2010 City Services Report

About U.P.

The City of University Place provides services to over 31,000 residents daily. These services include street maintenance, community policing, business services, and much more. When University Place became a City in 1995, the City established a vision for the community, and committed to providing a variety of services at the highest level possible with the resources available. Today, the City continues working to maximize available resources and provide residents and visitors with quality services.

City Vision at Incorporation (1995)

Intergovernmental Relations	Economic Development	Community Information / Involvement
Services / Partnerships	*Twenty years after incorporation, University Place is a safe, attractive city that provides a supportive environment for all citizens to work, play, get an education and raise families. Children and youth are nurtured and encouraged to develop into competent, contributing citizens in a changing world. A cooperative community spirit and respect for each other – our commonalities and differences – foster a diverse cultural, spiritual, and ethnic life and prepare us for future challenges.*	Transportation
Technology		Pro-Active Public Safety
Parks and Recreation	Environmental Quality	Fiscal Integrity

Report Background

The City Council and staff value input and feedback from the University Place community. As part of the effort to continue improving communications, the City solicited resident feedback through the grant funded 2010 Citizen Survey and a series of grant funded 2011 focus groups. Both the format and content of this report reflect the information received from the survey and focus group participants.

The City appreciates your help in continuing to improve City services and communication. Thanks, University Place!

University Place 2010 Demographic Snapshot

Population	Median Age	Average Household Size	Race	Median Household Income*
31,144	39.4 years	2.41 people	71% White 9% Asian 8.4% Black 8.2% 2 or more 3.4% Other race	$57,229

U.S. Census Bureau, 2010. City of University Place Profile
*2007-2009 American Community Survey

City Services

This report includes selected information and indicators identified with input from University Place residents. The indicators provide information about some of the services provided by the City. The report does not include information about services provided by non-City agencies or organizations.

City Services	Non-City Services
Police & Public Safety	Schools (University Place & Tacoma School District)
Streets & Public Works	Fire (West Pierce Fire District)
Community & Economic Development Services	Library (Pierce County Library District)
Storm Water Utility	Utilities
Parks & Recreation	- Water (Tacoma Public Utilities [TPU])
General Government	- Electric, Natural Gas (TPU or Puget Sound Energy)
- Administration	- Sewer (Pierce County)
- Finance & Budget	Solid Waste and Recycling (UP Refuse or LeMay Inc.)
- Communications & Information Technology.	
- Human Resources & other internal services	

Do you have a question about a service not listed above? Visit the City website at www.CityofUP.com
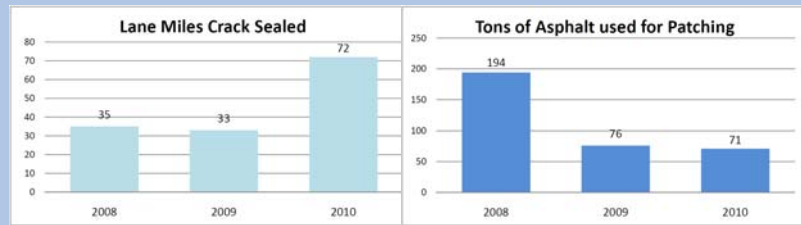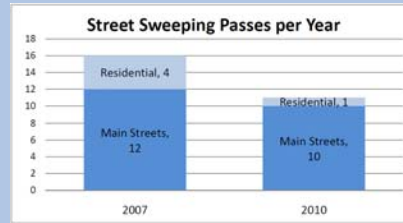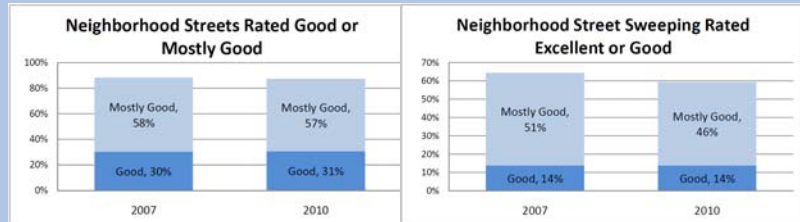
To learn more about City services or to view the full 2010 Community Survey and 2011 Focus Group reports, visit www.CityofUP.com.

Streets and Roads

Resident street approval ratings remained the same in 2010 as 2007 for streets, and declined slightly for street sweeping. Eighty-eight percent of resident respondents rated neighborhood street condition as "good "or "mostly good" in both 2007 and 2010. Sixty-five percent rated street sweeping as "excellent" or "good" in 2007, compared to 60 percent in 2010.

