



***ONI Mission: Enhancing the quality of
Portland's neighborhoods through
community participation.***

FY 2003-2004 Goals and Objectives

Our Bureau Values...

As we move forward with our work, ONI staff are committed to, and will be guided by, the following values:

- ✓ Advocating for collaborative, fair, and accessible community processes
- ✓ Fostering community-centered activism
- ✓ Embracing diversity, understanding, and mutual learning
- ✓ Communicating in a respectful and timely manner
- ✓ Providing service with integrity
- ✓ Establishing a climate of equality, respect, and community empowerment
- ✓ Promoting a safe and healthy environment for everyone

Major Bureau goals for the coming year...

External Goals

1. Increase working across Centers and integrating common bureau objectives and neighborhood projects.
2. Conclude the ONI Guidelines Review process.
3. Continue to support work of coalitions and our other community-based partners.
4. Conclude Public Involvement Standards Taskforce and bring recommendations to Council.
5. Develop a budget plan and a strategy to obtain more funds for the neighborhood system.
6. Continue to develop and expand our efforts to partner with other bureaus.
7. Continue to improve communication among neighbors, coalitions, community partners, and staff.
8. Develop the concept of Neighborhood Centers and pilot at least one.
9. Develop customer service policies to improve delivery of neighborhood inspection, noise, nuisance, and public safety services.

Internal Goals

1. Work to build a climate of trust and mutual understanding among employees within and across programs.
2. Develop a formal recognition program for employees.
3. Increase opportunities for training and continuing education for employees.
4. Support ONI's Diversity Committee efforts to improve multicultural competency across the Bureau.

Specific Center Goals and Objectives:

Each of ONI's five Centers developed specific goals and objectives to accomplish this fiscal year. Many of these are currently underway.

Neighborhood Resource Center (NRC)

The Neighborhood Resource Center will enhance the quality of Portland's Neighborhoods by working actively to improve participation of neighbors in the public involvement process.

Goal 1: Assist in ONI/NIT consolidation team building

Objective 1: Draft agenda for all staff team-building retreat. Gather input from management and submit final agenda.

Objective 2: Facilitate retreat, which will lead to the formation of staff led transition teams.

Goal 2: Continue implementation of the Citywide Strategic Diversity Development Initiative.

Objective 1: Facilitate the meetings of the ONI Diversity Committee

Objective 2: Increase participation to include interested staff from Inspectors and Noise.

Objective 3: Coordinate 2-3 focus groups and analyze data

Objective 4: Develop recommendations for improvement based on collected data.

Objective 5: Present recommendations to management team for feedback and implementation.

Goal 3: Increase working knowledge of neighborhood system.

Objective 1: Learn about ONI Guidelines and participate in GREAT committee work and meetings.

Objective 2: Learn about and participate in the Public Involvement Standards Task Force work.

Objective 3: Attend quarterly site visits to Coalitions.

Goal 4: Develop positive working relationships with Neighborhood coalition staff and volunteers.

- Objective 1: Attend all Coalition Directors and Chairs meetings
- Objective 2: Arrange monthly check-in meetings with coalition Directors
- Objective 3: Attend at least community two events per coalition over the course of the year.

NRC: Neighborhood Outreach Program

Goal 1: Provide increased capacity for Coalition/Neighborhood Offices and neighborhood associations.

- Objective 1: Monitor compliance with ONI contract. Schedule quarterly site visits and prepare written progress reports. Ensure that all reports (financial, performance indicators, etc) are completed on schedule. Complete quarterly site visits and prepare reports based on quarterly performance indicator reports.
- Objective 2: Lead the process for review of the ONI "Guidelines" as required by City Code. Complete Code re-write and near completion of Guidelines process including conducting outreach to insure the changes are clearly understood. Complete Ad-Hoc Committee work with simplified version of the Public Meetings/Public Records Law, re-write of Communities Beyond Neighborhood Boundaries (diversity objectives), role of Neighborhood Offices, ONI, and grievance procedure.
- Objective 3: Plan and implement the annual Neighborhood Association Summit with 200+ in attendance.
- Objective 4: Support monthly meetings of neighborhood office and coalition directors and board chairs. Attend meetings.
- Objective 5: Work with Metro to complete map with corrected boundaries of neighborhood association boundaries.
- Objective 6: Complete update of Citizen Involvement Handbook, a "How To" for organizing neighborhood associations. New chapters on Getting the Word Out, Making Room at the Table, and Community Organizing.

