City of Portland
Service Efforts and Accomplishments: 1997-98

Eighth Annual Report on City Government Performance

Office of the City Auditor
Portland, Oregon

December 1998

CITY OF
PORTLAND, OREGON
OFFICE OF CITY AUDITOR

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December 30, 1998

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

SUBJECT: City of Portland *Service Efforts and Accomplishments: 1997-98* (Report #250)

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

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

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

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

Barbara Clark

Barbara Clark, CPA
Portland City Auditor

City of Portland
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A report by the Audit Services Division
Report #250

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Summary

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

The report is intended to:

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

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

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

The report also includes the results of the City Auditor's 1998 Citizen Survey, in which 3,848 City residents rated the quality of City services. We randomly selected residents from the eight large neighborhood regions in Portland so that their comments would statistically represent the opinions of all residents.

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

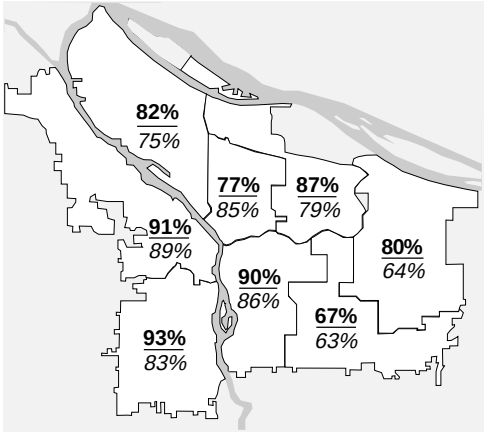
Additional copies of the complete 1998 *Service Efforts and Accomplishments* report can be obtained by calling the Audit Services Division at (503) 823-4005, or on the Auditor's Office web site at www.ci.portland.or.us/auditor.

Overall performance results

City of Portland services have helped produce some positive results over the past 10 years. The most significant of these results include:

- *a safer community* - Portlanders experience fewer crimes and fires, and feel safer in their neighborhoods and parks than they did 10 years ago
- *more public satisfaction with City services* - citizens rate the quality of police, sewers, storm drainage, water, parks and recreation higher than 1991
- *a cleaner environment* - more recycling, fewer unsewered properties, high water quality, and more controlled sewer overflows have helped the region
- *higher livability ratings* - the percent of residents rating their neighborhood livability "good" or "very good" increased from 77 percent in 1993 to 84 percent in 1998

RESIDENTS RATING LIVABILITY IN NEIGHBORHOOD / *CITY AS A WHOLE* "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1998 Citizen Survey

But not all the performance is positive. Several problems got worse over the past several years:

- *streets are in worse shape* - the street maintenance backlog grew by 13 percent the past 5 years, while street condition ratings declined
- *increasing concern about traffic congestion and safety* - over 40 percent of citizens rated traffic congestion "bad" or "very bad" in 1998
- *growing housing cost burden* - the percent of households in the City paying 30 percent or more of their income on housing is increasing
- *Outer Southeast neighbors feel much worse about City services* - residents in the Outer Southeast rate streets, parks, sewers, housing conditions, and traffic much lower than other parts of town

Overall city spending

Overall, the City spent about $1,030 per capita on the nine major services in FY 1997-98:

- the Police and Environmental Services bureaus are the most costly City services per capita
- Buildings and Planning services are the least costly
- spending per capita grew the most in Environmental Services, Planning and Buildings over the past 10 years - 147, 82 and 55 percent respectively
- Fire, Transportation and Water spending per capita declined in real terms the past 10 years
- spending and staffing increases slowed considerably the last few years
- services that charge fees have grown faster than services supported by general revenues.

SPENDING PER CAPITA
(adjusted for inflation)

	'97-98	change over 5 years	change over 10 years
Police	$246	-1%	+15%
Environmental Services*	$212	+44%	+147%
Fire	$156	-12%	-8%
Transportation	$133	-6%	-6%
Water*	$108	+6%	-5%
Parks & Recreation	$76	+1%	+11%
BHCD	$48	-17%	+2%
Buildings	$35	+25%	+55%
Planning	$16	+49%	+82%
TOTAL	**$1,030**	**+4%**	**+18%**

* operating expenditures and debt service, excluding refinancing

AUTHORIZED STAFFING
(FTEs)

	'97-98	change over 5 years	change over 10 years
Police	1,315	+10%	+39%
Transportation	726	+1%	+10%
Fire	704	-11%	-8%
Water	513	+1%	+8%
Environmental Services	450	+10%	+57%
Parks & Recreation**	334	+6%	+8%
Buildings	208	+28%	+63%
Planning	95	+48%	+86%
BHCD	17	+21%	+55%
TOTAL	**4,362**	**+5%**	**+17%**

** excludes seasonal employees

Overall citizen satisfaction

Except for Streets and Traffic Management, Portland residents are much more satisfied with services:

- Fire and Parks remain the highest rated City services
- Sewers, Storm drainage and Police have had the biggest increase in quality ratings over eight years
- Traffic Management is the lowest rated service area

The highest rated neighborhood features are safety during the day, parks maintenance, and access to buses, parks and shopping. Others rate lower:

- housing affordability and traffic speed are the lowest rated features
- only parks maintenance had a lower rating in 1998 than five years ago
- residents of the Outer Southeast rate their livability much lower than other City neighborhoods

CITY SERVICES:
PERCENT OF RESIDENTS RATING OVERALL QUALITY "GOOD" OR "VERY GOOD"

	1998	change over 5 years	change over 8 years
Fire	91%	+2%	+3%
Parks	81%	+4%	+9%
Recycling	76%	+1%	-
Police	74%	+4%	+14%
Water	74%	+7%	+6%
Recreation	69%	+1%	+9%
Street lighting	62%	+4%	-
Sewers	59%	+8%	+21%
Street maint.	47%	-3%	+2%
Storm drainage	46%	+4%	+13%
Land-use planning	40%	-	-
Traffic management:			
Safety	33%	-	-
Congestion	24%	-	-

NEIGHBORHOOD FEATURES:
PERCENT OF RESIDENTS RATING CITY/NEIGHBORHOOD "GOOD" OR "VERY GOOD"

	1998	change over 5 years	change over 8 years
Safety during the day	88%	+6%	+11
Walking distance to bus	88%	-	-
Parks grounds maintenance	80%	-2%	-1%
Closeness of parks	79%	-	-
Access to shopping	75%	-	-
Physical housing conditions	66%	-	-
Recreation:			
Variety of programs	65%	+4%	+6%
Hours programs are open	64%	+3%	+6%
Number of programs	58%	+5%	+4%
Street smoothness	60%	0%	+6%
Street cleanliness	55%	+2%	+8%
Housing affordability	46%	-	-
Traffic speed	33%	-	-

Police

Portland residents feel much safer than they did eight years ago. Eighty-eight percent feel "safe" or "very safe" walking in their neighborhood versus only 77 percent in 1991. In addition,

- major crimes against persons declined 25 percent, and property crimes dropped 35 percent over 10 years
- 73 percent of residents rate police service "good" or "very good", compared to 60 percent in 1991
- residents in the North and Inner Northeast neighborhoods feel significantly safer than in 1991

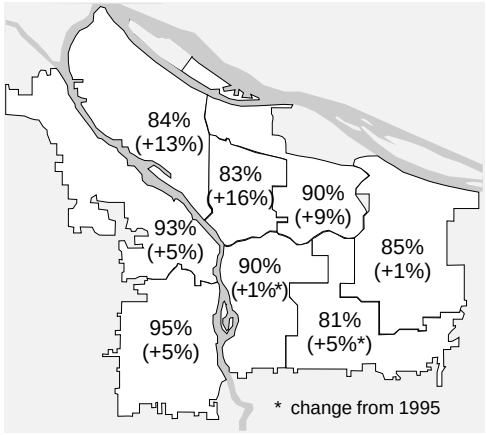
WARNINGS

- Portland's crime rate remains higher than the six cities' average
- Some community policing indicators show weakness - fewer citizens know neighborhood officers and are willing to work with police

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

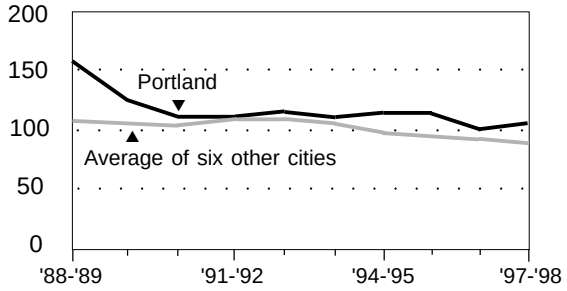
	1998	change over 5 years	change over 8 years
During the day	88%	+6%	+11%
At night	48%	+11%	+14%

PERCENT OF RESIDENTS RATING THEIR NEIGHBORHOOD "SAFE" OR "VERY SAFE" DURING THE DAY (percent change from 1991)



SOURCE: Auditor's Office 1991, 1995 and 1998 Citizen Surveys

CRIMES PER 1,000 POPULATION: PORTLAND AND OTHER CITIES 10-YEAR TREND



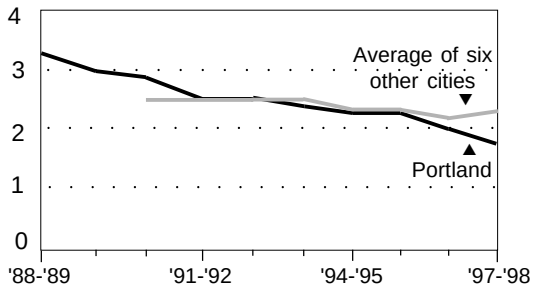
SOURCE: Part I crimes, *Uniform Crime Reports,* FBI

Fire, Rescue and Emergency Services

Fire safety in Portland has improved over the past 10 years:

- the number of structural fires per 1,000 residents declined from 3.3 in ’88-89 to 1.7 in ’97-98
- total number of fires and medical incidents dropped by 4 percent over five years
- fire loss per capita declined from $42 ten years ago to $35 in 1998
- Portland has fewer fires than other cities
- 96 percent of the citizens that have used fire and medical services rate it “good” or “very good”

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

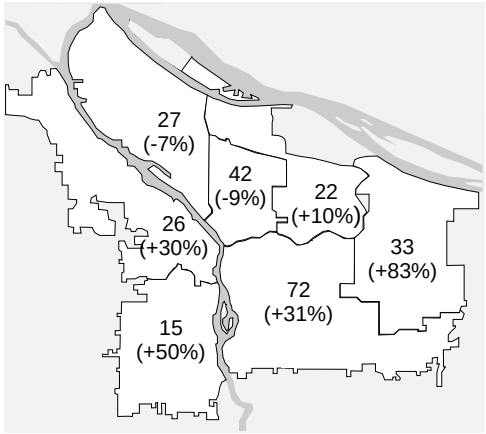


SOURCE: Fire Bureau records

WARNINGS

- average response time to fires and medical emergencies is slower than established targets
- the number of fires in the East neighborhood increased more than other parts of town

TOTAL NUMBER OF MAJOR RESIDENTIAL FIRES
(percent change from ’93-94)



SOURCE: Fire Bureau records on fires with $10,000 or more fire loss

Parks & Recreation

Parks & Recreation has performed well in several areas:

- 81 percent of citizens rate overall parks quality "good" or "very good" compared to 72 percent in 1991
- 69 percent of citizens rate overall recreation quality good or very good versus 59 percent eight years ago
- youth participation rate has exceeded goals - 51 percent compared to 50 percent goal
- residents feel much safer in parks during the day and night
- more Portlanders are visiting parks

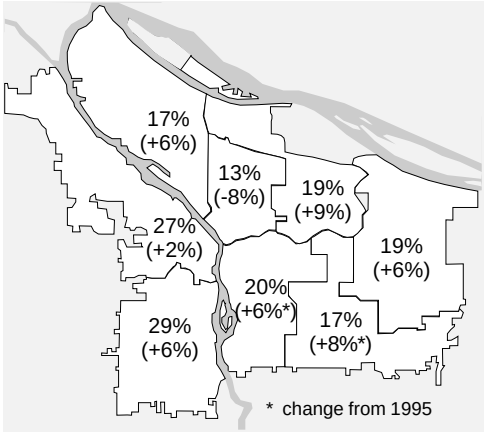
PERCENT OF RESIDENTS RATING PARKS AND RECREATION SERVICES "GOOD" OR "VERY GOOD"

	1998	change over 5 years	change over 8 years
Parks:			
Clean grounds	82%	-4%	-2%
Well-maintained grounds	80%	-2%	-1%
Beauty of landscaping	71%	+3%	+2%
Recreation:			
Affordability	65%	0%	-1%
Variety of programs	65%	+4%	+6%
Number of programs	59%	+6%	+5%

WARNINGS

- Parks lacks performance information to assess the quality of efforts to maintain, repair, and improve buildings and facilities
- Recreation cost recovery goals are not met - too much money is collected from youth and too little from adults
- satisfaction with parks' cleanliness and maintenance has gone down slightly

PERCENT OF RESIDENTS WHO FEEL "SAFE" OR "VERY SAFE" WALKING ALONE IN CLOSEST PARK AT NIGHT
(percent change from 1991)



SOURCE: Auditor's Office 1991, 1995 and 1998 Citizen Surveys

Transportation

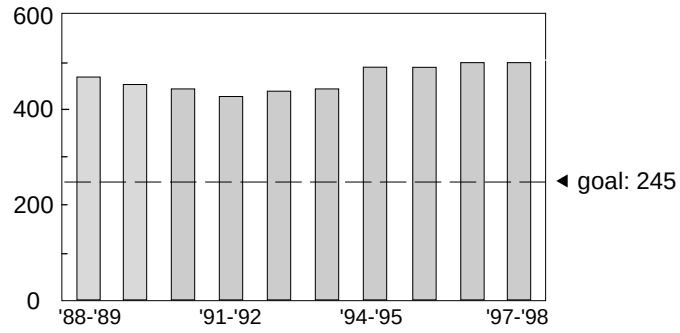
Over the past ten years the performance of Transportation services has declined in several areas:

- the backlog of streets needing maintenance hit a 10-year high in '97-98 — 495 miles
- streets rated in good condition by the Bureau dropped from 62 percent in '91-92 to 53 percent in '97-98
- Transportation has 12 percent more streets to maintain but spending per capita declined by 7 percent over 10 years

Despite these conditions:

- citizen satisfaction with street smoothness and cleanliness has increased
- air quality has also improved since 1988

MILES OF STREET MAINTENANCE BACKLOG



SOURCE: *PDOT: Status and Condition Report*s and Bureau of Maintenance records

WARNINGS

- 42 percent of City residents believe traffic congestion is bad, and 27 percent rate traffic safety as bad
- 70 percent of commuters drive alone during peak traffic hours

PERCENT OF RESIDENTS RATING NEIGHBORHOOD STREETS "GOOD" OR "VERY GOOD"

	1998	change over 5 years	change over 8 years
Smoothness	60%	0%	+6%
Cleanliness	65%	+2%	+8%
Traffic speed	37%	-	-

BUREAU RATINGS OF STREETS IN "GOOD" OR "VERY GOOD" CONDITION

	1998	change over 5 years	change over 10 years
Streets	53%	-7%	-9%
Intersections	81%	0%	0%

Environmental Services

The Bureau continues to make significant efforts to clean water and increase recycling:

- over 36,750 properties in east Portland are now connected to new sewer lines
- CSO projects completed include 2,936 sumps constructed and 9,612 downspouts disconnected
- the Bureau estimates that 44 percent of the planned total gallons of combined sewer overflows have now been diverted from rivers and streams
- 40 percent of residential solid waste is diverted from the landfill and 83 percent of Portland households recycle
- residents report being much more satisfied with the quality of sewer and drainage services

WARNINGS

- sewer and drainage rates increased 120 percent over the past 10 years
- operating and debt service costs per capita increased 147 percent since ’88-89

AVERAGE MONTHLY SEWER AND WATER BILLS
(adjusted for inflation)

	Sewer	Water	Garbage
’90-91	$14.40	$12.20	$20.56
’91-92	$17.13	$12.75	$21.19
’92-93	$20.05	$12.17	$20.16
’93-94	$19.87	$12.41	$19.88
’94-95	$21.70	$12.09	$19.29
'95-96	$23.35	$12.31	$18.33
’96-97	$25.36	$12.69	$17.99
'97-98	$27.24	$12.35	$17.20
’97-98 bill based on 1,000 cubic feet of water use:			
Portland	$38.36	$14.11	-
6 city average	$27.68	$14.71	-

CITIZEN SATISFACTION WITH SEWER, STORM DRAINAGE AND GARBAGE/RECYCLING SERVICES:
PERCENT RATING SERVICE “GOOD” OR “VERY GOOD”

	1998	change over 5 years	change over 8 years
Sewers	59%	+8%	+21%
Storm drainage	46%	+4%	+13%
Garbage	78%	+2%	0%
Recycling	80%	+3%	-

Water

Portland residents receive clean and reasonably priced water:

- City water meets federal and state quality standards
- water bills are below the average of six comparison cities
- citizen satisfaction with water services remains relatively high
- average water usage per capita in the City declined 18 percent in the past 10 years

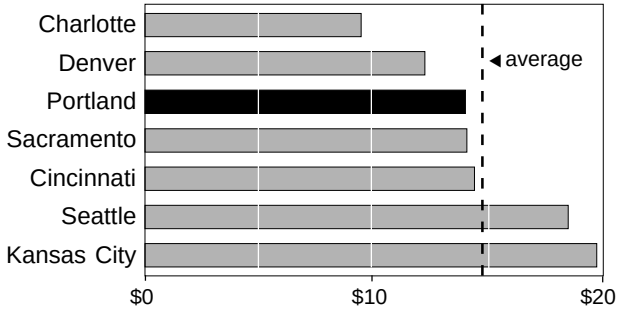
WARNINGS

- peak summer water use has increased over the past five years

SELECTED WATER QUALITY INDICATORS

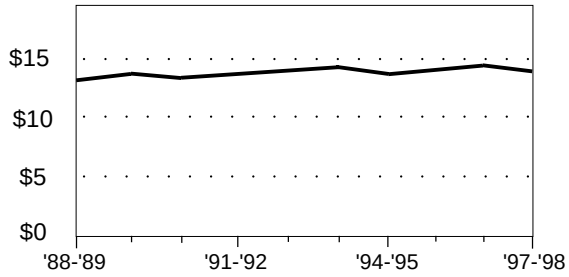
	'97-98	Standard
Turbidity maximum (NTUs)	2.44	<5.00
pH (standard units):		
minimum	7.3	6.0
maximum	7.6	8.5
Coliform bacteria (% positive samples)	0.06%	<5.00%
Chlorine residual (mg/L):		
minimum	0.10	0.02
maximum	2.20	4.00

COMPARABLE MONTHLY RESIDENTIAL WATER BILLS: PORTLAND AND SIX OTHER CITIES



NOTE: Based on water use of 1000 cu. ft. plus service charge, for comparative purposes; actual Portland average is 800 cu. ft.

PORTLAND MONTHLY WATER BILLS: 10-YEAR TREND
(adjusted for inflation)



Buildings

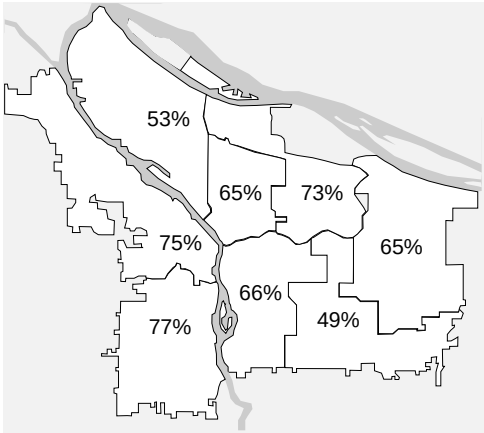
The Bureau of Buildings has accomplished lots of work reasonably well over the past five to ten years.

- the number of building permits issued grew by 17 percent
- total building inspections increased 21 percent
- 22 percent more nuisance properties were cleaned up
- building inspections are completed within 24 hours 95 percent of the time
- applicant fees cover 94 percent of program costs

WARNINGS

- plan reviews take longer than the Bureau's goal of 20 days: average processing was 27.4 days in '96-97 and 38.3 in '97-98
- residents in the Outer Southeast rate the physical condition of their neighborhood housing much worse than other neighborhoods

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



SOURCE: Auditor's Office 1998 Citizen Survey

Housing and Community Development

The demand for housing and community development services has grown over the past five years.

- the percent of renters and homeowners that spend more than 30 percent of their income on housing steadily increased in recent years
- the number of homeless seeking shelter during an annual one-night count in November grew from 1,785 in 1993 to 2,489 in 1997

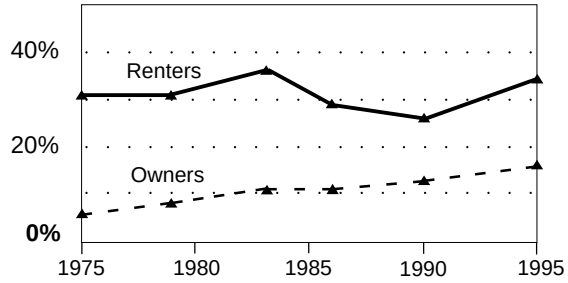
Various youth programs supported by the Bureau have a good success rate in job placement and returning youth to school:

- 78 percent of the youth served are placed in jobs
- 81 percent of youth served returned to school after the summer

WARNINGS

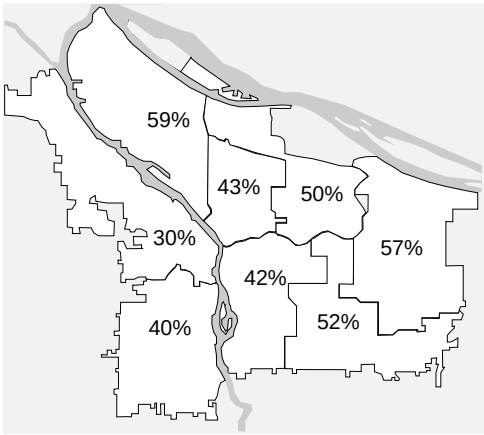
- it is difficult to assess the Bureau's performance trends in the major housing and homeless programs because summarized data is not yet available
- residents in the most affluent neighborhoods rate housing affordability worse than do residents in lower-income parts of town

PERCENT OF PORTLAND HOUSEHOLDS WITH HOUSING COST BURDEN: PORTLAND 20-YEAR TREND



SOURCE: Households spending more than 30% of income on housing; Portland *American Housing Surveys* , US Census Bureau

RESIDENTS RATING NEIGHBORHOOD HOUSING AFFORDABILITY "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1998 Citizen Survey

Planning

While City residents are only partly satisfied with the land-use planning process, they are very satisfied with the results: neighborhood and City livability:

- 40 percent of citizens rate land-use planning "good" or "very good", 25 percent rate it "bad" or "very bad", and 35 percent are neutral
- 79 percent believe City livability as a whole is good and 84 percent think their own neighborhood livability is good
- neighborhood residents gave high scores to access to shopping and services, walking distance to a bus stop and the proximity of parks and open spaces

WARNINGS

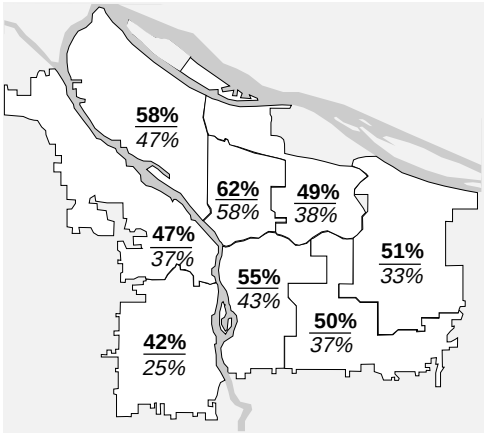
- satisfaction with the land-use planning process and City livability varies by neighborhood - Southwest and Northwest residents are pleased, but Outer Southeast neighbors are much less satisfied
- only 39 percent of residents believe that new residential development improved their neighborhood; Southwest was the most dissatisfied with development

PERCENT OF RESIDENTS RATING NEIGHBORHOOD "GOOD" OR "VERY GOOD"

	Access to shopping	Distance to bus	Closeness to park
Southwest	74%	79%	78%
NW/downtown	82%	92%	91%
North	67%	91%	81%
Inner NE	65%	93%	82%
Central NE	76%	89%	75%
Inner SE	80%	93%	85%
Outer SE	71%	82%	71%
East	78%	83%	68%

SOURCE: Auditor's Office 1998 Citizen Survey

PERCENT RATING NEW RESIDENTIAL DEVELOPMENT ATTRACTIVENESS/*IMPROVEMENT TO NEIGHBORHOOD* **"GOOD" OR "VERY GOOD"**



SOURCE: Auditor's Office 1998 Citizen Survey

INTRODUCTION

The purpose of this report is to:

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

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

Chapters 1 through 9 present mission statements, background data, and workload and results measures for Portland's major services: Fire & Rescue, Police, Parks & Recreation, Transportation, Environmental Services, Water, Buildings, Housing & Community Development, and Planning.

Appendices A, B, and C provide more detailed information on the results of our annual citizen survey, complete data from the nine City bureaus, and data from six comparison cities.

Measuring government performance

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

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

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

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

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

Report methodology

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

Selected indicators. The report contains three types of indicators:

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

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

Collected indicator data. Based upon an agreed set of indicators, we provided data collection forms to each bureau. Bureaus collected data for fiscal year 1997-98 using budget and accounting records, annual reports, and internal information systems.

Appendix B contains current and historical data for each bureau.

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

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

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

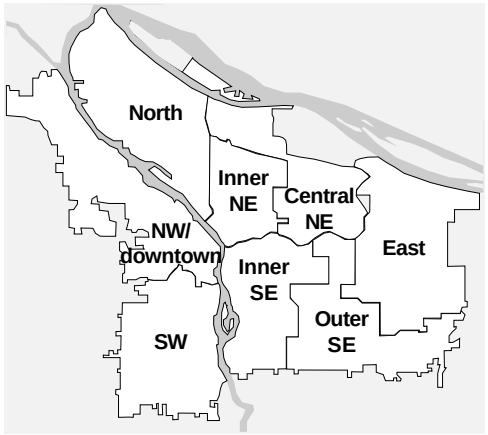
Surveyed citizens. To get information on citizens' satisfaction with the quality of City services, we conducted a citywide survey in October, 1998. We mailed approximately 9,500 surveys to randomly selected residents in eight broad neighborhood regions, closely aligned with the Office of Neighborhood Association's eight neighborhood coalition boundaries. As shown in the following map, we surveyed residents in the following neighborhoods: Southwest, Northwest (including downtown), North, Inner Northeast, Central Northeast, Inner and Outer Southeast, and East.

The survey asked 88 questions on services, plus seven questions on basic demographics. City residents returned 3,848 surveys, for a response rate of 41 percent.

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

For the fifth year, we collaborated with the Multnomah County Auditor's Office to include questions on county services and expanded the survey area to include all of Multnomah County. Countywide results are reported separately by the County Auditor. In addition, we collaborated with the City of Gresham for the first time this year to expand our mailing to Gresham residents.

FIGURE 1 1998 CITIZEN SURVEY NEIGHBORHOODS



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

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

In order to account for inflation, we expressed financial data in constant dollars. We adjusted dollars to express all amounts as a ratio of the purchasing power of money in FY 1997-98, based on the Portland-Vancouver Consumer Price Index for All Urban Consumers.

To help the reader interpret the data, the report contains three comparisons. First, Portland's '97-98 data is compared to information from the previous ten years. Second, performance results are compared to planned goals or other standards. Third, some of Portland's cost and workload data are compared to other cities.

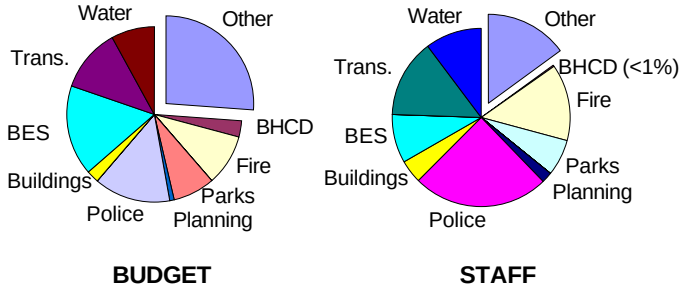
Report scope and limitations

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

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

As illustrated below, the services comprise about 74 percent of the City's budget and 85 percent of its staff. These services are generally viewed as the most visible and important of the direct services provided to the public.

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



SOURCE: FY 1997-98 City of Portland *Adopted Budget*

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

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

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

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

Relationship to annual budget and financial reporting requirements

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

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

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

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

CHAPTER 1 FIRE, RESCUE AND EMERGENCY SERVICES

SERVICE MISSION

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

The Bureau's primary goals are:

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

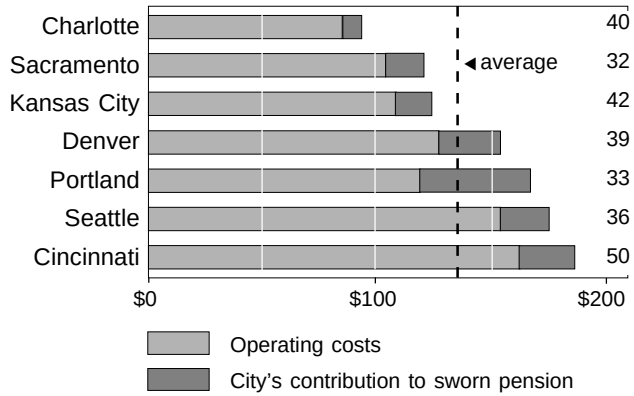
SPENDING AND STAFFING

Although total spending for Fire, Rescue, and Emergency Services is higher than 10 years ago, it has slowly declined over the past five years.

- spending per capita declined by 11 percent
- spending on emergency services and fire prevention is down 5 percent and 20 percent respectively
- on-duty emergency staffing dropped from 178 in '88-89 to 163 in '97-98

Compared to other cities, Portland spends more than average due to the "pay-as-you-go" public safety pension system established by City Charter. Other cities use a less costly pre-funding approach to pay for pension and disability benefits.

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



SOURCE: FY 1997-98 and CY 1997 budgets and CAFRs

	City population	Expenditures (in millions/constant '97-98 dollars) Emergency	Prevention	Other	Sworn ret./ disab.	TOTAL	TOTAL spending per capita	On-duty emergency staffing
FY 1993-94	471,325	$45.6	$4.9	$9.9	$22.6	$83.0	$176	167
FY 1994-95	495,090	$47.1	$4.8	$12.9	$22.5	$87.3	$176	167
FY 1995-96	497,600	$45.7	$5.0	$14.9	$22.3	$87.9	$177	167
FY 1996-97	503,000	$44.9	$4.4	$12.3	$23.5	$85.1	$169	167
FY 1997-98	508,500	$43.3	$3.9	$11.1	$20.9 *	$79.2	$156	163
change over last 5 years:	+8%	-5%	-20%	+12%	-8%	-5%	-11%	-2%
change over last 10 years:	+18%	+5%	+26%	+29%	+7%	+9%	-8%	-8%

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

* exludes a mandated, retroactive lump-sum payment related to state taxation of pension benefits

WORKLOAD

Total incidents handled by fire stations have increased by 14 percent over the past 10 years. However, most of this increase is due to growth in incidents classified as "other", such as hazardous condition standbys, good intent calls, and service calls. Fire incidents dropped by 25 percent, while medical emergency calls increased by 3 percent.

Despite a 24 percent increase in total incidents per on-duty staff, Portland firefighters remain about as busy as firefighters in other cities.

Regular inspections of “priority 1” commercial occupancies decreased significantly last year. However, with the Bureau’s new Enhanced Fire Prevention program, these numbers should increase. When the program is fully implemented, all 32,000 commercial occupancies will be inspected either annually, every two years, or every three years, depending on their risk category.

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

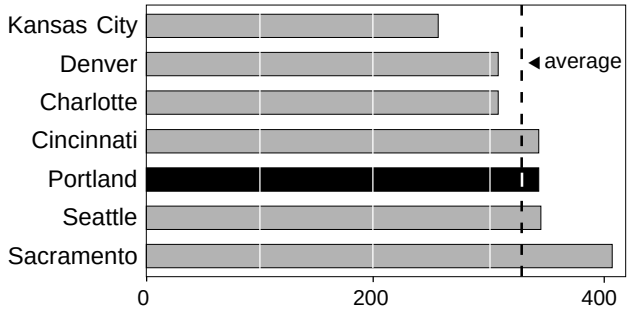
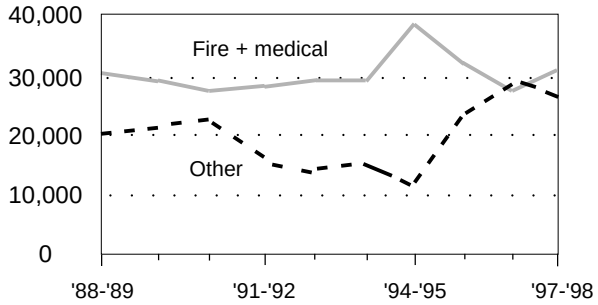


FIGURE 5 FIRE, MEDICAL AND OTHER INCIDENTS: PORTLAND 10-YEAR TREND



	Incidents *				Structural fires	Incidents per on-duty emergency staff	Commercial code inspections **		Code violations found
	Fire	Medical	Other	Total			Regular	Special	
FY 1993-94	2,817	26,548	14,815	44,180	1,117	265	6,267	5,906	15,852
FY 1994-95	3,203	35,011	11,967	50,181	1,157	300	5,322	5,440	11,822
FY 1995-96	2,860	29,441	22,826	55,127	1,164	330	7,048	5,179	13,862
FY 1996-97	2,738	24,630	28,568	55,936	998	335	8,540	4,667	18,533
FY 1997-98	2,527	27,880	27,076	57,483	878	353	4,412	3,835	12,861
change over last 5 years:	-10%	+5%	+83%	+30%	-21%	+33%	-30%	-35%	-19%
change over last 10 years:	-25%	+3%	+35%	+14%	-38%	+24%	+4%	-80%	-2%

* Incident data from '94-95 through '97-98 are from new BOEC computer-aided-dispatch (CAD) system.