Over the past few years, street sweeping has been reduced from monthly to 10 times annually for main (arterial) streets, and from quarterly to once annually for residential streets.

The City crack sealed over twice as many lane miles (one mile of a two lane road = two lane miles) of streets in 2010 as in 2008 or 2009. Meanwhile, asphalt patching, a longer lasting but more expensive and labor intensive repair, has been reduced. In 2010, the City used 71 tons of asphalt for patching, compared to 194 tons in 2008.

Neighborhood Streets Rated Good or Mostly Good

	2007	2010
Mostly Good	58%	57%
Good	30%	31%

Neighborhood Street Sweeping Rated Excellent or Good

	2007	2010
Mostly Good	51%	46%
Good	14%	14%

Street Sweeping Passes per Year

	2007	2010
Residential	4	1
Main Streets	12	10

Lane Miles Crack Sealed

2008	2009	2010
35	33	72

Tons of Asphalt used for Patching

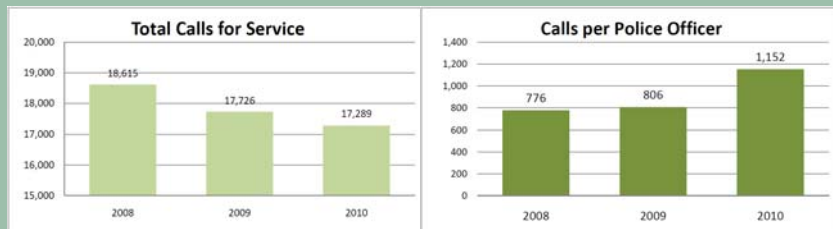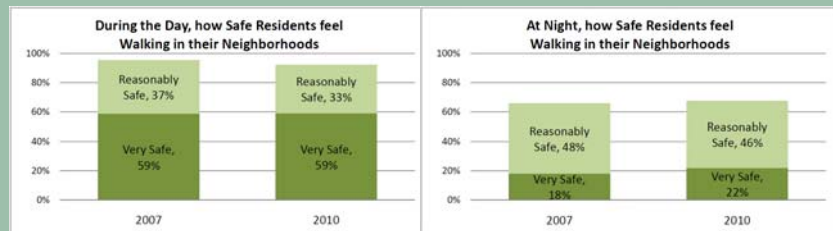| 2008	2009	2010
194	76	71

Public Safety

Residents responded that they feel about as safe in their neighborhoods alone in 2010 as they did in 2007. Four percent less respondents feel safe or reasonably safe walking alone during the day, and six percent more feel safe or reasonably safe at night in their neighborhoods.

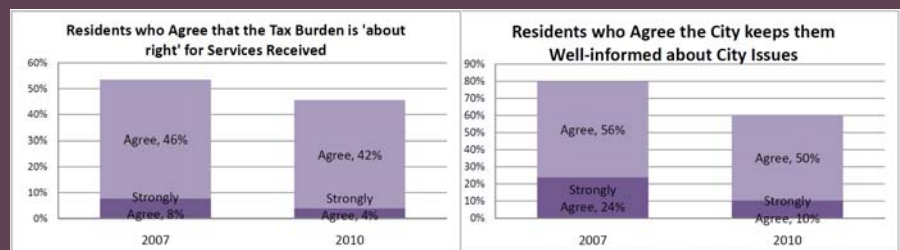Total calls for service, including any point of contact with Police, decreased by seven percent from 2008 to 2010. During that same period, the number of police officers was reduced, resulting in a call per officer increase of 376 calls.

During the Day, how Safe Residents feel Walking in their Neighborhoods

	2007	2010
Reasonably Safe	37%	33%
Very Safe	59%	59%

At Night, how Safe Residents feel Walking in their Neighborhoods

	2007	2010
Reasonably Safe	48%	46%
Very Safe	18%	22%

Total Calls for Service

2008	2009	2010
18,615	17,726	17,289

Calls per Police Officer

2008	2009	2010
776	806	1,152

General Government

City staff, including contracted police officers, was reduced by about one-third between 2008 and 2010, during the same period the City's operating budget was significantly reduced.

In 2010, the percent of resident respondents who agreed or strongly agreed that the tax burden is about right for the services they receive declined from 54 percent to 46 percent. Sixty percent agreed or strongly agreed that the City keeps them well-informed about City issues, compared to 80 percent in 2007. During that period, the number of City newsletters, which was the channel for delivering the survey, was reduced from 12 to six.

