



**CITY OF PORTLAND**  
**SERVICE EFFORTS AND ACCOMPLISHMENTS: 2005-06**  
Sixteenth Annual Report on City Government Performance

A REPORT FROM THE CITY AUDITOR  
December 2006



Office of the City Auditor  
Portland, Oregon

Association of Government Accountants / Sloan Foundation  
2006 Certificate of Achievement in  
Service Efforts and Accomplishments Reporting





CITY OF  
**PORTLAND, OREGON**

OFFICE OF THE CITY AUDITOR  
Audit Services Division

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December 18, 2006

TO: Mayor Tom Potter  
Commissioner Sam Adams  
Commissioner Randy Leonard  
Commissioner Dan Saltzman  
Commissioner Erik Sten

SUBJECT: City of Portland, *2005-06 Service Efforts and Accomplishments*: (Report #330)

This report presents our 16th annual review of the City's Service Efforts and Accomplishments. Good governance requires timely and accurate information and analysis so that the public and decision-makers can make informed decisions about how to best allocate our scarce resources.

In addition to informing decision-makers and the public about City services, this report is a critical ingredient in the City's Managing for Results initiative (MFR). Reporting on government services and results is necessary to achieve this initiative.

Our tradition of reporting Service Efforts and Accomplishments was recognized this year by the Association of Government Accountants, which awarded our office its second Certificate of Achievement in Service Efforts and Accomplishments Reporting. Only 11 local and state governments in the United States were recognized with this award, and we are proud to be one of the earliest governments in the nation to produce this important report.

But even excellent reports need to be read and used by decision-makers and the public. We will bolster our efforts to promote the information in our report to City Council and the public. The report will continue to be distributed to the media and be available at no charge to citizens on the internet and through paper copies available by mail or in person at our office.

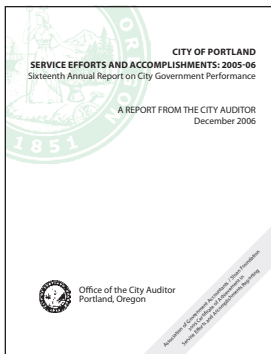
Good governance requires good information, and we appreciate your continuing interest in this critical report on our City government's work and results.

  
GARY BLACKMER  
City Auditor



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## Production/Design

This report was produced in-house using desktop publishing software on Pentium 4 personal computers. Adobe InDesign CS was used to design and layout the finished product. Tables were created in InDesign. Graphs were created in Adobe Illustrator. Other graphics and maps were created using various other software. The published report was printed at the City of Portland Printing and Distribution Division.

# Summary

This is the Portland City Auditor's sixteenth 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
- help City Council, managers, and citizens make better decisions
- help improve the delivery of Portland's major public services

This Summary highlights the City of Portland's progress in accomplishing its major goals:

- ensure a safe and peaceful community
- operate and maintain an effective and safe transportation system
- improve the quality of life in neighborhoods
- protect and enhance the natural and built environment
- promote economic vitality and opportunity
- deliver efficient, effective, and accountable municipal services

In this Summary, we describe general results by these goal areas. The body of the report describes City performance primarily by the bureaus responsible for implementing City programs. The complete report explains the objective, scope, and methodology, and provides details on the City and bureau goals, efforts and accomplishments.

The report also includes the results of two citywide surveys conducted by the Office of the City Auditor – the sixteenth annual Resident Survey, and the fourth annual Business Survey. These surveys provide statistically reliable information on resident and business satisfaction with City services.

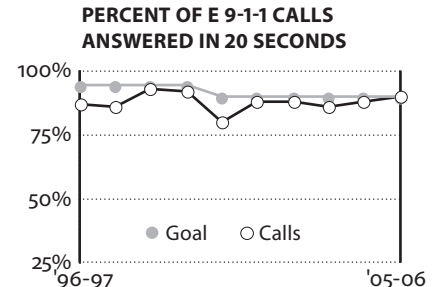
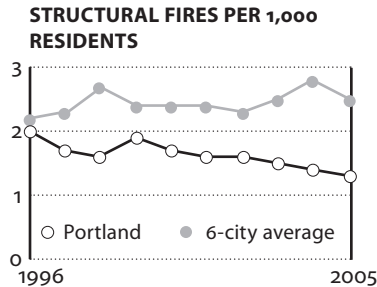
*This report and prior year reports are available on the Audit Services web site: [www.portlandonline.com/auditor/auditservices](http://www.portlandonline.com/auditor/auditservices) and in print at Multnomah County libraries. To have a printed copy mailed to you, call the Audit Services Division at (503) 823-4005.*

**CITY GOAL:** Ensure a safe and peaceful community

Resident safety and perceptions of safety in neighborhoods have generally improved in the last 10 years.

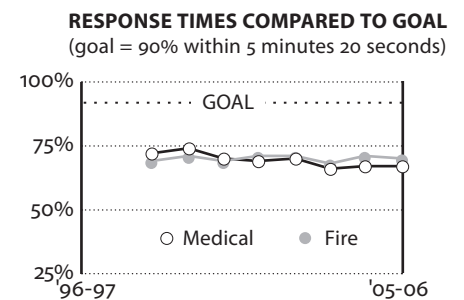
- The City's crime rate declined considerably.
- Person and property crime rates are at their lowest point in nearly 20 years.
- More residents reported feeling safe walking alone in their neighborhoods during the day and night.
- Portland has significantly fewer structural fires per capita than other cities.
- About 90 percent of Emergency 9-1-1 calls were answered within 20 seconds last year, with an average answer time of seven seconds.

CRIMES PER 1,000 RESIDENTS		
	PROPERTY	PERSON
2001	72.8	8.5
2002	73.0	8.4
2003	77.7	8.1
2004	76.0	7.3
2005	68.3	6.9
5 years:	-6%	-19%
10 years:	-20%	-56%



There are some trends to watch. These include:

- Community policing efforts have not improved residents' willingness to help police or increased the number of residents who know their neighborhood police officer.
- Response time targets for medical and fire emergencies are not being met.
- The number of fire prevention inspections for fire code violations was 25 percent lower than in FY 2001-02, and 13 percent lower than in FY 2004-05.



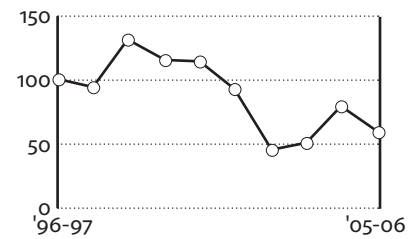


**CITY GOAL:** Operate and maintain an effective and safe transportation system

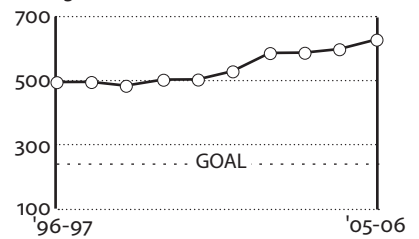
The safety of Portland's transportation system has improved over previous years, while maintenance issues remain problematic.

- The number of street miles treated declined substantially from five and 10 years ago.
- The number of automobile and pedestrian injuries declined from 2002 levels.
- Citywide, resident ratings of pedestrian safety and traffic speeds on neighborhood streets improved.
- Residents are pleased with off-peak traffic flow on major streets and neighborhood streets.

**MILES OF STREETS TREATED**



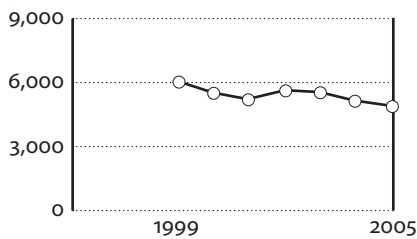
**STREET MAINTENANCE BACKLOG**  
(goal: less than 250 miles)



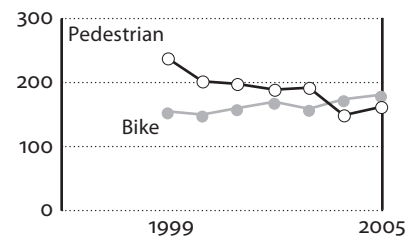
There are several areas of concern, which include:

- The City's street maintenance backlog continued to increase despite consistent operating expenditures for maintenance.
- Resident ratings of overall street maintenance remain relatively low.
- Residents gave traffic flow during peak travel hours on major streets the lowest rating of all services related to transportation.

**TRAFFIC INJURIES: AUTOMOBILE**



**TRAFFIC INJURIES: PEDESTRIAN & BICYCLE**



**CITY GOAL:** Improve the quality of life in neighborhoods

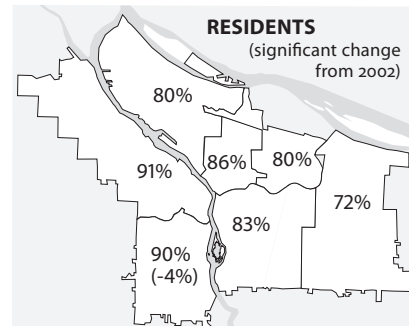
Overall, Portland residents rated several aspects of neighborhood and City livability high.

- Residents feel safer in their neighborhoods and local parks, and ratings of pedestrian safety increased.
- The number of drug houses complained about dropped 43 percent in the past 10 years.
- Residents in most neighborhoods gave high ratings to their access to parks, bus and retail services.
- Satisfaction with the attractiveness of new commercial development was steady at 67 percent.

**RESIDENTS: LIVABILITY RATINGS**  
(percent "good" or "very good")

	2006	5-year change
Overall City livability	79%	+2%
Neighborhood livability	83%	+1%

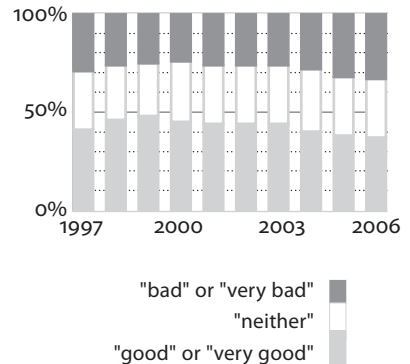
**OVERALL NEIGHBORHOOD LIVABILITY, 2006**  
(percent "good" or "very good")



Despite these positive aspects of Portland's livability, there are some areas of concern:

- A steadily increasing number of homeless adults are seeking shelter.
- Favorable ratings of housing affordability were below 50 percent in all areas of the city, except East Portland.
- The percentage of renters spending more than half of their incomes for housing remains higher than it was five years ago.
- East Portland residents rated overall livability, access to parks, and the quality of parks and recreation lower than residents in other parts of Portland.

**RESIDENTS: RATING OF NEIGHBORHOOD HOUSING AFFORDABILITY**



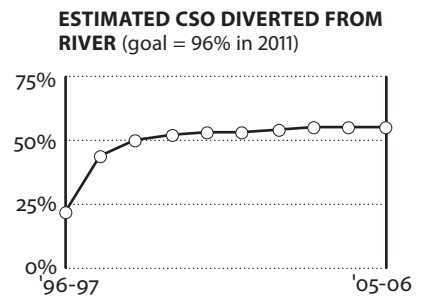
**CITY GOAL:** Protect and enhance the natural and built environment

While Portland's growth presents challenges to the natural and built environment, the City contributed to sustainable practices in several ways.

- The Water Quality Index of the Willamette River improved from "fair" to "good".
- Fifty-five percent of combined sewer overflows (CSOs) were diverted from rivers.
- The City's ozone levels were well within acceptable limits.
- Per capita energy use fell 4 percent in the past five years.
- Although the amount of waste material generated by city residents and businesses increased, recycling rates are also up, in the past 10 years.

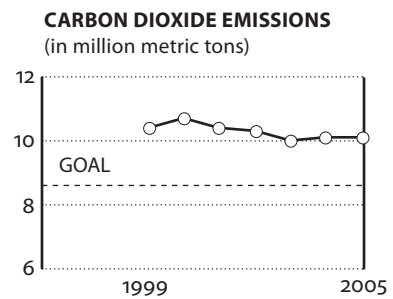
WILLAMETTE WATER QUALITY INDEX		
	'01-02	'05-06
<b>UPSTREAM</b>	84	87
<b>DOWNSTREAM</b>	82	85

INDEX key: 0-59 = Very poor  
60-79 = Poor  
80-84 = Fair  
85-89 = Good  
90-100 = Excellent



Challenges to our natural and built environment include:

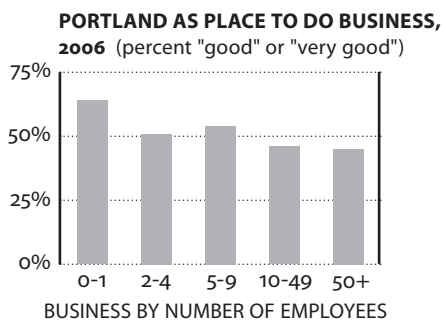
- Carbon dioxide emissions, although falling from 2000 levels, have not met the City's goal for carbon dioxide reduction.
- Only 43 percent of residents felt that residential development improved livability.



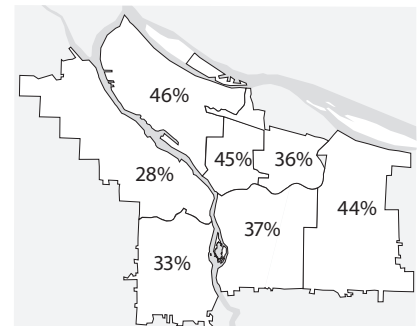
**CITY GOAL:** Promote economic vitality and opportunity

Over half of businesses rated Portland as a good place to do business. However, businesses and residents report varying satisfaction with City services that impact the city's economic vitality.

- Business ratings of residential development "improving the neighborhood as a place to do business" fell slightly from 2005.
- Resident ratings of local commercial development's attractiveness and improved access to services improved slightly since 1998.
- Business ratings of on-street parking remained consistent.
- Residents generally gave the downtown area good ratings as a place to live, work, shop and play.



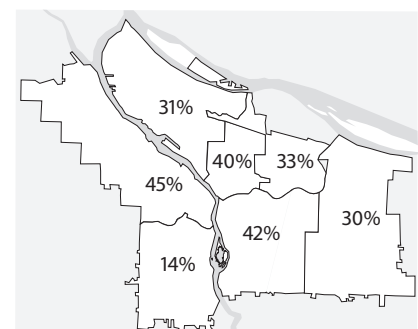
**BUSINESS: ON-STREET PARKING, 2006** (percent "good" or "very good")



Challenges observed in our surveys include:

- Central city businesses cited vagrancy and graffiti as problems.
- Residents reported feeling less safe at night downtown than they did 10 years ago.
- Business ratings of how the City provides information on business opportunities and development regulations remained unfavorable.

**BUSINESS: NEIGHBORHOOD VAGRANCY, 2006** (percent "bad" or "very bad")



**CITY GOAL:** Deliver efficient, effective, and accountable municipal services

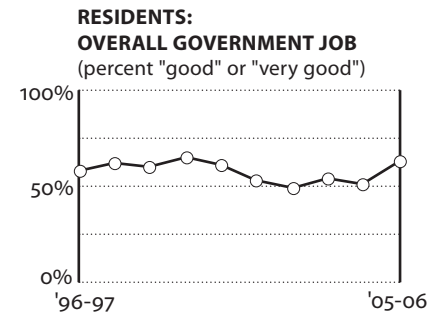
Spending per capita for City services has remained consistent over the last five years. In FY 2005-06, the Police Bureau had the highest per capita spending, followed by PDC, Environmental Services, and Fire & Rescue.

As an example of efficiency, City government has saved almost \$1 million on energy costs over the last five years.

<b>OPERATING SPENDING PER CAPITA</b> (adj.)		
	<b>'05-06</b>	<b>5-year change</b>
Police	\$330	+2%
PDC	\$307	+22%
B.E.S.*	\$260	-14%
Fire & Rescue	\$199	+8%
Transportation	\$166	+2%
Water*	\$120	-15%
Parks & Recreation	\$93	-8%
B.D.S.	\$57	+10%
BHCD	\$39	-9%
BOEC	\$21	-12%
Planning	\$11	-27%
OSD	\$9	-3%
<b>TOTAL</b>	<b>\$1,612</b>	<b>0%</b>

\* includes debt service

Residents' general opinions of local government have improved from recent declines. Ratings for the overall job that local government is doing have improved since last year and compared to five years ago.



Business ratings of the job local government is doing at providing services have not been as high as resident ratings, but have improved slightly.

	<b>OVERALL LOCAL GOVERNMENT JOB</b> (survey ratings)			
	<b>RESIDENTS</b>		<b>BUSINESSES</b>	
	<b>2006</b>	<b>5-year change</b>	<b>2006</b>	<b>3-year change</b>
Good or very good	63%	+10%	44%	+3%
Neither good nor bad	27%	-5%	42%	+3%
Bad or very bad	10%	-5%	14%	-6%



# Introduction

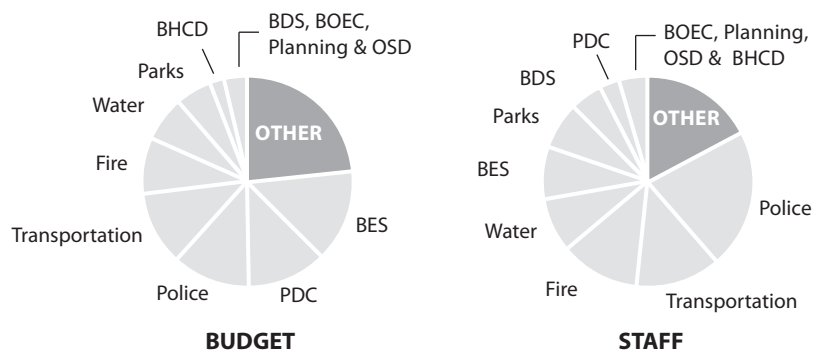
This Introduction describes the report’s objective, scope and methodology; resident, business, and customer perceptions; and relationship to the annual budget. Appendix A contains recent data from six comparison cities. Appendix B includes results from the 2006 Business Survey conducted by our office. Appendix C includes results from the City Auditor’s 2006 Resident Survey.

## OBJECTIVE, SCOPE AND METHODOLOGY

The objective of our work was to document current data, trends, and issues with the City’s efforts to deliver services to residents and the City’s accomplishments related to these efforts. This is the sixteenth annual *Service Efforts and Accomplishments* (SEA) report from the City Auditor’s Office.

Our scope was the efforts and results in FY 2005-06 (July 1, 2005 through June 30, 2006) of 11 City bureaus and the Portland Development Commission. We did not assess all of the activities and important programs of the City. For example, legislative, administrative, and support services, such as purchasing, personnel, information technology, and budgeting and finance are not included. The bureaus we selected for review represent 76 percent of the City’s budget for the fiscal year and 83 percent of the City’s full-time equivalent employees.

### SEA SERVICES AS A PROPORTION OF TOTAL CITY BUDGET AND STAFF



SOURCE: FY 2005-06 City of Portland Adopted Budget

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

Some bureau efforts and results are compared to data we gathered from other similar cities: Charlotte, Cincinnati, Denver, Kansas City, Sacramento, and Seattle. We selected these comparison cities 16 years ago based on similarity to Portland in city and metropolitan area population size, comparisons made in prior audits, and representation across the country. Most inter-city information was obtained from annual budget, Comprehensive Annual Financial Reports, or other official records. Appendix A contains a summary of the data collected from these cities.

Information contained in this report was provided by City managers in response to requests from the Audit Services Division. To compile the information in the report, we prepared and transmitted data collection forms to major City bureaus. Bureau managers and staff completed the forms and returned them to us.

To assess reliability of reported performance data, our audit work to confirm the information we received included several levels of review:

**Reasonableness**

Our audit staff reviewed each data element and the overall Bureau information for reasonableness. We determined reasonableness based on our knowledge and understanding of City programs. If we identified any questionable or unreasonable information, we discussed this with the Bureau.

**Consistency**

Our staff reviewed each data element and the overall Bureau information for consistency. We compared this year's data with both the prior year and with trends extending as far as 10 years. If we identified any inconsistent information, we discussed this with the Bureau.

**Accuracy**

Our staff reviewed each data element and the overall Bureau information for accuracy. We compared Bureau-reported information against source documentation (including budget information and other internal and publicly-reported data). If we identified any inaccurate data, we discussed this with the Bureau.



In addition, each section and chapter in the report underwent an internal quality review process, where an auditor who did not compile a Bureau's data reviewed the data, support, and a draft of each chapter. Any questions or issues identified by the second auditor were resolved with each section's primary author.

Our reviews are not intended to provide absolute assurance that all data elements provided by management are free from error. Rather, we intend to provide reasonable assurance that the data present a fair picture of the efforts and accomplishments of each bureau.

### **Management representations**

Subject to the confirmation and verification activities we performed and as described above, we largely relied on City bureaus' answers to the questions we asked in our data collection forms. We did not audit source documents, like water quality test results or 9-1-1 recordings, for accuracy, but checked the reasonableness of management representations against our knowledge of programs and prior years' reports. We questioned data we felt was not reasonable or required additional explanation from management. It is important to note that our report is not an audit of each data element contained in this document, but instead is a set of pictures of the City's work and results in these key areas.

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

### **Independence**

Staff and management in the Audit Services Division of the Office of the City Auditor prepared this report. We are independent of the Mayor, City Council, and the City Bureaus and offices described in this report. As the City Auditor is independently elected and is directly accountable to the voters, our work is not subject to approval by any of the Bureaus or offices we review, or by any other elected official in the City. In addition, the Audit Services Division is subject to an external quality control review through the Association of Local Government Auditors. Our last review, completed in 2005, is available through the Audit Services Division website or by request.

### Information technology

During our work, we relied on management's representations of data from computer-based systems. These included human resource systems for the number of employees, budget systems for budgeted program amounts, and other management systems. We did not independently assess the reliability of each of these systems, although the data from systems we report here appeared reasonable. In addition, we relied on the work of other auditors, including the City's independent financial statement auditors, who reviewed the reliability of major financial systems as part of their audit of the City's annual financial statements.

### Inflation adjustments and rounding

In order to account for inflation, we express financial data in constant dollars. We adjusted dollars to represent the purchasing power of money in FY 2005-06, based on the U.S. Department of Labor's Portland-Salem Consumer Price Index for All Urban Consumers. For readability, numbers are rounded. In some cases, tables may not add to 100 percent or to the exact total due to rounding.

We conducted our work in accordance with generally accepted government auditing standards.

## RESIDENT, BUSINESS, AND CUSTOMER PERCEPTIONS

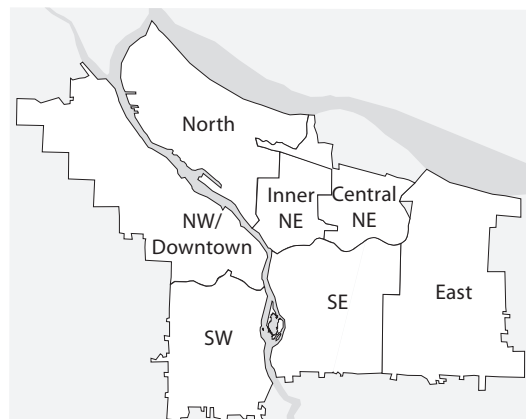
The report contains results from several surveys of resident, business, customer, and employee perceptions. To obtain information on citizen satisfaction with the quality of City services, we conducted our sixteenth annual citywide

Resident Survey and our fourth annual Business Survey in August and September, 2006. Details of the surveys are included in each chapter and in Appendices B and C.

This report includes the Resident and Business Survey results summarized by the seven neighborhood coalitions: the

Southwest, Northwest (including downtown), North, Inner Northeast, Central Northeast, Southeast, and East. Appendix C contains the complete questionnaire of the Resident Survey and responses for the past 10 years, a description of methodology, response rates, and confidence levels.

### 2006 RESIDENT SURVEY COALITION AREAS



We also conducted our fourth annual Business Survey during August and September to obtain information about business satisfaction with City government services. The survey was mailed to 5,500 randomly selected businesses. Appendix B contains the complete business questionnaire and results, a description of methodology, response rates, and confidence levels.

Some chapters also contain the results of current or previous customer and employee surveys that were administered by City bureaus. For example, the Bureau of Development Services administered a survey to assess customer satisfaction with building permit and land use review services.

## RELATIONSHIP TO ANNUAL BUDGET AND PLANNING

This 2006 *Service Efforts and Accomplishments Report* is an important piece of a larger process called Managing for Results (MFR). Managing for Results is intended to help keep the City focused on its mission and goals, and to integrate performance information into planning, budgeting, management, and reporting. The City Council adopted the MFR effort in July 2003 and directed the Office of Management and Finance to lead and coordinate its implementation over the next few years. (See Resolution #36514, June 2003 and *Managing for Results: A Proposal for the City of Portland*, Office of the City Auditor, December 2002, available on the City Auditor's web site).

Managing for Results will require a series of actions:

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

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

Over the next few years, the City intends to establish a clearer strategic direction through the development of a revised City mission statement and major long-term goals. This effort will aid bureaus in the development of their own bureau plans, goals, and program strategies. In addition, changes are also planned in the way the City conducts the budget process in order to better integrate performance information into the decisions about funding of bureau programs. Transition to a program budget that

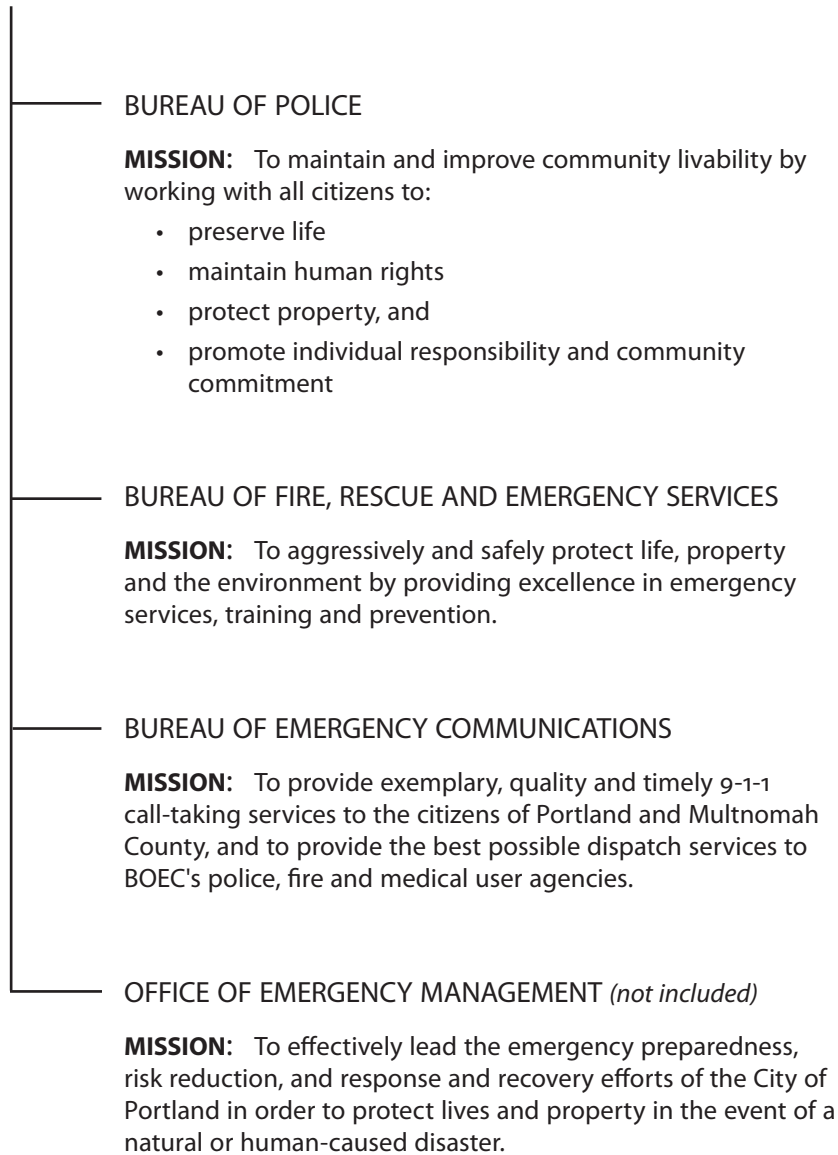
integrates information on performance is envisioned so Council can more effectively link resources with desired results to be achieved.

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

# PUBLIC SAFETY

## CITY GOAL:

To ensure a safe and peaceful community



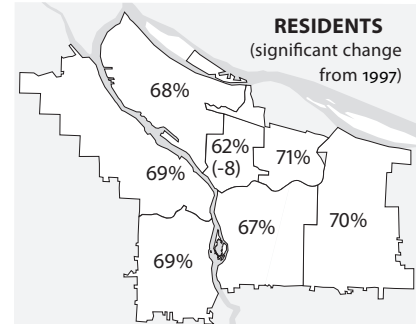
PORTLAND MULTNOMAH  
COMMUNITY BENCHMARKS:  
*reduce incidents of crime;*  
*increase feelings of safety;*  
*increase preparedness for*  
*emergencies*

# Bureau of Police

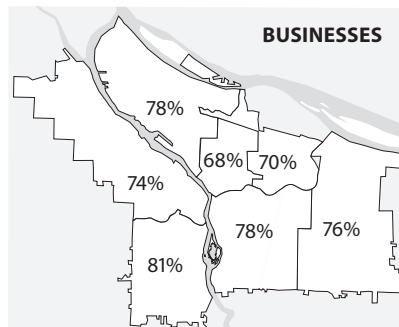
## RESIDENT SATISFACTION

Residents say feelings of safety in their neighborhoods during both the day and night have improved since 1997. Additionally, in 2006, overall satisfaction with police services improved for the first time in several years.

**OVERALL POLICE SERVICE, 2006**  
(percent "good" or "very good")

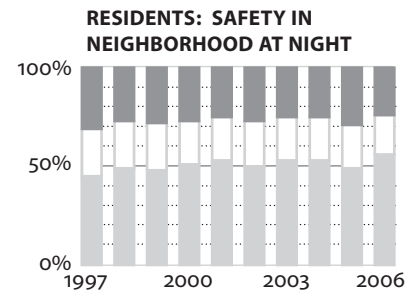
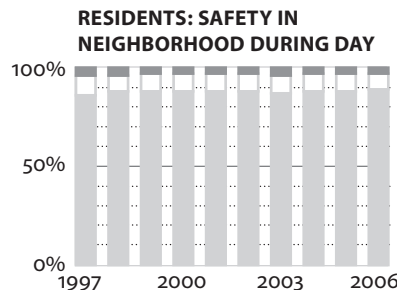
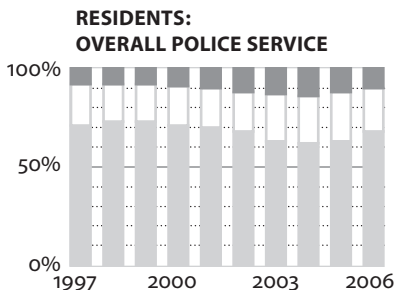


**OVERALL POLICE SERVICE, 2006**  
(percent "good" or "very good")



Businesses continue to rate police services higher than residents. The average rating was 75 percent "good" or "very good" for businesses, compared to 68 percent for residents. Businesses in the Southwest rate Police services the highest, while businesses in Inner Northeast rate them lowest.

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



**BUREAU GOAL:**  
Reduce crime and the fear  
of crime

Since 1996 the city's crime rate has declined considerably.

Portland's overall crime rate dropped slightly below the average of our six comparison cities for the first time in the past ten years. In addition, the rate of property crimes, which had increased in the last few years, showed a significant drop in 2005.

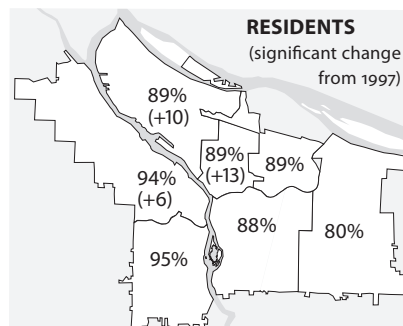
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	PROPERTY	PERSON
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2002	73.0	8.4
2003	77.7	8.1
2004	76.0	7.3
2005	68.3	6.9
5 years:	-6%	-19%
10 years:	-20%	-56%

Crime clearance rates remain fairly steady. The number of reported crimes per detective, however, is high compared to other cities, as Audit Services found in a 2005 audit.

The Bureau has responded quickly to high priority calls, but has narrowly failed to meet its goal for the past two years.

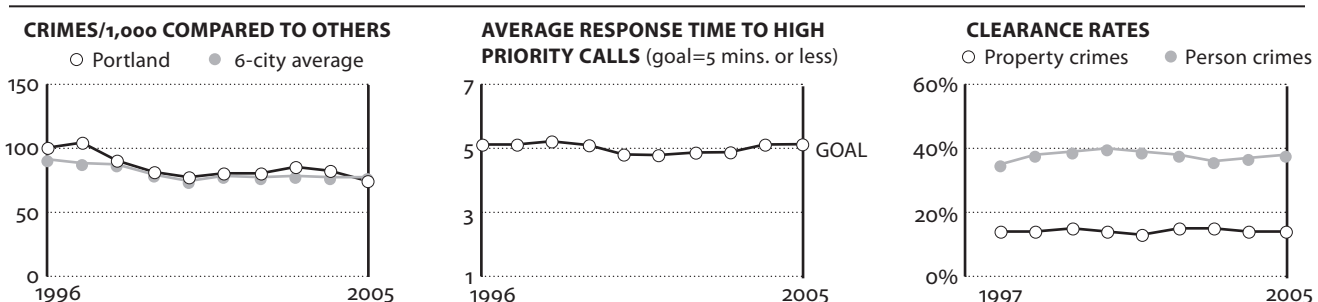
**BUREAU GOAL:**  
Improve the quality of life in  
neighborhoods

**SAFETY IN NEIGHBORHOOD DURING DAY, 2006** (percent "safe" or "very safe")



Residents report feeling safer in their neighborhoods both during the day and at night than in 1997. Most areas of the city report gains in feelings of safety in their neighborhoods, with three reporting significant increases.

In addition, the number of drug houses receiving complaints has decreased approximately 43 percent in the last 10 years.



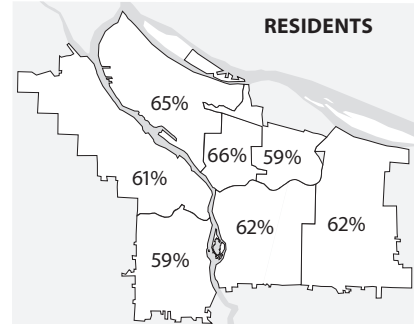
**BUREAU GOAL:**  
Improve community and  
police partnership

Indicators of community partnership have remained fairly steady.

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

Since 1996 the Bureau has generally met or exceeded its goal for officers to have more than 35 percent of their time free to conduct neighborhood problem-solving activities.

**WILLING TO HELP POLICE, 2006**  
(percent "willing" or "very willing")



**BUREAU GOAL:**  
Develop personnel and  
improve accountability

Job satisfaction remains fairly high among employees in almost all aspects measured in their bi-annual survey. Ratings in 2006 are higher than 1996 in all categories.

In addition, 49 percent of employees who responded to the 2006 survey agreed or strongly agreed with the statement, "individuals in my Division/Precinct are held accountable for their actions." Twenty-eight percent disagreed or strongly disagreed.

**POLICE EMPLOYEE SURVEY RESULTS**

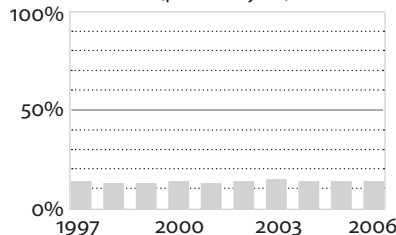
	2006	1996
Job satisfaction	4.2	4.1
Autonomy	3.9	3.7
Supervisor support	4.0	3.8
Teamwork	4.1	3.8
Recognition	3.5	3.1
Fairness	3.0	2.6
Organizational culture	2.9	2.5

SCALE: 5 highest, 1 lowest

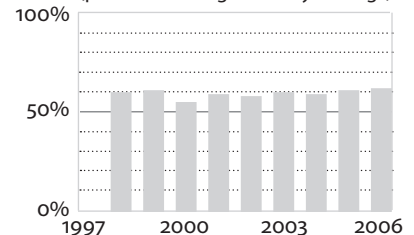
**ESTIMATED TIME AVAILABLE FOR  
PROBLEM-SOLVING (goal = 35%)**



**RESIDENTS: KNOW NEIGHBORHOOD  
OFFICER (percent "yes")**



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





### SPENDING, STAFFING AND WORKLOAD

Pension and disability costs continue to be the fastest growing component of police spending. The Fire and Police Disability Fund is administered by a separate board operating under authority of the City Charter. Pension and disability spending is not included in the Bureau's Adopted Budget. Ten years ago, pension and disability costs represented 19 percent of police spending, but have now increased to 24 percent.

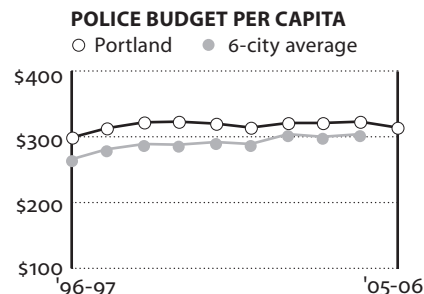
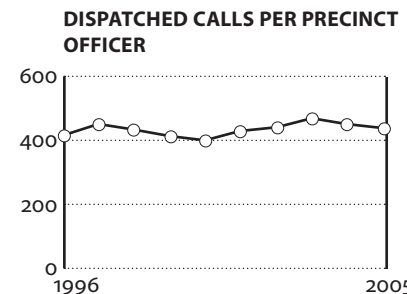
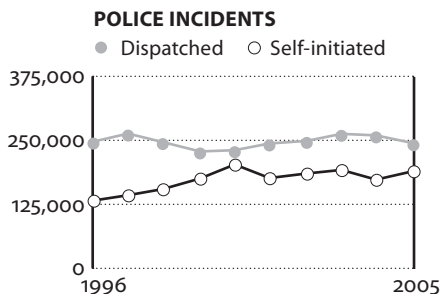
#### POLICE SPENDING (millions, adj.)

	'05-06	5-year change
Neighborhood patrol	\$79.7	4%
Investigations	\$31.3	4%
Support	\$28.4	0%
Pension & disability	\$44.3	17%
TOTAL	\$183.7	6%

	POLICE STAFFING (sworn/non-sworn)	PRECINCT OFFICERS (incl. sgts.)
'01-02	1,040 / 308	564
'02-03	1,021 / 260	560
'03-04	992 / 252	576
'04-05	995 / 253	558
'05-06	997 / 259	585
5 years:	-4% / -16%	4%
10 years:	-1% / -2%	0%

While overall sworn staffing has decreased 4 percent in the past five years, the number of officers assigned to the precincts has increased by 4 percent. Also, while dispatched call workload has been relatively steady, self-initiated calls have increased in the past 10 years.

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

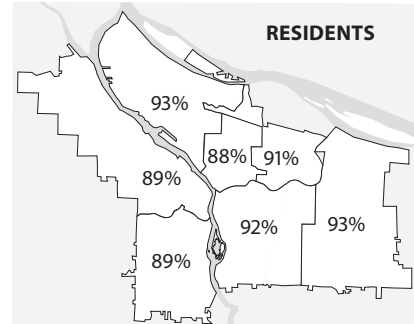


# Bureau of Fire, Rescue and Emergency Services

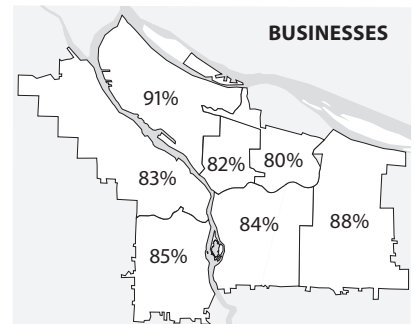
## RESIDENT SATISFACTION

Nine out of 10 Portland residents rate the quality of fire service "good" or "very good", as they have consistently over the last 10 years. Businesses rate the Bureau's services nearly as favorably, although their average ratings within neighborhoods vary more than those by residents. The lowest ratings are by businesses in Northeast Portland, and the highest are by residents in North and East Portland.

**OVERALL FIRE SERVICE, 2006**  
(percent "good" or "very good")



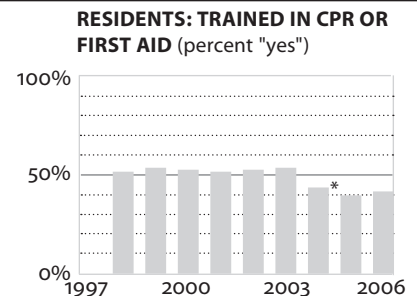
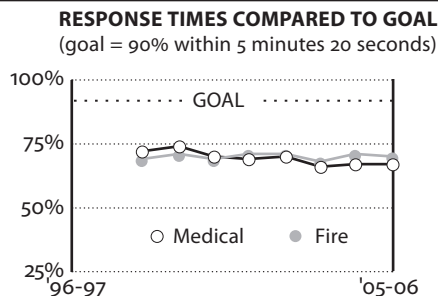
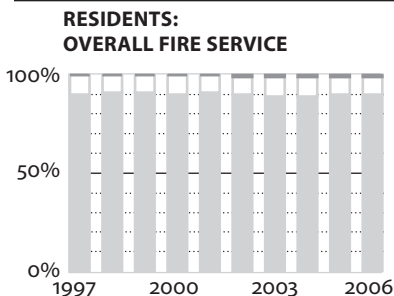
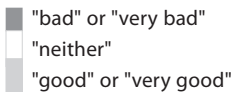
**OVERALL FIRE SERVICE, 2006**  
(percent "good" or "very good")



## BUREAU GOAL: Enhance customer service

The Bureau modified its goals in 2005 as part of a five-year strategic planning process. It gave high priority to enhancing customer service and to improving operational effectiveness.

The Bureau's citywide fire and emergency medical services (EMS) response rates also remained generally consistent with past years' rates, though both are well below the Bureau's goal: to arrive at incident locations within 5 minutes and 20 seconds of dispatch in at least 90 percent of incidents. Station No. 1 – Downtown Core – met this goal for fire incidents in FY 2005-06. The Bureau met its time objective in only 70 percent of all fire incidents citywide, and 67 percent of EMS incidents, as the number of all incidents increased 2 percent in the past five years.



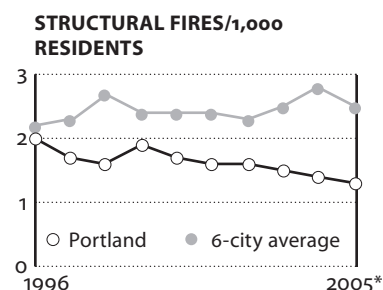
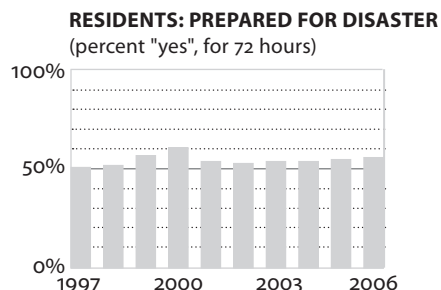
\* question modified in 2004 to ask if currently trained

**BUREAU GOAL:**  
 Enhance customer service  
 (continued)

The rate at which the Fire Bureau met its emergency response time goal of 5 minutes and 20 seconds varied in different areas of Portland. For example, Station 9 (Hawthorne) in Southeast Portland met the goal 71 percent of the time on medical incidents and 80 percent of the time on fire incidents. Station 11 (Lents), also in the Southeast, met the goal 43 percent of the time on medical incidents and 47 percent of the time on fire incidents. In Southwest Portland, Station 5 (Hillsdale) met the goal 41 percent of the time on medical incidents and 43 percent of the time on fire incidents. Also in the Southwest, Station 4 (Portland State University) met the goal 79 percent of the time on medical incidents and 71 percent of the time on fire incidents. Seven of the Bureau's 29 fire stations met the emergency response time goal less than 50 percent of the time on fire incidents, and six stations met the goal less than 50 percent of the time on medical incidents.

	<b>LIVES LOST PER 100,000 RESIDENTS</b>	<b>FIRE LOSS PER CAPITA (adj)</b>
'01-02	1.3	\$41
'02-03	0.9	\$36
'03-04	1.3	\$64
'04-05	0.7	\$50
'05-06	1.1	\$46

During FY 2005-06, six lives were lost due to fire. The Bureau found that three of the seven fire deaths it reported for FY 2004-05 actually resulted from other causes; so the rate of lives lost to fire that year, per 100,000 residents, was 0.7.



\* 2006 data not available for cities using calendar year

**BUREAU GOAL:**  
Improve operational effectiveness

The Bureau has seen a 15 percent reduction in structural fires per 1,000 residents since FY 2001-02. As fire incidents decreased, the combined total of fire and medical incidents increased to 42,635. The average number of on-duty emergency staff remained steady in the last few years, while incidents per on-duty staff member increased slightly.

The Bureau works to prevent fires by inspecting most occupancies biennially and citing property owners for violations of the fire code, and re-inspecting to make sure owners have fixed the problems cited. In FY 2005-06, the number of inspections and re-inspections each dropped over 12 percent compared to the prior year, down to 14,512 inspections and 6,936 re-inspections.

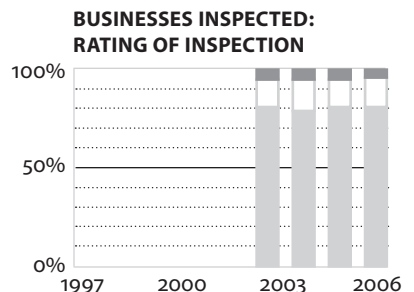
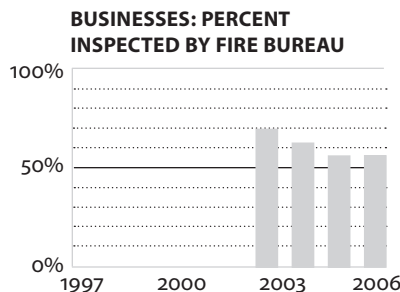
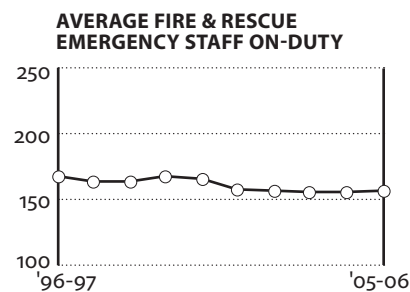
Since FY 2001-02 the Bureau conducted 25 percent fewer inspections and 39 percent fewer re-inspections, although the number of "inspectable" occupancies increased about 7 percent during that time. The total number of code violations, average violations per inspection, and percent of violations abated within 90 days, all declined since FY 2001-02.

	INCIDENTS PER 1,000 RESIDENTS	
	TOTAL FIRES	MEDICAL CALLS
'01-02	4.8	74.0
'02-03	5.0	71.9
'03-04	4.6	71.4
'04-05	4.0	72.2
'05-06	4.2	72.4
5 years:	-11%	-2%
10 years:	-22%	48%

	AVERAGE STAFF ON-DUTY	INCIDENTS PER ON-DUTY STAFF
	'01-02	157
'02-03	156	378
'03-04	155	391
'04-05	155	385
'05-06	156	394
5 years:	-1%	2%
10 years:	-7%	18%

	CODE ENFORCEMENT INSPECTIONS	VIOLATIONS ABATED IN 90 DAYS
	'01-02	19,359
'02-03	17,811	72%
'03-04	18,336	64%
'04-05	16,605	73%
'05-06	14,512	61%
5 years:	-25%	-18%

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



### STAFFING, SPENDING AND WORKLOAD

The Bureau's operating expenditures per capita were very close to the average of six comparison cities in FY 2004-05, the last year available for comparison. Portland's spending has been higher than the average for over 10 years.

In the five years ending with FY 2005-06, the Bureau's spending increased at about the same rate as spending on pension and disability – 12 and 13 percent, respectively. FY 2005-06 expenditures on pension and disability represented 30 percent of total spending, including capital spending. Portland's "pay-as-you-go" pension system is managed by a separate City board created by City Charter.

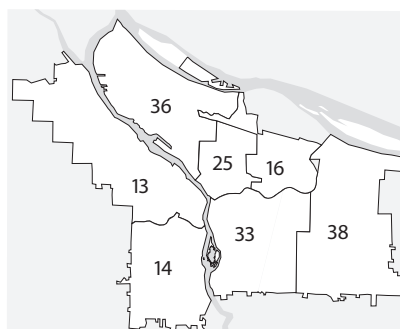
#### FIRE & RESCUE SPENDING (in millions, adj.)

	'05-06	10-year change
Emergency operations	\$54.9	2%
Fire prevention	\$5.8	9%
Other	\$14.4	16%
Total Bureau	\$75.1	5%
Pension & disability	\$35.4	26%
TOTAL Operating	\$110.5	11%
Capital*	\$6.8	181%

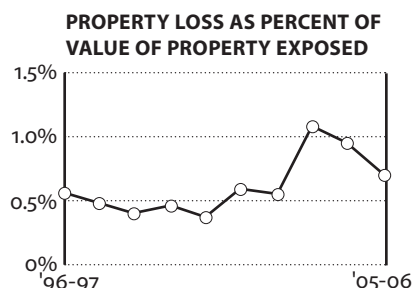
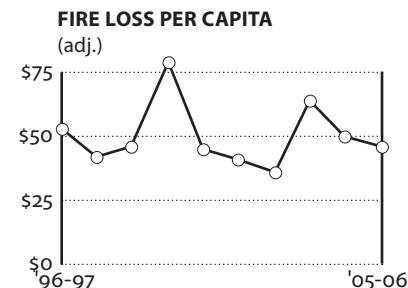
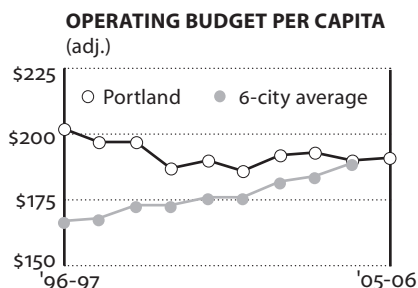
\* Most Capital spending costs in Bureau of Fire, Rescue and Emergency Services Bond Fund

Prevention program revenue from inspections, construction permits, and related sources, increased 20 percent since FY 2001-02, and was equal to nearly half of program costs in FY 2005-06. About one third of this revenue was from inspection fees.

#### MAJOR FIRES BY AREA (structural fires with damage over \$10,000)



Estimated property loss as a percent of the estimated value of property exposed to fire met the Bureau's goal of 0.8 percent or less in FY 2005-06. The percent loss had exceeded the goal in the previous two fiscal years.



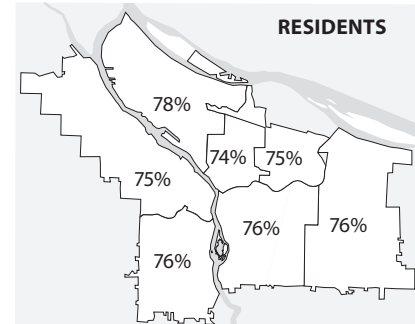
# Bureau of Emergency Communications (9-1-1)

## RESIDENT SATISFACTION

Portland residents were asked to rate 9-1-1 services for the third year. Seventy-six percent rated overall 9-1-1 services as “good” or “very good”. This is a decrease from the previous ratings of overall 9-1-1 services of 78 percent in 2005 and 79 percent in 2004.

Of residents who called 9-1-1 in the past 12 months (about 19 percent of respondents), 80 percent rated the service they received on the phone as “good” or “very good”.

**OVERALL 9-1-1 SERVICE, 2006**  
(percent “good” or “very good”)



**BUREAU GOAL:**  
Provide excellent and timely call-taking and dispatch services

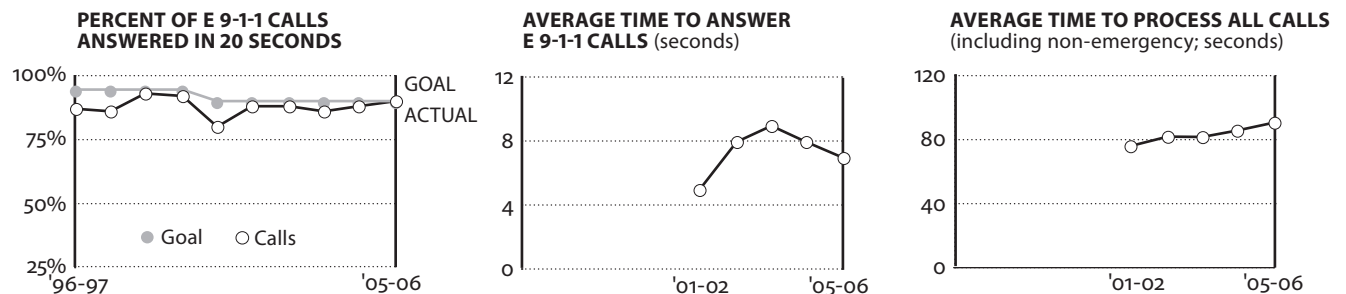
The Bureau of Emergency Communications (BOEC) received fewer calls in FY 2005-06 to its emergency lines than in FY 2002-03. Information prior to FY 2002-03 is from a different data source and may not be comparable.

