CITY OF
PORTLAND, OREGON
OFFICE OF THE CITY AUDITOR
Audit Services Division

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August 2006

The mission of the Office of the City Auditor is to improve the performance and accountability of the City of Portland government. To address this mission, we need objective information on how well City services are provided. The attached survey is intended to provide some of this information from the point of view of businesses.

My office has published an independent report on the performance of major City services for the past 15 years that includes the results of a *citizen* satisfaction survey*. However, **little citywide verifiable information on how *businesses* rate services has been collected**.

This year we are conducting our fourth **business survey** to gather satisfaction ratings specifically from the business point of view. The business at this location has been randomly chosen to be in this confidential, citywide survey.

We are asking you, or someone else who can represent the point of view of the business at this location, to fill out the attached survey and return it to us. It is important to us that we get as many returns as possible so the results represent **all types and sizes** of businesses, from **all areas** of the City. It will only take a few minutes to complete the attached survey. Tear off this page along the perforation, refold the completed survey (with our return address showing), tape closed, and mail. The postage is already paid.

Thank you for helping us evaluate City services. When the results are in, we will present them to the City Council and publish them in our annual *Service Efforts and Accomplishments* report, available in print and on our web site. In the meantime, if you have any questions, please feel free to write, call or visit our web site.

Sincerely yours,

Gary Blackmer
Portland City Auditor

* If you would like to see a copy of our last *Service Efforts and Accomplishments* performance report, click the **Audit Reports** tab on the City Auditor home page (*www.portlandonline.com/auditor*) – or call us to have one mailed.

TEAR OFF ALONG PERFORATION

2006 City of Portland BUSINESS SURVEY

INSTRUCTIONS: For each question, fill in the **one** circle that best represents the point of view of **your business** (blue or black ink, if possible). *If you have more than one business location, please think of **one primary** location when answering.*

	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	Don't know/ Not appl.
How do you rate traffic congestion as it affects your business:						
• on major streets and thoroughfares (excluding freeways)?	○	○	○	○	○	○
• on your neighborhood streets?	○	○	○	○	○	○
Thinking about your business, how do you rate your neighborhood area on:						
• graffiti?	○	○	○	○	○	○
• physical condition of buildings?	○	○	○	○	○	○
• vagrancy?	○	○	○	○	○	○
Thinking about how the following neighborhood conditions affect your business, how do you rate:	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	Don't know/ Not appl.
• street maintenance?	○	○	○	○	○	○
• street cleanliness?	○	○	○	○	○	○
• traffic speed?	○	○	○	○	○	○
Does your business location have walk-in customers or other visitors?						
If **YES** ⇨ Please rate the following conditions on how they affect your business:						
• on-street parking?	○	○	○	○	○	○
• pedestrian access?	○	○	○	○	○	○
• distance to a bus stop (or Max)?	○	○	○	○	○	○
Has there been new residential development in, or near, your business neighborhood in the last 12 months?						
If **YES** ⇨ How do you rate its impact on improving the neighborhood as a place to do business?	○	○	○	○	○	○
Has there been new commercial development in, or near, your business neighborhood in the last 12 months?						
If **YES** ⇨ How do you rate its impact on improving the neighborhood as a place to do business?	○	○	○	○	○	○
How do you rate the City of Portland's job providing information on the following?	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	Don't know/ Not appl.
• programs to help businesses reduce waste, pollution, water and energy use	○	○	○	○	○	○
• business opportunities with the City	○	○	○	○	○	○
• business licenses	○	○	○	○	○	○
• financial assistance for business development	○	○	○	○	○	○
• zoning	○	○	○	○	○	○
• development regulations	○	○	○	○	○	○
• general City government questions	○	○	○	○	○	○
How do you rate the safety of your business neighborhood during the day?	○	○	○	○	○	○
Did your business have any inspections by the Fire Bureau in the last 12 months?						
If **YES** ⇨ How do you rate the quality of the inspections?	○	○	○	○	○	○

OVERALL: How do you rate the quality of each of the following City services from the point of view of your business?	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	Don't know/ Not appl.
• Police	○	○	○	○	○	○
• Fire	○	○	○	○	○	○
• Water	○	○	○	○	○	○
• Sewers	○	○	○	○	○	○
• Storm drainage	○	○	○	○	○	○
• Recycling	○	○	○	○	○	○
• Land use planning	○	○	○	○	○	○
• Building permits	○	○	○	○	○	○
• Economic development	○	○	○	○	○	○
• Street maintenance	○	○	○	○	○	○
• Street lighting	○	○	○	○	○	○
• Traffic management	○	○	○	○	○	○

OVERALL: How good a job do you think City government is doing at providing services that affect your business?	VERY GOOD	GOOD	NEITHER GOOD NOR BAD	BAD	VERY BAD	Don't know/ Not appl.
	○	○	○	○	○	○
OVERALL: How do you rate Portland as a place to do business?	○	○	○	○	○	○

To help describe the survey results in our report, we would like to know the following things about your business.

Did you respond about a business location other than the one shown in the cover letter? ○ **YES** ○ **NO**

If **YES** → What is that business zip code? _____

	0 or 1	2 to 4	5 to 9	10 to 19	20 to 49	50 to 99	100 to 249	250 to 500	Over 500
How many employees are in your business at this location?	○	○	○	○	○	○	○	○	○
If you have *multiple* business locations, what is the total number of employees in Portland?	○	○	○	○	○	○	○	○	○

THANK YOU! Reverse the folds and tape closed. No postage necessary.

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1048 PORTLAND, OR

POSTAGE WILL BE PAID BY ADDRESSEE

OFFICE OF THE CITY AUDITOR
CITY OF PORTLAND
1221 SW 4TH AVENUE, ROOM 310
PORTLAND OR 97204

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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City of Portland
2006 BUSINESS SURVEY

See letter on reverse for details