City Employees (FTEs, including Police)

2008	2009	2010
95	82	62

Residents who Agree that the Tax Burden is 'about right' for Services Received

	2007	2010
Agree	46%	42%
Strongly Agree	8%	4%

Residents who Agree the City keeps them Well-informed about City Issues

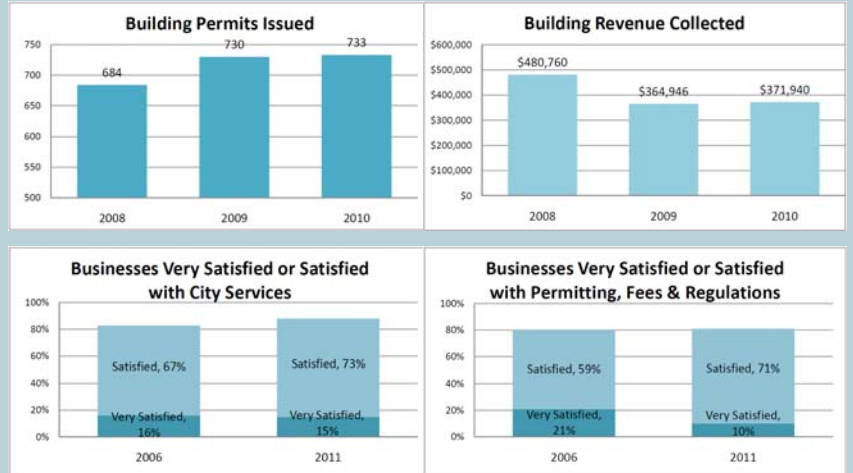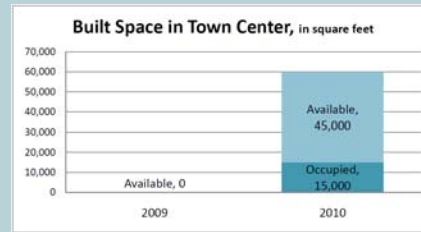|	2007	2010
Agree	56%	50%
Strongly Agree	24%	10%

Community & Economic Development

In 2010, the Civic Building became the first built space available in Town Center and the Library began transitioning into its space, occupying one-third of the built space available in Town Center.

Between 2008 and 2010, permit activity increased slightly as building permits issued increased by 49. Over the same period, building revenue collected decreased by more than $100,000.

Eighty-eight percent of U.P. business respondents indicated that they are satisfied or very satisfied with City services, compared to 83 percent in 2006. Over the same period, business respondents indicating they are satisfied or very satisfied with the permitting process, fees and regulations increased by one percent to 81 percent, with about a ten percent increase in those responding 'satisfied' and decrease in those 'very satisfied'.

Built Space in Town Center, in square feet

	2009	2010
	Available, 0	Available, 45,000
		Occupied, 15,000

Building Permits Issued
- 2008: 684
- 2009: 730
- 2010: 733

Building Revenue Collected
- 2008: $480,760
- 2009: $364,946
- 2010: $371,940

Businesses Very Satisfied or Satisfied with City Services
- 2006: Satisfied, 67%; Very Satisfied, 16%
- 2011: Satisfied, 73%; Very Satisfied, 15%

Businesses Very Satisfied or Satisfied with Permitting, Fees & Regulations
- 2006: Satisfied, 59%; Very Satisfied, 21%
- 2011: Satisfied, 71%; Very Satisfied, 10%

Parks and Recreation

Seventy-five percent of U.P. resident respondents indicated that they have visited at least one City park in the last year, while 30 percent said they participated in at least one recreation program.

In 2010, the full time recreation staff decreased from six to four employees. The number of programs offered and participants in 2010 also decreased from 2009, to 1,243 and 13,218, respectively. Individuals are counted as participants in each program in which they participate.

City park acreage increased by 25 acres since 2007 and the Recreation Department received over 1,200 more hours of volunteer support from the community in 2010 as in 2008.

Visited 1 or more U.P. Parks in 2010	Participated in 1 or more Recreation Programs in 2010
3 out of 4 residents	3 out of 10 residents