** Regular inspections of "priority 1" occupancies; special inspections from complaints on "priority 2" occupancies

RESULTS

Fire safety in Portland has improved significantly:

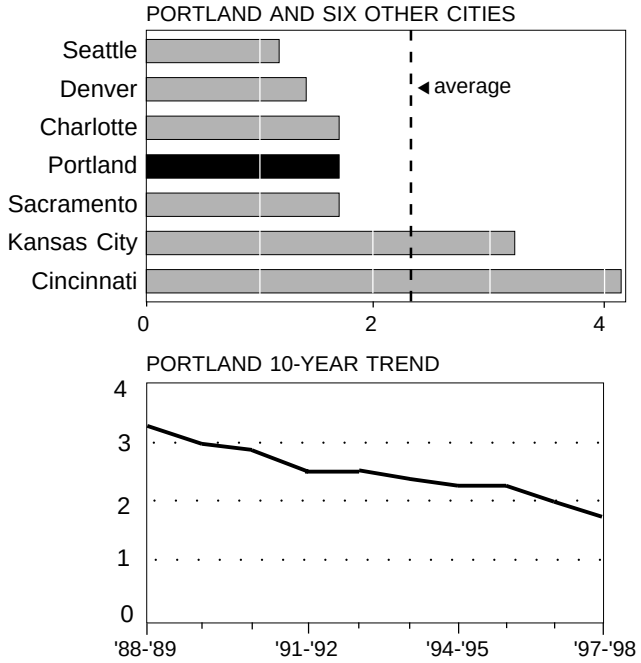
- total fires per 1,000 residents declined by 36 percent, and structural fires by 48 percent, over the last 10 years
- fire loss per capita is down by 17 percent

Compared to other cities, Portland has a below average number of structural fires per capita.

Response times to fire and medical emergencies continue to be slower than established targets. The big decline in the percent of calls responded to within 4 minutes starting in '96-97 is due to a revised method for measuring response time and should not be compared to previous years.

The Bureau's new Enhanced Fire Prevention program intends to lower fire losses by inspecting all commercial occupancies on a one-, two- or three-year cycle, depending on their risk category.

FIGURE 6 STRUCTURAL FIRES PER 1,000 RESIDENTS:



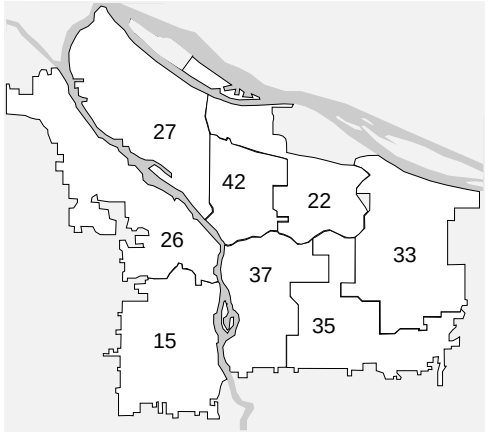
	Fires/1,000 residents		Lives lost/ 100,000 residents	Fire property loss		% of response times within 4 mins.***		% of commercial buildings inspected
	Structural	Total		Per capita (constant dollars)	% of value of property	FIRE	MEDICAL	
FY 1993-94	2.4	6.0	3.0	$42.39	.48%	66%	70%	-
FY 1994-95	2.3	6.5	1.0	$32.79	.39%	73%	79%	-
FY 1995-96	2.3	5.7	1.2	$36.16	.41%	71%	75%	-
FY 1996-97	2.0	5.4	2.2	$43.89	.56%	43%	46%	*under development*
FY 1997-98	1.7	5.0	1.6	$35.04	.48%	43%	46%	
GOAL	**-**	**-**	**<1.4** *	**<$36.48** *	**<.44%** *	**90%**	**90%**	**100%**
change over last 5 years:	-29%	-17%	- **	-17%	-0%	-	-	-
change over last 10 years:	-48%	-36%	- **	- 17%	-	-	-	-

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

** numbers are too small for meaningful percent change

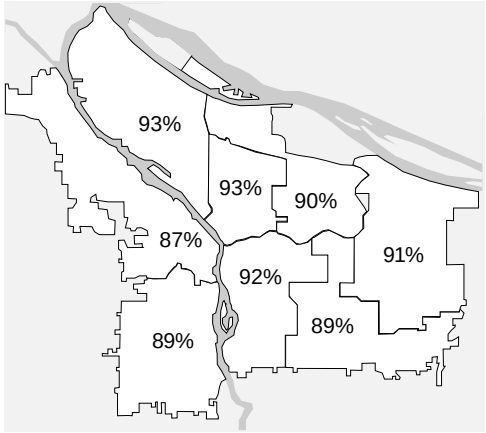
*** beginning in '96-97 response time includes both travel **and** turnout time

FIGURE 7 TOTAL NUMBER OF MAJOR RESIDENTIAL FIRES, BY NEIGHBORHOOD



SOURCE: Fire Bureau records on '97-98 residential fires with $10,000 or more fire loss

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



SOURCE: Auditor's Office 1998 Citizen Survey

CITIZEN SURVEY	OVERALL rating of fire & rescue service			Used Fire Bureau?		Type of service used			Rating of service by users		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	YES	NO	FIRE	MEDICAL	OTHER	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	88%	11%	1%	7%	93%	24%	56%	20%	92%	5%	3%
1992	88%	11%	1%	7%	93%	30%	50%	20%	92%	4%	4%
1993	88%	11%	1%	7%	93%	20%	58%	22%	90%	6%	4%
1994	89%	10%	1%	6%	94%	24%	62%	14%	96%	2%	2%
1995	87%	12%	1%	8%	92%	22%	65%	13%	92%	6%	2%
1996	90%	10%	0%	6%	94%	22%	60%	18%	94%	2%	4%
1997	90%	10%	0%	-	-	-	-	-	-	-	-
1998	91%	9%	0%	7%	93%	28%	59%	13%	96%	4%	0%

FIGURE 9 PERCENT OF RESIDENTS WHO ARE NOT PREPARED TO SUSTAIN THEMSELVES IN A MAJOR DISASTER

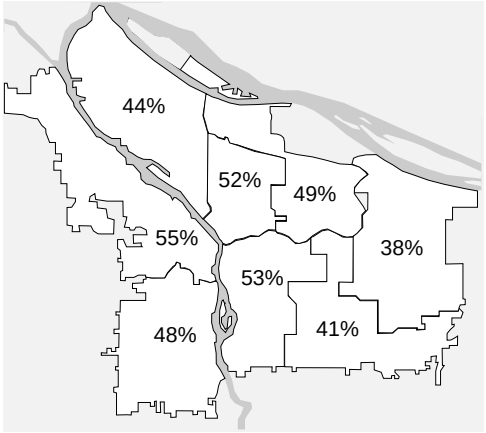


FIGURE 10 PERCENT OF UNPREPARED RESIDENTS THAT DO NOT KNOW HOW TO GET PREPARED

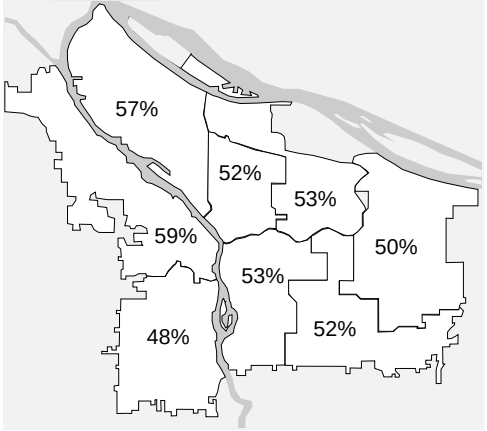
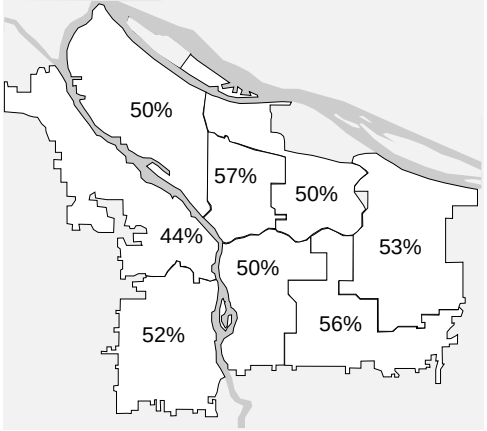


FIGURE 11 PERCENT OF RESIDENTS WHO ARE TRAINED IN FIRST AID, CPR, OR BOTH



SOURCE: Auditor's Office 1998 Citizen Survey

	Residents prepared to sustain self in major disaster		If not prepared, know how to get prepared		Residents trained for medical emergency			
CITIZEN SURVEY	**YES**	**NO**	**YES**	**NO**	**1ST AID**	**CPR**	**BOTH**	**NEITHER**
1991	-	-	-	-	-	-	-	-
1992	-	-	-	-	-	-	-	-
1993	46%	54%	50%	50%	-	-	-	-
1994	44%	56%	48%	52%	10%	13%	28%	49%
1995	46%	54%	47%	53%	11%	15%	28%	46%
1996	50%	50%	44%	56%	11%	10%	30%	49%
1997	51%	49%	45%	55%	-	-	-	-
1998	52%	48%	47%	53%	10%	9%	32%	49%

CHAPTER 2 POLICE

SERVICE MISSION

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

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

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

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

Factors intended to promote the success of community policing include:

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

SPENDING AND STAFFING

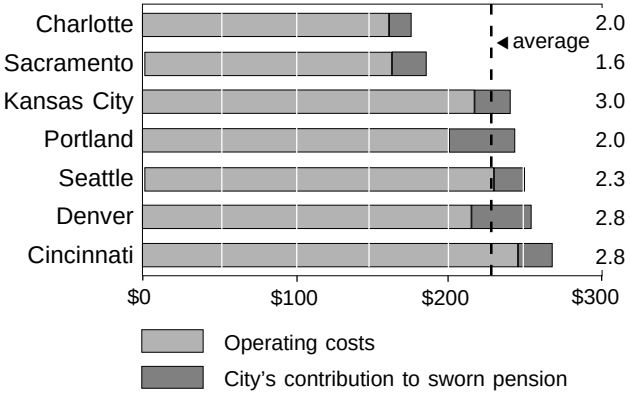
Police spending and staffing levels are up significantly from 10 years ago. Patrol expenditures increased 52 percent and sworn staffing 38 percent from '88-89. However, the rate of increase has slowed the last five years:

- expenditures and sworn staffing are up only 8 percent, and
- spending per capita declined 1 percent from '93-94

The number of officers and sergeants assigned to precincts also declined in each of the past three years, despite an increase of 28 sworn positions during this time.

Excluding pensions, Portland's police budget per capita and officers per 1,000 are below average. Including pension, Portland spends more than average due to the "pay-as-you-go" public safety pension system established by City Charter. Other cities use a less costly pre-funding approach to pay for pension and disability benefits.

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



SOURCE: FY 1997-98 and CY 1997 budgets and CAFRs

	City population	Expenditures (in millions/constant '97-98 dollars) Patrol	Invest.	Support services	Sworn ret./disab.	TOTAL	Authorized staffing Sworn	Non-sworn	Precinct officers **	Total spending per capita (constant '97-98 dollars)
FY 1993-94	471,325	$56.8	$21.0	$15.5	$20.7	$114.0	955	240	561	$248
FY 1994-95	495,090	$64.5	$21.1	$17.0	$21.4	$124.0	1,000	254	608	$263
FY 1995-96	497,600	$61.8	$24.9	$15.6	$22.3	$124.6	1,000	253	595	$252
FY 1996-97	503,000	$61.8	$24.6	$16.2	$23.3	$125.9	1,007	265	584	$253
FY 1997-98	508,500	$62.4	$22.9	$17.1	$21.0*	$123.5	1,028	287	568	$246
change over last 5 years:	+8%	+10%	+9%	+10%	+1%	+8%	+8%	+20%	+1%	-1%
change over last 10 years:	+18%	+52%	+27%	+27%	+9%	+34%	+38%	+42%	+18%	+15%

* exludes a mandated, retroactive lump-sum payment related to state taxation of pension benefits

** Total officers and sergeants assigned to all shifts

WORKLOAD

Over the past 10 years, the number of reported crimes and responses declined:

- Part I crimes* declined by 21 percent
- dispatched incidents dropped 4 percent

However, in 1997 the number of Part II crimes and dispatched incidents increased over the previous year. In addition, both dispatched and self-initiated calls per officer have increased.

Cases assigned for investigation dropped in '97-98. Detectives attribute this to fewer staff and more work required on cases covered by Ballot Measure 11. This measure, passed by voters in November 1994, requires mandatory minimum sentences for certain crimes against persons.

As measured by reported crimes per sworn officer, workload in Portland continues to be higher than other cities.

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

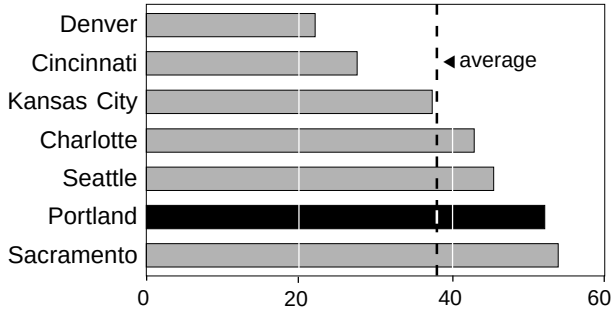
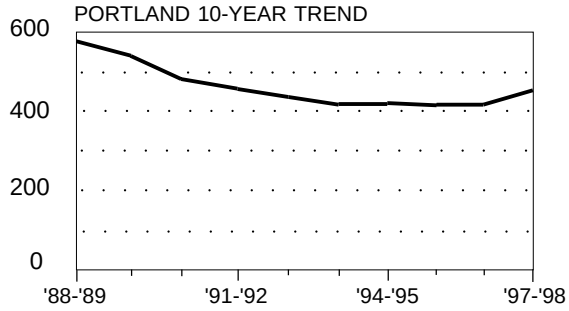


FIGURE 14 DISPATCHED CALLS PER PRECINCT OFFICER: PORTLAND 10-YEAR TREND



	Crimes reported *		Incidents			Incidents/ precinct officer		Major cases assigned for investigation	Average number of patrol units		
	Part I	Part II	Dis-patched	Tele-phone	Officer-initiated	Dis-patched	Officer-initiated		8 am to 4 pm	4 pm to 12 am	12 am to 8 am
CY 1993	52,369	41,000	230,518	96,566	-	421	-	6,273	-	-	-
CY 1994	55,326	43,532	235,246	93,811	-	419	-	6,092	-	-	-
CY 1995	55,834	45,362	253,019	84,603	120,094	416	198	6,552	61	66	58
CY 1996	50,805	44,803	247,584	65,336	132,396	416	223	6,124	58	63	55
CY 1997	53,601	47,965	263,175	64,604	142,857	451	245	4,908	*not available*		
change over last 5 years:	+2%	+17%	+14%	-33%	-	+7%	-	-22%	-	-	-
change over last 10 years:	-21%	+27%	-4%	+30%	-	-23%	-	-	-	-	-

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

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

RESULTS

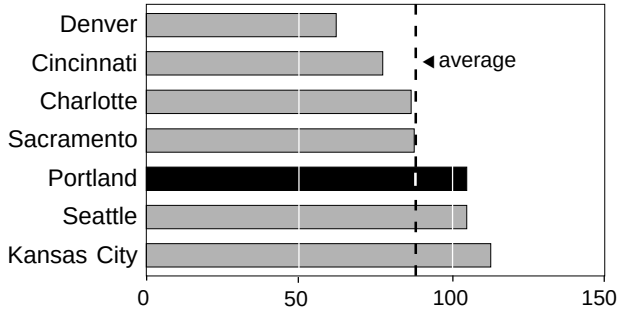
The crime rate in Portland is 34 percent lower than it was 10 years ago, and more Portland residents report feeling safe.

- 88 percent of citizens feel safe or very safe walking alone in their neighborhoods during the day, and 49 percent feel safe or very safe at night
- 73 percent of residents rate police services good or very good
- burglary victimization rates have declined 50 percent since 1991

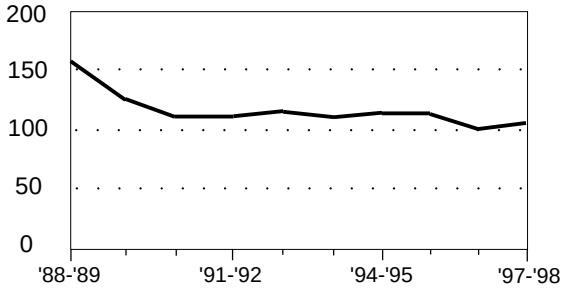
However, compared to six other cities, Portland has more reported Part I crimes than average.

FIGURE 15 PART I CRIMES PER 1,000 POPULATION

PORTLAND AND SIX OTHER CITIES



PORTLAND: 10-YEAR PORTLAND TREND

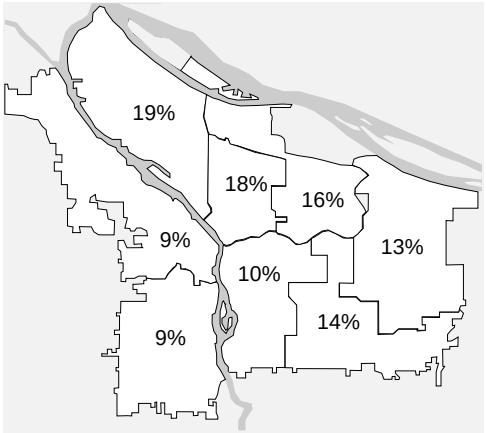


	Part I crimes/1,000 residents			Citizens who feel safe		Citizens rating police service good or very good	Victimization rates	
	Person	Property	TOTAL	Day	Night		Burglary	Theft from vehicle
FY 1993-94	18	93	111	81%	36%	70%	7%	-
FY 1994-95	18	94	112	84%	40%	70%	5%	24%
FY 1995-96	18	94	112	83%	43%	74%	5%	23%
FY 1996-97	16	85	101	86%	45%	71%	4%	22%
FY 1997-98	15	90	105	88%	49%	73%	5%	22%
GOAL	**-**	**-**	**-**	**>77%**	**>34%**	**>60%**	**<10%**	**-**
change over last 5 years:	-17%	-3%	-5%	+7%	+13%	+3%	-2%	-
change over last 10 years:	-25%	-35%	-34%	+10%	+15%	+13%	-5%	-

The percent of citizens reporting they know their neighborhood officer, one indicator of community policing effectiveness, has been declining. Only 13 percent of the residents reported knowing their neighborhood officer, the same number as in 1992.

Northwest, Southwest, and Southeast neighborhoods report the lowest rates of knowing their neighborhood police officer.

FIGURE 16 PERCENT OF RESIDENTS WHO KNOW THEIR NEIGHBORHOOD POLICE OFFICER



SOURCE: Auditor's Office 1998 Citizen Survey

	Citizens who know their neighborhood police officer	Average time available for problem solving	Average high-priority response time **
FY 1993-94	16%	-	4.95 min.
FY 1994-95	15%	-	5.23 min.
FY 1995-96	15%	33%	5.26 min.
FY 1996-97	14%	37%	5.12 min.
FY 1997-98	13%	*not available*	5.12 min.
GOAL	**>12%**	**35%***	**<5 min.**
change over last 5 years:	-3%	-	+3%
change over last 10 years:	+1%	-	-2%

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

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

Overall Police employee job satisfaction has remained relatively high over the past six years. Organizational culture and fairness received the lowest ratings.

The Bureau also reports closing approximately 74 percent of cases assigned for investigation in '97-98.

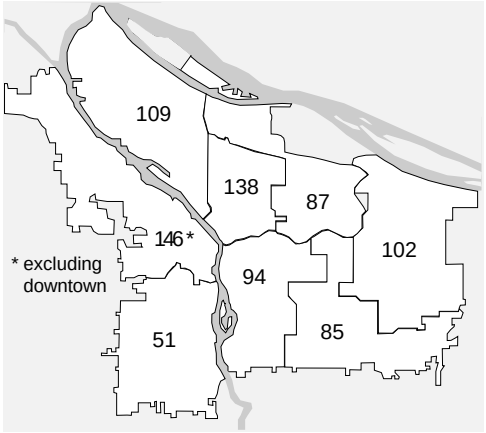
FIGURE 17 POLICE BUREAU EMPLOYEE SURVEY RESULTS: JOB SATISFACTION (scale of 1=low to 5=high)

	AVERAGE RATINGS			
	1993	1995	1996	1998
Job satisfaction	4.1	4.1	4.1	4.1
Autonomy	3.9	3.9	3.7	3.7
Supervisor support	3.9	3.9	3.8	3.8
Teamwork	3.8	3.8	3.8	3.8
Recognition	3.1	3.2	3.1	3.1
Fairness	2.9	2.8	2.6	2.6
Organizational culture	--	2.5	2.5	2.5

SOURCE: Portland Police Bureau, *The Bulletin,* April 1998

	Resolution of cases assigned for investigation			Number of addresses generating drughouse complaints
	Sent to DA	Suspended, unfounded	TOTAL CLOSED	
FY 1993-94	44%	42%	86%	2,792
FY 1994-95	46%	31%	77%	2,664
FY 1995-96	43%	38%	81%	2,815
FY 1996-97	37%	43%	80%	2,547
FY 1997-98	40%	34%	74%	2,358
GOAL	**no goal**	**no goal**	**no goal**	**-**
change over last 5 years:	-9%	-19%	-14%	-16%
change over last 10 years:	-	-	-	-

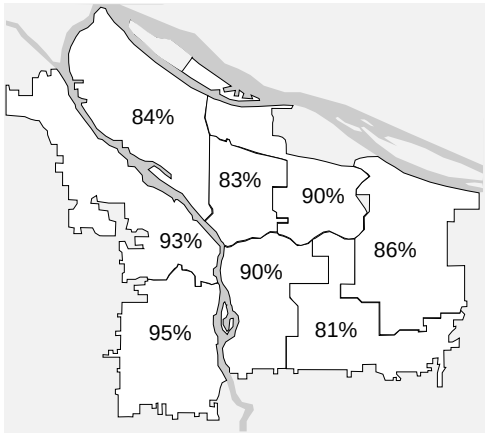
FIGURE 18 PART I CRIMES PER 1,000 RESIDENTS: PORTLAND NEIGHBORHOODS



SOURCE: Police Bureau CY 1997 crime statistics

Neighborhoods experience different rates of crime. While the Northwest and Northeast have the highest number of serious crimes per 1,000 residents, the Southwest has significantly fewer.

FIGURE 19 RESIDENTS RATING THEIR NEIGHBORHOOD "SAFE" OR "VERY SAFE" DURING THE DAY

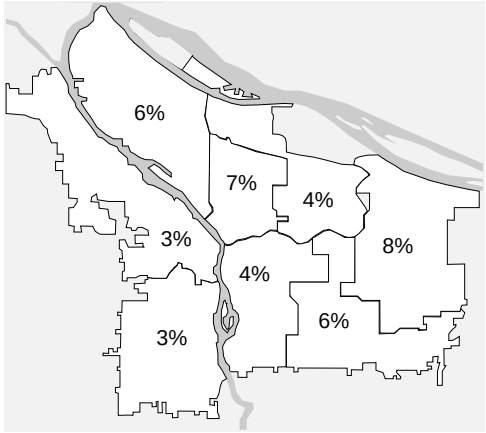


SOURCE: Auditor's Office 1998 Citizen Survey

Feelings of safety do not always correspond to the number of crimes. Northwest residents feel very safe but have the highest crime rate. This may reflect the types of crimes in different areas.

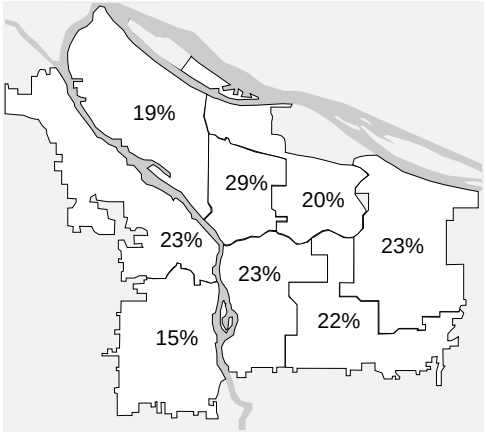
	OVERALL rating of police service quality			Feeling of safety walking alone in neighborhood *during the day*			Feeling of safety walking alone in neighborhood *during the night*		
CITIZEN SURVEY	**GOOD OR VERY GOOD**	**NEITHER GOOD NOR BAD**	**BAD OR VERY BAD**	**SAFE OR VERY SAFE**	**NEITHER SAFE NOR UNSAFE**	**UNSAFE OR VERY UNSAFE**	**SAFE OR VERY SAFE**	**NEITHER SAFE NOR UNSAFE**	**UNSAFE OR VERY UNSAFE**
1991	60%	27%	13%	78%	15%	7%	34%	24%	42%
1992	63%	25%	12%	81%	13%	6%	38%	22%	40%
1993	68%	23%	9%	80%	14%	6%	35%	23%	42%
1994	70%	22%	8%	81%	13%	6%	36%	26%	38%
1995	70%	21%	9%	84%	12%	4%	40%	24%	36%
1996	74%	19%	7%	83%	12%	5%	43%	23%	34%
1997	71%	21%	8%	86%	10%	4%	45%	24%	31%
1998	73%	19%	8%	88%	8%	4%	49%	24%	27%

FIGURE 20 PERCENT OF RESIDENTS WHO WERE BURGLARIZED IN LAST YEAR



SOURCE: Auditor's Office 1998 Citizen Survey

FIGURE 21 PERCENT OF RESIDENTS WHOSE VEHICLES WERE BROKEN INTO IN LAST YEAR



SOURCE: Auditor's Office 1998 Citizen Survey

CITIZEN SURVEY	Willingness to work with police to improve neighborhood			Burglarized in last year?		% of burglaries reported to police	Theft from vehicle in last year?		% of thefts from vehicle reported to police
	WILLING OR VERY WILLING	NEITHER	UNWILLING OR VERY UNWILLING	YES	NO		YES	NO	
1991	68%	26%	6%	10%	90%	76%	-	-	-
1992	68%	26%	6%	9%	91%	80%	-	-	-
1993	67%	26%	7%	7%	93%	73%	-	-	-
1994	62%	30%	8%	7%	93%	77%	-	-	-
1995	58%	33%	9%	5%	95%	70%	24%	76%	44%
1996	63%	30%	7%	5%	95%	71%	23%	77%	43%
1997	-	-	-	4%	96%	71%	22%	78%	39%
1998	60%	32%	8%	5%	95%	70%	22%	78%	45%

CHAPTER 3 PARKS & RECREATION

SERVICE MISSION

The Bureau of Portland Parks & Recreation is dedicated to:

- ensuring access to leisure opportunities, and
- enhancing Portland's natural beauty.

Consistent with this mission, the Bureau strives to establish and protect parks, natural spaces, and the urban forest; develop and maintain places where citizens can pursue recreational activities; and organize recreational activities that promote positive community values.

There are three Bureau goals:

- *stewardship* - to preserve and enhance the parks' legacy and promote knowledge and appreciation of the natural environment.
- *community* - continually improve the availability and effectiveness of recreational services and park programs that benefit the community.
- *employee* - create a safe, productive and rewarding workplace which emphasizes effective communications and recognizes innovation and achievement.

SPENDING AND STAFFING

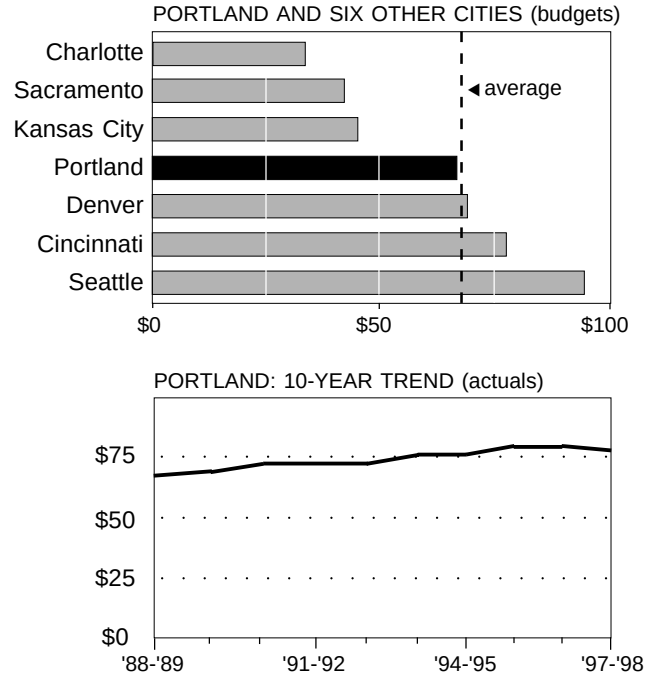
Parks operating expenditures have increased steadily over the past 10 years:

- per capita costs are up 11 percent
- parks operations expenditures increased 30 percent
- recreation spending grew 5 percent
- planning and administrative costs jumped 83 percent

The big increase (831%) in capital spending is due to the $58.8 million in capital improvement bonds approved by voters in 1994.

Compared to other cities, Portland's park operating budget is about average.

FIGURE 22 PARKS & RECREATION SPENDING PER CAPITA



	Operating expenditures (in millions/constant '97-98 dollars)						Authorized staff (FTEs)			
	Park operations	Recreation	Enterprise * operations	Planning & admin	TOTAL Operations	Capital **	Permanent	Seasonal	Volunteer FTEs	Operating costs per capita
FY 1993-94	$15.8	$10.5	$6.0	$3.0	$35.3	$4.3	316	243	238	$75
FY 1994-95	$15.8	$11.5	$6.6	$3.1	$37.0	$4.5	328	246	236	$75
FY 1995-96	$15.9	$11.9	$7.2	$3.3	$38.3	$9.6	354	238	-	$77
FY 1996-97	$17.7	$12.4	$6.5	$1.9	$38.5	$24.1	361	237	236	$77
FY 1997-98	$16.5	$11.6	$7.1	$3.3	$38.5	$27.0	334	222	121	$76
change over last 5 years:	+4%	+10%	+18%	+10%	+9%	+528%	+6%	-9%	-49%	+1%
change over last 10 years:	+30%	+5%	+97%	+83%	+32%	+831%	+8%	+76%	+70%	+11%

* Golf, Portland International Raceway and Trust Funds

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

WORKLOAD

With the exception of the Parks Bond Improvement Program, the work load of the Bureau of Parks & Recreation has increased only slightly over the past 10 years. The number of facilities maintained is largely unchanged, and the total number of park acres increased by 5 percent.

As of August 1998, the Bureau completed 71 projects to improve and upgrade parks, sports fields, pools, and recreation centers. Two new community centers will open in the next year.

The Bureau is working on a system of data collection and reporting on attendance at recreation programs. The Bureau recognizes that past reporting has been inconsistent and unreliable, and intends to have better information available for fiscal year 1998-99.

FIGURE 23 NUMBER OF PORTLAND PARKS AND FACILITIES

	'97-98	**'88-89**
Developed parks	147	138 *
Sports fields	559	-
Community centers	12	11
Art centers	6	8
Pools	12	12
Golf courses	4	4

* data is from '90-91

		Park acres *				Maintenance staff (FTEs) *		
	Attendance counts at recreation programs	Developed parks	Natural areas	TOTAL	Facilities (sq. ft.) *	Developed parks	Natural areas	Facilities
FY 1993-94	-	-	-	8,915	-	-	-	-
FY 1994-95	-	-	-	9,051	-	-	-	-
FY 1995-96	-	-	-	9,106	-	-	-	-
FY 1996-97		-	-	9,122	-	-	-	-
FY 1997-98	*under development*	2,685	6,507	9,192	489,407	159	18	51
change over last 5 years:	-	-	-	+3%	-			
change over last 10 years:	-	-	-	+5%	-			

* excluding golf courses and Portland International Raceway

RESULTS

Portlanders continue to express high satisfaction with the quality of parks and recreation:

- 81 percent of residents rated overall parks quality "good" or "very good" in 1998, compared to 72 percent in 1991
- 69 percent of residents rated overall recreation quality "good" or "very good", compared to 59 percent in 1991

Residents also feel much safer in parks than they did 7 years ago. Only 9 percent indicated feeling unsafe in parks during the day compared to 20 percent in 1991.

In '97-98, Parks achieved a 51% youth participations rate, exceeding their goal of 50%.

Since '94-95, the Bureau has assessed the maintenance condition of City parks. Parks appear to be in moderately good condition. However, their condition has declined slightly over the past two years.

The Bureau lacks performance information to assess the quality of efforts to maintain, repair, and improve buildings and other facilities.

It also appears that the Bureau is not meeting cost recovery goals, particularly in low income neighborhoods. Programs are recovering more costs from youth than planned, but fewer costs from adults than planned.

	Park condition ratings*	Maintenance effectiveness	% of youth population in recreation programs	% expenditures from non-tax sources**	General Fund recreation direct cost recovery***			
					Low-income neighborhoods		All other neighborhoods	
					Youth	Adult	Youth	Adult
FY 1993-94	-		47%	51%	-	-	-	-
FY 1994-95	6.70		47%	44%	-	-	-	-
FY 1995-96	6.90		47%	43%	37%	44%	61%	81%
FY 1996-97	6.83	*not available*	-	34%	34%	40%	62%	86%
FY 1997-98	6.57		51%	37%	40%	44%	61%	100%
GOAL	**7.50**		**50%**	**50%**	**25%**	**50%**	**50%**	**100%**
change over last 5 years:	-		+4%	-14%	-	-	-	-
change over last 10 years:	-		-	-	-	-	-	-

* Scale of 1 (unacceptable) to 10 (excellent)

** Bureau estimates

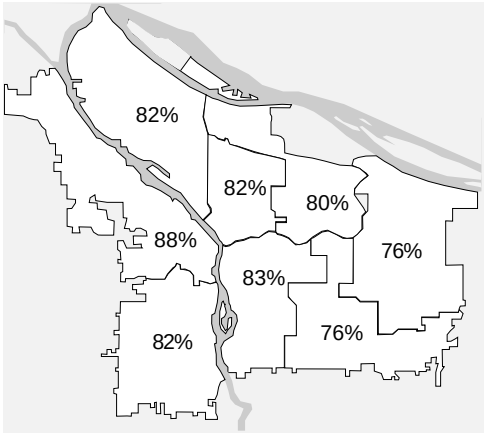
*** does not include capital expenditures, youth-at-risk or Aging & Disabled

Overall, Portland residents are highly satisfied with the quality of City parks.

