



CITY OF PORTLAND
SERVICE EFFORTS AND ACCOMPLISHMENTS: 2004-05
Fifteenth Annual Report on City Government Performance

A REPORT FROM THE CITY AUDITOR
November 2005



Office of the City Auditor
Portland, Oregon



CITY OF
PORTLAND, OREGON

OFFICE OF THE CITY AUDITOR
Audit Services Division

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November 29, 2005

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

SUBJECT: City of Portland, *2004-05 Service Efforts and Accomplishments*: (Report #320)

This report presents our 15th 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 a Certificate of Achievement in Service Efforts and Accomplishments Reporting. Only ten 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.

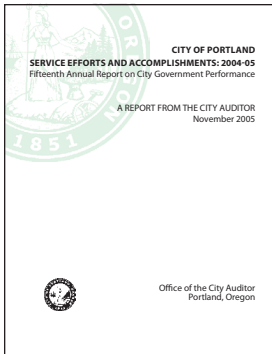
But even excellent reports need to be read and used by decision-makers and the public. We will bolster our efforts to promote the information in our report to City Council and the public. The report will continue to be distributed to the media and be available at no charge to citizens on the internet 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 fifteenth 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; and
- 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 fifteenth annual Citizen Survey, and the third annual Business Survey. These surveys provide statistically reliable information on citizen and business satisfaction with City services.

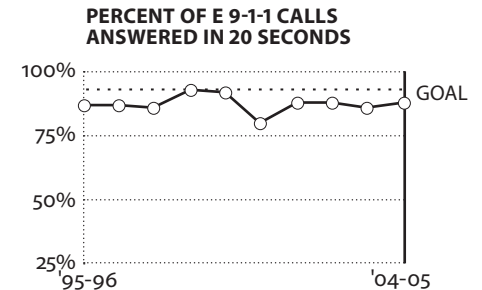
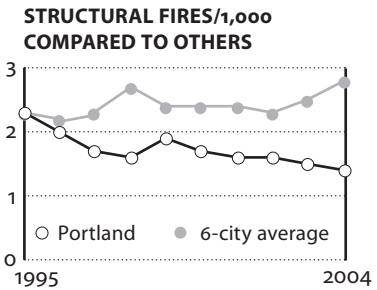
This report and prior year reports are available on the City Auditor's web site: www.portlandonline.com/auditor, at Multnomah County libraries and neighborhood coalition offices. To have a copy mailed to you, call the Audit Services Division at (503) 823-4005.

CITY GOAL: Ensure a safe and peaceful community

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

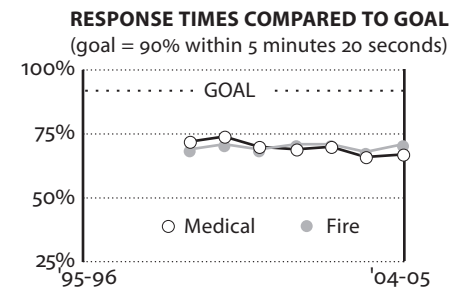
- The City's crime rate, and particularly the rate of crimes against persons, has declined considerably over the past ten years.
- More residents report feeling safe walking alone in their neighborhoods during the day and night.
- Fire safety has also improved. Portland has significantly fewer structural fires per capita than other cities.
- Eighty-eight percent of emergency 911 calls were answered within 20 seconds last year, with an average answer time of eight seconds.

	CRIMES PER 1,000	
	PROPERTY	PERSON
2000	67.3	10.7
2001	72.8	8.5
2002	73.0	8.4
2003	77.7	8.1
2004	76.0	7.3
5 years:	+13%	-32%
10 years:	-20%	-59%



There are some downward trends to watch. These include:

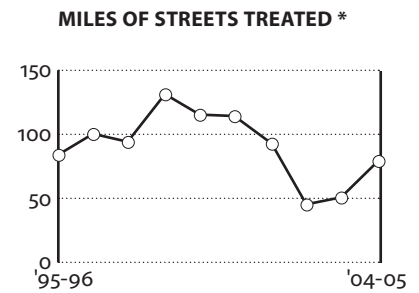
- Citizen satisfaction with police services overall has declined significantly from highs reached in the late 1990's.
- An increase in property crimes has occurred in the past five years, although this rate is lower than ten years ago.
- Time targets for medical and fire response are not being met. The City is also not meeting its targets to reduce the number of lives and value of property lost to fire.



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

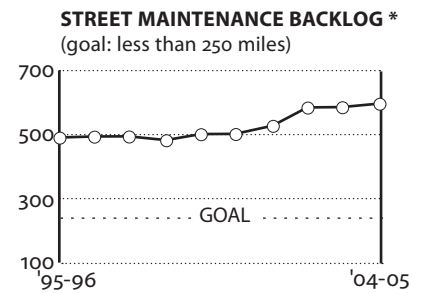
The safety of Portland's transportation system has improved over previous years, while maintenance issues remain more problematic.

- After several years of steep decline, the miles of streets treated increased substantially in the past year.
- The number of automobile and pedestrian injuries have declined.
- Citywide, citizen ratings of pedestrian safety and traffic speeds on neighborhood streets have improved.
- Citizens are pleased with off-peak traffic flow on major streets and neighborhood streets.

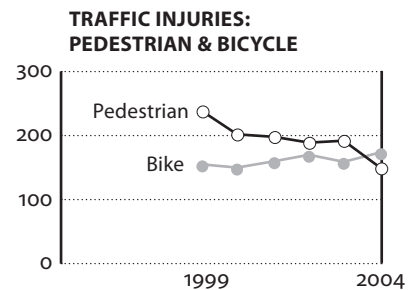
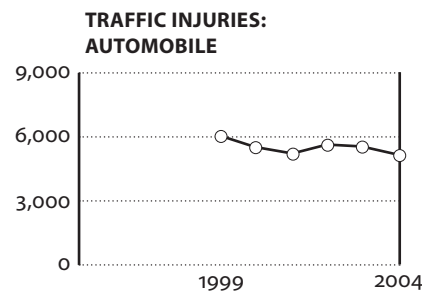


There are several areas of concern, which include:

- The City's street maintenance backlog continued to increase this past year and is more than double the goal.
- Citizen ratings of overall street maintenance remain relatively low.
- Citizens gave traffic flow during peak travel hours on major streets the lowest rating of all services related to transportation.



*28-foot-wide equivalent miles



CITY GOAL: Improve the quality of life in neighborhoods

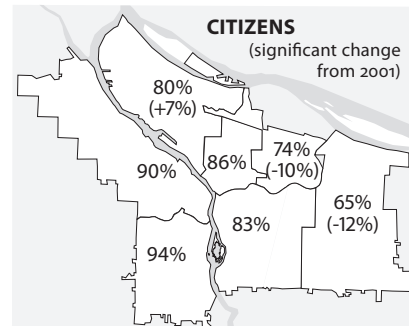
Overall, Portland residents rate several aspects of neighborhood and City livability high, although there are declines in livability ratings in some neighborhoods.

- Residents feel safer in their neighborhoods and local parks, and pedestrian safety is increasing.
- The number of drug houses complained about has dropped 50 percent over the past 10 years.
- Residents in most neighborhoods give high ratings to their access to parks, bus and retail services.
- Satisfaction with the attractiveness of new commercial development and its improved access to services is increasing.

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

	2005	5-year change
Overall City livability	76%	- 3%
Neighborhood livability	80%	- 2%

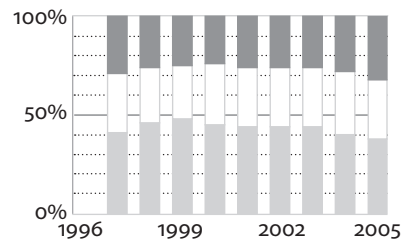
OVERALL NEIGHBORHOOD LIVABILITY, 2005
(percent "good" or "very good")



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

- A steadily increasing number of homeless adults are seeking shelter.
- Ratings of housing affordability are falling in almost all areas of the City, and a higher percentage of renters are spending more than half of their incomes for housing.
- East Portland residents rate overall livability, access to parks, and the quality of parks and recreation lower than residents in other parts of Portland.
- Compared to 2001, neighborhood livability ratings dropped significantly in East and Central Northeast Portland.

CITIZENS: RATING OF NEIGHBORHOOD HOUSING AFFORDABILITY



CITY GOAL: Protect and enhance the natural and built environment

The City's growth presents opportunities and challenges to the natural and built environment. The City has protected and enhanced its environment, and contributed to sustainable practices in several ways.

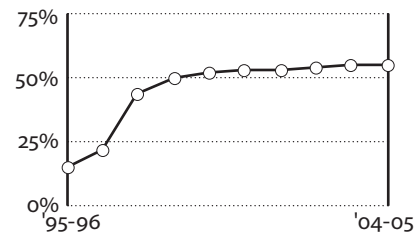
- The Water Quality Index of the Willamette River has improved from "fair" to "good". Last year, water in the Willamette River left the City in the same condition as it entered.
- Fifty-five percent of combined sewer overflows (CSOs) are diverted from rivers.
- The City's ozone levels are well within acceptable limits.
- Per capita energy use fell 5 percent over the past five years.
- Although the amount of waste material generated by City residents and businesses is increasing, recycling rates are also up.

WILLAMETTE WATER QUALITY INDEX

	'00-01	'04-05
UPSTREAM	84	86
DOWNSTREAM	83	86

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

ESTIMATED CSO DIVERTED FROM RIVER (goal = 96% in 2011)



Challenges to our natural and built environment include:

- Carbon dioxide emissions, although falling, have not met the City's goal for carbon dioxide reduction.
- Only 42 percent of residents feel that residential development has improved livability.

CARBON DIOXIDE EMISSIONS (in million metric tons)



CITY GOAL: Promote economic vitality and opportunity

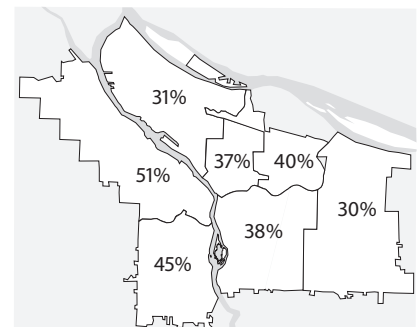
About half of businesses rate Portland a good place to do business. Businesses and residents report varying satisfaction with City services that impact the City's economic vitality.

- Business ratings of residential development "improving the neighborhood as a place to do business" are increasing.
- Citizen ratings of local commercial development's attractiveness and improved access to services are increasing.
- Business ratings of on-street parking improved from two years ago.
- Although fairly low, business ratings of the City's job in providing information have improved in all areas.
- Businesses give high ratings to Fire, Police, Recycling and Water services. Although generally lower than citizen ratings, business satisfaction with almost all City services is increasing.

PORTLAND AS PLACE TO DO BUSINESS, 2005 (percent "good" or "very good")



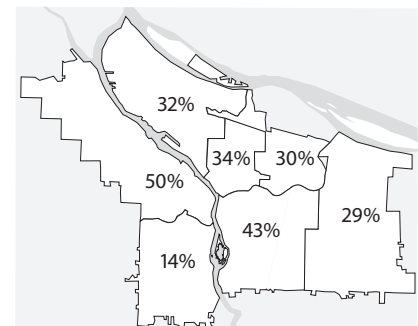
BUSINESS: ON-STREET PARKING, 2005 (percent "bad" or "very bad")



Challenges observed in our business survey include:

- Half of downtown businesses cite vagrancy as a problem. The percent of businesses rating vagrancy "bad" or "very bad" rose to 37 percent from 31 percent in 2003.
- Ratings of the City's job in providing information on business opportunities, development regulations and financial assistance for business remain unfavorable.

BUSINESS: NEIGHBORHOOD VAGRANCY, 2005 (percent "bad" or "very bad")



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

Spending per capita for City services has increased five percent over the last five years. Increases for some of the larger bureaus is offset by decreases in some smaller bureaus.

As an example of efficiency, City government has saved a significant amount on energy costs over the last five years:

- Five years ago, savings were \$1.2 million.
- Last year, savings had increased to \$2.4 million.

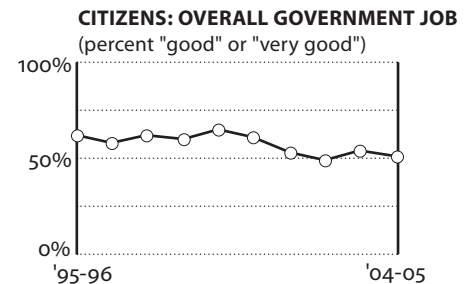
OPERATING SPENDING PER CAPITA
(adjusted for inflation)

	'04-05	5-year change
Police	\$322	+6%
B.E.S.*	\$260	+11%
Fire & Rescue	\$192	+8%
Transportation	\$167	+7%
BHCD/PDC Housing	\$149	+13%
Water*	\$118	-4%
Parks & Recreation	\$91	-7%
B.D.S.	\$54	+8%
BOEC	\$19	-18%
Planning	\$11	-21%
OSD	\$8	-12%
TOTAL	\$1,391	+5%

* includes debt service

In spite of positive results in other goal areas, citizens' general opinions of local government have declined:

- Ratings for the overall job that local government is doing has dropped, after a number of years of holding steady.
- Individual ratings of overall quality have declined the most for police services and land-use planning.



Business ratings of the job local government is doing have not been as high as citizen ratings, but have improved slightly.

OVERALL LOCAL GOVERNMENT JOB (survey ratings)

	CITIZENS		BUSINESSES	
	2005	5-year change	2005	3-year change
Good or very good	51%	-10%	44%	+ 3%
Neither good nor bad	32%	+ 3%	40%	+ 1%
Bad or very bad	17%	+ 7%	16%	- 4%

Introduction

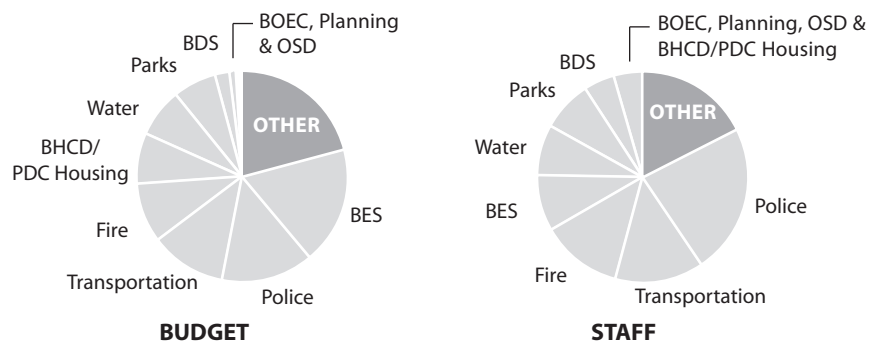
This Introduction describes the report’s objective, scope and methodology, citizen, business, and customer perceptions, and relationship to the annual budget. Appendix A includes results from the City Auditor’s 2005 Citizen Survey. Appendix B includes results from the 2005 Business Survey conducted by our office. Appendix C contains recent data from six comparison cities.

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 citizens and the City’s accomplishments related to these efforts. This is the fifteenth annual *Service Efforts and Accomplishments* (SEA) report from the City Auditor’s Office.

Our scope was the efforts and results in FY 2004-05 (July 1, 2004 through June 30, 2005) of 12 City bureaus. 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 79% of the City’s budget for the fiscal year and 82% of the City’s full-time equivalent employees.

MAJOR SERVICES AS A PROPORTION OF TOTAL CITY BUDGET AND STAFF



SOURCE: FY 2004-05 City of Portland *Adopted Budget*

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Some bureau efforts and results are compared to data we gathered from other similar cities: Charlotte, Cincinnati, Denver, Kansas City (Missouri), Sacramento, and Seattle. We selected these comparison cities 13 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 C 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 the best of our knowledge, the report contains no inaccurate or misleading information. 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 ten 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 National 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 many data elements based on 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 2004-05, 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% or to the exact total due to rounding.

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

CITIZEN, BUSINESS, AND CUSTOMER PERCEPTIONS

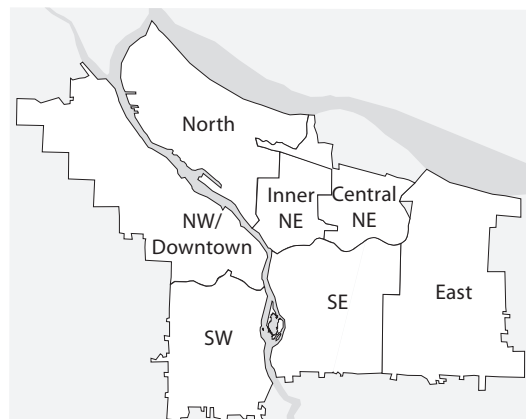
The report contains results from several surveys of citizen, business, customer, and employee perceptions. To obtain information on citizen satisfaction with the quality of City services, we conducted our fifteenth annual citywide

Citizen Survey and our third annual Business Survey in August and September, 2005. Details of the surveys are included in each chapter and in Appendices A and B.

This report includes the results summarized by the seven neighborhood coalitions: the Southwest, Northwest (including downtown),

North, Inner Northeast, Central Northeast, Southeast, and East. Appendix A contains the complete questionnaire and responses for the past ten years, a description of methodology, response rates, and confidence levels.

2005 CITIZEN SURVEY COALITION AREAS



Results for the 75 individual neighborhood groups will be available on the City Auditor's website in the near future, at: www.portlandonline.com/auditor/auditservices.

We also conducted our third Business Survey during August and September to obtain information about business satisfaction with City government services. The survey was mailed to 4,600 businesses randomly selected from the approximately 52,000 business sites in the City. Appendix B contains the complete business questionnaire and results, a description of methodology, response rates, and confidence levels.

Several chapters also contain the results of 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. Other bureaus surveyed neighborhoods, clients, and/or employees to determine the extent to which bureau goals and objectives are addressed. We included these surveys where appropriate in the report, and noted the sources.

RELATIONSHIP TO ANNUAL BUDGET AND PLANNING

This 2005 *Service Efforts and Accomplishments Report* is an important piece of a larger process called Managing for Results (MFR). Managing for Results is intended to help keep the City focused on its mission and goals, and to integrate performance information into planning, budgeting, management, and reporting. The City Council adopted the MFR effort in July 2003 and directed the Office of Management and Finance to lead and coordinate its implementation over the next few years. (See Resolution #36514, June 2003 and *Managing for Results: A Proposal for the City of Portland*, Office of the City Auditor, December 2002, available on the City Auditor's web site).

Managing for Results will require a series of actions:

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

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

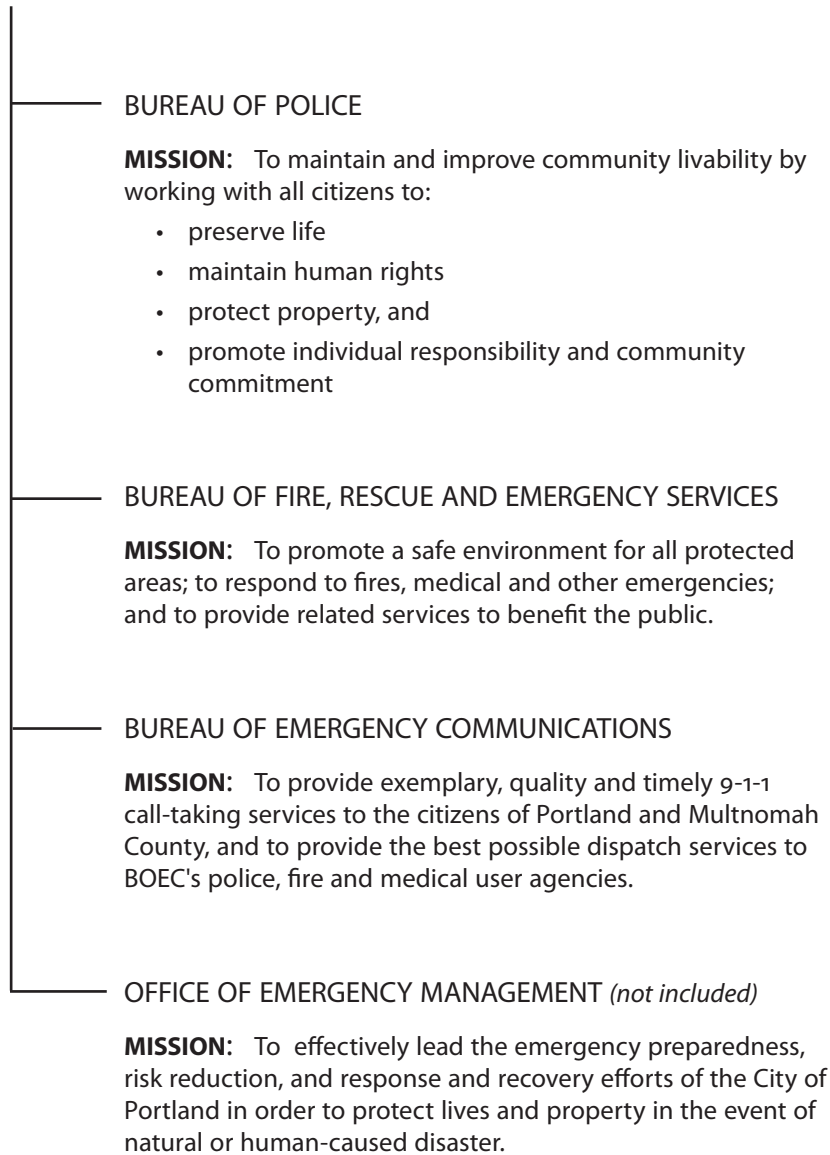
Over the next few years, the City intends to establish a clearer strategic direction through the development of a revised City mission statement and major long-term goals. This effort will aid bureaus in the development of their own bureau plans, goals, and program strategies. In addition, changes are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

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

PUBLIC SAFETY

CITY GOAL:

To ensure a safe and peaceful community



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

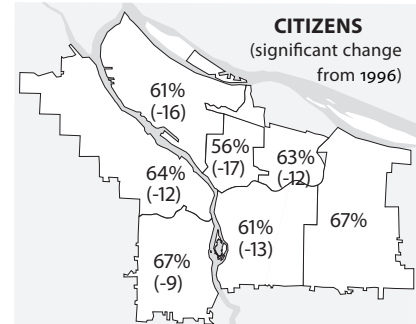
Bureau of Police

CITIZEN SATISFACTION

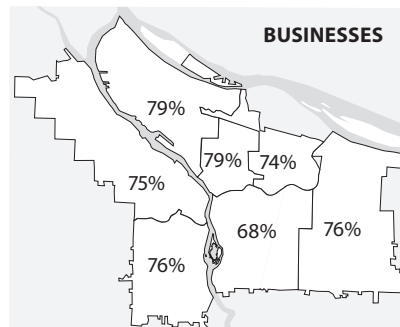
Citizens say they feel safer in their neighborhoods during the day and night over the last 10 years. As with City services in general, they also report a decline in overall satisfaction with police services.

All areas report less satisfaction with the Bureau in 2005 than in 1996, with six reporting significant changes as shown on the accompanying map. The largest decline is in the Inner Northeast (17 percent).

CITIZENS: OVERALL POLICE SERVICE, 2005
(percent "good" or "very good")

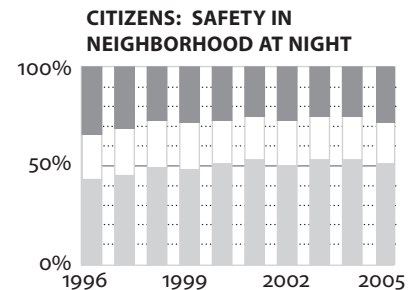
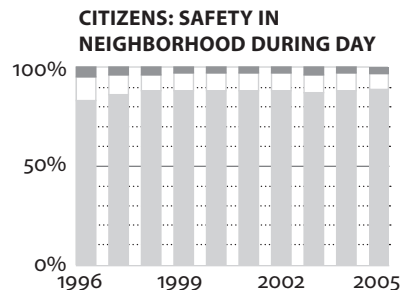
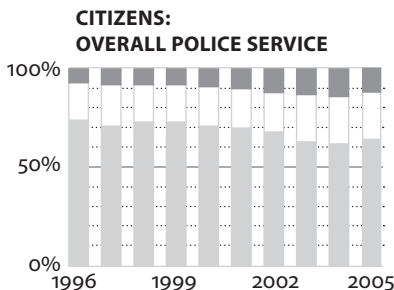


BUSINESSES: OVERALL POLICE SERVICE, 2005
(percent "good" or "very good")



Like last year, businesses continue to rate police services higher than residents. The average rating was 74 percent "good" or "very good" for businesses, compared to 63 percent for residents. Businesses in the North rate Police services the highest, while businesses in Southeast rate them lowest.

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



BUREAU GOAL:
Reduce crime and the fear
of crime

Over the past ten years, the City's crime rate has declined considerably.

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

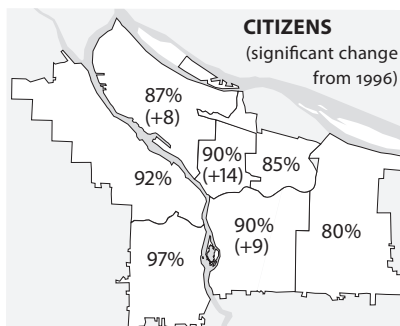
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	PROPERTY	PERSON
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2004	76.0	7.3
5 years:	+13%	-32%
10 years:	-20%	-59%

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 recent audit.

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

BUREAU GOAL:
Improve the quality of life in
neighborhoods

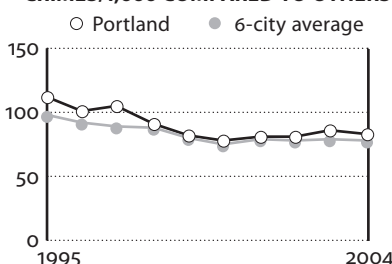
SAFETY IN NEIGHBORHOOD DURING DAY, 2005 (percent "safe" or "very safe")



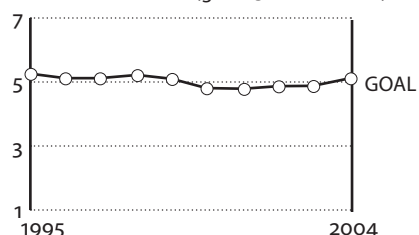
More residents report feeling safe in their neighborhoods both during the day and at night over the last 10 years. Most areas of the City report gains in feelings of safety in their neighborhoods, with three reporting significant increases.

In addition, the number of drug houses complained about has decreased approximately 51 percent over the last 10 years.

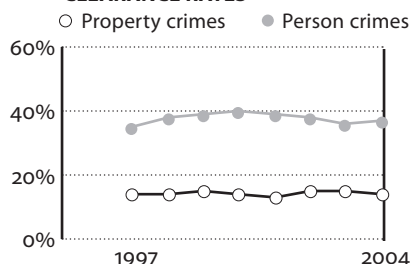
CRIMES/1,000 COMPARED TO OTHERS



AVERAGE RESPONSE TIME TO HIGH PRIORITY CALLS (goal=5 mins. or less)



CLEARANCE RATES



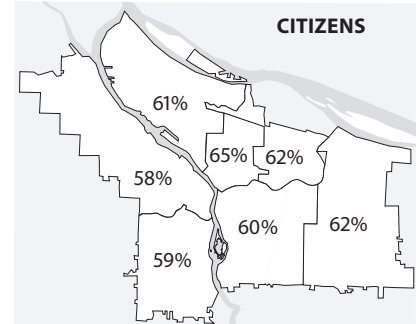
BUREAU GOAL:
Improve community and
police partnership

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.

The Bureau fell just short of its goal for officers to have more than 35 percent of their time free to conduct neighborhood problem-solving activities. 2004's mark of 34 percent reversed a steady decline in recent years.

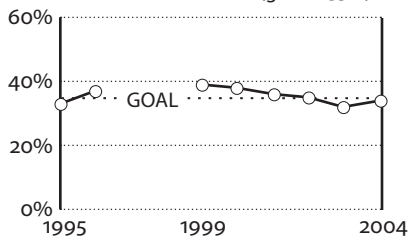
CITIZENS: WILLING TO HELP POLICE, 2005
(percent "willing" or "very willing")



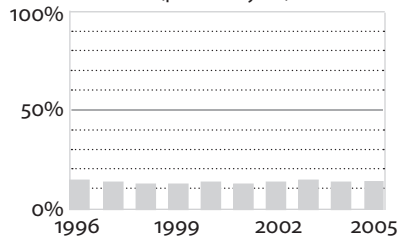
BUREAU GOAL:
Develop personnel and
improve accountability

The Bureau did not conduct an employee survey during FY 2004-05. The Bureau plans to conduct the next survey in FY 2005-06.

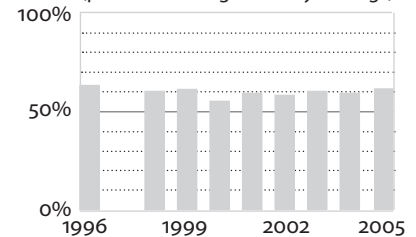
**ESTIMATED TIME AVAILABLE FOR
PROBLEM-SOLVING (goal = 35%)**



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



**CITIZENS: 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. Ten years ago, pension and disability costs represented 18 percent of police spending, but have now increased to 24 percent.

POLICE SPENDING

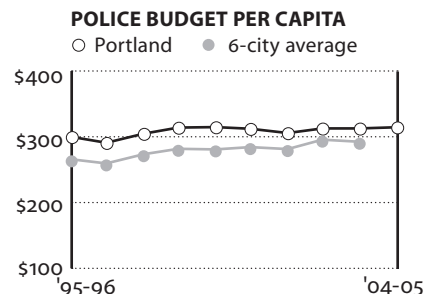
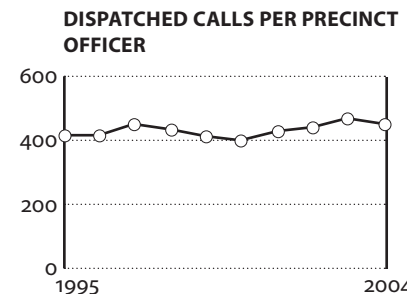
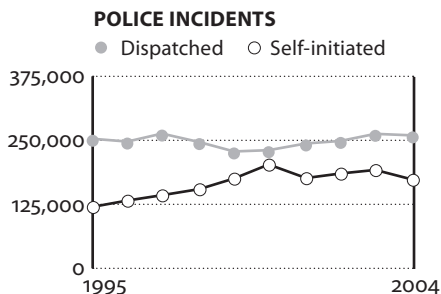
(in millions, adjusted for inflation)

	'04-05	5-year change
Neighborhood patrol	\$77.5	+6%
Investigations	\$30.7	+7%
Support	\$25.7	-3%
Pension & disability	\$43.2	+27%
TOTAL	\$177.1	+9%

	POLICE STAFFING (sworn/non-sworn)	PRECINCT OFFICERS (incl. sgts.)
'00-01	1,039 / 322	568
'01-02	1,040 / 308	564
'02-03	1,021 / 260	560
'03-04	992 / 252	576
'04-05	995 / 253	558
5 years:	-4% / -21%	-2%
10 years:	-1% / 0%	-6%

While sworn staffing has remained relatively steady over the past 10 years, the number assigned to precincts has declined 6 percent. An increase in dispatched calls over this period has also resulted in a rise in patrol officer workload over the past five years.

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

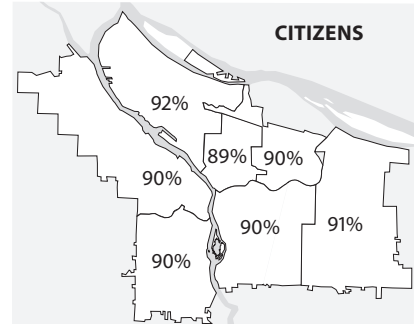


Bureau of Fire, Rescue and Emergency Services

CITIZEN SATISFACTION

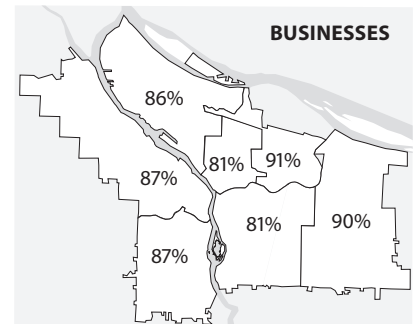
Portland residents continue to be highly satisfied with fire services. Overall, satisfaction has remained high over the past ten years in all areas of Portland.

CITIZENS: OVERALL FIRE SERVICE, 2005
(percent "good" or "very good")

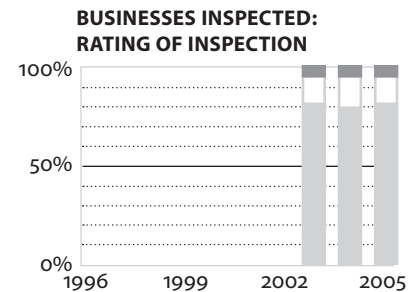
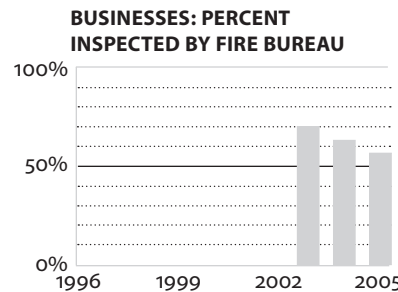
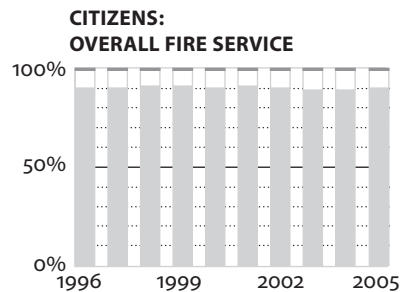
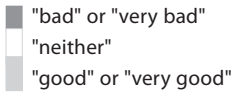


Businesses also rate the Bureau's services favorably, but there is more variation among areas. Businesses in the East and Central Northeast are more satisfied than businesses in the Inner Northeast and Southeast.

BUSINESSES: OVERALL FIRE SERVICE, 2005
(percent "good" or "very good")



Fifty-six percent of the businesses responding in 2005 reported having a fire inspection within the last year, down from 70 percent in 2003. Of these, almost 81 percent rated the quality of the inspection "good" or "very good".



BUREAU GOAL:
Minimize suffering and loss
of life and property

The number of structural fires per 1,000 population has declined by 23 percent since FY 2000-01 and remains much lower than the average of six comparison cities. However, the Bureau failed to meet its goal to reduce lives lost per 100,000 population, and Portland's fire death rate of 1.3 per 100,000 for FY 2004-05 was higher than the average 0.7 per 100,000 of the six comparison cities.

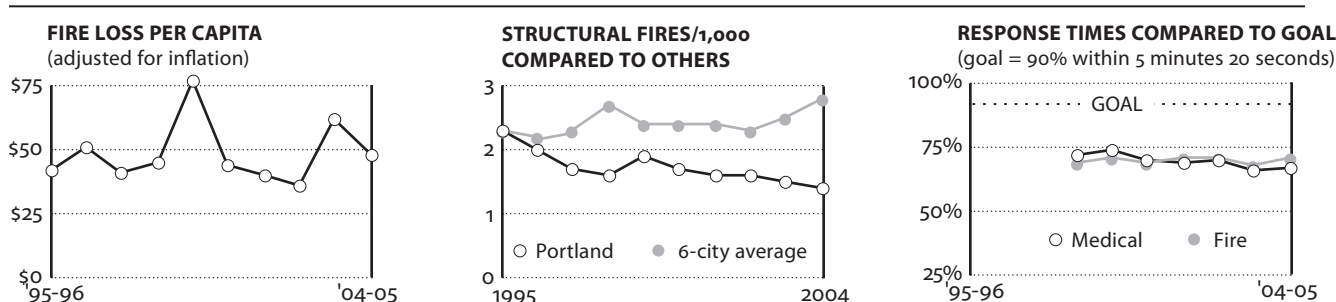
	LIVES LOST PER 100,000	FIRE LOSS PER CAPITA
'00-01	1.3	\$44
'01-02	1.3	\$40
'02-03	0.9	\$36
'03-04	1.3	\$62
'04-05	1.3	\$48
GOAL	<1.1	<\$45

Response time performance, which had been trending down since FY 1999-00, improved slightly last year. The Bureau met its target time (five minutes 20 seconds) in less than 70 percent of emergencies, below its goal of 90 percent.

The Bureau works to prevent fires by inspecting buildings and citing property owners for violations. Most occupancies are scheduled for inspection every 27 months, but some higher risk buildings are inspected annually. In FY 2004-05, the percent of facilities inspected within 27 months of their last inspection was 86 percent. While this represents an increase over the previous year, it remains below the Bureau goal of 100 percent.

	TOTAL INSPECTIONS	VIOLATIONS ABATED IN 90 DAYS
'00-01	17,629	80%
'01-02	19,359	79%
'02-03	17,811	72%
'03-04	18,336	64%
'04-05	16,605	73%
5 years:	-6%	-7%

Both the total number of violations and the average violations per inspection have declined by about one-third since FY 2000-01. The percent of violations abated within 90 days has improved since last year, but is still below the FY 2000-01 rate.

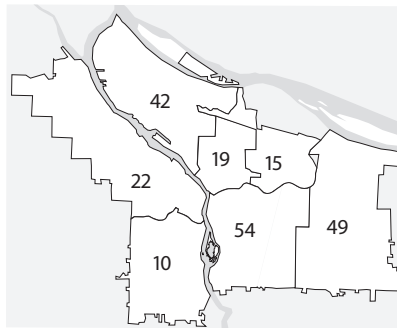


BUREAU GOAL:
Reduce frequency and severity of emergencies

Although the number of fire calls per 1,000 population decreased by 30 percent since FY 1995-96, the rate of medical calls increased by 22 percent over the same period.

	TOTAL FIRES/1,000	MEDICAL CALLS/1,000
'00-01	5.3	68.1
'01-02	4.8	74.0
'02-03	5.0	71.9
'03-04	4.6	71.4
'04-05	4.0	72.2
5 years:	-24%	6%
10 years:	-30%	22%

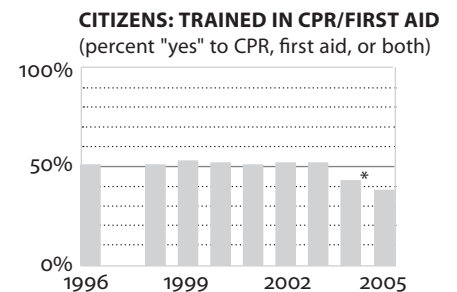
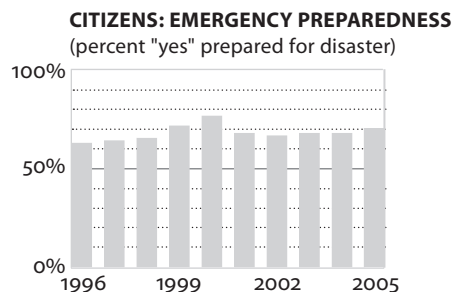
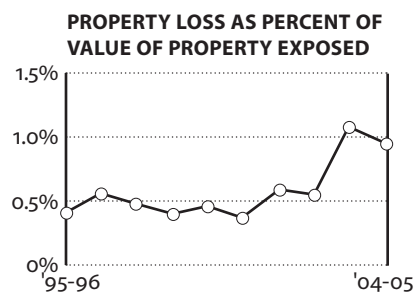
MAJOR FIRES BY AREA: '04-05
(structural fires with damage over \$10,000)



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

Estimated property loss as a percent of the estimated value of property exposed to fire, which had remained around 0.5 percent since FY 1990-91, was twice as high in FY 2003-04 and FY 2004-05.

The percent of respondents reporting that they are prepared to sustain themselves for 72 hours after a major disaster increased this year, but has not returned to the peak achieved in 2000.



* question modified in 2004 to ask if currently trained

STAFFING, SPENDING AND WORKLOAD

City spending on fire and emergency obligations has increased over the past five years. Portland spent slightly more per capita in operating costs when compared to other cities, primarily due to higher pension and disability expenses, which are not a part of the Bureau's annual budget. Portland's "pay-as-you-go" pension system is managed by a separate City board, created by City Charter. After adjustment for inflation, pension and disability costs have increased by 33 percent from FY 1995-96, while operating expenses of the Bureau have declined slightly over the same period.

Capital spending, supported by municipal bonds approved by voters in 1998, peaked in FY 2002-03 and has dropped by 45 percent since then. The Bureau has estimated that improvements to emergency facilities will be completed by FY 2007-08.

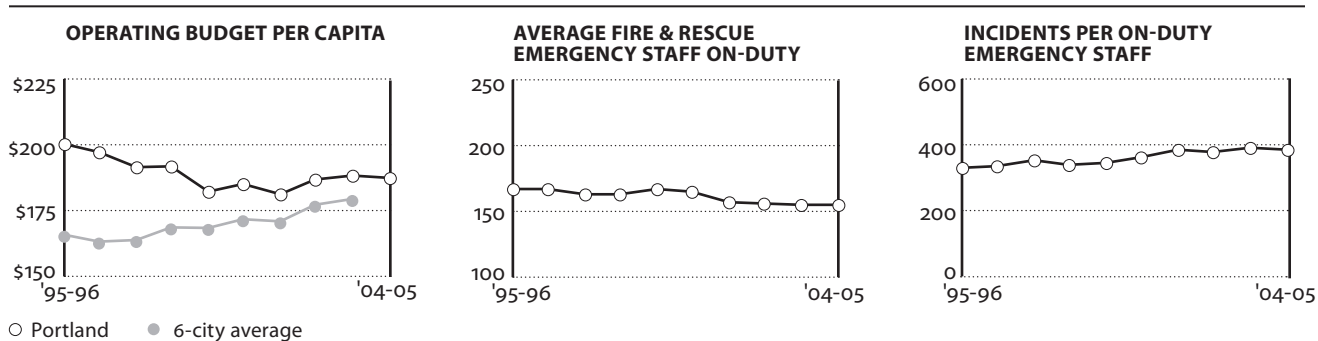
FIRE & RESCUE SPENDING (in millions, adjusted for inflation)		
	'04-05	10-year change
Emergency operations	\$52.5	-2%
Fire prevention	\$5.6	-4%
Other	\$13.0	0%
Total Bureau	\$71.1	-1%
Pension & disability	\$34.7	33%
TOTAL Operating	\$105.7	8%
Capital*	\$4.5	2%

* Most costs in BFRES Bond Fund

The Prevention Program recovered nearly 50 percent of its costs from inspection fees and other charges.

Over the past five years, average on-duty staffing declined while total emergency incidents increased. As a result, the number of incidents per on-duty staff has increased by 7 percent since FY 2000-01.

	AVERAGE STAFF ON-DUTY	INCIDENTS PER ON-DUTY STAFF
'00-01	165	362
'01-02	157	385
'02-03	156	378
'03-04	155	391
'04-05	155	385
5 years:	-6%	7%
10 years:	-7%	17%



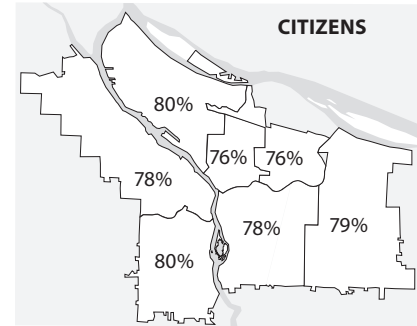
Bureau of Emergency Communications (9-1-1)

CITIZEN SATISFACTION

Portland residents were asked to rate 9-1-1 services for the second time. Seventy-eight percent rate overall 9-1-1 services as “good” or “very good”, about the same rating as last year.

Of citizens who called 9-1-1 in the past 12 months (about 20 percent of respondents), 77 percent rate the service they received on the phone as “good” or “very good”. This is slightly lower than last year’s rating of 82 percent.

CITIZENS: OVERALL 9-1-1 SERVICE, 2005
(percent “good” or “very good”)



BUREAU GOAL:
Provide timely call-taking and dispatch services

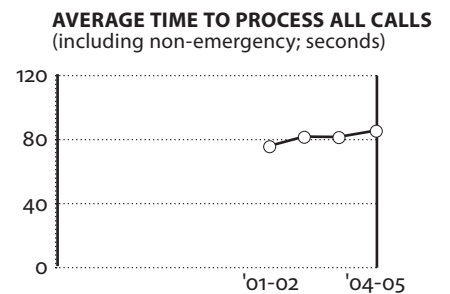
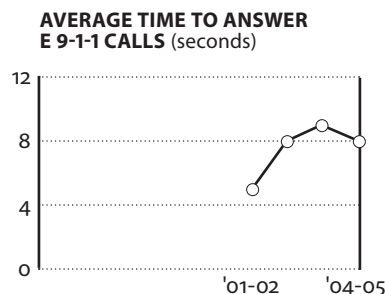
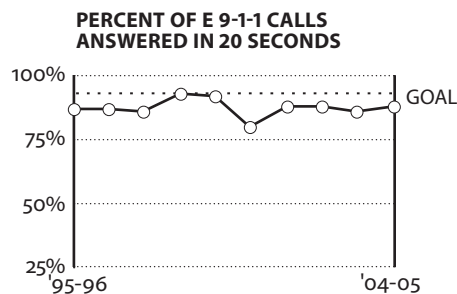
The Bureau of Emergency Communications (BOEC) received fewer calls to its emergency lines than three years ago. Information prior to FY 2002-03 is from a different data source and may not be comparable.