Recreation Programs Offered
- 2008: 1,227
- 2009: 1,308
- 2010: 1,243

Recreation Participants
- 2008: 17,578
- 2009: 18,372
- 2010: 13,218

City Parks Acres
- 2007: 90
- 2010: 115

Recreation Volunteer Hours
- 2008: 6,382
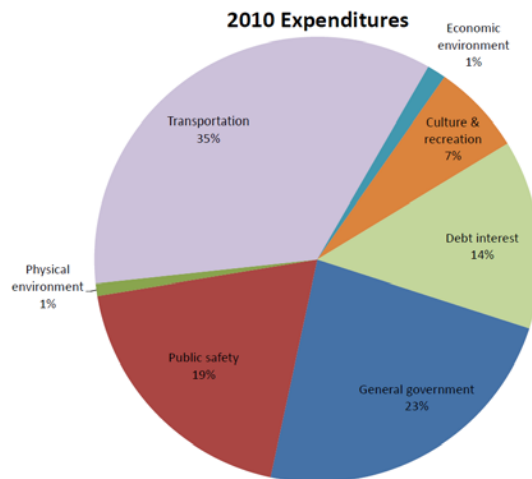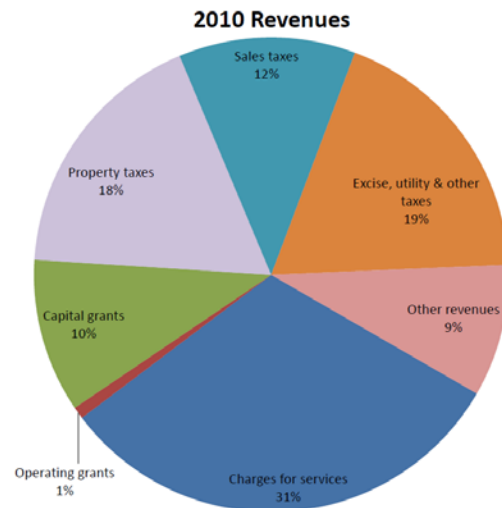- 2009: 7,230
- 2010: 7,666

The indicators selected for this report were based on citizen input through the 2010 Citizen Survey and 2011 focus groups. Content was collected through the most recent Citizen Surveys (2007 and 2010), Business Surveys (2006, 2011), and from data collected by City staff.

For more information, including full survey and focus group reports, please visit the City website www.CityofUP.com.

2010 City of University Place Financial Highlights

2010 Revenues

2010 Revenues	
Charges for services	$6,616,508
Operating grants	$174,078
Capital grants	$2,211,066
Property taxes	$3,727,676
Sales taxes	$2,541,251
Excise, utility and other taxes	$3,920,987
Other revenues	$1,898,186
TOTAL	$21,089,752

2010 Revenues

- Sales taxes 12%
- Excise, utility & other taxes 19%
- Other revenues 9%
- Charges for services 31%
- Operating grants 1%
- Capital grants 10%
- Property taxes 18%

2010 Expenditures

- Economic environment 1%
- Culture & recreation 7%
- Debt interest 14%
- General government 23%
- Public safety 19%
- Physical environment 1%
- Transportation 35%

2010 Expenditures

2010 Expenditures	
General government	$4,528,050
Public safety	$3,685,338
Physical environment	$171,793
Transportation	$6,784,584
Economic environment	$265,265
Culture and recreation	$1,276,647
Debt interest	$2,661,848
TOTAL	$19,373,525

The financial data above is taken directly from the City of University Place's 2010 Comprehensive Financial Report (CAFR). The 2010 CAFR was audited by the Washington State Auditor's Office.

Due to the timing of revenues and expenditures, at the end of 2010, revenues collected exceeded expenditures. In some cases, revenue is not spent in the year collected, but used for multi-year projects, such as Storm Water Management improvements or other future projects. For details about what is included in each category or if you have other questions, please contact the City or see the 2010 CAFR.

Shared Taxes

The City relies on taxes, in addition to fees, grants and other revenues, to provide services. In fact, sales and property tax revenue account for almost 1/3 of the City's revenues. The City receives about 8 percent of what you pay in property tax and 9 percent of what is paid in University Place in sales tax.

2010 Property Tax Distribution

92¢ Schools, Fire, State, County, Port, Library

8¢ City
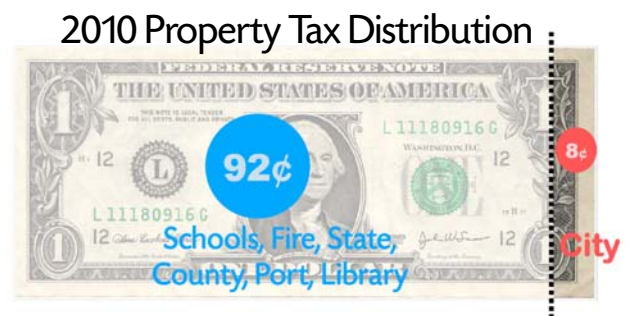
Feedback?

This report was created based on input from University Place residents like you. If you have questions or comments about the report, please contact Steve at 253.460.2505. If you are interested in learning more about the City of University Place and the services the City provides, please visit the City website www.CityofUP.com.

University Place
WASHINGTON

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