The Bureau answered 90 percent of Emergency 9-1-1 (E 9-1-1) calls within 20 seconds last year, which met the Bureau’s goal.

In FY 2005-06, the Bureau answered Emergency 9-1-1 calls on average within seven seconds, an improvement from the previous three years.

**CALLS TO BOEC**

	Emergency lines	Non-emergency lines
'01-02	612,767	304,326
'02-03	587,135	290,036
'03-04	615,966	309,637
'04-05	549,691	316,470
'05-06	495,800	294,256



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

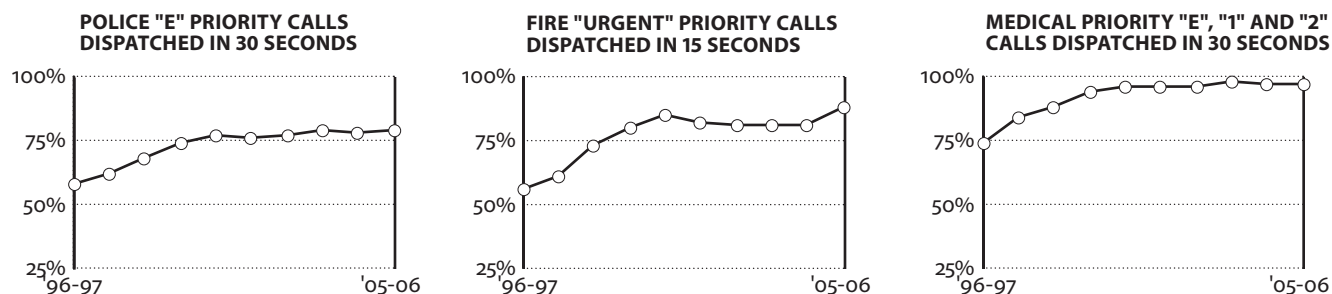
The average time to process calls from both emergency and non-emergency lines (i.e., talking to callers and recording information) has increased over the last five years, ranging from 76 seconds in FY 2001-02 to 91 seconds in FY 2005-06. Although the Bureau has not established call processing goals, faster processing of calls can free operators to answer new calls.

Police, fire, and medical calls dispatched within the Bureau's target times improved in the last 10 years. In FY 2005-06:

- 79 percent of highest priority police calls were dispatched in 30 seconds compared to 58 percent in FY 1996-97.
- 88 percent of urgent fire calls were dispatched in 15 seconds, compared to 56 percent in FY 1996-97.
- 97 percent of high priority medical calls were dispatched in 30 seconds, compared to 74 percent in FY 1996-97.

CALLS DISPATCHED (all priority levels)			
	POLICE	FIRE	MEDICAL
'01-02	336,744	22,678	47,496
'02-03	340,113	21,535	47,732
'03-04	350,031	23,301	47,989
'04-05	339,907	20,603	48,962
'05-06	318,547	21,106	50,815
5 years:	-5%	-7%	+7%
10 years:	-4%	-59%	+63%

The Bureau has not formally adopted goals for these measures.



**STAFFING, SPENDING AND WORKLOAD**

Total BOEC spending declined in the past five years. Reductions occurred primarily in the Operations and Training programs in terms of total dollar amount. The number of overtime hours also decreased.

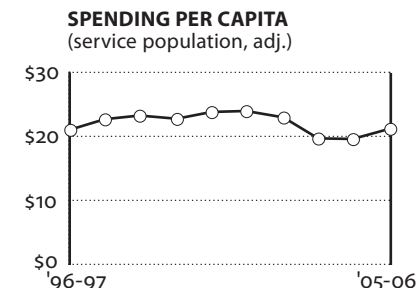
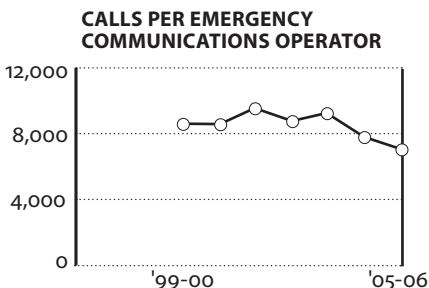
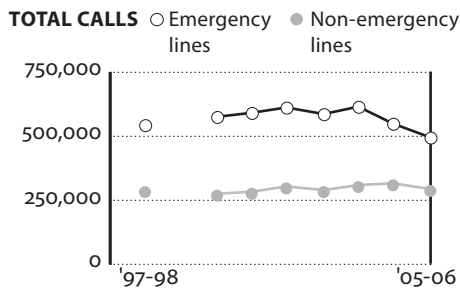
	<b>BOEC SPENDING</b> (in millions, adj.)	
	'05-06	5-year change
Operations & Training	\$12.3	-6%
Administration	\$0.8	+1%
Other	\$1.6	-24%
<b>TOTAL</b>	<b>\$14.6</b>	<b>-8%</b>

	<b>OVERTIME HOURS</b>	
	'05-06	5-year change
Operations	13,584	-37%
Training	2,085	-35%

Total BOEC staffing increased slightly in the past five years. In spite of the increase, the number of certified dispatchers decreased by 1 percent.

The number of calls per Operator was 9,553 in FY 2001-02 compared to 7,054 in FY 2005-06 – a decrease of 26 percent.

	<b>TOTAL STAFF</b>	<b>CERTIFIED DISPATCHERS</b>
'01-02	133	87
'02-03	133	85
'03-04	137	93
'04-05	137	89
'05-06	139	86
5 years:	+5%	-1%
10 years:	-9%	n.a.





## Police Bureau: 10-year performance statistics

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Population .....	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560	556,370
EXPENDITURES (in millions):										
Patrol.....	\$60.1	\$62.4	\$64.2	\$65.2	\$68.0	\$70.9	\$71.4	\$75.5	\$77.5	\$79.7
Investigations & crime interdiction.....	\$23.9	\$22.9	\$24.6	\$25.5	\$26.8	\$27.8	\$25.3	\$26.9	\$30.7	\$31.3
Support .....	\$15.8	\$17.1	\$21.4	\$22.5	\$24.7	\$26.4	\$23.0	\$23.6	\$25.7	\$28.4
Sworn pension & disability.....	\$22.7	\$25.9	\$27.6	\$29.7	\$31.8	\$35.1	\$39.0	\$42.4	\$43.2	\$44.3
TOTAL .....	\$122.5	\$128.3	\$137.8	\$142.9	\$151.3	\$160.2	\$158.7	\$168.4	\$177.1	\$183.7
EXPENDITURES, adjusted for inflation:										
Patrol.....	\$74.1	\$74.8	\$75.2	\$73.8	\$74.9	\$76.7	\$76.6	\$79.7	\$77.5	\$79.7
Investigations & crime interdiction.....	\$29.4	\$27.5	\$28.9	\$28.9	\$29.5	\$30.1	\$27.2	\$28.4	\$30.7	\$31.3
Support .....	\$19.4	\$20.5	\$25.1	\$25.5	\$27.2	\$28.5	\$24.7	\$24.9	\$25.7	\$28.4
Sworn pension & disability.....	\$28.0	\$31.1	\$32.3	\$33.6	\$35.0	\$38.0	\$41.9	\$44.7	\$44.4	\$44.3
TOTAL .....	\$150.9	\$153.9	\$161.5	\$161.8	\$166.6	\$173.4	\$170.4	\$177.8	\$181.8	\$183.7
Spending per capita, adjusted for inflation.....	\$300	\$303	\$317	\$316	\$313	\$323	\$317	\$326	\$330	\$330
AUTHORIZED STAFFING:										
Sworn .....	1,007	1,028	1,033	1,045	1,039	1,040	1,021	992	995	997
Non-sworn .....	265	287	295	312	322	308	260	252	253	259
Officers & sergeants assigned to precincts (adjusted to Fiscal Year).....										
	584	568	553	577	568	564	560	576	558	585
Detectives (actual) .....										
	-	-	-	-	-	79	79	79	85	84
	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
Officers & sergeants assigned to precincts (as of June).....										
	595	584	568	553	577	568	564	560	576	558
CRIMES REPORTED:										
Part I .....	50,805	53,601	46,523	41,867	41,454	43,567	43,823	46,771	45,892	41,878
Part I person crimes.....	7,835	7,600	6,707	6,294	5,698	4,555	4,512	4,436	4,034	3,858
Part I property crimes.....	42,970	46,001	39,816	35,573	35,756	39,012	39,311	42,335	41,858	38,020
Part II.....	44,803	47,965	45,007	44,400	50,511	46,448	40,337	40,897	44,393	45,341
INCIDENTS:										
Dispatched .....	247,584	263,175	246,567	228,278	230,740	243,861	248,865	262,670	259,661	244,335
Telephone report .....	65,336	64,604	54,652	51,981	48,433	44,840	38,973	30,110	25,486	30,219
Officer-initiated.....	132,396	142,857	154,734	175,459	202,811	176,363	185,261	192,184	173,269	189,861
TOTAL .....	445,316	470,636	455,953	455,718	481,984	465,064	473,099	484,964	458,416	464,415
Dispatched incidents/precinct officer .....	416	451	434	413	400	429	441	469	451	438
Officer-initiated incidents/precinct officer.....	223	245	272	317	351	310	328	343	301	340
Part I Crimes / detective .....	-	-	-	-	-	551	555	592	540	499
AVERAGE NUMBER OF PATROL UNITS:										
Midnight to 4 am.....	-	-	-	70	73	70	69	71	71	71
4 am to 8 am .....	-	-	-	45	45	44	51	54	53	55
8 am to noon.....	-	-	-	56	60	59	54	56	55	56
Noon to 4 pm .....	-	-	-	60	62	60	53	57	54	53
4 pm to 8 pm .....	-	-	-	66	68	69	76	79	76	78
8 pm to midnight.....	-	-	-	86	90	86	79	83	80	80

	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
Average high priority response time (in mins).....	5.12	5.12	5.22	5.10	4.81	4.79	4.87	4.88	5.12	5.13
Part I crimes/1,000 residents.....	101.0	105.4	91.3	81.7	78.0	81.2	81.4	85.8	83.4	75.3
Person crimes/1,000 residents.....	15.6	14.9	13.2	12.3	10.7	8.5	8.4	8.1	7.3	6.9
Property crimes/1,000 residents.....	85.4	90.5	78.1	69.4	67.3	72.8	73.0	77.7	76.0	68.3
<b>CASES CLEARED:</b>										
Person crimes.....	-	2,646	2,526	2,385	2,225	1,685	1,645	1,562	1,469	1,455
Property crimes.....	-	6,691	5,612	5,160	5,124	4,942	5,967	6,459	5,922	5,305
<b>CASES CLEARED (percent of total crimes):</b>										
Percent of person crimes cleared.....	-	35%	38%	39%	40%	39%	38%	36%	37%	38%
Percent of property crimes cleared.....	-	14%	14%	15%	14%	13%	15%	15%	14%	14%
Percent of time available for problem-solving (est.)..	37%	-	-	39%	38%	36%	35%	32%	34%	35%
Addresses generating drughouse complaints*...	2,547	2,358	2,075	1,918	1,726	1,671	1,556	1,376	1,390	1,464

\* approximate

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

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Population .....	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560	556,370
EXPENDITURES (in millions):										
Emergency Operations.....	\$43.7	\$43.3	\$42.8	\$43.9	\$44.9	\$45.7	\$47.0	\$49.1	\$52.5	\$54.9
Fire Prevention .....	\$4.3	\$3.9	\$5.1	\$5.1	\$5.2	\$5.3	\$5.6	\$5.5	\$5.6	\$5.8
Other.....	\$10.0	\$9.5	\$9.5	\$10.1	\$10.6	\$11.3	\$12.2	\$13.0	\$13.0	\$14.4
TOTAL Bureau .....	\$58.0	\$56.7	\$57.4	\$59.1	\$60.7	\$62.2	\$64.8	\$67.7	\$71.1	\$75.1
Sworn retirement & disability .....	\$22.9	\$24.4	\$25.3	\$26.0	\$27.6	\$29.1	\$31.7	\$33.0	\$34.7	\$35.4
TOTAL operating.....	\$80.9	\$81.1	\$82.7	\$85.1	\$88.3	\$91.3	\$96.5	\$100.6	\$105.7	\$110.5
Capital .....	\$2.0	\$1.5	\$2.5	\$1.8	\$7.3	\$7.5	\$7.8	\$5.5	\$4.5	\$6.8
TOTAL .....	\$82.9	\$82.6	\$85.2	\$86.9	\$95.6	\$98.7	\$104.3	\$106.2	\$110.3	\$117.3
REVENUES (in millions):										
Fire Prevention .....	-	-	\$1.9	\$2.4	\$2.3	\$2.1	\$2.0	\$2.2	\$2.7	\$2.7
EXPENDITURES, adjusted for inflation:										
Emergency Operations.....	\$53.8	\$51.8	\$50.1	\$49.7	\$49.4	\$49.4	\$50.5	\$51.9	\$53.9	\$54.9
Fire Prevention .....	\$5.3	\$4.7	\$6.0	\$5.8	\$5.7	\$5.7	\$6.0	\$5.8	\$5.7	\$5.8
Other.....	\$12.4	\$11.4	\$11.2	\$11.4	\$11.7	\$12.2	\$13.1	\$13.8	\$13.3	\$14.4
TOTAL Bureau .....	\$71.5	\$67.9	\$67.3	\$67.0	\$66.9	\$67.3	\$69.5	\$71.4	\$73.0	\$75.1
Sworn retirement & disability .....	\$28.2	\$29.2	\$29.7	\$29.4	\$30.4	\$31.5	\$34.0	\$34.8	\$35.6	\$35.4
TOTAL operating.....	\$99.6	\$97.1	\$97.0	\$96.4	\$97.2	\$98.8	\$103.6	\$106.3	\$108.6	\$110.5
Capital .....	\$2.4	\$1.8	\$2.9	\$2.3	\$8.7	\$13.3	\$8.4	\$5.8	\$4.6	\$6.8
TOTAL .....	\$102.0	\$99.0	\$99.9	\$98.7	\$106.0	\$112.1	\$112.0	\$112.1	\$113.2	\$117.3
Operating spending/capita, adjusted .....	\$198	\$191	\$190	\$188	\$183	\$184	\$192	\$195	\$197	\$199
Operating + capital/capita, adjusted .....	\$203	\$195	\$196	\$193	\$199	\$209	\$208	\$206	\$206	\$211
REVENUES, adjusted for inflation:										
Fire Prevention .....	-	-	\$2.3	\$2.7	\$2.5	\$2.2	\$2.2	\$2.3	\$2.8	\$2.7
Total Bureau staff * .....	746	704	729	730	743	721	710	701	703	709
Average on-duty emergency staffing .....	167	163	163	167	165	157	156	155	155	156
Number of front-line emergency vehicles.....	61	61	59	59	61	62	63	63	63	65
INCIDENTS:										
Fire.....	2,738	2,527	2,654	2,853	2,790	2,549	2,706	2,528	2,204	2,352
Medical.....	24,630	27,880	31,968	33,709	36,210	39,677	38,707	38,929	39,769	40,283
Other.....	28,568	27,076	20,691	21,034	20,663	18,162	17,526	19,215	17,723	18,831
TOTAL .....	55,936	57,483	55,313	57,596	59,663	60,388	58,939	60,672	59,696	61,466
Incidents per average on-duty staff.....	335	353	339	345	362	385	378	391	385	394
NUMBER OF OCCUPANCIES IN CITY:										
Inspectable (estimated) .....	-	-	-	-	34,792	35,689	37,071	37,741	37,961	38,130
STRUCTURAL FIRES:										
In inspectable occupancies .....	-	-	-	-	-	349	335	303	299	304
In non-inspectable occupancies.....	-	-	-	-	-	507	488	492	441	447
TOTAL .....	998	878	807	964	925	856	823	795	740	751

\* Starting in FY 2004-05 Fire Bureau staffing is full-time equivalents, not full-time positions as reported in prior years.

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Structural fires/1,000 residents .....	1.98	1.73	1.58	1.88	1.74	1.60	1.53	1.46	1.34	1.35
Total fires/1,000 residents .....	5.44	4.97	5.21	5.57	5.25	4.75	5.03	4.64	4.00	4.23
Medical incidents/1,000 residents .....	49.0	54.8	62.7	65.8	68.1	74.0	71.9	71.4	72.2	72.4
Lives lost/100,000 residents .....	2.2	1.6	0.6	1.2	1.3	1.3	0.9	1.3	0.7	1.1
Fire loss per capita, adjusted.....	\$53	\$42	\$46	\$79	\$45	\$41	\$36	\$64	\$50	\$46
Property loss as % of value of property .....	0.56%	0.48%	0.40%	0.46%	0.37%	0.59%	0.55%	1.08%	0.95%	0.70%
% of response times within 5 minutes 20 seconds:										
Fire.....	-	-	69%	71%	69%	71%	71%	68%	71%	70%
Medical.....	-	-	72%	74%	70%	69%	70%	66%	67%	67%
AVERAGE AGE OF FRONT-LINE VEHICLES (years):										
Engines.....	6.9	5.9	6.5	7.5	8.7	7.6	7.8	8.7	7.3	7.2
Trucks .....	6.9	7.9	7.1	8.1	9.1	6.6	7.6	8.6	9.6	10.6
AVERAGE MILES ON FRONT-LINE VEHICLES:										
Engines.....	-	-	-	-	63,088	58,313	62,834	71,307	59,736	60,446
Trucks .....	-	-	-	-	50,297	41,789	47,887	54,204	60,210	66,333
Percent of inspectable occupancies inspected within 27 months** .....	-	-	-	-	-	-	-	82%	86%	83%
CODE ENFORCEMENT INSPECTIONS:										
Number of inspections (incl. unscheduled) .....	-	-	17,279	21,015	17,629	19,359	17,811	18,336	16,605	14,512
Number of reinspections.....	-	-	8,294	11,642	11,370	11,318	9,805	7,798	7,937	6,936
Total code violations found.....	-	-	30,196	38,731	32,358	29,834	26,937	24,036	20,725	17,537
Average violations per inspection.....	-	-	1.7	1.8	1.8	1.5	1.5	1.3	1.2	1.2
Violations abated within 90 days of detection.....	-	-	-	-	80%	79%	72%	64%	73%	61%

\*\* within 90 days after two-year eligibility

## Bureau of Emergency Communications: 10-year performance statistics

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Service population *.....	635,657	638,665	641,550	646,525	662,260	666,220	670,115	677,740	685,855	692,750
EXPENDITURES (in millions)										
Operations.....	\$9.1	\$10.6	\$10.9	\$11.4	\$11.6	\$12.0	\$12.4	\$11.0	\$11.4	\$12.2
Training .....	\$0.2	\$0.3	\$0.6	\$0.7	\$0.5	\$0.1	<\$0.1	<\$0.1	\$0.1	<\$0.1
Administration .....	\$0.9	\$0.8	\$0.7	\$0.6	\$1.3	\$0.7	\$0.8	\$0.8	\$0.9	\$0.8
Other .....	\$0.7	\$0.4	\$0.5	\$0.3	\$0.9	\$1.9	\$1.0	\$0.7	\$0.7	\$1.6
TOTAL.....	\$10.9	\$12.1	\$12.7	\$13.0	\$14.3	\$14.7	\$14.3	\$12.6	\$13.1	\$14.6
EXPENDITURES, adjusted for inflation:										
Operations.....	\$11.2	\$12.7	\$12.8	\$12.8	\$12.8	\$13.0	\$13.3	\$11.7	\$11.7	\$12.2
Training .....	\$0.2	\$0.4	\$0.7	\$0.8	\$0.5	\$0.1	\$0.1	<\$0.1	\$0.1	<\$0.1
Administration .....	\$1.1	\$0.9	\$0.8	\$0.7	\$1.4	\$0.8	\$0.9	\$0.9	\$0.9	\$0.8
Other .....	\$0.8	\$0.5	\$0.6	\$0.4	\$1.0	\$2.1	\$1.1	\$0.7	\$0.7	\$1.6
TOTAL.....	\$13.3	\$14.5	\$14.9	\$14.7	\$15.7	\$16.0	\$15.4	\$13.3	\$13.4	\$14.6
Expenditures per capita service pop (adj.) . . . .	\$21.04	\$22.68	\$23.25	\$22.75	\$23.81	\$23.96	\$22.95	\$19.68	\$19.59	\$21.20
Administration as percent of total.....	8%	6%	5%	5%	9%	5%	6%	7%	7%	6%
Bureau staff (FTPs):										
Total authorized .....	152	129	147	165	160	133	133	137	137	139
Emergency Communications Operators:										
Certified Dispatcher .....	-	-	88	88	91	87	85	93	89	86
Total calls:										
Emergency lines .....	-	544,334	-	576,230	591,935	612,767	587,135	615,966	549,691	495,800
Non-emergency lines .....	-	290,029	-	275,805	283,518	304,326	290,036	309,637	316,470	294,256
TOTAL.....	-	834,363	-	852,035	875,453	917,093	877,171	925,603	866,161	790,056
Calls per Emergency Communications Operator . . . .	-	-	-	8,606	8,583	9,553	8,772	9,256	7,803	7,054
Calls per capita .....	-	1.3	-	1.3	1.3	1.4	1.4	1.4	1.3	1.1
Trainee certification within 18 months of hire:										
Total number certified.....	3	11	8	3	4	12	8	3	7	-
Percent of class certified.....	75%	61%	42%	18%	29%	57%	57%	33%	39%	-
Overtime hours (estimate):										
Operations.....	-	-	25,206	25,807	25,003	21,453	21,435	10,057	11,382	13,584
Training .....	-	-	6,534	4,181	3,796	3,207	3,442	1,473	1,591	2,085
Overtime expenditures (est., in millions), adj. for inflation:										
Operations.....	\$1.1	\$1.0	\$1.0	\$1.0	\$1.0	\$0.8	\$0.9	\$0.4	\$0.5	\$0.6
Training .....	<\$0.1	<\$0.1	\$0.3	\$0.2	\$0.1	\$0.1	\$0.1	\$0.1	\$0.1	\$0.1
Average time to process all calls (seconds) .....	-	-	-	-	-	76.0	81.9	81.7	85.7	90.7
Average time to answer E 9-1-1 calls (seconds) .....	-	-	-	-	-	5	8	9	8	7
E 9-1-1 calls answered in 20 seconds .....	87%	86%	93%	92%	80%	88%	88%	86%	88%	90%
Calls abandoned by caller before answered .....	-	-	-	-	-	-	5.2%	5.7%	5.8%	5.5%

\* Service population is approximate to Multnomah County population

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Police calls dispatched within target time:										
Priority E calls in 30 seconds . . . . .	58%	62%	68%	74%	77%	76%	77%	79%	78%	79%
Priority 1 calls in 30 seconds . . . . .	34%	36%	44%	48%	51%	48%	52%	51%	53%	54%
Priority 2 calls in 60 seconds . . . . .	57%	58%	64%	69%	72%	72%	74%	75%	76%	78%
Priority 3, 4, 5 calls in 180 seconds . . . . .	85%	84%	86%	87%	87%	89%	88%	87%	88%	87%
Fire calls dispatched within target time:										
Urgent calls in 15 seconds . . . . .	56%	61%	73%	80%	85%	82%	81%	81%	81%	88%
Priority calls in 30 seconds . . . . .	87%	88%	82%	90%	92%	91%	91%	92%	93%	95%
Non-priority calls in 30 seconds . . . . .	79%	82%	86%	91%	93%	93%	93%	93%	94%	96%
Emergency medical calls dispatched within target time:										
Priority E, 1, 2 calls in 30 seconds . . . . .	74%	84%	88%	94%	96%	96%	96%	98%	97%	97%
Priority 3 - 9 calls in 90 seconds . . . . .	98%	94%	98%	99%	99%	99%	99%	99%	100%	99%
Average overall employee satisfaction (max = 5) . . . . .	-	-	-	-	-	2.5%	3.5%	3.0%	-	-

# PARKS, RECREATION & CULTURE

## CITY GOALS:

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



### PORTLAND PARKS & RECREATION

**MISSION:** Portland Parks & Recreation (PP&R) is dedicated to sustaining a healthy parks and recreation system to make Portland a great place to live, work, and play. To fulfill its mission, the Bureau has three major areas of responsibility:

- Establishing and safeguarding the parks, natural resources, and urban forest that are the soul of the city, ensuring that green spaces are accessible to all
- Developing and maintaining excellent facilities and places for public recreation, building community through play and relaxation, gathering, and solitude
- Providing and coordinating recreation services and programs that contribute to the health and well-being of residents of all ages and abilities

Major programs in Portland Parks & Recreation are:

- Parks and Nature
- Recreation
- Support
- Enterprise Operations

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

# Portland Parks & Recreation

## RESIDENT SATISFACTION

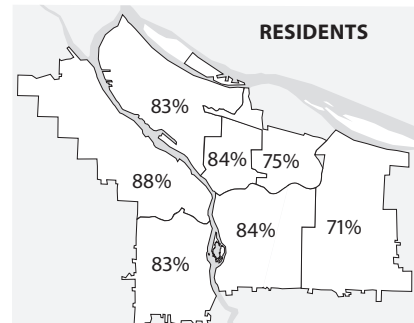
Most residents rate the quality of the City's Parks & Recreation services highly. Citywide, 81 percent of residents rated the quality of parks as "good" or "very good" in 2006. This is an increase from five years ago when 79 percent of residents rated the quality of parks as "good" or "very good".

Residents rated overall recreation quality higher than in previous surveys. Seventy-four percent of residents rated recreation activities as "good" or "very good" – a slight increase from 73 percent in 2002.

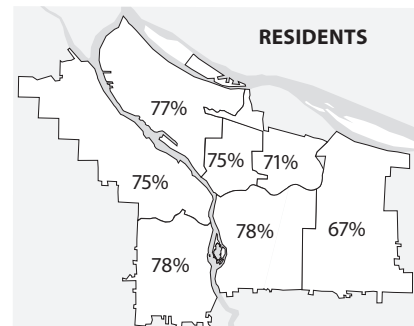
Residents in the East continue to rate the overall quality of Parks & Recreation services lower than residents in other areas of the City. PP&R management believes this is largely due to fewer developed and renovated facilities in the East.

Most residents throughout the City generally feel safe walking in City parks during the day. However, about half feel unsafe walking in City parks at night, particularly in the North and East areas of the city.

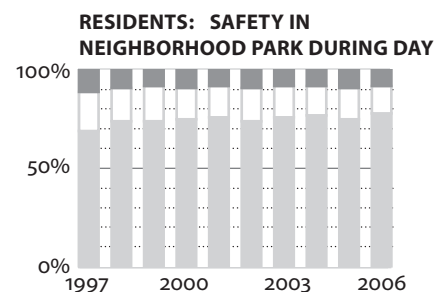
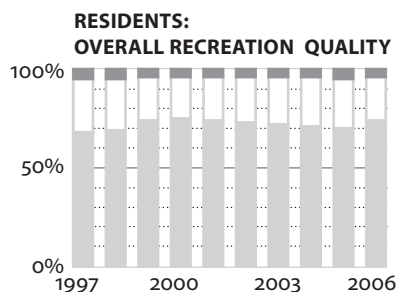
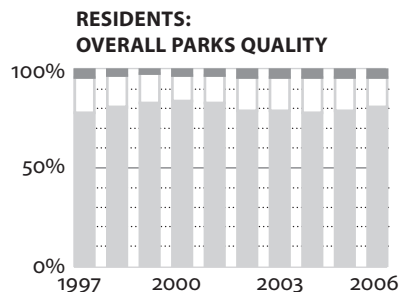
**OVERALL PARKS QUALITY, 2006**  
(percent "good" or "very good")



**OVERALL RECREATION QUALITY, 2006**  
(percent "good" or "very good")



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



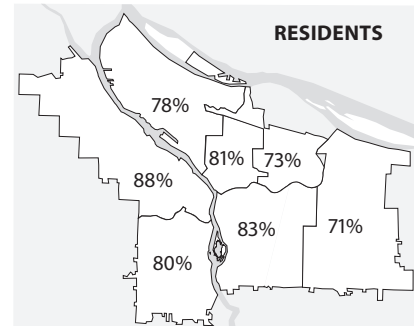


**BUREAU GOAL:**  
 Develop and maintain excellent facilities and places for public recreation, building community through play and relaxation, gathering, and solitude

Most residents believe the quality of parks maintenance and the beauty of parks landscaping is "good" or "very good".

The Bureau has a system in place for monitoring the condition of its physical assets. To date, the Bureau has surveyed and catalogued community centers, arts/culture centers, and aquatic facilities. The centers and pools had an average facility index score of 5 percent of facility deterioration, which is considered good condition. The Bureau will apply the index to more facilities in the future. This will help the Bureau reliably measure and report progress towards achieving its goal of improving the parks infrastructure.

**PARK GROUNDS MAINTENANCE, 2006**  
 (percent "good" or "very good")



**FACILITY CONDITION INDEX**  
 FY 2005-06 (portfolio average)

Facility	Percent of Deterioration
Buildings	5%

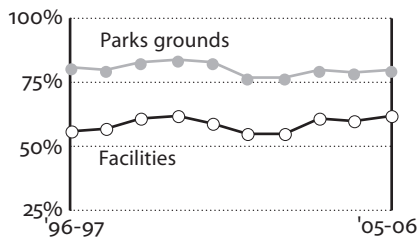
  

< 5%	= Very good
5-10%	= Good
10-30%	= Fair
30-50%	= Poor
>50%	= Very poor

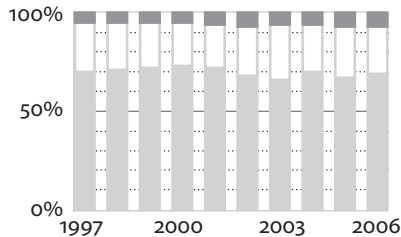
The Bureau's percent of time spent on scheduled maintenance increased from 29 percent in FY 2001-02 to 55 percent in FY 2005-06. The Bureau attributes the increase to more efficient scheduling and documentation of work requests. Scheduled maintenance helps reduce the premature decline of the parks infrastructure.

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

**RESIDENTS: MAINTENANCE RATINGS**  
 (percent "good" or "very good")



**RESIDENTS: PARK LANDSCAPING BEAUTY**



**SCHEDULED MAINTENANCE AS PERCENT OF TOTAL (Facilities)**

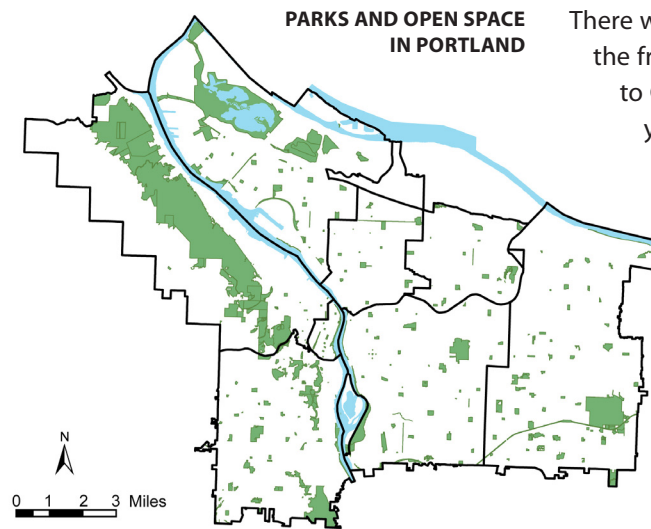


**BUREAU GOAL:**  
 Develop and maintain excellent facilities and places for public recreation, building community through play and relaxation, gathering, and solitude  
*(continued)*

The Bureau has more facilities and park assets to maintain and operate than it did ten years ago. The number of developed parks has increased substantially. The total number of park acreage increased slightly over the past five years, from 10,235 acres in FY 2001-02 to 10,613 in FY 2005-06.

CITY PARKS AND FACILITIES			
	'96-97	'01-02	'05-06
Developed parks	139	170	180
Sports fields	-	365	333*
Community centers	11	13	12
Art centers	7	6	6
Pools	12	14	13
Golf courses	5	5	5
Off leash dog areas	-	-	31

\* PP&R's way of counting fields changed in 2006. This figure may not be comparable to prior years.

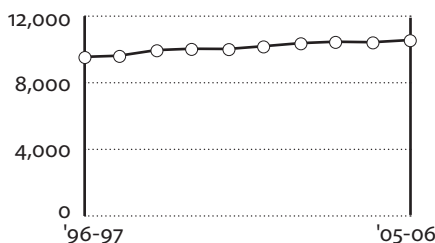


SOURCE: City of Portland Corporate GIS, 2004

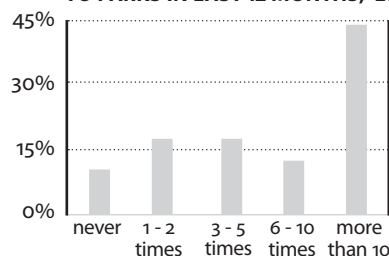
There was a slight increase in the frequency of resident visits to City parks in the past 10 years. Almost 90 percent of respondents in the Resident Survey reported visiting a City park in the last 12 months.

About 75 percent of Portland residents live within 1/2 mile of a City park. The Bureau's goal is for 90 percent of residents to live within 1/2 mile of a City park.

**TOTAL PARK ACRES**



**RESIDENTS: FREQUENCY OF VISITS TO PARKS IN LAST 12 MONTHS, 2006**



**BUREAU GOAL:**  
Provide and coordinate recreation services and programs that contribute to the health and well-being of residents of all ages and abilities

Residents are generally satisfied with the cost, variety, and quality of instruction of City recreation programs.

The Bureau estimated that in FY 2005-06 approximately 5.7 million people participated in a PP&R recreation activity, a sports league, or as a spectator at an event. This figure is comparable to the estimated attendance of 5.8 million people in FY 2004-05 and 5.6 million people in FY 2003-04. In FY 2002-03, the Bureau made a concerted effort to improve the system for counting attendance. As a result the last three years of attendance figures are not comparable to historical counts.

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

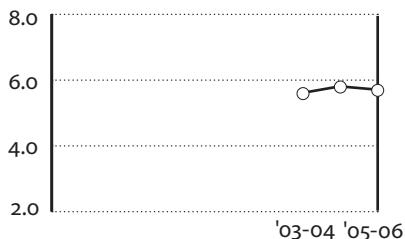
	2006
Affordability	67%
Instruction quality	59%
Variety of programs	68%

**RECREATION PARTICIPATION RATES**  
(percent who participated in any program)

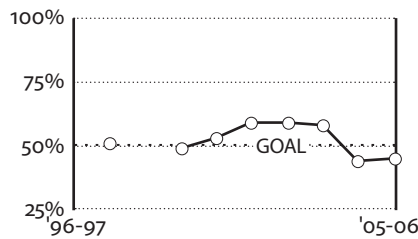
	18 years & under	19 - 54 years	55+ years
2002	59%	29%	21%
2003	59%	28%	22%
2004	58%	29%	23%
2005	44%	29%	24%
2006	45%	30%	24%
5 years:	-14%	+1%	+3%
10 years:	-	-	-

Audit Services' Resident Survey indicates that participation rates for adults increased slightly in the past five years. The participation rate for youth 18 years old and under, however, decreased from 59 percent in 2002 to 45 percent in 2006. The Bureau's goal is to involve at least 50 percent of the City's youth in recreation programs.

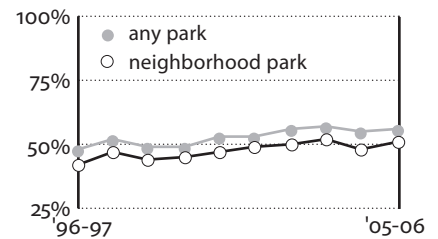
**RECREATION ATTENDANCE**  
(number of visits, in millions)



**YOUTH PARTICIPATING IN RECREATION**  
(ages 18 and under; goal = 50%)



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



**SPENDING, STAFFING AND WORKLOAD**

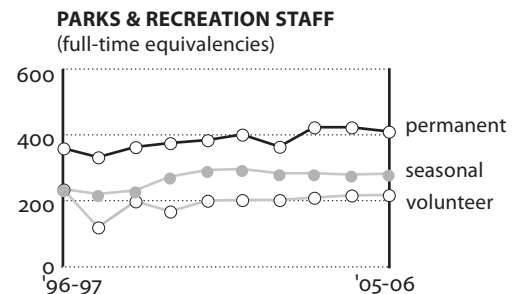
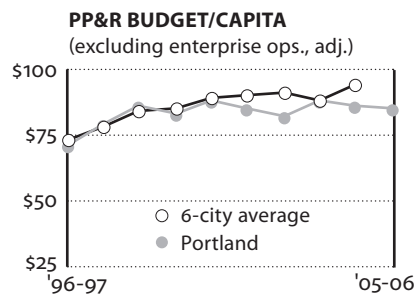
When adjusted for inflation, Portland Parks & Recreation operational spending is down 5 percent from FY 2001-02 to FY 2005-06. The Bureau's operating budget per capita for FY 2004-05 was lower than the average of six comparison cities. In total, the Bureau recovered about 40 percent of its operating costs from various fees and charges. This cost recovery rate has remained fairly consistent during the last four years.

**PARKS & RECREATION SPENDING AND COST RECOVERY in '05-06**  
(in millions, adj.)

	<b>Spending</b>	<b>5-year change</b>	<b>Cost recovery</b>
Parks & nature	\$16.6	n.a.	9%
Recreation	\$18.2	n.a.	48%
Enterprises	\$9.3	-3%	100%
Support	\$7.6	n.a.	13%
Total Operating	\$51.6	-5%	40%
Capital	\$11.6	-1%	
TOTAL	\$63.3	-4%	

The Bureau went through a reorganization in FY 2005-06. As a result, some program costs are not comparable with financial information in prior years.

While permanent staffing levels increased since FY 2001-02, the number of seasonal employees decreased. Bureau managers indicate these staffing changes reflect implementation of the Parks Local Option Levy approved by voters in 2002.



## Portland Parks & Recreation: 10-year performance statistics

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Population .....	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560	556,370
EXPENDITURES (in millions):										
Parks & Nature .....	-	-	-	-	-	-	-	-	-	\$16.6
Recreation (new structure) .....	-	-	-	-	-	-	-	-	-	\$18.2
Support .....	-	-	-	-	-	-	-	-	-	\$7.6
Park operations .....	\$16.7	\$16.1	\$16.7	\$17.7	\$19.0	\$19.6	\$18.9	\$19.3	\$19.8	-
Recreation (old structure) .....	\$11.7	\$11.2	\$12.8	\$15.5	\$16.9	\$16.6	\$16.9	\$16.9	\$16.4	-
Enterprise operations .....	\$6.3	\$7.1	\$7.3	\$8.8	\$8.8	\$8.9	\$8.9	\$9.8	\$8.7	\$9.3
Planning and admin .....	\$2.7	\$2.9	\$3.7	\$4.6	\$4.1	\$4.9	\$4.7	\$4.1	\$5.1	-
SUB-TOTAL (operating) .....	\$37.4	\$37.3	\$40.5	\$46.6	\$48.8	\$50.0	\$49.4	\$50.1	\$50.1	\$51.6
Capital .....	\$21.8	\$26.3	\$21.7	\$16.9	\$10.3	\$10.8	\$7.1	\$15.3	\$19.5	\$11.6
TOTAL .....	\$59.2	\$63.6	\$62.2	\$63.5	\$59.1	\$60.8	\$56.5	\$65.4	\$69.6	\$63.3
EXPENDITURES, adjusted for inflation:										
Parks & Nature .....	-	-	-	-	-	-	-	-	-	\$16.6
Recreation .....	-	-	-	-	-	-	-	-	-	\$18.2
Support .....	-	-	-	-	-	-	-	-	-	\$7.6
Park operations .....	\$20.5	\$19.2	\$19.6	\$20.1	\$20.9	\$21.2	\$20.3	\$20.4	\$20.4	-
Recreation .....	\$14.4	\$13.4	\$15.0	\$17.5	\$18.6	\$17.9	\$18.2	\$17.9	\$16.8	-
Enterprise operations .....	\$7.8	\$8.6	\$8.5	\$10.0	\$9.7	\$9.7	\$9.6	\$10.3	\$9.0	\$9.3
Planning and admin .....	\$3.4	\$3.5	\$4.4	\$5.2	\$4.5	\$5.3	\$5.0	\$4.3	\$5.2	-
SUB-TOTAL (operating) .....	\$46.1	\$44.7	\$47.5	\$52.8	\$53.7	\$54.1	\$53.1	\$52.9	\$51.4	\$51.6
Capital .....	\$26.8	\$31.5	\$25.5	\$19.1	\$11.4	\$11.7	\$7.6	\$16.1	\$20.0	\$11.6
TOTAL .....	\$72.9	\$76.2	\$73.0	\$71.9	\$65.1	\$65.8	\$60.7	\$69.0	\$71.4	\$63.3
Operating spending/capita, adjusted .....	\$92	\$88	\$93	\$103	\$101	\$101	\$99	\$97	\$93	\$93
Capital spending/capita, adjusted .....	\$53	\$62	\$50	\$37	\$21	\$22	\$14	\$30	\$36	\$21
Permanent staffing (FTEs) .....	361	334	365	377	386	403	366	425	425	412
Seasonal staffing (FTEs) .....	237	222	233	275	295	298	285	285	281	284
Volunteers (FTEs)* .....	236	121	200	169	202	204	204	211	218	219
NUMBER OF PARKS & FACILITIES:										
Developed parks .....	139	139	139	130	163	170	168	171	178	180
Sports fields .....	-	-	217	217	364	365	365	365	365	333
Community centers .....	11	12	13	13	13	13	13	13	12	12
Arts centers .....	7	7	7	7	7	6	6	6	6	6
Pools .....	12	12	13	13	14	14	14	14	13	13
Golf courses .....	5	5	5	5	5	5	5	5	5	5
Off-leash dog areas .....	-	-	2	4	-	-	-	33	31	31

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

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
<b>RECREATION PROGRAMS:</b>										
Number of programs .....	-	-	-	2,007	2,110	2,129	1,955	2,203	1,967	-
Estimated attendance counts (in millions) ** .....	-	-	-	3.8	4.0	3.9	3.9	5.6	5.8	5.7
<b>PARK ACRES (incl. golf courses &amp; PIR):</b>										
Developed parks.....	-	-	-	-	3,175	3,213	3,252	3,254	3,243	3,257
Natural areas .....	-	-	-	-	6,681	6,822	6,857	6,934	6,903	7,074
Undeveloped.....	-	-	-	-	216	200	316	323	335	282
<b>TOTAL.....</b>	<b>9,590</b>	<b>9,659</b>	<b>10,001</b>	<b>10,084</b>	<b>10,072</b>	<b>10,235</b>	<b>10,425</b>	<b>10,511</b>	<b>10,481</b>	<b>10,613</b>
Building square footage (excluding golf courses & PIR) ...	-	-	-	-	-	-	-	1,013,354	1,014,754	1,014,006
Facilities condition index (0.05 - 0.10 = good) .....	-	-	-	-	-	-	-	-	0.06	0.05
Percent of maintenance that is scheduled.....	-	-	-	-	-	29%	22%	42%	32%	55%
Residents living within 1/2 mile of a park .....	-	-	-	78%	77%	77%	77%	77%	77%	75%
<b>VOLUNTEERS:</b>										
Total volunteer hours .....	491,757	251,702	417,244	354,815	420,415	423,727	425,623	440,526	454,777	457,307
Total paid staff hours (in millions) .....	-	-	-	13	14	14	14	14	14	14
Volunteers as % of paid staff .....	-	-	-	26%	29%	30%	31%	31%	32%	33%
Workers compensation claims/100 workers .....	16.9	15.2	11.7	10.6	11.0	9.7	8.8	8.5	8.7	7.3
<b>CUSTOMER RATINGS:</b>										
Percent who enjoy recreation programs .....	-	-	-	-	-	-	98%	98%	98%	96%
<b>EMPLOYEE RATINGS:</b>										
Percent rating internal communication good.....	-	-	-	41%	51%	44%	44%	-	33%	23%
Percent satisfied with their job .....	-	-	-	77%	75%	72%	71%	-	61%	49%
<b>COST RECOVERY (from fees and charges):</b>										
Parks & Nature.....	-	-	-	-	-	-	-	-	-	9%
Recreation (new structure) .....	-	-	-	-	-	-	-	-	-	48%
Support.....	-	-	-	-	-	-	-	-	-	13%
Parks Operations.....	-	-	-	-	-	-	8%	7%	8%	-
Recreation (old structure) .....	-	-	-	-	-	-	51%	50%	55%	-
Enterprise operations.....	-	-	-	-	-	-	100%	100%	100%	100%
Planning and admin .....	-	-	-	-	-	-	11%	7%	6%	-
Total operating.....	-	-	-	-	-	-	40%	40%	39%	40%

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

# TRANSPORTATION & PARKING

## CITY GOALS:

Operate and maintain an effective and safe transportation system;  
promote economic vitality;  
improve the quality of life in neighborhoods

PORTLAND OFFICE OF TRANSPORTATION

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

### BUREAU OF MAINTENANCE

Inspects, cleans, maintains and repairs all transportation and sewer-related infrastructure within the City of Portland.

### BUREAU OF TRANSPORTATION SYSTEMS MANAGEMENT

Manages and operates the transportation, traffic signal, parking, and street lighting systems of the City of Portland, including safe operation and consideration of transportation options.

### BUREAU OF TRANSPORTATION ENGINEERING AND DEVELOPMENT

Provides survey, design, inspection, construction management, and technical support for capital improvement projects. The Bureau also ensures the safety and serviceability of the City's bridges.

### OFFICE OF THE DIRECTOR

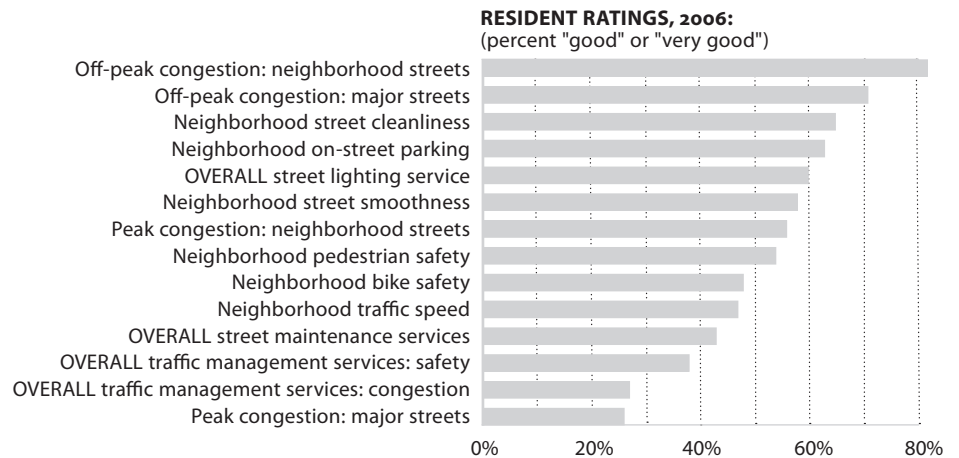
Provides overall administrative, financial, and planning guidance and support for the Portland Office of Transportation.

PORTLAND MULTNOMAH  
COMMUNITY BENCHMARKS:  
*reduce commute times; increase  
use of public transportation;  
improve air quality; improve  
street cleanliness*

# Office of Transportation

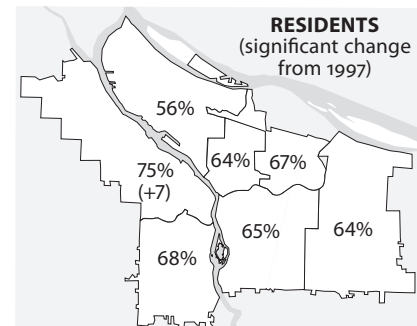
## RESIDENT SATISFACTION

Residents gave high ratings to traffic flow during off-peak hours and very low ratings to peak-hour traffic congestion on major streets. Although resident responses were similar to 2005, ratings for neighborhood pedestrian and bike safety, as well as neighborhood traffic speeds, improved from 2005.

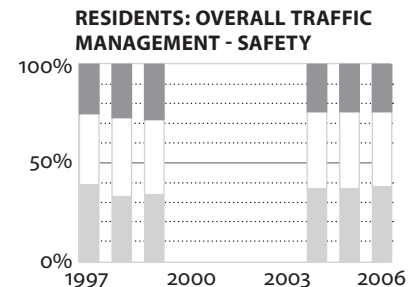
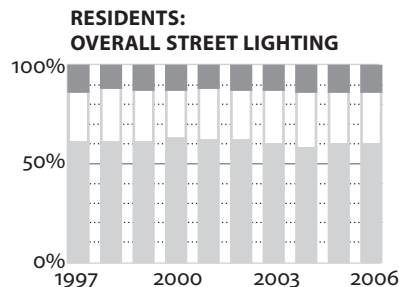
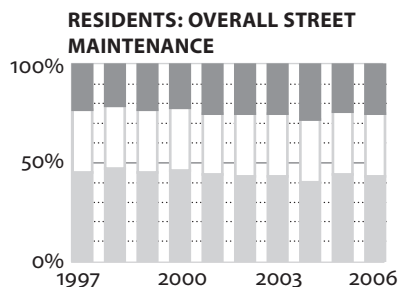


Overall, 65 percent of residents rated street cleanliness in their neighborhoods "good" or "very good." However, resident ratings in the North neighborhood coalition were the lowest in the city.

**NEIGHBORHOOD STREET CLEANLINESS 2006** (percent "good" or "very good")



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



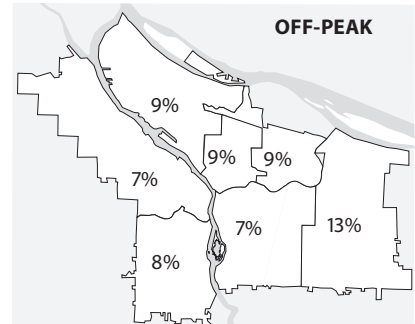
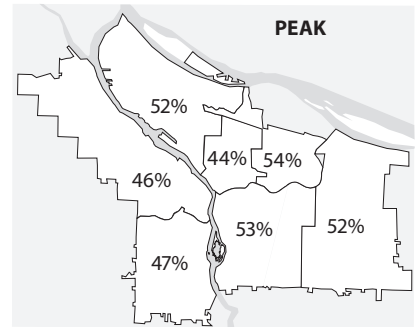


**BUREAU GOAL:**  
Shape a livable city

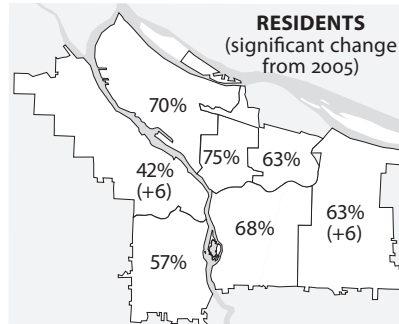
The livability of Portland is influenced by many transportation-related factors, including safety and system maintenance, as well as street and traffic conditions. Traffic congestion is a major concern, although only during peak travel hours (7:00 - 9:00 a.m. and 3:30 - 6:00 p.m.). Far fewer residents consider congestion bad during the remaining hours of the day.

Residents in the Northwest/Downtown and East gave on-street parking significantly better ratings than in 2005.

