

City of Portland Service Efforts and Accomplishments: 2003-04

Fourteenth Annual Report on City Government Performance



Office of the City Auditor
Portland, Oregon
December 2004

Association of Government Accountants / Sloan Foundation
2004 Certificate of Achievement in
Service Efforts and Accomplishments Reporting



CITY OF
PORTLAND, OREGON

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Audit Services Division

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December 1, 2004

TO: Mayor Vera Katz
Mayor-elect Tom Potter
Commissioner Jim Francesconi
Commissioner Randy Leonard
Commissioner Dan Saltzman
Commissioner Eric Sten
Commissioner-elect Sam Adams

SUBJECT: City of Portland *Service Efforts and Accomplishments: 2003-04* (Report #310)

This is the City of Portland's fourteenth annual report on government performance. It reports on the spending, workload, and results of the City's eleven major public services as well as information from six comparison cities, and the results of our annual citizen and business surveys.

The format of the report is designed to dovetail with the City's Managing for Results effort. City goals begin each chapter, and within each chapter bureau missions and goals organize the presentation of results.

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
Service Efforts and Accomplishments: 2003-04

Fourteenth Annual Report on City Government Performance

A report by the Audit Services Division
Report #310

Office of the City Auditor
Portland, Oregon

December 2004

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Summary

This is the Portland City Auditor's fourteenth 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 City Council, public employees, and citizens in making better decisions, and
- help improve the delivery of Portland's major public services.

This Summary highlights the City of Portland's major performance results and service challenges. The complete report explains the scope and methodology, and provides details on the goals, efforts and accomplishments of the City's five service areas:

- public safety
- parks, recreation and culture
- transportation and parking
- public utilities, and
- community development.

The report also includes the results of two citywide surveys conducted by the Office of the City Auditor, the fourteenth annual Citizen Survey and the second annual Business Survey. These two surveys provide statistically reliable information on satisfaction with City services.

This report and prior year reports are available on the City Auditor's web site: www.portlandonline.com/auditor, at Multnomah County libraries and neighborhood coalition offices. To have a copy mailed to you, call the Audit Services Division at (503) 823-4005.

CITIZEN and BUSINESS SATISFACTION

Overall, citizens believe that local government is not doing as good a job providing government services as it did five years ago.

The percent of citizens rating local government's overall job "good" or "very good" dropped from 65 percent in 2000 to 54 percent in 2004. Businesses rate overall local government lower than citizens, but are more neutral ("neither good nor bad" ratings) than citizens.

OVERALL LOCAL GOVERNMENT PERFORMANCE (survey ratings)

	CITIZENS		BUSINESSES	
	2004	5-year change	2004	1-year change
Good or very good	54%	-11%	40%	-1%
Neither good nor bad	30%	+4%	43%	+4%
Bad or very bad	16%	+7%	17%	-3%

SOURCE: City Auditor Citizen Survey and Business Survey

Overall, citizens continue to rate City and neighborhood livability highly. Livability ratings declined slightly from five years ago but are much lower in East.

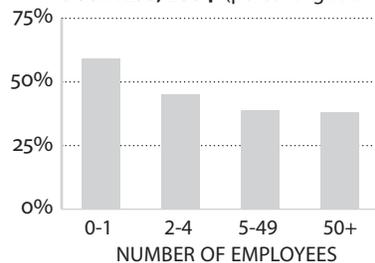
CITIZENS: LIVABILITY RATINGS (percent "good" or "very good")

	2004	5-year change
Overall City livability	77%	-3%
Neighborhood livability	83%	-1%

SOURCE: City Auditor Citizen Survey

Fewer than half of businesses rate Portland as a "good" or "very good" place to do business. Very small businesses are more satisfied than larger businesses.

BUSINESSES: PORTLAND AS PLACE TO DO BUSINESS, 2004 (percent "good" or "very good")

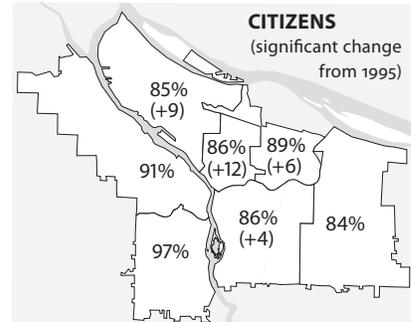


PUBLIC SAFETY

CITY GOAL: To ensure a safe and peaceful community

- Citizens feel much safer walking in their neighborhoods than 10 years ago
- Residents reported fewer crimes and experienced fewer structural fires than in previous years
- Public safety compares favorably to other cities; the crime rate is about average and the fire rate is much lower
- There is high citizen satisfaction with Fire and 9-1-1 services
- Businesses are satisfied with both Police and Fire services

SAFETY IN NEIGHBORHOOD DURING DAY: 2004 (percent "safe" or "very safe")



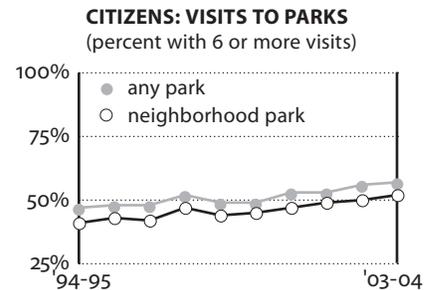
Challenges

- Citizens are much less satisfied with police services than in previous years
- Time required to answer and dispatch emergency calls is much slower than goals, particularly in dispatching priority police calls
- Fire and police disability and retirement costs consume a growing share of overall police and fire costs

PARKS AND RECREATION

CITY GOALS: Improve the quality of life in neighborhoods; protect and enhance the natural and built environment

- Citizen satisfaction with parks and recreation programs remains high
- More Portlanders are visiting City parks and recreation participation by all age groups is higher
- Safety in parks is much better than 10 years ago
- Forty percent of operating costs are recovered from user fees and charges



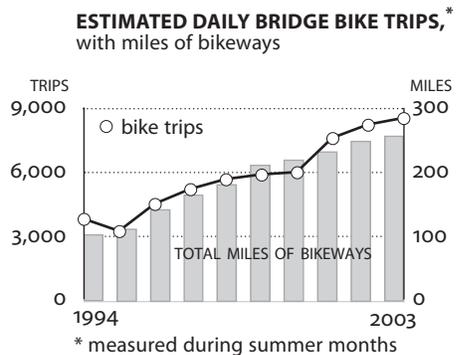
Challenges

- Reliable methods for measuring and reporting on the physical condition of parks and facilities is needed

TRANSPORTATION

CITY GOALS: Operate and maintain an effective and safe transportation system; promote economic viability and opportunity; improve the quality of life in neighborhoods

- Overall safety on roads, sidewalks and bike paths is mixed, with pedestrian injuries down but auto fatalities up
- Transit use has increased moderately while bike trips have increased sharply
- Residents view congestion as a problem only during peak commute hours
- Almost half of all commuters use alternate modes of travel at least occasionally
- Residents believe traffic speeds on neighborhood streets have improved
- While 55 percent of improved streets are in good condition, less than a quarter of street lights are rated as good



Challenges

- Street maintenance backlogs are at a 16-year high, double the established goal
- Peak hour traffic congestion on major streets continues to be a concern for citizens and businesses
- Most commuters still drive alone to work
- Businesses are dissatisfied with on-street parking

STREET MAINTENANCE BACKLOG

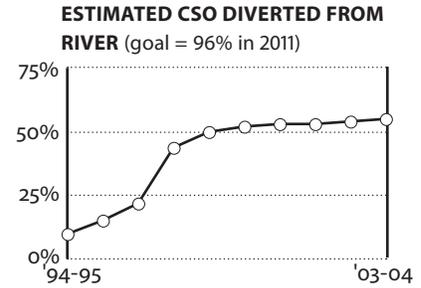
28-foot-wide equivalent miles

	'03-04	5-year change
Resurfacing	318.8	+22%
Reconstruction	16.0	n.a.
Rehabilitation	10.6	n.a.
Slurry seal	240.6	+43%
TOTAL	586.0	+17%
GOAL	below 250.0	

PUBLIC UTILITIES

CITY GOALS: Provide high quality, reasonably priced public utility services; provide safe drinking and waste water services

- Customers report high satisfaction with tap water quality and sewer and drainage services to their homes
- Significant efforts are underway to reduce pollution from storm and waste water
- Drinking water quality and treatment plant effluents are better than federal requirements
- Industrial discharges are in compliance with permitted limits
- Water bills remain lower than comparison cities but sewer and storm drainage charges are high and result in a higher combined bill



Challenges

- Capital spending on the Combined Sewer Overflow project continues to increase significantly
- Citizens continue to rate water services lower than previously
- Citizens remain concerned with protection of rivers and streams

	2004	6-city average
Water	\$15.91	\$18.06
Sewer/storm drainage	\$38.69	\$30.68

COMMUNITY DEVELOPMENT

CITY GOALS: Promote economic vitality and opportunity; improve the quality of life in neighborhoods

- Citizens remain satisfied with access to transit, parks, and other services
- Total housing inventory in the City increased 4 percent over the past five years
- The City continues to exceed its goal for houses built in the Urban Growth Boundary

- Solid waste and recycling services receive good ratings from citizens and businesses
- Development Services customers rate the knowledge and helpfulness of plan review staff highly

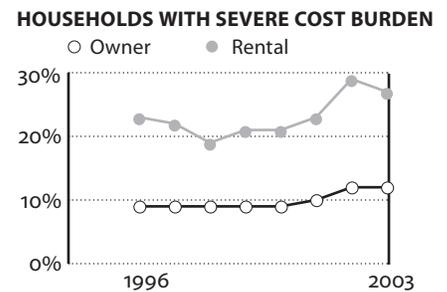
CUSTOMER RATINGS OF PLAN REVIEW SERVICE			
QUALITY (percent "good" or "very good"):			
	2002	2003	2004
Building permit	56%	58%	58%
Land use review	72%	79%	75%
TIMELINESS (percent "satisfied" or "very satisfied"):			
	2002	2003	2004
Building permit	32%	41%	43%
Land use review	-	80%	74%

NEW HOUSING UNITS BUILT			
	IN CITY	IN UGB	IN REGION*
'97-98	3,535	11,388	16,184
'98-99	3,690	11,738	15,348
'99-00	2,486	7,500	11,713
'00-01	2,477	4,746	10,087
'01-02	2,843	7,243	14,526
'02-03	2,234	9,164	13,110
'03-04	2,284	7,175	12,105
TOTAL	19,549	58,954	93,073
UGB in City		33%	
GOAL (1997 to 2017)		20%	

* includes Clark County

Challenges

- The number of renters and homeowners with a severe housing cost burden has increased over the past five years
- More homeless individuals are seeking shelter than five years ago
- About one-third of citizens are dissatisfied with housing affordability
- Many customers are dissatisfied with the timeliness of building plan reviews



Introduction

OVERVIEW

This is the City Auditor's fourteenth annual *Service Efforts and Accomplishments* (SEA) report for the period ending June 30, 2004. Its purpose is to:

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

The report provides information to help users understand the extent that City goals are achieved. It presents mission statements, major goals, results, and workload and spending indicators for Portland's major services:

Public Safety

- Police
- Fire, Rescue & Emergency Services
- Emergency Communications (9-1-1)

Parks, Recreation and Leisure

- Parks & Recreation

Transportation and Parking

- Transportation

Public Utilities

- Environmental Services
- Water

Community Development

- Housing & Community Development
- Development Services
- Sustainable Development
- Planning

This introduction describes the report's scope and methodology, limitations, and relationship to the annual budget. Appendix A includes results from the City Auditor's 2004 Citizen Survey. Appendix B includes results from the 2004 Business Survey conducted by our office. Appendix C contains current year data from six comparison cities.

The Audit Services Division prepared this report in accordance with generally accepted government auditing standards.

This report and prior year reports are available on the City Auditor's web site: www.portlandonline.com/auditor, at Multnomah County libraries and neighborhood coalition offices. To have a copy mailed to you, call the Audit Services Division at (503) 823-4005.

REPORT CONTENT AND METHODOLOGY

The Audit Services Division of the Office of the City Auditor prepared this report with the assistance of managers and staff from the City's major offices and bureaus. Each bureau collected and submitted their data to Audit Services for review, summarization, and analysis. The following sections describe the contents of the report and methods used to gather information.

Mission and goal statements

The five chapters in this report correspond to the five service areas identified in the City's Adopted Budget (available on the City's web site at www.portlandonline.com/omf, under the "Financials" tab). Each chapter lists the major City goals in that service area. For example, the Public Safety chapter begins with the City goal "To ensure a safe and peaceful community," and is followed by a list of the City bureaus primarily responsible for this goal (e.g., Police, Fire & Rescue, and Emergency Communications). Bureau mission statements, goals, and activities are also briefly described. In addition, key "benchmarks" adopted by the Portland Multnomah Progress Board are noted at the bottom of the page (more information on the community benchmarks is available on at www.portlandonline.com/auditor, under "Divisions", "Progress Board").

The source of the City goals is the annual budget approved by Council through public deliberation and review. Council and City management developed these goals during Council budget sessions, goal-setting forums, and through public values surveys and constituent input. The sources of bureau mission statements and goals are adopted strategic plans, budget requests submitted to Council, and other documents such as annual reports. The public has been involved in many, but not all, of these budgeting and planning exercises.

Performance indicators and data

Within each chapter, sections for each reported bureau contain performance indicators of citizen satisfaction, results of activities to address goals, and spending and workload trends. The chapters focus on the major goals of the bureau and their key results. A complete set of bureaus' data for the past ten years directly follows each chapter in a statistical section.

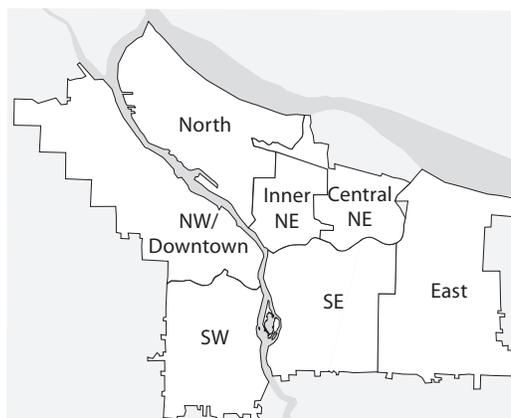
The performance indicators and data presented in the chapters were developed by bureau managers and staff with technical advice and assistance from Audit Services Division staff. Results indicators tie directly to bureau mission and goals, and spending, staffing and workload data reflect the level of major program effort directed toward desired outcomes. This information comes from data sources such as the City's accounting system; program management information systems; manual counts and records; and employee, customer, citizen, and business surveys.

Citizen, business, and customer perceptions

The report contains results from several surveys of citizen, business, customer, and employee perceptions. To obtain information on citizen satisfaction with the quality of City services, we conducted our fourteenth annual citywide Citizen Survey in August and September, 2004. We mailed approximately 10,000 surveys to randomly selected residents in seven broad areas that are closely aligned with the Office of Neighborhood Involvement's seven neighborhood coalition boundaries.

As shown in the map, we surveyed residents in the Southwest, Northwest (including downtown), North, Inner Northeast, Central Northeast, Southeast, and East. Appendix A contains the complete questionnaire and responses for the past ten years, a description of methodology, response rates, and confidence levels.

2004 CITIZEN SURVEY AREAS



We also conducted our second Business Survey during August and September to obtain information about business satisfaction with City government services. The survey was mailed to 4,800 business randomly selected from the approximately 104,000 business sites in the City. Appendix B contains the complete business questionnaire and results, a description of methodology, response rates, and confidence levels.

Several chapters also contain the results of surveys of customers and employees that were administered by several City bureaus. The Bureau of Development Services administered their third survey to assess customer satisfaction with the timeliness, helpfulness, and knowledge of building permit and land use review services. Other bureaus, including Parks & Recreation and Police have surveyed neighborhoods, clients, and employees to determine the extent to which bureau goals and objectives are addressed.

Data comparisons

Each chapter contains three types of comparisons to provide context and meaning to the performance data, and to provide a basis for assessing performance. Bureau performance data is compared to historical trends, to targets and established standards, and to services in similar cities.

Historical data are presented in five-year and ten-year trends to illustrate how bureau indicators have changed over short and longer term periods. Bureau results are also compared to goals or targets established by the bureau or City Council, or to outside standards established by regional, state, or federal agencies.

Some bureau efforts and results are compared to data we gathered from six other similar cities: Charlotte, Cincinnati, Denver, Kansas City (Missouri), Sacramento, and Seattle. These cities have similar city and metropolitan populations, and costs of living to Portland. Most inter-city information was obtained from annual budgets, *Comprehensive Annual Financial Reports*, or other official records. Appendix C contains a summary of the data collected from other cities in 2004.

Data is compared through aggregation and disaggregation of data in several ways. For example, responses to citizen survey questions are summarized into a citywide average as well as an average for each of the seven areas comprising the City. Fires and crimes per capita are also shown by citywide average and by each neighborhood area. Disaggregation helps highlight differences that might be obscured by aggregation and helps meet the needs and interests of different users.

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 2003-04, based on the Portland-Salem OR-WA Consumer Price Index for All Urban Consumers.

Indicator relevance and data reliability

The results indicators portrayed in each chapter were developed by bureaus with our assistance to provide a basis for users to assess the degree to which major goals of the bureau are accomplished. The indicators are linked to bureau missions and goals established in strategic plans, budget documents, and other internal documents.

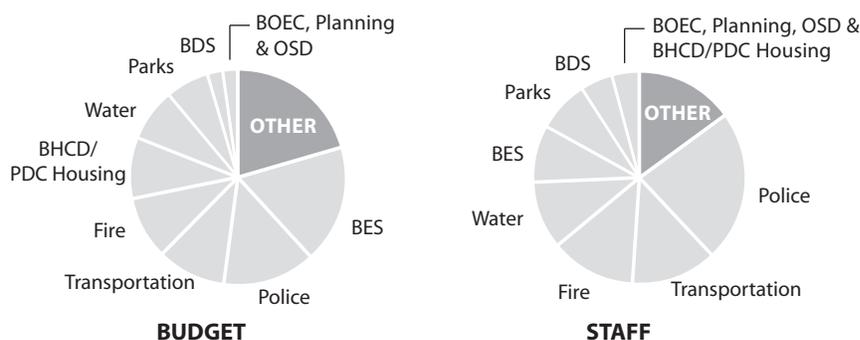
To assess reliability of reported performance data, we compared bureau data to adopted budgets, financial and performance audit reports, accounting records, and other documents and records obtained from the bureaus. We checked for consistency in reporting from year to year, evaluated inconsistencies and changes, and identified errors and omissions. Changes in measurement methods are explained. We talked to managers and bureau staff to resolve errors and discrepancies, and to explain changes. We did not audit source documents such as 9-1-1 computer tapes or water quality test samples. To the best of our knowledge, the report contains no inaccurate or misleading information.

We also provided a draft report to each bureau to ensure their information was portrayed fairly and to obtain comments on unusual or significant performance trends. When possible, we have included in the report a brief explanation of internal or external factors that may have had a significant affect on the performance results. The summary highlights some results and challenges facing the organization in achieving missions and goals.

REPORT SCOPE AND LIMITATIONS

As illustrated below, the eleven services covered in this report comprise about 80 percent of the City’s budget and 85 percent of its staff. These services are generally viewed as the most visible and important direct services provided to the public.

MAJOR SERVICES AS A PROPORTION OF TOTAL CITY BUDGET AND STAFF



SOURCE: FY 2003-04 City of Portland Adopted Budget

This report presents key performance indicators of bureaus. Bureaus will likely have additional performance indicators and data for budget reporting, internal management, and daily monitoring.

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

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

results or performance deviations can be explained simply. However, more detailed analysis by bureaus or performance audits may be necessary to provide reliable explanations for results. This report can help focus research on the most serious performance concerns.

RELATIONSHIP TO ANNUAL BUDGET AND PLANNING

This 2004 *Service Efforts and Accomplishments Report* is an important piece of a larger process called Managing for Results (MFR). Managing for Results is intended to help keep the City focused on its mission and goals, and to integrate performance information into planning, budgeting, management, and reporting. The City Council adopted the MFR effort in July 2003 and directed the Office of Management and Finance to lead and coordinate its implementation over the next few years. (See Resolution #36514, June 2003 and *Managing for Results: A Proposal for the City of Portland*, Office of the City Auditor, December 2002, available on the City Auditor's web site).

Managing for Results will require a series of actions:

- Setting clear long- and short-term goals for the City and its bureaus
- Keeping goals in mind when allocating (budgeting) resources
- Managing programs to achieve desired goals effectively and efficiently
- Measuring performance in achieving goals and reporting the results to Council and the public

This report addresses the fourth action – reporting performance results to the Council and the public. The information in this report should enable report users to assess the degree to which the City and bureaus have achieved their major goals and provide public accountability for the use of tax and other resources.

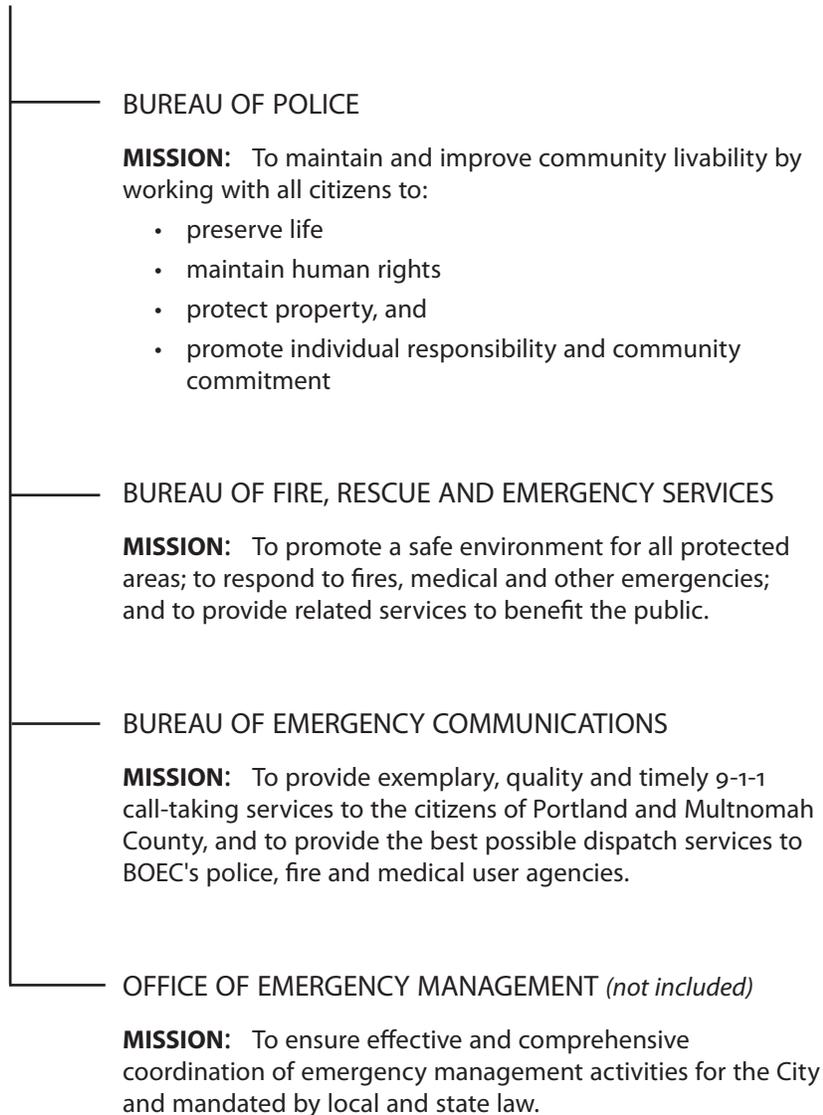
Over the next few years, the City intends to establish a clearer strategic direction through the development of a revised City mission statement and major long-term goals. This effort will aid bureaus in the development of their own bureau plans, goals, and program strategies. In addition, changes are also planned in the way the City conducts the budget process in order to better integrate performance information into the decisions about funding of bureau programs. Transition to a program budget that integrates information on performance is envisioned so Council can more effectively link resources with desired results to be achieved.

When these changes in planning, budgeting, management and reporting are complete, the City will have an integrated and coordinated process for Managing for Results.

PUBLIC SAFETY

CITY GOAL:

To ensure a safe and peaceful community



PORTLAND MULTNOMAH
COMMUNITY BENCHMARKS:
reduce incidents of crime;
increase feelings of safety;
increase preparedness for
emergencies

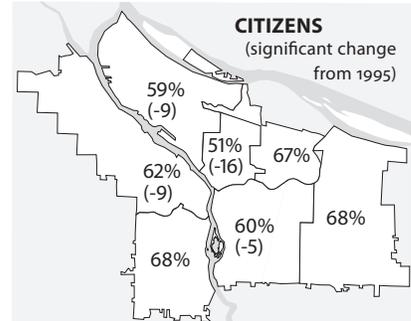
Bureau of Police

CITIZEN SATISFACTION

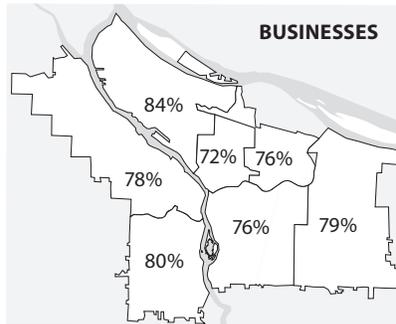
While citizens say they feel safer in their neighborhoods during the day and night, they also report a significant decline in overall satisfaction with police services.

All areas report less satisfaction with the Bureau over the last ten-year period, with four reporting significant changes as shown on the accompanying map. The largest decline is in the Inner Northeast (16 percent).

CITIZENS: OVERALL POLICE SERVICE, 2004
(percent "good" or "very good")

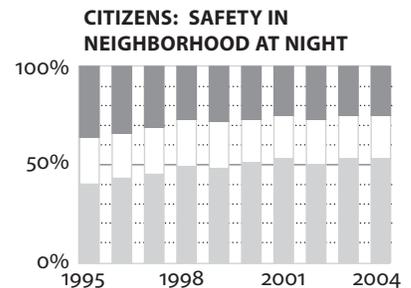
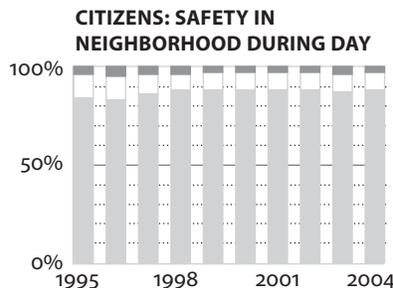
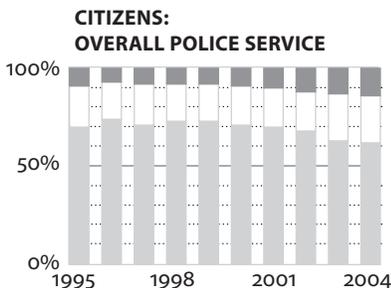


BUSINESSES: OVERALL POLICE SERVICE, 2004
(percent "good" or "very good")



Businesses in all areas continue to rate police services higher than residents. The average rating was 78 percent "good" or "very good" for businesses compared to 62 percent for residents. Businesses in the North rate services highest, while businesses in Inner Northeast rate them lowest.

■ "bad" or "very bad"
 ■ "neither"
 ■ "good" or "very good"



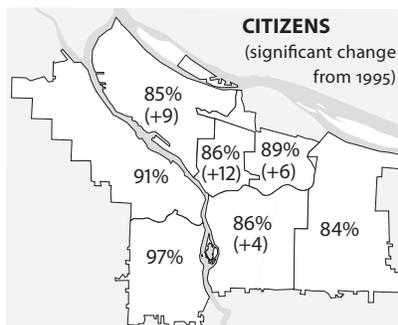
BUREAU GOAL:
Reduce crime and the fear
of crime

Over the past ten years, the City's crime rate has declined considerably. At the same time, many residents report feeling safer in their neighborhoods both during the day and at night.

The reduction in both property and person crimes appears to be part of a larger national trend. Portland's trend mirrors that of our six comparison cities. However, while the decline in person crimes has been continuous, property crimes are trending upward.

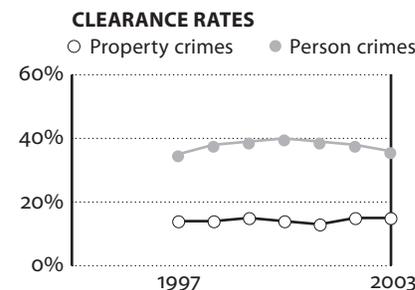
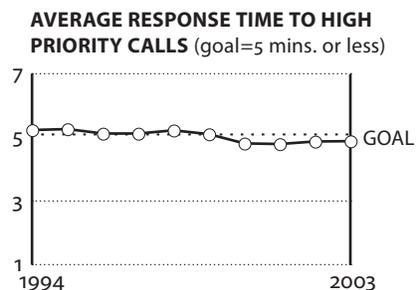
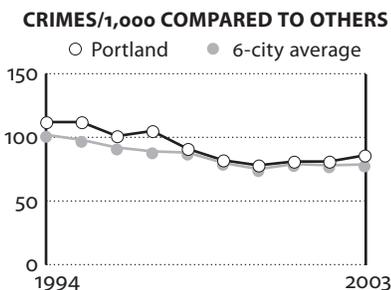
	CRIMES PER 1,000	
	PROPERTY	PERSON
1999	69	12
2000	67	11
2001	73	8
2002	73	8
2003	77	8
5 years:	+11%	-34%
10 years:	-18%	-55%

SAFETY IN NEIGHBORHOOD DURING DAY, 2004 (percent "safe" or "very safe")



All but one area of the City (East) reported gains in feelings of safety in their neighborhoods from ten years ago, with four reporting significant increases. The North and Inner Northeast had the largest gains in feelings of safety from ten years ago. However, these areas also report the largest decline in satisfaction with police services as shown on the previous page.

The Bureau has responded quickly to high priority calls, exceeding the response time goal for the past four years.



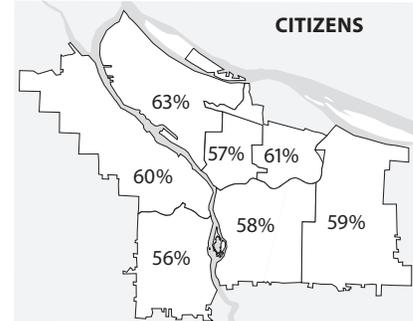
BUREAU GOAL:
Improve community and police partnership

The Bureau is making little progress in improving key indicators of community partnership.

Both the number of residents willing to help police and the number who know their neighborhood police officer remain essentially unchanged.

For the first time since 1995, the Bureau did not meet its goal for officers to have more than 35 percent of their time free to conduct neighborhood problem-solving activities. This percentage has declined steadily over the past five years.

CITIZENS: WILLING TO HELP POLICE, 2004
(percent "willing" or "very willing")



BUREAU GOAL:
Develop and encourage personnel

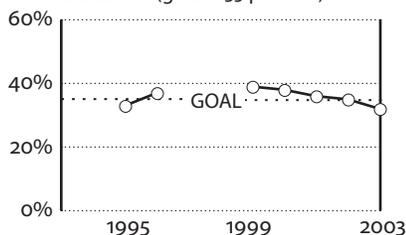
Job satisfaction remains fairly high among Bureau employees in almost all aspects measured in their annual survey. Ratings are slightly higher than both last year and in 1993 (the first year of the survey).

POLICE EMPLOYEE SURVEY RESULTS

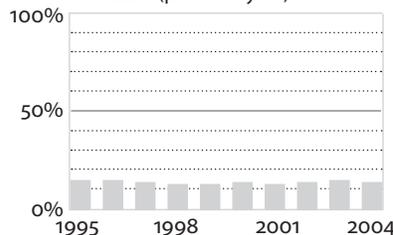
	2003	1993
Job satisfaction	4.2	4.1
Autonomy	3.9	3.9
Supervisor support	4.0	3.9
Teamwork	4.0	3.8
Recognition	3.4	3.1
Fairness	2.9	2.9
Organizational culture	2.7	<i>n.a.</i>

SCALE: 5 highest, 1 lowest

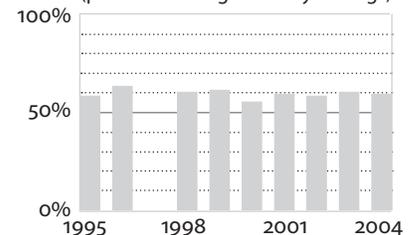
TIME AVAILABLE FOR PROBLEM-SOLVING (goal = 35 percent)



CITIZENS: KNOW NEIGHBORHOOD OFFICER (percent "yes")



CITIZENS: WILLING TO HELP POLICE (percent "willing" or "very willing")



SPENDING, STAFFING AND WORKLOAD

Police spending has increased over the past ten years, but the number of precinct officers has not kept pace with growing call workload.

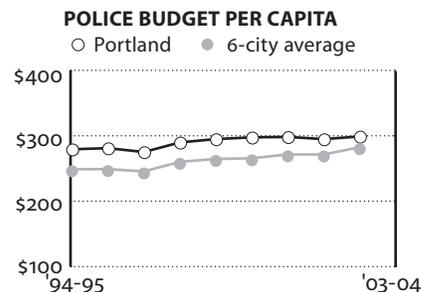
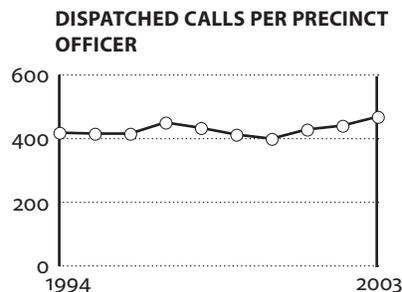
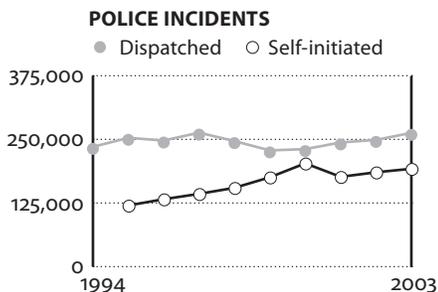
Pension and disability costs continue to be the fastest growing component of police spending. Ten years ago, pension and disability costs represented 17 percent of police spending, but has now increased to 25 percent.

POLICE SPENDING (in millions)	5-year change	
	'03-04	
Neighborhood patrol	\$75.5	+8%
Investigations	\$26.9	-2%
Support	\$23.6	-2%
Pension & disability	\$42.4	+33%
TOTAL	\$168.4	+10%

	POLICE STAFFING (sworn/non-sworn)	PRECINCT OFFICERS (incl. sgts.)
'99-00	1,045 / 312	577
'00-01	1,039 / 322	568
'01-02	1,048 / 312	564
'02-03	1,048 / 282	560
'03-04	1,045 / 252	576
5 years:	0% / -19%	0%
10 years:	+5% / -1%	-5%

Overall, while sworn staffing has increased by 5 percent over the past ten years, the number assigned to precincts has declined by 5 percent. An increase in dispatched calls over this period has also resulted in a steady rise in patrol officer workload.

Portland is spending slightly more than the average of six other cities primarily due to higher pension and disability costs. Portland's charter-mandated "pay-as-you-go" system is more costly to operate than pre-funded systems in other cities.



Bureau of Fire, Rescue and Emergency Services

CITIZEN SATISFACTION

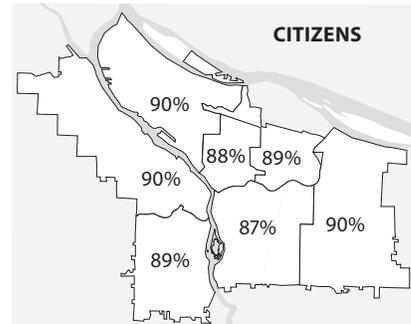
Portland residents continue to be highly satisfied with fire services. Overall, satisfaction has remained high over the past ten years in all areas of Portland.

For those who actually used fire or medical services, satisfaction ratings were even higher, averaging 96 percent in 2004.

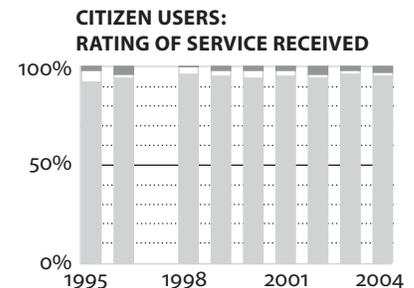
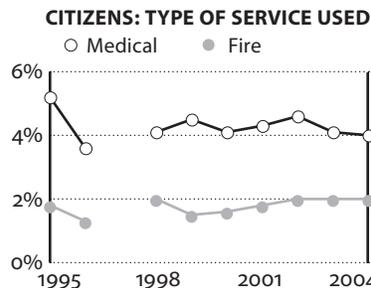
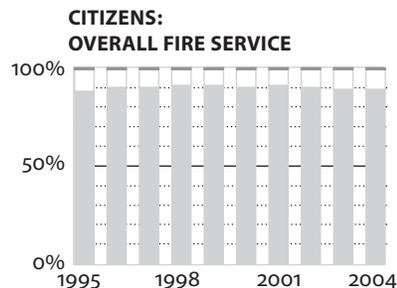
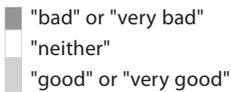
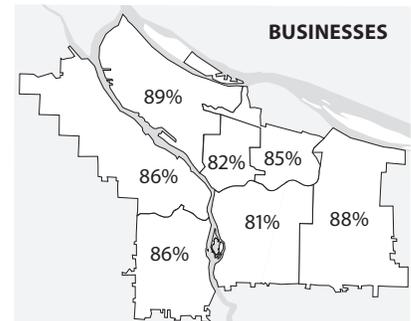
Businesses also rated the Bureau's services favorably, but there was more variation between areas. Businesses in the North were more satisfied than businesses in the Inner Northeast and Southeast.

Sixty-three percent of the businesses surveyed in 2004 reported having a fire inspection within the last year. Of these, almost 80 percent rated the quality of the inspection "good" or "very good".

CITIZENS: OVERALL FIRE SERVICE, 2004
(percent "good" or "very good")



BUSINESSES: OVERALL FIRE SERVICE, 2004
(percent "good" or "very good")



BUREAU GOAL:
Minimize loss of life and property

Although lives lost to fires remains low, property losses have increased. Fire loss per capita has varied over the years, but the loss as a percent of property value shows an upward trend. The Fire Bureau indicates that the estimated property loss can vary widely due to the type, size, and contents of the structure, the estimated replacement cost per square foot, and the assessed value information.

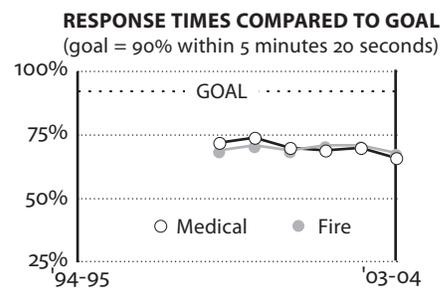
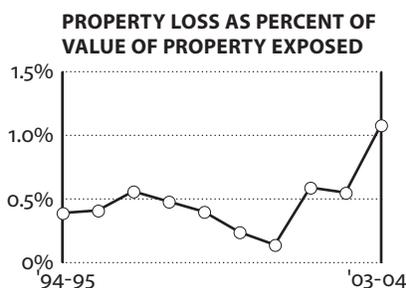
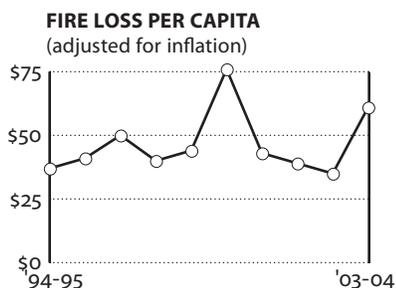
	LIVES LOST PER 100,000	FIRE LOSS PER CAPITA
'99-00	1.2	\$76
'00-01	1.3	\$43
'01-02	1.3	\$39
'02-03	0.9	\$35
'03-04	1.3	\$61
GOAL	<1.1	<\$38

The Bureau continues to respond to emergencies much slower than their established goal of 90 percent within five minutes, 20 seconds. Response times have slowed over the past five years, meeting the target time for less than 70 percent of emergencies.

The Bureau works to prevent fires by inspecting buildings and citing property owners for violations. Most occupancies are scheduled for inspection every two years but some higher risk buildings are inspected annually. In FY 2003-04, the percent of facilities inspected within the past two years was 82 percent, slightly lower than the desired 100 percent.

	TOTAL INSPECTIONS	VIOLATIONS ABATED IN 90 DAYS
'99-00	21,015	n.a.
'00-01	17,629	80%
'01-02	19,359	79%
'02-03	17,811	72%
'03-04	18,336	64%
5 years:	-13%	n.a.
10 years:	n.a.	n.a.

The percent of violations abated within 90 days has declined over the past four years.

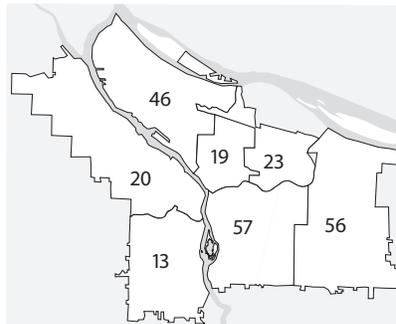


BUREAU GOAL:
Reduce the number of emergency incidents

Although the total number of incidents has increased by 10,000 over the last ten years, the number of fires continues to decline and is significantly lower than it was ten years ago. The number of medical incidents increased 13 percent over a ten-year period. Significantly, the number of structural fires is much lower than our six comparison cities.

	TOTAL FIRES/1,000	MEDICAL CALLS/1,000
'99-00	5.6	65.8
'00-01	5.3	68.1
'01-02	4.8	74.0
'02-03	5.0	71.9
'03-04	4.6	71.4
5 years:	-17%	+9%
10 years:	-28%	+1%

MAJOR FIRES BY AREA: '03-04
(structural fires with damage over \$10,000)



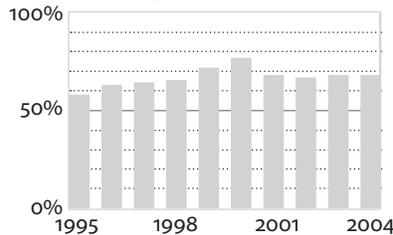
Some areas of Portland have more major fires than others. The Bureau has indicated that this may be due to some areas having a higher concentration of residents and older housing stock.

The percent of citizens prepared for disasters peaked in the year 2000 and has subsequently dropped off.

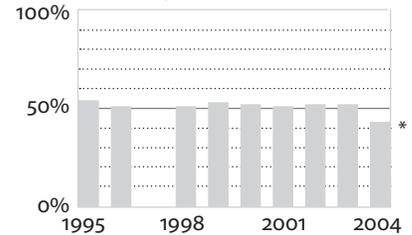
STRUCTURAL FIRES/1,000 COMPARED TO OTHERS



CITIZENS: EMERGENCY PREPAREDNESS
(percent "yes" prepared for disaster)



CITIZENS: TRAINED IN CPR/1ST AID
(percent "yes" to CPR, first aid, or both)



* question modified in 2004 to ask if currently trained

STAFFING, SPENDING AND WORKLOAD

The Fire Bureau's total spending has increased over the past five years. Pension and disability costs represent about one-third of all fire services spending, up from 25 percent in FY 1994-95. Emergency Operations spending increased slightly over five years but other spending grew 20 percent due to program changes and increased interagency costs.

Portland spends slightly more than average in operating costs when compared to other cities, primarily due to higher pension and disability expenses. Portland's "pay-as-you-go" pension system is managed by a separate City board, created by City Charter.

Capital spending, supported by municipal bonds approved by voters in 1998, almost tripled over the past five years. It is estimated that improvements to emergency facilities should be completed by FY 2007-08.

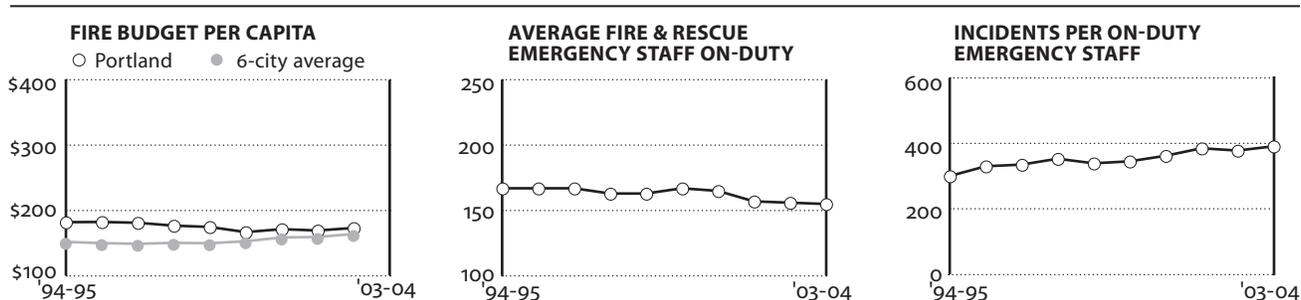
FIRE & RESCUE SPENDING (in millions)		
	'03-04	5-year change
Emergency operations	\$49.1	+4%
Fire prevention	\$5.5	0%
Other	\$13.0	+20%
Pension & disability	\$33.0	+18%
TOTAL	\$100.6	+10%
Capital*	\$5.5	+189%

* Most costs in BFRES Bond Fund

The Prevention Program recovers about 40 percent of its costs from inspection fees and other charges, about the same as in previous years.

