Key Performance Measure Methodology Appendix

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What is Performance Management?

The City of Portland defines performance management as a systematic means of monitoring progress towards strategic targets, with the ultimate goal of providing better results for the public. In order to improve results, the data collected and reported upon must be used in decision-making. To be most effective, performance management is integrated into all aspects of an organization's work – including budgeting, planning, operational management, employee reviews and other processes.

Performance management differs from performance measurement. While the former uses data as a tool to enhance decision-making, the latter refers to the process of collecting, analyzing, and reporting upon data. Over the past several years, the City of Portland has been moving from simply measuring and reporting performance data, to managing and improving our services through the use of performance information.

Why is Performance Management Important?

The key benefit of performance management is that it can create better results for the public. Incorporating performance data into decision-making can result in improved customer satisfaction, cost savings, and increased organizational efficiency. Performance management also provides decision-makers with data and evidence upon which to base policy decisions.

An effective performance management system will be able to answer the following questions:

- What did we achieve?
- How efficiently did we perform our work?
- What impact did our activities have on the community?
- How do our programs and services compare to those offered in other jurisdictions?

Purpose of this Appendix

The purpose of the KPM methodology appendix is to provide a transparent accounting of how data is collected and KPMs are calculated. The data collection methodology details the underlying assumptions made when developing the KPMs. This information is available online to enhance stakeholder understanding of bureau operations and guide the assessment of City performance. Ultimately, the information helps show how bureau activities have an incremental impact to "move the dial" toward success.

The data collection methodology appendix includes:

Collection Method – Includes (1) data collection mechanisms (describe ways the data will be collected, survey forms, printed reports, contractor performance reports, etc.); (2) data sources (manual logs, check sheets, computer databases, surveys, spreadsheets, etc.); data collection time frame (i.e. reporting time lag); data storage location.

Frequency of collection – How often are component variables collected (each transaction, weekly, monthly, quarterly, or intermittently); frequency may vary from when data is reported.

Reliability of Data – Refers to the expected accuracy and reliability of the performance data. High accuracy – data gathered via reliable process designed to validate or verify the information; Medium accuracy – somewhat dependable process designed to validate or verify the information; Low accuracy – data gathered without a dependable process to validate or verify the information or indication that bureau does not have a reliable method of data quality assurance.

Formula – Mathematical equation used to calculate the measure. For example, to calculate BPS on-time trash collection during scheduled hours, divide the number of times it was collected on time by the total number of times trash was collected.

Bureau data source contact – Name and email address of the person responsible for collecting, gathering, and reporting the data for this specific measure.

Bureau data source program manager – Name, phone, and email contact information.

Relevant URL, "for more info" – Directs reader to program Portlandoregon.gov subpages, press releases, how to get involved, annual report, budget, or simply the bureau home page.

Strategic Plan – Provides the reference for the City or bureau strategic plan that determines or influences the desired long-term level of service for that measure.

Strategic Target – the bureau's ultimate level of service for the measure, as informed by a City or bureau strategic plan or policy document.

By Year – the year that the bureau expects to achieve the strategic target.

For complete details, please review the Performance Management Manual supplement to the Budget Manual
https://www.portlandoregon.gov/cbo/article/558933

Office of the City Attorney

Number of training hours provided by City Attorney staff to other City staff

Collection Method: Training hours are reported by employees each payroll period. Because employees can forget to report training, hours might be under-reported. A reminder is provided on occasion to help address this.

Frequency of Collection: WEEKLY

Reliability of Data: MEDIUM

Formula: Hours dedicated to providing Citywide training.

Data Contact: Crystine Jividen 503-823-3094

Program Contact: Crystine Jividen 503-823-3094

URL:

Strategic Plan:

Strategic Target: 475   **By Year:** 2021

Annual costs of outside counsel

Collection Method: Actual outside counsel costs are tracked and entered into a spreadsheet as invoices are received.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: Actual outside counsel costs

Data Contact: Crystine Jividen 503-823-3095

Program Contact: Crystine Jividen 503-823-3095

URL:

Strategic Plan:

Strategic Target: $350,000   **By Year:** 2021

Cost of service per attorney hour

Collection Method: Adopted/Revised budget amounts are assumed operating expenses until actual is reported at year end. Paralegal costs are estimated based on actual payroll costs and average materials and services costs. Hours worked are reported on bi-weekly timesheets.

Frequency of Collection: MONTHLY

Reliability of Data: HIGH

Formula: Operating expenses of entire office less paralegal costs divided by total attorney hours worked.

Data Contact: Crystine Jividen 503-823-3094

Program Contact: Crystine Jividen 503-823-3094

URL:

Strategic Plan:

Strategic Target: $162   **By Year:** 2021

Percentage of cases favorably resolved

Collection Method: Litigation cases are analyzed for favorability based upon set metrics. Data is collected in case management system at time matter is closed.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: Number of cases favorably resolved divided by total number of cases

Data Contact: crystine.jividen@portlandoregon.gov

Program Contact: Tracy Reeve

URL:

Strategic Plan: City Attorney's Office Strategic Plan

Strategic Target: 88%   **By Year:** 2021

Office of the City Auditor

Percentage of audit report recommendations implemented or in process

Collection Method:

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Recommendations implemented + recommendations in process divided by total recommendations

Data Contact: Kari.guy@portlandoregon.gov

Program Contact: Drummond.kahn@portlandoregon.gov

URL: http://www.portlandoregon.gov/auditor/auditservices

Strategic Plan: Database with status of audit recommendations as Implemented, In process, or Not implemented

Strategic Target: 90%   **By Year:** 2022

Percentage of Ombudsman's Office recommendations accepted by bureaus

Collection Method:

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Recommendations implemented divided by total recommendations

Data Contact: Margie.sollinger@portlandoregon.gov

Program Contact: Margie.sollinger@portlandoregon.gov

URL: http://www.portlandoregon.gov/auditor/ombudsman

Strategic Plan: Staff verifies or document changes made; case software (AIM) reports recommendations implemented

Strategic Target: No target   **By Year:** No target

Annual percentage change in electronic documents viewed through E-files (public portal)

Collection Method:

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Formula includes documents viewed as counted, by HP Records Manager (TRIM software)

Data Contact: Brian.brown@portlandoregon.gov

Program Contact: Diana.banning@portlandoregon.gov

URL: http://www.portlandoregon.gov/efiles

Strategic Plan: Staff use time period (fiscal year), and filter for the E-Files public viewings for report data.

Strategic Target: No target   **By Year:** No target

City Budget Office

Percentage of City KPMs with positive year-over-year results

Collection Method: Data is collected annually during the prior year reporting process for prior year actuals. Key Performance Measures, or KPMs, are outcome-based measures that are affected by external factors in addition to bureau programs and services.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: KPMs with positive year-over-year results divided by total number of KPMs

Data Contact: Shannon Carney shannon.carney@portlandoregon.gov (503) 823-6807

Program Contact: Claudio Campuzano claudio.campuzano@portlandoregon.gov (503) 823-6848

URL: http://www.portlandoregon.gov/cbo/

Strategic Plan: FIN 2.02 (optomize efficiency/effectiveness of services)

Strategic Target: 60%   **By Year:** 2025

Annual repair, rehabilitation, & replacement funding gap (Citywide)

Collection Method: Data is collected annually by Planning & Sustainability as part of the Citywide Assets Report.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Total of R/R/R funding gaps for Water, BES, Parks, Transportation, and Civic Assets

Data Contact: Shannon Fairchild shannon.fairchild@portlandoregon.gov (503) 823-6961

Program Contact: Claudio Campuzano claudio.campuzano@portlandoregon.gov (503) 823-6848

URL: www.portlandoregon.gov/cbo/article/567961

Strategic Plan: Citywide Assets Report

Strategic Target: $0   **By Year:** 2025

Customer service rating (5pt scale)

Collection Method: Data is collected as part of the CBO survey completed in the summer of each year.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Average customer service rating from annual CBO survey

Data Contact: Claudio Campuzano claudio.campuzano@portlandoregon.gov (503) 823-6848

Program Contact: Claudio Campuzano claudio.campuzano@portlandoregon.gov (503) 823-6848

URL: http://www.portlandoregon.gov/cbo/

Strategic Plan: Bureau strategic plan

Strategic Target: 4.75   **By Year:** 2025

Administrative cost as a percentage of bureau budget

Collection Method: The percentage is calculated by dividing the administration program cost excluding delivery costs allocated to benefit programs (personnel services for pension and disability programs and EM&S for disability) by total bureau budget in BRASS report

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Administration cost as a percent of total operating budget

Data Contact: Mika Obara mika.obara@portlandoregon.gov (503)823-3727

Program Contact: Stacy Jones stacy.jones@portlandoregon.gov (503-823-2609)

URL:

Strategic Plan:

Strategic Target: 1.67%   **By Year:** 2021

Fire and Police Disability and Retirement

Number of FPDR 2 retirements from active service

Collection Method: Master Data Report from FPDR database provides this number. For projections, the number is calculated by applying actuarial assumption retirement rates to active membership data.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Number of FPDR 2 retirements from active service

Data Contact: Mika Obara mika.obara@portlandoregon.gov (503)823-3727

Program Contact: Stacy Jones stacy.jones@portlandoregon.gov (503-823-2609)

URL:

Strategic Plan:

Strategic Target: 54   **By Year:** 2021

Number of disability claims filed

Collection Method: "Claim Data Report" from the FPDR database produces the number of claims by injury date. Ocurrence greater than 1 (recurrence) is excluded.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Number of disability claims filed

Data Contact: Mika Obara mika.obara@portlandoregon.gov (503)823-3727

Program Contact: Stacy Jones stacy.jones@portlandoregon.gov (503-823-2609)

URL:

Strategic Plan:

Strategic Target: 356   **By Year:** 2021

Percent of workforce who are FPDR 3

Collection Method: This is calculated by dividing the June 30 number of active FPDR3 members by the June 30 number of all active members as reported in Note 2, Plan Features and Oher Information in the annual financial audit report.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Percent of workforce who are FPDR 3

Data Contact: Mika Obara mika.obara@portlandoregon.gov (503)823-3727

Program Contact: Stacy Jones stacy.jones@portlandoregon.gov (503-823-2609)

URL:

Strategic Plan:

Strategic Target: 51%   **By Year:** 2021

FPDR tax levy rate (per $1,000 of Real Market Value)

Collection Method: This number is provided by City Economist.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: FPDR tax levy rate per $1,000 of Real Market Value

Data Contact: Mika Obara mika.obara@portlandoregon.gov (503)823-3727

Program Contact: Stacy Jones stacy.jones@portlandoregon.gov (503-823-2609)

URL:

Strategic Plan:

Strategic Target: $1.38   **By Year:** 2021

Bureau of Development Services

Percentage of workforce on disability at June 30

Collection Method: This is calculated by dividing the June 30 number of members on biweekly disability and monthly disability by the June 30 number of active members and members on monthly disability in Audit Schedule 5 Membership Summary .

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Percent of workforce on disability as of June 30

Data Contact: Mika Obara mika.obara@portlandoregon.gov (503)823-3727

Program Contact: Stacy Jones stacy.jones@portlandoregon.gov (503-823-2609)

URL:

Strategic Plan:

Strategic Target: 4.00%   **By Year:** 2021

Percentage of commercial inspections made within 24 hours of request

Collection Method: Individual inspections are recorded by the inspector daily in TRACS. If there were inspections done, but rolled over to the next business day, these are counted as rollovers, and fall outside this performance goal. For any given time period, a TRACS report can be run showing the number of inspections and the number of rollovers. In Excel, the percent not rolled over during that time period is calculated.

Frequency of Collection: MONTHLY

Reliability of Data: HIGH

Formula: Number of commercial inspections made within 24 hours divided by number requested.

Data Contact: kyle.obrien@portlandoregon.gov

Program Contact: mitch.nickolds@portlandoregon.gov

URL: https://www.portlandoregon.gov/bds/

Strategic Plan:

Strategic Target: **By Year:**

Percentage of residential inspections made within 24 hours of request

Collection Method: Individual inspections are recorded by the inspector daily in TRACS. If there were inspections done, but rolled over to the next business day, these are counted as rollovers, and fall outside this performance goal. For any given time period, a TRACS report can be run showing the number of inspections and the number of rollovers. In Excel, the percent not rolled over during that time period is calculated.

Frequency of Collection: MONTHLY

Reliability of Data: HIGH

Formula: Number of residential inspections made within 24 hours divided by number requested.

Data Contact: kyle.obrien@portlandoregon.gov

Program Contact: mitch.nickolds@portlandoregon.gov

URL: https://www.portlandoregon.gov/bds

Strategic Plan:

Strategic Target: **By Year:**

Number of housing units brought up to code as a result of Neighborhood Inspection Division efforts (includes enhanced inspection pilot beginning in 2010-11)

Collection Method:

Frequency of Collection: MONTHLY

Reliability of Data: HIGH

Formula: Number of properties cleaned up as a result of the enforcement program

Data Contact: kyle.obrien@portlandoregon.gov

Program Contact: mitch.nickolds@portlandoregon.gov

URL: https://www.portlandoregon.gov/bds/

Strategic Plan: PPD ENF-14.10-Enforcement Fee and Penalty Schedule

Strategic Target: 2,600   **By Year:** 2016

Percentage of pre-issuance checks completed within two working days of last review approval

Collection Method: Data Collection and Sources: Standardized TRACS Reports, Collection time frame: Monthly, 1 week delay for reporting; Reported & stored in spreadsheet.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: Number of pre-issuance completed within 2 working days divided by total pre-issuance scheduled

Data Contact: kyle.obrien@portlandoregon.gov

Program Contact: andy.peterson@portlandoregon.gov

URL: https://www.portlandoregon.gov/bds/

Strategic Plan:

Strategic Target: **By Year:**

Percentage of residential plans reviewed by all bureaus within scheduled end dates

Collection Method: Data Collection and Sources: Standardized TRACS Reports, Collection time frame: Monthly, 2 week delay for reporting; Reported & stored in spreadsheet.

Frequency of Collection: TRANSACT

Reliability of Data: MEDIUM

Formula: Number of residential plans reviewed divided by the total plans submitted.

Data Contact: kyle.obrien@portlandoregon.gov

Program Contact: andy.peterson@portlandoregon.gov

URL: https://www.portlandoregon.gov/bds/

Strategic Plan:

Strategic Target: **By Year:**

Percentage of commercial plans reviewed by all bureaus within scheduled end dates

Collection Method: Data Collection and Sources: Standardized TRACS Reports, Collection time frame: Monthly, 2 week delay for reporting; Reported & stored in spreadsheet.

Frequency of Collection: TRANSACT

Reliability of Data: MEDIUM

Formula: Number of commercial plans reviewed divided by total plans submitted.

Data Contact: kyle.obrien@portlandoregon.gov

Program Contact: andy.peterson@portlandoregon.gov

URL: https://www.portlandoregon.gov/bds/

Strategic Plan:

Strategic Target: **By Year:**

Percentage of Commercial Permit (New Construction) First Review done within 20 days of application intake

Collection Method: Reports are run in TRACs after the end of the each quarter and exported to excel. Commercial permits are reviewed every day, so the lag time at most by running quarterly reports is a quarter (3 months) plus about a week to run report and generate final data. Management assistant uses excel formulas to calculate the percentage of cases that met the turnaround time goal.

Frequency of Collection: TRANSACT

Reliability of Data: MEDIUM

Formula: Number of new construction commercial permit done within 20 days divided by total number permits

Data Contact: kyle.obrien@portlandoregon.gov

Program Contact: rebecca.esau@portlandoregon.gov

URL: https://www.portlandoregon.gov/bds/

Strategic Plan:

Strategic Target: **By Year:**

Percentage of Type II Land Use Reviews – Application Completeness Review done within 14 days of application intake

Collection Method: Reports are run in TRACs after the end of the each quarter and exported to excel. Management assistant then uses excel formulas to calculate the percentage of cases that met the turnaround time goal. Info is collected over the course of the quarter, so that's 3 months from the date the earliest entries were made, plus about a week at the end of the quarter to run reports, percentages, etc.

Frequency of Collection: QUARTERLY

Reliability of Data: MEDIUM

Formula: Number of Type II land use reviews within 14 days divided by total type II reviews.

Data Contact: kyle.obrien@portlandoregon.gov

Program Contact: rebecca.esau@portlandoregon.gov

URL: https://www.portlandoregon.gov/bds/

Strategic Plan:

Strategic Target: **By Year:**

Bureau of Emergency Communications

Percentage of emergency 9-1-1 calls answered within 20 seconds

Collection Method: Phone system and dispatch data is collected in the BOEC phone system and CAD databases.

Frequency of Collection: TRANSACT

Reliability of Data: LOW

Formula: Number of 9-1-1 calls answered within 20 seconds divided by number of 9-1-1 calls received

Data Contact: kyle.obrien@portlandoregon.gov

Program Contact: Lisa Turley lisa.turley@portlandoregon.gov (503) 823-0911

URL: http://www.portlandoregon.gov/911/26427

Strategic Plan: Phone system and dispatch data is collected in the BOEC phone system and CAD databases.

Strategic Target: **By Year:**

Percentage of police "emergency priority" calls dispatched within 120 seconds

Collection Method: Phone system and dispatch data is collected in the BOEC phone system and CAD databases.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: Police P1 incidents dispatched within 120 seconds divided by all dispatched police P1 incidents.

Data Contact: kyle.obrien@portlandoregon.gov

Program Contact: Lisa Turley lisa.turley@portlandoregon.gov (503) 823-0911

URL: http://www.portlandoregon.gov/911/26427

Strategic Plan: Phone system and dispatch data is collected in the BOEC phone system and CAD databases.