**RESIDENTS: RATINGS OF CONGESTION ON MAJOR STREETS, 2006** (percent "bad" or "very bad")

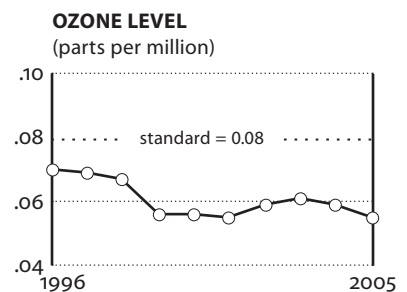
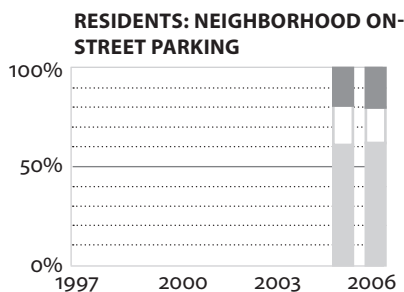


**NEIGHBORHOOD ON-STREET PARKING, 2006** (percent "good" or "very good")



Ozone levels decreased by more than 20 percent since 1996 and are at the same level they were in 2001, a 14-year low.

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

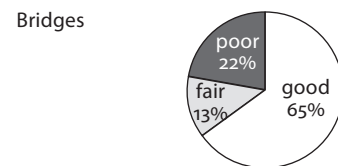
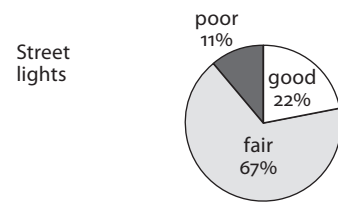
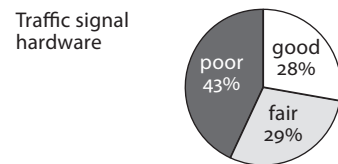
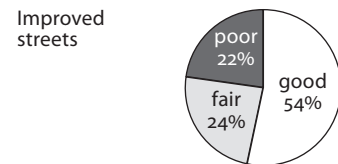


**BUREAU GOAL:**  
Maintain transportation system

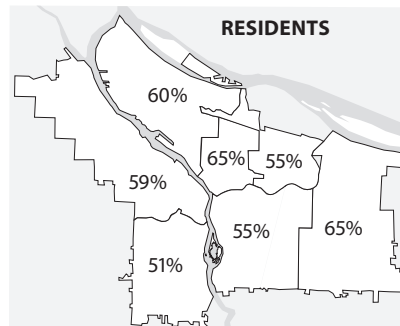
PDOT maintains a variety of transportation assets, valued at almost \$6 billion in 2005. Improved streets, street lights, signalized intersections, and bridges comprise about 71 percent of the total dollar value.

The condition of these four asset groups was largely unchanged from FY 2004-05. The exception was traffic signal hardware, for which the percentage with poor ratings increased from 38 to 43 percent.

**CONDITION RATINGS:**  
FOUR ASSET GROUPS, FY 2005-06



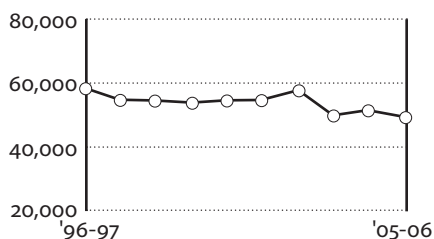
**NEIGHBORHOOD STREET SMOOTHNESS, 2006**  
(percent "good" or "very good")



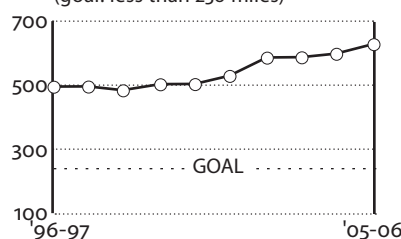
Resident ratings for neighborhood street smoothness were low in the Southwest relative to the rest of the city.

PDOT reports that the number of curb-miles swept remains low due to maintenance equipment issues with its sweepers. In addition, the total miles of streets treated decreased sharply last year, while the street maintenance backlog continued to increase, despite consistent operating expenditures for maintenance.

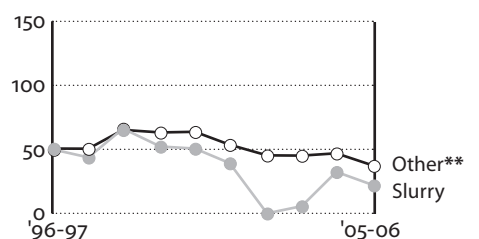
**CURB-MILES SWEEPED**



**STREET MAINTENANCE BACKLOG \***  
(goal: less than 250 miles)



**MILES OF STREETS TREATED \***



\*28-foot-wide equivalent miles

\*\*asphalt paving and associated work

**BUREAU GOAL:**  
Operate an effective and safe transportation system

Auto-related fatalities in the city decreased for the third year in a row.

Pedestrian injuries, which had been decreasing over several years, increased in 2005. Bike injuries also increased slightly. However, between 2001 and 2005, bike trips (as measured during the summer) increased 47 percent while bike injuries increased 13 percent. According to PDOT, deaths and injuries to pedestrians and bicyclists result almost entirely from collisions with automobiles.

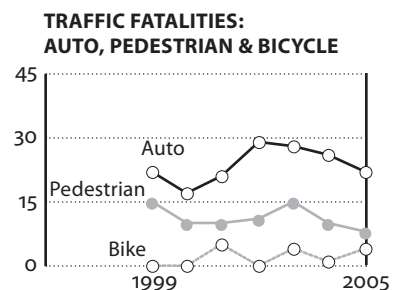
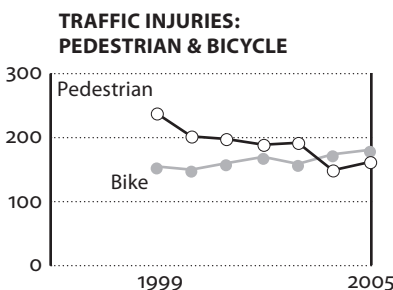
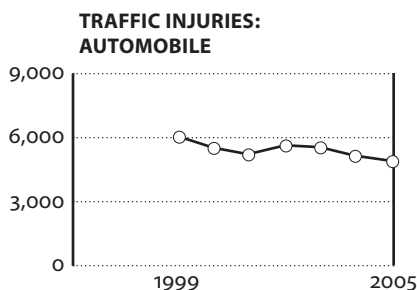
INJURIES, 2005		
AUTOMOBILE DRIVERS/ PASSENGERS		
		5-year change
Bridges	85	-26%
West Burnside	43	-4%
East Burnside	109	+8%
Northeast	1,483	-7%
North	457	-26%
Northwest	205	-16%
Southeast	1,817	-1%
Southwest	708	0%
TOTAL	4,907	-6%
PEDESTRIANS		
Bridges	2	100%
West Burnside	3	-80%
East Burnside	2	-50%
Northeast	43	-14%
North	10	-33%
Northwest	10	+11%
Southeast	59	-16%
Southwest	33	-3%
TOTAL	162	-18%
BICYCLISTS		
Bridges	1	0%
West Burnside	3	0%
East Burnside	3	-50%
Northeast	40	-29%
North	26	+73%
Northwest	9	+50%
Southeast	75	+56%
Southwest	24	-4%
TOTAL	181	+13%

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

	2006	5-year change
Pedestrian safety	54%	+7%
Bicycle safety	48%	+4%
Traffic speed	47%	+10%

Citywide, resident ratings of pedestrian and bike safety and traffic speeds on neighborhood streets were significantly higher than in 2002.

SOURCE: Oregon Department of Transportation; PDOT



**BUREAU GOAL:**  
Increase use of multi-modal travel

For Portland residents, driving alone remains the primary method for getting to work. Commuting habits have changed little since 1997.

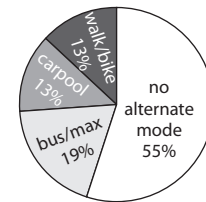
The percentage of commuters who drive alone has remained essentially the same over the past five years.

**COMMUTER TRAVEL: usual mode**

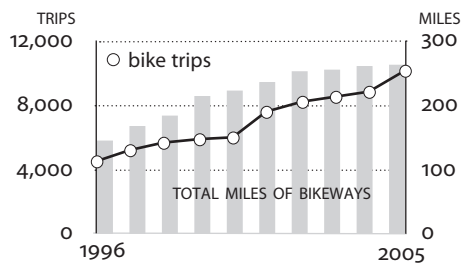
	'05-06	5-year change	10-year change
Drive alone	72%	+1%	+1%
Carpool	8%	0%	-1%
Bus/MAX	12%	+1%	0%
Bike	5%	+1%	+2%
Walk	3%	-1%	-2%

SOURCE: Auditor's annual Resident Survey

**COMMUTERS WHO USUALLY DRIVE ALONE: ALTERNATE TRAVEL MODES**



**DAILY BRIDGE BIKE TRIPS, \*** with miles of bikeways

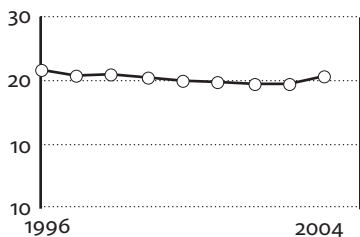


\* measured during summer months

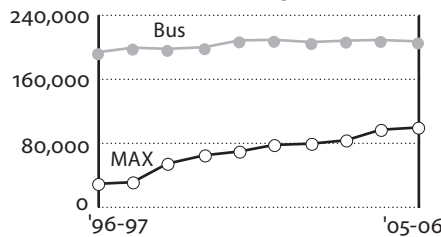
As measured during summer months over Portland's four "bike friendly" bridges (Hawthorne, Burnside, Broadway, and Steel), the number of daily bike trips more than doubled since 1996. The large jump in trips in 2001 coincides with the opening of the Eastbank Esplanade.

On a per capita basis, daily vehicle miles traveled in 2004 in the metro area decreased one mile since 1996. Bus ridership increased by 7 percent since FY 1996-97, and Portland Streetcar ridership increased about 15 percent per year since opening. MAX ridership more than tripled since FY 1996-97. Notable increases coincide with the opening of the West side (FY 1998-99), the Airport (FY 2001-02) and the Interstate Avenue lines (FY 2003-04).

**DAILY VEHICLE MILES TRAVELED PER CAPITA** (metro area)

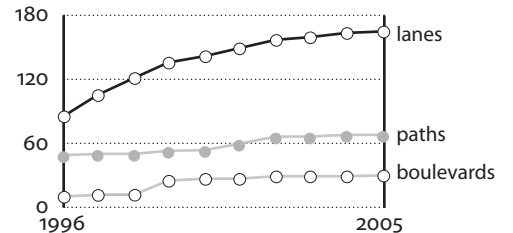


**AVERAGE WEEKDAY TRANSIT RIDES** (regional)\*



\* Regional: Clackamas, Multnomah and Washington counties.

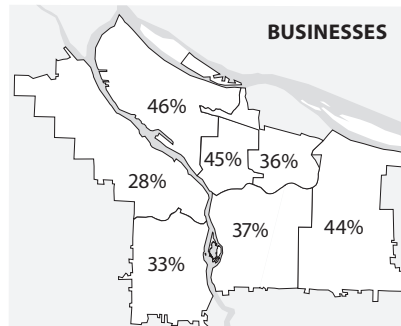
**MILES OF BIKEWAYS, BY TYPE**



**BUREAU GOAL:**  
Support a strong and diverse economy

Business ratings of City transportation services decreased from 2005 levels. In particular, business ratings of traffic congestion on major streets and neighborhood streets dropped significantly, by 6 and 7 percent, respectively.

**ON-STREET PARKING, 2006** (percent "good" or "very good")



**BUSINESS SURVEY RATINGS, 2006:**  
(Percent "good" or "very good")

Pedestrian access*	73%
Overall street lighting	62%
Neighborhood street cleanliness	57%
Neighborhood street maintenance	57%
Overall street maintenance	48%
Neighborhood traffic congestion	44%
Neighborhood traffic speed	44%
Overall traffic management	36%
On-street parking*	36%
Major streets traffic congestion	28%

\* only asked of businesses with walk-in customers.

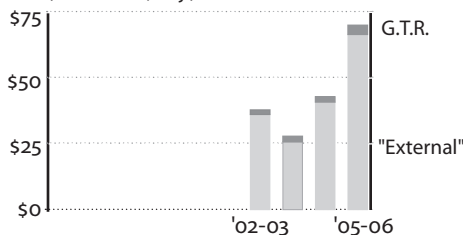
**BUREAU GOAL:**  
Build the transportation system to last

Funding for PDOT's seven capital programs increased significantly for the second year in a row. The FY 2005-06 increase is due almost entirely to the Marquam Hill Tram.

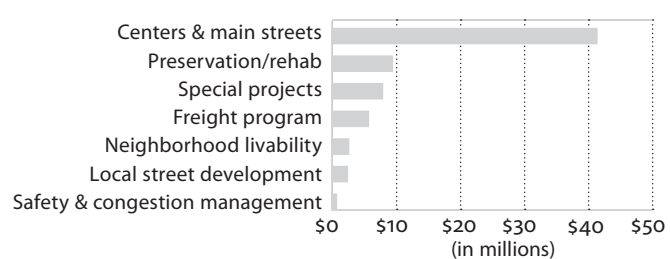
PDOT has two main capital funding sources:

- General Transportation Revenue (GTR): More than half of GTR for capital projects in FY 2005-06 was budgeted for the Preservation/Rehabilitation Program. It represents the share of funding that PDOT considers discretionary and includes gas taxes and parking fees.
- "External" funds: These must be applied to specific projects, such as the Streetcar Program and the 3rd and 4th Avenue Streetscape. In FY 2005-06 they comprised about 95 percent of total capital funding and included state and federal grants, system development charges (SDCs), and funding from other bureaus.

**FUNDING OF CAPITAL PROGRAMS:**  
(in millions, adj.)



**CAPITAL EXPENDITURE PROGRAMS:**  
FY 2005-06



### SPENDING, STAFFING AND WORKLOAD

Total PDOT spending increased by 38 percent since FY 2001-02, due largely to growing capital expenditures. Operating expenditures, on the other hand, have remained relatively flat.

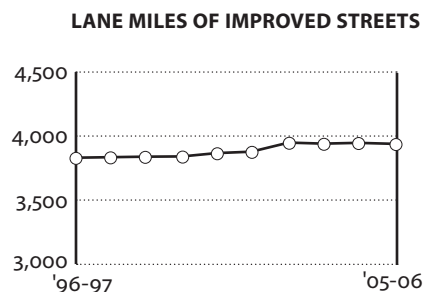
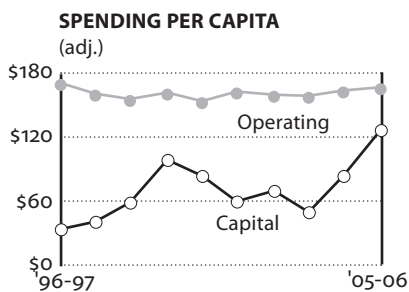
Among numerous assets, PDOT employees plan for, operate, and maintain almost 4,000 lane-miles of improved streets, over 150 bridges, almost 54,000 street lights, and nearly 1,000 traffic signals.

#### TRANSPORTATION SPENDING (in millions, adj.)

	'05-06	10-year change
Maintenance	\$50.5	-6%
Trans. systems mgt.	\$23.6	21%
Engineering & dev.	\$76.0	217%
Director	\$12.2	177%
Other	\$7.1	103%
TOTAL	\$169.4	61%

#### TRANSPORTATION STAFFING

	'05-06
Maintenance	413
Trans. systems mgt.	143
Engineering & dev.	137
Director/other	64
TOTAL	757



## Office of Transportation: 10-year performance statistics

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Population .....	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560	556,370
EXPENDITURES (in millions):										
Maintenance .....	\$43.7	\$45.7	\$44.9	\$40.2	\$41.6	\$41.4	\$43.6	\$43.3	\$49.3	\$50.5
Trans. systems management .....	\$15.9	\$16.0	\$14.1	\$17.9	\$17.7	\$22.9	\$22.8	\$23.4	\$22.8	\$23.6
Engineering & development .....	\$19.4	\$19.5	\$29.8	\$49.6	\$44.4	\$33.4	\$36.6	\$28.6	\$48.2	\$76.0
Director .....	\$3.6	\$3.5	\$3.9	\$9.5	\$10.6	\$11.8	\$11.0	\$11.5	\$11.8	\$12.2
Other.....	\$2.8	\$3.3	\$3.5	\$3.8	\$5.0	\$3.9	\$4.2	\$5.2	\$6.8	\$7.1
TOTAL, incl. capital.....	\$85.4	\$88.0	\$96.2	\$121.0	\$119.3	\$113.4	\$118.2	\$112.1	\$138.9	\$169.4
EXPENDITURES, adjusted for inflation:										
Maintenance .....	\$53.8	\$54.8	\$52.6	\$45.6	\$45.8	\$44.8	\$46.8	\$45.8	\$50.6	\$50.5
Trans. systems management .....	\$19.5	\$19.2	\$16.5	\$20.2	\$19.5	\$24.8	\$24.5	\$24.7	\$23.4	\$23.6
Engineering & development .....	\$24.0	\$23.3	\$34.9	\$56.2	\$48.9	\$36.1	\$39.3	\$30.2	\$49.5	\$76.0
Director .....	\$4.4	\$4.2	\$4.6	\$10.7	\$11.6	\$12.8	\$11.8	\$12.1	\$12.1	\$12.2
Other.....	\$3.5	\$4.0	\$4.1	\$4.3	\$5.5	\$4.2	\$4.5	\$5.5	\$7.0	\$7.1
TOTAL, incl. capital.....	\$105.2	\$105.4	\$112.7	\$137.0	\$131.4	\$122.7	\$126.9	\$118.3	\$142.6	\$169.4
C.I.P. (in millions), adjusted for inflation:										
Funding :										
General Transportation Revenue.....	-	-	-	-	-	-	\$1.7	\$2.1	\$2.0	\$3.5
"External" funds.....	-	-	-	-	-	-	\$36.2	\$25.8	\$40.9	\$66.6
Expenditures:										
Preservation & rehabilitation .....	-	-	-	-	-	-	\$1.4	\$2.2	\$2.1	\$9.4
Local street development .....	-	-	-	-	-	-	\$4.4	\$2.8	\$1.8	\$2.4
Neighborhood livability .....	-	-	-	-	-	-	\$1.3	\$0.4	\$2.9	\$2.6
Centers and main streets .....	-	-	-	-	-	-	\$2.9	\$1.6	\$10.0	\$41.4
Safety & congestion management.....	-	-	-	-	-	-	\$0.6	\$1.6	\$0.6	\$0.7
Freight program.....	-	-	-	-	-	-	\$15.9	\$7.3	\$8.6	\$5.7
Special projects .....	-	-	-	-	-	-	\$11.2	\$12.3	\$22.5	\$7.9
Total operating, adj. for inflation (in millions)*...	\$85.3	\$81.1	\$79.1	\$82.4	\$81.5	\$86.9	\$85.5	\$85.9	\$89.9	\$92.3
Total capital, adj. for inflation (in millions)*.....	\$16.4	\$20.3	\$29.6	\$50.3	\$44.3	\$31.6	\$36.9	\$26.9	\$45.7	\$70.1
Operating spending/capita, adj. for inflation* .....	\$170	\$160	\$155	\$161	\$153	\$162	\$159	\$158	\$163	\$166
Capital spending/capita, adj. for inflation* .....	\$33	\$40	\$58	\$98	\$83	\$59	\$69	\$49	\$83	\$126
STAFFING: **										
Maintenance .....	444	436	428	398	400	405	402	403	422	413
Trans. systems management .....	117	122	118	134	133	132	133	134	149	143
Engineering & development.....	135	132	136	121	119	120	120	122	142	137
Director .....	37	36	34	61	61	45	47	49	51	64
TOTAL .....	733	726	716	714	713	702	702	708	763	757
Lane miles of streets.....	3,833	3,837	3,841	3,843	3,869	3,880	3,951	3,943	3,949	3,941
MILES OF STREETS TREATED (28-foot-wide equivalents):										
Slurry seal .....	49.8	43.7	66.2	52.2	50.6	39.2	0	5.6	32.4	21.9
Other street treatment (asphalt paving and associated work) .....	50.6	50.5	65.2	63.2	63.7	53.6	45.3	45.1	46.9	37.2

\* General Fund overhead and cash transfers are excluded from Operating and Capital expenditure figures. Also, PDOT changed its source for capital expenditures beginning in FY 2005-06, from IBIS to a program-based system.

\*\* Starting in FY 2004-05, staffing is reported as full-time equivalents, not full time positions, as in prior years.

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Curb miles of streets swept.....	58,516	54,877	54,654	53,984	54,696	54,799	57,861	50,007	51,616	49,482
BACKLOG MILES (28-foot-wide equivalents):										
TOTAL.....	494.1	494.6	482.8	501.7	502.3	527.9	585.0	586.0	597.0	627.0
CONDITION OF SELECTED ASSETS (percent in good or better condition):										
Improved streets.....	52%	53%	53%	56%	56%	54%	54%	55%	55%	54%
Traffic signal hardware.....	-	-	-	-	-	-	28%	29%	28%	28%
Street lights.....	-	-	-	-	-	-	-	22%	22%	22%
Bridges.....	-	-	-	-	-	-	-	-	-	65%
Average weekday bus ridership.....	193,900	199,600	198,100	200,200	208,700	209,400	206,600	208,400	209,200	207,400
Average weekday MAX ridership.....	29,400	31,400	54,600	65,100	69,800	78,000	79,600	83,800	97,000	99,800
Average weekday streetcar ridership.....	-	-	-	-	-	4,393	5,008	5,762	6,710	7,728
	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
TRAFFIC INJURIES:										
Automobiles.....	-	-	-	6,053	5,528	5,224	5,642	5,554	5,157	4,907
Pedestrians.....	-	-	-	238	202	198	189	192	149	162
Bicycles.....	-	-	-	155	150	160	170	159	174	181
TRAFFIC FATALITIES:										
Automobiles.....	-	-	-	22	17	21	29	28	26	22
Pedestrians.....	-	-	-	15	10	10	11	15	10	8
Bicycles.....	-	-	-	0	0	5	0	4	1	4
Miles of bikeways.....	143.6	166.3	182.6	213.2	221.7	235.0	251.9	254.4	260.0	262.1
ESTIMATED DAILY NUMBER OF BICYCLE TRIPS:										
Broadway Bridge*.....	950	1,205	1,854	1,476	1,405	1,680	1,712	1,683	-	2,081
Steel Bridge.....	350	475	460	360	410	1,250	1,891	1,859	3,482	2,112
Burnside Bridge.....	1,065	1,375	905	920	1,080	965	965	965	965	1,170
Hawthorne Bridge.....	2,165	2,170	2,471	3,154	3,125	3,729	3,682	4,055	4,428	4,829
TOTAL.....	4,530	5,225	5,690	5,910	6,020	7,624	8,250	8,562	8,875	10,192
Ozone concentration (parts/million).....	0.070	0.069	0.067	0.056	0.056	0.055	0.059	0.061	0.059	0.055
Daily vehicle-miles travelled per capita, metro**.....	21.7	20.8	21.0	20.5	20.0	19.8	19.5	19.5	20.7	-

\* Broadway Bridge closed for repairs during FY 2004-05 count.

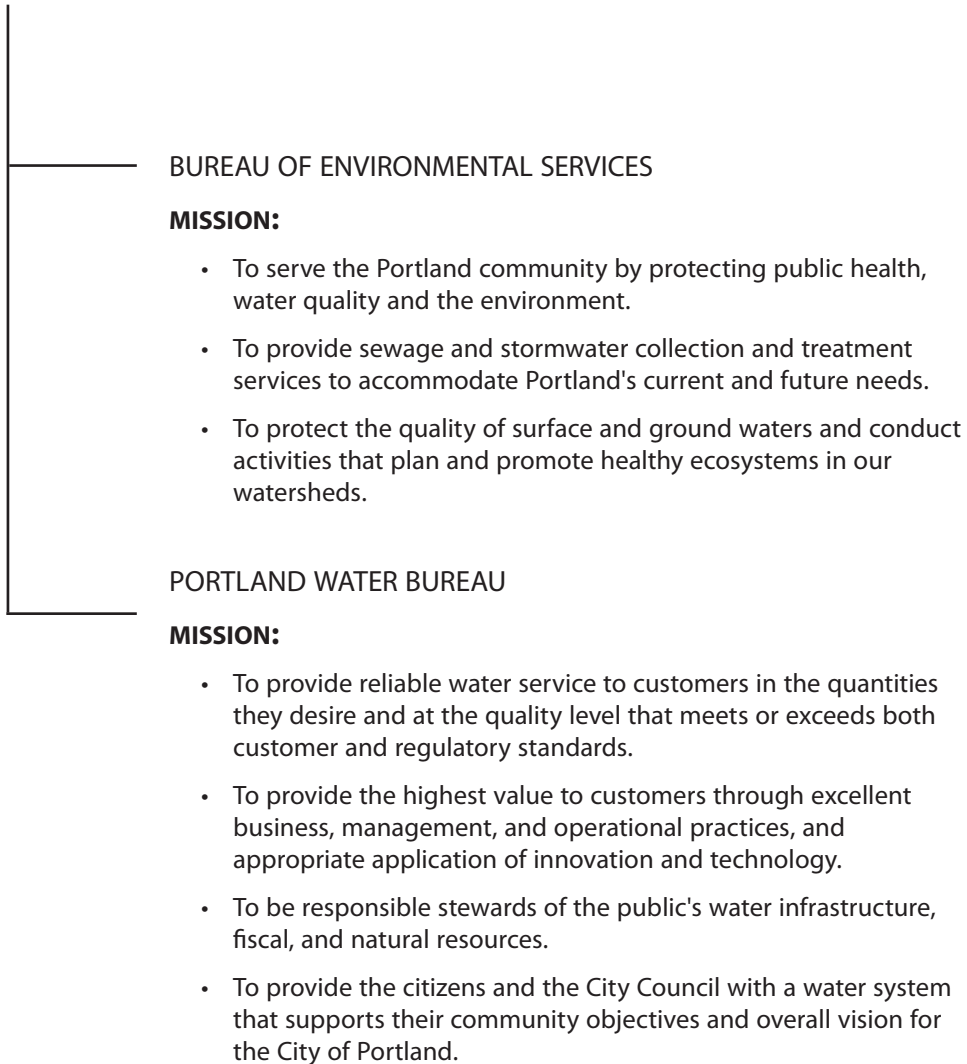
\*\* Metro area, excluding Vancouver, WA.



# PUBLIC UTILITIES

## CITY GOALS:

Protect and enhance the natural and built environment



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

# Bureau of Environmental Services

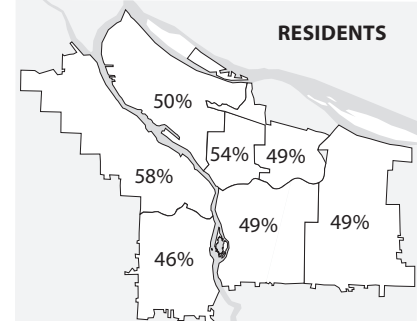
## RESIDENT SATISFACTION

Portland residents are moderately satisfied with overall sanitary sewer and storm drainage services. Citywide, 50 percent of residents rated sewer services "good" or "very good" in 2006, while 45 percent of residents rated storm drainage services "good" or "very good".

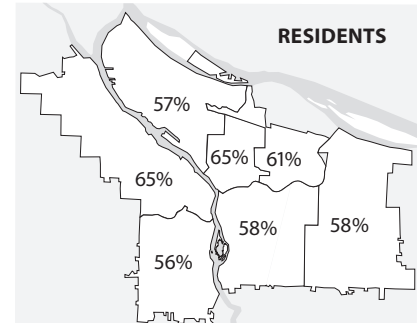
When asked about services in their neighborhood, 60 percent of residents rated sewer and drainage systems "good" or "very good" in 2006, down from 71 percent in 2002 and 75 percent in 1997. Residents in Northwest/Downtown and Inner Northeast were most satisfied with sewer and drainage systems in their neighborhood in 2006 (65 percent of residents in both areas rated these systems "good" or "very good").

While resident ratings of how well sewer and storm drainage systems protect rivers and streams improved from 2005, many residents remain dissatisfied. Thirty-eight percent of City residents rated these systems "bad" or "very bad" in 2006.

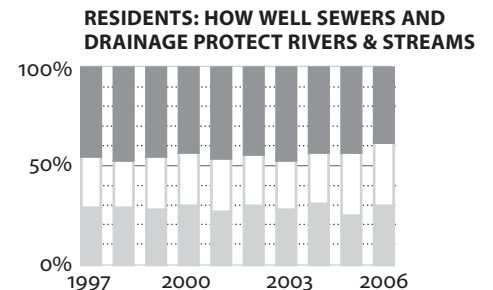
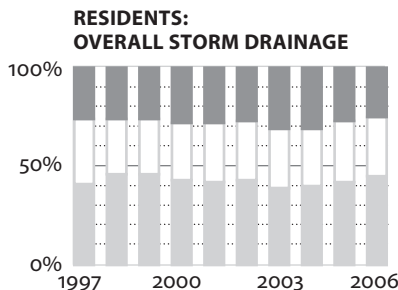
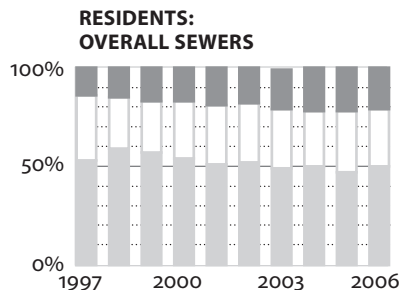
**OVERALL SEWER, 2006**  
(percent "good" or "very good")



**RATINGS OF NEIGHBORHOOD SEWER & DRAINAGE SYSTEMS, 2006**  
(percent "good" or "very good")



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



**BUREAU GOAL:**  
Meet regulatory requirements

**BUREAU GOAL:**  
Increase pollution prevention

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

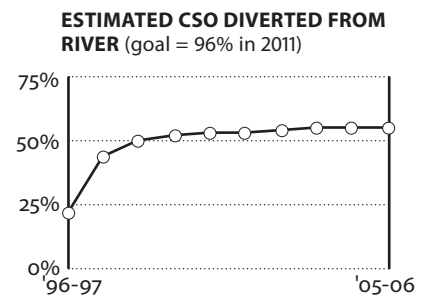
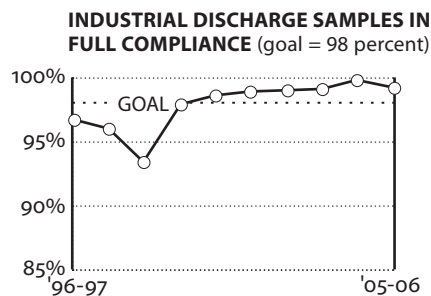
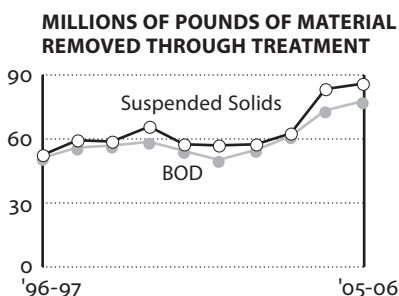
- The percent of Biological Oxygen Demand (BOD) removed at the City's two treatment plants easily surpasses the Oregon Department of Environmental Quality's standards of 85 percent.
- 99.3 percent of industrial discharge samples are in compliance with waste discharge limits.
- An estimated 55 percent of combined sewer overflow gallons are being diverted from the rivers to receive treatment, up from 22 percent in FY 1996-97. Combined sewer overflows represent only 8 percent of wastewater in the system; 92 percent receives treatment.

PERCENT BOD* REMOVED		
	COLUMBIA BLVD.	TRYON CREEK
'01-02	94.7%	97.0%
'02-03	96.3%	95.9%
'03-04	96.6%	95.2%
'04-05	97.0%	95.7%
'05-06	97.1%	94.0%
STANDARD	85%	85%

\* Biological Oxygen Demand; removing BOD results in cleaner water

The Bureau is constructing tunnels dubbed "the Big Pipes" on both banks of the Willamette River, aimed at mitigating combined sewer overflows. The City has completed tunneling on the west side and is required to finish eastside tunneling by 2011. Once the east side tunnel is complete, BES anticipates that 96 percent of all combined sewer overflows will be eliminated.

BES has also disconnected nearly 48,000 downspouts through FY 2005-06. Each downspout disconnected removes an estimated 9,000 gallons of stormwater from the sewer system, in turn reducing the severity of combined sewer overflows when they occur. In addition, the Bureau treated over 29 million gallons of wastewater and performed 481 discharge inspections in FY 2005-06.



**BUREAU GOAL: Improve watershed health within our urban communities**

The Bureau has improved water quality and taken positive steps to protect City watersheds. The Water Quality Index of the Willamette River has improved from "fair" to "good" since FY 2001-02, increasing from 84 to 87 upstream where the river enters the city, and from 82 to 85 downstream where the river leaves the city. Further improvements in water quality are expected as tunneling is completed to address combined sewer overflows.

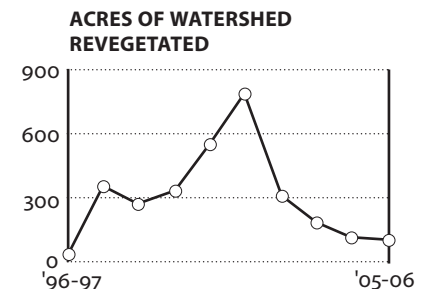
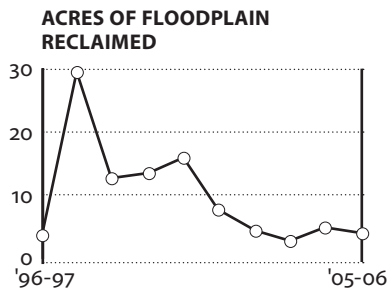
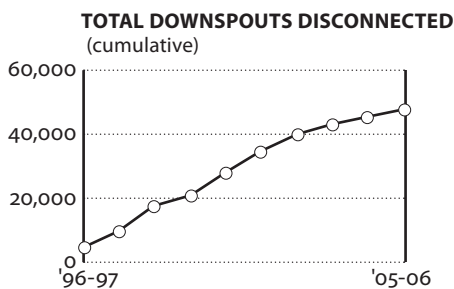
BES also restores native vegetation and reclaims floodplain areas to improve habitat for endangered species and the health of urban watersheds. The Bureau revegetated 101 acres of watershed during FY 2005-06, which was down from a peak of 787 acres revegetated during FY 2001-02. BES management attributes this drop to reduced funding for the program. In addition, the Bureau reclaimed 4.2 acres of floodplain in FY 2005-06.

WILLAMETTE WATER QUALITY INDEX*		
	'01-02	'05-06
<b>UPSTREAM</b>	84	87
<b>DOWNSTREAM</b>	82	85
Index key:	0-59 = Very poor	
	60-79 = Poor	
	80-84 = Fair	
	85-89 = Good	
	90-100 = Excellent	

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

**BUREAU GOAL: Preserve, protect and improve infrastructure**

BES has devoted a significant amount of resources in recent years to improving the City's sewer infrastructure. The Bureau spent \$173.2 million on capital projects in FY 2005-06, nearly double what it spent on capital projects in FY 2001-02 (in constant dollars). In addition, the Bureau repaired over 38,000 feet of sewer pipe and cleaned 263 miles of pipe during FY 2005-06.



**SPENDING, STAFFING AND WORKLOAD**

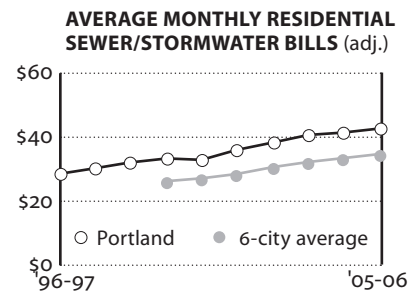
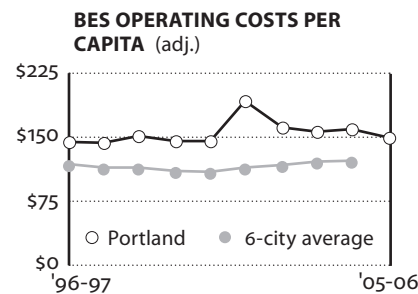
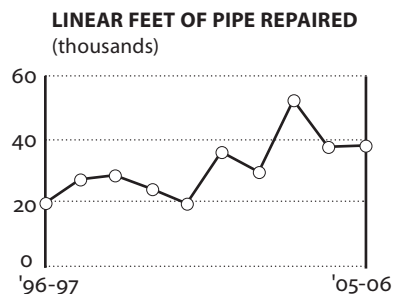
Total BES spending has grown significantly due in large part to major capital spending on the Combined Sewer Overflow project. Since FY 1996-97, Bureau capital expenditures increased by 69 percent, from \$102.5 million to \$173.2 million; operating expenses grew by 18 percent, from \$71.3 million to \$84.1 million; and debt service increased by 48 percent, from \$41.1 million to \$60.8 million. Since FY 2001-02, however, both operating and debt service expenditures declined (-16 percent and -3 percent, respectively), while capital expenditures increased by 88 percent.

<b>BES SPENDING</b> (in millions, adj.)			
	'05-06	5-year change	10-year change
Operating	\$84.1	-16%	+18%
Debt service	\$60.8	-3%	+48%
Capital	\$173.2	+88%	+69%
<b>TOTAL</b>	<b>\$318.1</b>	<b>+25%</b>	<b>+48%</b>

Portland spends more per capita on sewer and stormwater than the average of the six comparison cities (\$160 compared to \$123 for the comparison cities in FY 2004-05). In addition, Portland's average residential sewer bill continues to climb and is higher than the average of the six comparison cities (\$42.89 compared to \$34.91 for the comparison cities in FY 2005-06). The Bureau attributes its higher costs to the Combined Sewer Overflow project, as well as its involvement in remediation programs such as Watershed Revegetation, Sustainable Stormwater, and the Endangered Species Act.

<b>WORK COMPLETED</b>			
	'05-06	5-year change	10-year change
Miles of pipe cleaned	263	+56%	+65%
Feet of pipe repaired	38,065	+6%	+89%
Water treated (billion gals.)	29.4	+5%	-15%
Discharge inspections	481	-6%	+47%

In FY 2005-06, the Bureau treated over 29 billion gallons of wastewater and performed 481 discharge inspections.



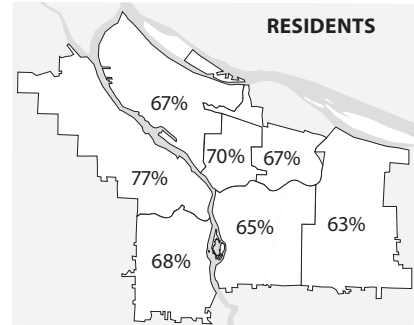
# Portland Water Bureau

## RESIDENT SATISFACTION

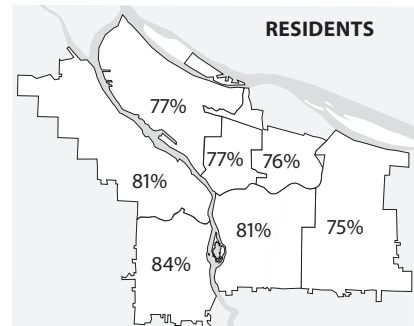
In 2006, 68 percent of residents rated their overall water service as "good" or "very good." This represents an 8 percent improvement from five years ago. The increase may be due to efforts by the Bureau to inform residents of Bureau activities relating to the increased efficiency of its water operations, and efforts to be responsive to the community.

Portland's average monthly residential water bill of \$15.10 continues to be below the average (\$19.99) of six comparison cities. However, 34 percent of survey respondents believe the cost of tap water is "bad" or "very bad". This low rating may result from the single bill received by customers that combines higher cost sewer charges with lower cost water fees.

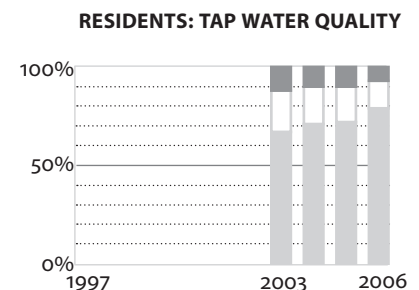
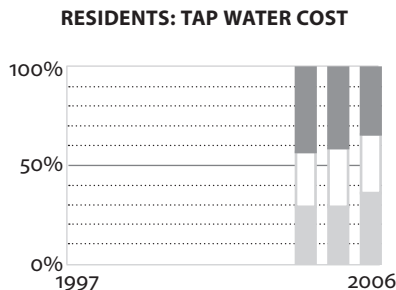
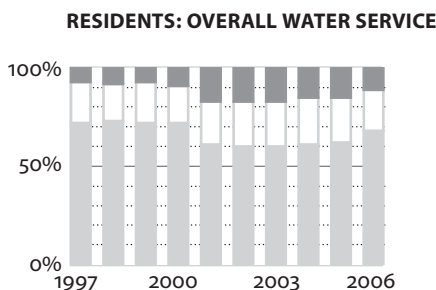
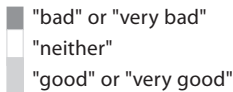
**OVERALL WATER SERVICE, 2006**  
(percent "good" or "very good")



**TAP WATER QUALITY, 2006**  
(percent "good" or "very good")



Residents rated the quality of tap water much higher than overall water service quality; 79 percent of residents surveyed believe tap water quality is "good" or "very good".



**BUREAU GOAL:**  
Protect city drinking water sources

The Bureau continued to provide high quality water to customers, meeting or exceeding federal water quality standards.

**SELECTED DRINKING WATER QUALITY INDICATORS**

	'05-06	Standard
Turbidity (median NTUs)	0.19	<=5
pH (average units)	7.8	6.5 - 8.5
Chlorine residual (% undetectable)	0.0%	<5.0%
Coliform bacteria (% positive samples)	0.08%	<=5.0%

**BUREAU GOAL:**  
Provide cost-effective, accountable services

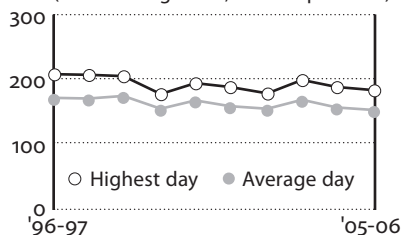
Despite the annexation of the Powell Valley Road Water District in July 2005, overall customer demand for water continued to decline in the last five and 10 year periods. Annual water usage per capita dropped from 49,079 gallons in FY 1996-97 to 39,323 gallons in FY 2005-06. According to the Bureau, consumption inside the city may be lower due to conservation efforts, weather, and commercial demand reductions. In addition, total overall consumption is lower due to the use of alternative water sources by some of the Bureau's wholesale customers.

**ANNUAL WATER USAGE**  
(inside city)

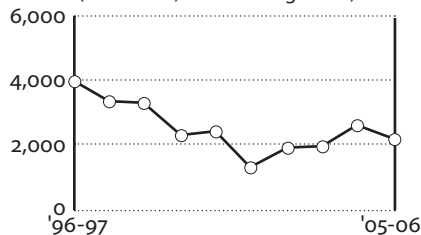
	GALLONS per capita
'01-02	43,835
'02-03	43,228
'03-04	43,607
'04-05	40,754
'05-06	39,323
5-year change:	-10.3%
10-year change:	-19.9%

Although the demand for water has dropped, water sales increased slightly from \$67 million 10 years ago to over \$71 million in FY 2005-06.

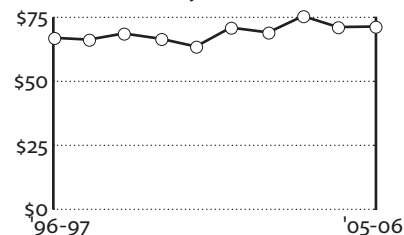
**SUMMER CONSUMPTION**  
(millions of gallons, June-September)



**UNACCOUNTED-FOR WATER**  
(estimated, millions of gallons)



**WATER SALES**  
(in millions, adj.)



**SPENDING, STAFFING AND WORKLOAD**

Total Bureau spending increased slightly in the past five years, primarily due to an increase in capital expenditures. As a result of the transfer of employee positions from the Water Bureau's Customer Service Division to the newly created Revenue Bureau in FY 2004-05, operating costs per capita decreased 8.5 percent from five years ago. The Bureau's debt coverage ratio has increased over the past five years, and the FY 2005-06 ratio of 3.40 exceeds the Bureau's goal of 1.90.

**WATER SPENDING**

(in millions, adj.)

	'05-06	5-year change
Operating	\$52.2	-11.7%
Debt service	\$14.4	-14.5%
Capital	\$35.7	52.0%
TOTAL	\$102.4	2.9%

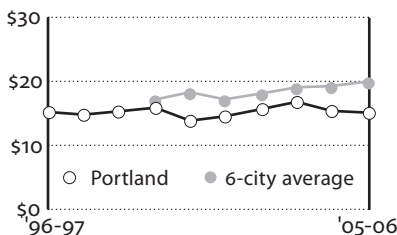
Adjusted for inflation, capital spending of \$23.5 million in FY 2001-02 was the lowest in the past 10 years. In the past five years capital spending has increased 52 percent, but is still lower than five years ago.

**NEW WATER SERVICES:**

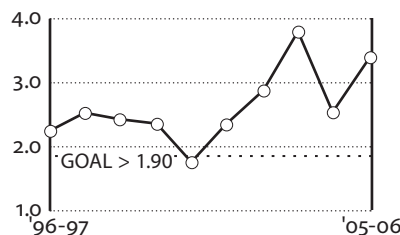
	Residential	Commercial
'01-02	943	219
'02-03	1,039	306
'03-04	602	275
'04-05	739	367
'05-06	11,089	996
5-year change	1,075.9%	355%

Total authorized staffing declined by approximately 8.7 percent by approximately 8.7 percent from FY 2001-02, but increased 12 percent from FY 2004-05. The addition of positions in FY 2005-06 was to address the need for increased system maintenance and replacement of aging facilities.

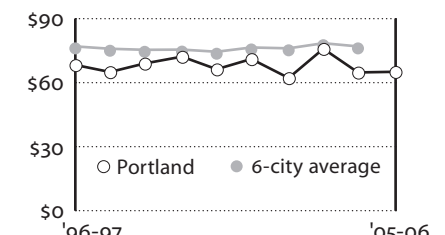
**AVERAGE MONTHLY RESIDENTIAL WATER BILL (adj.)**



**DEBT COVERAGE RATIO (income / debt service)**



**WATER OPERATING COSTS PER CAPITA (adj.)**





## Bureau of Environmental Services: 10-year performance statistics

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Population .....	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560	556,370
Total sewer accounts .....	149,373	157,631	163,336	164,433	165,708	167,105	168,733	170,144	172,002	173,606
EXPENDITURES* (in millions):										
Operating costs.....	\$57.9	\$59.3	\$64.2	\$65.7	\$67.8	\$93.1	\$82.3	\$81.8	\$86.7	\$84.1
Capital .....	\$83.3	\$70.6	\$91.9	\$87.5	\$86.5	\$85.3	\$124.0	\$163.5	\$157.1	\$173.2
Debt service.....	\$33.4	\$45.5	\$41.4	\$45.4	\$48.4	\$57.6	\$57.1	\$56.5	\$56.3	\$60.8
Expenditures, adjusted for inflation:										
Operating costs.....	\$71.3	\$71.0	\$75.3	\$74.4	\$74.6	\$100.7	\$88.4	\$86.4	\$89.0	\$84.1
Capital .....	\$102.5	\$84.6	\$107.7	\$99.1	\$95.2	\$92.3	\$133.1	\$172.6	\$161.3	\$173.2
Debt service.....	\$41.1	\$54.5	\$48.6	\$51.4	\$53.3	\$62.4	\$61.4	\$59.7	\$57.8	\$60.8
Sewer operating costs/capita, inflation adj.....	\$142	\$140	\$148	\$145	\$140	\$188	\$164	\$158	\$162	\$151
AUTHORIZED STAFFING **										
Sewer operating .....	329	346	346	336	345	338	342	359	371	374
Capital .....	118	94	96	106	113	120	114	115	115	104
TOTAL MILES OF PIPELINE:										
Sanitary .....	940	956	965	973	992	998	999	1,002	979	982
Storm .....	382	444	446	432	443	462	463	469	444	445
Combined.....	850	850	844	863	868	865	868	870	861	860
WASTEWATER TREATED										
Primary (billions of gallons) .....	34.8	32.5	33.4	28.8	25.4	27.9	27.2	27.2	26.7	29.4
BOD Load (millions of pounds).....	51.2	56.0	56.9	58.7	54.4	50.2	54.9	61.3	73.4	77.7
Suspended solids (millions of pounds) .....	52.5	59.4	58.8	65.8	57.5	57.0	57.5	62.6	83.4	85.9
Acres of watershed revegetated:										
In City.....	35	91	110	216	325	327	185	108	87	74
Outside City .....	0	262	160	116	225	460	123	75	26	27
TOTAL .....	35	353	270	332	550	787	308	183	113	101
Acres of floodplain reclaimed.....	3.9	29.4	12.8	13.6	16.0	7.9	4.6	3.0	5.1	4.2
Feet of pipe repaired .....	20,129	27,493	28,768	24,462	19,926	36,057	29,813	52,255	37,662	38,065
Miles of pipe cleaned.....	160	228	218	135	207	169	212	266	228	263
Industrial discharge inspections .....	402	353	476	554	648	522	527	586	607	481
Industrial discharge tests in compliance .....	96.8%	96.1%	93.5%	98.0%	98.7%	99.0%	99.1%	99.2%	99.9%	99.3%
PERCENT BOD REMOVED:										
Columbia Blvd. ....	92.5%	93.8%	92.5%	94.7%	95.1%	94.7%	96.3%	96.6%	97.0%	97.1%
Tryon Creek.....	92.9%	92.9%	94.8%	95.3%	96.6%	97.0%	95.9%	95.2%	95.7%	94.0%

\* Based on preliminary financial statements.

\*\* Starting in FY 2004-05, staffing is expressed in full-time equivalents, not full-time positions as reported in prior years.

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Average monthly residential sewer/storm bills, adjusted for inflation.....	\$28.74	\$30.44	\$32.24	\$33.51	\$33.07	\$36.15	\$38.54	\$40.85	\$41.59	\$42.89
Cumulative downspouts disconnected***.....	4,871	9,874	17,710	21,040	28,153	34,731	40,165	43,265	45,541	47,931
Est. CSO gallons diverted as % of planned total..	22%	44%	50%	52%	53%	53%	54%	55%	55%	55%
Feet of CSO tunneling completed (cumulative)..	-	-	-	-	-	-	-	4,100	18,034	18,034
Water quality index for Willamette River:										
Upstream.....	-	-	-	-	84	84	84	83	87	87
Downstream.....	84	82	83	84	83	82	84	81	85	85

\*\*\* In prior SEA reports, BES counted only downspouts disconnected in conjunction with the CSO Cornerstone Project. In FY 2005-06, however, BES increased the count to include disconnections under an expanded program not envisioned by the CSO Facilities Plan. Historical counts have been adjusted to include this expanded program.