Over the past five years, staffing levels and average on-duty staff have declined while total emergency incidents have increased. As a result, the number of incidents per on-duty staff has increased by 13 percent over five years.

	TOTAL FIRE STAFF (FTPs)	AVERAGE STAFF ON-DUTY
'99-00	730	167
'00-01	743	165
'01-02	721	157
'02-03	710	156
'03-04	701	155
5 years:	-4%	-7%
10 years:	-5%	-7%



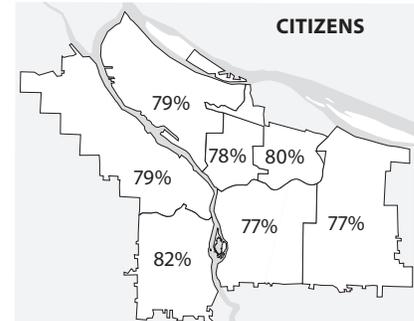
Bureau of Emergency Communications (9-1-1)

CITIZEN SATISFACTION

Portland residents were asked to rate 9-1-1 services for the first time this year. Seventy-nine percent rated overall 9-1-1 services as "good" or "very good".

Of citizens who called 9-1-1 in the past 12 months (about 19 percent of respondents), 82 percent rated the service they got on the phone as "good" or "very good".

CITIZENS: OVERALL 9-1-1 SERVICE, 2004
(percent "good" or "very good")



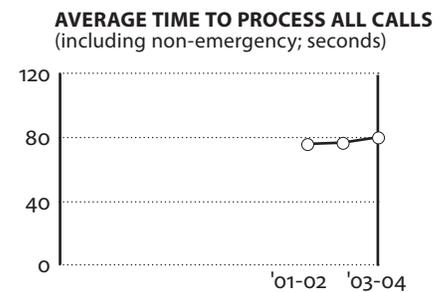
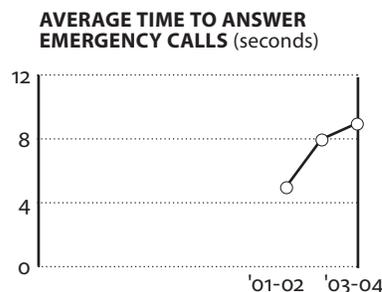
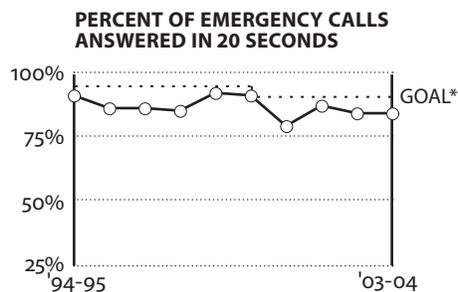
BUREAU GOAL:
Provide timely call-taking and dispatch services

The Bureau of Emergency Communications (BOEC) is receiving more calls, and taking slightly more time to answer. The Bureau answered 85 percent of calls within 20 seconds last year down from 92 percent in FY 1994-95.

The Bureau answered emergency calls on average within 9 seconds, slower than in the previous two years. Over the past three years more callers are abandoning calls before they are answered.

The average time to process emergency and non-emergency calls (i.e., talking to callers and recording information) has remained fairly constant over the last three years, increasing from 76 to 80 seconds. Although the Bureau has not established call processing goals, faster processing of calls can free operators for answering new calls.

	Emergency	Non-emergency
'99-00	576,230	275,805
'00-01	591,935	283,518
'01-02	612,767	304,326
'02-03	602,133	329,781
'03-04	612,176	328,418
5 years:	+6%	+19%
10 years:	n.a.	n.a.



* goal changed in '99-00

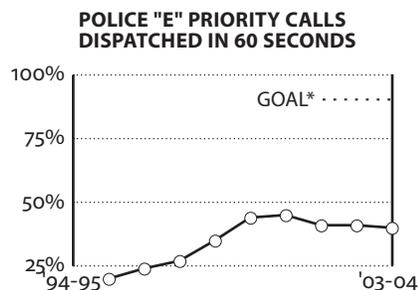
BUREAU GOAL:
 Provide timely call-taking and
 dispatch services
(continued)

BOEC is not meeting time goals for dispatching priority police, fire or medical calls:

- 40 percent of highest priority police calls are dispatched in 60 seconds compared to the goal of 90 percent
- 75 percent of urgent fire calls are dispatched in 60 seconds compared to the goal of 90 percent
- 82 percent of high priority medical calls are dispatched in 90 seconds compared to the goal of 90 percent.

Factors contributing to slower dispatching times include steady increases in the number of emergency calls handled by dispatchers and a decline in overtime hours available to operations staff. In addition, the Bureau has indicated that dispatching police calls tends to take longer than fire or medical calls because of the process of determining which unit will respond.

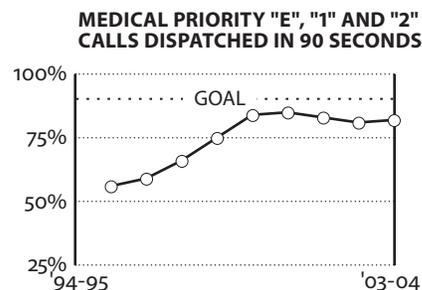
CALLS DISPATCHED			
	POLICE	FIRE	EMS
'99-00	317,829	19,073	44,327
'00-01	324,709	18,947	46,552
'01-02	349,973	19,069	48,492
'02-03	353,856	18,306	48,144
'03-04	364,266	19,837	49,389
5 years:	+15%	+4%	+11%



* Goal initiated in '01-02



* Goal initiated in '99-00



STAFFING, SPENDING AND WORKLOAD

Total BOEC spending declined over the past five years. Reductions occurred primarily in Operations and Training. The number of overtime hours has also decreased.

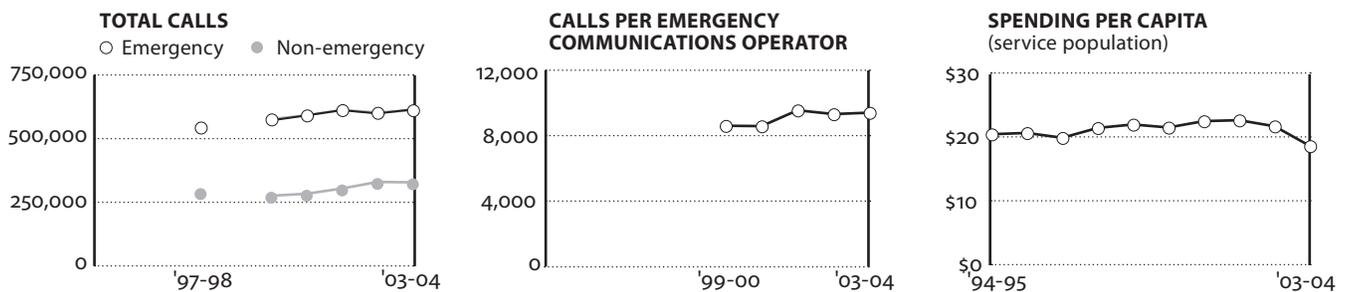
BOEC SPENDING (in millions)		
	'03-04	5-year change
Operations & Training	\$11.1	-14%
Administration	\$0.8	+14%
Other	\$0.7	+75%
TOTAL	\$12.6	-10%

OVERTIME HOURS		
	'03-04	5-year change
Operations	10,057	-61%
Training	1,473	-65%

Although total BOEC staffing declined over the past five years, the number of certified Emergency Communications Operators increased by 6 percent. Staffing reductions occurred in administrative and supervisory positions, as well as the transfer of IT positions to the Office of Management and Finance.

	TOTAL STAFF	CERTIFIED E.C.O.S
'99-00	165	88
'00-01	160	91
'01-02	133	87
'02-03	133	85
'03-04	137	93
5 years:	-17%	+6%
10 years:	-1%	n.a.

Because of increases in emergency calls, the number of calls per Emergency Communication Operator is greater than it was five years ago – growing from 8,606 calls per operator to 9,406 calls per operator.



Police Bureau: 10-year performance statistics

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04																																																																																																																																																																																																																																							
Population	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140																																																																																																																																																																																																																																							
EXPENDITURES (in millions):																																																																																																																																																																																																																																																	
Patrol.....	\$58.9	\$58.0	\$60.1	\$62.4	\$64.2	\$65.2	\$68.0	\$70.9	\$71.4	\$75.5																																																																																																																																																																																																																																							
Investigations & crime interdiction.....	\$19.3	\$23.4	\$23.9	\$22.9	\$24.6	\$25.5	\$26.8	\$27.8	\$25.3	\$26.9																																																																																																																																																																																																																																							
Support	\$15.5	\$14.6	\$15.8	\$17.1	\$21.4	\$22.5	\$24.7	\$26.4	\$23.0	\$23.6																																																																																																																																																																																																																																							
Sworn pension & disability.....	\$19.6	\$20.9	\$22.7	\$25.9	\$27.6	\$29.7	\$31.8	\$35.1	\$39.0	\$42.4																																																																																																																																																																																																																																							
TOTAL	\$113.3	\$116.9	\$122.5	\$128.3	\$137.8	\$142.9	\$151.3	\$160.2	\$158.7	\$168.4																																																																																																																																																																																																																																							
EXPENDITURES, adjusted for inflation:																																																																																																																																																																																																																																																	
Patrol.....	\$73.2	\$70.1	\$70.1	\$70.8	\$71.4	\$70.0	\$71.0	\$72.7	\$72.6	\$75.5																																																																																																																																																																																																																																							
Investigations & crime interdiction.....	\$24.0	\$28.3	\$27.9	\$26.0	\$27.3	\$27.4	\$27.9	\$28.5	\$25.7	\$26.9																																																																																																																																																																																																																																							
Support	\$19.3	\$17.7	\$18.4	\$19.5	\$23.7	\$24.1	\$25.8	\$27.0	\$23.4	\$23.6																																																																																																																																																																																																																																							
Sworn pension & disability.....	\$24.3	\$25.3	\$26.5	\$29.4	\$30.6	\$31.8	\$33.1	\$36.0	\$39.7	\$42.4																																																																																																																																																																																																																																							
TOTAL	\$140.8	\$141.4	\$142.9	\$145.7	\$153.0	\$153.3	\$157.8	\$164.2	\$161.4	\$168.4																																																																																																																																																																																																																																							
Spending per capita, adjusted for inflation.....	\$284	\$284	\$284	\$287	\$300	\$299	\$297	\$306	\$300	\$309																																																																																																																																																																																																																																							
AUTHORIZED STAFFING:																																																																																																																																																																																																																																																	
Sworn	1,000	1,000	1,007	1,028	1,033	1,045	1,039	1,048	1,048	1,045																																																																																																																																																																																																																																							
Non-sworn	254	253	265	287	295	312	322	312	282	252																																																																																																																																																																																																																																							
Officers & sergeants assigned to precincts (adjusted to Fiscal Year).....																																																																																																																																																																																																																																																	
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Average high priority response time (in mins)....	5.23	5.26	5.12	5.12	5.22	5.10	4.81	4.79	4.87	4.88
Part I crimes/1,000 residents.....	112	112	101	105	91	82	78	81	81	85
Person crimes/1,000 residents.....	18	18	16	15	13	12	11	8	8	8
Property crimes/1,000 residents.....	94	94	85	90	78	69	67	73	73	77
CASES CLEARED:										
Person crimes.....	-	-	-	2,646	2,526	2,385	2,225	1,685	1,645	1,562
Property crimes.....	-	-	-	6,691	5,612	5,160	5,124	4,942	5,967	6,459
CASES CLEARED (percent of total crimes):										
Percent of person crimes cleared.....	-	-	-	35%	38%	39%	40%	39%	38%	36%
Percent of property crimes cleared.....	-	-	-	14%	14%	15%	14%	13%	15%	15%
Percent of time available for problem-solving (est.)...-	-	33%	37%	-	-	39%	38%	36%	35%	32%
Addresses generating drughouse complaints ...	2,664	2,815	2,547	2,358	2,075	1,918	1,726	1,671	1,556	1,376

Bureau of Fire, Rescue and Emergency Services: 10-year performance statistics

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Population	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140
EXPENDITURES (in millions):										
Emergency Operations.....	\$42.9	\$42.9	\$43.7	\$43.3	\$42.8	\$43.9	\$44.9	\$45.7	\$47.0	\$49.1
Fire Prevention	\$4.4	\$4.7	\$4.3	\$3.9	\$5.1	\$5.1	\$5.2	\$5.3	\$5.6	\$5.5
Other (includes CIP in '94-95)	\$11.7	\$10.4	\$10.0	\$9.5	\$9.5	\$10.1	\$10.6	\$11.3	\$12.2	\$13.0
Sworn retirement & disability	\$20.5	\$21.0	\$22.9	\$24.4	\$25.3	\$26.0	\$27.6	\$29.1	\$31.7	\$33.0
TOTAL operating.....	\$79.6	\$78.9	\$80.9	\$81.1	\$82.7	\$85.1	\$88.3	\$91.3	\$96.5	\$100.6
Capital	-	\$3.6	\$2.0	\$1.5	\$2.5	\$1.8	\$7.3	\$7.5	\$7.8	\$5.5
REVENUES (in millions):										
Fire Prevention	-	-	-	-	\$1.9	\$2.4	\$2.3	\$2.1	\$2.0	\$2.2
EXPENDITURES, adjusted for inflation:										
Emergency Operations.....	\$53.4	\$51.8	\$51.0	\$49.1	\$47.5	\$47.1	\$46.9	\$46.8	\$47.8	\$49.1
Fire Prevention	\$5.5	\$5.6	\$5.0	\$4.4	\$5.7	\$5.5	\$5.4	\$5.4	\$5.7	\$5.5
Other (includes CIP in '94-95)	\$14.6	\$12.6	\$11.7	\$10.8	\$10.6	\$10.8	\$11.1	\$11.5	\$12.4	\$13.0
Sworn retirement & disability	\$25.5	\$25.4	\$26.7	\$27.7	\$28.1	\$27.9	\$28.7	\$29.8	\$32.2	\$33.0
TOTAL operating.....	\$99.0	\$95.4	\$94.4	\$92.0	\$91.9	\$91.3	\$92.1	\$93.5	\$98.1	\$100.6
Capital	-	\$4.3	\$2.2	\$1.7	\$2.7	\$1.9	\$7.6	\$7.7	\$8.0	\$5.5
REVENUES, adjusted for inflation:										
Fire Prevention	-	-	-	-	\$2.2	\$2.6	\$2.4	\$2.1	\$2.0	\$2.2
Operating spending/capita, adjusted.....	-	\$192	\$188	\$181	\$180	\$178	\$173	\$174	\$182	\$185
Operating + capital/capita, adjusted	\$200	\$200	\$192	\$184	\$186	\$182	\$188	\$189	\$197	\$195
Total Bureau staff (FTPs)	741	739	746	704	729	730	743	721	710	701
Average on-duty emergency staffing	167	167	167	163	163	167	165	157	156	155
Number of front-line emergency vehicles.....	-	60	61	61	59	59	61	62	63	63
INCIDENTS:										
Fire.....	3,203	2,860	2,738	2,527	2,654	2,853	2,790	2,549	2,706	2,528
Medical.....	35,011	29,441	24,630	27,880	31,968	33,709	36,210	39,677	38,707	38,929
Other.....	11,967	22,826	28,568	27,076	20,691	21,034	20,663	18,162	17,526	19,215
TOTAL	50,181	55,127	55,936	57,483	55,313	57,596	59,663	60,388	58,939	60,672
Incidents per average on-duty staff.....	300	330	335	353	339	345	362	385	378	391
NUMBER OF OCCUPANCIES IN CITY:										
Inspectable.....	-	-	-	-	-	-	34,792	35,689	37,071	37,741
Non-inspectable	-	-	-	-	-	-	-	-	-	-
STRUCTURAL FIRES:										
In inspectable occupancies	-	-	-	-	-	-	-	349	335	303
In non-inspectable occupancies.....	-	-	-	-	-	-	-	507	488	492
TOTAL	1,157	1,164	998	878	807	964	925	856	823	795
Structural fires/1,000 residents	2.34	2.34	1.98	1.73	1.58	1.88	1.74	1.60	1.53	1.46
Total fires/1,000 residents	6.47	5.75	5.44	4.97	5.21	5.57	5.25	4.75	5.03	4.64
Medical incidents/1,000 residents	-	-	-	-	62.7	65.8	68.1	74.0	71.9	71.4

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Lives lost/100,000 residents	1.0	1.2	2.2	1.6	0.6	1.2	1.3	1.3	0.9	1.3
Fire loss per capita, adjusted	\$37	\$41	\$50	\$40	\$44	\$76	\$43	\$39	\$35	\$61
Property loss as % of value of property	0.39%	0.41%	0.56%	0.48%	0.40%	0.24%	0.14%	0.59%	0.55%	1.08%
% of response times within 5 minutes 20 seconds:										
Fire	-	-	-	-	69%	71%	69%	71%	71%	68%
Medical	-	-	-	-	72%	74%	70%	69%	70%	66%
AVERAGE AGE OF FRONT-LINE VEHICLES (years):										
Engines	7.9	6.5	6.9	5.9	6.5	7.5	8.7	7.6	7.8	8.7
Trucks	6.6	5.9	6.9	7.9	7.1	8.1	9.1	6.6	7.6	8.6
AVERAGE MILES ON FRONT-LINE VEHICLES:										
Engines	-	-	-	-	-	-	63,088	58,313	62,834	71,307
Trucks	-	-	-	-	-	-	50,297	41,789	47,887	54,204
Percent of inspectable occupancies inspected within 27 months*	-	-	-	-	-	-	-	-	-	82%
CODE ENFORCEMENT INSPECTIONS:										
Number of inspections (incl. unscheduled)	-	-	-	-	17,279	21,015	17,629	19,359	17,811	18,336
Number of reinspections	-	-	-	-	8,294	11,642	11,370	11,318	9,805	7,798
Total code violations found	-	-	-	-	30,196	38,731	32,358	29,834	26,937	24,036
Average violations per inspection	-	-	-	-	1.7	1.8	1.8	1.5	1.5	1.3
Violations abated within 90 days of detection	-	-	-	-	-	-	80%	79%	72%	64%

* within 90 days after two-year eligibility.

Bureau of Emergency Communications: 10-year performance statistics

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Service population	619,655	626,150	635,657	638,665	641,550	646,525	662,260	666,220	670,115	677,740
EXPENDITURES (in millions)										
Operations.....	\$8.5	\$9.0	\$9.1	\$10.6	\$10.9	\$11.4	\$11.6	\$12.0	\$12.4	\$11.0
Training	\$0.2	\$0.2	\$0.2	\$0.3	\$0.6	\$0.7	\$0.5	\$0.1	\$0.05	\$0.1
Administration	\$0.8	\$0.9	\$0.9	\$0.8	\$0.7	\$0.6	\$1.3	\$0.7	\$0.8	\$0.8
Other	\$0.7	\$0.6	\$0.7	\$0.4	\$0.5	\$0.3	\$0.9	\$1.9	\$1.0	\$0.7
TOTAL.....	\$10.2	\$10.7	\$10.9	\$12.1	\$12.7	\$13.0	\$14.3	\$14.7	\$14.3	\$12.6
EXPENDITURES, adjusted for inflation:										
Operations.....	\$10.5	\$10.9	\$10.6	\$12.1	\$12.1	\$12.2	\$12.1	\$12.3	\$12.6	\$11.0
Training	\$0.2	\$0.2	\$0.2	\$0.3	\$0.7	\$0.7	\$0.5	\$0.1	\$0.0	\$0.1
Administration	\$1.0	\$1.1	\$1.1	\$0.8	\$0.7	\$0.7	\$1.4	\$0.8	\$0.9	\$0.8
Other	\$1.0	\$0.8	\$0.8	\$0.5	\$0.6	\$0.3	\$0.9	\$1.9	\$1.1	\$0.7
TOTAL.....	\$12.7	\$13.0	\$12.7	\$13.7	\$14.1	\$13.9	\$14.9	\$15.1	\$14.6	\$12.6
Expenditures per capita service pop.	\$20.49	\$20.69	\$19.93	\$21.49	\$22.02	\$21.55	\$22.55	\$22.69	\$21.74	\$18.64
Administration as percent of total.....	8%	9%	8%	6%	5%	5%	9%	5%	6%	7%
Bureau staff (FTPs):										
Total authorized	138	138	152	129	147	165	160	133	133	137
Emergency Communications Operators:										
Certified	-	-	-	-	88	88	91	87	85	93
Trainees	-	-	-	-	13	11	11	9	15	7
Total calls:										
Emergency	-	-	-	544,334	-	576,230	591,935	612,767	602,133	612,176
Non-emergency	-	-	-	290,029	-	275,805	283,518	304,326	329,781	328,418
TOTAL.....	-	-	-	834,363	-	852,035	875,453	917,093	931,914	940,594
Calls per Emergency Communications Operator	-	-	-	-	-	8,606	8,583	9,553	9,319	9,406
Calls per capita	-	-	-	1.3	-	1.3	1.3	1.4	1.4	1.4
Trainee certification:										
Total number certified.....	-	6	3	11	8	3	4	12	7	-
Percent of class certified.....	-	43%	75%	61%	42%	18%	29%	57%	50%	-
Overtime hours (estimate):										
Operations.....	-	-	-	-	25,206	25,807	25,003	21,453	21,435	10,057
Training	-	-	-	-	6,534	4,181	3,796	3,207	3,442	1,473
Overtime expenditures (est., in millions), adj. for inflation:										
Operations.....	\$1.0	\$1.1	\$1.1	\$1.0	\$0.9	\$1.0	\$0.9	\$0.8	\$0.8	\$0.4
Training	\$0.0	\$0.0	\$0.0	\$0.0	\$0.2	\$0.2	\$0.1	\$0.1	\$0.1	\$0.1
Average time to process all calls (seconds)	-	-	-	-	-	-	-	76.0	76.8	80.2
Average time to answer emergency calls (seconds) ..	-	-	-	-	-	-	-	5	8	9
Emergency calls answered in 20 seconds.....	92%	87%	87%	86%	93%	92%	80%	88%	85%	85%
Calls abandoned by caller before answered	-	-	-	-	-	-	-	3.3%	4.8%	5.7%

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Police calls dispatched within target time:										
Priority E calls in 60 seconds -	20%	24%	27%	35%	44%	45%	41%	41%	40%	
Priority 1 calls in 90 seconds -	28%	36%	36%	45%	51%	50%	48%	52%	52%	
Priority 2 calls in 120 seconds. -	30%	33%	33%	39%	44%	46%	46%	46%	46%	
Priority 3, 4, 5 calls in 180 seconds. -	81%	85%	84%	86%	87%	87%	89%	87%	87%	
Fire calls dispatched within target time:										
Urgent calls in 60 seconds -	58%	58%	60%	74%	84%	82%	80%	74%	75%	
Priority calls in 90 seconds -	54%	64%	64%	71%	80%	81%	79%	77%	76%	
Non-priority calls in 120 seconds. -	74%	73%	79%	83%	89%	89%	88%	86%	86%	
Emergency medical calls dispatched within target time:										
Priority E, 1, 2 calls in 90 seconds -	56%	59%	66%	75%	84%	85%	83%	81%	82%	
Priority 3 - 9 calls in 180 seconds. -	80%	77%	77%	71%	84%	82%	81%	80%	82%	
Average overall employee satisfaction (max = 5) -	-	-	-	-	-	-	-	2.5	-	-

PARKS, RECREATION & CULTURE

CITY GOALS:

Improve the quality of life in neighborhoods;
protect and enhance the natural and built environment



MISSION: Portland Parks & Recreation is dedicated to ensuring access to leisure opportunities and enhancing Portland's natural beauty. Within its mission, the Bureau has three interrelated responsibilities:

- to care for parks, natural areas, and the urban forest
- to provide suitable land and facilities for public recreation, and
- to organize recreational pursuits that foster personal health and build a sense of community.

Major programs in Parks & Recreation are:

- Parks Operations
- Recreation
- Planning and Administration
- Enterprise Operations

PORTLAND MULTNOMAH
COMMUNITY BENCHMARKS:
*monitor the number of parks and
open spaces per 1,000 residents*

Portland Parks & Recreation

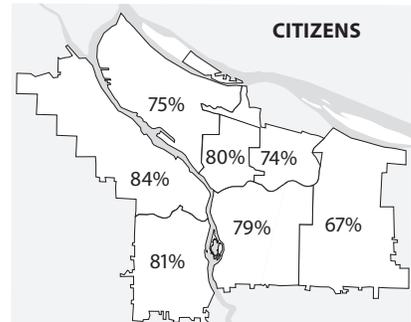
CITIZEN SATISFACTION

Most citizens rate the quality of the City's Parks & Recreation services highly. Seventy-eight percent of citizens rate the quality of parks as "good" or "very good", while 71 percent rate recreation activities as "good" or "very good."

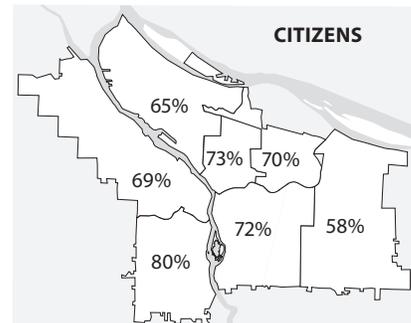
Citizens in the East rate the quality of Parks & Recreation services lower than do citizens in other areas of the City. Parks management believes that this is largely due to fewer developed and renovated facilities in the East.

Citizens throughout the City generally feel safe walking in City parks during the day. However, many feel unsafe walking in City parks at night, particularly in the Inner Northeast and East.

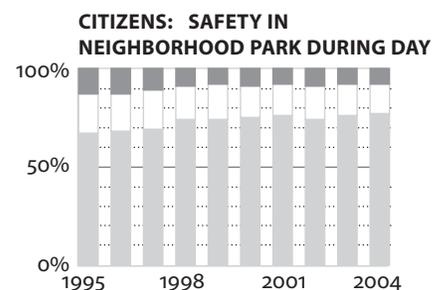
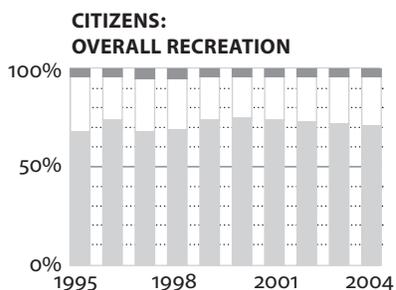
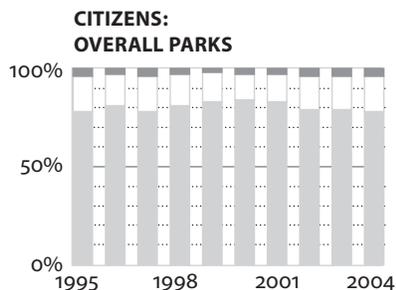
CITIZENS: OVERALL PARKS, 2004
(percent "good" or "very good")



CITIZENS: OVERALL RECREATION, 2004
(percent "good" or "very good")



■ "bad" or "very bad"
 ■ "neither"
 ■ "good" or "very good"



BUREAU GOAL:
Maintain and improve
parks and green spaces

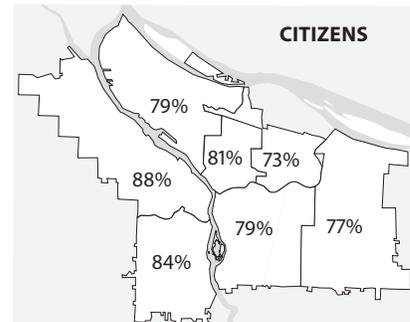
Our survey indicates that most citizens believe that the quality of parks maintenance and the beauty of parks landscaping is good. However, the Bureau has yet to develop objective methods for assessing and monitoring the condition of its physical assets. Although the Bureau is closer to having a Facility Condition Index program, it still lacks information on whether the condition of buildings and structures is improving or declining. Without this information the Bureau cannot reliably measure and report progress towards achieving its goal of improving the parks infrastructure.

FACILITY CONDITION INDEX

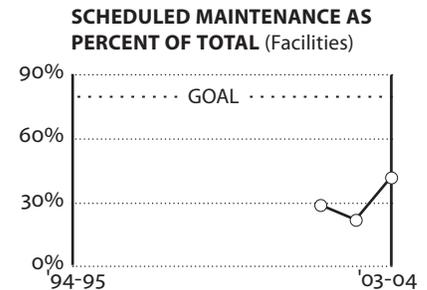
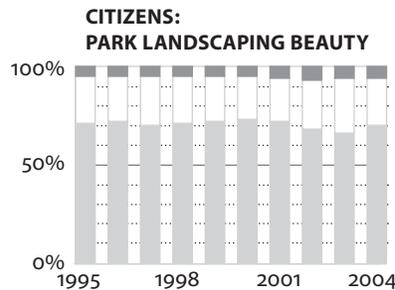
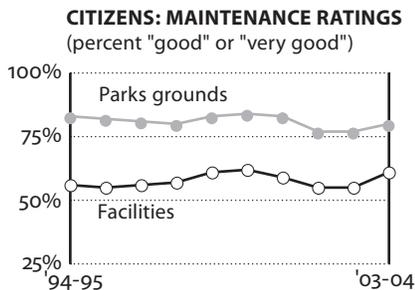
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In a positive trend, the Bureau nearly doubled the percent of time spent on scheduled maintenance in FY 2003-04. Increasing scheduled maintenance helps reduce the premature decline of the parks infrastructure and the need for future capital funding.

CITIZENS:
PARK GROUNDS MAINTENANCE, 2004
(percent "good" or "very good")



"bad" or "very bad" ■
"neither" ■
"good" or "very good" ■



BUREAU GOAL:
Ensure access to leisure opportunities

Citizens are generally satisfied with the number, cost, variety, and accessibility of City recreation programs; however, there has been some decline in satisfaction over the past five years.

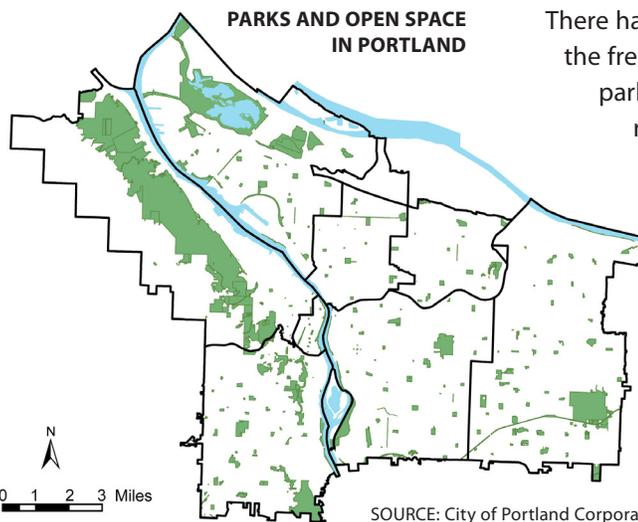
SATISFACTION WITH RECREATION
(percent "satisfied" or "very satisfied")

	'03-04	5-year change
Easy to get to	70%	-3%
Affordability	66%	-2%
Open at good times	65%	-3%
Variety of programs	65%	-2%
No. of programs	59%	-2%

RECREATION PARTICIPATION RATES
(percent who participated in any program)

	1 - 12 years	13 - 18 years	19 - 54 years	55+ years
2000	57%	33%	23%	18%
2001	56%	42%	26%	20%
2002	63%	51%	29%	21%
2003	66%	46%	28%	22%
2004	64%	45%	29%	23%
5 years:	+7%	+12%	+6%	+5%
10 years:	+14%	+5%	+11%	+5%

The Bureau continues to exceed its goal of involving at least 50 percent of the City's youth in recreation programs. The participation rate for youth between 1 and 18 years old increased from 49 percent five years ago to 58 percent in FY 2003-04. Participation by adults has likewise increased over the past five years.

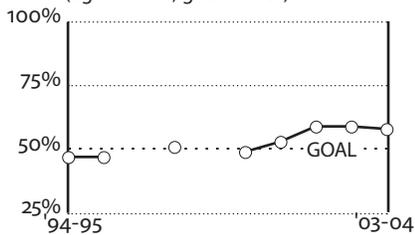


There has also been a slight increase in the frequency of citizen visits to City parks. Over 50 percent of survey respondents reported visiting a City park last year.

Currently, 77 percent of Portland residents live within 1/2 mile of a City park.

SOURCE: City of Portland Corporate GIS

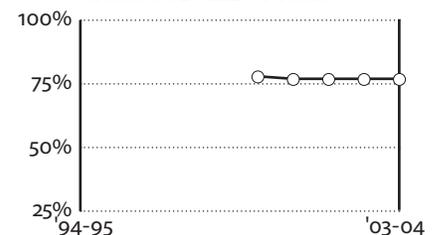
YOUTH PARTICIPATING IN RECREATION
(ages 1 to 18; goal = 50%)



CITIZENS: VISITS TO PARKS
(percent with 6 or more visits)



PERCENT OF RESIDENTS LIVING WITHIN 1/2 MILE OF PARK



SPENDING, STAFFING AND WORKLOAD

Parks & Recreation operational spending has remained steady at about \$50 million over the past five years. However, operating spending per capita declined the past two years and is now less than the average of our six comparison cities. In total, the Bureau recovers about 40 percent of its operating costs from various fees and charges.

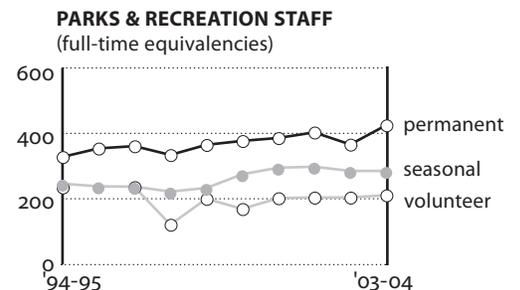
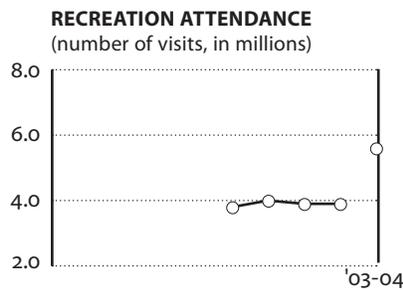
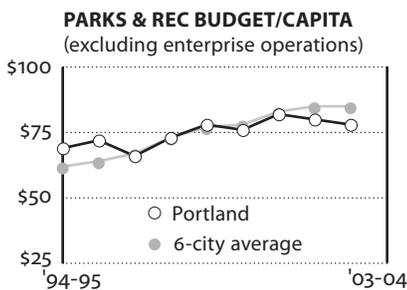
Also during the past five years, full-time positions increased from 377 to 425 and seasonal employees increased from 275 to 285 full-time equivalent positions. Bureau managers indicate these increases reflect implementation of the Parks Local Option Levy approved by voters in 2002.

PARKS & RECREATION SPENDING (in millions) AND COST RECOVERY in '03-04			
	Spending	5-year change	Cost recovery
Parks operations	\$19.3	+2%	7%
Recreation	\$16.9	+2%	50%
Enterprises	\$9.8	+3%	100%
Planning/admin	\$4.1	-16%	7%
Total Operating	\$50.1	0%	40%
Capital	\$15.3	-15%	
TOTAL	\$65.4	-4%	

CITY PARKS AND FACILITIES			
	'94-95	'99-00	'03-04
Developed parks	142	130	171
Sports fields	-	217	365
Community centers	11	13	13
Art centers	7	7	6
Pools	12	13	14
Golf courses	4	4	4

The Bureau has more facilities and parks assets to maintain and operate than it did ten years ago. The number of developed parks and sports fields increased substantially while the Bureau added two community centers and two swimming pools. The total number of park acres increased slightly over the past five years, from 10,084 to 10,511.

Although in recent years the Bureau has offered approximately 2,000 recreation programs, it was unable to provide the number of programs offered in FY 2003-04. The Bureau reports much higher recreation attendance last year – 5.6 million compared to 3.9 million the year before. Last year the Bureau made a concerted effort to improve attendance counts; as a result the FY 2003-04 attendance figure is not comparable to historical counts.



Portland Parks & Recreation: 10-year performance statistics

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Population	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140
EXPENDITURES (in millions):										
Park operations	\$14.4	\$14.6	\$16.7	\$16.1	\$16.7	\$17.7	\$19.0	\$19.6	\$18.9	\$19.3
Recreation	\$10.5	\$10.4	\$11.7	\$11.2	\$12.8	\$15.5	\$16.9	\$16.6	\$16.9	\$16.9
Enterprise operations	\$6.0	\$6.8	\$6.3	\$7.1	\$7.3	\$8.8	\$8.8	\$8.9	\$8.9	\$9.8
Planning and admin	\$2.8	\$2.8	\$2.7	\$2.9	\$3.7	\$4.6	\$4.1	\$4.9	\$4.7	\$4.1
SUB-TOTAL (operating)	\$33.7	\$34.6	\$37.4	\$37.3	\$40.5	\$46.6	\$48.8	\$50.0	\$49.4	\$50.1
Capital	\$4.1	\$8.4	\$21.8	\$26.3	\$21.7	\$16.9	\$10.3	\$10.8	\$7.1	\$15.3
TOTAL	\$37.8	\$43.0	\$59.2	\$63.6	\$62.2	\$63.5	\$59.1	\$60.8	\$56.5	\$65.4
EXPENDITURES, adjusted for inflation:										
Park operations	\$17.9	\$17.6	\$19.5	\$18.3	\$18.6	\$19.0	\$19.8	\$20.1	\$19.2	\$19.3
Recreation	\$13.1	\$12.7	\$13.6	\$12.6	\$14.2	\$16.6	\$17.6	\$17.0	\$17.2	\$16.9
Enterprise operations	\$7.4	\$8.2	\$7.4	\$8.1	\$8.1	\$9.5	\$9.2	\$9.1	\$9.1	\$9.8
Planning and admin	\$3.5	\$3.4	\$3.2	\$3.3	\$4.1	\$4.9	\$4.3	\$5.0	\$4.8	\$4.1
SUB-TOTAL (operating)	\$41.9	\$41.9	\$43.7	\$42.3	\$45.0	\$50.0	\$50.9	\$51.2	\$50.3	\$50.1
Capital	\$5.1	\$10.1	\$25.4	\$29.9	\$24.1	\$18.1	\$10.8	\$11.1	\$7.2	\$15.3
TOTAL	\$47.0	\$52.0	\$69.1	\$72.2	\$69.1	\$68.1	\$61.7	\$62.3	\$57.5	\$65.4
Operating spending/capita, adjusted	\$85	\$84	\$87	\$83	\$88	\$98	\$96	\$96	\$93	\$92
Capital spending/capita, adjusted	\$10	\$20	\$51	\$59	\$47	\$35	\$20	\$21	\$13	\$28
Permanent staffing (FTEs)	328	354	361	334	365	377	386	403	366	425
Seasonal staffing (FTEs)	246	238	237	222	233	275	295	298	285	285
Volunteers (FTEs)*	235	-	236	121	200	169	202	204	204	211
NUMBER OF PARKS & FACILITIES:										
Developed parks	142	138	139	139	139	130	163	170	168	171
Sports fields	-	-	-	-	217	217	364	365	365	365
Community centers	11	11	11	12	13	13	13	13	13	13
Arts centers	7	7	7	7	7	7	7	6	6	6
Pools	12	12	12	12	13	13	14	14	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	1,955	-
Attendance counts (in millions)**	-	-	-	-	-	3.8	4.0	3.9	3.9	5.6
PARK ACRES (excl. golf courses & PIR):										
Developed parks	-	-	-	-	-	-	3,175	3,213	3,252	3,254
Natural areas	-	-	-	-	-	-	6,681	6,822	6,857	6,934
Undeveloped	-	-	-	-	-	-	216	200	316	323
TOTAL	-	9,576	9,590	9,659	10,001	10,084	10,072	10,235	10,425	10,511

* The Bureau includes administrators and coaches of non-sponsored sports programs (e.g. youth baseball and soccer) as volunteers.

** The Bureau includes participants in outside sports leagues, such as youth baseball, football and soccer. The Bureau also includes an estimate of spectators that attend sports events. The Bureau made a concerted effort to improve attendance counts in FY 2003-04. Attendance counts increased dramatically, making prior year counts incomparable.

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Facilities square footage (excluding golf courses & PIR) . . . -	-	-	-	-	-	-	-	-	-	799,467
Residents living within 1/2 mile of a park -	-	-	-	-	-	78%	77%	77%	77%	77%
Youth population in recreation programs 47%	47%	-	51%	-	49%	53%	59%	59%	59%	58%
VOLUNTEERS:										
Total volunteer hours 491,054	-	491,757	251,702	417,244	354,815	420,415	423,727	425,623	440,526	
Total paid staff hours -	-	-	-	-	1,342,547	1,432,620	1,416,352	1,376,462	1,416,001	
Volunteers as % of paid staff -	-	-	-	-	26%	29%	30%	31%	31%	
Workers compensation claims/100 workers 17.7	15.6	16.9	15.2	11.7	10.6	11.0	9.7	8.8	8.5	
CUSTOMER RATINGS:										
Percent who enjoy recreation programs -	-	-	-	-	-	-	-	98%	98%	
EMPLOYEE RATINGS:										
Percent rating internal communication good -	-	-	-	-	-	41%	51%	44%	44%	-
Percent satisfied with their job -	-	-	-	-	-	77%	75%	72%	71%	-
Percent of maintenance that is scheduled -	-	-	-	-	-	-	29%	22%	42%	
COST RECOVERY (from fees and charges):										
Parks Operations -	-	-	-	-	-	-	-	8%	7%	
Recreation -	-	-	-	-	-	-	-	51%	50%	
Planning & Admin -	-	-	-	-	-	-	-	11%	7%	
Enterprise operations -	-	-	-	-	-	-	-	100%	100%	
Combined -	-	-	-	-	-	-	-	40%	40%	

TRANSPORTATION & PARKING

CITY GOALS:

Operate and maintain an effective and safe transportation system;

- promote economic vitality;
- improve the quality of life in neighborhoods

OFFICE OF TRANSPORTATION

MISSION: The Office of Transportation is the steward of the City's transportation system, and a community partner in shaping a livable city. We plan, build, manage, maintain and advocate for an effective and safe transportation system that provides access and mobility.

BUREAU OF MAINTENANCE

Inspects, cleans, maintains and repairs improved streets, traffic control devices, pedestrian and bicycle facilities, and transportation structures.

BUREAU OF TRANSPORTATION SYSTEM MANAGEMENT

Manages traffic safety, traffic signals, street lighting, parking enforcement, parking operations and transportation options.

BUREAU OF TRANSPORTATION ENGINEERING AND DEVELOPMENT

Manages the right-of-way and provides development, planning, design, and construction management for capital improvement projects.

DIRECTOR'S OFFICE

Provides transportation planning services, information technology management, and financial and administrative services for the entire Office of Transportation.

PORTLAND MULTNOMAH

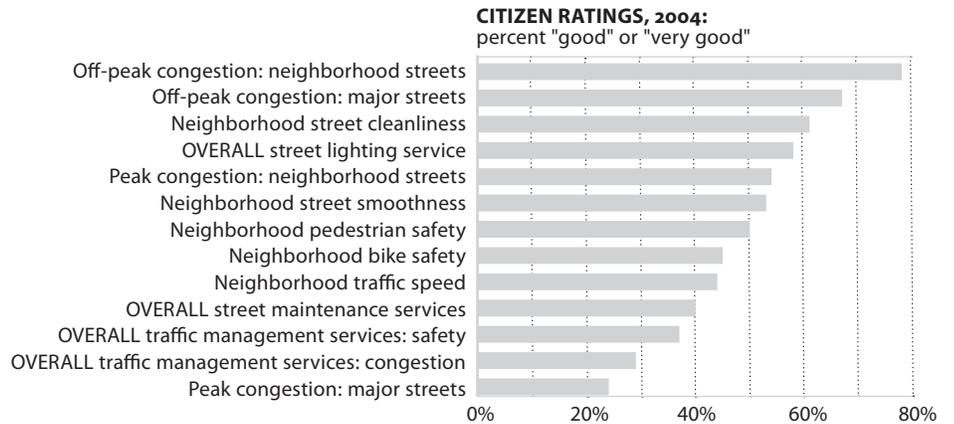
COMMUNITY BENCHMARKS:

reduce commute times; increase use of public transportation; improve air quality; improve street cleanliness

Office of Transportation

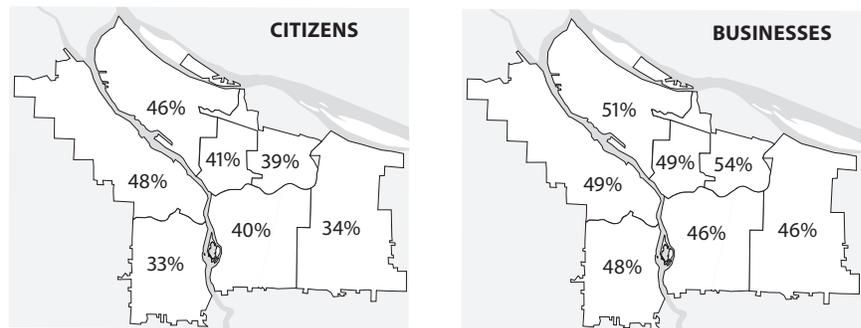
CITIZEN SATISFACTION

Citizens report the most satisfaction with off-peak traffic congestion on neighborhood and major streets and the least satisfaction with congestion during peak hours on major streets.

