



The Other Side of the Fence

E-News from ONI ~ January 2004

Enhancing the quality of neighborhoods through community participation.

Administration

By Paul Stewart

The budget process is once again getting started, and Thomas Lannom, Paul Stewart and the newly hired Sarah Keele will be working intensively over the upcoming months to develop ONI's budget. As in the past, ONI will be seeking input from constituents and stakeholders. The formal vehicles for this input will be the Bureau Advisory Committee and the Employee-Management Budget Advisory Committee. If you have any questions about these two committees, contact your manager or Paul Stewart (823-3040).

Crime Prevention

By Art Hendricks

Who is that I see in City Hall? Yes, for those of you wondering, the crime prevention staff are meeting every Monday from 11:00 to 12:00 in City Hall to coordinate schedules and exchange key information for the week. Crime Prevention will meet downtown for the next few months and then rotate our meetings to the coalition areas.

The new staff has transitioned to their new offices and are meeting with our partners from the Police Bureau and Neighborhood Associations. Additionally, the new staff are meeting with the different ONI centers.

On January 21, 2004 at 6:00 PM in council chambers, crime prevention, liquor license notification and the Portland Police Bureau will present to council the Time, Place and Manner Ordinance. The report is a result of two and a half years of work by ONI with the Liquor License Advisory group and Commissioner Leonard's office. Many thanks to Kimberly Mark-Villela, Amy Cammack, Eric King and Crime Prevention Staff for their work on the ordinance.

The staff assignments for the three program areas are as follows. Katherine Anderson was named the Block Captain/Special Events coordinator. Katherine will continue to build the Block Captain program and coordinate National Night Out. Preston Wong is the diverse population coordinator. Preston will coordinate outreach to diverse populations and develop public safety strategies with respective populations. Stephanie Reynolds is the training coordinator. Stephanie will develop training and curriculum for the crime prevention program.

Information & Referral (I&R)

By John Dutt

Winter Blast 2004 was the story for everyone but especially for the I&R Unit. After the quiet of the holidays the chaos of the Winter Storm jerked us back to action. For the first time in recent memory the City and County closed offices at various times during the first full week of the month of January. Unfortunately communication deficiencies were many, especially on the County side of things, and the I&R Unit spent much time tracking down information on who was closed and who was open. The I&R line shutdown at noon on Tuesday as the Mayor closed the whole City, except for essential personnel. The County also closed shortly after on Tuesday. All City and County offices were closed Wednesday, again except for essential personnel. On Thursday the City reopened for business and this included the I&R line. Unfortunately the County was less organized as some County offices opened and closed at different times on Thursday and no one person or office knew who was open and who wasn't. The I&R group did their best to track down this information throughout the day. On Friday again most County offices were closed. We received numerous calls from citizens confused and frustrated as to why the County offices were closed when City and most other government and nonprofit offices were open. This event was a valuable lesson that we need to improve communication between departments and offices especially regarding County services. With the closures and confusion we saw a significant jump in calls because of the weather event. On Wednesday, the day the I&R Line was closed, we received over 1700 incoming calls. This is more than twice a normal amount of calls for a Wednesday. Most of those calls came in the morning and were most likely calls to find out if an office was open. We were able to put some alternate messages on the phone line to explain what was closed. In working with telecomm we have come up with some better plans for the future if this happens again for improving the way that these messages are done. One change will be to include the Mayor to have access to put a message on the x4000 line as well as the I&R Manager.

Call volume was predictably up and down over the past month due to seasonal variables. The beginning of December was rather busy and then we had the usually slow down because of the Christmas and New Year holiday. The first of January always brings high call volume and this year was especially interesting because of the weather event. The month of December was exceptional with regards to call percentages especially given that we had some staffing changes during the month. For the month of December we answered 13331 calls at 92.9% of these calls under 25 seconds! This is the first month that we have exceeded our 90% goal since April.

