



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

2000-2001 Goals and Objectives

JUNE 2001 PROGRESS UPDATE

Note: This document is a progress update for the FY 2001 Goals and Objectives. These Goals and Objectives are for the programs and Centers of ONI that are directly the responsibility of the Bureau. Key partners in ONI's work are the seven neighborhood coalitions and offices. Given their independent structure, specific goals and objectives and work progress are the responsibility of their Boards and Chairs and are not listed in this document.

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 FY 2001...

1. Complete a new vision, direction, and strategic plan for the Bureau.
 - The bureau developed a new logo, a redesigned web site, and developed a presentation on our vision for the neighborhood system that was discussed with the coalition leaders. Each ONI Center has, or is developing, a complete work plan with strategic direction.
 - Crime Prevention actively worked on involving more neighbors in public safety.
 - Metropolitan Human Rights Center (MHRC) developed a new work direction targeting and training with neighborhood associations, coalitions, and other ONI programs.
 - We participated in, and led, the citywide Administrative Services Review (ASR) process for improving public involvement with recommendations adopted (but not funded) by Council.
 - Fiscal accountability was increased this year due to implementation of better accounting and Central office procedures.
2. Begin the ONI Guidelines Review Process.
 - The Guidelines Review, Empowerment, and Assessment Team (GREAT) began its review the ONI Guidelines. This process which addresses the core of the neighborhood system will take approximately 10-12 months.
3. Develop a marketing strategy for the Bureau and present this plan to Council.
 - A new brochure will be finalized that will articulate ONI services to neighbors, bureaus, and other constituents.
 - Director met individually with several bureau directors and made group presentations to other city bureau staff to discuss partnership possibilities with ONI and/or the coalitions.

- Each Center manager continued to network with various community partners for funding opportunities, crossover projects, and collaborative projects.
4. Integrate ONI programs within the Bureau.
 - We continue to work on increasing staff understanding of all ONI programs.
 - Discussions at staff meetings on cross-Center projects are being held on a routine basis.
 - Bi-weekly Center Managers Meetings focus on Bureau projects and how programs can work together more effectively.
 - MHRC and the Civic Involvement Center (CIC) collaborated on trainings for neighborhood associations.
 5. Build a stronger technical assistance program for neighborhood associations.
 - Offered a series of workshops targeting neighborhood associations. Unfortunately, ASR implementation may preclude these workshops continuing at their current level.
 - The CIC increased its focus on technical assistance to coalition staff with site visits, coalition staff trainings, and individual meetings with coalition directors.
 6. Develop a budget plan and strategy to obtain more funds for the neighborhood system.
 - Progressed on bringing more bureau contracts and other City funds into the coalitions. We worked with Purchasing and Accounting to improve the tracking of consulting contracts as part of the ASR implementation process.
 - Led citywide discussion on encouraging bureaus to work more effectively with ONI and the coalitions to improve public outreach.
 - Expanded the ONI/BES partnership with the addition of coalition-based staff.
 - MHRC received a grant with the International Refugee Center of Oregon (IRCO) that should result in limited, increased funding for two coalitions (SEUL, NECN) to

collaborate on outreach projects with new neighbors in targeted immigrant and refugee communities.

7. Continue to develop and expand our efforts to partner with other bureaus.
 - Built partnerships with other bureaus on specific projects including: Office of Sustainable Development, Bureau of Planning, Transportation, and Parks.

Performance Measures from the District Coalitions and Neighborhood Offices

The key foundation of ONI's work is the neighborhood associations and the partnership with the district coalitions and neighborhood offices. As part of their annual contracts, the district coalitions and neighborhood offices collect data for several performance measures on a trimester basis. Listed below is a summary for each of these trimester performance measure reports.

District Coalition/Neighborhood Office Performance Measures July 2000 through December 2000

1. The seven district coalition/neighborhood offices handled a total of 21,122 general information and referral calls for this time period. These numbers represent calls that were referred by coalition/neighborhood office staff to another source such as a city bureau, Multnomah County, Metro, or a neighborhood association leader.
2. In addition to general information and referral calls, the office staff handled 11,038 technical assistance calls during this time period. These numbers represent how many times staff provided the caller with specific assistance.
3. Citywide, over 760 citizens participated in 57 land use projects which included siting new fire stations, Alberta Street Corridor Project, Fred Meyer Headquarters Project, siting new libraries, NW Industrial Transition area, and the West Hayden Island

Development. Staff also assisted neighbors process approximately 830 land use notifications.

4. Citywide, citizens participated in 36 transportation projects which included NE 42nd Avenue Revitalization Project, Interstate Max, Hawthorne Transportation Plan, SW Trails Project, Central City Streetcar, I-5 repaving and overpass reconstruction.
5. Approximately 38,482 citizens participated in 124 neighborhood improvement projects which included such efforts as Target areas in Humbolt NA and along Mississippi Ave., Parks 202 Visioning Plan, Kerns Business Revitalization Project, Multnomah Historical Society, NW Branch Library CNN Volunteer Recognition Celebration, Lents Founder's Day Celebration and North Portland Caring Community.
6. During this time period 10,046 citizens participated in 521 neighborhood association meetings and over 200 coalition meetings.
7. Approximately 500 citizens participated in leadership training which included board orientation training, multicultural training, GIS mapping training, and strategic planning sessions.
8. Coalition/Neighborhood boards nominated 440 citizens to serve on district-wide task forces and city commissions such as the Planning Commission, the Design Commission, Historic Landmarks Commission, Willamette River Pre-Design Committee, Park Acquisition Committee, Library Siting Committee, and the Police Bureau Advisory Committee.
9. Approximately 115,340 households receive newsletters from their neighborhood associations and or coalitions.
10. All of the coalition/neighborhood offices developed and maintained partnerships with other community groups including watershed councils, Friends groups, community schools, city bureaus, community courts, and caring communities.