## Portland Water Bureau: 10-year performance statistics

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
POPULATION SERVED:										
Retail .....	448,928	453,573	453,815	455,919	474,511	481,312	482,550	488,783	494,197	539,191
Wholesale .....	319,000	333,300	341,353	317,252	314,489	349,522	304,133	293,501	276,044	262,739
TOTAL .....	767,928	786,873	795,168	773,171	789,000	830,834	786,683	782,284	770,241	801,930
EXPENDITURES (in millions):										
Operating .....	\$42.6	\$42.7	\$46.8	\$49.3	\$47.5	\$54.6	\$45.3	\$55.4	\$48.6	\$52.2
Capital .....	\$25.6	\$23.0	\$31.6	\$35.7	\$35.2	\$21.7	\$24.7	\$29.3	\$37.9	\$35.7
Debt service .....	\$12.0	\$12.0	\$12.7	\$12.4	\$13.4	\$15.6	\$16.1	\$11.6	\$16.2	\$14.4
EXPENDITURES (millions, adj. for inflation):										
Operating .....	\$52.4	\$51.1	\$54.9	\$55.9	\$52.4	\$59.1	\$48.6	\$58.5	\$49.9	\$52.2
Capital .....	\$31.5	\$27.5	\$37.0	\$40.4	\$38.8	\$23.5	\$26.5	\$31.0	\$38.9	\$35.7
Debt service .....	\$14.8	\$14.4	\$14.9	\$14.0	\$14.7	\$16.9	\$16.5	\$12.3	\$16.7	\$14.4
Operating costs/capita, adj. for inflation .....	\$63.2	\$65.0	\$69.0	\$72.0	\$66.4	\$71.2	\$61.8	\$74.8	\$64.8	\$65.1
Authorized staffing ** .....	513	513	524	535	543	531	535	557	434	485
Water sales (millions, adj. for inflation) .....	\$67.0	\$66.3	\$68.7	\$66.6	\$63.6	\$71.0	\$69.1	\$75.5	\$71.2	\$71.4
GALLONS OF WATER DELIVERED (billions):										
City of Portland .....	24.7	25.2	25.0	24.8	23.9	23.5	23.3	23.8	22.4	21.9
Wholesale (outside of Portland) .....	13.9	13.5	14.3	14.4	14.6	14.7	12.6	12.9	10.5	11.9
TOTAL .....	38.6	38.7	39.3	39.2	38.5	38.2	35.9	36.7	32.9	33.8
Number of retail accounts .....	157,189	158,141	159,177	160,100	161,154	162,631	163,896	165,360	166,238	178,518
Feet of new water mains installed .....	126,282	68,662	121,737	107,590	82,283	32,781	83,152	55,374	68,761	652,694
NUMBER OF NEW WATER SERVICES:										
Residential .....	920	1,047	989	790	929	943	1,039	602	739	11,089
Commercial .....	378	328	348	254	170	219	306	275	367	996
Annual City water usage per capita (gallons) ..	49,079	49,477	49,039	48,386	44,881	43,835	43,228	43,607	40,754	39,323
Monthly residential water bill - actual usage (adjusted for inflation) .....	\$15.21	\$14.80	\$15.30	\$15.88	\$13.85	\$14.53	\$15.68	\$16.80	\$15.39	\$15.10
SUMMER WATER CONSUMPTION (millions of gallons: June - September)										
Average day .....	170	169	173	153	166	157	153	167	155	151
Highest day .....	207	206	204	176	193	187	177	198	187	182
Debt coverage ratio (overall coverage) .....	2.25	2.53	2.43	2.36	1.76	2.35	2.88	3.80	2.54	3.4
UNACCOUNTED FOR WATER:										
Millions of gallons .....	3,968	3,340	3,288	2,280	2,400	1,275	1,888	1,932	2,592	2,158
Percent of delivered .....	9.3%	7.9%	7.7%	5.5%	5.9%	3.2%	5.3%	5.3%	7.3%	6.4%
WATER QUALITY:										
Turbidity (NTUs):										
Minimum .....	0.11	0.09	0.12	0.16	0.22	0.24	0.02	0.02	0.24	0.19
Maximum .....	3.49	2.44	4.99	2.87	2.30	3.16	1.86	3.38	0.94	4.04
Median .....	0.31	0.19	0.31	0.37	0.41	0.50	0.48	0.48	0.36	0.43

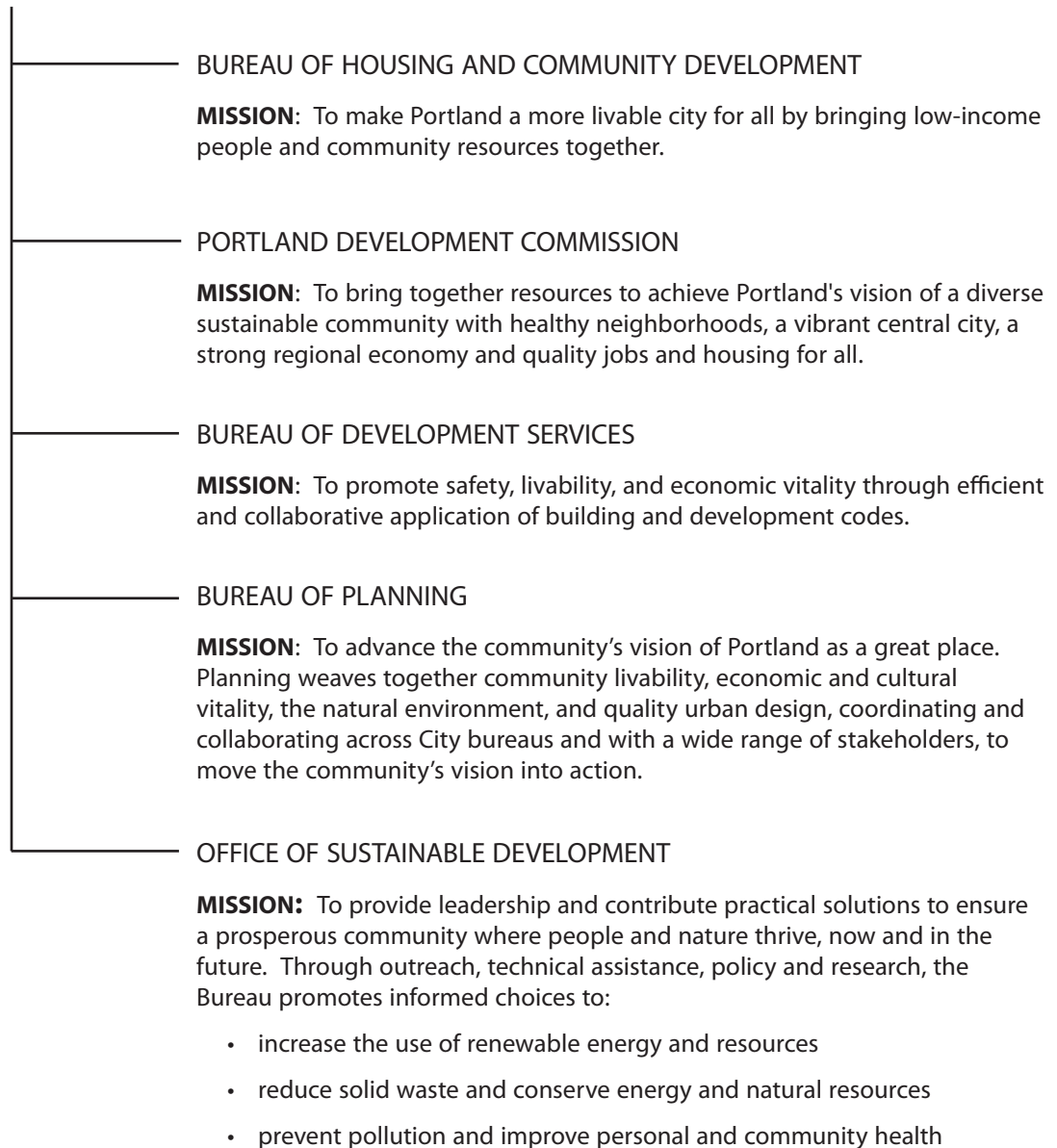
\*\* Starting in FY 2004-05, staffing is full-time equivalents, not full-time positions as reported in prior years.

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
pH:										
Minimum .....	6.6	7.3	7.2	7.2	7.3	6.7	7.2	7.1	7.1	7.4
Maximum.....	7.5	7.6	7.6	7.6	7.7	8.0	7.7	8.2	8.1	8.4
Mean .....	7.0	7.4	7.4	7.4	7.4	7.3	7.5	7.5	7.5	7.8
Chlorine residual (mg/L):										
Minimum .....	0.04	0.10	0.19	0.10	0.04	0.10	0.10	0.10	0.10	0.10
Maximum.....	1.71	2.20	2.04	2.01	1.97	2.00	1.90	2.10	2.20	2.00
Mean .....	1.15	1.23	1.33	1.31	1.22	1.15	1.18	1.34	1.36	1.35
Percent of samples tested positive										
for coliform bacteria.....	0.46%	0.46%	0.92%	0.26%	1.14%	0.57%	0.06%	0.46%	0.06%	0.08%

# COMMUNITY DEVELOPMENT

## CITY GOALS:

Promote economic vitality and opportunity; improve quality of life in neighborhoods; protect and enhance the natural and built environment



PORTLAND MULTNOMAH  
COMMUNITY BENCHMARKS:  
*increase efficiency of public permit  
issuance; decrease percent of homeless;  
increase low-income home ownership;  
increase land available to support new  
jobs; decrease carbon dioxide emissions*

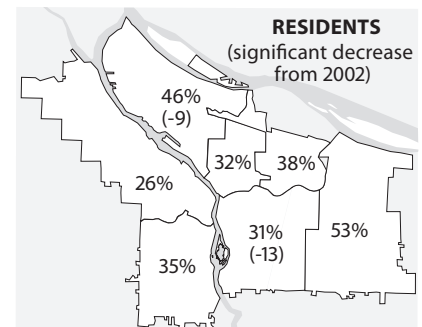
# Bureau of Housing and Community Development

## RESIDENT SATISFACTION

Residents in all areas of Portland rated housing affordability in their neighborhoods lower than they did five years ago. The average overall "very good" or "good" rating dropped 7 percent since 2002, to 37 percent. East Portland is the only area where a majority of residents rated neighborhood housing affordability favorably in 2006.

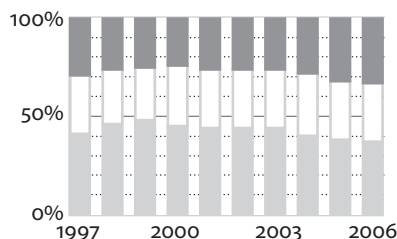
The median household income in Portland is close to \$42,300, according to the U.S. Census Bureau, which also reports that 29 percent of renters and 13 percent of home owners in Portland spend more than half of their income on housing. This proportion represents an increase of 6 percent for renters, and 3 percent for owners, since FY 2001-02. Most activities and funding by the Bureau of Housing and Community Development (BHCD) focus on improving livability and opportunities for residents with household income below 50 percent of the median, including homeless residents.

**NEIGHBORHOOD HOUSING AFFORDABILITY, 2006**  
(percent "good" or "very good")

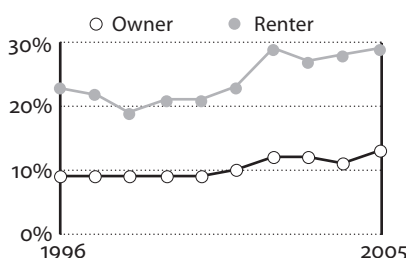


■ "bad" or "very bad"  
□ "neither"  
■ "good" or "very good"

**RESIDENTS: RATING OF NEIGHBORHOOD HOUSING AFFORDABILITY**

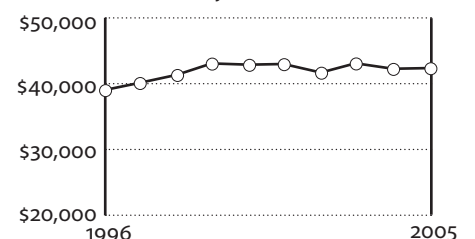


**HOUSEHOLDS WITH SEVERE COST BURDEN\***



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

**PORTLAND MEDIAN HOUSEHOLD INCOME** (adjusted for inflation)



SOURCE: U.S. Census Bureau

**BUREAU GOAL:**  
Increase housing opportunities for individuals and households with incomes below 50 percent of median family income

The Bureau works to increase affordable housing opportunities in two major ways. Through the Portland Development Commission (PDC), using Federal funds for grants and loans, the Bureau develops new housing and rehabilitates existing units. BHCD funded development of 215 housing units for low-income households in FY 2005-06, and 143 units for middle-income households (up to 80 percent of median income) through PDC.

Through other local agencies, BHCD's housing rehabilitation program also funds small projects to improve existing homes of low-income households. Most homes assisted are owner-occupied. The Bureau served 2,033 households in FY 2005-06. Its nonprofit contractors improved accessibility for disabled individuals, performed painting and home repairs, and made safety and energy conservation improvements for low-income households. In five years, these repair programs have helped an average of 1,569 households each year.

**BUREAU GOAL:**  
End the institution of homelessness by 2015

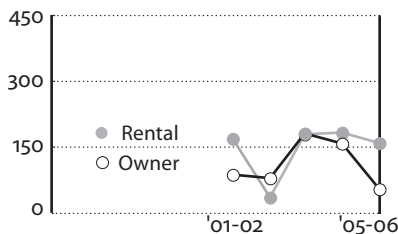
As shown by the January 2006 "one-night shelter count," the number of individuals seeking shelter continues to increase. Ending homelessness is a priority of the City and Multnomah County. BHCD's 10-Year Plan to End Homelessness focuses on getting homeless families and individuals into permanent housing. Various social agencies funded by BHCD assist the Bureau in placing adults into permanent housing. Providers' reports indicate that 68 percent of the adults placed in permanent housing in FY 2004-05 stayed in that housing for at least 12 months.

**HOMELESS ADULTS INTO HOUSING**  
(via City-funded programs)

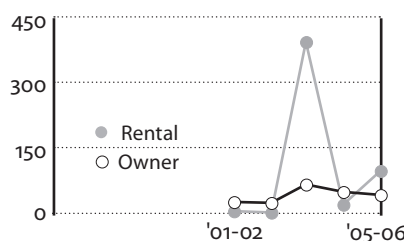
	PLACED*		RETAINED	
	No. placed	% total	6 mo.	12 mo.
'01-02	1,871	28%	-	-
'02-03	1,325	20%	76%	63%
'03-04	1,433	22%	78%	63%
'04-05	1,535	23%	80%	65%
'05-06	1,351	28%	86%	68%
GOAL ('05-06):		30%	76%	68%

\* Starting in FY '02-03, eviction preventions are no longer counted as placements. Numbers are estimates.

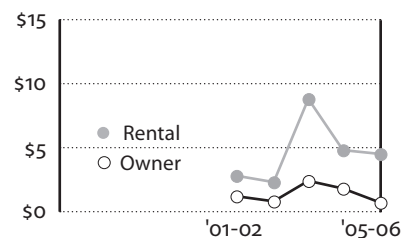
**HOUSING DEVELOPED FOR LOW-INCOME, THROUGH PDC**  
(0% - 50% of median family income)



**HOUSING DEVELOPED FOR MODERATE-INCOME, THROUGH PDC**  
(51% - 80% of median family income)



**LOANS & GRANTS AWARDED FOR HOUSING REHAB & CONSTRUCTION\***  
(millions, adj.)



\* BHCD-funded loans and grants for rehabilitation or construction, through PDC

**BUREAU GOAL:**  
 End the institution of  
 homelessness by 2015  
*(continued)*

While the Bureau focuses on helping homeless people get permanent or stable housing, it continues to serve those without shelter. In FY 2005-06, it served over 10,000 homeless adults, by providing food and temporary shelter as well as some stable housing.

**BUREAU GOAL:**  
 Expand economic opportunities  
 for individuals and households  
 with incomes below 50 percent  
 of median family income

To expand economic opportunities for low-income individuals and households, BHCD modified its assistance programs in August 2004, because researchers had found that small, comprehensive programs were most effective. BHCD's nonprofit grantees provide training and job placement for adults or youth, or business training and assistance, each grantee tailoring its services to a specific group. The Bureau's goal is to increase the income of each individual, or the revenue of each business participant, by 25 percent in three years. Sixty-eight percent of workforce development participants are currently meeting this goal, even though more than half of all participants have been enrolled less than one year. Based on tax statements, 40 percent of small businesses working with BHCD-funded programs met the revenue target in 2005. BHCD will determine the proportion meeting the target in 2006 after tax statements for enrolled businesses are available.

Participants can enroll in these programs at any time of the year, and waiting lists are long. The providers select applicants with initiative and basic life skills, who are considered to have the best chance of succeeding.

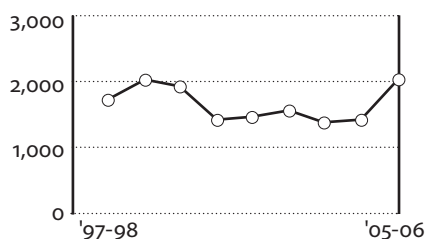
<b>SMALL BUSINESS SUPPORT</b> (serves existing and start-up businesses)		
	enrolled (cumulative)	met revenue target
'04-05	191	40%*
'05-06	322	n.a.

<b>WORKFORCE DEVELOPMENT</b> (youth and adults)			
	enrolled (cumulative)	% placed in job (cumulative)	% enrolled meeting wage target*
'04-05	317	58%	65%
'05-06	1,134	68%	68%

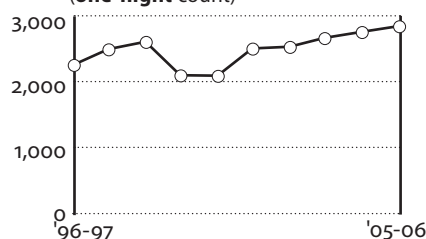
\* Percent of businesses enrolled that achieved three-year goal, based on tax statements for 2005

\* Those with no income at enrollment are considered to have met the target when placed in a job

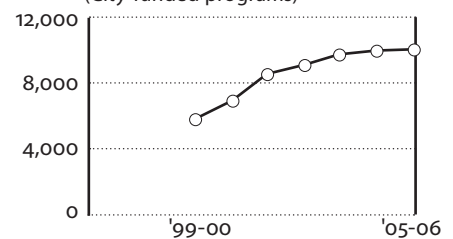
**HOMEOWNER REPAIR PROJECTS**



**HOMELESS SEEKING SHELTER  
 (one-night count)\***



**HOMELESS ADULTS SERVED/YEAR  
 (City-funded programs)**



\* Multnomah County



**SPENDING, STAFFING AND WORKLOAD**

The Bureau's total spending in FY 2005-06 was almost \$22 million, or \$39 dollars per capita, excluding the \$11.4 million in Federal funds it passes through to PDC. As part of its management of BHCD funds, PDC awarded \$5.3 million in housing loans and grants in FY 2005-06.

Two-thirds of the Bureau's funding sources are grants, excluding the Federal grants awarded through PDC.

The Bureau's staff level of 27 did not increase over the prior fiscal year. More than half of all staff members work on BHCD's various housing programs.

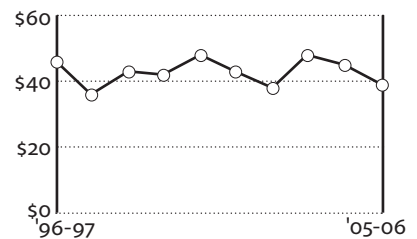
**SPENDING**  
(in millions, adj.)

	'05-06	5-year change
Housing	\$10.0	4%
Homeless	\$6.6	8%
Economic Opportunity	\$4.7	n.a.
Other	\$0.6	n.a.

**FUNDING SOURCES**  
(in millions, adj.)

	'05-06	4-year change
Grants	\$14.4	63%
General Fund	\$4.3	-6%
Other	\$3.2	-56%

**SPENDING PER CAPITA\***  
(adj.)



\* does not include pass-through funds to PDC

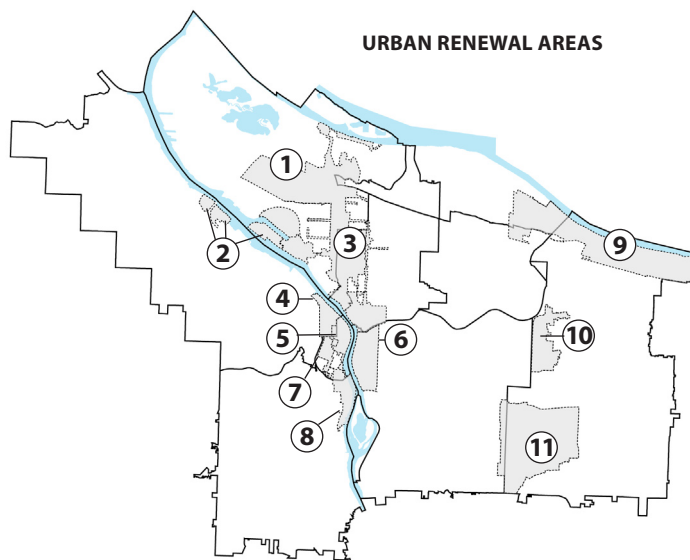
# Portland Development Commission

## RESIDENT SATISFACTION

As the designated urban renewal agency for the City, the Portland Development Commission (PDC) conducts most of its work inside Urban Renewal Areas (URAs). However, its work affects neighborhoods, businesses and workers throughout the City and region.

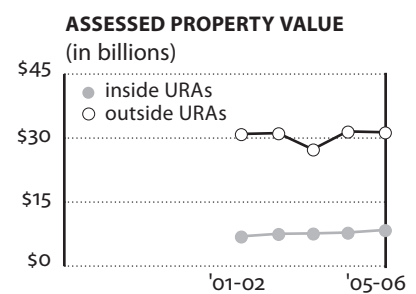
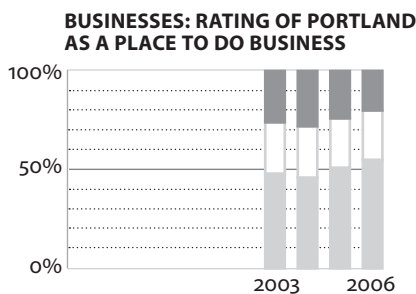
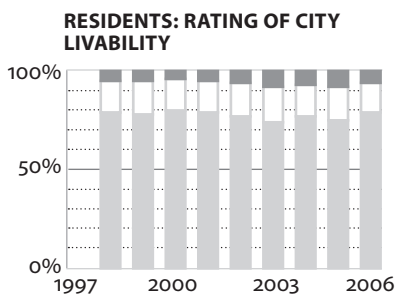
There are currently 11 URAs. Money derived from these areas is used as direct investments in the areas and also to indirectly leverage other development. State law restricts the agency's total indebtedness to 15 percent of the total assessed value of the city. In addition, State law restricts the City from dedicating more than 15 percent of its total land area to URAs. URAs currently make up 14 percent of the City's total area.

Resident ratings of City livability have been relatively steady the last 10 years, while Businesses' ratings of Portland as a place to do business have increased significantly since our first survey in 2003.



Urban Renewal Area	Maximum indebtedness (millions)	Debt issued as of FY 2005-06 (millions)
① Interstate Corridor	\$335.0	\$53.7
② Willamette Industrial	\$200.0	\$0.0
③ Convention Center	\$167.5	\$84.2
④ River District	\$224.8	\$103.0
⑤ Downtown Waterfront	\$165.0	\$103.3
⑥ Central Eastside	\$66.3	\$44.6
⑦ South Park Blocks	\$143.6	\$65.8
⑧ North Macadam	\$288.6	\$35.9
⑨ Airport Way	\$72.6	\$72.6
⑩ Gateway Town Center	\$164.2	\$11.4
⑪ Lents Town Center	\$75.0	\$28.6

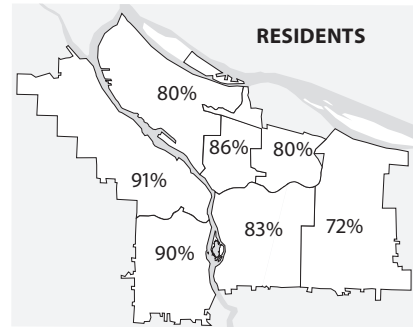
■ "bad" or "very bad"  
 □ "neither"  
 ■ "good" or "very good"



**GOAL:**  
Develop healthy neighborhoods

Resident ratings of neighborhood livability have changed little since 1997. Some residents think more highly of their neighborhoods, with the Southwest and Northwest having the highest ratings, and the East the lowest. Residents east of the Willamette River generally give lower ratings to the physical condition of their housing than those on the west side.

**NEIGHBORHOOD LIVABILITY, 2006**  
(percent "good" or "very good")



In order to support its urban renewal efforts, PDC partners with other bureaus such as PDOT and Parks by contributing to public infrastructure improvements. Although infrastructure investments declined in FY 2005-06, annual funding varied significantly during the five-year period and totalled \$145.4 million.

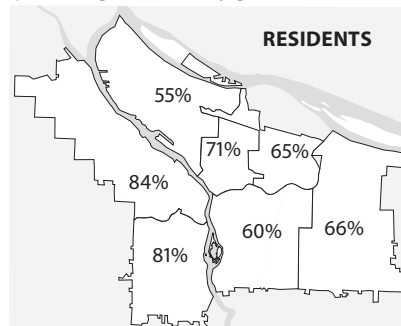
**PDC FUNDS SPENT ON PUBLIC INFRASTRUCTURE**  
(millions, adj.)

	Transportation <sup>1</sup> & Streets	Community <sup>2</sup> Amenities
'01-'02	\$7.1	\$13.8
'02-'03	\$7.3	\$7.6
'03-'04	\$10.0	\$28.8
'04-'05	\$47.1	\$8.2
'05-'06	\$4.2	\$11.3
Total	\$75.7	\$69.7
5 year change:	-41%	-18%

<sup>1</sup> Light rail, public transit, roads, sidewalks and utilities.

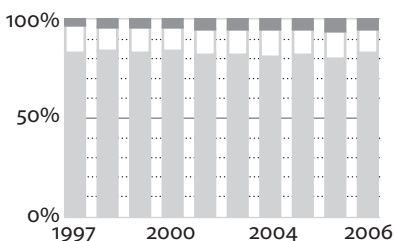
<sup>2</sup> Public buildings, parks, open spaces & community facilities.

**PHYSICAL CONDITION OF NEIGHBORHOOD HOUSING, 2006**  
(percent "good" or "very good")

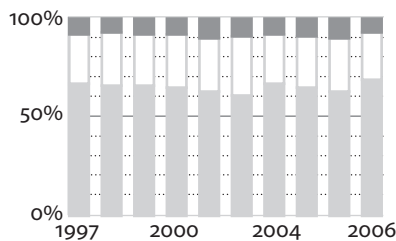


■ "bad" or "very bad"  
□ "neither"  
■ "good" or "very good"

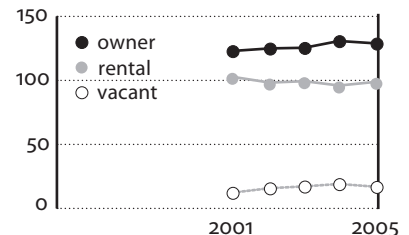
**RESIDENTS: RATING OF NEIGHBORHOOD LIVABILITY**



**RESIDENTS: RATING OF PHYSICAL CONDITION OF NEIGHBORHOOD HOUSING**



**CITY HOUSING INVENTORY**  
(in thousands)



**GOAL:**  
Provide access to quality housing

PDC continued funding housing efforts that include lower income renters and first time buyers. Although the agency has reached about half of its overall goal for the year 2011, the pace of assistance slowed in the past several years. The number of low income rental units receiving assistance declined by 51 percent since FY 2001-02, while low income owner-assisted units declined by 12 percent. Market rate rental and owner units receiving assistance also declined by 72 percent and 71 percent respectively. PDC attributes this to a nearly two-thirds reduction in Federal funds over the past five years.

PDC leverages public and private resources. In FY 2005-06, PDC invested \$8.0 million in housing projects compared to total project investments from all sources of \$72.3 million, for a 9:1 leverage ratio.

In FY 2005-06 over 13,000 housing units were granted tax abatements, a 37 percent increase in the last five years.

**CITY HOUSING ACCOMPLISHMENTS BY HOUSING TYPE (FY 2001-02 to FY 2005-06)**

Includes loans and grants to construct, rehabilitate and purchase housing, and incentives to support housing development and preservation. Units receiving more than one type of subsidy are only counted once.

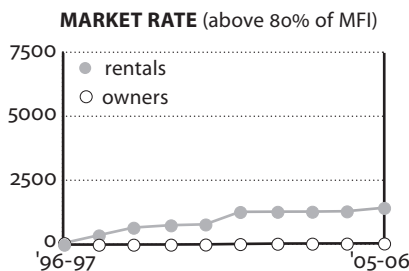
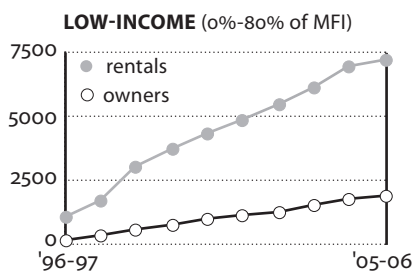
	5-year Actual	2011 Goal
<b>NEW HOUSING</b>		
Rentals (0 to 60% MFI)	2,951	6,400
Rentals* (61%+ MFI)	1,675	4,500
Homeownership units	3,118	3,000
<b>EXISTING HOUSING</b>		
Owner-occupied repairs	1,036	1,600
Rental rehab. (0 to 60% MFI)	843	1,500
<b>ASSISTANCE TO FIRST TIME HOMEBUYERS</b>	522	3,000
<b>5 years compared to Goal</b>	<b>10,145</b>	<b>20,000</b>

\* rentals for 61%+ includes a percentage of units in rehabilitated projects

**INCENTIVES FOR HOUSING DEVELOPMENT FY 2005-06**

	Number	5-year change
<b>UNITS RECEIVING:</b>		
Tax abatement	13,030	37%
SDC/Fee waiver	894	-
	Cost	5-year change
<b>FOREGONE REVENUE:</b> (millions, adj.)		
Tax abatement	\$4.8	60%
SDC/Fee waiver	\$5.5	-

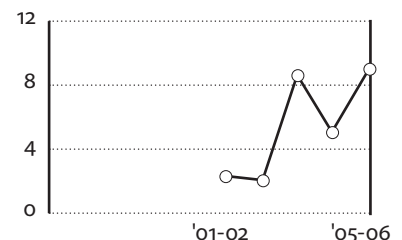
**CUMULATIVE HOUSING UNITS ASSISTED\***



\* units receiving a loan or grant for rehabilitation or construction

"MFI" is median family income

**PDC HOUSING: RATIO OF TOTAL TO PDC INVESTMENTS**



**GOAL:**  
Help businesses to create and sustain quality jobs

Creating quality (family wage) jobs in selected industries and increasing incomes is an important part of PDC's goals. PDC's Economic Development Target Industry Plan identified specific industries, called target sectors. PDC recruits new businesses and helps existing businesses in these sectors because of the identified competitive advantage for these industries in the region.

Jobs created from PDC assistance are projected at the time businesses receive assistance. PDC conducts some follow-up to ensure actual job creation is achieved as reported in the chart below. The projected number of jobs created from PDC business assistance programs showed improvement in the past five years.

**REGIONAL<sup>(1)</sup> (2) EMPLOYMENT BY TARGET SECTOR FY 2005-06**

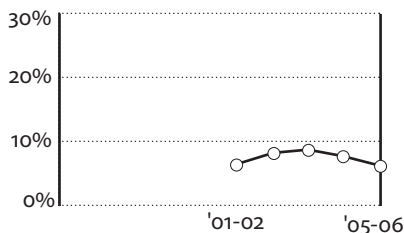
SECTOR	Number of jobs
Activewear/outdoor gear	7,945
Biosciences	4,598
Creative services	11,333
Distribution/logistics	76,611
Food processing	7,096
High tech	47,169
Metals & transportation	30,839
Professional services	26,218
Sustainable industries	16,696
All other jobs	475,757

<sup>(1)</sup> The Portland region is Multnomah, Washington and Clackamas counties.

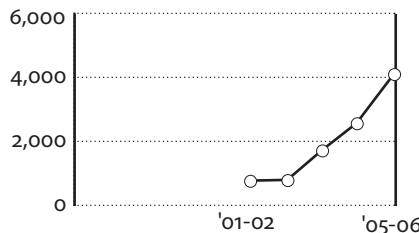
<sup>(2)</sup> Some jobs are counted in more than one sector

Source: As reported by PDC

**UNEMPLOYMENT RATE: PORTLAND**

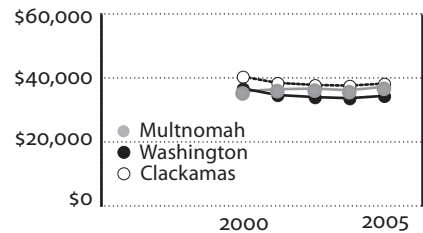


**PROJECTED NUMBER OF JOBS CREATED FROM PDC ASSISTANCE\***



\* PDC assistance from Business Finance and Enterprise Zone Programs

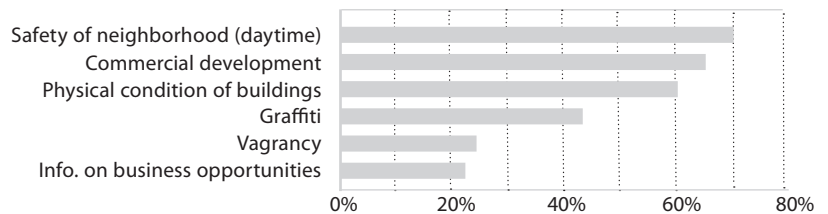
**PER CAPITA INCOME BY COUNTY (adj.)**



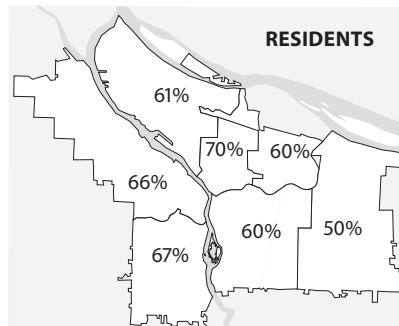
**GOAL:**  
Support a vibrant central city  
(urban core)

The central city (urban core), defined in the Central City Plan, includes all or parts of six urban renewal areas: River District, Downtown Waterfront, South Park Blocks, North Macadam, Central Eastside, and Convention Center. (Please see page 60 for a map of URA locations.) Businesses in the central city rate their neighborhoods highly on aspects such as safety and commercial development, while the lowest rated aspects were vagrancy and the City's efforts to provide information on business opportunities. About half of survey respondents see Portland as a "good" or "very good" place to do business.

**CENTRAL CITY BUSINESS RATINGS, 2006:**  
(percent "good" or "very good")



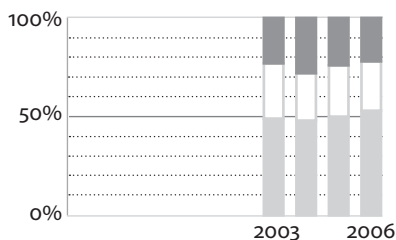
**RATING OF DOWNTOWN AS A GOOD PLACE TO LIVE, WORK, SHOP, PLAY: 2006**  
(percent "good" or "very good")



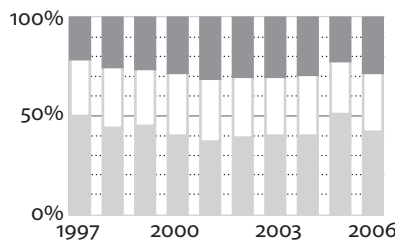
City residents generally gave the downtown area good ratings as a place to live, work, shop, and play. However, residents reported feeling less safe at night downtown than they did ten years ago. Only 42 percent reported feeling "safe" or "very safe", compared to 50 percent in 1997.

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

**CENTRAL CITY (URBAN CORE) BUSINESSES: PORTLAND AS GOOD PLACE TO DO BUSINESS**



**RESIDENTS: RATING OF SAFETY DOWNTOWN AT NIGHT**



**GOAL:**  
Contribute to a strong regional economy

Business retention, expansion and recruitment are major elements of PDC's economic development efforts.

PDC funding helped to expand or retain an increased number of businesses in the past four years.

Businesses that received PDC assistance in the past five years appear to have a high survivability rate. All of the businesses receiving assistance are still in business after two years, while 88 percent are still in business after five years.

**PORTLAND REGION TARGET SECTOR JOBS COMPARED TO THE WEST COAST**

LOCATION QUOTIENT*	
SECTOR	
Activewear/outdoor gear	1.25
Biosciences	0.45
Creative services	0.60
Distribution/logistics	1.33
Food processing	0.82
High tech	1.51
Metals & transportation	1.34
Professional services	0.90
Sustainable industries	0.84

\* A location quotient measures relative concentration of jobs. A quotient above "1" means the Portland region has a higher concentration than the comparative areas. The Portland region is Multnomah, Washington and Clackamas counties.

Source: As reported by PDC

**BUSINESS: OVERALL RATING OF CITY ECONOMIC DEVELOPMENT SERVICES**

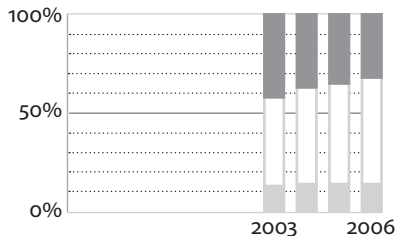
	URA 2006	NON-URA 2006
Good or very good	34%	34%
Neither good nor bad	41%	45%
Bad or very bad	25%	21%

Businesses inside and outside URAs have similar opinions of the City's economic development services.

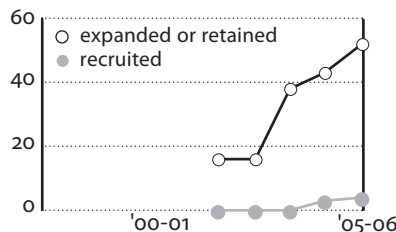
Source: City Auditor Business Survey

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

**BUSINESS RATINGS OF CITY'S JOB PROVIDING INFO ON FINANCIAL ASSISTANCE**



**NUMBER OF BUSINESSES\* EXPANDED, RETAINED, AND RECRUITED**



\* receiving direct PDC assistance

**PERCENT OF FINANCIALLY ASSISTED BUSINESSES STILL IN BUSINESS AFTER 2 AND 5 YEARS**



### SPENDING, STAFFING AND WORKLOAD

PDC relies on Tax Increment Financing (TIF) for funding. TIF funded activities are restricted by State statute for use within specified URA boundaries. TIF funding increased 117 percent in the past five years, while grants and General Fund contributions declined 4 percent and 27 percent respectively.

Spending per capita increased by 23 percent in the past five years.

#### PDC SPENDING (in millions, adj.)

	'05-06	5-year change
Development	\$82	25%
Housing	\$42	11%
Economic Dev.	\$24	111%
Executive	\$4	-45%
Finance & Administration	\$10	125%
Resource Development	\$8	11%

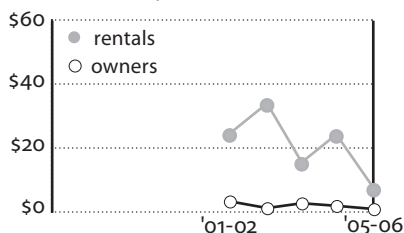
#### STAFFING

	'05-06	5-year change
Development	41.5	15%
Housing	41.0	4%
Economic Dev.	28.0	14%
Executive	35.0	99%
Finance & Administration	65.0	48%
Resource Development	0	0%

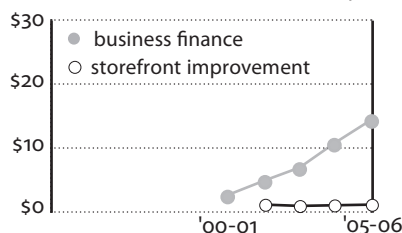
#### ESTIMATED FUNDING SOURCES FOR PDC SPENDING (in millions, adj.)

	'05-06	5-year change
Tax Increment Financing	\$83	117%
Grants	\$8	-4%
Program Income	-	-
City General Fund	\$1	-27%
Other	\$74	48%

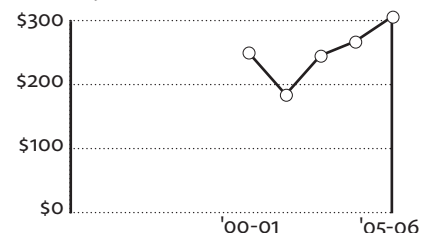
**HOUSING LOANS & GRANTS AWARDED**  
(millions, adj.; all income levels)



**ECONOMIC DEVELOPMENT LOANS & GRANTS APPROVED**  
(millions, adj.)



**SPENDING PER CAPITA**  
(adj.)







# Bureau of Development Services

## CUSTOMER SATISFACTION

Customer satisfaction with the quality and timeliness of the City's development review process declined since our last report. About 59 percent of customers were satisfied with building permit quality in FY

2005-06, compared to 71 percent in FY 2004-05.

Customers satisfied with building permit timeliness also dropped, from 58 to 39 percent. Similarly, customers satisfied with the quality of the City's land use review process declined from 84 to 68 percent, while customers satisfied with land use review timeliness dropped from 79 to 66 percent.

### CUSTOMER RATINGS OF PLAN REVIEW SERVICE

QUALITY (percent "good" or "very good"):

	2004	2005	2006
Building permit	58%	71%	59%
Land use review	76%	84%	68%

TIMELINESS (percent "satisfied" or "very satisfied"):

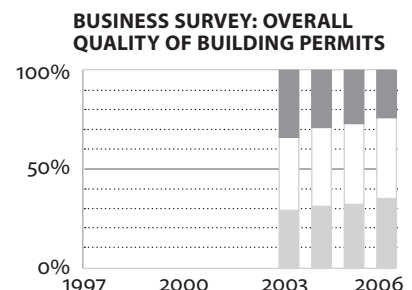
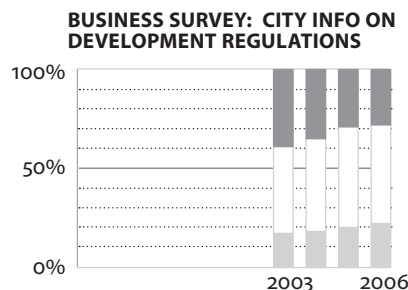
	2004	2005	2006
Building permit	43%	58%	39%
Land use review	74%	79%	66%

Source: BDS surveys of customers

BDS management believes the decline in customer satisfaction can be attributed to a shortage of personnel during a period of increased workload. Housing construction has been on the upswing, resulting in growth in the number of building permits and land use applications. At the same time, the Bureau has experienced a higher number of vacancies, making it difficult for its personnel to provide good, timely service.

Building permit and land use review customers were generally satisfied with the type and amount of information they received on the City's development review process. Businesses we surveyed, however, continued to give a low rating on how well the City provides information on development regulations, although there has been some improvement in recent years. Business ratings of the overall quality of City building permit services is low, but improving. Businesses surveyed may or may not have had contact with BDS over the past six months.

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



**BUREAU GOAL:**  
Support community vitality and protect life, property, and natural resources by promoting compliance with applicable codes and regulations

City staff reviewed 11,031 building permit applications and performed 191,347 construction inspections during FY 2005-06 to help ensure the safety of buildings constructed in the city. To promote a more livable and attractive city, BDS reviews and approves land use applications and building plans for compliance with City planning and zoning codes. BDS staff handled 1,116 land use cases and performed 5,933 zoning plan checks during FY 2005-06.

The number of code enforcement cases presented to the Hearings Officer – only 12 cases in FY 2005-06 – continues to decline. Managers attribute this decline to changes in enforcement policies and to BDS staff increasing their efforts to achieve resolution before cases are sent to the Hearings Officer.

**BUREAU GOAL:**  
Provide cooperative and responsive internal and external customer service

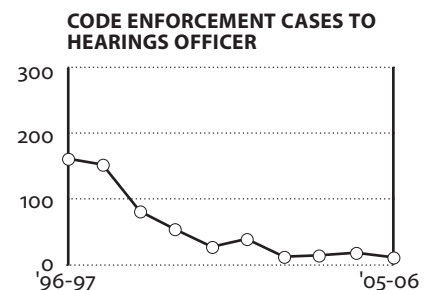
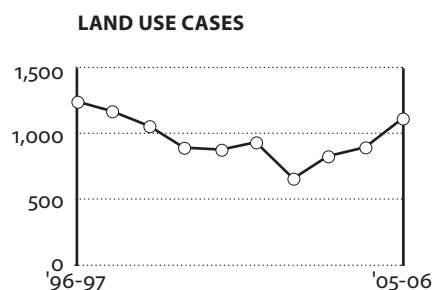
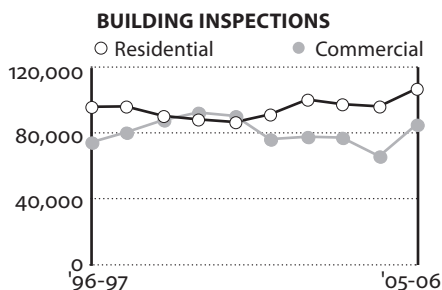
Customers are generally satisfied with the knowledge and helpfulness of City development review personnel, although there was a decline in satisfaction since 2005.

**CUSTOMER SATISFACTION: 2006**

(percent "satisfied" or "very satisfied")

	<b>Staff knowledge</b>	<b>Staff helpfulness</b>
<b>BUILDING PERMITS:</b>		
BDS		
Over-the-counter	87%	86%
Plan review	80%	80%
Env. Services	91%	84%
Transportation	89%	86%
Water	85%	81%
<b>LAND USE REVIEW</b>		
	80%	75%

Source: BDS customer survey



**BUREAU GOAL:**  
Process all Bureau functions efficiently

The timeliness of building plan review has improved since FY 2001-02 for both residential and commercial plans. In FY 2005-06, the City met its turnaround target for residential plans 78 percent of the time and met its turnaround target for commercial plans 67 percent of the time. Plan review by BDS staff only is faster than the entire review process, which involves as many as five other bureaus.

BDS inspectors achieved the goal of completing construction inspections within 24 hours. Ninety-seven percent of commercial inspections were completed within 24 hours during FY 2005-06, while 98 percent of residential inspections were performed within 24 hours.

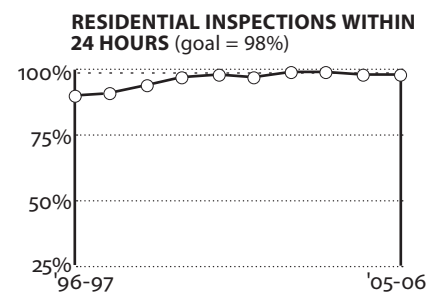
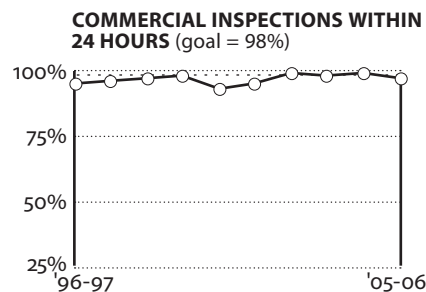
**PERCENT OF RESIDENTIAL PLANS REVIEWED WITHIN TARGETED TIMEFRAMES\***

	<b>ALL BUREAU REVIEWS</b>	<b>BDS REVIEW ONLY</b>
'01-02	67%	86%
'02-03	72%	82%
'03-04	70%	81%
'04-05	79%	86%
'05-06	78%	84%
<b>GOAL</b>	85%	85%

**PERCENT OF COMMERCIAL PLANS REVIEWED WITHIN TARGETED TIMEFRAMES\***

	<b>ALL BUREAU REVIEWS</b>	<b>BDS REVIEW ONLY</b>
'01-02	60%	76%
'02-03	64%	74%
'03-04	57%	60%
'04-05	69%	71%
'05-06	67%	69%
<b>GOAL</b>	75%	75%

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



**SPENDING, STAFFING AND WORKLOAD**

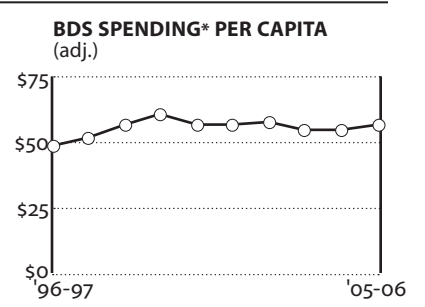
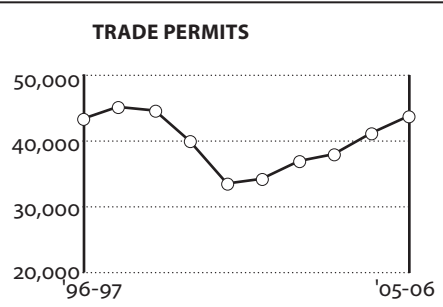
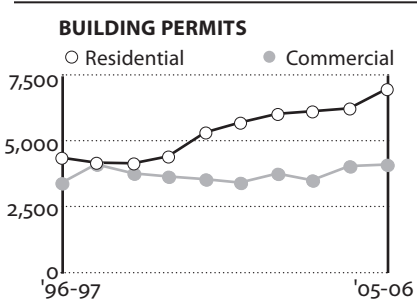
The Bureau's total spending of \$31.6 million in FY 2005-06 represents a 14 percent increase since FY 2001-02 and a 48 percent increase since FY 1996-97. The Bureau spent \$57 per capita in FY 2005-06, which is \$5 more than in FY 2001-02, and \$14 more than in FY 1996-97.

The Bureau's workload grew substantially since FY 2001-02. The number of building permits increased by 22 percent, from 9,070 to 11,031; construction inspections increased by 15 percent, from 166,775 to 191,347; trade permits increased by 33 percent, from 34,216 to 43,742; while both land use cases received and zoning plan checks increased by 19 percent.

	'05-06	Change	
		5-year	10-year
<b>BDS SPENDING* &amp; STAFFING</b>			
SPENDING (millions):			
Inspections	\$8.6	-2%	+4%
Land use services	\$5.6	+10%	+46%
Development services	\$4.1	+15%	-
Plan review	\$2.8	+5%	-33%
Compliance services	\$1.1	+52%	+60%
Site development	\$1.5	-	-
Administration	\$7.9	+13%	+78%
TOTAL	\$31.6	+14%	+48%
STAFFING	291	-	-

	'05-06	Change	
		5-year	10-year
<b>WORK COMPLETED</b>			
Building permits**	11,031	+22%	+43%
Constr. inspections**	191,347	+15%	+13%
Trade permits	43,742	+33%	+1%
Land use cases	1,116	+19%	-10%
Zoning plan checks	5,933	+19%	+10%

\*\* Includes both residential and commercial



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

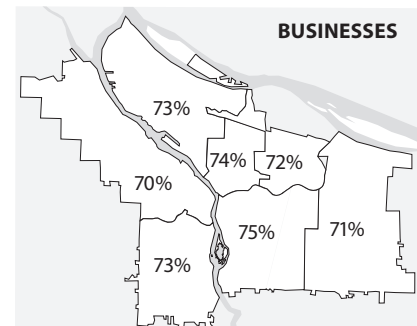
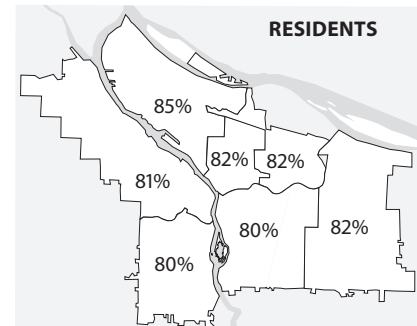
# Office of Sustainable Development

## RESIDENT SATISFACTION

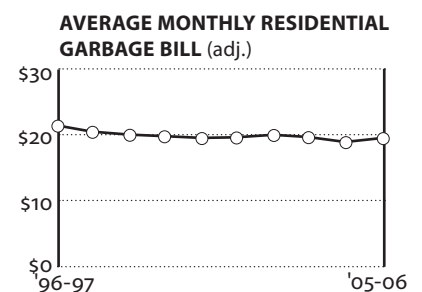
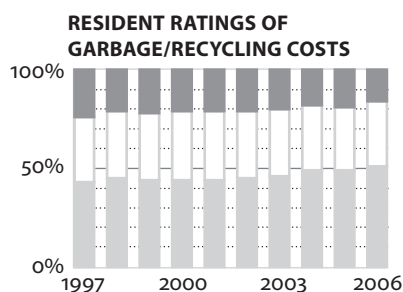
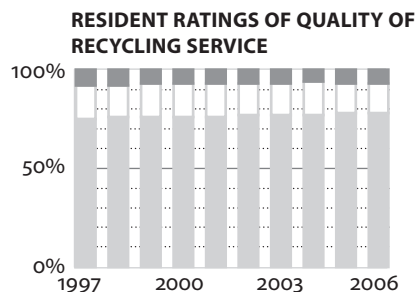
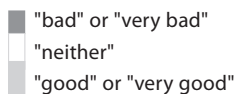
The Office of Sustainable Development (OSD) leads the City's efforts to conserve natural resources, to promote the use of renewable resources, and to advance principles of sustainability to enhance our quality of life. In addition, OSD regulates the collection of garbage and recycling.

Satisfaction with the quality of recycling services remained high for both residential and commercial customers, and satisfaction with the cost of garbage services improved over the past 10 years. Adjusted for inflation, the average cost of monthly garbage services in 2006 – \$19.65 – was about the same as the cost of services five years ago.

## OVERALL RATINGS OF RECYCLING, 2006 (percent "good" or "very good")



Eighty-one percent of residents rated recycling services as "good" or "very good". Seventy-two percent of businesses rated those services as "good" or "very good".



**BUREAU GOAL:**  
Reduce solid waste

Although recycling decreased slightly from the prior year, over the past 10 years, the City has increased the total tons of material recycled. At a combined recycling rate of almost 52 percent, the City continues to make progress toward its goal of recycling

60 percent of its waste. In 2006, the City of Portland was ranked #1 for sustainability among the nation's 50 largest cities by a San Francisco-based company that benchmarks sustainable programs for the largest U.S. cities.