The Bureau answered 88 percent of Emergency 9-1-1 (E 9-1-1) calls within 20 seconds last year, equivalent to the answer time in FY 2002-03.

In FY 2004-05, the Bureau answered E 9-1-1 calls on average within eight seconds, an improvement from the previous year. Over the past three years more callers abandoned calls before they were answered.

CALLS TO BOEC

	Emergency lines	Non-emergency lines
'00-01	591,935	283,518
'01-02	612,767	304,326
'02-03	587,135	290,036
'03-04	615,966	309,637
'04-05	549,691	316,470



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

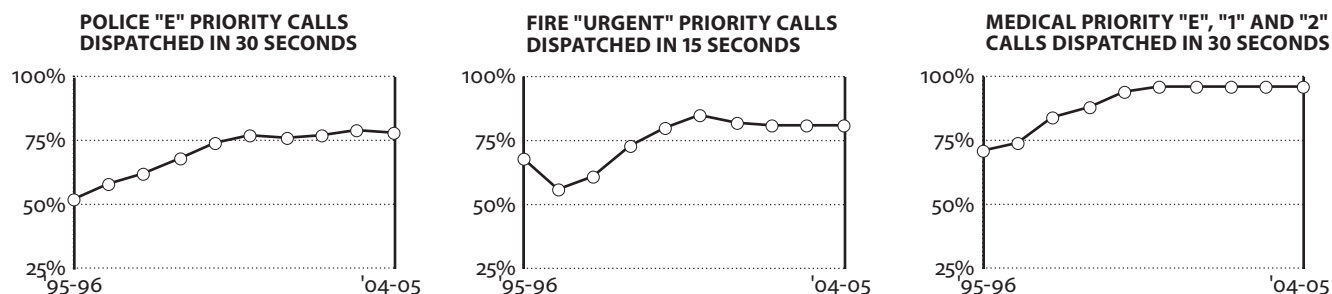
The average time to process calls from both emergency and non-emergency lines (i.e., talking to callers and recording information) has remained fairly constant over the last three years, ranging from 82 seconds to 86 seconds. Although the Bureau has not established call processing goals, faster processing of calls can free operators to answer new calls.

Police, fire, and medical calls dispatched within the Bureau's target times have improved over the last ten years. In FY 2004-05:

- 78 percent of highest priority police calls were dispatched in 30 seconds compared to 52 percent in FY 1995-96.
- 81 percent of urgent fire calls were dispatched in 15 seconds, compared to 68 percent in FY 1995-96.
- 96 percent of high priority medical calls were dispatched in 30 seconds, compared to 71 percent in FY 1995-96.

CALLS DISPATCHED			
	POLICE	FIRE	MEDICAL
'00-01	312,204	49,065	46,456
'01-02	336,744	60,190	48,435
'02-03	340,113	59,213	48,089
'03-04	350,031	61,789	49,355
'04-05	339,907	59,746	49,896
5 years:	+9%	+22%	+7%
10 years:	+6%	-11%	+49%

The Bureau has not yet formally adopted goals for these measures.



STAFFING, SPENDING AND WORKLOAD

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

BOEC SPENDING

(in millions, adjusted for inflation)

	'04-05	5-year change
Operations & Training	\$11.5	-12%
Administration	\$0.9	-38%
Other	\$0.7	-22%
TOTAL	\$13.1	-15%

OVERTIME HOURS

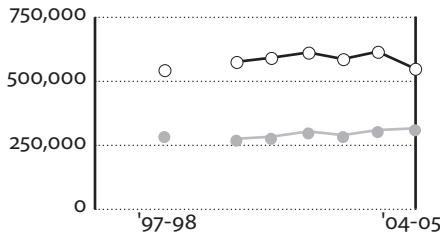
	'04-05	5-year change
Operations	11,382	-54%
Training	1,591	-58%

Total BOEC staffing declined over the past five years. As part of the decline, the number of certified dispatchers decreased by 2 percent. Staffing reductions occurred in administrative and supervisory positions, as well as the transfer of IT positions to the Office of Management and Finance.

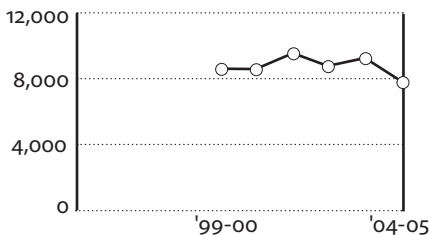
Because of a decrease in the number of emergency calls, the number of calls per Operator is lower than it was five years ago.

	TOTAL STAFF	CERTIFIED DISPATCHERS
'00-01	160	91
'01-02	133	87
'02-03	133	85
'03-04	137	93
'04-05	137	89
5 years:	-14%	-2%
10 years:	-1%	n.a.

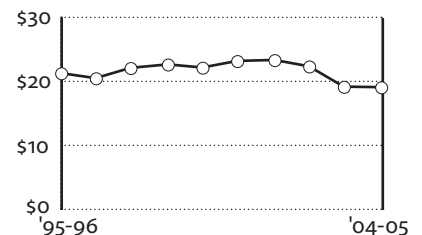
TOTAL CALLS ○ Emergency lines ● Non-emergency lines



CALLS PER EMERGENCY COMMUNICATIONS OPERATOR



SPENDING PER CAPITA (service population)



Police Bureau: 10-year performance statistics

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Population	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560
EXPENDITURES (in millions):										
Patrol.....	\$58.0	\$60.1	\$62.4	\$64.2	\$65.2	\$68.0	\$70.9	\$71.4	\$75.5	\$77.5
Investigations & crime interdiction.....	\$23.4	\$23.9	\$22.9	\$24.6	\$25.5	\$26.8	\$27.8	\$25.3	\$26.9	\$30.7
Support	\$14.6	\$15.8	\$17.1	\$21.4	\$22.5	\$24.7	\$26.4	\$23.0	\$23.6	\$25.7
Sworn pension & disability.....	\$20.9	\$22.7	\$25.9	\$27.6	\$29.7	\$31.8	\$35.1	\$39.0	\$42.4	\$43.2
TOTAL	\$116.9	\$122.5	\$128.3	\$137.8	\$142.9	\$151.3	\$160.2	\$158.7	\$168.4	\$177.1
EXPENDITURES, adjusted for inflation:										
Patrol.....	\$72.1	\$72.2	\$72.8	\$73.3	\$71.9	\$72.9	\$74.7	\$74.6	\$77.7	\$77.5
Investigations & crime interdiction.....	\$29.1	\$28.7	\$26.8	\$28.1	\$28.1	\$28.7	\$29.3	\$26.5	\$27.7	\$30.7
Support	\$18.2	\$18.9	\$20.0	\$24.4	\$24.8	\$26.5	\$27.8	\$24.0	\$24.3	\$25.7
Sworn pension & disability.....	\$26.0	\$27.2	\$30.3	\$31.5	\$32.7	\$34.1	\$37.0	\$40.8	\$43.6	\$43.2
TOTAL	\$145.4	\$147.0	\$149.9	\$157.3	\$157.6	\$162.2	\$166.0	\$165.9	\$173.1	\$177.1
Spending per capita, adjusted for inflation.....	\$292	\$292	\$295	\$309	\$308	\$305	\$315	\$308	\$318	\$322
AUTHORIZED STAFFING:										
Sworn	1,000	1,007	1,028	1,033	1,045	1,039	1,040	1,021	992	995
Non-sworn	253	265	287	295	312	322	308	260	252	253
Officers & sergeants assigned to precincts (adjusted to Fiscal Year).....										
	595	584	568	553	577	568	564	560	576	558
Detectives (actual)										
	-	-	-	-	-	-	79	79	79	85
	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
Officers & sergeants assigned to precincts (as of June).....										
	608	595	584	568	553	577	568	564	560	576
CRIMES REPORTED:										
Part I	55,834	50,805	53,601	46,523	41,867	41,454	43,567	43,823	46,771	45,892
Part I person crimes.....	8,833	7,835	7,600	6,707	6,294	5,698	4,555	4,512	4,436	4,034
Part I property crimes	47,001	42,970	46,001	39,816	35,573	35,756	39,012	39,311	42,335	41,858
Part II.....	45,362	44,803	47,965	45,007	44,400	50,511	46,448	40,337	40,897	44,393
INCIDENTS:										
Dispatched	253,019	247,584	263,175	246,567	228,278	230,740	243,861	248,865	262,670	259,661
Telephone report	84,603	65,336	64,604	54,652	51,981	48,433	44,840	38,973	30,110	25,486
Officer-initiated.....	120,094	132,396	142,857	154,734	175,459	202,811	176,363	185,261	192,184	173,269
TOTAL	457,716	445,316	470,636	455,953	455,718	481,984	465,064	473,099	484,964	458,416
Dispatched incidents/precinct officer	416	416	451	434	413	400	429	441	469	451
Officer-initiated incidents/precinct officer.....	198	223	245	272	317	351	310	328	343	301
Part I Crimes / detective	-	-	-	-	-	-	551	555	592	540
AVERAGE NUMBER OF PATROL UNITS:										
Midnight to 4 am	-	-	-	-	70	73	70	69	71	71
4 am to 8 am	-	-	-	-	45	45	44	51	54	53
8 am to noon.....	-	-	-	-	56	60	59	54	56	55
Noon to 4 pm	-	-	-	-	60	62	60	53	57	54
4 pm to 8 pm	-	-	-	-	66	68	69	76	79	76
8 pm to midnight.....	-	-	-	-	86	90	86	79	83	80

	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
Average high priority response time (in mins)....	5.26	5.12	5.12	5.22	5.10	4.81	4.79	4.87	4.88	5.12
Part I crimes/1,000 residents.....	112.2	101.0	105.4	91.3	81.7	78.0	81.2	81.4	85.8	83.4
Person crimes/1,000 residents.....	17.8	15.6	14.9	13.2	12.3	10.7	8.5	8.4	8.1	7.3
Property crimes/1,000 residents.....	94.5	85.4	90.5	78.1	69.4	67.3	72.8	73.0	77.7	76.0
CASES CLEARED:										
Person crimes.....	-	-	2,646	2,526	2,385	2,225	1,685	1,645	1,562	1,469
Property crimes.....	-	-	6,691	5,612	5,160	5,124	4,942	5,967	6,459	5,922
CASES CLEARED (percent of total crimes):										
Percent of person crimes cleared.....	-	-	35%	38%	39%	40%	39%	38%	36%	37%
Percent of property crimes cleared.....	-	-	14%	14%	15%	14%	13%	15%	15%	14%
Percent of time available for problem-solving (est.)..	33%	37%	-	-	39%	38%	36%	35%	32%	34%
Addresses generating drughouse complaints*...	2,815	2,547	2,358	2,075	1,918	1,726	1,671	1,556	1,376	1,390

* approximate

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

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Population	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560
EXPENDITURES (in millions):										
Emergency Operations.....	\$42.9	\$43.7	\$43.3	\$42.8	\$43.9	\$44.9	\$45.7	\$47.0	\$49.1	\$52.4
Fire Prevention	\$4.7	\$4.3	\$3.9	\$5.1	\$5.1	\$5.2	\$5.3	\$5.6	\$5.5	\$5.6
Other.....	\$10.4	\$10.0	\$9.5	\$9.5	\$10.1	\$10.6	\$11.3	\$12.2	\$13.0	\$13.0
TOTAL Bureau	\$57.9	\$58.0	\$56.7	\$57.4	\$59.1	\$60.7	\$62.2	\$64.8	\$67.7	\$71.1
Sworn retirement & disability	\$21.0	\$22.9	\$24.4	\$25.3	\$26.0	\$27.6	\$29.1	\$31.7	\$33.0	\$34.7
TOTAL operating.....	\$78.9	\$80.9	\$81.1	\$82.7	\$85.1	\$88.3	\$91.3	\$96.5	\$100.6	\$105.7
Capital	\$3.6	\$2.0	\$1.5	\$2.5	\$1.8	\$7.3	\$7.5	\$7.8	\$5.5	\$4.5
TOTAL	\$82.5	\$82.9	\$82.6	\$85.2	\$86.9	\$95.6	\$98.7	\$104.3	\$106.2	\$110.3
REVENUES (in millions):										
Fire Prevention	-	-	-	\$1.9	\$2.4	\$2.3	\$2.1	\$2.0	\$2.2	\$2.7
EXPENDITURES, adjusted for inflation:										
Emergency Operations.....	\$53.3	\$52.4	\$50.5	\$48.8	\$48.4	\$48.2	\$48.2	\$49.2	\$50.5	\$52.4
Fire Prevention	\$5.8	\$5.2	\$4.5	\$5.8	\$5.7	\$5.6	\$5.5	\$5.9	\$5.6	\$5.6
Other.....	\$13.0	\$12.0	\$11.1	\$10.9	\$11.1	\$11.4	\$11.9	\$12.7	\$13.4	\$13.0
TOTAL Bureau	\$72.1	\$69.6	\$66.2	\$65.6	\$65.2	\$65.1	\$65.6	\$67.7	\$69.6	\$71.1
Sworn retirement & disability	\$26.1	\$27.4	\$28.5	\$28.9	\$28.7	\$29.6	\$30.6	\$33.1	\$33.9	\$34.7
TOTAL operating.....	\$98.2	\$97.1	\$94.6	\$94.5	\$93.9	\$94.7	\$96.2	\$100.9	\$103.5	\$105.7
Capital	\$4.4	\$2.3	\$1.8	\$2.8	\$2.0	\$7.9	\$7.9	\$8.2	\$5.7	\$4.5
TOTAL	\$102.6	\$99.4	\$96.4	\$97.3	\$95.9	\$102.6	\$104.1	\$109.1	\$109.2	\$110.3
Operating spending/capita, adjusted	\$197	\$193	\$186	\$185	\$183	\$178	\$179	\$187	\$190	\$192
Operating + capital/capita, adjusted	\$206	\$198	\$190	\$191	\$187	\$193	\$194	\$203	\$200	\$200
REVENUES, adjusted for inflation:										
Fire Prevention	-	-	-	\$2.2	\$2.6	\$2.5	\$2.2	\$2.1	\$2.3	\$2.7
Total Bureau staff *	739	746	704	729	730	743	721	710	701	700
Average on-duty emergency staffing	167	167	163	163	167	165	157	156	155	155
Number of front-line emergency vehicles.....	60	61	61	59	59	61	62	63	63	63
INCIDENTS:										
Fire.....	2,860	2,738	2,527	2,654	2,853	2,790	2,549	2,706	2,528	2,204
Medical.....	29,441	24,630	27,880	31,968	33,709	36,210	39,677	38,707	38,929	39,769
Other.....	22,826	28,568	27,076	20,691	21,034	20,663	18,162	17,526	19,215	17,723
TOTAL	55,127	55,936	57,483	55,313	57,596	59,663	60,388	58,939	60,672	59,696
Incidents per average on-duty staff	330	335	353	339	345	362	385	378	391	385
NUMBER OF OCCUPANCIES IN CITY:										
Inspectable (estimated)	-	-	-	-	-	34,792	35,689	37,071	37,741	37,961
STRUCTURAL FIRES:										
In inspectable occupancies	-	-	-	-	-	-	349	335	303	298
In non-inspectable occupancies.....	-	-	-	-	-	-	507	488	492	440
TOTAL	1,164	998	878	807	964	925	856	823	795	740**

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

** Includes two fires not yet identified by property type.

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Structural fires/1,000 residents	2.34	1.98	1.73	1.58	1.88	1.74	1.60	1.53	1.46	1.34
Total fires/1,000 residents	5.75	5.44	4.97	5.21	5.57	5.25	4.75	5.03	4.64	4.00
Medical incidents/1,000 residents	59.2	49.0	54.8	62.7	65.8	68.1	74.0	71.9	71.4	72.2
Lives lost/100,000 residents	1.2	2.2	1.6	0.6	1.2	1.3	1.3	0.9	1.3	1.3
Fire loss per capita, adjusted.....	\$42	\$51	\$41	\$45	\$77	\$44	\$40	\$36	\$62	\$48
Property loss as % of value of property	0.41%	0.56%	0.48%	0.40%	0.46%	0.37%	0.59%	0.55%	1.08%	0.95%
% of response times within 5 minutes 20 seconds:										
Fire.....	-	-	-	69%	71%	69%	71%	71%	68%	71%
Medical.....	-	-	-	72%	74%	70%	69%	70%	66%	67%
AVERAGE AGE OF FRONT-LINE VEHICLES (years):										
Engines.....	7	7	6	7	8	9	8	8	9	8
Trucks	6	7	8	7	8	9	7	8	9	10
AVERAGE MILES ON FRONT-LINE VEHICLES:										
Engines.....	-	-	-	-	-	63,088	58,313	62,834	71,307	59,736
Trucks	-	-	-	-	-	50,297	41,789	47,887	54,204	60,210
Percent of inspectable occupancies inspected within 27 months*										
	-	-	-	-	-	-	-	-	82%	86%
CODE ENFORCEMENT INSPECTIONS:										
Number of inspections (incl. unscheduled)	-	-	-	17,279	21,015	17,629	19,359	17,811	18,336	16,605
Number of reinspections.....	-	-	-	8,294	11,642	11,370	11,318	9,805	7,798	7,937
Total code violations found.....	-	-	-	30,196	38,731	32,358	29,834	26,937	24,036	20,725
Average violations per inspection.....	-	-	-	1.7	1.8	1.8	1.5	1.5	1.3	1.2
Violations abated within 90 days of detection.....	-	-	-	-	-	80%	79%	72%	64%	73%

* within 90 days after two-year eligibility

Bureau of Emergency Communications: 10-year performance statistics

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Service population *.....	626,150	635,657	638,665	641,550	646,525	662,260	666,220	670,115	677,740	685,855
EXPENDITURES (in millions)										
Operations.....	\$9.0	\$9.1	\$10.6	\$10.9	\$11.4	\$11.6	\$12.0	\$12.4	\$11.0	\$11.4
Training	\$0.2	\$0.2	\$0.3	\$0.6	\$0.7	\$0.5	\$0.1	<\$0.1	<\$0.1	\$0.1
Administration	\$0.9	\$0.9	\$0.8	\$0.7	\$0.6	\$1.3	\$0.7	\$0.8	\$0.8	\$0.9
Other	\$0.6	\$0.7	\$0.4	\$0.5	\$0.3	\$0.9	\$1.9	\$1.0	\$0.7	\$0.7
TOTAL.....	\$10.7	\$10.9	\$12.1	\$12.7	\$13.0	\$14.3	\$14.7	\$14.3	\$12.6	\$13.1
EXPENDITURES, adjusted for inflation:										
Operations.....	\$11.1	\$11.0	\$12.4	\$12.4	\$12.5	\$12.5	\$12.6	\$13.0	\$11.4	\$11.4
Training	\$0.2	\$0.2	\$0.4	\$0.7	\$0.7	\$0.5	\$0.1	<\$0.1	<\$0.1	\$0.1
Administration	\$1.2	\$1.1	\$0.9	\$0.8	\$0.7	\$1.4	\$0.8	\$0.9	\$0.9	\$0.9
Other	\$0.8	\$0.8	\$0.5	\$0.6	\$0.4	\$0.9	\$2.0	\$1.1	\$0.7	\$0.7
TOTAL.....	\$13.3	\$13.1	\$14.2	\$14.5	\$14.3	\$15.3	\$15.5	\$15.0	\$13.0	\$13.1
Expenditures per capita service pop (adj).	\$21.28	\$20.50	\$22.10	\$22.65	\$22.16	\$23.19	\$23.34	\$22.35	\$19.17	\$19.09
Administration as percent of total.....	9%	8%	6%	5%	5%	9%	5%	6%	7%	7%
Bureau staff (FTPs):										
Total authorized	138	152	129	147	165	160	133	133	137	137
Emergency Communications Operators:										
Certified Dispatcher	-	-	-	88	88	91	87	85	93	89
Total calls:										
Emergency lines.....	-	-	544,334	-	576,230	591,935	612,767	587,135	615,966	549,691
Non-emergency lines	-	-	290,029	-	275,805	283,518	304,326	290,036	309,637	316,470
TOTAL.....	-	-	834,363	-	852,035	875,453	917,093	877,171	925,603	866,161
Calls per Emergency Communications Operator	-	-	-	-	8,606	8,583	9,553	8,772	9,256	7,803
Calls per capita	-	-	1.3	-	1.3	1.3	1.4	1.4	1.4	1.3
Trainee certification within 18 months of hire:										
Total number certified.....	6	3	11	8	3	4	12	7	3	-
Percent of class certified.....	43%	75%	61%	42%	18%	29%	57%	50%	33%	-
Overtime hours (estimate):										
Operations.....	-	-	-	25,206	25,807	25,003	21,453	21,435	10,057	11,382
Training	-	-	-	6,534	4,181	3,796	3,207	3,442	1,473	1,591
Overtime expenditures (est., in millions), adj. for inflation:										
Operations.....	\$1.1	\$1.1	\$1.0	\$0.9	\$1.0	\$1.0	\$0.8	\$0.9	\$0.4	\$0.5
Training	<\$0.1	<\$0.1	<\$0.1	\$0.2	\$0.2	\$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
Average time to answer E 9-1-1 calls (seconds)	-	-	-	-	-	-	5	8	9	8
E 9-1-1 calls answered in 20 seconds	87%	87%	86%	93%	92%	80%	88%	88%	86%	88%
Calls abandoned by caller before answered	-	-	-	-	-	-	-	5.2%	5.7%	5.8%

* Service population is approximate to Multnomah County population

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Police calls dispatched within target time:										
Priority E calls in 30 seconds	52%	58%	62%	68%	74%	77%	76%	77%	79%	78%
Priority 1 calls in 30 seconds	30%	34%	36%	44%	48%	51%	48%	52%	51%	53%
Priority 2 calls in 60 seconds	54%	57%	58%	64%	69%	72%	72%	74%	75%	76%
Priority 3, 4, 5 calls in 180 seconds	81%	85%	84%	86%	87%	87%	89%	88%	87%	88%
Fire calls dispatched within target time:										
Urgent calls in 15 seconds	68%	56%	61%	73%	80%	85%	82%	81%	81%	81%
Priority calls in 30 seconds	79%	81%	86%	88%	94%	95%	95%	95%	96%	96%
Non-priority calls in 30 seconds	82%	80%	84%	86%	92%	94%	94%	93%	93%	94%
Emergency medical calls dispatched within target time:										
Priority E, 1, 2 calls in 30 seconds	71%	74%	84%	88%	94%	96%	96%	96%	96%	96%
Priority 3 - 9 calls in 90 seconds	96%	95%	95%	97%	98%	99%	99%	99%	99%	100%
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 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 Parks & Recreation are:

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

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

Portland Parks & Recreation

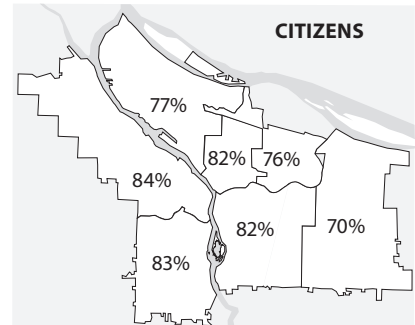
CITIZEN SATISFACTION

Most citizens rate the quality of the City's Parks & Recreation services highly. Seventy-nine percent of citizens rate the quality of parks as "good" or "very good", while 70 percent rate recreation activities as "good" or "very good."

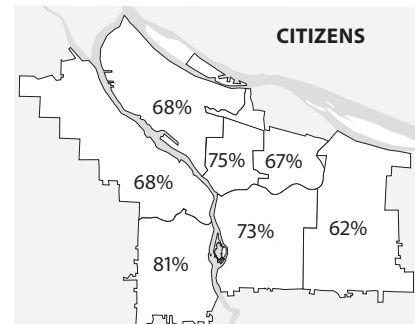
Citizens in the East rate the overall quality of Parks & Recreation services lower than do citizens in other areas of the City. Parks management believes that this is largely due to fewer developed and renovated facilities in the East.

Citizens throughout the City generally feel safe walking in City parks during the day. However, more than half feel unsafe walking in City parks at night, particularly in the North and East.

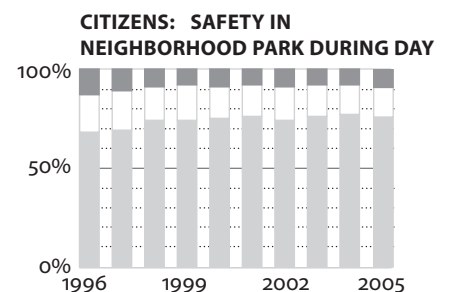
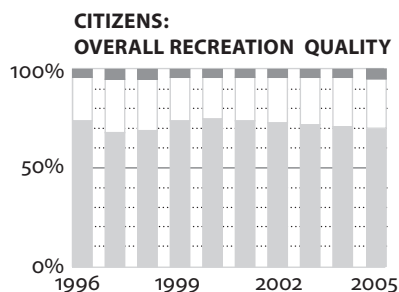
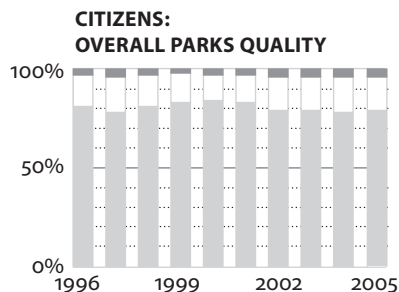
CITIZENS: OVERALL PARKS QUALITY, 2005 (percent "good" or "very good")



CITIZENS: OVERALL RECREATION QUALITY, 2005 (percent "good" or "very good")



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



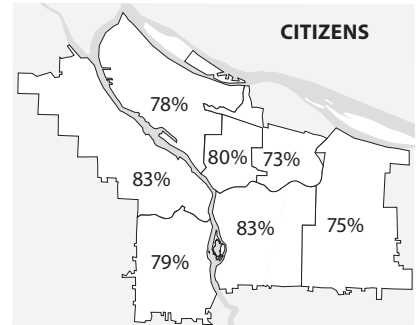
BUREAU GOAL:
 Developing and maintaining excellent facilities and places for public recreation, building community through play and relaxation, gathering, and solitude

Audit Services' Citizen Survey indicates that most citizens believe that the quality of parks maintenance and the beauty of parks landscaping is good.

The Bureau has developed an objective method for assessing and monitoring the condition of its physical assets. For FY 2004-05, the Bureau surveyed and catalogued asset condition and applied its methodology to community centers and arts/culture centers. The centers had an average facility index score of 6 percent of facility deterioration, which is considered good condition. The Bureau will apply the index to more facilities in the future and will continue to update the assessment on a regular basis. This will help the bureau reliably measure and report progress towards achieving its goal of improving the parks infrastructure.

The Bureau's percent of time spent on scheduled maintenance has increased slightly from FY 2001-02. Scheduled maintenance helps reduce the premature decline of the parks infrastructure.

CITIZENS: PARK GROUNDS MAINTENANCE, 2005
 (percent "good" or "very good")



FACILITY CONDITION INDEX
 (portfolio average)

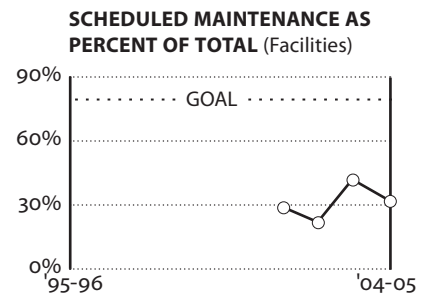
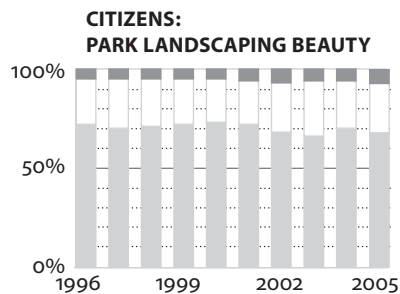
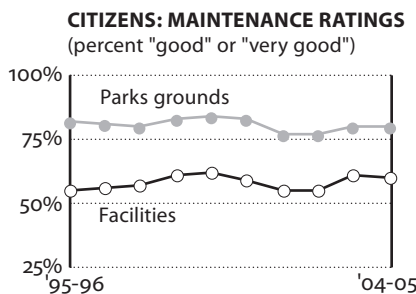
Facility	% of deterioration
Buildings	
Arts & Community Ctrs.	6%
Other	*
Amenities	*
Infrastructure	*

* under development

Index Key

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

"bad" or "very bad" (dark grey)
 "neither" (white)
 "good" or "very good" (light grey)



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

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

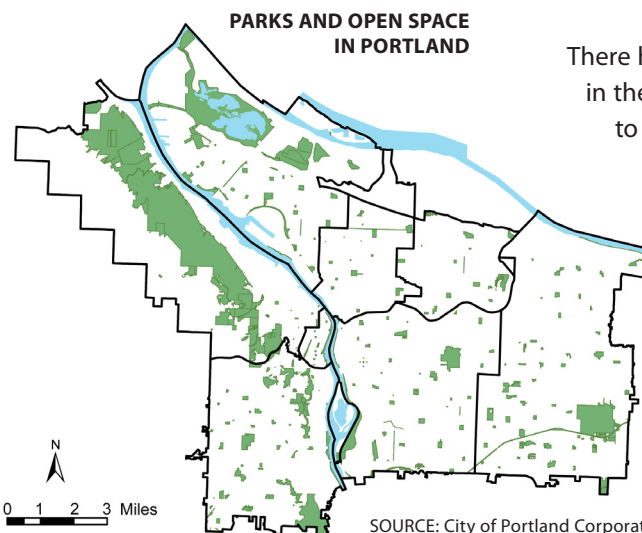
SATISFACTION WITH RECREATION
 (percent "satisfied" or "very satisfied")

	'04-05
Affordability	65%
Instruction quality	59%
Variety of programs	66%

RECREATION PARTICIPATION RATES
 (percent who participated in any program)

	under 13 years	13 - 18 years	19 - 54 years	55+ years
2001	56%	42%	26%	20%
2002	63%	51%	29%	21%
2003	66%	46%	28%	22%
2004	64%	45%	29%	23%
2005	-	40%	29%	24%
5 years:	-	-2%	+3%	+4%
10 years:	-	+3%	+7%	+7%

The Bureau's goal is to involve at least 50 percent of the City's youth in recreation programs. The participation rate for youth 13 to 18 years old decreased from 42 percent five years ago to 40 percent in FY 2004-05. Participation results for 2005 for youth under 13 years could not be verified before publication. Participation by adults has increased over the past five years.

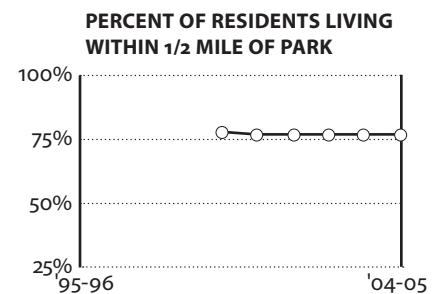
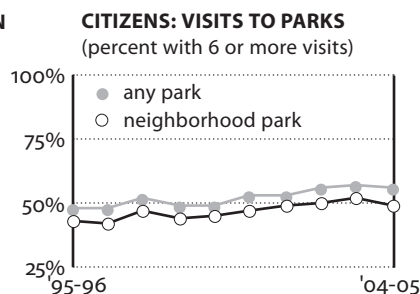
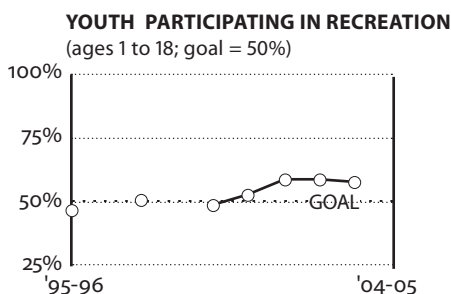


There has been a slight increase in the frequency of citizen visits to City parks over 10 years.

Almost 90 percent of survey respondents reported visiting a City park last year.

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

SOURCE: City of Portland Corporate GIS, 2004



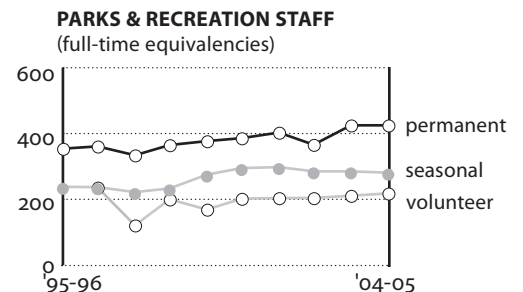
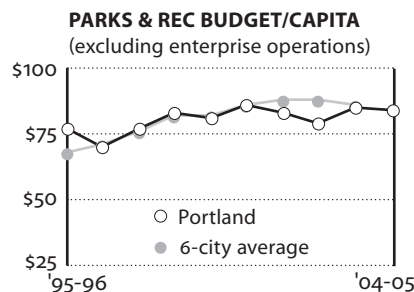
SPENDING, STAFFING AND WORKLOAD

When adjusted for inflation, Parks & Recreation operational spending is down 4 percent from FY 2001-02. Operating spending per capita is equal to the average of six comparison cities. The planning/administration area increased 15 percent when comparing FY 2001-02 and 2004-05 figures. According to the Bureau, most of the increase was due to a change in how human resource services and unemployment claims are charged to bureaus.

	Spending	5-year change	Cost recovery
Parks operations	\$19.8	-3%	8%
Recreation	\$16.4	-9%	55%
Enterprises	\$8.7	-7%	100%
Planning/admin	\$5.1	15%	6%
Total Operating	\$50.1	-4%	56%
Capital	\$19.5	75%	
TOTAL	\$69.6	10%	

In total, the Bureau recovered about 56 percent of its operating costs from various fees and charges, up from 40 percent two years ago.

Also during the past five years, permanent staffing increased while 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 and the temporary closure of a few facilities.

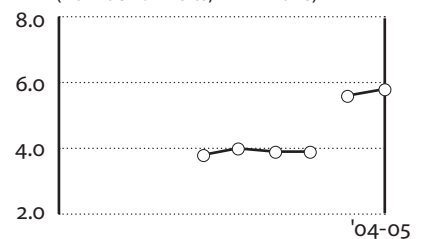


The Bureau has more facilities and parks assets to maintain and operate than it did ten years ago. The number of developed parks has increased substantially. The total number of park acreage has increased slightly over the past five years, from 10,072 to 10,481.

CITY PARKS AND FACILITIES			
	'95-96	'00-01	'04-05
Developed parks	138	163	178
Sports fields	-	364	365
Community centers	11	13	12
Art centers	7	7	6
Pools	12	14	13
Golf courses	5	5	5
Off leash dog areas	-	4	31

The Bureau conducted slightly fewer recreation programs than five years ago. In FY 2000-01, 2,110 recreation programs were offered, while 1,967 were offered in FY 2004-05. The Bureau reported much higher recreation attendance – 5.8 million – compared to 3.9 million two years before. In FY 2002-03, the Bureau made a concerted effort to improve attendance counts. As a result the FY 2003-04 and FY 2004-05 attendance figures are not comparable to historical counts.

RECREATION ATTENDANCE
(number of visits, in millions)



Portland Parks & Recreation: 10-year performance statistics

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Population	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560
EXPENDITURES (in millions):										
Park operations	\$14.6	\$16.7	\$16.1	\$16.7	\$17.7	\$19.0	\$19.6	\$18.9	\$19.3	\$19.8
Recreation	\$10.4	\$11.7	\$11.2	\$12.8	\$15.5	\$16.9	\$16.6	\$16.9	\$16.9	\$16.4
Enterprise operations	\$6.8	\$6.3	\$7.1	\$7.3	\$8.8	\$8.8	\$8.9	\$8.9	\$9.8	\$8.7
Planning and admin	\$2.8	\$2.7	\$2.9	\$3.7	\$4.6	\$4.1	\$4.9	\$4.7	\$4.1	\$5.1
SUB-TOTAL (operating)	\$34.6	\$37.4	\$37.3	\$40.5	\$46.6	\$48.8	\$50.0	\$49.4	\$50.1	\$50.1
Capital	\$8.4	\$21.8	\$26.3	\$21.7	\$16.9	\$10.3	\$10.8	\$7.1	\$15.3	\$19.5
TOTAL	\$43.0	\$59.2	\$63.6	\$62.2	\$63.5	\$59.1	\$60.8	\$56.5	\$65.4	\$69.6
EXPENDITURES, adjusted for inflation:										
Park operations	\$18.2	\$20.0	\$18.8	\$19.1	\$19.5	\$20.4	\$20.7	\$19.8	\$19.8	\$19.8
Recreation	\$13.0	\$14.0	\$13.0	\$14.6	\$17.1	\$18.1	\$17.4	\$17.7	\$17.4	\$16.4
Enterprise operations	\$8.4	\$7.6	\$8.3	\$8.3	\$9.7	\$9.4	\$9.4	\$9.3	\$10.1	\$8.7
Planning and admin	\$3.5	\$3.3	\$3.4	\$4.3	\$5.1	\$4.4	\$5.1	\$4.9	\$4.2	\$5.1
SUB-TOTAL (operating)	\$43.1	\$44.9	\$43.5	\$46.3	\$51.4	\$52.3	\$52.6	\$51.7	\$51.5	\$50.1
Capital	\$10.4	\$26.1	\$30.7	\$24.8	\$18.6	\$11.1	\$11.4	\$7.4	\$15.7	\$19.5
TOTAL	\$53.5	\$71.0	\$74.2	\$71.1	\$70.0	\$63.4	\$64.0	\$59.1	\$67.2	\$69.6
Operating spending/capita, adjusted	\$87	\$89	\$86	\$91	\$100	\$98	\$98	\$96	\$94	\$91
Capital spending/capita, adjusted	\$21	\$52	\$60	\$49	\$36	\$21	\$21	\$14	\$29	\$35
Permanent staffing (FTPs)	354	361	334	365	377	386	403	366	425	425
Seasonal staffing (FTEs)	238	237	222	233	275	295	298	285	285	281
Volunteers (FTEs)*	-	236	121	200	169	202	204	204	211	218
NUMBER OF PARKS & FACILITIES:										
Developed parks	138	139	139	139	130	163	170	168	171	178
Sports fields	-	-	-	217	217	364	365	365	365	365
Community centers	11	11	12	13	13	13	13	13	13	12
Arts centers	7	7	7	7	7	7	6	6	6	6
Pools	12	12	12	13	13	14	14	14	14	13
Golf courses	5	5	5	5	5	5	5	5	5	5
Off-leash dog areas	-	-	-	2	4	-	-	-	33	31
RECREATION PROGRAMS:										
Number of programs	-	-	-	-	2,007	2,110	2,129	1,955	2,203	1,967
Attendance counts (in millions)**	-	-	-	-	3.8	4.0	3.9	3.9	5.6	5.8
PARK ACRES (excl. golf courses & PIR):										
Developed parks	-	-	-	-	-	3,175	3,213	3,252	3,254	3,243
Natural areas	-	-	-	-	-	6,681	6,822	6,857	6,934	6,903
Undeveloped	-	-	-	-	-	216	200	316	323	335
TOTAL	9,576	9,590	9,659	10,001	10,084	10,072	10,235	10,425	10,511	10,481

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

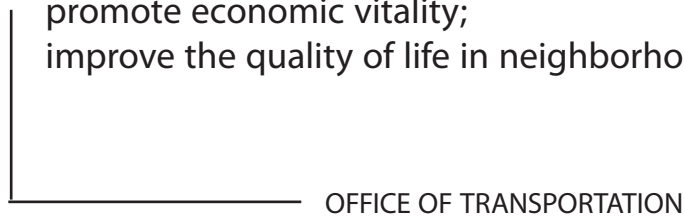
** The Bureau includes participants in outside sports leagues, such as youth baseball, football and soccer. The Bureau also includes an estimate of spectators that attend sports events. The Bureau made a concerted effort to improve attendance counts in FY 2003-04. Attendance counts increased dramatically,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

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Facilities square footage (excluding golf courses & PIR) . . . -	-	-	-	-	-	-	-	-	907,130	908,530
Facilities condition index (0.05 - 0.10 = good) -	-	-	-	-	-	-	-	-	-	0.06
Residents living within 1/2 mile of a park -	-	-	-	-	78%	77%	77%	77%	77%	77%
VOLUNTEERS:										
Total volunteer hours -	491,757	251,702	417,244	354,815	420,415	423,727	425,623	440,526	440,526	454,777
Total paid staff hours -	-	-	-	1,342,547	1,432,620	1,416,352	1,376,462	1,416,001	1,416,001	1,411,110
Volunteers as % of paid staff -	-	-	-	26%	29%	30%	31%	31%	31%	32%
Workers compensation claims/100 workers 15.6	16.9	15.2	11.7	10.6	11.0	9.7	8.8	8.5	8.5	8.7
CUSTOMER RATINGS:										
Percent who enjoy recreation programs -	-	-	-	-	-	-	-	98%	98%	98%
EMPLOYEE RATINGS:										
Percent rating internal communication good -	-	-	-	-	41%	51%	44%	44%	-	33%
Percent satisfied with their job -	-	-	-	-	77%	75%	72%	71%	-	61%
Percent of maintenance that is scheduled -	-	-	-	-	-	-	29%	22%	42%	32%
COST RECOVERY (from fees and charges):										
Parks Operations -	-	-	-	-	-	-	-	8%	7%	8%
Recreation -	-	-	-	-	-	-	-	51%	50%	55%
Planning & Admin -	-	-	-	-	-	-	-	11%	7%	6%
Enterprise operations -	-	-	-	-	-	-	-	100%	100%	100%
Combined -	-	-	-	-	-	-	-	40%	40%	56%

TRANSPORTATION & PARKING

CITY GOALS:

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



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

BUREAU OF MAINTENANCE

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

BUREAU OF TRANSPORTATION SYSTEM MANAGEMENT

Manages and operates the transportation traffic signals, parking, and street lighting systems in the City.

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.

DIRECTOR'S OFFICE

Provides overall administrative, financial, information technology management, and planning guidance and support for the Office of Transportation.

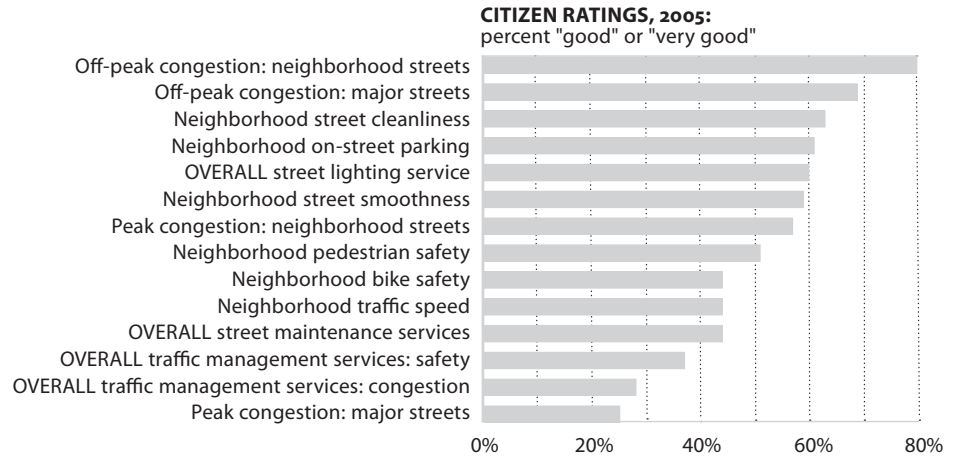
PORTLAND MULTNOMAH COMMUNITY BENCHMARKS:

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

Office of Transportation

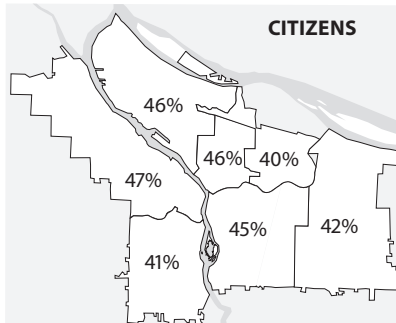
CITIZEN SATISFACTION

Citizens give high ratings to traffic flow during off-peak hours and very low ratings to peak-hour traffic congestion on major streets. Although citizen responses are virtually unchanged from last year, ratings for neighborhood street smoothness and overall street maintenance have improved.