Strategic Target:　　　　　　**By Year:**

Percentage of fire "urgent priority" calls dispatched within 60 seconds

Collection Method: Phone system and dispatch data is collected in the BOEC phone system and CAD databases.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: Fire U1 incidents dispatched in 60 seconds divided by all fire U1 incidents dispatched.

Data Contact: kyle.obrien@portlandoregon.gov

Program Contact: Lisa Turley lisa.turley@portlandoregon.gov (503) 823-0911

URL: http://www.portlandoregon.gov/911/26427

Strategic Plan: Phone system and dispatch data is collected in the BOEC phone system and CAD databases.

Strategic Target: **By Year:**

Percentage of medical "priority emergency, one, or two" calls dispatched within 90 seconds

Collection Method: Phone system data and dispatch data is collected in the BOEC phone system and CAD databases and displayed via the BOEC data portal and special reports. Incidents represent imminent danger to life.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: Medical P1&2 incidents dispatched in 90 seconds, divided by all med. P1&2 incidents dispatched.

Data Contact: kyle.obrien@portlandoregon.gov

Program Contact: Lisa Turley lisa.turley@portlandoregon.gov (503) 823-0911

URL: http://www.portlandoregon.gov/911/26427

Strategic Plan: Phone system data and dispatch data is collected in the BOEC phone system and CAD databases.

Strategic Target: **By Year:**

Bureau of Emergency Management

Number of new PublicAlerts registrations

Collection Method: Registrations are tracked continuously in the online registration database.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: Sum of new Public Alerts Registrations on an annual basis

Data Contact: Dan Douthit; dan.douthit@portlandoregon.gov

Program Contact: Dan Douthit; dan.douthit@portlandoregon.gov

URL: http://www.portlandoregon.gov/pbem/59364

Strategic Plan:

Strategic Target: **By Year:**

Percentage of bureaus with updated COOP plan that meets or exceeds FEMA standard

Collection Method: Plan updates are solicited and scored quarterly, using a standardized methodology with two raters.

Frequency of Collection: QUARTERLY

Reliability of Data: HIGH

Formula: Percent of bureaus with updated COOP plan that meets or exceeds FEMA standard.

Data Contact: Jonna Papaefthimiou, 503-823-3809, jonnap@portlandoregon.gov

Program Contact: Jonna Papaefthimiou, 503-823-3809, jonnap@portlandoregon.gov

URL: https://www.portlandoregon.gov/pbem/62157

Strategic Plan: Plan updates are solicited and scored quarterly, using a standardized methodology with two rater

Strategic Target: **By Year:**

Percentage of neighborhoods with active NET teams.

Collection Method: Active NET teams maintain regular contact with the NET program coordinator and a minimum number of trained team members By definition, each team "owns" a neighborhood.

Frequency of Collection: MONTHLY

Reliability of Data: HIGH

Formula: # of neighborhoods with active NET teams/ all Neighborhoods that could have NET Teams

Data Contact: Jonna Papaefthimiou, jonnap@portlandoregon.gov

Program Contact: Jeremy Van Keuren, jvankeuren@portlandoregon.gov

URL: http://www.portlandoregon.gov/pbem/31667

Strategic Plan: Active NET teams maintain regular contact with NET program coordinator and a minimum number of

Strategic Target: **By Year:**

Percentage of participants who rate PBEM classes and exercises as "good" or "excellent"

Collection Method: Feedback is solicited at every event through post-class surveys

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: Percent of event participants that rate PBEM classes as good or excellent

Data Contact: Jonna Papaefthimiou, jonnap@portlandoregon.gov

Program Contact: Laureen Paulsen, laureen.paulsen@portlandoregon.gov

URL: http://www.portlandoregon.gov/pbem/64622

Strategic Plan: Feedback is solicited at every event.

Strategic Target: By Year:

Bureau of Environmental Services

Number of sanitary sewer overflows

Collection Method: Measure of sewer system overflows to buildings, streets, or the ground caused by storms smaller than a 25-year storm. The measure reflects overflows both in the sanitary-only system, as well as the combined system when not weather related and/or from non-permitted outfalls.

Frequency of Collection: INTERMIT

Reliability of Data: HIGH

Formula: SSOs per year to buildings, streets, or ground caused by storms smaller than 25-yr storm

Data Contact: Lynne Casey lynne.casey@portlandoregon.gov 503-823-0593

Program Contact: Matt Criblez matthew.criblez@portlandoregon.gov 503-823-9803

URL: http://www.portlandoregon.gov/bes/31892

Strategic Plan: SSOs (Sanitary System Overflow) per year to buildings, streets, or ground caused by storms small

Strategic Target: **By Year:**

Watershed Health Index for water quality

Collection Method: In FY 2010-11, BES began a rigorous assessment of Portland's watersheds, looking at a variety of indicators including water quality, hydrology, habitat and biological communities in order to calculate the Watershed Health Index (WSHI). This performance measure looks at one component of the WSHI, the citywide score for water quality and is a rolled-up score based on in-stream water quality monitoring at 128 sites across the City over a four-year cycle. The score includes data about several water quality indicators that relate to state and federal water quality regulations, human health, and impacts on fish and wildlife (e.g., E. coli, mercury, temperature). Note: A baseline score (a complete four-year data set) is reported in 2015. Data is collected annually, but robust statistical comparison (trending) against the baseline will be available in 2018 (after a complete eight-year data set).

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Index formula established by the Watershed group

Data Contact: Lynne Casey lynne.casey@portlandoregon.gov 503-823-0593

Program Contact: Sara Culp sara.culp@portlandoregon.gov 503-823-2532

URL: http://www.portlandoregon.gov/bes/watersheds

Strategic Plan:

Strategic Target: **By Year:**

Number of combined sewer overflow events

Collection Method: Total number of combined sewer overflows to the Willamette River and Columbia Slough. This figure includes events that are allowed under the National Pollutant Discharge Elimination System permit criteria, as well as unpermitted overflows.

Frequency of Collection: INTERMIT

Reliability of Data: HIGH

Formula: Number of events.

Data Contact: Lynne Casey lynne.casey@portlandoregon.gov 503-823-0593

Program Contact: Matt Criblez matthew.criblez@portlandoregon.gov 503-823-9803

URL: http://www.portlandoregon.gov/bes/31030

Strategic Plan:

Strategic Target: By Year:

Average single family household bill as a percent of median income

Collection Method: Typical bill as calculated by BES Business Services divided by U.S. Census Bureau Community Survey median income for City of Portland.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Typical bill as calculated by BES divided by U.S. Census Community Survey City median income

Data Contact: Lynne Casey lynne.casey@portlandoregon.gov 503-823-0593

Program Contact: Sam Murray sam.murray@portlandoregon.gov 503-823-7860

URL: http://www.portlandoregon.gov/bes/31019

Strategic Plan:

Strategic Target: **By Year:**

Percentage of urgent public health and safety related service requests responded to within two-hour timeframe

Collection Method: Thousands of calls are received by PBOT Dispatch every year, a very high percentage of which involve sewage releases that could negatively impact public health and safety. It is critical that these types of calls are responded to as quickly as feasible. All sewer release calls reported to PBOT Dispatch are considered urgent, with a few specific exceptions. These include calls where the release occurred in the past, or the caller is requesting a prearranged time for the City crew to arrive.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: # of urgent service requests responded to in <=2 hours divided by total urgent service requsts

Data Contact: Lynne Casey lynne.casey@portlandoregon.gov 503-823-0593

Program Contact: Sarah Covington sarah.covington@portlandoregon.gov 503-823-2410

URL: http://www.portlandoregon.gov/bes/article/40864

Strategic Plan:

Strategic Target: **By Year:**

Portland Fire and Rescue

Total number of incidents

Collection Method: Data comes from PF&R's Incident System, which is a combination of data entered manually by PF&R firefighters after each incident and transferred automatically from the Computer Aided Dispatch data operated by the Bureau of Emergency Communications.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: Sum of total incidents on which a PF&R unit is dispatched

Data Contact: mark.whitaker@portlandoregon.gov, 823-3725

Program Contact: tom.williams@portlandoregon.gov, 823-4390

URL: http://www.portlandoregon.gov/fire/

Strategic Plan: PF&R 2015-2020 Strategic Plan

Strategic Target: 92,800   **By Year:** 2020

Percentage of structural fires where flamespread was confined to room of origin

Collection Method: Data comes from PF&R's Incident System, which is a combination of data entered manually by PF&R firefighters after each incident and transferred automatically from the Computer Aided Dispatch data operated by the Bureau of Emergency Communications.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: (Number of structure fires contained to room of origin)/ (Total number of structure fires)