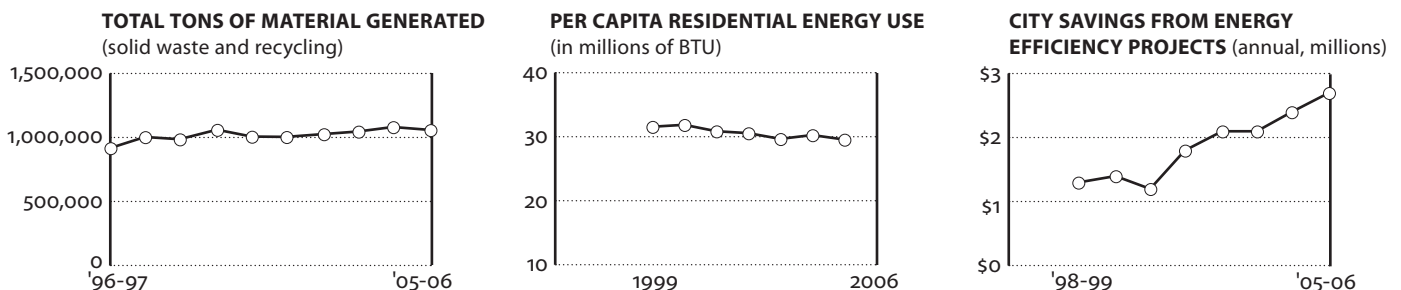
**WASTE DIVERTED FROM LANDFILL: FY '05-06**

	Tons	% total	5-year change
Residential	128,700	51.7%	3%
Commercial	424,100	52.3%	4%
COMBINED	552,800	52.1%	3%
2006 GOAL		60%	

**BUREAU GOAL:**  
Protect environment,  
conserve resources

OSD carries out a variety of efforts to conserve energy and natural resources. These efforts include facilitating the weatherization of apartment units and the purchase of renewable electricity and materials for City operations. OSD estimates that the City saved over \$2.6 million in energy costs last year, up from about \$1.3 million in FY 1998-99. OSD programs helped weatherize about 3,600 apartment units and assisted 12,200 apartments with enhanced recycling services. Over the five-year period ending in 2005, residents reduced their per capita energy use by 4 percent.

For its operations, the City of Portland government obtains some of its energy from renewable energy sources which include wind power, a fuel cell, and microturbines powered by waste sewage gas. The City's use of renewable energy increased from just under 1 percent in FY 1999-00 to 11 percent in FY 2004-05. In FY 2005-06, the City's use of renewable resources decreased 1.3 percent, because the fuel cell was not operable, and the City chose not to purchase "green tags." Instead, OSD is currently evaluating proposals to supply 100 percent of the City's electricity needs from wind power and other renewable energy.



In Portland as a whole, OSD estimates that about 9 percent of Portland residents and businesses purchased renewable energy sources through their electric utility company last year.

To prevent pollution and improve community health, OSD provides financial and technical assistance to residents and businesses. In FY 2005-06, OSD provided:

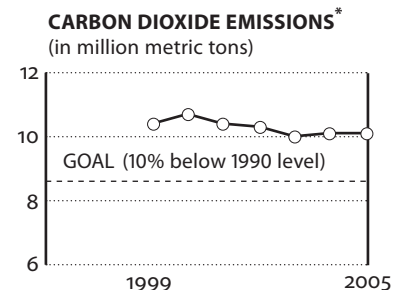
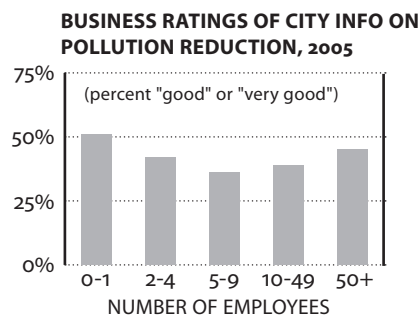
- training on solar design and energy efficiency, and other environmentally safe practices for local construction projects
- "Fix-It Fairs", neighborhood events offering assistance for environmentally healthy homes and yards
- master recycling training and recycling projects for single- and multi-family residences
- technical and financial assistance to businesses for recycling, waste evaluation and green building assistance

**TECHNICAL & FINANCIAL ASSISTANCE:  
FY '05-06**

	Recycling, energy	Green building
Single family	21,014	1,533
Multi-family	15,870	n.a.
Businesses	1,058	3,801
Construction	n.a.	114

Forty-four percent of businesses rated the job the City is doing providing information on pollution reduction as "good" or "very good".

One measure of the City's progress in preventing pollution is the level of carbon dioxide emissions, considered to be primarily responsible for global climate change. The City has yet to achieve its goal of a 10 percent reduction from 1990 emissions, and in fact, emissions have increased slightly. According to OSD, however, Multnomah County's carbon dioxide emissions in 2005 were approximately 3 percent above 1990 levels. This compares to a national average of an 18.4 percent increase over the same period.



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



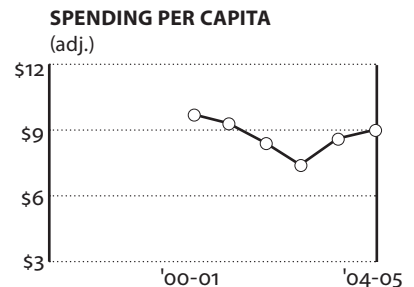
**STAFFING, SPENDING AND WORKLOAD**

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

<b>OSD SPENDING</b> (in millions, adj.)		
	<b>'05-06</b>	<b>5-year change</b>
Solid waste & recycling	\$1.9	-42%
Training, outreach, educ.	\$0.7	n.a.
Policy, research, eval.	\$0.3	62%
Tech. & financial services	\$1.5	88%
Director/operations	\$0.5	-27%
<b>TOTAL</b>	<b>\$5.0</b>	<b>0.3%</b>

The office provides leadership and supports practical solutions to improve the environmental, social and economic health of Portland. OSD delivers policy and programs that integrate efforts related to energy efficiency, renewable resources, waste reduction and recycling, global warming, green building, and sustainable food systems.

Spending per capita at \$9 is about 5 percent higher than last year, and 3 percent lower than five years ago.

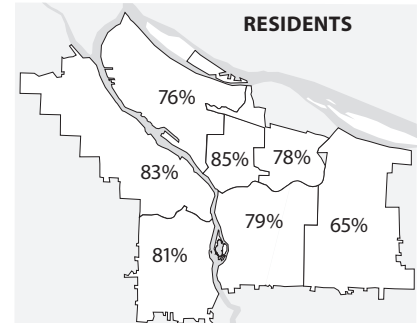


# Bureau of Planning

## RESIDENT SATISFACTION

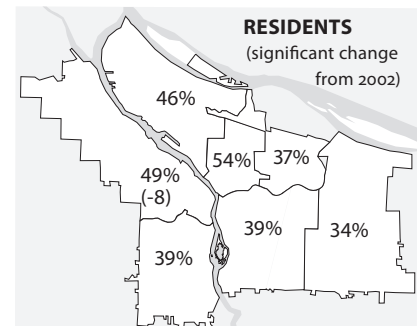
In the 2006 Resident Survey by Audit Services, 79 percent of residents rated Portland's livability as "good" or "very good", the highest rate in five years. More residents rated the quality of the City's land use planning favorably (40 percent across Portland) than unfavorably (27 percent), although in East Portland these proportions were reversed.

**OVERALL CITY LIVABILITY, 2006**  
(percent "good" or "very good")

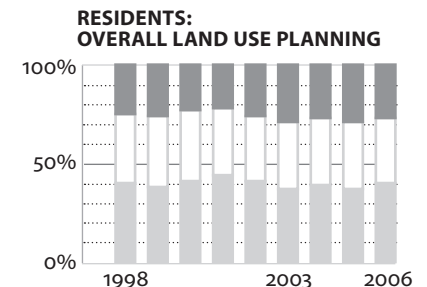
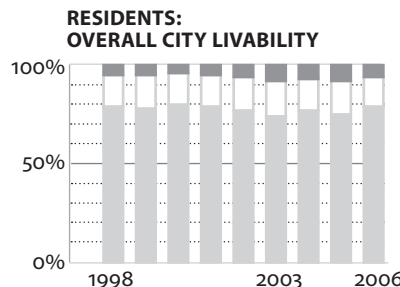


In every area surveyed, many more residents rated new residential development as attractive (54 percent on average), than unattractive (21 percent on average). One quarter of residents were neutral. However, only 43 percent of residents saw this new development as an improvement of the neighborhood as a place to live, the same rate as five years ago. In every area except East Portland, only a third of residents or fewer rated new residential development as "bad" or "very bad."

**NEW RESIDENTIAL DEVELOPMENT IMPACT ON NEIGHBORHOOD, 2006**  
(percent "good" or "very good")



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

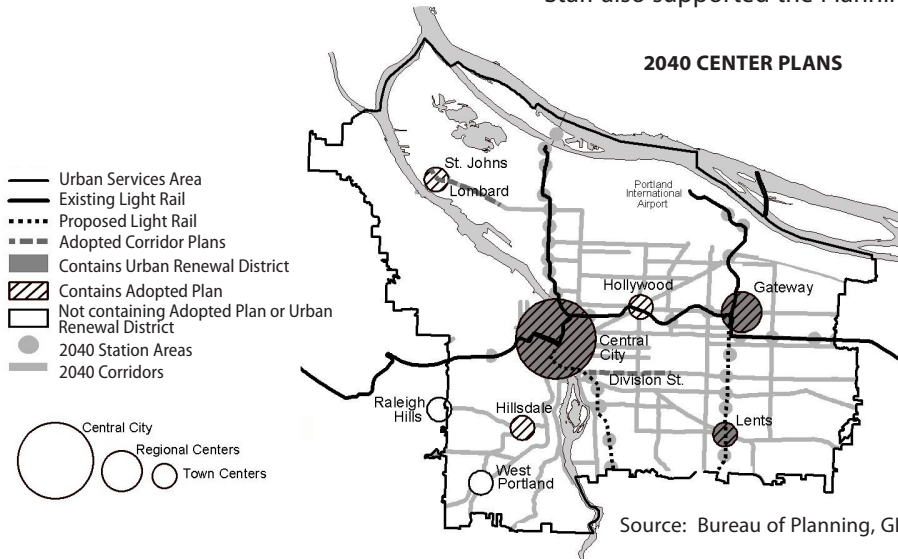


**BUREAU GOAL:**  
 Improve community,  
 livability and vitality

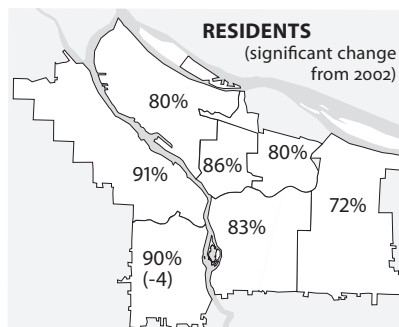
The Bureau continued its work implementing the 2040 Regional Framework Plan to guide changes in the built and natural environment. As part of this effort, Bureau staff was active in rewriting Metro's Title 4 Industrial Lands rules and Title 13 Nature in the Neighborhoods.

Staff also supported the Planning Commission in reinstating and revising the annual Comprehensive Plan review process.

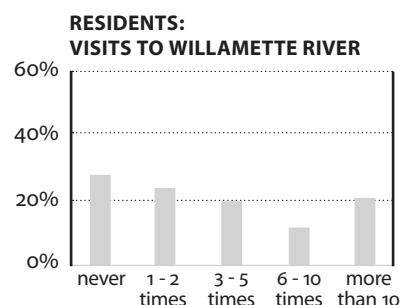
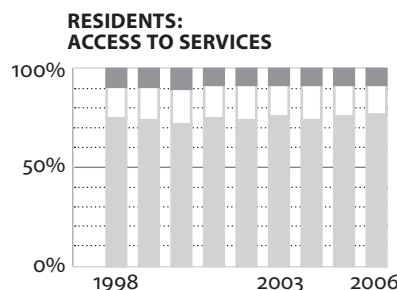
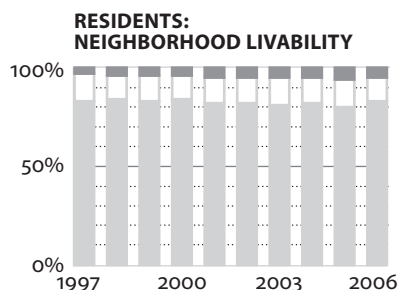
In 2006, the City Council adopted the 20-year plan for "green" development in the Division Street corridor.



**OVERALL NEIGHBORHOOD LIVABILITY, 2006** (percent "good" or "very good")



The proportion of Portland residents rating neighborhood livability favorably was 83 percent. In all areas of the city, residents rated their own neighborhood's livability higher than they rated overall city livability.



**BUREAU GOAL:**  
 Improve community,  
 livability and vitality  
*(continued)*

Residents generally gave high ratings to their neighborhood's distance to parks or open spaces, bus or MAX and access to shopping and other services.

**NEIGHBORHOOD ACCESS: 2006**  
 (residents rating access as "good" or "very good")

	Park	Bus or MAX	Shopping & services
NW/Downtown	90%	82%	81%
Southeast	83%	90%	81%
Inner NE	83%	92%	83%
Central NE	75%	86%	76%
Southwest	82%	80%	75%
East	69%	80%	77%
North	84%	89%	70%
CITY	81%	86%	77%

**BUREAU GOAL:**  
 Coordinate improvement of  
 development codes

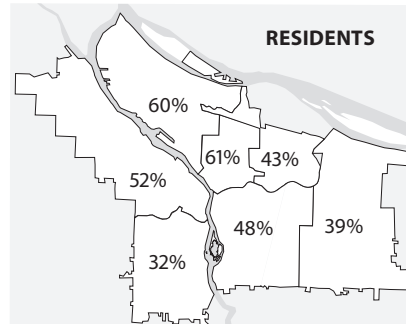
The Bureau completed several zoning code update packages, including the first Regulatory Improvement Code Amendment Package, and updates for the Living Smart Program. The Division Green Street, 122nd Avenue Station Area Study, and Linnton Hillside and Village projects also entailed code changes.

**BUREAU GOAL:**  
 Enhance and improve the  
 built environment

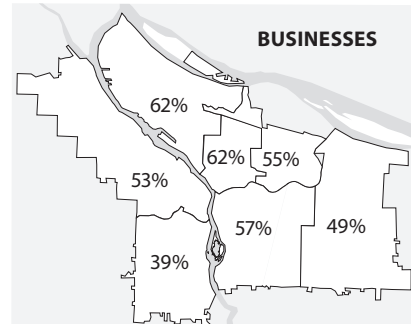
A majority of businesses rated the impact of new commercial development on their neighborhood's business climate favorably. Citywide, 67 percent of residents rated new commercial development as attractive, but only half of residents indicated the development improved their access to services and shopping.

**NEIGHBORHOOD COMMERCIAL DEVELOPMENT, 2006** (percent "good" or "very good")

**IMPACT ON ACCESS TO SERVICES**

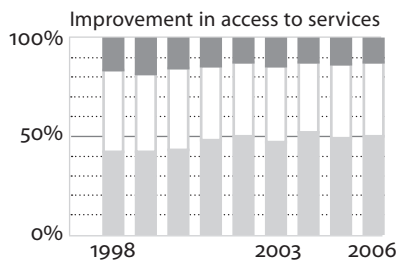
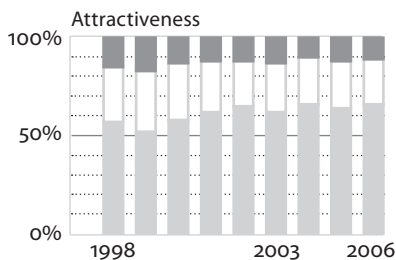


**IMPACT ON BUSINESS CLIMATE**

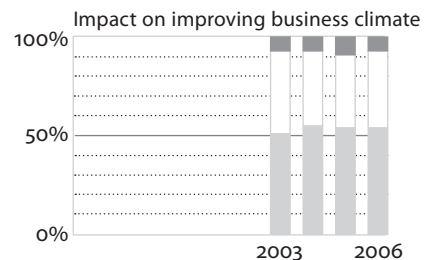


■ "bad" or "very bad"  
 ■ "neither"  
 ■ "good" or "very good"

**RESIDENTS: RATINGS OF NEW COMMERCIAL DEVELOPMENT**



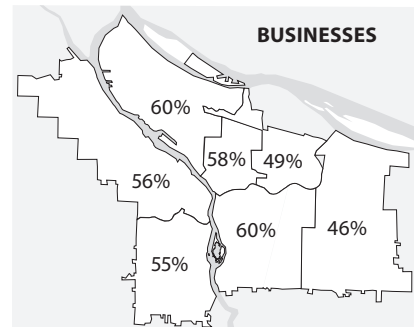
**BUSINESSES: RATINGS OF NEW COMMERCIAL DEVELOPMENT**



**BUREAU GOAL:**  
Promote Portland Central City  
for the next economy

The Planning Bureau works with the Portland Development Commission and other City bureaus, as well as business and community groups, to address the needs of Portland businesses and strengthen the economy. Fifty-five percent of businesses rated the City a "good" or "very good" place overall to do business, a significant change since 2003, when the first business survey was conducted.

**PORTLAND AS PLACE TO DO BUSINESS, 2006**  
(percent "good" or "very good")



**NEW HOUSING UNITS BUILT<sup>†</sup>**

	IN CITY	IN UGB	IN REGION*
'96-97	3,025	7,827	11,225
'97-98	3,535	11,388	16,184
'98-99	3,690	11,738	15,348
'99-00	2,486	7,500	11,713
'00-01	2,477	4,746	10,087
'01-02	2,843	7,243	14,526
'02-03	2,234	9,164	13,110
'03-04	2,284	7,175	12,105
'04-05	3,022	5,395	12,685
'05-06	3,268	10,726	16,285
TOTAL	28,864	82,902	133,268

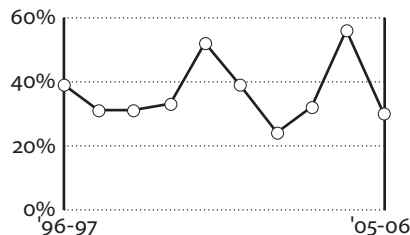
Percent of UGB in City in 10 years 35%

<sup>†</sup> estimated from permits issued  
\* includes Clark County

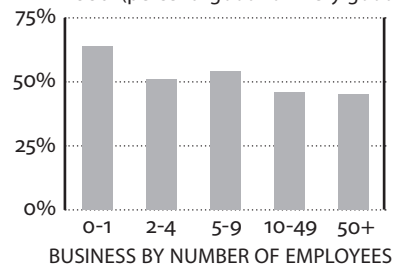
Of the units built within the Urban Growth Boundary (UGB) in FY 2005-06, 30 percent were within the City of Portland.

Source: Metro analysis of Construction Monitor data.

**PERCENT OF NEW UGB HOUSING BUILT IN CITY**



**PORTLAND AS PLACE TO DO BUSINESS, 2006**  
(percent "good" or "very good")



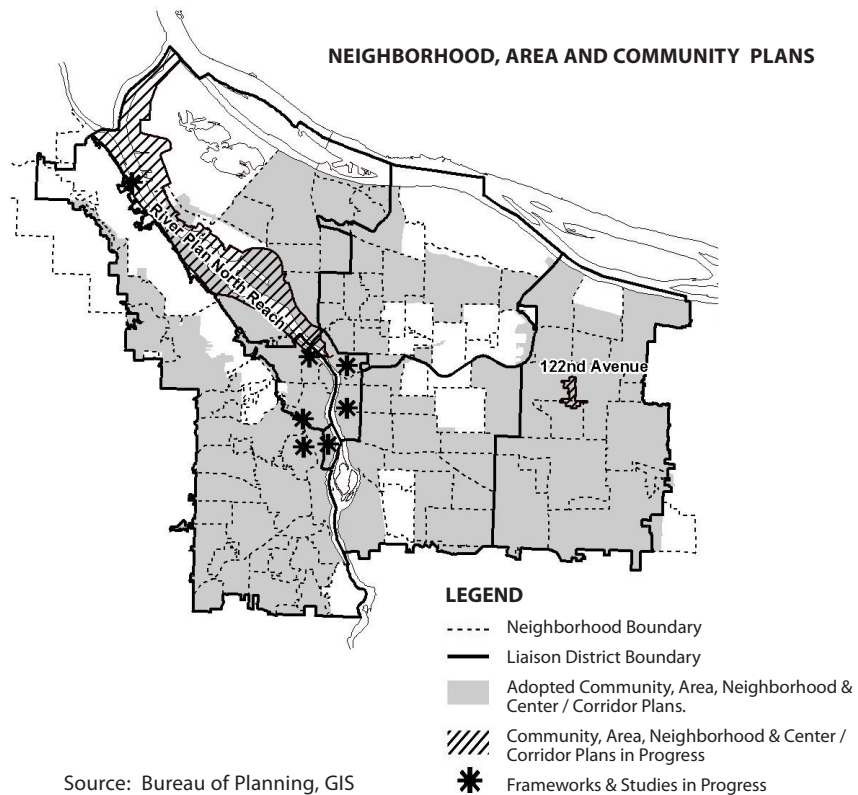
**SPENDING, STAFFING AND WORKLOAD**

Bureau of Planning spending reflects the FY 2004-05 reassignment of the Endangered Species Act program to the Bureau of Environmental Services.

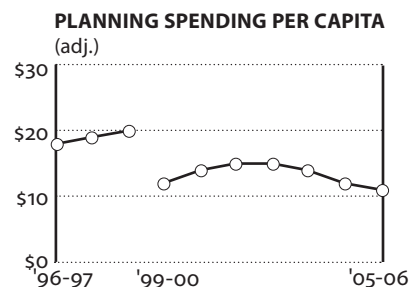
Planning Bureau staff of 57, a decrease of 19 percent in five years, worked on 38 diverse planning projects in FY 2005-06. Examples are the River Plan, the Comprehensive Plan, and a survey of historic parks properties.

**PLANNING SPENDING**  
(in millions, adj.)

	'05-06	5-year change
Environmental planning	\$0.6	-79%
Area/neigh. planning	\$1.1	-54%
Policy & Code Devel.	\$0.5	43%
Urban design	\$0.5	-2%
Policy coordination	\$0.7	24%
Admin/tech support	\$2.7	65%
<b>TOTAL</b>	<b>\$6.1</b>	<b>-25%</b>



Source: Bureau of Planning, GIS



Note: Land use reviews were transferred to the Bureau of Development Services beginning in '99-00. Endangered Species Act program has transferred to the Bureau of Environmental Services beginning in '04-05.

## Bureau of Housing and Community Development: 10-year performance statistics

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Population .....	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560	556,370
EXPENDITURES, in millions:										
Housing .....	\$5.3	\$4.4	\$7.5	\$4.7	\$10.4	\$8.9	\$7.2	\$6.9	\$12.3	\$10.0
Homeless facilities & services .....	\$4.6	\$3.2	\$3.5	\$5.0	\$5.5	\$5.6	\$5.8	\$5.7	\$7.8	\$6.6
Economic opportunity* .....	\$1.9	\$2.1	\$2.1	\$2.1	\$1.5	\$1.7	\$2.2	\$2.2	\$3.2	\$4.6
Other .....	\$7.0	\$5.5	\$5.8	\$7.3	\$5.9	\$5.0	\$4.0	\$10.1	\$0.6	\$0.6
TOTAL .....	\$18.8	\$15.3	\$18.9	\$19.1	\$23.2	\$21.2	\$19.2	\$24.9	\$23.9	\$21.8
EXPENDITURES, millions, adjusted for inflation:										
Housing .....	\$6.5	\$5.3	\$8.8	\$5.3	\$11.5	\$9.7	\$7.7	\$7.3	\$12.6	\$10.0
Homeless facilities & services .....	\$5.7	\$3.8	\$4.1	\$5.7	\$6.0	\$6.1	\$6.2	\$6.1	\$8.0	\$6.6
Economic opportunity* .....	\$2.3	\$2.6	\$2.4	\$2.4	\$1.6	\$1.8	\$2.4	\$2.3	\$3.3	\$4.7
Other .....	\$8.7	\$6.6	\$6.8	\$8.3	\$6.5	\$5.4	\$4.3	\$10.7	\$0.6	\$0.6
TOTAL .....	\$23.2	\$18.3	\$22.1	\$21.6	\$25.6	\$22.9	\$20.6	\$26.3	\$24.5	\$21.8
FUNDING SOURCES, in millions:										
Grants .....	-	-	-	-	-	-	\$8.2	\$16.9	\$16.9	\$14.4
General Fund .....	-	-	-	-	-	-	\$4.2	\$4.4	\$3.3	\$4.3
Other .....	-	-	-	-	-	-	\$6.8	\$3.6	\$3.6	\$3.2
TOTAL .....	-	-	-	-	-	-	\$19.2	\$25.0	\$23.9	\$21.9
FUNDING SOURCES, in millions, adjusted for inflation										
Grants .....	-	-	-	-	-	-	\$8.8	\$17.8	\$17.4	\$14.4
General fund .....	-	-	-	-	-	-	\$4.6	\$4.7	\$3.4	\$4.3
Other .....	-	-	-	-	-	-	\$7.3	\$3.8	\$3.7	\$3.2
TOTAL .....	-	-	-	-	-	-	\$20.6	\$26.3	\$24.5	\$21.8
Spending per capita, adjusted for inflation .....	\$46	\$36	\$43	\$42	\$48	\$43	\$38	\$48	\$45	\$39
Staffing ** .....	17	17	18	18	21	24	26	23	27	27
Small-scale home repair projects .....	-	1,722	2,027	1,925	1,417	1,461	1,558	1,377	1,418	2,033
Funds passed to PDC for housing, not included in expenditures or funding above, in millions .....	-	-	-	-	-	\$8.8	\$4.6	\$10.2	\$14.0	\$11.4
Funds passed to PDC for housing, not included in expenditures or funding above, in millions, adjusted for inflation ..	-	-	-	-	-	\$9.5	\$4.9	\$10.7	\$14.4	\$11.4
BHCD FUNDS AWARDED BY PDC FOR HOUSING PROJECTS, in millions, adjusted for inflation:										
Affordable to low-income (0-50% MFI)										
Owners .....	-	-	-	-	-	\$1.0	\$0.6	\$1.8	\$1.3	\$0.4
Renters .....	-	-	-	-	-	\$2.7	\$2.0	\$4.7	\$4.3	\$2.9
Affordable to moderate-income (51% - 80% MFI)										
Owners .....	-	-	-	-	-	\$0.2	\$0.2	\$0.6	\$0.5	\$0.3
Renters .....	-	-	-	-	-	\$0.1	\$0.3	\$4.1	\$0.5	\$1.6

\* Economic Opportunity includes workforce development programs and entrepreneurship projects. Prior to FY 02-03, this category was used for Youth Employment Programs.

\*\* Starting in FY 2004-05, BHCD staffing is full-time equivalents, not full-time positions as reported in prior years.

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
UNITS IN BHCD SUBSIDIZED HOUSING PROJECTS (through PDC):										
Affordable to low-income (0-50% MFI)										
Owners .....	-	-	-	-	-	88	80	182	159	55
Renters .....	-	-	-	-	-	170	36	180	184	160
Affordable to moderate-income (51%-80% MFI)										
Owners .....	-	-	-	-	-	28	26	68	51	44
Renters .....	-	-	-	-	-	7	4	393	22	99
One night shelter count of homeless*	2,252	2,489	2,602	2,093	2,086	2,500	2,526	2,660	2,752	2,840
Homeless adults served .....	-	-	-	5,852	6,977	8,592	9,146	9,783	10,016	10,091
Homeless adults placed in stable housing: .....										
Number placed .....	-	-	1,030	1,302	1,900	1,871	1,325	1,433	1,535	1,351
Percent placed of those receiving placement services-	-	-	33%	38%	32%	28%	20%	22%	23%	28%
Percent still housed after 6 months (estimate) .....	-	-	-	-	-	-	76%	78%	80%	86%
Percent still housed after 12 months (estimate) .....	-	-	-	-	-	-	63%	63%	65%	68%
BUSINESSES ENROLLED IN MICRO-ENTERPRISE PROGRAMS										
Cumulative number enrolled .....	-	-	-	-	-	-	-	-	191	322
Cumulate number meeting revenue target .....	-	-	-	-	-	-	-	-	77	n.a.
WORKFORCE PROGRAMS - ADULTS and YOUTH										
Cumulative number enrolled .....	-	-	-	-	-	-	-	-	317	1,134
Cumulative number placed into jobs .....	-	-	-	-	-	-	-	-	184	767
Cumulative number meeting wage increase target ..	-	-	-	-	-	-	-	-	206	771
	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
HOUSEHOLDS WITH SEVERE HOUSING COST BURDEN										
Owners .....	9,394	10,522	9,848	10,580	10,174	11,266	13,602	13,318	14,380	16,684
Renters .....	21,138	20,642	18,202	19,378	19,450	22,792	27,057	26,138	25,215	27,275
Median household income (MFI), adjusted for inflation .....	\$38,958	\$40,040	\$41,262	\$42,991	\$42,804	\$42,905	\$41,606	\$43,014	\$42,183	\$42,287

\*Count by Multnomah County, January 25, 2006.



**Portland Development Commission:**  
10-year performance statistics

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Population .....	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560	556,370
PDC EXPENDITURES, in millions:										
Development .....	-	-	-	-	-	\$60.5	\$31.0	\$44.0	\$49.0	\$82.1
Economic Development .....	-	-	-	-	-	\$10.7	\$10.9	\$15.1	\$18.2	\$24.4
Housing .....	-	-	-	-	-	\$35.2	\$36.0	\$45.1	\$53.6	\$42.4
Executive .....	-	-	-	-	-	\$7.2	\$7.8	\$9.7	\$4.2	\$4.3
Finance & Administration .....	-	-	-	-	-	\$4.1	\$2.8	\$2.8	\$13.0	\$9.9
Resource Development .....	-	-	-	-	-	\$6.7	\$4.5	\$10.2	\$5.7	\$8.0
TOTAL .....	-	-	-	-	-	\$124.4	\$93.0	\$127.0	\$143.7	\$171.1
PDC EXPENDITURES, in millions, adjusted for inflation:										
Development .....	-	-	-	-	-	\$65.5	\$33.2	\$46.5	\$50.2	\$82.1
Economic Development .....	-	-	-	-	-	\$11.5	\$11.7	\$16.0	\$18.7	\$24.4
Housing .....	-	-	-	-	-	\$38.1	\$38.6	\$47.7	\$55.1	\$42.4
Executive .....	-	-	-	-	-	\$7.8	\$8.4	\$10.2	\$4.3	\$4.3
Finance & Administration .....	-	-	-	-	-	\$4.4	\$3.1	\$3.0	\$13.3	\$9.9
Resource Development .....	-	-	-	-	-	\$7.3	\$4.9	\$10.8	\$5.9	\$8.1
TOTAL .....	-	-	-	-	-	\$134.6	\$99.9	\$134.2	\$147.5	\$171.2
CITYWIDE FOREGONE REVENUE, in millions, adjusted for inflation:										
"Foregone revenue": tax abatements .....	-	-	-	-	-	\$3.0	\$3.2	\$4.1	\$4.4	\$4.8
"Foregone revenue": SDC & development waivers ..	-	-	-	-	-	-	-	-	\$3.2	\$5.5
PDC FUNDING SOURCES, in millions:										
Grants .....	-	-	-	-	-	\$7.7	\$4.0	\$9.1	\$12.7	\$8.0
General Fund .....	-	-	-	-	-	\$1.3	\$1.0	\$0.7	\$1.9	\$1.0
Urban Renewal (Tax Increment Financing) .....	-	-	-	-	-	\$35.3	\$64.4	\$36.9	\$43.7	\$83.0
Other .....	-	-	-	-	-	\$45.9	\$38.7	\$55.0	\$48.5	\$73.6
TOTAL .....	-	-	-	-	-	\$90.2	\$108.1	\$101.7	\$106.8	\$165.6
PDC FUNDING SOURCES, in millions, adjusted for inflation:										
Grants .....	-	-	-	-	-	\$8.3	\$4.3	\$9.6	\$13.1	\$8.0
General Fund .....	-	-	-	-	-	\$1.4	\$1.1	\$0.7	\$1.9	\$1.0
Urban Renewal (Tax Increment Financing) .....	-	-	-	-	-	\$38.3	\$69.1	\$39.0	\$44.8	\$83.0
Other .....	-	-	-	-	-	\$49.7	\$41.5	\$58.1	\$49.8	\$73.6
TOTAL .....	-	-	-	-	-	\$97.7	\$116.0	\$107.4	\$109.6	\$165.6
Spending per capita, adjusted for inflation .....	-	-	-	-	-	\$251	\$185	\$246	\$268	\$307
Staffing (FTP):										
Development .....	-	-	-	-	-	36	32.5	37.5	37.5	41.5
Economic Development .....	-	-	-	-	-	24.5	23.0	23.0	24.0	28.0
Housing .....	-	-	-	-	-	39.3	37.3	46.0	45.0	41.0
Executive .....	-	-	-	-	-	17.6	48.0	54.7	32.0	35.0
Finance & Administration .....	-	-	-	-	-	44.0	23.0	30.0	61.0	65.0
Resource Development .....	-	-	-	-	-	0	0	7.0	6.0	0
TOTAL .....	-	-	-	-	-	161.4	163.8	198.2	205.5	210.5

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
ASSESSED PROPERTY VALUES, in millions, adjusted for inflation:										
Inside Urban Renewal Areas .....	-	-	-	-	-	\$7,022	\$7,618	\$7,746	\$7,868	\$8,535
Outside Urban Renewal Areas.....	-	-	-	-	-	\$31,003	\$31,176	\$27,448	\$31,643	\$31,422
Percent of all Portland property (acres)										
in Urban Renewal Areas, (max. by law 15%).....	-	-	-	-	-	-	-	-	-	14.1%
Percent of all Portland frozen value of assessed property										
value in Urban Renewal Areas (max. by law 15%) ....	-	-	-	-	-	-	-	-	-	10.2%
URBAN RENEWAL AREA INDEBTEDNESS, in millions:										
Interstate Corridor .....	-	-	-	-	-	-	-	-	-	\$53.7
Willamette Industrial.....	-	-	-	-	-	-	-	-	-	\$0
Oregon Convention Center .....	-	-	-	-	-	-	-	-	-	\$84.2
River District.....	-	-	-	-	-	-	-	-	-	\$103.0
Downtown Waterfront.....	-	-	-	-	-	-	-	-	-	\$103.3
Central Eastside.....	-	-	-	-	-	-	-	-	-	\$44.6
South Park Blocks.....	-	-	-	-	-	-	-	-	-	\$65.8
North Macadam .....	-	-	-	-	-	-	-	-	-	\$35.9
Airport Way.....	-	-	-	-	-	-	-	-	-	\$72.6
Gateway Regional Town Center .....	-	-	-	-	-	-	-	-	-	\$11.4
Lents Town Center .....	-	-	-	-	-	-	-	-	-	\$28.6
URBAN RENEWAL FUNDS SPENT ON PUBLIC INFRASTRUCTURE, in millions, adjusted for inflation:										
Transportation / Streets.....	-	-	-	-	-	\$7.1	\$7.3	\$10.0	\$47.1	\$4.2
Community amenities .....	-	-	-	-	-	\$13.8	\$7.6	\$28.8	\$8.2	\$11.3
CUMULATIVE CITY HOUSING ACCOMPLISHMENTS TRACKED BY PDC										
FY 2001-02 to FY 2005-06, units:										
New housing										
Rentals, low-income (0 to 60% MFI) .....	-	-	-	-	-	-	-	-	-	2,951
Rentals, moderate+ (above 60% MFI).....	-	-	-	-	-	-	-	-	-	1,675
Home-ownership units.....	-	-	-	-	-	-	-	-	-	3,118
Existing housing										
Homeowner repairs .....	-	-	-	-	-	-	-	-	-	1,036
Rental unit rehabilitation .....	-	-	-	-	-	-	-	-	-	843
First time home buyers assisted.....	-	-	-	-	-	-	-	-	-	522
TOTAL .....	-	-	-	-	-	-	-	-	-	10,145
INCENTIVES FOR HOUSING DEVELOPMENT, units receiving:										
Property tax abatements .....	-	-	-	-	-	9,514	10,148	11,109	12,725	13,030
SDC or development waiver.....	-	-	-	-	-	-	-	-	1,427	894
FUNDS INVESTED IN PDC HOUSING PROJECTS, in millions, adjusted for inflation:										
PDC funding (owner & rental) .....	-	-	-	-	-	\$71.8	\$34.9	\$10.5	\$17.9	\$8.0
Total project funding (owner & rental).....	-	-	-	-	-	\$167.1	\$72.3	\$90.7	\$91.0	\$72.3

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
<b>LOANS AND GRANTS AWARDED FOR HOUSING PROJECTS in millions, adjusted for inflation:</b>										
Affordable to low-moderate income										
Owners .....	-	-	-	-	-	\$2.8	\$1.1	\$3.0	\$2.2	\$1.2
Renters .....	-	-	-	-	-	\$20.8	\$34.2	\$15.3	\$24.5	\$5.2
Affordable to middle+ income										
Owners .....	-	-	-	-	-	\$0.8	\$0.4	<.1	<.1	<.1
Renters .....	-	-	-	-	-	\$4.0	\$0.0	\$0.5	\$0.0	\$2.5
<b>UNITS IN CITY SUBSIDIZED HOUSING PROJECTS:</b>										
Affordable to low-moderate income										
Owners .....	154	190	226	186	234	142	120	279	235	125
Renters .....	1,071	633	1,322	703	596	524	618	657	822	259
Affordable to middle+ income										
Owners .....	0	0	2	1	5	17	14	3	2	5
Renters .....	61	303	300	93	34	488	7	3	14	135
<b>BUSINESS DEVELOPMENT LOANS AND GRANTS APPROVED, in millions, adjusted for inflation:</b>										
Business Finance.....	-	-	-	-	-	\$2.8	\$5.1	\$7.1	\$10.9	\$14.6
Storefront Improvement .....	-	-	-	-	-	n/a	\$1.3	\$1.1	\$1.2	\$1.3
TOTAL .....	-	-	-	-	-	-	\$6.4	\$8.2	\$12.1	\$15.9
<b>NUMBER OF BUSINESSES RECEIVING PDC ASSISTANCE that were:</b>										
Expanded or retained in region .....	-	-	-	-	-	16	16	38	43	52
Recruited to region .....	-	-	-	-	-	0	0	0	3	4
<b>PERCENT OF BUSINESSES RECEIVING PDC ASSISTANCE that were still in business:</b>										
after two years.....	-	-	-	-	-	100%	100%	100%	-	-
after five years.....	-	-	-	-	-	88%	-	-	-	-
<b>Projected number of jobs created from PDC Business and Enterprise Loan Programs: .....</b>										
	-	-	-	-	-	772	795	1,721	2,569	4,107
<b>REGIONAL EMPLOYMENT BY PDC TARGET SECTOR*:</b>										
Activewear / outdoor gear .....	-	-	-	-	-	6,827	-	-	-	7,945
Biosciences .....	-	-	-	-	-	4,451	-	-	-	4,598
Creative services.....	-	-	-	-	-	15,602	-	-	-	11,333
Distribution / logistics .....	-	-	-	-	-	77,882	-	-	-	76,611
Food processing .....	-	-	-	-	-	7,973	-	-	-	7,096
High tech.....	-	-	-	-	-	56,451	-	-	-	47,169
Metals & transportation.....	-	-	-	-	-	33,344	-	-	-	30,839
Professional services .....	-	-	-	-	-	27,064	-	-	-	26,218
Sustainable industries.....	-	-	-	-	-	17,462	-	-	-	16,696
All other jobs .....	-	-	-	-	-	462,730	-	-	-	475,757

\* Some jobs are counted in more than one target sector

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
LOCATION QUOTIENT BY PDC TARGET SECTOR: PORTLAND REGION COMPARED TO WEST COAST*										
Activewear / outdoor gear .....	-	-	-	-	-	-	-	-	-	1.25
Biosciences .....	-	-	-	-	-	-	-	-	-	0.45
Creative services .....	-	-	-	-	-	-	-	-	-	0.60
Distribution / logistics .....	-	-	-	-	-	-	-	-	-	1.33
Food processing .....	-	-	-	-	-	-	-	-	-	0.82
High tech. ....	-	-	-	-	-	-	-	-	-	1.51
Metals & Transportation .....	-	-	-	-	-	-	-	-	-	1.34
Professional services .....	-	-	-	-	-	-	-	-	-	0.90
Sustainable industries .....	-	-	-	-	-	-	-	-	-	0.84

\* An L.Q. greater than one means the region has a higher concentration than the West Coast.

	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
HOUSING INVENTORY IN CITY:										
Owner .....	119,555	120,747	123,727	125,042	124,767	123,216	125,240	125,662	131,013	129,055
Rental .....	96,116	97,038	97,884	94,354	98,970	103,004	98,510	99,576	96,220	99,112
Vacant .....	9,790	9,571	9,105	13,913	13,570	12,537	16,054	17,391	19,258	17,107
TOTAL .....	225,461	227,356	230,716	233,309	237,307	238,757	239,804	242,629	246,491	245,274
Portland unemployment rate: .....	-	-	-	-	-	6.4%	8.2%	8.7%	7.7%	6.2%
PER CAPITA INCOME BY COUNTY, adjusted for inflation:										
Multnomah .....	-	-	-	-	\$35,598	\$36,312	\$36,466	\$35,984	\$37,043	-
Clackamas .....	-	-	-	-	\$40,253	\$38,274	\$37,630	\$37,404	\$38,045	-
Washington .....	-	-	-	-	\$36,533	\$34,489	\$33,830	\$33,485	\$34,202	-

## Bureau of Development Services: 10-year performance statistics

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Population .....	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560	556,370
EXPENDITURES (in millions):										
Administration.....	\$3.6	\$4.5	\$4.7	\$6.4	\$6.0	\$6.4	\$6.4	\$7.7	\$7.7	\$7.9
Compliance services .....	\$0.6	\$0.6	\$0.6	\$0.7	\$0.7	\$0.7	\$0.7	\$1.0	\$1.0	\$1.1
Combination inspections .....	\$3.4	\$3.5	\$3.6	\$3.6	\$3.4	\$3.4	\$3.2	\$2.9	\$3.1	\$3.4
Commercial inspections .....	\$3.3	\$3.8	\$4.4	\$4.4	\$4.7	\$4.7	\$4.2	\$4.6	\$5.0	\$5.1
<i>Neighborhood inspections (moved to ONI '03-04)...</i>	\$2.6	\$2.4	\$2.3	\$2.6	\$2.7	\$2.7	\$2.4	-	-	-
Plan review .....	\$3.4	\$3.8	\$4.9	\$2.6	\$2.5	\$2.5	\$2.5	\$2.6	\$2.5	\$2.8
Land use services* .....	\$3.1	\$3.6	\$4.2	\$4.3	\$4.4	\$4.7	\$5.1	\$4.9	\$5.0	\$5.6
Development services .....	-	-	-	\$2.9	\$3.1	\$3.3	\$3.4	\$3.5	\$4.0	\$4.1
Site development .....	-	-	-	-	-	-	\$1.2	\$1.2	\$1.3	\$1.5
TOTAL (without Neighborhood inspections).....	\$17.4	\$19.8	\$22.4	\$24.9	\$24.8	\$25.7	\$26.7	\$28.4	\$29.6	\$31.6
EXPENDITURES, adjusted for inflation:										
Administration .....	\$4.4	\$5.4	\$5.5	\$7.3	\$6.6	\$7.0	\$6.8	\$8.1	\$7.9	\$7.9
Compliance services .....	\$0.7	\$0.7	\$0.7	\$0.8	\$0.7	\$0.7	\$0.7	\$1.1	\$1.0	\$1.1
Combination inspections .....	\$4.1	\$4.2	\$4.1	\$4.1	\$3.8	\$3.6	\$3.4	\$3.1	\$3.2	\$3.4
Commercial inspections .....	\$4.1	\$4.6	\$5.2	\$5.0	\$5.2	\$5.1	\$4.5	\$4.8	\$5.1	\$5.1
<i>Neighborhood inspections (moved to ONI '03-04)...</i>	\$3.3	\$2.9	\$2.7	\$2.9	\$2.9	\$2.9	\$2.6	-	-	-
Plan review .....	\$4.2	\$4.5	\$5.8	\$2.9	\$2.7	\$2.7	\$2.7	\$2.7	\$2.6	\$2.8
Land use services* .....	\$3.8	\$4.3	\$5.0	\$4.8	\$4.9	\$5.1	\$5.5	\$5.2	\$5.1	\$5.6
Development services .....	-	-	-	\$3.3	\$3.5	\$3.6	\$3.7	\$3.7	\$4.1	\$4.1
Site development .....	-	-	-	-	-	-	\$1.2	\$1.3	\$1.4	\$1.5
TOTAL (without Neighborhood inspections).....	\$24.7	\$26.6	\$29.0	\$31.1	\$30.3	\$30.7	\$31.3	\$30.0	\$30.4	\$31.6
Staffing** (without Neighborhood inspections).....	216	223	251	267	268	263	255	270	277	291
Spending per capita, adjusted for inflation .....	\$43	\$47	\$52	\$55	\$52	\$52	\$53	\$55	\$55	\$57
Number of commercial building permits.....	3,378	4,089	3,746	3,628	3,524	3,394	3,738	3,485	4,022	4,080
Number of residential building permits .....	4,343	4,153	4,128	4,390	5,304	5,676	6,008	6,105	6,216	6,951
Number of trade permits .....	43,350	45,153	44,594	39,973	33,506	34,216	36,929	37,965	41,156	43,742
CONSTRUCTION INSPECTIONS:										
Commercial .....	73,964	79,980	87,470	92,076	89,959	75,858	77,328	76,820	65,481	84,779
Residential.....	95,538	95,773	90,000	87,894	86,255	90,917	99,948	97,143	95,793	106,568
TOTAL .....	169,502	175,753	177,470	179,970	176,214	166,775	177,276	173,963	161,274	191,347
Number of land use cases received .....	1,244	1,171	1,058	894	879	935	659	829	897	1,116
Number of zoning plan checks .....	5,389	5,148	5,230	5,161	5,041	4,996	5,058	4,938	5,297	5,933
Code enforcement cases to Hearings Officer .....	162	153	82	55	28	40	13	15	19	12
Commercial inspections within 24 hours.....	95%	96%	97%	98%	93%	95%	99%	98%	99%	97%
Residential inspections within 24 hours.....	91%	94%	97%	98%	97%	99%	99%	98%	98%	98%

\* Bureau of Planning responsibility through FY '98-99

\*\* Starting in FY 2004-05, BDS staffing is full-time equivalent, not full-time positions as reported in prior years.

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
% of residential plans reviewed within targeted timeframes:										
BDS reviews <sup>1</sup> .....	-	-	-	-	-	86%	82%	81%	86%	84%
All reviews <sup>2</sup> .....	-	-	-	-	-	67%	72%	70%	79%	78%
% of commercial plans reviewed within targeted timeframes:										
BDS reviews <sup>1</sup> .....	-	-	-	-	-	76%	74%	60%	71%	69%
All reviews <sup>2</sup> .....	-	-	-	-	-	60%	64%	57%	69%	67%
Building permits issued over-the-counter .....	-	-	-	46%	60%	57%	61%	64%	60%	57%
Trade permits issued within 24 hours .....	-	-	-	-	-	-	-	79%	80%	79%
CUSTOMER SURVEY (% customers "satisfied" or "very satisfied"):										
Over-the-counter customers										
Staff knowledge .....	-	-	-	-	-	89%	94%	89%	91%	87%
Staff helpfulness .....	-	-	-	-	-	85%	92%	87%	89%	86%
Building permit review customers										
Staff knowledge										
Development Services .....	-	-	-	-	-	-	-	86%	85%	80%
Environmental Services .....	-	-	-	-	-	-	-	88%	91%	91%
Transportation .....	-	-	-	-	-	-	-	85%	90%	89%
Water .....	-	-	-	-	-	-	-	86%	95%	85%
Staff helpfulness										
Development Services .....	-	-	-	-	-	-	-	77%	83%	80%
Environmental Services .....	-	-	-	-	-	-	-	76%	84%	84%
Transportation .....	-	-	-	-	-	-	-	76%	86%	86%
Water .....	-	-	-	-	-	-	-	85%	90%	81%
Overall review timeliness .....	-	-	-	-	-	32%	41%	43%	58%	39%
Overall review quality .....	-	-	-	-	-	56%	58%	58%	71%	59%
Land use review customers										
Staff knowledge .....	-	-	-	-	-	82%	91%	86%	87%	80%
Staff helpfulness .....	-	-	-	-	-	74%	88%	78%	82%	75%
Overall review timeliness .....	-	-	-	-	-	-	80%	74%	79%	66%
Overall review quality .....	-	-	-	-	-	72%	79%	76%	84%	68%

<sup>1</sup> Planning/Zoning and Fire/Life Safety reviews

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

## Office of Sustainable Development: 10-year performance statistics

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Population .....	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560	556,370
EXPENDITURES (in millions):										
Solid waste & recycling .....	\$2.1	\$1.8	\$2.1	\$2.7	\$3.6	\$3.0	\$2.7	\$2.0	\$1.9	\$1.9
Training, outreach & education .....	-	-	-	-	-	-	-	\$0.4	\$0.6	\$0.7
Policy, research & evaluation .....	-	-	-	-	\$0.1	\$0.2	\$0.2	\$0.2	\$0.2	\$0.3
Technical & financial services .....	-	-	-	-	\$0.8	\$0.7	\$0.8	\$0.9	\$1.5	\$1.5
Director's office/operations .....	-	-	-	-	\$0.2	\$0.7	\$0.5	\$0.3	\$0.5	\$0.5
TOTAL .....	-	-	-	-	\$4.7	\$4.6	\$4.2	\$3.8	\$4.6	\$5.0
EXPENDITURES, in millions, adjusted for inflation:										
Solid waste & recycling .....	\$2.6	\$2.2	\$2.5	\$3.1	\$3.9	\$3.2	\$2.9	\$2.1	\$1.9	\$1.9
Training, outreach & education .....	-	-	-	-	-	-	-	\$0.4	\$0.6	\$0.7
Policy, research & evaluation .....	-	-	-	-	\$0.1	\$0.2	\$0.2	\$0.2	\$0.2	\$0.3
Technical & financial services .....	-	-	-	-	\$0.9	\$0.8	\$0.8	\$1.0	\$1.5	\$1.5
Director's office/operations .....	-	-	-	-	\$0.3	\$0.7	\$0.5	\$0.3	\$0.5	\$0.5
TOTAL .....	\$2.6	\$2.2	\$2.5	-	\$5.2	\$5.0	\$4.5	\$4.0	\$4.7	\$5.0
Spending per capita, adjusted for inflation: .....	-	-	-	-	\$9.7	\$9.3	\$8.4	\$7.4	\$8.6	\$9.0
Staffing* .....	-	-	-	-	22	23	24	26	30	33
Tons of garbage (in thousands) produced by:										
Residences .....	103.6	103.5	109.9	112.6	113.6	113.3	114.1	112.2	116.3	120.3
Businesses .....	383.5	406.1	360.5	381.6	365.3	358.2	343.1	366.0	395.1	387.1
Tons of garbage (in thousands) recycled by:										
Residences .....	103.0	109.8	122.7	120.2	124.7	125.2	128.7	126.6	134.4	128.7
Businesses .....	329.0	385.9	394.8	447.8	405.0	409.4	442.2	443.5	437.5	424.1
Waste diverted from landfills:										
Residential percent .....	49.9%	51.5%	52.7%	51.6%	52.3%	52.5%	53.0%	53.0%	53.6%	51.7%
Business percent .....	46.2%	48.7%	52.3%	54.0%	52.6%	53.3%	56.3%	54.8%	52.6%	52.3%
COMBINED percent .....	47.0%	49.3%	52.4%	53.5%	52.5%	53.1%	55.5%	54.4%	52.8%	52.1%
Average monthly residential garbage bills, adjusted for inflation .....										
	\$21.55	\$20.61	\$20.16	\$19.93	\$19.66	\$19.75	\$20.13	\$19.80	\$19.04	\$19.65
Assistance with resource conservation:										
Households (e.g. recycling, energy efficiency) .....	-	-	-	-	-	-	-	13,777	9,824	22,547
Businesses (e.g. recycling, energy efficiency) .....	-	-	-	-	-	-	-	4,177	5,309	4,859
Multi-family housing units (e.g. insulation) .....	-	-	-	-	-	-	-	8,512	14,293	15,870
Construction projects (e.g. green building) .....	-	-	-	-	-	-	-	281	214	114
Savings in City energy costs in millions, unadjusted .	-	-	\$1.3	\$1.4	\$1.2	\$1.8	\$2.1	\$2.1	\$2.4	\$2.7
Green buildings in Portland:										
Total .....	-	-	-	-	-	-	-	186	432	552
Per 100,000 residents .....	-	-	-	-	-	-	-	34.1	78.5	99.2

\* Starting in FY 2004-05, staffing is reported as full-time equivalents, not full-time positions as in prior years.