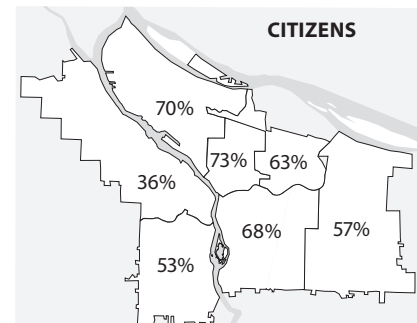


As a whole, 61 percent of citizens rate on-street parking in their neighborhoods "good" or "very good." However, ratings vary widely when broken down to the neighborhood coalition level.

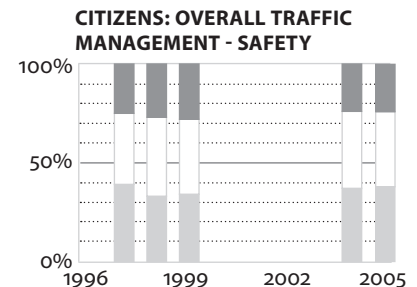
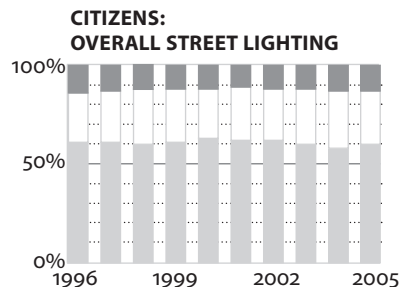
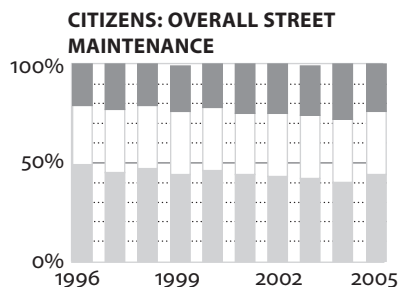
OVERALL STREET MAINTENANCE, 2005
(percent "good" or "very good")



NEIGHBORHOOD ON-STREET PARKING, 2005
(percent "good" or "very good")



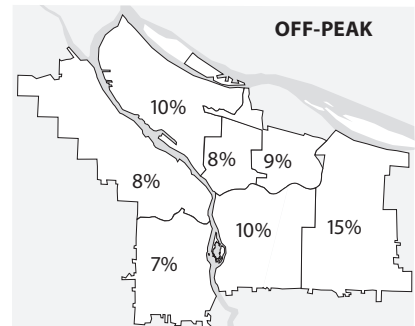
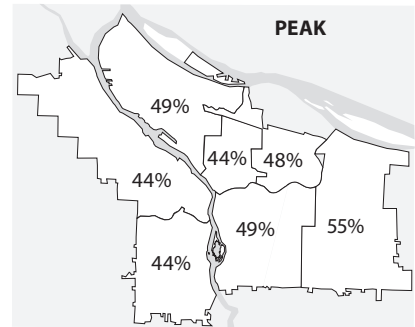
"bad" or "very bad"
 "neither"
 "good" or "very good"



BUREAU GOAL:
Shape a livable city

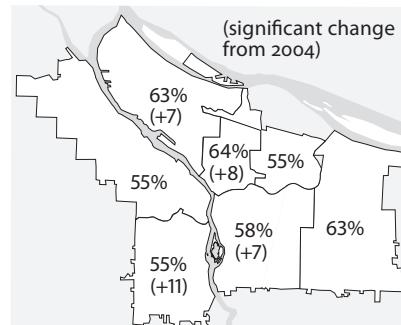
The livability of Portland is influenced by many transportation-related factors, including safety and system maintenance, as well as street and traffic conditions. Traffic congestion, in particular, is a major concern, although only during peak travel hours (7:00 - 9:00 a.m. and 3:30 - 6:00 p.m.). Far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

CITIZENS: RATINGS OF CONGESTION ON MAJOR STREETS, 2005
(percent "bad" or "very bad")



After reaching a 10-year low last year, citizen ratings for neighborhood street smoothness improved this year, particularly in four neighborhood coalitions.

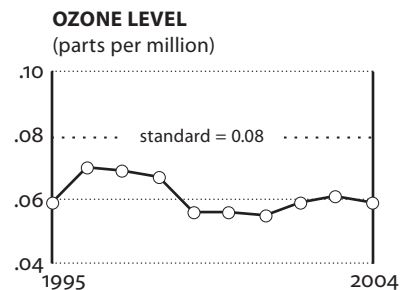
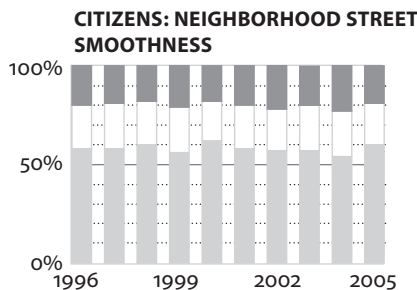
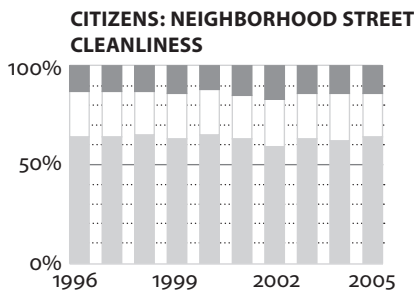
CITIZENS: NEIGHBORHOOD STREET SMOOTHNESS, 2005
(percent "good" or "very good")



Ratings for neighborhood street cleanliness remain high.

Although higher than during the period 1999-2001, the ozone level remains below the EPA standard.

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



BUREAU GOAL:
Maintain transportation system

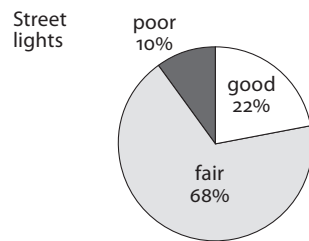
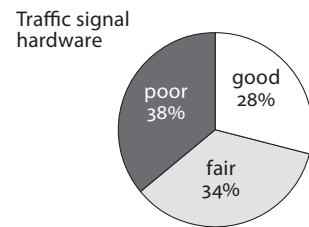
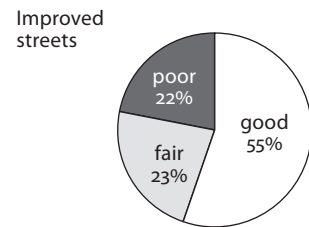
PDOT maintains a variety of transportation assets, valued at over \$6 billion. Improved streets, street lights, and signalized intersections comprise about 60 percent of the total dollar value.

The condition of these three asset groups held mostly steady from the previous year. While 55 percent of improved streets were judged to be in "good" condition, only 22 percent of street lights were estimated in "good" condition.

The total miles of streets treated increased sharply last year, from the low levels of the two previous years. PDOT reports that the slurry seal program for local streets was eliminated in FY 2002-03 and restored in FY 2004-05.

However, the street maintenance backlog continued to increase and remains significantly over the Bureau's goal.

**CONDITION RATINGS:
THREE ASSET GROUPS, FY 2004-05**

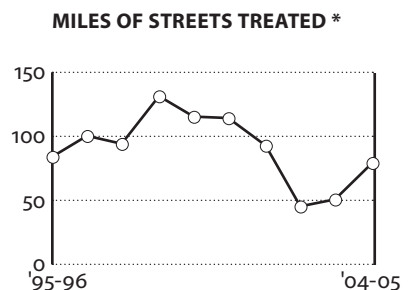
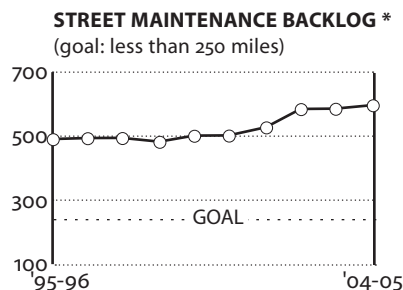


STREET MAINTENANCE BACKLOG

28-foot-wide equivalent miles

	'04-05	5-year change
Resurfacing	300	+15%
Reconstruction	16	-
Rehabilitation	18	-
Slurry seal	263	+67%
TOTAL	597	+19%
GOAL	below 250	

NOTE: reconstruction and rehab were grouped together in prior years.



*28-foot-wide equivalent miles

BUREAU GOAL:
Ensure a safe and effective transportation system

More Portlanders are injured in automobiles than on bikes or on foot. Injuries to pedestrians and auto occupants have declined. Bike injuries have increased but at a slower rate than the increase in bike trips.

The number of fatalities for all three modes of transportation dropped from the previous year. According to PDOT, deaths and injuries to pedestrians and bicyclists result almost entirely from collisions with automobiles.

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

	'04-05	5-year change
Pedestrian safety	51%	+4%
Bicycle safety	44%	+2%
Traffic speed	44%	+6%

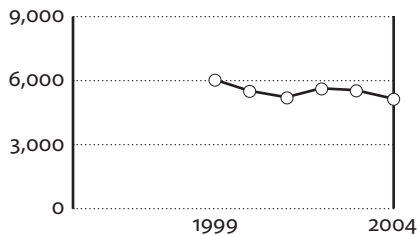
Citywide, citizen ratings of pedestrian safety and traffic speeds on neighborhood streets are significantly higher than five years ago, while ratings for bike safety have been relatively unchanged.

INJURY DATA, 2004

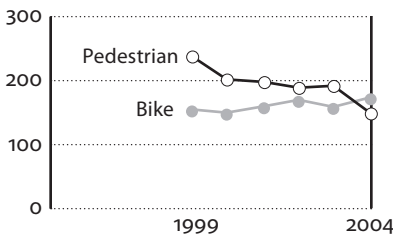
AUTOMOBILE DRIVERS/ PASSENGERS	
Bridges	78
West Burnside	45
East Burnside	75
Northeast	1,511
North	532
Northwest	235
Southeast	1,837
Southwest	844
TOTAL	5,157
PEDESTRIANS	
Bridges	0
West Burnside	3
East Burnside	5
Northeast	40
North	15
Northwest	5
Southeast	49
Southwest	32
TOTAL	149
BICYCLISTS	
Bridges	0
West Burnside	4
East Burnside	5
Northeast	45
North	18
Northwest	8
Southeast	70
Southwest	24
TOTAL	174

SOURCE: Oregon Department of Transportation; PDOT

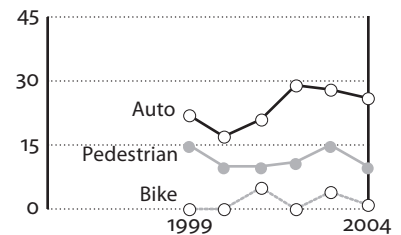
TRAFFIC INJURIES: AUTOMOBILE



TRAFFIC INJURIES: PEDESTRIAN & BICYCLE



TRAFFIC FATALITIES: AUTO, PEDESTRIAN & BICYCLE



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.

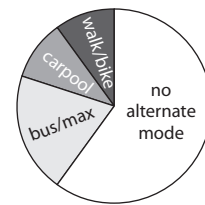
Although auto commuters who usually drive alone are the least likely to use alternate modes, the percent who never use an alternate mode decreased from 60 percent last year to 55 percent this year. When these commuters do use an alternate mode, most choose transit.

COMMUTER TRAVEL: usual mode

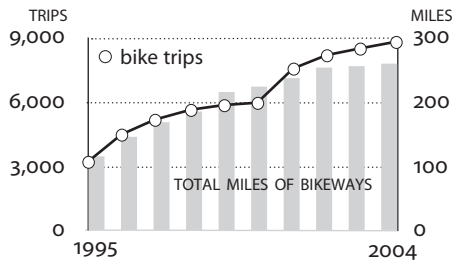
	'04-05	5-year change
Drive alone	72%	+2%
Carpool	8%	0%
Bus/MAX	13%	-1%
Bike/walk	7%	+1%

SOURCE: Auditor's annual Citizen Survey

COMMUTERS WHO USUALLY DRIVE ALONE: ALTERNATE TRAVEL MODES



ESTIMATED DAILY BRIDGE BIKE TRIPS,* with miles of bikeways

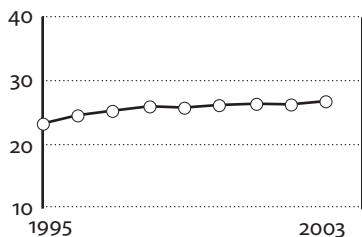


* measured during summer months

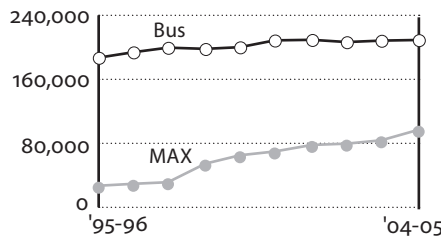
As measured during summer months over Portland's four "bike friendly" bridges (Hawthorne, Burnside, Broadway, and Steel), estimated daily bike trips have increased substantially over the last ten years. The large jump in trips in 2001 coincides with the opening of the Eastbank Esplanade.

Daily vehicle-miles traveled in the metro area has held relatively steady over the past five years, while transit ridership has increased, particularly on the MAX and Portland Streetcar. Annual Portland Streetcar ridership in FY 2004-05 was just over two million rides, a 17 percent increase over the previous year. Increases in MAX ridership correspond to the opening of the Westside (FY 1998-99), the Airport (FY 2001-02) and the Interstate lines (FY 2003-04).

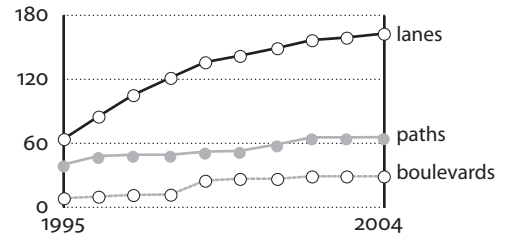
DAILY VEHICLE MILES TRAVELED (metro area, in millions)



AVERAGE WEEKDAY TRANSIT RIDES



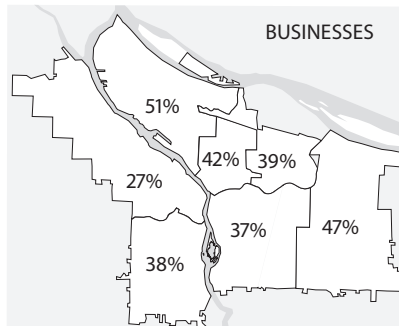
MILES OF BIKEWAYS, BY TYPE



BUREAU GOAL:
Support a strong and diverse economy

Businesses and citizens view PDOT services differently in two areas. While citizens give on-street parking in their neighborhoods relatively high ratings, it receives low ratings from businesses. However, businesses are relatively more satisfied than citizens with overall street maintenance.

BUSINESSES: ON-STREET PARKING, 2005
(percent "good" or "very good")



BUSINESS SURVEY RATINGS, 2005:
Percent "good" or "very good"

Pedestrian access*	74%
Overall street lighting	64%
Neighborhood street cleanliness	60%
Neighborhood street maintenance	59%
Neighborhood traffic congestion	51%
Overall street maintenance	49%
Neighborhood traffic speed	47%
Overall traffic management	40%
On-street parking*	37%
Major streets traffic congestion	34%

* only asked of businesses with walk-in customers.

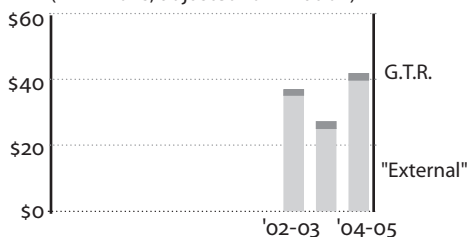
BUREAU GOAL:
Build the transportation system to last

PDOT has two main capital funding sources:

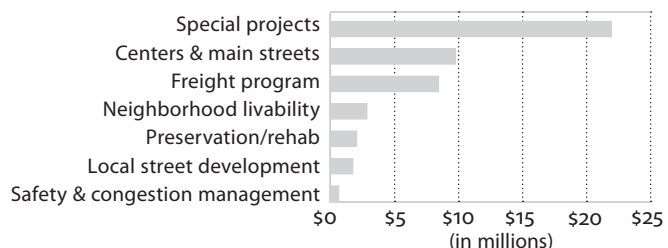
- General Transportation Revenue (GTR): represents the share of funding that PDOT considers discretionary and includes gas taxes and parking fees. Most GTR is used for operating expenses, but a small percent is allocated toward capital projects to fill gaps in funding. Most GTR for capital projects is spent on the Neighborhood Livability and Preservation/Rehabilitation Programs.
- "External" funds: must be applied to specific projects, such as the Portland Streetcar and the 3rd and 4th Avenue Streetscape. In FY 2004-05 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 for PDOT's seven capital programs was up significantly from the previous year. PDOT reports that this is due to special projects including the Streetcar Riverplace Extension, Streetcar Gibbs Extension, and the Recycling Center at Sunderland Yard Projects.

FUNDING OF CAPITAL PROGRAMS:
(in millions, adjusted for inflation)



CAPITAL EXPENDITURE PROGRAMS:
FY 2004-05



SPENDING, STAFFING AND WORKLOAD

Total PDOT spending increased significantly during FY 2004-05 to its highest level, when adjusted for inflation. However, on a per capita basis, spending is lower than a high reached in FY 1999-00. Adjusted for inflation, operating spending per capita has remained relatively steady over the last 10 years.

TRANSPORTATION SPENDING & STAFFING: FY '04-05 (in millions)

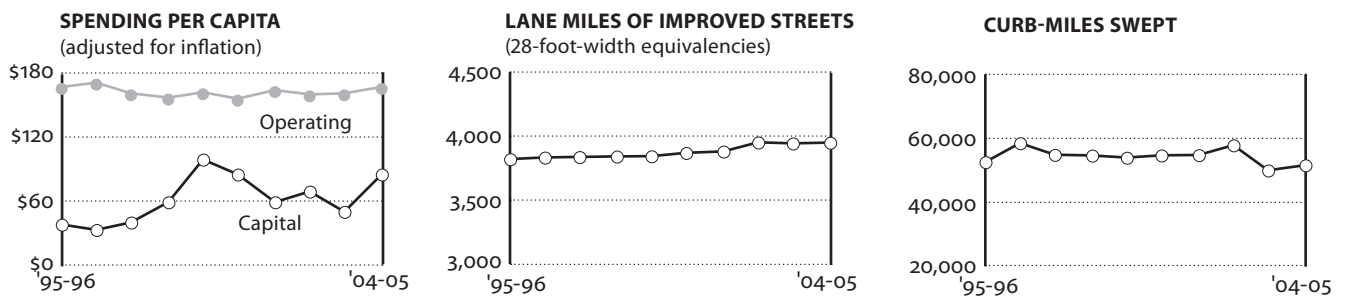
	SPENDING*	STAFFING
Maintenance	\$49.3	422
Trans. systems mgt.	\$22.8	149
Engineering & dvpt.	\$48.2	142
Director/other	\$18.6	51
TOTAL	\$138.9	763
5-year change	9%	-

* includes capital expenditures

Portland's lane-miles of improved streets increased by just over 3 percent during the last 10 years.

PDOT, which conducts street sweeping operations year-round, reports:

- Curb-miles swept dropped substantially in FY 2003-04 due to clean-up operations following heavy snow and ice storms in January 2004.
- In FY 2004-05, another snow and ice storm resulted in a similar clean-up.
- Sweeping operations have been significantly impacted by equipment repair problems that have reduced the available sweepers for residential street sweeping.



Office of Transportation: 10-year performance statistics

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Population	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560
EXPENDITURES (in millions):										
Maintenance	\$40.8	\$43.7	\$45.7	\$44.9	\$40.2	\$41.6	\$41.4	\$43.6	\$43.3	\$49.3
Trans. systems management	\$16.4	\$15.9	\$16.0	\$14.1	\$17.9	\$17.7	\$22.9	\$22.8	\$23.4	\$22.8
Engineering & development	\$19.0	\$19.4	\$19.5	\$29.8	\$49.6	\$44.4	\$33.4	\$36.6	\$28.6	\$48.2
Director	\$3.4	\$3.6	\$3.5	\$3.9	\$9.5	\$10.6	\$11.8	\$11.0	\$11.5	\$11.8
Other.....	\$2.5	\$2.8	\$3.3	\$3.5	\$3.8	\$5.0	\$3.9	\$4.2	\$5.2	\$6.8
TOTAL, incl. capital.....	\$82.1	\$85.4	\$88.0	\$96.2	\$121.0	\$119.3	\$113.4	\$118.2	\$112.1	\$138.9
EXPENDITURES, adjusted for inflation:										
Maintenance	\$50.7	\$52.4	\$53.3	\$51.3	\$44.4	\$44.6	\$43.6	\$45.6	\$44.6	\$49.3
Trans. systems management	\$20.4	\$19.0	\$18.7	\$16.1	\$19.7	\$19.0	\$24.2	\$23.9	\$24.1	\$22.8
Engineering & development	\$23.6	\$23.3	\$22.7	\$34.0	\$54.7	\$47.6	\$35.2	\$38.3	\$29.4	\$48.2
Director	\$4.3	\$4.3	\$4.1	\$4.5	\$10.4	\$11.3	\$12.5	\$11.5	\$11.8	\$11.8
Other.....	\$3.1	\$3.4	\$3.9	\$4.0	\$4.2	\$5.4	\$4.1	\$4.4	\$5.4	\$6.8
TOTAL, incl. capital.....	\$102.1	\$102.4	\$102.7	\$109.8	\$133.4	\$128.0	\$119.5	\$123.6	\$115.3	\$138.9
C.I.P. (in millions), adjusted for inflation:										
Funding :										
General Transportation Revenue.....	-	-	-	-	-	-	-	\$1.6	\$2.0	\$1.9
"External" funds.....	-	-	-	-	-	-	-	\$35.2	\$25.1	\$39.8
Expenditures:										
Preservation & rehabilitation	-	-	-	-	-	-	-	\$1.3	\$2.2	\$2.0
Local street development	-	-	-	-	-	-	-	\$4.3	\$2.7	\$1.7
Neighborhood livability	-	-	-	-	-	-	-	\$1.2	\$0.4	\$2.8
Centers and main streets	-	-	-	-	-	-	-	\$2.8	\$1.6	\$9.7
Safety & congestion management.....	-	-	-	-	-	-	-	\$0.6	\$1.5	\$0.6
Freight program.....	-	-	-	-	-	-	-	\$15.5	\$7.1	\$8.4
Special projects	-	-	-	-	-	-	-	\$10.9	\$11.9	\$21.9
Total operating, adj. for inflation (in millions)....	\$83.3	\$86.0	\$82.1	\$79.9	\$82.9	\$82.9	\$87.7	\$86.3	\$87.7	\$92.1
Total capital, adj. for inflation (in millions).....	\$18.8	\$16.5	\$20.6	\$29.9	\$50.6	\$45.1	\$31.8	\$37.3	\$27.5	\$46.8
Operating spending/capita, adj. for inflation	\$167	\$171	\$161	\$157	\$162	\$156	\$164	\$160	\$161	\$167
Capital spending/capita, adj. for inflation	\$38	\$33	\$40	\$59	\$99	\$85	\$59	\$69	\$50	\$85
STAFFING: *										
Maintenance	442	444	436	428	398	400	405	402	403	422
Trans. systems management	119	117	122	118	134	133	132	133	134	149
Engineering & development.....	134	135	132	136	121	119	120	120	122	142
Director	38	37	36	34	61	61	45	47	49	51
TOTAL	733	733	726	716	714	713	702	702	708	763
Lane miles of streets.....	3,820	3,833	3,837	3,841	3,843	3,869	3,880	3,951	3,943	3,949
MILES OF STREETS TREATED (28-foot-wide equivalents):										
Resurfacing.....	43.9	50.6	50.5	65.2	63.2	63.7	53.6	43.5	42.4	38.7
Reconstruction	0	0	0	0	0	0	0	0	0	0.4
Rehabilitation	0	0	0	0	0	0	0	1.8	2.75	7.8
Slurry seal	40.2	49.8	43.7	66.2	52.2	50.6	39.2	0	5.6	32.4

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

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Curb miles of streets swept.....	52,600	58,516	54,877	54,654	53,984	54,696	54,799	57,861	50,007	51,616
BACKLOG MILES (28-foot-wide equivalents):										
Resurface.....	277.8	285.2	261.2	246.9	261.3	261.5	284.3	309.1	318.8	299.8
Reconstruction.....	67.1	67.2	79.8	72.8	72.3	82.8	16.0	16.0	16.1	16.1
Rehabilitation.....	..		<i>(included in Reconstruction)</i>		.	.	70.8	46.4	10.6	17.9
Slurry seal.....	146.1	141.7	153.6	163.1	168.1	158.0	156.8	213.5	240.6	263.2
TOTAL.....	491.0	494.1	494.6	482.8	501.7	502.3	527.9	585.0	586.0	597.0
CONDITION OF SELECTED ASSETS (percent in good or better condition):										
Improved streets.....	52%	52%	53%	53%	56%	56%	54%	54%	55%	55%
Traffic signal hardware.....	-	-	-	-	-	-	-	28%	29%	28%
Street lights.....	-	-	-	-	-	-	-	-	22%	22%
Average weekday bus ridership.....	187,100	193,900	199,600	198,100	200,200	208,700	209,400	206,600	208,400	209,200
Average weekday MAX ridership.....	27,000	29,400	31,400	54,600	65,100	69,800	78,000	79,600	83,800	97,000
Total annual streetcar ridership (in millions).....	-	-	-	-	-	-	1.4	1.6	2.0	2.2
	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
TRAFFIC INJURIES:										
Automobiles.....	-	-	-	-	6,053	5,528	5,224	5,642	5,554	5,157
Pedestrians.....	-	-	-	-	238	202	198	189	192	149
Bicycles.....	-	-	-	-	155	150	160	170	159	174
TRAFFIC FATALITIES:										
Automobiles.....	-	-	-	-	22	17	21	29	28	26
Pedestrians.....	-	-	-	-	15	10	10	11	15	10
Bicycles.....	-	-	-	-	0	0	5	0	4	1
Miles of bikeways.....	112.9	143.4	166.3	182.8	213.4	221.8	235.1	251.5	253.8	257.7
ESTIMATED DAILY NUMBER OF BICYCLE TRIPS:										
Broadway Bridge*.....	527	950	1,205	1,854	1,476	1,405	1,680	1,712	1,683	-
Steel Bridge.....	200	350	475	460	360	410	1,250	1,891	1,859	3,482
Burnside Bridge.....	620	1,065	1,375	905	920	1,080	965	965	965	965
Hawthorne Bridge.....	1,910	2,165	2,170	2,471	3,154	3,125	3,729	3,682	4,055	4,428
TOTAL.....	3,257	4,530	5,225	5,690	5,910	6,020	7,624	8,250	8,562	8,875
Ozone concentration (parts/million).....	0.059	0.070	0.069	0.067	0.056	0.056	0.055	0.059	0.061	0.059
Daily vehicle-miles travelled, metro (millions)**.....	23.3	24.6	25.3	26.0	25.8	26.2	26.4	26.3	26.8	-

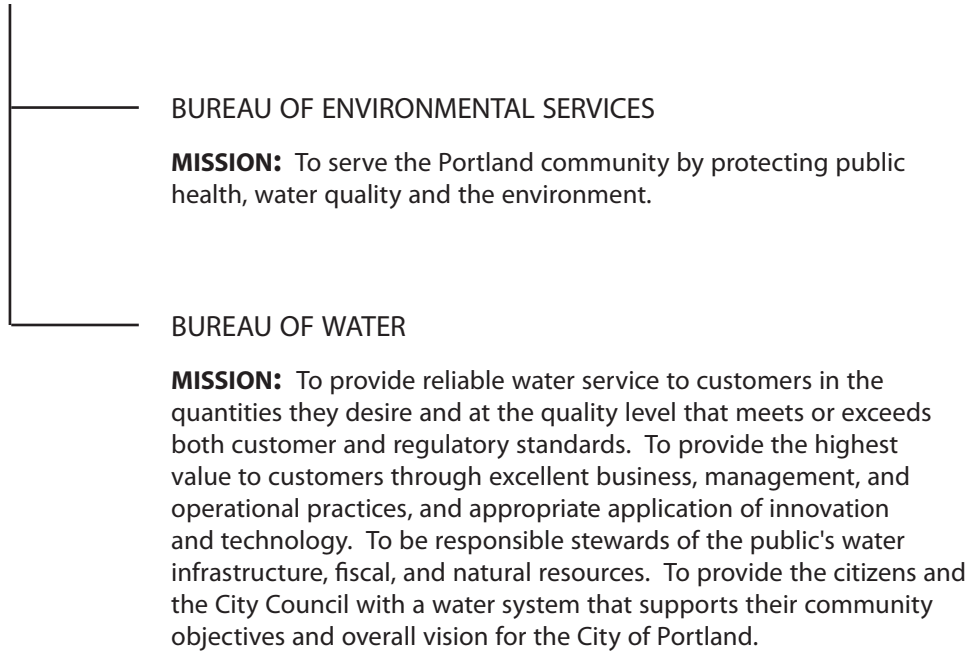
* Broadway Bridge closed for repairs during FY 2004-05 count

** metro area, excluding Vancouver, WA

PUBLIC UTILITIES

CITY GOALS:

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



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

Bureau of Environmental Services

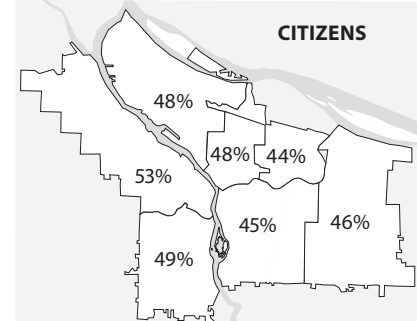
CITIZEN SATISFACTION

Portland residents are moderately satisfied with overall sanitary sewer and storm drainage services. Citywide, the percentage of citizens rating these services "good" or "very good" has ranged between 47 and 59 percent over the past 10 years.

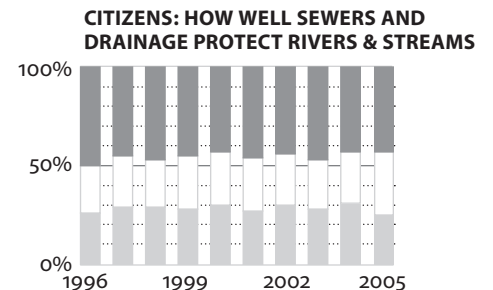
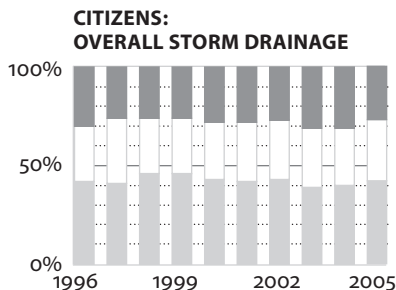
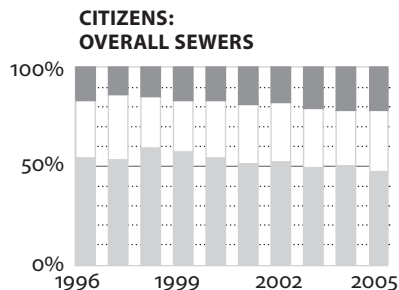
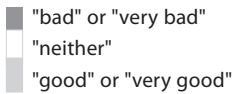
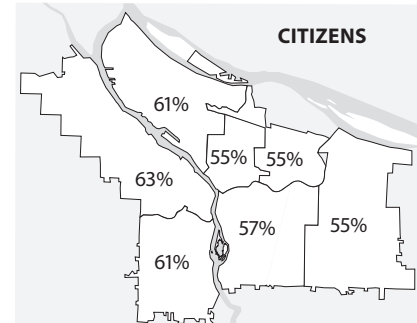
When asked about services in their neighborhood, approximately 58 percent of citizens rate sewer and drainage systems "good" or "very good".

Citizens continue to be dissatisfied with how well sewer and storm drainage systems protect rivers and streams. Only 25 percent of citizens rated these systems "good" or "very good" during FY 2004-05, and citizen ratings have been low throughout the past 10 years.

CITIZENS: OVERALL SEWER, 2005
(percent "good" or "very good")



CITIZENS: RATINGS OF NEIGHBORHOOD SEWER & DRAINAGE SYSTEMS, 2005
(percent "good" or "very good")



BUREAU GOAL:
Meet our 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:

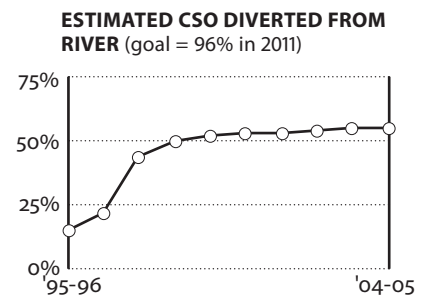
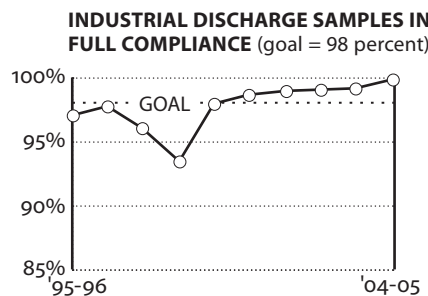
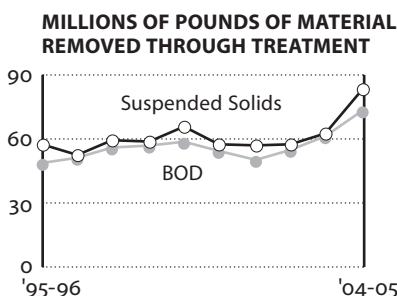
- The percent of Biological Oxygen Demand (BOD) removed at the City's two treatment plants has easily surpassed the Oregon Department of Environmental Quality's standards of 85 percent.
- 99.9 percent of industrial discharge samples were found to be in compliance with waste discharge limits.
- An estimated 55 percent of combined sewer overflow gallons are being diverted from the rivers to receive treatment, up from 15 percent in FY 1995-96. Combined sewer overflows represent only 8 percent of wastewater in the system; 92 percent receives treatment.

PERCENT BOD* REMOVED		
	COLUMBIA BLVD.	TRYON CREEK
'00-01	95.1%	6.6%
'01-02	94.7%	97.0%
'02-03	96.3%	95.9%
'03-04	96.6%	95.2%
'04-05	97.0%	95.7%
STANDARD	85%	85%

* Biological Oxygen Demand; removing BOD results in cleaner water

The Bureau is constructing tunnels called "Big Pipes" on both banks of the Willamette River, aimed at mitigating combined sewer overflows. The City is required to complete Westside and Eastside tunnels by December 2006 and 2011, respectively, after which the Bureau anticipates that 96 percent of all combined sewer overflows will be eliminated. Through FY 2004-05, 18,034 feet of tunneling had been completed on the Westside tunnel, out of a total of 45,000 feet estimated for both tunnels.

In addition, the Bureau performed 626 discharge inspections and treated nearly 27 billion gallons of wastewater in FY 2004-05.



BUREAU GOAL: Improve watershed health within urban communities

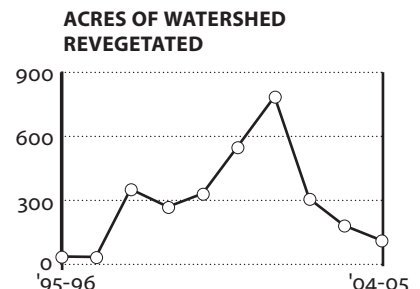
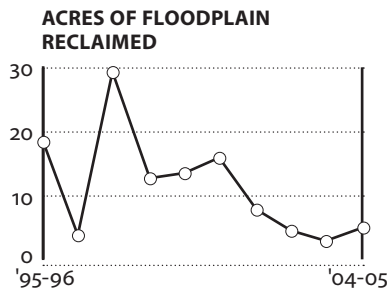
The Bureau has successfully improved water quality and taken positive steps towards protecting City watersheds. The Water Quality Index of the Willamette River has improved from “fair” to “good” over the past five years. Upstream, where the river enters the City, the Water Quality Index improved from 84 to 86 since FY 2000-01. Downstream, where the river leaves the City, the Water Quality Index improved from 83 to 86. Further improvements in water quality are expected as tunneling is completed to address combined sewer overflows.

The Bureau restores native vegetation and reclaims floodplain areas to improve habitat for endangered species and the health of urban watersheds. The Bureau revegetated 113 acres of watershed during FY 2004-05, which is down from a peak of 787 acres revegetated during FY 2001-02. The Bureau attributes this drop to a reduction in funding. In addition, 5.1 acres of floodplain were reclaimed in FY 2004-05, up from 3.0 acres the year before, but lower than in some previous years.

WILLAMETTE WATER QUALITY INDEX*		
	'00-01	'04-05
UPSTREAM	84	86
DOWNSTREAM	83	86

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

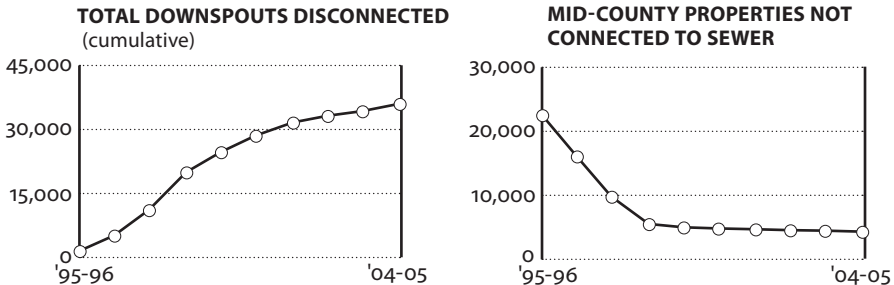
* The Willamette River Water Quality Index is based on 8 water quality factors, such as temperature and bacteria, as developed by the state DEQ.



BUREAU GOAL: Preserve, protect and improve infrastructure

In FY 2004-05, the Bureau repaired over 37,000 feet of sewer pipe and cleaned 228 miles of pipe. In addition, the Bureau had disconnected in excess of 36,000 downspouts through the end of FY 2004-05. 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.

The Bureau's project of connecting mid-County properties to the City's sewer system is nearly complete. Only 4,326 properties out of an estimated 46,558 mid-County properties remain unconnected to sewer lines; all but 78 of these unconnected sites are vacant.



SPENDING, STAFFING AND WORKLOAD

Total BES spending continues to increase significantly due to major capital spending on the Combined Sewer Overflow project. Over the past five years, Bureau operating expenses grew by 19 percent, debt service increased by 8 percent, and capital expenditures climbed by 69 percent.

BES SPENDING

(in millions)

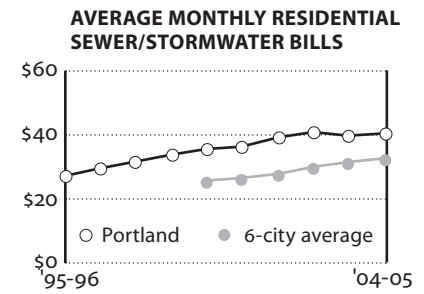
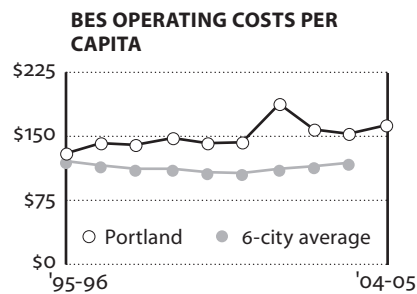
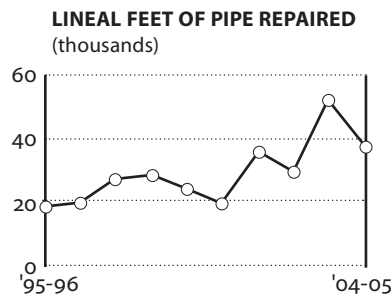
	'04-05	5-year change
Operating	\$86.7	+19%
Debt service	\$56.3	+8%
Capital	\$157.1	+69%
TOTAL	\$300.1	+38%

Portland spends more per capita on sewer and stormwater than the average of the six comparison cities. In addition, Portland's average residential sewer bill continues to climb and is higher than the average of the six other cities. In constant dollars, Portland's sewer bills have increased by 26 percent over five years and by 65 percent over 10 years. The Bureau attributes its higher costs and bills 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.

WORK COMPLETED

	'04-05	5-year change
Miles of pipe cleaned	228	+10%
Feet of pipe repaired	37,662	+89%
Water treated (billion gals.)	26.7	+5%
Discharge inspections	607	-6%

In FY 2004-05, the Bureau treated about 27 billion gallons of water, cleaned 228 miles of pipe, repaired 37,607 feet of pipe, and performed 607 discharge inspections. The Bureau repaired 89 percent more feet of pipe in FY 2004-05 than it did in FY 2000-01.



Bureau of Water

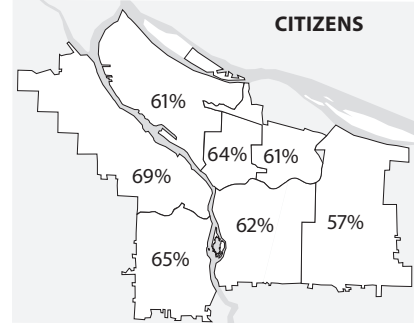
CITIZEN SATISFACTION

Since 2001, citizen ratings of overall water service have ranged between 60 and 62 percent "good" or "very good." These ratings represent a drop of about 10 percent from 2000, when 72 percent rated water services "good" or "very good." The drop in 2001 may be due to the faulty water billing system.

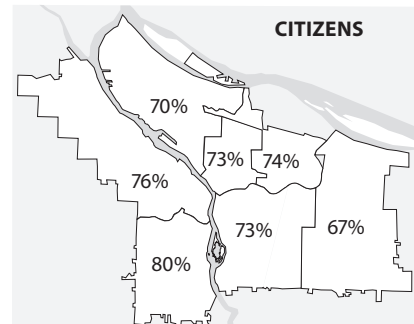
Portland's average monthly residential water bill of \$14.99 remains below the average of six comparison cities. However, 41 percent of survey respondents believe the cost of tap water is "bad" or "very bad". This low rating may result from the single bill received by customers that combines higher cost sewer charges with lower cost water fees.

Residents rate the quality of tap water much higher than overall water service quality; 72 percent of residents surveyed believe tap water quality is "good" or "very good".

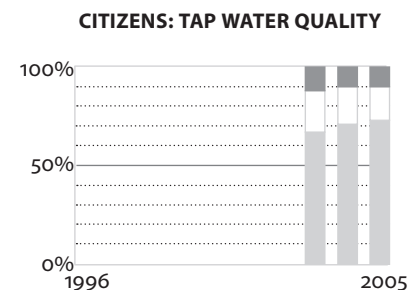
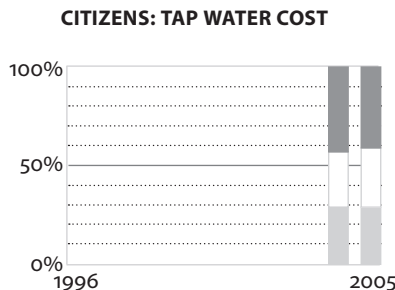
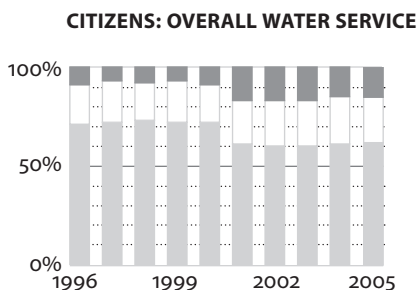
CITIZENS: OVERALL WATER SERVICE, 2005
(percent "good" or "very good")



CITIZENS: TAP WATER QUALITY, 2005
(percent "good" or "very good")



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

	'04-05	Standard
Turbidity (median NTUs)	0.36	<=5
pH (average units)	7.5	6.5 - 8.5
Chlorine residual (% undetectable)	0.0%	<5.0%
Coliform bacteria (% positive samples)	0.06%	<=5.0%

BUREAU GOAL:
Provide cost-effective, accountable services

Customer demand for water has declined over the last five and 10 years. Annual water usage per capita dropped from 51,589 gallons in FY 1995-96 to 40,754 gallons in FY 2004-05.

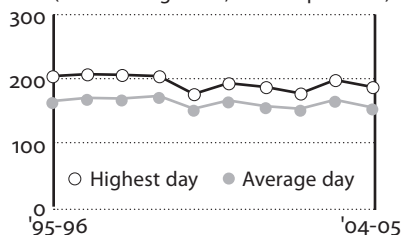
According to the Bureau, inside-City consumption may be lower due to conservation efforts and commercial demand reductions. In addition, total consumption is lower due to the use of alternative water sources by some of the Bureau's wholesale customers.