11. All of the coalition/neighborhood offices leveraged additional resources for community-building activities. Examples included additional contracts with the City of Portland Bureau of Environmental Services for Naturescaping projects and outreach projects in the Columbia Slough, and Johnson Creek and Tanner Creek Watersheds, contracts with Oregon Department of Transportation for the Sylvan Overpass, partnerships with BHCD for Target Area Grants, grants from public agencies (Metro) and private foundations, (Meyer Memorial, general fund-raising efforts and soliciting advertising in neighborhood and coalition newsletters.

	Performance Indicators	SWNI	CNN	EPNO	SEUL	WNW	NPNS	NECN	Total
1 (a)	# General I &R Calls	7355	4616	1645	1022	805	1600	4079	21122
1 (b)	# Technical Asst. Contacts	8547	309	214	230	827	900	11	11038
2 (a)	# Land use projects	5	8	0	9	22	7	6	57
2 (b)	# Land use notifications	109	170	122	166	134	48	81	830
3	# Transportation projects	5	6	0	6	12	6	1	36
4	# Citizen involvement projects	38	6	13	34	12	16	5	124
5 (a)	# NA meetings	120	38	46	26	142	63	86	521
5 (b)	# Coalition meetings	74	20	10	76	4	4	18	206
6	# Citizens in planning efforts	175	265	0	144	32	25	120	761
7	# Citizens in leadership training	36	310	12	57	0	90	0	505
8	# Citizens part in coalition/NA meetings	2005	1525	782	258	1746	1650	2080	10046
9	# Citizens in other project	3439	13386	4309	2387	1801	10000	3160	38482
10	# Citizens on city-wide task forces etc	90	74	42	32	188	2	12	440
11 (a)	# Citizens on mailing list	10265	16796	11796	14922	6210	4200	17240	81429
11 (b)	# Citizens receiving newsletters	10265	22000	31256	13580	15000	6000	17240	115341
12	# Partnerships	6	5	2	11	14	9	5	52
13	# Fundraising efforts	4	5	1	9	10	2	1	32

**District Coalition/Neighborhood Office Performance Measures
December 2000 through March 2001**

1. The seven district coalition/neighborhood offices handled a total of 20,740 general information and referral calls for this time period. These numbers represent calls that were referred by coalition/neighborhood office staff to another source such as a city bureau, Multnomah County, Metro, or a neighborhood association leader. Calls included requests about how to report excessive construction noise, the date and time of a neighborhood meeting, and how to report suspicious activity.

2. In addition to general information and referral calls, the office staff handled 10,493 technical assistance calls during this time period. These numbers represent how many times staff provided the caller with specific assistance such as providing alternative routes for street closures, explaining a land use review, and explaining specific provisions of various chapters of city code.
3. Citywide, over 800 citizens participated in 57 land use projects which included the North Harbor District, the Gateway Regional Plan, NE Urban Renewal Project, Telco Hotel Moratorium, Kerns Plaza, Southwest Community Plan, and Hollywood and Sandy Blvd. Projects. In addition, coalition staff assisted neighbors process approximately 700 land use notifications.
4. Citywide, citizens participated in 47 transportation projects which included Tri-Met /Barbur Blvd. transit service, Far SW Street System Plan, a pedestrian/bicycle safety campaign, Interstate Max, St. John's Truck Study, Airport Max and NW Parking Project.
5. Approximately 14,540 citizens participated in over 110 neighborhood improvement projects which included such efforts as Target areas in Humbolt NA and along Mississippi Ave., Parks 202 Visioning Plan, SE Neighborhood Clean-ups, SW Watershed Stewards Program, Bulky Waste Removal Project, North Portland Hispanic Outreach and NW Pilot Project to reduce garbage pick-up noise.
6. During this time period, over 9000 citizens participated in 970 neighborhood association meetings and over 150 coalition meetings.
7. Approximately 260 citizens participated in leadership training which included board orientation training, multicultural training, GIS mapping training, and strategic planning sessions.
8. Coalition/Neighborhood boards nominated 264 citizens to serve on district-wide task forces and city commissions such as the Planning Commission, the Design Commission, Historic Landmarks Commission, Noise Control Task Force, PIIAC and the Chief's Forum.

9. Approximately 178,000 households receive newsletters from their neighborhood associations and or coalitions.
10. All of the coalition/neighborhood offices developed and maintained partnerships with other community groups including watershed councils, Friends groups, community schools, city bureaus, community courts, and caring communities.
11. All of the coalition/neighborhood offices leveraged additional resources for community-building activities. Examples included additional contracts with the City of Portland Bureau of Environmental Services for Naturescaping projects and outreach projects in the Columbia Slough, and Johnson Creek and Tanner Creek Watersheds, contracts with Oregon Department of Transportation for the Sylvan Overpass, partnerships with BHCD for Target Area Grants, grants from public agencies (Metro) and private foundations, (Meyer Memorial, general fund-raising efforts and soliciting advertising in neighborhood and coalition newsletters.