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Percent of City government electricity use supplied from renewable resource . . . . .	-	-	-	0.9%	1.3%	2.1%	11.5%	10.7%	11.0%	1.3%
Percent of electric utility customers who buy renewable energy . . . . .	-	-	-	-	-	-	-	6.0%	7.8%	9.1%

	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
Per capita residential energy use (millions BTU) . . . . .	-	-	-	31.5	31.8	30.8	30.5	29.6	30.2	29.5
Multnomah County CO2 emissions (millions of metric tons) . . . . .	-	-	-	10.4	10.7	10.4	10.3	10.0	10.1	10.1
Per capita CO2 emissions (metric tons) . . . . .	-	-	-	16.1	16.1	15.5	15.3	14.7	15.0	



## Bureau of Planning: 10-year performance statistics

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Population .....	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560	556,370
EXPENDITURES, in millions:										
Administration, tech support, dir. office .....	\$2.1	\$2.0	\$1.7	\$2.5	\$1.6	\$1.5	\$1.6	\$1.8	\$2.0	\$2.7
Planning										
Area/neighborhood .....	-	-	-	-	\$1.6	\$2.2	\$1.7	\$1.0	\$1.2	1.1
Environmental .....	-	-	-	-	\$2.2	\$2.5	\$2.7	\$2.5	\$0.8	0.6
Other *	-	-	-	-	\$1.4	\$1.4	\$1.7	\$1.8	\$2.1	1.8
SUB-TOTAL .....	\$2.3	\$2.2	\$2.6	\$2.8	\$5.2	\$6.0	\$6.1	\$5.3	\$4.2	3.4
Development review .....	\$3.1	\$3.7	\$4.3	-	-	-	-	-	-	-
TOTAL .....	\$7.5	\$7.9	\$8.6	\$5.2	\$6.8	\$7.5	\$7.7	\$7.1	\$6.2	\$6.1
EXPENDITURES, in millions, adjusted for inflation:										
Administration, tech support, dir. office .....	\$2.6	\$2.4	\$2.0	\$2.8	\$1.7	\$1.6	\$1.7	\$1.9	\$2.1	\$2.7
Planning										
Area/neighborhood .....	-	-	-	-	\$1.8	\$2.3	\$1.9	\$1.1	\$1.3	\$1.1
Environmental .....	-	-	-	-	\$2.4	\$2.7	\$2.9	\$2.6	\$0.8	\$0.6
Other *	-	-	-	-	\$1.5	\$1.5	\$1.8	\$2.0	\$2.2	\$1.8
SUB-TOTAL .....	\$2.8	\$2.6	\$3.1	\$3.1	\$5.7	\$6.5	\$6.5	\$5.6	\$4.3	\$3.4
Development review .....	\$3.8	\$4.4	\$5.0	-	-	-	-	-	-	-
TOTAL .....	\$9.2	\$9.4	\$10.1	\$5.9	\$7.5	\$8.2	\$8.2	\$7.5	\$6.3	\$6.1
Spending per capita, adj. for inflation .....	\$18	\$19	\$20	\$12	\$14	\$15	\$15	\$14	\$12	\$11
Staffing ** .....	105	103	106	57	65	70	68	64	58	57
NUMBER OF PLANNING PROJECTS:										
Nhbd/area/community/urban & historic .....	-	-	-	15	19	23	20	23	22	26
Environmental planning .....	-	-	-	4	3	3	4	3	2	3
Visioning/comp. planning/zoning code .....	-	-	-	9	7	4	7	5	4	5
Evaluations or code changes .....	-	-	-	3	2	1	4	2	5	4
LEGISLATIVE MANDATES INCORPORATED IN 2005-06 PROJECTS										
Federal:										
• Clean Water Act				• Safe Drinking Water Act				• Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA)		
• Endangered Species Act				• Sustainable Fisheries Act						
State:										
• Statewide Planning Goals				• Lower Willamette River Management Plan				• HB 2776		
• O.A.R. Ch. 660, Div. 11				• Measure 37						
Regional:										
• Metro Urban Growth Management Functional Plan and Region 2040 Growth Management Plan										
• Consolidated Housing Plan - Portland, Gresham, Multnomah County										
• Metro Functional Plan, Titles 1, 2, 3, 6, 7 and 13										

\* Includes comprehensive planning, code development, urban design/historic preservation, and special projects.

\*\* Starting in FY 2004-05, staffing is full-time equivalents, not full-time positions as reported in prior years.

LEGISLATIVE MANDATES INCORPORATED IN 2005-06 PROJECTS (continued)

City:

- Council Resolution 36320
- Council Resolution 36018
- Council Resolution 36304
- Council Resolution 36080
- Council Resolution 36264
- Council Resolution 36293
- Council Resolution 35742
- Council Resolution 35978
- Council Resolution 36276
- Council Resolution 36405
- Council Resolution 36233
- City Ordinance 176250
- City Ordinance 177643
- City Ordinance 179824
- City Ordinance 179161
- City Ordinance 178960
- Center City Plan 1988
- Old Town/Chinatown Vision Plan
- Portland Comprehensive Plan
- Outer SE Community Plan
- Portland Transportation Systems Plan
- City Code (various sections)
- River Renaissance Vision & Strategy
- Oregon Convention Center Urban Renewal Plan

	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05	'05-06
Estimated number of citizen contacts (by public notice, or other means):										
Citywide projects .....	-	-	-	4,711	7,296	21,681	13,527	27,358	41,233	34,804
Local projects.....	-	-	-	16,058	18,691	46,282	14,646	11,434	23,116	24,468
ADOPTED PLANS:										
Neighborhood.....	2	1	1	0	0	0	1	0	0	0
Community.....	0	0	0	0	0	1	0	0	0	0
Area .....	1	0	0	1	1	3	2	2	1	1
Regional, Town and City Centers.....	0	1	0	1	0	0	0	2	0	0
NEW HOUSING UNITS BUILT ANNUALLY*** (based on building permits):										
In City .....	3,025	3,535	3,690	2,486	2,477	2,843	2,234	2,284	3,022	3,268
In total U.G.B. ....	7,827	11,388	11,738	7,500	4,746	7,243	9,164	7,175	5,395	10,726
Percent of U.G.B. total in City .....	39%	31%	31%	33%	52%	39%	24%	32%	56%	30%
In 4-county region .....	11,225	16,184	15,348	11,713	10,087	14,526	13,110	12,105	12,685	16,285
Percent of 4-county total in City .....	27%	22%	24%	21%	25%	20%	17%	19%	24%	20%

\*\*\* estimated from permits issued

# APPENDICES



# Appendix A Comparison City Data

**Charlotte, North Carolina**

**Cincinnati, Ohio**

Population (July 1, 2005):		Population (July 1, 2005):	308,728
Charlotte	610,949		
Charlotte/Mecklenburg Co.	796,372		
Fire budget per capita	\$118.6	Fire budget per capita	\$272.5
Structural fires/1,000 residents	1.1	Structural fires/1,000 residents	4.7
Police budget per capita	\$188.3	Police budget per capita	\$390.6
Part I crimes/1,000 residents	68.9	Part I crimes/1,000 residents	85.3
Parks budget per capita	\$37	Parks budget per capita	\$126
Sewer operating expenses per capita	\$74.61	Sewer operating expenses per capita	\$125.54
Monthly residential bill:		Monthly residential bills:	
Sewer/storm drainage	\$38.73	Sewer/storm drainage	\$39.07
Water operating expenses per capita	\$53.38	Water operating expenses per capita	\$61.60
Monthly water bill	\$15.40	Monthly water bill	\$16.15

## Denver, Colorado

Population (July 1, 2005):	557,917
Fire budget per capita	\$183.0
Structural fires/1,000 residents	0.8
Police budget per capita	\$324.6
Part I crimes/1,000 residents	69.3
Parks budget per capita	\$83
Sewer operating expenses per capita	\$79.03
Monthly residential bills: Sewer/storm drainage	\$15.40
Water operating expenses per capita	\$97.53
Monthly water bill	\$23.53

## Kansas City, Missouri

Population (July 1, 2005):	444,965
Fire budget per capita	\$178.8
Structural fires/1,000 residents	3.3
Police budget per capita	\$341.6
Part I crimes/1,000 residents	93.8
Parks budget per capita	\$82
Sewer operating expenses per capita	\$65.95
Monthly residential bills: Sewer/storm drainage	\$28.32
Water operating expenses per capita	\$117.03
Monthly water bill	\$19.72

**Sacramento, California**

**Seattle, Washington**

Population (July 1, 2005):		Population (July 1, 2005):	573,911
Sacramento	456,441		
Sacramento County	1,363,482		
Fire budget per capita	\$154.2	Fire budget per capita	\$227.7
Structural fires/1,000 residents	2.1	Structural fires/1,000 residents	3.0
Police budget per capita	\$242.1	Police budget per capita	\$339.8
Part I crimes/1,000 residents	69.5	Part I crimes/1,000 residents	83.3
Parks budget per capita	\$94	Parks budget per capita	\$142
Sewer operating expenses per capita	\$125.82	Sewer operating expenses per capita	\$269.53
Monthly residential bills:		Monthly residential bills:	
Sewer/storm drainage	\$40.07	Sewer/storm drainage	\$47.85
Water operating expenses per capita	\$70.84	Water operating expenses per capita	\$61.60
Monthly water bill	\$21.87	Monthly water bill	\$23.26



# Appendix B 2006 Business Survey

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

The survey was mailed to 5,581 businesses, drawn randomly from the City's Bureau of Licenses business license database. Some businesses may be located outside of the City limits, but have licenses for business conducted inside the City.

The survey was mailed in August 2006, with a follow-up reminder mailed in September. A total of 1,704 surveys were returned, for a response rate of 31 percent. At the conventional 95 percent confidence level, the margin of error is  $\pm 2$  percent.

## Description of respondents

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

"Professional and scientific services" was the most common type of business in the sample. Examples of these businesses include engineers, bookkeepers, and advertising agencies. "Other service industries" includes businesses like barber shops, dry cleaners and appliance repair.

TYPE OF BUSINESSES, 2006		
Professional & scientific services	436	28%
Retail trade	182	12%
Educ., health care, social services	190	12%
Finance, insurance, real estate	163	10%
Construction	158	10%
Leisure & hospitality	131	8%
Manufacturing	82	5%
Wholesale trade	59	4%
Transportation	35	2%
Other service industries	143	9%
Unknown	125	not incl.
TOTAL	1,704	100%

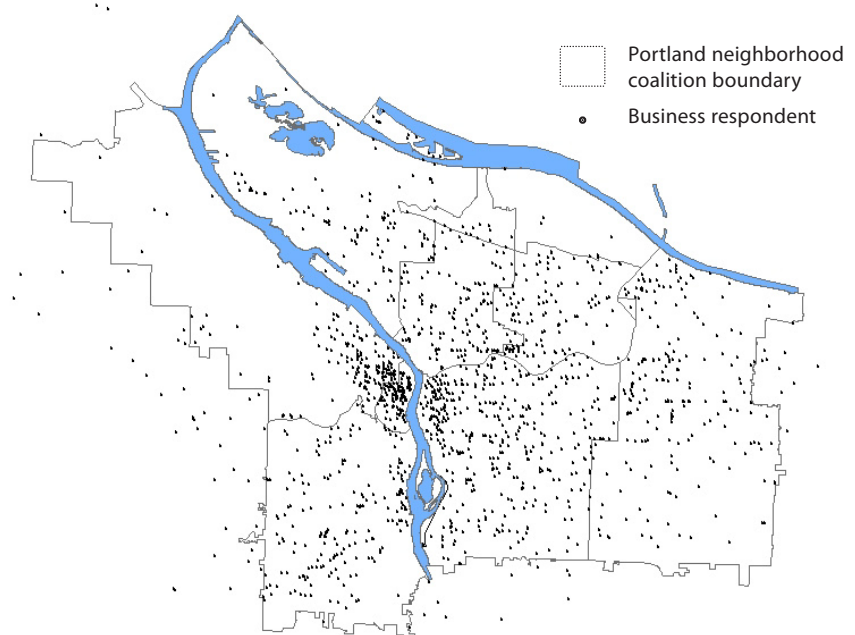
In terms of business size, very small businesses (less than five employees) comprise the largest share of survey respondents and small businesses (5 to 49 employees) make up the next largest share. This is similar to businesses in the Portland area, although survey respondents are under-represented in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

TOTAL EMPLOYEES		
0 or 1	608	37%
2 to 4	412	25%
5 to 9	274	17%
10 to 19	167	10%
20 to 49	105	6%
50 to 99	45	3%
100 to 249	24	1%
250 to 500	5	0%
More than 500	17	1%
Unknown	47	not incl.
<b>TOTAL</b>	<b>1,704</b>	<b>100%</b>

### Confidentiality

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

### LOCATION OF BUSINESS SURVEY RESPONDENTS: CITY OF PORTLAND, 2006



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

## Results

Below are two summary tables of selected results. Following is the complete questionnaire, with summary results broken out by the area of the city the responses came from. Citywide results from the first three surveys are also presented.

### CITY SERVICES:

PERCENT OF BUSINESSES RATING OVERALL QUALITY "GOOD" OR "VERY GOOD"

	'05-06	4-year change
Fire	84%	-1%
Police	75%	-2%
Recycling	72%	+4%
Water	66%	+7%
Street lighting	62%	-1%
Sewers	60%	+7%
Storm drainage	51%	+5%
Street maintenance	48%	+1%
Land-use planning	40%	+6%
Traffic management	36%	-6%
Building permits	35%	+6%
Economic development	34%	+8%

SOURCE: Auditor's Office 2003 and 2006 Business Surveys

### CITY'S JOB IN PROVIDING INFORMATION:

PERCENT OF BUSINESSES RATING "GOOD" OR "VERY GOOD"

	'05-06	4-year change
Programs to reduce pollution, water use	44%	+10%
Business licenses	43%	+9%
General City government questions	28%	+6%
Zoning	24%	+3%
Business opportunities with City	24%	+6%
Development regulations	22%	+5%
Financial assistance for business development	14%	+1%

SOURCE: Auditor's Office 2003 and 2006 Business Surveys

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



# 2006 Business Survey

		2006							Prior Year CITY TOTALS								
		NW/ SW Downtown		NE Inner Central		SE	E	CITY TOTAL	2005	2004	2003						
<b>1</b>	How do you rate traffic congestion as it affects your business:																
	• on major streets and thoroughfares (excluding freeways)?																
	Very good	5.1%	3.8%	7.1%	4.3%	2.8%	4.1%	4.7%	4.3%	4.9%	5.3%	6%					
	Good	23.1%	21.7%	26.3%	27.3%	17.4%	24.3%	27.0%	23.7%	29.5%	27.0%	32%					
	Neither good nor bad	34.7%	32.7%	30.3%	38.1%	32.6%	33.6%	27.0%	32.7%	35.0%	36.4%	38%					
	Bad	28.2%	29.5%	25.3%	25.9%	35.4%	30.4%	30.2%	29.6%	22.7%	24.2%	19%					
	Very bad	8.8%	12.4%	11.1%	4.3%	11.8%	7.6%	11.2%	9.7%	7.9%	7.1%	5%					
		(216)	(346)	(99)	(139)	(144)	(342)	(215)	(1,501)	(1,375)	(1,757)	(1,942)					
	• on your neighborhood streets?																
	Very good	13.4%	7.8%	14.6%	10.9%	6.6%	8.1%	8.9%	9.5%	10.9%	9.1%	11%					
	Good	38.8%	29.2%	28.1%	37.5%	29.9%	36.6%	38.6%	34.4%	39.6%	38.5%	38%					
	Neither good nor bad	29.7%	36.7%	44.9%	38.3%	34.3%	33.6%	37.1%	35.4%	31.8%	34.4%	35%					
	Bad	13.4%	20.7%	9.0%	10.9%	24.8%	18.6%	11.9%	16.7%	13.7%	14.3%	12%					
	Very bad	4.8%	5.6%	3.4%	2.3%	4.4%	3.0%	3.5%	4.0%	4.0%	3.7%	4%					
	(209)	(319)	(89)	(128)	(137)	(333)	(202)	(1,417)	(1,288)	(1,646)	(1,835)						
<b>2</b>	Thinking about your business, how do you rate your neighborhood on:																
	• graffiti?																
	Very good	39.4%	25.3%	15.1%	13.8%	7.1%	10.2%	17.4%	19.1%	18.7%	17.9%	16%					
	Good	39.8%	32.4%	41.5%	24.8%	39.0%	25.5%	33.5%	32.6%	32.7%	35.4%	38%					
	Neither good nor bad	12.7%	23.3%	24.5%	23.4%	25.3%	21.2%	25.7%	21.9%	21.7%	24.1%	23%					
	Bad	6.8%	15.9%	17.0%	24.8%	23.4%	33.8%	17.9%	20.7%	22.1%	18.0%	19%					
	Very bad	1.4%	3.1%	1.9%	13.1%	5.2%	9.3%	5.5%	5.7%	4.9%	4.6%	4%					
	(221)	(352)	(106)	(145)	(154)	(364)	(218)	(1,560)	(1,445)	(1,860)	(1,951)						

	2006								Prior Year CITY TOTALS							
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2005	2004	2003					
	SW			Inner	Central											
• physical condition of buildings?																
Very good	27.3%	24.9%	6.7%	13.2%	11.7%	7.5%	9.7%	15.5%	16.5%	15.4%	14%					
Good	45.4%	51.0%	44.8%	46.5%	46.1%	43.4%	46.9%	46.5%	47.1%	48.3%	48%					
Neither good nor bad	23.3%	18.2%	32.4%	29.2%	35.1%	35.4%	25.2%	27.5%	24.7%	26.5%	28%					
Bad	3.5%	5.6%	15.2%	8.3%	6.5%	11.9%	15.9%	9.2%	9.6%	8.5%	8%					
Very bad	0.4%	0.3%	1.0%	2.8%	0.6%	1.9%	2.2%	1.3%	2.1%	1.3%	2%					
	(227)	(357)	(105)	(144)	(154)	(362)	(226)	(1,575)	(1,439)	(1,848)	(1,965)					
• vagrancy?																
Very good	31.3%	15.1%	7.8%	14.9%	9.3%	6.8%	11.5%	13.8%	12.7%	12.4%	12%					
Good	35.5%	20.1%	31.1%	27.7%	26.7%	20.3%	28.4%	25.5%	26.0%	26.8%	27%					
Neither good nor bad	19.4%	20.1%	30.1%	17.7%	31.3%	31.4%	30.3%	25.6%	24.6%	26.7%	30%					
Bad	10.4%	27.3%	21.4%	25.5%	26.0%	28.8%	22.1%	23.9%	23.4%	23.3%	22%					
Very bad	3.3%	17.4%	9.7%	14.2%	6.7%	12.7%	7.7%	11.1%	13.2%	10.8%	9%					
	(211)	(344)	(103)	(141)	(150)	(354)	(208)	(1,511)	(1,389)	(1,789)	(1,900)					
<b>3</b> Thinking about how the following neighborhood conditions affect your business, how do you rate:																
• street maintenance?																
Very good	13.2%	14.7%	11.4%	6.8%	3.9%	6.2%	12.1%	10.2%	12.1%	10.6%	10%					
Good	45.6%	40.3%	44.8%	49.3%	42.2%	53.0%	50.2%	46.7%	46.9%	46.2%	47%					
Neither good nor bad	21.5%	22.6%	27.6%	31.1%	33.8%	24.9%	19.3%	24.7%	23.5%	25.2%	26%					
Bad	13.2%	15.3%	12.4%	9.5%	18.2%	13.2%	16.1%	14.2%	13.5%	12.9%	13%					
Very bad	6.6%	7.1%	3.8%	3.4%	1.9%	2.7%	2.2%	4.3%	4.0%	5.1%	4%					
	(228)	(367)	(105)	(148)	(154)	(370)	(223)	(1,595)	(1,453)	(1,863)	(1,975)					
• street cleanliness?																
Very good	15.7%	13.7%	8.7%	6.8%	5.9%	6.5%	9.9%	10.1%	13.5%	10.9%	11%					
Good	50.2%	47.7%	41.7%	43.2%	43.8%	46.9%	50.0%	47.0%	46.0%	47.1%	52%					
Neither good nor bad	22.9%	22.7%	33.0%	31.5%	32.7%	30.4%	24.8%	27.3%	24.5%	27.7%	25%					
Bad	8.5%	11.8%	14.6%	16.4%	15.0%	14.6%	14.0%	13.2%	12.9%	11.7%	10%					
Very bad	2.7%	4.1%	1.9%	2.1%	2.6%	1.6%	1.4%	2.5%	3.1%	2.6%	2%					
	(223)	(365)	(103)	(146)	(153)	(369)	(222)	(1,581)	(1,449)	(1,866)	(1,967)					
• traffic speed?																
Very good	9.7%	9.9%	4.9%	3.4%	3.9%	3.0%	6.8%	6.3%	7.1%	6.8%	6%					
Good	34.4%	38.7%	37.9%	38.4%	33.1%	37.7%	43.7%	37.9%	39.9%	40.4%	40%					
Neither good nor bad	29.1%	30.8%	37.9%	32.2%	33.8%	31.9%	27.0%	31.1%	29.6%	28.8%	31%					
Bad	19.8%	16.5%	14.6%	17.8%	22.7%	22.2%	17.1%	19.0%	18.3%	19.7%	18%					
Very bad	7.0%	4.1%	4.9%	8.2%	6.5%	5.3%	5.4%	5.6%	5.1%	4.4%	5%					
	(227)	(364)	(103)	(146)	(154)	(361)	(222)	(1,577)	(1,445)	(1,866)	(1,966)					

		2006							Prior Year			CITY TOTALS				
		NW/		NE		SE	E	CITY TOTAL	2005	2004	2003					
SW	Downtown	N	Inner	Central												
<b>4</b>	Does your business location have walk-in customers or other visitors?															
	Yes	45.8%	70.0%	52.7%	58.9%	64.2%	60.0%	56.0%	59.4%	60.8%	64%	67%				
	<i>If YES, please rate the following conditions on how they affect your business:</i>															
	• on-street parking?															
	Very good	6.4%	3.4%	8.5%	17.4%	6.9%	6.2%	9.2%	7.1%	7.6%	6.7%	6%				
	Good	26.4%	24.1%	37.3%	27.9%	29.4%	30.7%	35.1%	29.1%	29.4%	30.6%	25%				
	Neither good nor bad	19.1%	22.2%	25.4%	20.9%	29.4%	20.9%	25.2%	22.8%	22.0%	25.9%	26%				
	Bad	29.1%	30.7%	16.9%	19.8%	20.6%	27.6%	19.8%	25.5%	27.1%	23.5%	26%				
	Very bad	19.1%	19.5%	11.9%	14.0%	13.7%	14.7%	10.7%	15.6%	13.8%	13.3%	17%				
		(110)	(261)	(59)	(86)	(102)	(225)	(131)	(974)	(904)	(1,214)	(1,317)				
	• pedestrian access?															
	Very good	15.1%	21.3%	17.7%	21.6%	7.8%	17.6%	15.8%	17.4%	19.8%	19.0%	17%				
	Good	45.2%	57.3%	59.7%	56.8%	60.8%	53.2%	56.8%	55.3%	53.8%	55.1%	54%				
	Neither good nor bad	19.0%	16.5%	17.7%	17.0%	20.6%	16.2%	15.8%	17.2%	16.4%	17.9%	19%				
	Bad	12.7%	3.4%	4.8%	2.3%	5.9%	10.8%	7.2%	7.0%	6.6%	5.5%	7%				
Very bad	7.9%	1.5%		2.3%	4.9%	2.3%	4.3%	3.2%	3.3%	2.5%	3%					
	(126)	(267)	(62)	(88)	(102)	(222)	(139)	(1,006)	(938)	(1,258)	(1,335)					
• distance to a bus stop (or MAX)?																
Very good	37.8%	43.8%	31.3%	44.8%	33.3%	42.9%	38.4%	40.3%	41.9%	42.6%	38%					
Good	44.9%	37.4%	42.2%	44.8%	43.1%	45.5%	45.7%	42.8%	42.9%	41.8%	43%					
Neither good nor bad	11.0%	11.7%	12.5%	4.6%	20.6%	8.0%	12.3%	11.2%	9.5%	10.0%	12%					
Bad	5.5%	5.7%	9.4%	3.4%	1.0%	3.1%	3.6%	4.4%	3.0%	3.5%	5%					
Very bad	0.8%	1.5%	4.7%	2.3%	2.0%	0.4%		1.3%	2.7%	2.1%	2%					
	(127)	(265)	(64)	(87)	(102)	(224)	(138)	(1,007)	(949)	(1,268)	(1,343)					
<b>5</b>	Has there been any new residential development in, or near, your business neighborhood in the past 12 months?															
	Yes	54.2%	49.1%	58.0%	46.6%	40.3%	43.5%	45.7%	47.6%	43.1%	42%	51%				

		2006							Prior Year			CITY TOTALS				
		NW/		NE		SE	E	CITY TOTAL	2005	2004	2003					
		SW	Downtown	N	Inner											
6	<i>If YES, how do you rate its impact on improving the neighborhood as a place to do business?</i>															
	Very good	10.8%	17.5%	12.3%	22.1%	9.4%	11.0%	9.3%	13.2%	11.1%	11.5%	9%				
	Good	26.2%	27.9%	35.4%	29.4%	34.4%	35.0%	33.6%	31.2%	35.7%	34.3%	30%				
	Neither good nor bad	46.9%	39.9%	49.2%	41.2%	50.0%	46.0%	42.1%	44.4%	42.0%	44.5%	50%				
	Bad	10.8%	9.8%	1.5%	4.4%	4.7%	4.9%	8.4%	7.2%	7.5%	5.8%	7%				
	Very bad	5.4%	4.9%	1.5%	2.9%	1.6%	3.1%	6.5%	4.1%	3.7%	3.9%	4%				
		(130)	(183)	(65)	(68)	(64)	(163)	(107)	(780)	(676)	(825)	(905)				
6	Has there been any new commercial development in, or near, your business neighborhood in the past 12 months?															
	Yes	47.5%	56.8%	58.9%	52.7%	49.1%	47.5%	39.3%	49.8%	47.6%	51%	58%				
7	<i>If YES, how do you rate its impact on improving the neighborhood as a place to do business?</i>															
	Very good	9.6%	15.6%	15.2%	20.8%	11.5%	11.2%	13.0%	13.6%	14.3%	14.0%	11%				
	Good	29.8%	37.3%	47.0%	41.6%	43.6%	46.1%	35.9%	39.8%	40.1%	41.8%	40%				
	Neither good nor bad	48.2%	36.3%	33.3%	35.1%	39.7%	36.5%	47.8%	39.3%	37.1%	37.6%	42%				
	Bad	9.6%	7.1%	3.0%	2.6%	5.1%	3.4%	3.3%	5.3%	6.2%	4.7%	4%				
	Very bad	2.6%	3.8%	1.5%	0.0%	0.0%	2.8%	0.0%	2.1%	2.3%	1.9%	3%				
		(114)	(212)	(66)	(77)	(78)	(178)	(92)	(817)	(746)	(1,019)	(1,050)				
7	How do you rate the City of Portland's job providing information on the following?															
	• programs to help businesses reduce waste, pollution, water and energy use															
	Very good	7.3%	8.5%	4.1%	5.2%	5.0%	4.9%	10.2%	6.8%	5.9%	5.4%	5%				
	Good	38.3%	29.7%	44.9%	43.7%	34.5%	37.8%	41.3%	37.3%	34.1%	31.8%	29%				
	Neither good nor bad	40.9%	44.6%	36.7%	38.5%	48.9%	41.5%	35.2%	41.4%	44.0%	47.0%	48%				
	Bad	9.8%	13.0%	12.2%	8.9%	10.1%	14.2%	12.2%	12.0%	12.4%	12.9%	14%				
	Very bad	3.6%	4.1%	2.0%	3.7%	1.4%	1.5%	1.0%	2.6%	3.6%	3.0%	4%				
		(193)	(316)	(98)	(135)	(139)	(325)	(196)	(1,402)	(1,290)	(1,603)	(1,699)				
	• business opportunities with the City															
	Very good	2.7%	4.1%	3.4%	2.3%	1.6%	1.9%	6.5%	3.3%	3.1%	2.8%	2%				
	Good	17.1%	16.2%	25.0%	14.7%	16.5%	24.4%	28.5%	20.5%	19.5%	16.9%	16%				
	Neither good nor bad	49.2%	50.7%	44.3%	56.6%	48.8%	44.1%	40.3%	47.4%	45.9%	44.3%	42%				
	Bad	23.5%	19.7%	19.3%	18.6%	22.8%	22.9%	18.3%	21.0%	22.7%	25.1%	26%				
	Very bad	7.5%	9.3%	8.0%	7.8%	10.2%	6.7%	6.5%	7.9%	8.8%	11.0%	14%				
		(187)	(290)	(88)	(129)	(127)	(315)	(186)	(1,322)	(1,222)	(1,559)	(1,674)				



	2006								Prior Year CITY TOTALS							
	NW/			NE		SE	E	CITY TOTAL	2005	2004	2003					
	SW	Downtown	N	Inner	Central											
• business licenses																
Very good	9.4%	7.8%	6.0%	2.8%	4.1%	6.9%	8.0%	6.9%	6.5%	6.3%	5%					
Good	33.5%	34.6%	39.0%	37.1%	27.7%	38.3%	37.7%	35.6%	35.0%	30.3%	29%					
Neither good nor bad	43.4%	44.1%	45.0%	43.4%	43.2%	37.4%	41.0%	41.9%	40.9%	41.4%	42%					
Bad	8.5%	8.4%	6.0%	11.2%	16.9%	13.1%	9.4%	10.6%	12.6%	14.6%	15%					
Very bad	5.2%	5.2%	4.0%	5.6%	8.1%	4.3%	3.8%	5.0%	5.1%	7.5%	9%					
	(212)	(347)	(100)	(143)	(148)	(350)	(212)	(1,512)	(1,410)	(1,752)	(1,858)					
• financial assistance for business development																
Very good	1.9%	2.1%	2.4%	2.8%	0.9%	1.5%	2.6%	1.9%	2.1%	1.6%	2%					
Good	7.7%	10.9%	15.3%	16.7%	8.8%	12.4%	17.3%	12.4%	11.7%	12.5%	11%					
Neither good nor bad	58.3%	55.9%	52.9%	52.8%	51.3%	50.7%	53.2%	53.6%	51.2%	48.8%	45%					
Bad	22.4%	17.6%	16.5%	18.5%	26.5%	28.8%	21.2%	22.4%	23.6%	24.7%	27%					
Very bad	9.6%	13.4%	12.9%	9.3%	12.4%	6.6%	5.8%	9.6%	11.4%	12.3%	15%					
	(156)	(238)	(85)	(108)	(113)	(274)	(156)	(1,130)	(1,077)	(1,364)	(1,460)					
• zoning																
Very good	3.0%	4.2%	1.2%	0.9%	1.7%	2.2%	3.7%	2.7%	3.8%	2.7%	3%					
Good	17.1%	19.6%	21.4%	26.9%	18.8%	21.5%	26.7%	21.4%	22.1%	20.3%	18%					
Neither good nor bad	55.5%	55.0%	59.5%	60.2%	56.4%	54.8%	46.0%	54.7%	50.9%	51.2%	50%					
Bad	17.7%	14.2%	9.5%	5.6%	16.2%	17.2%	18.0%	15.0%	16.2%	17.2%	17%					
Very bad	6.7%	6.9%	8.3%	6.5%	6.8%	4.3%	5.6%	6.1%	7.0%	8.6%	12%					
	(164)	(260)	(84)	(108)	(117)	(279)	(161)	(1,173)	(1,128)	(1,458)	(1,555)					
• development regulations																
Very good	1.9%	3.9%	1.2%	2.8%	1.7%	2.5%	3.7%	2.8%	3.0%	2.4%	3%					
Good	16.9%	18.5%	20.7%	24.3%	20.0%	18.5%	21.6%	19.6%	17.5%	15.7%	14%					
Neither good nor bad	52.6%	50.2%	52.4%	54.2%	47.8%	49.5%	44.4%	49.8%	50.7%	47.5%	44%					
Bad	16.9%	18.1%	14.6%	10.3%	20.9%	19.3%	17.9%	17.5%	17.4%	22.1%	21%					
Very bad	11.7%	9.3%	11.0%	8.4%	9.6%	10.2%	12.3%	10.3%	11.4%	12.4%	18%					
	(154)	(259)	(82)	(107)	(115)	(275)	(162)	(1,154)	(1,095)	(1,430)	(1,538)					
• general City government questions																
Very good	3.3%	3.8%	2.3%	5.1%	3.4%	2.7%	4.1%	3.5%	3.6%	2.7%	3%					
Good	23.9%	20.5%	23.0%	25.6%	23.7%	26.3%	29.1%	24.5%	21.8%	20.3%	19%					
Neither good nor bad	53.3%	56.3%	56.3%	56.4%	53.4%	50.7%	44.8%	52.7%	52.6%	53.1%	52%					
Bad	11.4%	12.8%	8.0%	8.5%	11.9%	13.7%	17.4%	12.6%	14.7%	15.5%	17%					
Very bad	8.2%	6.6%	10.3%	4.3%	7.6%	6.7%	4.7%	6.7%	7.3%	8.4%	9%					
	(184)	(288)	(87)	(117)	(118)	(300)	(172)	(1,266)	(1,168)	(1,498)	(1,580)					

		2006							Prior Year			CITY TOTALS				
		NW/		NE		SE	E	CITY TOTAL	2005	2004	2003					
SW	Downtown	N	Inner	Central												
<b>8</b>	How do you rate the safety of your business neighborhood during the day?															
	Very good	32.8%	24.2%	15.1%	20.3%	20.1%	16.0%	14.3%	20.8%	21.1%	19.9%	20%				
	Good	55.9%	50.3%	60.4%	52.7%	51.3%	56.5%	49.8%	53.5%	53.1%	54.3%	56%				
	Neither good nor bad	9.2%	16.4%	17.0%	19.6%	18.8%	20.7%	24.0%	18.0%	17.5%	18.3%	17%				
	Bad	1.7%	7.8%	4.7%	2.0%	7.8%	5.4%	9.7%	5.9%	6.7%	6.1%	6%				
	Very bad	0.4%	1.4%	2.8%	5.4%	1.9%	1.4%	2.3%	1.9%	1.6%	1.4%	1%				
		(229)	(360)	(106)	(148)	(154)	(368)	(217)	(1,582)	(1,488)	(1,889)	(1,978)				
<b>9</b>	Did your business have any inspections by the Fire Bureau in the past 12 months?															
	Yes	43.8%	62.7%	54.5%	55.5%	61.0%	56.8%	58.5%	56.6%	56.5%	63%	70%				
	<i>If YES, how do you rate the quality of the inspections?</i>															
	Very good	30.5%	28.6%	26.2%	33.3%	28.9%	26.3%	32.8%	29.2%	27.3%	27.3%	29%				
	Good	42.9%	52.1%	60.7%	43.2%	55.7%	54.0%	54.0%	51.9%	53.1%	51.9%	52%				
	Neither good nor bad	21.0%	16.2%	11.5%	18.5%	12.4%	14.6%	12.4%	15.3%	14.2%	16.1%	14%				
Bad	3.8%	1.3%	1.6%	4.9%	0.0%	2.8%	0.7%	2.0%	3.6%	2.5%	3%					
Very bad	1.9%	1.7%	0.0%	0.0%	3.1%	2.3%	0.0%	1.5%	1.7%	2.1%	2%					
		(105)	(234)	(61)	(81)	(97)	(213)	(137)	(928)	(885)	(1,258)	(1,347)				
<b>10</b>	<b>OVERALL:</b>															
	How do you rate the quality of each of the following services from the point of view of your business?															
	• Police															
	Very good	23.7%	23.0%	17.9%	17.1%	18.1%	19.5%	26.9%	21.5%	20.8%	22.8%	22%				
	Good	57.7%	50.7%	60.4%	50.7%	51.7%	58.2%	49.5%	54.0%	53.1%	54.7%	55%				
	Neither good nor bad	14.4%	19.0%	17.9%	24.3%	24.2%	15.8%	16.2%	18.2%	18.5%	16.3%	17%				
Bad	2.8%	5.9%	2.8%	5.7%	3.4%	4.8%	6.0%	4.7%	5.8%	3.9%	5%					
Very bad	1.4%	1.4%	0.9%	2.1%	2.7%	1.7%	1.4%	1.6%	1.8%	2.1%	1%					
		(215)	(357)	(106)	(140)	(149)	(354)	(216)	(1,537)	(1,417)	(1,825)	(1,943)				

	2006								Prior Year CITY TOTALS							
	NW/			NE		SE	E	CITY TOTAL	2005	2004	2003					
	SW	Downtown	N	Inner	Central											
• Fire																
Very good	31.4%	31.1%	24.5%	30.4%	21.2%	25.5%	35.4%	29.0%	30.2%	30.5%	29%					
Good	53.3%	51.5%	66.7%	51.1%	58.9%	58.4%	52.2%	55.1%	55.5%	54.1%	56%					
Neither good nor bad	15.2%	16.0%	7.8%	18.5%	19.9%	14.1%	12.0%	14.9%	13.7%	14.2%	13%					
Bad	0.0%	0.3%	1.0%	0.0%	0.0%	0.9%	0.0%	0.3%	0.2%	0.6%	1%					
Very bad	0.0%	1.2%	0.0%	0.0%	0.0%	1.2%	0.5%	0.6%	0.4%	0.6%	1%					
	(210)	(344)	(102)	(135)	(146)	(341)	(209)	(1,487)	(1,352)	(1,763)	(1,889)					
• Water																
Very good	19.0%	19.1%	9.9%	13.4%	10.9%	13.2%	19.7%	15.8%	14.6%	14.7%	13%					
Good	48.3%	48.1%	58.4%	49.3%	47.6%	53.0%	48.4%	50.1%	50.3%	47.8%	46%					
Neither good nor bad	22.3%	26.1%	20.8%	27.5%	30.6%	25.5%	22.5%	25.1%	24.9%	24.5%	24%					
Bad	7.6%	5.2%	10.9%	6.3%	8.8%	5.7%	7.5%	6.8%	7.0%	8.1%	10%					
Very bad	2.8%	1.4%	0.0%	3.5%	2.0%	2.6%	1.9%	2.1%	3.3%	4.9%	7%					
	(211)	(345)	(101)	(142)	(147)	(349)	(213)	(1,508)	(1,381)	(1,781)	(1,915)					
• Sewers																
Very good	13.3%	16.2%	7.8%	9.7%	8.3%	12.9%	17.4%	13.2%	12.9%	12.6%	11%					
Good	47.4%	44.3%	52.0%	47.6%	43.8%	47.6%	46.9%	46.7%	45.9%	43.0%	42%					
Neither good nor bad	23.2%	28.1%	26.5%	26.2%	34.7%	28.5%	25.6%	27.5%	28.0%	27.2%	28%					
Bad	11.4%	8.7%	10.8%	9.7%	7.6%	9.1%	8.2%	9.2%	8.8%	11.2%	11%					
Very bad	4.7%	2.7%	2.9%	6.9%	5.6%	1.8%	1.9%	3.4%	4.3%	6.0%	8%					
	(211)	(334)	(102)	(145)	(144)	(340)	(207)	(1,483)	(1,359)	(1,753)	(1,887)					
• Storm drainage																
Very good	12.5%	12.8%	5.8%	8.4%	6.3%	9.6%	14.9%	10.8%	10.5%	10.0%	9%					
Good	38.0%	36.4%	42.7%	42.7%	42.4%	42.4%	43.3%	40.6%	43.3%	38.5%	37%					
Neither good nor bad	25.0%	33.9%	39.8%	29.4%	34.7%	30.4%	26.0%	30.8%	27.6%	30.7%	32%					
Bad	17.3%	13.8%	9.7%	13.3%	10.4%	12.8%	13.5%	13.4%	13.0%	13.8%	15%					
Very bad	7.2%	3.1%	1.9%	6.3%	6.3%	4.8%	2.4%	4.5%	5.6%	6.9%	7%					
	(208)	(327)	(103)	(143)	(144)	(335)	(208)	(1,468)	(1,342)	(1,742)	(1,874)					
• Recycling																
Very good	24.3%	19.5%	17.2%	18.9%	22.6%	22.4%	20.2%	21.0%	19.3%	16.7%	18%					
Good	49.1%	50.1%	55.6%	55.4%	49.3%	52.3%	50.7%	51.4%	53.1%	50.6%	50%					
Neither good nor bad	19.2%	22.7%	20.2%	18.9%	21.9%	19.0%	23.0%	20.8%	21.8%	25.7%	24%					
Bad	6.5%	5.9%	6.1%	5.4%	3.4%	4.9%	5.6%	5.4%	4.8%	5.4%	6%					
Very bad	0.9%	1.8%	1.0%	1.4%	2.7%	1.4%	0.5%	1.4%	1.2%	1.6%	2%					
	(214)	(339)	(99)	(148)	(146)	(348)	(213)	(1,507)	(1,387)	(1,780)	(1,895)					

	2006								Prior Year			CITY TOTALS				
	NW/		N	NE		SE	E	CITY TOTAL	2005	2004	2003					
	SW	Downtown		Inner	Central											
• Land use planning																
Very good	10.7%	7.3%	4.7%	8.3%	4.9%	6.9%	9.3%	7.7%	8.3%	8.1%	7%					
Good	33.1%	37.4%	25.9%	32.5%	27.9%	33.2%	29.1%	32.4%	29.4%	28.9%	27%					
Neither good nor bad	30.3%	36.6%	47.1%	38.3%	48.4%	41.5%	36.6%	38.9%	39.4%	39.1%	39%					
Bad	15.7%	12.1%	15.3%	15.0%	13.9%	13.0%	15.1%	13.9%	13.5%	14.4%	16%					
Very bad	10.1%	6.6%	7.1%	5.8%	4.9%	5.4%	9.9%	7.1%	9.4%	9.5%	11%					
	(178)	(273)	(85)	(120)	(122)	(277)	(172)	(1,227)	(1,114)	(1,459)	(1,612)					
• Building permits																
Very good	8.4%	7.3%	5.7%	2.8%	3.4%	5.0%	7.9%	6.1%	5.9%	6.2%	5%					
Good	26.6%	26.1%	26.4%	29.0%	29.7%	31.4%	32.9%	29.0%	25.5%	24.5%	24%					
Neither good nor bad	35.1%	39.2%	42.5%	51.4%	42.4%	42.6%	37.8%	41.0%	41.3%	40.0%	37%					
Bad	16.9%	17.6%	17.2%	11.2%	15.3%	12.4%	14.6%	15.0%	15.8%	17.2%	17%					
Very bad	13.0%	9.8%	8.0%	5.6%	9.3%	8.5%	6.7%	8.9%	11.6%	12.0%	17%					
	(154)	(245)	(87)	(107)	(118)	(258)	(164)	(1,133)	(1,073)	(1,387)	(1,567)					
• Economic development																
Very good	8.4%	6.0%	5.7%	4.4%	2.5%	3.3%	9.0%	5.6%	4.9%	4.8%	4%					
Good	24.7%	28.4%	27.6%	33.3%	24.4%	32.0%	26.9%	28.5%	24.7%	24.4%	22%					
Neither good nor bad	44.0%	40.7%	52.9%	42.1%	44.5%	46.9%	39.5%	43.8%	44.6%	41.1%	40%					
Bad	12.7%	17.9%	9.2%	14.9%	23.5%	11.3%	19.2%	15.5%	17.4%	18.8%	21%					
Very bad	10.2%	7.0%	4.6%	5.3%	5.0%	6.5%	5.4%	6.6%	8.4%	10.9%	13%					
	(166)	(285)	(87)	(114)	(119)	(275)	(167)	(1,213)	(1,149)	(1,477)	(1,602)					
• Street maintenance																
Very good	12.2%	7.9%	5.7%	6.8%	3.3%	4.8%	12.5%	7.8%	7.9%	6.1%	6%					
Good	33.9%	38.5%	45.7%	44.5%	36.4%	43.1%	43.3%	40.4%	41.5%	42.1%	41%					
Neither good nor bad	31.7%	25.6%	26.7%	31.5%	31.1%	35.0%	25.0%	29.7%	29.2%	29.7%	33%					
Bad	13.6%	19.7%	15.2%	15.1%	21.9%	13.2%	16.1%	16.3%	15.7%	15.4%	14%					
Very bad	8.6%	8.4%	6.7%	2.1%	7.3%	3.9%	3.1%	5.8%	5.7%	6.7%	6%					
	(221)	(356)	(105)	(146)	(151)	(357)	(224)	(1,560)	(1,442)	(1,858)	(1,958)					
• Street lighting																
Very good	12.3%	11.7%	4.7%	6.1%	4.6%	5.9%	12.7%	8.9%	9.3%	9.6%	9%					
Good	50.5%	57.3%	59.4%	49.7%	49.0%	52.2%	53.5%	53.2%	54.1%	53.1%	54%					
Neither good nor bad	26.4%	23.5%	21.7%	34.7%	34.0%	30.7%	22.4%	27.3%	29.0%	29.1%	27%					
Bad	7.3%	6.4%	12.3%	8.2%	11.8%	9.8%	9.2%	8.8%	6.3%	6.8%	8%					
Very bad	3.6%	1.1%	1.9%	1.4%	0.7%	1.4%	2.2%	1.7%	1.3%	1.3%	2%					
	(220)	(358)	(106)	(147)	(153)	(358)	(228)	(1,570)	(1,433)	(1,861)	(1,974)					

	2006								Prior Year CITY TOTALS							
	NW/			NE		SE	E	CITY TOTAL	2005	2004	2003					
	SW	Downtown	N	Inner	Central											
• Traffic management																
Very good	7.3%	5.1%	3.7%	1.4%	1.4%	1.9%	9.0%	4.4%	5.4%	5.8%	5%					
Good	26.6%	32.0%	36.4%	34.3%	26.4%	34.0%	31.8%	31.7%	34.9%	33.6%	37%					
Neither good nor bad	33.5%	31.4%	32.7%	33.6%	35.1%	38.2%	28.7%	33.5%	34.3%	35.1%	36%					
Bad	21.6%	24.6%	15.9%	24.5%	22.3%	18.9%	21.5%	21.6%	18.3%	18.1%	15%					
Very bad	11.0%	6.8%	11.2%	6.3%	14.9%	7.0%	9.0%	8.8%	7.1%	7.4%	7%					
	(218)	(353)	(107)	(143)	(148)	(359)	(223)	(1,551)	(1,399)	(1,829)	(1,956)					
<b>11 OVERALL:</b>																
How good a job do you think City government is doing at providing services that affect your business?																
Very good	6.7%	6.4%	6.8%	2.0%	2.0%	2.5%	7.8%	5.0%	5.3%	5.2%	5%					
Good	38.6%	36.5%	39.8%	48.6%	34.7%	42.3%	35.9%	39.2%	38.6%	35.0%	36%					
Neither good nor bad	38.6%	42.3%	38.8%	37.8%	49.0%	42.8%	44.2%	42.1%	39.7%	42.4%	39%					
Bad	11.2%	11.1%	11.7%	8.1%	12.9%	9.0%	10.1%	10.4%	12.1%	12.4%	13%					
Very bad	4.9%	3.6%	2.9%	3.4%	1.4%	3.4%	1.8%	3.2%	4.2%	5.0%	7%					
	(223)	(359)	(103)	(148)	(147)	(355)	(217)	(1,552)	(1,424)	(1,849)	(1,939)					
<b>12 OVERALL:</b>																
How do you rate Portland as a place to do business?																
Very good	10.7%	12.8%	11.2%	14.1%	7.3%	10.1%	12.4%	11.3%	10.3%	9.4%	8%					
Good	44.4%	43.0%	48.6%	43.6%	42.0%	49.7%	33.8%	43.8%	40.6%	37.0%	40%					
Neither good nor bad	23.9%	24.9%	19.6%	23.5%	29.3%	23.9%	28.0%	24.9%	25.3%	26.1%	26%					
Bad	13.2%	14.2%	15.0%	15.4%	15.3%	9.0%	20.4%	14.0%	16.2%	17.3%	16%					
Very bad	7.7%	5.0%	5.6%	3.4%	6.0%	7.3%	5.3%	6.0%	7.5%	10.3%	10%					
	(234)	(358)	(107)	(149)	(150)	(368)	(225)	(1,591)	(1,248)	(1,859)	(1,996)					
Type of business at this location?																
Construction	11.0%	5.6%	6.5%	9.6%	14.1%	10.1%	15.3%	10.0%								
Manufacturing	1.3%	5.0%	6.5%	5.1%	4.7%	7.4%	5.4%	5.2%								
Transportation	1.3%	0.6%	4.6%	2.2%	3.4%	2.5%	3.6%	2.2%								
Wholesale trade	1.3%	4.2%	6.5%	2.2%	6.0%	3.8%	3.6%	3.8%								
Retail trade	7.9%	10.3%	16.7%	17.6%	12.1%	10.4%	12.2%	11.5%								
Finance, insurance, real estate	11.9%	10.6%	8.3%	8.1%	10.7%	9.5%	11.7%	10.3%								
Professional & scientific services	37.4%	37.2%	22.2%	21.3%	18.8%	28.3%	13.1%	27.6%								
Educ., health care, social services	15.0%	13.7%	3.7%	11.0%	10.7%	7.9%	19.4%	12.1%								
Leisure & hospitality	6.2%	8.7%	13.9%	8.8%	8.7%	8.4%	5.4%	8.2%								
Other service industries	6.6%	4.2%	11.1%	14.0%	10.7%	11.7%	10.4%	9.1%								
	(227)	(358)	(108)	(136)	(149)	(367)	(222)	(1,567)								

	<b>2006</b>							<b>Prior Year CITY TOTALS</b>								
	NW/ Downtown		N	NE		SE	E	<b>CITY TOTAL</b>	2005	2004	2003					
	SW			Inner	Central											
How many employees are in your business at this location?																
0 to 1							641	649	392	556						
2 to 4							422	389	474	521						
5 to 9							281	215	299	331						
10 to 19							163	146	189	209						
20 to 49							88	76	152	170						
50 to 99							38	30	58	43						
100 to 249							19	12	27	23						
250 to 500							1	1	9	6						
More than 500							4	3	2	1						
Unknown							47		389	177						
							(1,704)	(1,521)	(1,991)	(2,037)						
If you have multiple business locations, what is the total number of employees in Portland?																
0 to 1							608	625	384	537						
2 to 4							412	365	468	489						
5 to 9							274	214	284	332						
10 to 49							272	84	153	185						
Over 50							91	34	59	55						
Unknown							47		378	173						
							(1,704)	(1,521)	(1,991)	(2,037)						

# Appendix C 2006 Resident Survey

This is the 16th year of the City Auditor's annual survey of residents. The questions on the survey correspond to the goals of the 12 Portland bureaus covered in this report, and the results are intended to indicate how well goals were met.

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

We mailed approximately 8,000 surveys to city residents in August 2006 and sent a reminder survey in September. A total of 2,741 useable surveys were returned, for a response rate of 34 percent.

## Reliability of survey

For the citywide survey sample size of 2,741, the survey accuracy (at the conventional 95 percent confidence level) is  $\pm 2$  percent. For the smaller sub-samples in each of the neighborhood coalition areas, the survey accuracy is  $\pm 5$  percent.

This appendix shows the results for the seven coalition areas and the citywide total.