Satisfaction levels have been comparable in most neighborhoods except for the East and Outer Southeast. These neighborhoods have typically rated parks lower.

However, satisfaction has increased significantly in the East neighborhood, from 60 percent believing parks quality was "good" or "very good" in 1991, to 74 percent in 1998.

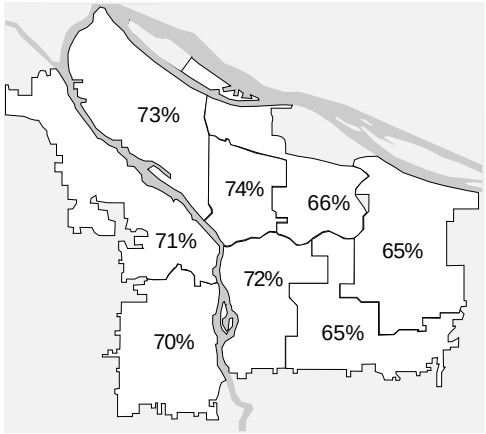
FIGURE 24 PERCENT OF NEIGHBORHOOD RESIDENTS RATING OVERALL PARKS QUALITY "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1998 Citizen Survey

CITIZEN SURVEY	OVERALL rating of parks quality			OVERALL rating of recreation quality			Rating of park grounds maintenance		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	72%	23%	5%	59%	34%	7%	81%	15%	4%
1992	77%	19%	4%	63%	31%	6%	80%	16%	4%
1993	76%	19%	5%	62%	32%	6%	82%	14%	4%
1994	77%	19%	4%	67%	28%	5%	82%	15%	3%
1995	78%	18%	4%	68%	28%	4%	83%	14%	3%
1996	81%	16%	3%	74%	22%	4%	82%	15%	3%
1997	78%	18%	4%	68%	27%	5%	81%	15%	4%
1998	81%	16%	3%	69%	26%	5%	80%	16%	4%
BUREAU GOAL	**85%**			**75%**					

FIGURE 25 PERCENT OF RESIDENTS RATING OVERALL RECREATION ACTIVITIES "GOOD" OR "VERY GOOD"

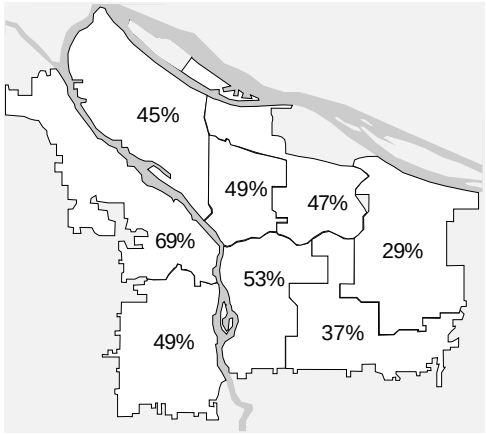


SOURCE: Auditor's Office 1998 Citizen Survey

Portlanders are also slightly more satisfied with recreation services than they were seven years ago. More residents indicate satisfaction with the number, variety, and hours of recreation activities. Neighbors in the East and Outer Southeast are less satisfied than other parts of town.

	Satisfaction with the number of recreation programs			Satisfaction with the variety of recreation programs			Satisfaction with the hours recreation programs are open		
CITIZEN SURVEY	**GOOD OR VERY GOOD**	**NEITHER GOOD NOR BAD**	**BAD OR VERY BAD**	**GOOD OR VERY GOOD**	**NEITHER GOOD NOR BAD**	**BAD OR VERY BAD**	**GOOD OR VERY GOOD**	**NEITHER GOOD NOR BAD**	**BAD OR VERY BAD**
1991	54%	35%	11%	59%	31%	10%	58%	32%	10%
1992	56%	34%	10%	63%	29%	8%	63%	29%	8%
1993	54%	35%	11%	61%	31%	8%	62%	29%	9%
1994	53%	36%	11%	61%	32%	7%	61%	32%	7%
1995	53%	39%	8%	60%	34%	6%	61%	33%	6%
1996	56%	36%	8%	62%	31%	7%	61%	31%	8%
1997	-	-	-	-	-	-	-	-	-
1998	59%	33%	8%	65%	29%	6%	64%	29%	7%

FIGURE 26 PERCENT OF RESIDENTS WHO VISITED PARK NEAR THEIR HOME 6 OR MORE TIMES IN PAST YEAR



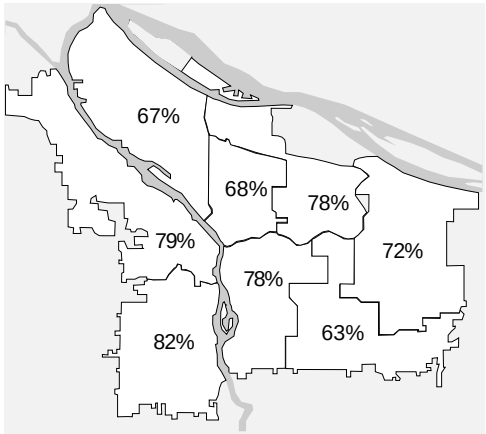
SOURCE: Auditor's Office 1998 Citizen Survey

It also appears that Portlanders are using parks more than in the past. Since 1991, the number of times residents reported *never* visiting any City park and their local neighborhood parks dropped from 15 to 13 percent, and 21 to 16 percent, respectively. Again, residents in East neighborhoods visit parks significantly less than other residents.

	Percent of Portland residents who participated in recreation in last year*				Number of times visited any City park			Number of times visited City park near home		
CITIZEN SURVEY	**1-12 YEARS OLD**	**13-18 YEARS OLD**	**19 -54 YEARS OLD**	**55 & OLDER**	**NEVER**	**1 TO 5 TIMES**	**6 OR MORE TIMES**	**NEVER**	**1 TO 5 TIMES**	**6 OR MORE TIMES**
1991					15%	37%	48%	21%	37%	42%
1992	-	-	-	-	16%	36%	48%	21%	38%	41%
1993	-	-	-	-	18%	39%	43%	23%	38%	39%
1994	52%	47%	21%	18%	16%	38%	46%	20%	40%	40%
1995	50%	40%	18%	18%	16%	37%	47%	20%	39%	41%
1996	51%	37%	22%	17%	15%	37%	48%	19%	38%	43%
1997	-	-	-	-	14%	38%	48%	18%	40%	42%
1998	56%	41%	21%	18%	13%	35%	52%	16%	37%	47%

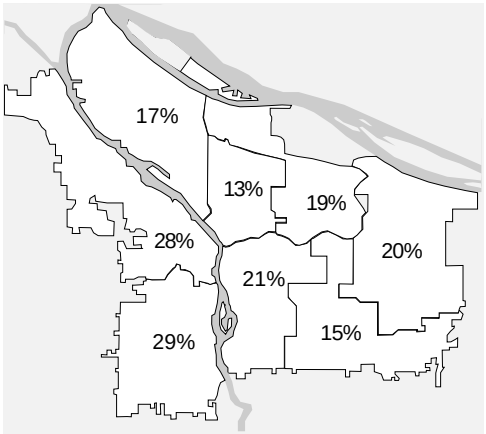
* includes recreation programs, sports teams, community center drop-ins and use of swimming pools

FIGURE 27 PERCENT OF NEIGHBORHOOD RESIDENTS WHO FEEL "SAFE" OR "VERY SAFE" WALKING ALONE IN THEIR CLOSEST PARK DURING THE **DAY**



SOURCE: Auditor's Office 1998 Citizen Survey

FIGURE 28 PERCENT OF NEIGHBORHOOD RESIDENTS WHO FEEL "SAFE" OR "VERY SAFE" WALKING ALONE IN THEIR CLOSEST PARK AT **NIGHT**



SOURCE: Auditor's Office 1998 Citizen Survey

	Feeling of safety walking in closest park during the day			Feeling of safety walking in closest park at night		
CITIZEN SURVEY	**SAFE OR VERY SAFE**	**NEITHER SAFE NOR UNSAFE**	**UNSAFE OR VERY UNSAFE**	**SAFE OR VERY SAFE**	**NEITHER SAFE NOR UNSAFE**	**UNSAFE OR VERY UNSAFE**
1991	57%	23%	20%	11%	19%	70%
1992	61%	22%	17%	14%	19%	67%
1993	60%	22%	18%	12%	19%	69%
1994	62%	22%	16%	15%	22%	63%
1995	67%	20%	13%	15%	23%	62%
1996	68%	19%	13%	18%	23%	59%
1997	69%	20%	11%	18%	25%	57%
1998	74%	17%	9%	20%	25%	55%
BUREAU GOAL	**75%**					

CHAPTER 4 TRANSPORTATION

SERVICE MISSION

The mission of the Portland Office of Transportation is to be a community partner in shaping a livable city by planning, building, operating and maintaining an effective and safe transportation system. This chapter reports on the Office's street maintenance, street cleaning and street lighting programs, as well as traffic maintenance and management programs.

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

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

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

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

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

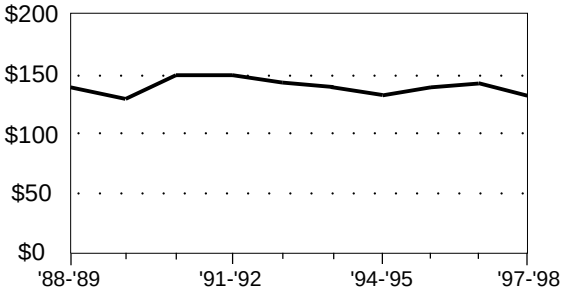
STAFFING AND SPENDING

While total Transportation spending and staffing is up about 10 percent over the past 10 years, spending is *not* keeping pace with population growth.

- operating spending per capita is down 6 percent
- capital spending per capita is down 9 percent

Spending and staffing increases have moderated or declined the past five years.

FIGURE 29 TRANSPORTATION OPERATING SPENDING PER CAPITA: PORTLAND 10-YEAR TREND



SOURCE: City of Portland *Adopted Budgets*

	Expenditures (in millions/constant '97-98 dollars)					Authorized staffing	Spending per capita (constant '97-98 dollars)		
	Maintenance	Traffic	Engineering	Director	TOTAL		Operating	Capital	TOTAL
FY 1993-94	$43.1	$16.4	$20.5	$4.0	$84.0	718	$142	$36	$178
FY 1994-95	$42.1	$16.8	$16.9	$3.9	$79.7	719	$135	$26	$161
FY 1995-96	$43.4	$17.5	$20.2	$3.7	$84.8	733	$139	$31	$170
FY 1996-97	$44.9	$16.3	$20.0	$3.7	$84.9	733	$142	$27	$169
FY 1997-98	$45.7	$16.0	$19.4	$3.5	$84.6	726	$133	$33	$166
change over last 5 years:	+6%	-2%	-5%	-13%	+1%	+1%	-6%	-9%	-7%
change over last 10 years:	+10%	-10%	+39%	+21%	+11%	+10%	-6%	-9%	-7%

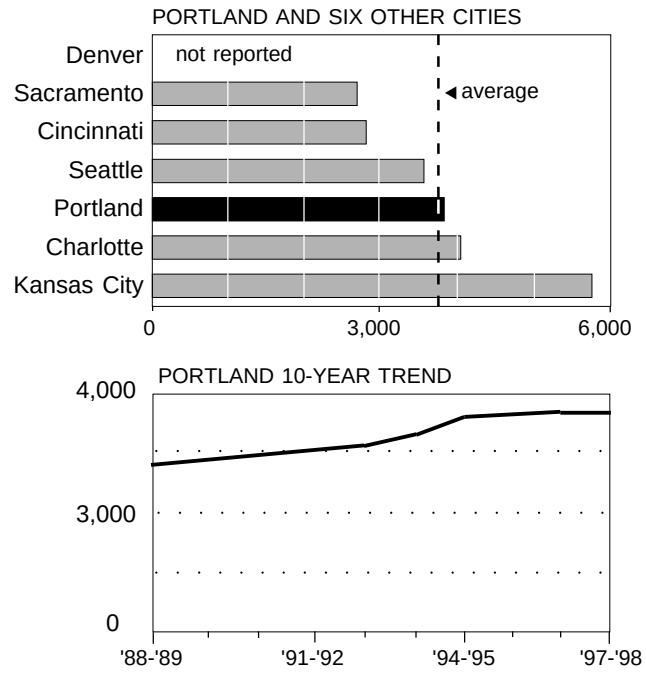
WORKLOAD

Although the number of lane miles of improved streets has steadily increased since '88-89, less maintenance is being performed.

- miles of streets resurfaced declined by 14 percent the past 10 years
- miles of streets receiving slurry seal increased by 31 percent over 10 years, but has declined by 23 percent the past five years
- no streets were reconstructed the past 10 years
- street sweeping also declined the past five years

Compared to other cities, Portland maintains an average number of street lane miles.

FIGURE 30 LANE MILES OF STREETS:



	Lane miles of improved streets	Miles of street treated *				Curb miles of streets swept	Major ** intersections
		Resurfacing	Reconstruction	Slurry seal	TOTAL		
FY 1993-94	3,678	52.7	0	56.7	109.4	63,085	1,255
FY 1994-95	3,805	43.9	0	51.4	95.3	52,932	1,200
FY 1995-96	3,820	43.9	0	40.2	84.1	52,599	1,192
FY 1996-97	3,833	50.6	0	49.8	100.4	58,516	1,227
FY 1997-98	3,837	50.5	0	43.7	94.2	54,877	1,253
change over last 5 years:	+4%	-4%	0%	-23%	-14%	-13%	0%
change over last 10 years:	+12%	-14%	-100%	+31%	-3%	+10%	-19%

* 28-foot equivalents

** 6 or more accidents in prior 4 years

RESULTS

The street maintenance backlog hit a 10-year high in '97-98. As of June 1998, 495 miles of streets needed some form of resurfacing, slurry seal, or reconstructive maintenance. This backlog exceeds the Transportation backlog goal of 245 miles.

During this same time frame, the percent of lane miles judged to be in good condition by maintenance inspectors declined from 61 to 53 percent.

The condition of major traffic intersections has changed little over the past ten years.

FIGURE 31 MILES OF STREET MAINTENANCE BACKLOG

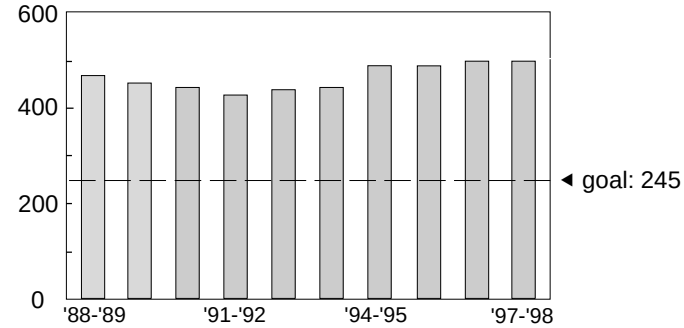
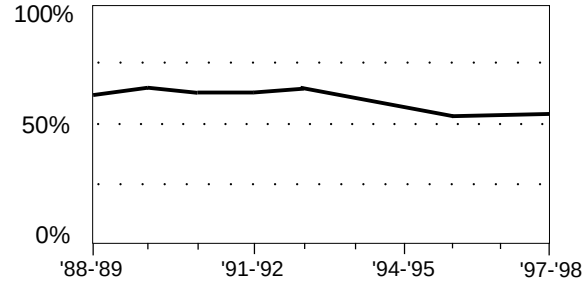


FIGURE 32 PERCENT OF STREETS IN GOOD CONDITION



	% of lane miles in good or very good condition	Miles with unmet pavement needs *				% of major intersections in good condition	High accident ** intersections
		Resurf.	Reconstr.	Slurry	TOTAL		
FY 1993-94	60%	259	51	130	440	81%	237
FY 1994-95	56%	267	49	165	481	81%	224
FY 1995-96	52%	278	67	146	491	81%	217
FY 1996-97	52%	285	67	142	494	81%	233
FY 1997-98	53%	261	80	154	495	81%	231
	no goal	**-**	**-**	**-**	**245**	**no goal**	**no goal**
change over last 5 years:	-7%	+1%	+57%	+18%	+13%	0%	-3%
change over last 10 years:	-8%	+6%	+11%	+3%	+6%	-2%	-15%

* 28-foot equivalents

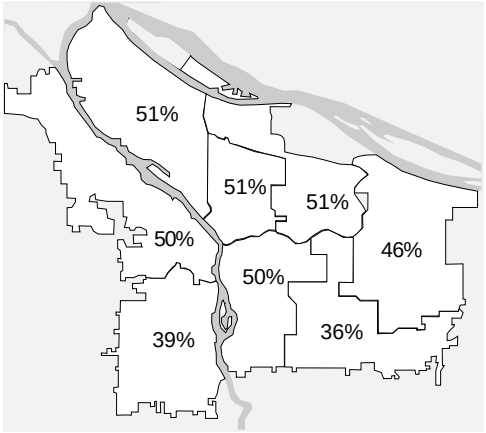
** 20 or more accidents in prior 4 years

Overall, citizen satisfaction with street maintenance and lighting has changed little.

- 47 percent rate street maintenance "good" or "very good"
- 61 percent rate street lighting "good" or "very good"

However, satisfaction rates vary by part of town. The Southwest and Outer Southeast neighborhoods are much less satisfied with street maintenance quality.

FIGURE 33 PERCENT OF RESIDENTS RATING OVERALL STREET MAINTENANCE "GOOD" OR "VERY GOOD"



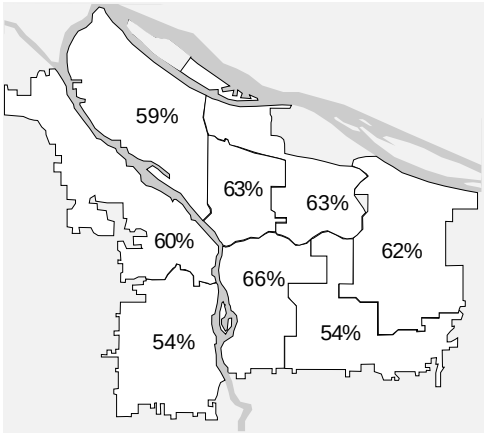
SOURCE: Auditor's Office 1998 Citizen Survey

CITIZEN SURVEY	OVERALL rating: street maintenance quality			OVERALL rating: street lighting quality		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	45%	32%	23%	-	-	-
1992	50%	31%	19%	61%	25%	14%
1993	49%	31%	20%	61%	25%	14%
1994	50%	30%	20%	60%	25%	15%
1995	48%	30%	22%	60%	26%	14%
1996	49%	30%	21%	61%	25%	14%
1997	45%	32%	23%	61%	26%	13%
1998	47%	32%	21%	61%	28%	11%

Overall, citizen ratings of street smoothness and cleanliness appear to be slightly better than the first citizen survey eight years ago.

- the percent of citizens rating street smoothness and cleanliness "bad" or "very bad" declined five percent since 1991
- again, residents of the Southwest and Outer Southeast are less satisfied than other neighborhoods

FIGURE 34 PERCENT OF NEIGHBORHOOD RESIDENTS RATING STREET SMOOTHNESS "GOOD" OR "VERY GOOD"



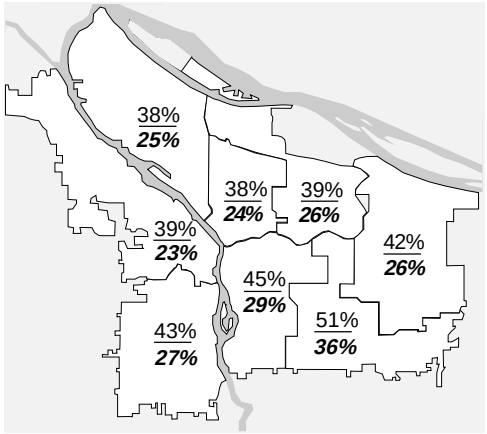
SOURCE: Auditor's Office 1998 Citizen Survey

	Neighborhood street smoothness ratings			Neighborhood street cleanliness ratings		
CITIZEN SURVEY	**GOOD OR VERY GOOD**	**NEITHER GOOD NOR BAD**	**BAD OR VERY BAD**	**GOOD OR VERY GOOD**	**NEITHER GOOD NOR BAD**	**BAD OR VERY BAD**
1991	54%	23%	23%	57%	25%	18%
1992	56%	22%	22%	60%	23%	17%
1993	55%	23%	22%	61%	23%	16%
1994	60%	21%	19%	63%	22%	15%
1995	55%	23%	22%	60%	25%	15%
1996	58%	22%	20%	64%	23%	13%
1997	58%	23%	19%	64%	23%	13%
1998	60%	22%	18%	65%	22%	13%

Citizen satisfaction with traffic congestion and safety declined significantly in 1998. Overall, 42 percent of Portlanders rated traffic congestion "bad" or "very bad" last year, up from 33 percent the year before. Twenty-seven percent rated traffic safety "bad" or "very bad", versus 25 percent in 1997.

Both traffic congestion and traffic safety are rated the lowest of any neighborhood by residents in the Outer Southeast.

FIGURE 35 PERCENT OF RESIDENTS RATING TRAFFIC CONGESTION / ***SAFETY*** "BAD" OR "VERY BAD"



SOURCE: Auditor's Office 1998 Citizen Survey

OVERALL ratings of traffic management quality *

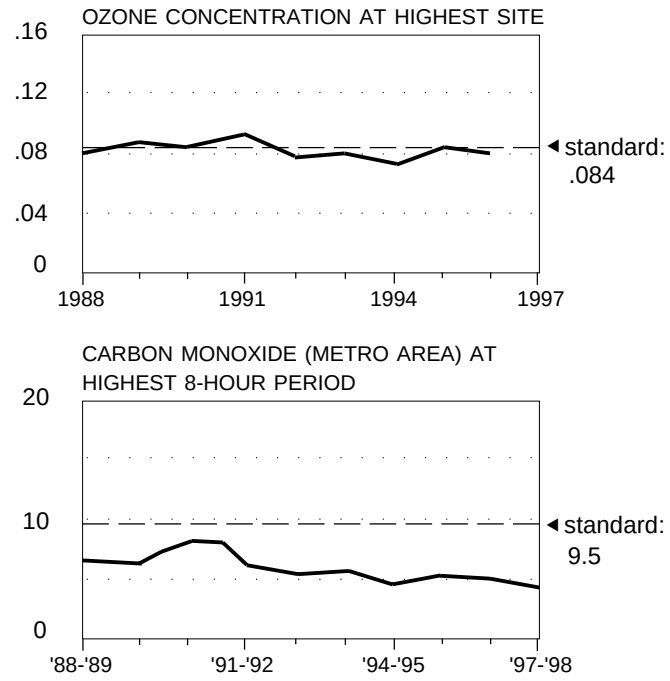
CITIZEN SURVEY	Traffic management			Traffic management: CONGESTION			Traffic management: SAFETY		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	-	-	-	-	-	-	-	-	-
1992	43%	31%	26%	-	-	-	-	-	-
1993	40%	34%	26%	-	-	-	-	-	-
1994	40%	33%	27%	-	-	-	-	-	-
1995	39%	33%	28%	-	-	-	-	-	-
1996	39%	31%	30%	-	-	-	-	-	-
1997	-	-	-	33%	34%	33%	39%	36%	25%
1998	-	-	-	24%	34%	42%	33%	40%	27%

* In 1997, question was split into CONGESTION and SAFETY

Citizens report not much change in their commuting habits. Over 80 percent of residents who work outside their homes travel during peak traffic hours. About 70 percent of these commuters drive alone to work.

Air quality has improved over the past ten years. Ozone concentrations are consistently below federal standards at the site in the City with the highest concentrations. Additionally, carbon monoxide measured downtown is down by 28 percent over the past 10 years.

FIGURE 36 AIR QUALITY 10-YEAR TRENDS:



CITIZEN SURVEY	Work outside the home?		If YES, travel during peak traffic hours?		If YES, what mode of travel usually use?					
	YES	NO	YES	NO	DRIVE ALONE	DRIVE WITH OTHERS	BUS OR MAX	DRIVE PARTWAY, BUS PARTWAY	WALK	BICYCLE
1991	-	-	-	-	-	-	-	-	-	-
1992	-	-	-	-	-	-	-	-	-	-
1993	-	-	-	-	-	-	-	-	-	-
1994	-	-	-	-	-	-	-	-	-	-
1995	-	-	-	-	-	-	-	-	-	-
1996	-	-	-	-	-	-	-	-	-	-
1997	66%	34%	81%	19%	71%	9%	10%	2%	5%	3%
1998	68%	32%	82%	18%	70%	8%	12%	2%	5%	3%

CHAPTER 5 ENVIRONMENTAL SERVICES

SERVICE MISSION

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

- protects the quality of surface and ground waters and promotes healthy ecosystems in the watershed
- provides sewage and stormwater collection and treatment to accommodate current and future needs
- promotes solid waste reduction and manages the City's recycling and solid waste collection programs

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

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

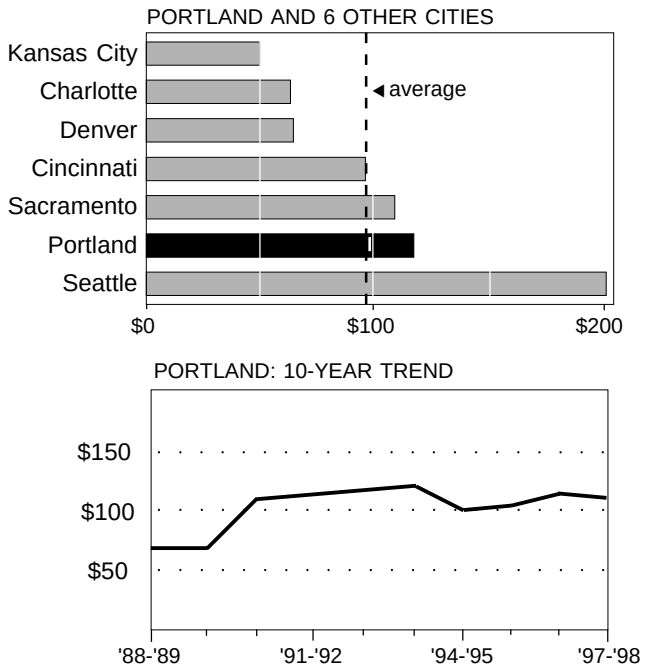
STAFFING AND SPENDING

Spending and staffing have increased significantly over the past 10 years, along with increased state and federal requirements. However, the rate of increase has slowed somewhat the last five years:

- operating costs per capita are up about 41 percent since '88-89 but declined slightly over the past 5 years
- the number of authorized staff increased 10 percent over 5 years, and 57 percent over 10 years
- capital spending dropped 18 percent from the previous year

Compared to six other cities, Portland's operating costs per capita are higher than average.

FIGURE 37 SEWER/STORM OPERATING COSTS PER CAPITA:



	Total sewer accounts	Expenditures (in millions/constant '97-98 dollars) *			Authorized staffing	Operating costs per capita (constant '97-98 dollars)
		Operating	Capital	Debt service		
FY 1993-94	131,953	$58.9	$89.7	$10.2	410	$125
FY 1994-95	137,262	$53.1	$102.6	$23.7	419	$107
FY 1995-96	141,391	$56.2	$78.5	$24.3	450	$113
FY 1996-97	149,373	$62.0	$85.6	$35.5	457	$123
FY 1997-98	157,631	$61.3	$70.6	$46.4	450	$121
change over last 5 years:	+19%	+4%	-21%	+355%	+10%	-3%
change over last 10 years:	+26%	+66%	+159%	-	+57%	+41%

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

WORKLOAD

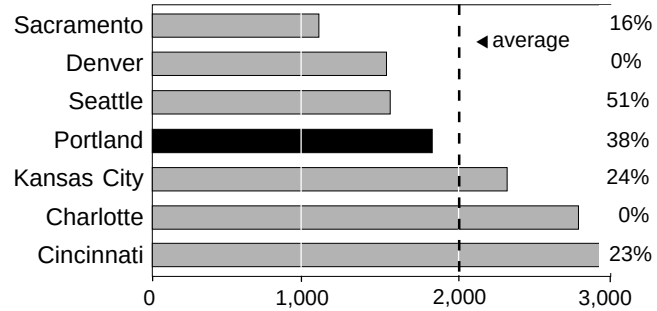
The Bureau continues to complete a significant amount of work. Over the past 10 years, the Bureau has installed:

- a total of 688 miles of pipeline, and
- over 12,000 sumps

In addition, the Bureau has increased the volume of wastewater treated by 22 percent over the last five years, and repaired 33 percent more feet of pipe.

Also, over 101,000 lineal feet of streambank have been restored since '93-94, as part of the Bureau's effort to improve water quality and fish habitat in urban waterways.

FIGURE 38 MILES OF SANITARY PIPELINE AND % COMBINED: PORTLAND AND SIX OTHER CITIES



SOURCE: Audit Services survey of other cities and Bureau records

Compared to six other cities, Portland has slightly fewer miles of sewer pipeline. About 38 percent of all Portland sewer lines are combined sanitary and stormwater, down from 52 percent 10 years ago.

	Total system miles of pipeline *			Annual gallons of wastewater treated	Feet of streambank restored	Feet of pipe repaired	Miles of pipe cleaned	Industrial users permitted	Groundwater sumps installed
	Sanitary	Storm	Combined						
FY 1993-94	782	249	849	26,569 mil.	300	20,746	273	181	1,001
FY 1994-95	835	263	850	31,228 mil.	2,550	21,078	221	152	2,756
FY 1995-96	919	286	849	33,774 mil.	29,565	18,930	172	152	1,396
FY 1996-97	940	424	850	34,763 mil.	25,150	20,129	160	168	1,738
FY 1997-98	957	446	849	32,485 mil.	44,800	27,493	228	169	1,945
change over last 5 years:	+22%	+79%	0%	+22%	-	+33%	-16%	-7%	+94%
change over last 10 years:	+83%	+111%	-1%	+14%	-	+384%	+13%	+101%	-

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

RESULTS

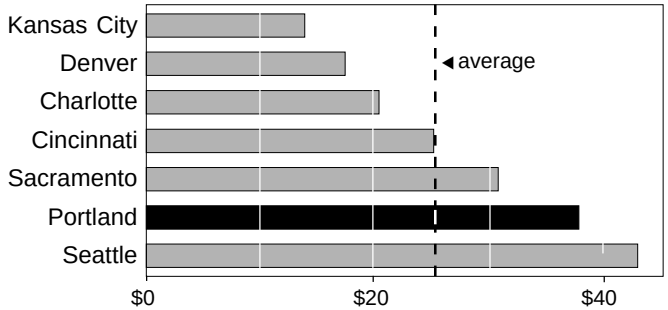
Portland continues to benefit from efforts to clean water and protect the environment.

- since '89-90, 36,755 properties in east Portland have been connected to sanitary sewer lines
- water effluent discharged from the City's two treatment plants meets federal and state standards
- 94 percent of industrial discharge tests were in full compliance
- residential recycling participation has increased to 83 percent of households

Sewer rates have grown dramatically, reflecting increases in capital and debt service expenditures. Garbage bills, when adjusted for inflation, have declined by 13 percent since '93-94.

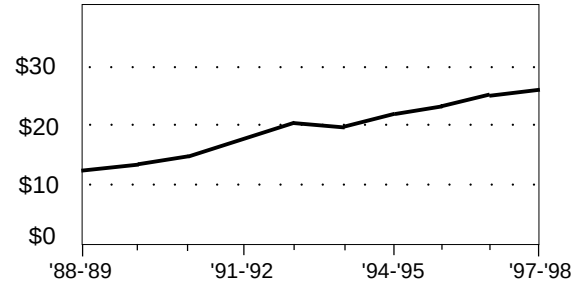
FIGURE 39 MONTHLY RESIDENTIAL SEWER/STORM DRAINAGE BILLS

PORTLAND AND SIX OTHER CITIES



NOTE: Based on water use of 1000 cu. ft. plus service charge, for comparative purposes; actual Portland average is 591 cu. ft.

PORTLAND 10-YEAR TREND



	% BOD removed *		Est. number of unconnected mid-county properties	Industrial enforcement tests in full compliance	Residential recycling		Average monthly residential bills (constant '97-98 dollars)	
	Columbia Blvd.	Tryon Creek			Household participation rate	Waste diverted from landfill	Sewer/ storm drainage	Garbage (32 gal. can)
FY 1993-94	91.1%	92.7%	31,308	97%	75%	28%	$19.87	$19.88 ***
FY 1994-95	93.7%	93.0%	27,112	97%	76%	34%	$21.70	$19.29
FY 1995-96	93.9%	92.9%	22,546	97%	80%	36%	$23.35 **	$18.33
FY 1996-97	92.5%	92.9%	16,102	96%	81%	37%	$25.36	$17.99
FY 1997-98	93.8%	92.9%	9,803	94%	83%	40%	$27.24	$17.20
GOAL	**>85%**	**>90%**	**0**	**>80%**	**75%**	**37%**	-	-
change over last 5 years:	+2.7%	+0.2%	-69%	-3%	+8%	+12%	+37%	-13%
change over last 10 years:	4.8%	-0.5%	-80%	+26%	+58%	+27%	+123%	-

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

** 1st consumption-based billing

*** before City franchising

The Combined System Overflow (CSO) program continues to show steady progress since it was implemented in 1992. The first phase cornerstone projects are progressing well, and the large distribution projects are just beginning construction.

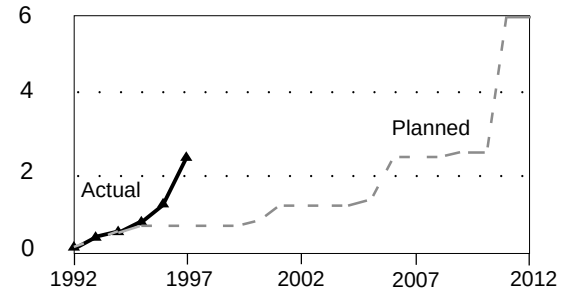
The Bureau estimates that 17.5 percent of the CSO budget is spent, and 43 percent of planned overflow gallons are now diverted from the river. The large jump in gallons diverted in '97-98 occurred due to refinements to the measurement system, in addition to the CSO projects completed. Various improvements in other parts of the system, such as those at the Sullivan Pump Station, are now included in the updated model.