Data Contact: mark.whitaker@portlandoregon.gov, 823-3725

Program Contact: tom.williams@portlandoregon.gov, 823-4390

URL: http://www.portlandoregon.gov/fire/

Strategic Plan: PF&R 2015-2020 Strategic Plan

Strategic Target: 85%   **By Year:** 2025

Percentage of time unit from closest station is available for response

Collection Method: Data comes from PF&R's Incident System, which is a combination of data entered manually by PF&R firefighters after each incident and transferred automatically from the Computer Aided Dispatch data operated by the Bureau of Emergency Communications.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: # of calls a primary unit responds to w/in its designated FMA/Total # of calls w/in PFR's FMA

Data Contact: mark.whitaker@portlandoregon.gov, 823-3725

Program Contact: tom.williams@portlandoregon.gov, 823-4390

URL: http://www.portlandoregon.gov/fire/

Strategic Plan: PF&R 2015-2020 Strategic Plan

Strategic Target: 95%   **By Year:** 2025

Maximum response time to 90 percent of high priority calls

Collection Method: Data comes from PF&R's Incident System, which is a combination of data entered manually by PF&R firefighters after each incident and transferred automatically from the Computer Aided Dispatch data operated by the Bureau of Emergency Communications.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: All Code 3 call response times are ranked from fastest to slowest. 90th percentile resp time

Data Contact: mark.whitaker@portlandoregon.gov, 823-3725

Program Contact: tom.williams@portlandoregon.gov, 823-4390

URL: http://www.portlandoregon.gov/fire/

Strategic Plan: PF&R 2015-2020 Strategic Plan

Strategic Target: 5.2   **By Year:** 2025

Citizens contacted during community outreach/partnership activities

Collection Method: Firefighters manually enter data into PF&R's workload tracking software (the Journal system) after each event. At this time accuracy is low because 1) additional specifications and training are needed to clearly define what counts as a community contact 2) system only captures station personnel and does not document non-station contacts (Chiefs, Communications staff, special events)

Frequency of Collection: TRANSACT

Reliability of Data: LOW

Formula: Sum of citizens contacted by station personnel excluding emergency response (medical checks, etc

Data Contact: mark.whitaker@portlandoregon.gov, 823-3725

Program Contact: tom.williams@portlandoregon.gov, 823-4390

URL: http://www.portlandoregon.gov/fire/

Strategic Plan: PF&R 2015-2020 Strategic Plan

Strategic Target: 150,000   **By Year:** 2020

Successful Cardiac Arrest Resuscitation rate

Collection Method: Data is collected and reported by Multnomah County EMS Medical Director for entire county. PF&R is working to improve collection to be able to report survival rate for just responses in City of Portland. Multnomah County is also working with hospitals to join national CARES program to allow reporting of hospital discharge survival rate as well as prehospital survival rate.

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: # of 911 cardiac arrest patients in Multnomah County surviving to hospital admission/# cardiac

Data Contact: mark.whitaker@portlandoregon.gov, 823-3725

Program Contact: ken.burns@portlandoregon.gov, 823-4390

URL: http://www.portlandoregon.gov/fire/

Strategic Plan: PF&R 2015-2020 Strategic Plan

Strategic Target: 55%   **By Year:** 2025

Time lost to on-duty injury (in full-time equivalent employees)

Collection Method: Injury leave hours paid by FPD&R as reported in SAP

Frequency of Collection: QUARTERLY

Reliability of Data: HIGH

Formula: Sum of total work hours missed by sworn employees due to certified on-duty injury or illness

Data Contact: mark.whitaker@portlandoregon.gov, 823-3725

Program Contact: tom.williams@portlandoregon.gov, 823-3940

URL: http://www.portlandoregon.gov/fire/

Strategic Plan: PF&R 2015-2020 Strategic Plan

Strategic Target: 8   **By Year:** 2020

Responsiveness to client requests

Collection Method: The Office sends an annual customer service survey to all bureaus and offices. This measure indicates whether OGR responds in a timely manner to requests for service. For the 2016 reporting period, 100% of the respondents indicated that OGR was either "Very Responsive" or "Responsive." None indicated that OGR was unresponsive. This information is tracked and stored on a spreadsheet on the bureau's shared drive.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Customer service survey responses calculated.

Data Contact: susan.dietz@portlandoregon.gov

Program Contact: susan.dietz@portlandoregon.gov

URL: https://www.portlandoregon.gov/ogr/32924?

Strategic Plan:

Strategic Target: **By Year:**

Office of Government Relations

Percentage of respondents rating services as "excellent" or "very good"

Collection Method: The Office sends an annual customer service survey to all bureaus and offices. This measure indicates a rating of our overall customer service. For the 2016 reporting period, 97% of the respondents indicated either "Excellent" or Very Good." This information is tracked and stored on a spreadsheet on the bureaus' shared drive.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Customer service survey responses calculated.

Data Contact: susan.dietz@portlandoregon.gov

Program Contact: susan.dietz@portlandoregon.gov

URL: https://www.portlandoregon.gov/ogr/32924?

Strategic Plan:

Strategic Target: 98%   **By Year:** 2020

International delegations received

Collection Method: The program began tracking the number of international delegations welcomed starting in March 2014 and has been updating the data quarterly through the Program director's calendar review. The information is tracked and stored on a spreadsheet on the bureaus' shared drive.

Frequency of Collection: INTERMIT

Reliability of Data: HIGH

Formula: Number of delegations which we welcomed and or worked to get to Portland

Data Contact: susan.dietz@portlandoregon.gov

Program Contact: susan.dietz@portlandoregon.gov

URL: https://www.portlandoregon.gov/ogr/32924?

Strategic Plan:

Strategic Target: 100%   **By Year:** 2017

Portland Housing Bureau

Housing units opened that are newly affordable

Collection Method: Count of newly affordable housing units added to the Portland Housing Bureau's affordable housing portfolio. Housing units are affordable to families with incomes at or below 60% median family income. Data is administrative, collected by the PHB Housing Investment and Portfolio Preservation Team as projects are funded, completed, and monitored for compliance. Units are counted as newly affordable at time of construction completion. This measure ties in with the 2035 Comprehensive Plan Policy 5.25: Strive to produce at least 10,000 new regulated affordable housing units citywide by 2035 that will be affordable to households in the 0-80 percent MFI bracket.

Frequency of Collection: QUARTERLY

Reliability of Data: HIGH

Formula: New housing units affordable to families with incomes at or below 60% median family income

Data Contact: Antoinette Pietka, Antoinette.Pietka@portlandoregon.gov, (503) 823-2394

Program Contact: Karl Dinkelspiel, Karl.Dinkelspiel@portlandoregon.gov, (503) 823-2394

URL: http://www.portlandoregon.gov/phb/60594

Strategic Plan: 2035 Comprehensive Plan Policy 5.25:Strive to produce at least 10,000 regulated affordable units

Strategic Target: 500   **By Year:** 2017-2018

Total number of homeless individuals placed in permanent housing

Collection Method: Funding for placement services for homeless individuals. This measure ties to A Home For Everyone goal to decrease by half the unmet housing need by 2017. The target reflects housing placement for 1,350 individuals or 711 households.

Frequency of Collection: QUARTERLY

Reliability of Data: HIGH

Formula: Count of homeless individuals placed in permanent housing

Data Contact: Antoinette Pietka, Antoinette.Pietka@portlandoregon.gov, (503) 823-2394

Program Contact: Sally Erickson, Sally.Erickson@portlandoregon.gov, (503) 823-0883

URL: https://multco.us/housing-and-homelessness/partners-fighting-homelessness

Strategic Plan: A Home For Everyone Goal: Decrease by half the unmet housing need

Strategic Target: 4,374   **By Year:** 2017-2018

Retention rate of households placed in permanent housing at 12 months

Collection Method: Percentage of households placed in permanent housing that remained in housing for 12 months. Data is administrative, collected and reported quarterly by participating providers who are required to meet federal HUD guidelines. This shared measure has been in use for a number of years with City and County funded agencies.

Frequency of Collection: QUARTERLY

Reliability of Data: HIGH

Formula: Percentage of households placed in permanent housing that remained in housing for 12 months

Data Contact: Antoinette Pietka, Antoinette.Pietka@portlandoregon.gov, (503) 823-2394

Program Contact: Sally Erickson, Sally.Erickson@portlandoregon.gov, (503) 823-0883

URL: http://www.portlandoregon.gov/phb/60643

Strategic Plan: A Home for Everyone Goal: Decrease by half the unmet housing need by 2017

Strategic Target: 85%   **By Year:** 2017-2018

Number of individuals prevented from becoming homeless

Collection Method: Funding for homelessness prevention services for individuals. This measure ties to the A Home For Everyone Goal to decrease by half the unmet housing need by 2017 through prevention services for 1,000 individuals or 526 households.