## 2006 RESIDENT SURVEY SEVEN NEIGHBORHOOD COALITIONS



## Representativeness of respondents

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

### **Follow-up on non-respondents**

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

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

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

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

### **Results**

Below is a summary table of selected results. The survey questions and complete results follow.

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

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

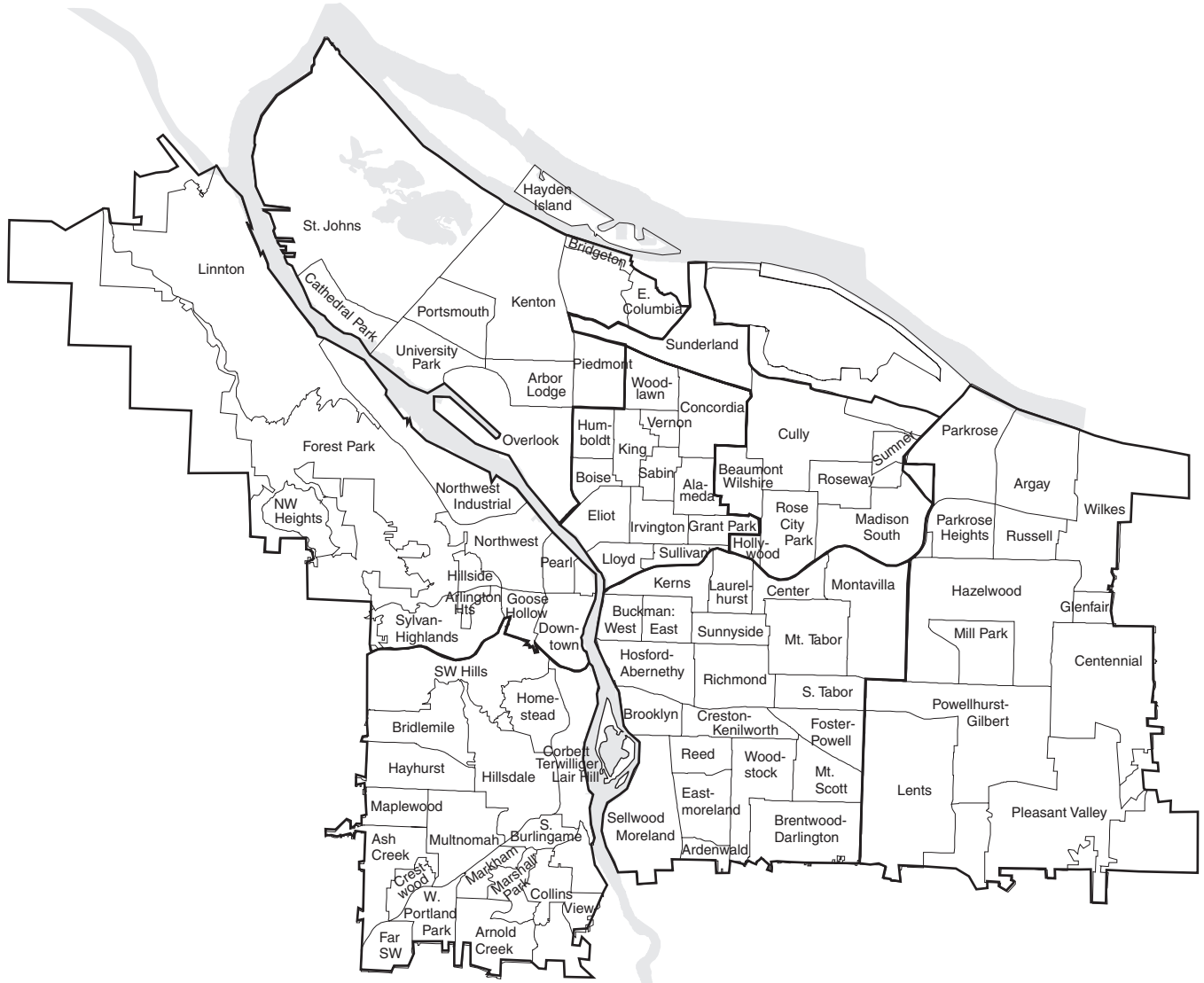


**CITY SERVICES:**PERCENT OF RESIDENTS RATING OVERALL QUALITY  
"GOOD" OR "VERY GOOD"

	'05-06	5-year change	10-year change
Fire	91%	+1%	+1%
Recycling	82%	+1%	+5%
Parks	81%	+2%	+3%
9-1-1	76%	-	-
Recreation	75%	+2%	+7%
Police	68%	0%	-3%
Water	68%	+8%	-4%
Street lighting	60%	-2%	-1%
Sewers	50%	-2%	-3%
Street maintenance	43%	0%	-2%
Storm drainage	45%	+2%	+4%
Land-use planning	40%	-1%	-
Traffic safety	38%	-	-1%
Housing development	35%	-2%	-2%
Housing nuisance insp.	32%	+3%	+3%
Traffic congestion	27%	-	-6%
- question not asked			

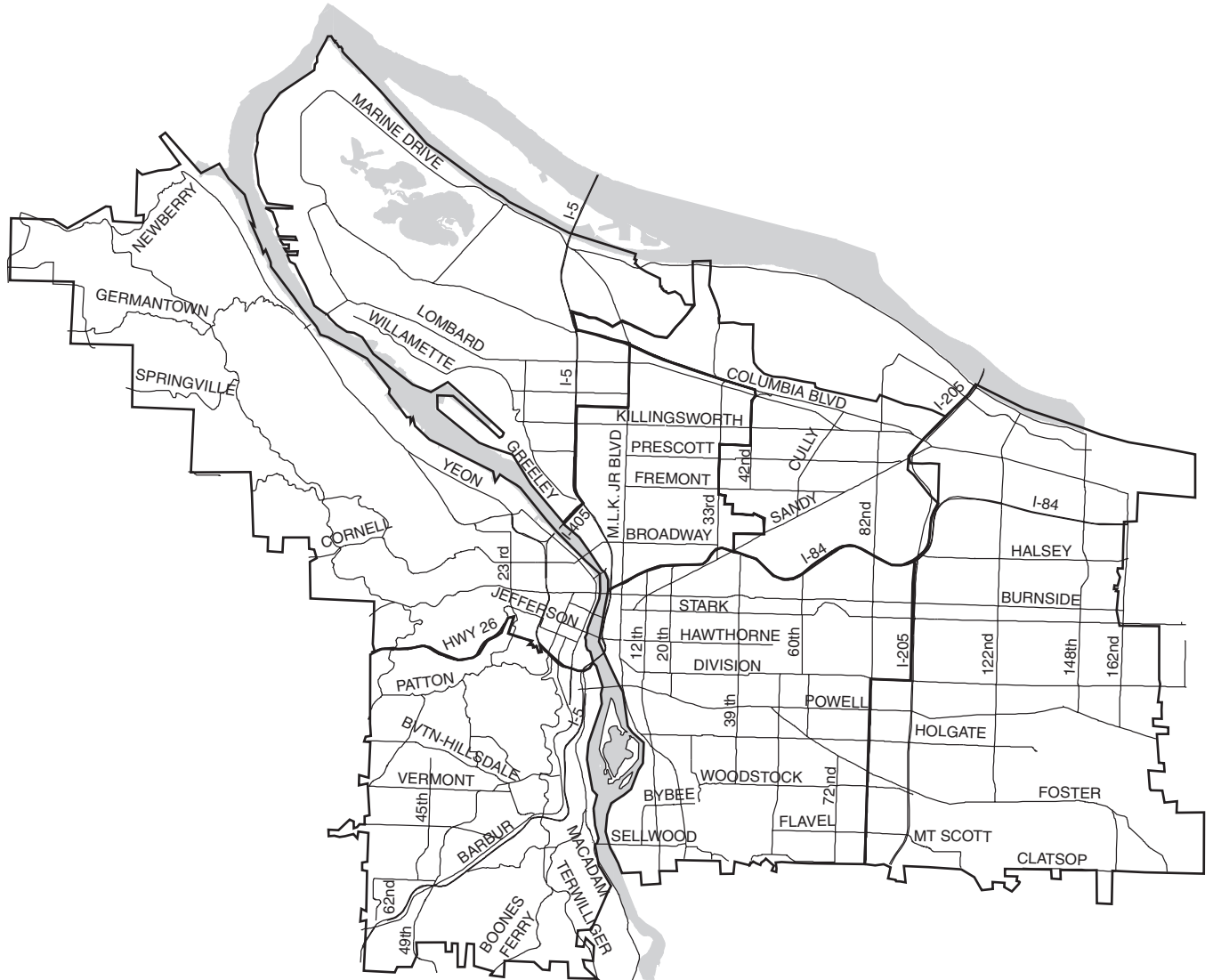
SOURCE: Auditor's Office 1997, 2002 and 2006 Resident Surveys

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



SOURCE: City of Portland Corporate GIS

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



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



# 2006 Resident Survey

		2006							Prior Year CITY TOTALS									
		NW/ Downtown		NE		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997	
		SW	N	Inner	Central													
<b>1</b>	How safe would you feel walking alone <i>during the day</i> :																	
	• in your neighborhood?																	
	Very safe	72.2%	67.6%	44.8%	53.6%	49.5%	53.3%	32.5%	54.2%	48.5%	50.8%	48%	47%	49%	48%	46%	48%	43%
	Safe	22.8%	26.3%	44.6%	35.0%	39.7%	35.0%	48.4%	35.4%	39.4%	37.4%	39%	41%	39%	40%	42%	40%	43%
	Neither safe nor unsafe	3.0%	4.2%	7.7%	8.9%	8.3%	9.6%	12.8%	7.6%	8.9%	8.9%	9%	9%	9%	9%	9%	8%	10%
	Unsafe	1.3%	1.3%	2.7%	2.3%	2.3%	2.2%	5.1%	2.4%	2.6%	2.5%	3%	2%	2%	3%	2%	3%	3%
	Very unsafe	0.7%	0.5%	0.3%	0.3%	0.3%	0.0%	1.2%	0.4%	0.6%	0.4%	1%	1%	1%	0%	1%	1%	1%
		(461)	(377)	(377)	(394)	(398)	(366)	(335)	(2,708)	(21,583)	(3,378)	(5,309)	(5,292)	(4,808)	(3,687)	(3,589)	(3,781)	(4,115)
	• in the park closest to you?																	
	Very safe	53.9%	45.6%	28.6%	34.5%	35.6%	34.9%	18.3%	36.8%	31.5%	33.6%	32%	30%	33%	30%	29%	31%	25%
	Safe	31.4%	36.0%	44.0%	46.7%	44.8%	42.0%	45.3%	41.1%	43.6%	43.5%	44%	44%	43%	45%	45%	43%	44%
	Neither safe nor unsafe	10.9%	12.1%	16.8%	11.1%	12.0%	16.5%	22.2%	14.2%	15.8%	15.4%	16%	17%	16%	16%	18%	17%	20%
	Unsafe	2.5%	5.2%	8.0%	6.6%	6.3%	4.8%	11.6%	6.2%	7.7%	6.2%	7%	7%	7%	7%	7%	7%	8%
	Very unsafe	1.4%	1.1%	2.7%	1.1%	1.3%	1.7%	2.6%	1.7%	1.5%	1.4%	2%	2%	1%	2%	1%	2%	3%
		(440)	(364)	(364)	(377)	(382)	(352)	(311)	(2,590)	(20,564)	(3,244)	(5,051)	(5,068)	(4,545)	(3,492)	(3,423)	(3,613)	(3,903)
	• downtown?																	
	Very safe	25.4%	28.6%	26.2%	33.6%	20.5%	26.3%	8.7%	24.5%	22.0%	27.2%	26%	26%	29%	27%	24%	26%	20%
	Safe	46.7%	44.5%	41.1%	43.3%	48.4%	39.3%	41.0%	43.7%	42.3%	43.3%	43%	44%	43%	43%	46%	45%	44%
Neither safe nor unsafe	19.6%	17.9%	19.4%	14.7%	19.7%	22.0%	23.4%	19.5%	20.9%	20.3%	21%	20%	20%	21%	21%	20%	24%	
Unsafe	6.7%	7.4%	10.4%	6.1%	7.8%	9.8%	21.2%	9.6%	11.0%	6.7%	8%	7%	6%	7%	7%	7%	9%	
Very unsafe	1.6%	1.6%	2.8%	2.2%	3.5%	2.6%	5.8%	2.8%	3.8%	2.5%	3%	3%	2%	2%	2%	2%	3%	
	(448)	(364)	(355)	(360)	(370)	(346)	(312)	(2,555)	(20,335)	(3,214)	(5,023)	(5,007)	(4,519)	(3,437)	(3,406)	(3,606)	(3,892)	

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

	2006							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW			Inner	Central												
How safe would you feel walking alone <i>at night</i> :																	
• in your neighborhood?																	
Very safe	33.0%	28.6%	10.0%	12.3%	13.7%	19.2%	7.4%	18.3%	14.3%	17.2%	17%	15%	16%	14%	14%	14%	11%
Safe	38.8%	40.9%	34.9%	39.4%	38.9%	34.6%	31.1%	37.1%	34.7%	36.0%	36%	35%	37%	37%	34%	35%	34%
Neither safe nor unsafe	16.4%	14.4%	26.8%	22.6%	19.3%	22.5%	22.2%	20.4%	21.5%	22.0%	23%	23%	22%	22%	24%	24%	24%
Unsafe	9.5%	12.0%	21.6%	19.2%	20.9%	17.7%	24.3%	17.6%	21.8%	18.2%	18%	20%	18%	20%	21%	20%	22%
Very unsafe	2.2%	4.1%	6.8%	6.6%	7.2%	5.9%	15.1%	6.6%	7.7%	6.6%	7%	7%	7%	7%	7%	7%	9%
	(451)	(367)	(370)	(381)	(388)	(355)	(325)	(2,637)	(21,008)	(3,312)	(5,206)	(5,144)	(4,679)	(3,595)	(3,487)	(3,669)	(4,037)
• in the park closest to you?																	
Very safe	14.1%	13.5%	4.0%	3.9%	4.3%	6.2%	2.0%	7.1%	4.7%	5.5%	6%	5%	5%	4%	4%	0%	3%
Safe	27.1%	23.4%	14.2%	15.8%	18.8%	20.5%	13.4%	19.4%	17.2%	19.0%	20%	18%	20%	18%	16%	16%	15%
Neither safe nor unsafe	30.3%	22.3%	24.9%	31.3%	29.0%	24.9%	24.8%	27.0%	24.0%	27.2%	26%	26%	26%	27%	25%	25%	25%
Unsafe	22.0%	29.9%	37.1%	31.9%	30.8%	34.3%	37.3%	31.5%	35.4%	32.9%	31%	33%	32%	33%	36%	35%	34%
Very unsafe	6.5%	11.0%	19.8%	17.2%	17.2%	14.1%	22.5%	15.1%	18.7%	15.4%	17%	18%	17%	18%	19%	20%	23%
	(432)	(355)	(353)	(361)	(373)	(341)	(306)	(2,521)	(20,081)	(3,175)	(4,971)	(4,929)	(4,451)	(3,404)	(3,349)	(3,534)	(3,854)
• downtown?																	
Very safe	3.6%	7.4%	3.6%	4.9%	2.5%	3.2%	1.6%	3.9%	2.9%	5.0%	5%	5%	5%	4%	4%	4%	3%
Safe	27.8%	27.5%	21.4%	29.6%	22.3%	24.3%	13.1%	24.1%	19.2%	24.0%	25%	25%	26%	24%	22%	21%	18%
Neither safe nor unsafe	31.6%	32.0%	31.2%	33.4%	25.8%	30.4%	19.9%	29.5%	27.2%	30.9%	30%	31%	32%	32%	29%	31%	29%
Unsafe	24.8%	19.6%	28.7%	22.2%	32.1%	23.4%	36.6%	26.5%	30.6%	26.9%	26%	25%	25%	26%	29%	28%	30%
Very unsafe	12.2%	13.5%	15.0%	9.9%	17.3%	18.7%	28.8%	16.1%	20.1%	13.2%	14%	14%	12%	14%	16%	16%	20%
	(443)	(363)	(359)	(365)	(364)	(342)	(306)	(2,542)	(20,354)	(3,174)	(4,984)	(4,950)	(4,462)	(3,415)	(3,344)	(3,539)	(3,876)
<b>2</b> 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	16.2%	18.2%	18.5%	19.2%	17.3%	17.3%	15.1%	17.4%	16.8%	17.3%	16%	15%	16%	14%	14%	15%	-
Willing	43.0%	42.5%	46.8%	46.6%	42.0%	44.7%	46.5%	44.5%	44.2%	41.6%	44%	43%	43%	41%	47%	45%	-
Neither willing nor unwilling	30.3%	28.0%	23.7%	26.3%	30.5%	26.4%	28.8%	27.8%	29.6%	32.6%	31%	33%	33%	35%	32%	32%	-
Unwilling	9.2%	10.7%	8.7%	6.5%	8.9%	10.0%	7.0%	8.7%	7.8%	7.1%	8%	7%	7%	9%	6%	7%	-
Very unwilling	1.4%	0.6%	2.3%	1.4%	1.3%	1.5%	2.7%	1.6%	1.5%	1.3%	2%	2%	1%	1%	1%	1%	-
	(426)	(346)	(346)	(354)	(371)	(329)	(299)	(2,471)	(19,547)	(3,199)	(4,995)	(4,941)	(4,477)	(3,372)	(3,387)	(3,585)	-

		2006							Prior Year CITY TOTALS								
		NW/ SW Downtown		NE Inner Central		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
<b>3</b>	Did anyone break into, or burglarize, your home during the last 12 months?																
	Yes	3.7%	6.1%	8.5%	7.7%	4.8%	4.1%	8.5%	6.1%	7.3%	5.1%	6%	5%	5%	4%	5%	4%
	No	96.3%	93.9%	91.5%	92.3%	95.2%	95.9%	91.5%	93.9%	92.7%	94.9%	95%	95%	95%	96%	95%	96%
<i>If YES:</i>		(459)	(376)	(376)	(392)	(397)	(365)	(331)	(2,696)	(21,593)	(3,397)	(5,342)	(5,311)	(4,831)	(3,713)	(3,617)	(4,130)
	• Was it reported to the police?																
	Yes	82.4%	60.9%	48.4%	60.7%	63.2%	66.7%	59.3%	61.3%	68.6%	67.3%	58%	73%	57%	56%	66%	70%
	No	17.6%	39.1%	51.6%	39.3%	36.8%	33.3%	40.7%	38.8%	31.4%	32.7%	42%	27%	43%	44%	34%	29%
		(17)	(23)	(31)	(28)	(19)	(15)	(27)	(160)	(1,539)	(171)	(291)	(255)	(212)	(158)	(164)	(175)
<b>4</b>	Do you know, or have you heard of, your neighborhood police officer?																
	Yes	15.3%	9.4%	21.1%	12.5%	14.4%	15.2%	12.3%	14.3%	14.3%	13.8%	15%	14%	13%	14%	13%	14%
	No	84.7%	90.6%	78.9%	87.5%	85.6%	84.8%	87.7%	85.7%	85.7%	86.2%	85%	86%	87%	86%	87%	86%
		(437)	(373)	(361)	(385)	(388)	(349)	(324)	(2,617)	(19,435)	(3,413)	(5,298)	(5,287)	(4,809)	(3,687)	(3,606)	(4,129)
<b>5</b>	Did anyone break into, or attempt to break into, any cars or trucks belonging to your household in the last 12 months (that is, since August 2005)?																
	Yes	12.6%	12.6%	19.8%	22.1%	17.7%	17.1%	18.1%	17.0%	21.2%	20.5%	22%	20%	19%	18%	20%	22%
	No	87.4%	87.4%	80.2%	77.9%	82.3%	82.9%	81.9%	83.0%	78.8%	79.5%	78%	80%	81%	82%	80%	78%
		(460)	(374)	(374)	(394)	(396)	(363)	(332)	(2,693)	(21,566)	(3,396)	(5,309)	(5,284)	(4,799)	(3,665)	(3,597)	(4,098)
<i>If YES:</i>																	
	• No. of times? (TOTAL)	75	58	109	105	91	79	69	586	6,761	970	704	1,611	1,349	991	1,055	1,299
	• What percent were reported to the police? (CALCULATED)	51%	41%	53%	36%	42%	44%	49%	45%	45.0%	45.8%	44%	43%	39%	40%	40%	45%
<b>6</b>	Are you prepared to sustain yourself for 72 hours after a major disaster?																
	Yes	63.7%	52.7%	50.4%	46.2%	57.6%	56.0%	62.4%	55.6%	55.2%	54.3%	54%	53%	54%	61%	57%	52%
	No	36.3%	47.3%	49.6%	53.8%	42.4%	44.0%	37.6%	44.4%	44.8%	45.7%	46%	47%	46%	39%	43%	48%
		(457)	(372)	(377)	(390)	(396)	(361)	(327)	(2,680)	(21,486)	(3,363)	(5,266)	(5,255)	(4,754)	(3,653)	(3,580)	(4,065)

	2006								Prior Year CITY TOTALS								
	NW/ Downtown			NE		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW	N	Inner	Central													
<b>If NO:</b>																	
• Do you know what to do to get prepared?																	
Yes	66.2%	63.2%	64.5%	65.8%	58.5%	65.8%	60.3%	63.7%	59.5%	49.1%	56%	50%	50%	54%	57%	47%	45%
No	33.8%	36.8%	35.5%	34.2%	41.5%	34.2%	39.7%	36.3%	40.5%	50.9%	44%	50%	50%	46%	43%	53%	55%
	(157)	(163)	(183)	(196)	(159)	(149)	(116)	(1,123)	(9,139)	(1,275)	(2,058)	(2,074)	(1,896)	(1,233)	(1,332)	(1,550)	(1,867)
<b>7</b> Are you currently trained in first aid or CPR?																	
Yes	40.4%	37.3%	40.9%	42.5%	40.4%	39.9%	44.5%	40.8%	38.6%	43.4%	53%	52%	51%	52%	53%	51%	-
No	59.6%	62.7%	59.1%	57.5%	59.6%	60.1%	55.5%	59.2%	61.4%	56.6%	47%	48%	49%	48%	47%	49%	-
	(451)	(375)	(372)	(388)	(396)	(361)	(330)	(2,673)	(20,740)	(3,319)	(5,324)	(5,265)	(4,767)	(3,679)	(3,571)	(3,781)	-
<b>8</b> Did you call 9-1-1 for an emergency in the last twelve months?																	
Yes	14.3%	12.5%	22.1%	25.0%	18.8%	17.6%	21.8%	18.7%	20.6%	19.3%	-	-	-	-	-	-	-
No	85.7%	87.5%	77.9%	75.0%	81.2%	82.4%	78.2%	81.3%	79.4%	80.7%	-	-	-	-	-	-	-
	(460)	(376)	(376)	(392)	(398)	(363)	(330)	(2,695)	(21,735)	(3,413)	-	-	-	-	-	-	-
<b>If YES:</b>																	
• How do you rate the services you got on the phone? (the last time, if more than once)																	
Very good	57.8%	46.8%	39.0%	38.9%	41.1%	43.8%	47.2%	44.3%	41.9%	46.4%	-	-	-	-	-	-	-
Good	25.0%	29.8%	39.0%	33.7%	35.6%	35.9%	44.4%	35.2%	35.2%	35.4%	-	-	-	-	-	-	-
Neither good nor bad	12.5%	6.4%	12.2%	13.7%	8.2%	10.9%	4.2%	10.1%	12.0%	11.3%	-	-	-	-	-	-	-
Bad	1.6%	10.6%	7.3%	9.5%	9.6%	4.7%	1.4%	6.4%	6.8%	4.8%	-	-	-	-	-	-	-
Very bad	3.1%	6.4%	2.4%	4.2%	5.5%	4.7%	2.8%	4.0%	4.1%	2.0%	-	-	-	-	-	-	-
	(64)	(47)	(82)	(95)	(73)	(64)	(72)	(497)	(4,390)	(644)	-	-	-	-	-	-	-
<b>9</b> How do you rate the City of Portland's efforts to control misconduct by Portland police officers?																	
Very good	9.8	9.8	9.6	7.2	6.8	8.4	11.7	9.0	8.1	7.1							
Good	32.9	33.9	27.9	28.2	39.0	30.6	38.7	33.0	30.5	27.9							
Neither good nor bad	35.2	35.8	40.8	36.8	36.2	40.6	29.7	36.5	35.1	33.9							
Bad	15.9	13.7	14.4	19.3	11.4	13.9	16.0	15.0	17.5	20.2							
Very bad	6.2	6.8	7.2	8.6	6.6	6.5	4.0	6.6	8.8	10.9							
	(389)	(307)	(333)	(348)	(351)	(310)	(300)	(2,338)	(18,509)	(2,999)							



		2006							Prior Year CITY TOTALS									
		NW/ Downtown		NE Inner Central		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997	
<b>10</b>	How do you rate the tap water provided by the City on:																	
	• quality?																	
	Very good	40.3%	32.8%	28.0%	30.9%	33.1%	36.7%	22.3%	32.4%	26.2%	26.3%	23%	-	-	-	-	-	-
	Good	44.0%	47.7%	49.3%	46.2%	43.3%	44.1%	52.6%	46.6%	46.2%	44.6%	44%	-	-	-	-	-	-
	Neither good nor bad	11.3%	13.2%	14.0%	14.8%	15.4%	13.3%	16.8%	14.0%	17.7%	18.8%	21%	-	-	-	-	-	-
	Bad	3.5%	4.4%	6.7%	6.2%	7.2%	5.4%	6.4%	5.6%	7.6%	7.8%	9%	-	-	-	-	-	-
	Very bad	0.9%	1.9%	1.9%	1.8%	1.0%	0.6%	1.8%	1.4%	2.3%	2.5%	3%	-	-	-	-	-	-
		(452)	(363)	(371)	(385)	(390)	(354)	(327)	(2,642)	(21,133)	(3,243)	(5,222)	-	-	-	-	-	-
	• cost?																	
	Very good	7.7%	13.1%	5.2%	7.7%	6.5%	8.2%	3.2%	7.3%	5.6%	5.8%	-	-	-	-	-	-	-
	Good	26.6%	37.5%	28.2%	32.0%	25.9%	28.2%	25.7%	28.9%	23.6%	23.6%	-	-	-	-	-	-	-
	Neither good nor bad	28.8%	30.0%	33.1%	29.4%	27.9%	29.2%	29.3%	29.6%	30.1%	27.9%	-	-	-	-	-	-	-
	Bad	22.8%	14.8%	18.6%	21.7%	23.9%	22.3%	24.8%	21.4%	24.8%	25.1%	-	-	-	-	-	-	-
	Very bad	14.1%	4.6%	14.8%	9.1%	15.8%	12.2%	17.0%	12.7%	16.0%	17.7%	-	-	-	-	-	-	-
	(417)	(283)	(344)	(350)	(355)	(319)	(311)	(2,379)	(19,110)	(2,866)	-	-	-	-	-	-	-	
<b>11</b>	How do you rate the sewer and storm drainage systems in your neighborhood?																	
	Very good	10.8%	18.0%	11.3%	8.0%	10.9%	10.7%	10.7%	11.4%	10.1%	19.0%	22%	24%	24%	24%	25%	25%	27%
	Good	45.0%	47.3%	46.0%	57.1%	49.9%	47.5%	47.2%	48.6%	47.4%	49.6%	49%	47%	47%	51%	50%	49%	48%
	Neither good nor bad	26.6%	23.5%	27.7%	22.9%	24.9%	31.6%	24.5%	26.0%	26.5%	22.3%	19%	18%	20%	17%	17%	18%	17%
	Bad	11.7%	7.0%	11.6%	11.2%	8.0%	6.9%	10.4%	9.6%	10.8%	5.7%	7%	7%	6%	5%	5%	5%	5%
	Very bad	6.0%	4.3%	3.4%	0.8%	6.4%	3.3%	7.2%	4.5%	5.1%	3.5%	4%	4%	3%	3%	3%	3%	3%
		(436)	(328)	(354)	(375)	(377)	(335)	(318)	(2,523)	(19,893)	(3,092)	(5,021)	(4,916)	(4,421)	(3,418)	(3,287)	(3,427)	(3,852)
	How well do you think the sewer and storm drainage systems protect streams and rivers?																	
	Very good	3.9%	5.8%	5.2%	4.4%	2.8%	2.0%	7.4%	4.4%	3.1%	5.0%	5%	5%	5%	6%	5%	6%	5%
	Good	24.0%	28.5%	21.5%	28.9%	23.8%	25.7%	25.8%	25.4%	22.0%	26.2%	23%	25%	22%	24%	23%	23%	24%
	Neither good nor bad	31.0%	32.1%	32.2%	30.2%	32.5%	34.0%	34.3%	32.2%	31.9%	25.5%	25%	26%	27%	27%	27%	24%	26%
	Bad	28.4%	24.5%	25.4%	26.1%	26.9%	27.3%	22.5%	26.0%	29.1%	27.3%	29%	28%	28%	26%	28%	30%	29%
	Very bad	12.8%	9.1%	15.6%	10.4%	13.9%	11.0%	10.0%	11.9%	13.8%	15.9%	18%	16%	18%	17%	17%	17%	16%
		(384)	(274)	(307)	(318)	(323)	(300)	(271)	(2,177)	(16,883)	(2,832)	(4,496)	(4,295)	(3,954)	(2,933)	(2,871)	(3,016)	(3,433)

		2006							Prior Year CITY TOTALS									
		NW/		NE				CITY TOTAL										
		SW	Downtown	N	Inner	Central	SE		E	2005	2004	2003	2002	2001	2000	1999	1998	1997
<b>12</b>	How do you rate garbage/recycling service on:																	
	• the cost																	
	Very good	9.3%	12.6%	10.1%	10.8%	7.2%	9.3%	8.6%	9.6%	8.9%	9.5%	9%	9%	8%	8%	8%	9%	9%
	Good	35.7%	43.9%	42.8%	44.9%	40.9%	42.3%	38.8%	41.1%	40.3%	39.4%	37%	36%	36%	36%	36%	36%	34%
	Neither good nor bad	33.6%	33.7%	35.3%	31.6%	32.6%	31.2%	34.9%	33.2%	32.3%	32.8%	34%	34%	35%	35%	34%	34%	33%
	Bad	13.8%	8.1%	9.0%	10.8%	13.9%	14.4%	15.5%	12.3%	14.3%	13.9%	15%	16%	16%	16%	17%	16%	18%
	Very bad	7.5%	1.8%	2.9%	1.9%	5.3%	2.7%	2.3%	3.7%	4.3%	4.4%	5%	5%	5%	5%	5%	5%	6%
		(428)	(285)	(346)	(361)	(374)	(333)	(304)	(2,431)	(19,351)	(2,934)	(4,704)	(4,616)	(4,075)	(3,186)	(3,110)	(3,235)	(3,645)
	• the quality of garbage service																	
	Very good	26.4%	24.3%	24.4%	28.1%	25.3%	27.7%	20.4%	25.4%	23.7%	22.3%	23%	23%	22%	21%	22%	24%	25%
	Good	55.5%	56.7%	56.2%	52.5%	53.5%	53.7%	56.3%	54.9%	56.2%	55.2%	56%	55%	55%	55%	56%	54%	52%
	Neither good nor bad	12.8%	14.9%	13.4%	14.2%	14.8%	14.4%	18.6%	14.6%	15.3%	17.5%	17%	17%	18%	19%	17%	17%	17%
	Bad	4.5%	3.8%	3.8%	4.2%	5.1%	3.0%	3.7%	4.1%	3.6%	3.8%	4%	4%	4%	4%	4%	4%	4%
	Very bad	0.9%	0.3%	2.2%	1.0%	1.3%	1.1%	0.9%	1.1%	1.2%	1.3%	1%	1%	1%	1%	1%	1%	2%
		(447)	(342)	(365)	(381)	(391)	(361)	(323)	(2,610)	(20,787)	(3,182)	(5,099)	(5,022)	(4,506)	(3,490)	(3,338)	(3,514)	(3,963)
• the quality of recycling service																		
Very good	28.6%	25.4%	27.5%	27.6%	26.0%	27.9%	22.4%	26.6%	25.0%	24.9%	24%	25%	24%	23%	24%	26%	26%	
Good	49.8%	54.8%	53.3%	54.1%	50.9%	50.3%	52.2%	52.1%	52.8%	51.8%	53%	52%	52%	53%	52%	50%	49%	
Neither good nor bad	14.4%	15.5%	13.5%	11.1%	15.7%	13.5%	19.3%	14.6%	15.1%	17.0%	16%	16%	16%	17%	17%	16%	17%	
Bad	5.6%	4.1%	3.8%	6.1%	4.9%	6.1%	4.0%	5.0%	5.3%	4.8%	5%	5%	6%	5%	5%	6%	6%	
Very bad	1.6%	0.3%	1.9%	1.1%	2.6%	2.2%	2.2%	1.7%	1.7%	1.5%	2%	2%	2%	2%	2%	2%	2%	
	(444)	(343)	(364)	(377)	(389)	(362)	(322)	(2,601)	(20,592)	(3,171)	(5,042)	(4,968)	(4,464)	(3,454)	(3,307)	(3,484)	(3,930)	
<b>13</b>	Do you live in a single-family home, a 2-, 3- or 4-plex, or a larger apartment/condominium?																	
	Single-family home	83.0%	37.2%	87.2%	84.1%	90.9%	82.3%	81.6%	78.2%	79.4%	75.1%	76%	76%	73%	76%	76%	76%	75%
	2, 3 or 4-plex	3.3%	3.8%	6.7%	5.8%	2.6%	8.3%	5.1%	5.0%	6.1%	7.0%	7%	6%	7%	5%	5%	5%	6%
	Apartment	12.4%	53.6%	4.5%	9.3%	5.5%	7.4%	12.3%	14.9%	12.8%	15.7%	15%	16%	17%	17%	17%	16%	17%
	Other	1.3%	5.5%	1.7%	0.8%	1.0%	2.0%	0.9%	1.9%	1.7%	2.3%	3%	2%	3%	2%	2%	3%	2%
	(453)	(366)	(358)	(378)	(384)	(351)	(316)	(2,606)	(20,883)	(3,292)	(5,298)	(5,162)	(4,694)	(3,628)	(3,370)	(3,565)	(4,017)	

		2006							Prior Year CITY TOTALS								
		NW/ Downtown		NE Inner Central		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
<b>14</b>	How do you rate traffic flow (congestion) during <u>peak traffic hours</u> , that is 7 - 9 am and 3:30 - 6 pm:																
	• major streets and thoroughfares, <i>excluding</i> freeways?																
	Very good	2.0%	3.6%	2.4%	2.6%	2.8%	0.3%	2.5%	2.3%	2.2%	1.6%	-	-	-	-	-	-
	Good	24.3%	28.3%	22.6%	26.2%	18.9%	20.6%	21.8%	23.3%	22.7%	22.4%	-	-	-	-	-	-
	Neither good nor bad	26.5%	22.4%	23.1%	27.0%	24.4%	26.3%	23.7%	24.8%	26.5%	30.1%	-	-	-	-	-	-
	Bad	35.1%	36.4%	37.6%	32.5%	37.6%	41.5%	38.5%	36.9%	36.5%	35.0%	-	-	-	-	-	-
	Very bad	12.1%	9.2%	14.2%	11.7%	16.3%	11.3%	13.5%	12.7%	12.2%	11.0%	-	-	-	-	-	-
		(445)	(357)	(372)	(385)	(386)	(354)	(325)	(2,624)	(20,742)	(3,207)	-	-	-	-	-	-
	• your neighborhood streets?																
	Very good	18.9%	13.9%	13.5%	16.1%	10.9%	12.1%	10.1%	13.9%	13.6%	10.6%	-	-	-	-	-	-
	Good	42.7%	34.9%	43.5%	47.6%	39.3%	42.0%	42.9%	41.9%	43.4%	43.7%	-	-	-	-	-	-
	Neither good nor bad	19.8%	23.0%	23.0%	21.2%	25.0%	22.5%	26.5%	22.8%	22.4%	24.8%	-	-	-	-	-	-
	Bad	12.4%	21.6%	15.9%	12.2%	18.5%	19.2%	14.5%	16.2%	15.4%	15.3%	-	-	-	-	-	-
	Very bad	6.2%	6.6%	4.1%	2.9%	6.3%	4.2%	6.0%	5.2%	5.3%	5.7%	-	-	-	-	-	-
	(450)	(361)	(370)	(378)	(384)	(355)	(317)	(2,615)	(20,967)	(3,225)	-	-	-	-	-	-	
<b>15</b>	How do you rate traffic flow (congestion) during <u>off-peak traffic hours</u> :																
	• major streets and thoroughfares, <i>excluding</i> freeways?																
	Very good	23.8%	23.9%	18.8%	17.5%	15.4%	16.7%	10.3%	18.4%	17.3%	14.1%	-	-	-	-	-	-
	Good	51.9%	50.6%	52.2%	55.8%	52.1%	55.3%	51.3%	52.7%	51.9%	52.7%	-	-	-	-	-	-
	Neither good nor bad	15.9%	18.3%	20.2%	17.3%	23.3%	20.7%	25.6%	20.0%	20.5%	22.5%	-	-	-	-	-	-
	Bad	6.6%	6.9%	7.2%	7.3%	8.4%	6.3%	10.9%	7.6%	8.6%	8.9%	-	-	-	-	-	-
	Very bad	1.8%	0.3%	1.7%	2.2%	0.8%	0.9%	1.9%	1.3%	1.7%	1.8%	-	-	-	-	-	-
		(453)	(360)	(362)	(371)	(382)	(347)	(320)	(2,595)	(20,243)	(3,211)	-	-	-	-	-	-
	• your neighborhood streets?																
	Very good	43.2%	36.0%	31.4%	31.8%	30.4%	31.7%	22.6%	32.9%	31.7%	27.3%	-	-	-	-	-	-
	Good	43.0%	45.3%	50.1%	54.2%	47.5%	50.4%	54.1%	49.0%	48.2%	51.1%	-	-	-	-	-	-
	Neither good nor bad	8.9%	11.8%	12.4%	10.0%	14.2%	11.0%	14.1%	11.7%	12.7%	14.4%	-	-	-	-	-	-
	Bad	3.1%	6.3%	4.1%	2.7%	7.1%	5.7%	7.3%	5.1%	5.6%	5.0%	-	-	-	-	-	-
	Very bad	1.8%	0.5%	1.9%	1.3%	0.8%	1.1%	1.8%	1.3%	1.9%	2.2%	-	-	-	-	-	-
	(447)	(364)	(363)	(371)	(381)	(353)	(327)	(2,606)	(20,518)	(3,224)	-	-	-	-	-	-	

	2006							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE Inner Central		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW																
<b>16</b> Do you work outside of your home (either full-time or part-time)?																	
Yes	70.4%	64.0%	73.2%	71.3%	67.1%	71.4%	61.6%	68.6%	67.0%	68.7%	69%	67%	70%	66%	65%	68%	66%
No	29.6%	36.0%	26.8%	28.7%	32.9%	28.6%	38.4%	31.4%	33.0%	31.3%	31%	33%	30%	34%	35%	32%	34%
	(459)	(375)	(377)	(394)	(395)	(364)	(328)	(2,692)	(21,620)	(3,187)	(5,304)	(5,234)	(4,749)	(3,640)	(3,541)	(3,686)	(4,108)
<b>If YES:</b>																	
• Do you usually travel to or from work during peak traffic hours, that is, 7 - 9 am (morning) or 3:30 - 6 pm (evening)?																	
Morning	9.6%	7.6%	10.7%	7.6%	9.9%	8.5%	12.6%	9.4%	10.2%	11.8%	17%	17%	18%	16%	17%	16%	41%
Evening	8.1%	11.0%	11.0%	9.7%	10.3%	10.4%	12.6%	10.3%	11.0%	11.9%	11%	10%	10%	10%	12%	10%	9%
Both morning and evening	75.5%	67.8%	65.4%	68.2%	65.0%	65.3%	61.8%	67.5%	64.8%	61.6%	56%	57%	56%	58%	54%	56%	31%
Neither	6.8%	13.6%	12.9%	14.4%	14.8%	15.8%	13.1%	12.9%	14.0%	14.6%	16%	16%	16%	16%	17%	18%	19%
	(322)	(236)	(272)	(277)	(263)	(259)	(199)	(1,828)	(14,056)	(2,173)	(3,636)	(3,509)	(3,343)	(2,391)	(2,267)	(2,485)	(2,715)
• What mode of travel do you usually use to get to and from work?																	
Drive alone	74.5%	59.1%	73.7%	70.2%	80.3%	66.1%	77.7%	71.7%	71.4%	71.5%	72%	71%	70%	69%	70%	70%	71%
Drive with others	8.5%	4.8%	6.4%	7.5%	7.1%	10.2%	8.6%	7.6%	7.6%	7.9%	8%	8%	8%	9%	8%	8%	9%
Bus or Max	7.9%	13.0%	8.3%	6.0%	5.1%	11.0%	8.1%	8.4%	10.4%	11.2%	10%	10%	11%	12%	12%	12%	10%
Drive partway, bus partway	3.5%	4.8%	4.5%	5.3%	1.6%	2.4%	3.6%	3.6%	3.3%	2.2%	3%	3%	3%	2%	3%	2%	2%
Walk	2.5%	12.2%	1.9%	2.6%	1.6%	1.2%	0.5%	3.1%	3.1%	3.3%	3%	4%	4%	5%	4%	5%	5%
Bicycle	3.1%	6.1%	5.3%	8.3%	4.3%	9.1%	1.5%	5.4%	4.2%	3.9%	4%	4%	4%	3%	3%	3%	3%
	(318)	(230)	(266)	(265)	(254)	(254)	(197)	(1,784)	(14,131)	(2,184)	(3,598)	(3,481)	(3,293)	(2,363)	(2,247)	(2,468)	(2,717)
• Do you sometimes use a different mode instead?																	
Yes	53.1%	54.3%	54.9%	64.9%	58.7%	59.1%	47.7%	56.3%	54.4%	46.9%	-	-	-	-	-	-	-
No	46.9%	45.7%	45.1%	35.1%	41.3%	40.9%	52.3%	43.7%	45.6%	53.1%	-	-	-	-	-	-	-
	(318)	(230)	(266)	(265)	(254)	(254)	(197)	(1,784)	(13,893)	(2,186)	-	-	-	-	-	-	-
• If you sometimes use a different mode instead, what is it?																	
Drive alone	8.8%	11.7%	13.2%	11.3%	9.1%	11.4%	11.2%	10.9%	8.8%	6.6%	-	-	-	-	-	-	-
Drive with others	12.6%	5.7%	11.7%	13.2%	14.6%	12.6%	11.7%	11.8%	11.8%	9.2%	-	-	-	-	-	-	-
Bus or Max	17.3%	17.0%	16.5%	21.5%	20.1%	15.4%	12.7%	17.4%	17.3%	17.5%	-	-	-	-	-	-	-
Drive partway, bus partway	1.3%	1.7%	1.5%	1.5%	2.4%	0.8%	4.6%	1.8%	2.9%	1.6%	-	-	-	-	-	-	-
Walk	4.4%	10.9%	1.9%	7.9%	3.1%	6.7%	2.5%	5.3%	5.1%	4.6%	-	-	-	-	-	-	-
Bicycle	8.8%	7.4%	10.2%	9.4%	9.4%	12.2%	5.1%	9.1%	8.6%	7.5%	-	-	-	-	-	-	-
None	46.9%	45.7%	45.1%	35.1%	41.3%	40.9%	52.3%	43.7%	45.6%	53.1%	-	-	-	-	-	-	-
	(318)	(230)	(266)	(265)	(254)	(254)	(197)	(1,784)	(13,893)	(2,186)	-	-	-	-	-	-	-

	2006							Prior Year CITY TOTALS									
	NW/			NE		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW	Downtown	N	Inner	Central												
• How often do you use a different mode?																	
A few times per year	44.7%	35.2%	36.5%	42.5%	46.1%	37.3%	46.7%	41.2%	41.6%	-	-	-	-	-	-	-	-
More than a few times	24.5%	33.1%	29.7%	29.5%	26.9%	31.6%	29.9%	29.2%	28.8%	-	-	-	-	-	-	-	-
Fairly frequently	24.5%	20.0%	23.6%	19.7%	21.0%	20.3%	14.0%	20.8%	21.2%	-	-	-	-	-	-	-	-
Almost half the time	6.4%	11.7%	10.1%	8.3%	6.0%	10.7%	9.3%	8.8%	8.5%	-	-	-	-	-	-	-	-
	(188)	(145)	(148)	(193)	(167)	(177)	(107)	(1,125)	(7,419)	-	-	-	-	-	-	-	-
<b>17</b> In general, how do you rate your neighborhood on:																	
• housing affordability?																	
Very good	2.9%	3.4%	8.6%	3.9%	5.2%	2.2%	6.9%	4.6%	4.4%	5.3%	5%	6%	7%	6%	7%	7%	6%
Good	32.1%	22.8%	37.0%	28.1%	32.5%	28.8%	45.9%	32.2%	33.4%	35.0%	39%	38%	37%	39%	41%	39%	35%
Neither good nor bad	33.7%	28.2%	30.4%	26.6%	29.4%	31.3%	30.8%	30.1%	30.1%	31.6%	30%	30%	30%	31%	27%	28%	30%
Bad	22.7%	32.4%	20.2%	31.8%	24.2%	28.5%	15.4%	25.1%	24.4%	21.4%	20%	20%	20%	18%	19%	19%	21%
Very bad	8.5%	13.2%	3.9%	9.6%	8.8%	9.2%	0.9%	7.9%	7.7%	6.8%	6%	6%	6%	6%	6%	7%	8%
	(445)	(355)	(362)	(384)	(385)	(358)	(318)	(2,607)	(20,552)	(3,205)	(5,085)	(5,028)	(4,555)	(3,496)	(3,374)	(3,589)	(3,911)
• physical condition of housing?																	
Very good	19.7%	32.0%	6.5%	13.3%	13.1%	10.8%	8.8%	15.1%	11.7%	13.0%	13%	12%	11%	11%	13%	13%	15%
Good	60.8%	51.8%	48.1%	57.5%	51.7%	49.2%	56.7%	53.9%	51.8%	52.1%	53%	49%	52%	54%	53%	53%	52%
Neither good nor bad	16.4%	12.5%	35.8%	20.5%	27.0%	31.8%	22.9%	23.6%	26.9%	26.5%	25%	30%	27%	27%	26%	27%	25%
Bad	2.7%	3.3%	8.6%	7.7%	6.9%	8.0%	10.4%	6.6%	8.4%	7.7%	7%	8%	9%	7%	7%	6%	7%
Very bad	0.4%	0.5%	1.1%	1.0%	1.3%	0.3%	1.2%	0.8%	1.2%	0.7%	1%	1%	1%	1%	1%	1%	1%
	(452)	(369)	(372)	(391)	(389)	(362)	(328)	(2,663)	(21,312)	(3,277)	(5,241)	(5,163)	(4,710)	(3,611)	(3,479)	(3,696)	(4,039)
• closeness of parks or open spaces?																	
Very good	37.4%	48.5%	26.4%	28.7%	25.1%	26.9%	13.9%	30.0%	26.8%	27.0%	29%	27%	27%	26%	26%	27%	-
Good	44.2%	41.5%	57.5%	54.6%	50.3%	55.7%	54.8%	50.9%	52.5%	54.2%	53%	53%	53%	53%	54%	52%	-
Neither good nor bad	12.0%	7.8%	10.9%	11.3%	14.6%	12.5%	20.9%	12.7%	14.1%	14.4%	13%	14%	14%	16%	16%	15%	-
Bad	4.8%	2.2%	4.6%	4.6%	6.2%	4.2%	9.7%	5.1%	5.4%	3.5%	4%	5%	5%	4%	3%	5%	-
Very bad	1.5%	0.0%	0.5%	0.8%	3.8%	0.8%	0.6%	1.2%	1.2%	0.9%	1%	1%	1%	1%	1%	1%	-
	(457)	(371)	(367)	(390)	(390)	(361)	(330)	(2,666)	(21,223)	(3,248)	(5,222)	(5,165)	(4,666)	(3,573)	(3,448)	(3,674)	-
• walking distance to bus stop (or Max)?																	
Very good	41.7%	54.9%	43.5%	52.0%	39.4%	47.7%	26.4%	43.9%	42.9%	44.5%	48%	45%	45%	42%	44%	45%	-
Good	38.4%	27.3%	45.4%	40.3%	46.8%	42.5%	53.2%	41.7%	43.7%	42.1%	40%	43%	43%	45%	42%	43%	-
Neither good nor bad	10.3%	6.5%	5.9%	6.1%	9.2%	6.3%	13.4%	8.2%	7.8%	8.3%	7%	7%	7%	8%	8%	8%	-
Bad	5.9%	6.5%	3.2%	1.3%	3.6%	2.7%	5.8%	4.1%	3.7%	3.8%	3%	3%	3%	3%	4%	3%	-
Very bad	3.7%	4.9%	1.9%	0.3%	1.0%	0.8%	1.2%	2.0%	1.8%	1.4%	2%	2%	2%	2%	2%	1%	-
	(456)	(370)	(372)	(392)	(393)	(365)	(329)	(2,677)	(21,329)	(3,277)	(5,240)	(5,229)	(4,736)	(3,636)	(3,502)	(3,718)	-

	2006							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW			Inner	Central												
• access to shopping and other services?																	
Very good	22.7%	43.5%	20.7%	34.9%	28.4%	29.6%	19.0%	28.4%	28.0%	29.0%	30%	28%	28%	26%	27%	29%	-
Good	52.0%	37.4%	49.5%	48.2%	47.1%	51.1%	57.7%	48.9%	47.8%	45.2%	46%	46%	47%	46%	47%	46%	-
Neither good nor bad	17.2%	12.1%	17.0%	12.2%	17.2%	13.0%	16.3%	15.1%	16.0%	17.6%	16%	18%	17%	18%	17%	16%	-
Bad	7.0%	5.4%	10.1%	3.6%	5.6%	6.1%	6.3%	6.3%	6.4%	6.6%	7%	6%	6%	7%	7%	7%	-
Very bad	1.1%	1.6%	2.7%	1.0%	1.8%	0.3%	0.6%	1.3%	1.8%	1.5%	2%	2%	2%	3%	2%	2%	-
	(458)	(372)	(376)	(392)	(395)	(362)	(331)	(2,686)	(21,548)	(3,291)	(5,278)	(5,258)	(4,767)	(3,676)	(3,522)	(3,737)	-
• on-street parking?																	
Very good	19.2%	11.9%	23.7%	29.6%	21.7%	24.4%	11.4%	20.5%	18.4%	-	-	-	-	-	-	-	-
Good	37.9%	29.7%	46.3%	45.5%	41.7%	43.5%	51.4%	42.1%	43.1%	-	-	-	-	-	-	-	-
Neither good nor bad	19.8%	18.7%	16.3%	13.2%	21.0%	16.6%	18.5%	17.8%	19.9%	-	-	-	-	-	-	-	-
Bad	12.9%	22.7%	8.7%	7.5%	11.0%	12.4%	14.2%	12.6%	12.5%	-	-	-	-	-	-	-	-
Very bad	10.2%	17.0%	4.9%	4.2%	4.6%	3.1%	4.6%	7.0%	6.1%	-	-	-	-	-	-	-	-
	(449)	(353)	(367)	(385)	(391)	(356)	(325)	(2,626)	(21,077)	-	-	-	-	-	-	-	-
<b>18</b> In general, how do you rate the streets in your neighborhood on:																	
• smoothness?																	
Very good	10.5%	15.1%	12.7%	14.1%	7.9%	8.5%	13.0%	11.6%	11.0%	9.4%	10%	11%	12%	12%	11%	14%	12%
Good	40.1%	44.3%	46.8%	50.9%	46.8%	46.6%	51.5%	46.5%	48.3%	44.0%	47%	46%	46%	50%	45%	46%	46%
Neither good nor bad	21.7%	18.4%	23.2%	19.7%	24.7%	27.1%	20.6%	22.2%	21.4%	23.2%	23%	21%	22%	20%	23%	22%	23%
Bad	14.7%	15.7%	12.4%	11.8%	15.8%	13.2%	13.6%	13.9%	13.6%	16.9%	14%	15%	14%	13%	15%	13%	14%
Very bad	12.9%	6.5%	4.9%	3.6%	4.8%	4.7%	1.2%	5.8%	5.6%	6.5%	5%	7%	6%	5%	6%	5%	5%
	(456)	(370)	(370)	(391)	(393)	(365)	(330)	(2,675)	(21,474)	(3,307)	(5,291)	(5,266)	(4,787)	(3,688)	(3,503)	(3,676)	(4,102)
• cleanliness?																	
Very good	15.8%	20.3%	11.5%	13.7%	9.2%	11.5%	13.0%	13.6%	12.4%	9.6%	12%	11%	13%	12%	12%	14%	13%
Good	52.5%	54.5%	44.0%	50.1%	57.3%	53.3%	51.2%	51.9%	50.1%	51.8%	51%	48%	50%	53%	51%	51%	51%
Neither good nor bad	19.8%	15.0%	26.8%	18.8%	21.4%	21.9%	22.4%	20.8%	22.0%	24.0%	23%	24%	22%	23%	23%	22%	23%
Bad	7.7%	8.3%	13.7%	11.7%	9.4%	10.1%	11.2%	10.2%	11.6%	11.7%	11%	12%	12%	10%	10%	10%	10%
Very bad	4.2%	1.9%	4.0%	5.6%	2.8%	3.3%	2.1%	3.5%	3.8%	2.8%	3%	5%	3%	2%	4%	3%	3%
	(455)	(374)	(373)	(393)	(393)	(366)	(330)	(2,684)	(21,556)	(3,310)	(5,302)	(5,263)	(4,779)	(3,676)	(3,488)	(3,666)	(4,055)
• traffic speed?																	
Very good	7.5%	9.3%	6.2%	7.5%	3.6%	6.1%	7.2%	6.7%	6.0%	5.9%	5%	5%	6%	5%	5%	6%	5%
Good	39.0%	44.1%	36.5%	44.4%	37.3%	39.4%	37.7%	39.8%	38.1%	38.5%	38%	32%	32%	32%	33%	31%	32%
Neither good nor bad	22.7%	22.6%	24.9%	23.5%	25.6%	27.0%	24.4%	24.3%	23.8%	24.8%	25%	24%	24%	26%	25%	24%	25%
Bad	21.6%	18.0%	22.3%	18.3%	24.6%	20.1%	21.7%	21.0%	23.0%	21.8%	23%	26%	26%	25%	25%	26%	26%
Very bad	9.3%	6.0%	10.2%	6.2%	8.9%	7.4%	9.0%	8.2%	9.1%	9.0%	9%	13%	12%	12%	12%	13%	12%
	(454)	(367)	(373)	(387)	(394)	(363)	(332)	(2,670)	(21,480)	(3,303)	(5,289)	(5,258)	(4,778)	(3,671)	(3,471)	(3,651)	(4,050)