Objective 7: Continue expanding electronic web presence and marketing. Update ONI brochure with all program/center changes. Create an online “How To Toolbox” of documents for organizational development and community organizing tools for neighborhood association leaders. Expand “My Portland” section of ONI web site to have bylaws, state non-profit status info, etc. for each neighborhood association online to include. Link Refugee and Immigrant Resource Directory of diverse community organization contacts to our web site. Update ONI program brochures to incorporate Neighborhood Inspections, changes with Mediation, and loss of MHRC.

Objective 8: Continue internship program with PSU working with Urban Planning & MURP, Urban Administration, and Capstone program.

Objective 9: Provide limited leadership development trainings on an as-needed basis for neighborhood association leaders. Develop training partnerships w/ coalitions. Provide information to coalition/neighborhood office and neighborhood associations upon request on topics such as: ORS 65, Public Meetings/Public Records Law, Robert’s Rules of Order, fiscal policies, web sites, land use, diversity issues, board orientations, working with the media, newsletters, etc. Review neighborhood association bylaws for compliance with ONI Guidelines.

Objective 10: Coordinate an Equity Funding Formula Committee at the Bureau Advisory Committee to examine how to distribute funding for the neighborhood offices.

Objective 11: Provide minimal support to Old Town/Chinatown Neighborhood Association and Downtown Community Association in processing their reimbursements and providing technical assistance.

Goal 2: Expand participation in neighborhood associations with a focus on increasing relationship building with people of color, renters, youth, seniors, people with disabilities, etc.

Objective 1: Strengthen involvement in Interwoven Tapestry Project with MHRC and IRCO. Participate in staff program meetings and planning.

- Objective 2: Assist neighborhood leaders in identifying contact info for community organizations working in their neighborhoods by utilizing existing community assets mapping, updating MHRC directory, and putting leaders in direct contact with other community organizations.
- Objective 3: Organize relationship building opportunities between immigrant/refugee leaders, community leaders of color, low-income/renter leaders, and neighborhood association leaders and neighborhood coalitions. Focus on one-on-one meet and greet sessions with leaders living in a neighborhood.
- Objective 4: Continue participation in ONI Diversity Committee to develop bureau wide diversity strategy.

Goal 3: Provide a stronger, consistent communication link among city bureaus and neighborhood regarding specific outreach endeavors.

- Objective 1: Continue Citywide Public Involvement Standards Task Force to develop standard criteria for what public can expect from bureau public information and involvement efforts. Develop set of recommendations to deliver to Council.
- Objective 2: Restart the City of Portland outreach staff network – CPIN (City Public Involvement Network) to provide opportunity for public involvement staff to network and share resources.
- Objective 3: Continue the partnership with BES regarding projects in the Columbia Slough, Johnson Creek, Tanner Creek Willamette Watershed as well as the West Side Big Pipe, the East Side Big Pipe and various sewer repair projects.
- Objective 4: Continue fee for service and limited pro bono services to city bureaus on targeted outreach projects including but not limited to assistance on public involvement strategies, list management, media, diversity outreach, and implementing new major policy or project outreach efforts.
- Objective 5: Provide list of pre-qualified PI/PI firms to city bureaus. Create intra-bureau web site listing firms and their specialties for access by city bureaus. Continue to assist bureau staff in accessing and using the list. Post information

on the bureau Intranet site. Prepare one year report on progress to date. Begin process to renew contract for second two year term.

Goal 5: Monitor workload for each contract and work with BES to determine the need for additional personnel to continue to provide excellent outreach in these areas.

Objective 1: Supervise staff working on the CSO central city projects including: Tanner Creek Stream Diversion Phases 2,3,4,5; Swan Island Pump Station; West Side CSO Tunnel; NW CSO Main Force and Pump Station; SW Parallel Interceptor. East Side Big Pipe and various sewer repair projects.

Objective 2: Continue to support Business for Clean Rivers, which consists of representatives from NW, SW and Eastside business districts. This committee will serve as liaisons for the business communities regarding CSO project design and construction.