ANNUAL WATER USAGE (inside City)

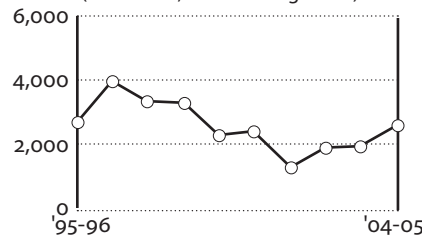
	GALLONS per capita
'00-01	44,881
'01-02	43,835
'02-03	43,228
'03-04	43,607
'04-05	40,754
5-year change:	-9.2%
10-year change:	-21.0%

Although the demand for water has dropped, water sales have increased from \$62 million five years ago to over \$69 million last year.

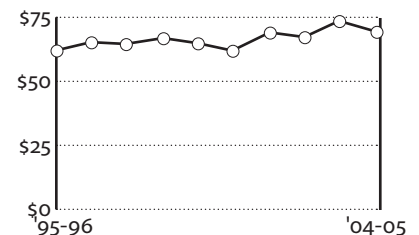
SUMMER CONSUMPTION
(millions of gallons, June-September)



UNACCOUNTED-FOR WATER
(estimated, millions of gallons)



WATER SALES
(in millions)



Bureau of Environmental Services: 10-year performance statistics

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Population	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560
Total sewer accounts	141,391	149,373	157,631	163,336	164,433	165,708	167,105	168,733	170,144	172,002
EXPENDITURES* (in millions):										
Operating costs.....	\$50.1	\$57.9	\$59.3	\$64.2	\$65.7	\$67.8	\$93.1	\$82.3	\$81.8	\$86.7
Capital	\$73.9	\$83.3	\$70.6	\$91.9	\$87.5	\$86.5	\$85.3	\$124.0	\$163.5	\$157.1
Debt service.....	\$21.4	\$33.4	\$45.5	\$41.4	\$45.4	\$48.4	\$57.6	\$57.1	\$56.5	\$56.3
Expenditures, adjusted for inflation:										
Operating costs.....	\$62.3	\$69.4	\$69.2	\$73.4	\$72.4	\$72.7	\$98.1	\$86.1	\$84.1	\$86.7
Capital	\$91.9	\$99.9	\$82.4	\$104.9	\$96.6	\$92.8	\$90.0	\$129.7	\$168.1	\$157.1
Debt service.....	\$26.6	\$40.0	\$53.1	\$47.3	\$50.1	\$51.9	\$60.7	\$59.8	\$58.1	\$56.3
Sewer operating costs/capita, inflation adj.....	\$125	\$138	\$136	\$144	\$141	\$137	\$183	\$160	\$154	\$158
AUTHORIZED STAFFING **										
Sewer operating	310	329	346	346	336	345	338	342	359	371
Capital	130	118	94	96	106	113	120	114	115	115
TOTAL MILES OF PIPELINE:										
Sanitary	913	940	956	965	973	992	998	999	1,002	979
Storm	283	382	444	446	432	443	462	463	469	444
Combined.....	850	850	850	844	863	868	865	868	870	861
WASTEWATER TREATED										
Primary (billions of gallons)	33.8	34.8	32.5	33.4	28.8	25.4	27.9	27.2	27.2	26.7
BOD Load (millions of pounds).....	48.8	51.2	56.0	56.9	58.7	54.4	50.2	54.9	61.3	73.4
Suspended solids (millions of pounds)	57.4	52.5	59.4	58.8	65.8	57.5	57.0	57.5	62.6	83.4
Acres of watershed revegetated:										
In City	37	35	91	110	216	325	327	185	108	87
Outside City	0	0	262	160	116	225	460	123	75	26
TOTAL	37	35	353	270	332	550	787	308	183	113
Acres of floodplain reclaimed.....	18.5	3.9	29.4	12.8	13.6	16.0	7.9	4.6	3.0	5.1
Feet of pipe repaired	18,930	20,129	27,493	28,768	24,462	19,926	36,057	29,813	52,255	37,662
Miles of pipe cleaned.....	172	160	228	218	135	207	169	212	266	228
Industrial discharge inspections	412	402	353	476	554	648	522	527	586	607
Industrial discharge tests in compliance	97.1%	96.8%	96.1%	93.5%	98.0%	98.7%	99.0%	99.1%	99.2%	99.9%
PERCENT BOD REMOVED:										
Columbia Blvd.	93.9%	92.5%	93.8%	92.5%	94.7%	95.1%	94.7%	96.3%	96.6%	97.0%
Tryon Creek.....	92.9%	92.9%	92.9%	94.8%	95.3%	96.6%	97.0%	95.9%	95.2%	95.7%

* Based on preliminary financial statements

** Starting in FY 2004-05, staffing is full-time equivalents, not full-time positions as reported in prior years. There are nine part-time and limited-term positions (i.e., full-time equivalents) included in the 371 positions in FY 2004-05 operating.

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Number of unconnected mid-county properties	22,546	16,102	9,803	5,529	5,007	4,827	4,701	4,559	4,481	4,326
Average monthly residential sewer/storm bills, adjusted for inflation.....	\$24.53	\$28.00	\$29.64	\$31.40	\$32.64	\$32.20	\$35.21	\$37.54	\$39.79	\$40.51
CORNERSTONE PROJECTS:										
Cumulative downspouts disconnected	1,541	5,160	11,131	19,980	24,714	28,565	31,649	33,212	34,303	36,030
Est. CSO gallons diverted as % of planned total... 15%	22%	44%	50%	52%	53%	53%	54%	55%	55%	55%
Feet of CSO tunneling completed (cumulative)...	-	-	-	-	-	-	-	-	4,100	18,034
Water quality index for Willamette River:										
Upstream.....	-	-	-	-	-	84	84	84	83	86
Downstream.....	-	84	82	83	84	83	82	84	81	86

Bureau of Water Works: 10-year performance statistics

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
POPULATION SERVED:										
Retail	444,371	448,928	453,573	453,815	455,919	474,511	481,312	482,550	488,783	494,197
Wholesale	302,142	319,000	333,300	341,353	317,252	314,489	349,522	304,133	293,501	276,044
TOTAL	746,513	767,928	786,873	795,168	773,171	789,000	830,834	786,683	782,284	770,241
EXPENDITURES (in millions):										
Operating	\$36.8	\$42.6	\$42.7	\$46.8	\$49.3	\$47.5	\$54.6	\$45.3	\$55.4	\$48.6
Capital	\$21.4	\$25.6	\$23.0	\$31.6	\$35.7	\$35.2	\$21.7	\$24.7	\$29.3	\$37.9
Debt service	\$11.8	\$12.0	\$12.0	\$12.7	\$12.4	\$13.4	\$15.6	\$16.1	\$11.6	\$16.2
EXPENDITURES (millions, adj. for inflation):										
Operating	\$45.8	\$51.0	\$49.8	\$53.4	\$54.4	\$51.0	\$57.6	\$47.4	\$57.0	\$48.6
Capital	\$26.6	\$30.7	\$26.8	\$36.1	\$39.3	\$37.8	\$22.9	\$25.8	\$30.2	\$37.9
Debt service	\$14.7	\$14.4	\$14.1	\$14.5	\$13.7	\$14.4	\$16.5	\$16.3	\$12.0	\$16.2
Operating costs/capita, adj. for inflation	\$61.4	\$66.5	\$63.3	\$67.2	\$70.4	\$64.6	\$69.3	\$60.2	\$72.8	\$63.1
Authorized staffing **	501	513	513	524	535	543	531	535	557	434
Water sales (millions, adj. for inflation)	\$62.1	\$65.3	\$64.6	\$66.9	\$64.9	\$62.0	\$69.1	\$67.3	\$73.6	\$69.4
GALLONS OF WATER DELIVERED (billions):										
City of Portland	25.7	24.7	25.2	25.0	24.8	23.9	23.5	23.3	23.8	22.4
Wholesale (outside of Portland)	12.6	13.9	13.5	14.3	14.4	14.6	14.7	12.6	12.9	10.5
TOTAL	38.3	38.6	38.7	39.3	39.2	38.5	38.2	35.9	36.7	32.9
Number of retail accounts	156,246	157,189	158,141	159,177	160,100	161,154	162,631	163,896	165,360	166,238
Feet of new water mains installed	137,432	126,282	68,662	121,737	107,590	82,283	32,781	83,152	55,374	68,761
NUMBER OF NEW WATER SERVICES:										
Residential	-	920	1,047	989	790	929	943	1,039	602	739
Commercial	-	378	328	348	254	170	219	306	275	367
Annual City water usage per capita (gallons) ...	51,589	49,079	49,477	49,039	48,386	44,881	43,835	43,228	43,607	40,754
Monthly residential water bill - actual usage (adjusted for inflation)	\$14.37	\$14.82	\$14.41	\$14.90	\$15.47	\$13.49	\$14.16	\$15.27	\$16.36	\$14.99
SUMMER WATER CONSUMPTION (millions of gallons: June - September)										
Average day	165	170	169	173	153	166	157	153	167	155
Highest day	204	207	206	204	176	193	187	177	198	187
Debt coverage ratio (overall coverage)	2.45	2.25	2.53	2.43	2.36	1.76	2.35	2.88	4.07	2.54
UNACCOUNTED FOR WATER:										
Millions of gallons	2,690	3,968	3,340	3,288	2,280	2,400	1,275	1,888	1,932	2,592
Percent of delivered	6.6%	9.3%	7.9%	7.7%	5.5%	5.9%	3.2%	5.3%	5.3%	7.3%
WATER QUALITY:										
Turbidity (NTUs):										
Minimum	0.10	0.11	0.09	0.12	0.16	0.22	0.24	0.02	0.02	0.24
Maximum	4.97	3.49	2.44	4.99	2.87	2.30	3.16	1.86	3.38	0.94
Median	0.36	0.31	0.19	0.31	0.37	0.41	0.50	0.48	0.48	0.36

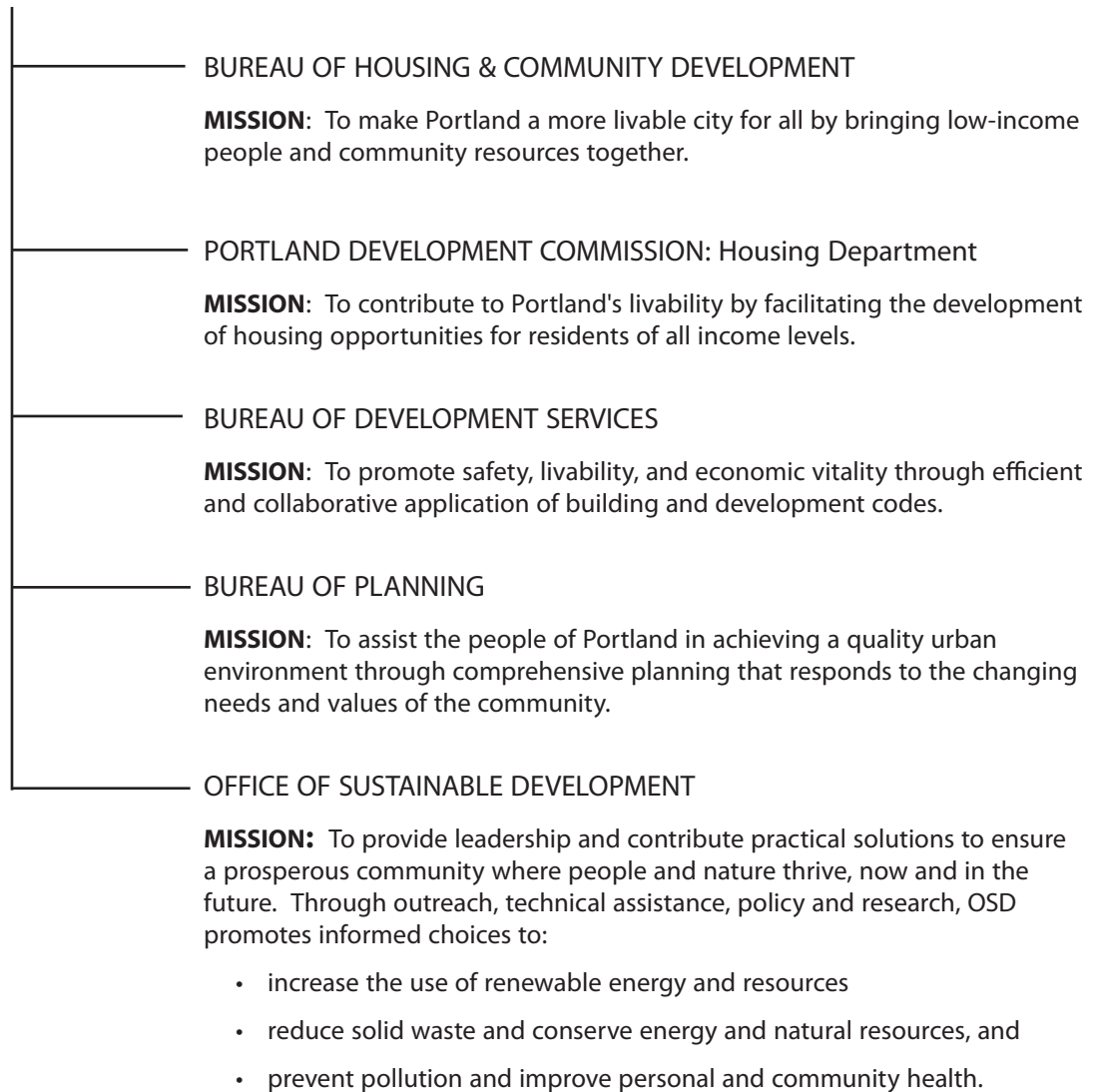
** Starting in FY 2004-05, staffing is full-time equivalents, not full-time positions as reported in prior years.

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
pH:										
Minimum	6.3	6.6	7.3	7.2	7.2	7.3	6.7	7.2	7.1	7.1
Maximum.....	7.4	7.5	7.6	7.6	7.6	7.7	8.0	7.7	8.2	8.1
Mean	6.7	7.0	7.4	7.4	7.4	7.4	7.3	7.5	7.5	7.5
Chlorine residual (mg/L):										
Minimum	0.00	0.04	0.10	0.19	0.10	0.04	0.10	0.10	0.10	0.10
Maximum.....	2.60	1.71	2.20	2.04	2.01	1.97	2.00	1.90	2.10	2.20
Mean	1.02	1.15	1.23	1.33	1.31	1.22	1.15	1.18	1.34	1.36
Percent of samples tested positive										
for coliform bacteria.....	0.67%	0.46%	0.46%	0.92%	0.26%	1.14%	0.57%	0.06%	0.46%	0.06%

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

Housing & Community Development

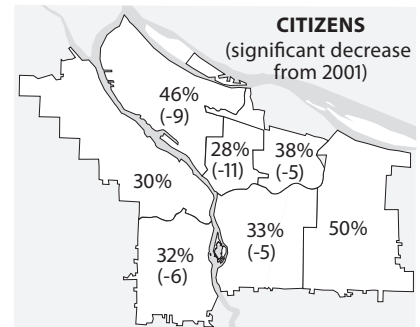
CITIZEN SATISFACTION

City-wide ratings of housing affordability have worsened over the past eight years. Less than half of Portland residents rate housing affordability as "good" or "very good".

Ratings of housing affordability vary by area of the City. Residents in North and East Portland report greater satisfaction with housing affordability than residents in other areas of the City. Almost all areas report significant decreases in housing affordability since 2001.

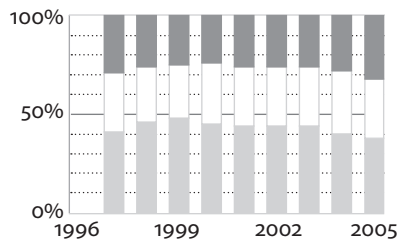
Despite City efforts to increase housing opportunities for low-income people, 28 percent of Portland renters spent more than half their income on housing costs in 2004. Additional affordable rental units, or significant increases in income, could help reduce this housing cost burden. Census estimates of Portland median household income show no overall increase in incomes over the past five years.

CITIZENS: NEIGHBORHOOD HOUSING AFFORDABILITY, 2005
(percent "good" or "very good")

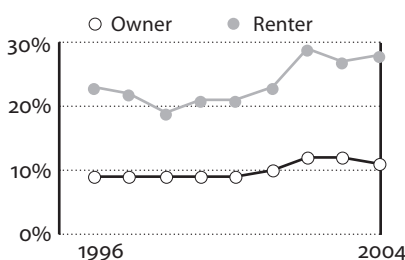


■ "bad" or "very bad"
□ "neither"
■ "good" or "very good"

CITIZENS: RATING OF NEIGHBORHOOD HOUSING AFFORDABILITY

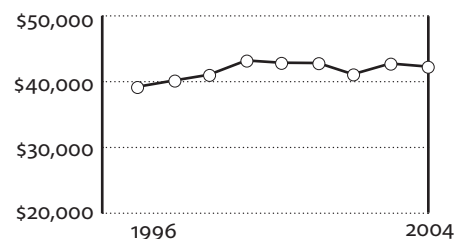


HOUSEHOLDS WITH SEVERE COST BURDEN*



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

PORTLAND MEDIAN HOUSEHOLD INCOME (adjusted for inflation)



SOURCE: US Census Bureau

BHCD GOAL:
 Increase housing opportunities for individuals and households with median family incomes below 50%

The Bureau of Housing and Community Development (BHCD) and the Portland Development Commission (PDC) distribute funds to homeowners, organizations and developers for the rehabilitation and construction of housing units in Portland. Since FY 1996-97, funding from BHCD and PDC has assisted the rehabilitation or development of 10,059 housing units. Most of these units have been for individuals or households earning less than 80% of Portland's median family income.

PDC GOAL:
 Produce or administer incentives to develop 20,000 housing units by 2011

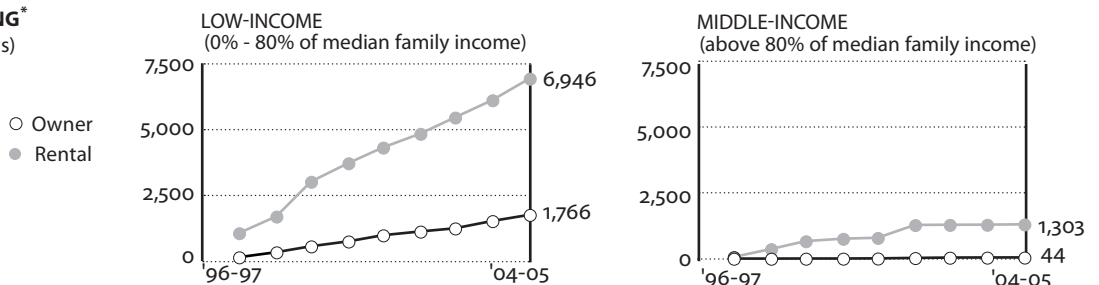
In addition to housing development for low-income households, PDC also funds middle-income and mixed-use/mixed-income housing to support job, density and transit-oriented development goals.

Recent census data show that while the number of housing units in the City has increased by about 9,200 over the past five years, the number of vacant units in the City has also increased significantly.

CITY HOUSING INVENTORY				
	Owner	Rental	Vacant	TOTAL
1997	120,747	97,038	9,571	227,356
1998	123,727	97,884	9,105	230,716
1999	125,042	94,354	13,913	233,309
2000	124,767	98,970	13,570	237,307
2001	123,216	103,004	12,537	238,757
2002	125,240	98,510	16,054	239,804
2003	125,662	99,576	17,391	242,629
2004	131,013	96,220	19,258	246,491
5 years:	5%	-3%	42%	4%

SOURCE: US Census Bureau (except for 2000, data are estimates)

CITY-SUBSIDIZED HOUSING*
 (cumulative number of units)



* units receiving a loan or grant for rehabilitation or construction

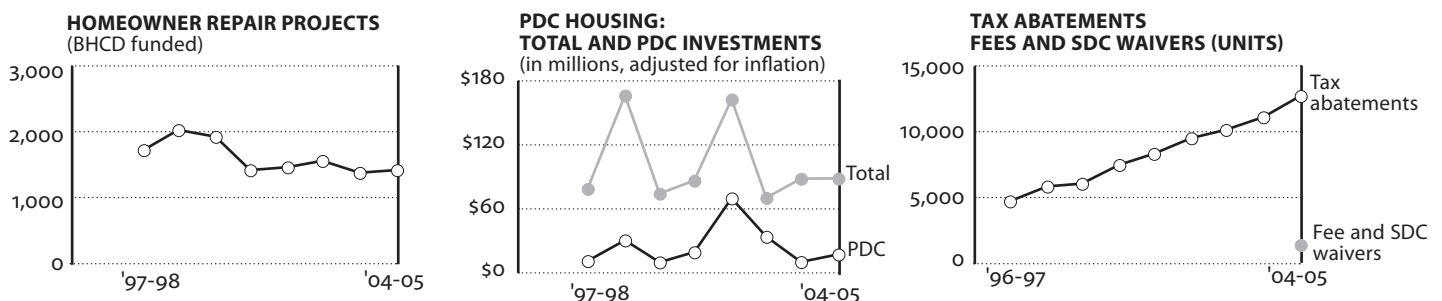
While BHCD passes federal grants to PDC for the rehabilitation and development of low-income housing throughout the City, BHCD also targets a small amount of funds for housing projects for special needs populations such as individuals living with HIV. The BHCD also funds programs that assist low-income households with services that help mitigate housing costs. These services include energy efficiency and small repair projects. Over the past five years, these programs have helped an average of 1,450 households each year.

PDC GOAL:
Leverage PDC resources
with other private and public
sources

In developing new housing, PDC combines other public and private resources. The amount of funds received from other resources varies depending on the number and type of projects each year. Last year, the total invested in PDC multifamily housing projects was \$88.6 million, with PDC contributing \$17.4 million (20%) of that total.

In partnership with the Planning Bureau, PDC also administers property tax abatements of up to ten years to encourage the development and rehabilitation of housing. In FY 2004-05, almost 13,000 housing units were granted tax abatements under City programs. The majority of these units were for low-income households.

In FY 2004-05, PDC provided information on the number of new housing units receiving waivers for development fees and system development charges (SDCs). Last year, about 1,400 new units received waivers on development fees or SDCs.



BHCD GOAL:
End the institution of homelessness by 2015

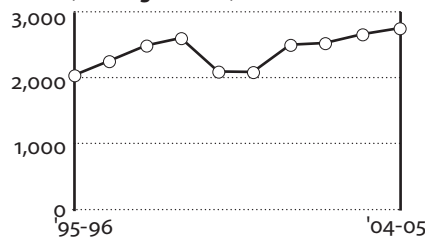
As reported by the annual "one-night shelter count," the number of individuals seeking shelter continues to increase each year. Ending homelessness is a priority of the City and Multnomah County. BHCD's 10-Year Plan to End Homelessness focuses on getting homeless people into permanent housing. Various social agencies funded by BHCD assist in placing homeless adults into permanent housing. Those providers report to BHCD that about 65 percent of the adults placed in permanent housing in FY 2003-04 stayed in that housing for at least 12 months.

HOMELESS ADULTS INTO HOUSING
(via City-funded programs)

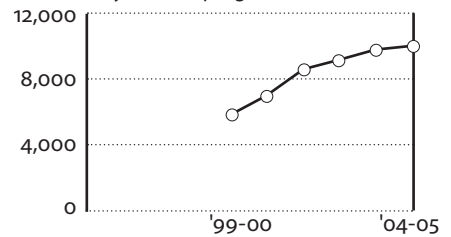
	PLACED*		RETAINED	
	No. placed	% total	6 mo.	12 mo.
'00-01	1,900	32%	-	-
'01-02	1,871	28%	-	-
'02-03	1,325	20%	76%	63%
'03-04	1,433	22%	78%	63%
'04-05	1,535	23%	80%	65%
GOAL ('04-05):		17%	72%	66%

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

HOMELESS SEEKING SHELTER
(one-night count)



HOMELESS ADULTS SERVED/YEAR
(City-funded programs)



BHCD GOAL:
Expand economic opportunities for individuals and households with median family incomes below 50%

To improve the economic condition of individuals and households, BHCD also funded programs that assisted adults and youth in job training and placement. These job training programs helped to place over half of program participants into jobs. As shown in the tables below, these programs met their goals for job retention. Youth job retention rates have steadily improved over the past five years.

FY 2004-05 was the last year BHCD funded adult and youth workforce programs. Starting in FY 2005-06, BHCD has reallocated funding under its Economic Opportunity Initiative which is designed to provide more focused and comprehensive services to participants.

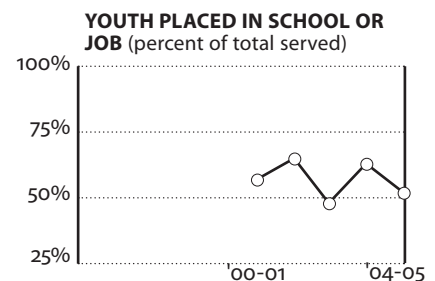
ADULTS IN WORKFORCE TRAINING PROGRAMS (City-funded programs)

	PLACED		RETAINED	
	No. placed	% total	120+ days	% total
2002	173	73%	-	-
2003	112	58%	95	85%
2004	162	75%	145	90%
GOAL:		80%		85%

YOUTH INTO SCHOOL OR JOB (City-funded programs)

	PLACED		RETAINED	
	No. placed	% total	60+ days	% total
'00-01	549	57%	280	54%
'01-02	634	65%	313	54%
'02-03	609	48%	381	66%
'03-04	724	63%	482	72%
'04-05	646	52%	453	75%
GOAL ('04-05):		88%		75%

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



SPENDING, STAFFING AND WORKLOAD

Overall, spending per capita on housing and community development activities increased significantly over the past five years.

In addition to the federal grants that PDC receives from BHCD, tax increment financing continues to be a significant funding source for PDC housing projects. In FY 2004-05, over one-half of PDC's housing expenditures were funded by tax increment funds. A little over one-quarter came from federal grant sources.

PDC HOUSING/BHCD SPENDING

(in millions, adj. for inflation)

	'04-05	5-year change
Housing*	*\$70.6	32%
Homeless	\$7.8	33%
Economic Opportunity	\$3.2	n.a.
Other	\$0.6	n.a.

* starting in FY 2004-05, includes SDC & fee waivers

STAFFING

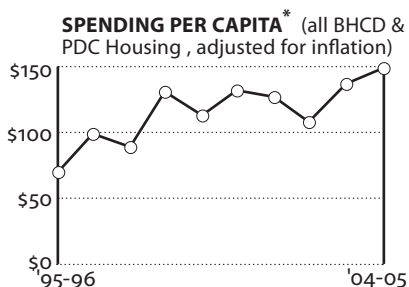
	'04-05
BHCD (FTE)	27
PDC Housing (FTP)	45

PDC HOUSING/BHCD FUNDING SOURCES

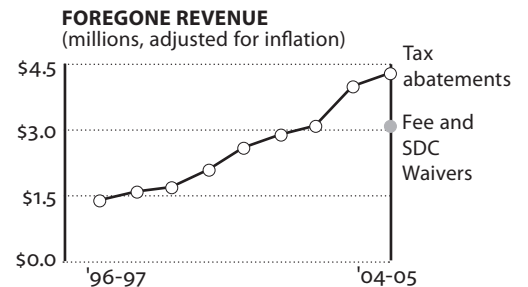
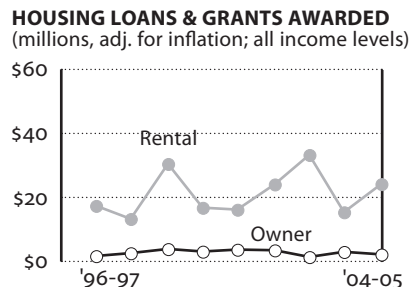
(in millions, adj. for inflation)

	'04-05	5-year change
Grants	\$31.2	54%
General Fund*	\$13.6	-5%
Tax Increment Financing	\$31.7	95%
Other	\$5.7	n.a.

Additionally, the City did not collect approximately \$7.4 million in FY 2004-05 that was foregone through property taxes, development fees and system development charges waived to support housing development.



* includes tax abatements and starting in FY 2004-05 fee and SDC waivers



Bureau of Development Services

CITIZEN SATISFACTION

Customer satisfaction with the quality and timeliness of the City's development review process improved significantly from a year ago. Seventy-one percent of customers were satisfied with the quality of building permit reviews in FY 2004-05, compared to 58 percent the

year before. In addition, customer satisfaction with the timeliness of building permit reviews jumped from 43 percent to 58 percent from the previous year. Similarly, the rate of customer satisfaction with the quality of the City's land use review process improved from 76 percent to 84 percent over the past year, while satisfaction with land use review timeliness increased from 74 percent to 79 percent.

CUSTOMER RATINGS OF PLAN REVIEW SERVICE

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

	2003	2004	2005
Building permit	58%	58%	71%
Land use review	79%	76%	84%

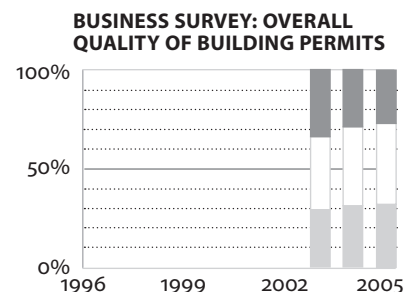
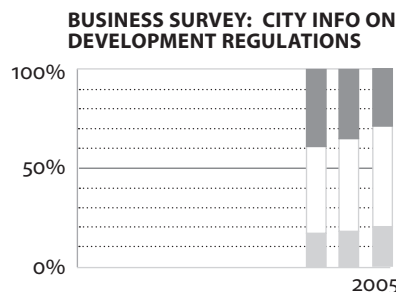
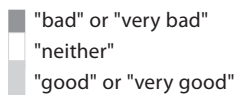
TIMELINESS (percent "satisfied" or "very satisfied"):

	2003	2004	2005
Building permit	41%	43%	58%
Land use review	80%	74%	79%

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

Increases in customer satisfaction may be attributed to efforts by the Bureau to improve its customer service and adopt fast-track programs aimed at speeding-up the processing of development applications.

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



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

City staff reviewed 10,238 building plans and performed 161,174 construction inspections in FY 2004-05 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 897 land use cases and performed 5,297 zoning plan checks in FY 2004-05.

There has been a sharp decline in the number of code enforcement cases presented to the Hearings Officer – only 19 cases in FY 2004-05 compared to 216 in FY 1995-96. The Bureau indicates this is due to changes in enforcement policies and Bureau staff increasing their efforts to achieve resolution before a case is sent to the Hearings Officer.

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

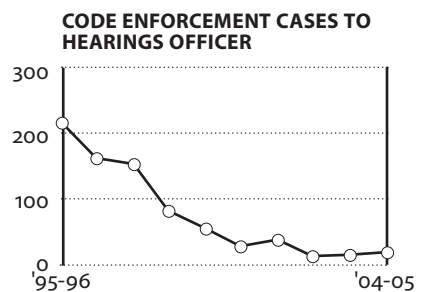
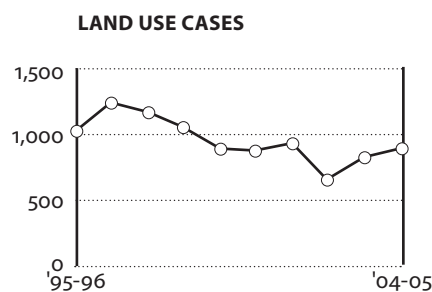
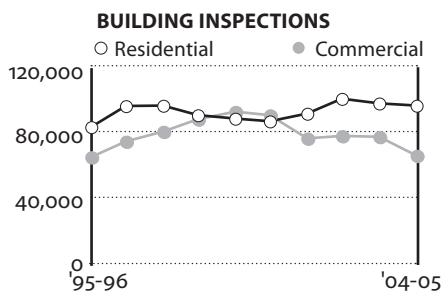
Customers are generally satisfied with the knowledge and helpfulness of City development review personnel, and there was some improvement in satisfaction during the past year.

CUSTOMER SATISFACTION: 2005

(percent "satisfied" or "very satisfied")

	<u>Staff knowledge</u>	<u>Staff helpfulness</u>
BUILDING PERMITS:		
BDS		
Over-the-counter	91%	89%
Plan review	85%	83%
Env. Services	91%	84%
Transportation	90%	86%
Water	95%	90%
LAND USE REVIEW	87%	82%

SOURCE: BDS customer survey



BUREAU GOAL:
Process all Bureau functions efficiently

The timeliness of building plan review improved this past year for both residential and commercial plans. Seventy-nine percent of residential plans were reviewed within established turnaround timeframes during FY 2004-05 compared to 70 percent the year before. Sixty-nine percent of commercial plans were reviewed within targeted timeframes in FY 2004-05 compared to 57 percent the previous year. Plan review by BDS staff only is faster than the entire review process which involves as many as five other bureaus.

PERCENT OF RESIDENTIAL PLANS REVIEWED WITHIN TARGETED TIMEFRAMES*

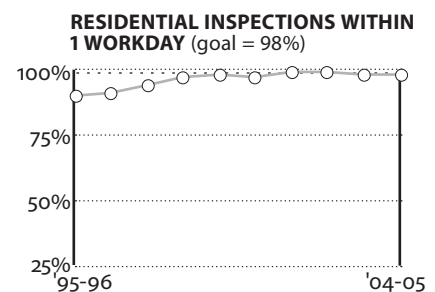
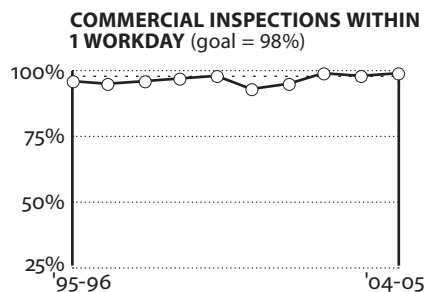
	ALL BUREAU REVIEWS	BDS REVIEW ONLY
'01-02	67%	86%
'02-03	72%	82%
'03-04	70%	81%
'04-05	79%	86%
GOAL	85%	85%

BDS inspectors achieved the goal of completing construction inspections within one work day. Ninety-nine percent of commercial inspections were completed within one work day during FY 2004-05, while 98 percent of residential inspections were performed within one work day.

PERCENT OF COMMERCIAL PLANS REVIEWED WITHIN TARGETED TIMEFRAMES*

	ALL BUREAU REVIEWS	BDS REVIEW ONLY
'01-02	60%	76%
'02-03	64%	74%
'03-04	57%	60%
'04-05	69%	71%
GOAL	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

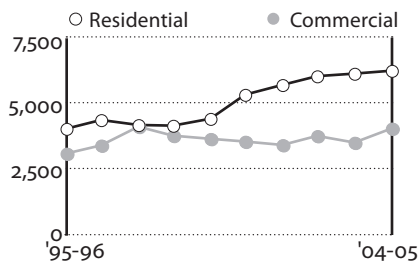
The Bureau's total spending of \$29.6 million in FY 2004-05 represents an 11 percent increase over five years and a 58 percent increase over ten years (adjusted for inflation). The Bureau spent \$54 per capita in FY 2004-05, compared to \$50 in FY 2000-01 and \$38 in FY 1995-96.

The Bureau's workload and output have grown substantially over the past ten years, as indicated by the growth in the number of building permits, construction inspections, trade permits, and zoning plan checks. On the other hand, there has been a decline in the number of land use cases received by the Bureau and a large decrease in the number of code enforcement cases referred to the City Hearings Officer.

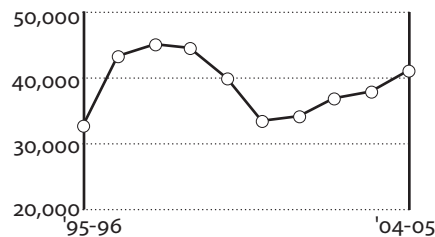
BDS SPENDING* & STAFFING

	'04-05	Change	
		5-year	10-year
SPENDING (millions):			
Inspections	\$8.1	-7%	17%
Land use services	\$5.0	5%	52%
Development services	\$4.0	17%	-
Plan review	\$2.5	-6%	-31%
Compliance services	\$1.0	36%	31%
Site development	\$1.3	-	-
Administration	\$7.7	20%	83%
TOTAL	\$29.6	11%	58%
STAFFING	277	-	-

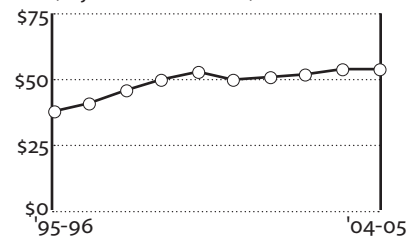
BUILDING PERMITS



TRADE PERMITS



BDS SPENDING* PER CAPITA (adjusted for inflation)



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

Office of Sustainable Development

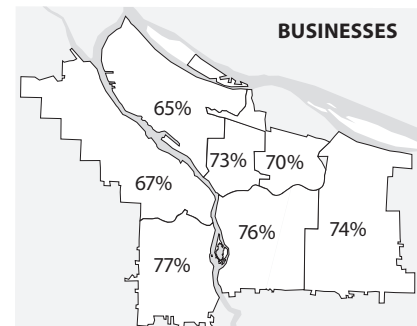
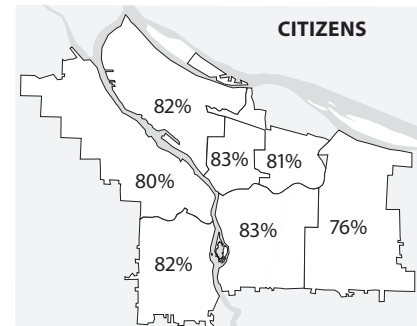
CITIZEN SATISFACTION

OSD leads the City's efforts to conserve natural resources, promote the use of renewable resources, and advance principles of sustainability. In addition, OSD regulates the collection of garbage and recycling.

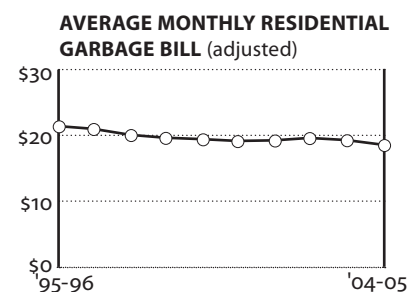
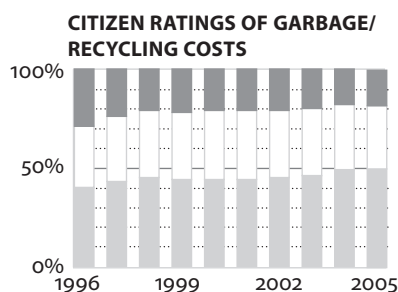
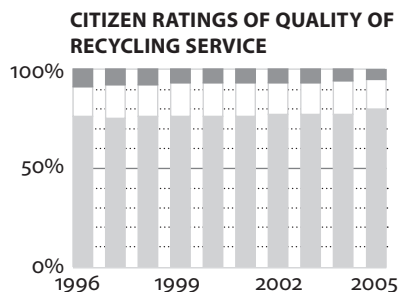
Satisfaction with the quality of recycling services remains high, and satisfaction with the cost of garbage services has improved over the past 10 years. For the first time in seven years the average cost of garbage service fell below \$19 per month.

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

OVERALL RATINGS OF RECYCLING, 2005 (percent "good" or "very good")



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



BUREAU GOAL:
Reduce solid waste

Over the past nine years, the City has increased the tons of material recycled. At a combined recycling rate of almost 53 percent, the City continues to make progress toward its goal of 60 percent.

WASTE DIVERTED FROM LANDFILL: FY '04-05

	Tons	% total	5-year change
Residential	134,400	53.6%	8%
Commercial	437,500	52.5%	8%
COMBINED	571,900	52.8%	8%
2005 GOAL		60%	

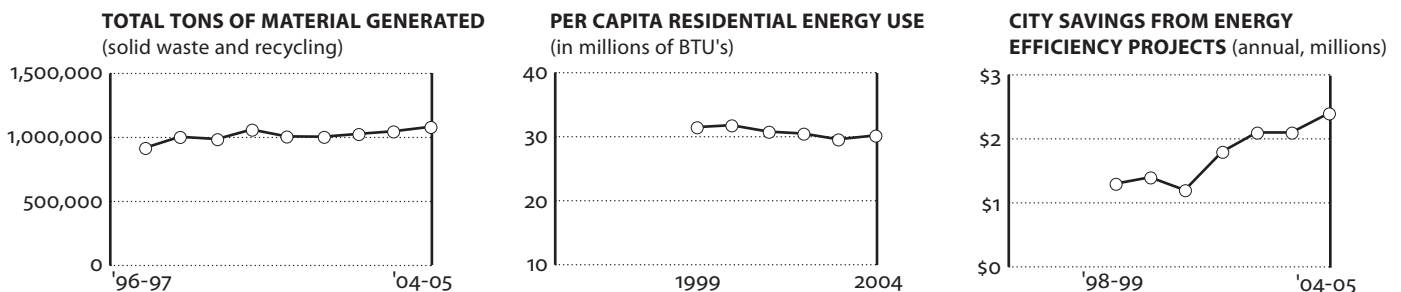
BUREAU GOAL:
Protect environment,
conserve resources

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 \$2.4 million in energy costs last year, up from about \$1.3 million in FY 1998-99. OSD programs helped weatherize about 6,800 apartment units.

Over the five-year period ending in 2004, residents reduced their per capita energy use by 5 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 10.5 percent in FY 2003-04. The City has a goal of operating with 100 percent renewable energy sources by 2010.

In Portland as a whole, the OSD estimates that about 8 percent of Portland residents and businesses purchased renewable energy sources through their electric utility company last year.



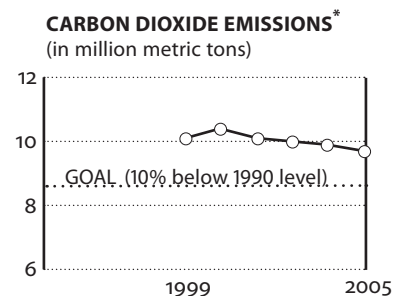
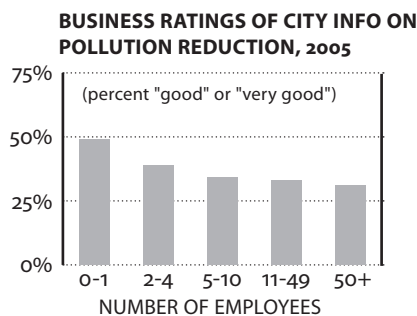
To prevent pollution and improve community health, OSD provides financial and technical assistance to residences and businesses. In FY 2004-05, OSD provided:

- training on solar design and stormwater management, 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 '04-05		
	Recycling, energy	Green building
Single family	7,928	1,896
Multi-family	14,293	n.a.
Businesses	349	4,960
Construction	n.a.	214

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

One measure of the City's progress in preventing pollution is the level of carbon dioxide emissions, 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, but OSD estimates that in 2004 Multnomah County's carbon dioxide emissions were less than 1 percent above 1990 levels. This compares to a national average of a 13.4 percent increase over the same period.



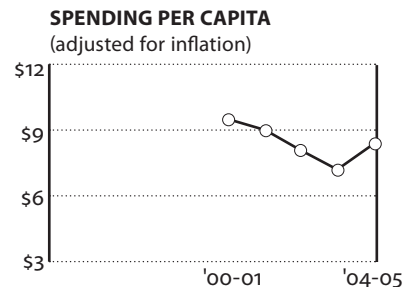
* emissions estimated using a computer model, based on fuel usage and methane production

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 into the Office of Sustainable Development. OSD receives its funding from the Solid Waste Fund, the General Fund and a variety of grants and contracts.

OSD SPENDING (in millions, adjusted for inflation)		
	'04-05	5-year change
Solid waste & recycling	\$1.9	-51%
Training, outreach, educ.	\$0.6	n.a.
Policy, research, eval.	\$0.2	85%
Tech. & financial services	\$1.5	77%
Director/operations	\$0.4	75%
TOTAL	\$4.6	-9%

Spending per capita at \$8.40 is about 17 percent higher than last year, but down from the FY 2000-01 level of \$9.50.



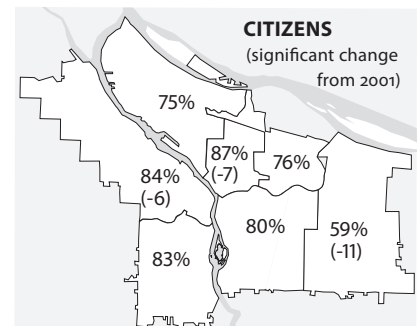
Bureau of Planning

CITIZEN SATISFACTION

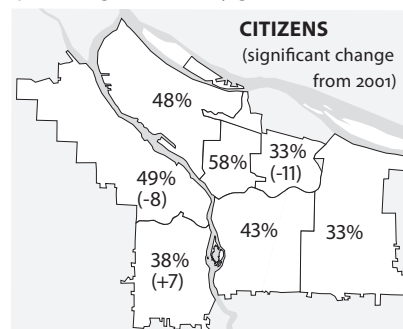
Although overall City livability ratings are lower than in 2001, they remain fairly high. Some coalition areas are significantly less satisfied with City livability than several years ago. Residents in the East continue to rate City livability substantially lower than those in other areas of the City.