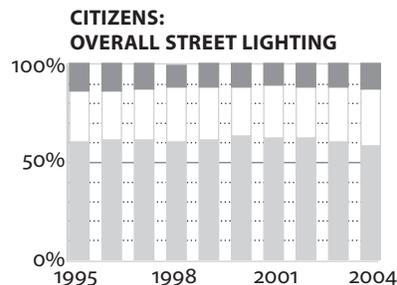
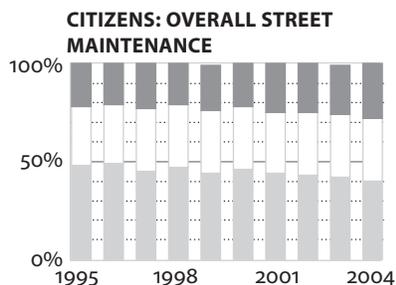


When asked about overall street maintenance, citizens gave lower ratings than businesses. The differences between citizen and business perceptions are particularly large in Southwest and Central Northeast.

OVERALL STREET MAINTENANCE, 2004 (percent "good" or "very good")



"bad" or "very bad"
 "neither"
 "good" or "very good"



BUREAU GOAL:
Maintain transportation system

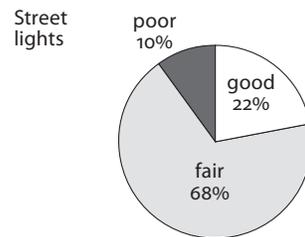
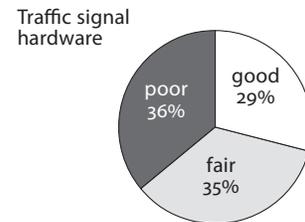
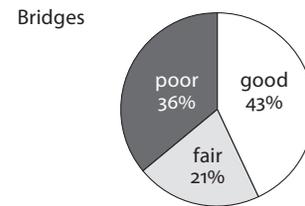
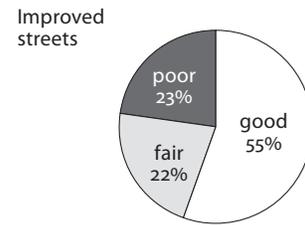
PDOT maintains a variety of transportation assets, valued at almost \$6 billion. Improved streets, bridges, street lights, and signalized intersections comprise about 75 percent of the total dollar value.

Some assets are in better condition than others. While 55 percent of improved streets (in centerline miles) are estimated to be in "good" condition, only 22 percent of traffic lights are judged in "good" condition.

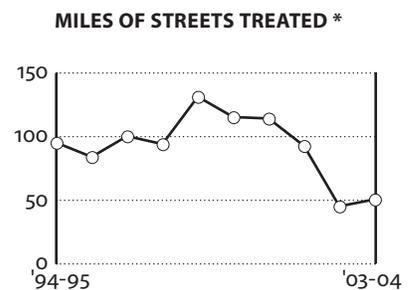
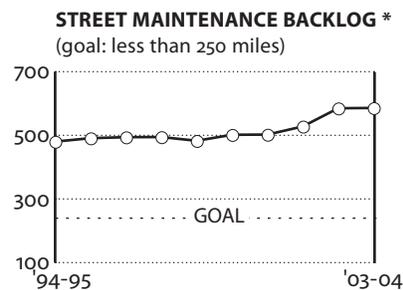
Miles of streets treated – whether by resurfacing, rehabilitation, reconstruction, or slurry treatment – rose slightly this year, after several years of a sharp decline.

However, the street maintenance backlog also edged up slightly in FY 2003-04 and is significantly over the goal.

CONDITION RATINGS:
FOUR ASSET GROUPS, FY 2003-04



STREET MAINTENANCE BACKLOG		
28-foot-wide equivalent miles		
	'03-04	5-year change
Resurfacing	318.8	+22%
Reconstruction	16.0	n.a.
Rehabilitation	10.6	n.a.
Slurry seal	240.6	+43%
TOTAL	586.0	+17%
GOAL	below 250.0	



*28-foot-wide equivalent miles

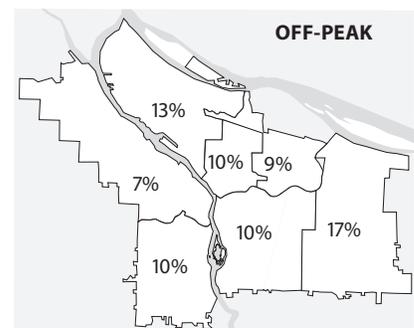
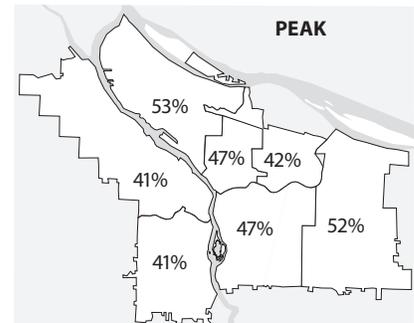
BUREAU GOAL:
Shape a livable city

The livability of Portland is influenced by street and traffic conditions. Traffic congestion, in particular, is a major concern. This year, residents had the opportunity to rate traffic congestion for both peak and off-peak hours. The results indicate that while congestion is judged to be bad during peak travel hours (7:00 - 9:00 a.m. and 3:30 - 6:00 p.m.), few considered it bad during the remaining hours of the day.

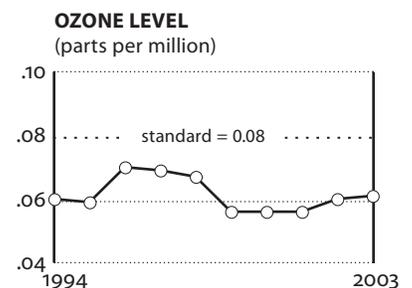
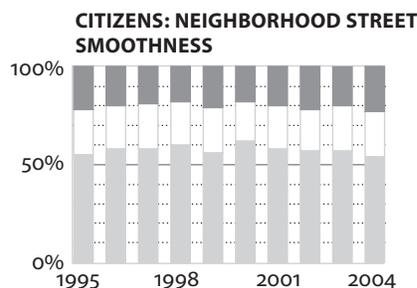
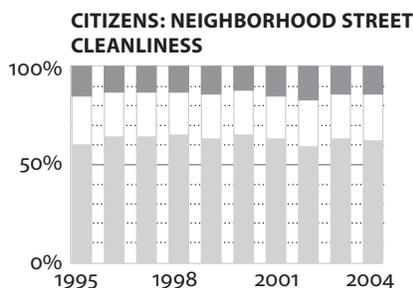
Although the rating for street smoothness is at its lowest point in 10 years, over 50 percent of citizens believe the smoothness and cleanliness of their neighborhood streets is "good" or "very good".

The ozone level remains well below the standard, but shows slight increases from the three-year low reached during 1999 - 2001.

CITIZENS: RATINGS OF CONGESTION ON MAJOR STREETS, 2004
(percent "bad" or "very bad")



■ "bad" or "very bad"
□ "neither"
■ "good" or "very good"



BUREAU GOAL:
Ensure a safe and effective transportation system

More Portlanders are injured in automobiles than on bike or foot. While most injuries have declined over the past five years, bike injuries have increased slightly but at a lower rate than the increase in bike ridership. Fatalities to auto drivers and/or their passengers rose steeply the past two years.

Fatalities and injuries for pedestrians tend to be higher than for bicyclists. Deaths and injuries for these two groups result almost entirely from collisions with automobiles.

The highest number of collisions are found in the NE and SE areas of the City. PDOT reports that this is primarily due to the number of system users in those areas.

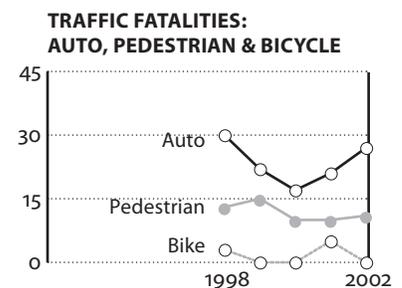
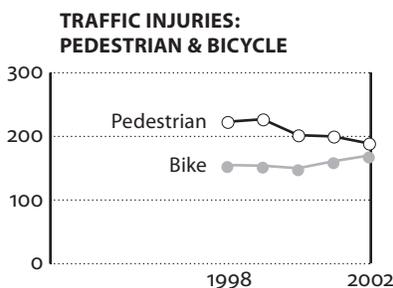
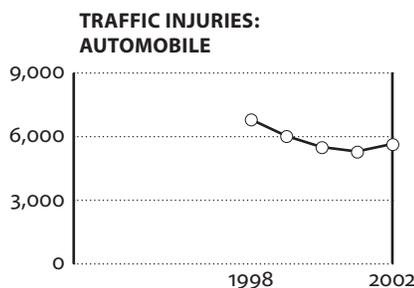
CITIZENS: SAFETY ON NEIGHBORHOOD STREETS (percent "good" or "very good")

	'03-04	5 year change
Pedestrian safety	50%	+2%
Bicycle safety	45%	+3%
Traffic speed	44%	+7%

Citizen concerns about pedestrian and bicycle safety on neighborhood streets have not changed significantly over the last five years, while opinions of traffic speeds show a more marked improvement.

INJURY DATA, 2002	
AUTOMOBILE DRIVERS/PASSENGERS	
Bridges	126
West Burnside	69
East Burnside	83
Northeast	1,671
North	647
Northwest	201
Southeast	2,062
Southwest	797
TOTAL	5,656
PEDESTRIANS	
Bridges	1
West Burnside	15
East Burnside	3
Northeast	48
North	15
Northwest	10
Southeast	72
Southwest	25
TOTAL	189
BICYCLISTS	
Bridges	2
West Burnside	3
East Burnside	5
Northeast	45
North	19
Northwest	8
Southeast	71
Southwest	17
TOTAL	170

SOURCE: Department of Motor Vehicles; PDOT



BUREAU GOAL: Increase use of multi-modal travel

Driving alone remains the primary method for getting to work – this has changed little since we first surveyed about commuting habits in 1997.

This year, we asked those who work outside the home if they sometimes use an alternate travel mode, and if so, what it is.

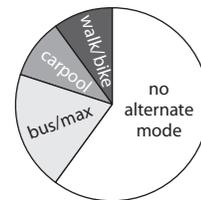
- Almost half of commuters use an alternate mode at least occasionally.
- Auto commuters are least likely to use alternate modes. When they do, most choose transit.

COMMUTER TRAVEL: usual mode

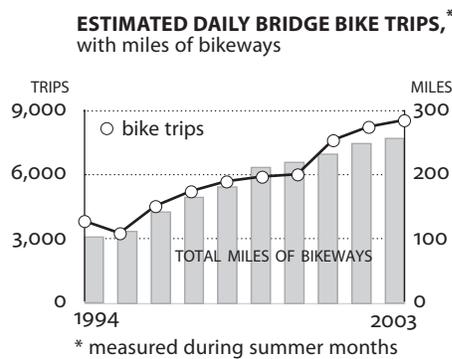
	'03-04	5-year change
Drive alone	72%	+3%
Carpool	8%	-1%
Bus/MAX	13%	-1%
Bike/walk	7%	-1%

SOURCE: Auditor's annual Citizen Survey

COMMUTERS WHO USUALLY DRIVE ALONE: ALTERNATE TRAVEL MODES



As measured over Portland's four "bike friendly" bridges (Hawthorne, Burnside, Broadway, and Steel), estimated daily bike trips* have increased substantially over the last ten years.

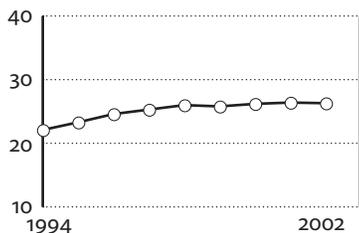


The large jump in trips in 2001 coincides with the opening of the Eastbank Esplanade.

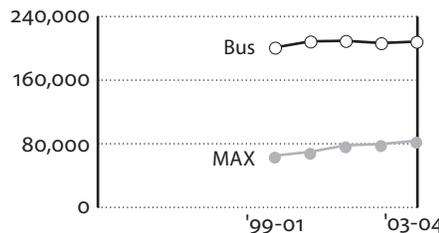
While daily vehicle-miles traveled in the metro area held steady over the past five years, transit ridership increased. Annual Portland Streetcar ridership increased for a third year and is now

just below two million rides, a 23 percent increase over last year. Average weekday bus rides are up slightly from five years ago, while average weekday rides on MAX rose more steeply.

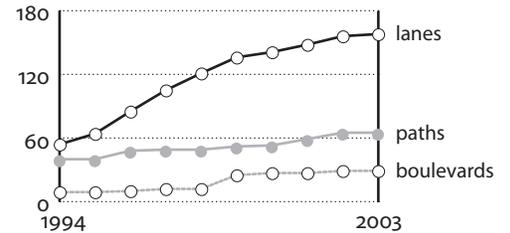
DAILY VEHICLE MILES TRAVELED
(metro area, in millions)



AVERAGE WEEKDAY TRANSIT RIDES



MILES OF BIKEWAYS, BY TYPE

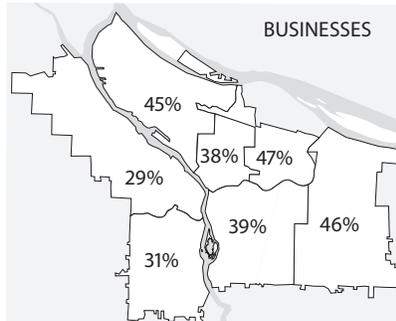


BUREAU GOAL:
Support a strong and diverse economy

On the whole, businesses rate PDOT services higher than do citizens. Respondents gave pedestrian access to their businesses the highest ratings and congestion on major streets the lowest ratings.

BUSINESS SURVEY RATINGS, 2004:	
Percent "good" or "very good"	
Pedestrian access	74%
Overall street lighting	63%
Neighborhood street cleanliness	58%
Neighborhood street maintenance	57%
Overall street maintenance	48%
Neighborhood traffic congestion	48%
Neighborhood traffic speed	47%
Overall traffic management	39%
On-street parking	37%
Major streets traffic congestion	32%

BUSINESSES: ON-STREET PARKING, 2004
(percent "good" or "very good")



While businesses gave on-street parking a relatively low rating, 37 percent gave it a "good" or "very good" rating this year, an improvement over last year's 31 percent.

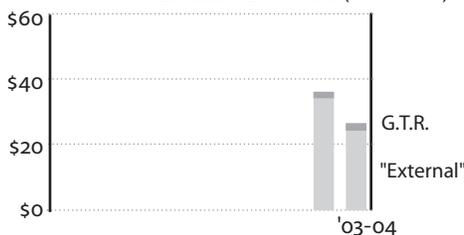
BUREAU GOAL:
Build the transportation system to last

PDOT has two main capital funding sources:

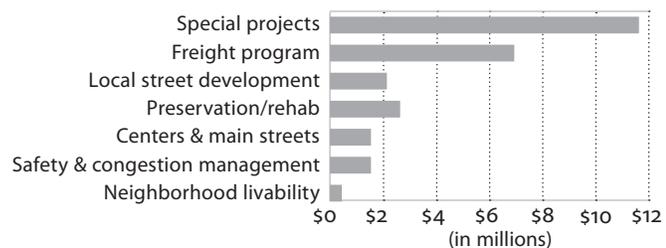
- General Transportation Revenue (GTR): represents the share of funding that PDOT considers discretionary and includes gas taxes and parking fees. Most GTR is used for operating expenses, but a small percent is allocated toward capital projects to fill gaps in funding.
- "External" funds: comprise about 93 percent of total capital funding and include state and federal grants, system development charges (SDCs), and funding from other bureaus. These funds are programmed for specific projects, such as construction of the new Bybee Bridge.

Funding for PDOT's seven capital programs was down by about \$9 million from last year. PDOT reports this is largely due to the completion of some large multi-year projects. The largest program, Special Projects, includes Smart Meters and the streetcar Riverplace extension.

FUNDING OF CAPITAL PROGRAMS:
GTR AND "EXTERNAL" FUNDS (in millions)



CAPITAL EXPENDITURE PROGRAMS:
FY 2003-04



SPENDING, STAFFING AND WORKLOAD

Total Transportation spending and staffing declined over the past five years, from a 16-year high of \$121 million in FY 1999-00. Most of this year's decrease is due to a decline in capital spending.

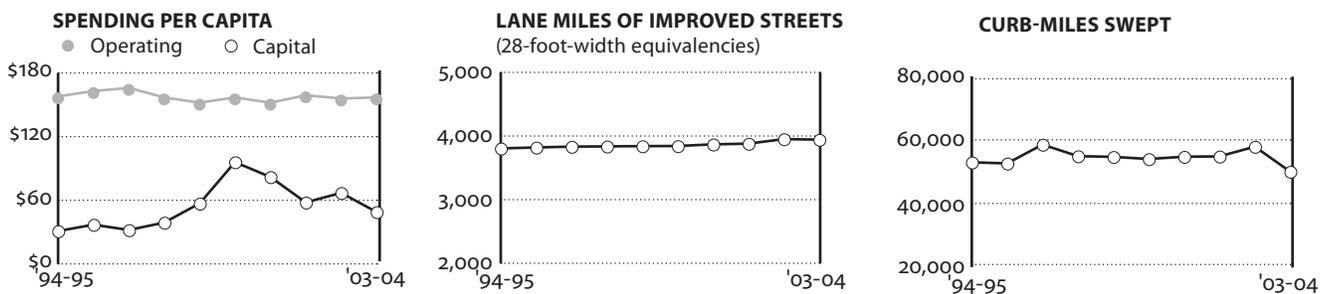
Operating spending per capita has remained relatively steady over the last 10 years.

TRANSPORTATION SPENDING & STAFFING: FY '03-04 (in millions)

	SPENDING*	STAFFING
Maintenance	\$43.3	403
Trans. systems mgt.	\$23.4	134
Engineering & dvpt.	\$28.6	122
Director/other	\$16.7	49
TOTAL	\$112	708
5-year change	-14%	-1%

* includes capital expenditures

PDOT, which conducts street sweeping operations year-round, reports that the number of curb-miles swept dropped this year due to the heavy snow and ice storms in January.



Office of Transportation: 10-year performance statistics

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Population	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140
EXPENDITURES (in millions):										
Maintenance	\$38.4	\$40.8	\$43.7	\$45.7	\$44.9	\$40.2	\$41.6	\$41.4	\$43.6	\$43.1
Trans. systems management	\$15.3	\$16.4	\$15.9	\$16.0	\$14.1	\$17.9	\$17.7	\$22.9	\$22.8	\$23.4
Engineering & development	\$15.4	\$19.0	\$19.4	\$19.5	\$29.8	\$49.6	\$44.4	\$33.4	\$36.6	\$28.6
Director	\$3.6	\$3.4	\$3.6	\$3.5	\$3.9	\$9.5	\$10.6	\$11.8	\$11.0	\$11.5
Other.....	\$2.5	\$2.5	\$2.8	\$3.3	\$3.5	\$3.8	\$5.0	\$3.9	\$4.2	\$5.2
TOTAL, incl. capital.....	\$75.2	\$82.1	\$85.4	\$88.0	\$96.2	\$121.0	\$119.3	\$113.4	\$118.2	\$112.1
EXPENDITURES, adjusted for inflation:										
Maintenance	\$47.7	\$49.3	\$50.9	\$51.9	\$49.9	\$43.2	\$43.4	\$42.4	\$44.3	\$43.4
Trans. systems management	\$19.1	\$19.8	\$18.5	\$18.2	\$15.7	\$19.2	\$18.4	\$23.5	\$23.2	\$23.4
Engineering & development	\$19.2	\$23.0	\$22.7	\$22.0	\$33.0	\$53.2	\$46.3	\$34.2	\$37.2	\$28.6
Director	\$4.5	\$4.1	\$4.2	\$4.0	\$4.4	\$10.1	\$11.0	\$12.1	\$11.2	\$11.5
Other.....	\$3.1	\$3.0	\$3.3	\$3.8	\$3.9	\$4.1	\$5.3	\$4.0	\$4.3	\$5.2
TOTAL, incl. capital.....	\$93.6	\$99.2	\$99.6	\$99.9	\$106.9	\$129.8	\$124.4	\$116.2	\$120.2	\$112.1
C.I.P. (in millions), adjusted for inflation:										
Funding :										
General Transportation Revenue.....	-	-	-	-	-	-	-	-	\$1.6	\$1.9
"External" funds.....	-	-	-	-	-	-	-	-	\$34.3	\$24.4
Expenditures:										
Preservation & rehabilitation	-	-	-	-	-	-	-	-	\$1.3	\$2.1
Local street development	-	-	-	-	-	-	-	-	\$4.1	\$2.6
Neighborhood livability	-	-	-	-	-	-	-	-	\$1.2	\$0.4
Centers and main streets	-	-	-	-	-	-	-	-	\$2.8	\$1.5
Safety & congestion management.....	-	-	-	-	-	-	-	-	\$0.6	\$1.5
Freight program.....	-	-	-	-	-	-	-	-	\$15.1	\$6.9
Special projects	-	-	-	-	-	-	-	-	\$10.6	\$11.6
Total operating, adj. for inflation (in millions)....	\$78.3	\$81.0	\$83.6	\$79.8	\$77.7	\$80.6	\$80.6	\$85.3	\$83.9	\$85.3
Total capital, adj. for inflation (in millions).....	\$15.2	\$18.3	\$16.0	\$20.0	\$29.1	\$49.2	\$43.8	\$31.0	\$36.3	\$26.8
Operating spending/capita, adj. for inflation	\$158	\$163	\$166	\$157	\$152	\$157	\$152	\$159	\$156	\$157
Capital spending/capita, adj. for inflation	\$31	\$37	\$32	\$39	\$57	\$96	\$82	\$58	\$67	\$49
STAFFING (FTPs):										
Maintenance	428	442	444	436	428	398	400	405	402	403
Trans. systems management	119	119	117	122	118	134	133	132	133	134
Engineering & development.....	133	134	135	132	136	121	119	120	120	122
Director	39	38	37	36	34	61	61	45	47	49
TOTAL	719	733	733	726	716	714	713	702	702	708
Lane miles of streets.....	3,805	3,820	3,833	3,837	3,841	3,843	3,869	3,880	3,951	3,943
MILES OF STREETS TREATED (28-foot-wide equivalents):										
Resurfacing.....	43.9	43.9	50.6	50.5	65.2	63.2	63.7	53.6	43.5	42.4
Reconstruction	0	0	0	0	0	0	0	0	0	0
Rehabilitation	0	0	0	0	0	0	0	0	1.8	2.75
Slurry seal	51.4	40.2	49.8	43.7	66.2	52.2	50.6	39.2	0	5.6

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	
Curb miles of streets swept.....	52,932	52,599	58,516	54,877	54,654	53,984	54,697	54,798	57,861	50,007	
BACKLOG MILES (28-foot-wide equivalents):											
Resurface.....	267.0	277.8	285.2	261.2	246.9	261.3	261.5	284.3	309.1	318.8	
Reconstruction.....	48.6	67.1	67.2	79.8	72.8	72.3	82.8	70.8	46.4	16.0	
Rehabilitation.....	.	.	<i>(included in Reconstruction)</i>				.	.	16.0	16.0	10.6
Slurry seal.....	164.6	146.1	141.7	153.6	163.1	168.1	158.0	156.8	213.5	240.6	
TOTAL.....	480.2	491.0	494.1	494.6	482.8	501.7	502.3	527.9	585.0	586.0	
CONDITION OF SELECTED ASSETS (percent in good condition):											
Improved streets (centerline miles).....	56%	52%	52%	53%	53%	56%	56%	54%	54%	55%	
Traffic signal hardware.....	-	-	-	-	-	-	-	-	28%	29%	
Bridges.....	-	-	-	-	-	-	-	-	44%	43%	
Street lights.....	-	-	-	-	-	-	-	-	-	22%	
Average weekday bus ridership.....	-	-	-	-	-	201,000	208,700	209,400	206,600	208,400	
Average weekday MAX ridership.....	-	-	-	-	-	65,100	69,817	77,992	79,567	83,817	
Total annual streetcar ridership.....	-	-	-	-	-	-	-	1,365,583	1,623,573	1,993,708	

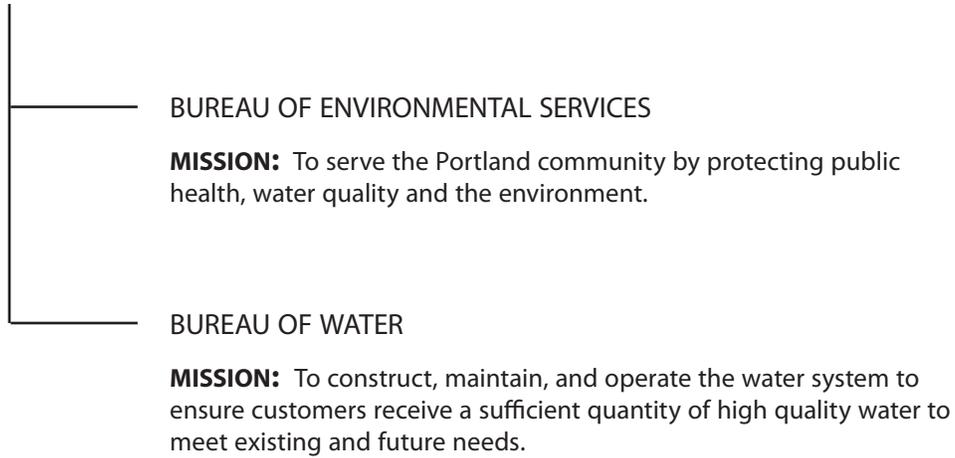
	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
TRAFFIC INJURIES:										
Automobiles.....	-	-	-	-	6,821	6,037	5,513	5,302	5,656	-
Pedestrians.....	-	-	-	-	223	227	202	200	189	-
Bicycles.....	-	-	-	-	155	154	150	161	170	-
TRAFFIC FATALITIES:										
Automobiles.....	-	-	-	-	30	22	17	21	27	-
Pedestrians.....	-	-	-	-	13	15	10	10	11	-
Bicycles.....	-	-	-	-	3	0	0	5	0	-
Miles of bikeways.....	102.8	112.7	143.1	166.0	182.3	212.8	220.8	233.6	250.2	252.7
ESTIMATED DAILY NUMBER OF BICYCLE TRIPS:										
Broadway Bridge.....	690	527	950	1,205	1,854	1,476	1,405	1,680	1,712	1,683
Steel Bridge.....	220	200	350	475	460	360	410	1,250	1,891	1,859
Burnside Bridge.....	980	620	1,065	1,375	905	920	1,080	965	965	965
Hawthorne Bridge.....	1,940	1,910	2,165	2,170	2,471	3,154	3,125	3,729	3,682	4,055
TOTAL.....	3,830	3,257	4,530	5,225	5,690	5,910	6,020	7,624	8,250	8,562
Ozone concentration (parts/million).....	0.060	0.059	0.070	0.069	0.067	0.056	0.056	0.056	0.060	0.061
Daily vehicle-miles travelled, metro (millions) *.....	22.1	23.3	24.6	25.3	26.0	25.8	26.2	26.4	26.3	-

* metro area, excluding Vancouver, WA

PUBLIC UTILITIES

CITY GOALS:

Provide safe drinking and waste water services, and high quality, reasonably priced public utilities



PORTLAND MULTNOMAH
COMMUNITY BENCHMARKS:
*increase salmon and steelhead
counts; increase water quality in
streams and tributaries; decrease
per capita water use*

Bureau of Environmental Services

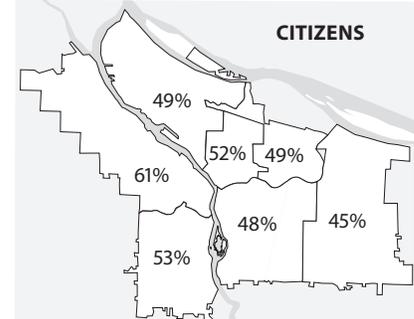
CITIZEN SATISFACTION

Overall, Portland residents are only moderately satisfied with sanitary sewer and storm drainage services. The percentage of citizens rating these services "good" or "very good" has ranged between 40 and 60 percent over the past 10 years.

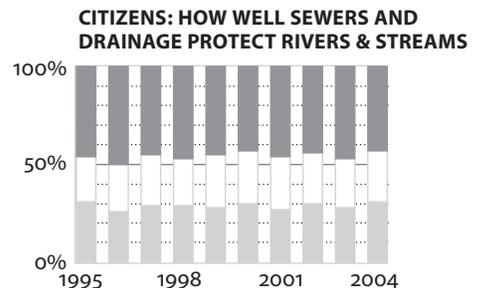
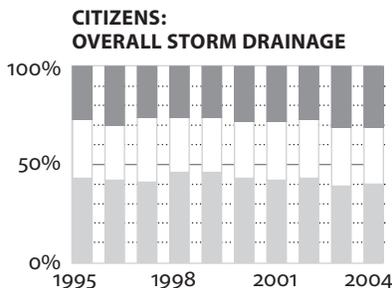
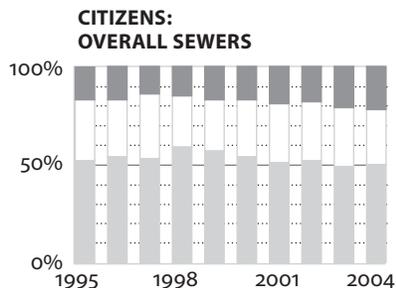
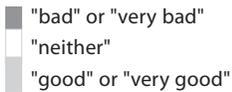
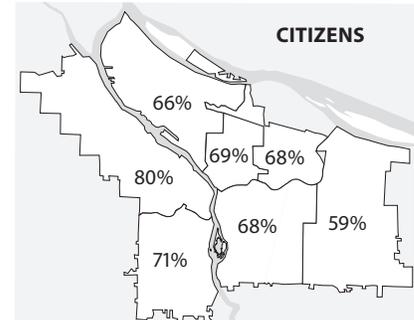
However, residents are much more satisfied when asked about services at their home. Approximately 70 percent rated home service "good" or "very good" over the past several years.

Citizens continue to be dissatisfied with how well sewer/storm drainage services protect rivers and streams (only 31 percent "good" or "very good"). Attitudes have remained consistent over the past ten years.

CITIZENS: OVERALL SEWER, 2004
(percent "good" or "very good")



CITIZENS: RATINGS OF SEWER & DRAINAGE SERVICES TO HOME, 2004
(percent "good" or "very good")



BUREAU GOAL: Protect public health

The Bureau continues to operate the sewer and stormwater system in a manner that protects public health. For example:

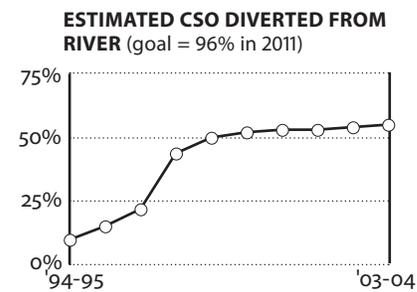
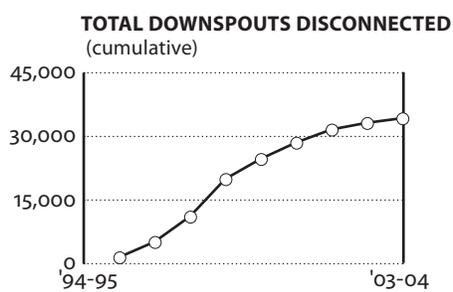
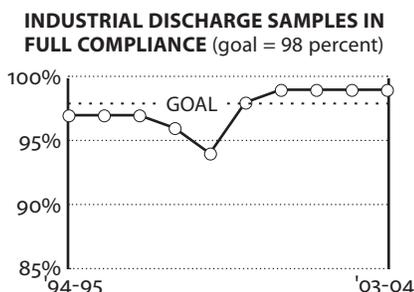
- discharges from the two wastewater treatment plants are in full compliance with federal and state standards
- 99 percent of industrial discharge samples were found to be in compliance with waste discharge limits
- an estimated 55 percent of combined sewer overflow (CSO) gallons are diverted from the rivers and receive treatment, up from only 10 percent in FY 1994-95

PERCENT BOD* REMOVED		
	COLUMBIA BLVD.	TRYON CREEK
'99-00	94.7%	95.3%
'00-01	95.1%	96.6%
'01-02	94.7%	97.0%
'02-03	96.3%	95.9%
'03-04	96.6%	95.2%
STANDARD	85%	90%

* Biological Oxygen Demand; removing BOD results in cleaner water

Projects to remove stormwater runoff from the combined system continue to exceed their goal – 34,303 downspouts have been disconnected as part of the CSO cornerstone project. Each disconnected downspout is considered to remove 9,000 gallons of stormwater from the system, reducing the severity of CSOs.

Major CSO tunneling projects to divert wastewater were begun on the westside in FY 2003-04, with 4,100 feet completed out of the estimated 45,000 total. Westside and Eastside tunnels are required to be completed in 2006 and 2011 respectively, at which time the Bureau anticipates that 96 percent of all CSOs will be eliminated.



BUREAU GOAL: Protect water quality

Overall, the Bureau has made strides in improving water quality and protecting the City's watersheds.

Ninety percent of all mid-county properties are now connected to sewer lines. Only 4,481 properties out of an estimated 46,558 mid-county properties remain unconnected to sewer lines; all but 232 are vacant sites.

Comparing Willamette River Water Quality Index results from samples taken upstream, where the river enters the City, and downstream, where it leaves the City, gives an indication of how the City impacts water quality. The Water Quality Index for the Willamette River remains only fair, both upstream and downstream. Improvements in water quality are expected after major CSO tunneling projects are completed in 2011.

WILLAMETTE WATER QUALITY INDEX*		
	'00-01	'03-04
UPSTREAM	84	83
DOWNSTREAM	83	81
INDEX key:	0-59 = Very poor	
	60-79 = Poor	
	80-84 = Fair	
	85-89 = Good	
	90-100 = Excellent	

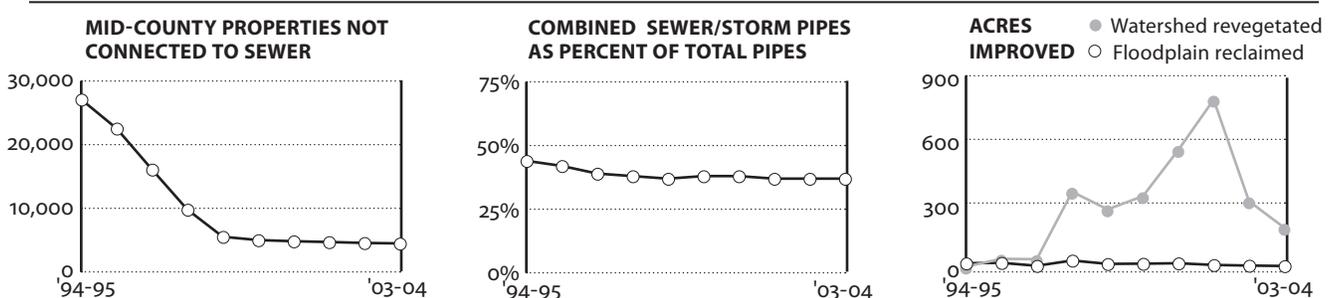
* The Willamette River Water Quality Index is based on 8 water quality factors, such as temperature and bacteria, as developed by the state DEQ.

Thirty-seven percent of pipes are combined sewer and storm drainage, down from 44 percent in FY 1994-95. This percentage will continue to decrease as the Bureau separates sewer basins and constructs more separated systems.

BUREAU GOAL: Protect the environment

The Bureau has restored native vegetation and reclaimed floodplain areas to improve habitat for endangered species and the health of urban watersheds.

Over the past 10 years, 2,780 acres of watershed have been revegetated, and 125 acres of floodplain have been reclaimed. The Bureau attributes the drop in acres revegetated to a reduction in funding.



SPENDING, STAFFING AND WORKLOAD

Total BES spending continues to increase significantly due to major capital spending for the Combined Sewer Overflow project. Operating spending per capita has declined the past two years from a peak in FY 2001-02 which resulted from the write-off of \$15 million bad debt related to the faulty water/sewer billing system. Portland continues to spend more per capita on sewer/storm water operating costs than the average of six comparison cities.

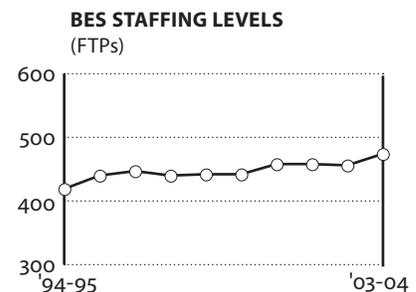
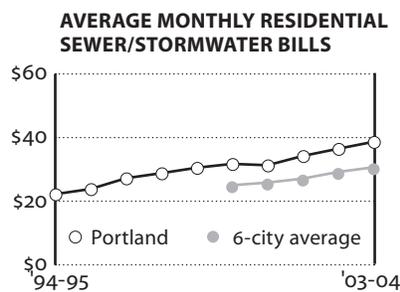
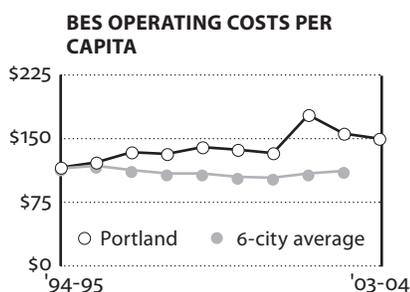
BES SPENDING (in millions)		
	'03-04	5-year change
Operating	\$81.8	+16%
Debt service	\$56.5	+16%
Capital	\$159.4	+70%
TOTAL	\$297.7	+40%

In constant dollars, Portland's sewer bills have increased by 74 percent over the past ten years and continue to be higher than the average of six other cities. Of these six cities, only Seattle has higher average bills than Portland.

Staffing levels increased from 442 in '99-00 to 474 in '03-04.

The Bureau accomplished significant work over the past year. It installed over 11 miles of new pipe, cleaned 266 miles of existing pipe and repaired 52,255 lineal feet of pipe, more than twice as much as five years ago.

WORK COMPLETED		
	'03-04	5-year change
Water treated (billion gals.)	27.2	-5%
Discharge inspections	586	+ 6%
Miles of new pipe installed	11	-16%
Miles of pipe cleaned	266	+97%
Feet of pipe repaired	52,255	+114%



Bureau of Water

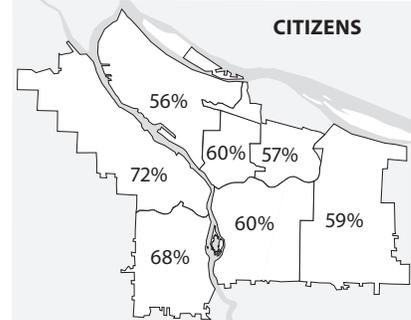
CITIZEN SATISFACTION

Overall, Portland residents continue to rate water services lower than in previous years. Continued dissatisfaction may be due to the faulty water billing system and the rising cost of the combined water and sewer bill.

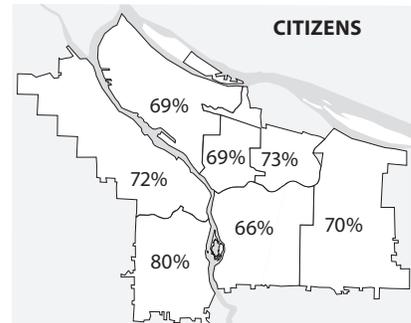
Portland's average monthly residential water bill of \$15.91 remains below the average of our six comparison cities. Forty-three percent of survey respondents believe the cost of tap water is "bad" or "very bad". This low rating may result from the single bill received by customers that combines higher cost sewer charges with lower cost water fees.

However, residents rate the quality of tap water at home much higher than overall water service quality – 71 percent believe tap water quality is "good" or "very good".

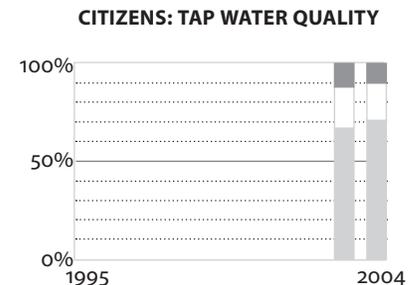
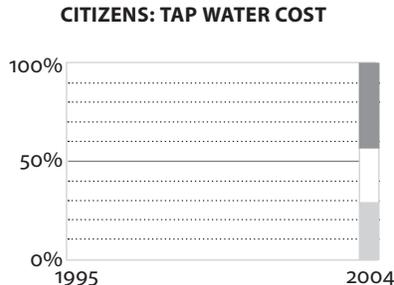
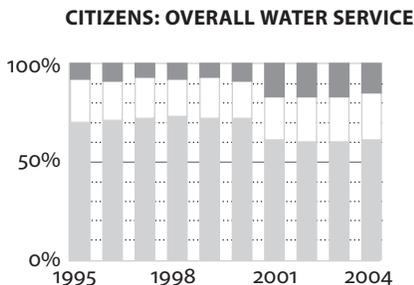
CITIZENS: OVERALL WATER SERVICE, 2004
(percent "good" or "very good")



CITIZENS: TAP WATER QUALITY, 2004
(percent "good" or "very good")



■ "bad" or "very bad"
 ■ "neither"
 ■ "good" or "very good"



BUREAU GOAL:
High quality water

Overall, the Bureau continues to provide high quality water to customers, meeting or exceeding federal water quality standards. Water turbidity has been lower than maximum levels for the last 10 years, and pH, chlorine residual and coliform bacteria levels are easily within acceptable ranges.

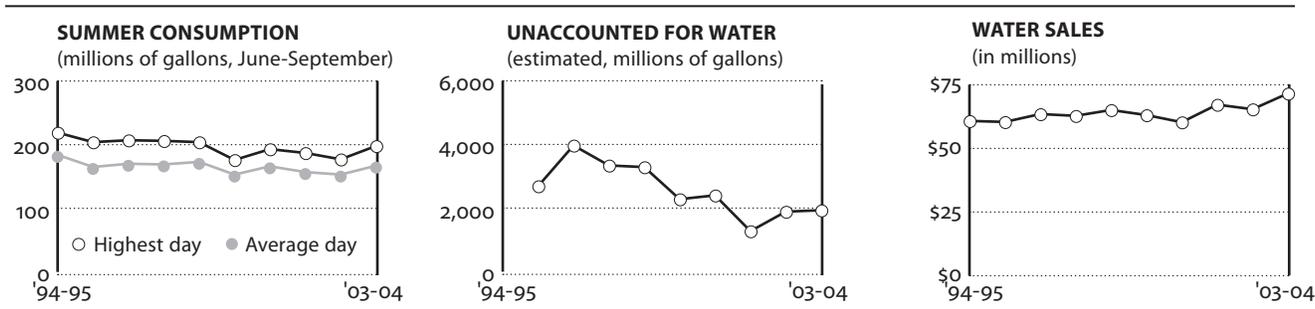
SELECTED WATER QUALITY INDICATORS		
	'03-04	Standard
Turbidity (median NTUs)	0.48	<=5%
pH (average units)	7.5	6.5 - 8.5
Chlorine residual (% undetectable)	0.0%	<5.0%
Coliform bacteria (% positive samples)	0.46%	<=5.0%

BUREAU GOAL: Provide sufficient quantities

Customer demand for water has declined over the last five and ten years. Annual usage per capita dropped from 50,777 in FY 1994-95 to 43,607 gallons in FY 2003-04. Total consumption is lower due to conservation efforts and the use of alternative water sources by some of the Bureau's wholesale customers. In addition, the recession was a factor in commercial demand reductions.