Objective 3: Monitor the progress of the outreach workers in each coalition/neighborhood office. Organize monthly meetings; collect data and formulate progress reports; troubleshoot as necessary and prepare quarterly activity reports

NRC: Community Residential Siting Program

The Community Residential Siting Program will enhance the quality of Portland's neighborhoods through community participation by advocating for an ongoing, proactive exchange of information and education among providers of residential social services and members of the community to ensure a mutual understanding and respect that result in long-term, supportive, peaceful relationships that promote safe, livable communities.

Goal 1: Transition program to Neighborhood Services Support Division.

Goal 2: Provide a centralized, coordinated source of information and referral before, during, and after the siting of a community residential facility to eliminate confusion and potential conflict

Objective 1: Build relationships among all siting stakeholders through a balanced and representative advisory committee to help guide the content of information and resources provided by the program.

Objective 2: Develop legal and ethical guidelines, protocols, and “best practices” to address citizen questions and issues involved in residential group homes and facilities siting.

Objective 3: Advocate for the fair treatment of all citizens, including residential group homes and facilities and all other community members, in Portland and Multnomah County around siting issues

Goal 3: Encourage government agencies, communities and other organizations to consider special needs housing in their community planning or visioning processes to proactively identify future siting opportunities for community residential facilities.

Objective 1: Inventory current planning efforts among government agencies.

Objective 2: Explore what government agencies and other organizations are capable of doing to ensure that services are accessible and equitably distributed throughout the community.

Objective 5: Develop a partnership with the Housing and Community Development’s, Special Needs Housing Committee

Goal 4: Improve the understanding between conflicted groups

Objective 1: Provide collaborative problem solving services including mediation, facilitation and consensus building.

Objective 2: Develop a trained and effective Problem Solver group.

Objective 3: Provide consensus building tools to community members and social service providers.

Objective 4: Monitor and track contract with Resolutions Northwest to provide neighbor to neighbor mediation

Objective 5: Reduce the average response time from initial intake/case acceptance for mediation services to first contact attempt by a staff or volunteer mediator to 1-2 calendar days

NRC: Downspout Disconnection Program

The Downspout Disconnection Program will enhance the quality of Portland's neighborhood through community participation by actively involving neighborhoods in a positive partnership with the City in order to save money on disconnection, provide an organizing opportunity, support community-based efforts, encourage diversity at the grassroots level, and encourage neighbor-to-neighbor interaction.

Goal 1: Increase public stewardship for the livability of their neighborhoods.

- Objective 1: Market participation in the Downspout Disconnection Program.
- Objective 2: Canvass 13,000 homes each year.
- Objective 3: Speak at over 25 community meetings each year.
- Objective 4: Conduct watershed curriculum for over 350 students each year.
- Objective 5: Conduct a media campaign including events, major and local community media.

Goal 2: Increase public participation in a civic issue.

- Objective 1: Mobilize 550 diverse volunteers each year.
- Objective 2: Build and maintain over 300 diverse community partnerships.
- Objective 3: Hire local diverse community partners to canvass.

NRC: Disability Project

Goal 1: Increase access to sidewalks.

- Objective 1: Assist neighborhood businesses in educating them of what is required by City Ordinance, recruiting volunteers to go out into their neighborhoods to talk to businesses on why it is important for them to keep their sidewalks accessible to everyone. Complete 100 on-site visits to businesses.

Goal 2: Increase safe access to the streetcar for persons with disabilities.

Objective 1: Work with City officials and other stakeholders in identifying issues on the current streetcar and work with advocates and the stakeholders on scheduling a tour to identify the issues.

Objective 2: Develop a plan to have the identified issues corrected.

Goal 3: Work with at least two neighborhood offices to increase their competency working with people with disabilities.

Administration Center

The Administration Center will enhance the livability of Portland's neighborhood through citizen participation by providing high quality technological, fiscal, and personnel support services to ONI programs, Neighborhood Associations, and Coalitions.

Goal 1: Implement quality fiscal policies.

Objective 1: Emphasize cost center approach to all managers.

Objective 2: Bill back/invoice/cost trace on a quarterly (rather than semiannual) basis.

Objective 3: Implement coalition resource allocation methodology with an advisory board.

Objective 4: Complete full cost recovery and IA analysis.