Citizens continue to be neutral or only moderately satisfied with City land use planning services. Citywide satisfaction with land use planning dropped 7 percent from 2001. Residents in the East are much less satisfied with land use planning than those in other areas of the City.

OVERALL CITY LIVABILITY, 2005
(percent "good" or "very good")



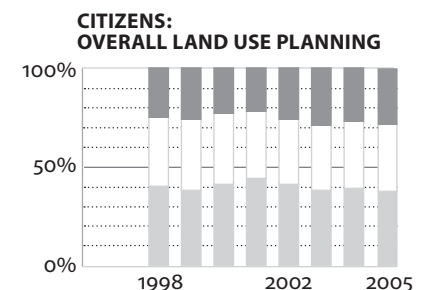
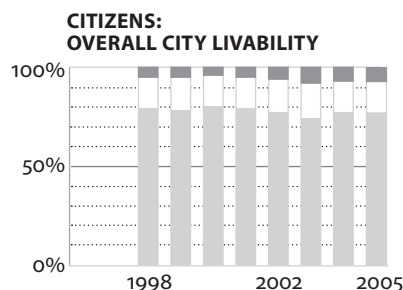
NEW RESIDENTIAL DEVELOPMENT IMPACT ON NEIGHBORHOOD, 2005
(percent "good" or "very good")



Although 54 percent of citizens see recent residential development in their neighborhood as attractive, only 42 percent feel it has improved neighborhood livability. Residents of Central Northeast and East are least satisfied, while Inner Northeast residents rate development most favorably.

Opinion of residential development in Southwest have improved significantly. Central Northeast shows the biggest drop in ratings.

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

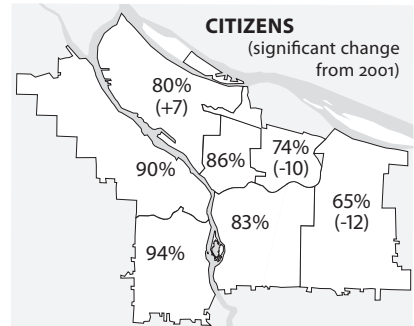


BUREAU GOAL:
Improve community,
livability and vitality

In most areas of the City, citizens are more satisfied with livability in their neighborhood than in the City as a whole. However, neighborhood livability ratings continue to decline in Central Northeast and East.

One component of neighborhood livability is access to shopping and other services, parks and open spaces, and public transit. Ratings of access to these services show little change over previous years.

OVERALL NEIGHBORHOOD LIVABILITY, 2005
(percent "good" or "very good")

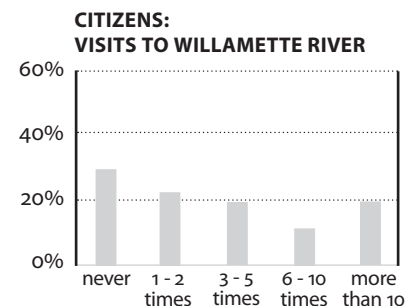
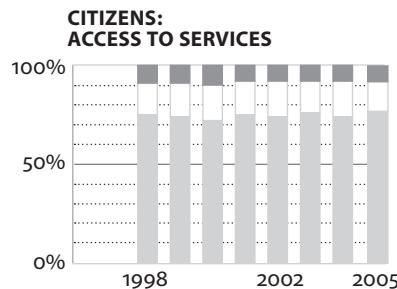
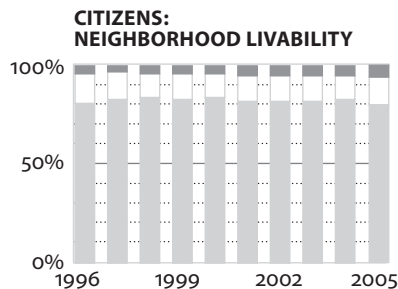


NEIGHBORHOOD ACCESS: 2005
Citizens rating access "good" or "very good"

	To park	To bus	To services
NW/Downtown	89%	85%	79%
Southeast	85%	93%	81%
Inner NE	82%	94%	80%
Central NE	72%	83%	71%
Southwest	83%	80%	71%
East	66%	80%	76%
North	84%	89%	65%
CITY	79%	87%	76%

Satisfaction with access to transit remains high, while access to shopping and other services continues to lag behind. Residents of North Portland continue to be the least satisfied with their access to shopping and other services.

In 2001, the City endorsed the River Renaissance Vision to revitalize the economic, community and watershed health of the Willamette River. To begin tracking community use of the river, we added a question in 2004 to the Citizen Survey about visits to the Willamette. Overall, 70 percent of citizens reported at least one visit.

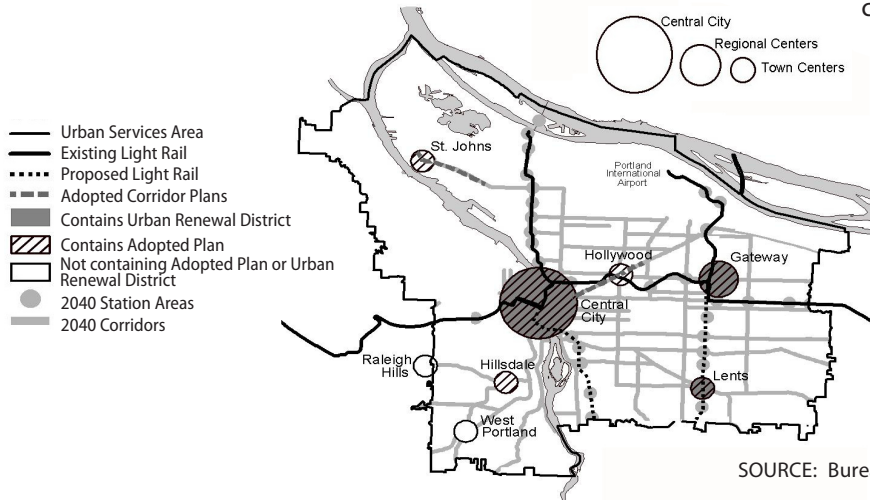


BUREAU GOAL:
Coordinate improvement of development codes

Working with Metro on the 2040 Regional Framework Plan, the City has identified a number of regional and town centers for future development.

The Bureau has led several specific plans and helped create tools to guide development of the built and natural environment within these centers.

2040 CENTER PLANS



SOURCE: Bureau of Planning, GIS

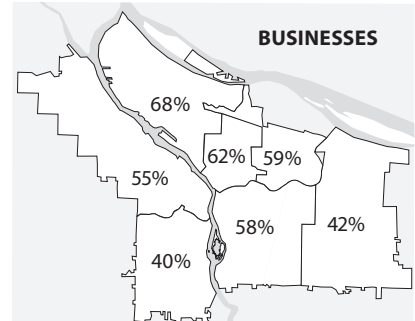
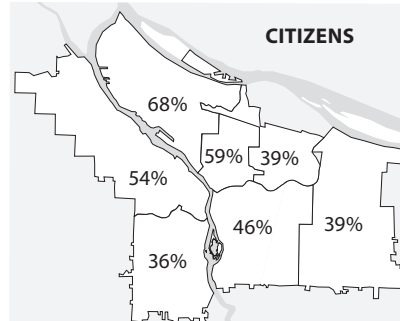
BUREAU GOAL:
Enhance and improve the built environment

Citizens rate the attractiveness of new commercial development in their neighborhood higher than its improvement to their access to shopping and services. Citizens and businesses in the East and Southwest rate new commercial development much less favorably than those in most other areas of the City for its impact on the business climate of the neighborhood.

NEIGHBORHOOD COMMERCIAL DEVELOPMENT, 2005 (percent "good" or "very good")

IMPACT ON ACCESS TO SERVICES

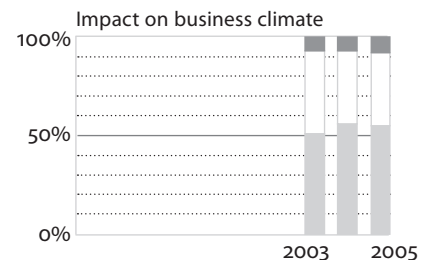
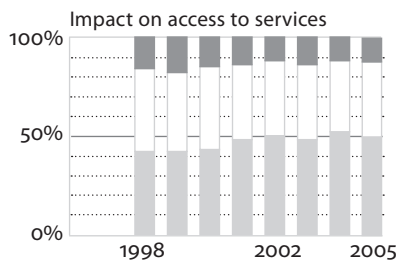
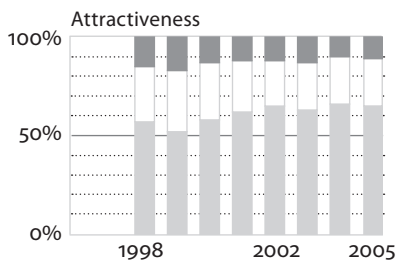
IMPACT ON BUSINESS CLIMATE



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

CITIZENS RATINGS OF NEW COMMERCIAL DEVELOPMENT:

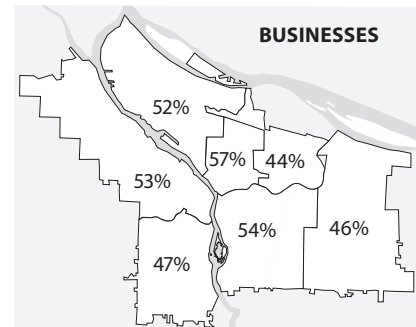
BUSINESS RATINGS OF NEW COMMERCIAL DEVELOPMENT



BUREAU GOAL: Promote Central City, Portland 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. Overall, 51 percent of businesses rate the City a "good" or "very good" place to do business. However, satisfaction with the City as a place to do business varies by the size of business. Small businesses rate Portland better than larger businesses.

PORTLAND AS PLACE TO DO BUSINESS, 2005
(percent "good" or "very good")

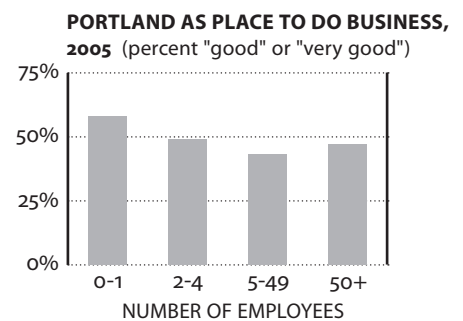
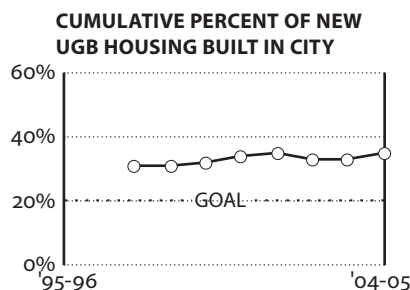


NEW HOUSING UNITS BUILT ⁺			
	IN CITY	IN UGB	IN REGION*
'97-98	3,535	11,388	16,184
'98-99	3,690	11,738	15,348
'99-00	2,486	7,500	11,713
'00-01	2,477	4,746	10,087
'01-02	2,843	7,243	14,526
'02-03	2,234	9,164	13,110
'03-04	2,284	7,175	12,105
'04-05	3,022	5,395	12,685
TOTAL	22,571	64,349	105,758
UGB in City (since 1997)	35%		
GOAL (1997 to 2017)	20%		

⁺ estimated from permits issued
^{*} includes Clark County

The increase in housing starts in Portland last year more than offset declines in the rest of the region. The City continues to exceed its goal for percent of units built within the Urban Growth Boundary (UGB).

SOURCE: Metro analysis of Construction Monitor data.

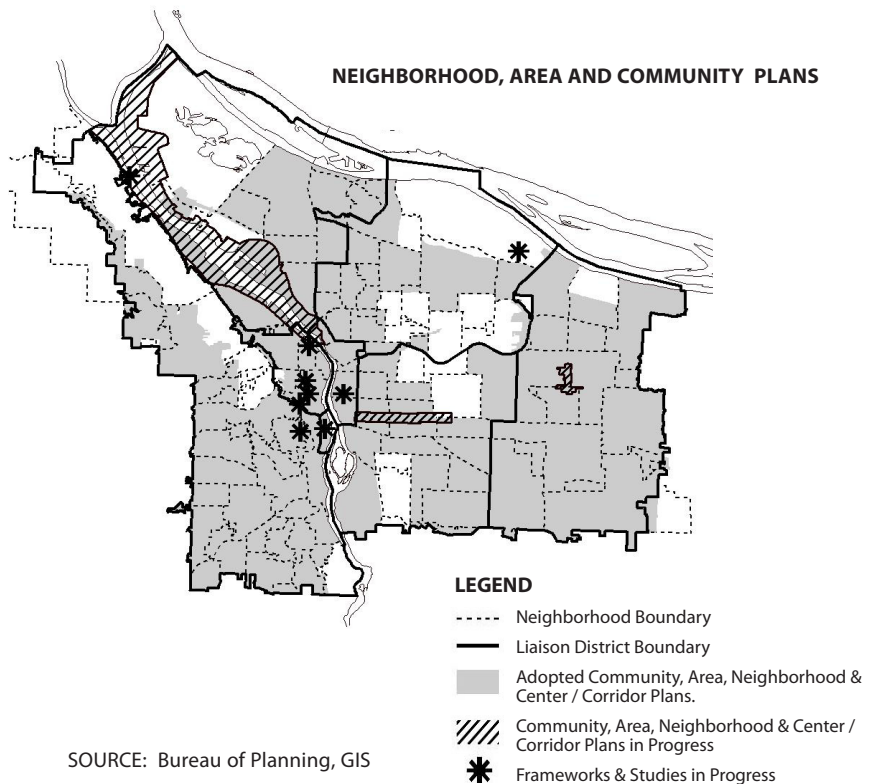


SPENDING, STAFFING AND WORKLOAD

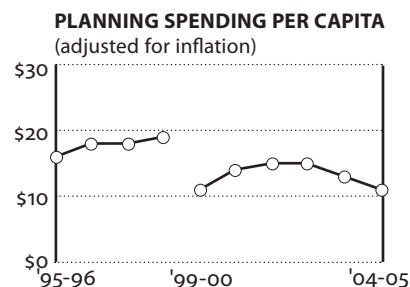
Bureau of Planning spending decreased significantly due to the reassignment of the Endangered Species Act program to the Bureau of Environmental Services.

PLANNING SPENDING (in millions, adjusted for inflation)		
	'04-05	5-year change
Environmental planning	\$0.8	-67%
Area/neigh. planning	\$1.2	-28%
Policy & Code Devel.	\$0.8	24%
Urban design	\$0.6	92%
Policy coordination	\$0.8	35%
Admin/tech support	\$2.0	20%
TOTAL	\$6.2	-15%

Over the past 15 years City Council has adopted 51 area, community, neighborhood and center plans developed by the Planning Bureau. Staff worked on 33 planning projects last year.



SOURCE: Bureau of Planning, GIS



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

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

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Population	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560
EXPENDITURES (in millions):										
Housing:										
BHCD	\$7.0	\$5.3	\$4.4	\$7.5	\$4.7	\$10.4	\$8.9	\$7.2	\$6.9	\$12.3
PDC.....	\$10.0	\$21.1	\$21.9	\$37.8	\$31.4	\$37.2	\$40.0	\$33.1	\$43.9	\$51.0
"Foregone revenue": tax abatements	-	\$1.2	\$1.3	\$1.5	\$1.9	\$2.4	\$2.8	\$2.9	\$3.9	\$4.3
"Foregone revenue": SDC & development waivers -	-	-	-	-	-	-	-	-	-	\$3.1
Sub-total.....	\$17.0	\$27.6	\$27.7	\$46.8	\$37.9	\$50.0	\$51.7	\$43.2	\$54.6	\$70.6
Homeless facilities & services	\$3.5	\$4.6	\$3.2	\$3.5	\$5.0	\$5.5	\$5.6	\$5.8	\$5.7	\$7.8
Economic opportunity*	\$1.7	\$1.9	\$2.1	\$2.1	\$2.1	\$1.5	\$1.7	\$2.2	\$2.2	\$3.2
Other	\$5.8	\$7.0	\$5.5	\$5.8	\$7.3	\$5.9	\$5.0	\$4.0	\$10.1	\$0.6
EXPENDITURES, adjusted for inflation:										
Housing:										
BHCD	\$8.7	\$6.4	\$5.2	\$8.6	\$5.1	\$11.2	\$9.4	\$7.5	\$7.1	\$12.3
PDC.....	\$12.4	\$25.4	\$25.6	\$43.2	\$34.6	\$39.9	\$42.2	\$34.6	\$45.1	\$51.0
"Foregone revenue": tax abatements	-	\$1.4	\$1.6	\$1.7	\$2.1	\$2.6	\$2.9	\$3.1	\$4.0	\$4.3
"Foregone revenue": SDC & development waivers -	-	-	-	-	-	-	-	-	-	\$3.1
Sub-total.....	\$21.1	\$33.1	\$32.3	\$53.4	\$41.8	\$53.7	\$54.5	\$45.2	\$56.2	\$70.6
Homeless facilities & services	\$4.3	\$5.5	\$3.7	\$4.0	\$5.5	\$5.9	\$5.9	\$6.0	\$5.9	\$7.8
Economic opportunity*	\$2.1	\$2.2	\$2.5	\$2.4	\$2.3	\$1.6	\$1.8	\$2.3	\$2.2	\$3.2
Other	\$7.2	\$8.4	\$6.4	\$6.6	\$8.1	\$6.3	\$5.3	\$4.2	\$10.4	\$0.6
FUNDING SOURCES (millions)										
Grants.....	\$18.1	\$21.8	\$17.3	\$27.4	\$27.7	\$18.8	\$17.6	\$13.5	\$28.3	\$31.2
General Fund (includes foregone revenue)**	-	\$11.8	\$9.4	\$10.7	\$11.6	\$13.3	\$15.2	\$10.6	\$9.8	\$13.6
Tax Increment Financing	\$4.0	\$4.3	\$4.4	\$21.3	\$6.4	\$15.2	\$22.7	\$22.8	\$28.6	\$31.7
Other.....	\$8.5	\$8.2	\$6.8	\$4.5	\$5.6	\$9.9	\$10.9	\$8.4	\$6.0	\$5.7
FUNDING SOURCES, adjusted for inflation										
Grants.....	\$22.5	\$26.1	\$20.2	\$31.3	\$30.5	\$20.2	\$18.6	\$14.1	\$29.1	\$31.2
General fund (includes foregone revenue)**.....	-	\$14.2	\$10.9	\$12.2	\$12.8	\$14.3	\$16.0	\$11.0	\$10.0	\$13.6
Tax Increment Financing	\$4.9	\$5.2	\$5.1	\$24.3	\$7.0	\$16.3	\$23.9	\$23.9	\$29.4	\$31.7
Other.....	\$10.6	\$9.8	\$7.9	\$5.1	\$6.2	\$10.6	\$11.5	\$8.7	\$6.2	\$5.7
Spending per capita, adjusted for inflation.....	\$70	\$99	\$89	\$131	\$113	\$132	\$127	\$108	\$137	\$149
STAFFING:										
BHCD ***	16	17	17	18	18	21	24	26	23	27
PDC Housing Department (FTP).....	31	35	29	32	32	33	39	46	45	45
Number of units with property tax abatements	-	4,717	5,844	6,056	7,484	8,328	9,514	10,148	11,109	12,725
Number of units with SDC or development waiver ...	-	-	-	-	-	-	-	-	-	1,427
Small-scale owner repair projects	-	-	1,722	2,027	1,925	1,417	1,461	1,558	1,377	1,418
FUNDS INVESTED IN PDC HOUSING PROJECTS (millions, adjusted):										
PDC funding (owner & rental)	-	-	\$11.2	\$30.6	\$10.0	\$19.5	\$70.0	\$34.0	\$10.3	\$17.4
Total project funding (owner & rental).....	-	-	\$78.9	\$166.4	\$74.4	\$86.6	\$162.8	\$70.4	\$88.4	\$88.6

* Economic Opportunity includes workforce development programs and entrepreneurship projects.

** Starting in FY 2004-05, SDC & development fee waivers are included in foregone revenue.

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

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
CITY LOANS AND GRANTS AWARDED FOR HOUSING PROJECTS (millions, adjusted):										
Affordable to low-moderate income										
Owners	-	\$1.7	\$2.6	\$3.8	\$3.1	\$3.6	\$2.7	\$1.0	\$3.0	\$2.1
Renters	-	\$16.7	\$13.3	\$26.4	\$16.1	\$15.7	\$20.3	\$33.3	\$14.9	\$24.2
Affordable to middle+ income										
Owners	-	\$0.0	\$0.0	<0.1	<0.1	\$0.1	\$0.8	\$0.4	<0.1	<0.1
Renters	-	\$0.7	\$0.0	\$4.2	\$0.8	\$0.5	\$3.9	\$0.0	\$0.5	\$0.0
UNITS IN CITY SUBSIDIZED PROJECTS:										
Affordable to low-moderate income										
Owners	-	154	190	226	186	234	142	120	279	235
Renters	-	1,071	633	1,322	703	596	524	618	657	822
Affordable to middle+ income										
Owners	-	0	0	2	1	5	17	14	3	2
Renters	-	61	303	300	93	34	488	7	3	14
One night shelter count of homeless	2,037	2,252	2,489	2,602	2,093	2,086	2,500	2,526	2,660	2,752
Homeless adults served	-	-	-	-	5,852	6,977	8,592	9,146	9,783	10,016
Youth served in workforce programs.....	-	-	-	-	-	1,117	1,142	1,271	1,283	1,251
Adults served in workforce programs	-	-	-	-	-	-	-	2,194	2,886	3,354
HOUSING INVENTORY IN CITY:										
Owner.....	-	119,555	120,747	123,727	125,042	124,767	123,216	125,240	125,662	131,013
Rental	-	96,116	97,038	97,884	94,354	98,970	103,004	98,510	99,576	96,220
Vacant.....	-	9,790	9,571	9,105	13,913	13,570	12,537	16,054	17,391	19,258
TOTAL	-	225,461	227,356	230,716	233,309	237,307	238,757	239,804	242,629	246,491
Owner households w. severe housing cost burden ...	-	9,394	10,522	9,848	10,580	10,174	11,266	13,602	13,318	14,380
Renter households w. severe housing cost burden ...	-	21,138	20,642	18,202	19,378	19,450	22,792	27,057	26,138	25,215
Median household income (adjusted).....	-	\$39,215	\$40,191	\$41,055	\$43,231	\$42,884	\$42,839	\$41,131	\$42,764	\$42,297
Homeless adults placed in stable housing:										
Number placed.....	-	-	-	1,030	1,302	1,900	1,871	1,325	1,433	1,535
Percent placed of those receiving placement services-	-	-	-	33%	38%	32%	28%	20%	22%	23%
Percent still housed after 6 months (estimate)	-	-	-	-	-	-	-	76%	78%	80%
Percent still housed after 12 months (estimate)	-	-	-	-	-	-	-	63%	63%	65%
Youth placed in jobs or school:										
Number placed -	-	-	-	-	-	549	634	609	724	646
Percent placed of those in youth programs.....	-	-	-	-	-	57%	65%	48%	63%	52%
Percent still in job or school after at least 60 days ..	-	-	-	-	-	54%	54%	66%	72%	75%
Adults receiving workforce development services.....										
Number receiving intensive services	-	-	-	-	-	-	-	237	192	216
Percent placed in job after intensive service	-	-	-	-	-	-	-	73%	58%	75%
Percent still working 4-6 months after placement ..	-	-	-	-	-	-	-	-	85%	90%

Bureau of Development Services: 10-year performance statistics

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Population	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560
EXPENDITURES (in millions):										
Administration.....	\$3.4	\$3.6	\$4.5	\$4.7	\$6.4	\$6.0	\$6.4	\$6.4	\$7.7	\$7.7
Compliance services	\$0.6	\$0.6	\$0.6	\$0.6	\$0.7	\$0.7	\$0.7	\$0.7	\$1.0	\$1.0
Combination inspections	\$2.8	\$3.4	\$3.5	\$3.6	\$3.6	\$3.4	\$3.4	\$3.2	\$2.9	\$3.1
Commercial inspections	\$2.8	\$3.3	\$3.8	\$4.4	\$4.4	\$4.7	\$4.7	\$4.2	\$4.6	\$5.0
<i>Neighborhood inspections (moved to ONI '03-04)...</i>	<i>\$2.4</i>	<i>\$2.6</i>	<i>\$2.4</i>	<i>\$2.3</i>	<i>\$2.6</i>	<i>\$2.7</i>	<i>\$2.7</i>	<i>\$2.4</i>	-	-
Plan review	\$2.9	\$3.4	\$3.8	\$4.9	\$2.6	\$2.5	\$2.5	\$2.5	\$2.6	\$2.5
Land use services*	\$2.6	\$3.1	\$3.6	\$4.2	\$4.3	\$4.4	\$4.7	\$5.1	\$4.9	\$5.0
Development services	-	-	-	-	\$2.9	\$3.1	\$3.3	\$3.4	\$3.5	\$4.0
Site development	-	-	-	-	-	-	-	\$1.2	\$1.2	\$1.3
TOTAL (without Neighborhood inspections).....	\$15.1	\$17.4	\$19.8	\$22.4	\$24.9	\$24.8	\$25.7	\$26.7	\$28.4	\$29.6
EXPENDITURES, adjusted for inflation:										
Administration	\$4.2	\$4.3	\$5.3	\$5.4	\$7.1	\$6.5	\$6.8	\$6.7	\$7.9	\$7.7
Compliance services	\$0.7	\$0.7	\$0.7	\$0.7	\$0.8	\$0.7	\$0.7	\$0.7	\$1.0	\$1.0
Combination inspections	\$3.4	\$4.0	\$4.1	\$4.0	\$4.0	\$3.7	\$3.6	\$3.3	\$3.0	\$3.1
Commercial inspections	\$3.5	\$4.0	\$4.4	\$5.0	\$4.9	\$5.1	\$5.0	\$4.4	\$4.7	\$5.0
<i>Neighborhood inspections (moved to ONI '03-04)...</i>	<i>\$2.9</i>	<i>\$3.2</i>	<i>\$2.8</i>	<i>\$2.7</i>	<i>\$2.8</i>	<i>\$2.8</i>	<i>\$2.8</i>	<i>\$2.5</i>	-	-
Plan review	\$3.6	\$4.1	\$4.4	\$5.6	\$2.9	\$2.7	\$2.6	\$2.6	\$2.7	\$2.5
Land use services*	\$3.3	\$3.7	\$4.2	\$4.8	\$4.7	\$4.7	\$4.9	\$5.4	\$5.0	\$5.0
Development services	--	-	-	-	\$3.2	\$3.4	\$3.5	\$3.6	\$3.6	\$4.0
Site development	--	-	-	-	-	-	-	\$1.2	\$1.2	\$1.3
TOTAL (without Neighborhood inspections).....	\$18.8	\$20.8	\$23.2	\$25.6	\$27.4	\$26.7	\$27.1	\$28.0	\$29.2	\$29.6
Staffing** (without Neighborhood inspections).....	198	216	223	251	267	268	263	255	270	277
Spending per capita, adjusted for inflation	\$38	\$41	\$46	\$50	\$53	\$50	\$51	\$52	\$54	\$54
Number of commercial building permits.....	3,069	3,378	4,089	3,746	3,628	3,524	3,394	3,738	3,485	4,022
Number of residential building permits	4,011	4,343	4,153	4,128	4,390	5,304	5,676	6,008	6,105	6,216
Number of trade permits	32,784	43,350	45,153	44,594	39,973	33,506	34,216	36,929	37,965	41,156
CONSTRUCTION INSPECTIONS:										
Commercial	64,455	73,964	79,980	87,470	92,076	89,959	75,858	77,328	76,820	65,381
Residential.....	82,750	95,538	95,773	90,000	87,894	86,255	90,917	99,948	97,143	95,793
TOTAL	147,205	169,502	175,753	177,470	179,970	176,214	166,775	177,276	173,963	161,174
Number of land use cases received	1,030	1,244	1,171	1,058	894	879	935	659	829	897
Number of zoning plan checks	4,850	5,389	5,148	5,230	5,161	5,041	4,996	5,058	4,938	5,297
Code enforcement cases to Hearings Officer	216	162	153	82	55	28	40	13	15	19
Commercial inspections within 1 workday	96%	95%	96%	97%	98%	93%	95%	99%	98%	99%
Residential inspections within 1 workday	90%	91%	94%	97%	98%	97%	99%	99%	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.

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

¹ Planning/Zoning and Fire/Life Safety reviews

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

Office of Sustainable Development: 10-year performance statistics

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Population	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560
EXPENDITURES (in millions):										
Solid waste & recycling	\$2.3	\$2.1	\$1.8	\$2.1	\$2.7	\$3.6	\$3.0	\$2.7	\$2.0	\$1.9
Training, outreach & education	-	-	-	-	-	-	-	-	\$0.4	\$0.6
Policy, research & evaluation	-	-	-	-	-	\$0.1	\$0.2	\$0.2	\$0.2	\$0.2
Technical & financial services	-	-	-	-	-	\$0.8	\$0.7	\$0.8	\$0.9	\$1.5
Director's office/operations	-	-	-	-	-	\$0.2	\$0.7	\$0.5	\$0.3	\$0.4
TOTAL	-	-	-	-	-	\$4.7	\$4.6	\$4.2	\$3.8	\$4.6
EXPENDITURES, adjusted for inflation:										
Solid waste & recycling	\$2.9	\$2.6	\$2.1	\$2.4	\$3.0	\$3.8	\$3.2	\$2.8	\$2.1	\$1.9
Training, outreach & education	-	-	-	-	-	-	-	-	\$0.4	\$0.6
Policy, research & evaluation	-	-	-	-	\$0.3	\$0.1	\$0.2	\$0.2	\$0.2	\$0.2
Technical & financial services	-	-	-	-	\$0.6	\$0.8	\$0.8	\$0.8	\$0.9	\$1.5
Director's office/operations	-	-	-	-	-	\$0.3	\$0.7	\$0.5	\$0.3	\$0.4
TOTAL	-	-	-	-	\$3.9	\$5.0	\$4.9	\$4.3	\$3.9	\$4.6
Spending per capita, adj. for inflation	-	-	-	-	-	\$9.5	\$9.0	\$8.1	\$7.2	\$8.4
Staffing*	-	-	-	-	-	22	23	24	26	30
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
Businesses	-	383.5	406.1	360.5	381.6	365.3	358.2	343.1	366.0	395.1
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
Businesses	-	329.0	385.9	394.8	447.8	405.0	409.4	442.2	443.5	437.5
Waste diverted from landfills:										
Residential percent	-	49.9%	51.5%	52.7%	51.6%	52.3%	52.5%	53.0%	53.0%	53.6%
Business percent	-	46.2%	48.7%	52.3%	54.0%	52.6%	53.3%	56.3%	54.8%	52.5%
COMBINED percent	-	47.0%	49.3%	52.4%	53.5%	52.5%	53.1%	55.5%	54.4%	52.8%
Average monthly residential garbage bills, adjusted for inflation										
	\$21.40	\$20.99	\$20.07	\$19.64	\$19.42	\$19.15	\$19.24	\$19.61	\$19.28	\$18.55
Assistance with resource conservation:										
Households (e.g. recycling, energy efficiency)	-	-	-	-	-	-	-	-	13,777	9,824
Businesses (e.g. recycling, energy efficiency)	-	-	-	-	-	-	-	-	4,177	5,309
Multi-family housing units (e.g. insulation)	-	-	-	-	-	-	-	-	8,512	14,293
Construction projects (e.g. green building)	-	-	-	-	-	-	-	-	281	214
Savings in City energy costs (in millions, unadjusted)	-	-	-	\$1.3	\$1.4	\$1.2	\$1.8	\$2.1	\$2.1	\$2.4
Green buildings in Portland:										
Total	-	-	-	-	-	-	-	-	186	432
Per 100,000 residents	-	-	-	-	-	-	-	-	34.1	78.5

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

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Percent of City government electricity use supplied from renewable resource	-	-	-	-	0.9%	1.3%	2.1%	10.7%	10.5%	-
Percent of electric utility customers who buy renewable energy	-	-	-	-	-	-	-	-	6.0%	7.8%

	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
Per capita residential energy use (millions BTUs)	-	-	-	-	31.5	31.8	30.8	30.5	29.6	30.2
Multnomah County CO2 emissions (millions of metric tons)	-	-	-	-	10.1	10.4	10.1	10.0	9.9	9.7
Per capita CO2 emissions (metric tons)	-	-	-	-	15.7	15.7	15.1	15.0	14.6	14.4

Bureau of Planning: 10-year performance statistics

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Population	497,600	503,000	508,500	509,610	512,395	531,600	536,240	538,180	545,140	550,560
EXPENDITURES (in millions):										
Administration, tech support, dir. office	\$1.1	\$2.1	\$2.0	\$1.7	\$2.5	\$1.6	\$1.5	\$1.6	\$1.8	\$2.0
Planning										
Area/neighborhood	-	-	-	-	-	\$1.6	\$2.2	\$1.7	\$1.0	\$1.2
Environmental	-	-	-	-	-	\$2.2	\$2.5	\$2.7	\$2.5	\$0.8
Other *	-	-	-	-	-	\$1.4	\$1.4	\$1.7	\$1.8	\$2.1
SUB-TOTAL	\$2.6	\$2.3	\$2.2	\$2.6	\$2.8	\$5.2	\$6.0	\$6.1	\$5.3	\$4.2
Development review	\$2.6	\$3.1	\$3.7	\$4.3	-	-	-	-	-	-
TOTAL	\$6.3	\$7.5	\$7.9	\$8.6	\$5.2	\$6.8	\$7.5	\$7.7	\$7.1	\$6.2
EXPENDITURES, adjusted for inflation:										
Administration, tech support, dir. office	\$1.4	\$2.5	\$2.4	\$2.0	\$2.7	\$1.7	\$1.6	\$1.7	\$1.9	\$2.0
Planning										
Area/neighborhood	-	-	-	-	-	\$1.7	\$2.3	\$1.8	\$1.0	\$1.2
Environmental	-	-	-	-	-	\$2.4	\$2.6	\$2.8	\$2.5	\$0.8
Other *	-	-	-	-	-	\$1.5	\$1.5	\$1.7	\$1.9	\$2.1
SUB-TOTAL	\$3.2	\$2.8	\$2.5	\$3.0	\$3.1	\$5.6	\$6.4	\$6.3	\$5.5	\$4.2
Development review	\$3.3	\$3.7	\$4.3	\$4.8	-	-	-	-	-	-
TOTAL	\$7.8	\$9.0	\$9.2	\$9.8	\$5.8	\$7.3	\$8.0	\$8.0	\$7.3	\$6.2
Spending per capita, adj. for inflation	\$16	\$18	\$18	\$19	\$11	\$14	\$15	\$15	\$13	\$11
Staffing **	84	105	103	106	57	65	70	68	64	58
NUMBER OF PLANNING PROJECTS:										
Nhbd/area/community/urban & historic	-	-	-	-	15	19	23	20	23	22
Environmental planning	-	-	-	-	4	3	3	4	3	2
Visioning/comp. planning/zoning code	-	-	-	-	9	7	4	7	5	4
Evaluations or code changes	-	-	-	-	3	2	1	4	2	5
LEGISLATIVE MANDATES INCORPORATED IN 2004-05 PROJECTS										
Federal:										
Clean Water Act										
Endangered Species Act										
State:										
Statewide Planning Goals										
O.A.R. Ch. 660, Div. 11										
Regional:										
Metro Urban Growth Management Functional Plan and Region 2040 Growth Management Plan										
Consolidated Housing Plan - Portland, Gresham, Multnomah County										
Portland / Multnomah Food Policy Council Resolution & Annual Report										

* includes intergovernmental coordination/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 2004-05 PROJECTS (continued)

City:

- Portland Comprehensive Plan (adopted by ordinance #150580)
- Central City Plan
- City code (various chapters)
- Outer Southeast Community Plan
- Streamline Development Regulations (Resolution #36080)
- Historic Resources Code Amendment Project (Resolution #36076)
- IGA for Urban Reserve Planning (Ordinance #172926)
- Pleasant Valley Concept Plan (Resolution #36096)
- Pleasant Valley Plan Amendment (Ordinance #178961)
- City ESA Responses (Resolution #35715)
- Port of Portland Permitting (Ordinance #176250)
- OHSU Memorandum of Understanding (Resolution #36233)
- Multiple Unit Housing Tax Exemption (Ordinance #178740)
- South Waterfront Standards (Ordinance #179084)
- Willamette Greenway Workplan (Resolution #35742)
- River Renaissance Vision & Strategy
- River Renaissance Umbrella (Resolution #35978)
- River Renaissance Bureau Director's Group (Ordinance #178960)
- River Renaissance Strategy (Resolution #36276)

	'95-96	'96-97	'97-98	'98-99	'99-00	'00-01	'01-02	'02-03	'03-04	'04-05
Number of citizens sent public hearing notices:										
Citywide projects	-	-	-	-	4,711	7,296	21,681	13,527	27,358	41,233
Local projects.....	-	-	-	-	16,058	18,691	46,282	14,646	11,434	23,116
ADOPTED PLANS:										
Neighborhood.....	11	2	1	1	0	0	0	1	0	0
Community.....	1	0	0	0	0	0	1	0	0	0
Area	0	1	0	0	1	1	3	2	2	1
Regional, Town and City Centers	1	0	1	0	1	0	0	0	2*	0
									* includes one plan update	
NEW HOUSING UNITS BUILT ANNUALLY***										
(based on building permits):										
In City	2,420	3,025	3,535	3,690	2,486	2,477	2,843	2,234	2,284	3,022
In total U.G.B.	12,329	7,827	11,388	11,738	7,500	4,746	7,243	9,164	7,175	5,395
Percent of U.G.B. total in City	20%	39%	31%	31%	33%	52%	39%	24%	32%	56%
Cumulative Percent of new U.G.B.										
housing built in City	-	-	31%	31%	32%	34%	35%	33%	33%	35%
In 4-county region	18,417	11,225	16,184	15,348	11,713	10,087	14,526	13,110	12,105	12,685
Percent of 4-county total in City	13%	27%	22%	24%	21%	25%	20%	17%	20%	24%

*** estimated from permits issued

APPENDICES

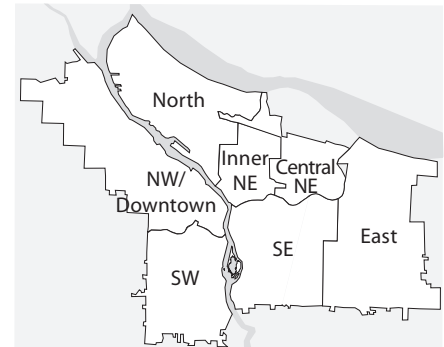
Appendix A 2005 Citizen Survey

This marks the 15th year of the City Auditor's annual Citizen Survey. The questions on the survey correspond to the goals of the 11 Portland bureaus covered in this report, and the results are intended to indicate how well goals were met.

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

We surveyed at the neighborhood level this year, as opposed to the larger coalition level. There are 95 neighborhoods in Portland, shown on the map on page 3. Because some have small populations, we grouped some together, for a total of 75 neighborhoods and/or groups of neighborhoods. In August 2005, we mailed approximately 800 surveys to residents in each of these areas, for a total of 60,265 surveys. In September we sent a reminder survey. A total of 22,070 surveys were returned, for an overall response rate of 37 percent.

**2005 CITIZEN SURVEY
SEVEN COALITION AREAS**



This report includes information summarized for the seven coalition areas. Results for the 75 individual neighborhood groups will be available on the City's web site in the near future.

Reliability of survey

For the citywide survey sample size of 22,070, the survey accuracy (at the conventional 95% confidence level) is $\pm 1\%$. Within any of the seven coalitions, the survey accuracy is $\pm 3\%$.

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, if any, difference in the results. We have not determined the impact of the other factors on our results.

We sent an equal number of surveys to residents in each of the 75 neighborhood areas. Because the neighborhoods vary greatly in population, we weighted our results proportionate to neighborhood populations from 2000 Census data before aggregating into coalitions. By weighting, neighborhoods with very large (or very small) populations are not over (or under) represented. All of the results presented in this report are from the weighted data.

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 results for City respondents follow. A percentage is given for the responses to each question, both for the City as a whole and for each 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.