Frequency of Collection: QUARTERLY

Reliability of Data: HIGH

Formula: Count of individuals prevented from entering homelessness

Data Contact: Antoinette Pietka, Antoinette.Pietka@portlandoregon.gov, (503) 823-2394

Program Contact: Sally Erickson, Sally.Erickson@portlandoregon.gov, (503) 823-0883

URL: https://multco.us/housing-and-homelessness/partners-fighting-homelessness

Strategic Plan: A Home For Everyone Goal: Decrease by half the unmet housing need by 2017

Strategic Target: 5,020   **By Year:** 2017-2018

Percentage of households receiving homebuyer education or counseling and subsequently purchasing a home

Collection Method: Percentage of low or moderate income households receiving homebuyer education or counseling and subsequently purchasing a home. Data is administrative, collected and reported quarterl by participating providers who are required to meet contractual requirements. This shared measure has been in use for a number of years with City funded agencies and ties to the 2035 Comprehensive Plan Policy 5.24: Preserve and produce affordable housing to meet needs that are not met by the private market by coordinating plans and investments with housing providers and organizations.

Frequency of Collection: QUARTERLY

Reliability of Data: HIGH

Formula: % of low or mod income HH receiving homebuyer edu or counseling & then buying home

Data Contact: Antoinette Pietka, Antoinette.Pietka@portlandoregon.gov, (503) 823-2394

Program Contact: Andrea Matthiessen, Andrea.Matthiessen@portlandoregon.gov, (503) 823-2379

URL: http://www.portlandoregon.gov/phb/60644

Strategic Plan: 2035 Comprehensive Plan Policy 5.24: Preserve and produce affordable housing

Strategic Target: 10%   **By Year:** 2017-18

Percentage of households receiving home repairs and retaining their homes 12 months after services

Collection Method: Percentage of households receiving home repairs and retaining their homes 12 months after services. Data is administrative, collected and reported quarterly by participating providers who are required to meet contractual requirements. This measure ties to the 2035 Comprehensive Plan Policy 5.24: Preserve and produce affordable housing to meet needs that are not met by the private market by coordinating plans and investments with housing providers and organizations.

Frequency of Collection: QUARTERLY

Reliability of Data: MEDIUM

Formula: # of hh receiving assistance still in their homes at 12 months, divided by total # of hh served

Data Contact: Antoinette Pietka, Antoinette.Pietka@portlandoregon.gov, (503) 823-2394

Program Contact: Andrea Matthiessen, Andrea.Matthiessen@portlandoregon.gov, (503) 823-2379

URL: http://www.portlandoregon.gov/phb/60644

Strategic Plan: 2035 Comprehensive Plan Policy 5.24: Preserve and produce affordable housing

Strategic Target: 80%   **By Year:** 2017-18

Percentage utilization of minority contracts in housing construction (contract $ awarded)

Collection Method: Percentage contract dollars awarded to Minority Business contracts in affordable housing construction. The Bureau of Internal Business Services, Procurement Services office, administers the Good Faith Efforts for PHB. The program requires contractors to provide subcontracting opportunities to state-certified Minority-owned Businesses and ties to the 2035 Comprehensive Plan Policy 5.24: Preserve and produce affordable housing to meet needs that are not met by the private market by coordinating plans and investments with housing providers and organizations.

Frequency of Collection: MONTHLY

Reliability of Data: HIGH

Formula: % total contract dollars awarded to Minority Business in affordable housing construction

Data Contact: Antoinette Pietka, Antoinette.Pietka@portlandoregon.gov, (503) 823-2394

Program Contact: Karl Dinkelspiel, Karl.Dinkelspiel@portlandoregon.gov, (503) 823-2394

URL: http://www.portlandoregon.gov/phb/65533

Strategic Plan: 2035 Comprehensive Plan Policy 5.24: Preserve and produce affordable housing

Strategic Target: 15%   **By Year:** 2017-2018

Office of Management and Finance

Percentage of recruitments meeting original or renegotiated timelines

Collection Method: Download query from Neo/Gov which shows when the recruitment was started and the list of eligible people who can be hired.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: # of recruitments mtng original or renegotiated timeline/total # of yearly recruitments*100

Data Contact: Lynda Lewis, Lynda.Lewis@portlandoregon.gov

Program Contact: Lynda Lewis, Lynda.Lewis@portlandoregon.gov

URL: http://www.portlandoregon.gov/bhr/26588

Strategic Plan:

Strategic Target: **By Year:**

City's unlimited tax General Obligation bond rating (1=Aaa)

Collection Method: Data is collected from rating agency.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: 1 = Aaa

Data Contact: Jennifer Cooperman, Jennifer.Cooperman@portlandoregon.gov

Program Contact: Ken Rust, Ken.Rust@portlandoregon.gov

URL: https://www.portlandoregon.gov/bfs/54824

Strategic Plan: OMF 2012-17 Strategic Plan

Strategic Target: 1   **By Year:** 2017

Business License Tax Gap – estimated difference between business taxes paid/owed (in millions)

Collection Method: Field survey compares survey results to business account database to determine rate of unregistered businesses. Sampling cluster methodology. Field visits conducted by Revenue staff during February/March.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Estimated unregistered business value, outstanding receivables, presumptive tax receivables

Data Contact: Terri Williams, Terri.Williams@portlandoregon.gov

Program Contact: Thomas Lannom, Thomas.Lannom@portlandoregon.gov

URL: https://www.portlandoregon.gov/revenue/

Strategic Plan:

Strategic Target: **By Year:**

Percentage of OMF owned City facilities (excluding spectator venues) maintained in good or better condition

Collection Method: Current methodology via inspection. Next year introducing new database tool.

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: Facilities in good condition divided by total number of facilities, multiplied by 100

Data Contact: Jeff Winkler Jeff.Winkler@portlandoregon.gov

Program Contact: Bryant Enge, Bryant.Enge@portlandoregon.gov

URL: http://www.portlandoregon.gov/bibs/26594

Strategic Plan:

Strategic Target: 80%   **By Year:** FY 2025-26

Percentage availability of network excluding scheduled maintenance

Collection Method: Collected and reported on monthly basis as part of the BTS Service Level Agreement.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Outage duration * by estimated # of effected employees -from estimated total # of City employees

Data Contact: Amy Tuttle, amy.tuttle@portlandoregon.gov

Program Contact: Dan Bauer, Dan.Bauer@portlandoregon.gov

URL: http://www.portlandoregon.gov/bts/64774

Strategic Plan:

Strategic Target: **By Year:**

Percentage of all subcontract dollars awarded to Minority, Women, and Emerging Small Businesses subs for construction and professional services contracts

Collection Method: Manual entry into BizTrak database by Contract Compliance Specialists. Data is provided on bid documents.

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: Total of all subcontracts(const. & PTE) / Total of M/W/ESB subs(const. & PTE)= % MWESB subs

Data Contact: Shelli Tompkins Shelli.Tompkins@portlandoregon.gov

Program Contact: Christine Moody, Christine.Moody@portlandoregon.gov

URL: http://www.portlandoregon.gov/bibs/26522?

Strategic Plan:

Strategic Target: **By Year:**

Percentage of focused outreach program participants on an eligible list who are hired

Collection Method: Track new requisitions through Neo/Gov that used focused outreach before the recruitment posted.

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: The number of Focused Outreach Program candidates hired from eligible lists that contained Focus

Data Contact: Lynda Lewis, Lynda.Lewis@portlandoregon.gov

Program Contact: Lynda Lewis, Lynda.Lewis@portlandoregon.gov

URL: http://www.portlandoregon.gov/bhr/26588

Strategic Plan: BHR FY 2014-17 Strategic Plan

Strategic Target: 50%   **By Year:** FY 2019-20

Percentage of sedans that are electric or plug-in hybrid

Collection Method: Inventory provided by fleet from Fleet forward information system.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Division of electric+plug-in hybrid vehicles by total sedan fleet (excl. police)

Data Contact: Jeff Winkler jeff.winkler@portlandoregon.gov

Program Contact: John Hunt john.hunt@portlandoregon.gov

URL: http://www.portlandoregon.gov/BIBS/33474

Strategic Plan:

Strategic Target: 50%   **By Year:** FY 2020-21

Basic Copy Center rate as a percentage of private sector rate

Collection Method: Data is gathered from the P&D Billing system

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Division of basic copy center rate by the average rate of private sector copy centers

Data Contact: Jeff Winkler Jeff.Winkler@portlandoregon.gov

Program Contact: Matthew Spitulski matthew.spitulski@portlandoregon.gov

URL: http://www.portlandoregon.gov/bibs/27418

Strategic Plan:

Strategic Target: 48%   **By Year:** FY 2016-17

Change in the cost of general liability claims over the prior four-year average

Collection Method: Data is from the Risk Management Information System, which is used in the annual actuarial analysis.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: The combined cost of general liability claims in each of the last 4 fiscal years, divided by 4

Data Contact: Jeff Winkler Jeff.Winkler@portlandoregon.gov (503) 823-5513

Program Contact: Bryant Enge Bryant.Enge@portlandoregon.gov (503) 823-6963

URL: http://www.portlandoregon.gov/bibs/26525

Strategic Plan:

Strategic Target: 0%   **By Year:** FY 2016-17

Number of CAFR review audit deficiency comments from external auditors

Collection Method: Distributed by external financial auditors.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Count of number of audit deficiency comments

Data Contact: Michelle Kirby Michelle.Kirby@portlandoregon.gov

Program Contact: Ken Rust, Ken.Rust@portlandoregon.gov

URL: http://www.portlandoregon.gov/bfs/26606

Strategic Plan: OMF 2012-17 Strategic Plan

Strategic Target: 9999999   **By Year:** 2017

Help Desk satisfaction rating (scale 1 to 5)

Collection Method: At closure of tickets. 3rd party survey, Helpdesk Institute.