	Performance Indicators	CNN	SWNI	SEUL	WNW	NECN	EPNO	NPNS	Total
1 (a)	# General I &R Calls	3904	6939	428	2544	4279	918	1725	20737
1 (b)	# Technical Asst. Contacts	192	6939	260	1524	11	542	1025	10493
2 (a)	# Land use projects	12	3	7	21	8	0	6	57
2 (b)	# Land use notifications	113	82	154	58	74	98	117	696
3	# Transportation projects	8	8	8	12	3	2	6	47
4	# Citizen involvement projects	5	40	28	12	5	9	10	109
5 (a)	# NA meetings	24	106	547	122	62	38	71	970
5 (b)	# Coalition meetings	18	55	52	3	16	7	5	156
6	# Citizens in planning efforts	420	124	171	32	105	0	30	882
7	# Citizens in leadership training	83	7	83	5	15	44	25	262
8	# Citizens part in coalition/NA meetings	780	1814	570	1746	1560	659	1900	9029
9	# Citizens in other project	4478	1804	353	1868	2560	973	2500	14536
10	# Citizens on city-wide task forces etc	72	65	23	45	12	44	3	264
11 (a)	# Citizens on mailing list	17861	10198	13935	6210	17240	11800	4000	81244
11 (b)	# Citizens receiving newsletters	22000	11198	68127	15000	17240	17222	27000	177787
12	# Partnerships	9	6	91	12	18	3	20	159
13	# Fundraising efforts	3	4	16	13	2	1	8	47

District Coalition/Neighborhood Office Performance Measures April 2001 through June 2001

1. The seven district coalition/neighborhood offices handled a total of 20,016 general information and referral calls for this time period. These numbers represent call that were referred by coalition/neighborhood office staff to another source such as a city bureau, Multnomah County, Metro or a neighborhood association leader.
2. In addition to general information and referral calls, the office staff handled 7733 technical assistance calls during this time period. These numbers represent how many times staff provided the caller with specific assistance such as how to organize a block party, questions about specific city bureau projects or questions about the ONI Guidelines.
3. Citywide, over 900 citizens participated in 48 land use projects which included the Pleasant Valley Concept Plan, Interstate Urban Renewal Project, Kerns Plaza, Telco Hotel Moratorium issue, Multnomah County Jail Siting and the Land division code rewrite. In addition, coalition staff assisted neighbors process approximately 680 land use notifications.
4. Citywide, citizens participated in 51 projects which included Far SE Street System Plan, Airport Max, traffic concerns around the Hollywood Fred Meyer store, SE Neighborhood Traffic Safety Campaign, Central City Streetcar, St. Johns Truck Study and the OHSU tram project.
5. Approximately 14,000 citizens participated in over 90 projects to improve neighborhood livability including such efforts as neighborhood clean-ups including efforts with SOLV, Earth Day and bulky waste removal, Lents Community Market, the Gateway Regional Plan, Anti-displacement meetings in NE, Airport Noise issues, North Portland Caring Community, and SE Community Law Week.
6. During this time period over 13,000 citizens participated in over 600 neighborhood and coalition meetings.

7. Approximately 190 citizens participated in leadership training which included board orientation, strategic planning efforts, media training, gang outreach training and computer training.
8. Coalitions/Neighborhood boards nominated 272 citizens to serve on district-wide task forces and city commissions that included Metro Citizen Involvement Committee, PIIAC, Park Acquisition Committee, Planning Commission and the Storm Water Advisory Committee.
9. Approximately 125,000 households received newsletters from their neighborhood association or coalition office during this period.
10. All of the coalition/neighborhood offices developed and maintained partnerships with other community groups, including Friends of Arnold Creek, NE Community Court, Hollywood Lions Club, Johnson Creek Watershed Council, Network North Portland, and the Community Alliance of Tenants.
11. All of the coalition /neighborhood offices leveraged additional resources for community building activities including obtaining advertising in their newsletters; partnerships with the Bureau of Environmental Services for outreach efforts regarding the CSO Projects, Columbia Slough and Johnson Creek; Neighborhood Target areas; Weed and Seed Federal Grants; Bulky Waste Removal Project with the Office of Sustainable Development; NE Transit Rider Advocate Program with Tri-Met; ODOT for work on Highway 26 at Sylvan, numerous fund-raising efforts and grants from private foundations.

	Performance Indicators	CNN	NECN	SEUL	SWNI	WNW	EPNO	NPNS	Total
1 (a)	# General I &R Calls	3465	4375	772	5371	3571	862	1600	20016
1 (b)	# Technical Asst. Contacts	228	11	403	5371	312	208	1200	7733
2 (a)	# Land use projects	12	7	3	1	19	0	6	48
2 (b)	# Land use notifications	98	48	130	99	58	160	89	682
3	# Transportation projects	8	3	15	6	11	2	6	51
4	# Citizen involvement projects	5	4	16	27	12	9	21	94
5 (a)	# NA meetings	16	45	107	71	122	33	63	457
5 (b)	# Coalition meetings	9	15	67	49	6	6	5	157
6	# Citizens in planning efforts	122	135	137	380	98	0	30	902
7	# Citizens in leadership training	52	1	90	7	22	0	15	187
8	# Citizens part in coalition/NA meetings	5688	1140	639	1262	1670	615	2000	13014
9	# Citizens in other project	600	2245	1513	2031		4855	2500	13744
10	# Citizens on city-wide task forces etc	72	12	3	63	75	44	3	272
11a	# Citizens on mailing list	18341	17240	1343	10166	6210	11334	4000	68634
11 (b)	# Citizens receiving newsletters	22000	17240	37378	9716	15000	23299		124633
12	# Partnerships	12	23	10	6	12	3	15	81
13	# Fundraising efforts	5	0	8	3	13	3	11	43

Specific ONI Center Goals and Objectives:

Each of ONI's five Centers developed specific goals and objectives to accomplish during FY 2001. Updated progress for each of the objectives is described below. In addition, an overview of highlights for each Center is included.

Civic Involvement Center (CIC)

The Civic Involvement Center will enhance the quality of Portland's Neighborhoods by working actively to promote participation of neighbors in the public involvement process.