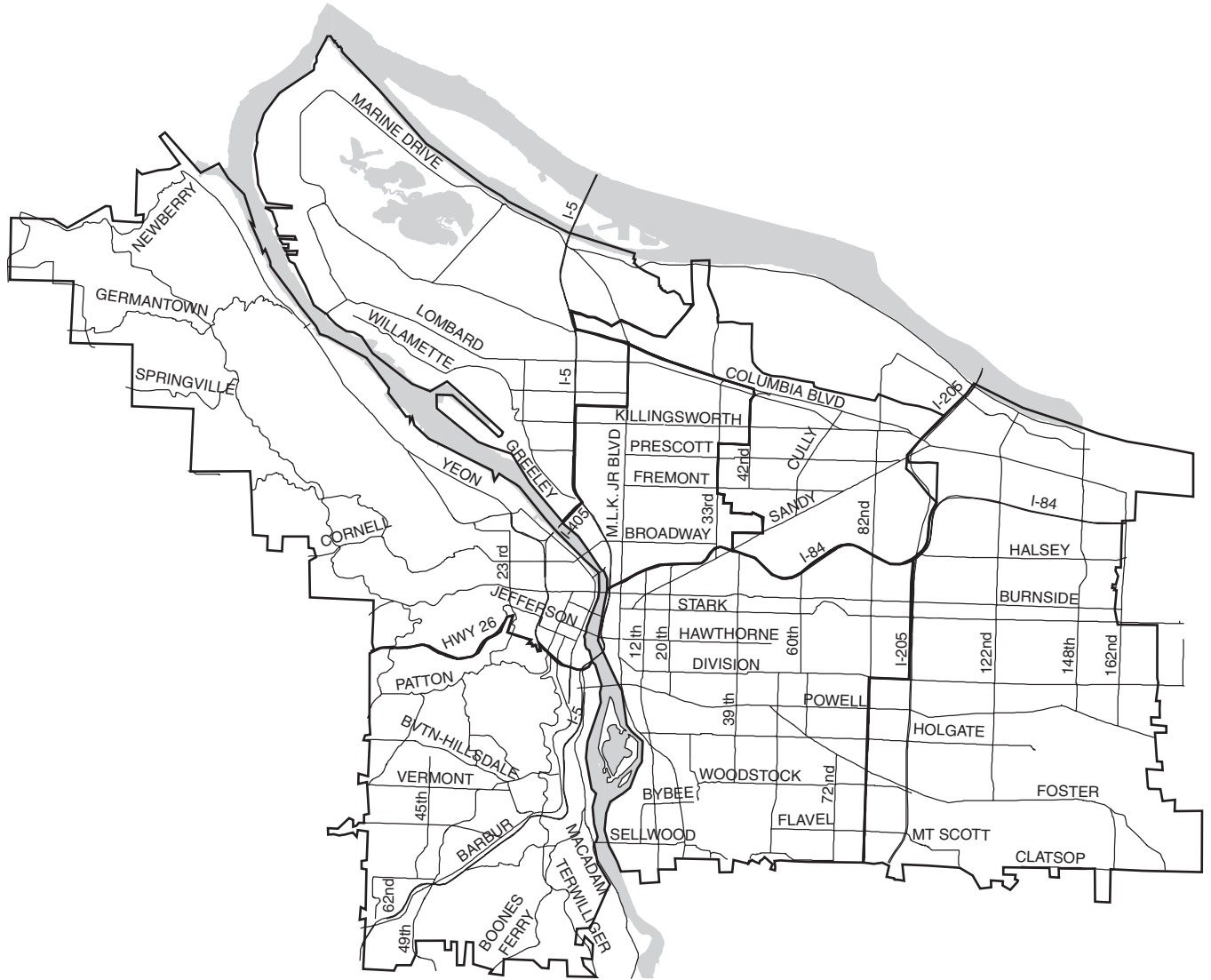
CITY SERVICES:

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

	'04-05	5-year change	10-year change
Fire	90%	+1%	0%
Recycling	81%	0%	+2%
Parks	79%	-4%	-2%
9-1-1	78%	-	-
Recreation	70%	-4%	-4%
Police	63%	-7%	-11%
Water	62%	+1%	-9%
Street lighting	60%	-2%	-1%
Sewers	47%	-4%	-7%
Street maintenance	44%	0%	-5%
Storm drainage	42%	0%	0%
Land-use planning	37%	-7%	-
Traffic safety	37%	-	-
Housing development	33%	-6%	-
Housing nuisance insp.	28%	-3%	-3%
Traffic congestion	28%	-	-
- question not asked			

SOURCE: Auditor's Office 1996, 2001 and 2005 Citizen Surveys

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



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

2005 Citizen Survey

	2005							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE Inner Central		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996
	SW																
1 How safe would you feel walking alone <i>during the day</i> :																	
• in your neighborhood?																	
Very safe	71.4%	60.9%	42.1%	51.7%	42.2%	52.3%	32.1%	48.5%	50.8%	48%	47%	49%	48%	46%	48%	43%	39%
Safe	25.3%	30.7%	44.8%	38.1%	43.3%	38.1%	47.7%	39.4%	37.4%	39%	41%	39%	40%	42%	40%	43%	44%
Neither safe nor unsafe	2.7%	6.6%	9.6%	7.4%	10.8%	7.3%	14.4%	8.9%	8.9%	9%	9%	9%	9%	9%	8%	10%	12%
Unsafe	0.6%	1.5%	2.8%	2.3%	3.4%	1.9%	4.5%	2.6%	2.5%	3%	2%	2%	3%	2%	3%	3%	4%
Very unsafe	0.1%	0.4%	0.7%	0.5%	0.3%	0.4%	1.4%	0.6%	0.4%	1%	1%	1%	0%	1%	1%	1%	1%
	(2,502)	(1,714)	(2,321)	(2,337)	(1,796)	(5,940)	(4,973)	(21,583)	(3,378)	(5,309)	(5,292)	(4,808)	(3,687)	(3,589)	(3,781)	(4,115)	(4,139)
• in the park closest to you?																	
Very safe	48.5%	38.2%	26.8%	33.7%	28.8%	35.8%	17.0%	31.5%	33.6%	32%	30%	33%	30%	29%	31%	25%	23%
Safe	37.8%	40.4%	42.4%	43.1%	47.2%	43.0%	48.1%	43.6%	43.5%	44%	44%	43%	45%	45%	43%	44%	45%
Neither safe nor unsafe	9.4%	14.4%	18.6%	14.7%	15.8%	13.7%	21.3%	15.8%	15.4%	16%	17%	16%	16%	18%	17%	20%	19%
Unsafe	3.7%	6.1%	10.5%	6.7%	6.6%	6.5%	11.3%	7.7%	6.2%	7%	7%	7%	7%	7%	7%	8%	10%
Very unsafe	0.6%	1.0%	1.7%	1.8%	1.6%	1.0%	2.3%	1.5%	1.4%	2%	2%	1%	2%	1%	2%	3%	3%
	(2,407)	(1,650)	(2,237)	(2,265)	(1,720)	(5,716)	(4,569)	(20,564)	(3,244)	(5,051)	(5,068)	(4,545)	(3,492)	(3,423)	(3,613)	(3,903)	(4,067)
• downtown?																	
Very safe	24.8%	28.3%	22.7%	31.6%	19.8%	25.1%	10.1%	22.0%	27.2%	26%	26%	29%	27%	24%	26%	20%	19%
Safe	45.4%	45.7%	42.5%	44.7%	46.1%	42.6%	36.2%	42.3%	43.3%	43%	44%	43%	43%	46%	45%	44%	44%
Neither safe nor unsafe	19.4%	18.3%	21.2%	15.5%	20.3%	18.9%	27.9%	20.9%	20.3%	21%	20%	20%	21%	21%	20%	24%	23%
Unsafe	7.9%	5.9%	10.2%	6.0%	10.3%	10.4%	18.5%	11.0%	6.7%	8%	7%	6%	7%	7%	7%	9%	10%
Very unsafe	2.6%	1.7%	3.3%	2.2%	3.5%	3.0%	7.2%	3.8%	2.5%	3%	3%	2%	2%	2%	2%	3%	4%
	(2,408)	(1,642)	(2,182)	(2,231)	(1,713)	(5,615)	(4,544)	(20,335)	(3,214)	(5,023)	(5,007)	(4,519)	(3,437)	(3,406)	(3,606)	(3,892)	(3,920)

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

	2005							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996
	SW			Inner	Central												
How safe would you feel walking alone <i>at night</i> :																	
• in your neighborhood?																	
Very safe	28.6%	23.2%	9.3%	12.3%	9.2%	15.6%	7.6%	14.3%	17.2%	17%	15%	16%	14%	14%	14%	11%	12%
Safe	42.9%	39.1%	32.0%	34.3%	34.1%	36.4%	28.6%	34.7%	36.0%	36%	35%	37%	37%	34%	35%	34%	31%
Neither safe nor unsafe	16.0%	19.2%	24.9%	23.3%	19.9%	22.2%	22.4%	21.5%	22.0%	23%	23%	22%	22%	24%	24%	24%	23%
Unsafe	10.6%	14.0%	24.6%	23.6%	27.0%	19.2%	29.1%	21.8%	18.2%	18%	20%	18%	20%	21%	20%	22%	25%
Very unsafe	1.9%	4.5%	9.2%	6.5%	9.8%	6.6%	12.3%	7.7%	6.6%	7%	7%	7%	7%	7%	7%	9%	9%
	(2,444)	(1,658)	(2,278)	(2,303)	(1,737)	(5,809)	(4,779)	(21,008)	(3,312)	(5,206)	(5,144)	(4,679)	(3,595)	(3,487)	(3,669)	(4,037)	(4,038)
• in the park closest to you?																	
Very safe	9.2%	8.2%	3.1%	3.7%	3.3%	4.9%	2.6%	4.7%	5.5%	6%	5%	5%	4%	4%	0%	3%	4%
Safe	26.3%	22.3%	14.0%	15.3%	16.0%	18.9%	11.4%	17.2%	19.0%	20%	18%	20%	18%	16%	16%	15%	14%
Neither safe nor unsafe	28.7%	26.5%	20.7%	24.3%	23.0%	24.7%	21.8%	24.0%	27.2%	26%	26%	26%	27%	25%	25%	25%	23%
Unsafe	27.4%	30.4%	38.7%	37.3%	36.9%	34.9%	38.9%	35.4%	32.9%	31%	33%	32%	33%	36%	35%	34%	34%
Very unsafe	8.4%	12.6%	23.5%	19.4%	20.8%	16.6%	25.3%	18.7%	15.4%	17%	18%	17%	18%	19%	20%	23%	25%
	(2,330)	(1,617)	(2,204)	(2,223)	(1,657)	(5,578)	(4,472)	(20,081)	(3,175)	(4,971)	(4,929)	(4,451)	(3,404)	(3,349)	(3,534)	(3,854)	(3,856)
• downtown?																	
Very safe	3.3%	4.2%	2.4%	4.7%	2.3%	3.0%	1.7%	2.9%	5.0%	5%	5%	5%	4%	4%	4%	3%	3%
Safe	22.4%	24.5%	20.5%	26.6%	18.7%	20.4%	10.2%	19.2%	24.0%	25%	25%	26%	24%	22%	21%	18%	17%
Neither safe nor unsafe	30.1%	33.0%	27.5%	31.1%	24.7%	29.2%	19.9%	27.2%	30.9%	30%	31%	32%	32%	29%	31%	29%	28%
Unsafe	28.6%	27.1%	31.3%	26.3%	33.2%	28.8%	35.8%	30.6%	26.9%	26%	25%	25%	26%	29%	28%	30%	31%
Very unsafe	15.6%	11.2%	18.3%	11.4%	21.1%	18.6%	32.4%	20.1%	13.2%	14%	14%	12%	14%	16%	16%	20%	21%
	(2,393)	(1,651)	(2,182)	(2,236)	(1,681)	(5,642)	(4,569)	(20,354)	(3,174)	(4,984)	(4,950)	(4,462)	(3,415)	(3,344)	(3,539)	(3,876)	(3,864)
2 How willing are you to help the police improve the quality of life in your neighborhood (for example, go to meetings or make phone calls)?																	
Very willing	14.1%	15.9%	18.4%	20.3%	16.7%	15.7%	17.7%	16.8%	17.3%	16%	15%	16%	14%	14%	15%	-	17%
Willing	45.2%	42.2%	43.0%	45.0%	45.3%	44.6%	43.8%	44.2%	41.6%	44%	43%	43%	41%	47%	45%	-	46%
Neither willing nor unwilling	31.1%	30.6%	30.6%	27.4%	29.6%	29.3%	29.4%	29.6%	32.6%	31%	33%	33%	35%	32%	32%	-	30%
Unwilling	8.1%	8.8%	6.5%	5.8%	7.3%	9.0%	7.7%	7.8%	7.1%	8%	7%	7%	9%	6%	7%	-	6%
Very unwilling	1.4%	2.4%	1.5%	1.5%	1.2%	1.5%	1.3%	1.5%	1.3%	2%	2%	1%	1%	1%	1%	-	1%
	(2,318)	(1,593)	(2,108)	(2,172)	(1,644)	(5,373)	(4,339)	(19,547)	(3,199)	(4,995)	(4,941)	(4,477)	(3,372)	(3,387)	(3,585)	-	(3,788)

		2005							Prior Year CITY TOTALS									
		NW/ SW Downtown		NE Inner Central		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996	
3	Did anyone break into, or burglarize, your home during the last 12 months?																	
	Yes	3.0%	5.0%	7.5%	8.4%	6.7%	7.6%	9.4%	7.3%	5.1%	6%	5%	5%	4%	5%	5%	4%	5%
	No	97.0%	95.0%	92.5%	91.6%	93.3%	92.4%	90.6%	92.7%	94.9%	95%	95%	95%	96%	95%	95%	96%	95%
		(2,493)	(1,695)	(2,331)	(2,351)	(1,802)	(5,948)	(4,973)	(21,593)	(3,397)	(5,342)	(5,311)	(4,831)	(3,713)	(3,617)	(3,790)	(4,130)	(4,140)
	<i>If YES:</i>																	
	• Was it reported to the police?																	
	Yes	76.4%	79.0%	68.6%	68.9%	61.7%	65.1%	70.4%	68.6%	67.3%	58%	73%	57%	56%	66%	70%	71%	71%
	No	23.6%	21.0%	31.4%	31.1%	38.3%	34.9%	29.6%	31.4%	32.7%	42%	27%	43%	44%	34%	30%	29%	29%
		(72)	(81)	(169)	(193)	(120)	(444)	(460)	(1,539)	(171)	(291)	(255)	(212)	(158)	(164)	(181)	(175)	(194)
4	Do you know, or have you heard of, your neighborhood police officer?																	
	Yes	15.3%	12.4%	17.6%	14.5%	17.5%	13.6%	12.3%	14.3%	13.8%	15%	14%	13%	14%	13%	13%	14%	15%
	No	84.7%	87.6%	82.4%	85.5%	82.5%	86.4%	87.7%	85.7%	86.2%	85%	86%	87%	86%	87%	87%	86%	85%
		(2,248)	(1,517)	(2,093)	(2,135)	(1,628)	(5,361)	(4,453)	(19,435)	(3,413)	(5,298)	(5,287)	(4,809)	(3,687)	(3,606)	(3,803)	(4,129)	(4,083)
5	Did anyone break into, or attempt to break into, any cars or trucks belonging to your household in the last 12 months (that is, since August 2003)?																	
	Yes	10.7%	14.7%	19.6%	23.5%	22.1%	23.0%	25.7%	21.2%	20.5%	22%	20%	19%	18%	20%	22%	22%	23%
	No	89.3%	85.3%	80.4%	76.5%	77.9%	77.0%	74.3%	78.8%	79.5%	78%	80%	81%	82%	80%	78%	78%	77%
		(2,490)	(1,683)	(2,339)	(2,345)	(1,807)	(5,940)	(4,962)	(21,566)	(3,396)	(5,309)	(5,284)	(4,799)	(3,665)	(3,597)	(3,785)	(4,098)	(4,127)
	<i>If YES:</i>																	
	• No. of times? (TOTAL)	331	339	664	788	582	1,964	2,093	6,761	970	704	1,611	1,349	991	1,055	1,299	1,575	1,445
	• What percent were reported to the police? (CALCULATED)	51.1%	49.9%	42.5%	44.3%	44.7%	42.1%	42.9%	45.0%	45.8%	44%	43%	39%	40%	40%	45%	39%	43%
6	Are you prepared to sustain yourself for 72 hours after a major disaster?																	
	Yes	59.2%	52.2%	53.7%	47.0%	56.8%	52.4%	61.7%	55.2%	54.3%	54%	53%	54%	61%	57%	52%	51%	50%
	No	40.8%	47.8%	46.3%	53.0%	43.2%	47.6%	38.3%	44.8%	45.7%	46%	47%	46%	39%	43%	48%	49%	50%
		(2,489)	(1,700)	(2,327)	(2,349)	(1,803)	(5,919)	(4,899)	(21,486)	(3,363)	(5,266)	(5,255)	(4,754)	(3,653)	(3,580)	(3,753)	(4,065)	(4,095)

		2005							Prior Year CITY TOTALS									
		NW/		NE				CITY TOTAL										
		SW	Downtown	N	Inner	Central	SE		E	2004	2003	2002	2001	2000	1999	1998	1997	1996
If NO:																		
• Do you know what to do to get prepared?																		
Yes		63.4%	55.2%	60.8%	60.2%	59.6%	59.9%	57.5%	59.5%	49.1%	56%	50%	50%	54%	57%	47%	45%	44%
No		36.6%	44.8%	39.2%	39.8%	40.4%	40.1%	42.5%	40.5%	50.9%	44%	50%	50%	46%	43%	53%	55%	56%
		(959)	(765)	(1,026)	(1,192)	(737)	(2,695)	(1,765)	(9,139)	(1,275)	(2,058)	(2,074)	(1,896)	(1,233)	(1,332)	(1,550)	(1,867)	(1,824)
7 Are you currently trained in first aid or CPR?																		
Yes		39.2%	35.2%	41.8%	41.8%	39.4%	37.9%	37.2%	38.6%	43.4%	53%	52%	51%	52%	53%	51%	-	51%
No		60.8%	64.8%	58.2%	58.2%	60.6%	62.1%	62.8%	61.4%	56.6%	47%	48%	49%	48%	47%	49%	-	49%
		(2,405)	(1,637)	(2,250)	(2,288)	(1,729)	(5,725)	(4,706)	20,740	(3,319)	(5,324)	(5,265)	(4,767)	(3,679)	(3,571)	(3,781)	-	(4,134)
8 Did you call 9-1-1 for an emergency in the last twelve months?																		
Yes		13.4%	16.3%	23.2%	23.3%	19.4%	19.3%	25.0%	20.6%	19.3%	-	-	-	-	-	-	-	-
No		86.6%	83.7%	76.8%	76.7%	80.6%	80.7%	75.0%	79.4%	80.7%	-	-	-	-	-	-	-	-
		(2,509)	(1,720)	(2,345)	(2,361)	(1,808)	(5,978)	(5,014)	21,735	(3,413)	-	-	-	-	-	-	-	-
If YES:																		
• How do you rate the services you got on the phone? (the last time, if more than once)																		
Very good		52.0%	46.4%	40.6%	37.6%	38.8%	40.7%	42.6%	41.9%	46.4%	-	-	-	-	-	-	-	-
Good		31.0%	29.6%	39.3%	39.7%	36.2%	36.1%	32.7%	35.2%	35.4%	-	-	-	-	-	-	-	-
Neither good nor bad		8.8%	11.3%	11.0%	12.4%	11.0%	12.1%	13.5%	12.0%	11.3%	-	-	-	-	-	-	-	-
Bad		6.4%	8.4%	5.8%	7.0%	8.7%	6.6%	6.5%	6.8%	4.8%	-	-	-	-	-	-	-	-
Very bad		1.8%	4.4%	3.4%	3.3%	5.2%	4.4%	4.7%	4.1%	2.0%	-	-	-	-	-	-	-	-
		(329)	(274)	(535)	(542)	(345)	(1,129)	(1,236)	(4,390)	(644)	-	-	-	-	-	-	-	-
9 How do you rate the City of Portland's efforts to control misconduct by Portland police officers?																		
Very good																		
Good																		
Neither good nor bad																		
Bad																		
Very bad																		
		(INFORMATION COLLECTED FOR THE INDEPENDENT POLICE REVIEW DIVISION OF THE CITY AUDITOR'S OFFICE FOR FUTURE ANNUAL REPORTS)																

		2005							Prior Year CITY TOTALS									
		NW/ SW Downtown		NE Inner Central		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996	
10	How do you rate the tap water provided by the City in terms of:																	
	• quality?																	
	Very good	35.7%	31.5%	23.9%	26.8%	28.0%	26.8%	19.0%	26.2%	26.3%	23%	-	-	-	-	-	-	
	Good	44.5%	44.4%	46.2%	45.9%	46.3%	46.0%	48.1%	46.2%	44.6%	44%	-	-	-	-	-	-	
	Neither good nor bad	13.4%	16.8%	19.4%	18.3%	16.2%	16.9%	20.5%	17.7%	18.8%	21%	-	-	-	-	-	-	
	Bad	5.2%	5.6%	7.8%	6.7%	7.5%	8.0%	9.4%	7.6%	7.8%	9%	-	-	-	-	-	-	
	Very bad	1.1%	1.6%	2.7%	2.4%	2.0%	2.3%	3.1%	2.3%	2.5%	3%	-	-	-	-	-	-	
		(2,468)	(1,659)	(2,285)	(2,292)	(1,762)	(5,835)	(4,832)	(21,133)	(3,243)	(5,222)	-	-	-	-	-	-	
	• cost?																	
	Very good	6.9%	13.2%	4.4%	6.1%	6.1%	5.4%	2.9%	5.6%	5.8%	-	-	-	-	-	-	-	
Good	25.3%	32.5%	22.7%	25.9%	23.5%	22.8%	20.2%	23.6%	23.6%	-	-	-	-	-	-	-		
Neither good nor bad	30.6%	31.3%	29.9%	31.3%	29.0%	30.0%	29.3%	30.1%	27.9%	-	-	-	-	-	-	-		
Bad	23.6%	15.8%	25.0%	23.1%	24.2%	26.6%	26.8%	24.8%	25.1%	-	-	-	-	-	-	-		
Very bad	13.6%	7.3%	18.0%	13.6%	17.1%	15.2%	20.7%	16.0%	17.7%	-	-	-	-	-	-	-		
	(2,258)	(1,312)	(2,117)	(2,097)	(1,663)	(5,253)	(4,410)	(19,110)	(2,866)	-	-	-	-	-	-	-		
11	How do you rate the sewer and storm drainage systems in your neighborhood?																	
	Very good	13.0%	14.9%	9.5%	8.9%	10.4%	8.0%	10.4%	10.1%	19.0%	22%	24%	24%	24%	25%	25%	27%	24%
	Good	48.1%	48.4%	51.9%	46.3%	44.6%	48.9%	44.6%	47.4%	49.6%	49%	47%	47%	51%	50%	49%	48%	48%
	Neither good nor bad	23.8%	24.4%	25.7%	29.5%	29.9%	27.6%	25.1%	26.5%	22.3%	19%	18%	20%	17%	17%	18%	17%	18%
	Bad	11.1%	9.6%	9.3%	11.7%	8.6%	11.3%	11.5%	10.8%	5.7%	7%	7%	6%	5%	5%	5%	5%	6%
	Very bad	4.0%	2.7%	3.6%	3.6%	6.6%	4.2%	8.5%	5.1%	3.5%	4%	4%	3%	3%	3%	3%	3%	4%
		(2,359)	(1,513)	(2,151)	(2,146)	(1,664)	(5,426)	(4,634)	(19,893)	(3,092)	(5,021)	(4,916)	(4,421)	(3,418)	(3,287)	(3,427)	(3,852)	(3,765)
	How well do you think the sewer and storm drainage systems protect streams and rivers?																	
	Very good	3.4%	3.0%	3.3%	2.7%	3.1%	2.3%	4.1%	3.1%	5.0%	5%	5%	5%	6%	5%	6%	5%	5%
	Good	23.2%	25.7%	24.1%	19.6%	20.2%	20.1%	23.4%	22.0%	26.2%	23%	25%	22%	24%	23%	23%	24%	21%
Neither good nor bad	31.4%	30.4%	29.7%	29.9%	33.3%	30.3%	36.1%	31.9%	25.5%	25%	26%	27%	27%	24%	26%	24%		
Bad	28.8%	28.9%	29.0%	33.7%	27.7%	32.2%	24.1%	29.1%	27.3%	29%	28%	28%	26%	28%	30%	29%	32%	
Very bad	13.3%	12.0%	13.8%	14.1%	15.6%	15.2%	12.4%	13.8%	15.9%	18%	16%	18%	17%	17%	17%	16%	18%	
	(2,006)	(1,260)	(1,885)	(1,799)	(1,419)	(4,652)	(3,862)	(16,883)	(2,832)	(4,496)	(4,295)	(3,954)	(2,933)	(2,871)	(3,016)	(3,433)	(3,360)	

		2005							Prior Year CITY TOTALS									
		NW/		NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996	
		SW	Downtown	Inner	Central													
12	How do you rate garbage/recycling service in the following categories?																	
	• the cost																	
	Very good	9.2%	12.1%	9.0%	10.7%	9.4%	9.5%	6.0%	8.9%	9.5%	9%	9%	8%	8%	8%	9%	9%	9%
	Good	36.7%	41.1%	41.7%	41.7%	41.2%	42.0%	38.1%	40.3%	39.4%	37%	36%	36%	36%	36%	36%	34%	31%
	Neither good nor bad	33.2%	31.3%	31.4%	30.5%	31.9%	32.0%	33.7%	32.3%	32.8%	34%	34%	35%	35%	34%	34%	33%	31%
	Bad	16.2%	11.4%	13.4%	13.1%	12.5%	12.9%	17.3%	14.3%	13.9%	15%	16%	16%	16%	17%	16%	18%	20%
	Very bad	4.6%	4.1%	4.5%	3.9%	4.9%	3.6%	5.0%	4.3%	4.4%	5%	5%	5%	5%	5%	5%	6%	9%
		(2,284)	(1,267)	(2,145)	(2,122)	(1,701)	(5,309)	(4,523)	(19,351)	(2,934)	(4,704)	(4,616)	(4,075)	(3,186)	(3,110)	(3,235)	(3,645)	(3,521)
	• the quality of garbage service																	
	Very good	27.8%	22.2%	23.7%	26.9%	25.3%	24.8%	18.5%	23.7%	22.3%	23%	23%	22%	21%	22%	24%	25%	23%
	Good	54.0%	53.7%	55.4%	54.6%	57.0%	57.3%	57.7%	56.2%	55.2%	56%	55%	55%	55%	56%	54%	52%	54%
	Neither good nor bad	14.2%	17.7%	15.7%	13.7%	13.3%	13.8%	18.0%	15.3%	17.5%	17%	17%	18%	19%	17%	17%	17%	16%
	Bad	3.3%	4.7%	4.0%	3.7%	2.8%	3.1%	4.3%	3.6%	3.8%	4%	4%	4%	4%	4%	4%	4%	5%
	Very bad	0.8%	1.6%	1.1%	1.1%	1.5%	1.0%	1.5%	1.2%	1.3%	1%	1%	1%	1%	1%	1%	2%	2%
		(2,428)	(1,528)	(2,249)	(2,271)	(1,764)	(5,763)	(4,784)	(20,787)	(3,182)	(5,099)	(5,022)	(4,506)	(3,490)	(3,338)	(3,514)	(3,963)	(3,870)
• the quality of recycling service																		
Very good	28.9%	23.3%	25.2%	28.0%	26.9%	26.2%	19.7%	25.0%	24.9%	24%	25%	24%	23%	24%	26%	26%	25%	
Good	50.1%	50.4%	53.9%	51.9%	52.1%	53.0%	55.0%	52.8%	51.8%	53%	52%	52%	53%	52%	50%	49%	51%	
Neither good nor bad	14.3%	17.2%	14.5%	13.0%	13.7%	14.3%	17.7%	15.1%	17.0%	16%	16%	16%	17%	17%	16%	17%	15%	
Bad	5.5%	6.9%	4.6%	5.4%	5.2%	4.9%	5.8%	5.3%	4.8%	5%	5%	6%	5%	5%	6%	6%	6%	
Very bad	1.2%	2.2%	1.7%	1.6%	2.1%	1.7%	1.8%	1.7%	1.5%	2%	2%	2%	2%	2%	2%	2%	3%	
	(2,409)	(1,498)	(2,229)	(2,257)	(1,745)	(5,731)	(4,723)	(20,592)	(3,171)	(5,042)	(4,968)	(4,464)	(3,454)	(3,307)	(3,484)	(3,930)	(3,835)	
13	Do you live in a single-family home, a 2-, 3- or 4-plex, or a larger apartment/condominium?																	
	Single-family home	83.8%	36.6%	88.6%	81.1%	90.0%	79.5%	82.8%	79.4%	75.1%	76%	76%	73%	76%	76%	76%	75%	75%
	2, 3 or 4-plex	3.8%	4.4%	5.3%	8.6%	2.2%	9.2%	5.0%	6.1%	7.0%	7%	6%	7%	5%	5%	5%	6%	7%
	Apartment	11.8%	55.5%	4.6%	9.0%	6.2%	9.8%	10.2%	12.8%	15.7%	15%	16%	17%	17%	17%	16%	17%	15%
	Other	0.5%	3.5%	1.6%	1.3%	1.6%	1.5%	2.1%	1.7%	2.3%	3%	2%	3%	2%	2%	3%	2%	3%
	(2,442)	(1,664)	(2,247)	(2,280)	(1,738)	(5,747)	(4,765)	(20,883)	(3,292)	(5,298)	(5,162)	(4,694)	(3,628)	(3,370)	(3,565)	(4,017)	(3,995)	

		2005							Prior Year CITY TOTALS									
		NW/			NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996
		SW	Downtown	N	Inner	Central												
14	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	2.3%	3.5%	2.6%	2.6%	2.3%	1.9%	1.5%	2.2%	1.6%	-	-	-	-	-	-	-	-
	Good	26.2%	24.5%	24.3%	25.7%	21.6%	21.6%	19.8%	22.7%	22.4%	-	-	-	-	-	-	-	-
	Neither good nor bad	27.3%	27.9%	24.4%	28.2%	28.1%	27.6%	23.7%	26.5%	30.1%	-	-	-	-	-	-	-	-
	Bad	33.9%	34.3%	34.7%	33.8%	36.5%	37.6%	39.1%	36.5%	35.0%	-	-	-	-	-	-	-	-
	Very bad	10.3%	9.7%	14.0%	9.7%	11.5%	11.3%	15.8%	12.2%	11.0%	-	-	-	-	-	-	-	-
		(2,416)	(1,590)	(2,262)	(2,269)	(1,749)	(5,694)	(4,762)	(20,742)	(3,207)	-	-	-	-	-	-	-	-
	• your neighborhood streets?																	
	Very good	19.6%	14.0%	13.7%	14.1%	14.1%	13.0%	10.5%	13.6%	10.6%	-	-	-	-	-	-	-	-
	Good	45.5%	37.9%	45.4%	46.7%	40.9%	43.8%	41.9%	43.4%	43.7%	-	-	-	-	-	-	-	-
	Neither good nor bad	19.6%	24.0%	21.5%	22.0%	24.1%	23.0%	22.6%	22.4%	24.8%	-	-	-	-	-	-	-	-
	Bad	11.5%	18.5%	14.3%	12.8%	15.7%	15.5%	17.9%	15.4%	15.3%	-	-	-	-	-	-	-	-
	Very bad	3.8%	5.6%	5.1%	4.3%	5.2%	4.7%	7.1%	5.3%	5.7%	-	-	-	-	-	-	-	-
	(2,454)	(1,619)	(2,264)	(2,276)	(1,757)	(5,786)	(4,811)	(20,967)	(3,225)	-	-	-	-	-	-	-	-	
15	How do you rate traffic flow (congestion) during <u>off-peak traffic hours</u> :																	
	• major streets and thoroughfares, <i>excluding</i> freeways?																	
	Very good	24.4%	20.7%	19.1%	20.4%	16.9%	16.8%	11.1%	17.3%	14.1%	-	-	-	-	-	-	-	-
	Good	52.6%	51.3%	50.9%	53.3%	55.2%	53.5%	48.6%	51.9%	52.7%	-	-	-	-	-	-	-	-
	Neither good nor bad	16.0%	19.5%	19.7%	18.2%	18.9%	20.2%	25.3%	20.5%	22.5%	-	-	-	-	-	-	-	-
	Bad	6.2%	6.7%	8.2%	6.8%	8.0%	8.1%	12.3%	8.6%	8.9%	-	-	-	-	-	-	-	-
	Very bad	0.8%	1.7%	2.0%	1.3%	1.1%	1.4%	2.7%	1.7%	1.8%	-	-	-	-	-	-	-	-
		(2,369)	(1,547)	(2,191)	(2,175)	(1,685)	(5,620)	(4,656)	(20,243)	(3,211)	-	-	-	-	-	-	-	-
	• your neighborhood streets?																	
	Very good	45.6%	33.5%	32.3%	34.5%	30.3%	31.6%	22.9%	31.7%	27.3%	-	-	-	-	-	-	-	-
	Good	42.4%	47.2%	47.4%	47.0%	49.5%	49.5%	50.1%	48.2%	51.1%	-	-	-	-	-	-	-	-
	Neither good nor bad	8.0%	11.9%	12.4%	11.7%	12.3%	12.3%	16.6%	12.7%	14.4%	-	-	-	-	-	-	-	-
	Bad	3.2%	5.5%	5.3%	5.1%	5.7%	5.1%	7.5%	5.6%	5.0%	-	-	-	-	-	-	-	-
	Very bad	0.7%	1.9%	2.5%	1.7%	2.1%	1.5%	2.8%	1.9%	2.2%	-	-	-	-	-	-	-	-
	(2,402)	(1,575)	(2,233)	(2,205)	(1,720)	(5,677)	(4,706)	(20,518)	(3,224)	-	-	-	-	-	-	-	-	

	2005							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE Inner Central		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996
	SW																
16 Do you work outside of your home (either full-time or part-time)?																	
Yes	68.9%	63.4%	70.0%	72.1%	66.8%	68.9%	61.1%	67.0%	68.7%	69%	67%	70%	66%	65%	68%	66%	-
No	31.1%	36.6%	30.0%	27.9%	33.2%	31.1%	38.9%	33.0%	31.3%	31%	33%	30%	34%	35%	32%	34%	-
	(2,498)	(1,705)	(2,327)	(2,354)	(1,816)	(5,942)	(4,978)	(21,620)	(3,187)	(5,304)	(5,234)	(4,749)	(3,640)	(3,541)	(3,686)	(4,108)	-
If YES:																	
• 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	10.3%	11.1%	10.4%	9.2%	9.4%	9.6%	11.4%	10.2%	11.8%	17%	17%	18%	16%	17%	16%	41%	-
Evening	8.9%	9.8%	12.0%	9.8%	11.6%	11.2%	12.5%	11.0%	11.9%	11%	10%	10%	10%	12%	10%	9%	-
Both morning and evening	68.8%	65.5%	64.2%	66.4%	65.5%	64.8%	61.3%	64.8%	61.6%	56%	57%	56%	58%	54%	56%	31%	-
Neither	12.0%	13.6%	13.3%	14.6%	13.5%	14.5%	14.8%	14.0%	14.6%	16%	16%	16%	16%	17%	18%	19%	-
	(1,671)	(1,051)	(1,583)	(1,647)	(1,183)	(4,000)	(2,921)	(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	76.8%	55.5%	70.8%	67.2%	73.7%	67.7%	80.8%	71.4%	71.5%	72%	71%	70%	69%	70%	70%	71%	-
Drive with others	7.1%	6.0%	9.3%	6.8%	10.4%	7.2%	7.5%	7.6%	7.9%	8%	8%	8%	9%	8%	8%	9%	-
Bus or Max	8.2%	16.8%	10.5%	10.9%	7.8%	13.1%	6.2%	10.4%	11.2%	10%	10%	11%	12%	12%	12%	10%	-
Drive partway, bus partway	2.7%	2.9%	3.5%	3.7%	3.6%	3.2%	3.4%	3.3%	2.2%	3%	3%	3%	2%	3%	2%	2%	-
Walk	3.4%	15.4%	1.6%	2.3%	1.3%	2.6%	1.3%	3.1%	3.3%	3%	4%	4%	5%	4%	5%	5%	-
Bicycle	1.9%	3.4%	4.3%	9.1%	3.1%	6.2%	0.9%	4.2%	3.9%	4%	4%	4%	3%	3%	3%	3%	-
	(1,691)	(1,051)	(1,587)	(1,656)	(1,179)	(4,007)	(2,960)	(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	48.1%	59.1%	55.6%	60.2%	55.0%	59.1%	45.6%	54.4%	46.9%	-	-	-	-	-	-	-	-
No	51.9%	40.9%	44.4%	39.8%	45.0%	40.9%	54.4%	45.6%	53.1%	-	-	-	-	-	-	-	-
	(1,669)	(1,040)	(1,567)	(1,638)	(1,164)	(3,982)	(2,833)	(13,893)	(2,186)	-	-	-	-	-	-	-	-
• If you sometimes use a different mode instead, what is it?																	
Drive alone	8.6%	10.0%	9.7%	10.3%	6.8%	9.8%	6.4%	8.8%	6.6%	-	-	-	-	-	-	-	-
Drive with others	11.9%	8.4%	12.1%	9.7%	14.8%	11.6%	13.1%	11.8%	9.2%	-	-	-	-	-	-	-	-
Bus or Max	15.0%	17.4%	19.1%	18.2%	18.6%	18.8%	14.6%	17.3%	17.5%	-	-	-	-	-	-	-	-
Drive partway, bus partway	1.2%	3.0%	2.3%	2.7%	4.0%	2.5%	4.1%	2.9%	1.6%	-	-	-	-	-	-	-	-
Walk	4.5%	12.6%	3.0%	5.4%	3.3%	5.5%	3.6%	5.1%	4.6%	-	-	-	-	-	-	-	-
Bicycle	6.8%	7.8%	9.4%	13.9%	7.6%	10.8%	3.8%	8.6%	7.5%	-	-	-	-	-	-	-	-
None	51.9%	40.9%	44.4%	39.8%	45.0%	40.9%	54.4%	45.6%	53.1%	-	-	-	-	-	-	-	-
	(1,669)	(1,040)	(1,567)	(1,638)	(1,164)	(3,982)	(2,833)	(13,893)	(2,186)	-	-	-	-	-	-	-	-

	2005							Prior Year CITY TOTALS								
	NW/		NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996
	SW	Downtown	N	Inner												
• How often do you use a different mode?																
A few times per year	44.6%	35.6%	41.6%	35.3%	42.1%	38.6%	52.7%	41.6%	6.6%	-	-	-	-	-	-	-
More than a few times	30.1%	27.3%	30.3%	31.4%	29.8%	30.0%	22.8%	28.8%	9.2%	-	-	-	-	-	-	-
Fairly frequently	19.4%	25.8%	21.2%	23.8%	19.0%	22.4%	16.8%	21.2%	17.5%	-	-	-	-	-	-	-
Almost half the time	5.8%	11.3%	6.9%	9.4%	9.1%	9.0%	7.7%	8.5%	1.6%	-	-	-	-	-	-	-
	(787)	(612)	(854)	(965)	(625)	(2,295)	(1,281)	(7,419)	-	-	-	-	-	-	-	-
17 In general, how do you rate your neighborhood on the following categories?																
• housing affordability																
Very good	3.7%	5.0%	5.9%	3.8%	3.7%	3.5%	5.6%	4.4%	5.3%	5%	6%	7%	6%	7%	6%	-
Good	28.4%	24.8%	40.6%	24.5%	34.1%	29.7%	44.1%	33.4%	35.0%	39%	38%	37%	39%	41%	39%	35%
Neither good nor bad	31.9%	30.1%	28.5%	26.4%	30.2%	29.9%	31.9%	30.1%	31.6%	30%	30%	30%	31%	27%	28%	30%
Bad	27.9%	27.7%	20.2%	32.7%	24.9%	27.5%	15.3%	24.4%	21.4%	20%	20%	20%	18%	19%	19%	21%
Very bad	8.0%	12.4%	4.9%	12.6%	7.1%	9.5%	3.2%	7.7%	6.8%	6%	6%	6%	6%	7%	8%	-
	(2,401)	(1,635)	(2,266)	(2,263)	(1,744)	(5,630)	(4,613)	(20,552)	(3,205)	(5,085)	(5,028)	(4,555)	(3,496)	(3,374)	(3,589)	(3,911)
• physical condition of housing																
Very good	20.6%	26.6%	5.7%	13.7%	7.4%	10.1%	7.5%	11.7%	13.0%	13%	12%	11%	11%	13%	13%	15%
Good	60.5%	53.4%	48.4%	51.0%	51.1%	52.5%	48.5%	51.8%	52.1%	53%	49%	52%	54%	53%	53%	52%
Neither good nor bad	16.6%	15.6%	33.6%	25.9%	28.7%	28.7%	30.6%	26.9%	26.5%	25%	30%	27%	27%	26%	27%	25%
Bad	2.1%	3.9%	11.0%	8.4%	11.8%	7.4%	11.7%	8.4%	7.7%	7%	8%	9%	7%	7%	6%	7%
Very bad	0.3%	0.6%	1.4%	1.1%	1.1%	1.2%	1.8%	1.2%	0.7%	1%	1%	1%	1%	1%	1%	1%
	(2,483)	(1,677)	(2,295)	(2,321)	(1,786)	(5,853)	(4,897)	(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	36.4%	48.4%	26.8%	28.8%	18.6%	29.8%	12.8%	26.8%	27.0%	29%	27%	27%	26%	26%	27%	-
Good	46.5%	40.1%	57.6%	53.3%	53.4%	55.6%	53.0%	52.5%	54.2%	53%	53%	53%	53%	54%	52%	-
Neither good nor bad	11.3%	7.3%	11.6%	12.5%	16.3%	11.2%	22.6%	14.1%	14.4%	13%	14%	14%	16%	16%	15%	-
Bad	4.9%	3.2%	3.3%	4.5%	9.6%	2.9%	9.5%	5.4%	3.5%	4%	5%	5%	4%	3%	5%	-
Very bad	0.9%	1.0%	0.7%	0.9%	2.1%	0.5%	2.1%	1.2%	0.9%	1%	1%	1%	1%	1%	1%	-
	(2,470)	(1,677)	(2,302)	(2,318)	(1,769)	(5,897)	(4,790)	(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	42.2%	57.1%	43.5%	52.5%	36.4%	50.7%	26.3%	42.9%	44.5%	48%	45%	45%	42%	44%	45%	-
Good	37.8%	28.0%	45.5%	41.3%	47.0%	41.9%	53.4%	43.7%	42.1%	40%	43%	43%	45%	42%	43%	-
Neither good nor bad	9.6%	5.0%	6.9%	4.8%	9.3%	5.3%	12.5%	7.8%	8.3%	7%	7%	7%	8%	8%	8%	-
Bad	7.1%	4.7%	2.8%	1.1%	4.6%	1.5%	5.6%	3.7%	3.8%	3%	3%	3%	3%	4%	3%	-
Very bad	3.3%	5.3%	1.3%	0.3%	2.6%	0.5%	2.2%	1.8%	1.4%	2%	2%	2%	2%	2%	1%	-
	(2,464)	(1,695)	(2,306)	(2,327)	(1,788)	(5,900)	(4,849)	(21,329)	(3,277)	(5,240)	(5,229)	(4,736)	(3,636)	(3,502)	(3,718)	-

	2005								Prior Year CITY TOTALS								
	NW/		NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996	
	SW	Downtown	N	Inner													Central
• access to shopping and other services																	
Very good	25.5%	44.1%	19.6%	36.1%	21.4%	32.9%	20.6%	28.0%	29.0%	30%	28%	28%	26%	27%	29%	-	-
Good	45.8%	35.2%	45.4%	43.8%	49.4%	48.1%	55.4%	47.8%	45.2%	46%	46%	47%	46%	47%	46%	-	-
Neither good nor bad	19.3%	11.3%	19.8%	12.9%	20.1%	13.7%	16.7%	16.0%	17.6%	16%	18%	17%	18%	17%	16%	-	-
Bad	7.9%	6.1%	12.3%	5.8%	7.3%	4.5%	5.3%	6.4%	6.6%	7%	6%	6%	7%	7%	7%	-	-
Very bad	1.5%	3.2%	3.0%	1.4%	1.8%	0.9%	2.0%	1.8%	1.5%	2%	2%	2%	3%	2%	2%	-	-
	(2,489)	(1,697)	(2,326)	(2,336)	(1,800)	(5,936)	(4,964)	(21,548)	(3,291)	(5,278)	(5,258)	(4,767)	(3,676)	(3,522)	(3,737)	-	-
• on-street parking																	
Very good	17.5%	11.6%	20.1%	27.8%	17.7%	21.8%	12.0%	18.4%	-	-	-	-	-	-	-	-	-
Good	35.7%	24.3%	50.2%	45.4%	44.9%	45.9%	44.7%	43.1%	-	-	-	-	-	-	-	-	-
Neither good nor bad	22.1%	22.1%	17.1%	14.5%	23.3%	17.7%	23.2%	19.9%	-	-	-	-	-	-	-	-	-
Bad	16.7%	24.3%	7.8%	8.7%	9.8%	10.8%	13.3%	12.5%	-	-	-	-	-	-	-	-	-
Very bad	7.9%	17.7%	4.9%	3.5%	4.4%	3.8%	6.8%	6.1%	-	-	-	-	-	-	-	-	-
	(2,433)	(1,612)	(2,298)	(2,309)	(1,770)	(5,840)	(4,815)	(21,077)	-	-	-	-	-	-	-	-	-
18 In general, how do you rate the streets in your neighborhood in the following categories?																	
• smoothness																	
Very good	12.4%	12.4%	10.3%	12.6%	6.2%	10.3%	12.1%	11.0%	9.4%	10%	11%	12%	12%	11%	14%	12%	12%
Good	42.2%	42.9%	52.3%	51.5%	48.4%	47.9%	50.5%	48.3%	44.0%	47%	46%	46%	50%	45%	46%	46%	46%
Neither good nor bad	18.8%	20.4%	21.9%	21.6%	21.8%	22.7%	21.2%	21.4%	23.2%	23%	21%	22%	20%	23%	22%	23%	22%
Bad	16.7%	17.5%	12.3%	11.2%	15.7%	13.9%	11.3%	13.6%	16.9%	14%	15%	14%	13%	15%	13%	14%	14%
Very bad	9.9%	6.8%	3.2%	3.1%	7.9%	5.2%	4.9%	5.6%	6.5%	5%	7%	6%	5%	6%	5%	5%	6%
	(2,495)	(1,671)	(2,325)	(2,330)	(1,791)	(5,910)	(4,952)	(21,474)	(3,307)	(5,291)	(5,266)	(4,787)	(3,688)	(3,503)	(3,676)	(4,102)	(4,145)
• cleanliness																	
Very good	18.6%	18.9%	9.1%	11.6%	7.9%	12.2%	11.0%	12.4%	9.6%	12%	11%	13%	12%	12%	14%	13%	13%
Good	55.1%	49.1%	49.3%	46.1%	49.7%	53.5%	46.2%	50.1%	51.8%	51%	48%	50%	53%	51%	51%	51%	51%
Neither good nor bad	18.3%	19.3%	23.1%	21.7%	24.0%	21.6%	24.2%	22.0%	24.0%	23%	24%	22%	23%	23%	22%	23%	23%
Bad	5.6%	9.6%	14.2%	15.8%	13.7%	9.8%	13.7%	11.6%	11.7%	11%	12%	12%	10%	10%	10%	10%	10%
Very bad	2.4%	3.0%	4.3%	4.9%	4.7%	2.9%	4.9%	3.8%	2.8%	3%	5%	3%	2%	4%	3%	3%	3%
	(2,501)	(1,705)	(2,325)	(2,343)	(1,805)	(5,932)	(4,945)	(21,556)	(3,310)	(5,302)	(5,263)	(4,779)	(3,676)	(3,488)	(3,666)	(4,055)	(4,125)
• traffic speed																	
Very good	8.0%	9.5%	4.9%	5.8%	3.1%	5.9%	5.4%	6.0%	5.9%	5%	5%	6%	5%	5%	6%	5%	-
Good	41.3%	41.6%	39.1%	37.1%	36.0%	39.8%	33.9%	38.1%	38.5%	38%	32%	32%	32%	33%	31%	32%	-
Neither good nor bad	22.6%	24.0%	24.0%	24.4%	25.3%	23.1%	24.3%	23.8%	24.8%	25%	24%	24%	26%	25%	24%	25%	-
Bad	20.4%	17.8%	23.0%	23.7%	25.4%	23.4%	24.5%	23.0%	21.8%	23%	26%	26%	25%	25%	26%	26%	-
Very bad	7.7%	7.0%	9.1%	9.0%	10.1%	7.8%	11.9%	9.1%	9.0%	9%	13%	12%	12%	12%	13%	12%	-
	(2,489)	(1,681)	(2,319)	(2,333)	(1,792)	(5,925)	(4,941)	(21,480)	(3,303)	(5,289)	(5,258)	(4,778)	(3,671)	(3,471)	(3,651)	(4,050)	-