Frequency of Collection: MONTHLY

Reliability of Data: HIGH

Formula: Average of monthly respondents

Data Contact: Amy Tuttle, amy.tuttle@portlandoregon.gov

Program Contact: Dan Bauer, Dan.Bauer@portlandoregon.gov

URL: http://www.portlandoregon.gov/bts/64774

Strategic Plan: OMF 2012-17 Strategic Plan

Strategic Target: 4.75   **By Year:** 2017

Office of Neighborhood Involvement

Number of participants in civic engagement activities

Collection Method: Data collected annually pulling from: CNIC quarterly reports, annual self reporting from NNO party hosts, and monthly tracking of graffiti cleanup events

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: Sum of the count of people participating at events for CNIC, CP, and Graffiti

Data Contact: Amy Archer, 503-823-2294, amyarcher@portlandoregon.gov

Program Contact: Amy Archer, 503-823-2294, amyarcher@portlandoregon.gov

URL: http://www.portlandoregon.gov/oni/

Strategic Plan:

Strategic Target: **By Year:**

Number of Problem Solving Cases

Collection Method: Data collected annually pulling from: Quarterly/annual RNW reports, annual aggregate reporting of liquor and noise violation cases, annual summary of warrant cases, and quarterly employee reports on Crime Prev cases

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Sum of problem solving cases: Mediation/Facil., Liquor, Noise violation, Graffiti warrant, & CP

Data Contact: Amy Archer, 503-823-2294, amyarcher@portlandoregon.gov

Program Contact: Amy Archer, 503-823-2294, amyarcher@portlandoregon.gov

URL: http://www.portlandoregon.gov/oni/

Strategic Plan:

Strategic Target: **By Year:**

Number of people participating in trainings, leadership development, and organizational development

Collection Method: Data collected annually pulling from: Quarterly reports from CNIC partners and programs, quarterly reports from Crime Prev staffs, liquor log of trainings, annual summary of graffiti trainings, RNW quarterly reports

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: Sum of ppl participating in training & development: CNIC, CP, Liquor, Graffiti, & Resolutions NW

Data Contact: Amy Archer, 503-823-2294, amyarcher@portlandoregon.gov

Program Contact: Amy Archer, 503-823,2294, amyarcher@portlandoregon.gov

URL: http://www.portlandoregon.gov/oni/

Strategic Plan:

Strategic Target: **By Year:**

Percentage of residents who feel safe walking alone in their neighborhood at night

Collection Method: The City Auditor survey was sent to 9,800 random households with a 35% response rate.

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: Survey data from the Auditor's Office Annual Community Survey

Data Contact: Drummond Kahn, 503-823-3536, drummond.kahn@portlandoregon.gov

Program Contact: Drummond Kahn, 503-823-3536, drummond.kahn@portlandoregon.gov

URL: http://www.portlandonline.com/auditor/index.cfm?c=64479&a=507436

Strategic Plan:

Strategic Target: **By Year:**

Percentage of residents that have been involved in a community project or attended a public meeting at least once

Collection Method: The City Auditor survey was sent to 9,800 random households with a 35% response rate.

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: Survey data from the Auditor's Office Annual Community Survey

Data Contact: Amy Archer, 503-823-2294, amyarcher@portlandoregon.gov

Program Contact: Amy Archer, 503-823-2294, amyarcher@portlandoregon.gov

URL: http://www.portlandonline.com/auditor/index.cfm?c=64479&a=507436

Strategic Plan:

Strategic Target: **By Year:**

Office of Equity and Human Rights

Percentage of City management that are employees of color

Collection Method: Data extracted from SAP Organizational Management module. Web analytics produced by EBS.

Frequency of Collection: QUARTERLY

Reliability of Data: MEDIUM

Formula: City managers of color divided by all City managers.

Data Contact: Joseph Wahl Joseph.Wahl@portlandoregon.gov 503-823-5582

Program Contact: Joseph Wahl Joseph.Wahl@portlandoregon.gov 503-823-5582

URL:
http://www.portlandoregon.gov/oehr/Chief_Demographics/mgrdemoswf.cfm

Strategic Plan: Citywide Racial Equity Goals & Strategies

Strategic Target: 28%   **By Year:** 2017

Percentage of bureaus that have translated essential documents into the safe harbor languages

Collection Method: Exact process in development. Mechanism will be mandatory bureau self-reporting. Data compiled by OEHR.

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: Bureaus translated essential documents into ten safe harbor languages, divided by all bureaus.

Data Contact: Danielle Brooks danielle.brooks@portlandoregon.gov 503-823-2559

Program Contact: Joseph Wahl Joseph.Wahl@portlandoregon.gov 503-823-5582

URL:

Strategic Plan: Portland Plan: Making Equity Real

Strategic Target: 100%   **By Year:** 2017

Percentage of ADA Title II Transition Plan barriers removed by City bureaus each year

Collection Method: Bureaus participating in the ADA Transition Plan include BES, PFR, OMF (including PPB and Spectator Facilities), ONI, PPR, PBOT, and PWB. Status information collected on ongoing basis via direct contact with each bureau.

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: Number of barriers removed, divided by all barriers scheduled for removal in that year.

Data Contact: Joseph Wahl Joseph.Wahl@portlandoregon.gov 503-823-5582

Program Contact: Joseph Wahl Joseph.Wahl@portlandoregon.gov 503-823-5582

URL: http://www.portlandoregon.gov/oehr/65293

Strategic Plan: ADA Title II Transition Plan

Strategic Target: 100%   **By Year:** 2024

Percentage of City employees that have completed Equity 101 training

Collection Method: OEHR collects data on City employees who attend mandatory Equity 101 training

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Number of City employees trained, divided by total number of City employees

Data Contact: Koffi Dessou koffi.dessou@portlandoregon.gov 503-823-4429

Program Contact: Koffi Dessou koffi.dessou@portlandoregon.gov 503-823-4429

URL:

Strategic Plan: Citywide Racial Equity Goals & Strategies

Strategic Target: 100%   **By Year:** 2019

Percentage of bureaus meeting annual Racial Equity Roadmap goals

Collection Method: OEHR collects data on bureau racial equity plan goal status

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Number of bureaus meeting annual goals, divided by total # of city bureaus

Data Contact: Judith.Mowry@portlandoregon.gov 503-823-4431

Program Contact: Judith.Mowry@portlandoregon.gov 503-823-4431

URL:

Strategic Plan: Citywide Racial Equity Goals & Strategies

Strategic Target: 100%   **By Year:** 2021-2022

Portland Parks and Recreation

Percentage of residents rating the overall quality of parks as good or very good

Collection Method: This measure reports the percentage of residents rating the quality of parks as good or very good. Derived from annual community survey of 3,297 residents. Margin of error is + or - 1.7%. Communities of color are likely underrepresented.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: From Auditor's Community Survey: Question 26

Data Contact: Jason Smith, jason.smith@portlandoregon.gov

Program Contact: Jason Smith, jason.smith@portlandoregon.gov

URL: http://www.portlandoregon.gov/parks/article/512726

Strategic Plan: Parks 2020 Vision

Strategic Target: 90%   **By Year:** 2020

Percentage of residents rating the overall quality of recreation centers and activities as good or very good

Collection Method: Derived from annual community survey of 3,297 residents. Margin of error is + or - 1.7%.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: From Auditor's Community Survey: Question 26

Data Contact: Jason Smith, jason.smith@portlandoregon.gov

Program Contact: Jason Smith, jason.smith@portlandoregon.gov

URL: http://www.portlandoregon.gov/parks/article/512726

Strategic Plan:

Strategic Target: **By Year:**

Percentage of residents living within three miles of a full- service community center

Collection Method: Using housing unit data from the County Assessor's office the 3 mile distance is calculated using the walkable street and trail network.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Number of housing units within 3 miles of a comunity center divided by City total housing units

Data Contact: Jason Smith, jason.smith@portlandoregon.gov

Program Contact: Josh Darling, Brett Horner

URL: http://www.portlandoregon.gov/parks/article/512726

Strategic Plan: Parks 2020 Vision

Strategic Target: 100%   **By Year:** 2020

Number of acres of invasive weeds treated annually

Collection Method: Data is derived from various sources including programmatic databases and maps, City Nature staff work logs and Micromain work orders.