Highlights: During this fiscal year, the Civic Involvement Center (CIC) staff came together in their first full year of implementation. From neighborhood outreach to residential siting to downspout disconnection, this new re-organization of ONI allowed a more systematic focus on neighborhood-based issues.

With a strong core staff working together, the CIC planned events like the Neighborhood Summit, worked on ONI's new technological

network to improve communication, developed common materials, and developed better training opportunities.

This year, ONI made significant strides in using technology to improve communication and public involvement. Specific projects include:

- Worked with the Bureau of Information Technology to make more of our work products web-based, which will increase its accessibility to all ONI staff. Eventually, we plan to incorporate better communication through e-based technology that could eliminate duplicative mailings and save the City thousands of dollars.
- A redesigned website focused on each of ONI's center programs. We are training several ONI staff as "web masters" to facilitate the maintenance of an updated web site that has a multitude of documents, resources, and links.
- A web-based ONI Directory for Neighborhood Associations and Coalitions that is electronically disseminated, saving the Bureau thousands of dollars in printing and distribution costs.

CIC staff responded to thousands of information and referral requests and technical assistance inquiries, and provided support for neighborhood associations, coalition staff, bureau staff, and Council offices. Our training program was well-received by neighbors.

In March, Commissioner Saltzman announced "Re-Examine, Re-Connect". This effort will take a systematic look at the neighborhood system—where it's been, where it needs to go, and how best to reach these goals.

The Community Residential Siting Program has been up and running for over a year now. It has made significant progress in helping social service providers and neighborhoods work out productive agreements, form positive, proactive policy guidelines, and resolve specific problematic cases. Since the CRSP has been in operation, no major social service siting cases have required Council intervention to solve.

The Downspout Disconnection Program continues to meet or exceed its goals and objectives. It has expanded to reach more neighbors and meet clean river goals.

Specific Goals and Objectives for the CIC: Neighborhood Outreach Program

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

- Objective 1: Monitor compliance with ONI contract.
- Organized day long retreat with coalition directors and chairs for strategic planning.
 - Worked with the coalition and neighborhood office staff to ensure that all contract requirements are clearly understood and implemented. When issues developed, the ONI staff assisted the coalition/ neighborhood staff in developing workable solutions.
 - Created checklists for use by coalition/ neighborhood office staff to ensure all sections of the contract are met. Examples include *Action Plan Checklist*, *Checklist for Documents to be on file at ONI*, and the *Contract Attachment Checklist*.

- Objective 2: Ensure all coalition and neighborhood association bylaws and amendments comply with ONI Guidelines and City Code.
- Provided the coalition directors with detailed review of all neighborhood association and coalition bylaws.
 - Provided the coalitions/neighborhood offices with suggested amendment language and a bylaw template.
 - Worked with individual neighborhood associations upon request to update their bylaws. As a result of this review, approximately

15 neighborhood associations have filed amended bylaws with ONI; more are expected.

- Assisted coalition/neighborhood office staff and neighborhood associations with specific requests for information such as: *How to define a quorum?*; *Committee structure and function*; and *Identification of members*.

Objective 3:

Review neighborhood association issues and questions around ONI Guidelines compliance and interpretation of the Oregon Public Meetings Law.

- Provided direct assistance to coalitions /neighborhood office staff and neighbors regarding neighborhood association issues and ONI Guidelines implementation.
- Conducted workshops with the City Attorney regarding the Public Meeting Law.

Objective 4:

Assist the District Coalitions with non-profit fiscal management issues.

- Provided copies of The Oregon Non-Profit Corporation Handbook to each coalition office.
- Provided direct assistance to coalition/ neighborhood staff and neighbors upon request. Examples include providing information on fiscal agent responsibilities and helping neighborhood associations become re-instated as a non-profit recognized by the State of Oregon.
- Conducted annual site visits in May-July.

Objective 5:

Assist the District Coalitions with basic organizing and strategic planning efforts to support neighborhood association organizational development.

- Organized and facilitated five neighborhood association board retreats/strategic planning sessions in Eliot, Humboldt, Concordia, Cully, and Old Town/Chinatown.

- Provided ongoing organizational development and board assistance to Old Town/Chinatown and Downtown Neighborhood Associations that resulted in 60+ people at each of their annual meetings. This effort doubled and tripled respectively the membership on their boards of directors and increased participation by younger adults, lower income, and people of color on their boards.

Goal 2: Expand participation in neighborhood associations with a focus on increasing participation of "non traditional" neighbors such as people of color, renters etc.

Objective 1: Provide on-going educational opportunities for neighbors who want to become involved in civic affairs as well as more advanced opportunities for those already involved.

- Organized and facilitated four workshops including *Making Room at the Table*, *Building Inclusive and Diverse Neighborhood Associations* with attendance up to 60 people.
- Completed a six-week *Interracial Community Dialogue* with 24 people in attendance.
- Co-organized march and rally with SEUL, MHRC and the Coalition Against Hate Crimes to oppose White supremacist bias related attacks in SE Portland. Over 250 people participated including three City Commissioners.

Objective 2: Provide on-going education opportunities for coalition and neighborhood office staff.

- Completed 15 workshops with attendance from 13 to 60 participants each, averaging about 25. Workshops included: *Public Records Law*, *How to be a Chairperson*, *Dealing with Difficult People*, *ABC's of Land Use*, *Robert's Rules of Order*, *Creating a Web site for your group*,

Dealing with Liquor License changes, How to do Door to Door outreach, and Issues and Questions about Residential Siting.

- Began work with a PSU intern to update ONI Citizen Involvement Handbook. Goal is to place it on the web in a tool box format.
- Met with 13 coalition staff to collaboratively plan efforts for neighborhood association leadership development.

Objective 3: Creation of partnerships with other community-based organizations.

