



# City of Gladstone

## CUSTOMER SURVEY

How much will Gladstone utility customers pay next year? The answer is more. It's not just the water-or sewer-or stormwater rates – all three utility rates are expected to rise.

Here's why rates are expected to increase. For many years Gladstone invested little or nothing in maintaining, updating or replacing infrastructure. Small rate increases or no increases in those years meant Gladstone's rates didn't even keep up with inflation. That led to serious deficiencies.

The City Council is asking customers for advice to help shape the City's future rate increases. **Please take a moment to complete and return this survey.** Which option do you prefer?

### Option A – Mandated Minimum

Gladstone is operating under a compliance agreement with federal/state regulators after repeat violations for unpermitted discharges to streams (sewage overflows into the Clackamas River) due to our aging infrastructure. This option increases rates just enough to provide the minimum amount needed to stay in compliance. It produces the smallest annual increases in the early years – but does not support infrastructure replacement, the long-term solution for fixing Gladstone's problems.

| Current Monthly Rates | Year One       | Year Two       | Year Three  |
|-----------------------|----------------|----------------|---|
| Water \$22.61         | +11.3%         | +11.7%         | *All utilities: inflationary increases only (2% to 5% per year) |
| Sewer \$35.44         | +11.3%         | +11.7%         |   |
| Stormwater \$10.00    | +11.3%         | +11.7%         |   |
| <u>Total \$68.05</u>  | <u>\$75.73</u> | <u>\$84.60</u> |   |

- ✓ Assures regulatory compliance
- ✓ Failing systems not replaced
- ✓ Lowest rates in early years

### Option B – In-the-Middle

In the second option, the first-year and second-year rate increases would be more than the minimum option – 25.9% vs. 11.3%. This approach would start us down the path of slowly fixing our failing systems over several generations, allowing the City to gradually replace infrastructure over the next 100 years.

| Current Rates  | Year One       | Year Two        | Year Three                                      |
|----------------|----------------|-----------------|---|
| –              | +25.9%         | +26.0%          | Inflationary increases only (2% to 5% per year) |
| <u>\$68.05</u> | <u>\$85.67</u> | <u>\$107.95</u> |   |

- ✓ Assures regulatory compliance
- ✓ Begins long-term replacement of failing systems (takes 100 years to catch up)
- ✓ Higher rates in early years

**Option C – Immediate Reinvestment**

This option would allow Gladstone to make immediate investments to fix our failing infrastructure. It requires a steeper increase in the first year (95.7%) vs. an 11.3% increase for Option A or 25.9% increase for Option B. This option would raise enough revenue to support infrastructure replacement over the next 20 to 30 years – a long-term solution for fixing our problems.

| Current Rates | Year One | Year Two | Year Three                                      |
|---------------|----------|----------|---|
| –             | +95.7%   | +18.2%   | Inflationary increases only (2% to 5% per year) |
| \$68.05       | \$133.16 | \$157.43 |   |

- ✓ Assures regulatory compliance
- ✓ Immediate steps to replace failing systems (20-30 years to catch up)
- ✓ Highest rates in early years

Which option do you prefer?