ANNUAL WATER USAGE (inside City)	
	GALLONS per capita
'99-00	48,386
'00-01	44,881
'01-02	43,835
'02-03	43,228
'03-04	43,607
5-year change:	-12%
10-year change:	-14%

Although the demand for water has dropped, water sales have increased from \$63.1 million five years ago to over \$71.6 million last year.



SPENDING, STAFFING AND WORKLOAD

Overall, total Bureau spending has declined over the past five years primarily due to reductions in debt service and capital spending. Operating costs per capita increased last year due to a large drop in wholesale population served. Reductions in debt service costs helped improve the Bureau's debt coverage ratio from a low of 1.76 four years ago to a high of 3.8 last year.

Capital expenditures five years ago were the highest in recent history. Since then capital expenditures declined briefly but increased in the last 2 years.

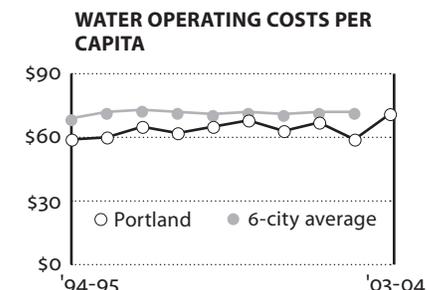
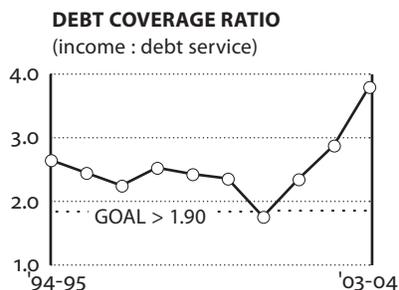
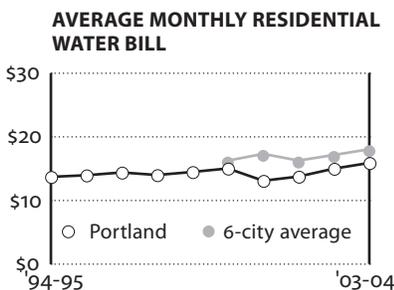
Total authorized staffing is higher than five years ago. While the number of customer service positions doubled due to billing system problems, all other positions in the Bureau declined by 11 percent over the past five years.

WATER SPENDING (in millions)

	'03-04	5-year change
Operating	\$55.4	+5%
Debt service	\$11.6	-12%
Capital	\$29.3	-23%
TOTAL	\$96.4	- 8%

NEW WATER SERVICES:

	Residential	Commercial
'99-00	790	254
'00-01	929	170
'01-02	943	219
'02-03	1,039	306
'03-04	602	275
5-year change	-24%	+8%



Bureau of Environmental Services: 10-year performance statistics

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Population	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140
Total sewer accounts	137,262	141,391	149,373	157,631	163,336	164,433	165,708	167,105	168,733	170,144
EXPENDITURES (in millions):										
Operating costs.....	\$46.0	\$50.1	\$57.9	\$59.3	\$64.2	\$65.7	\$67.8	\$93.1	\$82.3	\$81.8*
Capital	\$92.1	\$73.9	\$83.3	\$70.6	\$91.9	\$87.5	\$86.5	\$82.7	\$121.4	\$159.4
Debt service.....	\$21.0	\$21.4	\$33.4	\$45.5	\$41.4	\$45.4	\$48.4	\$57.6	\$57.2	\$56.5
EXPENDITURES, adjusted for inflation:										
Operating costs.....	\$57.2	\$60.6	\$67.5	\$67.3	\$71.3	\$70.4	\$70.7	\$95.4	\$83.7	\$81.8*
Capital	\$114.5	\$89.4	\$97.1	\$80.2	\$102.0	\$93.9	\$90.2	\$84.8	\$123.5	\$159.4
Debt service.....	\$26.1	\$25.8	\$38.9	\$51.6	\$46.0	\$48.7	\$50.5	\$59.0	\$58.1	\$56.5
Sewer operating costs/capita, inflation adj.	\$116	\$122	\$134	\$132	\$140	\$137	\$133	\$178	\$156	\$150
AUTHORIZED STAFFING										
Sewer operating	419	310	329	346	346	336	345	338	342	359
Capital	<i>(incl. above)</i>	130	118	94	96	106	113	120	114	115
TOTAL MILES OF PIPELINE:										
Sanitary	835	913	940	956	965	973	992	998	999	1,002
Storm	263	283	382	444	446	432	443	462	463	469
Combined	850	850	850	850	844	863	868	865	868	870
WASTEWATER TREATED										
Primary (billions of gallons)	31.2	33.8	34.8	32.5	33.4	28.8	25.4	27.9	27.2	27.2
BOD Load (millions of pounds).....	48.5	48.8	51.2	56.0	56.9	58.7	54.4	50.2	54.9	61.3
Suspended solids (millions of pounds)	55.6	57.4	52.5	59.4	58.8	65.8	57.5	57.0	57.5	62.6
Acres of watershed revegetated:										
In City	0	37	35	91	110	216	325	327	185	108
Outside City	0	0	0	262	160	116	225	460	123	75
TOTAL	0	37	35	353	270	332	550	787	308	183
Acres of floodplain reclaimed.....	16	18	4	29	13	14	16	8	5	3
Feet of pipe repaired	21,078	18,930	20,129	27,493	28,768	24,462	19,926	36,057	29,813	52,255
Miles of pipe cleaned.....	221	172	160	228	218	135	207	184	212	266
Industrial discharge inspections	-	412	402	353	476	554	648	522	527	586
Industrial discharge tests in compliance	97%	97%	97%	96%	94%	98%	99%	99%	99%	99%
PERCENT BOD REMOVED:										
Columbia Blvd.	93.7%	93.9%	92.5%	93.8%	92.5%	94.7%	95.1%	94.7%	96.3%	96.6%
Tryon Creek.....	93.0%	92.9%	92.9%	92.9%	94.8%	95.3%	96.6%	97.0%	95.9%	95.2%

* Based on preliminary financial statements

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Number of unconnected properties	27,112	22,546	16,102	9,803	5,529	5,007	4,827	4,701	4,559	4,481
Average monthly residential sewer/storm bills, adjusted for inflation.	\$22.23	\$23.85	\$27.23	\$28.82	\$30.53	\$31.74	\$31.31	\$34.24	\$36.50	\$38.69
CORNERSTONE PROJECTS:										
Cumulative sumps constructed	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	33,212	34,303
Est. CSO gallons diverted as % of planned total. .	10%	15%	22%	44%	50%	52%	53%	53%	54%	55%
Feet of CSO tunneling completed.	-	-	-	-	-	-	-	-	-	4,100
Water quality index for Willamette River:										
Upstream.	-	-	-	-	-	-	84	84	84	83
Downstream.	-	-	-	-	-	-	83	82	84	81

Bureau of Water Works: 10-year performance statistics

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
POPULATION SERVED:										
Retail	442,690	444,371	448,928	453,573	453,815	455,919	474,511	481,312	482,549	488,783
Wholesale	294,910	302,142	319,000	333,300	341,353	317,252	314,489	349,522	304,133	293,501
TOTAL	737,600	746,513	767,928	786,873	795,168	773,171	789,000	830,834	786,682	782,284
EXPENDITURES (in millions):										
Operating	\$34.7	\$36.8	\$42.6	\$42.7	\$46.8	\$49.3	\$47.5	\$54.6	\$45.3	\$55.4*
Capital	\$18.0	\$21.4	\$25.6	\$23.0	\$31.6	\$35.7	\$35.2	\$21.7	\$24.7	\$29.3
Debt service	\$11.2	\$11.8	\$12.0	\$12.0	\$12.7	\$12.4	\$13.4	\$15.6	\$16.1	\$11.6
EXPENDITURES (millions, adj. for inflation):										
Operating	\$43.2	\$44.6	\$49.6	\$48.4	\$52.0	\$52.9	\$49.6	\$56.0	\$46.0	\$55.4*
Capital	\$22.4	\$25.9	\$29.9	\$26.1	\$35.1	\$38.2	\$36.8	\$22.2	\$25.1	\$29.3
Debt service	\$13.9	\$14.3	\$14.0	\$13.7	\$14.1	\$13.3	\$14.0	\$16.0	\$16.1	\$11.6
Operating costs/capita, adj. for inflation	\$59	\$60	\$65	\$62	\$65	\$68	\$63	\$67	\$59	\$71
Authorized staffing (FTP)	500	501	513	513	524	535	543	531	535	557
Water sales (millions, adj. for inflation)	\$60.8	\$60.4	\$63.5	\$62.8	\$65.1	\$63.1	\$60.3	\$67.2	\$65.4	\$71.6
GALLONS OF WATER DELIVERED (billions):										
City of Portland	25.1	25.7	24.7	25.2	25.0	24.8	23.9	23.5	23.3	23.8
Wholesale (outside of Portland)	13.1	12.6	13.9	13.5	14.3	14.4	14.6	14.7	12.6	12.9
TOTAL	38.2	38.3	38.6	38.7	39.3	39.2	38.5	38.2	35.9	36.7
Number of retail accounts	155,662	156,246	157,189	158,141	159,177	160,100	161,154	162,631	163,896	165,360
Feet of new water mains installed	125,364	137,432	126,282	68,662	121,737	107,590	82,283	32,781	83,152	55,374
NUMBER OF NEW WATER SERVICES:										
Residential	-	-	920	1,047	989	790	929	943	1,039	602
Commercial	-	-	378	328	348	254	170	219	306	275
Annual City water usage per capita (gallons) ...	50,777	51,589	49,079	49,477	49,039	48,386	44,881	43,835	43,228	43,607
Monthly residential water bill - actual usage (adjusted for inflation)	\$13.72	\$13.87	\$14.41	\$14.01	\$14.49	\$15.04	\$13.11	\$13.77	\$14.85	\$15.91
SUMMER WATER CONSUMPTION (millions of gallons: June - September)										
Average day	184	165	170	169	173	153	166	157	153	167
Highest day	219	204	207	206	204	176	193	187	177	198
Debt coverage ratio	2.65	2.45	2.25	2.53	2.43	2.36	1.76	2.35	2.88	3.80
UNACCOUNTED FOR WATER:										
Millions of gallons	-	2,690	3,968	3,340	3,288	2,280	2,400	1,275	1,888	1,932
Percent of delivered	-	6.6%	9.3%	7.9%	7.7%	5.5%	5.9%	3.2%	5.3%	5.3%
WATER QUALITY:										
Turbidity (NTUs):										
Minimum	0.08	0.10	0.11	0.09	0.12	0.16	0.22	0.24	0.02	0.02
Maximum	2.82	4.97	3.49	2.44	4.99	2.87	2.30	3.16	1.86	3.38
Median	0.36	0.36	0.31	0.19	0.31	0.37	0.41	0.50	0.48	0.48

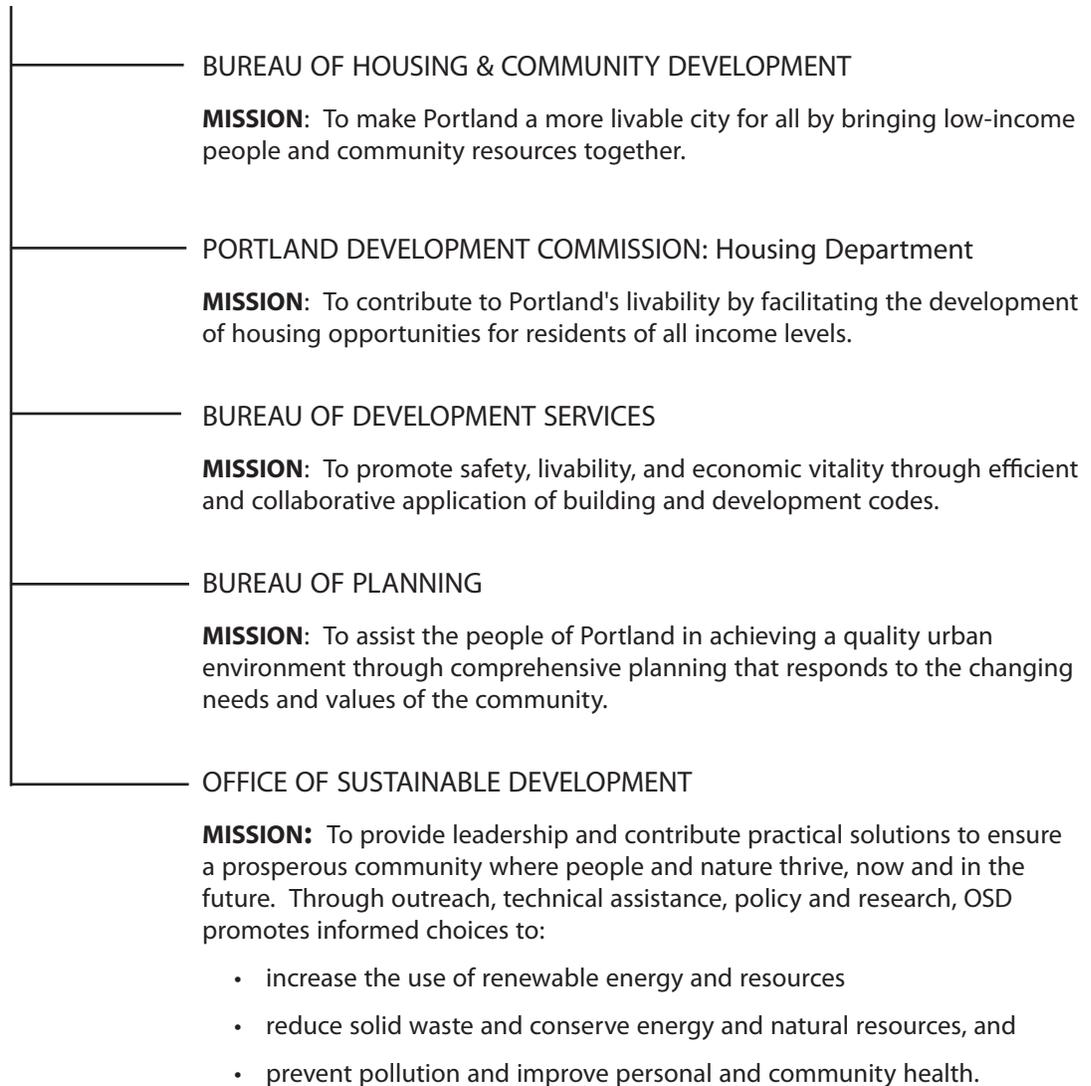
* Based on preliminary financial statements

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
pH:										
Minimum	6.5	6.3	6.6	7.3	7.2	7.2	7.3	6.7	7.2	7.1
Maximum.....	7.3	7.4	7.5	7.6	7.6	7.6	7.7	8.0	7.7	8.2
Mean	6.8	6.7	7.0	7.4	7.4	7.4	7.4	7.3	7.5	7.5
Chlorine residual (mg/L):										
Minimum	0.03	0.00	0.04	0.10	0.19	0.10	0.04	0.10	0.10	0.10
Maximum.....	1.80	2.60	1.71	2.20	2.04	2.01	1.97	2.00	1.90	2.10
Mean	1.01	1.02	1.15	1.23	1.33	1.31	1.22	1.15	1.18	1.34
Percent of samples tested positive										
for coliform bacteria.....	2.05%	0.67%	0.46%	0.46%	0.92%	0.26%	1.14%	0.57%	0.06%	0.46%

COMMUNITY DEVELOPMENT

CITY GOALS:

Promote economic vitality and opportunity; improve quality of life in neighborhoods



PORTLAND MULTNOMAH COMMUNITY BENCHMARKS:

*increase efficiency of building permit
issuance; decrease percent of homeless;
increase low-income home ownership;
increase land available to support new
jobs; decrease carbon dioxide emissions*

Housing & Community Development

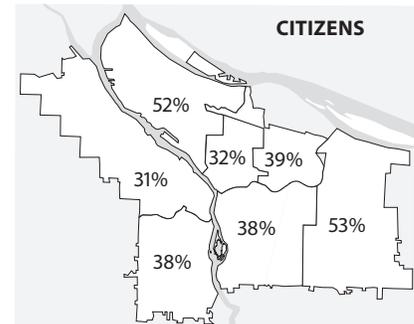
CITIZEN SATISFACTION

City-wide, less than half of Portland residents rate housing affordability as "good" or "very good". While citizen ratings of housing affordability have changed little over the past five years, the number of renters with a severe housing cost burden has increased.

Ratings of housing affordability vary by area of the City, and cost burdens vary by whether tenants own or rent. Residents in North and East Portland report greater satisfaction with housing costs than residents in other areas of the City. More renters have a severe housing cost burden than owners.

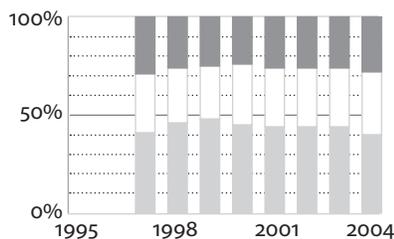
Portland median household income has changed little over the past five years.

CITIZENS: NEIGHBORHOOD HOUSING AFFORDABILITY, 2004
(percent "good" or "very good")

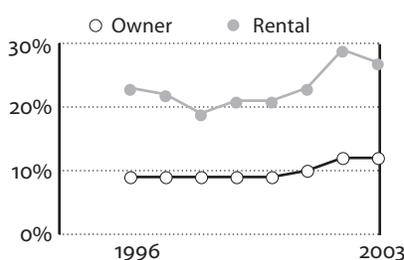


■ "bad" or "very bad"
□ "neither"
■ "good" or "very good"

CITIZENS: RATING OF NEIGHBORHOOD HOUSING AFFORDABILITY



HOUSEHOLDS WITH SEVERE COST BURDEN*



* percent of households spending more than 50% of their income on housing

PORTLAND MEDIAN HOUSEHOLD INCOME (adjusted for inflation)



SOURCE: US Census Bureau

BUREAU GOAL: Increase housing opportunities

Over the past eight years, the Portland Development Commission (PDC) and the Bureau of Housing and Community Development (BHCD) have assisted with the rehabilitation or construction of about 9,000 housing units.

Despite these development efforts to increase housing opportunities for low-income people, housing cost burdens have not shown improvement. Either additional affordable rental units, or significant increases in income, are needed to close the housing affordability gap identified in the 1999 American Community Survey for Multnomah County. The affordable housing need is greatest among households with incomes below 30 percent of median family income.

While the majority of housing units rehabilitated or built have served low-income households, PDC also funds middle-income and mixed-use/mixed-income housing to support job development, density and transit-oriented development goals.

Recent census data show that while the City housing inventory increased by 9,300 housing units over the past five years, the number of vacant units in the City has also increased significantly.

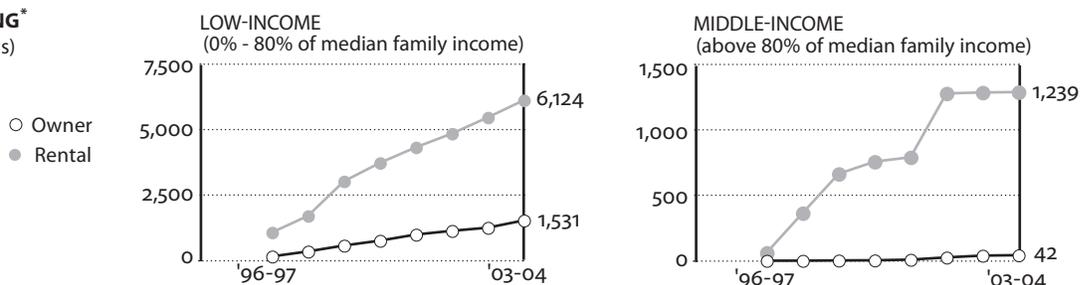
CITY HOUSING INVENTORY

	Owner	Rental	Vacant	TOTAL
1997	120,747	97,038	9,571	227,356
1998	123,727	97,884	9,105	230,716
1999	125,042	94,354	13,913	233,309
2000	124,767	98,970	13,570	237,307
2001	123,216	103,004	12,537	238,757
2002	125,240	98,510	16,054	239,804
2003	125,662	99,576	17,391	242,629
5 years:	0%	+6%	+25%	+4%

SOURCE: US Census Bureau

In partnership with the Planning Bureau, PDC also awards property tax abatements of up to ten years to encourage the development and rehabilitation of housing. In FY 2003-04, about 11,000 units were subsidized by a tax abatement. The majority of these units were for low-income households.

CITY-SUBSIDIZED HOUSING*
(cumulative number of units)



* units receiving a loan or grant for rehabilitation or construction

BUREAU GOAL: End the institution of homelessness

According to the annual November "shelter count", the number of individuals seeking shelter continues to increase. City-funded homeless programs report permanent housing placements for almost one-quarter of individuals served. More than half of those remain in housing for a full year. However, because of the difficulty in tracking this population, readers should note that the data presented here provide only a general estimate of program outcomes. BHCD is improving its outcome tracking which should improve future reporting of results.

	PLACED*		RETAINED	
	No. placed	% total	6 mo.	12 mo.
'98-99	1,030	33%	-	-
'99-00	1,302	38%	-	-
'00-01	1,900	32%	-	-
'01-02	1,871	28%	-	-
'02-03	1,325	20%	76%	63%
'03-04	1,433	22%	78%	63%
GOAL ('03-04):		30%	64%	59%

* Starting in FY '02-03, eviction preventions are no longer counted as placements. Total includes homeless adults who received services other than housing assistance. All numbers are estimates.

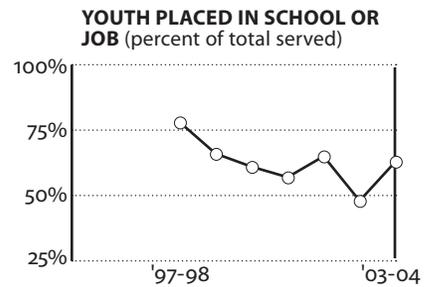
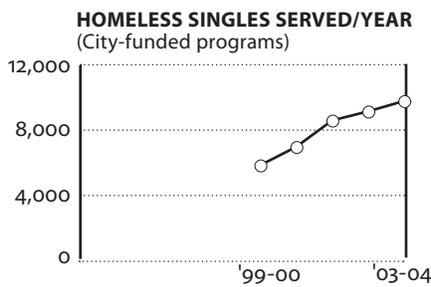
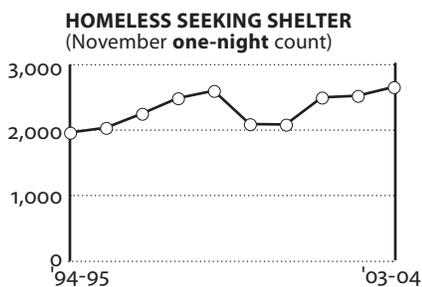
BUREAU GOAL: Assist low-income people improve their economic condition

The Bureau of Housing and Community Development also provides funding to programs that assist adults and youth in job training. Data show that programs find employment for over half of the participants. Once placed, most individuals retain their jobs for at least a month or longer. Youth job retention rates have steadily improved over the past five years.

	PLACED		RETAINED	
	No. placed	% total	120+ days	% total
'02-03	173	73%	-	-
'03-04	112	58%	95	85%
GOAL:				85%

	PLACED		RETAINED	
	No. placed	% total	30 days	% total
'99-00	1,018	61%	418	43%
'00-01	549	57%	280	54%
'01-02	634	65%	313	54%
'02-03	609	48%	381	66%
'03-04	724	63%	482	72%
GOAL ('03-04):		52%		74%

NOTE: Retention rate based only on programs that track after placement



SPENDING, STAFFING AND WORKLOAD

Overall, spending per capita on housing and community development activities increased over the five past years. Housing spending grew 34 percent and homeless spending increased 6 percent.

Full-time positions at BHCD and the PDC Housing programs grew significantly over the past five years. PDC and BHCD attribute their staff growth to a greater demand for affordable housing and services for low-income people, and increases in tax increment and other funds for housing and homeless programs.

PDC HOUSING/BHCD SPENDING
(in millions, adj. for inflation)

	'03-04	5-year change
Housing	\$54.6	34%
Homeless	\$5.7	6%
Youth/Adult	\$2.2	n.a.
Other	\$10.1	n.a.

STAFFING (FTPs)

	'03-04	5-year change
BHCD	23	+28%
PDC Housing	45	+39%

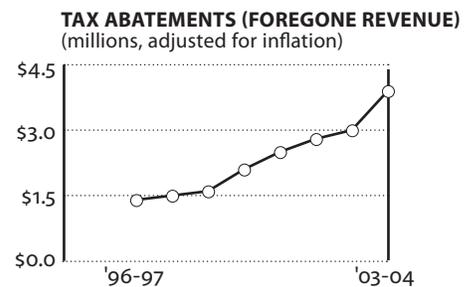
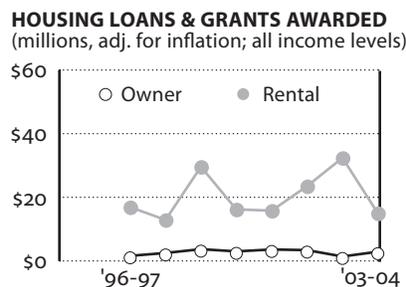
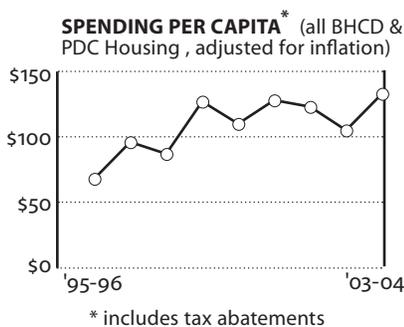
PDC HOUSING/BHCD REVENUE
(in millions, adj. for inflation)

	'03-04	5-year change
Grants	\$28.3	-5%
General Fund	\$9.8	-22%
Tax Increment Financing	\$28.6	+321%
Other	\$6.0	-2%

Tax increment financing has offset a drop in General Fund dollars and federal grants allocated for housing programs.

In addition to tax increment funds, PDC receives federal grant funds from BHCD. With these funds, PDC awards loans and grants for the rehabilitation and construction of housing. In FY 2003-04, PDC awarded about \$17.9 million to housing projects. The amount of loans and grants approved each year fluctuates due to the timing of the awards.

Additionally, the City did not collect approximately \$3.9 million dollars in FY 2003-04 revenue that was foregone through property tax abatements to support housing development.



Bureau of Development Services

CITIZEN SATISFACTION

Customer views on the quality and timeliness of City development services have improved slightly from three years ago. Over half of building plan review customers rate the quality of the process "good" or "very good", and

three-quarters of applicants for land use approval rate quality "good" or "very good".

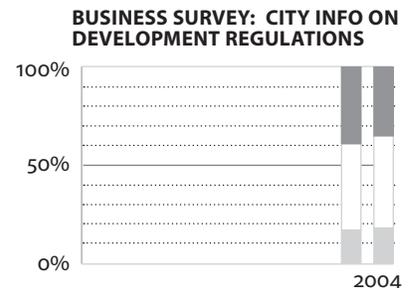
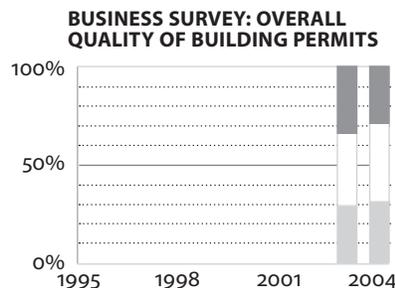
CUSTOMER RATINGS OF PLAN REVIEW SERVICE			
QUALITY (percent "good" or "very good"):			
	2002	2003	2004
Building permit	56%	58%	58%
Land use review	72%	79%	75%
TIMELINESS (percent "satisfied" or "very satisfied"):			
	2002	2003	2004
Building permit	32%	41%	43%
Land use review	-	80%	74%

While customer satisfaction with building plan review timeliness has improved from three years ago, less than half of applicants are currently satisfied. About three-quarters of land use review applicants are satisfied with timeliness of their reviews by Bureau staff, excluding the mandatory 21-30 day public comment period.

SOURCE: BDS surveys of customers from prior 6 to 9 month period

Customers receiving a building permit or land use review within the last six months were generally satisfied with the type and amount of information they received on the development review process. In contrast, our random survey of businesses that may or may not have had contact with BDS over the past six months resulted in a much lower rating of the City's job of providing information on development regulations. Many businesses surveyed also gave a low rating to the overall quality of the City's building permit services.

- "bad" or "very bad"
- "neither"
- "good" or "very good"

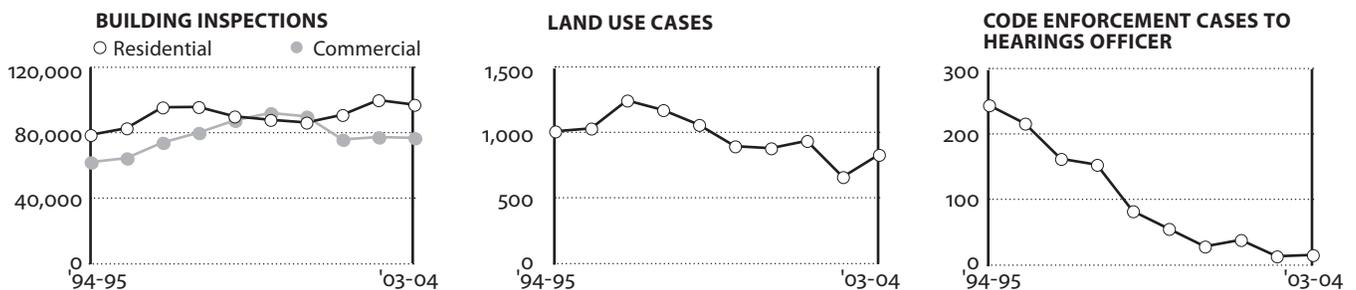


BUREAU GOAL: Safe, well-planned environment

The safety of building construction in the City is ensured by reviewing building plans and inspecting construction in progress. BDS staff reviewed 9,590 building plans and performed 173,963 construction inspections in FY 2003-04.

To promote a more livable and attractive City, BDS also reviews and approves land use applications and building plans for compliance with City planning and zoning codes. BDS staff handled 829 land use cases and performed 4,938 zoning plan checks in FY 2003-04.

There has been a sharp decline in the number of code enforcement cases presented to the Hearings Officer. The number of cases presented dropped from 244 in FY 1994-95 to only 15 in FY 2003-04. The Bureau indicates this is due to various reasons, such as changes in enforcement policies and Bureau staff doing more to achieve resolution before a case is sent to the Hearings Officer.



BUREAU GOAL: Responsive to the community

Overall, customers are satisfied with the knowledge of City staff providing permit and land use reviews. Customers are somewhat less satisfied with staff helpfulness.

CUSTOMER SATISFACTION: 2004
(percent "satisfied" or "very satisfied")

	Staff knowledge	Staff helpfulness
BUILDING PERMITS:		
BDS		
Over-the-counter	89%	87%
Plan review	86%	77%
Env. Services	88%	76%
Transportation	85%	76%
Water	86%	85%
LAND USE REVIEW	86%	78%

SOURCE: BDS customer survey

BUREAU GOAL: Efficient processing of permit applications

The timeliness of building plan review has improved for residential plans but has slowed for commercial plans. Seventy percent of residential plan reviews performed in FY 2003-04 met established turnaround timeframes, up from 64 percent in FY 2001-02. Only 57 percent of commercial building plans met turnaround timeframes in FY 2003-04. Plan review by BDS staff only is more timely than the entire review process which involves as many as five other bureaus.

PERCENT OF RESIDENTIAL PLANS REVIEWED WITHIN TARGETED TIMEFRAMES*

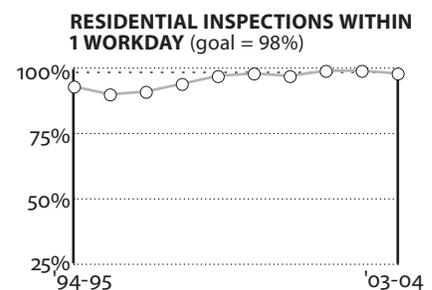
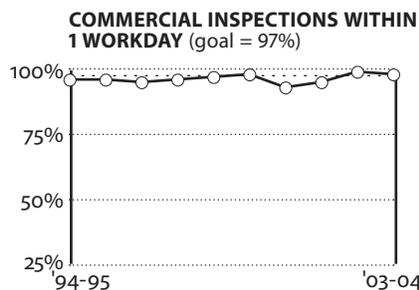
	ALL REVIEWS	BDS STAFF
'01-02	64%	86%
'02-03	72%	82%
'03-04	70%	81%
GOAL	90%	90%

PERCENT OF COMMERCIAL PLANS REVIEWED WITHIN TARGETED TIMEFRAMES*

	ALL REVIEWS	BDS STAFF
'01-02	60%	76%
'02-03	64%	74%
'03-04	57%	60%
GOAL	90%	90%

BDS is much more successful in achieving construction inspection goals. Ninety-eight percent of all inspections are completed within one working day.

* Plans are reviewed by between 1 and 6 bureaus (BDS, Bureau of Environmental Services, Office of Transportation, Bureau of Fire & Rescue, Water Bureau, and/or Parks & Recreation). BDS turnaround time data was not audited.



SPENDING, STAFFING AND WORKLOAD

The Bureau's overall spending and staffing have remained fairly steady over the past five years, but are higher than 10 years ago. Staffing grew from 182 to 270 full-time positions over 10 years.

The Bureau spent \$52 per capita in FY 2003-04, up from \$34 per capita 10 years ago.

The Bureau generally recovers all of the costs of its Building Permits program from fees and charges. In FY 2003-04, it recovered 59 percent of the costs of its Land Use Services program from land use fees.

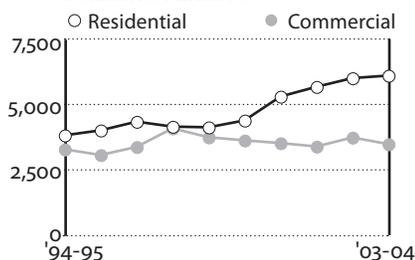
The Bureau's workload has grown over the past 10 years. Nearly 2,500 more building permits were issued in FY 2003-04 than were issued in FY 1994-95. In addition, the total number of inspections performed increased by 33,300 during this 10-year period. Much of the growth has involved residential, rather than commercial, permits and inspections.

During the past 10 years, the number of land use cases declined from 1,008 to 829, while the number of zoning plan checks increased from 4,376 to 4,938.

BDS SPENDING* & STAFFING

	'03-04	Change	
		5-year	10-year
SPENDING (millions):			
Inspections	\$7.5	-13%	+21%
Land use services	\$4.9	+9%	+81%
Development services	\$3.5	+13%	-
Plan review	\$2.6	-7%	-24%
Compliance services	\$1.0	+43%	+43%
Site development	\$1.2	-	-
Administration	\$7.7	+12%	+108%
TOTAL	\$28.4	+7%	+70%
STAFFING	270	+1%	+49%

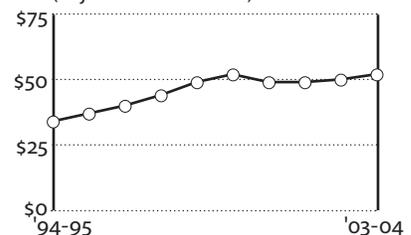
BUILDING PERMITS



LAND USE COST RECOVERY (goal = 65%)



BDS SPENDING* PER CAPITA (adjusted for inflation)



* adjusted to include functions that were in the Planning Bureau prior to reorganization in '99-00

Office of Sustainable Development

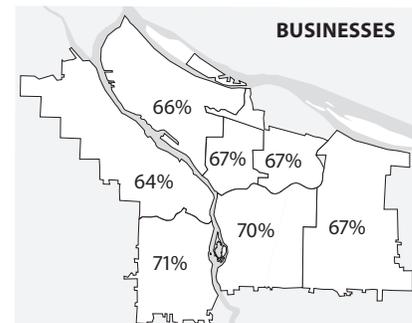
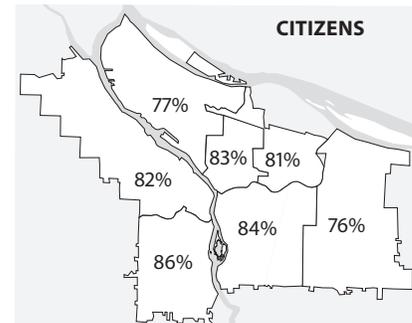
CITIZEN SATISFACTION

This is the first year that the Office of Sustainable Development has been included in the annual *Service Efforts and Accomplishments* report. OSD leads the City's efforts to conserve natural resources, promote the use of renewable resources, and advance sustainability. In addition, OSD regulates the collection of garbage and recycling.

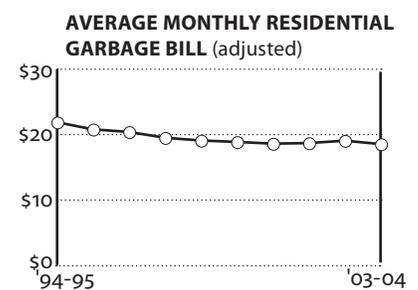
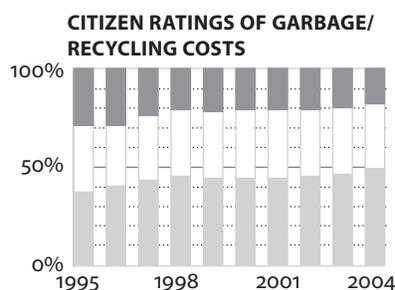
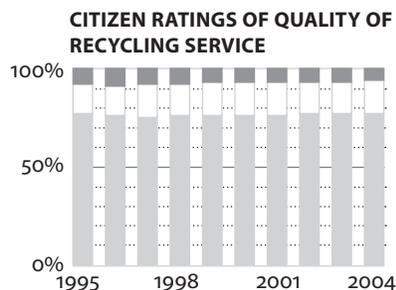
Satisfaction with the quality and cost of garbage and recycling services has improved considerably over the past ten years, and the average cost of residential garbage service has fallen below \$20 per month.

Businesses rate recycling services lower than residential households, but still favorably.

OVERALL RATINGS OF RECYCLING, 2004 (percent "good" or "very good")



■ "bad" or "very bad"
 ■ "neither"
 ■ "good" or "very good"



BUREAU GOAL: Reduce solid waste and conserve energy and natural resources

In 2003, the percentage of waste diverted from landfills declined from last year's high of 56 percent. However, at a combined recycling rate of 54 percent, the City continues to make progress toward its goal of 60 percent.

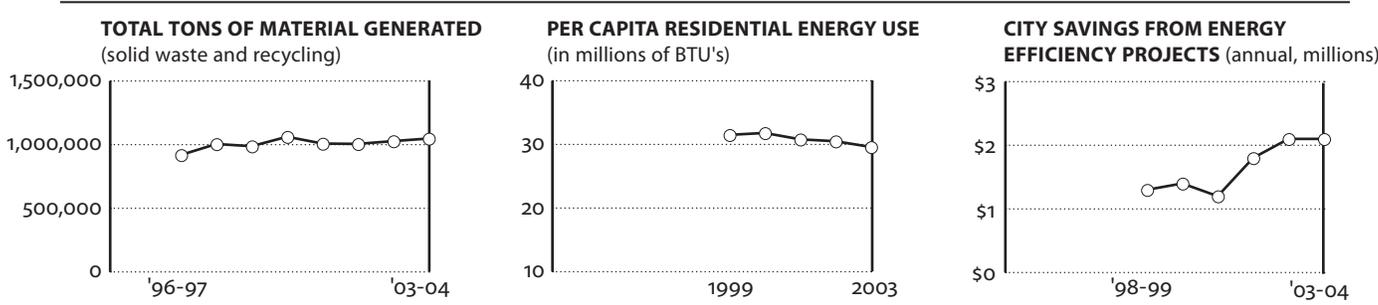
WASTE DIVERTED FROM LANDFILL: FY '03-04			
	Tons	% total	5-year change
Residential	126,620	53%	+1%
Commercial	443,512	55%	+1%
COMBINED	570,132	54%	+1%
2005 GOAL		60%	

OSD carries out a variety of efforts to conserve energy and natural resources including facilitating weatherization of 4,700 apartment units and the purchase of renewable electricity and materials for City operations. OSD estimates that the City saved over \$2 million in energy costs last year, up from over \$1.4 million in FY 1999-00.

Over the five-year period ending in 2003, residents reduced their per capita energy use by 6 percent.

BUREAU GOAL: Increase the use of renewable energy and resources

The City's use of renewable energy has increased from just under 1 percent in FY 1999-00 to 11.5 percent in FY 2002-03. Renewable resources supplying the City include wind power, a fuel cell and microturbines powered by waste sewage gas. In Portland as a whole, 6 percent of all residents and businesses purchased energy from renewable sources through their electric utility company.



BUREAU GOAL: Prevent pollution and improve personal and community health

To prevent pollution and improve community health, OSD provides financial and technical assistance to residences and businesses. In FY 2003-04, OSD provided:

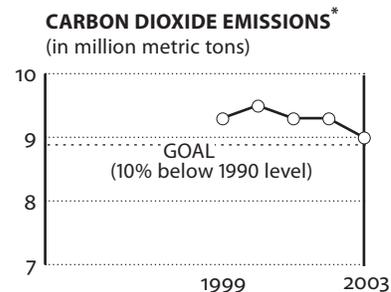
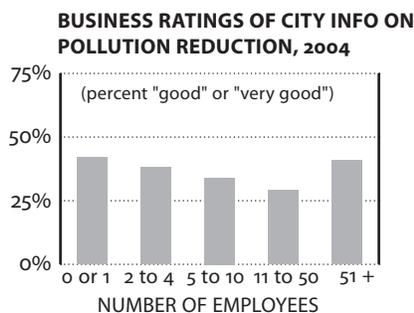
- training on solar design and stormwater management, and other environmentally safe practices for local construction projects,
- Fix-It Fairs on environmentally healthy homes and yards,
- master recycling trainings and recycling projects for single- and multi-family residences, and
- technical and financial assistance to businesses for recycling, waste evaluation and green building assistance.

TECHNICAL & FINANCIAL ASSISTANCE: FY '03-04

	Recycling, energy	Green building
Single family	11,035	2,742
Multi-family	8,512	n.a.
Businesses	539	3,638
Construction	n.a.	281

Thirty-seven percent of businesses rate the job the City is doing providing information on pollution reduction as "good" or "very good".

One measure of the City's progress in preventing pollution is the level of carbon dioxide emissions, the gas primarily responsible for global warming. The City has yet to achieve its goal of a 10 percent reduction from 1990 emissions, but OSD estimates that in 2003 Multnomah County's carbon dioxide emissions were less than 1 percent above 1990 levels. This compares to a national trend of a 12 percent increase over the same period.



* emissions estimated using a computer model, based on fuel usage and methane production

STAFFING, SPENDING AND WORKLOAD

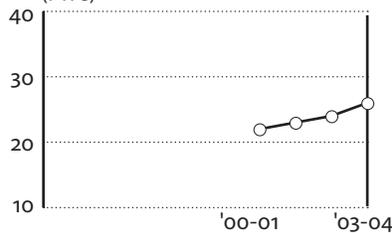
In 2000 the City's Solid Waste and Recycling program was merged with the City of Portland Energy Office, Green Building Initiative, and the Sustainable Portland Commission into the Office of Sustainable Development. OSD receives its funding from the Solid Waste Fund, the General Fund and a variety of grants and contracts.

OSD SPENDING (in millions)	4-year change	
	'03-04	
Solid waste & recycling	\$2.0	-47%
Training, outreach, educ.	\$0.4	0%
Policy, research, eval.	\$0.2	+131%
Tech. & financial services	\$0.9	+12%
Director/operations	\$0.3	+18%
TOTAL	\$3.8	-22%

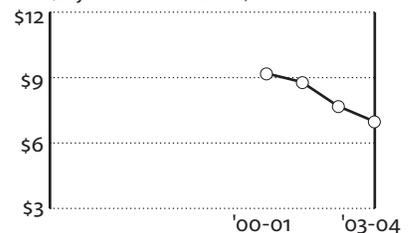
Spending per capita has been declining and was about \$7.00 in FY 2003-04.

OSD's workload is primarily composed of efforts to educate and train, and to provide technical and financial assistance. OSD also oversees the operation of solid waste and recycling contractors.

OSD STAFFING
(FTPs)



SPENDING PER CAPITA
(adjusted for inflation)



Bureau of Planning

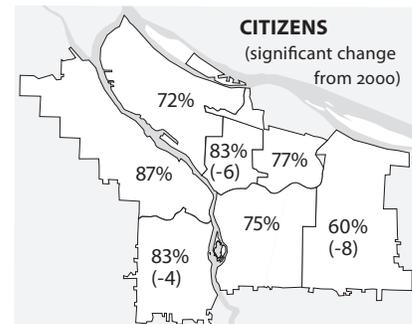
CITIZEN SATISFACTION

Overall City livability ratings have remained fairly high but some neighborhoods are significantly less satisfied with City livability than several years ago.