	2005							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996
	SW			Inner	Central												
• safety of pedestrians																	
Very good	8.6%	11.5%	7.1%	10.0%	4.8%	9.1%	6.4%	8.1%	7.7%	8%	7%	8%	7%	-	-	-	-
Good	34.1%	40.9%	50.5%	47.4%	40.4%	47.6%	37.4%	42.9%	42.1%	43%	40%	39%	41%	-	-	-	-
Neither good nor bad	21.1%	20.6%	23.6%	24.6%	25.5%	23.7%	25.3%	23.7%	23.9%	25%	25%	26%	26%	-	-	-	-
Bad	22.7%	17.0%	13.4%	12.6%	20.8%	14.2%	20.2%	17.1%	17.8%	17%	18%	19%	17%	-	-	-	-
Very bad	13.5%	10.0%	5.4%	5.4%	8.5%	5.4%	10.7%	8.2%	8.5%	8%	10%	8%	9%	-	-	-	-
	(2,488)	(1,692)	(2,313)	(2,332)	(1,786)	(5,900)	(4,914)	(21,425)	(3,295)	(5,282)	(5,253)	(4,746)	(3,645)	-	-	-	-
• safety of bicyclists																	
Very good	6.9%	7.5%	7.1%	7.2%	3.9%	7.0%	5.9%	6.6%	6.8%	6%	6%	7%	6%	-	-	-	-
Good	30.8%	34.4%	45.3%	38.8%	35.8%	41.1%	34.3%	37.6%	38.0%	38%	38%	35%	36%	-	-	-	-
Neither good nor bad	24.1%	24.9%	28.0%	30.9%	31.5%	27.7%	28.6%	28.0%	27.9%	29%	28%	29%	29%	-	-	-	-
Bad	25.3%	21.5%	14.3%	16.6%	20.8%	17.4%	20.7%	19.3%	19.3%	19%	19%	20%	20%	-	-	-	-
Very bad	12.9%	11.8%	5.3%	6.4%	7.9%	6.8%	10.5%	8.6%	8.0%	8%	9%	9%	9%	-	-	-	-
	(2,424)	(1,595)	(2,255)	(2,278)	(1,714)	(5,726)	(4,796)	(20,788)	(3,205)	(5,102)	(5,086)	(4,603)	(3,538)	-	-	-	-
19 In general, how do you rate the quality of the parks near your home in the following categories?																	
• well-maintained grounds																	
Very good	27.0%	35.1%	21.8%	20.1%	18.5%	27.3%	14.7%	23.0%	24.3%	21%	21%	24%	25%	25%	24%	22%	25%
Good	52.4%	47.9%	55.8%	59.6%	54.9%	56.1%	60.6%	56.2%	55.9%	56%	56%	59%	59%	58%	56%	59%	57%
Neither good nor bad	15.6%	12.8%	17.0%	15.0%	19.8%	13.0%	19.9%	16.0%	15.6%	18%	18%	14%	13%	13%	16%	15%	15%
Bad	3.9%	3.2%	4.3%	4.3%	6.1%	2.8%	3.3%	3.7%	3.4%	4%	4%	3%	3%	3%	3%	3%	2%
Very bad	1.1%	1.0%	1.0%	1.1%	0.8%	0.8%	1.5%	1.1%	0.8%	1%	1%	0%	0%	1%	1%	1%	1%
	(2,320)	(1,643)	(2,215)	(2,229)	(1,668)	(5,602)	(4,256)	(19,933)	(3,105)	(4,912)	(4,849)	(4,374)	(3,320)	(3,206)	(3,365)	(3,674)	(3,627)
• beauty of landscaping & plantings																	
Very good	22.8%	35.5%	19.8%	18.2%	11.1%	24.5%	12.7%	20.4%	21.3%	19%	20%	22%	21%	22%	22%	20%	22%
Good	44.6%	42.0%	46.5%	48.6%	44.3%	47.6%	49.7%	47.0%	48.4%	47%	48%	50%	52%	50%	49%	50%	50%
Neither good nor bad	26.0%	17.2%	25.5%	25.7%	33.7%	21.9%	30.6%	25.6%	24.4%	28%	25%	22%	22%	23%	24%	25%	23%
Bad	5.3%	4.2%	7.0%	6.2%	9.4%	4.8%	5.2%	5.7%	4.9%	5%	6%	5%	4%	4%	4%	4%	4%
Very bad	1.4%	1.1%	1.3%	1.4%	1.5%	1.1%	1.8%	1.4%	1.1%	1%	1%	1%	1%	1%	1%	1%	1%
	(2,316)	(1,630)	(2,203)	(2,219)	(1,654)	(5,599)	(4,237)	(19,858)	(3,091)	(4,919)	(4,861)	(4,378)	(3,326)	(3,184)	(3,347)	(3,670)	(3,621)
• well-maintained facilities																	
Very good	21.2%	28.3%	13.8%	11.8%	9.1%	17.6%	10.1%	15.5%	15.6%	13%	13%	15%	16%	16%	14%	11%	13%
Good	46.4%	40.9%	41.4%	42.2%	41.4%	45.7%	45.7%	44.2%	45.7%	42%	42%	44%	46%	45%	43%	45%	42%
Neither good nor bad	25.2%	22.8%	30.9%	30.7%	36.2%	26.6%	34.2%	29.5%	28.1%	34%	32%	31%	29%	29%	32%	32%	31%
Bad	5.5%	5.4%	11.0%	12.1%	10.8%	8.2%	7.3%	8.4%	8.1%	9%	10%	7%	8%	8%	8%	9%	10%
Very bad	1.8%	2.6%	2.9%	3.3%	2.5%	1.9%	2.6%	2.4%	2.4%	3%	3%	3%	1%	2%	3%	3%	4%
	(2,206)	(1,498)	(2,006)	(2,026)	(1,521)	(5,093)	(3,974)	(18,324)	(2,860)	(4,195)	(4,110)	(3,703)	(2,746)	(2,590)	(2,741)	(3,015)	(2,899)

		2005							Prior Year CITY TOTALS									
		NW/ Downtown		NE				CITY TOTAL										
		SW	N	Inner	Central	SE	E		2004	2003	2002	2001	2000	1999	1998	1997	1996	
20	In the past twelve months, how many times did you:																	
	• visit any City park?																	
	Never	7.3%	5.2%	9.2%	6.8%	10.8%	9.6%	21.0%	11.3%	11.9%	11%	12%	12%	14%	14%	13%	14%	15%
	Once or twice	13.9%	10.5%	16.9%	14.2%	20.2%	14.3%	26.6%	17.6%	15.8%	18%	18%	18%	19%	19%	18%	20%	19%
	3 to 5 times	15.7%	15.1%	15.6%	13.7%	16.9%	15.4%	18.6%	16.1%	15.3%	16%	17%	17%	18%	18%	17%	18%	18%
	6 to 10 times	14.1%	11.6%	12.4%	13.4%	13.4%	12.7%	11.3%	12.6%	14.7%	13%	13%	15%	13%	14%	13%	14%	13%
	More than 10 times	49.1%	57.6%	45.8%	51.9%	38.7%	48.0%	22.5%	42.4%	42.3%	43%	40%	38%	36%	35%	39%	34%	35%
		(2,475)	(1,685)	(2,308)	(2,324)	(1,750)	(5,879)	(4,921)	(21,342)	(3,291)	(5,250)	(5,228)	(4,733)	(3,638)	(3,469)	(3,655)	(4,052)	(4,067)
	• visit a City park near your home?																	
	Never	11.6%	6.8%	11.5%	10.9%	14.6%	11.6%	27.9%	15.1%	15.2%	14%	14%	16%	17%	17%	16%	18%	19%
	Once or twice	17.7%	13.3%	21.3%	18.3%	24.7%	18.4%	28.0%	20.9%	18.3%	20%	21%	20%	22%	22%	21%	24%	21%
	3 to 5 times	16.6%	14.0%	15.4%	14.7%	15.9%	15.7%	16.5%	15.7%	14.9%	16%	16%	17%	16%	17%	16%	16%	17%
	6 to 10 times	10.7%	10.6%	11.4%	12.1%	11.2%	11.4%	8.0%	10.5%	12.8%	12%	11%	12%	12%	12%	11%	11%	12%
More than 10 times	43.2%	55.2%	40.3%	44.0%	33.6%	42.9%	19.6%	37.7%	38.9%	38%	38%	35%	33%	32%	36%	31%	31%	
	(2,451)	(1,672)	(2,288)	(2,303)	(1,748)	(5,865)	(4,833)	(21,160)	(3,225)	(5,155)	(5,154)	(4,627)	(3,587)	(3,401)	(3,574)	(3,974)	(3,980)	
21	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	22.6%	15.5%	16.2%	20.9%	15.2%	20.0%	13.1%	17.8%	17.3%	17%	18%	18%	19%	16%	15%	-	16%
	Satisfied	47.2%	43.6%	47.7%	50.4%	45.5%	47.2%	44.9%	46.7%	48.6%	47%	48%	48%	49%	51%	50%	-	50%
	Neither sat. or dissat.	21.0%	32.7%	26.7%	21.2%	29.0%	24.9%	30.5%	26.3%	26.2%	27%	25%	25%	24%	25%	26%	-	26%
	Dissatisfied	7.4%	5.7%	7.6%	5.2%	8.0%	6.3%	8.5%	7.0%	5.9%	7%	7%	7%	6%	6%	4%	-	6%
	Very dissatisfied	1.9%	2.4%	1.8%	2.4%	2.3%	1.5%	3.0%	2.1%	2.1%	2%	2%	2%	2%	2%	2%	-	2%
		(1,834)	(944)	(1,644)	(1,572)	(1,154)	(3,826)	(3,052)	(14,026)	(2,133)	(3,543)	(3,412)	(3,154)	(2,247)	(1,969)	(2,046)	-	(2,327)
	• good variety																	
	Very satisfied	25.9%	15.1%	13.1%	19.6%	15.1%	19.5%	13.1%	17.6%	17.0%	16%	17%	17%	17%	17%	16%	-	14%
	Satisfied	50.5%	44.5%	46.6%	50.5%	47.9%	48.7%	46.3%	48.0%	48.4%	48%	48%	48%	50%	51%	49%	-	48%
	Neither sat. or dissat.	19.5%	30.1%	30.5%	22.2%	30.3%	25.1%	31.4%	26.8%	28.6%	29%	28%	28%	28%	27%	29%	-	31%
	Dissatisfied	2.9%	7.1%	7.3%	5.3%	5.5%	5.2%	7.5%	5.8%	4.5%	5%	5%	5%	4%	4%	4%	-	5%
Very dissatisfied	1.1%	3.3%	2.4%	2.3%	1.2%	1.4%	1.7%	1.8%	1.5%	2%	2%	2%	1%	1%	2%	-	2%	
	(1,824)	(948)	(1,634)	(1,557)	(1,136)	(3,822)	(2,994)	(13,915)	(2,099)	(3,465)	(3,355)	(3,093)	(2,196)	(1,917)	(1,966)	-	(2,236)	

	2005							Prior Year CITY TOTALS										
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996	
	SW			Inner	Central													
• quality of coaching, leadership teams, etc. leadership																		
Very satisfied	23.5%	11.5%	11.7%	15.7%	12.1%	17.6%	10.9%	15.1%	-	-	-	-	-	-	-	-	-	
Satisfied	46.6%	40.8%	44.0%	44.3%	44.2%	42.9%	41.7%	43.4%	-	-	-	-	-	-	-	-	-	
Neither sat. or dissat.	26.4%	40.4%	36.9%	32.5%	37.0%	34.6%	40.0%	35.4%	-	-	-	-	-	-	-	-	-	
Dissatisfied	2.2%	4.6%	5.2%	5.2%	4.2%	3.7%	5.8%	4.4%	-	-	-	-	-	-	-	-	-	
Very dissatisfied	1.3%	2.7%	2.1%	2.3%	2.4%	1.2%	1.6%	1.7%	-	-	-	-	-	-	-	-	-	
	(1,506)	(767)	(1,363)	(1,298)	(999)	(3,169)	(2,589)	(11,691)	-	-	-	-	-	-	-	-	-	
22 How many members of your household took part in a City recreation activity in the past twelve months? (% CALCULATED)																		
• age 12 and under	-	-	-	-	-	-	-	- *	63.6%	66%	63%	56%	57%	-	56%	-	51%	
• age 13 to 18	-	-	-	-	-	-	-	40%	45.4%	46%	51%	42%	33%	-	41%	-	37%	
• age 19 to 54	-	-	-	-	-	-	-	29%	29.4%	28%	29%	26%	23%	-	21%	-	22%	
• age 55 and over	-	-	-	-	-	-	-	24%	22.8%	22%	21%	20%	18%	-	18%	-	17%	
	* unable to verify before publication																	
23 In the past twelve months, how many times did you do something on or along the Willamette River? (recreating, shopping, walking, working, etc.)																		
Never	16.9%	13.4%	26.0%	21.9%	29.9%	25.2%	48.7%	28.8%	30.0%	-	-	-	-	-	-	-	-	
Once or twice	20.9%	20.4%	22.7%	21.6%	23.9%	21.9%	23.5%	22.3%	21.8%	-	-	-	-	-	-	-	-	
3 to 5 times	23.4%	19.8%	19.8%	21.6%	22.4%	19.6%	14.9%	19.5%	16.8%	-	-	-	-	-	-	-	-	
6 to 10 times	13.3%	14.4%	12.0%	12.5%	10.8%	11.6%	6.7%	11.0%	10.8%	-	-	-	-	-	-	-	-	
More than 10 times	25.5%	31.9%	19.5%	22.5%	12.9%	21.7%	6.2%	18.5%	20.6%	-	-	-	-	-	-	-	-	
	(2,464)	(1,675)	(2,287)	(2,306)	(1,756)	(5,841)	(4,839)	(21,168)	(3,278)	-	-	-	-	-	-	-	-	
24 Has there been any new <i>commercial</i> development in, or near, your neighborhood in the last 12 months?																		
Yes	37.0%	71.2%	70.8%	79.9%	57.4%	57.2%	43.0%	56.6%	54.2%	52%	48%	49%	48%	48%	44%	-	-	
No	63.0%	28.8%	29.2%	20.1%	42.6%	42.8%	57.0%	43.4%	45.8%	48%	52%	51%	52%	52%	56%	-	-	
	(2,459)	(1,674)	(2,284)	(2,319)	(1,771)	(5,799)	(4,877)	(21,183)	(3,221)	(5,158)	(5,087)	(4,623)	(3,549)	(3,375)	(3,478)	-	-	

	2005							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996
	SW			Inner	Central												
If YES: How do you rate the development on the following:																	
• attractiveness?																	
Very good	12.7%	26.9%	32.1%	28.0%	12.4%	17.4%	10.7%	20.1%	23.0%	19%	19%	18%	17%	14%	16%	-	-
Good	41.1%	40.6%	44.0%	46.3%	46.7%	44.4%	43.9%	44.1%	42.6%	44%	46%	44%	41%	38%	41%	-	-
Neither good nor bad	30.9%	19.7%	17.8%	16.9%	27.1%	25.8%	30.6%	24.0%	24.5%	25%	23%	26%	29%	31%	28%	-	-
Bad	10.0%	8.4%	4.7%	6.9%	8.9%	8.9%	9.5%	8.1%	6.9%	9%	8%	8%	9%	11%	10%	-	-
Very bad	5.3%	4.4%	1.5%	1.8%	4.9%	3.4%	5.2%	3.6%	3.0%	4%	4%	4%	4%	6%	5%	-	-
	(868)	(1,142)	(1,575)	(1,800)	(961)	(3,161)	(1,966)	(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	7.6%	19.3%	31.4%	22.0%	8.7%	13.4%	6.4%	15.8%	20.1%	15%	16%	14%	12%	12%	12%	-	-
Good	28.1%	34.9%	36.3%	37.2%	30.7%	32.2%	32.1%	33.4%	32.2%	33%	34%	34%	31%	30%	30%	-	-
Neither good nor bad	47.5%	33.3%	24.0%	31.7%	43.6%	43.5%	44.2%	38.3%	36.2%	39%	38%	38%	42%	40%	42%	-	-
Bad	10.9%	7.3%	5.7%	6.9%	10.4%	7.4%	9.3%	7.9%	6.8%	9%	8%	9%	9%	11%	10%	-	-
Very bad	5.9%	5.2%	2.6%	2.1%	6.7%	3.5%	8.1%	4.6%	4.7%	5%	4%	5%	6%	7%	6%	-	-
	(833)	(1,096)	(1,526)	(1,729)	(913)	(3,026)	(1,879)	(11,002)	(1,636)	(2,542)	(2,258)	(2,151)	(1,562)	(1,467)	(1,380)	-	-
25 Has there been any new residential development in, or near, your neighborhood in the last 12 months?																	
Yes	71.4%	81.4%	76.0%	68.3%	65.4%	64.6%	64.9%	68.5%	60.8%	58%	53%	51%	52%	59%	58%	-	-
No	28.6%	18.6%	24.0%	31.7%	34.6%	35.4%	35.1%	31.5%	39.2%	42%	47%	49%	48%	41%	42%	-	-
	(2,459)	(1,668)	(2,283)	(2,316)	(1,767)	(5,799)	(4,870)	(21,162)	(3,184)	(5,103)	(5,074)	(4,607)	(3,558)	(2,910)	(2,880)	-	-
If YES: How do you rate the development on the following:																	
• attractiveness?																	
Very good	16.1%	24.0%	17.1%	18.7%	8.6%	13.1%	9.8%	14.5%	17.1%	14%	15%	16%	14%	13%	15%	-	-
Good	41.8%	36.1%	36.3%	42.7%	36.3%	41.0%	37.8%	39.2%	37.6%	37%	40%	38%	38%	35%	37%	-	-
Neither good nor bad	27.3%	21.7%	25.4%	22.7%	29.3%	25.6%	31.7%	26.7%	24.8%	26%	26%	29%	31%	30%	32%	-	-
Bad	10.1%	11.5%	13.8%	12.0%	17.8%	14.6%	14.1%	13.5%	14.4%	15%	13%	12%	12%	15%	11%	-	-
Very bad	4.8%	6.7%	7.4%	4.0%	8.1%	5.7%	6.7%	6.1%	6.1%	8%	6%	5%	6%	7%	5%	-	-
	(1,698)	(1,298)	(1,664)	(1,544)	(1,111)	(3,615)	(3,038)	(13,968)	(1,886)	(3,004)	(2,618)	(2,390)	(1,792)	(1,666)	(1,594)	-	-

	2005							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996
	SW			Inner	Central												
• improving your neighborhood as a place to live?																	
Very good	11.3%	20.4%	14.5%	16.9%	6.2%	10.6%	6.9%	11.6%	-	12%	13%	14%	11%	10%	11%	-	-
Good	26.9%	28.4%	33.2%	40.8%	27.1%	32.6%	25.8%	30.5%	-	29%	30%	30%	28%	27%	28%	-	-
Neither good nor bad	38.7%	29.4%	32.0%	29.4%	31.5%	34.6%	32.8%	33.1%	-	32%	34%	34%	37%	35%	37%	-	-
Bad	15.8%	13.2%	12.4%	9.3%	20.8%	14.3%	20.9%	15.6%	-	17%	14%	14%	16%	17%	14%	-	-
Very bad	7.3%	8.6%	8.0%	3.6%	14.5%	7.9%	13.6%	9.2%	-	11%	9%	8%	8%	11%	10%	-	-
	(1,671)	(1,262)	(1,622)	(1,500)	(1,089)	(3,514)	(2,978)	(13,636)	-	(2,934)	(2,541)	(2,319)	(1,713)	(1,635)	(1,534)	-	-
26 OVERALL, how do you rate the livability of:																	
• your neighborhood?																	
Very good	48.1%	49.3%	23.7%	38.6%	23.4%	35.2%	15.7%	31.5%	34.1%	32%	32%	34%	32%	32%	34%	30%	31%
Good	46.1%	40.4%	56.3%	47.3%	50.6%	48.1%	49.7%	48.6%	48.7%	50%	50%	48%	52%	51%	50%	53%	50%
Neither good nor bad	4.8%	7.8%	14.8%	10.2%	17.3%	11.8%	23.7%	14.0%	12.6%	14%	13%	13%	12%	13%	12%	14%	15%
Bad	0.8%	2.0%	4.1%	3.1%	7.6%	4.1%	8.5%	4.7%	3.8%	4%	4%	4%	3%	3%	3%	3%	3%
Very bad	0.3%	0.6%	1.1%	0.8%	1.0%	0.7%	2.5%	1.1%	0.9%	1%	1%	1%	1%	1%	1%	0%	1%
	(2,486)	(1,687)	(2,295)	(2,336)	(1,773)	(5,881)	(4,930)	(21,388)	(3,386)	(5,291)	(5,275)	(4,812)	(3,691)	(3,550)	(3,769)	(4,090)	(4,146)
• the City as a whole?																	
Very good	28.5%	35.0%	24.9%	34.9%	20.1%	27.0%	10.0%	24.0%	24.7%	22%	23%	27%	23%	22%	23%	-	-
Good	54.3%	49.1%	50.4%	51.9%	55.8%	52.8%	49.4%	51.8%	52.0%	52%	54%	52%	57%	56%	56%	-	-
Neither good nor bad	12.1%	11.8%	18.0%	9.7%	16.4%	13.5%	27.0%	16.6%	16.3%	18%	17%	16%	16%	17%	16%	-	-
Bad	3.9%	3.3%	4.7%	2.6%	6.5%	5.1%	10.4%	5.8%	5.4%	6%	4%	4%	3%	4%	4%	-	-
Very bad	1.2%	0.7%	2.1%	0.9%	1.2%	1.6%	3.2%	1.8%	1.5%	2%	2%	1%	1%	1%	1%	-	-
	(2,417)	(1,646)	(2,229)	(2,279)	(1,729)	(5,729)	(4,689)	(20,718)	(3,238)	(5,085)	(5,129)	(4,687)	(3,571)	(3,422)	(3,644)	-	-
27 OVERALL, how good a job do you think local government is doing at providing government services?																	
Very good	6.9%	8.7%	5.1%	7.1%	3.7%	5.9%	3.3%	5.5%	6.4%	6%	7%	9%	8%	7%	9%	6%	8%
Good	50.2%	52.6%	43.4%	50.0%	42.6%	48.8%	35.1%	45.2%	47.7%	43%	46%	52%	57%	53%	53%	52%	54%
Neither good nor bad	29.9%	25.3%	33.6%	29.9%	32.9%	30.6%	37.0%	32.0%	29.9%	32%	32%	29%	26%	31%	30%	33%	30%
Bad	9.2%	9.6%	12.0%	9.1%	14.1%	10.3%	16.8%	12.0%	11.2%	12%	10%	7%	7%	7%	6%	7%	6%
Very bad	3.8%	3.7%	5.9%	3.9%	6.7%	4.5%	7.9%	5.4%	4.8%	7%	5%	3%	2%	2%	2%	2%	2%
	(2,312)	(1,567)	(2,150)	(2,159)	(1,658)	(5,469)	(4,493)	(19,808)	(3,158)	(4,982)	(4,904)	(4,435)	(3,365)	(3,159)	(3,410)	(3,786)	(3,896)

	2005							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996
	SW			Inner	Central												
28 OVERALL, how do you rate the quality of each of the following City services?																	
• Police																	
Very good	12.7%	13.7%	12.3%	8.9%	11.4%	11.0%	13.4%	11.9%	14.7%	16%	17%	19%	16%	17%	18%	15%	18%
Good	54.5%	50.1%	48.6%	47.3%	51.3%	50.4%	53.7%	51.2%	47.6%	47%	51%	51%	55%	56%	55%	56%	56%
Neither good nor bad	23.5%	24.7%	25.0%	27.5%	25.5%	26.3%	22.0%	24.8%	23.4%	23%	20%	20%	20%	19%	19%	21%	19%
Bad	7.2%	7.5%	9.6%	11.8%	8.4%	9.4%	7.6%	8.8%	10.0%	9%	8%	7%	7%	6%	6%	6%	5%
Very bad	2.1%	4.0%	4.6%	4.4%	3.4%	2.9%	3.3%	3.4%	4.2%	4%	4%	3%	2%	2%	2%	2%	2%
	(2,220)	(1,540)	(2,173)	(2,169)	(1,713)	(5,461)	(4,770)	(20,046)	(3,127)	(5,015)	(4,971)	(4,483)	(3,393)	(3,262)	(3,495)	(3,899)	(3,876)
• Fire																	
Very good	31.5%	35.3%	33.7%	30.7%	32.2%	32.0%	32.5%	32.4%	32.7%	32%	32%	34%	31%	32%	33%	32%	31%
Good	58.2%	54.9%	58.1%	58.8%	58.2%	58.0%	58.6%	58.1%	56.1%	57%	58%	57%	59%	59%	58%	58%	59%
Neither good nor bad	9.5%	8.3%	7.6%	10.2%	9.3%	9.5%	8.2%	8.9%	10.5%	10%	9%	9%	10%	9%	9%	10%	10%
Bad	0.7%	1.1%	0.3%	0.2%	0.2%	0.3%	0.3%	0.4%	0.6%	0%	1%	0%	0%	0%	0%	0%	0%
Very bad	0.1%	0.4%	0.3%	0.2%	0.2%	0.1%	0.4%	0.2%	0.1%	0%	0%	0%	0%	0%	0%	0%	0%
	(1,963)	(1,321)	(1,915)	(1,845)	(1,535)	(4,672)	(4,415)	(17,666)	(2,878)	(4,737)	(4,737)	(4,241)	(3,153)	(3,039)	(3,207)	(3,612)	(3,533)
• 9-1-1																	
Very good	23.2%	26.7%	22.6%	20.4%	21.5%	23.7%	24.3%	23.4%	24.9%	-	-	-	-	-	-	-	-
Good	57.3%	51.3%	57.3%	55.5%	54.0%	54.6%	54.5%	55.0%	53.9%	-	-	-	-	-	-	-	-
Neither good nor bad	16.7%	19.2%	16.6%	19.4%	20.2%	17.7%	16.3%	17.6%	18.4%	-	-	-	-	-	-	-	-
Bad	2.0%	2.1%	2.5%	3.5%	3.5%	3.0%	3.7%	3.1%	2.1%	-	-	-	-	-	-	-	-
Very bad	0.7%	0.8%	1.0%	1.1%	0.9%	1.0%	1.1%	1.0%	0.8%	-	-	-	-	-	-	-	-
	(1,627)	(1,061)	(1,744)	(1,692)	(1,325)	(4,133)	(3,928)	(15,510)	(2,531)	-	-	-	-	-	-	-	-
• Water																	
Very good	14.6%	16.8%	10.5%	12.3%	9.6%	11.7%	9.2%	11.6%	13.9%	13%	14%	15%	16%	17%	19%	18%	18%
Good	49.9%	52.1%	50.3%	52.1%	50.9%	50.6%	47.8%	50.1%	47.6%	47%	46%	46%	56%	55%	54%	54%	53%
Neither good nor bad	22.0%	20.9%	24.9%	23.4%	21.6%	22.7%	25.2%	23.3%	23.6%	23%	23%	22%	19%	21%	19%	21%	20%
Bad	9.4%	7.5%	10.6%	8.3%	12.5%	10.6%	12.2%	10.5%	9.6%	11%	11%	10%	6%	5%	6%	5%	6%
Very bad	4.1%	2.7%	3.8%	3.9%	5.4%	4.5%	5.6%	4.5%	5.3%	6%	6%	7%	3%	2%	2%	2%	3%
	(2,351)	(1,540)	(2,178)	(2,216)	(1,744)	(5,532)	(4,677)	(20,238)	(3,226)	(5,020)	(4,900)	(4,412)	(3,383)	(3,346)	(3,552)	(3,824)	(3,793)
• Parks																	
Very good	27.0%	31.6%	20.5%	22.9%	16.4%	25.5%	12.7%	21.8%	21.2%	22%	21%	25%	24%	23%	22%	17%	22%
Good	55.9%	52.5%	56.7%	59.1%	59.6%	56.4%	57.3%	56.8%	56.3%	57%	58%	58%	60%	60%	59%	61%	59%
Neither good nor bad	13.3%	11.6%	18.2%	14.2%	19.2%	14.5%	25.4%	17.3%	18.3%	17%	17%	14%	13%	15%	16%	18%	16%
Bad	3.1%	3.3%	3.8%	3.0%	4.0%	2.7%	3.3%	3.2%	3.4%	3%	3%	2%	2%	2%	2%	3%	2%
Very bad	0.7%	1.0%	0.8%	0.8%	0.7%	0.9%	1.3%	0.9%	0.8%	1%	1%	1%	1%	0%	1%	1%	1%
	(2,363)	(1,626)	(2,190)	(2,239)	(1,667)	(5,616)	(4,448)	(20,149)	(3,183)	(4,962)	(4,934)	(4,459)	(3,355)	(3,352)	(3,577)	(3,729)	(3,625)

	2005								Prior Year CITY TOTALS								
	NW/		NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996	
	SW	Downtown	N	Inner													Central
• Recreation centers/activities																	
Very good	27.6%	18.5%	14.8%	18.6%	15.3%	19.3%	13.5%	18.1%	19.3%	19%	18%	21%	20%	18%	17%	13%	17%
Good	53.5%	49.8%	52.8%	56.6%	51.3%	53.5%	48.5%	52.2%	51.2%	53%	55%	53%	55%	56%	52%	55%	57%
Neither good nor bad	15.7%	24.8%	26.2%	20.6%	28.5%	23.1%	32.6%	24.9%	25.3%	25%	23%	22%	21%	22%	26%	27%	22%
Bad	2.5%	4.9%	4.9%	3.1%	4.1%	3.3%	4.4%	3.8%	3.4%	3%	3%	3%	3%	3%	4%	4%	3%
Very bad	0.7%	2.0%	1.3%	1.0%	0.8%	0.8%	1.1%	1.0%	0.9%	1%	1%	1%	1%	1%	1%	1%	1%
	(1,938)	(1,068)	(1,728)	(1,720)	(1,280)	(4,253)	(3,415)	(15,402)	(2,537)	(3,974)	(3,988)	(3,679)	(2,710)	(2,726)	(2,842)	(2,897)	(2,750)
• Recycling																	
Very good	25.9%	22.0%	22.1%	26.0%	22.2%	23.4%	18.6%	22.5%	25.5%	23%	23%	25%	23%	22%	25%	22%	23%
Good	56.4%	57.8%	59.6%	57.2%	59.0%	59.2%	57.6%	58.2%	56.1%	56%	58%	56%	58%	57%	55%	55%	56%
Neither good nor bad	12.9%	14.4%	13.4%	12.3%	13.6%	12.4%	17.3%	13.9%	13.8%	15%	14%	14%	14%	16%	14%	17%	14%
Bad	3.8%	4.8%	4.0%	3.5%	3.6%	4.0%	4.8%	4.1%	3.6%	5%	4%	4%	4%	4%	5%	5%	5%
Very bad	0.9%	1.0%	0.8%	1.0%	1.6%	1.0%	1.6%	1.2%	1.0%	1%	1%	1%	1%	1%	1%	1%	2%
	(2,413)	(1,534)	(2,253)	(2,282)	(1,754)	(5,770)	(4,732)	(20,738)	(3,262)	(5,061)	(5,043)	(4,544)	(3,494)	(3,428)	(3,655)	(3,963)	(3,967)
• Sewers																	
Very good	7.0%	9.5%	6.7%	7.1%	5.6%	5.8%	6.4%	6.6%	8.9%	8%	9%	9%	8%	11%	12%	7%	9%
Good	42.2%	43.5%	41.5%	40.8%	38.0%	39.2%	39.4%	40.2%	41.4%	41%	43%	42%	46%	46%	47%	46%	45%
Neither good nor bad	30.6%	30.3%	31.1%	32.5%	30.9%	32.0%	30.2%	31.1%	27.3%	30%	30%	30%	29%	26%	26%	33%	29%
Bad	13.9%	11.4%	15.1%	14.7%	17.9%	16.8%	14.9%	15.3%	14.1%	13%	12%	13%	12%	12%	11%	10%	11%
Very bad	6.4%	5.3%	5.5%	4.9%	7.6%	6.2%	9.0%	6.8%	8.2%	7%	6%	6%	5%	5%	4%	4%	6%
	(2,201)	(1,341)	(2,023)	(2,030)	(1,617)	(5,154)	(4,524)	(18,890)	(3,027)	(4,740)	(4,631)	(4,159)	(3,219)	(3,266)	(3,455)	(3,594)	(3,578)
• Storm drainage																	
Very good	5.7%	8.1%	6.4%	6.3%	4.9%	5.2%	5.3%	5.7%	7.1%	7%	7%	6%	6%	8%	9%	6%	7%
Good	37.3%	42.0%	39.2%	35.3%	35.2%	34.5%	34.5%	36.0%	33.4%	32%	36%	36%	37%	38%	37%	35%	35%
Neither good nor bad	30.5%	28.0%	30.1%	33.0%	31.0%	32.3%	29.8%	30.9%	28.8%	30%	30%	30%	29%	28%	28%	33%	28%
Bad	19.1%	16.7%	18.0%	19.9%	19.9%	20.8%	19.5%	19.5%	20.4%	21%	19%	19%	20%	18%	19%	18%	20%
Very bad	7.4%	5.2%	6.2%	5.4%	8.9%	7.3%	10.9%	7.8%	10.3%	10%	8%	9%	8%	8%	7%	8%	10%
	(2,230)	(1,396)	(2,021)	(2,040)	(1,579)	(5,209)	(4,408)	(18,883)	(3,023)	(4,736)	(4,675)	(4,165)	(3,217)	(3,211)	(3,423)	(3,675)	(3,614)
• Street maintenance																	
Very good	5.1%	7.9%	5.3%	6.0%	4.2%	4.9%	4.4%	5.2%	5.8%	6%	6%	7%	6%	6%	7%	6%	7%
Good	35.5%	39.5%	40.5%	40.4%	35.7%	40.1%	38.0%	38.7%	34.2%	36%	37%	37%	40%	38%	40%	39%	42%
Neither good nor bad	30.9%	27.2%	32.9%	33.5%	31.4%	31.7%	33.4%	32.0%	32.4%	32%	32%	31%	32%	32%	32%	32%	30%
Bad	18.6%	18.5%	16.1%	16.3%	18.9%	17.7%	18.0%	17.7%	19.7%	18%	18%	18%	17%	17%	15%	17%	15%
Very bad	9.9%	7.0%	5.1%	3.7%	9.8%	5.6%	6.3%	6.4%	7.8%	7%	7%	7%	5%	6%	6%	6%	6%
	(2,422)	(1,622)	(2,256)	(2,283)	(1,752)	(5,758)	(4,829)	(20,922)	(3,327)	(5,177)	(5,128)	(4,641)	(3,574)	(3,477)	(3,719)	(4,037)	(4,048)

	2005							Prior Year CITY TOTALS									
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996
	SW			Inner	Central												
• Street lighting																	
Very good	7.2%	10.1%	7.3%	7.8%	5.1%	6.8%	7.8%	7.3%	8.5%	9%	9%	10%	10%	8%	9%	9%	10%
Good	51.2%	50.9%	51.9%	50.0%	52.6%	53.4%	53.8%	52.4%	50.0%	51%	53%	52%	53%	53%	51%	52%	51%
Neither good nor bad	29.2%	26.1%	28.1%	28.4%	26.5%	27.2%	25.9%	27.2%	28.7%	28%	26%	27%	25%	27%	28%	26%	25%
Bad	9.8%	9.8%	9.9%	11.1%	12.1%	10.3%	9.5%	10.2%	9.4%	9%	9%	9%	10%	10%	9%	10%	11%
Very bad	2.6%	3.1%	2.8%	2.6%	3.6%	2.3%	3.1%	2.8%	3.4%	3%	3%	2%	2%	2%	2%	3%	3%
	(2,428)	(1,648)	(2,285)	(2,296)	(1,771)	(5,822)	(4,898)	(21,148)	(3,317)	(5,233)	(5,199)	(4,728)	(3,640)	(3,504)	(3,724)	(4,047)	(4,057)
• Traffic management: congestion																	
Very good	2.7%	3.5%	2.9%	3.6%	2.5%	2.6%	3.0%	2.9%	3.2%	-	-	-	-	3%	3%	4%	-
Good	26.2%	29.7%	25.4%	27.1%	21.1%	26.5%	23.5%	25.5%	25.3%	-	-	-	-	21%	21%	29%	-
Neither good nor bad	36.7%	32.5%	32.0%	36.6%	38.4%	35.5%	33.6%	35.0%	36.1%	-	-	-	-	32%	34%	34%	-
Bad	25.6%	26.0%	27.9%	25.5%	27.8%	27.3%	28.3%	27.1%	24.3%	-	-	-	-	32%	30%	24%	-
Very bad	8.8%	8.4%	11.8%	7.2%	10.2%	8.1%	11.6%	9.5%	11.1%	-	-	-	-	12%	12%	9%	-
	(2,397)	(1,602)	(2,229)	(2,231)	(1,700)	(5,647)	(4,673)	(20,479)	(3,253)	-	-	-	-	(3,373)	(3,616)	(3,843)	-
• Traffic management: safety																	
Very good	3.5%	4.4%	3.6%	3.9%	2.9%	3.0%	2.7%	3.3%	4.1%	-	-	-	-	3%	4%	5%	-
Good	35.0%	37.7%	35.0%	35.0%	29.3%	34.5%	31.5%	33.8%	32.7%	-	-	-	-	31%	29%	34%	-
Neither good nor bad	39.3%	34.6%	38.1%	38.9%	40.4%	39.2%	38.5%	38.6%	39.2%	-	-	-	-	38%	40%	36%	-
Bad	16.9%	16.9%	16.6%	17.2%	20.2%	17.5%	19.7%	18.0%	17.0%	-	-	-	-	20%	19%	18%	-
Very bad	5.3%	6.4%	6.6%	4.9%	7.3%	5.8%	7.6%	6.3%	7.1%	-	-	-	-	8%	8%	7%	-
	(2,354)	(1,577)	(2,181)	(2,178)	(1,680)	(5,520)	(4,627)	(20,117)	(3,178)	-	-	-	-	(3,316)	(3,550)	(3,817)	-
• Housing and nuisance inspections																	
Very good	3.9%	4.6%	3.8%	4.5%	2.4%	3.0%	3.3%	3.5%	4.6%	5%	4%	5%	4%	5%	6%	4%	5%
Good	28.1%	27.6%	26.0%	25.9%	22.8%	26.2%	21.7%	25.0%	25.1%	25%	25%	26%	27%	28%	27%	25%	26%
Neither good nor bad	50.3%	48.5%	45.6%	43.8%	43.6%	44.3%	43.9%	45.1%	48.0%	44%	45%	44%	46%	45%	48%	46%	46%
Bad	11.9%	13.2%	16.3%	17.3%	21.1%	18.3%	20.5%	17.8%	15.9%	17%	17%	16%	16%	15%	14%	16%	14%
Very bad	5.7%	6.1%	8.3%	8.5%	10.1%	8.2%	10.6%	8.6%	6.4%	9%	9%	9%	7%	7%	7%	9%	9%
	(1,351)	(906)	(1,574)	(1,466)	(1,144)	(3,610)	(3,438)	(13,489)	(2,125)	(3,556)	(3,507)	(3,176)	(2,324)	(2,085)	(2,197)	(2,349)	(2,080)
• Housing development																	
Very good	3.3%	6.8%	3.7%	4.6%	1.7%	2.5%	2.7%	3.3%	3.8%	5%	5%	6%	4%	4%	4%	5%	-
Good	30.4%	35.9%	31.9%	37.6%	25.5%	31.7%	23.4%	30.1%	28.9%	29%	32%	33%	33%	30%	29%	32%	-
Neither good nor bad	44.8%	36.7%	41.6%	40.5%	44.6%	44.0%	43.1%	42.7%	45.7%	42%	42%	42%	43%	43%	46%	42%	-
Bad	16.3%	14.5%	16.2%	13.7%	19.2%	16.2%	20.3%	17.0%	14.8%	16%	14%	13%	15%	15%	15%	14%	-
Very bad	5.2%	6.2%	6.6%	3.6%	9.0%	5.6%	10.4%	6.9%	6.8%	8%	7%	6%	5%	8%	6%	7%	-
	(1,934)	(1,369)	(1,911)	(1,877)	(1,403)	(4,567)	(3,952)	(17,013)	(2,576)	(4,349)	(4,178)	(3,751)	(2,871)	(2,603)	(2,754)	(2,998)	-

	2005								Prior Year CITY TOTALS								
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996
	SW			Inner	Central												
• Land-use planning																	
Very good	7.3%	11.3%	6.2%	11.1%	4.2%	7.4%	3.1%	6.7%	8.0%	8%	8%	10%	8%	7%	8%	-	-
Good	34.0%	36.4%	30.8%	39.0%	31.1%	33.0%	20.1%	30.7%	31.4%	30%	33%	34%	33%	31%	32%	-	-
Neither good nor bad	32.5%	27.1%	35.3%	31.1%	31.9%	33.7%	38.4%	33.8%	34.1%	34%	33%	34%	36%	36%	35%	-	-
Bad	18.0%	16.0%	18.4%	13.1%	21.7%	16.9%	23.8%	18.7%	16.6%	18%	16%	14%	16%	16%	16%	-	-
Very bad	8.3%	9.1%	9.3%	5.7%	11.1%	9.1%	14.6%	10.1%	10.0%	11%	10%	8%	7%	10%	9%	-	-
	(2,032)	(1,396)	(1,860)	(1,858)	(1,375)	(4,544)	(3,831)	(16,896)	(2,653)	(4,374)	(4,190)	(3,845)	(2,897)	(2,738)	(2,959)	-	-
What part of the City do you live in?	11.5%	7.9%	10.8%	10.9%	8.3%	27.5%	23.1%	100.0%	(3,442)	(5,374)	(5,364)	(4,883)	(3,758)	(3,645)	(3,848)	(4,203)	(4,225)
	(2,542)	(1,738)	(2,381)	(2,403)	(1,837)	(6,068)	(5,102)	(22,071)									
What is your sex?																	
Male	41.4%	46.7%	37.5%	34.5%	36.5%	37.9%	39.9%	38.9%	46.1%	49%	46%	47%	46%	48%	49%	48%	48%
Female	58.6%	53.3%	62.5%	65.5%	63.5%	62.1%	60.1%	61.1%	53.9%	51%	54%	53%	54%	52%	51%	52%	52%
	(2,425)	(1,684)	(2,280)	(2,307)	(1,747)	(5,820)	(4,804)	(21,067)	(3,363)	(5,327)	(5,291)	(4,829)	(3,703)	(3,477)	(3,667)	(4,100)	(4,148)
What is your age?																	
Under 20	0.2%	0.5%	0.4%	0.1%	0.3%	0.2%	0.4%	0.3%	0.3%	0%	0%	0%	0%	0%	0%	0%	0%
20-29	7.0%	11.6%	10.6%	9.8%	6.6%	11.2%	7.0%	9.2%	9.6%	9%	11%	12%	12%	11%	10%	11%	12%
30-44	26.4%	24.9%	32.1%	38.1%	28.5%	31.8%	22.5%	28.9%	28.7%	30%	30%	31%	28%	27%	31%	30%	28%
45-59	39.3%	31.6%	30.5%	30.9%	36.3%	31.0%	31.7%	32.5%	32.4%	34%	30%	30%	28%	27%	28%	26%	26%
60-74	18.4%	21.4%	18.0%	14.5%	16.9%	15.3%	22.7%	18.2%	17.4%	17%	17%	16%	18%	19%	19%	19%	19%
Over 74	8.8%	10.1%	8.3%	6.5%	11.4%	10.4%	15.7%	10.8%	11.6%	11%	12%	11%	14%	16%	12%	14%	15%
	(2,473)	(1,697)	(2,313)	(2,344)	(1,787)	(5,941)	(4,962)	(21,517)	(3,369)	(5,321)	(5,293)	(4,821)	(3,710)	(3,466)	(3,684)	(4,103)	(4,154)
How many people live in your household? (TOTAL REPORTED)																	
Age 12 and under	-	-	-	-	-	-	-	8,444	927	1,570	1,617	1,560	1,056	-	1,103	-	1,311
Age 13 to 18	-	-	-	-	-	-	-	3,135	456	773	748	667	505	-	563	-	604
Age 19 to 54	-	-	-	-	-	-	-	24,479	4,036	6,522	6,428	6,091	4,246	-	4,389	-	4,908
Age 55 and over	-	-	-	-	-	-	-	13,000	1,932	3,144	3,197	2,542	2,251	-	2,092	-	2,599

	2005							Prior Year CITY TOTALS									
	NW/		NE		SE	E	CITY TOTAL	2004	2003	2002	2001	2000	1999	1998	1997	1996	
	SW	Downtown	N	Inner													Central
Which of these is closest to describing your ethnic background?																	
Caucasian/White	92.1%	87.9%	84.9%	77.8%	87.9%	88.3%	86.0%	86.6%	85.8%	85%	86%	87%	89%	89%	90%	91%	90%
African-American/Black	0.8%	1.2%	4.2%	12.3%	2.0%	0.7%	1.7%	2.7%	3.3%	3%	3%	3%	3%	2%	3%	3%	3%
Asian or Pacific Islander	3.2%	4.2%	3.1%	2.1%	4.4%	4.8%	6.5%	4.4%	5.6%	5%	5%	5%	4%	4%	3%	3%	4%
Native American/Indian	0.4%	1.1%	0.7%	0.6%	0.8%	0.9%	1.0%	0.8%	1.0%	1%	1%	1%	1%	1%	1%	1%	1%
Hispanic	1.2%	1.7%	2.3%	2.2%	1.5%	1.5%	1.8%	1.7%	1.9%	2%	2%	2%	2%	2%	1%	1%	1%
Other	2.4%	3.9%	4.7%	5.1%	3.4%	3.9%	2.9%	3.7%	2.5%	4%	3%	2%	1%	2%	3%	1%	1%
	(2,456)	(1,682)	(2,311)	(2,305)	(1,762)	(5,869)	(4,906)	(21,291)	(3,328)	(5,232)	(5,227)	(4,759)	(3,659)	(3,447)	(3,659)	(4,062)	(4,097)
How much education have you completed?																	
Elementary	0.1%	0.1%	0.9%	0.5%	0.3%	0.8%	1.0%	0.6%	0.7%	1%	1%	1%	1%	1%	1%	1%	1%
Some high school	0.8%	0.9%	2.2%	2.0%	1.7%	2.5%	4.0%	2.4%	2.5%	3%	3%	3%	4%	4%	4%	4%	5%
High school graduate	4.5%	5.3%	17.4%	8.0%	16.0%	11.7%	22.8%	13.4%	13.2%	13%	15%	16%	16%	16%	15%	16%	17%
Some college	18.4%	23.7%	32.5%	24.6%	32.0%	28.1%	39.6%	29.7%	29.1%	30%	31%	31%	31%	31%	30%	33%	32%
College graduate	76.2%	70.0%	47.0%	65.0%	50.0%	56.9%	32.6%	53.9%	54.5%	53%	50%	49%	48%	48%	50%	46%	45%
	(2,484)	(1,708)	(2,308)	(2,334)	(1,793)	(5,933)	(4,903)	(21,463)	(3,367)	(5,300)	(5,288)	(4,811)	(3,702)	(3,476)	(3,692)	(4,108)	(4,148)

Appendix B 2005 Business Survey

This is the third 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 *citizen* satisfaction survey also conducted by this office. The questions were patterned after those in the Citizen Survey, with changes to reflect City services most relevant to businesses.