**Option A – Mandated Minimum**

**Option B – In-the-Middle**

**Option C – Immediate Reinvestment**

Reasons for your preference: \_\_\_\_\_  
\_\_\_\_\_

Comments or questions?: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

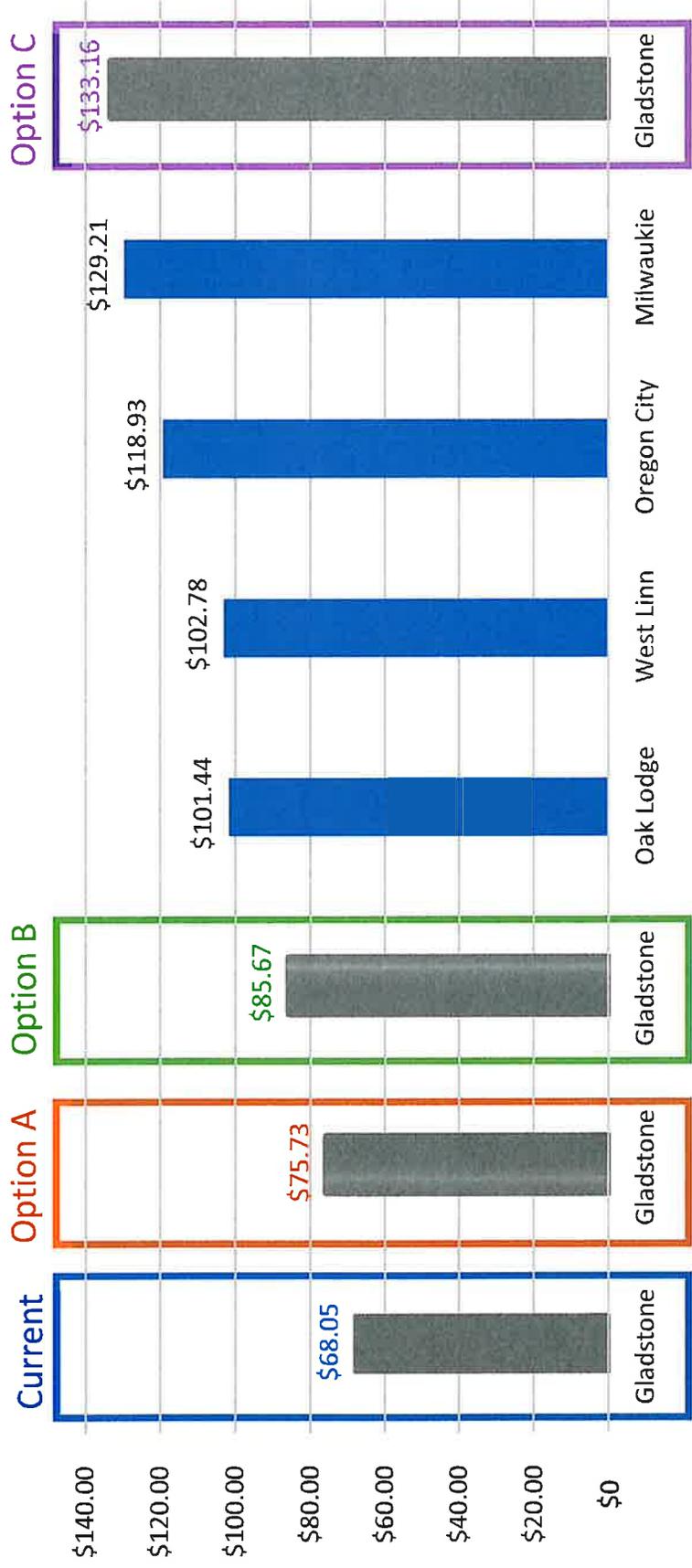
*\*Note: the monthly rates are for a typical household. Rates shown for future years are estimates. The City of Gladstone receives services from other agencies for water supply and wastewater treatment. Those costs – unknown at this time – must be passed through to customers.*

**Act now! Let the City Council know your preference!**  
**Go to [www.surveymonkey.com/r/gladstonerates](http://www.surveymonkey.com/r/gladstonerates)**

# Comparing Gladstone's Utility Rates

## Combined Monthly Rates – Water, Wastewater, Stormwater, Streets, Parks/Other

Typical Single Family Residence – 6 CCF Per Month





## Gladstone Utility Rates Customer Survey – September/October 2019

### Highlights 10/8/19

#### Summary

There has been a strong response to the Customer Survey, with 138 responses to date. **More than 60% of respondents favor adopting more than the mandated minimum increase.** The survey is still online and final results will be presented at the October 8 City Council meeting.

#### Results

- 138 responses
- 61% prefer adopting more than the minimum increase:
  - 37% Option B – *In-the-Middle*
  - 24% Option C – *Immediate Reinvestment*
- 39% prefer Option A – *Mandated Minimum*

#### Comments/Themes

Taxes and monthly rates are already too high.

*“What about you take some of my exceedingly HIGH taxes and use that money?”*

*“I am a senior living on Social Security only and cannot afford any increase at all.”*

The City of Gladstone is responsible for this problem.