FIGURE 40 CSO PLANNING, DESIGN AND CONSTRUCTION BUDGETS IN 1993 DOLLARS

Cornerstone projects	$185,000,000
Treatment and storage projects	$515,000,000
Sub-total	**$700,000,000**
Estimated overhead & bond interest	$233,000,000
TOTAL	**$933,000,000**

SOURCE: CSO confirmed baseline budget, May 1995.

FIGURE 41 ESTIMATED CSO GALLONS DIVERTED (in billions)



SOURCE: Bureau project tracking system.

	Cornerstone projects (cumulative totals)			
	Sumps constructed	Downspouts disconnected	CSO project budget expended	Estimated amount of combined overflow gallons diverted as a percent of planned total
FY 1993-94	1,367	-	4.2%	6.9%
FY 1994-95	1,907	40	7.2%	9.8%
FY 1995-96	2,262	1,425	10.5%	15.1%
FY 1996-97	2,757	4,874	13.4%	21.8%
FY 1997-98	2,936	9,612	17.5%	43.7%
GOAL	**3,111**	**23,800**	-	**96%**
change over last 5 years:	-	-	+13%	+36.8%
change over last 10 years:	-	-	-	-

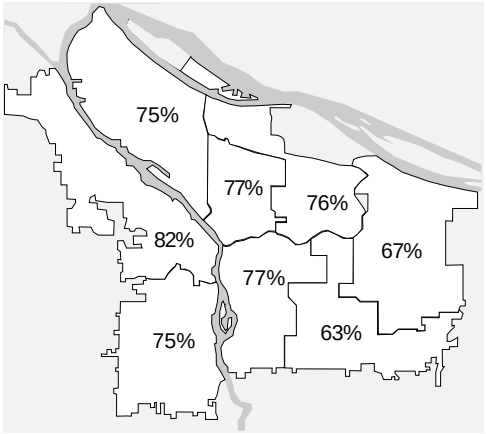
Overall, Portland residents appear more pleased with the quality of sewers and storm drainage than in prior years.

- residents rating sewer quality "good" or "very good" increased from 38 percent in 1991 to 59 percent in 1998
- the percent rating storm drainage "good" or "very good" increased from 33 to 48 percent

However, residents generally do not believe that these systems protect rivers and streams very well. Almost half rate this quality poor.

Although more pleased than prior years, East and Outer Southeast rate sewer service lower than other neighborhoods. These areas have experienced state-mandated sewer installation over the last ten years.

FIGURE 42 PERCENT OF NEIGHBORHOOD RESIDENTS WHO FEEL THAT SEWER SERVICE TO THEIR HOME IS "GOOD" OR "VERY GOOD"



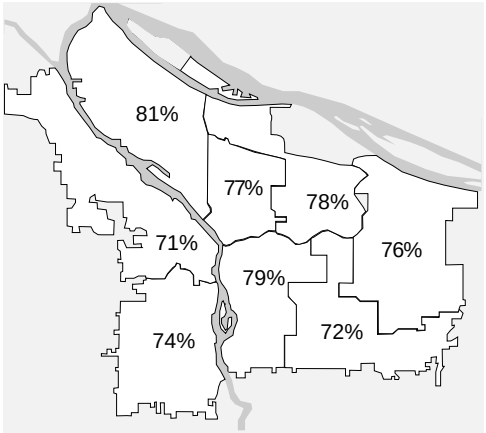
SOURCE: Auditor's Office 1998 Citizen Survey

CITIZEN SURVEY	OVERALL rating of sewers quality			OVERALL rating of storm drainage quality			How well sewer & storm drainage systems protect rivers and streams		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	WELL OR VERY WELL	NEITHER WELL NOR POORLY	POORLY OR VERY POORLY
1991	38%	35%	27%	33%	31%	36%	23%	23%	54%
1992	41%	35%	24%	37%	33%	30%	22%	26%	52%
1993	42%	32%	26%	36%	32%	32%	18%	25%	57%
1994	51%	32%	17%	42%	30%	27%	30%	24%	46%
1995	54%	31%	15%	43%	30%	27%	31%	23%	46%
1996	54%	29%	17%	42%	28%	30%	26%	24%	50%
1997	53%	33%	14%	41%	33%	26%	29%	26%	45%
1998	59%	26%	15%	48%	28%	26.7%	29%	24%	47%

Garbage and recycling services continue to receive relatively high ratings from Portland residents. About three-quarters of residents rate these services as “good” or “very good”, while less than 10 percent rate them “poor” or “very poor”.

Residents also are increasingly satisfied with the cost of garbage and recycling services. About 45 percent rated cost “good” or “very good”, up from 31 percent in 1992. About 21 percent of the citizens rated cost “bad” or “very bad”, down from 37 percent in 1992.

FIGURE 43 PERCENT OF RESIDENTS RATING RECYCLING SERVICE QUALITY “GOOD” OR “VERY GOOD”



SOURCE: Auditor’s Office 1998 Citizen Survey

CITIZEN SURVEY	Quality rating of garbage service			Quality rating of recycling service			Cost rating for garbage & recycling		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	-	-	-	-	-	-	-	-	-
1992	78%	15%	7%	72%	17%	11%	31%	32%	37%
1993	76%	17%	7%	74%	17%	9%	32%	33%	35%
1994	76%	18%	6%	76%	17%	8%	36%	35%	30%
1995	76%	18%	6%	77%	15%	8%	37%	34%	29%
1996	77%	16%	7%	76%	15%	9%	40%	31%	29%
1997	77%	17%	6%	75%	17%	8%	43%	33%	24%
1998	78%	17%	5%	76%	16%	8%	45%	34%	21%

CHAPTER 6 WATER

SERVICE MISSION

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

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

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

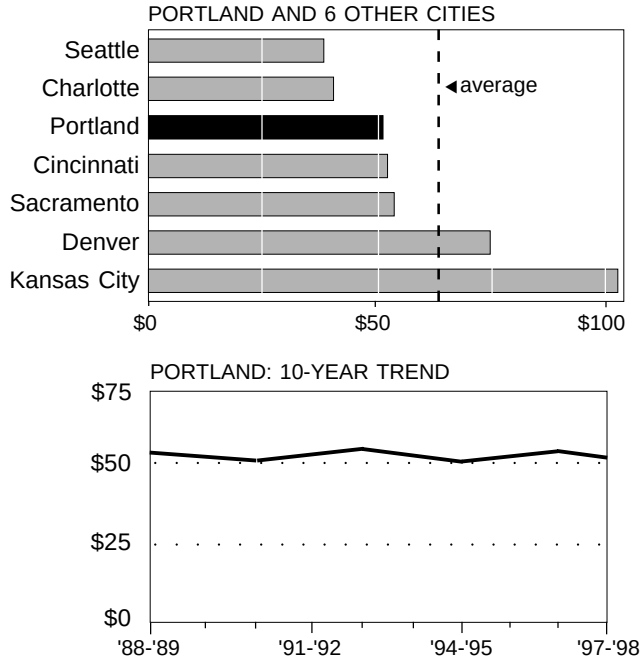
STAFFING AND SPENDING

Although the population served by City water services increased by 27 percent over the past 10 years, spending and staffing levels grew slower.

- adjusted for inflation, operating costs per capita have been relatively stable, declining by 4 percent since '88-89
- authorized staffing and capital spending increased by 8 percent

Compared to other cities, Portland has lower than average operating costs per capita.

FIGURE 44 WATER OPERATING COSTS PER CAPITA:



	Population served			Expenditures (in millions/constant '97-98 dollars) *			Authorized staffing	Operating costs per population served (constant '97-98 dollars)
	City (retail)	Outside city (wholesale)	TOTAL	Operating	Capital	Debt service		
FY 1993-94	426,000	283,459	709,459	$38.8	$19.7	$9.3	509	$55
FY 1994-95	449,000	294,910	743,910	$38.1	$19.7	$12.2	500	$51
FY 1995-96	451,000	302,142	753,142	$39.3	$22.8	$12..6	501	$52
FY 1996-97	456,000	319,000	775,000	$43.7	$26.3	$12.3	513	$56
FY 1997-98	460,810	333,300	794,110	$42.7	$23.0	$12.0	513	$54
change over last 5 years:	+8%	+18%	+12%	+10%	+17%	+29%	+1%	-2%
change over last 10 years:	+17%	+44%	+27%	+23%	+8%	-12%	+8%	-4%

* Expenditures derived from City of Portland FY 1997-98 *Comprehensive Annual Financial Report* (GAAP basis); debt service excludes bond anticipation notes and advanced refunding of bonds

WORKLOAD

Although the number of retail accounts and water sales have increased about 5 percent over 10 years, actual gallons of water delivered to customers has remained relatively steady:

- total gallons of water delivered increased by only 1 percent
- daily water use per capita declined by 18 percent

Compared to the prior three years, there was also a significant decrease in the feet of new water mains installed.

FIGURE 45 NUMBER OF RETAIL WATER ACCOUNTS: PORTLAND AND SIX OTHER CITIES

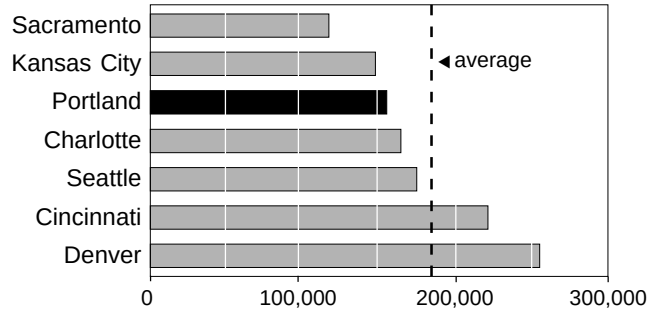
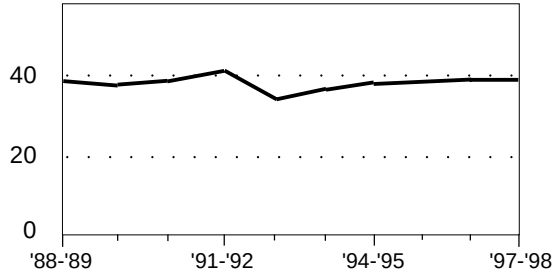


FIGURE 46 GALLONS OF WATER DELIVERED (IN BILLIONS)



	Water sales (constant '97-98 dollars)	Gallons of water delivered	Number of retail accounts	Feet of new water mains installed	Annual water usage per capita (inside City)
FY 1993-94	$50.6 million	36.0 billion	153,575	93,959	50,351 gals.
FY 1994-95	$54.1 million	38.2 billion	155,662	125,364	50,777 gals.
FY 1995-96	$52.6 million	38.3 billion	156,246	137,432	51,589 gals.
FY 1996-97	$54.5 million	38.6 billion	157,189	126,282	49,079 gals.
FY 1997-98	$53.5 million	38.7 billion	158,141	68,662	49,477 gals.
change over last 5 years:	+6%	+8%	+3%	-27%	-2%
change over last 10 years:	+6%	+1%	+5%	+6%	-18%

RESULTS

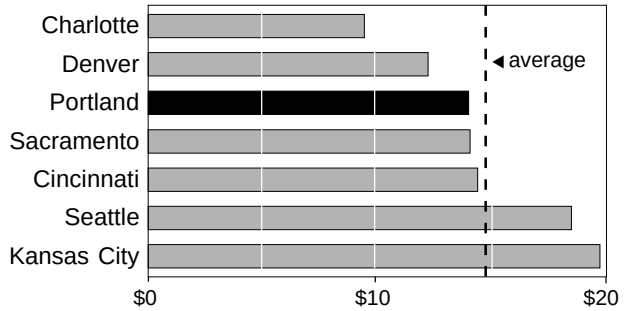
The Bureau delivers high quality water at a reasonable price.

- Federal and state water quality standards are met
- water bills have increased only 8 percent over 10 years
- bills are lower than the average of other cities

Although summer water consumption was about the same in '97-98 as it was 10 years, peak summer month consumption has fluctuated over the past five years.

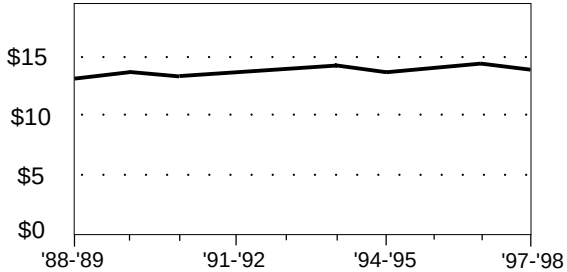
FIGURE 47 MONTHLY RESIDENTIAL WATER BILLS:

PORTLAND AND 6 OTHER CITIES



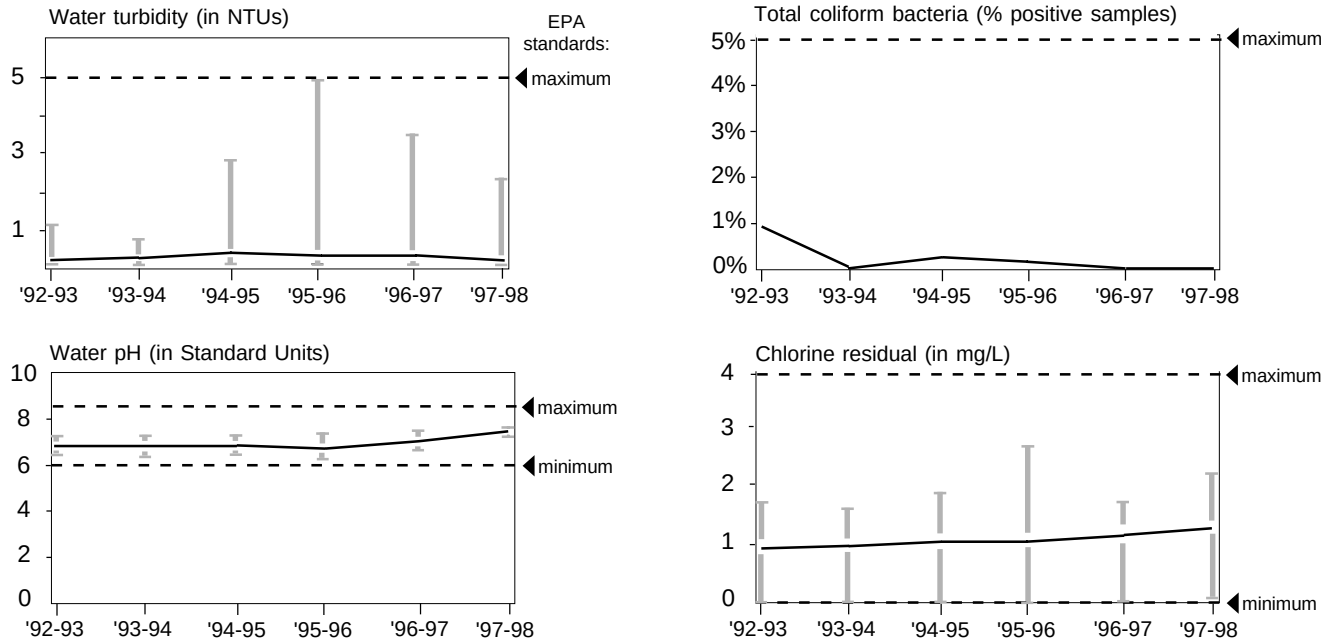
NOTE: Based on water use of 1000 cu. ft. plus service charge, for comparative purposes; actual Portland average is 800 cu. ft.

PORTLAND: 10-YEAR TREND



	Average monthly residential water bill (constant dollars)	Peak summer month water consumption (in millions of gallons)		Debt coverage ratio
		Average day	Highest day	
FY 1993-94	$14.26	145	187	2.90
FY 1994-95	$13.90	184	219	2.65
FY 1995-96	$14.17	165	204	2.45
FY 1996-97	$14.50	170	207	2.25
FY 1997-98	$14.11	169	206	2.44
GOAL	**-**	**-**	**-**	**>2.00**
change over last 5 years:	-1%	+17%	+10%	-
change over last 10 years:	+8%	-2%	-1%	-

FIGURE 48 SELECTED WATER QUALITY INDICATORS: PORTLAND 5-YEAR TRENDS



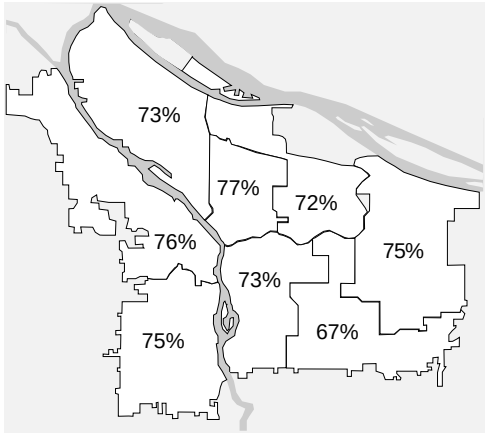
NOTE: Vertical gray bar = minimum - maximum range; black line = annual average

	Selected tests for water quality *			
	Maximum turbidity (NTUs)	Min / max pH	Total coliform bacteria (% positive)	Min / max chlorine residual (mg/L)
FY 1993-94	0.74	6.4 / 7.3	0.06%	0.00 / 1.60
FY 1994-95	2.82	6.5 / 7.3	0.25%	0.03 / 1.80
FY 1995-96	4.97	6.3 / 7.4	0.17%	0.00 / 2.60
FY 1996-97	3.49	6.6 / 7.5	0.06%	0.04 / 1.71
FY 1997-98	2.44	7.3 / 7.6	0.06%	0.10 / 2.20
GOAL/STANDARD	**<5.00**	**6.0 / 8.5**	**<5.00%**	**0.02 / 4.00**
change over last 5 years:	-	-	-	-
change over last 10 years:	-	-	-	-

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

Citizen satisfaction with City water services has improved steadily since the initial survey in 1991. Although satisfaction dropped sharply in 1992, the drought year, the percent of citizens rating water services "good" or "very good" rebounded in 1993 and has increased steadily through 1998. Overall, residents in each of the eight neighborhood areas rated water services similarly, except for Outer Southeast. Sixty-seven percent of residents in that neighborhood rated services "good" or "very good" compared to a City-wide average of 73 percent.

FIGURE 49 PERCENT OF NEIGHBORHOOD RESIDENTS RATING WATER SERVICES "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1998 Citizen Survey

CITIZEN SURVEY	OVERALL rating of water services		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	68%	22%	10%
1992	57%	24%	19%
1993	65%	22%	13%
1994	67%	24%	9%
1995	70%	22%	8%
1996	71%	20%	9%
1997	72%	21%	7%
1998	73%	19%	8%

CHAPTER 7 BUILDINGS

SERVICE MISSION

The Bureau of Buildings' mission is to

- ensure a safe and healthful built environment, and
- to assist in the preservation of housing and the improvement of neighborhoods

The Bureau enforces state construction codes and City ordinances on housing, zoning, nuisance abatement and noise control.

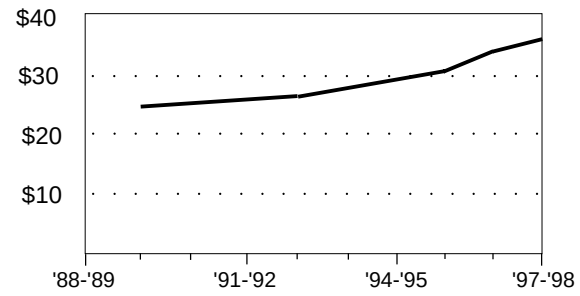
SPENDING AND STAFFING

Buildings' spending and staffing has increased significantly over the past 9 years.

- total spending is up 67 percent
- staffing increased by 76 positions, and
- total spending per resident grew by 40 percent

Increases in administrative costs were due to investments in new permit tracking software, computer support, and staffing for Blueprint 2000 (a multi-bureau effort to improve the development review process). Growth in plan review, permits, and inspections corresponds to increased construction activity in the City.

FIGURE 50 BUREAU OF BUILDINGS SPENDING PER CAPITA: PORTLAND 10-YEAR TREND



		Expenditures (in millions/constant '97-98 dollars)								
	City population	Admin	Code compliance	Comb. inspections	Commercial inspections	Plan review & permits	Neigh. inspections	TOTAL	Staffing	Total spending per capita
FY 1993-94	471,325	$2.1	$0.5	$2.2	$3.0	$2.9	$2.3	$13.0	163	$28
FY 1994-95	495,090	$2.7	$0.6	$2.6	$2.9	$3.0	$2.5	$14.3	178	$29
FY 1995-96	497,600	$3.3	$0.6	$3.0	$3.0	$3.1	$2.5	$15.5	190	$31
FY 1996-97	503,000	$3.0	$0.6	$3.5	$3.4	$3.5	$2.7	$16.7	200	$33
FY 1997-98	508,500	$3.9	$0.6	$3.5	$3.8	$3.8	$2.4	$18.0	208	$35
change over last 5 years:	+8%	+86%	+20%	+60%	+27%	+31%	+4%	37%	+28%	+25%
change over last 9 years:	+18%	+95%	+100%	-	-7%	+58%	+26%	+68%	+58%	+40%

WORKLOAD

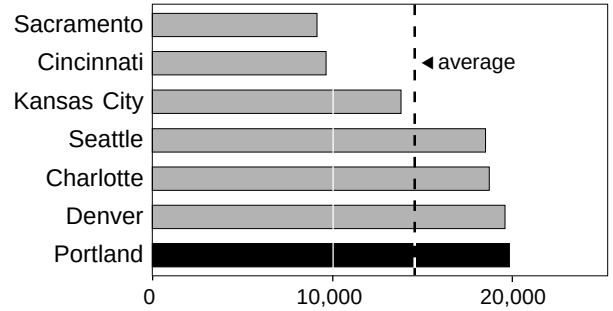
Although the growth in the number of residential permits issued slowed in the past five years, most of Buildings' workload has increased:

- the number of commercial and residential building permits issued are up 27 and 49 percent, respectively, from nine years ago
- both commercial and residential inspections have increased
- an increasing number of nuisance properties are cleaned up, and
- the number of new residential units more than doubled in four years

However, other work performed by Buildings has moderated or declined the last five years:

- housing and nuisance inspections are down
- the number of housing units brought up to code has declined

FIGURE 51 NEW HOUSING UNITS PERMITTED IN PORTLAND P.M.S.A. AND SIX OTHER METRO AREAS: 1997



SOURCE: US Census Bureau (all data for Primary Metropolitan Statistica Areas, except Kansas City and Charlotte MSAs)

Portland's PMSA includes 6 counties (five Oregon counties and Clark County, Washington)

The Portland regional area processed more residential housing permits than six other regional areas - about 35 percent more than the average.

	Building permits *		Construction inspections		New residential units **	Neighborhood inspections		Nuisance properties cleaned up	Housing units brought up to code
	Commercial	Residential	Commercial	Residential		Nuisance	Housing/ derelict building		
FY 1993-94	3,300	4,125	70,928	74,250	-	18,743	10,262	5,367	2,639
FY 1994-95	3,286	3,822	61,990	78,672	1,611	21,590	9,176	5,444	2,494
FY 1995-96	3,069	4,011	64,455	82,750	2,420	25,039	13,291	6,143	2,842
FY 1996-97	3,378	4,343	73,964	95,538	3,025	22,583	11,980	6,253	2,581
FY 1997-98	4,089	4,153	79,980	95,773	3,635	16,555	10,086	6,539	2,409
change over last 5 years:	+24%	+1%	+13%	+29%	-	-12%	-2%	+22%	-9%
change over last 9 years:	+27%	+49%	-	-	-	-38%	+168%	-	-

* New construction, alterations, additions, and demolitions

** Total number of dwelling units approved under residential permits issued during year

RESULTS

Buildings performance indicators are mixed. While commercial and residential inspections are generally conducted within 24 hours, the average number of days required to complete a plan review for a single family residence has increased from 14.5 days in '94-95 to 38.3 in '97-98. The longer turnaround time in '97-98 may be due to a significant increase in residential permit applications to avoid payment of a new Transportation system development charge (effective October 1997).

Applicants for building permits express mixed satisfaction. About 60 percent of the applicants for residential and commercial building permits are satisfied with the coordination of the permit process. Almost *all* applicants find staff very helpful at meetings about permit applications.

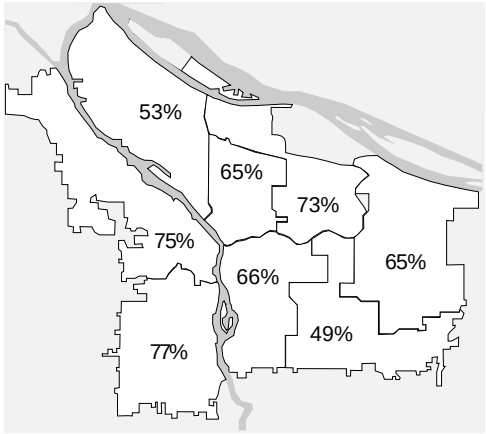
In '90-91, the Bureau achieved self-sufficiency in the construction permit and inspection functions. Over ten years, the use of General Fund resources has dropped from 10 to 6 percent.

	Inspections within 24 hours		Ave. days for S.F.R. plan review	Applicant rating: good coordination of process		Applicant rating: helpful at meetings		General Fund discretionary revenues as % of total	"At risk" multi-family units brought into compliance
	Commercial	Residential		Commercial	Residential	Commercial	Residential		
FY 1993-94	99%	98%	-	-	-	-	-	7%	-
FY 1994-95	96%	93%	14.5	-	-	-	-	9%	175
FY 1995-96	96%	90%	14.8	-	-	-	-	9%	273
FY 1996-97	95%	91%	27.4	-	-	-	-	8%	133
FY 1997-98	96%	94%	38.3	60%	62%	91%	87%	6%	85
GOAL	**96%**	**95%**	**20**	*to be established*		*to be established*		**no goal**	**no goal**
change over last 5 years:	-3%	-4%	-	-	-	-	-	-1%	-
change over last 9 years:	-	-		-	-	-	-	-4%	-

Citizen ratings of housing and nuisance inspections has been consistent over the past 5 years. Almost half feel neutral about the service, while 33 percent rate it “good” or “very good”, and 21 percent rate it “bad” or “very bad”. Because a high percentage of respondents did not answer this question, it may be that most residents lack sufficient understanding of this service to provide a reliable rating.

The ratings of physical condition of housing varies considerably by neighborhood. Residents in the Southwest, Northwest/Downtown rate housing condition much better than citizens in North and Outer Southeast.

FIGURE 52 RESIDENTS RATING PHYSICAL CONDITION OF NEIGHBORHOOD HOUSING GOOD OR VERY GOOD



SOURCE: Auditor's Office 1998 Citizen Survey

CITIZEN SURVEY	OVERALL rating of housing & nuisance inspections			Rating of physical condition of housing in neighborhood		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	-	-	-	-	-	-
1992	-	-	-	-	-	-
1993	-	-	-	-	-	-
1994	30%	47%	24%	-	-	-
1995	29%	48%	23%	-	-	-
1996	31%	46%	23%	-	-	-
1997	29%	46%	25%	-	-	-
1998	33%	48%	21%	66%	27%	7%

CHAPTER 8 HOUSING AND COMMUNITY DEVELOPMENT

SERVICE MISSION

The mission of the Bureau of Housing and Community Development (BHCD) is:

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

The Bureau administers four federal grants:

- Community Development Block Grant,
- Home Investment Partnership Program,
- Emergency Shelter Grant, and
- Housing Opportunities for People with AIDS

In addition, City general funds are used for programs addressing youth, public safety and homelessness problems.

Some of the major goals of BHCD are:

- to increase, maintain and preserve the City's stock of affordable housing
- to improve the skills and employability of disadvantaged youth,
- to increase the placement of homeless individuals and families in permanent housing

To achieve these and other goals, BHCD contracts with public and private non-profit organizations to provide services to lower income residents and neighborhoods. The largest contract is with the Portland Development Commission for development finance for housing and economic development.

SPENDING AND STAFFING

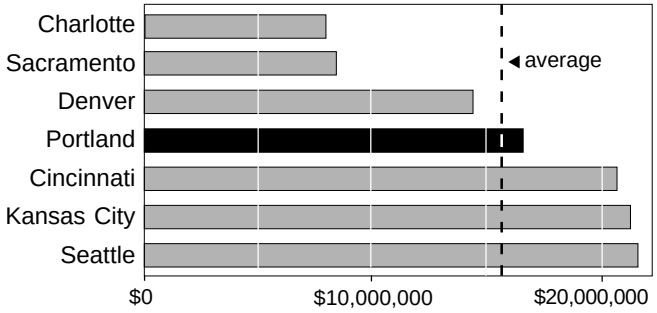
Over the past 10 years BHCD spending and staffing increased by 21 percent and 55 percent respectively. Spending decreased in '97-98, primarily due to a $5.5 million carry-over of development and construction projects into '98-99.

Spending per capita is slightly higher than it was 10 years ago. However, it decreased 17 percent from five years ago, partially due to the large carry-over in '97-98.

City General Fund revenues increased from $1.8 million in '93-94 to $2.3 million in '97-98, while revenue in other categories declined during the same period.

Compared to the six comparison cities, Portland's Community Development Block Grant (CDBG) expenditures are about average.

FIGURE 53 CDBG EXPENDITURES : PORTLAND AND SIX OTHER CITIES



SOURCE: U.S. Department of Housing and Urban Development, *Grantee Performance Reports*

	City population	Expenditures (in millions/constant '97-98 dollars)					Revenues (in millions/constant '97-98 dollars)				Spending per capita	Staffing FTEs
		Housing	Homeless	Youth	Other *	TOTAL	Grants	Gen. Fund	Other	TOTAL		
FY 1993-94	471,325	-	-	-	-	$27.2	$17.7	$1.8	$7.7	$27.2	$58	14
FY 1994-95	495,090	$16.9	$2.1	$1.4	$6.5	$26.9	$16.7	$2.2	$8.0	$26.9	$54	16
FY 1995-96	497,600	$18.7	$3.7	$1.8	$6.0	$30.2	$18.7	$2.4	$9.1	$30.2	$61	16
FY 1996-97	503,000	$17.1	$4.8	$1.9	$7.3	$31.1	$20.9	$1.8	$8.4	$31.1	$62	17
FY 1997-98	508,500	$13.4	$3.2	$2.1	$5.5	$24.2	$15.1	$2.3	$6.8	$24.2	$48	17
change over last 5 years:	+8%	-	-	-	-	-11%	-15%	+28%	-12%	-11%	-17%	+21%
change over last 10 years:	+18%	-	-	-	-	+21%	-	-	-	+21%	+2%	+55%

* includes economic development, public safety, neighborhood improvements and community initiatives

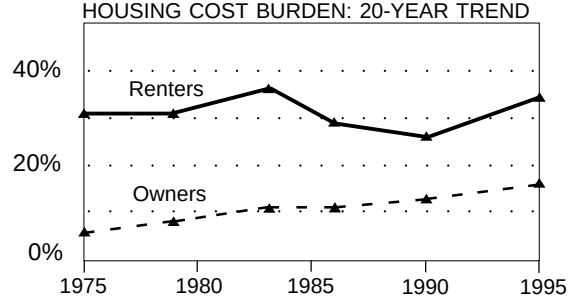
WORKLOAD

Because this is the first year that indicators have been defined for this report, it is difficult to assess trends in BHCD workload. However, data from the Census Bureau shows an increasing percent of households with a housing cost burden (over 30 percent of income spent on housing). Local data shows an increase in homeless seeking shelter.

In '97-98, BHCD funded major rehabilitation of 430 units (both rental and owner-occupied) and the construction of 187 new units. In addition, CDBG funding was used by the Portland Development Commission (PDC) in conjunction with the local Housing Investment Fund to develop additional housing. In '97-98, PDC assisted in the construction of 848 new units.

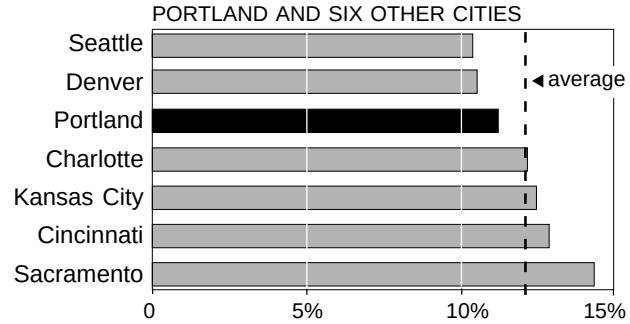
Data on homelessness and housing cost burdens are not available for the six comparison cities. However, comparing poverty rates, Portland is slightly below average.

FIGURE 54 PERCENT OF PORTLAND HOUSEHOLDS WITH HOUSING COST BURDEN: 20-YEAR TREND



SOURCE: Portland *American Housing Surveys*, Census Bureau

FIGURE 55 PERCENT OF POPULATION BELOW POVERTY (1993): PORTLAND AND SIX OTHER CITIES



SOURCE: *State and Metropolitan Data Book*, Census Bureau

	# of homeless seeking shelter on one night *	# of "shelter bed nights": homeless singles	# of youth served	# of low-moderate income homeowner units		# of low-moderate income rental units	
				Major rehab	Minor rehab **	New	Rehab
FY 1993-94	1,785	-	-	-	-	-	-
FY 1994-95	1,963	-	-	-	-	-	-
FY 1995-96	2,037	-	-	-	-	-	-
FY 1996-97	2,252	-	-	-	-	-	-
FY 1997-98	2,489	87,329	2,266	212	2,016	187	218
change over last 5 years:	40%	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-

* One-night shelter count conducted annually in November by Multnomah County

** includes small number of rental units

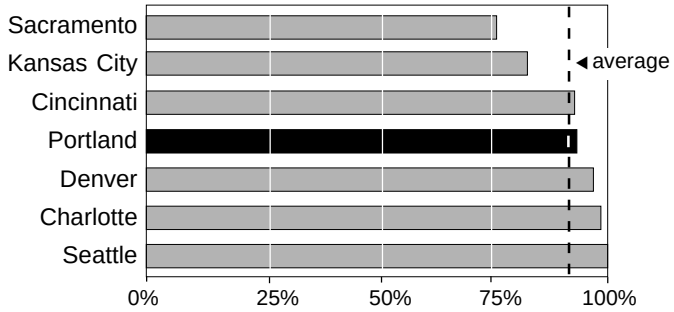
RESULTS

While the Bureau tracks data on the work of individual contractors, they currently lack complete information on the overall performance of the major programs they fund.