The survey was mailed to 4,360 businesses, drawn randomly from the City's Bureau of Licenses business license database. Some of the businesses may be located outside of the City limits, but have licenses for business conducted inside the City.

The survey was mailed in August 2005, with a follow-up reminder mailed in September. A total of 1,576 surveys were returned, for a response rate of 36 percent. At the conventional 95 percent confidence level, the margin of error is ± 2 percent.

Description of respondents

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

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

TYPE OF BUSINESSES		
Professional & business services	348	24%
Retail trade	199	14%
Educ., health care, social services	164	12%
Finance, insurance, real estate	140	10%
Leisure & hospitality	135	9%
Construction	133	9%
Wholesale trade	65	4%
Manufacturing	82	6%
Transportation & utilities	24	2%
Other service industries	140	10%
<i>Unknown</i>	146	<i>not incl.</i>
TOTAL	1,576	100%

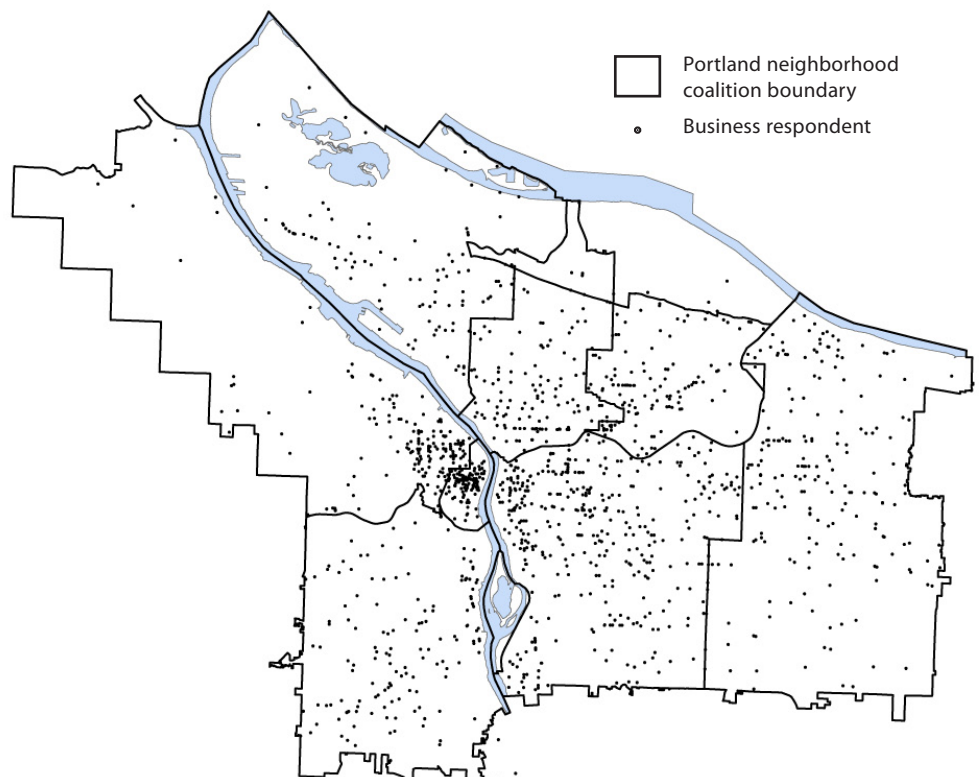
In terms of business size, very small businesses (less than five employees) comprise the largest share of survey respondents and small businesses (5 to 49 employees) make up the next largest share. This is similar to businesses in the Portland area, although survey respondents are under-represented in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

TOTAL EMPLOYEES		
0 or 1	630	41%
2 to 4	365	24%
5 to 9	216	14%
10 to 19	157	10%
20 to 49	85	6%
50 to 99	34	2%
100 to 249	20	1%
250 to 500	7	1%
More than 500	16	0%
Unknown	46	not incl.
TOTAL	1,576	100%

Confidentiality

The survey was confidential, but the location of each business was geo-coded 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, 2005**



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 two surveys are also presented.

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

CITY SERVICES:

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

	'04-05	3-year change
Fire	86%	+1%
Police	74%	-3%
Recycling	72%	+4%
Water	65%	+6%
Street lighting	63%	0%
Sewers	59%	+6%
Storm drainage	54%	+8%
Street maintenance	49%	+2%
Traffic management	40%	-2%
Land-use planning	38%	+4%
Economic development	30%	+4%
Building permits	31%	+2%

SOURCE: Auditor's Office 2003 and 2005 Business Surveys

CITY'S JOB IN PROVIDING INFORMATION:

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

	'04-05	3-year change
Business licenses	41%	+7%
Programs to reduce pollution, water use	40%	+6%
Zoning	26%	+5%
General City government questions	25%	+4%
Business opportunities with City	23%	+5%
Development regulations	20%	+3%
Financial assistance for business development	14%	+1%

SOURCE: Auditor's Office 2003 and 2005 Business Surveys

2005 Business Survey

		2005							Prior Year		CITY TOTALS						
		NW/		NE		SE	E	CITY TOTAL	2004	2003							
		SW	Downtown	N	Inner												
1	How do you rate traffic congestion as it affects your business:																
	• on major streets and thoroughfares (excluding freeways)?																
	Very good	2.6%	2.9%	4.1%	6.5%	6.7%	7.2%	4.6%	4.9%	5.3%	6%						
	Good	36.5%	29.0%	30.6%	29.6%	25.0%	23.9%	36.1%	29.5%	27.0%	32%						
	Neither good nor bad	28.8%	40.1%	30.6%	37.0%	31.7%	36.7%	32.0%	35.0%	36.4%	38%						
	Bad	24.4%	21.0%	25.5%	19.4%	25.8%	24.4%	19.6%	22.7%	24.2%	19%						
	Very bad	7.7%	7.0%	9.2%	7.4%	10.8%	7.8%	7.8%	7.9%	7.1%	5%						
		(156)	(314)	(98)	(108)	(120)	(360)	(219)	(1,375)	(1,757)	(1,942)						
	• on your neighborhood streets?																
	Very good	14.9%	9.2%	10.9%	10.9%	9.7%	11.0%	10.7%	10.9%	9.1%	11%						
	Good	44.8%	39.7%	44.6%	40.6%	41.6%	32.9%	42.9%	39.6%	38.5%	38%						
	Neither good nor bad	27.3%	29.8%	29.3%	24.8%	31.9%	36.8%	34.7%	31.8%	34.4%	35%						
	Bad	9.1%	17.3%	10.9%	17.8%	15.0%	13.9%	10.2%	13.7%	14.3%	12%						
	Very bad	3.9%	4.1%	4.3%	5.9%	1.8%	5.3%	1.5%	4.0%	3.7%	4%						
	(154)	(295)	(92)	(101)	(113)	(337)	(196)	(1,288)	(1,646)	(1,835)							
2	Thinking about your business, how do you rate your neighborhood on:																
	• graffiti?																
	Very good	43.4%	21.3%	15.2%	15.6%	11.7%	11.4%	16.4%	18.7%	17.9%	16%						
	Good	36.7%	37.3%	33.3%	32.0%	25.0%	24.4%	41.8%	32.7%	35.4%	38%						
	Neither good nor bad	13.9%	24.1%	27.3%	16.4%	25.0%	23.4%	19.5%	21.7%	24.1%	23%						
	Bad	4.8%	13.9%	21.2%	30.3%	32.5%	34.0%	15.9%	22.1%	18.0%	19%						
	Very bad	1.2%	3.4%	3.0%	5.7%	5.8%	6.9%	6.4%	4.9%	4.6%	4%						
	(166)	(324)	(99)	(122)	(120)	(394)	(220)	(1,445)	(1,860)	(1,951)							

2005

**Prior Year
CITY TOTALS**

	2005							Prior Year CITY TOTALS								
	SW	NW/ Downtown	N	Inner	NE Central	SE	E	CITY TOTAL	2004	2003						
• physical condition of buildings?																
Very good	30.9%	23.3%	8.3%	15.7%	11.1%	9.5%	15.7%	16.5%	15.4%	14%						
Good	50.0%	48.4%	43.8%	46.3%	54.8%	46.0%	42.6%	47.1%	48.3%	48%						
Neither good nor bad	16.7%	20.5%	31.3%	22.3%	21.4%	31.6%	24.7%	24.7%	26.5%	28%						
Bad	1.2%	6.2%	16.7%	14.0%	9.5%	10.8%	13.0%	9.6%	8.5%	8%						
Very bad	1.2%	1.6%	0.0%	1.7%	3.2%	2.1%	4.0%	2.1%	1.3%	2%						
	(162)	(322)	(96)	(121)	(126)	(389)	(223)	(1,439)	(1,848)	(1,965)						
• vagrancy?																
Very good	34.4%	12.2%	7.8%	11.3%	12.6%	6.1%	11.6%	12.7%	12.4%	12%						
Good	33.1%	18.5%	23.3%	26.1%	26.9%	22.3%	39.1%	26.0%	26.8%	27%						
Neither good nor bad	18.4%	18.8%	36.7%	32.2%	26.1%	29.0%	20.3%	24.6%	26.7%	30%						
Bad	12.3%	28.8%	22.2%	22.6%	21.8%	26.3%	20.3%	23.4%	23.3%	22%						
Very bad	1.8%	21.6%	10.0%	7.8%	12.6%	16.2%	8.7%	13.2%	10.8%	9%						
	(163)	(319)	(90)	(115)	(119)	(376)	(207)	(1,389)	(1,789)	(1,900)						
3 Thinking about how the following neighborhood conditions affect your business, how do you rate:																
• street maintenance?																
Very good	15.7%	14.5%	13.1%	11.0%	9.8%	9.7%	11.5%	12.1%	10.6%	10%						
Good	44.2%	47.7%	54.5%	50.8%	41.0%	44.5%	50.0%	46.9%	46.2%	47%						
Neither good nor bad	23.8%	20.3%	15.2%	21.2%	34.4%	27.4%	19.9%	23.5%	25.2%	26%						
Bad	12.2%	13.5%	12.1%	12.7%	12.3%	14.8%	13.7%	13.5%	12.9%	13%						
Very bad	4.1%	4.0%	5.1%	4.2%	2.5%	3.6%	4.9%	4.0%	5.1%	4%						
	(172)	(325)	(99)	(118)	(122)	(391)	(226)	(1,453)	(1,863)	(1,975)						
• street cleanliness?																
Very good	18.2%	16.8%	15.3%	11.1%	10.7%	10.0%	12.9%	13.5%	10.9%	11%						
Good	47.6%	48.3%	48.0%	41.9%	51.2%	42.7%	45.8%	46.0%	47.1%	52%						
Neither good nor bad	26.5%	19.9%	24.5%	25.6%	23.1%	29.4%	21.3%	24.5%	27.7%	25%						
Bad	5.9%	13.8%	10.2%	17.1%	12.4%	13.8%	14.7%	12.9%	11.7%	10%						
Very bad	1.8%	1.2%	2.0%	4.3%	2.5%	4.1%	5.3%	3.1%	2.6%	2%						
	(170)	(327)	(98)	(117)	(121)	(391)	(225)	(1,449)	(1,866)	(1,967)						
• traffic speed?																
Very good	9.4%	8.0%	8.2%	5.9%	5.8%	6.6%	5.5%	7.1%	6.8%	6%						
Good	36.5%	48.0%	47.4%	37.0%	34.2%	32.1%	46.1%	39.9%	40.4%	40%						
Neither good nor bad	28.8%	31.2%	27.8%	25.2%	25.8%	35.4%	22.8%	29.6%	28.8%	31%						
Bad	20.6%	11.0%	15.5%	23.5%	27.5%	18.6%	20.5%	18.3%	19.7%	18%						
Very bad	4.7%	1.8%	1.0%	8.4%	6.7%	7.4%	5.0%	5.1%	4.4%	5%						
	(170)	(327)	(97)	(119)	(120)	(393)	(219)	(1,445)	(1,866)	(1,966)						

		2005							Prior Year CITY TOTALS								
		NW/		NE		CITY			2004		2003						
		SW	Downtown	N	Inner	Central	SE	E	TOTAL								
4	Does your business location have walk-in customers or other visitors?																
	Yes	41.8%	74.1%	48.6%	59.5%	59.1%	62.5%	60.1%	60.8%	64%	67%						
	<i>If YES, please rate the following conditions on how they affect your business:</i>																
	• on-street parking?																
	Very good	5.8%	4.3%	18.4%	9.0%	9.3%	7.9%	8.9%	7.6%	6.7%	6%						
	Good	31.9%	23.1%	32.7%	33.3%	29.3%	29.1%	37.9%	29.4%	30.6%	25%						
	Neither good nor bad	17.4%	21.2%	18.4%	17.9%	24.0%	24.8%	23.4%	22.0%	25.9%	26%						
	Bad	26.1%	37.3%	22.4%	25.6%	18.7%	26.4%	16.1%	27.1%	23.5%	26%						
	Very bad	18.8%	14.1%	8.2%	14.1%	18.7%	11.8%	13.7%	13.8%	13.3%	17%						
		(69)	(255)	(49)	(78)	(75)	(254)	(124)	(904)	(1,214)	(1,317)						
	• pedestrian access?																
	Very good	17.7%	26.1%	23.5%	18.4%	13.0%	17.4%	17.4%	19.8%	19.0%	17%						
	Good	44.3%	58.9%	52.9%	50.0%	46.8%	60.5%	44.4%	53.8%	55.1%	54%						
	Neither good nor bad	19.0%	9.5%	13.7%	18.4%	23.4%	15.1%	25.7%	16.4%	17.9%	19%						
Bad	13.9%	4.3%	3.9%	6.6%	14.3%	5.4%	5.6%	6.6%	5.5%	7%							
Very bad	5.1%	1.2%	5.9%	6.6%	2.6%	1.6%	6.9%	3.3%	2.5%	3%							
	(79)	(253)	(51)	(76)	(77)	(258)	(144)	(938)	(1,258)	(1,335)							
• distance to a bus stop (or MAX)?																	
Very good	36.7%	50.0%	43.1%	41.3%	44.9%	39.7%	32.9%	41.9%	42.6%	38%							
Good	45.6%	39.1%	45.1%	46.7%	38.5%	45.4%	43.2%	42.9%	41.8%	43%							
Neither good nor bad	12.7%	7.8%	3.9%	9.3%	7.7%	9.9%	13.0%	9.5%	10.0%	12%							
Bad	2.5%	1.6%	2.0%	1.3%	3.8%	3.8%	4.8%	3.0%	3.5%	5%							
Very bad	2.5%	1.6%	5.9%	1.3%	5.1%	1.1%	6.2%	2.7%	2.1%	2%							
	(79)	(258)	(51)	(75)	(78)	(262)	(146)	(949)	(1,268)	(1,343)							
5	Has there been any new residential development in, or near, your business neighborhood in the past 12 months?																
	Yes	46.6%	46.6%	54.3%	50.4%	37.1%	34.6%	44.9%	43.1%	42%	51%						

		2005							Prior Year		CITY TOTALS					
		NW/		NE		SE	E	CITY TOTAL	2004	2003						
		SW	Downtown	N	Inner											
If YES , how do you rate its impact on improving the neighborhood as a place to do business?	Very good	6.8%	16.0%	21.1%	12.1%	6.1%	12.4%	1.8%	11.1%	11.5%	9%					
	Good	34.1%	32.1%	42.1%	45.5%	38.8%	33.8%	33.9%	35.7%	34.3%	30%					
	Neither good nor bad	50.0%	43.2%	31.6%	33.3%	38.8%	42.1%	45.9%	42.0%	44.5%	50%					
	Bad	9.1%	3.7%	3.5%	3.0%	10.2%	11.0%	11.0%	7.5%	5.8%	7%					
	Very bad	0.0%	4.9%	1.8%	6.1%	6.1%	0.7%	7.3%	3.7%	3.9%	4%					
		(88)	(162)	(57)	(66)	(49)	(145)	(109)	(676)	(825)	(905)					
6	Has there been any new commercial development in, or near, your business neighborhood in the past 12 months?															
	Yes	41.3%	52.9%	57.1%	58.0%	43.9%	45.3%	41.2%	47.6%	51%	58%					
	If YES , how do you rate its impact on improving the neighborhood as a place to do business?															
	Very good	11.5%	15.2%	21.7%	15.8%	13.8%	16.3%	6.0%	14.3%	14.0%	11%					
	Good	28.2%	39.7%	46.7%	46.1%	44.8%	41.6%	36.0%	40.1%	41.8%	40%					
	Neither good nor bad	51.3%	35.9%	30.0%	28.9%	31.0%	33.7%	49.0%	37.1%	37.6%	42%					
	Bad	7.7%	6.0%	0.0%	7.9%	6.9%	6.3%	7.0%	6.2%	4.7%	4%					
	Very bad	1.3%	3.3%	1.7%	1.3%	3.4%	2.1%	2.0%	2.3%	1.9%	3%					
		(78)	(184)	(60)	(76)	(58)	(190)	(100)	(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	8.8%	5.4%	8.2%	3.1%	6.4%	6.3%	3.9%	5.9%	5.4%	5%					
	Good	36.7%	29.1%	40.0%	33.7%	37.3%	34.8%	34.5%	34.1%	31.8%	29%					
	Neither good nor bad	44.2%	48.3%	41.2%	46.9%	40.9%	43.0%	40.4%	44.0%	47.0%	48%					
	Bad	6.1%	13.5%	8.2%	13.3%	10.0%	13.4%	16.3%	12.4%	12.9%	14%					
	Very bad	4.1%	3.7%	2.4%	3.1%	5.5%	2.6%	4.9%	3.6%	3.0%	4%					
		(147)	(296)	(85)	(98)	(110)	(351)	(203)	(1,290)	(1,603)	(1,699)					
	• business opportunities with the City															
	Very good	4.0%	3.1%	1.3%	4.2%	2.8%	3.4%	2.2%	3.1%	2.8%	2%					
	Good	22.1%	16.2%	27.8%	18.9%	16.8%	17.8%	23.6%	19.5%	16.9%	16%					
	Neither good nor bad	41.6%	49.3%	45.6%	45.3%	47.7%	46.9%	41.8%	45.9%	44.3%	42%					
	Bad	24.2%	20.3%	13.9%	25.3%	21.5%	25.9%	22.5%	22.7%	25.1%	26%					
	Very bad	8.1%	11.0%	11.4%	6.3%	11.2%	5.9%	9.9%	8.8%	11.0%	14%					
		(149)	(290)	(79)	(95)	(107)	(320)	(182)	(1,222)	(1,559)	(1,674)					

	2005								Prior Year		CITY TOTALS					
	NW/		N	NE		SE	E	CITY TOTAL	2004	2003						
	SW	Downtown		Inner	Central											
• business licenses																
Very good	4.9%	6.3%	7.4%	3.5%	5.8%	7.0%	8.3%	6.5%	6.3%	5%						
Good	37.0%	33.1%	40.4%	33.6%	32.2%	36.7%	33.3%	35.0%	30.3%	29%						
Neither good nor bad	42.0%	43.1%	41.5%	43.4%	40.5%	39.1%	38.4%	40.9%	41.4%	42%						
Bad	12.3%	13.1%	6.4%	15.0%	13.2%	12.5%	13.0%	12.6%	14.6%	15%						
Very bad	3.7%	4.4%	4.3%	4.4%	8.3%	4.7%	6.9%	5.1%	7.5%	9%						
	(162)	(320)	(94)	(113)	(121)	(384)	(216)	(1,410)	(1,752)	(1,858)						
• financial assistance for business development																
Very good	3.0%	2.1%	2.8%	1.1%	1.1%	2.4%	1.8%	2.1%	1.6%	2%						
Good	12.9%	8.4%	16.7%	8.0%	8.5%	13.2%	14.4%	11.7%	12.5%	11%						
Neither good nor bad	55.3%	52.3%	54.2%	59.8%	51.1%	48.3%	45.5%	51.2%	48.8%	45%						
Bad	20.5%	27.0%	12.5%	20.7%	26.6%	25.3%	22.8%	23.6%	24.7%	27%						
Very bad	8.3%	10.1%	13.9%	10.3%	12.8%	10.8%	15.6%	11.4%	12.3%	15%						
	(132)	(237)	(72)	(87)	(94)	(288)	(167)	(1,077)	(1,364)	(1,460)						
• zoning																
Very good	5.2%	4.8%	4.1%	1.1%	3.9%	3.4%	3.4%	3.8%	2.7%	3%						
Good	20.9%	21.8%	17.6%	26.4%	15.5%	26.6%	19.2%	22.1%	20.3%	18%						
Neither good nor bad	50.7%	52.0%	54.1%	46.2%	50.5%	48.5%	54.8%	50.9%	51.2%	50%						
Bad	14.2%	16.3%	16.2%	22.0%	22.3%	14.1%	14.7%	16.2%	17.2%	17%						
Very bad	9.0%	5.2%	8.1%	4.4%	7.8%	7.4%	7.9%	7.0%	8.6%	12%						
	(134)	(252)	(74)	(91)	(103)	(297)	(177)	(1,128)	(1,458)	(1,555)						
• development regulations																
Very good	2.9%	3.3%	6.8%	2.2%	3.2%	2.1%	2.9%	3.0%	2.4%	3%						
Good	17.3%	19.6%	12.2%	16.7%	11.6%	19.6%	17.5%	17.5%	15.7%	14%						
Neither good nor bad	52.5%	51.0%	52.7%	51.1%	53.7%	50.9%	45.6%	50.7%	47.5%	44%						
Bad	12.9%	17.1%	17.6%	22.2%	16.8%	14.9%	22.8%	17.4%	22.1%	21%						
Very bad	14.4%	9.0%	10.8%	7.8%	14.7%	12.5%	11.1%	11.4%	12.4%	18%						
	(139)	(245)	(74)	(90)	(95)	(281)	(171)	(1,095)	(1,430)	(1,538)						
• general City government questions																
Very good	5.4%	3.7%	7.7%	2.1%	3.1%	3.0%	2.3%	3.6%	2.7%	3%						
Good	19.0%	23.5%	16.7%	22.7%	18.6%	25.0%	19.8%	21.8%	20.3%	19%						
Neither good nor bad	57.8%	50.4%	56.4%	55.7%	57.7%	50.7%	48.6%	52.6%	53.1%	52%						
Bad	11.6%	17.5%	11.5%	10.3%	11.3%	14.8%	18.6%	14.7%	15.5%	17%						
Very bad	6.1%	4.9%	7.7%	9.3%	9.3%	6.6%	10.7%	7.3%	8.4%	9%						
	(147)	(268)	(78)	(97)	(97)	(304)	(177)	(1,168)	(1,498)	(1,580)						

		2005							Prior Year		CITY TOTALS						
		NW/		NE		SE	E	CITY TOTAL	2004	2003							
SW	Downtown	N	Inner	Central													
8	How do you rate the safety of your business neighborhood during the day?																
	Very good	33.3%	23.4%	18.6%	19.2%	25.4%	17.5%	14.7%	21.1%	19.9%	20%						
	Good	51.8%	51.0%	53.6%	56.8%	45.4%	57.0%	52.4%	53.1%	54.3%	56%						
	Neither good nor bad	10.7%	17.8%	20.6%	14.4%	19.2%	18.5%	19.5%	17.5%	18.3%	17%						
	Bad	3.6%	6.8%	5.2%	7.2%	8.5%	5.0%	11.3%	6.7%	6.1%	6%						
	Very bad	0.6%	0.9%	2.1%	2.4%	1.5%	2.0%	2.2%	1.6%	1.4%	1%						
		(168)	(337)	(97)	(125)	(130)	(400)	(231)	(1,488)	(1,889)	(1,978)						
9	Did your business have any inspections by the Fire Bureau in the past 12 months?																
	Yes	34.9%	65.5%	52.4%	57.3%	56.8%	57.8%	59.3%	56.5%	63%	70%						
	<i>If YES, how do you rate the quality of the inspections?</i>																
	Very good	25.8%	28.1%	32.7%	21.3%	28.0%	24.4%	32.6%	27.3%	27.3%	29%						
	Good	48.5%	54.8%	49.1%	53.3%	54.7%	53.3%	52.8%	53.1%	51.9%	52%						
	Neither good nor bad	16.7%	12.3%	18.2%	18.7%	12.0%	15.7%	11.1%	14.2%	16.1%	14%						
Bad	7.6%	3.5%	0.0%	4.0%	2.7%	5.0%	1.4%	3.6%	2.5%	3%							
Very bad	1.5%	1.3%	0.0%	2.7%	2.7%	1.7%	2.1%	1.7%	2.1%	2%							
		(66)	(228)	(55)	(75)	(75)	(242)	(144)	(885)	(1,258)	(1,347)						
10	OVERALL:																
	How do you rate the quality of each of the following services from the point of view of your business?																
	• Police																
	Very good	23.5%	21.4%	17.8%	20.3%	24.0%	19.5%	20.2%	20.8%	22.8%	22%						
	Good	52.5%	53.7%	61.4%	58.5%	49.6%	48.4%	56.1%	53.1%	54.7%	55%						
	Neither good nor bad	18.5%	17.3%	17.8%	12.7%	17.4%	24.1%	14.9%	18.5%	16.3%	17%						
Bad	3.7%	6.7%	0.0%	6.8%	8.3%	5.3%	7.5%	5.8%	3.9%	5%							
Very bad	1.9%	1.0%	3.0%	1.7%	0.8%	2.7%	1.3%	1.8%	2.1%	1%							
		(162)	(313)	(101)	(118)	(121)	(374)	(228)	(1,417)	(1,825)	(1,943)						

	2005								Prior Year		CITY TOTALS					
	NW/		N	NE		SE	E	CITY TOTAL	2004	2003						
	SW	Downtown		Inner	Central											
• Fire																
Very good	33.3%	32.4%	25.5%	30.6%	32.8%	27.3%	29.9%	30.2%	30.5%	29%						
Good	53.5%	54.2%	60.6%	50.5%	58.6%	54.1%	59.7%	55.5%	54.1%	56%						
Neither good nor bad	13.2%	13.1%	13.8%	17.1%	8.6%	16.9%	10.4%	13.7%	14.2%	13%						
Bad	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.2%	0.6%	1%						
Very bad	0.0%	0.3%	0.0%	1.8%	0.0%	0.8%	0.0%	0.4%	0.6%	1%						
	(159)	(306)	(94)	(111)	(116)	(355)	(211)	(1,352)	(1,763)	(1,889)						
• Water																
Very good	16.8%	15.9%	13.4%	14.0%	10.7%	15.4%	12.8%	14.6%	14.7%	13%						
Good	49.1%	54.2%	51.5%	57.0%	54.5%	45.3%	47.7%	50.3%	47.8%	46%						
Neither good nor bad	22.4%	22.6%	22.7%	21.1%	28.1%	27.9%	26.1%	24.9%	24.5%	24%						
Bad	8.1%	5.3%	8.2%	6.1%	5.8%	7.9%	7.3%	7.0%	8.1%	10%						
Very bad	3.7%	2.0%	4.1%	1.8%	0.8%	3.5%	6.0%	3.3%	4.9%	7%						
	(161)	(301)	(97)	(114)	(121)	(369)	(218)	(1,381)	(1,781)	(1,915)						
• Sewers																
Very good	13.7%	13.6%	13.4%	14.2%	7.6%	13.9%	11.5%	12.9%	12.6%	11%						
Good	48.4%	50.5%	49.5%	44.2%	50.8%	40.2%	44.2%	45.9%	43.0%	42%						
Neither good nor bad	27.3%	25.8%	22.7%	31.0%	29.7%	31.1%	26.3%	28.0%	27.2%	28%						
Bad	7.5%	7.7%	9.3%	8.8%	7.6%	9.6%	10.6%	8.8%	11.2%	11%						
Very bad	3.1%	2.4%	5.2%	1.8%	4.2%	5.2%	7.4%	4.3%	6.0%	8%						
	(161)	(287)	(97)	(113)	(118)	(366)	(217)	(1,359)	(1,753)	(1,887)						
• Storm drainage																
Very good	12.7%	9.5%	6.4%	12.9%	6.1%	11.4%	11.5%	10.5%	10.0%	9%						
Good	45.9%	48.4%	45.7%	40.5%	49.6%	39.9%	37.3%	43.3%	38.5%	37%						
Neither good nor bad	24.2%	29.3%	29.8%	25.9%	22.6%	30.4%	25.8%	27.6%	30.7%	32%						
Bad	12.7%	10.2%	12.8%	15.5%	15.7%	13.0%	13.9%	13.0%	13.8%	15%						
Very bad	4.5%	2.5%	5.3%	5.2%	6.1%	5.2%	11.5%	5.6%	6.9%	7%						
	(157)	(283)	(94)	(116)	(115)	(368)	(209)	(1,342)	(1,742)	(1,874)						
• Recycling																
Very good	23.0%	15.8%	14.7%	22.6%	20.0%	21.5%	17.1%	19.3%	16.7%	18%						
Good	53.9%	51.7%	50.5%	50.4%	50.0%	54.1%	56.7%	53.1%	50.6%	50%						
Neither good nor bad	19.4%	25.8%	24.2%	20.9%	22.5%	19.1%	21.7%	21.8%	25.7%	24%						
Bad	3.0%	5.4%	7.4%	6.1%	5.8%	4.5%	3.2%	4.8%	5.4%	6%						
Very bad	0.6%	1.3%	3.2%	0.0%	1.7%	0.8%	1.4%	1.2%	1.6%	2%						
	(165)	(298)	(95)	(115)	(120)	(377)	(217)	(1,387)	(1,780)	(1,895)						

2005

**Prior Year
CITY TOTALS**

	2005							Prior Year CITY TOTALS								
	SW	NW/ Downtown	N	Inner	NE Central	SE	E	CITY TOTAL	2004	2003						
• Land use planning																
Very good	9.0%	9.1%	6.7%	8.4%	8.0%	8.4%	6.9%	8.3%	8.1%	7%						
Good	30.8%	33.6%	22.7%	40.0%	25.3%	27.3%	25.7%	29.4%	28.9%	27%						
Neither good nor bad	33.1%	40.7%	46.7%	36.8%	41.4%	39.6%	39.4%	39.4%	39.1%	39%						
Bad	14.3%	9.5%	20.0%	9.5%	12.6%	14.9%	15.4%	13.5%	14.4%	16%						
Very bad	12.8%	7.1%	4.0%	5.3%	12.6%	9.7%	12.6%	9.4%	9.5%	11%						
	(133)	(241)	(75)	(95)	(87)	(308)	(175)	(1,114)	(1,459)	(1,612)						
• Building permits																
Very good	6.2%	5.3%	3.8%	3.3%	3.6%	7.3%	7.5%	5.9%	6.2%	5%						
Good	27.7%	26.4%	25.6%	28.3%	22.6%	24.2%	24.9%	25.5%	24.5%	24%						
Neither good nor bad	36.9%	43.2%	48.7%	40.2%	41.7%	41.2%	39.3%	41.3%	40.0%	37%						
Bad	15.4%	15.9%	9.0%	21.7%	16.7%	14.9%	16.8%	15.8%	17.2%	17%						
Very bad	13.8%	9.3%	12.8%	6.5%	15.5%	12.5%	11.6%	11.6%	12.0%	17%						
	(130)	(227)	(78)	(92)	(84)	(289)	(173)	(1,073)	(1,387)	(1,567)						
• Economic development																
Very good	4.4%	5.9%	2.7%	4.3%	4.3%	6.1%	3.3%	4.9%	4.8%	4%						
Good	20.4%	25.4%	26.7%	36.2%	21.3%	25.6%	20.4%	24.7%	24.4%	22%						
Neither good nor bad	50.4%	41.8%	49.3%	40.4%	45.7%	44.2%	44.2%	44.6%	41.1%	40%						
Bad	15.3%	19.9%	13.3%	12.8%	18.1%	16.3%	21.0%	17.4%	18.8%	21%						
Very bad	9.5%	7.0%	8.0%	6.4%	10.6%	7.7%	11.0%	8.4%	10.9%	13%						
	(137)	(256)	(75)	(94)	(94)	(312)	(181)	(1,149)	(1,477)	(1,602)						
• Street maintenance																
Very good	9.6%	8.1%	7.3%	7.6%	7.4%	8.2%	6.6%	7.9%	6.1%	6%						
Good	37.1%	44.5%	44.8%	54.2%	42.1%	37.2%	39.2%	41.5%	42.1%	41%						
Neither good nor bad	33.5%	23.7%	27.1%	22.0%	29.8%	31.9%	33.5%	29.2%	29.7%	33%						
Bad	11.4%	19.0%	13.5%	11.9%	15.7%	16.6%	15.9%	15.7%	15.4%	14%						
Very bad	8.4%	4.7%	7.3%	4.2%	5.0%	6.1%	4.8%	5.7%	6.7%	6%						
	(167)	(321)	(96)	(118)	(121)	(392)	(227)	(1,442)	(1,858)	(1,958)						
• Street lighting																
Very good	10.4%	11.7%	7.2%	9.2%	6.6%	9.5%	7.1%	9.3%	9.6%	9%						
Good	53.7%	60.3%	53.6%	56.3%	52.1%	48.7%	55.1%	54.1%	53.1%	54%						
Neither good nor bad	28.7%	21.8%	32.0%	27.7%	30.6%	33.6%	30.2%	29.0%	29.1%	27%						
Bad	6.1%	5.0%	4.1%	5.9%	9.1%	7.2%	6.2%	6.3%	6.8%	8%						
Very bad	1.2%	1.3%	3.1%	0.8%	1.7%	1.0%	1.3%	1.3%	1.3%	2%						
	(164)	(317)	(97)	(119)	(121)	(390)	(225)	(1,433)	(1,861)	(1,974)						

	2005								Prior Year CITY TOTALS									
	NW/ SW Downtown		N	NE Inner Central		SE	E	CITY TOTAL	2004	2003								
	• Traffic management																	
Very good	6.8%	4.5%	5.4%	7.9%	4.3%	5.5%	5.0%	5.4%	5.8%	5%								
Good	34.6%	36.0%	30.4%	39.5%	37.9%	33.7%	33.5%	34.9%	33.6%	37%								
Neither good nor bad	33.3%	35.4%	38.0%	34.2%	25.0%	33.9%	37.6%	34.3%	35.1%	36%								
Bad	17.3%	18.5%	18.5%	10.5%	21.6%	20.3%	17.6%	18.3%	18.1%	15%								
Very bad	8.0%	5.7%	7.6%	7.9%	11.2%	6.6%	6.3%	7.1%	7.4%	7%								
	(162)	(314)	(92)	(114)	(116)	(380)	(221)	(1,399)	(1,829)	(1,956)								
11 OVERALL:																		
How good a job do you think City government is doing at providing services that affect your business?																		
Very good	5.4%	4.9%	5.4%	4.2%	5.8%	6.1%	5.0%	5.3%	5.2%	5%								
Good	36.7%	45.4%	41.3%	44.9%	31.4%	37.6%	30.6%	38.6%	35.0%	36%								
Neither good nor bad	41.0%	37.2%	39.1%	34.7%	39.7%	40.5%	44.3%	39.7%	42.4%	39%								
Bad	12.7%	9.8%	10.9%	11.0%	16.5%	11.8%	14.6%	12.1%	12.4%	13%								
Very bad	4.2%	2.7%	3.3%	5.1%	6.6%	3.9%	5.5%	4.2%	5.0%	7%								
	(166)	(328)	(92)	(118)	(121)	(380)	(219)	(1,424)	(1,849)	(1,939)								
12 OVERALL:																		
How do you rate Portland as a place to do business?																		
Very good	5.5%	11.4%	9.3%	15.7%	5.6%	12.9%	8.1%	10.3%	9.4%	8%								
Good	41.4%	41.7%	43.0%	41.2%	38.3%	41.2%	37.6%	40.6%	37.0%	40%								
Neither good nor bad	30.3%	22.5%	24.4%	24.5%	29.0%	23.2%	27.9%	25.3%	26.1%	26%								
Bad	15.2%	18.1%	17.4%	12.7%	14.0%	15.0%	18.8%	16.2%	17.3%	16%								
Very bad	7.6%	6.3%	5.8%	5.9%	13.1%	7.6%	7.6%	7.5%	10.3%	10%								
	(145)	(271)	(86)	(102)	(107)	(340)	(197)	(1,248)	(1,859)	(1,996)								

	2005							Prior Year CITY TOTALS								
	NW/ Downtown		N	NE		SE	E	CITY TOTAL	2004	2003						
	SW			Inner	Central											
How many employees are in your business at this location?																
0 to 1							649	392	556							
2 to 4							389	474	521							
5 to 9							215	299	331							
10 to 19							146	189	209							
20 to 49							76	152	170							
50 to 99							30	58	43							
100 to 249							12	27	23							
250 to 500							1	9	6							
More than 500							3	2	1							
Unknown								389	177							
							(1,521)	(1,991)	(2,037)							
If you have multiple business locations, what is the total number of employees in Portland?																
0 to 1							625	384	537							
2 to 4							365	468	489							
5 to 9							214	284	332							
10 to 19							156	198	215							
20 to 49							84	153	185							
50 to 99							34	59	55							
100 to 249							20	41	37							
250 to 500							7	22	9							
More than 500							16	4	5							
Unknown								378	173							
							(1,521)	(1,991)	(2,037)							

Appendix C Comparison City Data

Charlotte, North Carolina

Population:	
Charlotte	594,359
Charlotte/Mecklenburg Co.	771,617
Fire budget per capita:	
Without pension	\$96.3
Pension	\$14.6
TOTAL	\$110.9
Structural fires/1,000 residents	1.3
Civilian deaths/100,000 residents	0.5
Police budget per capita:	
Without pension	\$153.2
Pension	\$29.2
TOTAL	\$182.4
Part I crimes/1,000 residents	70.7
Parks budget per capita	\$35
Sewer operating expenses per capita	\$72.9
Monthly residential bill:	
Sewer/storm drainage	\$36.20
Water operating expenses per capita	\$54
Monthly water bill	\$14.52

Cincinnati, Ohio

Population:	314,154
Fire budget per capita:	
Without pension	\$203.1
Pension	\$39.6
TOTAL	\$242.7
Structural fires/1,000 residents	7.0
Civilian deaths/100,000 residents	0.6
Police budget per capita:	
Without pension	\$323.6
Pension	\$39.6
TOTAL	\$363.2
Part I crimes/1,000 residents	84.6
Parks budget per capita	\$119
Sewer operating expenses per capita	\$120.93
Monthly residential bills:	
Sewer/storm drainage	\$37.65
Water operating expenses per capita	\$56
Monthly water bill	\$14.97

Denver, Colorado

Population: 556,835

Fire budget per capita:
 Without pension \$138.9
 Pension \$30.2
 TOTAL \$169.2

Structural fires/1,000 residents 0.8
 Civilian deaths/100,000 residents 0.4

Police budget per capita:
 Without pension \$255.3
 Pension \$40.7
 TOTAL \$296.0

Part I crimes/1,000 residents 63.0

Parks budget per capita \$77

Sewer operating expenses per capita \$89.74

Monthly residential bills:
 Sewer/storm drainage \$18.93

Water operating expenses per capita \$97

Monthly water bill \$17.08

Kansas City, Missouri

Population: 444,387

Fire budget per capita:
 Without pension \$154.8
 Pension \$21.7
 TOTAL \$176.5

Structural fires/1,000 residents 3.8
 Civilian deaths/100,000 residents 1.8

Police budget per capita:
 Without pension \$293.5
 Pension \$33.4
 TOTAL \$326.9

Part I crimes/1,000 residents 94.4

Parks budget per capita \$55

Sewer operating expenses per capita \$55.43

Monthly residential bills:
 Sewer/storm drainage \$21.43

Water operating expenses per capita \$119

Monthly water bill \$19.65

Sacramento, California

Population:	
Sacramento	454,330
Sacramento County	1,352,445
Fire budget per capita:	
Without pension	\$126.8
Pension	\$5.9
TOTAL	\$132.6
Structural fires/1,000 residents	1.8
Civilian deaths/100,000 residents	0.8
Police budget per capita:	
Without pension	\$210.3
Pension	\$7.7
TOTAL	\$218.0
Part I crimes/1,000 residents	73.1
Parks budget per capita	\$73
Sewer operating expenses per capita	\$106.15
Monthly residential bills:	
Sewer/storm drainage	\$37.80
Water operating expenses per capita	\$67
Monthly water bill	\$20.06

Seattle, Washington

Population:	571,480
Fire budget per capita:	
Without pension	\$193.7
Pension	\$20.9
TOTAL	\$214.6
Structural fires/1,000 residents	2.4
Civilian deaths/100,000 residents	0.2
Police budget per capita:	
Without pension	\$300.9
Pension	\$18.5
TOTAL	\$319.4
Part I crimes/1,000 residents	82.0
Parks budget per capita	\$141
Sewer operating expenses per capita	\$247.83
Monthly residential bills:	
Sewer/storm drainage	\$44.35
Water operating expenses per capita	\$53
Monthly water bill	\$26.29

**Audit Services Division
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*City of Portland Service Efforts and Accomplishments: 2004-05,
Fifteenth Annual Report on City Government Performance
(Report #320, November 2005)*

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

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by contacting the Audit Services Division.

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

Other recent audit reports:

*Office of Government Relations: Expense
documentation and approval process can be improved
(#325, September 2005)*

*Portland Development Commission Internal
Controls: Policies are in place, but authorizations and
documentation are often lacking (#321, September 2005)*

*Best Practices for Information Technology Governance
(#314B, September 2005)*

