



# City of Tigard Report Card

Learn more at [www.tigard-or.gov/ReportCard](http://www.tigard-or.gov/ReportCard)

## Growing & Planning

**6:14**



**6 minutes and 14 seconds:**  
Average police response time in 2018

YEAR	Dispatched (Reactive) Calls	Self-Initiated (Proactive) Calls
2018	22,302	20,180
2017	20,876	19,808
2016	20,002	18,422
2015	19,366	19,537
2014	18,733	23,120

**Pavement Condition Index (PCI)** measures health of streets using an index from 0 (worst) to 100 (best).



78 in FY18-19  
79 in FY17-18  
78 in FY16-17  
81 in FY15-16



**423 units** of affordable housing are in the planning phase

**12%** increase in real market value in the Tigard Triangle Urban Renewal District

**19%** increase in real market value in the City Center Urban Renewal District

**39%** of sanitary sewer lines are 40 years\* and older, posing a higher risk for failure (70 miles of our 181-mile system)



**43%** of water lines are 40 years\* and older, posing a higher risk for failure (113 miles of our 262-mile system)

\* Average age of failing water mains is 47 years based on a recent national study.

## Cost of Water & Sewer



**\$0.01**

Cost of one gallon of drinking water

**\$0.01**

Cost of one gallon of sewage collected and treated



## Financing & Sustaining

### Bond Rating



A bond rating indicates financial health. AAA is the strongest rating.

**Aa1/AA+**  
FY18-19

**Aa1/AA+**  
FY17-18

**Aa2/AA**  
FY16-17

**Aa2/AA**  
FY15-16

## Walking & Connecting

### Park Maintenance



**\$4,507**

spent per acre per year to maintain park land

The national average is \$8,296 per acre

### Park Reservations (hours)

**69%**

increase in the public's use of sports fields and picnic shelters since FY15-16



## Engaging & Communicating

### Recreation

**567%**

increase in participation of recreation activities since 2016

6,880 participants, 2018-19

5,393 participants, 2017-18

3,180 participants, 2016-17

1,030 participants, 2015-16



## Library Services

**\$352**



Annual value of services received by library cardholders

Fiscal Year	Number of Programs & Outreach Sessions	Days of Service	Average # of Programs Per Day
FY18-19	767	358	2.14
FY17-18	969	359	2.70
FY16-17	873	356	2.45
FY15-16	933	328	2.84

## Social Media growth since FY17-18



**60%** increase in Instagram followers



**35%** increase in Facebook followers



**32%** increase in LinkedIn followers



**10%** increase in Twitter followers

## Staff Diversity

**79.2%**

increase in staff diversity 2016-2019

**12.5%** in FY18-19

**10.2%** in FY17-18

**9.0%** in FY16-17

**7.1%** in FY15-16

# Report Card

The front of this report card is grouped by the city's four strategic goals. Below is additional context on the importance of the measures.

## Growing & Planning

The City Council is considering a Safety Levy to fund ten additional police officers. The aim is to decrease response time from over six minutes to under five minutes.

The levy would allow officers to engage in proactive community policing efforts, such as patrolling neighborhoods to increase visibility and interacting with neighbors more informally. Officers' time for proactive policing has decreased as calls for service from the community increase. From 2013 to 2018, the Tigard Police responded to a 23% increase in calls for services. This demand resulted in a 6% decrease for proactive policing.

## Engaging & Communicating

Tigard is a community for everyone. We are proud of our accomplishments, but we are just beginning. The city's workforce will become more reflective of the community's diversity. Currently, 23% of our community identifies as either African American, American Indian, Latinx, or Pacific Islander compared to 13% of the city's workforce.

## Walking & Connecting

A library card is one of the best values around. The more than 32,000 cardholders gain access to a diverse collection of books and reference materials, use of computers, and opportunities to attend programs. In 2018, library programs and outreach events connected with 24,814 individuals.

## Financing & Sustaining

In 2017, the city's bond rating was upgraded to Aa1/AA+ which allows the city to borrow at lower interest rates, saving taxpayer money. It's also reflective of the city's strong financial performance and expectation that the city will continue to maintain its strong financial profile.

The delivery of safe, clean drinking water and a capable sewer system are core services of the city. While many cities in the region consider their future water supply, the Lake Oswego-Tigard Water Partnership has already completed construction of a water supply system that will meet the community's needs for the foreseeable future.



*When I was elected mayor, I made a commitment to improve the level of transparency we provide about our operations and services. This report card is the first step in explaining what we do, how we do it, and how we are improving. I want your feedback on this initial effort, including what you would like to see in future versions. You can send your ideas to [jason@tigard-or.gov](mailto:jason@tigard-or.gov).*



~ Mayor Jason B. Snider



## Demographics

**\$70,120** Median Household Income

**54,758**  
Population

**60%** of residents are home owners

**29%** of residents are rent burdened



## Did You Know?

**96%** of residents are satisfied with services overall

The number of combined calls for police assistance and officer initiated calls in 2018

**45,000**

**17.6 miles** of street maintenance completed, about the distance from Tigard to Hillsboro

**60%** of residents live within a 10-minute walk to a park  
The national average is 54%

**EVERY 8.68 minutes** the Tigard Library adds one new item to their collection

**6%** of Tigard's city land is used for parks and recreation.  
The national median is 15%