- Worked to increase understanding of the neighborhood system with other community-based organizations such as Ecumenical Ministries of Oregon and Community Alliance of Tenants.
- Initiated and fostered partnerships with other community-based organizations. Groups we have worked with include the Chinese American Citizens League, Latino Network, Community Alliance of Tenants, Russian community leaders, Willamette Pedestrian Coalition, Oregon Uniting, several Target Area projects, Office of Consumer Technical Assistance (disabilities), El Programa Hispano, Neighborhood Pride Team, Caring Communities, Youth Violence Prevention Council, POWER (immigrant housing issues), Coalition for a Livable Future, City Repair Project.

Objective 4: Plan and implement the annual Neighborhood Association Summit.

- Held event March 3, 2001 with approximately 180 people in attendance. Evaluations were overwhelmingly positive.
- Co-organized the Regional Neighborhood Conference in Vancouver, WA, in September 2000 with 210 people in attendance.

- Objective 5: Expand capacity of ONI to utilize electronic communication for public involvement efforts.
- Worked to improve the use of technology to support effective public involvement.
 - Created and transferred ONI information electronically in multiple formats to be accessible on the web.
 - Developed ONI web page that is user-friendlier for people browsing site and for staff adding material.
 - Formed partnership with METRO and Bureau of Information Technology to explore developing a web-based database system. Secured commitment that METRO will share application code for free.
 - Worked with Bureau of Planning to provide updated electronic maps of neighborhood boundaries, large and small scale coalition boundary maps that will all be placed on the web.
 - Changed the ONI Directory to coincide with our database so that electronic dissemination and consistent updates are possible.

Goal 3: Increase the capacity of ONI to address citywide issues that impact neighborhoods.

- Objective 1: Continue support for the Citywide Land Use Forum.
- Held monthly event with attendance ranging from 6 to 30 people each month. Produced and mailed out notices to approximately 150 people each month.

- Objective 2: Continue support for the Airport Issues Roundtable (AIR).
- Provided notice of meetings, prepared and distributed meeting summaries and assisted with research for AIR.

- Supported AIR general membership and subcommittee meetings occurring once a month. Average attendance at general meetings is 15 to 20 people.
- Worked with AIR to become less staff supported as ASR implementations will preclude current level of service.

Goal 4: Provide a stronger, consistent communication link among City bureaus and neighborhoods regarding specific outreach endeavors.

Objective 1: Re-activate the City of Portland Public Involvement Network (C-PIN) for City staff.

- Held initial C-PIN meeting for group in September 2000. Had about 30 staff in attendance.
- Held one workshop with citywide staff on the city's new geographic information system (GIS) with 60 people in attendance.

Objective 2: Continue the partnership with BES regarding projects in the Columbia Slough, Johnson Creek and Tanner Creek Watersheds.

- Expanded BES/ONI partnerships for outreach on CSO projects.
- Added two outreach staff (1.5 FTE total) in City Neighborhood offices and two outreach staff (1.5 FTE total) in coalition offices.

Objective 3: Assist with outreach regarding the Endangered Species Act (ESA).

- Discussed outreach possibilities with ESA Program and will be involved with the River Renaissance Project.

Objective 4: Develop partnerships with other bureaus such as the Traffic Calming Forum and the Noise Abatement Task Force.

- Organized Traffic Calming Summit for PDOT; 175 people in attendance.
- Monitored the work of the Noise Abatement Task Force and provided input to Task Force and Office of Planning, Development, & Review (OPDR) upon request.
- Developed partnership with Bureau of Planning (BoP) regarding the E-zone re-mapping process- now called the *Portland Streamside Strategies*. Small amounts of funding are expected for the coalitions to help with outreach.
- Developed a partnership with City bureaus to plan four events in FY 02 that will inform residents and businesses about various capital improvement projects taking place in their neighborhoods.
- Discussed Noise Abatement Task Force implementation with OPDR and PPB.
- Discussed possible public involvement projects with Planning, Transportation, Parks, Purchasing, and Office of Management and Finance.

CIC: Community Residential Siting Program (CRSP)

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 results in long-term, supportive, peaceful relationships that promote safe, livable communities.

GOAL 1: *Provide a centralized, coordinated source of information and referral before, during, and after the siting of a community residential facility (CRF) 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.

- Conducted 26 Community Residential Siting Advisory Committee (CRSAC) meetings.
- Met with each of the 40 members of the committee individually to gather information to formulate a workplan and structure for the CRSAC.
- Created three CRSAC subcommittees focused on: 1) Increased communication and improved public involvement processes between providers and neighbors, 2) Planning resources to better coordinate the siting process, and 3) Direction for policy and research work.
- Conducted a total of 56 Outreach/Education events with a total of 500 citizens attending.
- Worked with CRSAC subcommittees to develop a format for Outreach meetings aimed at Coalitions and Neighborhood Associations.

Objective 2:

Develop and maintain a library of research, good practices, and other resources that help address specific siting concerns through a coordinated network of siting stakeholders.

- Developed Best Practices Siting Guidelines that provide a process for community involvement and notification of siting proposal compliant with Fair Housing Laws.
- Documented relevant zoning codes and their application to the siting of various community residential facilities (CRFs).
- Created a template for Good Neighbor Agreements and Informational Project/Siting Fact Sheets.
- Developed a Neighborhood Association "Guidebook to Siting" document.

- Developed a tracking system to document citizen correspondence and the types of issues and concerns raised.
- Met with, and collected information from, all State, County, and Local government agencies about the services the CRSP provides.
- Consolidated and summarized existing resource materials developed by the Planning Bureau and Bureau of Housing and Community Development (BHCD).
- Documented additional Internet research on siting practices, including information about how other jurisdictions have dealt with the siting of CRFs.