In '97-98 the Bureau reports placing 1,066 youth in jobs (78 percent of those served) and helping return 724 students to school (81 percent of those served).

The Bureau has recognized the need to measure results, defined some measures and started to collect data. Overall results indicators for the homeless and housing programs are under development. The Bureau is tracking the percent of homeless adults that are successfully moved into stable housing, and plans an on-going survey of tenants in rental developments to measure improvements in their housing cost burden.

FIGURE 56 PERCENT OF CDBG FUNDS SPENT TO BENEFIT LOW-TO-MODERATE-INCOME PERSONS: PORTLAND AND SIX OTHER CITIES

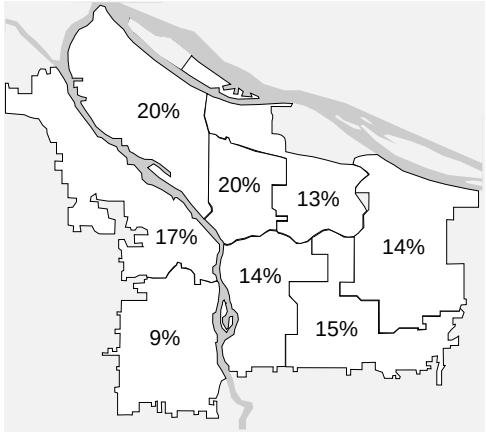


SOURCE: U.S. Dept. of Housing and Urban Development

Administratively, the BHCD performs well. Total Bureau expenditures on administration and planning is low (6.5%). A high percent (93%) of total CDBG funding is spent to benefit low-to-moderate-income people.

	Homeless single adults placed in stable housing		Reduction in housing cost burden (tenants in rental developments)	Selected youth program results				Percent of expenditures on administration
				Placed in job		Returned to school		
	Number	% of total		Number	% of total	Number	% of total	
FY 1993-94	-	-	-	-	-	-	-	-
FY 1994-95	-	-	-	-	-	-	-	-
FY 1995-96	-	-	-	-	-	-	-	-
FY 1996-97	*under development*		*under development*	-	-	-	-	-
FY 1997-98				1,066	78%	724	81%	6.5%
GOAL				**-**	**64%**	**-**	**94%**	**<10%**
change over last 5 years:	-	-	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-

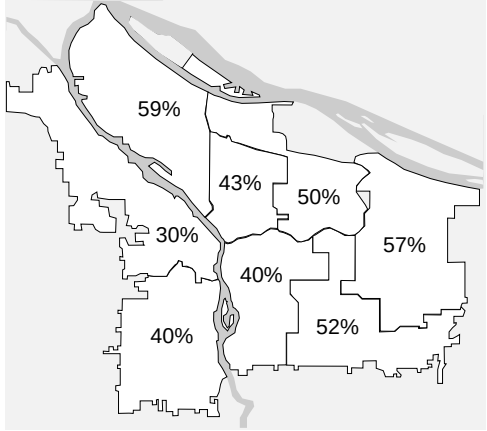
FIGURE 57 PERCENT OF RESIDENTS AT OR BELOW POVERTY LEVEL, BY NEIGHBORHOOD



SOURCE: *American Community Survey*, 1996, Census Bureau

Incomes vary considerably among neighborhoods. The North and Inner Northeast neighborhoods have the highest percent of households at or below poverty levels, and the Southwest the lowest.

FIGURE 58 RESIDENTS RATING NEIGHBORHOOD HOUSING AFFORDABILITY GOOD OR VERY GOOD



SOURCE: Auditor's Office 1998 Citizen Survey

However, residents in the most affluent neighborhood rate housing affordability worse than do residents in lower-income parts of town.

CITIZEN SURVEY	Rating of neighborhood housing affordability		
	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	-	-	-
1992	-	-	-
1993	-	-	-
1994	-	-	-
1995	-	-	-
1996	-	-	-
1997	41%	30%	29%
1998	46%	28%	26%

CHAPTER 9 PLANNING

SERVICE MISSION

The mission of the Bureau of Planning is to develop and implement policies which guide development and protect livability.

The Bureau consists of five programs: the Development Review Section, City and Neighborhood Planning, the Planning Support Group, Administration, and city-wide Geographic Information Systems.

The Bureau's management objectives include:

- sustaining the City's livability through good planning and well-managed growth
- building a sense of community by promoting public participation, and
- continuously improving the delivery of public services

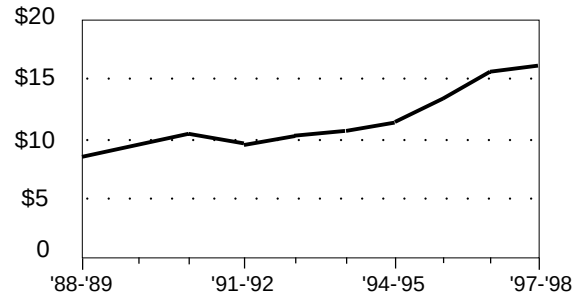
SPENDING AND STAFFING

Planning spending and staffing has increased significantly in the past five years:

- total expenditures increased 59 percent
- staffing levels grew from 64 to 95, a 48 percent increase, and
- total spending per capita jumped by 45 percent

The biggest increase in spending (111%) occurred in the Development Review section of the Bureau, while the City and Neighborhood Planning sections increased by only 5 percent.

FIGURE 59 PLANNING SPENDING PER CAPITA: PORTLAND 10-YEAR TREND



SOURCE: City of Portland *Adopted Budgets*

	City population	Expenditures (in millions/constant '97-98 dollars) Admin & support	Development review	City and neighborhood	City GIS	TOTAL	Staffing FTEs	Total spending per capita
FY 1993-94	471,325	$1.2	$1.8	$2.1	$0.0	$5.1	64	$11
FY 1994-95	495,090	$1.0	$2.3	$2.3	$0.0	$5.6	66	$11
FY 1995-96	497,600	$1.0	$2.8	$2.7	$0.0	$6.5	82	$13
FY 1996-97	503,000	$1.7	$3.2	$2.4	$0.5	$7.8	93	$15
FY 1997-98	508,500	$1.6	$3.8	$2.2	$0.5	$8.1	95	$16
change over last 5 years:	+8%	+33%	+111%	+5%	-	+59%	+48%	+45%
change over last 10 years:	+18%	-	-	-	-	+119%	+86%	+82%

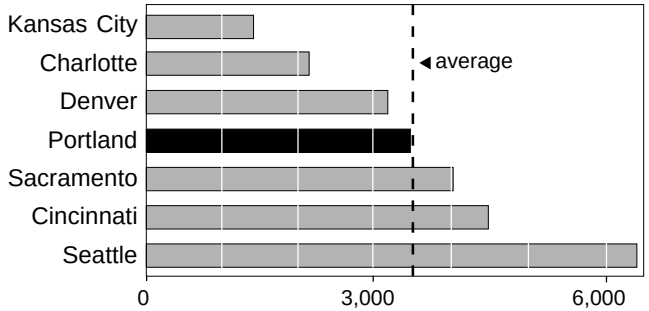
WORKLOAD

Planning workload has increased over the past five years, in several areas. For example, the number of land use reviews increased by 24 percent and the number of plans checked by planners increased by 30 percent.

However, complete workload data is not yet available for the past five years. The Bureau lacks data to document the number of people attending Bureau-sponsored meetings.

Compared to six other cities, Portland's population density is about average. Portland has 3,507 people per square mile, compared to the six city average of 3,590. Seattle is the most dense (6,465), Kansas City the least (1,396).

FIGURE 60 CITY POPULATION DENSITY: PORTLAND AND SIX OTHER CITIES



NOTE: "Density" = people per square mile in city limits, 1997; US Census Bureau

	Number of land use reviews	Number of plans checked	Number of new lots created	Number of people attending bureau-sponsored meetings
FY 1993-94	890	3,948	-	-
FY 1994-95	1,055	4,376	-	-
FY 1995-96	981	4,353	-	-
FY 1996-97	1,241	5,420	975	
FY 1997-98	1,168	5,149	971 *	*not available*
change over last 5 years:	+24%	+30%	-	-
change over last 10 years:	-	-	-	-

* 11 months' data

RESULTS

It is difficult to determine the degree to which the Bureau is meeting its goals, as most indicators are new this year and data is incomplete.

One new indicator for Planning is the percent of eligible land-use applications that are processed in a standard way, i.e., without a formal review. A high percent of applications using this track increases the process timeliness and predictability.

A 1998 survey of land-use applicants showed very high ratings on the helpfulness of Planning staff. However, about one-third said they did not get enough information about the regulations that applied to their project.

To help minimize urban sprawl and keep the City core vital, Portland's goal is to capture 20 percent of the housing built inside the Urban Growth Boundary (UGB) over the next 20 years. In '97-98, 32 percent of the housing permitted inside the UGB was in Portland.

FIGURE 61 REGIONAL POPULATION GROWTH INSIDE CITY: PORTLAND AND SIX OTHER CITIES (1990-1997)

	Inside City	Total region	% of growth inside city
Cincinnati	-21,179	81,306	0%
Kansas City	7,246	126,399	6%
Seattle	20,341	234,998	9%
Portland	**29,123**	**272,097**	**11%** [a]
Denver	30,015	278,176	11%
Sacramento	23,435	163,059	14%
Charlotte	88,369	188,103	47% [b]

[a] Portland city excludes growth due to annexations; region includes Clark Co.

[b] Large population capture in Charlotte due to increase in city area from 174 sq. mi. to 234 sq. mi.

SOURCE: US Census Bureau

In addition, comparing population growth in six other cities, Portland has captured an average share of regional growth since 1990.

	Percent of eligible projects using "standards" track	Applicant ratings		New housing units built annually				
		Helpful at meetings	Adequate information	In City	In total U.G.B.*	% of U.G.B. total in City	In 4-county region**	% of 4-county total in City
FY 1993-94	-	-	-	-	-	-	-	-
FY 1994-95	-	-	-	-	-	-	-	-
FY 1995-96	-	-	-	2,420	12,329	20%	18,417	13%
FY 1996-97	-	-	-	3,025	7,827	20%	11,225	27%
FY 1997-98	81%	82%	59%	3,635	11,388	32%	16,184	22%
GOAL	**85%**	**no goal**	**no goal**			**20%** (in 20 years)		**no goal**
change over last 5 years:	-	-	-	-	-	-	-	-
change over last 10 years:	-	-	-	-	-	-	-	-

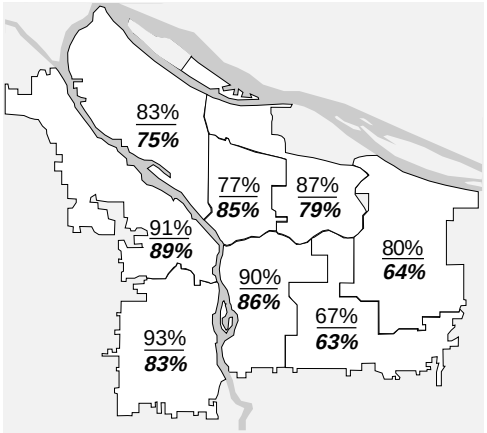
* Urban Growth Boundary ** includes Clark County

While only 40 percent of Portland residents rated the City's land-use planning "good" or "very good", they appear to like the results. Overall, 84 percent of residents rated their neighborhood livability "good" or "very good" in 1998, up from 79 percent in 1994. In addition, 79 percent rate the livability of the City as a whole "good" or "very good".

Livability ratings vary among Portland neighborhoods. In the Southwest, 93 percent of residents rate their neighborhood livability "good" or "very good" compared to only 69 percent in the Outer Southeast. Ratings of overall City livability show a similar pattern.

Neighborhood satisfaction with the land-use planning reveals the same pattern. Citizens most pleased with the planning are in the Northwest/Downtown area (55%) and those least pleased live in Outer Southeast (25%).

FIGURE 62 RESIDENTS RATING LIVABILITY IN NEIGHBORHOOD AND ***CITY AS A WHOLE*** "GOOD" OR "VERY GOOD"



SOURCE: Auditor's Office 1998 Citizen Survey

CITIZEN SURVEY	OVERALL rating: livability of City as a whole			OVERALL rating: neighborhood livability			OVERALL rating: housing development			OVERALL rating: land-use planning		
	GOOD OR VERY GOOD	NEITHER GOOD OR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD OR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD OR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD OR BAD	BAD OR VERY BAD
1991	-	-	-	-	-	-	-	-	-	-	-	-
1992	-	-	-	-	-	-	-	-	-	-	-	-
1993	-	-	-	77%	17%	6%	-	-	-	-	-	-
1994	-	-	-	79%	16%	5%	-	-	-	-	-	-
1995	-	-	-	79%	16%	5%	-	-	-	-	-	-
1996	-	-	-	81%	15%	4%	-	-	-	-	-	-
1997	-	-	-	83%	14%	3%	37%	42%	21%	-	-	-
1998	79%	16%	5%	84%	12%	4%	33%	46%	21%	40%	35%	25%

For the first time this year, Portland residents were asked to rate three neighborhood conditions that are associated with City land use planning efforts: access to shopping and services, walking distance to bus stops, and closeness to parks or open spaces.

Citywide, 75 percent rated access to shopping and services as "good" or "very good"; 88 percent rated walking distance to the bus stop "good" or "very good"; and 79 percent thought that the closeness to parks or open spaces was "good" or "very good".

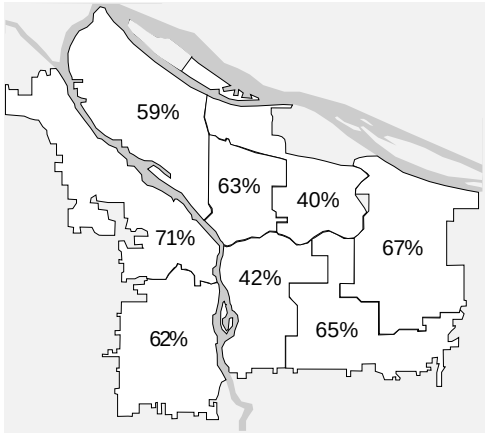
However, satisfaction with these three conditions vary by neighborhood. While the Northwest and Inner Southeast neighborhoods were most positive, residents living in the Outer Southest, East, and the Southwest rated these conditions lower.

FIGURE 63 **1998 CITIZEN SURVEY:** RESIDENTS RATING NEIGHBORHOOD ACCESS "GOOD" OR "VERY GOOD"

	Access to shopping	Distance to bus	Closeness to park
Southwest	74%	79%	78%
NW/downtown	82%	92%	91%
North	67%	91%	81%
Inner NE	65%	93%	82%
Central NE	76%	89%	75%
Inner SE	80%	93%	85%
Outer SE	71%	82%	71%
East	78%	83%	68%

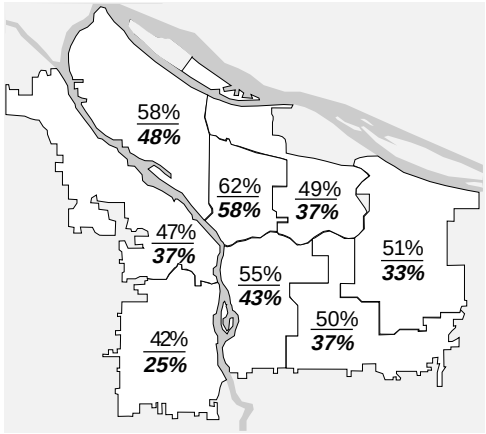
	Rating of neighborhood: access to shopping and services			Rating of neighborhood: walking distance to bus stop			Rating of neighborhood: closeness of parks or open spaces		
CITIZEN SURVEY	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	-	-	-	-	-	-	-	-	-
1992	-	-	-	-	-	-	-	-	-
1993	-	-	-	-	-	-	-	-	-
1994	-	-	-	-	-	-	-	-	-
1995	-	-	-	-	-	-	-	-	-
1996	-	-	-	-	-	-	-	-	-
1997	-	-	-	-	-	-	-	-	-
1998	75%	16%	9%	88%	8%	4%	79%	15%	6%

FIGURE 64 PERCENT OF RESIDENTS CITING NEW RESIDENTIAL DEVELOPMENT IN NEIGHBORHOOD IN LAST YEAR



Citizens were asked about new development in their neighborhoods this year. Citywide, 52 percent of residents rated the attractiveness of new residential development "good" or "very good". Only 39 percent thought the results improved their neighborhood.

FIGURE 65 PERCENT RATING RESIDENTIAL DEVELOPMENT ATTRACTIVENESS/***IMPROVING NEIGHBORHOOD*** "GOOD" OR "VERY GOOD"



Residents in the Southwest are most critical of the attractiveness and impact of the residential development, and the Inner Northeast residents rate new development most positively.

CITIZEN SURVEY	Any new residential development in neighborhood in last year?		Rating of neighborhood residential development on attractiveness			Rating of residential development in improving the neighborhood		
	YES	NO	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD	GOOD OR VERY GOOD	NEITHER GOOD NOR BAD	BAD OR VERY BAD
1991	-	-	-	-	-	-	-	-
1992	-	-	-	-	-	-	-	-
1993	-	-	-	-	-	-	-	-
1994	-	-	-	-	-	-	-	-
1995	-	-	-	-	-	-	-	-
1996	-	-	-	-	-	-	-	-
1997	-	-	-	-	-	-	-	-
1998	58%	42%	52%	32%	16+%	39%	37%	24%

FIGURE 66 PERCENT OF RESIDENTS CITING NEW COMMERCIAL DEVELOPMENT IN NEIGHBORHOOD IN LAST YEAR

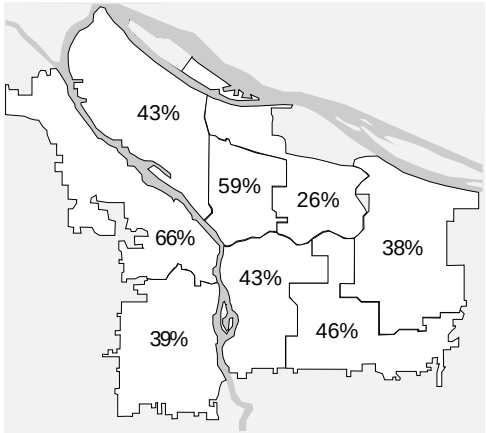
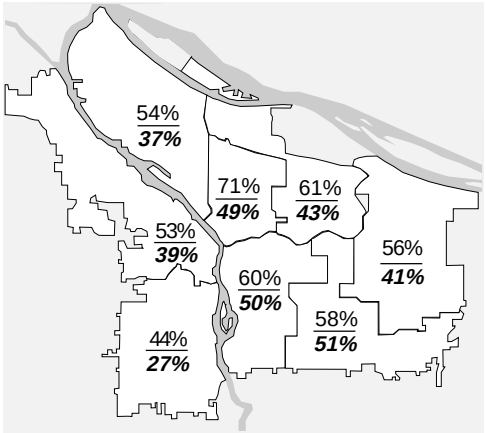


FIGURE 67 PERCENT RATING COMMERCIAL DEVELOPMENT ATTRACTIVENESS/***IMPROVING ACCESS TO SERVICES*** "GOOD" OR "VERY GOOD"



Citywide, 57 percent of residents rated the attractiveness of new commercial development as "good" or "very good"; 42 percent rated the project as "good" or "very good" in terms of improving access to services.

Residents in the Southwest are again most critical of the attractiveness and impact of the commercial development, and the Inner Northeast rates commercial development the highest.

	Any new commercial development in neighborhood in last year?		Rating of commercial development on attractiveness			Rating of commercial development in improving access to services		
CITIZEN SURVEY	**YES**	**NO**	**GOOD OR VERY GOOD**	**NEITHER GOOD NOR BAD**	**BAD OR VERY BAD**	**GOOD OR VERY GOOD**	**NEITHER GOOD NOR BAD**	**BAD OR VERY BAD**
1991	-	-	-	-	-	-	-	-
1992	-	-	-	-	-	-	-	-
1993	-	-	-	-	-	-	-	-
1994	-	-	-	-	-	-	-	-
1995	-	-	-	-	-	-	-	-
1996	-	-	-	-	-	-	-	-
1997	-	-	-	-	-	-	-	-
1998	44%	56%	57%	28%	15%	42%	42%	16%

APPENDICES

Appendix A 1998 Citizen Survey Results

In 1998, the annual Portland Citizen Survey was done in collaboration with the Multnomah County Auditor and the City of Gresham. The City service questions correspond to the goals of the nine bureaus covered in this report, and the results are intended to indicate how well goals were met. County service questions are not discussed in this report.

We mailed the survey to randomly selected addresses, with a letter from the City Auditor, the County Auditor, and the Mayor of Gresham, 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 9,500 surveys to City residents, and an additional 4,400 to County and Gresham residents, in September 1998. A reminder was mailed four weeks later. At the time we wrote this report, 5,638 surveys were returned, 3,848 were City residents, for a City response rate of 41 percent.

Sampling error

For the City-wide survey sample size of 3,848, the sampling error (at the conventional 95% confidence level) is no more than ±1.5%. For the smaller sub-samples in each neighborhood, the sampling error is generally less than ±4%.

Representativeness of respondents

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

We sent surveys to residents in each of the 8 Portland neighborhoods. Because some of the neighborhoods are larger than others, we checked

on the need to re-weight the groups before combining into a City-wide total. Our analysis showed that re-weighting would have no substantial effect. Therefore, the City totals reported are unadjusted.

Follow-up on non-respondents

In prior years we conducted a follow-up telephone survey of 400 non-respondents to address possible bias in the results caused by major attitude differences between those who returned the survey and those who did not. We asked nine questions from the mailed survey, as well as the demographic questions, and a general question on why the survey was not returned. We concluded from our analysis that there were no major differences between our sample and those who did not respond.

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

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

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

Results

The 1998 survey questions and results for City respondents (N=3,848) follow; County-wide results (N=5,638) are reported separately by the Multnomah County Auditor. A percentage is given for the responses to each question, both for the City as a whole and for each neighborhood separately. In addition, the City-wide total percentages from the last seven years’ survey are included.

The number of responses to each question are in parentheses following the last response category. “Don’t know” and blank responses are <u>not</u> included in the percentages or in the count of responses.

1998 CITY/COUNTY CITIZEN SURVEY

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

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	**CITY TOTAL**	1997	1996	1995	1994	1993	1992	1991
1 How safe would you feel walking alone *during the day*:																
• in your neighborhood?																
Very safe	66%	55%	41%	39%	48%	55%	30%	40%	48%	43%	39%	38%	36%	34%	36%	32%
Safe	29%	38%	43%	44%	42%	35%	51%	46%	40%	43%	44%	46%	45%	46%	45%	46%
Neither safe nor unsafe	4%	5%	10%	11%	7%	8%	14%	11%	8%	10%	12%	12%	13%	14%	13%	15%
Unsafe	1%	2%	5%	5%	2%	1%	5%	2%	3%	3%	4%	3%	5%	5%	5%	5%
Very unsafe	<1%	<1%	1%	1%	1%	1%	<1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
	(566)	(439)	(446)	(433)	(513)	(530)	(426)	(428)	(3,781)	(4,115)	(4,139)	(4,296)	(3,882)	(4,544)	(4,030)	(4,440)
• in the park closest to you?																
Very safe	43%	38%	27%	21%	30%	37%	19%	22%	31%	25%	23%	23%	21%	18%	21%	17%
Safe	39%	41%	40%	47%	48%	41%	44%	50%	43%	44%	45%	44%	41%	42%	40%	40%
Neither safe nor unsafe	12%	15%	19%	19%	16%	14%	23%	19%	17%	20%	19%	20%	22%	22%	22%	23%
Unsafe	5%	6%	10%	9%	6%	6%	12%	8%	7%	8%	10%	10%	13%	14%	13%	15%
Very Unsafe	1%	<1%	4%	4%	<1%	2%	2%	1%	2%	3%	3%	3%	3%	4%	4%	5%
	(542)	(427)	(427)	(413)	(488)	(510)	(409)	(397)	(3,613)	(3,903)	(4,067)	(3,686)	(4,290)	(3,807)	(4,212)	(4,212)
• downtown?																
Very safe	26%	39%	24%	31%	24%	31%	16%	12%	26%	20%	19%	19%	17%	13%	16%	15%
Safe	46%	46%	42%	51%	45%	44%	41%	40%	45%	44%	44%	44%	43%	41%	42%	42%
Neigher safe nor unsafe	21%	12%	20%	12%	23%	17%	27%	31%	20%	24%	23%	24%	24%	27%	25%	26%
Unsafe	6%	2%	10%	5%	6%	7%	11%	14%	7%	9%	10%	9%	12%	14%	12%	12%
Very unsafe	1%	1%	4%	1%	2%	1%	5%	3%	2%	3%	4%	4%	4%	5%	5%	5%
	(552)	(426)	(422)	(410)	(489)	(513)	(396)	(398)	(3,606)	(3,892)	(3,920)	(4,022)	(3,661)	(4,268)	(3,769)	(4,185)

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
How safe would you feel walking alone *at night*:																
• in your neighborhood?																
Very safe	23%	18%	12%	10%	10%	15%	10%	10%	14%	11%	12%	10%	9%	9%	10%	8%
Safe	42%	40%	28%	29%	38%	36%	24%	36%	35%	34%	31%	30%	27%	26%	28%	26%
Neither safe nor unsafe	21%	24%	24%	23%	25%	26%	28%	27%	24%	24%	23%	24%	26%	23%	22%	24%
Unsafe	11%	15%	23%	27%	21%	17%	28%	19%	20%	22%	25%	25%	25%	27%	26%	26%
Very unsafe	3%	3%	13%	11%	6%	6%	10%	8%	7%	9%	9%	11%	13%	15%	14%	16%
	(555)	(426)	(430)	(421)	(504)	(516)	(409)	(408)	(3,669)	(4,037)	(4,038)	(4,198)	(3,801)	(4,439)	(3,935)	(4,331)
• in the park closest to you?																
Very safe	7%	7%	4%	2%	1%	5%	4%	3%	4%	3%	4%	3%	3%	2%	3%	2%
Safe	22%	21%	13%	11%	18%	16%	11%	17%	16%	15%	14%	12%	12%	10%	11%	9%
Neither safe nor unsafe	29%	26%	23%	21%	26%	26%	22%	24%	25%	25%	23%	23%	22%	19%	19%	19%
Unsafe	30%	33%	32%	39%	36%	36%	36%	37%	35%	34%	34%	35%	34%	37%	36%	36%
Very unsafe	12%	13%	28%	27%	19%	17%	27%	19%	20%	23%	25%	27%	29%	32%	31%	34%
	(535)	(414)	(418)	(407)	(478)	(499)	(396)	(387)	(3,534)	(3,854)	(3,856)	(4,000)	(3,627)	(4,237)	(3,735)	(4,152)
• downtown?																
Very safe	3%	8%	5%	5%	2%	4%	2%	1%	4%	3%	3%	3%	2%	2%	2%	2%
Safe	24%	31%	21%	28%	18%	23%	11%	12%	21%	18%	17%	16%	15%	12%	14%	12%
Neither safe nor unsafe	32%	34%	30%	34%	34%	30%	27%	22%	31%	29%	28%	28%	27%	23%	23%	25%
Unsafe	25%	21%	25%	24%	33%	26%	33%	40%	28%	30%	31%	31%	33%	34%	34%	33%
Very unsafe	16%	6%	19%	9%	13%	17%	27%	25%	16%	20%	21%	22%	24%	29%	27%	28%
	(542)	(416)	(411)	(403)	(481)	(501)	(395)	(390)	(3,539)	(3,876)	(3,864)	(4,030)	(3,660)	(4,242)	(3,752)	(4,154)
2 Did anyone break into, or attempt to break into, any cars or trucks belonging to your household in the last 12 months (that is, since September 1995)?																
Yes	15%	23%	19%	29%	20%	23%	22%	23%	22%	22%	23%	24%	-	-	-	-
No	85%	77%	81%	71%	80%	77%	78%	77%	78%	78%	77%	76%	-	-	-	-
	(566)	(436)	(455)	(430)	(522)	(524)	(423)	(429)	(3,785)	(4,098)	(4,127)	(4,299)	-	-	-	-
If **YES**:																
• No. of times? (TOTAL REPORTED)	127	169	137	231	152	177	157	149	1,299	1,575	1,445	1,618	-	-	-	-
• How many were reported to the police? (PERCENT CALCULATED)	47%	49%	42%	48%	43%	41%	41%	50%	45%	39%	43%	44%	-	-	-	-

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
3 Did anyone break into, or burglarize, your home during the last 12 months?																
Yes	3%	3%	6%	7%	4%	4%	6%	8%	5%	4%	5%	5%	7%	7%	9%	10%
No	97%	97%	94%	93%	96%	96%	94%	92%	95%	96%	95%	95%	93%	93%	91%	90%
	(569)	(439)	(458)	(431)	(521)	(525)	(419)	(428)	(3,790)	(4,130)	(4,140)	(4,330)	(3,922)	(4,563)	(4,043)	(4,456)
If **YES**:																
• Was it reported to the police?																
Yes	67%	69%	77%	77%	80%	59%	52%	71%	70%	71%	71%	70%	77%	73%	80%	76%
No	33%	31%	23%	23%	20%	41%	48%	29%	30%	29%	29%	30%	23%	27%	20%	24%
	(15)	(13)	(26)	(31)	(20)	(22)	(23)	(31)	(181)	(175)	(194)	(196)	(265)	(327)	(323)	(432)
4 Do you know, or have you heard of, your neighborhood police officer?																
Yes	9%	9%	19%	18%	16%	10%	14%	13%	13%	14%	15%	15%	16%	15%	13%	12%
No	91%	91%	81%	82%	84%	90%	86%	87%	87%	86%	85%	85%	84%	85%	87%	88%
	(566)	(441)	(458)	(432)	(524)	(528)	(424)	(430)	(3,803)	(4,129)	(4,083)	(4,307)	(3,896)	(4,537)	(4,049)	(4,461)
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	12%	15%	18%	20%	12%	12%	14%	15%	15%	-	17%	14%	16%	18%	18%	17%
Willing	46%	42%	46%	47%	43%	45%	47%	47%	45%	-	46%	44%	46%	49%	50%	51%
Neither willing nor unwilling	32%	30%	28%	27%	38%	33%	33%	32%	32%	-	30%	33%	30%	26%	26%	26%
Unwilling	9%	11%	6%	5%	6%	8%	6%	5%	7%	-	6%	7%	7%	6%	5%	5%
Very unwilling	1%	2%	2%	1%	1%	2%	<1%	1%	1%	-	1%	2%	1%	1%	1%	1%
	(539)	(424)	(436)	(420)	(483)	(496)	(396)	(391)	(3,585)	-	(3,788)	(3,939)	(3,561)	(4,207)	(3,755)	(4,121)
6 Did you use the services of the fire department in the last twelve months?																
Yes	5%	8%	8%	9%	6%	10%	6%	7%	7%	-	6%	8%	6%	7%	7%	7%
No	95%	92%	92%	91%	94%	90%	94%	93%	93%	-	94%	92%	94%	93%	93%	93%
	(570)	(443)	(453)	(434)	(524)	(533)	(428)	(432)	(3,817)	-	(4,152)	(4,331)	(3,924)	(4,570)	(4,052)	(4,406)

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
If **YES**:																
• What type of service was it? (the last time, if more than once)																
Fire	20%	41%	18%	34%	31%	31%	24%	21%	28%	-	22%	22%	24%	20%	30%	24%
Medical	57%	41%	67%	54%	61%	61%	64%	72%	59%	-	60%	65%	62%	58%	50%	56%
Other	23%	18%	15%	12%	8%	8%	12%	7%	13%	-	18%	13%	14%	22%	20%	20%
	(30)	(34)	(33)	(35)	(26)	(49)	(25)	(29)	(261)	-	(262)	(319)	(227)	(312)	(273)	(322)
How do you rate the quality of the service you got?																
Very good	71%	76%	78%	65%	80%	71%	64%	70%	72%	-	69%	63%	77%	68%	68%	69%
Good	23%	18%	16%	35%	16%	25%	24%	30%	24%	-	25%	29%	19%	22%	24%	23%
Neither good nor bad	3%	3%	6%	0%	4%	4%	12%	0%	4%	-	2%	6%	2%	6%	4%	5%
Bad	0%	3%	0%	0%	0%	0%	0%	0%	0%	-	3%	2%	2%	3%	3%	2%
Very bad	3%	0%	0%	0%	0%	0%	0%	0%	0%	-	1%	0%	0%	1%	1%	1%
	(31)	(34)	(32)	(37)	(25)	(51)	(25)	(30)	(265)	-	(256)	(323)	(225)	(308)	(270)	(321)
7 Are you prepared to sustain yourself for 72 hours after a major disaster?																
Yes	52%	45%	56%	48%	51%	47%	59%	62%	52%	51%	50%	46%	44%	46%	-	-
No	48%	55%	44%	52%	49%	53%	41%	38%	48%	49%	50%	54%	56%	54%	-	-
	(563)	(431)	(452)	(432)	(508)	(524)	(417)	(426)	(3,753)	(4,065)	(4,095)	(3,957)	(3,796)	(4,439)	-	-
If **NO**:																
• Do you know what to do to get prepared?																
Yes	52%	41%	43%	48%	47%	47%	48%	50%	47%	45%	44%	47%	48%	50%	-	-
No	48%	59%	57%	52%	53%	53%	52%	50%	53%	55%	56%	53%	52%	50%	-	-
	(227)	(207)	(179)	(194)	(225)	(251)	(139)	(128)	(1,550)	(1,867)	(1,824)	(1,908)	(1,936)	(2,205)	-	-
8 Are you trained in first aid or CPR?																
First aid	12%	8%	8%	10%	8%	8%	12%	11%	10%	-	11%	11%	10%	-	-	-
CPR	10%	9%	9%	10%	9%	12%	8%	9%	9%	-	10%	15%	13%	-	-	-
Both	30%	27%	33%	37%	33%	30%	36%	33%	32%	-	30%	28%	28%	-	-	-
Neither	48%	56%	50%	43%	50%	50%	44%	47%	49%	-	49%	46%	49%	-	-	-
	(566)	(441)	(452)	(429)	(517)	(524)	(423)	(429)	(3,781)	-	(4,134)	(3,726)	(3,634)	-	-	-