Staffing update- The I&R Unit continues to persevere under unstable staffing circumstances. In December Walter Garcia left the I&R unit to begin his new job as a Crime Prevention Specialist. With Walter gone we began the process to fill his position with another bilingual Spanish speaker. Unfortunately after surveying the existing OSS2 list we were unable to find an individual with this skill set to fill the position so we have begun the process of a special recruitment to permanently fill the position. The recruitment ends on January 23rd and we hope to be through the hiring process and have someone on board by the middle of February. In the meantime we were down one staff for a few weeks until Colleen Daley joined the unit on December 16th. Colleen came to us from the Neighborhood Inspections Team where she had been working for the past 6 months. With Crystle Cowen returning from leave this created the need to move one of the staff from NIT to I&R and Colleen was the lucky one! Colleen proved to be a quick study and an awesome addition to the I&R team. Unfortunately for us, the stay is going to be short lived

as Amanda Shepard was chosen for a position with the Office of Sustainable Development and is leaving ONI which creates a vacancy once again at the NIT office and Colleen will be returning to work there on January 28th. So once again we will be changing staff. Instead of filling one position we will be filling two. Doyle and Aaron continue to do a nice job filling the voids, working for us in a temporary capacity. Barbara is still out on leave.

On January 2nd Colleen staffed the front desk in Commissioner Francesconi's office. The Commissioner's office was without staff on this day because of the funeral for his Chief of Staff's, Kevin Jeans-Gail's, wife and daughter and they asked for our help to keep the office open and answer the phones. Colleen did a wonderful job and the Commissioner was very thankful for our willingness to help them out.

Media Database- Nell Wagenaar has been working with Brian Hoop over the past month or so with updating the ONI Access Database regarding media outlets in the area. This work is just about complete and will be a very exhaustive resource regarding media contacts. This database will be a tremendous resource for ONI and the City as a whole for getting information out to the community through the media.

With the New Year comes a fresh outlook for completing several projects that we have been working on for some time now. First and foremost is the completion of the FileMaker rewrite of our I&R Databases. We are very near to completion on this project that has laid dormant for about the past 6 months. John will be working with Allen Poole to complete this in the first quarter of the year. This project ties in with many of our ONI Web projects as well as it will allow us to share this valuable resource with the community through our Website.

Website

Unpleasant and unexpected news came to us from BTS Web developers during early in the month of December. Much of our site content was created in a way that they have decided in hindsight is not the best way to load the content into the database. So we have quite a bit of cleanup work to do to reorganize the content in the sight. The good news is that it shouldn't affect the ability of users to access the sight at any point and should actually result in a better looking final product. The bad news is the work is time consuming and time is a rare commodity right now. So the work has began with John and Brian working through a couple categories of the site. We are probably looking at another couple of months of part-time work here and there to complete this project.

In other Web-related news, John has just about completed his work with the City Web-based Calendar workgroup. Over the past 4 months John has been working with BTS and key City Public Involvement staff to evaluate the new City Web Calendar. Our recommendations should be final by mid-January and John will be meeting with Dan Bauer and Emily Rice to discuss next steps. We hope to see significant improvements to the calendar shortly after this exchange of information. The calendar is being utilized more and more by City bureaus but more work needs to be done to ensure completeness of the list of events as well as the usefulness of the tool for users to access this information.

Evolvement

Approximately one year ago the City launched Portsmouth Online, a Website for the Portsmouth Neighborhood in an effort to reach out and get more of the community involved and enhance communication between citizens and between citizens and government. This was phase 1 of the City of Portland E-Volvement Project. The focus topic of the Portsmouth pilot project was Public Safety. Phase 1 was deemed a success in many ways and the City Council decided that they want to expand this E-Volvement initiative to other parts of the City and to include more city bureaus and services. The long-term goal is to expand this Citywide. Phase 2 of the project is to expand it to include all of the North Portland area of the city. In phase 2 OMF and BTS have asked ONI to become more involved, especially in the area of outreach. John Dutt was appointed the representative from ONI as part of the Project Management team along with Art Alexander from BTS and Laurel Butman from OMF. There is a lot of work to be done over the coming couple of months to work with the community to determine what the site(s) should contain, how to get the word out, and how to get folks participating. A Community Forum is going to be held at the Kenton Firehouse in early February to begin the community dialogue. We will also be hiring a couple of paid interns over the next couple of weeks. These interns will be the primary workers around community outreach and will report to ONI. The expected launch date of phase 2 is the end of February.