*“Fiscal and foresight issues are your responsibility to manage properly. Not ours.”*

*“This has happened because of years of mismanagement and people not caring – which is still happening today.”*

The City needs to take action to improve/replace failing infrastructure.

*“We need to step up since those before us have not. It’s a hard bite, but why not us? Why not now?”*

*“Well, I don’t like any of them. However, if my kids are like me, they’ll live here, too. Somebody will, anyway. I feel that I’m better off in the mid to long run if I pay now because I want things fixed and I don’t want to pass that responsibility on for 100 years. Even with the 20-30 years on the immediate reinvestment option I may not live long enough to see all of the work done, but at least I know I’m leaving Gladstone a little better than I found it.”*



#### Option A – Mandated Minimum

*"Any of the other options can be taxing on people's income which some already have a hard time."*

*"People can afford this and does not put people in a position to either pay bills or buy food."*

#### Option B – In-the-Middle

*"It would be better to go to Option B at this time – due to publicity, business projections I have seen we are near a recession."*

*"Appears to be a good, balanced approach."*

*"This is not a surprise to many Gladstone residents. I support Option B because we need to do more than just the minimum."*

#### Option C – Immediate Reinvestment

*"I just moved to Gladstone and would not be financially burdened by this rate, which would ensure a quick fix to failing infrastructure."*

*"I want to see real, noticeable change to our infrastructure."*

#### Other Funding Options

*"There is a big monthly difference between Option B and C. Couldn't there be something in between these? Something that puts us in the middle of our peers and replaces our infrastructure between 30-100 years?"*

*"Some sort of sliding scale tax based on years of residence in Gladstone: 20+ years – 95% rate increase; 10-20 years – 50%; 0-10 years – 20%. By your own admission, many years have gone by without investing in infrastructure."*

*"Possible to propose a bond?"*

*"I think that the bigger issue is that many people use more water than they would otherwise because of the 6 ccf minimum."*

*"There needs to be a better way to go about this. We need less churches and schools. Churches need to pay taxes."*

#### Advice

*"If Gladstone's Option C included a plan for replacing laterals (or something else tied directly to the property owner), I would be more supportive."*

*"Please fix things. You will never make everyone happy with a rate increase, and people vote against their own interests all the time."*

*"It is in the best interest of all of Gladstone to fix infrastructure sooner than later, and as residents we should be happy to invest in our future and the future of our families."*

*"Please continue proactive communication and engagement efforts!"*





Gladstone Senior Center & Gladstone School District

*Share Your Stories: An Intergenerational Practice*

Project Proposal 2019

## **OVERVIEW**

Listen. Learn. Share. Share Your Stories Project is a teen and senior citizen interview project inspired by the Story Corps Legacy. A team of high school Juniors and Seniors, with the help of an adult facilitator, sit with a senior citizen to ask them questions about their life. The student volunteers have an opportunity to observe, run the audio equipment, or lead the interview session as they learn how to listen, ask follow-up questions, and guide the storyteller to share their favorite memories. A free audio copy is given to the senior citizen after the experience.

## **MOTIVATION**

The motivation for this project is to bridge the gap between two very different generations. As the world continues to transition to a more technically advanced society, it is important to know the who, what, where, when, why, and how we are who we are today.

## **IMPLEMENTATION**

This program will be headed by the Senior Center Manager in close partnership with the Gladstone School District. Project timeline would align closely with the district's school year calendar.

## **SPECIFICATIONS**

The project is held one day a month (day/time/place to be determined) where the students meet with two storytellers, each in a quiet room, for an hour of quality time with an "Do not disturb please" sign on the door. This project will require a minimum of:

- 1) 1 GSC/GSD staff member.
- 2) 2 student volunteers.
- 3) 1 senior citizen volunteer. *The storyteller's family will be welcomed to participate.*
- 4) Podcast recording equipment and/or software.

## **GOALS**

The primary goals of this project are to:

- 1) To bring people together in mutually beneficial activities.
- 2) To promote greater understanding and respect between generations.
- 3) Contribute to building a more cohesive community.

## **BUDGET**

Costs associated with this project will primarily focus on the acquisition of any necessary recording equipment (current estimates for total kits range from \$100 to \$500 for beginners). Any other costs that

this project may incur will come from staff time. For this project, it is the plan to utilize Gladstone Senior Center and/or Gladstone School District locations for recording.