	2006								Prior Year CITY TOTALS								
	NW/ Downtown			NE		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW	N	Inner	Central													
• safety of pedestrians?																	
Very good	6.8%	9.6%	8.8%	13.0%	5.3%	9.3%	9.1%	8.8%	8.1%	7.7%	8%	7%	8%	7%	-	-	-
Good	33.6%	44.9%	47.1%	51.3%	49.2%	54.4%	40.4%	45.6%	42.9%	42.1%	43%	40%	39%	41%	-	-	-
Neither good nor bad	24.3%	19.8%	23.3%	20.4%	21.6%	19.9%	25.5%	22.1%	23.7%	23.9%	25%	25%	26%	26%	-	-	-
Bad	21.7%	15.8%	14.2%	10.2%	17.5%	11.7%	18.2%	15.8%	17.1%	17.8%	17%	18%	19%	17%	-	-	-
Very bad	13.6%	9.9%	6.7%	5.1%	6.3%	4.6%	6.7%	7.7%	8.2%	8.5%	8%	10%	8%	9%	-	-	-
	(456)	(374)	(374)	(392)	(394)	(366)	(329)	(2,685)	(21,425)	(3,295)	(5,282)	(5,253)	(4,746)	(3,645)	-	-	-
• safety of bicyclists?																	
Very good	6.5%	7.4%	8.8%	9.7%	6.3%	6.2%	8.7%	7.6%	6.6%	6.8%	6%	6%	7%	6%	-	-	-
Good	31.4%	38.0%	44.8%	45.3%	39.9%	44.5%	38.8%	40.2%	37.6%	38.0%	38%	38%	35%	36%	-	-	-
Neither good nor bad	27.6%	23.5%	26.2%	24.9%	32.4%	29.1%	29.8%	27.6%	28.0%	27.9%	29%	28%	29%	29%	-	-	-
Bad	21.1%	20.1%	14.9%	15.4%	14.6%	17.1%	17.1%	17.3%	19.3%	19.3%	19%	19%	20%	20%	-	-	-
Very bad	13.5%	11.0%	5.2%	4.7%	6.8%	3.1%	5.6%	7.3%	8.6%	8.0%	8%	9%	9%	9%	-	-	-
	(446)	(353)	(362)	(382)	(383)	(357)	(322)	(2,605)	(20,788)	(3,205)	(5,102)	(5,086)	(4,603)	(3,538)	-	-	-
<b>19</b> In general, how do you rate the quality of the parks near your home in the following categories?																	
• well-maintained grounds																	
Very good	31.0%	40.4%	27.8%	23.1%	18.7%	24.2%	14.9%	26.1%	23.0%	24.3%	21%	21%	24%	25%	25%	24%	22%
Good	49.4%	47.5%	50.6%	57.7%	54.7%	59.1%	55.7%	53.4%	56.2%	55.9%	56%	56%	59%	59%	58%	56%	59%
Neither good nor bad	14.9%	9.6%	17.0%	15.4%	21.4%	13.5%	22.1%	16.1%	16.0%	15.6%	18%	18%	14%	13%	13%	16%	15%
Bad	4.0%	2.0%	4.3%	3.2%	3.0%	2.9%	6.6%	3.6%	3.7%	3.4%	4%	4%	3%	3%	3%	3%	3%
Very bad	0.7%	0.6%	0.3%	0.5%	2.2%	0.3%	0.7%	0.8%	1.1%	0.8%	1%	1%	0%	0%	1%	1%	1%
	(423)	(354)	(352)	(376)	(364)	(347)	(289)	(2,505)	(19,933)	(3,105)	(4,912)	(4,849)	(4,374)	(3,320)	(3,206)	(3,365)	(3,674)
• beauty of landscaping & plantings																	
Very good	27.0%	38.6%	24.1%	19.9%	14.2%	22.2%	15.6%	23.3%	20.4%	21.3%	19%	20%	22%	21%	22%	22%	20%
Good	43.3%	41.7%	41.1%	48.4%	49.2%	50.4%	44.1%	45.4%	47.0%	48.4%	47%	48%	50%	52%	50%	49%	50%
Neither good nor bad	22.9%	14.6%	28.6%	25.0%	27.5%	21.9%	30.9%	24.3%	25.6%	24.4%	28%	25%	22%	22%	23%	24%	25%
Bad	4.7%	4.2%	5.7%	5.6%	6.9%	4.3%	7.3%	5.5%	5.7%	4.9%	5%	6%	5%	4%	4%	4%	4%
Very bad	2.1%	0.8%	0.6%	1.1%	2.2%	1.2%	2.1%	1.4%	1.4%	1.1%	1%	1%	1%	1%	1%	1%	1%
	(423)	(355)	(353)	(376)	(360)	(347)	(288)	(2,502)	(19,858)	(3,091)	(4,919)	(4,861)	(4,378)	(3,326)	(3,184)	(3,347)	(3,670)
• well-maintained facilities																	
Very good	25.4%	31.0%	18.1%	10.6%	8.6%	16.2%	13.3%	17.9%	15.5%	15.6%	13%	13%	15%	16%	16%	14%	11%
Good	47.1%	43.5%	35.6%	45.0%	45.4%	52.4%	41.5%	44.4%	44.2%	45.7%	42%	42%	44%	46%	45%	43%	45%
Neither good nor bad	20.9%	19.0%	33.1%	32.1%	32.0%	23.6%	34.8%	27.6%	29.5%	28.1%	34%	32%	31%	29%	29%	32%	32%
Bad	4.3%	6.3%	10.1%	9.7%	10.7%	5.5%	8.5%	7.8%	8.4%	8.1%	9%	10%	7%	8%	8%	8%	9%
Very bad	2.3%	0.3%	3.1%	2.6%	3.3%	2.3%	1.9%	2.2%	2.4%	2.4%	3%	3%	3%	1%	2%	3%	3%
	(397)	(336)	(326)	(349)	(337)	(309)	(270)	(2,324)	(18,324)	(2,860)	(4,195)	(4,110)	(3,703)	(2,746)	(2,590)	(2,741)	(3,015)

		2006							Prior Year CITY TOTALS									
		NW/ Downtown		NE Inner Central		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997	
<b>20</b>	In the past twelve months, how many times did you:																	
	• visit any City park?																	
	Never	7.4%	6.6%	9.6%	9.4%	12.5%	10.1%	19.2%	10.4%	11.3%	11.9%	11%	12%	12%	14%	14%	13%	14%
	Once or twice	15.3%	13.0%	14.4%	16.8%	15.1%	15.1%	29.6%	16.8%	17.6%	15.8%	18%	18%	18%	19%	19%	18%	20%
	3 to 5 times	19.3%	14.6%	15.8%	14.8%	17.7%	15.4%	21.3%	17.0%	16.1%	15.3%	16%	17%	17%	18%	18%	17%	18%
	6 to 10 times	10.9%	13.3%	11.2%	14.8%	12.7%	14.8%	8.8%	12.4%	12.6%	14.7%	13%	13%	15%	13%	14%	13%	14%
	More than 10 times	47.0%	52.4%	48.9%	44.1%	42.1%	44.7%	21.0%	43.4%	42.4%	42.3%	43%	40%	38%	36%	35%	39%	34%
		(457)	(376)	(374)	(392)	(385)	(358)	(328)	(2,670)	(21,342)	(3,291)	(5,250)	(5,228)	(4,733)	(3,638)	(3,469)	(3,655)	(4,052)
	• visit a City park near your home?																	
	Never	12.5%	7.0%	12.2%	11.8%	15.5%	13.2%	26.5%	13.8%	15.1%	15.2%	14%	14%	16%	17%	17%	16%	18%
Once or twice	17.7%	14.1%	18.4%	19.0%	20.5%	17.6%	27.7%	19.1%	20.9%	18.3%	20%	21%	20%	22%	22%	21%	24%	
3 to 5 times	15.7%	12.2%	14.9%	17.7%	17.4%	18.2%	16.9%	16.1%	15.7%	14.9%	16%	16%	17%	16%	17%	16%	16%	
6 to 10 times	9.2%	15.1%	10.6%	13.1%	10.6%	13.2%	10.5%	11.7%	10.5%	12.8%	12%	11%	12%	12%	12%	11%	11%	
More than 10 times	45.0%	51.6%	43.9%	38.5%	36.0%	37.8%	18.5%	39.3%	37.7%	38.9%	38%	38%	35%	33%	32%	36%	31%	
	(447)	(370)	(369)	(390)	(386)	(357)	(325)	(2,644)	(21,160)	(3,225)	(5,155)	(5,154)	(4,627)	(3,587)	(3,401)	(3,574)	(3,974)	
<b>21</b>	In general, how satisfied are you with the City's recreation programs (such as community centers, classes, pools, sports leagues, art centers, etc.)?																	
	• affordable																	
	Very satisfied	23.7%	20.3%	22.4%	22.5%	18.8%	16.9%	15.3%	20.3%	17.8%	17.3%	17%	18%	18%	19%	16%	15%	-
	Satisfied	45.0%	48.5%	43.9%	48.6%	43.8%	51.7%	43.2%	46.3%	46.7%	48.6%	47%	48%	48%	49%	51%	50%	-
	Neither satisfied nor dissatisfied	24.0%	26.7%	26.7%	23.2%	28.5%	24.8%	27.5%	25.8%	26.3%	26.2%	27%	25%	25%	24%	25%	26%	-
	Dissatisfied	5.7%	2.0%	5.9%	4.0%	7.0%	6.2%	11.3%	6.0%	7.0%	5.9%	7%	7%	7%	6%	6%	4%	-
	Very dissatisfied	1.5%	2.5%	1.2%	1.8%	2.0%	0.4%	2.7%	1.7%	2.1%	2.1%	2%	2%	2%	2%	2%	2%	-
		(333)	(202)	(255)	(276)	(256)	(242)	(222)	(1,786)	(14,026)	(2,133)	(3,543)	(3,412)	(3,154)	(2,247)	(1,969)	(2,046)	-
	• good variety																	
	Very satisfied	28.3%	16.7%	18.8%	20.3%	20.1%	18.1%	14.7%	20.2%	17.6%	17.0%	16%	17%	17%	17%	17%	16%	-
Satisfied	44.0%	51.5%	45.9%	49.1%	44.1%	53.1%	46.5%	47.5%	48.0%	48.4%	48%	48%	48%	50%	51%	49%	-	
Neither satisfied nor dissatisfied	24.1%	26.8%	25.5%	24.0%	28.3%	22.6%	29.0%	25.6%	26.8%	28.6%	29%	28%	28%	28%	27%	29%	-	
Dissatisfied	3.0%	3.0%	7.5%	5.9%	5.5%	6.2%	7.8%	5.5%	5.8%	4.5%	5%	5%	5%	4%	4%	4%	-	
Very dissatisfied	0.6%	2.0%	2.4%	0.7%	2.0%	0.0%	1.8%	1.3%	1.8%	1.5%	2%	2%	2%	1%	1%	2%	-	
	(332)	(198)	(255)	(271)	(254)	(243)	(217)	(1,770)	(13,915)	(2,099)	(3,465)	(3,355)	(3,093)	(2,196)	(1,917)	(1,966)	-	



	2006							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW			Inner	Central												
• quality of coaching, leadership teams, etc. leadership																	
Very satisfied	23.1%	15.4%	18.4%	15.1%	12.2%	15.3%	11.2%	16.1%	15.1%	-	-	-	-	-	-	-	-
Satisfied	43.6%	40.8%	41.1%	44.8%	44.8%	42.6%	42.3%	43.0%	43.4%	-	-	-	-	-	-	-	-
Neither satisfied nor dissatisfied	30.7%	39.1%	35.3%	36.2%	36.2%	37.4%	36.7%	35.6%	35.4%	-	-	-	-	-	-	-	-
Dissatisfied	1.9%	2.4%	3.4%	3.4%	5.0%	4.2%	7.1%	3.9%	4.4%	-	-	-	-	-	-	-	-
Very dissatisfied	0.8%	2.4%	1.9%	0.4%	1.8%	0.5%	2.6%	1.4%	1.7%	-	-	-	-	-	-	-	-
	(264)	(169)	(207)	(232)	(221)	(190)	(196)	(1,479)	(11,691)	-	-	-	-	-	-	-	-
<b>22</b> How many members of your household took part in a City recreation activity in the past twelve months? (% CALCULATED)																	
• age 12 and under	-	-	-	-	-	-	-	47%	45%	63.6%	66%	63%	56%	57%	-	56%	-
• age 13 to 18	-	-	-	-	-	-	-	39%	40%	45.4%	46%	51%	42%	33%	-	41%	-
• age 19 to 54	-	-	-	-	-	-	-	30%	29%	29.4%	28%	29%	26%	23%	-	21%	-
• age 55 and over	-	-	-	-	-	-	-	24%	24%	22.8%	22%	21%	20%	18%	-	18%	-
<b>23</b> In the past twelve months, how many times did you do something on or along the Willamette River? (for recreation, shopping, walking, working, etc.)																	
Never	18.1%	15.3%	26.9%	24.4%	34.6%	25.8%	47.4%	26.9%	28.8%	30.0%	-	-	-	-	-	-	-
Once or twice	23.8%	20.6%	17.6%	22.9%	24.9%	21.0%	28.3%	22.7%	22.3%	21.8%	-	-	-	-	-	-	-
3 to 5 times	23.6%	19.0%	21.9%	18.3%	16.4%	17.1%	14.6%	18.9%	19.5%	16.8%	-	-	-	-	-	-	-
6 to 10 times	10.3%	17.4%	10.7%	12.3%	11.8%	13.4%	4.0%	11.5%	11.0%	10.8%	-	-	-	-	-	-	-
More than 10 times	24.2%	27.6%	22.9%	22.1%	12.3%	22.7%	5.8%	20.0%	18.5%	20.6%	-	-	-	-	-	-	-
	(458)	(373)	(375)	(389)	(390)	(357)	(329)	(2,671)	(21,168)	(3,278)	-	-	-	-	-	-	-
<b>24</b> Has there been any new commercial development in, or near, your neighborhood in the last 12 months?																	
Yes	37.8%	77.9%	74.4%	74.5%	65.3%	57.9%	40.5%	60.8%	56.6%	54.2%	52%	48%	49%	48%	48%	44%	-
No	62.2%	22.1%	25.6%	25.5%	34.7%	42.1%	59.5%	39.2%	43.4%	45.8%	48%	52%	51%	52%	52%	56%	-
	(455)	(362)	(367)	(385)	(392)	(356)	(328)	(2,645)	(21,183)	(3,221)	(5,158)	(5,087)	(4,623)	(3,549)	(3,375)	(3,478)	-

	2006							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW			Inner	Central												
<b>If YES:</b> How do you rate the development on the following?																	
• attractiveness																	
Very good	14.4%	21.9%	22.2%	23.0%	18.0%	11.4%	7.0%	18.2%	20.1%	23.0%	19%	19%	18%	17%	14%	16%	-
Good	43.7%	45.0%	48.1%	50.0%	48.8%	53.7%	49.2%	48.3%	44.1%	42.6%	44%	46%	44%	41%	38%	41%	-
Neither good nor bad	24.6%	20.5%	22.9%	20.5%	21.2%	24.4%	29.7%	22.7%	24.0%	24.5%	25%	23%	26%	29%	31%	28%	-
Bad	12.0%	7.2%	5.3%	3.6%	9.2%	6.0%	10.2%	7.1%	8.1%	6.9%	9%	8%	8%	9%	11%	10%	-
Very bad	5.4%	5.4%	1.5%	2.9%	2.8%	4.5%	3.9%	3.6%	3.6%	3.0%	4%	4%	4%	4%	6%	5%	-
	(167)	(278)	(266)	(278)	(250)	(201)	(128)	(1,568)	(11,473)	(1,692)	(2,658)	(2,373)	(2,254)	(1,638)	(1,572)	(1,461)	-
• improvement in your access to services and shopping																	
Very good	8.9%	15.2%	21.5%	18.2%	14.8%	11.6%	6.6%	14.9%	15.8%	20.1%	15%	16%	14%	12%	12%	12%	-
Good	23.4%	37.1%	38.7%	43.2%	28.3%	36.8%	32.2%	35.2%	33.4%	32.2%	33%	34%	34%	31%	30%	30%	-
Neither good nor bad	53.8%	33.7%	31.6%	31.8%	43.0%	39.5%	39.7%	37.9%	38.3%	36.2%	39%	38%	38%	42%	40%	42%	-
Bad	7.6%	9.8%	6.6%	4.5%	10.1%	5.8%	17.4%	8.3%	7.9%	6.8%	9%	8%	9%	9%	11%	10%	-
Very bad	6.3%	4.2%	1.6%	2.3%	3.8%	6.3%	4.1%	3.8%	4.6%	4.7%	5%	4%	5%	6%	7%	6%	-
	(158)	(264)	(256)	(264)	(237)	(190)	(121)	(1,490)	(11,002)	(1,636)	(2,542)	(2,258)	(2,151)	(1,562)	(1,467)	(1,380)	-
<b>25</b> Has there been any new residential development in, or near, your neighborhood in the last 12 months?																	
Yes	77.9%	90.7%	78.1%	68.7%	56.1%	67.6%	68.6%	72.6%	68.5%	60.8%	58%	53%	51%	52%	59%	58%	-
No	22.1%	9.3%	21.6%	31.3%	43.9%	32.4%	31.4%	27.4%	31.5%	39.2%	42%	47%	49%	48%	41%	42%	-
	(453)	(366)	(365)	(386)	(392)	(355)	(328)	(2,645)	(21,162)	(3,184)	(5,103)	(5,074)	(4,607)	(3,558)	(2,910)	(2,880)	-
<b>If YES:</b> How do you rate the development on the following?																	
• attractiveness																	
Very good	17.7%	25.5%	18.5%	16.3%	13.3%	9.8%	6.4%	16.1%	14.5%	17.1%	14%	15%	16%	14%	13%	15%	-
Good	40.1%	32.3%	39.9%	44.6%	31.3%	39.6%	40.6%	38.3%	39.2%	37.6%	37%	40%	38%	38%	35%	37%	-
Neither good nor bad	23.0%	22.0%	26.7%	21.3%	24.6%	26.4%	26.5%	24.2%	26.7%	24.8%	26%	26%	29%	31%	30%	32%	-
Bad	11.0%	12.1%	10.7%	12.0%	18.0%	17.4%	21.9%	14.2%	13.5%	14.4%	15%	13%	12%	12%	15%	11%	-
Very bad	8.1%	8.1%	4.3%	5.8%	12.8%	6.8%	4.6%	7.2%	6.1%	6.1%	8%	6%	5%	6%	7%	5%	-
	(344)	(322)	(281)	(258)	(211)	(235)	(219)	(1,870)	(13,968)	(1,886)	(3,004)	(2,618)	(2,390)	(1,792)	(1,666)	(1,594)	-

	2006							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW			Inner	Central												
• improving your neighborhood as a place to live																	
Very good	14.7%	19.1%	18.7%	18.2%	12.3%	7.6%	7.8%	14.6%	11.6%	-	12%	13%	14%	11%	10%	11%	-
Good	24.8%	26.3%	31.5%	35.6%	24.5%	32.0%	26.3%	28.6%	30.5%	-	29%	30%	30%	28%	27%	28%	-
Neither good nor bad	28.9%	28.2%	32.2%	30.4%	28.9%	37.8%	24.0%	30.0%	33.1%	-	32%	34%	34%	37%	35%	37%	-
Bad	19.2%	16.6%	11.4%	11.5%	17.6%	13.8%	29.5%	16.9%	15.6%	-	17%	14%	14%	16%	17%	14%	-
Very bad	12.4%	9.7%	6.2%	4.3%	16.7%	8.9%	12.4%	9.9%	9.2%	-	11%	9%	8%	8%	11%	10%	-
	(339)	(319)	(273)	(253)	(204)	(225)	(217)	(1,830)	(13,636)	-	(2,934)	(2,541)	(2,319)	(1,713)	(1,635)	(1,534)	-
<b>26</b> OVERALL, how good a job do you think the City is doing making downtown a good place for recreation, shopping, working and living?																	
Very good	14.0%	16.2%	9.8%	19.2%	14.8%	12.7%	12.0%	14.2%	5.5%	6.4%	6%	7%	9%	8%	7%	9%	6%
Good	52.7%	49.3%	51.5%	50.8%	45.1%	47.0%	37.8%	48.2%	45.2%	47.7%	43%	46%	52%	57%	53%	53%	52%
Neither good nor bad	18.9%	22.3%	25.2%	20.6%	25.3%	26.1%	33.2%	24.1%	32.0%	29.9%	32%	32%	29%	26%	31%	30%	33%
Bad	8.6%	8.4%	8.6%	7.6%	10.3%	10.3%	11.0%	9.2%	12.0%	11.2%	12%	10%	7%	7%	7%	6%	7%
Very bad	5.8%	3.9%	4.9%	1.7%	4.5%	3.9%	6.0%	4.4%	5.4%	4.8%	7%	5%	3%	2%	2%	2%	2%
	(429)	(359)	(326)	(354)	(359)	(330)	(283)	(2,440)	(19,808)	(3,158)	(4,982)	(4,904)	(4,435)	(3,365)	(3,159)	(3,410)	(3,786)
<b>27</b> OVERALL, how do you rate the livability of:																	
• your neighborhood?																	
Very good	46.6%	48.4%	25.5%	38.2%	30.7%	31.1%	16.6%	34.5%	31.5%	34.1%	32%	32%	34%	32%	32%	34%	30%
Good	43.8%	42.5%	54.2%	47.8%	49.0%	51.5%	55.3%	48.9%	48.6%	48.7%	50%	50%	48%	52%	51%	50%	53%
Neither good nor bad	6.8%	6.5%	15.0%	10.4%	14.1%	11.8%	20.5%	11.9%	14.0%	12.6%	14%	13%	13%	12%	13%	12%	14%
Bad	1.7%	1.3%	4.0%	2.9%	4.8%	5.2%	6.6%	3.7%	4.7%	3.8%	4%	4%	4%	3%	3%	3%	3%
Very bad	1.1%	1.3%	1.3%	0.8%	1.5%	0.3%	0.9%	1.0%	1.1%	0.9%	1%	1%	1%	1%	1%	1%	0%
	(459)	(372)	(373)	(385)	(398)	(363)	(331)	(2,681)	(21,388)	(3,386)	(5,291)	(5,275)	(4,812)	(3,691)	(3,550)	(3,769)	(4,090)
• the City as a whole?																	
Very good	26.2%	30.3%	25.8%	33.5%	22.9%	21.6%	9.8%	24.7%	24.0%	24.7%	22%	23%	27%	23%	22%	23%	-
Good	54.9%	53.2%	50.0%	51.2%	55.3%	57.1%	55.4%	53.9%	51.8%	52.0%	52%	54%	52%	57%	56%	56%	-
Neither good nor bad	14.8%	11.5%	16.9%	11.3%	13.3%	16.8%	25.0%	15.4%	16.6%	16.3%	18%	17%	16%	16%	17%	16%	-
Bad	2.5%	3.1%	5.6%	3.2%	7.4%	3.7%	7.9%	4.6%	5.8%	5.4%	6%	4%	4%	3%	4%	4%	-
Very bad	1.6%	2.0%	1.7%	0.8%	1.1%	0.9%	1.9%	1.4%	1.8%	1.5%	2%	2%	1%	1%	1%	1%	-
	(446)	(357)	(360)	(379)	(376)	(352)	(316)	(2,586)	(20,718)	(3,238)	(5,085)	(5,129)	(4,687)	(3,571)	(3,422)	(3,644)	-

		2006							Prior Year CITY TOTALS									
		NW/ Downtown		NE Inner Central		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997	
<b>28</b>	OVERALL, how good a job do you think local government is doing at providing services?																	
	Very good	8.2%	11.7%	9.7%	11.9%	9.5%	5.0%	6.2%	8.9%	5.5%	6.4%	6%	7%	9%	8%	7%	9%	6%
	Good	57.8%	56.0%	54.3%	57.3%	49.3%	60.3%	41.5%	54.1%	45.2%	47.7%	43%	46%	52%	57%	53%	53%	52%
	Neither good nor bad	23.5%	24.1%	25.9%	23.5%	30.6%	26.5%	38.6%	27.2%	32.0%	29.9%	32%	32%	29%	26%	31%	30%	33%
	Bad	8.2%	5.4%	8.0%	5.8%	6.5%	5.0%	10.5%	7.0%	12.0%	11.2%	12%	10%	7%	7%	7%	6%	7%
	Very bad	2.3%	2.7%	2.3%	1.4%	4.1%	3.2%	3.3%	2.7%	5.4%	4.8%	7%	5%	3%	2%	2%	2%	2%
		(429)	(332)	(352)	(361)	(369)	(340)	(306)	(2,489)	(19,808)	(3,158)	(4,982)	(4,904)	(4,435)	(3,365)	(3,159)	(3,410)	(3,786)
<b>29</b>	OVERALL, how do you rate the quality of each of the following City services?																	
	• Police																	
	Very good	14.1%	12.2%	15.0%	11.6%	14.8%	11.4%	14.4%	13.4%	11.9%	14.7%	16%	17%	19%	16%	17%	18%	15%
	Good	55.1%	56.6%	53.4%	50.7%	55.9%	55.5%	55.8%	54.7%	51.2%	47.6%	47%	51%	51%	55%	56%	55%	56%
	Neither good nor bad	25.4%	21.3%	21.1%	24.4%	16.9%	22.7%	19.7%	21.7%	24.8%	23.4%	23%	20%	20%	20%	19%	19%	21%
	Bad	3.9%	8.1%	7.3%	10.5%	10.6%	6.6%	7.8%	7.8%	8.8%	10.0%	9%	8%	7%	7%	6%	6%	6%
	Very bad	1.5%	1.9%	3.2%	2.8%	1.8%	3.8%	2.2%	2.4%	3.4%	4.2%	4%	4%	3%	2%	2%	2%	2%
		(410)	(320)	(341)	(361)	(379)	(317)	(319)	(2,447)	(20,046)	(3,127)	(5,015)	(4,971)	(4,483)	(3,393)	(3,262)	(3,495)	(3,899)
	• Fire																	
	Very good	33.3%	38.6%	38.2%	31.9%	34.5%	29.2%	35.1%	34.3%	32.4%	32.7%	32%	32%	34%	31%	32%	33%	32%
	Good	55.9%	50.5%	54.9%	56.3%	56.4%	62.4%	57.5%	56.3%	58.1%	56.1%	57%	58%	57%	59%	59%	58%	58%
	Neither good nor bad	10.5%	10.2%	6.5%	11.3%	8.2%	8.1%	7.1%	8.9%	8.9%	10.5%	10%	9%	9%	10%	9%	9%	10%
	Bad	0.0%	0.4%	0.0%	0.3%	0.6%	0.3%	0.3%	0.3%	0.4%	0.6%	0%	1%	0%	0%	0%	0%	0%
	Very bad	0.3%	0.4%	0.3%	0.3%	0.3%	0.0%	0.0%	0.2%	0.2%	0.1%	0%	0%	0%	0%	0%	0%	0%
		(381)	(285)	(306)	(320)	(342)	(295)	(308)	(2,237)	(17,666)	(2,878)	(4,737)	(4,737)	(4,241)	(3,153)	(3,039)	(3,207)	(3,612)
	• 9-1-1																	
	Very good	20.6%	23.5%	20.6%	21.9%	22.7%	18.1%	25.7%	21.8%	23.4%	24.9%	-	-	-	-	-	-	-
	Good	55.1%	51.8%	57.8%	51.7%	52.5%	57.4%	49.8%	53.8%	55.0%	53.9%	-	-	-	-	-	-	-
	Neither good nor bad	22.1%	18.6%	18.4%	19.8%	17.7%	20.4%	21.2%	19.8%	17.6%	18.4%	-	-	-	-	-	-	-
	Bad	1.2%	4.9%	1.8%	5.9%	4.3%	3.0%	1.5%	3.2%	3.1%	2.1%	-	-	-	-	-	-	-
	Very bad	0.9%	1.3%	1.4%	0.7%	2.7%	1.1%	1.9%	1.4%	1.0%	0.8%	-	-	-	-	-	-	-
		(321)	(226)	(282)	(288)	(299)	(265)	(269)	(1,950)	(15,510)	(2,531)	-	-	-	-	-	-	-
	• Water																	
	Very good	15.8%	17.2%	15.2%	12.9%	14.2%	13.4%	13.0%	14.6%	11.6%	13.9%	13%	14%	15%	16%	17%	19%	18%
	Good	52.4%	60.2%	51.5%	57.3%	52.9%	51.3%	49.8%	53.6%	50.1%	47.6%	47%	46%	46%	56%	55%	54%	54%
	Neither good nor bad	19.6%	15.4%	20.5%	21.2%	20.5%	25.4%	21.7%	20.6%	23.3%	23.6%	23%	23%	22%	19%	21%	19%	21%
	Bad	8.6%	4.8%	8.6%	6.3%	6.8%	7.9%	12.1%	7.9%	10.5%	9.6%	11%	11%	10%	6%	5%	6%	5%
	Very bad	3.6%	2.4%	4.2%	2.2%	5.5%	2.0%	3.4%	3.4%	4.5%	5.3%	6%	6%	7%	3%	2%	2%	2%
		(443)	(332)	(361)	(363)	(380)	(343)	(323)	(2,545)	(20,238)	(3,226)	(5,020)	(4,900)	(4,412)	(3,383)	(3,346)	(3,552)	(3,824)

	2006								Prior Year CITY TOTALS								
	NW/ Downtown			NE		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW	N	Inner	Central													
• Parks																	
Very good	29.5%	30.1%	23.1%	25.1%	19.2%	28.5%	14.8%	24.6%	21.8%	21.2%	22%	21%	25%	24%	23%	22%	17%
Good	53.3%	57.5%	59.7%	59.0%	56.0%	55.6%	56.6%	56.7%	56.8%	56.3%	57%	58%	58%	60%	60%	59%	61%
Neither good nor bad	14.2%	9.0%	13.5%	12.8%	18.9%	12.1%	24.3%	14.8%	17.3%	18.3%	17%	17%	14%	13%	15%	16%	18%
Bad	2.1%	2.6%	2.3%	2.7%	3.5%	3.2%	3.0%	2.7%	3.2%	3.4%	3%	3%	2%	2%	2%	2%	3%
Very bad	0.9%	0.9%	1.4%	0.3%	2.4%	0.6%	1.3%	1.1%	0.9%	0.8%	1%	1%	1%	1%	0%	1%	1%
	(437)	(346)	(355)	(366)	(375)	(347)	(304)	(2,530)	(20,149)	(3,183)	(4,962)	(4,934)	(4,459)	(3,355)	(3,352)	(3,577)	(3,729)
• Recreation centers/activities																	
Very good	28.3%	15.7%	19.6%	20.1%	17.0%	20.8%	16.7%	20.3%	18.1%	19.3%	19%	18%	21%	20%	18%	17%	13%
Good	49.2%	59.3%	57.5%	54.8%	54.1%	56.8%	49.8%	54.2%	52.2%	51.2%	53%	55%	53%	55%	56%	52%	55%
Neither good nor bad	20.1%	18.6%	19.3%	23.1%	25.1%	18.1%	27.6%	21.6%	24.9%	25.3%	25%	23%	22%	21%	22%	26%	27%
Bad	1.6%	4.7%	3.5%	1.4%	2.1%	3.9%	4.6%	3.0%	3.8%	3.4%	3%	3%	3%	3%	3%	4%	4%
Very bad	0.8%	1.7%	0.0%	0.7%	1.8%	0.4%	1.3%	0.9%	1.0%	0.9%	1%	1%	1%	1%	1%	1%	1%
	(368)	(236)	(285)	(294)	(283)	(259)	(239)	(1,964)	(15,402)	(2,537)	(3,974)	(3,988)	(3,679)	(2,710)	(2,726)	(2,842)	(2,897)
• Recycling																	
Very good	26.2%	25.5%	24.7%	21.5%	22.4%	22.4%	22.4%	23.7%	22.5%	25.5%	23%	23%	25%	23%	22%	25%	22%
Good	54.0%	55.9%	59.8%	60.5%	59.5%	57.7%	59.7%	58.1%	58.2%	56.1%	56%	58%	56%	58%	57%	55%	55%
Neither good nor bad	13.4%	14.2%	11.1%	14.5%	13.4%	14.0%	14.1%	13.5%	13.9%	13.8%	15%	14%	14%	14%	16%	14%	17%
Bad	5.2%	3.2%	3.0%	2.4%	3.4%	4.2%	3.2%	3.6%	4.1%	3.6%	5%	4%	4%	4%	4%	5%	5%
Very bad	1.1%	1.2%	1.4%	1.1%	1.3%	1.7%	0.6%	1.2%	1.2%	1.0%	1%	1%	1%	1%	1%	1%	1%
	(439)	(345)	(361)	(372)	(388)	(357)	(313)	(2,575)	(20,738)	(3,262)	(5,061)	(5,043)	(4,544)	(3,494)	(3,428)	(3,655)	(3,963)
• Sewers																	
Very good	5.8%	7.9%	8.9%	4.8%	6.7%	7.5%	10.4%	7.3%	6.6%	8.9%	8%	9%	9%	8%	11%	12%	7%
Good	40.2%	50.3%	40.8%	49.1%	41.8%	41.3%	38.2%	42.9%	40.2%	41.4%	41%	43%	42%	46%	46%	47%	46%
Neither good nor bad	32.2%	24.8%	28.0%	30.2%	30.1%	29.4%	28.8%	29.3%	31.1%	27.3%	30%	30%	30%	29%	26%	26%	33%
Bad	14.5%	12.4%	16.1%	13.2%	12.3%	14.1%	16.5%	14.1%	15.3%	14.1%	13%	12%	13%	12%	12%	11%	10%
Very bad	7.3%	4.5%	6.3%	2.7%	9.2%	7.8%	6.1%	6.4%	6.8%	8.2%	7%	6%	6%	5%	5%	4%	4%
	(413)	(290)	(336)	(334)	(359)	(320)	(309)	(2,361)	(18,890)	(3,027)	(4,740)	(4,631)	(4,159)	(3,219)	(3,266)	(3,455)	(3,594)
• Storm drainage																	
Very good	3.9%	7.3%	8.2%	4.1%	5.4%	5.0%	8.1%	5.9%	5.7%	7.1%	7%	7%	6%	6%	8%	9%	6%
Good	35.5%	47.0%	38.0%	44.1%	38.0%	37.6%	32.5%	38.8%	36.0%	33.4%	32%	36%	36%	37%	38%	37%	35%
Neither good nor bad	30.3%	23.8%	29.8%	30.7%	33.2%	33.5%	30.5%	30.4%	30.9%	28.8%	30%	30%	30%	29%	28%	28%	33%
Bad	22.2%	13.2%	18.2%	18.6%	14.4%	16.9%	21.4%	18.0%	19.5%	20.4%	21%	19%	19%	20%	18%	19%	18%
Very bad	8.1%	8.6%	5.8%	2.6%	9.0%	6.9%	7.5%	6.9%	7.8%	10.3%	10%	8%	9%	8%	8%	7%	8%
	(409)	(302)	(329)	(345)	(355)	(319)	(308)	(2,367)	(18,883)	(3,023)	(4,736)	(4,675)	(4,165)	(3,217)	(3,211)	(3,423)	(3,675)

	2006								Prior Year CITY TOTALS								
	NW/ Downtown			NE		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW	N	Inner	Central													
• Street maintenance																	
Very good	2.7%	8.4%	6.1%	3.7%	3.9%	4.2%	7.1%	5.0%	5.2%	5.8%	6%	6%	7%	6%	6%	7%	6%
Good	32.7%	38.8%	38.8%	45.2%	36.0%	37.4%	34.2%	37.5%	38.7%	34.2%	36%	37%	37%	40%	38%	40%	39%
Neither good nor bad	32.3%	23.5%	33.3%	31.3%	33.2%	36.2%	37.2%	32.4%	32.0%	32.4%	32%	32%	31%	32%	32%	32%	32%
Bad	20.5%	22.1%	17.1%	15.8%	18.8%	15.4%	17.5%	18.2%	17.7%	19.7%	18%	18%	18%	17%	17%	15%	17%
Very bad	11.8%	7.3%	4.7%	4.0%	8.2%	6.7%	4.0%	6.9%	6.4%	7.8%	7%	7%	7%	5%	6%	6%	6%
	(449)	(358)	(363)	(374)	(389)	(356)	(325)	(2,614)	(20,922)	(3,327)	(5,177)	(5,128)	(4,641)	(3,574)	(3,477)	(3,719)	(4,037)
• Street lighting																	
Very good	6.5%	9.4%	7.6%	4.7%	5.9%	7.1%	10.0%	7.2%	7.3%	8.5%	9%	9%	10%	10%	8%	9%	9%
Good	44.5%	54.0%	52.3%	58.0%	53.6%	58.5%	52.3%	53.1%	52.4%	50.0%	51%	53%	52%	53%	53%	51%	52%
Neither good nor bad	34.0%	25.6%	26.2%	24.3%	28.1%	24.0%	27.1%	27.3%	27.2%	28.7%	28%	26%	27%	25%	27%	28%	26%
Bad	11.9%	9.1%	11.7%	11.1%	8.2%	7.6%	10.0%	10.0%	10.2%	9.4%	9%	9%	9%	10%	10%	9%	10%
Very bad	3.1%	2.0%	2.2%	1.8%	4.1%	2.8%	0.6%	2.5%	2.8%	3.4%	3%	3%	2%	2%	2%	2%	3%
	(447)	(352)	(367)	(379)	(388)	(354)	(321)	(2,608)	(21,148)	(3,317)	(5,233)	(5,199)	(4,728)	(3,640)	(3,504)	(3,724)	(4,047)
• Traffic management: congestion																	
Very good	2.8%	3.7%	4.2%	3.0%	2.3%	2.0%	3.5%	3.1%	2.9%	3.2%	-	-	-	-	3%	3%	4%
Good	19.8%	29.7%	22.5%	23.7%	23.0%	26.7%	22.9%	23.9%	25.5%	25.3%	-	-	-	-	21%	21%	29%
Neither good nor bad	39.2%	28.6%	33.3%	38.0%	30.8%	34.5%	31.5%	33.9%	35.0%	36.1%	-	-	-	-	32%	34%	34%
Bad	25.8%	27.5%	27.2%	28.1%	32.6%	27.2%	33.1%	28.7%	27.1%	24.3%	-	-	-	-	32%	30%	24%
Very bad	12.4%	10.5%	12.8%	7.2%	11.2%	9.6%	8.9%	10.5%	9.5%	11.1%	-	-	-	-	12%	12%	9%
	(434)	(353)	(360)	(363)	(383)	(345)	(314)	(2,552)	(20,479)	(3,253)	-	-	-	-	(3,373)	(3,616)	(3,843)
• Traffic management: safety																	
Very good	2.1%	5.0%	4.9%	4.2%	2.1%	3.2%	5.2%	3.7%	3.3%	4.1%	-	-	-	-	3%	4%	5%
Good	31.9%	36.7%	32.4%	40.2%	31.2%	37.9%	32.5%	34.6%	33.8%	32.7%	-	-	-	-	31%	29%	34%
Neither good nor bad	41.2%	31.7%	39.3%	36.5%	41.0%	37.6%	39.9%	38.3%	38.6%	39.2%	-	-	-	-	38%	40%	36%
Bad	17.6%	20.2%	16.6%	15.4%	19.8%	15.9%	15.6%	17.4%	18.0%	17.0%	-	-	-	-	20%	19%	18%
Very bad	7.3%	6.5%	6.9%	3.7%	5.8%	5.5%	6.8%	6.1%	6.3%	7.1%	-	-	-	-	8%	8%	7%
	(427)	(341)	(349)	(356)	(378)	(346)	(308)	(2,505)	(20,117)	(3,178)	-	-	-	-	(3,316)	(3,550)	(3,817)
• Housing and nuisance inspections																	
Very good	3.0%	7.0%	4.7%	4.1%	3.2%	3.6%	5.3%	4.3%	3.5%	4.6%	5%	4%	5%	4%	5%	6%	4%
Good	26.0%	30.0%	27.3%	28.1%	29.2%	27.8%	25.7%	27.7%	25.0%	25.1%	25%	25%	26%	27%	28%	27%	25%
Neither good nor bad	54.7%	45.0%	43.1%	47.5%	46.0%	42.2%	42.0%	46.0%	45.1%	48.0%	44%	45%	44%	46%	45%	48%	46%
Bad	9.8%	13.5%	15.8%	12.4%	13.6%	17.9%	18.1%	14.3%	17.8%	15.9%	17%	17%	16%	16%	15%	14%	16%
Very bad	6.4%	4.5%	9.1%	7.9%	8.0%	8.5%	8.8%	7.7%	8.6%	6.4%	9%	9%	9%	7%	7%	7%	9%
	(265)	(200)	(253)	(242)	(250)	(223)	(226)	(1,659)	(13,489)	(2,125)	(3,556)	(3,507)	(3,176)	(2,324)	(2,085)	(2,197)	(2,349)

	2006							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW			Inner	Central												
• Housing development																	
Very good	3.2%	4.5%	3.3%	3.3%	3.6%	2.5%	4.0%	3.5%	3.3%	3.8%	5%	5%	6%	4%	4%	4%	5%
Good	29.4%	38.0%	33.2%	40.1%	27.9%	27.2%	24.6%	31.6%	30.1%	28.9%	29%	32%	33%	33%	30%	29%	32%
Neither good nor bad	44.5%	29.7%	39.8%	40.7%	39.9%	44.2%	39.7%	39.9%	42.7%	45.7%	42%	42%	42%	43%	43%	46%	42%
Bad	15.4%	19.8%	15.5%	12.1%	19.5%	20.1%	21.7%	17.6%	17.0%	14.8%	16%	14%	13%	15%	15%	15%	14%
Very bad	7.5%	8.0%	8.2%	3.9%	9.1%	6.0%	9.9%	7.5%	6.9%	6.8%	8%	7%	6%	5%	8%	6%	7%
	(371)	(313)	(304)	(307)	(308)	(283)	(272)	(2,158)	(17,013)	(2,576)	(4,349)	(4,178)	(3,751)	(2,871)	(2,603)	(2,754)	(2,998)
• Land-use planning																	
Very good	8.2%	7.1%	7.5%	9.8%	7.3%	6.3%	5.7%	7.5%	6.7%	8.0%	8%	8%	10%	8%	7%	8%	-
Good	27.6%	39.0%	32.9%	41.4%	30.3%	32.2%	19.8%	32.0%	30.7%	31.4%	30%	33%	34%	33%	31%	32%	-
Neither good nor bad	34.5%	27.3%	35.5%	32.2%	34.4%	33.9%	36.1%	33.4%	33.8%	34.1%	34%	33%	34%	36%	36%	35%	-
Bad	17.8%	19.5%	15.0%	11.1%	15.1%	18.9%	24.3%	17.2%	18.7%	16.6%	18%	16%	14%	16%	16%	16%	-
Very bad	11.9%	7.1%	9.1%	5.5%	12.9%	8.7%	14.1%	9.9%	10.1%	10.0%	11%	10%	8%	7%	10%	9%	-
	(377)	(308)	(307)	(307)	(317)	(286)	(263)	(2,165)	(16,896)	(2,653)	(4,374)	(4,190)	(3,845)	(2,897)	(2,738)	(2,959)	-
DEMOGRAPHICS																	
What part of the City do you live in?	17.0%	14.0%	13.9%	14.6%	14.7%	13.4%	12.4%	100.0%	(22,071)	(3,442)	(5,374)	(5,364)	(4,883)	(3,758)	(3,645)	(3,848)	(4,203)
	(466)	(383)	(382)	(399)	(404)	(367)	(340)	(2,741)									
What is your sex?																	
Male	51.5%	54.3%	42.6%	39.1%	44.8%	47.4%	46.2%	46.6%	38.9%	46.1%	49%	46%	47%	46%	48%	49%	48%
Female	48.5%	45.7%	57.4%	60.9%	55.2%	52.6%	53.8%	53.4%	61.1%	53.9%	51%	54%	53%	54%	52%	51%	52%
	(454)	(372)	(373)	(391)	(391)	(359)	(327)	(2,667)	(21,067)	(3,363)	(5,327)	(5,291)	(4,829)	(3,703)	(3,477)	(3,667)	(4,100)
What is your age?																	
Under 20	0.0%	0.0%	0.3%	0.0%	0.3%	0.3%	0.0%	0.1%	0.3%	0.3%	0%	0%	0%	0%	0%	0%	0%
20-29	6.4%	7.3%	7.6%	5.4%	7.4%	7.7%	6.1%	6.8%	9.2%	9.6%	9%	11%	12%	12%	11%	10%	11%
30-44	22.9%	31.1%	37.7%	36.5%	27.2%	32.6%	18.7%	29.5%	28.9%	28.7%	30%	30%	31%	28%	27%	31%	30%
45-59	41.6%	33.2%	29.3%	30.8%	35.6%	29.8%	32.8%	33.6%	32.5%	32.4%	34%	30%	30%	28%	27%	28%	26%
60-74	19.2%	19.2%	16.5%	17.7%	17.9%	18.8%	25.8%	19.2%	18.2%	17.4%	17%	17%	16%	18%	19%	19%	19%
Over 74	9.9%	9.2%	8.7%	9.5%	11.5%	10.8%	16.6%	10.8%	10.8%	11.6%	11%	12%	11%	14%	16%	12%	14%
	(454)	(370)	(369)	(389)	(390)	(362)	(326)	(2,660)	(21,517)	(3,369)	(5,321)	(5,293)	(4,821)	(3,710)	(3,466)	(3,684)	(4,103)

	2006							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE Inner Central		SE	E	CITY TOTAL	2005	2004	2003	2002	2001	2000	1999	1998	1997
	SW																
How many people live in your household? (TOTAL REPORTED)																	
Age 12 and under	-	-	-	-	-	-	-	1,030	8,444	927	1,570	1,617	1,560	1,056	-	1,103	-
Age 13 to 18	-	-	-	-	-	-	-	358	3,135	456	773	748	667	505	-	563	-
Age 19 to 54	-	-	-	-	-	-	-	2,891	24,479	4,036	6,522	6,428	6,091	4,246	-	4,389	-
Age 55 and over	-	-	-	-	-	-	-	1,703	13,000	1,932	3,144	3,197	2,542	2,251	-	2,092	-
Which of these is closest to describing your ethnic background?																	
Caucasian/White	93.3%	87.6%	85.9%	78.9%	83.3%	90.8%	83.7%	86.4%	86.6%	85.8%	85%	86%	87%	89%	89%	90%	91%
African-American/Black	0.4%	1.1%	3.0%	11.6%	3.1%	0.6%	1.8%	3.1%	2.7%	3.3%	3%	3%	3%	3%	2%	3%	3%
Asian or Pacific Islander	3.3%	6.5%	4.1%	2.8%	5.4%	4.8%	8.6%	4.9%	4.4%	5.6%	5%	5%	5%	4%	4%	3%	3%
Native American/Indian	0.0%	0.8%	0.8%	0.3%	1.3%	0.0%	0.6%	0.5%	0.8%	1.0%	1%	1%	1%	1%	1%	1%	1%
Hispanic	0.2%	0.5%	1.4%	2.8%	2.3%	0.6%	2.5%	1.4%	1.7%	1.9%	2%	2%	2%	2%	2%	1%	1%
Other	2.7%	3.5%	4.9%	3.6%	4.6%	3.4%	2.8%	3.6%	3.7%	2.5%	4%	3%	2%	1%	2%	3%	1%
	(450)	(371)	(369)	(388)	(390)	(357)	(325)	(2,650)	(21,291)	(3,328)	(5,232)	(5,227)	(4,759)	(3,659)	(3,447)	(3,659)	(4,062)
How much education have you completed?																	
Elementary	0.2%	0.3%	0.8%	0.3%	1.0%	0.0%	1.6%	0.6%	0.6%	0.7%	1%	1%	1%	1%	1%	1%	1%
Some high school	1.1%	1.1%	3.2%	1.0%	2.8%	3.6%	3.4%	2.3%	2.4%	2.5%	3%	3%	3%	4%	4%	4%	4%
High school graduate	4.7%	4.0%	14.2%	9.1%	11.5%	12.3%	20.3%	10.5%	13.4%	13.2%	13%	15%	16%	16%	16%	15%	16%
Some college	16.7%	18.1%	31.4%	23.4%	31.2%	26.1%	40.0%	26.2%	29.7%	29.1%	30%	31%	31%	31%	31%	30%	33%
College graduate	77.3%	76.5%	50.4%	66.1%	53.5%	58.0%	34.7%	60.5%	53.9%	54.5%	53%	50%	49%	48%	48%	50%	46%
	(450)	(371)	(373)	(384)	(391)	(357)	(320)	(2,646)	(21,463)	(3,367)	(5,300)	(5,288)	(4,811)	(3,702)	(3,476)	(3,692)	(4,108)





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*City of Portland Service Efforts and Accomplishments: 2005-06,  
Sixteenth Annual Report on City Government Performance  
(Report #330, December 2006)*

Audit Team: Kristine Adams-Wannberg, Ken Gavette, Doug Norman, Ellen Jean, Amoy Williamson, Sharon Meross, Katherine Gray Still, Beth Woodward, Robert Cowan

This report is intended to promote the best possible management of public resources. This and other audit reports produced by the Audit Services Division are available on the web at: [www.portlandonline.com/auditor/auditservices](http://www.portlandonline.com/auditor/auditservices). Printed copies can be obtained by contacting the Audit Services Division.

Gary Blackmer, City Auditor  
Drummond Kahn, Director of Audit Services

**Other recent audit reports:**

*Revenue Bureau License and Tax Division: Program makes significant progress since last audit (#337, November 2006)*

*Public Works Supervisor Overtime: City rules allowing overtime need clarification (#335, October 2006)*

*Fire Station Bond Program: Citizen oversight in place and spending matches voter intent (#338, October 2006)*

*Street Paving: City work not meeting pavement quality standards (#324D, October 2006)*