Objective 3: Develop planning tools and resources that assist providers in making informed siting decisions.

- Developed an inventory and needs analysis to provide baseline information for a comprehensive planning document that includes siting resources.
- Created a matrix explaining the regulatory relationships between social service providers and government agencies.
- Used computer technology to map existing CRFs by census tract using data from the U.S. Census Bureau.
- Strengthened relationships with government agencies that provide funding or contract with providers by being involved in Housing Technical Advisory Committee meetings.

Objective 4: Provide Information and Referral services to community members having questions or concerns about the siting or existing operations of Community Residential Facilities (CRFs).

- Provided information and referral services to 190 individuals having questions or concerns about

the siting or existing operations of a Community Residential Facility.

- Presented program services to over 50 organizations including social service providers, government agencies, and community groups.
- Amended Planning Code to give authority to ONI to certify homeless shelters--a task formally completed by BHCD; thereby centralizing siting processes and eliminating bureaucratic confusion.

GOAL 2: Improve the understanding between conflicted groups

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

- Provided mediations/facilitation services on 40 cases.
- Resolved 30 cases using a collaborative-consensus model (10 cases currently pending).
- Served nearly 600 citizens in resolving issues related to siting.

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

- Provided 24 hours of conflict resolution training to 13 volunteer mediators/problem solvers.
- Volunteer mediators/problem solvers provided a total of 174 hours on siting cases.

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

- Provided over 60 hours of conflict resolution training to volunteer facilitators and other community activists.
- Conducted conflict resolution training to Dignity Village organizers.

CIC: 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.
- Prepared updates for Commissioner's Office and BES Director and staff.
- Objective 2: Canvass 15,000 homes each year.
- Canvassed 5,500 homes, have about 2/3 of area covered with a participation rate of 49%.
- Objective 3: Tabled at events that will expose the program to 10,000 people.
- Tabled at one event so far. Five hundred people attended. Scheduled for seven more events.
- Objective 4: Speak at over 25 community meetings each year.
- Spoke at 11 Neighborhood Association meetings, three churches, and five youth organizations.
- Objective 5: Conduct watershed curriculum for over 350 students each year.
- Involved 75 students. Scheduled to work with 150 students in the fall.

GOAL 2: Increase public participation in a civic issue.

- Objective 1: Mobilize 650 diverse volunteers each year.
- Mobilized 180 diverse volunteers to date.
- Objective 2: Build and maintain over 300 diverse community partnerships.
- Involved 150 community partners organization to date.
- Objective 3: Hire local diverse community partners to canvass.
- Hired 7 canvassers to date to work with targeted neighborhoods.

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.

Highlights: The Administration Center continued to improve ONI's accounting and human resources systems. This included clearer center code funding, allocation of internal services across programs, and addressing budget items (encumbrances) that have been unresolved for over five years. The ONI budget was presented to the ONI Bureau Advisory Committee (BAC) to improve understanding of how the ONI budget worked—its funding constraints, funding sources, and program requirements.

We completed our Employee's Manual, supposedly a first for a City bureau. All employees have received one and managers are being held accountable for its policies. The Bureau now has an Exit Interview policy and will be changing communication strategies among employees with an all-employee e-based Center Update newsletter to make the monthly All-Staff meetings more productive.

We automated our time sheet reporting for non-represented employees. This makes accounting for employee time easier and saves staff time. We developed other bureau policies for improving

public involvement including a process for nominating neighbors to ONI advisory committees. The Bureau also continues to coordinate the nomination process for all of the City's Boards and Commissions.

In the FY02 budget (prepared in FY 01), our administrative costs are only 5.2% of the overall budget—very respectable and justifiable in any organization.

Specific Goals and Objectives for the Administrative Center:

GOAL 1: Provide high quality technological support to ONI programs, Neighborhood Associations, and Coalitions.

Objective 1: Keep the Bureau up-to-date regarding technological issues.

- DSL Internet service delivery is underway for outer offices.
- Continued work to have all outer office staff connected to the City Intranet by June 2002.
- Connected all outer office staff to City email and calendars via Outlook Web Access.

Objective 2: Maintain adequate inventories of computers, telephones, and fax machines.

- Recommended replacement schedule of 1/3 of bureau computers each year is slightly behind schedule due to inadequate budget.

Objective 3: Keep the Bureau abreast of technological changes that could impact Bureau productivity.

- Worked with Bureau of Information Technology to find web-based solutions to connectivity issue with outer offices.

GOAL 2: Provide high quality fiscal support to ONI programs, Neighborhood Associations, and Coalitions.

Objective 1: Deliver a technically correct budget submission to OMF once per year, while advocating for increased allocations for all ONI programs.

- FY 2001-2002 budget is submitted and is correct.
- Developed full-cost recovery model for future inter-governmental agreements (IGA) in agreement with Office of Management and Finance (OMF) and City policies.
- Worked with Commissioner Saltzman to retain full-cost recovery for inter-agency agreements.

Objective 2: Continually improve the image of ONI and relationships with fiscal managers in all bureaus, especially OMF. Educate OMF management and fiscal analysts regarding the vital function ONI fulfills, and advocate for centralized citizen involvement efforts.

- Improved partnership and relationship between ONI management and OMF fiscal and accounting staff.
- Educated OMF about specifics of ONI programs, neighborhood structure and purpose, and staff work.

Objective 3: Communicate more effectively with ONI programs, Neighborhood Associations, and Coalitions at budget time. Gather input and design an information sharing method for fast breaking budget news. When possible, seek feedback from ONI programs, Neighborhood Associations, and Coalitions.