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: Number of Acres treated on PP&R owned lands

Data Contact: Jason Smith, jason.smith@portlandoregon.gov

Program Contact: Emily Roth, emily.roth@portlandoregon.gov

URL: http://www.portlandoregon.gov/parks/article/512726

Strategic Plan: Natural Areas Restoration Plan

Strategic Target: 2,000   **By Year:** 2015

Percentage of residents living within one-half mile of a park or natural area

Collection Method: Using housing unit data from the County Assessor's office the 1/2 mile distance is calculated using the walkable street and trail network. Park entry points are also considered.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Number of housing units within 1/2 mile of a park/natural area divided by City total units

Data Contact: Jason Smith, jason.smith@portlandoregon.gov

Program Contact: Josh Darling, Brett Horner

URL: http://www.portlandoregon.gov/parks/article/512726

Strategic Plan: Parks 2020 Vision

Strategic Target: 100%   **By Year:** 2020

Percentage of residents who feel safe walking alone in their neighborhood at night

Collection Method: The City Auditor survey was sent to 9,800 random households with a 35% response rate.

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: Survey data from the Auditor's Office Annual Community Survey

Data Contact: drummond.kahn@portlandoregon.gov

Program Contact: drummond.kahn@portlandoregon.gov

URL: http://www.portlandonline.com/auditor/index.cfm?c=64479&a=507436

Strategic Plan: Portland Plan

Strategic Target: 65%   **By Year:** 2025

Portland Police Bureau

Average travel time to high priority calls in minutes

Collection Method: Data of call response time from the CAD system is aggegated and divided by the number of high priority calls during the same time frame, which is also data from the CAD system

Frequency of Collection: MONTHLY

Reliability of Data: HIGH

Formula: average time it takes police from high priority call dispatch to arrive on scene of an incident.

Data Contact: Lauren Brown SSD/ 503.823-0952

Program Contact: Lauren.brown@portlandoregon.gov/ 503.823-0952

URL: http://www.portlandoregon.gov/police/

Strategic Plan: Police Bureau Strategic Plan

Strategic Target: 5.5   **By Year:** 2021

Percentage of total PPB custodies in which there was no FDCR-level force event

Collection Method: the total number of custodies and the use of force reports completed are both derived from the bureau records management system

Frequency of Collection: MONTHLY

Reliability of Data:

Formula: # of total arrests made in the prior year, total of use of force/number of UOF by total arrests

Data Contact: Lauren Brown Lauren.Brown@portlandoregon.gov

Program Contact: Lauren Brown Lauren.Brown@portlandoregon.gov

URL: http://www.portlandoregon.gov/police/

Strategic Plan: Department of Justice Agreement

Strategic Target: 97.20%   **By Year:** 2021

Percentage of the DOJ Agreement Tasks assigned to PPB that are actively in progress or completed

Collection Method:

Frequency of Collection: TRANSACT

Reliability of Data: MEDIUM

Formula:

Data Contact: michael.marshman@portlandoregon.gov, 503-823-0292

Program Contact: Michael Marshman

URL: http://www.portlandoregon.gov/police

Strategic Plan:

Strategic Target: **By Year:**

Percentage of new sworn hires who are female

Collection Method:

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: # of newly hired sworn officers-female/ total # newly hired sworn officers

Data Contact: Emily.craig@portlandoregon.gov.

Program Contact: Emily.craig@portlandoregon.gov.

URL: http://www.portlandoregon.gov/police/

Strategic Plan: 2012-17 Equal Opportunity Affirmative Action Plan

Strategic Target: 20%   **By Year:** 2021

Percentage of new sworn hires comprised of people from communities of color

Collection Method:

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: # of newly sworn officers ID'd as person of color/total new sworn hires

Data Contact: Emily.craig@portlandoregon.gov.

Program Contact: Emily.craig@portlandoregon.gov.

URL: http://www.portlandoregon.gov/police/

Strategic Plan: 2012-17 Equal Opportunity Affirmative Action Plan

Strategic Target: 40%   **By Year:** 2021

Number of Crime Against Persons offenses per 1,000 residents

Collection Method:

Frequency of Collection:

Reliability of Data: HIGH

Formula:

Data Contact: Lauren Brown Lauren.Brown@portlandoregon.gov

Program Contact:

URL:

Strategic Plan:

Strategic Target: 12.4   **By Year:** 2021

Number of Crime Against Property offenses per 1,000 residents

Collection Method:

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula:

Data Contact: Lauren Brown Lauren.Brown@portlandoregon.gov

Program Contact:

URL:

Strategic Plan:

Strategic Target: 83.4   **By Year:** 2021

Bureau of Planning and Sustainability

Percentage of new housing units in the four-county region that are within the City of Portland

Collection Method: BPS compiles development permit data from TRACS to determine Portland's new housing units and compares to similar data for the four-county region collected and reported by Construction Monitor.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: # of new housing units built in Portland divided by total units built in the four County region

Data Contact: Tom Armstrong, 503-823-3527, Tom.Armstrong@portlandoregon.gov

Program Contact: Tom Armstrong, 503-823-3527, Tom.Armstrong@portlandoregon.gov

URL: https://www.portlandoregon.gov/bps/50531

Strategic Plan:

Strategic Target: **By Year:**

Percentage of Portlanders living in complete neighborhoods

Collection Method: A "complete neighborhood" is defined as meeting threshold levels on at least 5 of the following 7 indicators: bicycle access and connectivity; food access; transit access; recreation access; elementary school access; sidewalk density; and commercial services.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Number of residents living in "complete" neighborhoods divided by total Portland population

Data Contact: Radcliffe Dacanay, 503-823-9713, Radcliffe.Dacanay@portlandoregon.gov

Program Contact: Tom Armstrong, 503-823-3527, Tom.Armstrong@portlandoregon.gov

URL:
http://www.portlandonline.com/portlandplan/index.cfm?a=288098&c=52256

Strategic Plan: Portland Plan

Strategic Target: 0.8   **By Year:** 2035

Percentage of waste recycled or composted

Collection Method: Waste haulers provide quarterly reports to BPS with tonnage of waste landfilled, recycled, and composted. In addition, materials recovered or disposed by residents and businesses that self-haul are calculated with input from Metro and DEQ.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: % of commercial and residential solid waste waste recycled or composted of total waste generated

Data Contact: Arianne Sperry, 503-823-5664, Arianne.Sperry@portlandoregon.gov

Program Contact: Bruce Walker, 503-823-7772, Bruce.Walker@portlandoregon.gov

URL: https://www.portlandoregon.gov/bps/41641

Strategic Plan:

Strategic Target: **By Year:**

Percentage reduction in per person carbon emissions from 1990 levels

Collection Method: Emissions inventory is produced using ICLEI ClearPath software; primary data inputs are gathered from utilities, ODOT, Metro, and the U.S. Energy Information Administration.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Carbon dioxide emissions from Multnoman County divided by Multnomah County population

Data Contact: Kyle Diesner, 503-823-4166, Kyle.Diesner@portlandoregon.gov

Program Contact: Michael Armstrong, 503-260-2570, Michael.Armstrong@portlandoregon.gov

URL: https://www.portlandoregon.gov/bps/41641

Strategic Plan: Climate Action Plan

Strategic Target: 0.9   **By Year:** 2050

Bureau of Transportation

Percentage of PBOT-owned bridges in non-distressed condition

Collection Method: PBOT's bridges are inspected every two years by certified bridge inspectors.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Number of bridges in non-distressed condition, divided by total PBOT-Owned bridges.

Data Contact: Cameron Glasgow, Cameron.Glasgow@portlandoregon.gov (503) 823-9726

Program Contact: Steve Townsen, Steve.Townsen@portlandoregon.gov, (503) 823-7144

URL: https://www.portlandoregon.gov/transportation/62870

Strategic Plan: Portland Progress

Strategic Target: 85%   **By Year:** 2020

Percentage of trips made by people walking and bicycling, including to transit (calendar year)

Collection Method: US Census Bureau conducts the ACS annually with roughly 1 out of every 38 Americans.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Percentage of commute trips made by foot, bicycle or transit.

Data Contact: Scott Cohen, Scott.Cohen@portlandoregon.gov (503) 823-5345

Program Contact: Art Pearce, Art.Pearce@portlandoregon.gov, (503) 823-7791

URL: http://www.census.gov/acs/www/

Strategic Plan: Portland Progress, Climate Action Plan, Bike Plan

Strategic Target: 70%   **By Year:** 2030

Annual streetcar ridership

Collection Method: Installed Automatic Passenger Count (APC) equipment on streetcar vehicles collect data which is then extrapolated.