Objective 5: Standardize IA procedures with client bureaus.

Objective 6: Try to keep GF discretionary stable while IA revenues increase.

Objective 7: Consolidate cash handling and credit card function of NIT section with industry accepted controls in place.

Goal 2: Provide high quality fiscal, personnel, and clerical support to ONI programs, Neighborhood Associations, and Coalitions by front office staff.

Objective 1: Work with NIT staff to ensure several people can perform several different jobs (cross training).

Objective 2: Complete revision of ONI Employee Guidelines and Expectations Handbook by December 15, 2003.

Goal 3: Provide high quality technological support to ONI staff.

Objective: Purchase and upgrade computers as possible.

Goal 4: Implement quarterly site visits with coalitions.

Objective 1: Work with ONI programs, Neighborhood Associations, and Coalitions to improve the overall fiscal accountability of coalition accounting practices for ONI contracts.

Goal 5: Complete transition of NIT Administration and Support functions into ONI

Objective 1: Complete a review of all current tasks and priorities of this section, as they relate to the inspections section.

Objective 2: Implement a new organizational structure as indicated by Objective 1, above.

Objective 3: Forecast and monitor revenue streams associated with the NIT transfer and programmatic changes.

Objective 4: Make policymakers and other stakeholders aware of fiscal impact of policy and procedural changes, without having the fiscal impact necessarily drive those changes.

Objective 5: Work more closely with the City Auditor's office and OSD to ensure smooth working relationships.

Information and Referral Center

The Information and Referral Center will enhance the quality of Portland's neighborhoods by linking callers directly with the appropriate person who can provide consistently accurate, friendly, and timely information about city and county services.

Goal 1: Maintain the quality of function and customer service of the City and County Information and Referral Programs.

- Objective 1: Continue to build a strong team of I&R professionals who can accurately, adequately, and professionally meet customer needs.
- Objective 2: Increase staff knowledge of local services and customer service skills through formal training and development of knowledge of local services
- Objective 3: Improve unit teamwork and communication.
- Objective 4: Staff development through ongoing coaching and feedback from supervisor in the form of regular performance appraisals and day-to-day communication.
- Objective 5: Complete update / revision of all I&R protocols and procedures.
- Objective 6: Ensure adhesion to IGA and county satisfaction.
- Objective 7: Increase public awareness of the 823-4000 number and the Information and Referral Program.
- Objective 8: Complete Filemaker database rewrite to increase efficiency and ease of use for staff as well as sharing of data with the public.
- Objective 9: Maintain an up-to-date and accurate database with updates performed at least every four months.
- Objective 10: Obtain phone system upgrades that would allow us to have priority call routing and backup call groups.

Objective 11: Work with telecommunications staff, departments and bureaus to make phone systems, recordings and routings more customer service oriented and easier for the public to use.

Goal 2: Improve access of both internal and external customers to the databases maintained by the I&R Program.

Objective 1: Make services database available to city employees.

Objective 2: Make city and county employee databases available to city and county employees.

Objective 3: Make services database available to the public at large through the city website.

Objective 4: Make the city and county employee databases available to the public through the city website.

Objective 5: Expand useful content of our databases to include more information from City and County bureaus and departments that currently post limited information to our database, such as the Police Bureau and Fire Bureau.

Goal 3: Expand the One-Stop concept of a single point of access for citizens to city and county services through the 823-4000 line.

Objective 1: Look for ways to integrate intake for existing ONI services, including Noise Control, Neighborhood Inspections and Crime Prevention into the I&R phone unit.

Objective 2: Advance the concept of City/County I&R becoming the local 311 service as a single point of access to local government services.

Objective 3: Determine which other existing City and County department call center's have functions that could be merged into one center for single number dialing access to services for citizens.

Objective 4: Work with other City bureaus that maintain city employee databases to reduce duplication of efforts and create and maintain only one citywide employee database with all relevant information.

Goal 4: Improve access to ONI programs & services through our on-line presence.

- Objective 1: Move existing ONI Website to PortlandOnline
- Objective 2: Establish an on-line calendar of all neighborhood events to which individual neighborhood coalition and neighborhood association offices could post events. This calendar would then “bubble up” to the citywide calendar on the home page of Portland Online
- Objective 3: Improve structure of ONI website and add additional content to make information more accessible, accurate and useful.
- Objective 4: Get all ONI program and coalition staff trained to post content to their part of the website and establish accountability for ensuring content is accurate and up-to-date.

