,852	6,977	8,592
Youth served.....	-	-	-	-	-	-	-	2,018	1,117	1,142
HOUSING INVENTORY IN CITY:										
Owner.....	-	-	-	-	119,555	120,747	123,727	125,042	124,767	
Rental.....	-	-	-	-	96,116	97,038	97,884	94,354	98,970	
Vacant.....	-	-	-	-	9,790	9,571	9,105	13,913	13,570	
TOTAL.....	-	-	-	-	225,461	227,356	230,716	233,309	237,307	
Owner households w. severe housing cost burden	-	-	-	-	9,394	10,522	9,848	10,580	<i>not avail.</i>	
Renter households w. severe housing cost burden	-	-	-	-	21,138	20,642	18,202	19,378	<i>not avail.</i>	
Homeless adults placed in stable housing:										
Number.....	-	-	-	-	-	-	1,030	1,302	1,900	1,871
Percent of total in programs.....	-	-	-	-	-	-	33%	38%	32%	28%
Youth placed in jobs or school:										
Number.....	-	-	-	-	-	1,066	1,185	1,018	549	634
Percent of total	-	-	-	-	-	78%	66%	61%	57%	65%
Youth retained 30+ days in job or school										
Number.....	-	-	-	-	-	-	-	418	280	313
Percent of total	-	-	-	-	-	-	-	43%	54%	54%
Percent of total expenditures on administration	-	-	-	-	-	7.7%	6.6%	7.4%	5.6%	7.2%

Bureau of Planning

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
Population	459,300	471,325	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240
EXPENDITURES (in millions):										
Administration, tech support, director's office	-	\$1.1	\$0.9	\$1.1	\$2.1	\$2.0	\$1.7	\$2.5	\$1.6	\$1.5
Planning										
Area/neighborhood	-	-	-	-	-	-	-	-	\$1.6	\$2.2
Environmental	-	-	-	-	-	-	-	-	\$2.2	\$2.5
Other*	-	-	-	-	-	-	-	-	\$1.4	\$1.3
SUB-TOTAL	-	\$1.8	\$2.1	\$2.6	\$2.3	\$2.2	\$2.6	\$2.8	\$5.2	\$6.0
Development review	-	\$1.6	\$2.1	\$2.6	\$3.1	\$3.7	\$4.3	-	-	-
TOTAL	\$4.0	\$4.5	\$5.1	\$6.3	\$7.5	\$7.9	\$8.6	\$5.2	\$6.8	\$7.5
EXPENDITURES, adjusted for inflation:										
Administration, tech support, director's office	-	\$1.3	\$1.1	\$1.3	\$2.4	\$2.3	\$1.9	\$2.6	\$1.6	\$1.5
Planning										
Area/neighborhood	-	-	-	-	-	-	-	-	\$1.7	\$2.2
Environmental	-	-	-	-	-	-	-	-	\$2.2	\$2.5
Other*	-	-	-	-	-	-	-	-	\$1.4	\$1.3
SUB-TOTAL	-	\$2.3	\$2.5	\$3.0	\$2.6	\$2.4	\$2.8	\$2.9	\$5.3	\$6.0
Development review	-	\$2.0	\$2.6	\$3.1	\$3.5	\$4.0	\$4.6	-	-	-
TOTAL	\$5.1	\$5.6	\$6.2	\$7.4	\$8.5	\$8.7	\$9.3	\$5.5	\$6.9	\$7.5
Spending per capita, adj. for inflation	\$11	\$12	\$13	\$15	\$17	\$17	\$18	\$11	\$13	\$14
Staffing (FTEs)	64	64	72	84	105	103	106	57	65	70
NUMBER OF PLANNING PROJECTS:										
Neighborhood/area/community/urban & historic	-	-	-	-	-	-	-	15	19	23
Environmental planning	-	-	-	-	-	-	-	4	3	3
Visioning/comprehensive planning/zoning code	-	-	-	-	-	-	-	9	7	4
Evaluation of community plan or code changes	-	-	-	-	-	-	-	3	2	1
LEGISLATIVE MANDATES INCORPORATED IN FY 2001-02 PROJECTS:										
Federal:										
Clean Air Act										
Clean Water Act										
Endangered Species Act										
State:										
Statewide Planning Goals										
Statewide Transportation Planning Rule										
O.R.S. 197.640 (periodic review of Comprehensive Plan)										
Metropolitan Housing Rule										