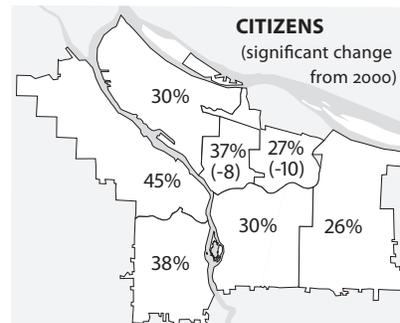
Residents in East continue to rate City livability lower than other neighborhood areas.

Citizens continue to be neutral or only moderately satisfied with land use planning and housing development. Satisfaction with land use planning has remained fairly consistent with previous years except for Inner Northeast and Central Northeast. These areas are significantly less satisfied with land use planning.

OVERALL CITY LIVABILITY, 2004
(percent "good" or "very good")

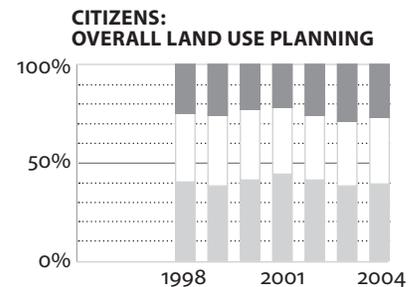
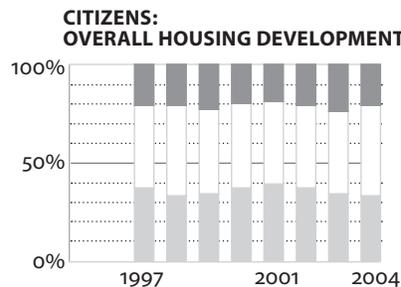
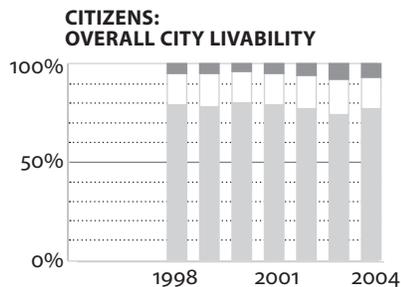


OVERALL HOUSING DEVELOPMENT, 2004
(percent "good" or "very good")



Citizen satisfaction with housing development decreased 4 percent over the past five years, with significant declines in neighborhoods in Inner and Central Northeast.

- "bad" or "very bad"
- "neither"
- "good" or "very good"

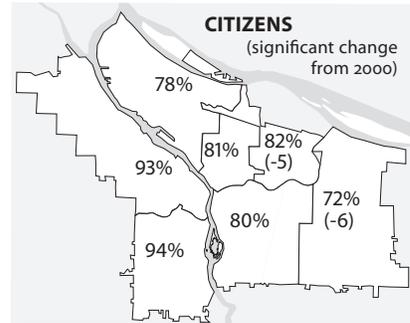


BUREAU GOAL: Enhance livability

Overall, citizens are slightly more satisfied with livability in their neighborhood than the City as a whole. However, neighborhood livability has decreased significantly in Central Northeast and East.

One component of neighborhood livability is access to retail services, recreation and transit. Ratings of access to these services show little change over the past years.

OVERALL NEIGHBORHOOD LIVABILITY, 2004
(percent "good" or "very good")

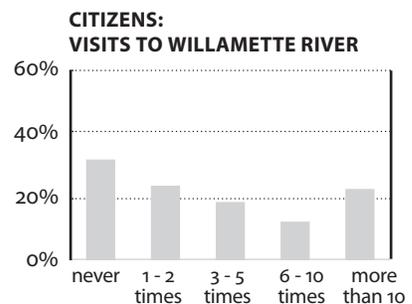
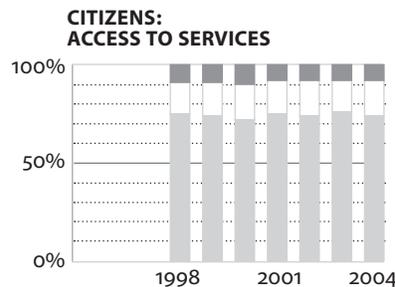
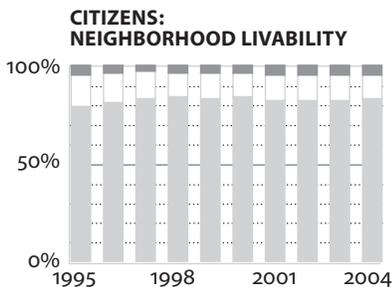


NEIGHBORHOOD ACCESS: 2004
Citizens rating access "good" or "very good"

	To park	To bus	To services
NW/Downtown	92%	88%	85%
Southeast	82%	90%	79%
Inner NE	81%	94%	77%
Central NE	77%	89%	78%
Southwest	82%	78%	70%
East	68%	78%	73%
North	83%	88%	54%
CITY	81%	86%	74%

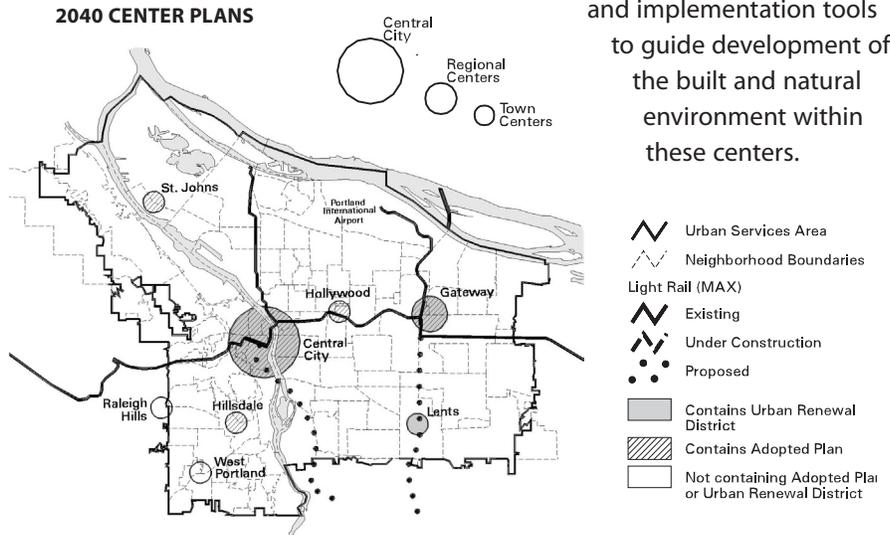
Satisfaction with access to parks and buses remains high while access to retail services continues to lag behind. Residents of North Portland continue to be dissatisfied with their access to retail services.

In 2001, the City endorsed the *River Renaissance Vision* to revitalize the economic, community and watershed health of the Willamette River. To begin tracking community use of the river, we added a question to the Citizen Survey about visits to the Willamette. Overall, seventy percent reported at least one visit while about 30 percent did not visit the river at all during the prior year.



BUREAU GOAL:
Enhance the built and natural environment

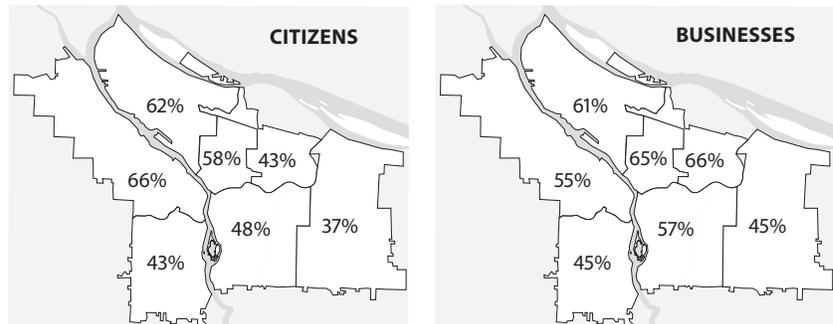
Working with Metro on the 2040 framework, the City has identified a number of regional and town centers for future development. The Bureau is working on a series of specific plans and implementation tools to guide development of the built and natural environment within these centers.



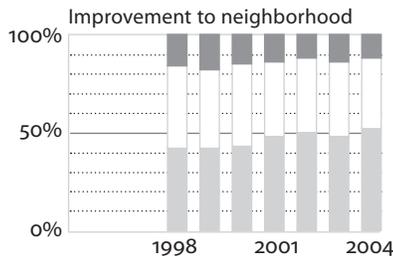
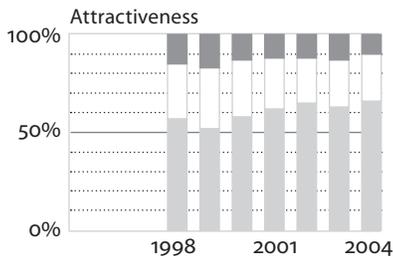
SOURCE: Bureau of Planning, GIS

Citizens rate the attractiveness of new commercial development higher than its improvement to their access to services in their neighborhood. In most neighborhoods, businesses rate the improvement from new commercial development slightly higher than citizens.

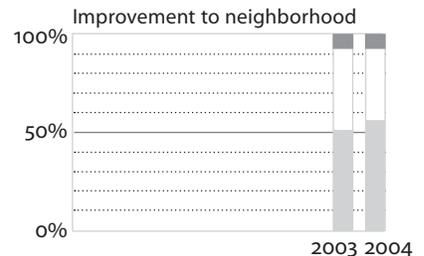
RATINGS OF IMPROVEMENT FROM NEW COMMERCIAL DEVELOPMENT, 2004
(percent "good" or "very good")



CITIZENS RATINGS OF NEW COMMERCIAL DEVELOPMENT:



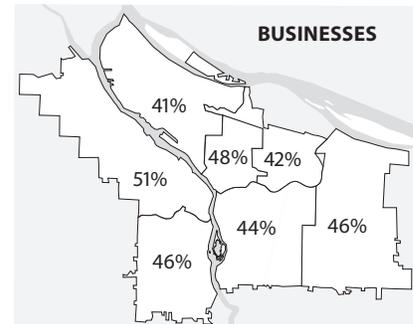
BUSINESS RATINGS OF NEW COMMERCIAL DEVELOPMENT



BUREAU GOAL: Strengthen the local and regional economy

The Planning Bureau works with the Portland Development Commission and other City bureaus, as well as business and community groups, to try to address the needs of Portland businesses and strengthen the economy. Overall, forty-six percent of businesses rate the City as a "good" or "very good" place to do business. However, business satisfaction with the City as a place to do business varies by the size of business. Small businesses rate Portland better than larger businesses.

PORTLAND AS PLACE TO DO BUSINESS, 2004
(percent "good" or "very good")



NEW HOUSING UNITS BUILT

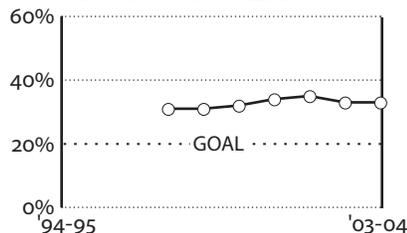
	IN CITY	IN UGB	IN REGION*
'97-98	3,535	11,388	16,184
'98-99	3,690	11,738	15,348
'99-00	2,486	7,500	11,713
'00-01	2,477	4,746	10,087
'01-02	2,843	7,243	14,526
'02-03	2,234	9,164	13,110
'03-04	2,284	7,175	12,105
TOTAL	19,549	58,954	93,073
UGB in City		33%	
GOAL (1997 to 2017)		20%	

* includes Clark County

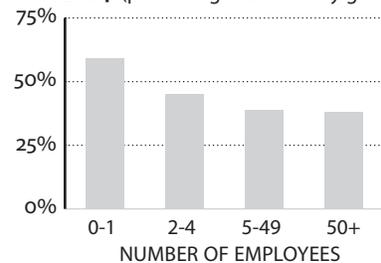
Housing construction has slowed in the region but the City continues to exceed its goal for units built within the Urban Growth Boundary.

SOURCE: Construction Monitor reports.

CUMULATIVE PERCENT OF NEW U.G.B. HOUSING BUILT IN CITY



PORTLAND AS PLACE TO DO BUSINESS, 2004
(percent "good" or "very good")



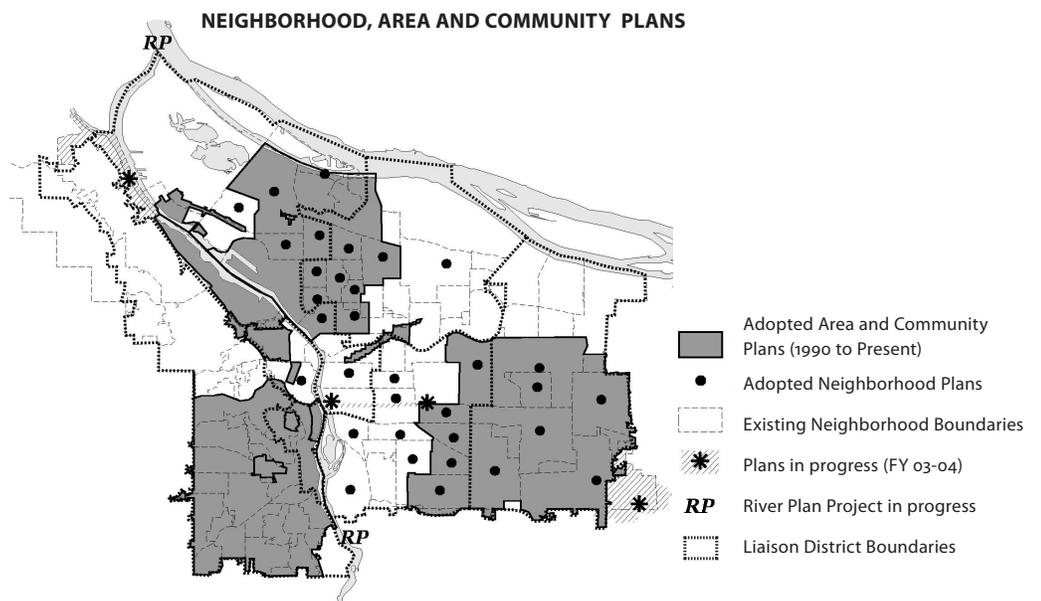
SPENDING, STAFFING AND WORKLOAD

Spending has increased over the past five years, with environmental planning the largest of all spending areas in FY 2003-04. However, Planning spending in future years will decrease due to the reassignment of the Endangered Species Act program to the Bureau of Environmental Services.

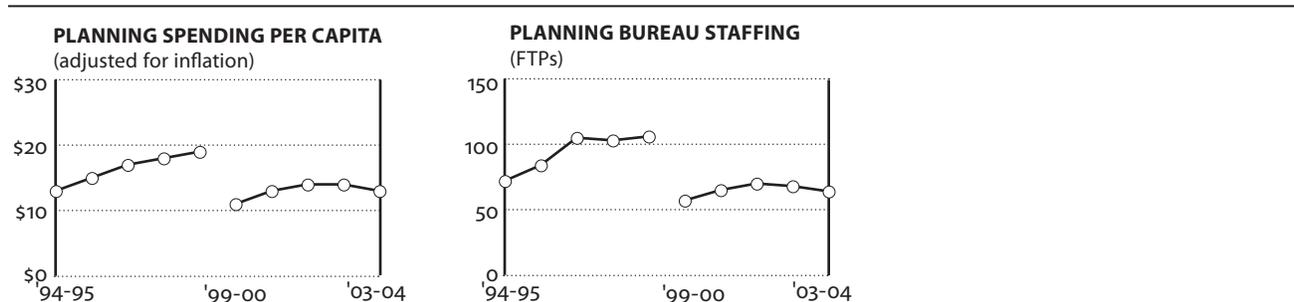
PLANNING SPENDING

(in millions)	'03-04	5-year change
Environmental planning	\$2.5	-
Area/neigh. planning	\$1.0	-
Other	\$1.8	-
Admin/tech support	\$1.8	-
TOTAL	\$7.1	27%

The Bureau administers various regulations of 20 different federal, state and local legislative requirements. Over the past fourteen years the Planning Bureau developed 50 area, community, neighborhood, and center plans that were adopted by City Council. Staff worked on 33 separate planning projects last year.



SOURCE: Bureau of Planning, GIS



NOTE: Land use reviews were transferred to the Bureau of Development Services beginning in '99-00.

Housing & Community Development (BHCD and PDC Housing Department): 10-year performance statistics

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Population	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140
EXPENDITURES (in millions):										
Housing:										
BHCD	-	\$7.0	\$5.3	\$4.4	\$7.5	\$4.7	\$10.4	\$8.9	\$7.2	\$6.9
PDC.....	-	\$10.0	\$21.1	\$21.9	\$37.8	\$31.4	\$37.2	\$40.0	\$33.1	\$43.8
"Foregone revenue": tax abatements	-	-	\$1.2	\$1.3	\$1.5	\$1.9	\$2.4	\$2.8	\$2.9	\$3.9
Sub-total.....	-	\$17.0	\$27.6	\$26.6	\$46.8	\$38.0	\$50.0	\$51.7	\$43.2	\$54.6
Homeless facilities & services	-	\$3.5	\$4.6	\$3.2	\$3.5	\$5.0	\$5.5	\$5.6	\$5.8	\$5.7
Adult and youth workforce development *.....	-	\$1.7	\$1.9	\$2.1	\$2.1	\$2.1	\$1.5	\$1.7	\$2.2	\$2.2
Other *	-	\$5.8	\$7.0	\$5.5	\$5.8	\$7.3	\$5.9	\$5.0	\$4.0	\$10.1
EXPENDITURES, adjusted for inflation:										
Housing:										
BHCD	-	\$8.5	\$6.2	\$5.0	\$8.3	\$5.0	\$10.9	\$9.2	\$7.3	\$6.9
PDC.....	-	\$12.0	\$24.6	\$24.9	\$42.0	\$33.6	\$38.8	\$41.0	\$33.6	\$43.8
"Foregone revenue": tax abatements	-	-	\$1.4	\$1.5	\$1.6	\$2.1	\$2.5	\$2.8	\$3.0	\$3.9
Sub-total.....	-	\$20.5	\$32.2	\$31.4	\$51.9	\$40.7	\$52.2	\$53.0	\$43.9	\$54.6
Homeless facilities & services	-	\$4.2	\$5.4	\$3.6	\$3.9	\$5.4	\$5.7	\$5.7	\$5.9	\$5.7
Adult and youth workforce development *.....	-	\$2.0	\$2.2	\$2.4	\$2.3	\$2.3	\$1.5	\$1.7	\$2.3	\$2.2
Other *	-	\$7.0	\$8.2	\$6.3	\$6.4	\$7.9	\$6.1	\$5.1	\$4.1	\$10.1
REVENUES (in millions)										
Grants.....	-	\$18.1	\$21.8	\$17.3	\$27.4	\$27.7	\$18.8	\$17.6	\$13.5	\$28.3
General Fund (includes foregone revenue)	-	-	\$11.8	\$9.4	\$10.7	\$11.6	\$13.3	\$15.2	\$10.6	\$9.8
Tax Increment Financing	-	\$4.0	\$4.3	\$4.4	\$21.3	\$6.4	\$15.2	\$22.6	\$22.8	\$28.6
Other.....	-	\$8.5	\$8.2	\$6.8	\$4.5	\$5.6	\$9.9	\$10.9	\$8.3	\$6.0
REVENUES, adjusted for inflation										
Grants.....	-	21.9	\$25.4	\$19.6	\$30.4	\$29.7	\$19.7	\$18.1	\$13.7	\$28.3
General fund (includes foregone revenue).....	-	-	\$13.8	\$10.6	\$11.9	\$12.5	\$13.9	\$15.5	\$10.7	\$9.8
Tax Increment Financing	-	\$4.8	\$5.1	\$4.9	\$23.6	\$6.8	\$15.8	\$23.2	\$23.2	\$28.6
Other.....	-	\$10.3	\$9.6	\$7.7	\$5.0	\$6.1	\$10.3	\$11.1	\$8.5	\$6.0
Spending per capita, adjusted for inflation.....	-	\$68	\$96	\$87	\$127	\$110	\$128	\$123	\$105	\$133
STAFFING:										
BHCD.....	16	16	17	17	18	18	21	24	26	23
PDC Housing Department	-	31	35	29	32	32	33	39	46	45
Number of units with property tax abatements	-	-	4,717	5,844	6,056	7,484	8,328	9,514	10,148	11,109
Small-scale owner rehabilitation projects	-	-	-	1,722	2,027	1,925	1,417	1,461	1,558	1,377
CITY LOANS AND GRANTS AWARDED FOR HOUSING PROJECTS (millions, adjusted):										
Affordable to low-moderate income										
Owners	-	-	\$1.6	\$2.5	\$3.7	\$3.0	\$3.5	\$2.6	\$1.0	\$2.9
Renters	-	-	\$16.2	\$12.9	\$25.6	\$15.6	\$15.3	\$19.7	\$32.4	\$14.5

* Adult workforce development included in "other" category prior to FY '02-03.

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Affordable to middle+ income										
Owners	-	-	-	-	-	-	\$0.1	\$0.8	\$0.4	-
Renters	-	-	\$0.7	-	\$4.0	\$0.8	\$0.5	\$3.8	-	\$0.5
UNITS IN CITY SUBSIDIZED PROJECTS:										
Affordable to low-moderate income										
Owners	-	-	154	190	226	186	234	142	120	279
Renters	-	-	1,071	633	1,322	703	596	524	618	657
Affordable to middle+ income										
Owners	-	-	0	0	2	1	5	17	14	3
Renters	-	-	61	303	300	93	34	488	7	3
One night shelter count of homeless (Nov.)	1,963	2,037	2,252	2,489	2,602	2,093	2,086	2,500	2,526	2,660
Homeless singles served.....	-	-	-	-	-	5,852	6,977	8,592	9,146	9,783
Youth served.....	-	-	-	-	-	2,018	1,117	1,142	1,271	1,283
Adults served in workforce programs	-	-	-	-	-	-	-	-	2,194	2,886
HOUSING INVENTORY IN CITY:										
Owner.....	-	-	119,555	120,747	123,727	125,042	124,767	123,216	125,240	125,662
Rental	-	-	96,116	97,038	97,884	94,354	98,970	103,004	98,510	99,576
Vacant.....	-	-	9,790	9,571	9,105	13,913	13,570	12,537	16,054	17,391
TOTAL	-	-	225,461	227,356	230,716	233,309	237,307	238,757	239,804	242,629
Housing affordability gap for low-income renters:										
Low-income households.....	-	40,230*	40,475*	37,150*	28,791	-	-	-	-	-
Affordable units	-	21,950*	19,575*	18,950*	16,167	-	-	-	-	-
Gap (units)	-	(18,280)	(20,900)	(18,200)	(12,624)	-	-	-	-	-
Owner households w. severe housing cost burden ...	-	-	9,394	10,522	9,848	10,580	10,174	11,266	13,602	13,318
Renter households w. severe housing cost burden ...	-	-	21,138	20,642	18,202	19,378	19,450	22,792	27,057	26,138
Median household income (adjusted).....	-	-	\$37,020	\$38,037	\$39,209	\$40,852	\$40,686	\$40,771	\$39,547	\$40,885
Homeless adults placed in stable housing:										
Number placed.....	-	-	-	-	1,030	1,302	1,900	1,871	1,325	1,433
Percent of total in programs	-	-	-	-	33%	38%	32%	28%	20%	22%
Percent still housed after 6 months (estimate)	-	-	-	-	-	-	-	-	76%	78%
Percent still housed after 12 months (estimate)	-	-	-	-	-	-	-	-	63%	63%
Youth placed in jobs or school:										
Number placed.....	-	-	-	1,066	1,185	1,018	549	634	609	724
Percent of total in programs	-	-	-	78%	66%	61%	57%	65%	48%	63%
Percent still in job or school after 30 days	-	-	-	-	-	43%	54%	54%	66%	72%
Adults receiving workforce development services.....										
Number receiving intensive services	-	-	-	-	-	-	-	-	237	192
Number placed in job after intensive service	-	-	-	-	-	-	-	-	173	112
Number still working 4-6 months after placement...	-	-	-	-	-	-	-	-	-	95

* Includes all of Multnomah County; data not available for City of Portland; source of data for all years is US Census Bureau

Bureau of Development Services: 10-year performance statistics

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Population	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140
EXPENDITURES (in millions):										
Administration.....	\$3.0	\$3.4	\$3.6	\$4.5	\$4.7	\$6.4	\$6.0	\$6.4	\$6.4	\$7.7
Compliance services	\$0.6	\$0.6	\$0.6	\$0.6	\$0.6	\$0.7	\$0.7	\$0.7	\$0.7	\$1.0
Combination inspections	\$2.3	\$2.8	\$3.4	\$3.5	\$3.6	\$3.6	\$3.4	\$3.4	\$3.2	\$2.9
Commercial inspections	\$2.7	\$2.8	\$3.3	\$3.8	\$4.4	\$4.4	\$4.7	\$4.7	\$4.2	\$4.6
<i>Neighborhood inspections (moved to ONI '03-04)....</i>	<i>\$2.3</i>	<i>\$2.4</i>	<i>\$2.6</i>	<i>\$2.4</i>	<i>\$2.3</i>	<i>\$2.6</i>	<i>\$2.7</i>	<i>\$2.7</i>	<i>\$2.4</i>	-
Plan review	\$2.7	\$2.9	\$3.4	\$3.8	\$4.9	\$2.6	\$2.5	\$2.5	\$2.5	\$2.6
Land use services*	\$2.1	\$2.6	\$3.1	\$3.6	\$4.2	\$4.3	\$4.4	\$4.7	\$5.1	\$4.9
Development services	-	-	-	-	-	\$2.9	\$3.1	\$3.3	\$3.4	\$3.5
Site development.....	-	-	-	-	-	-	-	-	\$1.2	\$1.2
TOTAL (without Neighborhood inspections).....	\$13.4	\$15.1	\$17.4	\$19.8	\$22.4	\$24.9	\$24.8	\$25.7	\$26.7	\$28.4
EXPENDITURES, adjusted for inflation:										
Administration	\$3.7	\$4.1	\$4.2	\$5.2	\$5.2	\$6.9	\$6.3	\$6.6	\$6.5	\$7.7
Compliance services	\$0.7	\$0.7	\$0.7	\$0.7	\$0.7	\$0.7	\$0.7	\$0.7	\$0.7	\$1.0
Combination inspections	\$2.9	\$3.4	\$3.9	\$4.0	\$3.9	\$3.9	\$3.6	\$3.5	\$3.2	\$2.9
Commercial inspections	\$3.3	\$3.4	\$3.9	\$4.3	\$4.9	\$4.7	\$4.9	\$4.9	\$4.3	\$4.6
<i>Neighborhood inspections (moved to ONI '03-04)...</i>	<i>\$2.8</i>	<i>\$2.9</i>	<i>\$3.1</i>	<i>\$2.7</i>	<i>\$2.6</i>	<i>\$2.7</i>	<i>\$2.8</i>	<i>\$2.8</i>	<i>\$2.4</i>	-
Plan review	\$3.4	\$3.5	\$4.0	\$4.3	\$5.5	\$2.8	\$2.6	\$2.5	\$2.6	\$2.6
Land use services*	\$2.7	\$3.2	\$3.6	\$4.0	\$4.7	\$4.5	\$4.6	\$4.8	\$5.1	\$4.9
Development services	-	-	-	-	-	\$3.1	\$3.3	\$3.4	\$3.4	\$3.5
Site development.....	-	-	-	-	-	-	-	-	\$1.2	\$1.2
TOTAL (without Neighborhood inspections).....	\$16.7	\$18.3	\$20.3	\$22.5	\$24.9	\$26.6	\$26.0	\$26.4	\$27.0	\$28.4
Staffing (FTP, without Neighborhood inspections)	182	198	216	223	251	267	268	263	255	270
Spending per capita, adjusted for inflation	\$34	\$37	\$40	\$44	\$49	\$52	\$49	\$49	\$50	\$52
Number of commercial building permits.....	3,286	3,069	3,378	4,089	3,746	3,628	3,524	3,394	3,738	3,485
Number of residential building permits	3,822	4,011	4,343	4,153	4,128	4,390	5,304	5,676	6,008	6,105
Number of trade permits	-	32,784	43,350	45,153	44,594	39,973	33,506	34,216	36,929	37,965
CONSTRUCTION INSPECTIONS:										
Commercial	61,990	64,455	73,964	79,980	87,470	92,076	89,959	75,858	77,328	76,820
Residential.....	78,672	82,750	95,538	95,773	90,000	87,894	86,255	90,917	99,948	97,143
TOTAL	140,662	147,205	169,502	175,753	177,470	179,970	176,214	166,775	177,276	173,963
Number of land use cases received	1,008	1,030	1,244	1,171	1,058	894	879	935	659	829
Number of zoning plan checks	4,376	4,850	5,389	5,148	5,230	5,161	5,041	4,996	5,058	4,938
Code enforcement cases to Hearings Officer	244	216	162	153	82	55	28	38	13	15
Commercial inspections within 1 workday	96%	96%	95%	96%	97%	98%	93%	95%	99%	98%
Residential inspections within 1 workday	93%	90%	91%	94%	97%	98%	97%	99%	99%	98%

* Bureau of Planning responsibility through FY '98-99

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
% of residential plans reviewed within targeted timeframes:										
BDS reviews ¹	-	-	-	-	-	-	-	86%	82%	81%
All reviews ²	-	-	-	-	-	-	-	64%	72%	70%
% of commercial plans reviewed within targeted timeframes:										
BDS reviews ¹	-	-	-	-	-	-	-	76%	74%	60%
All reviews ²	-	-	-	-	-	-	-	60%	64%	57%
Building permits issued over-the-counter	-	-	-	-	-	46%	60%	57%	61%	64%
Trade permits issued within 1 work day	-	-	-	-	-	-	-	-	-	79%
CUSTOMER SURVEY (% customers "satisfied" or "very satisfied"):										
Over-the-counter customers										
Staff knowledge	-	-	-	-	-	-	-	89%	94%	89%
Staff helpfulness	-	-	-	-	-	-	-	85%	92%	87%
Building permit review customers										
Staff knowledge										
Development Services	-	-	-	-	-	-	-	-	-	86%
Environmental Services	-	-	-	-	-	-	-	-	-	88%
Transportation	-	-	-	-	-	-	-	-	-	85%
Water	-	-	-	-	-	-	-	-	-	86%
Staff helpfulness										
Development Services	-	-	-	-	-	-	-	-	-	77%
Environmental Services	-	-	-	-	-	-	-	-	-	76%
Transportation	-	-	-	-	-	-	-	-	-	76%
Water	-	-	-	-	-	-	-	-	-	85%
Overall review timeliness	-	-	-	-	-	-	-	32%	41%	43%
Land use review customers										
Staff knowledge	-	-	-	-	-	-	-	82%	91%	86%
Staff helpfulness	-	-	-	-	-	-	-	74%	88%	78%
Overall review timeliness	-	-	-	-	-	-	-	-	80%	74%
Percent of costs recovered through fees/charges:										
Land use services	-	-	-	-	-	60%	63%	57%	57%	59%

¹ Planning/Zoning and Fire/Life Safety reviews

² Including reviews by other City bureaus: Bureau of Environmental Services, Office of Transportation, Bureau of Fire & Rescue, Water Bureau, and/or Parks & Recreation

Office of Sustainable Development: 10-year performance statistics

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Population	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140
EXPENDITURES (in millions):										
Solid waste & recycling	\$2.0	\$2.3	\$2.1	\$1.8	\$2.1	\$2.7	\$3.6	\$3.0	\$2.7	\$2.0
Training, outreach & education	-	-	-	-	-	-	-	-	-	\$0.4
Policy, research & evaluation	-	-	-	-	-	-	\$0.1	\$0.2	\$0.2	\$0.2
Technical & financial services	-	-	-	-	-	-	\$0.8	\$0.7	\$0.8	\$0.9
Director's office/operations	-	-	-	-	-	-	\$0.2	\$0.7	\$0.5	\$0.3
TOTAL	-	-	-	-	-	-	\$4.7	\$4.6	\$4.2	\$3.8
EXPENDITURES, adjusted for inflation:										
Solid waste & recycling	\$2.4	\$2.8	\$2.5	\$2.0	\$2.4	\$2.9	\$3.7	\$3.1	\$2.7	\$2.0
Training, outreach & education	-	-	-	-	-	-	-	-	-	\$0.4
Policy, research & evaluation	-	-	-	-	-	-	\$0.1	\$0.2	\$0.2	\$0.2
Technical & financial services	-	-	-	-	-	-	\$0.8	\$0.7	\$0.8	\$0.9
Director's office/operations	-	-	-	-	-	-	\$0.3	\$0.7	\$0.5	\$0.3
TOTAL	-	-	-	-	-	\$3.9	\$4.9	\$4.7	\$4.2	\$3.8
Spending per capita, adj. for inflation	-	-	-	-	-	-	\$9.20	\$8.80	\$7.90	\$7.00
Staffing (FTPs)	-	-	-	-	-	-	22	23	24	26
Tons of garbage (in thousands) produced by:										
Residences	-	-	103.6	103.5	109.9	112.6	113.6	113.3	114.1	112.2
Businesses	-	-	383.5	406.1	360.5	381.6	365.3	358.2	343.1	366.0
Tons of garbage (in thousands) recycled by:										
Residences	-	-	103.0	109.8	122.7	120.2	124.7	125.2	128.7	126.6
Businesses	-	-	329.0	385.9	394.8	447.8	405.0	409.4	442.2	443.5
Waste diverted from landfills:										
Residential percent	-	-	49.9%	51.5%	52.7%	51.6%	52.3%	52.5%	53.0%	53.0%
Business percent	-	-	46.2%	48.7%	52.3%	54.0%	52.6%	53.3%	56.3%	54.8%
COMBINED percent	-	-	47.0%	49.3%	52.4%	53.5%	52.5%	53.1%	55.5%	54.4%
Average monthly residential garbage bills, adjusted for inflation	\$21.89	\$20.80	\$20.41	\$19.52	\$19.10	\$18.88	\$18.62	\$18.71	\$19.07	\$18.55
Assistance with resource conservation:										
Households (e.g. recycling, energy efficiency)	-	-	-	-	-	-	-	-	-	13,777
Businesses (e.g. recycling, energy efficiency)	-	-	-	-	-	-	-	-	-	4,177
Multi-family housing units (e.g. insulation)	-	-	-	-	-	-	-	-	-	8,512
Construction projects (e.g. green building)	-	-	-	-	-	-	-	-	-	281
Savings in City energy costs (in millions, unadjusted)	-	-	-	-	\$1.3	\$1.4	\$1.2	\$1.8	\$2.1	\$2.1
Green buildings in Portland:										
Total	-	-	-	-	-	-	-	-	-	186
Per 100,000 residents	-	-	-	-	-	-	-	-	-	34.1

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Percent of City government electricity use supplied from renewable resource	-	-	-	-	-	0.9%	1.3%	2.1%	11.5%	-
Percent of electric utility customers who buy renewable energy	-	-	-	-	-	-	-	-	-	6%

	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
Per capita residential energy use (millions BTUs)	-	-	-	-	-	31.5	31.8	30.8	30.5	29.6
Multnomah County CO2 emissions (millions of metric tons)	-	9.2	-	-	-	9.3	9.5	9.3	9.3	9.0

Bureau of Planning: 10-year performance statistics

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Population	495,090	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140
EXPENDITURES (in millions):										
Administration, tech support, dir. office	\$.9	\$ 1.1	\$ 2.1	\$ 2.0	\$ 1.7	\$ 2.5	\$ 1.6	\$ 1.5	\$ 1.6	\$ 1.8
Planning										
Area/neighborhood	-	-	-	-	-	-	\$ 1.6	\$ 2.2	\$ 1.7	\$ 1.0
Environmental	-	-	-	-	-	-	\$ 2.2	\$ 2.5	\$ 2.7	\$ 2.5
Other *	-	-	-	-	-	-	\$ 1.4	\$ 1.3	\$ 1.7	\$ 1.8
SUB-TOTAL	\$ 2.1	\$ 2.6	\$ 2.3	\$ 2.2	\$ 2.6	\$ 2.8	\$ 5.2	\$ 6.0	\$ 6.1	\$ 5.3
Development review	\$ 2.1	\$ 2.6	\$ 3.1	\$ 3.7	\$ 4.3	-	-	-	-	-
TOTAL	\$ 5.1	\$ 6.3	\$ 7.5	\$ 7.9	\$ 8.6	\$ 5.2	\$ 6.8	\$ 7.5	\$ 7.7	\$ 7.1
EXPENDITURES, adjusted for inflation:										
Administration, tech support, dir. office	\$ 1.1	\$ 1.3	\$ 2.4	\$ 2.3	\$ 1.9	\$ 2.6	\$ 1.6	\$ 1.5	\$ 1.6	\$ 1.8
Planning										
Area/neighborhood	-	-	-	-	-	-	\$ 1.7	\$ 2.2	\$ 1.8	\$ 1.0
Environmental	-	-	-	-	-	-	\$ 2.3	\$ 2.6	\$ 2.7	\$ 2.5
Other *	-	-	-	-	-	-	\$ 1.5	\$ 1.4	\$ 1.7	\$ 1.8
SUB-TOTAL	\$ 2.6	\$ 3.1	\$ 2.7	\$ 2.4	\$ 2.9	\$ 3.0	\$ 5.5	\$ 6.2	\$ 6.2	\$ 5.3
Development review	\$ 2.7	\$ 3.2	\$ 3.6	\$ 4.2	\$ 4.7	-	-	-	-	-
TOTAL	\$ 6.4	\$ 7.6	\$ 8.7	\$ 8.9	\$ 9.5	\$ 5.6	\$ 7.1	\$ 7.7	\$ 7.8	\$ 7.1
Spending per capita, adj. for inflation	\$ 13	\$ 15	\$ 17	\$ 18	\$ 19	\$ 11	\$ 13	\$ 14	\$ 14	\$ 13
Staffing (FTEs)	72	84	105	103	106	57	65	70	68	64
NUMBER OF PLANNING PROJECTS:										
Nhbd/area/community/urban & historic	-	-	-	-	-	15	19	23	20	23
Environmental planning	-	-	-	-	-	4	3	3	4	3
Visioning/comp. planning/zoning code	-	-	-	-	-	9	7	4	7	5
Evaluations or code changes	-	-	-	-	-	3	2	1	4	2
LEGISLATIVE MANDATES INCORPORATED IN 2003-04 PROJECTS										
Federal:										
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										
Regional:										
Metro Urban Growth Management Functional Plan										
Metro Code 3.09.045 - Expedited Decisions										
Consolidated Housing Plan - Portland, Gresham, Multnomah County										
Portland / Multnomah Food Policy Council Recommendation										

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

LEGISLATIVE MANDATES INCORPORATED IN 2003-04 PROJECTS (continued)

City:

- City of Portland Comprehensive Plan
(Central City, Central City Transportation, Downtown,
Downtown Community, River District plans)
- City code (various chapters)
- Hosford-Abernathy Action Plan
- Gateway Regional Center Urban Renewal Area
- Richmond Neighborhood Plan
- South Tabor Neighborhood Plan
- Outer Southeast Neighborhood Plan
- City response to Endangered Species Act (resolution #35715)
- Historic Resources Code Amendment Project (resolution #36076)
- Resolution to streamline development regulations

	'94-95	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04
Number of public meetings held:										
City-wide	-	-	-	-	-	52	26	27	60	discontinued
Local	-	-	-	-	-	212	79	101	71	discontinued
Number of citizens sent public hearing notices:										
Citywide.....	-	-	-	-	-	4,711	7,296	21,681	13,527	27,358
Local	-	-	-	-	-	16,058	18,691	46,282	14,646	11,434
ADOPTED PLANS:										
Neighborhood.....	1	11	2	1	1	0	0	0	1	2
Community.....	0	1	0	0	0	0	0	1	0	0
Area	0	0	1	0	0	1	1	3	2	0
Regional, Town and City Centers	0	1	0	1	0	1	0	0	0	2*
* includes one plan update										
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	2,234	2,284
In total U.G.B.	-	12,329	7,827	11,388	11,738	7,500*	4,746*	7,243*	9,164*	7,175*
Percent of U.G.B. total in City	-	20%	39%	31%	31%	33%	52%	39%	24%	32%
In 4-county region	-	18,417	11,225	16,184	15,348	11,713	10,087	14,526*	13,110	12,105
Percent of 4-county total in City	-	13%	27%	22%	24%	21%	25%	20%	17%	20%

* estimates

APPENDICES

Appendix A 2004 Citizen Survey

This marks the 14th year of the City Auditor's annual Citizen Survey. The questions on the survey correspond to the goals of the 11 Portland bureaus covered in this report, and the results are intended to indicate how well goals were met.

The survey was mailed 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 15,000 surveys to City residents in early August 2004 and sent a reminder survey at the end of that month. A total of 5,682 useable surveys were returned, for a response rate of 38 percent.

A little more than one-third of the surveys were sent to residents in six neighborhood associations selected for in-depth analysis. These results will be published at a later date. The results from the remaining citywide surveys are presented in this report.

Reliability of survey

For the citywide survey sample size of 3,442, the survey accuracy (at the conventional 95% confidence level) is $\pm 2\%$. For the smaller sub-samples in each neighborhood area, the survey accuracy is $\pm 5\%$.

Representativeness of respondents

We compared demographic information supplied by the respondents to census data in order to assess how closely our sample matches official census demographics. Our survey respondents are somewhat more educated and older than the entire population. We found that females are slightly over-represented and minorities are under-represented. Analysis in prior years has shown that adjustments to give more weight to the less educated respondents would make very little, if any, difference in the results. We have not determined the impact of the other factors on our results.

We sent surveys to residents in each of the seven Portland neighborhood areas. Because some areas are larger than others, we have previously checked on the need to re-weight the groups before combining into a citywide total. Our analysis has shown 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 differences between those who returned the survey and those who did not. We asked nine questions from the mailed survey, as well as the demographic questions, and a general question on why the survey was not returned. We concluded from our analysis that there were no major differences between our sample and those who did not respond.

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

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

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

Neighborhood Areas

The seven areas discussed in this report approximate the seven City neighborhood coalitions. The following maps show the neighborhood associations and major streets in the areas.

Results

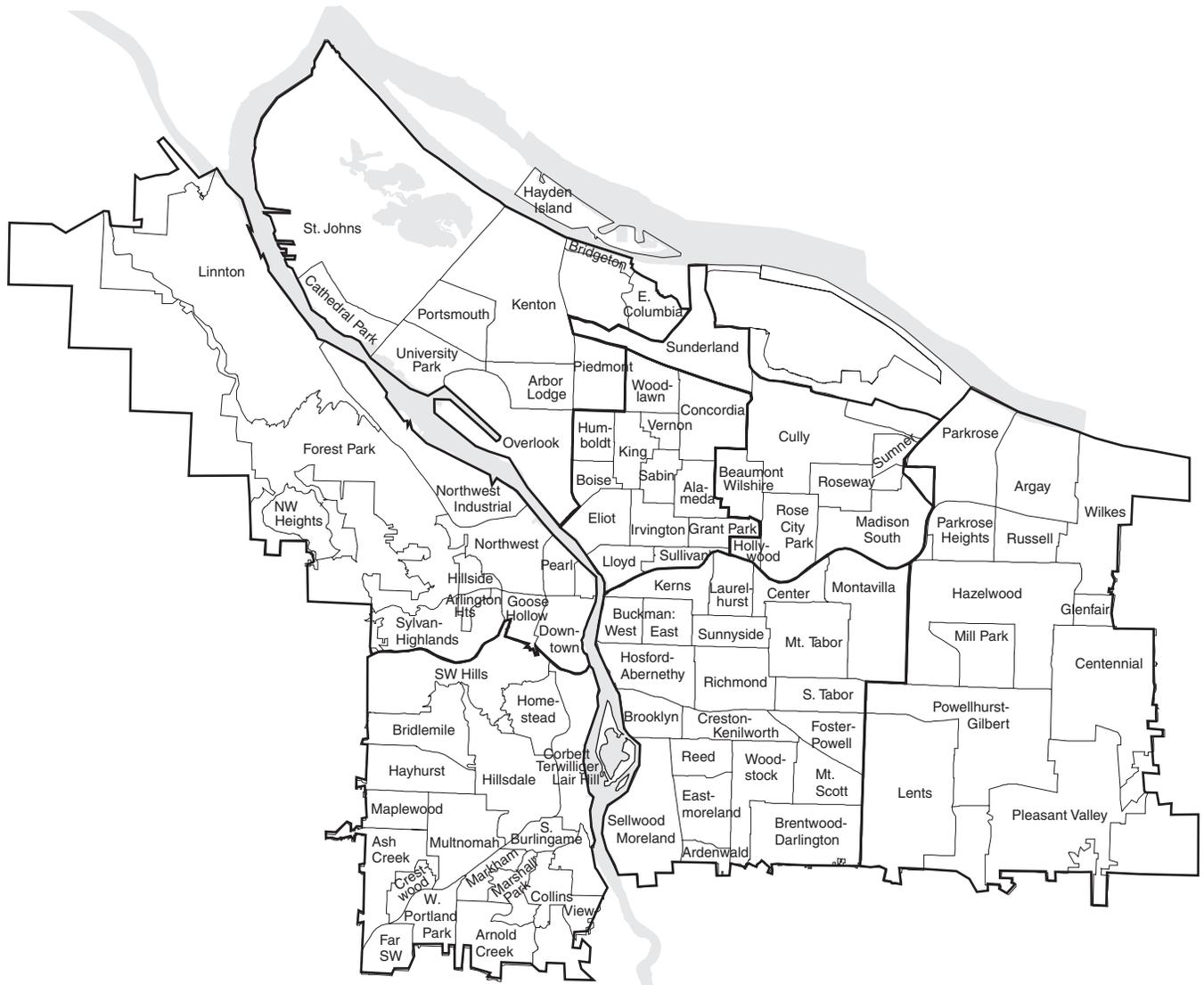
The survey questions and results for City respondents follow. A percentage is given for the responses to each question, both for the City as a whole and for each neighborhood separately. In addition, the citywide total percentages from surveys over the last nine years are included.