## **OUTCOMES**

The results of this project can be broken down into three specific outcomes.

- 1) Volunteering for this project is an opportunity to develop existing skills and learn new ones, particularly for high school students. For example, the interview skills learned here are invaluable. The ability to listen, ask follow up questions, and guide the subject to share information are key skills for college and career.
- 2) For older adults, connecting with young people in the community increases their levels of confidence, self-esteem, and mental wellbeing.
- 3) Strengthen relationships between the school district, City, and older adults in the community.

## **EVALUATION**

Talking, listening and reporting the effect of a project of this scope will have on a school or community is often anecdotal. However, an evaluation process will be incorporated into the project from the start. The process will encompass all participants not simply one group or the other. Evaluation of the project will consist of:

- 1) A round of questions on day one about expectations and current knowledge. At the end of day one, revisit these expectations to see if they had been fulfilled.
- 2) Did the volunteers of this project obtain, develop existing skills, or learn new ones?
- 3) For the older adult participants, did they gain any new perceptions of the younger generations?
- 4) Did the younger generations gain new perceptions of the older generation?
- 5) At the end of the project, were relationships between the participants improve or was there no change at all?

A final report will be composed and shared with the Gladstone School District, Gladstone Senior Center, and other relevant partners. All participants will be provided a recording of the interviews.

Come hear about  
the Trolley Trail  
Bridge draft  
concepts on  
**October 30, 2019**  
in the City of  
Gladstone's  
Council Chambers  
525 Portland  
Avenue, Gladstone  
OR 97027  
from  
6:00 - 7:00 p.m.



DAVID EVANS  
AND ASSOCIATES INC.



CLACKAMAS  
COUNTY



Photo Credit: Gladstone Historical Society

## Trolley Trail Bridge Draft Concepts

In 2017 the City was awarded state/federal grant funding from the Regional Funds Allocation program to study the feasibility and location of rebuilding an abandoned trolley trail bridge crossing the Clackamas River in the City of Gladstone that collapsed in 2014 as an extension of the Trolley Trail. Studying the feasibility of replacing the Trolley Trail Bridge for pedestrians and bicyclists could provide a much-needed active transportation link across the Clackamas River and become the signature landmark for the popular Trolley Trail.

David Evans and Associates was hired to complete the feasibility study. In conjunction with the City of Gladstone and Clackamas County, they are ready to present the draft design concept alternatives and costs associated with the options. Please join us on October 30th in the Gladstone City Council Chambers at 6:00 pm for a presentation.



Photo Credit: Gladstone Historical Society



# GLADSTONE

## POPULATION

**# of People, 2017:** 11,840

(Source: Metro)

**Pop Change, 2000-2017:**

402 people or 3.5% growth rate

### Household Forecast, 2019-2039

(Source: Metro)