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

	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02
Regional:										
Metro Urban Growth Management Functional Plan										
City:										
City of Portland Comprehensive Plan (Central City, Central City Transportation, Downtown, Downtown Community, River District plans)										
Willamette Greenway Plan Revision										
Guilds Lake Industrial Sanctuary Plan										
North Macadam Framework Plan										
Interstate Corridor Urban Renewal Plan										
Northwest Industrial Neighborhood Association Plan										
City of Portland Endangered Species Act Response										
City/County Intergovernmental Agreement: 2040 Compliance										
Evaluation of Accessory Dwelling Units										
Number of public meetings held:										
City-wide	-	-	-	-	-	-	-	52	26	27
Local	-	-	-	-	-	-	-	212	79	101
Number of citizens sent public hearing notices:										
City-wide	-	-	-	-	-	-	-	4,711	7,296	21,681
Local	-	-	-	-	-	-	-	16,058	18,691	46,282
ADOPTED PLANS:										
Neighborhood	11	1	1	11	2	1	1	0	0	0
Community	1	0	0	1	0	0	0	0	0	1
Area	0	0	0	0	1	0	0	1	1	3
NEW HOUSING UNITS BUILT ANNUALLY (based on building permits):										
In City	-	-	-	2,420	3,025	3,535	3,690	2,486	2,477	2,843
In total U.G.B.	-	-	-	12,329	7,827	11,388	11,738	7,500*	4,746*	7,243*
Percent of U.G.B. total in City	-	-	-	20%	39%	31%	31%	33%	52%	39%
In 4-county region	-	-	-	18,417	11,225	16,184	15,348	11,713	10,087	14,526*
Percent of 4-county total in City	-	-	-	13%	27%	22%	24%	21%	25%	20%

* estimates

Appendix C Comparison City Data

Charlotte, North Carolina

FY 2001-02		
Population:	Charlotte	551,645
	Charlotte/Mecklenburg Co.	720,490
Fire budget per capita:		
Without pension		\$103.4
Pension		\$12.9
TOTAL		\$116.3
Emergency staff on-duty/100,000 residents		36
Incidents/on-duty staff		346
Structural fires/1,000 residents		1.4
Police budget per capita:		
Without pension		\$164.0
Pension		\$23.5
TOTAL		\$187.5
Officers/1,000 residents		2.1
Crimes/officer		32.9
Part I crimes/1,000 residents		69.5
Parks budget per capita		\$38
Total lane miles of streets		4,523
Sewer operating expenses per capita		\$64.63
Monthly residential bill:		
Sewer/storm drainage		\$24.81
Miles of storm sewers		2,470
Miles of sanitary sewers		3,145
Miles of combined sewers		0
Water operating expenses per capita		\$44
Monthly water bill		\$11.00
Number of retail water accounts		192,000
Number privately owned housing permits		-
City population density per square mile		2,146
CDBG expenditures (in millions)		\$8.0
% CDBG spent to benefit low-moderate income persons		100%

Cincinnati, Ohio

CY 2001		
Population		331,285
Fire budget per capita:		
Without pension		\$191.9
Pension		\$23.2
TOTAL		\$215.1
Emergency staff on-duty/100,000 residents		55
Incidents/on-duty staff		342
Structural fires/1,000 residents		3.7
Police budget per capita:		
Without pension		\$298.2
Pension		\$19.6
TOTAL		\$317.8
Officers/1,000 residents		3.0
Crimes/officer		27.8
Part I crimes/1,000 residents		84.0
Parks budget per capita		\$110
Total lane miles of streets		2,820
Sewer operating expenses per capita		\$90.72
Monthly residential bills:		
Sewer/storm drainage		\$26.04
Miles of storm sewers		310
Miles of sanitary sewer		2,056
Miles of combined sewers		889
Water operating expenses per capita		\$59
Monthly water bill		\$13.54
Number of retail water accounts		225,000
Number privately owned housing permits		336
City population density per square mile		4,302
CDBG expenditures (in millions)		\$19.4
% CDBG spent to benefit low-moderate income persons		91%