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.

**2004 CITIZEN SURVEY
NEIGHBORHOOD COALITION AREAS**

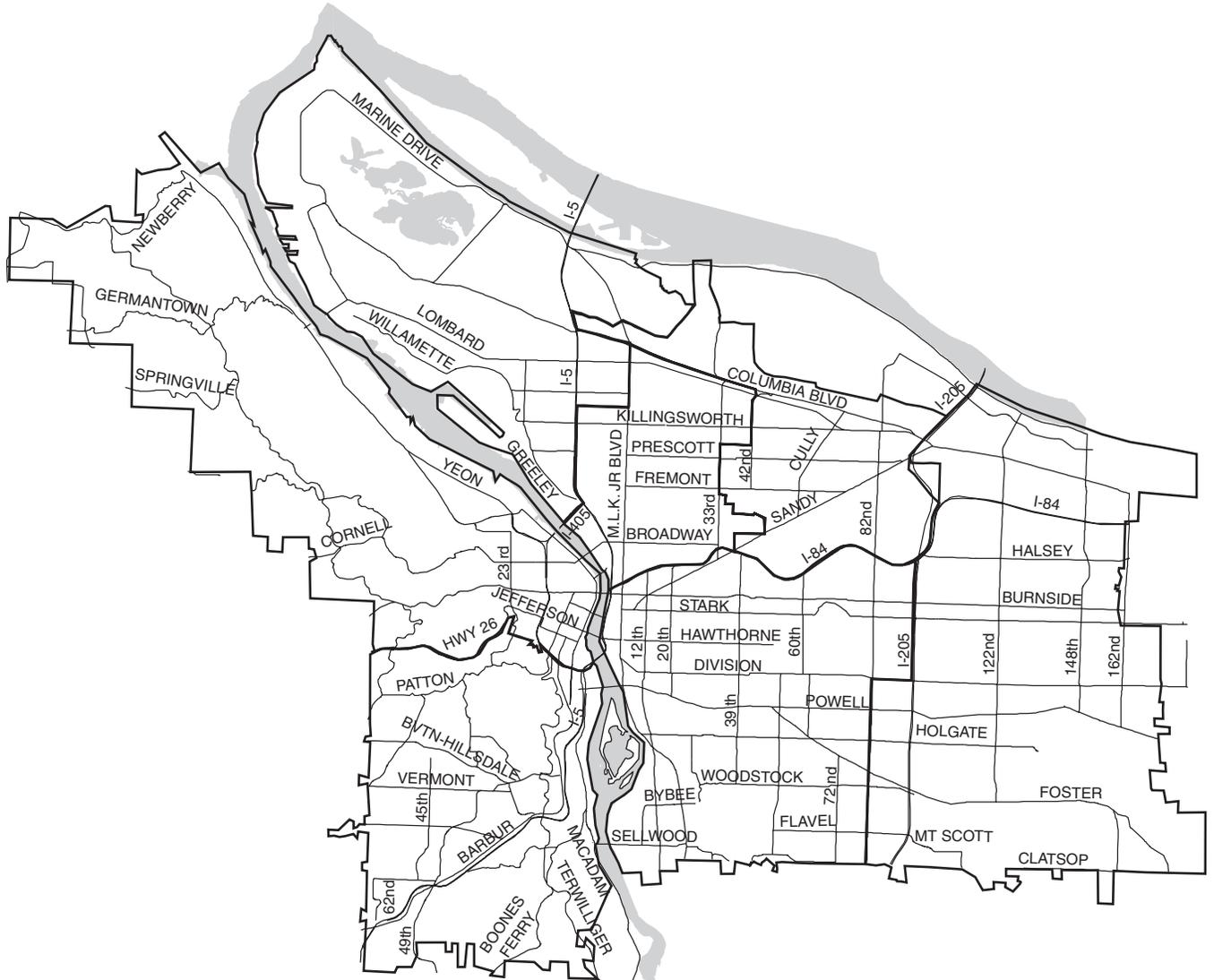


**CITY OF PORTLAND:
SEVEN NEIGHBORHOOD COALITION AREAS WITH NEIGHBORHOOD ASSOCIATION BOUNDARIES**



SOURCE: City of Portland Corporate GIS

**CITY OF PORTLAND:
SEVEN NEIGHBORHOOD COALITION AREAS WITH MAJOR STREETS**



SOURCE: City of Portland Corporate GIS, and
Office of Neighborhood Involvement

2004 Citizen Survey

	2004							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE Inner Central		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
1 How safe would you feel walking alone <i>during the day</i> :																	
• in your neighborhood?																	
Very safe	72.1%	64.4%	40.8%	47.5%	49.9%	45.7%	34.2%	50.8%	48%	47%	49%	48%	46%	48%	43%	39%	38%
Safe	25.2%	27.0%	43.8%	38.1%	38.8%	39.9%	50.0%	37.4%	39%	41%	39%	40%	42%	40%	43%	44%	46%
Neither safe nor unsafe	2.7%	7.1%	11.8%	11.0%	8.2%	10.2%	11.8%	8.9%	9%	9%	9%	9%	9%	8%	10%	12%	12%
Unsafe	0.0%	1.5%	3.0%	2.2%	2.6%	3.7%	3.7%	2.5%	3%	2%	2%	3%	2%	3%	3%	4%	3%
Very unsafe	0.0%	0.0%	0.5%	1.1%	0.4%	0.6%	0.3%	0.4%	1%	1%	1%	0%	1%	1%	1%	1%	1%
	(519)	(396)	(397)	(362)	(461)	(863)	(380)	(3,378)	(5,309)	(5,292)	(4,808)	(3,687)	(3,589)	(3,781)	(4,115)	(4,139)	(4,296)
• in the park closest to you?																	
Very safe	43.8%	48.7%	26.2%	27.8%	36.4%	31.3%	18.9%	33.6%	32%	30%	33%	30%	29%	31%	25%	23%	23%
Safe	41.0%	33.9%	45.6%	46.7%	44.1%	43.4%	51.3%	43.5%	44%	44%	43%	45%	45%	43%	44%	45%	44%
Neither safe nor unsafe	11.8%	11.5%	17.9%	15.6%	13.9%	16.2%	21.1%	15.4%	16%	17%	16%	16%	18%	17%	20%	19%	20%
Unsafe	3.4%	4.9%	7.7%	7.6%	4.4%	7.4%	7.9%	6.2%	7%	7%	7%	7%	7%	7%	8%	10%	10%
Very Unsafe	0.0%	1.0%	2.6%	2.3%	1.2%	1.7%	0.8%	1.4%	2%	2%	1%	2%	1%	2%	3%	3%	3%
	(493)	(384)	(390)	(353)	(431)	(838)	(355)	(3,244)	(5,051)	(5,068)	(4,545)	(3,492)	(3,423)	(3,613)	(3,903)	(4,067)	(3,686)
• downtown?																	
Very safe	27.1%	39.2%	23.6%	32.7%	29.4%	25.5%	14.0%	27.2%	26%	26%	29%	27%	24%	26%	20%	19%	19%
Safe	46.8%	40.2%	45.1%	46.9%	39.9%	42.9%	41.3%	43.3%	43%	44%	43%	43%	46%	45%	44%	44%	44%
Neither safe nor unsafe	19.3%	14.6%	21.2%	14.8%	22.1%	20.6%	29.9%	20.3%	21%	20%	20%	21%	21%	20%	24%	23%	24%
Unsafe	5.4%	5.2%	6.4%	4.0%	6.8%	7.7%	10.8%	6.7%	8%	7%	6%	7%	7%	7%	9%	10%	9%
Very unsafe	1.4%	0.8%	3.7%	1.7%	1.9%	3.3%	4.0%	2.5%	3%	3%	2%	2%	2%	2%	3%	4%	4%
	(502)	(383)	(377)	(352)	(429)	(820)	(351)	(3,214)	(5,023)	(5,007)	(4,519)	(3,437)	(3,406)	(3,606)	(3,892)	(3,920)	(4,022)

NOTE: Percents may not add to 100 due to rounding.
Total number of respondents shown in parentheses.

	2004							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
	SW			Inner	Central												
How safe would you feel walking alone <i>at night</i> :																	
• in your neighborhood?																	
Very safe	31.1%	25.7%	11.3%	10.2%	14.2%	15.1%	10.3%	17.2%	17%	15%	16%	14%	14%	14%	11%	12%	10%
Safe	42.0%	41.1%	32.0%	34.8%	40.5%	32.4%	30.2%	36.0%	36%	35%	37%	37%	34%	35%	34%	31%	30%
Neither safe nor unsafe	17.2%	15.9%	25.6%	21.5%	23.0%	24.0%	26.0%	22.0%	23%	23%	22%	22%	24%	24%	24%	23%	24%
Unsafe	9.0%	13.9%	23.3%	24.4%	15.1%	19.7%	24.7%	18.2%	18%	20%	18%	20%	21%	20%	22%	25%	25%
Very unsafe	0.8%	3.3%	7.9%	9.1%	7.2%	8.7%	8.8%	6.6%	7%	7%	7%	7%	7%	7%	9%	9%	11%
	(512)	(389)	(391)	(353)	(444)	(846)	(377)	(3,312)	(5,206)	(5,144)	(4,679)	(3,595)	(3,487)	(3,669)	(4,037)	(4,038)	(4,198)
• in the park closest to you?																	
Very safe	9.3%	13.5%	3.9%	1.7%	4.5%	3.9%	2.0%	5.5%	6%	5%	5%	4%	4%	0%	3%	4%	3%
Safe	26.5%	26.8%	17.1%	14.2%	17.4%	17.0%	13.2%	19.0%	20%	18%	20%	18%	16%	16%	15%	14%	12%
Neither safe nor unsafe	29.6%	23.6%	25.8%	24.1%	31.3%	27.1%	27.6%	27.2%	26%	26%	26%	27%	25%	25%	25%	23%	23%
Unsafe	27.1%	27.3%	33.4%	39.0%	32.9%	34.5%	36.9%	32.9%	31%	33%	32%	33%	36%	35%	34%	34%	35%
Very unsafe	7.5%	8.8%	19.7%	20.9%	13.8%	17.5%	20.3%	15.4%	17%	18%	17%	18%	19%	20%	23%	25%	27%
	(483)	(377)	(380)	(344)	(419)	(817)	(355)	(3,175)	(4,971)	(4,929)	(4,451)	(3,404)	(3,349)	(3,534)	(3,854)	(3,856)	(4,000)
• downtown?																	
Very safe	5.1%	8.1%	4.0%	6.8%	3.8%	4.6%	3.2%	5.0%	5%	5%	5%	4%	4%	4%	3%	3%	3%
Safe	25.7%	31.9%	26.2%	31.2%	21.9%	20.5%	14.2%	24.0%	25%	25%	26%	24%	22%	21%	18%	17%	16%
Neither safe nor unsafe	34.4%	29.8%	29.9%	28.5%	30.9%	30.6%	30.9%	30.9%	30%	31%	32%	32%	29%	31%	29%	28%	28%
Unsafe	25.1%	23.8%	25.4%	26.5%	27.1%	27.4%	33.8%	26.9%	26%	25%	25%	26%	29%	28%	30%	31%	31%
Very unsafe	9.8%	6.3%	14.6%	7.1%	16.3%	16.9%	17.9%	13.2%	14%	14%	12%	14%	16%	16%	20%	21%	22%
	(491)	(382)	(378)	(340)	(424)	(813)	(346)	(3,174)	(4,984)	(4,950)	(4,462)	(3,415)	(3,344)	(3,539)	(3,876)	(3,864)	(4,030)
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 August 2003)?																	
Yes	11.6%	19.9%	22.9%	24.5%	19.9%	23.7%	20.3%	20.5%	22%	20%	19%	18%	20%	22%	22%	23%	24%
No	88.4%	80.1%	77.1%	75.5%	80.1%	76.3%	79.7%	79.5%	78%	80%	81%	82%	80%	78%	78%	77%	76%
	(526)	(397)	(397)	(367)	(463)	(862)	(384)	(3,396)	(5,309)	(5,284)	(4,799)	(3,665)	(3,597)	(3,785)	(4,098)	(4,127)	(4,299)
<i>If YES:</i>																	
• No. of times? (TOTAL)	81	121	134	122	124	318	70	970	704	1,611	1,349	991	1,055	1,299	1,575	1,445	1,618
• What percent were reported to the police? (CALCULATED)	60.5%	45.5%	50.0%	33.6%	41.9%	43.4%	60.0%	45.8%	44%	43%	39%	40%	40%	45%	39%	43%	44%

		2004							Prior Year CITY TOTALS								
		NW/ SW Downtown		NE Inner Central		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
3	Did anyone break into, or burglarize, your home during the last 12 months?																
	Yes	1.7%	4.5%	8.1%	7.1%	3.7%	6.4%	4.4%	5.1%	6%	5%	5%	4%	5%	5%	4%	5%
	No	98.3%	95.5%	91.9%	92.9%	96.3%	93.6%	95.6%	94.9%	95%	95%	95%	96%	95%	95%	96%	95%
		(523)	(397)	(396)	(367)	(464)	(866)	(384)	(3,397)	(5,342)	(5,311)	(4,831)	(3,713)	(3,617)	(3,790)	(4,130)	(4,140)
	<i>If YES:</i>																
	• Was it reported to the police?																
	Yes	-	-	-	-	-	-	-	67.3%	58%	73%	57%	56%	66%	70%	71%	71%
	No	(NUMBER IN INDIVIDUAL NEIGHBORHOODS TOO SMALL TO REPORT)							32.7%	42%	27%	43%	44%	34%	30%	29%	29%
		-	-	-	-	-	-	-	(171)	(291)	(255)	(212)	(158)	(164)	(181)	(175)	(194)
4	Do you know, or have you heard of, your neighborhood police officer?																
	Yes	14.6%	13.3%	23.6%	11.9%	14.0%	11.4%	9.8%	13.8%	15%	14%	13%	14%	13%	13%	14%	15%
	No	85.4%	86.7%	76.4%	88.1%	86.0%	88.6%	90.2%	86.2%	85%	86%	87%	86%	87%	87%	86%	85%
		(526)	(399)	(399)	(369)	(465)	(867)	(388)	(3,413)	(5,298)	(5,287)	(4,809)	(3,687)	(3,606)	(3,803)	(4,129)	(4,083)
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	13.6%	19.4%	21.8%	17.4%	18.4%	16.4%	16.1%	17.3%	16%	15%	16%	14%	14%	15%	-	17%
	Willing	42.9%	40.8%	40.9%	39.7%	42.5%	41.4%	42.7%	41.6%	44%	43%	43%	41%	47%	45%	-	46%
	Neither willing nor unwilling	34.7%	31.3%	30.1%	34.3%	30.5%	33.3%	33.3%	32.6%	31%	33%	33%	35%	32%	32%	-	30%
	Unwilling	7.4%	7.2%	5.4%	7.1%	8.0%	7.1%	7.6%	7.1%	8%	7%	7%	9%	6%	7%	-	6%
	Very unwilling	1.4%	1.3%	1.9%	1.4%	0.7%	1.9%	0.3%	1.3%	2%	2%	1%	1%	1%	1%	-	1%
		(501)	(377)	(372)	(350)	(440)	(805)	(354)	(3,199)	(4,995)	(4,941)	(4,477)	(3,372)	(3,387)	(3,585)	-	(3,788)
6	Did you call 9-1-1 for an emergency in the last twelve months?																
	Yes	12.7%	17.8%	22.8%	23.6%	15.9%	20.7%	22.6%	19.3%	-	-	-	-	-	-	-	-
	No	87.3%	82.2%	77.2%	76.4%	84.1%	79.3%	77.4%	80.7%	-	-	-	-	-	-	-	-
		(526)	(398)	(399)	(368)	(464)	(868)	(390)	(3,413)	-	-	-	-	-	-	-	-
	<i>If YES:</i>																
	• How do you rate the services you got on the phone? (the last time, if more than once)																
	Very good	58.5%	55.2%	41.1%	35.3%	47.9%	43.6%	51.7%	46.4%	-	-	-	-	-	-	-	-
	Good	29.2%	28.4%	41.1%	50.6%	36.6%	34.6%	25.3%	35.4%	-	-	-	-	-	-	-	-
	Neither good nor bad	4.6%	10.4%	13.3%	9.4%	8.5%	12.8%	16.1%	11.3%	-	-	-	-	-	-	-	-
	Bad	6.2%	4.5%	4.4%	2.4%	5.6%	4.5%	6.9%	4.8%	-	-	-	-	-	-	-	-
	Very bad	1.5%	1.5%	0.0%	2.4%	1.4%	4.5%	0.0%	2.0%	-	-	-	-	-	-	-	-
		(65)	(67)	(90)	(85)	(71)	(179)	(87)	(644)	-	-	-	-	-	-	-	-

		2004							Prior Year CITY TOTALS									
		NW/ Downtown		NE Inner Central		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995	
7	Did you use the services of the Fire Bureau in the last twelve months?																	
	Yes	6.8%	7.3%	7.2%	7.9%	5.6%	7.0%	8.7%	7.1%	7%	8%	7%	7%	7%	7%	-	6%	8%
	No	93.2%	92.7%	92.8%	92.1%	94.4%	93.0%	91.3%	92.9%	93%	92%	93%	93%	93%	93%	-	94%	92%
		(526)	(399)	(401)	(368)	(465)	(866)	(389)	(3,414)	(5,329)	(5,316)	(4,830)	(3,727)	(3,625)	(3,817)	-	(4,152)	(4,331)
	<i>If YES:</i>																	
	• What type of service was it? (the last time, if more than once)																	
	Fire	-	-	-	-	-	-	-	26.1%	29%	25%	25%	23%	22%	28%	-	22%	22%
	Medical	(NUMBER IN INDIVIDUAL NEIGHBORHOODS TOO SMALL TO REPORT)							57.7%	58%	61%	59%	64%	59%	-	60%	65%	
	Other	-	-	-	-	-	-	-	16.2%	13%	17%	14%	18%	14%	13%	-	18%	13%
		-	-	-	-	-	-	-	(234)	(388)	(419)	(355)	(258)	(251)	(261)	-	(262)	(319)
	How do you rate the quality of the service you got?																	
	Very good	-	-	-	-	-	-	-	73.4%	75%	70%	78%	72%	72%	72%	-	69%	63%
	Good	-	-	-	-	-	-	-	22.4%	21%	24%	17%	22%	23%	24%	-	25%	29%
	Neither good nor bad	-	-	-	-	-	-	-	1.7%	2%	2%	3%	4%	3%	4%	-	2%	6%
	Bad	(NUMBER IN INDIVIDUAL NEIGHBORHOODS TOO SMALL TO REPORT)							0.4%	1%	2%	1%	2%	0%	-	3%	2%	
	Very bad	-	-	-	-	-	-	-	2.1%	1%	2%	1%	0%	0%	0%	-	1%	0%
		-	-	-	-	-	-	-	(237)	(381)	(410)	(352)	(255)	(250)	(265)	-	(256)	(323)
8	Are you prepared to sustain yourself for 72 hours after a major disaster?																	
	Yes	61.3%	54.1%	54.7%	43.1%	55.3%	51.3%	60.6%	54.3%	54%	53%	54%	61%	57%	52%	51%	50%	46%
	No	38.7%	45.9%	45.3%	56.9%	44.7%	48.7%	39.4%	45.7%	46%	47%	46%	39%	43%	48%	49%	50%	54%
		(519)	(392)	(393)	(364)	(459)	(855)	(381)	(3,363)	(5,266)	(5,255)	(4,754)	(3,653)	(3,580)	(3,753)	(4,065)	(4,095)	(3,957)
	<i>If NO:</i>																	
	• Do you know what to do to get prepared?																	
	Yes	51.7%	47.3%	52.7%	47.7%	50.9%	48.3%	44.8%	49.1%	56%	50%	50%	54%	57%	47%	45%	44%	47%
	No	48.3%	52.7%	47.3%	52.3%	49.1%	51.7%	55.2%	50.9%	44%	50%	50%	46%	43%	53%	55%	56%	53%
		(172)	(148)	(148)	(174)	(167)	(350)	(116)	(1,275)	(2,058)	(2,074)	(1,896)	(1,233)	(1,332)	(1,550)	(1,867)	(1,824)	(1,908)
9	Are you currently trained in first aid or CPR?																	
	First aid	6.0%	7.8%	6.1%	5.3%	4.4%	5.6%	7.2%	6.0%	9%	8%	8%	10%	11%	10%	-	11%	11%
	CPR	8.3%	7.5%	6.4%	8.7%	8.0%	7.1%	7.0%	7.5%	10%	10%	10%	10%	10%	9%	-	10%	15%
	Both	28.2%	29.5%	32.6%	27.5%	31.2%	30.4%	29.0%	29.9%	35%	34%	33%	32%	32%	32%	-	30%	28%
	Neither	57.4%	55.3%	55.0%	58.4%	56.4%	56.8%	56.8%	56.6%	47%	48%	49%	48%	47%	49%	-	49%	46%
		(517)	(387)	(393)	(356)	(452)	(841)	(373)	(3,319)	(5,324)	(5,265)	(4,767)	(3,679)	(3,571)	(3,781)	-	(4,134)	(3,726)

		2004							Prior Year CITY TOTALS								
		NW/ Downtown		NE Inner Central		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
10	How do you rate the City of Portland's efforts to control misconduct by Portland police officers?																
	Very good																
	Good																
	Neither good nor bad																
	Bad																
	Very bad																
(INFORMATION COLLECTED FOR THE INDEPENDENT POLICE REVIEW DIVISION OF THE CITY AUDITOR'S OFFICE FOR FUTURE ANNUAL REPORTS)																	
11	How do you rate the tap water provided by the City in terms of:																
	• quality?																
	Very good	37.2%	28.4%	26.0%	26.5%	25.6%	21.8%	20.3%	26.3%	23%	-	-	-	-	-	-	-
	Good	42.3%	43.8%	43.4%	42.7%	46.9%	44.4%	49.3%	44.6%	44%	-	-	-	-	-	-	-
	Neither good nor bad	14.7%	17.5%	20.0%	19.6%	19.0%	20.4%	20.0%	18.8%	21%	-	-	-	-	-	-	-
	Bad	5.4%	8.0%	7.3%	7.5%	6.3%	10.2%	7.9%	7.8%	9%	-	-	-	-	-	-	-
	Very bad	0.4%	2.4%	3.4%	3.7%	2.0%	3.3%	2.5%	2.5%	3%	-	-	-	-	-	-	-
		(503)	(377)	(385)	(347)	(441)	(825)	(365)	(3,243)	(5,222)	-	-	-	-	-	-	-
	• cost?																
	Very good	7.3%	10.9%	6.1%	5.9%	2.4%	4.5%	5.3%	5.8%	-	-	-	-	-	-	-	-
	Good	23.3%	32.8%	20.1%	23.0%	23.3%	21.6%	24.5%	23.6%	-	-	-	-	-	-	-	-
	Neither good nor bad	29.6%	32.8%	25.4%	28.6%	29.6%	27.3%	22.9%	27.9%	-	-	-	-	-	-	-	-
	Bad	24.4%	16.0%	26.5%	27.0%	24.3%	26.8%	27.6%	25.1%	-	-	-	-	-	-	-	-
	Very bad	15.3%	7.5%	21.8%	15.5%	20.4%	19.7%	19.7%	17.7%	-	-	-	-	-	-	-	-
		(450)	(293)	(358)	(304)	(412)	(730)	(319)	(2,866)	-	-	-	-	-	-	-	-
12	How well do you think:																
	• the City provides sewer and drainage service to your home?																
	Very well	22.8%	32.7%	16.9%	18.7%	14.7%	16.5%	13.9%	19.0%	22%	24%	24%	24%	25%	25%	27%	24%
	Well	48.2%	47.0%	49.0%	50.8%	53.7%	51.1%	45.0%	49.6%	49%	47%	47%	51%	50%	49%	48%	48%
	Neither well nor poorly	21.1%	16.1%	23.7%	20.6%	21.8%	23.5%	27.5%	22.3%	19%	18%	20%	17%	17%	18%	17%	18%
	Poorly	4.8%	3.0%	7.3%	7.2%	6.2%	5.4%	6.5%	5.7%	7%	7%	6%	5%	5%	5%	6%	6%
	Very poorly	3.1%	1.2%	3.1%	2.8%	3.7%	3.6%	7.1%	3.5%	4%	4%	3%	3%	3%	3%	4%	4%
		(479)	(336)	(384)	(321)	(436)	(783)	(353)	(3,092)	(5,021)	(4,916)	(4,421)	(3,418)	(3,287)	(3,427)	(3,852)	(3,765)

2004

**Prior Year
CITY TOTALS**

	2004							Prior Year CITY TOTALS									
	SW	NW/ Downtown	N	Inner	NE Central	SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
• the sewer and storm drainage systems protect streams and rivers?																	
Very well	5.1%	9.6%	6.7%	2.7%	3.6%	4.5%	3.8%	5.0%	5%	5%	5%	6%	5%	6%	5%	5%	6%
Well	25.2%	30.1%	24.9%	27.0%	28.1%	23.2%	29.2%	26.2%	23%	25%	22%	24%	23%	23%	24%	21%	25%
Neither well nor poorly	25.7%	25.2%	24.6%	24.0%	24.7%	27.0%	25.7%	25.5%	25%	26%	27%	27%	27%	24%	26%	24%	23%
Poorly	28.0%	22.4%	28.1%	30.3%	28.1%	27.3%	26.7%	27.3%	29%	28%	28%	26%	28%	30%	29%	32%	27%
Very poorly	16.0%	12.7%	15.7%	16.0%	15.5%	18.1%	14.6%	15.9%	18%	16%	18%	17%	17%	17%	16%	18%	19%
	(432)	(322)	(345)	(300)	(388)	(730)	(315)	(2,832)	(4,496)	(4,295)	(3,954)	(2,933)	(2,871)	(3,016)	(3,433)	(3,360)	(3,088)
13 How do you rate traffic flow (congestion) during <u>peak traffic hours</u> , that is 7 - 9 am and 3:30 - 6 pm:																	
• major streets and thoroughfares, <i>excluding</i> freeways?																	
Very good	0.8%	2.7%	1.8%	1.4%	0.9%	1.5%	2.2%	1.6%	-	-	-	-	-	-	-	-	-
Good	22.5%	22.3%	19.1%	23.1%	26.5%	21.3%	22.6%	22.4%	-	-	-	-	-	-	-	-	-
Neither good nor bad	36.2%	34.3%	25.8%	28.0%	30.4%	30.1%	23.1%	30.1%	-	-	-	-	-	-	-	-	-
Bad	32.8%	30.8%	36.7%	38.2%	31.8%	36.3%	38.7%	35.0%	-	-	-	-	-	-	-	-	-
Very bad	7.8%	9.9%	16.5%	9.2%	10.3%	10.9%	13.4%	11.0%	-	-	-	-	-	-	-	-	-
	(503)	(364)	(387)	(346)	(437)	(811)	(359)	(3,207)	-	-	-	-	-	-	-	-	-
• your neighborhood streets?																	
Very good	17.0%	8.6%	7.0%	10.1%	9.6%	10.6%	8.9%	10.6%	-	-	-	-	-	-	-	-	-
Good	44.3%	41.6%	46.9%	44.6%	46.3%	42.9%	39.1%	43.7%	-	-	-	-	-	-	-	-	-
Neither good nor bad	21.5%	26.2%	23.8%	23.5%	26.7%	25.6%	26.0%	24.8%	-	-	-	-	-	-	-	-	-
Bad	13.2%	17.0%	15.3%	15.1%	13.0%	15.4%	19.1%	15.3%	-	-	-	-	-	-	-	-	-
Very bad	4.0%	6.5%	7.0%	6.7%	4.3%	5.5%	6.9%	5.7%	-	-	-	-	-	-	-	-	-
	(506)	(370)	(386)	(345)	(438)	(819)	(361)	(3,225)	-	-	-	-	-	-	-	-	-
How do you rate traffic flow (congestion) during <u>off-peak traffic hours</u> :																	
• major streets and thoroughfares, <i>excluding</i> freeways?																	
Very good	18.0%	17.0%	12.0%	12.8%	13.5%	14.4%	9.1%	14.1%	-	-	-	-	-	-	-	-	-
Good	51.2%	55.1%	51.3%	58.6%	56.3%	52.2%	45.3%	52.7%	-	-	-	-	-	-	-	-	-
Neither good nor bad	21.3%	21.1%	23.4%	18.8%	21.3%	23.0%	28.2%	22.5%	-	-	-	-	-	-	-	-	-
Bad	8.1%	4.9%	10.9%	7.2%	7.6%	8.5%	16.0%	8.9%	-	-	-	-	-	-	-	-	-
Very bad	1.4%	1.9%	2.3%	2.6%	1.4%	1.8%	1.4%	1.8%	-	-	-	-	-	-	-	-	-
	(506)	(365)	(384)	(345)	(437)	(812)	(362)	(3,211)	-	-	-	-	-	-	-	-	-

2004

**Prior Year
CITY TOTALS**

	NW/		NE		SE	E	CITY TOTAL	Prior Year CITY TOTALS										
	SW	Downtown	N	Inner				Central	2003	2002	2001	2000	1999	1998	1997	1996	1995	
• your neighborhood streets?																		
Very good	36.1%	29.8%	22.6%	27.3%	25.7%	27.5%	18.7%	27.3%	-	-	-	-	-	-	-	-	-	-
Good	48.2%	49.5%	56.9%	50.3%	53.8%	49.3%	52.1%	51.1%	-	-	-	-	-	-	-	-	-	-
Neither good nor bad	10.9%	14.2%	11.7%	14.0%	14.1%	16.3%	18.9%	14.4%	-	-	-	-	-	-	-	-	-	-
Bad	3.6%	4.3%	5.7%	4.4%	4.6%	4.6%	8.6%	5.0%	-	-	-	-	-	-	-	-	-	-
Very bad	1.2%	2.2%	3.1%	4.1%	1.8%	2.2%	1.7%	2.2%	-	-	-	-	-	-	-	-	-	-
	(504)	(372)	(385)	(344)	(439)	(821)	(359)	(3,224)	-	-	-	-	-	-	-	-	-	-
14 Do you work outside of your home (either full-time or part-time)?																		
Yes	68.8%	67.7%	73.2%	72.6%	68.1%	70.0%	59.3%	68.7%	69%	67%	70%	66%	65%	68%	66%	-	-	-
No	31.2%	32.3%	26.8%	27.4%	31.9%	30.0%	40.7%	31.3%	31%	33%	30%	34%	35%	32%	34%	-	-	-
	(494)	(375)	(377)	(339)	(436)	(810)	(356)	(3,187)	(5,304)	(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 - 9 am (morning) or 3:30 - 6 pm (evening)?																		
Morning	11.3%	12.4%	10.3%	10.2%	13.5%	11.8%	13.7%	11.8%	17%	17%	18%	16%	17%	16%	41%	-	-	-
Evening	8.9%	8.8%	12.8%	13.1%	13.1%	11.4%	17.5%	11.9%	11%	10%	10%	10%	12%	10%	9%	-	-	-
Both morning and evening	64.3%	64.9%	62.6%	62.7%	62.0%	61.3%	51.2%	61.6%	56%	57%	56%	58%	54%	56%	31%	-	-	-
Neither	15.5%	13.9%	14.3%	13.9%	11.4%	15.5%	17.5%	14.6%	16%	16%	16%	16%	17%	18%	19%	-	-	-
	(336)	(251)	(273)	(244)	(297)	(561)	(211)	(2,173)	(3,636)	(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	79.9%	54.5%	74.5%	66.5%	72.8%	71.3%	79.1%	71.5%	72%	71%	70%	69%	70%	70%	71%	-	-	-
Drive with others	5.6%	5.5%	9.5%	9.0%	9.5%	7.8%	9.5%	7.9%	8%	8%	8%	9%	8%	8%	9%	-	-	-
Bus or Max	7.4%	19.4%	7.3%	13.9%	11.9%	11.6%	7.6%	11.2%	10%	10%	11%	12%	12%	12%	10%	-	-	-
Drive partway, bus partway	2.1%	0.4%	2.9%	1.2%	2.4%	2.8%	2.4%	2.2%	3%	3%	3%	2%	3%	2%	2%	-	-	-
Walk	2.7%	16.2%	1.8%	1.2%	0.7%	1.9%	0.5%	3.3%	3%	4%	4%	5%	4%	5%	5%	-	-	-
Bicycle	2.4%	4.0%	4.0%	8.2%	2.7%	4.6%	0.9%	3.9%	4%	4%	4%	3%	3%	3%	3%	-	-	-
	(339)	(253)	(275)	(245)	(294)	(567)	(211)	(2,184)	(3,598)	(3,481)	(3,293)	(2,363)	(2,247)	(2,468)	(2,717)	-	-	-
• Do you sometimes use a different mode instead?																		
Yes	43.7%	53.8%	44.4%	56.1%	47.1%	47.4%	35.1%	46.9%	-	-	-	-	-	-	-	-	-	-
No	56.3%	46.2%	55.6%	43.9%	52.9%	52.6%	64.9%	53.1%	-	-	-	-	-	-	-	-	-	-
	(339)	(253)	(275)	(246)	(295)	(567)	(211)	(2,186)	-	-	-	-	-	-	-	-	-	-

2004

**Prior Year
CITY TOTALS**

	2004							Prior Year CITY TOTALS									
	SW	NW/ Downtown	N	Inner	NE Central	SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
• If you sometimes use a different mode instead, what is it?																	
Drive alone	5.0%	7.5%	5.1%	9.8%	6.8%	7.2%	4.7%	6.6%	-	-	-	-	-	-	-	-	-
Drive with others	11.5%	8.3%	5.8%	7.7%	9.5%	9.9%	10.4%	9.2%	-	-	-	-	-	-	-	-	-
Bus or Max	17.4%	17.8%	22.5%	19.9%	14.9%	16.2%	14.7%	17.5%	-	-	-	-	-	-	-	-	-
Drive partway, bus partway	1.5%	1.6%	2.2%	1.2%	1.7%	1.6%	1.4%	1.6%	-	-	-	-	-	-	-	-	-
Walk	2.4%	11.1%	1.8%	5.7%	5.4%	4.2%	2.4%	4.6%	-	-	-	-	-	-	-	-	-
Bicycle	5.9%	7.5%	6.9%	11.8%	8.8%	8.3%	1.4%	7.5%	-	-	-	-	-	-	-	-	-
None	56.3%	46.2%	55.6%	43.9%	52.9%	52.6%	64.9%	53.1%	-	-	-	-	-	-	-	-	-
	(339)	(253)	(275)	(246)	(295)	(567)	(211)	(2,186)	-	-	-	-	-	-	-	-	-
• How often do you use the different mode (average days per year)?																	
	36	39	27	40	36	33	21	34	-	-	-	-	-	-	-	-	-
15 In general, how do you rate your neighborhood on the following categories?																	
• housing affordability																	
Very good	3.8%	7.3%	9.0%	2.9%	2.8%	4.4%	8.3%	5.3%	5%	6%	7%	6%	7%	7%	6%	-	-
Good	34.5%	24.1%	43.2%	29.3%	36.1%	33.8%	45.0%	35.0%	39%	38%	37%	39%	41%	39%	35%	-	-
Neither good nor bad	35.3%	28.9%	28.0%	28.2%	32.0%	32.5%	33.9%	31.6%	30%	30%	30%	31%	27%	28%	30%	-	-
Bad	19.5%	27.8%	17.2%	28.7%	23.7%	22.1%	10.3%	21.4%	20%	20%	20%	18%	19%	19%	21%	-	-
Very bad	6.8%	11.8%	2.6%	10.9%	5.5%	7.2%	2.6%	6.8%	6%	6%	6%	6%	6%	7%	8%	-	-
	(498)	(381)	(389)	(341)	(435)	(810)	(351)	(3,205)	(5,085)	(5,028)	(4,555)	(3,496)	(3,374)	(3,589)	(3,911)	-	-
• physical condition of housing																	
Very good	19.3%	30.2%	4.7%	13.8%	10.5%	7.3%	9.8%	13.0%	13%	12%	11%	11%	13%	13%	15%	-	-
Good	62.2%	51.8%	45.2%	47.0%	56.5%	49.2%	51.4%	52.1%	53%	49%	52%	54%	53%	53%	52%	-	-
Neither good nor bad	15.8%	13.8%	37.2%	27.1%	27.5%	32.0%	29.3%	26.5%	25%	30%	27%	27%	26%	27%	25%	-	-
Bad	2.3%	3.9%	12.1%	11.0%	4.5%	10.6%	9.0%	7.7%	7%	8%	9%	7%	7%	6%	7%	-	-
Very bad	0.4%	0.3%	0.8%	1.2%	1.1%	0.8%	0.5%	0.7%	1%	1%	1%	1%	1%	1%	1%	-	-
	(513)	(384)	(387)	(347)	(448)	(830)	(368)	(3,277)	(5,241)	(5,163)	(4,710)	(3,611)	(3,479)	(3,696)	(4,039)	-	-
• closeness of parks or open spaces																	
Very good	30.9%	50.4%	22.0%	24.1%	22.6%	25.2%	14.1%	27.0%	29%	27%	27%	26%	26%	27%	-	-	-
Good	51.5%	41.8%	61.4%	57.3%	54.4%	57.1%	53.9%	54.2%	53%	53%	53%	53%	54%	52%	-	-	-
Neither good nor bad	13.1%	6.0%	14.1%	14.2%	17.5%	13.9%	23.5%	14.4%	13%	14%	14%	16%	16%	15%	-	-	-
Bad	3.2%	1.3%	2.6%	2.3%	5.0%	3.5%	6.4%	3.5%	4%	5%	5%	4%	3%	5%	-	-	-
Very bad	1.4%	0.5%	0.0%	2.0%	0.5%	0.4%	2.2%	0.9%	1%	1%	1%	1%	1%	1%	-	-	-
	(505)	(385)	(391)	(344)	(439)	(822)	(362)	(3,248)	(5,222)	(5,165)	(4,666)	(3,573)	(3,448)	(3,674)	-	-	-

	2004							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
	SW			Inner	Central												
• walking distance to bus stop (or Max)																	
Very good	41.1%	61.5%	38.2%	53.5%	40.5%	47.0%	28.1%	44.5%	48%	45%	45%	42%	44%	45%	-	-	-
Good	37.4%	26.1%	49.7%	40.2%	48.3%	42.8%	49.9%	42.1%	40%	43%	43%	45%	42%	43%	-	-	-
Neither good nor bad	11.7%	4.7%	7.9%	4.3%	8.0%	7.2%	14.6%	8.3%	7%	7%	7%	8%	8%	8%	-	-	-
Bad	7.7%	4.1%	2.6%	1.4%	2.4%	2.4%	6.1%	3.8%	3%	3%	3%	3%	4%	3%	-	-	-
Very bad	2.2%	3.6%	1.5%	0.6%	0.7%	0.6%	1.4%	1.4%	2%	2%	2%	2%	2%	1%	-	-	-
	(506)	(387)	(390)	(346)	(449)	(836)	(363)	(3,277)	(5,240)	(5,229)	(4,736)	(3,636)	(3,502)	(3,718)	-	-	-
• access to shopping and other services																	
Very good	25.5%	54.5%	14.5%	34.4%	24.6%	30.3%	19.9%	29.0%	30%	28%	28%	26%	27%	29%	-	-	-
Good	44.4%	30.6%	39.4%	42.2%	53.0%	48.7%	53.4%	45.2%	46%	46%	47%	46%	47%	46%	-	-	-
Neither good nor bad	21.8%	8.7%	24.4%	14.2%	16.6%	16.3%	21.5%	17.6%	16%	18%	17%	18%	17%	16%	-	-	-
Bad	7.2%	4.1%	17.0%	7.2%	4.9%	3.9%	4.9%	6.6%	7%	6%	6%	7%	7%	7%	-	-	-
Very bad	1.0%	2.1%	4.6%	2.0%	0.9%	0.8%	0.3%	1.5%	2%	2%	2%	3%	2%	2%	-	-	-
	(513)	(389)	(393)	(346)	(447)	(836)	(367)	(3,291)	(5,278)	(5,258)	(4,767)	(3,676)	(3,522)	(3,737)	-	-	-
16 In the past twelve months, how many times did you do something on or along the Willamette River? (recreating, shopping, walking, working, etc.)																	
Never	21.6%	14.2%	31.4%	22.4%	32.2%	33.9%	53.3%	30.0%	-	-	-	-	-	-	-	-	-
Once or twice	22.9%	17.1%	21.8%	20.5%	25.3%	21.0%	23.8%	21.8%	-	-	-	-	-	-	-	-	-
3 to 5 times	17.5%	18.9%	13.5%	19.3%	18.0%	17.5%	11.7%	16.8%	-	-	-	-	-	-	-	-	-
6 to 10 times	14.1%	14.2%	10.1%	11.6%	10.9%	9.6%	5.2%	10.8%	-	-	-	-	-	-	-	-	-
More than 10 times	23.9%	35.7%	23.1%	26.1%	13.7%	18.0%	6.0%	20.6%	-	-	-	-	-	-	-	-	-
	(510)	(387)	(385)	(352)	(451)	(827)	(366)	(3,278)	-	-	-	-	-	-	-	-	-
17 In general, how do you rate the streets in your neighborhood in the following categories?																	
• smoothness																	
Very good	8.6%	12.7%	10.6%	11.1%	7.5%	7.3%	11.0%	9.4%	10%	11%	12%	12%	11%	14%	12%	12%	11%
Good	35.4%	42.6%	45.6%	45.3%	47.2%	44.0%	50.4%	44.0%	47%	46%	46%	50%	45%	46%	46%	46%	44%
Neither good nor bad	21.0%	20.3%	22.3%	26.8%	23.2%	25.1%	22.5%	23.2%	23%	21%	22%	20%	23%	22%	23%	22%	23%
Bad	22.8%	16.4%	17.2%	12.3%	17.4%	16.9%	12.9%	16.9%	14%	15%	14%	13%	15%	13%	14%	14%	15%
Very bad	12.2%	8.1%	4.3%	4.6%	4.6%	6.8%	3.2%	6.5%	5%	7%	6%	5%	6%	5%	5%	6%	7%
	(509)	(385)	(395)	(351)	(453)	(841)	(373)	(3,307)	(5,291)	(5,266)	(4,787)	(3,688)	(3,503)	(3,676)	(4,102)	(4,145)	(4,058)

	2004								Prior Year CITY TOTALS								
	NW/ Downtown			NE		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
	SW	N	Inner	Central													
• cleanliness																	
Very good	13.3%	14.4%	7.3%	10.0%	7.6%	8.3%	7.2%	9.6%	12%	11%	13%	12%	12%	14%	13%	13%	11%
Good	54.9%	57.6%	49.7%	43.3%	53.5%	52.1%	49.3%	51.8%	51%	48%	50%	53%	51%	51%	51%	51%	49%
Neither good nor bad	23.9%	18.8%	25.3%	23.8%	24.1%	25.4%	25.6%	24.0%	23%	24%	22%	23%	23%	22%	23%	23%	25%
Bad	4.9%	7.5%	16.4%	17.2%	12.9%	11.4%	14.4%	11.7%	11%	12%	12%	10%	10%	10%	10%	10%	11%
Very bad	2.9%	1.8%	1.3%	5.7%	2.0%	2.7%	3.5%	2.8%	3%	5%	3%	2%	4%	3%	3%	3%	4%
	(510)	(389)	(396)	(349)	(449)	(842)	(375)	(3,310)	(5,302)	(5,263)	(4,779)	(3,676)	(3,488)	(3,666)	(4,055)	(4,125)	(4,053)
• traffic speed																	
Very good	7.5%	8.3%	5.1%	6.3%	2.4%	5.7%	6.4%	5.9%	5%	5%	6%	5%	5%	6%	5%	-	-
Good	42.0%	46.0%	38.8%	35.7%	36.0%	37.7%	33.1%	38.5%	38%	32%	32%	32%	33%	31%	32%	-	-
Neither good nor bad	26.3%	20.4%	24.0%	22.6%	27.6%	24.9%	26.7%	24.8%	25%	24%	24%	26%	25%	24%	25%	-	-
Bad	18.0%	17.1%	21.9%	25.4%	25.6%	22.4%	22.4%	21.8%	23%	26%	26%	25%	25%	26%	26%	-	-
Very bad	6.3%	8.3%	10.2%	10.0%	8.4%	9.3%	11.5%	9.0%	9%	13%	12%	12%	12%	13%	12%	-	-
	(510)	(387)	(392)	(350)	(450)	(839)	(375)	(3,303)	(5,289)	(5,258)	(4,778)	(3,671)	(3,471)	(3,651)	(4,050)	-	-
• safety of pedestrians																	
Very good	8.0%	11.1%	7.7%	7.2%	4.3%	8.0%	8.0%	7.7%	8%	7%	8%	7%	-	-	-	-	-
Good	34.1%	41.9%	45.7%	47.1%	47.0%	43.8%	34.9%	42.1%	43%	40%	39%	41%	-	-	-	-	-
Neither good nor bad	24.3%	21.7%	24.0%	22.7%	24.2%	24.4%	24.8%	23.9%	25%	25%	26%	26%	-	-	-	-	-
Bad	19.8%	16.0%	16.6%	17.5%	18.3%	16.1%	21.9%	17.8%	17%	18%	19%	17%	-	-	-	-	-
Very bad	13.7%	9.3%	6.1%	5.5%	6.3%	7.7%	10.4%	8.5%	8%	10%	8%	9%	-	-	-	-	-
	(510)	(387)	(392)	(348)	(443)	(840)	(375)	(3,295)	(5,282)	(5,253)	(4,746)	(3,645)	-	-	-	-	-
• safety of bicyclists																	
Very good	5.4%	9.2%	10.1%	6.3%	3.7%	6.9%	7.1%	6.8%	6%	6%	7%	6%	-	-	-	-	-
Good	29.9%	36.1%	42.1%	42.3%	43.6%	38.9%	34.1%	38.0%	38%	38%	35%	36%	-	-	-	-	-
Neither good nor bad	30.3%	26.6%	27.8%	26.2%	25.9%	28.6%	28.0%	27.9%	29%	28%	29%	29%	-	-	-	-	-
Bad	23.2%	21.2%	14.8%	18.5%	19.9%	17.1%	21.4%	19.3%	19%	19%	20%	20%	-	-	-	-	-
Very bad	11.2%	6.8%	5.3%	6.8%	6.9%	8.5%	9.3%	8.0%	8%	9%	9%	9%	-	-	-	-	-
	(501)	(368)	(378)	(336)	(433)	(825)	(364)	(3,205)	(5,102)	(5,086)	(4,603)	(3,538)	-	-	-	-	-

2004

**Prior Year
CITY TOTALS**

18 In general, how do you rate the quality of the parks near your home in the following categories?

- well-maintained grounds

Very good

Good

Neither good nor bad

Bad

Very bad

- beauty of landscaping & plantings

Very good

Good

Neither good nor bad

Bad

Very bad

- well-maintained facilities

Very good

Good

Neither good nor bad

Bad

Very bad

19 In the past twelve months, how many times did you:

- visit any City park?