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
9 How well do you think:																
• the City provides sewer and drainage service to your home?																
Very well	25%	32%	28%	28%	25%	25%	20%	18%	25%	27%	24%	20%	21%	-	-	-
Well	50%	50%	47%	49%	51%	52%	43%	49%	49%	48%	48%	48%	49%	-	-	-
Neither well nor poorly	15%	13%	17%	19%	16%	16%	26%	21%	18%	17%	18%	22%	21%	-	-	-
Poorly	6%	3%	5%	3%	5%	6%	6%	6%	5%	5%	6%	6%	6%	-	-	-
Very poorly	4%	2%	3%	1%	3%	1%	5%	6%	3%	3%	4%	4%	4%	-	-	-
	(519)	(388)	(413)	(395)	(478)	(472)	(373)	(389)	(3,427)	(3,852)	(3,765)	(3,442)	(3,240)	-	-	-
• the sewer and storm drainage systems protect streams and rivers?																
Very well	6%	5%	11%	7%	6%	4%	5%	4%	6%	5%	5%	6%	6%	2%	3%	3%
Well	20%	21%	22%	23%	26%	22%	22%	30%	23%	24%	21%	25%	24%	16%	19%	20%
Neither well nor poorly	24%	25%	23%	25%	23%	24%	28%	22%	24%	26%	24%	23%	24%	25%	26%	23%
Poorly	30%	32%	28%	29%	29%	34%	28%	24%	30%	29%	32%	27%	26%	35%	34%	33%
Very poorly	20%	17%	16%	16%	16%	16%	17%	20%	17%	16%	18%	19%	20%	22%	18%	21%
	(453)	(341)	(377)	(347)	(409)	(410)	(335)	(344)	(3,016)	(3,433)	(3,360)	(3,088)	(2,931)	(3,651)	(2,972)	(3,210)
10 How do you rate garbage/recycling service in the following catetories:																
• the cost?																
Very good	7%	15%	12%	15%	8%	8%	6%	7%	9%	9%	9%	8%	8%	5%	6%	-
Good	29%	39%	40%	37%	35%	41%	31%	36%	36%	34%	31%	29%	28%	27%	25%	-
Neither good nor bad	36%	30%	31%	31%	38%	31%	38%	32%	34%	33%	31%	34%	35%	33%	32%	-
Bad	21%	12%	12%	15%	16%	16%	19%	19%	16%	18%	20%	20%	22%	24%	26%	-
Very bad	7%	4%	5%	2%	3%	4%	6%	6%	5%	6%	9%	9%	8%	11%	11%	-
	(499)	(287)	(391)	(375)	(472)	(445)	(382)	(384)	(3,235)	(3,645)	(3,521)	(3,525)	(3,351)	(4,095)	(3,144)	-

	1998									Prior Year CITY TOTALS						
				NE		SE										
	SW	NW/ Downtown	N	Inner	Central	Inner	Outer	E	**CITY TOTAL**	1997	1996	1995	1994	1993	1992	1991
• the quality of garbage service?																
Very good	23%	26%	27%	29%	25%	27%	18%	18%	24%	25%	23%	23%	23%	21%	25%	-
Good	53%	51%	54%	51%	53%	52%	54%	60%	54%	52%	54%	53%	53%	55%	53%	-
Neither good nor bad	17%	18%	15%	17%	18%	16%	21%	14%	17%	17%	16%	18%	18%	17%	15%	-
Bad	5%	3%	3%	3%	3%	4%	5%	6%	4%	4%	5%	4%	4%	5%	5%	-
Very bad	2%	2%	1%	<1%	1%	1%	2%	2%	1%	2%	2%	2%	2%	2%	2%	-
	(533)	(376)	(427)	(406)	(491)	(489)	(393)	(399)	(3,514)	(3,963)	(3,870)	(3,849)	(3,625)	(4,341)	(3,278)	-
• the quality of recycling service?																
Very good	26%	25%	31%	29%	29%	27%	21%	20%	26%	26%	25%	26%	25%	23%	23%	-
Good	48%	47%	51%	47%	49%	52%	51%	56%	50%	49%	51%	51%	51%	51%	49%	-
Neither good nor bad	17%	19%	12%	16%	16%	15%	19%	12%	16%	17%	15%	15%	17%	17%	17%	-
Bad	8%	7%	5%	6%	5%	5%	6%	9%	6%	6%	6%	6%	6%	6%	7%	-
Very bad	1%	2%	1%	2%	1%	1%	3%	3%	2%	2%	3%	2%	2%	3%	4%	-
	(524)	(373)	(420)	(403)	(484)	(490)	(392)	(398)	(3,484)	(3,930)	(3,835)	(3,780)	(3,505)	(4,234)	(3,240)	-
Do you live in a single family home, a 2-, 3- or 4-plex, or a larger apartment/condominium?																
1 family home	81%	17%	85%	83%	92%	74%	89%	87%	76%	75%	75%	76%	78%	80%	-	-
2, 3 or 4-plex	3%	5%	4%	8%	2%	9%	5%	2%	5%	6%	7%	5%	5%	5%	-	-
Apartment	12%	71%	8%	7%	5%	15%	4%	7%	16%	17%	15%	16%	15%	13%	-	-
Other	4%	7%	3%	2%	1%	2%	2%	4%	3%	2%	3%	3%	3%	2%	-	-
	(538)	(420)	(428)	(400)	(484)	(489)	(399)	(407)	(3,565)	(4,017)	(3,995)	(3,988)	(3,762)	(4,425)	-	-
11 Do you work outside of your home (either full-time or part-time)?																
Yes	65%	74%	69%	73%	66%	72%	68%	58%	68%	66%	-	-	-	-	-	-
No	35%	26%	31%	27%	34%	28%	32%	42%	32%	34%	-	-	-	-	-	-
	(546)	(433)	(445)	(417)	(506)	(512)	(409)	(418)	(3,686)	(4,108)	-	-	-	-	-	-

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
If **YES**:																
• Do you usually travel to or from work during peak traffic hours, that is, 7 am - 9 am (morning) or 3:30 pm - 5:30 pm (evening)?																
Morning	18%	18%	16%	16%	16%	14%	16%	16%	16%	41%	-	-	-	-	-	-
Evening	6%	8%	11%	6%	10%	11%	16%	12%	10%	9%	-	-	-	-	-	-
Both morning and evening	60%	56%	50%	57%	58%	59%	50%	53%	56%	31%	-	-	-	-	-	-
Neither	16%	18%	23%	21%	16%	16%	18%	19%	18%	19%	-	-	-	-	-	-
	(353)	(316)	(302)	(299)	(332)	(367)	(278)	(238)	(2,485)	(2,715)	-	-	-	-	-	-
• What mode of travel do you usually use to get to and from work?																
Drive alone	76%	44%	71%	74%	72%	70%	75%	83%	70%	71%	-	-	-	-	-	-
Drive with others	7%	4%	11%	9%	10%	6%	10%	6%	8%	9%	-	-	-	-	-	-
Bus or Max	9%	19%	8%	10%	11%	18%	10%	6%	12%	10%	-	-	-	-	-	-
Drive partway, bus partway	3%	2%	4%	1%	3%	1%	3%	2%	2%	2%	-	-	-	-	-	-
Walk	3%	25%	4%	2%	1%	2%	1%	2%	5%	5%	-	-	-	-	-	-
Bicycle	2%	6%	2%	4%	3%	3%	1%	1%	3%	3%	-	-	-	-	-	-
	(349)	(319)	(295)	(299)	(333)	(364)	(271)	(238)	(2,468)	(2,717)	-	-	-	-	-	-
12 In general, how do you rate the streets in your neighborhood in the following categories?																
• smoothness																
Very good	13%	14%	14%	16%	15%	14%	8%	17%	14%	12%	12%	11%	14%	12%	11%	12%
Good	41%	46%	45%	47%	48%	52%	46%	45%	46%	46%	46%	44%	46%	43%	15%	42%
Neither good nor bad	20%	24%	20%	22%	22%	22%	23%	22%	22%	23%	22%	23%	21%	23%	22%	23%
Bad	17%	12%	14%	12%	10%	10%	16%	11%	13%	14%	14%	15%	14%	15%	15%	15%
Very bad	9%	4%	7%	3%	5%	2%	7%	5%	5%	5%	6%	7%	5%	7%	7%	8%
	(551)	(431)	(442)	(419)	(502)	(508)	(410)	(413)	(3,676)	(4,102)	(4,145)	(4,058)	(3,807)	(4,541)	(4,038)	(4,440)

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
• cleanliness																
Very good	15%	16%	13%	15%	15%	16%	6%	15%	14%	13%	13%	11%	12%	12%	12%	11%
Good	54%	52%	48%	48%	54%	56%	44%	50%	51%	51%	51%	49%	51%	49%	48%	46%
Neither good nor bad	21%	19%	23%	20%	22%	19%	30%	23%	22%	23%	23%	25%	22%	23%	23%	25%
Bad	8%	11%	12%	12%	7%	7%	14%	8%	10%	10%	10%	11%	11%	11%	11%	13%
Very bad	2%	2%	4%	5%	2%	2%	6%	4%	3%	3%	3%	4%	4%	5%	6%	5%
	(548)	(434)	(441)	(411)	(498)	(512)	(410)	(412)	(3,666)	(4,055)	(4,125)	(4,053)	(3,799)	(4,528)	(3,996)	(4,398)
• traffic speed																
Very good	6%	8%	6%	4%	6%	6%	5%	7%	6%	5%	-	-	-	-	-	-
Good	32%	39%	29%	27%	31%	32%	24%	33%	31%	32%	-	-	-	-	-	-
Neither good nor bad	26%	25%	22%	26%	21%	24%	22%	23%	24%	25%	-	-	-	-	-	-
Bad	24%	20%	28%	28%	29%	26%	31%	25%	26%	26%	-	-	-	-	-	-
Very bad	12%	8%	15%	15%	13%	12%	18%	12%	13%	12%	-	-	-	-	-	-
	(544)	(428)	(442)	(412)	(496)	(509)	(408)	(412)	(3,651)	(4,050)	-	-	-	-	-	-
13 In the past twelve months, how many times did you:																
• visit the Central Library? *																
Never	48%	29%	62%	45%	57%	45%	68%	68%	52%	49%	65%	63%	50%	-	-	-
Once or twice	25%	22%	19%	25%	24%	28%	18%	21%	23%	22%	17%	16%	21%	-	-	-
3 to 11 times	20%	29%	13%	23%	15%	19%	10%	10%	18%	19%	14%	13%	19%	-	-	-
12 to 24 times	4%	11%	4%	4%	2%	4%	2%	1%	4%	6%	5%	5%	7%	-	-	-
More than 24 times	3%	9%	2%	3%	2%	4%	2%	<1%	3%	4%	3%	3%	3%	-	-	-
	(551)	(436)	(435)	(414)	(503)	(507)	(406)	(408)	(3,660)	(4,000)	(3,884)	(3,887)	(3,764)	-	-	-
• visit your neighborhood branch?																
Never	40%	63%	53%	45%	40%	45%	45%	41%	46%	40%	44%	46%	45%	-	-	-
Once or twice	20%	11%	21%	21%	23%	21%	21%	23%	20%	20%	18%	18%	18%	-	-	-
3 to 11 times	23%	15%	15%	18%	23%	20%	23%	23%	20%	21%	21%	20%	20%	-	-	-
12 to 24 times	10%	6%	6%	10%	7%	8%	6%	8%	8%	11%	9%	9%	11%	-	-	-
More than 24 times	7%	5%	5%	6%	7%	6%	5%	5%	6%	8%	8%	7%	7%	-	-	-
	(543)	(377)	(434)	(404)	(496)	(500)	(407)	(407)	(3,568)	(3,912)	(3,929)	(3,907)	(3,645)	-	-	-

* question read "Trans-Central Library" in 1996 survey

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
• contact the library by phone?																
Never	59%	60%	69%	58%	67%	58%	70%	71%	64%	60%	60%	63%	63%	-	-	-
Once or twice	25%	20%	17%	22%	21%	22%	17%	20%	21%	20%	22%	20%	21%	-	-	-
3 to 11 times	13%	15%	10%	14%	8%	14%	10%	6%	11%	15%	13%	12%	11%	-	-	-
12 to 24 times	2%	3%	2%	5%	2%	4%	2%	2%	3%	4%	3%	4%	4%	-	-	-
More than 24 times	1%	2%	2%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	-	-	-
	(543)	(424)	(426)	(402)	(488)	(494)	(399)	(394)	(3,570)	(3,913)	(3,881)	(3,849)	(3,629)	-	-	-
• contact the library by computer?																
Never	85%	85%	90%	82%	88%	83%	89%	89%	86%	86%	89%	90%	93%	-	-	-
Once or twice	6%	7%	4%	8%	6%	8%	4%	5%	6%	6%	4%	4%	2%	-	-	-
3 to 11 times	5%	4%	3%	5%	3%	5%	4%	3%	4%	4%	4%	3%	3%	-	-	-
12 to 24 times	3%	3%	1%	3%	<1%	2%	2%	1%	2%	2%	2%	1%	1%	-	-	-
More than 24 times	1%	1%	2%	2%	3%	2%	1%	2%	2%	2%	1%	2%	1%	-	-	-
	(534)	(415)	(427)	(395)	(483)	(493)	(402)	(390)	(3,539)	(3,853)	(3,761)	(3,768)	(3,516)	-	-	-
Which Multnomah County library do you usually go to?																
Albina	0%	0%	1%	14%	1%	0%	0%	0%	2%	2%	2%	-	-	-	-	-
Belmont	0%	1%	1%	1%	0%	21%	2%	<1%	3%	3%	3%	-	-	-	-	-
Capitol Hill	19%	0%	0%	0%	0%	0%	0%	0%	3%	3%	4%	-	-	-	-	-
Central/Trans-Central	40%	97%	29%	41%	21%	40%	13%	7%	37%	36%	31%	-	-	-	-	-
Gregory Heights	0%	0%	0%	0%	24%	0%	1%	3%	4%	4%	6%	-	-	-	-	-
Gresham	0%	<1%	1%	0%	<1%	1%	4%	6%	1%	1%	1%	-	-	-	-	-
Hillsdale	40%	1%	1%	0%	0%	<1%	1%	0%	7%	7%	9%	-	-	-	-	-
Holgate	<1%	0%	0%	0%	0%	5%	26%	1%	4%	4%	5%	-	-	-	-	-
Hollywood	1%	0%	1%	30%	48%	6%	1%	1%	11%	11%	13%	-	-	-	-	-
Midland	<1%	0%	1%	1%	6%	2%	31%	71%	12%	11%	8%	-	-	-	-	-
North Portland	<1%	0%	18%	13%	<1%	0%	0%	0%	4%	4%	4%	-	-	-	-	-
Rockwood	<1%	0%	<1%	0%	<1%	0%	1%	11%	1%	2%	2%	-	-	-	-	-
St. Johns	0%	1%	47%	0%	0%	0%	0%	0%	5%	6%	5%	-	-	-	-	-
Sellwood-Moreland	<1%	0%	0%	<1%	0%	8%	<1%	0%	1%	2%	2%	-	-	-	-	-
Woodstock	<1%	0%	<1%	0%	0%	17%	20%	<1%	5%	4%	5%	-	-	-	-	-
	(351)	(293)	(241)	(270)	(314)	(326)	(239)	(232)	(2,266)	(2,688)	(2,501)	-	-	-	-	-

	1998									Prior Year CITY TOTALS						
				NE		SE										
	SW	NW/ Downtown	N	Inner	Central	Inner	Outer	E	**CITY TOTAL**	1997	1996	1995	1994	1993	1992	1991
In general, how satisfied are you with the library you usually go to?																
• hours that meet your needs																
Very satisfied	26%	28%	22%	18%	22%	20%	14%	24%	22%	13%	22%	18%	18%	-	-	-
Satisfied	46%	41%	51%	51%	50%	45%	53%	50%	48%	38%	54%	49%	50%	-	-	-
Neither sat. or dissat.	17%	16%	17%	18%	16%	19%	22%	16%	18%	18%	12%	18%	17%	-	-	-
Dissatisfied	9%	12%	7%	10%	11%	13%	9%	9%	10%	22%	11%	13%	13%	-	-	-
Very dissatisfied	2%	3%	3%	3%	1%	3%	2%	1%	2%	9%	1%	2%	2%	-	-	-
	(422)	(329)	(277)	(317)	(370)	(381)	(280)	(290)	(2,666)	(3,116)	(2,925)	(2,959)	(2,851)	-	-	-
• convenient location																
Very satisfied	40%	49%	30%	30%	36%	35%	22%	34%	35%	35%	33%	28%	28%	-	-	-
Satisfied	48%	38%	49%	58%	54%	52%	59%	52%	51%	51%	53%	53%	55%	-	-	-
Neither sat. or dissat.	10%	9%	14%	10%	8%	11%	17%	11%	11%	11%	9%	13%	13%	-	-	-
Dissatisfied	2%	4%	5%	2%	2%	2%	1%	3%	2%	2%	4%	5%	4%	-	-	-
Very dissatisfied	<1%	<1%	2%	<1%	<1%	<1%	1%	<1%	1%	1%	1%	1%	1%	-	-	-
	(435)	(336)	(288)	(317)	(373)	(392)	(289)	(299)	(2,729)	(3,160)	(2,988)	(2,996)	(2,905)	-	-	-
• availability of books and materials																
Very satisfied	26%	35%	20%	20%	20%	22%	15%	23%	23%	23%	22%	20%	19%	-	-	-
Satisfied	43%	46%	50%	51%	50%	49%	47%	48%	48%	49%	53%	49%	52%	-	-	-
Neither sat. or dissat.	22%	12%	21%	19%	20%	19%	24%	17%	19%	19%	15%	21%	20%	-	-	-
Dissatisfied	8%	6%	8%	7%	9%	8%	12%	10%	9%	7%	8%	8%	8%	-	-	-
Very dissatisfied	1%	1%	1%	3%	1%	2%	2%	2%	1%	2%	2%	2%	2%	-	-	-
	(417)	(329)	(278)	(310)	(369)	(380)	(279)	(289)	(2,651)	(3,061)	(2,896)	(2,928)	(2,822)	-	-	-
• assistance provided by library staff																
Very satisfied	39%	48%	37%	34%	36%	34%	29%	34%	36%	38%	36%	32%	32%	-	-	-
Satisfied	43%	37%	46%	48%	48%	49%	45%	47%	46%	46%	50%	49%	49%	-	-	-
Neither sat. or dissat.	15%	14%	15%	15%	14%	14%	21%	14%	15%	14%	11%	16%	15%	-	-	-
Dissatisfied	3%	1%	2%	2%	1%	3%	4%	4%	2%	1%	2%	2%	3%	-	-	-
Very dissatisfied	<1%	<1%	<1%	1%	1%	<1%	1%	1%	1%	1%	1%	1%	1%	-	-	-
	(408)	(315)	(274)	(304)	(361)	(364)	(273)	(284)	(2,583)	(3,000)	(2,828)	(2,898)	(2,782)	-	-	-

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
• children's programs																
Very satisfied	28%	33%	28%	21%	23%	26%	17%	23%	25%	24%	22%	20%	17%	-	-	-
Satisfied	40%	28%	40%	46%	40%	40%	42%	42%	40%	41%	47%	43%	45%	-	-	-
Neither sat. or dissat.	30%	36%	28%	30%	35%	33%	40%	31%	33%	33%	28%	35%	36%	-	-	-
Dissatisfied	2%	3%	4%	2%	2%	1%	1%	3%	2%	2%	2%	1%	2%	-	-	-
Very dissatisfied	0%	0%	0%	1%	0%	0%	0%	1%	<1%	<1%	1%	1%	1%	-	-	-
	(202)	(121)	(144)	(167)	(188)	(177)	(142)	(145)	(1,286)	(1,475)	(1,388)	(1,461)	(1,377)	-	-	-
14 In general, how do you rate the quality of the parks near your home in the following categories?																
• clean grounds																
Very good	29%	33%	25%	19%	21%	28%	18%	19%	24%	22%	25%	28%	27%	26%	24%	25%
Good	55%	48%	56%	63%	62%	55%	60%	63%	58%	61%	60%	57%	59%	58%	59%	59%
Neither good nor bad	13%	14%	15%	14%	13%	13%	18%	16%	14%	13%	12%	12%	12%	12%	13%	13%
Bad	3%	4%	4%	4%	4%	3%	3%	2%	3%	3%	3%	3%	2%	3%	3%	3%
Very bad	1%	1%	<1%	<1%	<1%	1%	1%	<1%	1%	1%	0%	0%	0%	1%	1%	0%
	(505)	(422)	(416)	(391)	(464)	(474)	(360)	(346)	(3,378)	(3,704)	(3,650)	(3,675)	(3,389)	(4,040)	(3,598)	(4,022)
• well-maintained grounds																
Very good	27%	34%	24%	20%	20%	29%	18%	18%	24%	22%	25%	27%	26%	25%	23%	25%
Good	50%	47%	58%	63%	57%	54%	60%	60%	56%	59%	57%	56%	56%	57%	57%	56%
Neither good nor bad	18%	15%	15%	14%	19%	12%	18%	18%	16%	15%	15%	14%	15%	14%	16%	15%
Bad	4%	4%	2%	2%	4%	4%	3%	4%	3%	3%	2%	2%	2%	3%	5%	3%
Very bad	1%	<1%	1%	1%	<1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	(500)	(419)	(418)	(389)	(458)	(474)	(362)	(345)	(3,365)	(3,674)	(3,627)	(3,655)	(3,370)	(4,019)	(3,569)	(3,984)
• beauty of landscaping & plantings																
Very good	20%	32%	23%	19%	15%	28%	17%	18%	22%	20%	22%	24%	21%	21%	20%	22%
Good	48%	43%	50%	54%	52%	49%	51%	48%	49%	50%	50%	47%	47%	47%	48%	47%
Neither good nor bad	26%	21%	21%	23%	27%	18%	27%	27%	24%	25%	23%	24%	27%	26%	26%	26%
Bad	5%	3%	5%	3%	5%	4%	3%	6%	4%	4%	4%	4%	4%	5%	5%	4%
Very bad	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(503)	(415)	(415)	(389)	(457)	(473)	(257)	(338)	(3,347)	(3,670)	(3,621)	(3,645)	(3,366)	(4,009)	(3,570)	(3,956)

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
• clean facilities																
Very good	15%	19%	14%	10%	10%	15%	11%	11%	13%	11%	13%	15%	13%	13%	12%	12%
Good	47%	41%	36%	41%	43%	42%	41%	46%	42%	42%	41%	40%	40%	38%	40%	37%
Neither good nor bad	28%	28%	31%	32%	31%	31%	32%	30%	30%	34%	31%	31%	33%	32%	31%	32%
Bad	7%	9%	15%	14%	11%	9%	13%	11%	11%	10%	12%	11%	12%	13%	13%	15%
Very bad	3%	3%	4%	3%	5%	3%	3%	2%	4%	3%	3%	3%	3%	4%	4%	4%
	(433)	(334)	(331)	(299)	(347)	(388)	(302)	(280)	(2,714)	(2,971)	(2,872)	(2,926)	(2,792)	(3,212)	(2,880)	(3,173)
• well-maintained facilities																
Very good	15%	19%	14%	10%	11%	14%	13%	11%	14%	11%	13%	15%	13%	13%	13%	12%
Good	46%	42%	40%	44%	43%	44%	41%	45%	43%	45%	42%	41%	41%	40%	41%	40%
Neither good nor bad	31%	27%	32%	34%	35%	31%	33%	32%	32%	32%	31%	31%	34%	32%	31%	31%
Bad	5%	9%	10%	9%	7%	8%	11%	10%	8%	9%	10%	10%	9%	11%	11%	13%
Very bad	3%	3%	4%	3%	4%	3%	2%	2%	3%	3%	4%	3%	3%	4%	4%	4%
	(434)	(333)	(333)	(315)	(347)	(390)	(305)	(284)	(2,741)	(3,015)	(2,899)	(2,932)	(2,792)	(3,254)	(2,898)	(3,170)
15 In the past twelve months, how many times did you:																
• visit any City park?																
Never	9%	5%	14%	9%	16%	9%	21%	22%	13%	14%	15%	16%	16%	18%	16%	15%
Once or twice	17%	11%	17%	17%	17%	18%	22%	23%	18%	20%	19%	20%	20%	21%	19%	19%
3 to 5 times	18%	11%	20%	17%	15%	16%	18%	20%	17%	18%	18%	17%	18%	18%	17%	18%
6 to 10 times	15%	13%	12%	13%	15%	11%	12%	13%	13%	14%	13%	13%	13%	13%	14%	15%
More than 10 times	41%	60%	37%	44%	37%	46%	27%	22%	39%	34%	35%	34%	33%	30%	34%	33%
	(546)	(429)	(438)	(418)	(503)	(506)	(409)	(406)	(3,655)	(4,052)	(4,067)	(4,000)	(3,762)	(4,496)	(3,993)	(4,400)
• visit a City park near your home?																
Never	13%	5%	17%	12%	17%	14%	25%	25%	16%	18%	19%	20%	20%	23%	21%	21%
Once or twice	23%	14%	20%	22%	20%	17%	22%	28%	21%	24%	21%	22%	23%	23%	22%	21%
3 to 5 times	15%	12%	18%	17%	16%	16%	16%	18%	16%	16%	17%	17%	17%	15%	16%	16%
6 to 10 times	13%	11%	10%	12%	12%	12%	12%	9%	11%	11%	12%	11%	11%	12%	11%	13%
More than 10 times	36%	58%	35%	37%	35%	41%	25%	20%	36%	31%	31%	30%	29%	27%	30%	29%
	(537)	(419)	(429)	(399)	(496)	(499)	(404)	(391)	(3,574)	(3,974)	(3,980)	(3,859)	(3,645)	(4,411)	(3,906)	(4,318)

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
16 In general, how satisfied are you with the City's recreation programs (such as community centers and schools, classes, pools, sports leagues, art centers, etc.)?																
• easy to get to																
Very satisfied	19%	16%	22%	22%	21%	22%	13%	14%	19%	-	16%	15%	16%	14%	15%	15%
Satisfied	54%	45%	55%	55%	47%	51%	57%	50%	52%	-	53%	52%	52%	54%	54%	51%
Neither sat. or dissat.	22%	31%	19%	18%	26%	23%	27%	29%	24%	-	26%	28%	27%	25%	24%	27%
Dissatisfied	4%	5%	3%	4%	4%	3%	2%	5%	4%	-	4%	4%	5%	5%	5%	6%
Very dissatisfied	1%	3%	1%	1%	2%	1%	1%	2%	1%	-	1%	1%	1%	2%	2%	1%
	(345)	(210)	(263)	(267)	(274)	(294)	(235)	(234)	(2,122)	-	(2,460)	(2,418)	(2,411)	(2,899)	(2,619)	(2,932)
• affordable																
Very satisfied	19%	17%	18%	21%	21%	19%	13%	15%	15%	-	16%	14%	15%	15%	15%	15%
Satisfied	51%	44%	51%	55%	47%	51%	51%	50%	50%	-	50%	50%	50%	51%	52%	51%
Neither sat. or dissat.	25%	30%	25%	20%	24%	26%	29%	28%	26%	-	26%	29%	27%	26%	24%	26%
Dissatisfied	3%	5%	4%	3%	5%	3%	6%	5%	4%	-	6%	5%	6%	6%	7%	6%
Very dissatisfied	2%	4%	2%	1%	3%	1%	1%	2%	2%	-	2%	2%	2%	2%	2%	2%
	(226)	(197)	(247)	(260)	(270)	(280)	(228)	(228)	(2,046)	-	(2,327)	(2,302)	(2,301)	(2,766)	(2,506)	(2,787)
• open at good times																
Very satisfied	15%	14%	15%	16%	17%	17%	13%	12%	15%	-	12%	11%	12%	12%	11%	11%
Satisfied	49%	36%	52%	55%	49%	46%	55%	44%	49%	-	49%	50%	49%	50%	52%	47%
Neither sat. or dissat.	30%	38%	25%	23%	29%	30%	27%	34%	29%	-	31%	33%	32%	29%	29%	32%
Dissatisfied	5%	9%	6%	6%	3%	5%	4%	8%	5%	-	6%	5%	6%	7%	6%	8%
Very dissatisfied	1%	3%	2%	<1%	2%	2%	1%	2%	2%	-	2%	1%	1%	2%	2%	2%
	(323)	(195)	(239)	(255)	(260)	(270)	(225)	(224)	(1,991)	-	(2,246)	(2,211)	(2,226)	(2,667)	(2,436)	(2,724)
• good variety																
Very satisfied	17%	16%	18%	19%	14%	18%	13%	11%	16%	-	14%	12%	13%	12%	13%	13%
Satisfied	54%	39%	51%	52%	49%	47%	55%	45%	49%	-	48%	48%	48%	49%	50%	46%
Neither sat. or dissat.	28%	35%	26%	22%	30%	29%	29%	34%	29%	-	31%	34%	32%	31%	29%	31%
Dissatisfied	3%	6%	4%	7%	5%	4%	3%	5%	4%	-	5%	5%	6%	6%	6%	8%
Very dissatisfied	1%	4%	1%	<1%	2%	2%	0%	5%	2%	-	2%	1%	1%	2%	2%	2%
	(326)	(190)	(236)	(248)	(260)	(269)	(220)	(217)	(1,966)	-	(2,236)	(2,181)	(2,226)	(2,655)	(2,438)	(2,701)

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	**CITY TOTAL**	1997	1996	1995	1994	1993	1992	1991
• adequate number of classes, teams, etc.																
Very satisfied	14%	13%	13%	15%	15%	16%	11%	10%	14%	-	11%	10%	11%	10%	10%	11%
Satisfied	47%	34%	51%	50%	42%	46%	44%	42%	45%	-	45%	43%	42%	44%	46%	43%
Neither sat. or dissat.	30%	41%	28%	28%	35%	31%	38%	38%	33%	-	36%	39%	36%	35%	34%	35%
Dissatisfied	7%	6%	5%	7%	6%	5%	6%	7%	6%	-	6%	6%	9%	8%	8%	9%
Very dissatisfied	2%	6%	3%	<1%	2%	2%	1%	3%	2%	-	2%	2%	2%	3%	2%	2%
	(308)	(174)	(220)	(233)	(230)	(245)	(198)	(207)	(1,815)	-	(2,037)	(2,017)	(2,056)	(2,496)	(2,291)	(2,530)
How many members of your household took part in a City recreation activity in the past twelve months? (% CALCULATED)																
• age 12 and under	63%	*	58%	57%	49%	72%	48%	50%	56%	-	51%	50%	52%	-	-	-
• age 13 to 18	*	*	*	*	*	*	*	*	41%	-	37%	40%	47%	-	-	-
• age 19 to 54	21%	23%	23%	26%	18%	23%	20%	18%	21%	-	22%	18%	21%	-	-	-
• age 55 and over	22%	21%	18%	20%	16%	15%	15%	20%	18%	-	17%	18%	18%	-	-	-

* too few responses

17 In the last twelve months, have you experienced a problem related to animals in your neighborhood?																
Yes	36%	21%	40%	38%	34%	32%	40%	36%	35%	33%	32%	-	-	-	-	-
No	64%	79%	60%	62%	66%	68%	60%	64%	65%	67%	68%	-	-	-	-	-
	(555)	(430)	(450)	(420)	(514)	(513)	(412)	(417)	(3,711)	(4,077)	4,077)	-	-	-	-	-
If **YES**: Did you report that problem (the last problem, if more than one) to Mult. Co. Animal Control?																
Yes	23%	18%	32%	36%	29%	33%	34%	32%	30%	25%	28%	-	-	-	-	-
No	77%	82%	68%	64%	71%	67%	66%	68%	70%	75%	72%	-	-	-	-	-
	(197)	(87)	(187)	(154)	(170)	(162)	(163)	(143)	(1,257)	(1,352)	(1,267)	-	-	-	-	-

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
If you did report it, how satisfied were you with the steps they took to resolve the problem?																
Very satisfied	11%	0%	7%	7%	16%	7%	13%	15%	10%	12%	16%	21%	16%	-	-	-
Satisfied	15%	12%	16%	25%	23%	21%	16%	17%	19%	22%	21%	25%	27%	-	-	-
Neither sat. or dissat.	20%	18%	14%	11%	12%	11%	14%	15%	14%	10%	8%	15%	16%	-	-	-
Dissatisfied	24%	35%	39%	21%	31%	24%	24%	21%	27%	25%	24%	16%	14%	-	-	-
Very dissatisfied	30%	35%	24%	36%	18%	37%	33%	32%	30%	31%	31%	23%	27%	-	-	-
	(46)	(17)	(57)	(56)	(49)	(54)	(55)	(47)	(381)	(354)	(352)	(457)	(369)	-	-	-
18 Has there been any new *commercial* development in, or near, your neighborhood in the last 12 months?																
Yes	39%	66%	43%	59%	26%	43%	46%	38%	44%	-	-	-	-	-	-	-
No	61%	34%	57%	41%	74%	57%	54%	62%	56%	-	-	-	-	-	-	-
	(518)	(411)	(415)	(391)	(482)	(490)	(380)	(391)	(3,478)	-	-	-	-	-	-	-
If **YES**:																
How do you rate the development on the following:																
• attractiveness?																
Very good	11%	14%	15%	26%	11%	17%	16%	10%	16%	-	-	-	-	-	-	-
Good	33%	39%	39%	45%	50%	43%	42%	46%	41%	-	-	-	-	-	-	-
Neither good nor bad	36%	31%	28%	24%	23%	28%	22%	29%	28%	-	-	-	-	-	-	-
Bad	12%	11%	13%	4%	8%	9%	14%	11%	10%	-	-	-	-	-	-	-
Very bad	8%	5%	5%	1%	8%	3%	6%	4%	5%	-	-	-	-	-	-	-
	(195)	(248)	(174)	(223)	(117)	(193)	(166)	(145)	(1,461)	-	-	-	-	-	-	-
• improving access to services and shopping?																
Very good	8%	10%	10%	17%	11%	12%	16%	10%	12%	-	-	-	-	-	-	-
Good	19%	29%	27%	32%	32%	38%	35%	31%	30%	-	-	-	-	-	-	-
Neither good nor bad	50%	46%	48%	37%	35%	42%	31%	41%	42%	-	-	-	-	-	-	-
Bad	13%	10%	8%	11%	12%	5%	9%	10%	10%	-	-	-	-	-	-	-
Very bad	10%	5%	7%	3%	10%	3%	9%	8%	6%	-	-	-	-	-	-	-
	(189)	(241)	(157)	(207)	(109)	(181)	(163)	(133)	(1,380)	-	-	-	-	-	-	-