- Conducted several budget presentations at ONI BAC meetings.
- Sent detailed ONI budget to all coalitions for discussion and input.

GOAL 3: Provide high quality personnel support to ONI programs, Neighborhood Associations, and Coalitions.

Objective 1: Work with ONI programs, Neighborhood Associations, and Coalitions to improve the overall morale and employee quality within the bureau. Seek to reduce employee turnover, increase educational opportunities, and support career growth and development for all employees.

- Developed quality-driven and standardized hiring practices.
- Exit interviews process initiated with out-going ONI employees.
- Developed and implemented personnel policies in ONI Employee Handbook.

Objective 2: Complete the ONI Employee Handbook by December 15, 2000.

- Completed and will be revised on an annual basis.

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.

Highlights: This year saw the completion and implementation of the consolidation of the County and City Information & Referral programs. In November, the newly combined program began operation and is receiving approximately 14,000 calls per month. The phone call transition went smoothly and no phone or service interruptions have been experienced. We also worked with County and City information and technology (IT) staffs to refine the web-based employee databases for the County.

Specific Goals and Objectives for the Information and Referral Center:

Goal: Consolidate the City and County Information and Referral Programs and maintain quality of function and customer service.

- Objective 1: Build a strong team of I&R professionals who can accurately, adequately, and professionally meet customer needs.
- Referred thousands of neighbors to both City and County services and information.
 - Incorporated additional and new information from the County and the Circuit Court into operational procedures, databases, and protocols.
- Objective 2: Create an accurate database for use in the system.
- Expanded the City's existing database to include the County and Court information.
 - Produced a paper version of the County employee directory.
- Objective 3: Maximize the transition between the separate County and City I&R systems as the two consolidate into one system.
- Updated information, answered calls, and successfully provided the same high standards of customer service as before the consolidation.
 - During the six months after consolidation the team took an average of 14,000 calls per month, of which 6,000 were City calls, 8,000 were County calls (including 2,000 Circuit Court calls).
- Objective 4: Develop a marketing strategy that will inform County/City residents about the combined I&R services and its abilities to provide customer service about information and referral requests for County/City government information.

- A Pocket Phone Directory was upgraded to include both the City and the County’s most frequently requested numbers and web site addresses for both governments. It also includes numbers that neighbors might need to contact other agencies.
- Over 9,000 of these Pocket Phone Directories were distributed this year.

Metropolitan Human Rights Center (MHRC)

The Metropolitan Human Rights Center will enhance the quality of Portland’s neighborhoods by providing support and advocacy for the human and civil rights of all Multnomah County and the City of Portland neighbors.

Highlights: The community dialogues program is being revised to be more neighborhood based. MHRC was the recipient of a joint grant with IRCO, one of only three grant sites in the country. MHRC staff participated heavily in the PIIAC review process, the May Day Demonstration follow-up with the Mayor’s office, and is currently working on the Burnside Triangle planning issue and the process to create a Civil Rights Ordinance for Multnomah County.

Specific Goals and Objectives for the Metropolitan Human Rights Center:

Goal 1: Incorporate other ONI programs into the MHRC workplan.

- Objective 1: Complete strategic plan with stakeholders and staff.
- Strategic plan completed – action plans developed by each program area. (“Training and Facilitation Project” is currently completing theirs.)

- Objective 2: Conduct neighborhood anti-bias trainings with neighborhood leaders in partnership with Civic Involvement Center (CIC).
- Assisted CIC staff in bringing in speakers for the *Making Room at the Table* workshops.
 - Coordinated a march against hate in Brentwood-Darlington in collaboration with the CIC, the Coalition Against Hate Crimes, SEUL and Outer SE Caring Community.
 - Presented at SEUL's kick-off for the *Changing Faces of our Community* dialogues.
 - Received National Conference of State Legislatures grant to work with NECN and SEUL on integrating New Americans into their activities through our Refugee and Immigrant Program.

Goal 2: Strengthen relationships and collaborations with Portland Police Bureau (PPB) and Multnomah County Sheriff's Office.

- Objective 1: By November 2000, meet with Sheriff Dan Noelle and the County Office of Organizational Learning to discuss collaboration on a pilot project to assess anti-bias training needs of command staff.
- Developed and submitted National Institutes of Justice grant in collaboration with the Multnomah County Local Public Safety Coordinating Council, PPB, and the Gresham Police Department. Awaiting response.
 - Worked with City Lobbyist in Washington, D.C. to obtain Senator Gordon Smith's support for the NIJ grant.

- Objective 2: Increase partnership development meetings between Portland Police (PPB) Central Precinct staff and the Downtown Homeless Youth Continuum.
- Facilitated PPB/Homeless Youth Continuum meetings from July 2000–Dec. 2000.

- Crafted a partnership agreement signed by all parties in December.
- Held quarterly check-in meetings with all parties through end May 2001. The agreement is currently in effect and working well.

Objective 3: Complete commitment to PIIAC workgroup designated by Mayor Katz.

- Completed PIIAC workgroup commitment in late September 2000. Signed on to the Majority Report.

Goal 3: Re-energize and update MHRC’s volunteer anti-bias training program.

Objective 1: Develop a menu of anti-bias training options for community and a marketing plan in collaboration with past volunteers and Program Manager. Train and supervise volunteers.

- Recruited a summer intern from the University of Michigan.
- Finished objectives for six identified areas within this program.

Objective 2: Contact existing volunteer-base and recruit new volunteers. Re-establish the bimonthly volunteer meetings.

- Held a volunteer meeting that recruited 15 new volunteers.

MHRC: Refugee and Immigrant Coordination Program

Goal: Provide programs and activities to improve services and support to immigrants and refugees.