Neighborhood Inspections Team (NIT)

By Ed Marihart

NIT is looking at and pursuing the possibility of a demonstration/pilot project to be done in conjunction with the North Portland Neighborhood Services Center Pilot Project to provide inspectors full remote/wireless capability from their cars. The project would look at the cost/benefits of allowing inspectors to do more of their work away from a desktop workstation. We envision the car with a mounted laptop and printer. This would provide inspectors with greater flexibility, more immediate access to TRACS, real time complaint response, less of a need for office space, etc.

NIT is partnering with and working with the Community Alliance of Tenants on the Safe Housing Project. This project is to increase the capacity of low-income renters to use code enforcement strategies to address poor housing conditions; increase neighborhood livability through landlord compliance with the City's Property Maintenance Code & empower low-income renters to take an active role in getting repairs made.

Some annual statistics for 2003 for your perusal and interest:

- Total number of intakes/complaints received = 7022 This included 1563 – Housing Cases, 4813-Nuisance Cases & 646 – Disabled Vehicle Cases
- Total number of actual code violation cases opened = 4348 This included 776 – Housing Cases, 3219 – Nuisance Cases, & 353 – Disabled Vehicle Cases
- Total number of Housing violation letter sent = 1391. Total number of Housing cases closed and properties brought into code compliance = 949.
- Total number of search warrants served = 246.
- Total number of Nuisance cases abated by a contractor = 201.
- Total number of Disabled Vehicles towed by a contractor = 24.
- Total number of Illegal Dump complaints received = 252.
- Total number of Sewer Break cases opened = 134.

- Performed 15,275 inspections. This included 9915 for Nuisance cases, 4134 for Housing cases & 1226 for Disabled Vehicle cases.
- Attended more than 200 neighborhood, citizen, police, non-profit meeting for outreach and collaboration.

In Other NIT News...

By Crystle Cowen

Neighborhood Inspections is sadly waiving a goodbye to Amanda Shepard, who has accepted a position with the Office of Sustainable Development. Her last day with NIT will be January 27th, 2004. She says "I am just so pleased and excited to start this new phase of my employment journey, especially one that so closely matches my personal passion of caring for our earth and treading lightly on it." We wish you luck Amanda.

Further changes in the N.I.T. office are the Administrative and Support staff have been brought together to work as one unit. This should provide "one stop shopping" for our customers and co-workers.

Neighborhood Resource Center (NRC)

By Brian Hoop

30th Anniversary of Portland Neighborhood Association system

2004 marks the 30th anniversary of the City of Portland's establishment of the Office of Neighborhood Involvement and recognition of neighborhood associations as critical components of Portland's public involvement efforts, especially in relation to land use planning. To mark the occasion we are working with several neighborhood leaders to begin a planning committee to develop a series of activities to celebrate this special occasion. If you are interested in participating please contact Brian Hoop, at the Office of Neighborhood Involvement, 503-823-3075 or Bonny McKnight, an East Portland neighborhood association leader, (503) 253-6848.

ONI Guidelines Committee - GREAT

The Guidelines outline the roles and responsibilities of the neighborhood system - neighborhood associations, coalitions, and ONI. The committee is now crafting language outlining the procedures for grievances against a neighborhood association, coalition and/or the Office of Neighborhood Involvement. This is a section of the ONI Guidelines that has needed extensive updating as the existing language is vague without many specifics for how grievances are resolved. If you have questions contact Brian Hoop, 503-823-3075, bhoop@ci.portland.or.us.