Denver, Colorado

CY 2001		
Population		564,606
Fire budget per capita:		
Without pension		\$123.3
Pension		\$26.1
TOTAL		\$149.4
Emergency staff on-duty/100,000 residents		35
Incidents/on-duty staff		328
Structural fires/1,000 residents		1.9
Police budget per capita:		
Without pension		\$241.1
Pension		\$37.9
TOTAL		\$279.0
Officers/1,000 residents		2.6
Crimes/officer		20.9
Part I crimes/1,000 residents		53.6
Parks budget per capita		\$82
Total lane miles of streets		3,672
Sewer operating expenses per capita		\$65.62
Monthly residential bills:		
Sewer/storm drainage		\$17.57
Miles of storm sewers		628
Miles of sanitary sewer		1,717
Miles of combined sewers		0
Water operating expenses per capita		\$78
Monthly water bill		\$13.69
Number of retail water accounts		215,337
Number privately owned housing permits		4,458
City population density per square mile		3,666
CDBG expenditures (in millions)		\$19.1
% CDBG spent to benefit low-moderate income persons		89%

Kansas City, Missouri

FY 2001-02	
Population	443,736
Fire budget per capita:	
Without pension	\$135.1
Pension	\$14.7
TOTAL	\$149.8
Emergency staff on-duty/100,000 residents	42
Incidents/on-duty staff	280
Structural fires/1,000 residents	4.6
Police budget per capita:	
Without pension	\$271.2
Pension	\$28.1
TOTAL	\$299.3
Officers/1,000 residents	3.1
Crimes/officer	37.2
Part I crimes/1,000 residents	113.7
Parks budget per capita	\$47
Total lane miles of streets	5,700
Sewer operating expenses per capita	\$59.33
Monthly residential bills:	
Sewer/storm drainage	\$16.87
Miles of storm sewers	360
Miles of sanitary sewer	1,680
Miles of combined sewers	660
Water operating expenses per capita	\$126
Monthly water bill	\$18.79
Number of retail water accounts	140,000
Number privately owned housing permits	2,181
City population density per square mile	1,400
CDBG expenditures (in millions)	\$15.9
% CDBG spent to benefit low-moderate income persons	77%

Sacramento, California

FY 2001-02	
Population: Sacramento	418,700
Sacramento County	1,258,600
Fire budget per capita:	
Without pension	\$127.8
Pension	\$6.1
TOTAL	\$133.9
Emergency staff on-duty/100,000 residents	31
Incidents/on-duty staff	434
Structural fires/1,000 residents	2.1
Police budget per capita:	
Without pension	\$204.2
Pension	\$9.0
TOTAL	\$213.2
Officers/1,000 residents	1.7
Crimes/officer	45.1
Part I crimes/1,000 residents	74.3
Parks budget per capita	\$80
Total lane miles of streets	2,830
Sewer operating expenses per capita	\$97.08
Monthly residential bills:	
Sewer/storm drainage	\$34.02
Miles of storm sewers	1,440
Miles of sanitary sewer	1,328
Miles of combined sewers	332
Water operating expenses per capita	\$52
Monthly water bill	\$16.87
Number of retail water accounts	125,780
Number privately owned housing permits	3,592
City population density per square mile	4,272
CDBG expenditures (in millions)	\$6.8
% CDBG spent to benefit low-moderate income persons	81%

Seattle, Washington

CY 2001	
Population	568,100
Fire budget per capita:	
Without pension	\$176.7
Pension	\$19.0
TOTAL	\$195.8
Emergency staff on-duty/100,000 residents	35
Incidents/on-duty staff	367
Structural fires/1,000 residents	0.9
Police budget per capita:	
Without pension	\$275.8
Pension	\$17.1
TOTAL	\$292.9
Officers/1,000 residents	2.2
Crimes/officer	36.5
Part I crimes/1,000 residents	81.1
Parks budget per capita	\$126
Total lane miles of streets	4,230
Sewer operating expenses per capita	\$220.21
Monthly residential bills:	
Sewer/storm drainage	\$39.39
Miles of storm sewers	459
Miles of sanitary sewer	906
Miles of combined sewers	583
Water operating expenses per capita	\$47
Monthly water bill	\$21.40
Number of retail water accounts	178,122
Number privately owned housing permits	3,646
City population density per square mile	6,845
CDBG expenditures (in millions)	\$16.5
% CDBG spent to benefit low-moderate income persons	87%

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