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	**CITY TOTAL**	1997	1996	1995	1994	1993	1992	1991
Has there been any new *residential* development in, or near, your neighborhood in the last 12 months?																
Yes	62%	71%	59%	63%	40%	42%	65%	67%	58%	-	-	-	-	-	-	-
No	38%	29%	41%	37%	60%	58%	35%	33%	42%	-	-	-	-	-	-	-
	(428)	(340)	(353)	(339)	(381)	(405)	(314)	(320)	(2,880)	-	-	-	-	-	-	-
If **YES**:																
How do you rate the development on the following:																
• attractiveness?																
Very good	13%	15%	14%	21%	14%	15%	15%	10%	15%	-	-	-	-	-	-	-
Good	29%	32%	44%	41%	35%	40%	35%	41%	37%	-	-	-	-	-	-	-
Neither good nor bad	38%	33%	28%	30%	33%	30%	28%	35%	32%	-	-	-	-	-	-	-
Bad	12%	14%	10%	6%	9%	12%	13%	10%	11%	-	-	-	-	-	-	-
Very bad	8%	6%	4%	2%	9%	3%	9%	4%	5%	-	-	-	-	-	-	-
	(255)	(234)	(198)	(208)	(141)	(161)	(192)	(205)	(1,594)	-	-	-	-	-	-	-
• improving your neighborhood as a place to live?																
Very good	7%	12%	15%	19%	10%	8%	10%	6%	11%	-	-	-	-	-	-	-
Good	18%	25%	32%	39%	27%	35%	27%	27%	28%	-	-	-	-	-	-	-
Neither good nor bad	43%	37%	33%	35%	38%	42%	29%	35%	37%	-	-	-	-	-	-	-
Bad	18%	18%	13%	3%	15%	12%	18%	17%	14%	-	-	-	-	-	-	-
Very bad	14%	8%	7%	4%	10%	3%	16%	15%	10%	-	-	-	-	-	-	-
	(251)	(225)	(178)	(201)	(133)	(155)	(188)	(203)	(1,534)	-	-	-	-	-	-	-
19 In general, how do you rate your neighborhood on the following categories?																
• housing affordability																
Very good	6%	6%	14%	6%	7%	6%	8%	9%	7%	6%	-	-	-	-	-	-
Good	34%	24%	45%	37%	43%	36%	44%	48%	39%	35%	-	-	-	-	-	-
Neither good nor bad	32%	22%	23%	29%	28%	31%	30%	30%	28%	30%	-	-	-	-	-	
Bad	22%	31%	12%	22%	18%	20%	14%	12%	19%	21%	-	-	-	-	-	-
Very bad	6%	17%	6%	6%	4%	7%	4%	1%	7%	8%	-	-	-	-	-	-
	(547)	(429)	(422)	(416)	(484)	(500)	(395)	(396)	(3,589)	(3,911)	-	-	-	-	-	-

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
• physical condition of housing																
Very good	22%	20%	7%	12%	12%	11%	6%	12%	13%	15%	-	-	-	-	-	-
Good	55%	55%	46%	53%	61%	55%	43%	53%	53%	52%	-	-	-	-	-	-
Neither good nor bad	19%	19%	36%	28%	21%	28%	36%	29%	27%	25%	-	-	-	-	-	-
Bad	4%	6%	9%	5%	5%	5%	12%	5%	6%	7%	-	-	-	-	-	-
Very bad	<1%	0%	2%	2%	1%	1%	3%	1%	1%	1%	-	-	-	-	-	-
	(554)	(437)	(445)	(415)	(503)	(512)	(409)	(421)	(3,696)	(4,039)	-	-	-	-	-	-
• closeness of parks or open spaces																
Very good	29%	44%	26%	23%	27%	34%	14%	15%	27%	-	-	-	-	-	-	-
Good	49%	47%	55%	59%	48%	51%	57%	53%	52%	-	-	-	-	-	-	-
Neither good nor bad	14%	7%	14%	13%	17%	12%	21%	24%	15%	-	-	-	-	-	-	-
Bad	6%	2%	3%	4%	7%	3%	6%	6%	5%	-	-	-	-	-	-	-
Very bad	2%	<1%	2%	1%	1%	<1%	2%	2%	1%	-	-	-	-	-	-	-
	(560)	(435)	(438)	(425)	(498)	(509)	(403)	(406)	(3,674)	-	-	-	-	-	-	-
• walking distance to bus stop (or Max)																
Very good	41%	65%	42%	46%	44%	57%	32%	28%	45%	-	-	-	-	-	-	-
Good	38%	27%	49%	47%	45%	36%	50%	55%	43%	-	-	-	-	-	-	-
Neither good nor bad	10%	4%	6%	5%	8%	5%	10%	11%	8%	-	-	-	-	-	-	-
Bad	8%	2%	2%	2%	2%	1%	4%	4%	3%	-	-	-	-	-	-	-
Very bad	3%	2%	1%	0%	1%	1%	4%	2%	1%	-	-	-	-	-	-	-
	(558)	(435)	(446)	(427)	(505)	(519)	(410)	(418)	(3,718)	-	-	-	-	-	-	-
• access to shopping and other services																
Very good	24%	53%	21%	30%	26%	34%	22%	22%	29%	-	-	-	-	-	-	-
Good	50%	29%	46%	35%	50%	46%	49%	56%	46%	-	-	-	-	-	-	-
Neither good nor bad	20%	11%	19%	16%	15%	14%	21%	15%	16%	-	-	-	-	-	-	-
Bad	5%	5%	10%	13%	7%	5%	5%	6%	7%	-	-	-	-	-	-	-
Very bad	1%	2%	4%	6%	2%	1%	3%	1%	2%	-	-	-	-	-	-	-
	(560)	(436)	(446)	(425)	(511)	(522)	(410)	(427)	(3,737)	-	-	-	-	-	-	-

	1998									Prior Year CITY TOTALS						
				NE		SE										
	SW	NW/ Downtown	N	Inner	Central	Inner	Outer	E	**CITY TOTAL**	1997	1996	1995	1994	1993	1992	1991
20 Overall, how do you rate the livability of:																
• your neighborhood?																
Very good	51%	44%	24%	30%	37%	41%	15%	27%	34%	30%	31%	28%	26%	25%	-	-
Good	42%	47%	59%	47%	50%	49%	52%	53%	50%	53%	50%	51%	53%	52%	-	-
Neither good nor bad	6%	6%	12%	18%	10%	9%	25%	16%	12%	14%	15%	16%	16%	17%	-	-
Bad	1%	2%	4%	4%	2%	<1%	7%	3%	3%	3%	3%	4%	4%	5%	-	-
Very bad	<1%	1%	1%	1%	1%	1%	1%	1%	1%	<1%	1%	1%	1%	1%	-	-
	(565)	(439)	(456)	(429)	(514)	(523)	(419)	(424)	(3,769)	(4,090)	(4,146)	(4,292)	(3,874)	(4,258)	-	-
• the City as a whole?																
Very good	30%	36%	20%	24%	23%	28%	9%	10%	23%	-	-	-	-	-	-	-
Good	53%	53%	54%	61%	56%	58%	54%	54%	56%	-	-	-	-	-	-	-
Neither good nor bad	13%	8%	17%	13%	17%	11%	27%	26%	16%	-	-	-	-	-	-	-
Bad	3%	3%	7%	1%	4%	3%	7%	7%	4%	-	-	-	-	-	-	-
Very bad	1%	<1%	2%	1%	<1%	<1%	3%	3%	1%	-	-	-	-	-	-	-
	(552)	(421)	(429)	(410)	(498)	(518)	(410)	(406)	(3,644)	-	-	-	-	-	-	
21 Overall, how good a job do you think local government is doing at providing government services?																
Very good	12%	14%	10%	10%	8%	9%	6%	4%	9%	6%	8%	6%	5%	-	-	-
Good	56%	59%	50%	56%	57%	58%	38%	47%	53%	52%	54%	52%	48%	-	-	-
Neither good nor bad	25%	22%	30%	29%	27%	28%	42%	37%	30%	33%	30%	33%	37%	-	-	-
Bad	6%	4%	6%	3%	7%	3%	10%	8%	6%	7%	6%	7%	8%	-	-	-
Very bad	1%	1%	4%	2%	1%	2%	4%	4%	2%	2%	2%	2%	3%	-	-	-
	(524)	(393)	(406)	(375)	(468)	(479)	(374)	(391)	(3,410)	(3,786)	(3,896)	(3,973)	(3,509)	-	-	-

	1998									Prior Year CITY TOTALS						
				NE		SE										
	SW	NW/ Downtown	N	Inner	Central	Inner	Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
22 Overall, how do you rate the quality of each of the following City and County services?																
• Police																
Very good	15%	23%	24%	16%	17%	18%	18%	20%	18%	15%	18%	14%	14%	14%	12%	11%
Good	58%	46%	51%	59%	59%	55%	53%	58%	55%	56%	56%	56%	56%	54%	51%	49%
Neither good nor bad	20%	23%	16%	18%	18%	20%	21%	15%	19%	21%	19%	21%	22%	23%	25%	27%
Bad	6%	6%	6%	4%	4%	5%	6%	6%	6%	6%	5%	7%	6%	7%	9%	10%
Very bad	1%	2%	3%	3%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	3%	3%
	(505)	(388)	(435)	(406)	(484)	(478)	(395)	(404)	(3,495)	(3,899)	(3,876)	(3,955)	(3,641)	(4,179)	(3,717)	(4,083)
• Fire																
Very good	32%	34%	40%	29%	32%	35%	31%	29%	33%	32%	31%	29%	28%	29%	29%	29%
Good	57%	53%	53%	64%	58%	57%	58%	62%	58%	58%	59%	59%	61%	59%	59%	59%
Neither good nor bad	10%	13%	7%	7%	10%	8%	1%	8%	9%	10%	10%	12%	10%	11%	11%	11%
Bad	1%	0%	<1%	<1%	0%	0%	<1%	1%	<1%	<1%	0%	0%	0%	0%	1%	1%
Very bad	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
	(474)	(346)	(395)	(353)	(445)	(429)	(367)	(396)	(3,207)	(3,612)	(3,533)	(3,601)	(3,316)	(3,797)	(3,341)	(3,738)
• Water																
Very good	21%	23%	23%	17%	17%	19%	14%	18%	19%	18%	18%	17%	14%	16%	11%	18%
Good	54%	53%	50%	60%	55%	54%	53%	57%	54%	52%	53%	53%	53%	49%	46%	50%
Neither good nor bad	19%	19%	18%	16%	20%	21%	22%	18%	19%	21%	20%	22%	24%	22%	24%	22%
Bad	4%	4%	7%	5%	6%	5%	8%	5%	6%	5%	6%	5%	6%	9%	11%	7%
Very bad	2%	1%	2%	2%	2%	1%	3%	2%	2%	2%	3%	3%	3%	4%	8%	3%
	(536)	(379)	(435)	(405)	(501)	(485)	(402)	(409)	(3,552)	(3,824)	(3,793)	(3,883)	(3,546)	(4,261)	(3,801)	(4,097)
• Sewers																
Very good	13%	15%	16%	12%	11%	12%	10%	12%	12%	7%	9%	8%	7%	6%	5%	5%
Good	46%	50%	42%	50%	49%	44%	44%	49%	47%	46%	45%	46%	44%	36%	36%	33%
Neither good nor bad	25%	22%	23%	25%	26%	30%	28%	24%	26%	33%	29%	31%	32%	32%	35%	35%
Bad	12%	10%	14%	10%	10%	11%	12%	9%	11%	10%	11%	10%	11%	18%	16%	18%
Very bad	4%	3%	5%	3%	4%	3%	6%	6%	4%	4%	6%	5%	6%	8%	8%	9%
	(524)	(350)	(428)	(393)	(489)	(478)	(391)	(402)	(3,455)	(3,594)	(3,578)	(3,573)	(3,246)	(3,810)	(3,259)	(3,420)

	1998									Prior Year CITY TOTALS						
				NE		SE										
	SW	NW/ Downtown	N	Inner	Central	Inner	Outer	E	**CITY TOTAL**	1997	1996	1995	1994	1993	1992	1991
• Storm drainage																
Very good	8%	9%	12%	7%	7%	9%	7%	7%	9%	6%	7%	6%	6%	4%	5%	4%
Good	35%	40%	36%	38%	41%	34%	32%	42%	37%	35%	35%	37%	36%	32%	32%	29%
Neither good nor bad	29%	23%	25%	26%	30%	30%	32%	24%	28%	33%	28%	30%	30%	32%	33%	31%
Bad	19%	21%	19%	23%	16%	22%	18%	18%	19%	18%	20%	17%	18%	22%	21%	25%
Very bad	9%	7%	8%	6%	6%	5%	11%	9%	7%	8%	10%	10%	9%	10%	9%	11%
	(517)	(376)	(422)	(389)	(474)	(470)	(382)	(293)	(3,423)	(3,675)	(3,614)	(3,636)	(3,256)	(3,867)	(3,355)	(3,672)
• Recycling																
Very good	26%	23%	28%	27%	26%	28%	19%	18%	25%	22%	23%	24%	21%	19%	18%	-
Good	52%	53%	55%	53%	57%	54%	55%	58%	55%	55%	56%	55%	56%	55%	54%	-
Neither good nor bad	14%	17%	12%	14%	12%	14%	18%	15%	14%	17%	14%	15%	17%	17%	19%	-
Bad	7%	6%	4%	6%	4%	3%	6%	7%	5%	5%	5%	5%	5%	7%	6%	-
Very bad	1%	1%	1%	<1%	1%	1%	2%	2%	1%	1%	2%	1%	2%	2%	3%	-
	(544)	(414)	(437)	(418)	(501)	(511)	(413)	(417)	(3,655)	(3,963)	(3,967)	(4,105)	(3,669)	(4,251)	(3,775)	-
• Parks																
Very good	24%	36%	25%	23%	19%	24%	15%	12%	22%	17%	22%	18%	17%	15%	16%	14%
Good	58%	52%	57%	59%	61%	59%	61%	64%	59%	61%	59%	60%	60%	61%	61%	58%
Neither good nor bad	15%	9%	14%	14%	17%	15%	21%	21%	16%	18%	16%	18%	19%	19%	19%	23%
Bad	2%	3%	4%	3%	3%	1%	2%	2%	2%	3%	2%	3%	3%	4%	3%	4%
Very bad	1%	<1%	0%	1%	<1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	(545)	(427)	(433)	(407)	(488)	(507)	(387)	(383)	(3,577)	(3,729)	(3,625)	(3,802)	(3,430)	(3,962)	(3,543)	(3,883)
• Recreation centers/activities																
Very good	18%	22%	18%	18%	14%	21%	14%	12%	17%	13%	17%	13%	13%	11%	12%	10%
Good	52%	48%	55%	56%	52%	51%	51%	53%	52%	55%	57%	55%	55%	51%	51%	49%
Neither good nor bad	27%	24%	22%	23%	28%	24%	30%	26%	26%	27%	22%	28%	28%	32%	31%	34%
Bad	2%	5%	4%	3%	4%	3%	3%	7%	4%	4%	3%	3%	4%	5%	5%	6%
Very bad	1%	1%	1%	0%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
	(451)	(290)	(353)	(345)	(378)	(389)	(319)	(317)	(2,842)	(2,897)	(2,750)	(2,834)	(2,684)	(2,962)	(2,663)	(2,871)

	1998									Prior Year CITY TOTALS						
				NE		SE										
	SW	NW/ Downtown	N	Inner	Central	Inner	Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
• Traffic management: congestion																
Very good	2%	4%	5%	4%	2%	3%	3%	2%	3%	4%	-	-	-	-	-	-
Good	18%	24%	22%	26%	22%	19%	16%	24%	21%	29%	-	-	-	-	-	-
Neither good nor bad	36%	34%	36%	33%	37%	34%	30%	32%	34%	34%	-	-	-	-	-	-
Bad	31%	30%	25%	30%	27%	34%	34%	29%	30%	24%	-	-	-	-	-	-
Very bad	12%	9%	12%	9%	12%	10%	17%	14%	12%	9%	-	-	-	-	-	-
	(547)	(412)	(438)	(412)	(491)	(502)	(403)	(411)	(3,616)	(3,843)	-	-	-	-	-	-
• Traffic management: safety																
Very good	3%	6%	8%	5%	3%	4%	4%	3%	4%	5%	-	-	-	-	-	-
Good	26%	31%	30%	32%	30%	28%	23%	32%	29%	34%	-	-	-	-	-	-
Neither good nor bad	44%	40%	38%	39%	41%	39%	37%	39%	40%	36%	-	-	-	-	-	-
Bad	20%	17%	15%	18%	18%	22%	25%	18%	19%	18%	-	-	-	-	-	-
Very bad	7%	6%	10%	6%	8%	8%	11%	8%	8%	7%	-	-	-	-	-	-
	(532)	(402)	(429)	(406)	(484)	(492)	(401)	(404)	(3,550)	(3,817)	-	-	-	-	-	-
• Street lighting																
Very good	7%	12%	10%	9%	7%	10%	7%	9%	9%	9%	10%	8%	8%	9%	9%	-
Good	51%	49%	54%	53%	57%	53%	45%	61%	51%	52%	51%	52%	53%	52%	52%	-
Neither good nor bad	30%	30%	28%	25%	26%	27%	33%	24%	28%	26%	25%	26%	26%	25%	25%	-
Bad	9%	10%	7%	11%	8%	8%	11%	6%	9%	10%	11%	11%	11%	11%	11%	-
Very bad	2%	1%	4%	1%	2%	2%	4%	<1%	2%	3%	3%	3%	4%	3%	3%	-
	(553)	(431)	(448)	(425)	(507)	(519)	(418)	(423)	(3,724)	(4,047)	(4,057)	(4,199)	(3,777)	(4,395)	(3,918)	-
• Street maintenance																
Very good	5%	10%	10%	8%	5%	7%	4%	6%	7%	6%	7%	6%	6%	7%	6%	6%
Good	34%	41%	41%	44%	47%	43%	32%	40%	40%	39%	42%	42%	44%	42%	44%	39%
Neither good nor bad	34%	32%	27%	31%	30%	31%	37%	32%	32%	32%	30%	30%	30%	31%	31%	32%
Bad	20%	13%	16%	14%	12%	15%	18%	15%	15%	17%	15%	16%	15%	15%	14%	18%
Very bad	7%	5%	6%	4%	7%	4%	9%	7%	6%	6%	6%	6%	5%	5%	5%	5%
	(558)	(432)	(446)	(425)	(507)	(514)	(414)	(423)	(3,719)	(4,037)	(4,048)	(4,197)	(3,774)	(4,361)	(3,877)	(4,190)

	1998									Prior Year CITY TOTALS						
		NW/		NE		SE			CITY							
	SW	Downtown	N	Inner	Central	Inner	Outer	E	TOTAL	1997	1996	1995	1994	1993	1992	1991
• Library																
Very good	25%	42%	25%	25%	20%	27%	17%	20%	25%	19%	25%	24%	21%	-	-	-
Good	55%	43%	54%	58%	61%	54%	55%	61%	55%	56%	60%	59%	59%	-	-	-
Neither good nor bad	18%	12%	18%	14%	17%	15%	25%	16%	17%	19%	13%	15%	18%	-	-	-
Bad	3%	2%	3%	2%	2%	3%	4%	2%	3%	5%	1%	2%	2%	-	-	-
Very bad	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	-	-	-
	(498)	(373)	(357)	(371)	(440)	(450)	(358)	(359)	(3,206)	(3,480)	(3,355)	(3,485)	(3,225)	-	-	
• Animal control																
Very good	8%	14%	10%	8%	5%	8%	7%	8%	8%	7%	8%	6%	6%	-	-	-
Good	37%	42%	38%	48%	45%	39%	42%	46%	42%	37%	40%	38%	38%	-	-	-
Neither good nor bad	44%	37%	33%	30%	36%	37%	37%	31%	36%	39%	35%	38%	38%	-	-	-
Bad	8%	6%	14%	9%	9%	11%	11%	11%	10%	12%	11%	12%	13%	-	-	-
Very bad	4%	2%	6%	6%	5%	6%	4%	4%	5%	5%	6%	6%	6%	-	-	-
	(414)	(266)	(370)	(343)	(408)	(382)	(354)	(347)	(2,884)	(3,087)	(3,067)	(3,127)	(2,855)	-	-	-
• Housing and nuisance inspections																
Very good	5%	9%	8%	6%	3%	7%	3%	4%	6%	4%	5%	4%	4%	-	-	-
Good	24%	32%	29%	29%	27%	21%	20%	25%	27%	25%	26%	25%	26%	-	-	-
Neither good nor bad	57%	47%	38%	45%	51%	51%	51%	47%	48%	46%	46%	48%	47%	-	-	-
Bad	10%	9%	16%	14%	12%	15%	18%	18%	14%	16%	14%	14%	15%	-	-	-
Very bad	4%	4%	9%	7%	8%	7%	8%	6%	7%	9%	9%	9%	9%	-	-	-
	(304)	(213)	(298)	(260)	(295)	(287)	(290)	(250)	(2,197)	(2,349)	(2,080)	(2,146)	(2,072)	-	-	-
• Housing development																
Very good	3%	7%	6%	5%	4%	4%	2%	3%	4%	5%	-	-	-	-	-	-
Good	24%	37%	32%	40%	28%	27%	20%	27%	29%	32%	-	-	-	-	-	-
Neither good nor bad	48%	37%	40%	44%	51%	54%	48%	42%	46%	42%	-	-	-	-	-	-
Bad	20%	14%	15%	8%	12%	14%	20%	17%	15%	14%	-	-	-	-	-	-
Very bad	6%	5%	7%	3%	6%	2%	11%	11%	6%	7%	-	-	-	-	-	-
	(423)	(320)	(345)	(316)	(346)	(363)	(331)	(310)	(2,754)	(2,998)	-	-	-	-	-	-
• Land-use planning																
Very good	8%	14%	9%	9%	8%	8%	3%	3%	8%	-	-	-	-	-	-	-
Good	31%	41%	30%	40%	31%	34%	22%	27%	32%	-	-	-	-	-	-	-
Neither good nor bad	32%	30%	32%	36%	41%	40%	38%	33%	35%	-	-	-	-	-	-	-
Bad	19%	10%	18%	11%	13%	14%	20%	21%	16%	-	-	-	-	-	-	-
Very bad	11%	5%	10%	5%	7%	5%	17%	17%	9%	-	-	-	-	-	-	-
	(475)	(351)	(352)	(331)	(384)	(411)	(339)	(316)	(2,959)	-	-	-	-	-	-	-

	1998									Prior Year CITY TOTALS						
	SW	NW/ Downtown	N	NE Inner	NE Central	SE Inner	SE Outer	E	CITY TOTAL	1997	1996	1995	1994	1993	1992	1991
What part of the City do you live in?	15%	12%	12%	11%	14%	14%	11%	11%	100%							
	(572)	(446)	(462)	(439)	(529)	(534)	(429)	(437)	(3,848)	(4,203)	(4,225)	(4,379)	(3,970)	(4,656)	(4,126)	(4,551)
What is your sex?																
Male	50%	53%	50%	47%	48%	47%	46%	53%	49%	48%	48%	49%	49%	46%	49%	50%
Female	50%	47%	50%	53%	52%	53%	54%	47%	51%	52%	52%	51%	51%	54%	51%	50%
	(547)	(429)	(434)	(419)	(505)	(508)	(402)	(423)	(3,667)	(4,100)	(4,148)	(4,317)	(3,882)	(4,512)	(4,038)	(4,408)
What is your age?																
Under 20	0%	0%	1%	<1%	0%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
20-29	6%	24%	9%	8%	5%	13%	10%	5%	10%	11%	12%	9%	10%	8%	9%	10%
30-44	31%	26%	32%	38%	36%	34%	27%	25%	31%	30%	28%	31%	31%	30%	33%	34%
45-59	31%	24%	27%	30%	30%	27%	31%	25%	28%	26%	26%	24%	24%	23%	21%	21%
60-74	20%	17%	20%	13%	16%	14%	21%	27%	19%	19%	19%	21%	22%	23%	23%	22%
Over 74	12%	10%	1%	10%	13%	12%	10%	19%	12%	14%	15%	15%	14%	15%	14%	13%
	(550)	(430)	(434)	(419)	(507)	(511)	(408)	(425)	(3,684)	(4,103)	(4,154)	(4,305)	(3,898)	(4,528)	(4,048)	(4,398)
How many people live in your household? (TOTAL REPORTED)																
Age 12 and under	177	46	139	148	173	137	147	136	1,103	-	1,311	1,371	1,293	-	-	-
Age 13 to 18	84	20	81	77	77	60	81	83	563	-	604	567	557	-	-	-
Age 19 to 54	629	433	518	569	641	632	514	453	4,389	-	4,908	4,904	4,466	-	-	-
Age 55 and over	350	178	281	171	279	255	244	334	2,092	-	2,599	2,771	2,485	-	-	-
Which of these is closest to describing your ethnic background?																
Caucasian/White	94%	91%	87%	79%	90%	94%	90%	91%	90%	91%	90%	91%	90%	91%	94%	90%
African-American/Black	1%	1%	5%	13%	2%	<1%	1%	1%	3%	3%	3%	3%	3%	4%	2%	3%
Asian or Pacific Islander	2%	4%	2%	1%	5%	3%	5%	3%	3%	3%	4%	3%	4%	3%	2%	3%
Native American/Indian	<1%	1%	1%	1%	1%	<1%	1%	1%	1%	1%	1%	<1%	1%	1%	<1%	3%
Hispanic	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	<1%	<1%
Other	3%	2%	4%	5%	1%	2%	3%	3%	3%	1%	1%	2%	1%	<1%	1%	1%
	(545)	(427)	(432)	(413)	(506)	(506)	(405)	(425)	(3,659)	(4,062)	(4,097)	(4,284)	(3,864)	(4,470)	(4,022)	(4,336)

	1998									Prior Year CITY TOTALS						
				NE		SE										
	SW	NW/ Downtown	N	Inner	Central	Inner	Outer	E	**CITY TOTAL**	1997	1996	1995	1994	1993	1992	1991
How much education have you completed?																
Elementary	0%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	2%	2%
Some high school	1%	1%	5%	4%	5%	3%	6%	4%	4%	4%	5%	5%	5%	5%	4%	5%
High school graduate	8%	8%	25%	10%	15%	16%	21%	24%	15%	16%	17%	16%	19%	19%	18%	18%
Some college	22%	22%	33%	32%	35%	26%	43%	37%	30%	33%	32%	32%	32%	33%	32%	32%
College graduate	70%	68%	35%	53%	44%	55%	30%	35%	50%	46%	45%	45%	43%	41%	44%	43%
	(553)	(430)	(439)	(417)	(507)	(511)	(410)	(425)	(3,692)	(4,108)	(4,148)	(4,324)	(3,892)	(4,523)	(4,029)	(4,397)

Appendix B Portland Bureau Data

Bureau of Fire, Rescue and Emergency Services

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500
EXPENDITURES (in millions):										
Emergency Operations	$29.4	$31.8	$36.0	$35.2	$35.2	$40.4	$42.9	$42.9	$43.7	$43.3
Fire Prevention	$2.2	$2.8	$2.9	$3.7	$4.0	$4.3	$4.4	$4.7	$4.3	$3.9
Other	$6.1	$6.0	$6.5	$8.7	$10.1	$8.8	$11.7	$14.0	$12.0	$11.1
Sworn pension & disability	$13.9	$14.9	$17.1	$18.6	$19.2	$20.0	$20.5	$21.0	$22.9	$20.9
TOTAL	$51.6	$55.5	$62.5	$66.2	$68.5	$73.5	$79.5	$82.6	$82.9	$58.2
EXPENDITURES, adjusted for inflation:										
Emergency Operations	$41.4	$42.8	$45.5	$42.7	$41.1	$45.6	$47.1	$45.7	$44.9	$43.3
Fire Prevention	$3.1	$3.7	$3.7	$4.5	$4.7	$4.9	$4.8	$5.0	$4.4	$3.9
Other	$8.6	$8.1	$8.2	$10.5	$11.8	$9.9	$12.9	$14.9	$12.3	$11.1
Sworn pension & disability	$19.6	$20.1	$21.6	$22.5	$22.4	$22.6	$22.5	$22.3	$23.5	$20.9
TOTAL	$72.7	$74.7	$79.0	$80.2	$80.0	$83.0	$87.3	$87.9	$85.1	$79.2
On-duty emergency staffing	178	170	171	159	159	167	167	167	167	163
Spending per capita, adjusted for inflation	$169	$173	$180	$177	$174	$176	$176	$177	$169	$156
INCIDENTS:										
Fire	3,366	3,002	2,792	3,120	2,920	2,817	3,203	2,860	2,738	2,527
Medical	27,155	26,718	25,059	24,980	26,623	26,548	35,011	29,441	24,630	27,880
Other	20,023	20,989	22,111	15,368	14,732	14,815	11,967	22,826	28,568	27,076
TOTAL	50,544	50,709	49,962	43,468	44,275	44,180	50,181	55,127	55,936	57,483
Structural fires	1,418	1,291	1,276	1,130	1,166	1,117	1,157	1,164	998	878
Incidents per on-duty staff	284	298	292	273	278	265	300	330	335	353
COMMERCIAL CODE INSPECTIONS:										
Regular	4,236	-	-	-	-	6,267	5,322	7,048	8,540	4,412
Special	18,799	-	-	-	-	5,906	5,440	5,179	4,667	3,835
Code violations found	13,153	12,158	17,709	21,139	18,811	15,852	11,822	13,862	18,533	12,861
Structural fires/1,000 residents	3.3	3.0	2.9	2.5	2.5	2.4	2.3	2.3	2.0	1.7
Total fires/1,000 residents	7.8	7.0	6.4	6.0	6.4	6.0	6.5	5.7	5.4	5.0
Lives lost/100,000 residents	0.7	1.9	3.2	2.0	2.2	3.0	1.0	1.2	2.2	1.6
Fire loss per capita, adjusted for inflation	$42.14	$48.74	$42.55	$60.08	$36.72	$42.39	$32.79	$36.16	$43.89	$35.04
Property loss as % of value of property exposed	-	0.92%	0.46%	0.54%	0.25%	0.48%	0.39%	0.41%	0.56%	0.48%
% of travel times within 4 minutes:										
Fire	75%	75%	72%	72%	71%	66%	73%	71%	43%*	43%*
Medical	81%	78%	75%	74%	72%	70%	79%	75%	46%*	46%*

* response time reporting includes turn-out time; prior years include travel time only

Police Bureau

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500
EXPENDITURES (in millions):										
Patrol	$29.2	$32.1	$35.3	$41.0	$47.1	$50.3	$58.9	$58.0	$60.1	$62.4
Investigations & crime interdiction	$12.9	$13.7	$15.1	$15.3	$16.4	$18.6	$19.3	$23.4	$23.9	$22.9
Support	$9.6	$11.1	$12.6	$13.4	$13.8	$13.7	$15.5	$14.6	$15.8	$17.1
Sworn pension & disability	$13.6	$14.4	$15.7	$17.0	$17.3	$18.3	$19.6	$20.9	$22.7	$21.0
TOTAL	$65.3	$71.3	$78.7	$86.7	$94.6	$100.9	$113.3	$116.9	$122.5	$123.4
EXPENDITURES, adjusted for inflation:										
Patrol	$41.1	$43.1	$44.6	$49.6	$54.9	$56.8	$64.5	$61.8	$61.8	$62.4
Investigations & crime interdiction	$18.1	$18.4	$19.1	$18.5	$19.1	$21.0	$21.1	$24.9	$24.6	$22.9
Support	$13.5	$14.9	$16.0	$16.2	$16.1	$15.5	$17.0	$15.6	$16.2	$17.1
Sworn pension & disability	$19.2	$19.4	$19.8	$20.6	$20.2	$20.7	$21.4	$22.3	$23.3	$21.0
TOTAL	$91.9	$95.9	$99.8	$104.9	$110.3	$114.0	$124.0	$124.6	$125.9	$123.4
Spending per capita, adjusted for inflation	$214	$223	$230	$239	$243	$248	$263	$252	$253	$246
AUTHORIZED STAFFING:										
Sworn	745	742	823	830	897	955	1,000	1,000	1,007	1,028
Non-sworn	202	185	209	209	229	240	254	253	265	287
Officers & sergeants assigned to precincts	481	478	506	533	547	561	608	595	584	568

	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997
Officers & sergeants assigned to precincts (adjusted to reflect calendar year)	472	481	478	506	533	547	561	608	595	584
CRIMES REPORTED:										
Part I	68,095	54,860	49,101	50,747	52,152	52,369	55,326	55,834	50,805	53,601
Part I person crimes	8,686	8,052	7,836	8,121	8,389	8,445	8,808	8,833	7,835	7,600
Part I property crimes	59,409	46,808	41,265	42,626	43,763	43,924	46,518	47,001	42,970	46,001
Part II	37,742	40,987	40,280	41,338	40,415	41,000	43,532	45,362	44,803	47,965
INCIDENTS:										
Dispatched	274,575	260,279	233,373	234,689	234,491	230,518	235,246	253,019	247,584	263,175
Telephone report	49,643	45,034	45,406	48,588	87,063	96,566	93,811	84,603	65,336	64,604
Officer-initiated	-	-	-	-	-	-	82,667	120,094	132,396	142,857
TOTAL	324,218	305,313	278,779	283,277	321,554	327,084	329,057	457,716	445,316	470,636