**2019:** 4,542

**2039:** 4,860

**Annual Average New Units:** 16

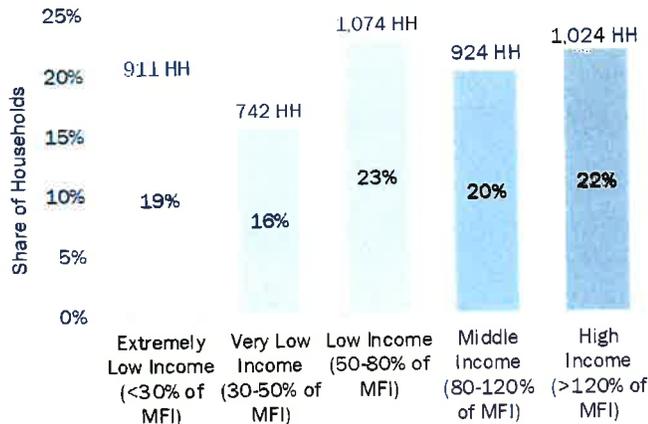
## HOUSING MIX



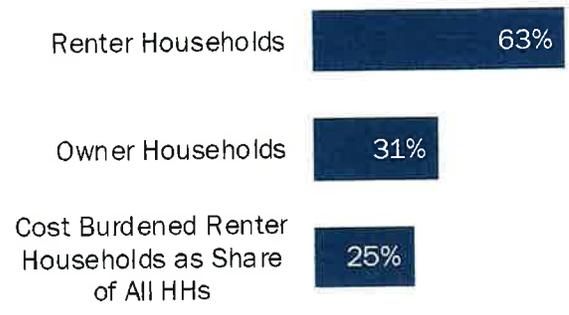
## HOUSEHOLD INCOME

**Gladstone Median Household Income:** \$57,200  
**Clackamas County Median Family Income (MFI):** \$81,400 (Source: HUD)

### Gladstone Households by Clackamas County MFI Affordability Category



## COST BURDENED



## HOUSING AFFORDABILITY

**Median Home Sales Price:** \$377,000 (Source: Property Radar)

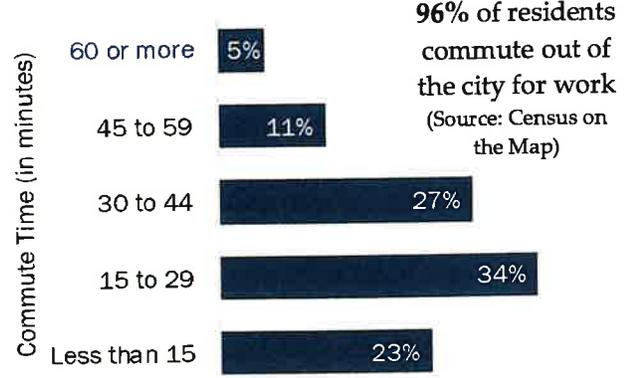
**Income required to afford median sales price:**  
 \$94,300 – \$125,700

**Median Gross Rent per Month:** \$1,053

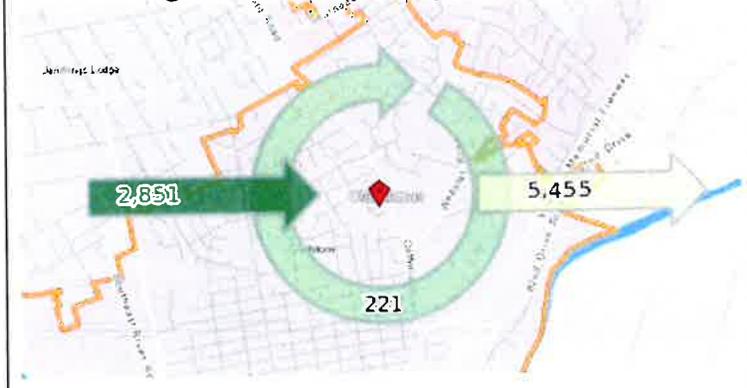
**Monthly income to afford gross rent:** \$3,510

## COMMUTING

### Commute Time (in minutes)



### Commuting Inflow/Outflow (Source: Census on the Map, 2015)



Note: Unless noted, data derives from the 2000 U.S. Decennial Census and the 2012-2016 / 2013-2017 ACS 5-year estimates.



**Type of Housing – by Length of Stay**

| Type of Housing                    | Description   |
|------------------------------------|---|
| Permanent Supportive Housing (PSH) | Permanent housing that makes support services available to help you maintain your housing and access community resources. There is no time limit on how long you can reside in the housing or receive the housing assistance. |
| Transitional Housing               | This means that there is a <b>time limit</b> on how long you can stay in the housing or receive the housing assistance. HUD defines transitional housing as stays of up to 24 months (but stays can be shorter).              |
| Emergency Shelter                  | Provides a place to stay or bed to sleep in overnight if you become homeless or otherwise experience a housing crisis and have no place to go.  |