Public Involvement Task Force

The Task Force is nearing completion of a DRAFT report of recommendations. The Task Force will now prioritize the recommendations to identify where there is strong agreement and easy implementation as well as where there is disagreement and many hurdles to cross before implementation. In early January there were separate meetings of Neighborhood Coalition directors and chairs of their boards and a second meeting of City public involvement staff to consider outreach strategies for public review. Based on their feedback we will be extending the timeline for completing the report and initiating public review. It will probably be mid-summer at the earliest before the recommendations would go before Council. Questions: Brian Hoop, 503-823-3075 or bhoop@ci.portland.or.us.

Infill-Design Housing meeting with Bureau of Planning

ONI helped set up a meeting of neighborhood leaders January 15 at the NE Coalition of Neighborhoods with Bill Cunningham of the Bureau of Planning to consider outreach strategies for public comment on their upcoming Infill-Design Housing planning effort. They are still in the design stage of their outreach effort that will likely include 1-3 public forums.

Visiting dignitary from Sapporo, Japan

ONI worked with the Office of the Mayor, Vera Katz, to set up the visit of Mr. Kiyoto Hayase, a planner with the Citizen's Affairs Department of the Atsubetsu Ward Office in Sapporo, Japan. The newly elected mayor of Sapporo has made citizen involvement a top priority. Mr. Hayase's visit was intended to introduce him to public involvement efforts in Portland. His visit included attending a neighborhood association meeting, listening in on the neighborhood coalition directors meeting, meeting with numerous City public involvement staff, and going on a tour of accomplishments from the Albina Community Plan.

In Other NRC News...

By Joleen Jensen-Classen

The partnership between ONI and BES for the West Side Big Pipe Project has reached a new stage. The tunnel boring machines, Lewis and Clark, are in the ground and scheduled to start digging before the end of the month. Lewis will head north under the Willamette River to Swan Island and Clark will head south from our offices in the Northwest Industrial area to a location at SW Clay Street and SW Naito Parkway. In case you have forgotten, BES is building a 4-mile long tunnel along the Willamette River that is 14 feet in diameter and 120 feet deep to collect the combined sewer overflows that now go into the river every time it rains. Scheduled completion date is 2006. This and other sewer repair projects keep Joe Annett and Joleen Jensen-Classen on their toes.

The meetings of the Coalition Directors and Chairs continue to be a productive mechanism for sharing ideas and working together on common issues of concern such as how to pay for the very large increase in the cost of liability insurance each office must carry. Commissioner Leonard attended the meeting in January and spent considerable time problem solving with the group.

Neighborhood Service Center (NSC)

By Eric King

Graffiti Abatement

- **Our new online reporting system is getting results:** Since its introduction 6 weeks ago, the [TrackIt Graffiti Reporting](#) system has received over 100 submissions - which have all been referred to appropriate agencies for their attention. If we can engage one or two people in each coalition area to become regular "reporters" of graffiti, via the online system, we may make some progress in accurately documenting graffiti vandalism in Portland. The next step will be to better coordinate cleanup efforts.
- **A review of the City's Graffiti Ordinance and Abatement Contract is underway:** The Mayor's Office has instructed ONI to review the Graffiti Abatement Ordinance that was created nearly 10 years ago and a Work Group was formed to review the City's abatement contract. Several ideas for changes include tougher enforcement, a stronger commitment to education, outreach, and community involvement, and continuing to look at cleaning up 2nd story graffiti.

Community Residential Siting

- **The 2003 Annual Report is almost complete:** A preliminary report shows that the CRSP Provided information & referral and conflict resolution services for 31 siting situations serving over 1800 people. These numbers are up slightly from last year. More details to come in next month's newsletter
- **A Summary Report on Portland's Homelessness is now available:** The Bureau of Housing and Community Development recently completed a [Summary Report on Portland's homelessness](#). This report demonstrates the continued need for more transitional and permanent housing for people with special needs. Portland received several new grants received from the Housing and Urban Development Office (totaling over \$9 million) to assist in addressing this need. There are also efforts underway to develop a strategic plan to end homelessness in Portland.