	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997
Dispatched incidents/precinct officer	582	541	488	464	440	421	419	416	416	451
Officer-initiated incidents/precinct officer	-	-	-	-	-	-	-	198	223	245
AVERAGE NUMBER OF PATROL UNITS:										
8 am - 4 pm	-	-	-	-	-	-	-	61	58	-
4 pm - 12 am	-	-	-	-	-	-	-	66	63	-
12 am - 8 am	-	-	-	-	-	-	-	58	55	-
Average high priority response time (in mins)	5.25	5.20	4.85	4.75	4.89	4.95	5.23	5.26	5.12	5.12
Part I crimes/1,000 residents	158	127	112	112	114	111	112	112	101	105
Person crimes/1,000 residents	20	19	18	18	18	18	18	18	16	15
Property crimes/1,000 residents	138	108	94	94	95	93	94	94	85	90
Major cases assigned for investigation	-	-	-	-	-	6,273	6,092	6,552	6,124	4,908
CASES CLOSED (percent of assigned)	-	-	-	85%	84%	86%	77%	81%	80%	74%
Percent of cases sent to District Attorney	-	-	-	48%	47%	44%	46%	43%	37%	40%
Percent of cases suspended, unfounded, etc.	-	-	-	37%	37%	42%	31%	38%	43%	34%
Percent of time available for problem-solving	-	-	-	-	-	-	-	33%	37%	-
Number of drughouse complaints	-	-	-	-	2,965	2,792	2,664	2,815	2,547	2,358

Portland Parks & Recreation

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500
EXPENDITURES (in millions):										
Park operations	$9.0	$10.0	$12.5	$13.0	$13.1	$14.0	$14.4	$14.9	$17.2	$16.5
Recreation	$7.9	$7.6	$7.0	$8.0	$8.3	$9.3	$10.5	$11.2	$12.1	$11.6
Enterprise operations	$2.5	$3.1	$3.1	$4.0	$4.5	$5.3	$6.0	$6.8	$6.3	$7.1
Planning and admin	$1.3	$1.5	$2.3	$2.2	$2.3	$2.7	$2.8	$3.1	$1.9	$3.3
Sub-total (operating)	$20.7	$22.2	$24.9	$27.2	$28.2	$31.3	$33.7	$36.0	$37.5	$38.5
Capital	$2.1	$1.8	$2.0	$8.9	$5.2	$3.8	$4.1	$9.0	$23.4	$27.0
TOTAL	$22.8	$24.0	$26.9	$36.1	$33.4	$35.1	$37.8	$45.0	$60.9	$65.5
EXPENDITURES, adjusted for inflation:										
Park operations	$12.7	$13.5	$15.7	$15.7	$15.3	$15.8	$15.8	$15.9	$17.7	$16.5
Recreation	$11.1	$10.2	$8.8	$9.6	$9.6	$10.5	$11.5	$11.9	$12.4	$11.6
Enterprise operations	$3.6	$4.2	$4.0	$4.8	$5.3	$6.0	$6.6	$7.2	$6.5	$7.1
Planning and admin	$1.8	$2.0	$2.9	$2.7	$2.7	$3.0	$3.1	$3.3	$1.9	$3.3
Sub-total (operating)	$29.2	$29.9	$31.4	$32.8	$32.9	$35.3	$37.0	$38.3	$38.5	$38.5
Capital	$2.9	$2.5	$2.5	$10.8	$6.0	$4.3	$4.5	$9.6	$24.1	$27.0
TOTAL	$32.1	$32.4	$33.9	$43.6	$38.9	$39.6	$41.5	$47.9	$62.6	$65.5
Operating spending/capita, adj. for inflation	$68.11	$68.99	$71.63	$72.42	$71.73	$74.91	$74.67	$77.01	$76.58	$75.82
Capital spending/capita, adj. for inflation	$6.86	$5.68	$5.79	$23.71	$13.15	$9.15	$9.04	$19.27	$47.83	$53.13
Permanent staffing (FTEs)	310	305	313	303	312	316	328	354	361	334
Seasonal staffing (FTEs)	126	138	149	196	252	243	246	238	237	222
Volunteer FTEs	71	67	71	67	128	238	236	-	236	121
NUMBER OF PARKS & FACILITIES:										
Developed parks	-	-	138	140	140	141	142	144	145	147
Sports fields	-	-	-	-	-	-	-	-	-	559
Community centers	11	11	11	11	11	11	11	11	11	12
Arts centers	8	8	8	8	8	8	8	6	6	6
Pools	12	12	12	12	12	12	12	12	12	12
Golf courses	4	4	4	4	4	4	4	4	4	4
PARK ACRES (excludes golf courses & PIR):										
Developed parks	-	-	-	-	-	-	-	-	-	2,685
Natural areas	-	-	-	-	-	-	-	-	-	6,507
TOTAL	8,703	8,703	8,892	8,908	8,913	8,951	9,051	9,106	9,122	9,192

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
Facilities square footage	-	-	-	-	-	-	-	-	-	512,046
MAINTENANCE STAFF (excludes golf & PIR):										
Developed parks	-	-	-	-	-	-	-	-	-	159
Natural areas	-	-	-	-	-	-	-	-	-	18
Facilities	-	-	-	-	-	-	-	-	-	51
Parks condition rating (1=worst to 10=best)	-	-	-	-	-	-	6.7	6.9	6.83	6.57
DIRECT COST RECOVERY (RECREATION):										
Low-income neighborhoods										
Youth	-	-	-	-	-	-	-	37%	34%	40%
Adult	-	-	-	-	-	-	-	44%	40%	44%
All other neighborhoods										
Youth	-	-	-	-	-	-	-	61%	62%	61%
Adult	-	-	-	-	-	-	-	81%	86%	100%
Percent expenditures from non-tax sources	-	-	-	40%	42%	51%	44%	43%	34%	36.8%

Office of Transportation

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500
EXPENDITURES (in millions):										
Maintenance	$29.4	-	-	-	$36.9	$38.1	$38.4	$40.8	$43.7	$45.7
Traffic management	$12.6	-	-	-	$12.6	$14.5	$15.3	$16.4	$15.9	$16.0
Engineering & development	$10.0	-	-	-	$15.5	$18.1	$15.4	$19.0	$19.5	$19.4
Director	$2.1	-	-	-	$3.5	$3.5	$3.6	$3.4	$3.6	$3.5
TOTAL	$54.1	$53.7	$62.9	$65.5	$68.5	$74.2	$72.7	$79.6	$82.7	$84.6
EXPENDITURES, adjusted for inflation:										
Maintenance	$41.5	-	-	-	$43.0	$43.1	$42.1	$43.4	$44.9	$45.7
Traffic management	$17.8	-	-	-	$14.7	$16.4	$16.8	$17.5	$16.3	$16.0
Engineering & development	$14.0	-	-	-	$18.0	$20.5	$16.9	$20.2	$20.0	$19.4
Director	$2.9	-	-	-	$4.0	$4.0	$3.9	$3.7	$3.7	$3.5
TOTAL	$76.2	$72.2	$79.4	$79.3	$79.7	$84.0	$79.7	$84.8	$84.9	$84.6
Operating expenditures, adjusted for inflation	$60.9	$57.2	$66.0	$67.8	$66.5	$66.7	$66.7	$69.2	$71.2	$67.7
Capital expenditures, adjusted for inflation	$15.3	$15.0	$13.4	$11.5	$13.3	$17.1	$13.0	$15.6	$13.6	$17.0
Operating spending/capita, adjusted for inflation	$142	$132	$150	$149	$145	$142	$135	$139	$142	$133
Capital spending/capita, adjusted for inflation	$36	$35	$31	$25	$29	$36	$26	$31	$27	$33
STAFFING (FTEs):										
Maintenance staffing	-	-	-	-	428	430	428	442	444	436
Traffic management	-	-	-	-	106	117	119	119	117	122
Engineering staffing	-	-	-	-	128	133	133	134	135	132
Director	-	-	-	-	39	38	39	38	37	36
TOTAL	-	-	-	-	701	718	719	733	733	726
Lane miles of streets	3,426	3,453	3,508	3,540	3,577	3,678	3,805	3,820	3,833	3,837
MILES OF STREETS TREATED:										
Resurfacing	58.4	61.5	53.1	51.9	49.6	52.7	43.9	43.9	50.6	50.5
Reconstruction	7.8	6.8	2.0	0	0	0	0	0	0	0
Slurry seal	33.3	45.6	48.8	51.5	41.6	56.7	51.4	40.2	49.8	43.7
Curb miles of streets swept	49,855	49,548	49,120	59,969	45,801	63,085	52,932	52,599	58,516	54,877
Major intersections	1,544	1,429	1,378	1,348	1,327	1,255	1,200	1,192	1,227	1,253

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
BACKLOG MILES:										
Resurface	246	244	245	231	242	259	267	278	285	261
Reconstruction	72	65	57	50	48	51	49	67	67	80
Slurry seal	150	141	137	143	140	130	165	146	142	154
TOTAL	468	450	439	424	430	440	481	4891	494	495
Percent of major intersections in good condition	83%	81%	81%	81%	81%	81%	81%	81%	81%	81%
Percent of lane miles in good condition	61%	65%	62%	62%	63%	60%	56%	52%	52%	53%
High accident intersections	272	266	260	255	261	237	224	217	233	231

Bureau of Environmental Services

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500
Total sewer accounts	124,722	122,747	128,353	126,225	131,472	131,953	137,262	141,391	149,373	157,631
EXPENDITURES (in millions):										
Operating costs	$26.2	$27.4	$40.3	$45.3	$50.2	$52.1	$48.5	$52.7	$60.3	$61.3
Capital	$19.4	$21.0	$15.8	$48.7	$65.2	$79.4	$93.6	$73.7	$83.3	$70.6
Debt service	$0	$0	$5.5	$9.2	$7.4	$9.0	$21.6	$22.8	$34.5	$46.4
TOTAL	$45.6	$48.4	$61.6	$103.2	$122.8	$140.4	$163.7	$149.2	$178.1	$178.3
EXPENDITURES, adjusted for inflation:										
Operating costs	$37.0	$36.9	$50.9	$54.9	$58.5	$58.9	$53.1	$56.2	$62.0	$61.3
Capital	$27.3	$28.2	$19.9	$59.0	$76.0	$89.7	$102.6	$78.5	$85.6	$70.6
Debt service	$0	$0	$7.0	$11.2	$8.6	$10.2	$23.7	$24.3	$35.5	$46.4
TOTAL	$64.3	$65.1	$77.8	$125.1	$143.1	$158..8	$179.4	$159.0	$183.1	$178.3
Operating costs/capita, adjusted for inflation	$86	$85	$116	$121	$127	$125	$107	$113	$123	$121
Authorized staffing (FTEs)	286	300	333	390	400	410	419	450	457	450
TOTAL MILES OF PIPELINE:										
Sanitary	524	557	584	645	703	782	835	919	940	957
Storm	-	-	211	211	233	249	263	286	424	446
Combined	-	-	860	860	848	849	850	849	850	849
Gallons of wastewater treated (millions)	28,602	28,330	28,922	28,969	28,734	26,569	31,228	33,774	34,763	32,485
Number of groundwater sumps installed	-	-	720	1,221	1,545	1,001	2,756	1,396	1,738	1,945
Feet of streambank restored	-	-	-	-	-	300	2,550	29,565	25,150	44,800
Feet of pipe repaired	5,675	5,804	5,785	18,863	19,946	20,746	21,078	18,930	20,129	27,493
Miles of pipe cleaned	201	157	143	188	223	273	221	172	160	228
Industrial users permitted	84	110	133	123	150	136	112	111	168	169
PERCENT BOD REMOVED:										
Columbia Blvd.	89.0%	87.2%	84.7%	88.7%	88.6%	91.1%	93.7%	93.9%	92.5%	93.8%
Tryon Creek	93.4%	93.7%	92.5%	94.1%	94.0%	92.7%	93.0%	92.9%	92.9%	92.9%
Industrial enforcement tests in compliance	68.0%	86.0%	77.0%	90.0%	93.0%	96.8%	97.1%	96.8%	96.1%	93.5%

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
RESIDENTIAL RECYCLING:										
Household participation rate	-	25%	26%	52%	71%	75%	76%	80%	81%	83%
Waste diverted from landfill	-	7%	8%	12%	28%	34%	36%	37%	37%	40%
Commercial recycling, waste diverted from landfill	-	-	-	-	-	-	-	-	46%	52%
Number of unsewered mid-county properties	-	42,410	40,007	37,368	34,800	31,308	27,112	22,546	16,102	9,803
Average monthly residential sewer/storm bills, adjusted for inflation	$12.20	$13.52	$14.40	$17.13	$20.05	$19.87	$21.70	$23.35	$25.36	$27.24
Average monthly residential garbage bills, adjusted for inflation	-	$16.34	$20.56	$21.19	$20.16	$19.88	$19.29	$18.33	$17.99	$17.20
CORNERSTONE PROJECTS:										
Cumulative sumps installed	-	-	-	479	756	1,367	1,907	2,262	2,757	2,936
Cumulative downspouts disconnected	-	-	-	-	-	-	40	1,425	4,874	9,612
Percent of Combined Sewer Overflow (CSO) budget expended	-	-	-	1.1%	2.4%	4.2%	7.2%	10.5%	13.4%	17.5%
Est. CSO gallons diverted as % of planned total	-	-	-	.5%	2.5%	6.9%	9.8%	15.1%	21.8%	43.7%

Bureau of Water Works

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
POPULATION SERVED:										
Retail	393,610	396,375	402,802	418,150	415,000	426,000	449,000	451,000	456,000	460,810
Wholesale	230,700	247,800	262,400	267,700	275,697	283,459	294,910	302,142	319,000	333,300
TOTAL	624,310	644,175	665,202	685,850	690,697	709,459	743,910	753,142	775,000	794,110
EXPENDITURES (in millions):										
Operating	$24.9	$26.0	$28.1	$31.3	$33.8	$34.4	$34.7	$36.8	$42.6	$42.7
Capital	$15.2	$13.7	$13.4	$17.5	$21.1	$17.5	$18.0	$21.4	$25.6	$23.0
Debt service	$9.7	$8.0	$9.5	$11.2	$9.3	$8.2	$11.2	$11.8	$12.0	$12.0
TOTAL	$49.8	$47.7	$51.0	$60.0	$64.2	$60.1	$63.9	$70.0	$80.2	$77.7
EXPENDITURES, adjusted for inflation:										
Operating	$35.2	$35.0	$35.5	$37.9	$39.4	$38.8	$38.1	$39.3	$43.7	$42.7
Capital	$21.4	$18.4	$16.9	$21.1	$24.5	$19.7	$19.7	$22.8	$26.3	$23.0
Debt service	$13.7	$10.8	$11.9	$13.6	$10.9	$9.3	$12.2	$12.6	$12.3	$12.0
TOTAL	$70.3	$64.2	$64.4	$72.5	$74.8	$67.8	$70.0	$74.7	$82.4	$77.7
Operating costs/capita, adjusted for inflation	$56	$54	$53	$55	$57	$55	$51	$52	$56	$54
Authorized staffing (FTEs)	475	483	490	494	507	509	500	501	513	513
Water sales (millions, adj. for inflation)	$50.5	$51.3	$51.4	$53.2	$46.7	$50.6	$54.1	$49.3	$54.5	$53.5
GALLONS OF WATER DELIVERED (billions):										
City of Portland	26.0	25.2	25.7	28.5	23.4	23.7	25.1	25.7	24.7	25.2
Wholesale	12.2	12.1	12.3	12.5	10.9	12.3	13.1	12.6	13.9	13.5
TOTAL	38.2	37.3	38.0	41.0	34.3	36.0	38.2	38.3	38.6	38.7
Number of retail accounts	150,835	152,558	153,188	153,289	152,754	153,575	155,662	156,246	157,189	158,141
Feet of new water mains installed	64,887	78,500	71,266	79,718	81,303	93,959	125,364	137,432	126,282	68,662
Annual City water usage per capita	60,577	58,252	58,615	62,706	50,839	50,351	50,777	51,589	49,079	49,477
Monthly residential water bill - 1,000 cu. ft. (adjusted for inflation)	$13.04	$13.45	$13.11	$13.66	$13.96	$14.26	$13.90	$14.17	$14.50	$14.11
Monthly residential water bill - actual usage (adjusted for inflation)	$12.10	$12.48	$12.20	$12.75	$12.17	$12.41	$12.09	$12.31	$12.69	$12.35
SUMMER WATER CONSUMPTION (millions of gallons):										
Average day	172	149	176	174	117	145	184	165	170	169
Highest day	208	196	210	207	135	187	219	204	207	206

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
Debt coverage ratio	1.62	1.82	2.08	1.93	1.83	2.9	2.65	2.45	2.25	2.44
WATER QUALITY:										
Turbidity (NTUs):										
Minimum	-	-	-	-	0.08	0.09	0.08	0.10	0.11	0.09
Maximum	0.89	0.91	1.10	1.90	1.09	0.74	2.82	4.97	3.49	2.44
Median	-	-	-	-	0.24	0.22	0.36	0.31	0.36	0.19
pH:										
Minimum	-	-	-	6.6	6.5	6.4	6.5	6.3	6.6	7.3
Maximum	-	-	-	7.2	7.3	7.3	7.3	7.4	7.5	7.6
Mean	-	-	-	6.8	6.8	6.8	6.8	6.7	7.0	7.4
Total coliform bacteria (% positive samples)	-	-	-	1.39%	0.95%	0.06%	0.25%	0.17%	0.06%	0.06%
Chlorine residual (mg/L):										
Minimum	-	-	-	0.00	0.00	0.00	0.03	0.00	0.04	0.10
Maximum	-	-	-	2.00	1.70	1.60	1.80	2.60	1.71	2.20
Mean	-	-	-	0.94	0.86	0.93	1.01	1.02	1.15	1.23

Bureau of Buildings

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500
EXPENDITURES (in millions):										
Administration	-	$1.5	$1.4	$1.5	$1.8	$1.9	$2.5	$3.1	$2.9	$3.9
Code compliance	-	$0.2	$0.3	$0.5	$0.5	$0.5	$0.6	$0.6	$0.6	$.6
Combination inspections	-	<$0.1	$0.2	$0.5	$1.0	$1.9	$2.4	$2.8	$3.4	$3.5
Commercial inspections	-	$3.0	$3.3	$3.5	$3.2	$2.7	$2.7	$2.8	$3.3	$3.8
Plan review & permits	-	$1.8	$1.9	$2.0	$2.1	$2.5	$2.7	$2.9	$3.4	$3.8
Neighborhood inspections	-	$1.4	$1.6	$1.8	$1.8	$2.1	$2.3	$2.4	$2.7	$2.4
TOTAL	-	$8.0	$8.7	$9.8	$10.4	$11.6	$13.2	$14.6	$16.3	$18.0
EXPENDITURES, adjusted for inflation:										
Administration	-	$2.0	$1.8	$1.8	$2.1	$2.1	$2.7	$3.3	$3.0	$3.9
Code compliance	-	$0.3	$0.4	$0.6	$0.6	$0.5	$0.6	$0.6	$0.6	$0.6
Combination inspections	-	$0.0	$0.3	$0.6	$1.2	$2.2	$2.6	$3.0	$3.5	$3.5
Commercial inspections	-	$4.1	$4.2	$4.3	$3.7	$3.0	$2.9	$3.0	$3.4	$3.8
Plan review & permits	-	$2.4	$2.4	$2.4	$2.5	$2.9	$3.0	$3.1	$3.5	$3.8
Neighborhood inspections	-	$1.9	$2.0	$2.2	$2.1	$2.3	$2.5	$2.5	$2.7	$2.4
TOTAL	-	$10.7	$11.1	$11.9	$12.2	$13.0	$14.3	$15.5	$16.7	$18.0
Staffing (FTEs)	-	132	144	150	152	163	178	190	200	208
Spending per capita, adjusted for inflation	-	$25	$25	$26	$26	$28	$29	$31	$33	$35
Number of commercial building permits	-	3,230	3,120	3,242	3,230	3,300	3,286	3,069	3,378	4,089
Value of commercial permits, adjusted for inflation	-	$396.7	$498.7	$282.8	$297.4	$479.4	$424.9	$529.8	$710.2	$778.9
Number of residential building permits	-	2,795	2,898	3,329	3,424	4,125	3,822	4,011	4,343	4,153
Value of residential permits, adjusted for inflation	-	$191.0	$169.3	$134.6	$116.9	$206.3	$124.7	$141.0	$161.9	$166.5
CONSTRUCTION INSPECTIONS:										
Commercial	-	-	-	-	-	70,928	61,990	64,455	73,964	79,980
Residential	-	-	-	-	-	74,250	78,672	82,750	95,538	95,773
TOTAL	-	131,602	128,987	133,526	100,988	145,178	140,662	147,205	169,502	175,753
Number of new residential units	-	-	-	-	-	-	1,611	2,420	3,025	3,635
Number of nuisance inspections	-	26,729	27,644	25,613	20,953	18,743	21,590	25,039	22,583	16,555
Number of derelict building inspections	-	3,770	11,809	10,548	10,702	10,262	9,176	13,291	11,980	10,086
Number of nuisance properties cleaned	-	-	-	-	-	5,367	5,444	6,143	6,253	6,539
Number of housing units brought up to code	-	-	660	1,178	800	2,639	2,494	2,842	2,581	2,409

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
Commercial inspections in 24 hours	-	-	-	-	95%	99%	96%	96%	95%	96%
Residential inspections in 24 hours	-	-	-	-	95%	98%	93%	90%	91%	94%
Average number of review days for single family residence plan review	-	-	-	-	-	-	14.5	14.8	27.4	38.3
APPLICANT RATING - good coordination of process:										
Commercial	-	-	-	-	-	-	-	-	-	60%
Residential	-	-	-	-	-	-	-	-	-	62%
APPLICANT RATING - helpful at meetings:										
Commercial	-	-	-	-	-	-	-	-	-	91%
Residential	-	-	-	-	-	-	-	-	-	87%
General Fund revenue as % of total	-	-	-	-	-	7%	9%	9%	8%	6%
"At risk" multi-family units brought to compliance	-	-	-	-	-	-	175	273	133	85

Bureau of Housing & Community Development

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500
EXPENDITURES (in millions):										
Homeless facilities & services	-	-	-	-	-	-	$1.9	$3.5	$4.6	$3.2
Public safety	-	-	-	-	-	-	$1.2	$1.2	$1.2	$.7
Housing	-	-	-	-	-	-	$15.4	$17.5	$16.6	$13.4
Neighborhood improvements	-	-	-	-	-	-	$.8	$1.5	$2.2	$1.2
Economic development	-	-	-	-	-	-	$2.6	$1.7	$2.1	$2.1
Community & targeted init.	-	-	-	-	-	-	$1.3	$1.2	$1.5	$1.5
Youth employment	-	-	-	-	-	-	$1.3	$1.7	$1.9	$2.1
TOTAL	$14.2	-	-	-	$17.7	$24.1	$24.5	$28.5	$30.1	$24.2
EXPENDITURES, adjusted for inflation:										
Homeless facilities & services	-	-	-	-	-	-	$2.1	$3.7	$4.8	$3.2
Public safety	-	-	-	-	-	-	$1.3	$1.3	$1.3	$.7
Housing	-	-	-	-	-	-	$16.9	$18.7	$17.1	$13.4
Neighborhood improvements	-	-	-	-	-	-	$.9	$1.6	$2.3	$1.2
Economic development	-	-	-	-	-	-	$2.9	$1.8	$2.2	$2.1
Community & targeted init.	-	-	-	-	-	-	$1.4	$1.3	$1.5	$1.5
Youth employment	-	-	-	-	-	-	$1.4	$1.8	$1.9	$2.1
TOTAL	$20.0	-	-	-	$20.7	$27.2	$26.9	$30.2	$31.1	$24.2
REVENUES (in millions)										
Grants	-	-	-	-	$8.9	$15.7	$15.3	$17.7	$20.2	$15.1
General fund	-	-	-	-	$3.1	$1.6	$2.0	$2.2	$1.7	$2.3
Other	-	-	-	-	$6.2	$6.8	$7.3	$8.5	$8.2	$6.8
TOTAL	$14.2	-	-	-	$18.2	$24.1	$24.6	$28.4	$30.1	$24.2
REVENUES, adjusted for inflation										
Grants	-	-	-	-	$10.4	$17.7	$16.7	$18.7	$20.9	$15.1
General fund	-	-	-	-	$3.7	$1.8	$2.2	$2.4	$1.8	$2.3
Other	-	-	-	-	$7.2	$7.7	$8.0	$9.1	$8.4	$6.8
TOTAL	$20.0	-	-	-	$21.3	$27.2	$26.9	$30.2	$31.1	$24.2
Spending per capita, adjusted for inflation	$46	-	-	-	$45	$58	$54	$61	$62	$48
Staffing	11	-	-	-	-	14	16	16	17	17
One night shelter count of homeless	-	-	-	-	-	1,785	1,963	2,037	2,252	2,489
# of "shelter nights": homeless singles	-	-	-	-	-	-	-	-	-	87,329
Youth served	-	-	-	-	-	-	-	-	-	2,266

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
# low-moderate-income homeowner units:										
Major rehabilatation	-	-	-	-	-	-	-	-	-	212
Minor rehabilatation	-	-	-	-	-	-	-	-	-	2,016
# low-moderate-income rental units:										
New	-	-	-	-	-	-	-	-	-	187
Rehabilatated	-	-	-	-	-	-	-	-	-	218
Homeless adults placed in stable housing:										
Number	-	-	-	-	-	-	-	-	-	-
Percent of total	-	-	-	-	-	-	-	-	-	-
Reduction in housing cost burden	-	-	-	-	-	-	-	-	-	-
Youth placed in jobs:										
Number	-	-	-	-	-	-	-	-	-	1,066
Percent of total	-	-	-	-	-	-	-	-	-	78%
Youth returned to school after summer:										
Number	-	-	-	-	-	-	-	-	-	724
Percent of total	-	-	-	-	-	-	-	-	-	81%
Percent of total expenditures on administration	-	-	-	-	-	-	-	-	-	6.5%

Bureau of Planning

	'88-89	'89-90	'90-91	'91-92	'92-93	'93-94	'94-95	'95-96	'96-97	'97-98
Population	429,410	432,175	438,802	454,150	459,300	471,325	495,090	497,600	503,000	508,500
EXPENDITURES (in millions):										
Administration and support	-	-	-	-	-	$1.0	$.9	$1.0	$1.6	$1.6
Development review	-	-	-	-	-	$1.6	$2.1	$2.6	$3.1	$3.8
City and neighborhood	-	-	-	-	-	$1.8	$2.1	$2.5	$2.3	$2.2
City GIS	-	-	-	-	-	$0.0	$0.0	$0.0	$.5	$.5
TOTAL	$2.7	$2.9	$3.6	$3.7	$4.0	$4.4	$5.1	$6.1	$7.5	$8.1
EXPENDITURES, adjusted for inflation:										
Administration and support	-	-	-	-	-	$1.2	$1.0	$1.0	$1.7	$1.6
Development review	-	-	-	-	-	$1.8	$2.3	$2.8	$3.2	$3.8
City and neighborhood	-	-	-	-	-	$2.1	$2.3	$2.7	$2.4	$2.2
City GIS	-	-	-	-	-	$0.0	$0.0	$0.0	$0.5	$0.5
TOTAL	$3.7	$3.9	$4.6	$4.5	$4.6	$5.1	$5.6	$6.5	$7.8	$8.1
Spending per capita, adjusted for inflation	$9	$9	$10	$10	$10	$11	$11	$13	$15	$16
Staffing (FTEs)	51	55	62	62	60	64	66	82	93	95
Number of land use reviews		-	-	-	-	890	1,055	981	1,241	1,168
Number of plans checked	-	-	-	-	-	3,948	4,376	4,353	5,420	5,149
Number of new lots created	-	-	-	-	-	-	-	-	975	971
Number of people at bureau-sponsored meetings	-	-	-	-	-	-	-	-	-	-
Percent of projects using "standards" track	-	-	-	-	-	-	-	-	-	81%
APPLICANT RATING:										
Helpful at meetings	-	-	-	-	-	-	-	-	-	82%
Adequate information	-	-	-	-	-	-	-	-	-	59%
NEW HOUSING UNITS BUILT ANNUALLY:										
In City	-	-	-	-	-	-	-	2,420	3,025	3,635
In total U.G.B.	-	-	-	-	-	-	-	12,329	7,827	11,388
Percent of U.G.B. total in City	-	-	-	-	-	-	-	20%	20%	32%
In 4-county region	-	-	-	-	-	-	-	18,417	11,225	16,184
Percent of 4-county total in City	-	-	-	-	-	-	-	13%	27%	22%

Appendix C Comparison City Data

Charlotte, North Carolina

FY 1997-98	
Population: Charlotte	484,303
Charlotte/Mecklenburg Co.	608,887
Fire budget per capita:	
Without pension	$82.2
Pension	$8.1
TOTAL	$90.3
Emergency staff on-duty/100,000 residents	40
Incidents/on-duty staff	308
Structural fires/1,000 residents	1.7
Police budget per capita:	
Without pension	$97.9
Pension	$8.6
TOTAL	$106.5
Officers/1,000 residents	2.0
Crimes/officer	42.8
Part I crimes/1,000 residents	87.5
Parks budget per capita	$33
Total lane miles of streets	4,011
Sewer operating expenses per capita	$59.22
Monthly residential bill (1000 cu ft water use):	
Sewer/storm drainage	$21.38
Miles of sanitary sewer	2,764
Miles of combined sewers	0
Water operating expenses per capita	$42
Monthly water bill (1000 cu ft water use)	$9.40
Number of retail water accounts	166,629
Number new housing permits in MSA	18,214
City population density per square mile	2,275
CDBG expenditures (in millions)	$7.8
% CDBG spent to benefit low-moderate income persons	98%

Cincinnati, Ohio

CY 1997	
Population	342,861
Fire budget per capita:	
Without pension	$155.3
Pension	$22.3
TOTAL	$177.6
Emergency staff on-duty/100,000 residents	50
Incidents/on-duty staff	341
Structural fires/1,000 residents	4.2
Police budget per capita:	
Without pension	$245.7
Pension	$21.1
TOTAL	$266.8
Officers/1,000 residents	2.8
Crimes/officer	27.7
Part I crimes/1,000 residents	77.5
Parks budget per capita	$78
Total lane miles of streets	2,820
Sewer operating expenses per capita	$95.28
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	$23.96
Miles of sanitary sewer	2,230
Miles of combined sewers	740
Water operating expenses per capita	$56
Monthly water bill (1000 cu ft water use)	$14.29
Number of retail water accounts	221,837
Number new housing permits in PMSA	9,569
City population density per square mile	4,396
CDBG expenditures (in millions)	$20.8
% CDBG spent to benefit low-moderate income persons	92.4%

Denver, Colorado

CY 1997	
Population	497,625
Fire budget per capita:	
Without pension	$121.5
Pension	$25.3
TOTAL	$146.8
Emergency staff on-duty/100,000 residents	39
Incidents/on-duty staff	307
Structural fires/1,000 residents	1.5
Police budget per capita:	
Without pension	$214.5
Pension	$39.1
TOTAL	$253.5
Officers/1,000 residents	2.8
Crimes/officer	21.9
Part I crimes/1,000 residents	62.1
Parks budget per capita	$68
Total lane miles of streets	No Report
Sewer operating expenses per capita	$61.56
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	$21.27
Miles of sanitary sewer	1,577
Miles of combined sewers	0
Water operating expenses per capita	$74
Monthly water bill (1000 cu ft water use)	$12.34
Number of retail water accounts	273,564
Number new housing permits in PMSA	19,398
City population density per square mile	3,210
CDBG expenditures (in millions)	$14.5
% CDBG spent to benefit low-moderate income persons	96.5%

Kansas City, Missouri

FY 1997-98	
Population	442,392
Fire budget per capita:	
Without pension	$104.8
Pension	$14.2
TOTAL	$119.0
Emergency staff on-duty/100,000 residents	42
Incidents/on-duty staff	254
Structural fires/1,000 residents	3.2
Police budget per capita:	
Without pension	$217.2
Pension	$22.6
TOTAL	$239.8
Officers/1,000 residents	3.0
Crimes/officer	38.2
Part I crimes/1,000 residents	112.9
Parks budget per capita	$43
Total lane miles of streets	5,710
Sewer operating expenses per capita	$49.17
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	$13.57
Miles of sanitary sewer	1,680
Miles of combined sewers	660
Water operating expenses per capita	$109
Monthly water bill (1000 cu ft water use)	$19.79
Number of retail water accounts	150,000
Number new housing permits in MSA	13,507
City population density per square mile	1,396
CDBG expenditures (in millions)	$21.1
% CDBG spent to benefit low-moderate income persons	83.0%

Sacramento, California

FY 1997-98	
Population	392,800
Fire budget per capita:	
Without pension	$100.1
Pension	$15.4
TOTAL	$115.5
Emergency staff on-duty/100,000 residents	32
Incidents/on-duty staff	407
Structural fires/1,000 residents	1.7
Police budget per capita:	
Without pension	$163.2
Pension	$20.4
TOTAL	$183.6
Officers/1,000 residents	1.6
Crimes/officer	53.7
Part I crimes/1,000 residents	87.5
Parks budget per capita	$39
Total lane miles of streets	2,634
Sewer operating expenses per capita	$108.09
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	$31.30
Miles of sanitary sewer	889
Miles of combined sewers	310
Water operating expenses per capita	$58
Monthly water bill (1000 cu ft water use)	$14.14
Number of retail water accounts	118,580
Number new housing permits in PMSA	9,081
City population density per square mile	4,008
CDBG expenditures (in millions)	$8.4
% CDBG spent to benefit low-moderate income persons	76.0%

Seattle, Washington

CY 1997	
Population	536,600
Fire budget per capita:	
Without pension	$148.0
Pension	$19.2
TOTAL	$167.2
Emergency staff on-duty/100,000 residents	36
Incidents/on-duty staff	347
Structural fires/1,000 residents	1.2
Police budget per capita:	
Without pension	$228.6
Pension	$19.0
TOTAL	$247.6
Officers/1,000 residents	2.3
Crimes/officer	45.7
Part I crimes/1,000 residents	106.0
Parks budget per capita	$94
Total lane miles of streets	3,670
Sewer operating expenses per capita	$208
Monthly residential bills (1000 cu ft water use):	
Sewer/storm drainage	$43.95
Miles of sanitary sewer	561
Miles of combined sewers	1,021
Water operating expenses per capita	$36
Monthly water bill (1000 cu ft water use)	$18.28
Number of retail water accounts	175,706
Number new housing permits in PMSA	18,017
City population density per square mile	6,465
CDBG expenditures (in millions)	$21.6
% CDBG spent to benefit low-moderate income persons	100.0%

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