**Type of Housing – by Type of Assistance**

| Type of Housing     | Description  |
|---------------------|--|
| Affordable Housing  | Typically, housing for which the occupant(s) pay no more than 30% of his or her income for gross housing costs, including utilities.   |
| Workforce Housing   | Generally, this is housing that is affordable to occupants that have full-time wage paying jobs. Typically available to households earning from 60 percent to 120 percent of the area’s median income (AMI)  |
| Market Rate Housing | Refers to properties that are rented or owned by people who pay <b>market rent</b> to lease the property or paid <b>market value</b> when they bought the property. There is <b>no subsidy</b> for the housing.  |
| Subsidized Housing  | A generic term covering all federal, state or local government programs that reduce the cost of housing allowing <b>below-market rents</b> for low-income people, persons with disabilities, and/or seniors. <i>Examples include: tax credits to encourage investment in housing which results in a reduction of the debt, giving tenants a rent voucher, helping homebuyers with down payment assistance.</i> |
| Public Housing      | Refers to housing owned and operated by the local public housing authority (PHA) to provide affordable housing for very low-income families. Public housing serves generally tenants pay no more than 30% of their adjusted income for rent. Maintenance and operating funds are provided by HUD.  |
| Missing Middle      | A range of multi-unit or clustered housing types compatible in scale with single-family homes that help meet the growing demand for walkable urban living. These types provide diverse housing options along a spectrum of affordability, including duplexes, fourplexes, and bungalow courts, to support walkable communities.  |



**Type of Housing Subsidy**

|  |  |
|--|--|
| <p>HUD Section 8 Program</p>                 | <p>Federal program targeted to Low- and Very-Low Income Households which provides monthly rental subsidies to subsidize the difference between the Household's Gross Rent and the greater of 30 percent of the Household's adjusted income</p>   |
| <p>Development Subsidy</p>                   | <p>A financial incentive provided to a housing developer for the construction, acquisition or rehabilitation of housing, usually resulting in rents below market rate</p>  |
| <p>Low Income Housing Tax Credit (LIHTC)</p> | <p>An indirect federal subsidy used to finance the construction and rehabilitation of low-income affordable rental housing. The LIHTC gives investors a dollar-for-dollar reduction in their federal tax liability in exchange for providing financing to develop affordable rental housing. This equity contribution subsidizes low-income housing development, thus allowing units to rent at below-market rates. These rents remain at affordable rates for a period of 30 years.</p> |

**Income Limits**

|                                 |   |
|---------------------------------|---|
| <p>Income Limits</p>            | <p>Maximum Household income by area adjusted for Household size and expressed as a percentage of the Area Median Income. These are used to establish an upper limit for eligibility for specific housing programs, and other federal assistance programs.</p> |
| <p>Area Median Income (AMI)</p> | <p>This is a statistical number set at the level where half of all households have income above it and half below it. The HUD Regional Economist annually calculates and publishes this income data</p>   |
| <p>Low Income</p>               | <p>A household whose income does not exceed 80% of the area median income for the area</p>  |
| <p>Very Low Income</p>          | <p>A household whose income does not exceed 50% of the area median income for the area</p>  |
| <p>Extremely Low Income</p>     | <p>A household whose income does not exceed 30% of the area median income for the area</p>  |



***Income Limits Cont.***

| Household Size | 30%                  | 50%             | 60%          | 80%        | 100%          | 120%          |
|----------------|----------------------|-----------------|--------------|------------|---------------|---------------|
|                | Extremely Low Income | Very Low Income | Lower Income | Low Income | Median Income | Middle Income |
|                | 2018                 | 2018            | 2018         | 2018       | 2018          | 2018          |
| 1              | \$17,100             | \$28,500        | \$34,200     | \$45,600   | \$57,000      | \$68,400      |
| 2              | \$19,550             | \$32,600        | \$39,120     | \$52,100   | \$65,200      | \$78,250      |
| 3              | \$22,000             | \$36,650        | \$43,980     | \$58,600   | \$73,300      | \$88,000      |
| 4              | \$24,400             | \$40,700        | \$48,840     | \$65,100   | \$81,400      | \$97,700      |
| 5              | \$26,400             | \$44,000        | \$52,800     | \$70,350   | \$88,000      | \$105,600     |
| 6              | \$28,350             | \$47,250        | \$56,700     | \$75,550   | \$94,500      | \$113,400     |
| 7              | \$30,300             | \$50,500        | \$60,600     | \$80,750   | \$101,000     | \$121,200     |
| 8              | \$32,250             | \$53,750        | \$64,500     | \$85,950   | \$107,500     | \$129,000     |