Crime Prevention Center (CPC)

The Crime Prevention Center will enhance the quality of Portland’s neighborhoods by providing public safety information, maintaining crime prevention services in the neighborhoods, coordinating graffiti abatement services, and providing liquor license neighborhood notification.

CPC: Center Services and Administration

Goal 1: Standardize and Improve Administrative Functions Center Outreach Communication Tools and Materials.

- Objective 1: Complete non-English speaking materials.
- Objective 2: Update Crime Prevention Center web page.
- Objective 3: Standard city-wide distribution of crime prevention information through monthly City-wide crime prevention newsletter

Goal 2: Develop Crime Prevention Evaluation Measures

- Objective 1: Develop system for program evaluation.
- Objective 3: Review program measurements and develop evaluation partnership with neighborhood offices and coalitions.

Goal 3: Develop standardized services and resources across the crime prevention offices

Objective 1: Standardize all crime prevention materials at all field offices

Objective 2: Develop and disseminate menu of standard services provided to the community

Objective 3: Develop Crime Prevention Program Problem-Solving and case management protocols.

CPC: Graffiti Abatement Program

Goal 4: Recruit New Graffiti Abatement Coordinator and transition program to Neighborhood Services Division.

Goal 5: Implement Shared Graffiti Database.

Objective 1: Receive input from community stakeholders and available groups.

Objective 2: Coordinate efforts with community and agency partners.

Objective 3: Disseminate information on graffiti database.

Objective 4: Train stakeholders on database.

Objective 5: Coordinate police “special operations” for target areas and make database accessible to police and DA’s.

CPC: Liquor License Program

Goal 6: Transition program to Neighborhood Services Division.

Goal 7: Increase Public Awareness of Liquor License Process.

Objective 1: Expand the neighborhood liquor profiles.

Objective 2: Provide training to neighbors on how to address problem locations.

Objective 3: Increase level of knowledge of neighbors on liquor license process.

Goal 8: Implement the Time, Place and Manner (TMP) Ordinance

- Objective 1: Obtain Council approval.
- Objective 2: Develop MOU with Portland Police Bureau.
- Objective 3: Develop MOU with OLCC.
- Objective 4: Develop policies and procedures of TMP process.
- Objective 5: Collaborate with PPB and OLCC to develop training for neighbors and business on how to prevent or reduce the impact of problem establishments on neighborhood.
- Objective 6: Develop objective based criteria for decision making process of TMP abatement and code hearing process.
- Objective 7: Train the Liquor License specialist, crime prevention specialist and PPB Senior Neighborhood Officer on the policies and procedures.
- Objective 8: Coordinate the implementation of the TMP process between crime prevention staff and liquor license notification specialist.
- Objective 9: Monitor and evaluate the implementation of the TMP process.

CPC: Crime Prevention Partnerships

Goal 9: Implement in partnership with Northeast and East Portland, US Attorney, Portland Police Bureau, Multnomah County District Attorney, Multnomah County Department of Community Justice, Multnomah County Domestic Violence.

Goal 10: Develop citywide structure to mobilize the community to address gun violence.

- Objective 1: Form the PGVRP and GTF interagency steering committee made up of key leaders, community providers and interested community members.
- Objective 2: Invite key leaders to serve on PGVRP and community action teams.

- Objective 3: Develop a list of key contacts and stakeholders in the selected community area.
- Objective 4: Survey key leaders for perceptions, needs, and areas where strategy needs modification.
- Objective 5: Implement CAT for East Portland

Goal 11: Provide targeted outreach, education, and information to general community and Hispanic and African Americans sub populations to reduce gun violence.

- Objective 1: Work with PSN media provider to develop education.
- Objective 2: Provide education to schools, community groups, and cultural groups regarding PVGP and key resources to reduce gun violence.
- Objective 3: Develop web site for PGVRP.
- Objective 4: Develop quarterly newsletter.
- Objective 5: Disseminate information in Spanish and English to community groups and interested individuals regarding PGVRP.

Goal 12: Increase neighborhood organization, community cohesion, and decrease the fear of crime and gun violence in CAT neighborhoods.