Never

Once or twice

3 to 5 times

6 to 10 times

More than 10 times

	2004							Prior Year CITY TOTALS									
	SW	NW/ Downtown	N	Inner	NE Central	SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
Very good	26.0%	37.4%	24.9%	21.7%	16.1%	24.7%	18.7%	24.3%	21%	21%	24%	25%	25%	24%	22%	25%	27%
Good	58.1%	50.7%	54.4%	59.3%	57.1%	54.7%	58.1%	55.9%	56%	56%	59%	59%	58%	56%	59%	57%	56%
Neither good nor bad	12.8%	10.1%	14.6%	13.1%	22.7%	16.5%	18.4%	15.6%	18%	18%	14%	13%	13%	16%	15%	15%	14%
Bad	2.1%	1.3%	4.0%	5.0%	3.7%	3.8%	3.9%	3.4%	4%	4%	3%	3%	3%	3%	3%	2%	2%
Very bad	1.0%	0.5%	2.1%	0.9%	0.5%	0.4%	0.9%	0.8%	1%	1%	0%	0%	1%	1%	1%	1%	1%
	(477)	(377)	(377)	(337)	(410)	(795)	(332)	(3,105)	(4,912)	(4,849)	(4,374)	(3,320)	(3,206)	(3,365)	(3,674)	(3,627)	(3,655)
Very good	21.7%	36.9%	21.8%	18.2%	9.3%	22.5%	16.9%	21.3%	19%	20%	22%	21%	22%	22%	20%	22%	24%
Good	52.0%	45.4%	48.7%	49.7%	49.0%	46.9%	48.0%	48.4%	47%	48%	50%	52%	50%	49%	50%	50%	47%
Neither good nor bad	22.7%	15.0%	22.1%	25.5%	35.1%	24.4%	26.0%	24.4%	28%	25%	22%	22%	23%	24%	25%	23%	24%
Bad	2.5%	1.8%	5.6%	5.8%	6.1%	5.2%	7.6%	4.9%	5%	6%	5%	4%	4%	4%	4%	4%	4%
Very bad	1.1%	0.8%	1.9%	0.9%	0.5%	1.0%	1.5%	1.1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(471)	(379)	(376)	(330)	(410)	(794)	(331)	(3,091)	(4,919)	(4,861)	(4,378)	(3,326)	(3,184)	(3,347)	(3,670)	(3,621)	(3,645)
Very good	20.5%	27.4%	13.4%	10.8%	6.0%	15.1%	15.5%	15.6%	13%	13%	15%	16%	16%	14%	11%	13%	15%
Good	50.7%	45.0%	45.7%	43.6%	42.3%	45.8%	45.3%	45.7%	42%	42%	44%	46%	45%	43%	45%	42%	41%
Neither good nor bad	23.2%	23.3%	30.0%	29.2%	37.0%	26.9%	29.1%	28.1%	34%	32%	31%	29%	29%	32%	32%	31%	31%
Bad	4.5%	3.5%	6.9%	13.1%	11.5%	9.4%	7.8%	8.1%	9%	10%	7%	8%	8%	8%	9%	10%	10%
Very bad	1.1%	0.9%	4.0%	3.3%	3.1%	2.6%	2.3%	2.4%	3%	3%	3%	1%	2%	3%	3%	4%	3%
	(448)	(347)	(350)	(305)	(381)	(720)	(309)	(2,860)	(4,195)	(4,110)	(3,703)	(2,746)	(2,590)	(2,741)	(3,015)	(2,899)	(2,932)
Never	10.8%	5.7%	10.3%	8.3%	14.7%	12.1%	21.1%	11.9%	11%	12%	12%	14%	14%	13%	14%	15%	16%
Once or twice	15.3%	9.0%	16.7%	11.5%	16.2%	16.8%	23.8%	15.8%	18%	18%	18%	19%	19%	18%	20%	19%	20%
3 to 5 times	14.3%	15.2%	15.1%	12.4%	14.4%	15.8%	19.2%	15.3%	16%	17%	17%	18%	18%	17%	18%	18%	17%
6 to 10 times	13.8%	17.3%	14.9%	13.2%	15.3%	15.3%	12.7%	14.7%	13%	13%	15%	13%	14%	13%	14%	13%	13%
More than 10 times	45.8%	52.8%	43.1%	54.6%	39.3%	40.0%	23.0%	42.3%	43%	40%	38%	36%	35%	39%	34%	35%	34%
	(509)	(388)	(390)	(348)	(450)	(837)	(369)	(3,291)	(5,250)	(5,228)	(4,733)	(3,638)	(3,469)	(3,655)	(4,052)	(4,067)	(4,000)

	2004							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
	SW			Inner	Central												
• visit a City park near your home?																	
Never	14.4%	6.3%	13.2%	10.9%	17.9%	15.8%	27.2%	15.2%	14%	14%	16%	17%	17%	16%	18%	19%	20%
Once or twice	19.2%	9.7%	18.4%	15.0%	19.7%	18.6%	26.9%	18.3%	20%	21%	20%	22%	22%	21%	24%	21%	22%
3 to 5 times	13.0%	17.0%	13.7%	14.5%	14.6%	15.8%	14.9%	14.9%	16%	16%	17%	16%	17%	16%	16%	17%	17%
6 to 10 times	11.2%	14.9%	16.8%	10.9%	11.2%	13.9%	9.7%	12.8%	12%	11%	12%	12%	12%	11%	11%	12%	11%
More than 10 times	42.3%	52.1%	37.8%	48.7%	36.5%	35.9%	21.2%	38.9%	38%	38%	35%	33%	32%	36%	31%	31%	30%
	(501)	(382)	(386)	(339)	(446)	(822)	(349)	(3,225)	(5,155)	(5,154)	(4,627)	(3,587)	(3,401)	(3,574)	(3,974)	(3,980)	(3,859)
20 In general, how satisfied are you with the City's recreation programs (such as community centers, classes, pools, sports leagues, art centers, etc.)?																	
• easy to get to																	
Very satisfied	28.7%	17.3%	15.5%	16.8%	14.8%	20.5%	13.7%	19.1%	19%	21%	21%	21%	20%	19%	-	16%	15%
Satisfied	50.4%	47.7%	52.0%	53.9%	57.7%	49.7%	46.3%	51.1%	50%	52%	53%	52%	54%	52%	-	53%	52%
Neither sat. or dissat.	18.8%	26.8%	26.4%	23.3%	22.8%	24.3%	31.3%	24.3%	25%	22%	22%	22%	22%	24%	-	26%	28%
Dissatisfied	1.3%	5.9%	5.1%	4.7%	3.4%	4.1%	6.6%	4.1%	4%	4%	3%	4%	3%	4%	-	4%	4%
Very dissatisfied	0.8%	2.3%	1.1%	1.3%	1.3%	1.4%	2.2%	1.4%	2%	1%	1%	1%	1%	1%	-	1%	1%
	(383)	(220)	(277)	(232)	(298)	(581)	(227)	(2,218)	(3,737)	(3,566)	(3,287)	(2,372)	(2,060)	(2,122)	-	(2,460)	(2,418)
• affordable																	
Very satisfied	21.4%	16.0%	17.2%	13.5%	18.0%	19.7%	9.1%	17.3%	17%	18%	18%	19%	16%	15%	-	16%	14%
Satisfied	47.1%	48.1%	46.3%	52.9%	54.8%	45.7%	49.3%	48.6%	47%	48%	48%	49%	51%	50%	-	50%	50%
Neither sat. or dissat.	24.9%	30.7%	26.9%	23.3%	23.0%	25.8%	31.1%	26.2%	27%	25%	25%	24%	25%	26%	-	26%	29%
Dissatisfied	5.3%	4.7%	7.1%	7.6%	3.5%	5.8%	7.8%	5.9%	7%	7%	7%	6%	6%	4%	-	6%	5%
Very dissatisfied	1.3%	0.5%	2.6%	2.7%	0.7%	3.1%	2.7%	2.1%	2%	2%	2%	2%	2%	2%	-	2%	2%
	(374)	(212)	(268)	(223)	(283)	(554)	(219)	(2,133)	(3,543)	(3,412)	(3,154)	(2,247)	(1,969)	(2,046)	-	(2,327)	(2,302)
• open at good times																	
Very satisfied	22.2%	14.0%	14.7%	12.1%	14.3%	15.7%	10.2%	15.4%	16%	16%	16%	16%	15%	15%	-	12%	11%
Satisfied	47.9%	49.8%	46.7%	55.8%	52.3%	49.8%	49.3%	50.0%	50%	49%	51%	52%	53%	49%	-	49%	50%
Neither sat. or dissat.	26.9%	30.9%	29.0%	23.3%	28.2%	28.3%	33.5%	28.4%	28%	27%	27%	27%	26%	29%	-	31%	33%
Dissatisfied	2.2%	3.9%	6.2%	7.4%	4.2%	4.9%	4.7%	4.6%	5%	6%	5%	4%	5%	5%	-	6%	5%
Very dissatisfied	0.8%	1.4%	3.5%	1.4%	1.0%	1.3%	2.3%	1.6%	1%	2%	1%	1%	1%	2%	-	2%	1%
	(361)	(207)	(259)	(215)	(287)	(548)	(215)	(2,092)	(3,490)	(3,350)	(3,105)	(2,204)	(1,931)	(1,991)	-	(2,246)	(2,211)

	2004							Prior Year CITY TOTALS									
	NW/		NE		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995	
	SW	Downtown	N	Inner													Central
• good variety																	
Very satisfied	24.6%	14.2%	15.8%	17.0%	14.4%	16.7%	12.4%	17.0%	16%	17%	17%	17%	17%	16%	-	14%	12%
Satisfied	49.7%	51.2%	42.9%	50.9%	51.6%	47.8%	44.5%	48.4%	48%	48%	48%	50%	51%	49%	-	48%	48%
Neither sat. or dissat.	23.5%	28.9%	31.7%	26.3%	28.5%	28.1%	37.2%	28.6%	29%	28%	28%	28%	27%	29%	-	31%	34%
Dissatisfied	1.6%	4.3%	7.3%	4.9%	4.3%	5.1%	4.6%	4.5%	5%	5%	5%	4%	4%	4%	-	5%	5%
Very dissatisfied	0.5%	1.4%	2.3%	0.9%	1.1%	2.2%	1.4%	1.5%	2%	2%	2%	1%	1%	2%	-	2%	1%
	(366)	(211)	(259)	(224)	(277)	(544)	(218)	(2,099)	(3,465)	(3,355)	(3,093)	(2,196)	(1,917)	(1,966)	-	(2,236)	(2,181)
• adequate number of classes, teams, etc.																	
Very satisfied	19.5%	11.6%	14.5%	12.6%	12.6%	15.0%	10.5%	14.4%	14%	15%	15%	15%	14%	14%	-	11%	10%
Satisfied	49.0%	40.2%	36.3%	48.2%	46.0%	46.8%	42.5%	44.9%	43%	43%	45%	46%	48%	45%	-	45%	43%
Neither sat. or dissat.	27.4%	41.3%	35.5%	27.6%	33.0%	29.7%	38.5%	32.2%	34%	33%	32%	31%	32%	33%	-	36%	39%
Dissatisfied	3.5%	4.8%	9.4%	9.0%	7.7%	6.2%	6.5%	6.5%	6%	7%	6%	6%	5%	6%	-	6%	6%
Very dissatisfied	0.6%	2.1%	4.3%	2.5%	0.8%	2.3%	2.0%	2.0%	2%	2%	2%	2%	1%	2%	-	2%	2%
	(343)	(189)	(234)	(199)	(261)	(519)	(200)	(1,945)	(3,189)	(3,114)	(2,871)	(2,032)	(1,782)	(1,815)	-	(2,037)	(2,017)
21 How many members of your household took part in a City recreation activity in the past twelve months? (% CALCULATED)																	
• age 12 and under	-	-	-	-	-	-	-	63.6%	66%	63%	56%	57%	-	56%	-	51%	50%
• age 13 to 18	-	-	-	-	-	-	-	45.4%	46%	51%	42%	33%	-	41%	-	37%	40%
• age 19 to 54								29.4%	28%	29%	26%	23%	-	21%	-	22%	18%
								(NUMBER IN INDIVIDUAL NEIGHBORHOODS TOO SMALL TO REPORT)									
• age 55 and over	-	-	-	-	-	-	-	22.8%	22%	21%	20%	18%	-	18%	-	17%	18%
22 How do you rate garbage/recycling service in the following categories?																	
• the cost																	
Very good	10.5%	10.8%	10.8%	12.1%	6.9%	7.8%	9.9%	9.5%	9%	9%	8%	8%	8%	9%	9%	9%	8%
Good	36.6%	44.0%	40.1%	39.0%	43.5%	39.0%	35.0%	39.4%	37%	36%	36%	36%	36%	36%	34%	31%	29%
Neither good nor bad	32.9%	32.1%	32.0%	33.5%	27.5%	34.8%	35.3%	32.8%	34%	34%	35%	35%	34%	34%	33%	31%	34%
Bad	15.3%	9.7%	12.2%	11.5%	18.8%	13.4%	14.6%	13.9%	15%	16%	16%	16%	17%	16%	18%	20%	20%
Very bad	4.8%	3.2%	4.9%	3.8%	3.2%	5.0%	5.2%	4.4%	5%	5%	5%	5%	5%	5%	6%	9%	9%
	(459)	(277)	(369)	(313)	(432)	(741)	(343)	(2,934)	(4,704)	(4,616)	(4,075)	(3,186)	(3,110)	(3,235)	(3,645)	(3,521)	(3,525)

	2004							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
	SW			Inner	Central												
• the quality of garbage service																	
Very good	27.8%	21.0%	19.0%	25.5%	21.6%	22.1%	17.3%	22.3%	23%	23%	22%	21%	22%	24%	25%	23%	23%
Good	53.2%	58.0%	53.5%	53.1%	57.9%	55.1%	55.9%	55.2%	56%	55%	55%	55%	56%	54%	52%	54%	53%
Neither good nor bad	15.1%	16.9%	20.3%	17.3%	15.8%	17.5%	20.7%	17.5%	17%	17%	18%	19%	17%	17%	17%	16%	18%
Bad	2.4%	3.3%	5.9%	2.9%	3.6%	3.9%	4.7%	3.8%	4%	4%	4%	4%	4%	4%	4%	5%	4%
Very bad	1.4%	0.9%	1.3%	1.2%	1.1%	1.3%	1.4%	1.3%	1%	1%	1%	1%	1%	1%	2%	2%	2%
	(496)	(338)	(389)	(341)	(444)	(816)	(358)	(3,182)	(5,099)	(5,022)	(4,506)	(3,490)	(3,338)	(3,514)	(3,963)	(3,870)	(3,849)
• the quality of recycling service																	
Very good	31.1%	22.1%	22.9%	27.9%	25.3%	23.8%	20.2%	24.9%	24%	25%	24%	23%	24%	26%	26%	25%	26%
Good	47.9%	53.7%	49.6%	49.3%	55.6%	52.7%	53.7%	51.8%	53%	52%	52%	53%	52%	50%	49%	51%	51%
Neither good nor bad	15.2%	18.2%	18.5%	15.5%	13.4%	18.0%	19.9%	17.0%	16%	16%	16%	17%	17%	16%	17%	15%	15%
Bad	4.6%	5.1%	5.9%	6.7%	4.6%	3.8%	4.5%	4.8%	5%	5%	6%	5%	5%	6%	6%	6%	6%
Very bad	1.2%	0.9%	3.1%	0.6%	1.1%	1.7%	1.7%	1.5%	2%	2%	2%	2%	2%	2%	2%	3%	2%
	(495)	(335)	(389)	(341)	(439)	(816)	(356)	(3,171)	(5,042)	(4,968)	(4,464)	(3,454)	(3,307)	(3,484)	(3,930)	(3,835)	(3,780)
• Do you live in a single-family home, a 2-, 3- or 4-plex, or a larger apartment/condominium?																	
Single-family home	80.7%	26.0%	83.8%	74.8%	91.5%	79.0%	80.9%	75.1%	76%	76%	73%	76%	76%	76%	75%	75%	76%
2, 3 or 4-plex	4.7%	6.5%	5.9%	13.3%	4.3%	8.9%	4.6%	7.0%	7%	6%	7%	5%	5%	5%	6%	7%	5%
Apartment	13.1%	63.6%	7.7%	9.9%	2.0%	10.3%	11.9%	15.7%	15%	16%	17%	17%	17%	16%	17%	15%	16%
Other	1.6%	3.9%	2.6%	2.0%	2.2%	1.8%	2.7%	2.3%	3%	2%	3%	2%	2%	3%	2%	3%	3%
	(513)	(385)	(388)	(353)	(447)	(835)	(371)	(3,292)	(5,298)	(5,162)	(4,694)	(3,628)	(3,370)	(3,565)	(4,017)	(3,995)	(3,988)
23 Has there been any new <i>commercial</i> development in, or near, your neighborhood in the last 12 months?																	
Yes	39.1%	71.8%	73.2%	71.6%	51.1%	48.8%	36.4%	54.2%	52%	48%	49%	48%	48%	44%	-	-	-
No	60.9%	28.2%	26.8%	28.4%	48.9%	51.2%	63.6%	45.8%	48%	52%	51%	52%	52%	56%	-	-	-
	(506)	(373)	(380)	(345)	(438)	(819)	(360)	(3,221)	(5,158)	(5,087)	(4,623)	(3,549)	(3,375)	(3,478)	-	-	-
<i>If YES:</i> How do you rate the development on the following:																	
• attractiveness?																	
Very good	25.9%	32.2%	33.6%	22.4%	14.7%	16.5%	13.7%	23.0%	19%	19%	18%	17%	14%	16%	-	-	-
Good	40.2%	42.6%	41.3%	45.6%	45.9%	42.8%	37.1%	42.6%	44%	46%	44%	41%	38%	41%	-	-	-
Neither good nor bad	24.9%	18.6%	18.5%	20.3%	28.0%	29.9%	34.7%	24.5%	25%	23%	26%	29%	31%	28%	-	-	-
Bad	5.3%	4.3%	5.5%	9.3%	8.7%	7.1%	8.9%	6.9%	9%	8%	8%	9%	11%	10%	-	-	-
Very bad	3.7%	2.3%	1.1%	2.5%	2.8%	3.8%	5.6%	3.0%	4%	4%	4%	4%	6%	5%	-	-	-
	(189)	(258)	(271)	(237)	(218)	(395)	(124)	(1,692)	(2,658)	(2,373)	(2,254)	(1,638)	(1,572)	(1,461)	-	-	-

		2004							Prior Year CITY TOTALS									
		NW/		NE		CITY												
		SW	Downtown	N	Inner	Central	SE	E	TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
• improvement in your access to services and shopping?																		
	Very good	14.1%	33.9%	32.2%	21.8%	7.7%	14.1%	8.9%	20.1%	15%	16%	14%	12%	12%	12%	-	-	-
	Good	28.8%	31.9%	29.6%	35.9%	34.8%	33.3%	27.7%	32.2%	33%	34%	34%	31%	30%	30%	-	-	-
	Neither good nor bad	40.8%	26.5%	25.5%	33.8%	46.9%	41.3%	44.6%	36.2%	39%	38%	38%	42%	40%	42%	-	-	-
	Bad	10.9%	3.9%	8.6%	5.1%	7.2%	5.6%	9.8%	6.8%	9%	8%	9%	9%	11%	10%	-	-	-
	Very bad	5.4%	3.9%	4.1%	3.4%	3.4%	5.6%	8.9%	4.7%	5%	4%	5%	6%	7%	6%	-	-	-
		(184)	(257)	(267)	(234)	(207)	(375)	(112)	(1,636)	(2,542)	(2,258)	(2,151)	(1,562)	(1,467)	(1,380)	-	-	-
24	Has there been any new residential development in, or near, your neighborhood in the last 12 months?																	
	Yes	58.1%	74.7%	62.5%	66.1%	54.5%	56.8%	60.4%	60.8%	58%	53%	51%	52%	59%	58%	-	-	-
	No	41.9%	25.3%	37.5%	33.9%	45.5%	43.2%	39.6%	39.2%	42%	47%	49%	48%	41%	42%	-	-	-
		(506)	(367)	(376)	(342)	(433)	(804)	(356)	(3,184)	(5,103)	(5,074)	(4,607)	(3,558)	(2,910)	(2,880)	-	-	-
<i>If YES:</i> How do you rate the development on the following:																		
• attractiveness?																		
	Very good	15.9%	31.4%	11.8%	20.6%	14.3%	13.9%	12.3%	17.1%	14%	15%	16%	14%	13%	15%	-	-	-
	Good	41.2%	38.4%	37.3%	42.2%	34.6%	38.2%	28.9%	37.6%	37%	40%	38%	38%	35%	37%	-	-	-
	Neither good nor bad	25.3%	18.5%	26.3%	22.0%	26.8%	26.5%	27.5%	24.8%	26%	26%	29%	31%	30%	32%	-	-	-
	Bad	13.5%	8.5%	16.7%	11.9%	16.9%	14.2%	21.6%	14.4%	15%	13%	12%	12%	15%	11%	-	-	-
	Very bad	4.2%	3.3%	7.9%	3.2%	7.4%	7.2%	9.8%	6.1%	8%	6%	5%	6%	7%	5%	-	-	-
		(289)	(271)	(228)	(218)	(231)	(445)	(204)	(1,886)	(3,004)	(2,618)	(2,390)	(1,792)	(1,666)	(1,594)	-	-	-
• improving your neighborhood as a place to live?																		
	Very good	-	-	-	-	-	-	-	-	12%	13%	14%	11%	10%	11%	-	-	-
	Good	-	-	-	-	-	-	-	-	29%	30%	30%	28%	27%	28%	-	-	-
	Neither good nor bad	-	-	-	(DATA NOT AVAILABLE THIS YEAR)			-	-	32%	34%	34%	37%	35%	37%	-	-	-
	Bad	-	-	-	-	-	-	-	-	17%	14%	14%	16%	17%	14%	-	-	-
	Very bad	-	-	-	-	-	-	-	-	11%	9%	8%	8%	11%	10%	-	-	-
		-	-	-	-	-	-	-	-	(2,934)	(2,541)	(2,319)	(1,713)	(1,635)	(1,534)	-	-	-

		2004							Prior Year CITY TOTALS									
		NW/		NE				CITY TOTAL										
		SW	Downtown	N	Inner	Central	SE		E	2003	2002	2001	2000	1999	1998	1997	1996	1995
25	OVERALL, how do you rate the livability of:																	
	• your neighborhood?																	
	Very good	53.1%	54.7%	18.8%	37.3%	31.1%	28.8%	15.0%	34.1%	32%	32%	34%	32%	32%	34%	30%	31%	28%
	Good	41.2%	38.3%	59.0%	43.6%	50.7%	50.8%	56.7%	48.7%	50%	50%	48%	52%	51%	50%	53%	50%	51%
	Neither good nor bad	4.6%	4.0%	18.5%	14.0%	15.2%	13.8%	19.2%	12.6%	14%	13%	13%	12%	13%	12%	14%	15%	16%
	Bad	1.0%	2.0%	3.8%	4.7%	2.4%	5.1%	7.3%	3.8%	4%	4%	4%	3%	3%	3%	3%	3%	4%
	Very bad	0.2%	1.0%	0.0%	0.5%	0.7%	1.5%	1.8%	0.9%	1%	1%	1%	1%	1%	1%	0%	1%	1%
		(522)	(397)	(400)	(365)	(460)	(861)	(381)	(3,386)	(5,291)	(5,275)	(4,812)	(3,691)	(3,550)	(3,769)	(4,090)	(4,146)	(4,292)
	• the City as a whole?																	
	Very good	31.7%	34.4%	20.6%	33.8%	21.9%	22.3%	9.2%	24.7%	22%	23%	27%	23%	22%	23%	-	-	-
	Good	51.1%	52.3%	51.5%	49.1%	54.9%	52.7%	51.0%	52.0%	52%	54%	52%	57%	56%	56%	-	-	-
	Neither good nor bad	12.6%	8.6%	20.1%	13.3%	18.7%	16.1%	26.6%	16.3%	18%	17%	16%	16%	17%	16%	-	-	-
	Bad	3.2%	3.1%	6.6%	2.9%	3.8%	7.0%	10.4%	5.4%	6%	4%	4%	3%	4%	4%	-	-	-
	Very bad	1.4%	1.6%	1.3%	0.9%	0.7%	1.9%	2.8%	1.5%	2%	2%	1%	1%	1%	1%	-	-	-
	(501)	(384)	(379)	(346)	(443)	(828)	(357)	(3,238)	(5,085)	(5,129)	(4,687)	(3,571)	(3,422)	(3,644)	-	-	-	
26	OVERALL, how good a job do you think local government is doing at providing government services?																	
	Very good	10.0%	9.4%	4.5%	6.7%	4.7%	5.5%	3.4%	6.4%	6%	7%	9%	8%	7%	9%	6%	8%	6%
	Good	51.2%	55.5%	40.3%	50.4%	48.6%	47.9%	38.1%	47.7%	43%	46%	52%	57%	53%	53%	52%	54%	52%
	Neither good nor bad	28.5%	24.8%	32.3%	27.7%	32.3%	30.3%	33.2%	29.9%	32%	32%	29%	26%	31%	30%	33%	30%	33%
	Bad	7.4%	7.5%	17.3%	9.9%	9.4%	10.8%	18.5%	11.2%	12%	10%	7%	7%	7%	6%	7%	6%	7%
	Very bad	2.8%	2.7%	5.6%	5.2%	5.0%	5.4%	6.8%	4.8%	7%	5%	3%	2%	2%	2%	2%	2%	2%
	(498)	(371)	(375)	(343)	(424)	(795)	(352)	(3,158)	(4,982)	(4,904)	(4,435)	(3,365)	(3,159)	(3,410)	(3,786)	(3,896)	(3,973)	
27	OVERALL, how do you rate the quality of each of the following City services?																	
	• Police																	
	Very good	15.5%	15.7%	18.4%	8.6%	15.8%	13.3%	16.2%	14.7%	16%	17%	19%	16%	17%	18%	15%	18%	14%
	Good	52.5%	46.4%	40.5%	42.2%	51.6%	47.0%	51.8%	47.6%	47%	51%	51%	55%	56%	55%	56%	56%	56%
	Neither good nor bad	23.0%	23.9%	20.8%	27.7%	20.4%	25.0%	22.6%	23.4%	23%	20%	20%	20%	19%	19%	21%	19%	21%
	Bad	7.7%	8.5%	13.5%	13.9%	9.4%	10.3%	7.3%	10.0%	9%	8%	7%	7%	6%	6%	6%	5%	7%
	Very bad	1.3%	5.5%	6.8%	7.7%	2.8%	4.4%	2.2%	4.2%	4%	4%	3%	2%	2%	2%	2%	2%	2%
		(465)	(343)	(385)	(339)	(436)	(788)	(371)	(3,127)	(5,015)	(4,971)	(4,483)	(3,393)	(3,262)	(3,495)	(3,899)	(3,876)	(3,955)

	2004							Prior Year CITY TOTALS									
	NW/		NE		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995	
	SW	Downtown	N	Inner													Central
• Fire																	
Very good	30.2%	36.5%	38.0%	28.4%	30.6%	31.3%	36.2%	32.7%	32%	32%	34%	31%	32%	33%	32%	31%	29%
Good	59.5%	53.5%	51.7%	59.2%	58.3%	56.0%	53.8%	56.1%	57%	58%	57%	59%	59%	58%	58%	59%	59%
Neither good nor bad	9.6%	9.3%	10.0%	12.1%	10.3%	11.6%	9.4%	10.5%	10%	9%	9%	10%	9%	9%	10%	10%	12%
Bad	0.7%	0.3%	0.3%	0.3%	0.7%	0.7%	0.6%	0.6%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Very bad	0.0%	0.3%	0.0%	0.0%	0.0%	0.4%	0.0%	0.1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(437)	(312)	(350)	(289)	(408)	(731)	(351)	(2,878)	(4,737)	(4,737)	(4,241)	(3,153)	(3,039)	(3,207)	(3,612)	(3,533)	(3,601)
• 9-1-1																	
Very good	25.3%	27.8%	27.8%	21.2%	21.2%	24.2%	27.5%	24.9%	-	-	-	-	-	-	-	-	-
Good	56.5%	51.4%	50.8%	57.1%	59.0%	52.8%	49.4%	53.9%	-	-	-	-	-	-	-	-	-
Neither good nor bad	15.8%	17.8%	19.7%	17.4%	18.2%	19.3%	19.6%	18.4%	-	-	-	-	-	-	-	-	-
Bad	2.4%	2.7%	1.6%	3.5%	1.4%	1.5%	2.5%	2.1%	-	-	-	-	-	-	-	-	-
Very bad	0.0%	0.4%	0.0%	0.8%	0.3%	2.1%	0.9%	0.8%	-	-	-	-	-	-	-	-	-
	(368)	(259)	(309)	(259)	(363)	(657)	(316)	(2,531)	-	-	-	-	-	-	-	-	-
• Water																	
Very good	17.1%	18.2%	15.1%	11.7%	9.2%	13.0%	14.3%	13.9%	13%	14%	15%	16%	17%	19%	18%	18%	17%
Good	50.4%	53.7%	41.1%	48.1%	47.7%	47.3%	44.6%	47.6%	47%	46%	46%	56%	55%	54%	54%	53%	53%
Neither good nor bad	19.9%	20.5%	26.0%	24.6%	25.3%	23.8%	25.1%	23.6%	23%	23%	22%	19%	21%	19%	21%	20%	22%
Bad	8.6%	5.4%	11.5%	11.4%	10.5%	10.1%	8.9%	9.6%	11%	11%	10%	6%	5%	6%	5%	6%	5%
Very bad	4.0%	2.3%	6.3%	4.1%	7.3%	5.7%	7.0%	5.3%	6%	6%	7%	3%	2%	2%	2%	3%	3%
	(502)	(352)	(384)	(341)	(455)	(822)	(370)	(3,226)	(5,020)	(4,900)	(4,412)	(3,383)	(3,346)	(3,552)	(3,824)	(3,793)	(3,883)
• Parks																	
Very good	25.2%	32.2%	17.1%	21.3%	16.0%	22.3%	11.8%	21.2%	22%	21%	25%	24%	23%	22%	17%	22%	18%
Good	56.1%	51.3%	57.7%	58.5%	57.4%	56.8%	55.5%	56.3%	57%	58%	58%	60%	60%	59%	61%	59%	60%
Neither good nor bad	16.5%	13.6%	20.7%	14.3%	21.2%	16.9%	26.6%	18.3%	17%	17%	14%	13%	15%	16%	18%	16%	18%
Bad	1.8%	2.4%	3.7%	3.2%	4.4%	3.5%	5.2%	3.4%	3%	3%	2%	2%	2%	2%	3%	2%	3%
Very bad	0.4%	0.5%	0.8%	2.6%	0.9%	0.5%	0.9%	0.8%	1%	1%	1%	1%	0%	1%	1%	1%	1%
	(497)	(376)	(381)	(342)	(430)	(811)	(346)	(3,183)	(4,962)	(4,934)	(4,459)	(3,355)	(3,352)	(3,577)	(3,729)	(3,625)	(3,802)
• Recreation centers/activities																	
Very good	27.3%	24.2%	14.6%	13.9%	15.4%	20.4%	15.0%	19.3%	19%	18%	21%	20%	18%	17%	13%	17%	13%
Good	52.5%	44.7%	50.3%	58.6%	55.0%	51.9%	43.2%	51.2%	53%	55%	53%	55%	56%	52%	55%	57%	55%
Neither good nor bad	18.5%	25.8%	28.6%	23.7%	26.3%	23.9%	34.8%	25.3%	25%	23%	22%	21%	22%	26%	27%	22%	28%
Bad	1.4%	4.9%	5.2%	2.6%	3.0%	2.9%	4.9%	3.4%	3%	3%	3%	3%	3%	4%	4%	3%	3%
Very bad	0.2%	0.4%	1.3%	1.1%	0.3%	0.9%	2.1%	0.9%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(417)	(264)	(308)	(266)	(338)	(657)	(287)	(2,537)	(3,974)	(3,988)	(3,679)	(2,710)	(2,726)	(2,842)	(2,897)	(2,750)	(2,834)

	2004								Prior Year CITY TOTALS								
	NW/ Downtown			NE		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
	SW	N	Inner	Central													
• Recycling																	
Very good	31.3%	26.3%	26.3%	29.5%	23.4%	23.5%	19.0%	25.5%	23%	23%	25%	23%	22%	25%	22%	23%	24%
Good	54.4%	55.5%	51.2%	53.1%	57.1%	60.1%	57.1%	56.1%	56%	58%	56%	58%	57%	55%	55%	56%	55%
Neither good nor bad	10.6%	13.0%	16.1%	14.0%	15.4%	12.2%	18.0%	13.8%	15%	14%	14%	14%	16%	14%	17%	14%	15%
Bad	3.4%	3.1%	4.9%	2.8%	3.6%	3.2%	4.6%	3.6%	5%	4%	4%	4%	4%	5%	5%	5%	5%
Very bad	0.4%	2.0%	1.5%	0.6%	0.4%	1.1%	1.3%	1.0%	1%	1%	1%	1%	1%	1%	1%	2%	1%
	(502)	(353)	(391)	(356)	(448)	(839)	(373)	(3,262)	(5,061)	(5,043)	(4,544)	(3,494)	(3,428)	(3,655)	(3,963)	(3,967)	(4,105)
• Sewers																	
Very good	10.7%	11.9%	9.9%	8.9%	6.1%	8.3%	7.6%	8.9%	8%	9%	9%	8%	11%	12%	7%	9%	8%
Good	41.9%	48.9%	39.2%	42.7%	43.3%	39.6%	37.0%	41.4%	41%	43%	42%	46%	46%	47%	46%	45%	46%
Neither good nor bad	28.2%	26.0%	26.9%	26.3%	24.8%	28.4%	29.4%	27.3%	30%	30%	30%	29%	26%	26%	33%	29%	31%
Bad	12.0%	8.8%	14.4%	14.6%	16.4%	14.6%	17.2%	14.1%	13%	12%	13%	12%	12%	11%	10%	11%	10%
Very bad	7.3%	4.4%	9.6%	7.6%	9.4%	9.1%	8.8%	8.2%	7%	6%	6%	5%	5%	4%	4%	6%	5%
	(468)	(319)	(375)	(316)	(427)	(768)	(354)	(3,027)	(4,740)	(4,631)	(4,159)	(3,219)	(3,266)	(3,455)	(3,594)	(3,578)	(3,573)
• Storm drainage																	
Very good	9.0%	8.6%	8.5%	7.9%	4.9%	6.5%	5.4%	7.1%	7%	7%	6%	6%	8%	9%	6%	7%	6%
Good	32.0%	41.7%	30.5%	35.6%	35.2%	31.5%	30.7%	33.4%	32%	36%	36%	37%	38%	37%	35%	35%	37%
Neither good nor bad	32.2%	27.8%	27.5%	26.5%	29.1%	29.7%	26.1%	28.8%	30%	30%	30%	29%	28%	28%	33%	28%	30%
Bad	18.1%	14.2%	21.4%	20.8%	20.2%	21.7%	25.3%	20.4%	21%	19%	19%	20%	18%	19%	18%	20%	17%
Very bad	8.7%	7.7%	12.1%	9.1%	10.6%	10.6%	12.5%	10.3%	10%	8%	9%	8%	8%	7%	8%	10%	10%
	(469)	(324)	(364)	(317)	(426)	(771)	(352)	(3,023)	(4,736)	(4,675)	(4,165)	(3,217)	(3,211)	(3,423)	(3,675)	(3,614)	(3,636)
• Street maintenance																	
Very good	4.5%	8.4%	7.8%	7.1%	5.0%	4.7%	4.7%	5.8%	6%	6%	7%	6%	6%	7%	6%	7%	6%
Good	29.0%	39.9%	37.7%	34.1%	34.3%	35.3%	29.7%	34.2%	36%	37%	37%	40%	38%	40%	39%	42%	42%
Neither good nor bad	33.5%	27.8%	26.3%	35.8%	34.5%	31.8%	37.8%	32.4%	32%	32%	31%	32%	32%	32%	32%	30%	30%
Bad	23.1%	17.1%	21.0%	16.2%	18.1%	19.2%	22.8%	19.7%	18%	18%	18%	17%	17%	15%	17%	15%	16%
Very bad	9.8%	6.8%	7.1%	6.8%	8.1%	9.1%	5.0%	7.8%	7%	7%	7%	5%	6%	6%	6%	6%	6%
	(510)	(381)	(395)	(352)	(458)	(850)	(381)	(3,327)	(5,177)	(5,128)	(4,641)	(3,574)	(3,477)	(3,719)	(4,037)	(4,048)	(4,197)
• Street lighting																	
Very good	7.7%	10.7%	9.2%	9.9%	7.7%	8.1%	7.4%	8.5%	9%	9%	10%	10%	8%	9%	9%	10%	8%
Good	50.1%	50.9%	47.6%	45.7%	50.9%	49.1%	56.0%	50.0%	51%	53%	52%	53%	53%	51%	52%	51%	52%
Neither good nor bad	30.6%	27.9%	28.8%	29.3%	28.5%	29.1%	25.5%	28.7%	28%	26%	27%	25%	27%	28%	26%	25%	26%
Bad	7.9%	7.3%	12.2%	11.6%	8.8%	9.8%	8.8%	9.4%	9%	9%	9%	10%	10%	9%	10%	11%	11%
Very bad	3.7%	3.1%	2.3%	3.4%	4.0%	3.9%	2.4%	3.4%	3%	3%	2%	2%	2%	2%	3%	3%	3%
	(509)	(383)	(393)	(352)	(452)	(851)	(377)	(3,317)	(5,233)	(5,199)	(4,728)	(3,640)	(3,504)	(3,724)	(4,047)	(4,057)	(4,199)

	2004								Prior Year CITY TOTALS								
	NW/ Downtown			NE		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
	SW	N	Inner	Central													
• Traffic management: congestion																	
Very good	2.2%	5.6%	4.4%	2.6%	2.2%	2.9%	3.3%	3.2%	-	-	-	-	3%	3%	4%	-	-
Good	23.6%	24.9%	21.6%	25.7%	29.1%	26.9%	23.6%	25.3%	-	-	-	-	21%	21%	29%	-	-
Neither good nor bad	42.0%	36.2%	29.3%	36.3%	35.9%	36.2%	35.0%	36.1%	-	-	-	-	32%	34%	34%	-	-
Bad	22.4%	21.7%	29.6%	25.1%	23.5%	23.0%	26.8%	24.3%	-	-	-	-	32%	30%	24%	-	-
Very bad	9.9%	11.5%	15.2%	10.2%	9.2%	11.0%	11.4%	11.1%	-	-	-	-	12%	12%	9%	-	-
	(505)	(373)	(389)	(342)	(446)	(829)	(369)	(3,253)	-	-	-	-	(3,373)	(3,616)	(3,843)	-	-
• Traffic management: safety																	
Very good	3.7%	7.2%	5.8%	3.3%	2.8%	3.2%	4.2%	4.1%	-	-	-	-	3%	4%	5%	-	-
Good	31.6%	30.7%	28.5%	35.4%	36.0%	35.3%	27.9%	32.7%	-	-	-	-	31%	29%	34%	-	-
Neither good nor bad	45.2%	36.8%	39.3%	38.4%	36.5%	37.3%	41.5%	39.2%	-	-	-	-	38%	40%	36%	-	-
Bad	15.0%	17.7%	17.9%	14.9%	18.5%	17.4%	17.0%	17.0%	-	-	-	-	20%	19%	18%	-	-
Very bad	4.5%	7.5%	8.4%	8.0%	6.2%	6.9%	9.5%	7.1%	-	-	-	-	8%	8%	7%	-	-
	(493)	(361)	(379)	(336)	(433)	(817)	(359)	(3,178)	-	-	-	-	(3,316)	(3,550)	(3,817)	-	-
• Housing and nuisance inspections																	
Very good	4.9%	8.3%	5.9%	5.9%	2.0%	3.2%	4.5%	4.6%	5%	4%	5%	4%	5%	6%	4%	5%	4%
Good	28.2%	25.8%	21.3%	26.0%	25.2%	26.8%	20.4%	25.1%	25%	25%	26%	27%	28%	27%	25%	26%	25%
Neither good nor bad	50.9%	52.1%	44.1%	39.3%	51.0%	48.1%	49.1%	48.0%	44%	45%	44%	46%	45%	48%	46%	46%	48%
Bad	11.1%	9.7%	21.7%	22.4%	16.1%	13.1%	20.4%	15.9%	17%	17%	16%	16%	15%	14%	16%	14%	14%
Very bad	4.9%	4.1%	7.0%	6.4%	5.7%	8.7%	5.6%	6.4%	9%	9%	9%	7%	7%	7%	9%	9%	9%
	(287)	(217)	(272)	(219)	(298)	(563)	(269)	(2,125)	(3,556)	(3,507)	(3,176)	(2,324)	(2,085)	(2,197)	(2,349)	(2,080)	(2,146)
• Housing development																	
Very good	2.9%	8.9%	3.8%	4.6%	1.2%	3.2%	3.2%	3.8%	5%	5%	6%	4%	4%	4%	5%	-	-
Good	34.9%	36.1%	26.2%	32.0%	25.7%	26.5%	23.1%	28.9%	29%	32%	33%	33%	30%	29%	32%	-	-
Neither good nor bad	41.6%	41.3%	50.8%	43.3%	52.5%	46.2%	43.8%	45.7%	42%	42%	42%	43%	43%	46%	42%	-	-
Bad	14.7%	10.2%	12.9%	13.4%	14.5%	16.2%	20.5%	14.8%	16%	14%	13%	15%	15%	15%	14%	-	-
Very bad	5.9%	3.6%	6.3%	6.7%	6.2%	8.0%	9.4%	6.8%	8%	7%	6%	5%	8%	6%	7%	-	-
	(373)	(305)	(317)	(284)	(339)	(650)	(308)	(2,576)	(4,349)	(4,178)	(3,751)	(2,871)	(2,603)	(2,754)	(2,998)	-	-
• Land-use planning																	
Very good	8.9%	16.5%	7.1%	10.4%	3.1%	7.4%	3.5%	8.0%	8%	8%	10%	8%	7%	8%	-	-	-
Good	36.2%	37.0%	28.1%	37.5%	30.4%	30.1%	21.0%	31.4%	30%	33%	34%	33%	31%	32%	-	-	-
Neither good nor bad	30.0%	26.9%	35.8%	34.3%	39.7%	33.5%	39.4%	34.1%	34%	33%	34%	36%	36%	35%	-	-	-
Bad	16.5%	13.6%	18.2%	10.7%	16.9%	17.5%	21.3%	16.6%	18%	16%	14%	16%	16%	16%	-	-	-
Very bad	8.4%	6.0%	10.8%	7.1%	9.9%	11.5%	14.8%	10.0%	11%	10%	8%	7%	10%	9%	-	-	-
	(406)	(316)	(324)	(280)	(355)	(662)	(310)	(2,653)	(4,374)	(4,190)	(3,845)	(2,897)	(2,738)	(2,959)	-	-	-