Liquor License Notification

- **The Time, Place, and Manner Ordinance to go to Council on January 21st:** The [ordinance](#) is intended to assist in addressing/resolving issues with neighbors and licensed liquor establishments. If you would like more information on this subject please call our office at 503-823-3092.
- **The 2003 Numbers are in:**
 - There are currently 1,962 Liquor sales/service outlets in the City of Portland
 - In 2003, 329 Liquor license applications were processed
 - 142 or 43% of the applications processed were New Outlets
 - The LLNP facilitated the creation of over 20 Good Neighbor Agreements between Licensees and Neighbors.

Noise Control

By Paul Van Orden

Noise Citations Coming Soon:

The Noise Control section has been working in the off-season for the last few years on an internal, municipal level, citation program. The project has been a fairly large challenge for our office to undertake. It would be separate from our existing capacity to write tickets, just like the Police Officers do, through the District Attorney's Office. The new process will simplify our process for writing tickets and will have cases heard before a City Code Hearing Officer. The funds from the program would also filter directly back into the Noise Control Office. They do not currently come back into the ONI program. The new program has already been recognized by City Council within the body of Title 18 of the Portland City Code.

We are sorting out the final details with the City Attorney's Office and are looking to start a soft implementation in the spring. It will take time to sort out all the fine details of the program, but should benefit the all of the citizen we work to serve.. We hope the model will work for other enforcement entities in the City, offering a more direct manner of communication with violator and with the general public

Coalition News

Southwest Neighborhoods Inc. (SWNI)

By *Sylvia Bogert*

205 bikes were donated at SWNI's holiday bike drive. SWNI's bike collection set a new record for the most bikes ever collected at a bike drive for the Community Cycling Center (CCC). In total CCC provided over 1,000 refurbished bicycles and new helmets to children from low-income families. The community response was amazing and the kids were thrilled.

SWNI President Council set for January 21st - Neighborhood presidents from all 16 member neighborhood associations will be attending a president's council to discuss neighborhood budget priorities in preparation for the City of Portland's Budget Forum to be held on the Westside on January 27th.

It's time to plant 500 native plants in Albert Kelly Park: Please join the Bridlemile Creek Stewards to do some plantings at Albert Kelly Park in the Bridlemile neighborhood on Saturday, January 10th from 9 am until 4 pm. BCS have been working very hard for 6 months or more to clear the ivy and black berries in the park in preparation of this planting. Meet at the footbridge at Albert Kelly Park. Parking: End of SW 35th Ave off Seymour, end of Stonebrook Drive west of Dosch, or end of SW Mitchell west of Dosch.

SWNI/SOLV Litter Patrol cleans Multnomah Blvd: 16 volunteers traversed the boulevard's muddy ditches to dig out trash and discarded items. The Boulevard is now looking pristine and ready for the new year.

North Portland Neighborhood Office (NPNO)

By *Mary Jaron Kelley*

Art on the Peninsula 3rd Annual Art Supply Swap and Sale
January 24, 2004
10:00 am- 1:00pm
Historic Kenton Firehouse
8105 N. Brandon, corner of N. Brandon and N. Schofield

The Swap and Sale is a free event offering space and tables for people to sell, buy or swap art supplies, tools and craft items. This is a good opportunity to clean out your closets, refill your closets, get new ideas and meet other art lovers. Bring just a bag to swap or fill a table.

Call Mary at North Portland Neighborhood Services to register-503-823-4099 or mkelley@ci.portland.or.us

Spread the word to your friends and local schools.

Examples of stuff you can bring: oil paints, acrylics, pastels, crayons, drawing paper, collage materials like wrapping paper and cards, hardware, wax, wire, canvas, scrap fabric, thread, yarn, clay, pens, hammers, chisels, nuts and bolts, brushes, little containers, wooden pieces, frames, ink, foam, jewelry findings, widgets and thingamabobs. Things don't have to be new or unused. We will also have crochet and calligraphy demonstrations.