- Objective 1: Using youth, mentors and neighborhood volunteers survey selected neighborhoods using social capital survey to establish a baseline in selected communities.
- Objective 2: Develop community forum and community dialogue regarding crime, race and how to address community needs.
- Objective 3: Develop neighborhood safety plans that priority risk factors and resources and community assets.
- Objective 4: Organize community training for residents on how to increase trust and community communication.
- Objective 5: Recruit block captains to from neighborhood watch.

Goal 13: Working in collaboration with US Attorney, Multnomah County District Attorney, Multnomah County parole and probation track high risk offenders to hold quarterly offender “Stop the Violence” meetings.

Objective 1: Track the activity of participants of the Stop the Violence meetings with law enforcement and public safety officer.

Neighborhood Services Division (NSD)

NSD: Neighborhood Inspections Center (NIC)

Neighborhood Inspections Center’s will protect the health, safety and livability of our city’s neighborhoods. NIC accomplishes this by enforcing Title 29 standards outlined in Portland’s Property Maintenance Code. Our enforcement programs include housing maintenance, property nuisance and disabled vehicles.

Goal 1: Develop a housing case management policy that seeks to gain compliance of the city’s property maintenance code through a flexible and proactive enforcement program.

Objective 1: Develop new housing case management guidelines.

Objective 2: Identify fire/life/safety violations that trigger a 30-day housing violation deadline.

Objective 3: Form a case management panel charged with reviewing all two-year old, open housing cases.

Objective 5: Review and update NIC’s enforcement informational materials and legal correspondence.

Objective 6: Formalize the written housing case management policy in Neighborhood Inspections Policy Program Guide.

Goal 2: Create an expanded, consistent and simplified enforcement fine waiver policy.

Objective 1: Develop a code-enforcement fine waiver policy and simplify qualification criteria.

Objective 2: Create a fine waiver brochure for the public that is accessible and easy to read.

Objective 3: Develop a new administrative review form.

Objective 4: Formalize the written enforcement fine waiver policy in Neighborhood Inspections Policy Program Guide.

Goal 3: Develop a housing case policy for reviewing older, open housing cases (open prior to 2000) for the purpose of resolving these cases in fair and responsible manner.

Objective 1: Develop specific policy criteria to allow fine reductions and resolution of older, open housing cases.

Objective 2: Form a case management committee responsible for assessing and recommending resolution of older, open housing cases.

Objective 3: Formalize the 'older case' management policy in Neighborhood Inspections Policy Program Guide.

Goal 4: Develop communication tools between ONI and BDS to ensure timely and effective processing of open housing cases.

Objective 1: Form a committee responsible for identifying inter/intra-bureau communication improvements.

Objective 2: Work with Information Technology and Combination Inspections to implement an 'open housing case' flag on permit inspection requests.

Objective 3: Provide training for Combination Inspections regarding NIC processes and how the two divisions interface.

Objective 4: Establish an ONI/BDS occupancy committee to develop guidelines for reviewing and managing housing cases involving illegal occupancy issues.

Objective 5: Create a process for eliminating enforcement duplication between Code Compliance and Neighborhood Inspections Center.

Goal 5: Establish the legal and organizational protocols required to transition BDS Neighborhood Inspections functions to Office of Neighborhood Involvement.

Objective 1: Write Memorandums of Understanding to:

- (1) ensure NIC's continued participation in Bureau of Development Service's CAT Team and Work Without Permit/Occupancy Committee,
- (2) allow NIC to continue its Title 29 enforcement responsibilities until September 1st, 2003,
- (3) continue NIT's legal ability to call work without permit.

Objective 2: Finalize the new ONI/Property Maintenance Code

Goal 6: Establish a remote outreach pilot office for Neighborhood Inspections to provide easy service and communication by providing a closer link to the public.

Objective 1: Establish an office and Housing Inspector at Kenton Firehouse station as a pilot program.

Objective 2: Establish Computer link with TRACS system that is functional and useable at a remote location.

Objective 3: Establish communication links (including land and cell telephone, internet, direct and supervisor contact) between the remote office and the base office, and with ONI.

Objective 4: Provide necessary support for the field inspector including; in person, computer programs, supplies, transportation, problem solving issues and security.