	2004							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2003	2002	2001	2000	1999	1998	1997	1996	1995
	SW			Inner	Central												
What part of the City do you live in?	15.4%	11.7%	11.7%	10.8%	13.6%	25.5%	11.4%	100.0%	(5,374)	(5,364)	(4,883)	(3,758)	(3,645)	(3,848)	(4,203)	(4,225)	(4,379)
	(529)	(401)	(403)	(372)	(467)	(876)	(394)	(3,442)									
What is your sex?																	
Male	46.5%	52.3%	49.4%	41.9%	44.8%	42.4%	49.7%	46.1%	49%	46%	47%	46%	48%	49%	48%	48%	49%
Female	53.5%	47.7%	50.6%	58.1%	55.2%	57.6%	50.3%	53.9%	51%	54%	53%	54%	52%	51%	52%	52%	51%
	(514)	(394)	(395)	(363)	(458)	(857)	(382)	(3,363)	(5,327)	(5,291)	(4,829)	(3,703)	(3,477)	(3,667)	(4,100)	(4,148)	(4,317)
What is your age?																	
Under 20	0.2%	0.0%	0.0%	0.3%	0.0%	0.5%	0.8%	0.3%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	7.6%	14.8%	7.6%	13.2%	7.6%	11.1%	4.5%	9.6%	9%	11%	12%	12%	11%	10%	11%	12%	9%
30-44	25.2%	29.3%	29.4%	33.6%	28.8%	31.0%	22.0%	28.7%	30%	30%	31%	28%	27%	31%	30%	28%	31%
45-59	35.7%	26.5%	35.2%	28.7%	35.7%	31.8%	32.3%	32.4%	34%	30%	30%	28%	27%	28%	26%	26%	24%
60-74	18.6%	18.6%	19.7%	16.5%	16.7%	13.2%	23.1%	17.4%	17%	17%	16%	18%	19%	19%	19%	19%	21%
Over 74	12.6%	10.7%	8.1%	7.7%	11.3%	12.3%	17.3%	11.6%	11%	12%	11%	14%	16%	12%	14%	15%	15%
	(515)	(392)	(395)	(363)	(462)	(861)	(381)	(3,369)	(5,321)	(5,293)	(4,821)	(3,710)	(3,466)	(3,684)	(4,103)	(4,154)	(4,305)
How many people live in your household? (TOTAL REPORTED)																	
Age 12 and under	-	-	-	-	-	-	-	927	1,570	1,617	1,560	1,056	-	1,103	-	1,311	1,371
Age 13 to 18	-	-	-	-	-	-	-	456	773	748	667	505	-	563	-	604	567
Age 19 to 54	-	-	-	-	-	-	-	4,036	6,522	6,428	6,091	4,246	-	4,389	-	4,908	4,904
Age 55 and over	-	-	-	-	-	-	-	1,932	3,144	3,197	2,542	2,251	-	2,092	-	2,599	2,771
Which of these is closest to describing your ethnic background?																	
Caucasian/White	92.1%	87.6%	84.1%	76.8%	83.9%	86.3%	86.6%	85.8%	85%	86%	87%	89%	89%	90%	91%	90%	91%
African-American/Black	1.0%	1.3%	4.4%	14.2%	3.5%	0.9%	2.1%	3.3%	3%	3%	3%	3%	2%	3%	3%	3%	3%
Asian or Pacific Islander	3.9%	5.4%	5.1%	2.2%	6.4%	6.7%	7.9%	5.6%	5%	5%	5%	4%	4%	3%	3%	4%	3%
Native American/Indian	0.8%	1.3%	0.5%	0.8%	1.3%	1.2%	0.5%	1.0%	1%	1%	1%	1%	1%	1%	1%	1%	<1%
Hispanic	1.0%	1.0%	3.9%	2.2%	2.2%	1.5%	2.4%	1.9%	2%	2%	2%	2%	2%	1%	1%	1%	1%
Other	1.2%	3.4%	2.1%	3.6%	2.6%	3.4%	0.5%	2.5%	4%	3%	2%	1%	2%	3%	1%	1%	2%
	(507)	(388)	(389)	(358)	(454)	(851)	(381)	(3,328)	(5,232)	(5,227)	(4,759)	(3,659)	(3,447)	(3,659)	(4,062)	(4,097)	(4,284)
How much education have you completed?																	
Elementary	0.0%	0.8%	0.8%	0.6%	0.9%	0.8%	1.0%	0.7%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Some high school	0.6%	1.5%	2.5%	1.7%	2.6%	3.8%	4.2%	2.5%	3%	3%	3%	4%	4%	4%	4%	5%	5%
High school graduate	5.2%	5.1%	16.8%	12.1%	17.8%	13.3%	24.5%	13.2%	13%	15%	16%	16%	16%	15%	16%	17%	16%
Some college	18.1%	21.5%	38.9%	21.8%	29.1%	31.6%	43.0%	29.1%	30%	31%	31%	31%	31%	30%	33%	32%	32%
College graduate	76.2%	71.2%	41.0%	63.9%	49.6%	50.5%	27.3%	54.5%	53%	50%	49%	48%	48%	50%	46%	45%	45%
	(520)	(396)	(393)	(363)	(460)	(851)	(384)	(3,367)	(5,300)	(5,288)	(4,811)	(3,702)	(3,476)	(3,692)	(4,108)	(4,148)	(4,324)

Appendix B 2004 Business Survey

This is the second business satisfaction survey conducted by the Office of the City Auditor. Its purpose is to help evaluate the performance of City government from the prospective of businesses, and to supplement the annual *citizen* satisfaction survey also published by this office. The questions were patterned after those in the Citizen Survey, with changes to reflect City services most relevant to businesses.

The survey was mailed to 4,818 businesses, drawn randomly by the City's Bureau of Licenses from the approximately 104,000 locations in their business license database. Some of the businesses are located outside of the City limits, but have licenses for business conducted inside the City.

The survey was mailed in September 2004, with a follow-up reminder mailed in October. A total of 1,991 surveys were returned, for a response rate of 41 percent. At the conventional 95 percent confidence level, the margin of error is ± 2 percent.

Description of respondents

The types of businesses that responded to the survey are similar to the overall business community in the Portland area.

"Professional and business services" was the most common type of business in the sample. Examples of these businesses include engineers, bookkeepers, and advertising agencies. "Building operators" are persons or companies that lease space to others. "Other service industries" includes businesses like barber shops, dry cleaners and appliance repair.

TYPE OF BUSINESSES			
Professional & business services	455	24%	
Retail trade	259	14%	
Educ., health care, social services	239	12%	
Building operators	190	10%	
Construction	134	7%	
Leisure & hospitality	124	6%	
Wholesale trade	120	6%	
Manufacturing	111	6%	
Finance, insurance, real estate	80	4%	
Transportation & public utilities	47	3%	
Other service industries	153	8%	
Unknown	79	not incl.	
TOTAL	1,991	100%	

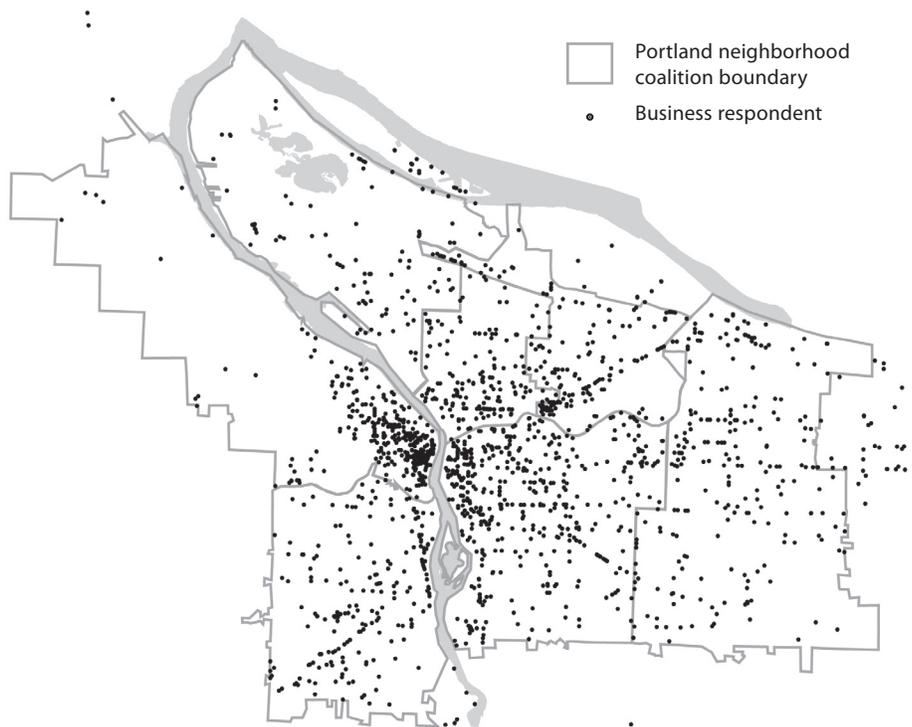
In terms of business size, very small businesses (less than five employees) comprise the largest share of survey respondents and small businesses (5 to 49 employees) make up the next largest share. This is similar to businesses in the Portland area, although survey respondents are under-represented in the smallest group and somewhat over-represented in the larger groups.

TOTAL EMPLOYEES		
0 or 1	384	24%
2 to 4	468	29%
5 to 9	284	18%
10 to 19	198	12%
20 to 49	153	10%
50 to 99	59	4%
100 to 249	41	2%
250 to 500	22	1%
More than 500	4	0%
Unknown	378	not incl.
TOTAL	1,991	100%

Confidentiality

The survey was confidential, but the location of each business was geocoded so survey results could be displayed in maps. Information on the type of business was retained from the original Bureau of Licenses data, but no other identifying information was kept.

**LOCATION OF BUSINESS SURVEY RESPONDENTS:
CITY OF PORTLAND, 2004**



SOURCE: Audit Services survey results and City of Portland Corporate GIS

Results

Following is the complete questionnaire, with summary results broken out by the area of the City the responses came from. Citywide results from the first survey in 2003 are also presented.

A percentage is reported for the responses to each question. The number of businesses that answered each question is noted in parentheses. "Don't know" and blank responses are not included in the percentages or in the count of responses.

2004 Business Survey

		2004							Prior Year CITY TOTALS							
		NW/			NE		SE	E	CITY TOTAL	2003						
		SW	Downtown	N	Inner	Central										
1	How do you rate traffic congestion as it affects your business:															
	• on major streets and thoroughfares (excluding freeways)?															
	Very good	7.4%	3.5%	1.9%	6.5%	6.2%	4.9%	8.1%	5.3%	6%						
	Good	24.2%	26.5%	29.8%	22.9%	29.0%	25.8%	32.7%	27.0%	32%						
	Neither good nor bad	33.2%	37.9%	27.9%	39.2%	32.1%	40.0%	34.1%	36.4%	38%						
	Bad	26.8%	24.4%	31.7%	25.5%	25.9%	23.4%	17.9%	24.2%	19%						
	Very bad	8.4%	7.7%	8.7%	5.9%	6.8%	5.8%	7.2%	7.1%	5%						
		(190)	(480)	(104)	(153)	(162)	(445)	(223)	(1,757)	(1,942)						
	• on your neighborhood streets?															
	Very good	13.5%	7.1%	4.8%	9.8%	7.9%	9.1%	12.2%	9.1%	11%						
	Good	34.8%	36.2%	44.2%	36.6%	41.4%	37.6%	44.4%	38.5%	38%						
	Neither good nor bad	32.6%	36.8%	31.7%	34.6%	30.9%	36.7%	29.8%	34.4%	35%						
	Bad	15.7%	16.0%	14.4%	15.0%	16.4%	13.7%	8.8%	14.3%	12%						
	Very bad	3.4%	3.9%	4.8%	3.9%	3.3%	2.9%	4.9%	3.7%	4%						
	(178)	(437)	(104)	(153)	(152)	(417)	(205)	(1,646)	(1,835)							
2	Thinking about your business, how do you rate your neighborhood on:															
	• graffiti?															
	Very good	39.4%	19.8%	14.8%	13.3%	13.8%	9.5%	19.7%	17.9%	16%						
	Good	39.9%	39.3%	44.4%	30.6%	37.1%	28.7%	34.5%	35.4%	38%						
	Neither good nor bad	13.5%	22.0%	26.9%	24.9%	28.7%	26.6%	28.4%	24.1%	23%						
	Bad	6.7%	16.0%	9.3%	25.4%	17.4%	26.4%	14.4%	18.0%	19%						
	Very bad	0.5%	3.0%	4.6%	5.8%	3.0%	8.9%	3.1%	4.6%	4%						
	(208)	(501)	(108)	(173)	(167)	(474)	(229)	(1,860)	(1,951)							

2004

**Prior Year
CITY TOTALS**

	NW/		NE		SE	E	CITY TOTAL	2003	Prior Year CITY TOTALS										
	SW	Downtown	N	Inner					Central										
• physical condition of buildings?																			
Very good	26.8%	20.1%	13.5%	13.4%	11.9%	9.4%	12.0%	15.4%	14%										
Good	52.2%	55.8%	43.2%	45.3%	48.8%	42.0%	45.3%	48.3%	48%										
Neither good nor bad	16.1%	18.7%	29.7%	25.6%	31.5%	35.0%	31.1%	26.5%	28%										
Bad	3.9%	5.2%	11.7%	15.1%	6.0%	11.7%	8.9%	8.5%	8%										
Very bad	1.0%	0.2%	1.8%	0.6%	1.8%	1.9%	2.7%	1.3%	2%										
	(205)	(498)	(111)	(172)	(168)	(469)	(225)	(1,848)	(1,965)										
• vagrancy?																			
Very good	32.5%	10.7%	10.4%	10.0%	10.8%	6.6%	13.7%	12.4%	12%										
Good	38.4%	19.9%	30.2%	31.2%	29.1%	23.6%	31.8%	26.8%	27%										
Neither good nor bad	16.7%	24.6%	30.2%	28.8%	32.9%	28.3%	29.9%	26.7%	30%										
Bad	8.4%	29.7%	23.6%	22.4%	18.4%	28.3%	16.1%	23.3%	22%										
Very bad	3.9%	15.2%	5.7%	7.6%	8.9%	13.2%	8.5%	10.8%	9%										
	(203)	(488)	(106)	(170)	(158)	(453)	(211)	(1,789)	(1,900)										
3 Thinking about how the following neighborhood conditions affect your business, how do you rate:																			
• street maintenance?																			
Very good	11.8%	12.4%	10.6%	10.4%	9.5%	8.4%	11.3%	10.6%	10%										
Good	44.3%	44.7%	47.8%	45.1%	47.9%	46.4%	49.4%	46.2%	47%										
Neither good nor bad	21.2%	24.0%	19.5%	27.2%	31.4%	27.3%	23.8%	25.2%	26%										
Bad	12.3%	14.4%	14.2%	13.9%	10.1%	13.3%	10.4%	12.9%	13%										
Very bad	10.3%	4.5%	8.0%	3.5%	1.2%	4.7%	5.2%	5.1%	4%										
	(203)	(508)	(113)	(173)	(169)	(466)	(231)	(1,863)	(1,975)										
• street cleanliness?																			
Very good	12.9%	13.3%	13.2%	10.4%	11.9%	7.5%	9.5%	10.9%	11%										
Good	50.2%	50.4%	44.7%	45.1%	45.8%	44.6%	45.5%	47.1%	52%										
Neither good nor bad	25.4%	25.7%	24.6%	23.7%	33.9%	30.9%	27.3%	27.7%	25%										
Bad	8.5%	9.2%	15.8%	16.8%	7.7%	13.4%	13.9%	11.7%	10%										
Very bad	3.0%	1.4%	1.8%	4.0%	0.6%	3.6%	3.9%	2.6%	2%										
	(201)	(510)	(114)	(173)	(168)	(469)	(231)	(1,866)	(1,967)										
• traffic speed?																			
Very good	7.8%	7.9%	6.2%	6.9%	5.9%	4.9%	7.7%	6.8%	6%										
Good	32.8%	46.2%	47.8%	37.9%	40.2%	37.6%	38.6%	40.4%	40%										
Neither good nor bad	32.4%	28.4%	25.7%	27.6%	29.6%	30.9%	24.0%	28.8%	31%										
Bad	20.1%	15.0%	16.8%	20.1%	21.3%	22.7%	23.2%	19.7%	18%										
Very bad	6.9%	2.6%	3.5%	7.5%	3.0%	3.9%	6.4%	4.4%	5%										
	(204)	(507)	(113)	(174)	(169)	(466)	(233)	(1,866)	(1,966)										

		2004							Prior Year CITY TOTALS								
		NW/			NE		SE	E	CITY TOTAL	2003							
SW	Downtown	N	Inner	Central													
4	Does your business location have walk-in customers or other visitors?																
	Yes	49%	69%	68%	65%	63%	65%	62%	64%	67%							
	<i>If YES, please rate the following conditions on how they affect your business:</i>																
	• on-street parking?																
	Very good	4.7%	4.5%	5.8%	6.7%	6.9%	8.1%	10.7%	6.7%	6%							
	Good	26.2%	24.9%	39.1%	31.7%	40.6%	30.9%	35.7%	30.6%	25%							
	Neither good nor bad	29.0%	24.1%	24.6%	23.3%	21.8%	26.6%	32.1%	25.9%	26%							
	Bad	21.5%	28.9%	15.9%	25.8%	21.8%	23.1%	15.0%	23.5%	26%							
	Very bad	18.7%	17.6%	14.5%	12.5%	8.9%	11.3%	6.4%	13.3%	17%							
		(107)	(357)	(69)	(120)	(101)	(320)	(140)	(1,214)	(1,317)							
	• pedestrian access?																
	Very good	19.5%	23.8%	11.8%	16.4%	12.7%	19.1%	17.1%	19.0%	17%							
	Good	40.7%	57.3%	57.9%	60.7%	66.4%	52.8%	51.3%	55.1%	54%							
	Neither good nor bad	27.4%	14.7%	14.5%	13.9%	14.5%	20.7%	19.7%	17.9%	19%							
Bad	9.7%	3.0%	11.8%	5.7%	5.5%	4.3%	7.2%	5.5%	7%								
Very bad	2.7%	1.1%	3.9%	3.3%	0.9%	3.1%	4.6%	2.5%	3%								
	(113)	(361)	(76)	(122)	(110)	(324)	(152)	(1,258)	(1,335)								
• distance to a bus stop (or MAX)?																	
Very good	49.1%	50.1%	21.0%	39.3%	38.1%	41.4%	39.6%	42.6%	38%								
Good	33.0%	36.7%	49.4%	47.5%	47.8%	43.3%	44.2%	41.8%	43%								
Neither good nor bad	14.3%	7.9%	12.3%	9.0%	7.1%	10.9%	11.7%	10.0%	12%								
Bad	0.9%	3.8%	6.2%	4.1%	4.4%	3.4%	2.6%	3.5%	5%								
Very bad	2.7%	1.4%	11.1%	0.0%	2.7%	0.9%	1.9%	2.1%	2%								
	(112)	(365)	(81)	(122)	(113)	(321)	(154)	(1,268)	(1,343)								
5	Has there been any new residential development in, or near, your business neighborhood in the past 12 months?																
	Yes	41%	46%	42%	45%	36%	35%	46%	42%	51%							

		2004							Prior Year CITY TOTALS						
		NW/		NE		SE	E	CITY TOTAL	2003						
		SW	Downtown	N	Inner										
If YES , how do you rate its impact on improving the neighborhood as a place to do business?	Very good	9.7%	14.8%	6.0%	14.3%	15.4%	9.8%	7.0%	11.5%	9%					
	Good	21.5%	37.3%	36.0%	45.2%	33.8%	33.3%	31.3%	34.3%	30%					
	Neither good nor bad	59.1%	37.3%	46.0%	33.3%	43.1%	50.0%	47.8%	44.5%	50%					
	Bad	5.4%	8.6%	2.0%	2.4%	4.6%	4.6%	7.0%	5.8%	7%					
	Very bad	4.3%	2.0%	10.0%	4.8%	3.1%	2.3%	7.0%	3.9%	4%					
			(93)	(244)	(50)	(84)	(65)	(174)	(115)	(825)	(905)				
6	Has there been any new commercial development in, or near, your business neighborhood in the past 12 months?														
	Yes	44%	57%	65%	59%	43%	48%	46%	51%	58%					
If YES , how do you rate its impact on improving the neighborhood as a place to do business?	Very good	15.0%	14.2%	16.9%	15.5%	15.6%	14.6%	7.0%	14.0%	11%					
	Good	30.0%	41.1%	44.2%	49.1%	50.6%	42.7%	37.7%	41.8%	40%					
	Neither good nor bad	47.0%	38.7%	29.9%	29.1%	29.9%	36.4%	47.4%	37.6%	42%					
	Bad	6.0%	4.6%	6.5%	3.6%	2.6%	5.9%	2.6%	4.7%	4%					
	Very bad	2.0%	1.3%	2.6%	2.7%	1.3%	0.4%	5.3%	1.9%	3%					
			(100)	(302)	(77)	(110)	(77)	(239)	(114)	(1,019)	(1,050)				
7	How do you rate the City of Portland's job providing information on the following?														
	• programs to help businesses reduce waste, pollution, water and energy use														
	Very good	6.6%	4.5%	2.8%	4.9%	6.2%	5.2%	7.7%	5.4%	5%					
	Good	35.3%	28.2%	26.4%	37.5%	32.2%	33.5%	31.1%	31.8%	29%					
	Neither good nor bad	40.7%	51.3%	55.7%	36.8%	47.9%	46.1%	47.4%	47.0%	48%					
	Bad	14.4%	12.7%	11.3%	17.4%	11.0%	13.3%	10.0%	12.9%	14%					
	Very bad	3.0%	3.3%	3.8%	3.5%	2.7%	2.0%	3.8%	3.0%	4%					
		(167)	(425)	(106)	(144)	(146)	(406)	(209)	(1,603)	(1,699)					
	• business opportunities with the City														
	Very good	5.0%	2.4%	0.0%	2.0%	2.6%	1.6%	5.9%	2.8%	2%					
	Good	16.9%	15.6%	14.4%	18.8%	15.0%	16.3%	22.2%	16.9%	16%					
	Neither good nor bad	43.1%	44.9%	46.4%	41.6%	49.0%	46.5%	36.9%	44.3%	42%					
	Bad	22.5%	27.6%	27.8%	27.5%	19.0%	24.8%	24.1%	25.1%	26%					
	Very bad	12.5%	9.5%	11.3%	10.1%	14.4%	10.9%	10.8%	11.0%	14%					
		(160)	(410)	(97)	(149)	(153)	(387)	(203)	(1,559)	(1,674)					

	2004								Prior Year CITY TOTALS							
	NW/			NE		SE	E	CITY TOTAL	2003							
	SW	Downtown	N	Inner	Central											
• business licenses																
Very good	4.6%	5.9%	1.9%	6.7%	6.2%	7.0%	9.1%	6.3%	5%							
Good	25.6%	28.2%	35.2%	29.3%	30.4%	31.2%	35.0%	30.3%	29%							
Neither good nor bad	47.2%	45.1%	41.7%	40.2%	41.0%	40.4%	31.4%	41.4%	42%							
Bad	12.8%	13.4%	11.1%	18.3%	16.1%	16.0%	13.6%	14.6%	15%							
Very bad	9.7%	7.4%	10.2%	5.5%	6.2%	5.4%	10.9%	7.5%	9%							
	(195)	(461)	(108)	(164)	(161)	(443)	(220)	(1,752)	(1,858)							
• financial assistance for business development																
Very good	2.9%	1.1%	0.0%	0.7%	0.8%	1.5%	3.9%	1.6%	2%							
Good	10.1%	10.5%	18.7%	12.6%	12.5%	12.1%	16.1%	12.5%	11%							
Neither good nor bad	44.2%	52.0%	50.5%	48.1%	52.3%	48.2%	44.4%	48.8%	45%							
Bad	26.8%	26.6%	15.4%	28.9%	18.8%	26.3%	22.2%	24.7%	27%							
Very bad	15.9%	9.9%	15.4%	9.6%	15.6%	11.8%	13.3%	12.3%	15%							
	(138)	(354)	(91)	(135)	(128)	(338)	(180)	(1,364)	(1,460)							
• zoning																
Very good	6.0%	1.9%	1.0%	2.9%	2.2%	2.1%	4.3%	2.7%	3%							
Good	13.9%	19.8%	25.3%	18.8%	23.4%	20.9%	21.4%	20.3%	18%							
Neither good nor bad	50.3%	55.5%	44.4%	55.1%	48.9%	50.9%	46.0%	51.2%	50%							
Bad	19.9%	16.4%	14.1%	16.7%	16.1%	18.5%	17.1%	17.2%	17%							
Very bad	9.9%	6.4%	15.2%	6.5%	9.5%	7.5%	11.2%	8.6%	12%							
	(151)	(373)	(99)	(138)	(137)	(373)	(187)	(1,458)	(1,555)							
• development regulations																
Very good	5.3%	1.6%	1.0%	2.2%	0.8%	1.9%	4.4%	2.4%	3%							
Good	9.3%	15.5%	23.7%	13.3%	18.2%	15.3%	17.5%	15.7%	14%							
Neither good nor bad	48.0%	49.3%	38.1%	52.6%	47.0%	48.6%	42.6%	47.5%	44%							
Bad	21.3%	21.8%	21.6%	23.0%	18.2%	24.9%	20.2%	22.1%	21%							
Very bad	16.0%	11.7%	15.5%	8.9%	15.9%	9.3%	15.3%	12.4%	18%							
	(150)	(367)	(97)	(135)	(132)	(366)	(183)	(1,430)	(1,538)							
• general City government questions																
Very good	3.8%	2.0%	0.0%	1.4%	3.0%	2.9%	5.2%	2.7%	3%							
Good	15.7%	19.3%	28.6%	15.7%	25.6%	20.1%	21.9%	20.3%	19%							
Neither good nor bad	52.2%	55.5%	45.9%	59.3%	47.4%	54.8%	48.4%	53.1%	52%							
Bad	17.0%	15.8%	16.3%	17.1%	13.5%	14.9%	14.6%	15.5%	17%							
Very bad	11.3%	7.4%	9.2%	6.4%	10.5%	7.3%	9.9%	8.4%	9%							
	(159)	(393)	(98)	(140)	(133)	(383)	(192)	(1,498)	(1,580)							

		2004							Prior Year CITY TOTALS							
		NW/			NE		SE	E	CITY TOTAL	2003						
		SW	Downtown	N	Inner	Central										
8	How do you rate the safety of your business neighborhood during the day?															
	Very good	32.7%	20.5%	12.4%	20.5%	19.7%	16.1%	18.2%	19.9%	20%						
	Good	52.1%	60.0%	65.5%	50.0%	49.7%	53.6%	46.2%	54.3%	56%						
	Neither good nor bad	10.0%	13.2%	19.5%	23.3%	19.7%	22.0%	24.2%	18.3%	17%						
	Bad	3.3%	5.3%	2.7%	5.7%	8.1%	7.2%	8.5%	6.1%	6%						
	Very bad	1.9%	1.0%	0.0%	0.6%	2.9%	1.1%	3.0%	1.4%	1%						
		(211)	(508)	(113)	(176)	(173)	(472)	(236)	(1,889)	(1,978)						
9	Did your business have any inspections by the Fire Bureau in the past 12 months?															
	Yes	48%	70%	76%	52%	70%	62%	65%	63%	70%						
	<i>If YES, how do you rate the quality of the inspections?</i>															
	Very good	28.4%	25.6%	31.1%	20.6%	36.0%	24.7%	30.9%	27.3%	29%						
	Good	46.8%	53.7%	51.1%	53.6%	45.6%	54.9%	50.0%	51.9%	52%						
	Neither good nor bad	18.3%	16.1%	14.4%	18.6%	12.0%	16.9%	16.0%	16.1%	14%						
	Bad	1.8%	3.0%	1.1%	2.1%	4.8%	2.3%	1.2%	2.5%	3%						
	Very bad	4.6%	1.6%	2.2%	5.2%	1.6%	1.3%	1.9%	2.1%	2%						
		(109)	(367)	(90)	(97)	(125)	(308)	(162)	(1,258)	(1,347)						
10	OVERALL:															
	How do you rate the quality of each of the following services from the point of view of your business?															
	• Police															
	Very good	26.1%	22.0%	22.6%	16.7%	23.4%	23.0%	25.4%	22.8%	22%						
	Good	53.8%	56.3%	60.9%	54.9%	52.6%	53.3%	53.4%	54.7%	55%						
	Neither good nor bad	14.6%	15.9%	13.0%	22.2%	17.5%	16.9%	14.2%	16.3%	17%						
	Bad	4.0%	4.5%	1.7%	3.7%	2.9%	4.4%	3.9%	3.9%	5%						
	Very bad	1.5%	1.2%	1.7%	2.5%	3.5%	2.4%	3.0%	2.1%	1%						
		(199)	(490)	(115)	(162)	(171)	(456)	(232)	(1,825)	(1,943)						

	2004							CITY TOTAL	Prior Year CITY TOTALS							
	NW/			NE		SE	E		2003							
	SW	Downtown	N	Inner	Central											
• Fire																
Very good	33.2%	29.6%	34.8%	22.9%	31.9%	29.5%	34.4%	30.5%	29%							
Good	52.3%	56.6%	54.5%	58.8%	52.8%	51.0%	53.6%	54.1%	56%							
Neither good nor bad	12.4%	12.6%	9.8%	17.6%	15.3%	18.1%	10.7%	14.2%	13%							
Bad	1.6%	0.6%	0.0%	0.0%	0.0%	0.9%	0.4%	0.6%	1%							
Very bad	0.5%	0.6%	0.9%	0.7%	0.0%	0.5%	0.9%	0.6%	1%							
	(193)	(477)	(112)	(153)	(163)	(441)	(224)	(1,763)	(1,889)							
• Water																
Very good	19.2%	14.8%	14.9%	11.8%	15.5%	11.1%	18.8%	14.7%	13%							
Good	47.0%	48.6%	50.0%	44.7%	46.4%	50.2%	44.1%	47.8%	46%							
Neither good nor bad	21.7%	25.5%	20.2%	27.3%	24.4%	24.8%	24.5%	24.5%	24%							
Bad	8.6%	6.5%	9.6%	12.4%	7.1%	8.8%	6.6%	8.1%	10%							
Very bad	3.5%	4.6%	5.3%	3.7%	6.5%	5.1%	6.1%	4.9%	7%							
	(198)	(459)	(114)	(161)	(168)	(452)	(229)	(1,781)	(1,915)							
• Sewers																
Very good	18.2%	12.6%	10.7%	10.0%	11.4%	10.2%	16.4%	12.6%	11%							
Good	42.7%	43.3%	44.6%	42.5%	44.0%	43.7%	39.8%	43.0%	42%							
Neither good nor bad	23.4%	30.5%	26.8%	28.8%	27.7%	25.7%	25.7%	27.2%	28%							
Bad	10.9%	9.2%	11.6%	15.6%	10.2%	13.1%	9.3%	11.2%	11%							
Very bad	4.7%	4.5%	6.3%	3.1%	6.6%	7.3%	8.8%	6.0%	8%							
	(192)	(446)	(112)	(160)	(166)	(451)	(226)	(1,753)	(1,887)							
• Storm drainage																
Very good	14.4%	9.3%	7.3%	8.9%	9.6%	7.8%	14.6%	10.0%	9%							
Good	39.2%	40.0%	42.2%	35.4%	41.0%	38.3%	34.1%	38.5%	37%							
Neither good nor bad	24.2%	31.6%	32.1%	37.3%	28.3%	31.2%	29.6%	30.7%	32%							
Bad	17.0%	14.7%	12.8%	12.7%	12.0%	13.9%	11.9%	13.8%	15%							
Very bad	5.2%	4.5%	5.5%	5.7%	9.0%	8.7%	9.7%	6.9%	7%							
	(194)	(443)	(109)	(158)	(166)	(446)	(226)	(1,742)	(1,874)							
• Recycling																
Very good	24.2%	14.6%	12.6%	19.8%	15.2%	14.4%	20.2%	16.7%	18%							
Good	47.0%	49.5%	53.2%	47.5%	52.1%	55.2%	46.5%	50.6%	50%							
Neither good nor bad	20.7%	29.7%	32.4%	24.1%	23.0%	23.9%	25.0%	25.7%	24%							
Bad	7.1%	4.3%	1.8%	5.6%	8.5%	5.5%	5.3%	5.4%	6%							
Very bad	1.0%	1.9%	0.0%	3.1%	1.2%	0.9%	3.1%	1.6%	2%							
	(198)	(465)	(111)	(162)	(165)	(451)	(228)	(1,780)	(1,895)							

2004

**Prior Year
CITY TOTALS**

	NW/		NE		SE	E	CITY TOTAL	2003	Prior Year CITY TOTALS											
	SW	Downtown	N	Inner					Central											
• Land use planning																				
Very good	12.7%	8.9%	4.2%	9.8%	5.8%	6.9%	7.2%	8.1%	7%											
Good	30.6%	29.3%	31.3%	30.8%	29.9%	28.6%	24.2%	28.9%	27%											
Neither good nor bad	30.6%	40.6%	39.6%	39.1%	34.3%	41.9%	41.2%	39.1%	39%											
Bad	13.4%	15.4%	8.3%	12.0%	18.2%	13.9%	16.0%	14.4%	16%											
Very bad	12.7%	5.8%	16.7%	8.3%	11.7%	8.6%	11.3%	9.5%	11%											
	(157)	(382)	(96)	(133)	(137)	(360)	(194)	(1,459)	(1,612)											
• Building permits																				
Very good	10.1%	6.0%	4.2%	8.3%	3.8%	5.2%	6.5%	6.2%	5%											
Good	25.0%	25.4%	24.0%	22.0%	30.8%	22.1%	24.7%	24.5%	24%											
Neither good nor bad	35.1%	41.0%	42.7%	43.9%	33.1%	41.0%	40.9%	40.0%	37%											
Bad	14.9%	18.8%	11.5%	16.7%	19.2%	18.3%	16.1%	17.2%	17%											
Very bad	14.9%	8.8%	17.7%	9.1%	13.1%	13.4%	11.8%	12.0%	17%											
	(148)	(351)	(96)	(132)	(130)	(344)	(186)	(1,387)	(1,567)											
• Economic development																				
Very good	7.8%	4.7%	2.0%	7.9%	3.1%	4.0%	4.6%	4.8%	4%											
Good	19.6%	26.4%	26.0%	24.3%	26.4%	24.1%	23.1%	24.4%	22%											
Neither good nor bad	39.9%	38.3%	43.0%	37.9%	41.9%	42.0%	46.7%	41.1%	40%											
Bad	18.3%	20.2%	12.0%	21.4%	17.1%	19.8%	16.9%	18.8%	21%											
Very bad	14.4%	10.4%	17.0%	8.6%	11.6%	10.2%	8.7%	10.9%	13%											
	(153)	(386)	(100)	(140)	(129)	(374)	(195)	(1,477)	(1,602)											
• Street maintenance																				
Very good	5.9%	6.9%	3.5%	7.0%	5.4%	6.2%	5.6%	6.1%	6%											
Good	42.1%	41.7%	47.8%	42.1%	48.2%	39.7%	40.5%	42.1%	41%											
Neither good nor bad	21.3%	28.2%	25.2%	30.4%	32.1%	33.0%	33.2%	29.7%	33%											
Bad	19.8%	16.1%	13.0%	17.5%	11.9%	14.8%	13.8%	15.4%	14%											
Very bad	10.9%	7.1%	10.4%	2.9%	2.4%	6.2%	6.9%	6.7%	6%											
	(202)	(504)	(115)	(171)	(168)	(466)	(232)	(1,858)	(1,958)											
• Street lighting																				
Very good	9.2%	12.0%	9.6%	8.2%	7.1%	8.4%	9.7%	9.6%	9%											
Good	57.3%	52.5%	53.9%	50.3%	58.2%	51.5%	52.1%	53.1%	54%											
Neither good nor bad	22.3%	28.9%	26.1%	31.0%	28.2%	32.1%	30.5%	29.1%	27%											
Bad	9.2%	5.4%	7.8%	9.9%	5.9%	6.5%	6.4%	6.8%	8%											
Very bad	1.9%	1.2%	2.6%	0.6%	0.6%	1.5%	1.3%	1.3%	2%											
	(206)	(499)	(115)	(171)	(170)	(464)	(236)	(1,861)	(1,974)											

	2004							Prior Year CITY TOTALS							
	NW/			NE		SE	E	CITY TOTAL	2003						
	SW	Downtown	N	Inner	Central										
• Traffic management															
Very good	7.1%	5.3%	3.6%	5.4%	7.1%	5.6%	6.5%	5.8%	5%						
Good	32.1%	35.9%	37.5%	33.9%	31.2%	31.2%	34.3%	33.6%	37%						
Neither good nor bad	29.6%	34.4%	30.4%	33.9%	35.3%	38.9%	36.5%	35.1%	36%						
Bad	23.5%	17.0%	16.1%	17.3%	20.6%	18.9%	13.9%	18.1%	15%						
Very bad	7.7%	7.4%	12.5%	9.5%	5.9%	5.4%	8.7%	7.4%	7%						
	(196)	(488)	(112)	(168)	(170)	(465)	(230)	(1,829)	(1,956)						
11 OVERALL:															
How good a job do you think City government is doing at providing services that affect your business?															
Very good	7.5%	4.8%	5.4%	5.8%	5.4%	3.9%	6.0%	5.2%	5%						
Good	35.8%	39.4%	33.9%	34.1%	30.1%	32.9%	33.6%	35.0%	36%						
Neither good nor bad	37.3%	40.6%	36.6%	42.2%	46.4%	45.2%	45.3%	42.4%	39%						
Bad	12.9%	12.1%	17.0%	13.3%	11.4%	12.6%	9.9%	12.4%	13%						
Very bad	6.5%	3.2%	7.1%	4.6%	6.6%	5.4%	5.2%	5.0%	7%						
	(201)	(503)	(112)	(173)	(166)	(462)	(232)	(1,849)	(1,939)						
12 OVERALL:															
How do you rate Portland as a place to do business?															
Very good	10.2%	11.3%	5.4%	10.1%	5.4%	8.6%	10.8%	9.4%	8%						
Good	35.4%	40.0%	35.7%	37.9%	36.9%	35.1%	35.4%	37.0%	40%						
Neither good nor bad	30.1%	23.9%	22.3%	26.6%	27.4%	27.0%	25.8%	26.1%	26%						
Bad	14.6%	15.9%	24.1%	18.9%	17.9%	18.4%	15.4%	17.3%	16%						
Very bad	9.7%	8.9%	12.5%	6.5%	12.5%	10.9%	12.5%	10.3%	10%						
	(206)	(497)	(112)	(169)	(168)	(467)	(240)	(1,859)	(1,996)						

	2004							Prior Year CITY TOTALS											
	SW	NW/ Downtown	N	Inner	NE Central	SE	E	CITY TOTAL	2003										
How many employees are in your business at this location?																			
0 to 1								392	556										
2 to 4								474	521										
5 to 9								299	331										
10 to 19								189	209										
20 to 49								152	170										
50 to 99								58	43										
100 to 249								27	23										
250 to 500								9	6										
More than 500								2	1										
Unknown								389	177										
								(1,991)	(2,037)										
If you have multiple business locations, what is the total number of employees in Portland?																			
0 to 1								384	537										
2 to 4								468	489										
5 to 9								284	332										
10 to 19								198	215										
20 to 49								153	185										
50 to 99								59	55										
100 to 249								41	37										
250 to 500								22	9										
More than 500								4	5										
Unknown								378	173										
								(1,991)	(2,037)										

Appendix C Comparison City Data

Charlotte, North Carolina

Population:	
Charlotte	584,658
Charlotte/Mecklenburg Co.	752,366
Fire budget per capita:	
Without pension	\$93.9
Pension	\$13.0
TOTAL	\$107.0
Structural fires/1,000 residents	1.4
Police budget per capita:	
Without pension	\$157.5
Pension	\$29.3
TOTAL	\$186.8
Part I crimes/1,000 residents	69.2
Parks budget per capita	\$38
Sewer operating expenses per capita	\$64.16
Monthly residential bill:	
Sewer/storm drainage	\$32.76
Water operating expenses per capita	\$48
Monthly water bill	\$13.54

Cincinnati, Ohio

Population:	317,361
Fire budget per capita:	
Without pension	\$197.0
Pension	\$36.6
TOTAL	\$233.6
Structural fires/1,000 residents	3.3
Police budget per capita:	
Without pension	\$313.0
Pension	\$36.6
TOTAL	\$349.6
Part I crimes/1,000 residents	88.2
Parks budget per capita	\$116
Sewer operating expenses per capita	\$110.17
Monthly residential bills:	
Sewer/storm drainage	\$31.28
Water operating expenses per capita	\$54
Monthly water bill	\$14.22

Denver, Colorado

Population: 557,478

Fire budget per capita:

Without pension	\$134.6
Pension	\$29.0
TOTAL	\$163.6

Structural fires/1,000 residents 1.9

Police budget per capita:

Without pension	\$262.4
Pension	\$40.0
TOTAL	\$302.4

Part I crimes/1,000 residents 58.9

Parks budget per capita \$86

Sewer operating expenses per capita \$82.16

Monthly residential bills:

Sewer/storm drainage	\$23.58
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Water operating expenses per capita \$95

Monthly water bill \$14.68

Kansas City, Missouri

Population: 442,768

Fire budget per capita:

Without pension	\$149.7
Pension	\$18.6
TOTAL	\$168.3

Structural fires/1,000 residents 4.7

Police budget per capita:

Without pension	\$293.4
Pension	\$25.6
TOTAL	\$319.0

Part I crimes/1,000 residents 95.1

Parks budget per capita \$47

Sewer operating expenses per capita \$54.55

Monthly residential bills:

Sewer/storm drainage	\$21.43
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Water operating expenses per capita \$120

Monthly water bill \$19.57

Sacramento, California

Population:	
Sacramento	445,335
Sacramento County	1,330,711
Fire budget per capita:	
Without pension	\$126.5
Pension	\$2.9
TOTAL	\$129.4
Structural fires/1,000 residents	2.9
Police budget per capita:	
Without pension	\$210.7
Pension	\$3.6
TOTAL	\$214.3
Part I crimes/1,000 residents	72.1
Parks budget per capita	\$82
Sewer operating expenses per capita	\$111.80
Monthly residential bills:	
Sewer/storm drainage	\$35.17
Water operating expenses per capita	\$56
Monthly water bill	\$20.06

Seattle, Washington

Population:	569,101
Fire budget per capita:	
Without pension	\$194.1
Pension	\$20.5
TOTAL	\$214.6
Structural fires/1,000 residents	1.4
Police budget per capita:	
Without pension	\$306.9
Pension	\$16.6
TOTAL	\$323.5
Part I crimes/1,000 residents	88.7
Parks budget per capita	\$138
Sewer operating expenses per capita	\$238.46
Monthly residential bills:	
Sewer/storm drainage	\$39.88
Water operating expenses per capita	\$52
Monthly water bill	\$26.29

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Portland, Oregon 97204

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