Frequency of Collection: WEEKLY

Reliability of Data: MEDIUM

Formula: Analysis is used to extrapolate ridership from Automatic Passenger Counter data and service hour

Data Contact: Kathryn Levine, Kathryn.Levine@portlandoregon.gov, (503) 823-7085

Program Contact: Christine Leon, Christine.Leon@portlandoregon.gov, (503) 823-7441

URL: http://www.portlandstreetcar.org/

Strategic Plan: draft Portland Streetcar Strategic Plan

Strategic Target: 6,100,000   **By Year:** 2020

Percentage of "busy" (collector/arterial) streets in fair or better condition

Collection Method: Arterial and Collector Streets are inspected once every 2 years. StreetSaver can report annual data based on a deterioration curve.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: % of Busy Street Lane-Miles with a Pavement Condition Index (PCI) greater than or equal to 65, d

Data Contact: Todd Liles Todd.Liles@portlandoregon.gov (503) 823-6992

Program Contact: Steve Townsen Steve.Townsen@portlandoregon.gov (503) 823-7144

URL: http://www.portlandoregon.gov/transportation/article/417045

Strategic Plan: PBOT's Asset Status + Condition Report 2015

Strategic Target: 80%   **By Year:** 2024

Percentage of local streets in fair or better condition

Collection Method: % of Local Street Lane-Miles with a Pavement Condition Index (PCI) greater than or equal to 65, divided by total network lane-miles.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: % of Local Street Lane-Miles with a Pavement Condition Index (PCI) greater than or equal to 65,

Data Contact: Todd Liles Todd.Liles@portlandoregon.gov (503) 823-6992

Program Contact: Steve Townsen Steve.Townsen@portlandoregon.gov (503) 823-7144

URL: http://www.portlandoregon.gov/transportation/article/417045

Strategic Plan: PBOT's Asset Status + Condition Report 2015

Strategic Target: 70%   **By Year:** 2024

Total number of traffic fatalities citywide (calendar year)

Collection Method:

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Tally of traffic fatalities.

Data Contact: Dana Dickman, Dana.Dickman@portlandoregon.gov, (503) 823-5785

Program Contact: Art Pearce, Art.Pearce@portlandoregon.gov, (503) 823-7791

URL: https://www.portlandoregon.gov/transportation/40390

Strategic Plan: 2035 Comprehensive Plan

Strategic Target: 0   **By Year:** 2035

Portland Water Bureau

Maintain water revenue bond AAA credit rating

Collection Method: Assigned by rating agency

Frequency of Collection: TRANSACT

Reliability of Data: HIGH

Formula: Bond rating as assigned by rating agency

Data Contact: Jan Warner, jan.warner@portlandoregon.gov

Program Contact: Jan Warner, jan.warner@portlandoregon.gov

URL: http://www.portlandoregon.gov/water/

Strategic Plan: Assigned by rating agency

Strategic Target: 100%   **By Year:** 2017

Number of violations of state and federal drinking water quality regulations

Collection Method: Manually tracking of violations.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Number of violations of state and federal drinking water quality regulations

Data Contact: Chris Wanner, chris.wanner@portlandoregon.gov

Program Contact: Chris Wanner, chris.wanner@portlandoregon.gov

URL: http://www.portlandoregon.gov/water/

Strategic Plan: Manually tracking of violations

Strategic Target: 0%   **By Year:** 2017

Number of violations of state and federal environmental regulations

Collection Method: Manually tracking of violations.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Number of violations of state and federal environmental regulations

Data Contact: Steve Kucas, steve.kucas@portlandoregon.gov

Program Contact: Steve Kucas, steve.kucas@portlandoregon.gov

URL: http://www.portlandoregon.gov/water/

Strategic Plan: Manually tracking of violations

Strategic Target: 0%   **By Year:** 2017

Number of unplanned events leading to customers out of water for more than eight hours

Collection Method: ACCESS database used by Maintenance and Construction Group

Frequency of Collection: MONTHLY

Reliability of Data: MEDIUM

Formula: Number of unplanned events leading to customers out of water for more than eight hours

Data Contact: Ty Kovatch, ty.kovatch@portlandoregon.gov

Program Contact: Ty Kovatch, ty.kovatch@portlandoregon.gov

URL: http://www.portlandoregon.gov/water/

Strategic Plan:

Strategic Target: **By Year:**

Average minutes that customers are on hold before speaking to a customer service representative

Collection Method: ACD phone stats used by the Customer Services Group.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Average time that customers are on hold before speaking to customer service (minutes, seconds)

Data Contact: Marci Rees, marci.rees@portlandoregon.gov

Program Contact: Marci Rees, marci.rees@portlandoregon.gov

URL: http://www.portlandoregon.gov/water/

Strategic Plan: ACD phone stats used by the Customer Services Group

Strategic Target: 2   **By Year:** 2017

Percentage of identified high risk assets addressed

Collection Method: Identify risks through planning studies and asset management plans. ACCESS data base for tracking responses for high risk assets. High-risk assets are considered addressed when the bureau: (1) confirms and updates whether the likelihood of failure is within an acceptable range, (2) the Engineering division begins a planning-design-construction sequence, or (3) the bureau immediately begins addressing repairs/replacement through maintenance and construction.

Frequency of Collection: ANNUAL

Reliability of Data: MEDIUM

Formula: Assets are addressed when repaired, a planning-design sequence begins or risk is lessened.

Data Contact: Jeff Leighton, jeff.leighton@portlandoregon.gov

Program Contact: Jeff Leighton jeff.leighton@portlandoregon.gov

URL: http://www.portlandoregon.gov/water/

Strategic Plan:

Strategic Target: 80%   **By Year:** 2020

Prosper Portland

Percentage of households at or above self-sufficiency

Collection Method: Work Systems Inc. Self-Sufficiency Standard for Oregon

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Costs of the basic needs for working families.

Data Contact: Robert Smith, smithr@prosperportland.us, (503)823-0411

Program Contact: Bobby Lee, Leeb@prosperportland.us

URL:
http://www.portlandonline.com/portlandplan/index.cfm?c=457228&a=632343

Strategic Plan: Strategic Plan 2015-2020

Strategic Target: 68%   **By Year:** 2020

Percentage of workforce in Multnomah County earning at least a middle wage

Collection Method: Data is pulled from Economic Modeling Specialist Intl. (EMSI) subscription service.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Number of workforce earning above middle wage divided by total workforce

Data Contact: Michael Gurton, gurtonm@pdc.us, (503) 823-4534

Program Contact: Bobby Lee, Leeb@prosperportland.us

URL: http://www.economicmodeling.com/

Strategic Plan: Strategic Plan 2015-2020

Strategic Target: 48%   **By Year:** 2020

Percentage of start-up investment to firms founded, owned, or led by women

Collection Method: Data pulled from Venture Deal, which is online venture capital database.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Percentage Start-up investments to firms founded, owned, or led by women (cumulative) by PDC bac

Data Contact: Chris Harder, harderc@pdc.us, (503) 823-6854

Program Contact: Bobby Lee, Leeb@prosperportland.us

URL: http://www.venturedeal.com/

Strategic Plan: Strategic Plan 2015-2020

Strategic Target: 50%   **By Year:** 2020

Percentage of start-up investment to firms founded, owned, or led by people of color

Collection Method: Data pulled from Venture Deal, which is an online venture capital database.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Percentage of Start-up investments to firms founded, owned, or led by people of color (cumulativ

Data Contact: Chris Harder, harderc@pdc.us, (503) 823-6854

Program Contact: Bobby Lee, Leeb@prosperportland.us

URL:

Strategic Plan: Strategic Plan 2015-2020

Strategic Target: 58%   **By Year:** 2020

Percentage of non-TIF resources for operating budget

Collection Method: Data pulled and reviewed monthly, quarterly and at year-end to report on percent of resources funding Prosper Portland's operating budget that is non-TIF.

Frequency of Collection: MONTHLY

Reliability of Data: HIGH

Formula: Total Non-TIF Operating Resources divide by Total Operating Expenditures

Data Contact: Tony Barnes, barnest@pdc.us, (503) 823-3287

Program Contact: Tony Barnes, barnest@pdc.us, (503) 823-3287

URL: http://prosperportland.us/about-us/our-budget/

Strategic Plan: Strategic Plan 2015-2020

Strategic Target: 75%   **By Year:** 2020

Ratio of private investment to PDC financial assistance

Collection Method: Ratio of Prosper Portland financial assistance to private assistance measures actual Prosper Portland investment in projects in key financial assistance programs compared to the amount of private and outside investment made on the same projects. Loan and grant data is pulled from Prosper Portland financial system, Portfol. Enterprise Zone figures are tracked outside of Portfol and data is supplied by Program Manager. Target financial assistance data is taken from the upcoming year's budget.

Frequency of Collection: ANNUAL

Reliability of Data: HIGH

Formula: Outside investment divided by PDC financial assistance

Data Contact: Robert Smith, smithr@pdc.us, (503)823-0411

Program Contact: Robert Smith, smithr@pdc.us, (503)823-0411

URL: http://prosperportland.us/what-we-do/

Strategic Plan: Program Guidelines

Strategic Target: 5　　　　**By Year:** Annually