Objective 5: Provide freedom of access by the public without compromising security for the field worker.

Goal 7: Analyze and integrate budget impacts of NIC's new enforcement policies.

Objective 1: Develop new reports to better track revenues.

Objective 2: Analyze budget impacts of potential lien reductions.

Objective 3: Analyze budget impacts of changing enforcement methods and policies.

Goal 8: Initiate policy analysis and review of a city sponsored home repair program.

Objective 1: Review the program policy concept with the City Attorney's Office.

Objective 2: Develop criteria for program eligibility.

Objective 3: Prepare and outline program parameters for commissioner review.

NSD: Neighborhood Services Support

Goal 1: Coordinate transition of graffiti abatement program into Neighborhood Services Support Center

Objective 1: Hire new coordinator

Objective 2: Develop new policies for graffiti abatement as needed

Goal 2: Transition CRSP program into NSS

Goal 3: Transition liquor license notification into NSS

NSD: Noise Control Office

The Noise Control Office will continue to focus on investigating, researching, and resolving noise pollution concerns faced by the citizens of the City of Portland. NCC accomplishes this through a combination of direct enforcement of Title 18 standards and a proactive approach including cooperative coordination on future city projects with the extensive array of city planners throughout the entire City of Portland. Noise Control will continue to educate the citizens, the business community, and other government agencies about the role that each stakeholder plays in creating a more livable sound environment or set of soundscapes in Portland.

Goal 1: Improve the co-ordination of enforcement of community noise concerns with the Portland Police Bureau with the goal of more timely resolution of community complaints.

Objective 1: Maintain a current list of the commanders and sergeants from each precinct to improve communications between PPB and Noise Control.

- Objective 2: Identify opportunities for cooperative enforcement missions with PPB on car stereos and muffler enforcement
- Objective 3: Review opportunities for improving dispatch intake on noise complaints to better serve the needs of responding police officers with the goal of expedited complaint resolution
- Objective 4: Re-establish the presence of the Noise Control Officer at PPD rookie officer training sessions.
- Objective 5: Discuss the possibilities with the Chief's Office of developing training sessions for PPB on noise complaint response.
- Objective 6: Educate PPB sergeants on the authority extended to the Police Bureau under Title 18.

Goal 2: Expand the available education materials and opportunities for community involvement in resolving noise complaints.

- Objective 1: Develop a presence for the Noise Office on ONI's web site; include a video that explains the proper operation of inexpensive noise measurement devices for citizens.
- Objective 2: Coordinate with the neighborhood associations on educational opportunities for interested neighborhoods.
- Objective 3: Improve the citizen complaint form instructions/ directions.

Goal 3: Experiment with an unmanned noise measurement system to improve enforcement of noise complaints.

- Objective 1: Learn the capabilities of the recently purchased mobile sound measurement software.
- Objective 2: Begin initial tests on a test remote sound measurement station similar to the concept of unmanned photo radar.
- Objective 3: Develop a set of criteria outlining when the Noise staff would leave the unmanned monitor at a complaint location.

Goal 4: Implement an in-house citation program which includes a level of appeal at the Code Hearings Office.

Objective 1: Hold a public hearing in July 2003 to receive feedback from the public on the proposed Administrative Rules for citation and enforcement.

Objective 2: Work with the Code Hearings Office to finalize a process for appeals when citizens are unsatisfied with the resolution of any citation concerns at the ONI level.

Objective 3: Complete a set of guidelines for staff on the subject of issuing citations. The focus of the guidelines will be to equitably apply the regulations to all parties.

Goal 5: Improve proactive out-reach efforts to other city agencies with a focus on coordination with Crime Prevention and the myriad of city planners throughout the City of Portland.

Objective 1: Begin to explore opportunities for the noise control staff and the crime prevention staff to cooperatively address livability issues.

Objective 2: Maintain close ties to long range planning in the Bureau of Planning to ensure that growing issue of urban noise pollution is properly address at a planning level.

Objective 3: Coordinate with Bureau of Development Services (BDS) on any Land Use Review cases (LUR's) and Conditional Use cases (CU's) that incorporate the potential for additional noise pollution for the community.

Objective 4: Coordinate with the BDS Code Compliance staff on joint enforcement of zoning violations that include an element of noise enforcement.