Objective 1: Work with the Asian, Hispanic, and Russian communities to organize the annual Youth Leadership Conferences in spring, 2001.

- All three conferences were held during the first and second quarters of 2001. Coordinator served as conference chair for the Asian Youth Leadership Conference.

Objective 2: Develop partnership with community leaders and the Immigration and Naturalization Services (INS) Portland District to improve its service and communication with the community.

- INS staff presented information on their re-structure to the Immigrant and Refugee Consortium of Oregon and SW Washington.

Objective 3: Implement *Project Interwoven Tapestry*, funded under the “Building the New American Community” initiative of National Conference of State Legislatures (NCSL).

- Met with the Directors of NECN and SEUL.
- Scheduled to meet with the Chairs of the corresponding Neighborhood Associations by the end of this month to recruit participants for focus group. Will hold a neighborhood leaders retreat over the summer.

MHRC: Disability Program

Goal: Work with District Coalitions offices as well as City Bureaus and County Departments to enhance accessibility.

Objective 1: Meet with two neighborhood offices and five district coalitions. Conduct site reviews and make recommendations for improved accessibility and provide sensitivity training to staff.

- Met with four district coalition offices: Neighbors West/NW, SEUL, NPNS, and CNN.
- Developed guidelines for improving accessibility that are currently being reviewed. These will be distributed to Coalition offices once completed.

- Developing a training along with Oregon Consumers Technical Assistance agency for Neighborhood Coalition staff.

Objective 2: Work with Portland Office of Transportation (PDOT) on parking and clear accessible routes on the sidewalks.

- Worked with PDOT on revising the “Sidewalk Brochure,” which has been printed. Volunteers are beginning to distribute them in areas mainly where sidewalk cafes are located.

Neighborhood Mediation Center (NMC)

The Neighborhood Mediation Center will enhance the quality of Portland’s neighborhoods by providing professional and confidential neighbor-to-neighbor mediation services to resolve conflicts within neighborhoods.

Highlights: The NMC has a citizen’s Advisory Committee that is vibrant and productive. The Center received a grant for providing mediation services for mobile home parks and is working with the Portland Police Bureau on police-neighbor mediation issues. We had several discussions with the Auditor about the new police internal investigation process and how NMC can partner with this new program. NMC staff also made a successful proposal to the Noise Abatement Task Force about providing neighbor-neighbor mediation services around noise complaints.

Specific Goals and Objectives for the Neighborhood Mediation Center:

Goal 1: Strengthen core services. Increase cases to 800 per year.

Objective 1: Identify and implement best practices in community mediation.

- Staff and Advisory Committee program sub-committee began re-examining existing agency

benchmarks and standards of other community mediation programs.

- Developed an evaluation of mediation services from intake through follow-up. Post-mediation session evaluations are already in use and currently reflect satisfaction plus.
- Participated in meetings of community mediation directors throughout the metro area—exchanging ideas, standards and practices.

Objective 2: Increase participation of professional staff in training/continuing education for administrative and direct services.

- Workshops and Training attended by Program Manager: “Building Staff Performance & Morale” – TACS; “Problem Solving & Facilitation: A Multicultural Approach”--Partners US; “Manufactured Dwelling Park Mediation”–OHCS; “Measuring Outcomes in Government and Non-Profit Organizations”–Michelle Kennedy for ODRC; Just Peace Training Institute and Summit –NCPCR
- Workshops and Training attended by NMC staff: *Dealing with Difficult People, Violence in the Workplace, Web Design Training, Manufactured Dwelling Mediation, Problem Solving & Facilitation: A Multicultural Approach.*

Objective 3: Enhance annual training/continuing education for volunteer mediators. Diversify use of NMC volunteers.

- 28 volunteers provided 1,341.5 hours of mediation.
- In February, trained 25 new volunteers. These new volunteers provided an additional 2,081.25 hours of mediation to neighbors.
- The annual training will be enhanced by the partnership between NMC and Portland Community College (PCC). Students will be able

to earn up to 12 PCC credits toward a Professional Program Award in Conflict Management. The PCC partnership will increase community awareness of NMC training and services, and the partnership will increase the volunteer pool.

- Volunteers have been used in canvassing outreach for the Manufactured Dwelling Program and staffing information tables at Resource Fairs.
- Linked volunteers with several continuing education opportunities addressing land use mediation, victim offender mediation, truth and reconciliation.

Objective 4: Increase outreach efforts, public education, and community relations. Translate brochures into Spanish.

- Distributed door hangers to residents of Portland Meadows Mobile Home Park and American Mobile Lodge Park.
- Placed advertisement in new community newspaper, "What's Happening on Alberta St."
- An article about NMC's basic mediation training was featured in the Portland Tribune.
- Produced a NMC newsletter.
- Established partnerships with Portland Community College and Portland State University. Trainings were delivered to Portland Impact/Richmond Place, Rigler Elementary and Whitaker Middle Schools, Portland Housing Center. Presentations were given to Noise Control Task Force, Portland Development Commission, Portland State University Classroom.
- Worked with MHRC on Spanish translation of the revised NMC brochure.

Goal 2: Develop School Mediation Program in Partnership with Portland Public Schools.

- Objective 1: Meet with school representatives of Portland middle schools, high schools and alternative schools to assess needs and tailor services.
- Met with Sarah Friedahl and John Cody of Roosevelt High School and Joe Simpson of Grant to discuss school mediation needs.
 - Invited administrators from 13 schools to King Facility to discuss how NMC can best provide conflict resolution services to schools.
- Objective 2: Design a classroom workshop and materials that are "youth specific."
- Reviewed articles and material from other programs to shape into a classroom presentation.
 - Solicited feedback from Portland Public Schools and attended the Violence Prevention summer Institute July 10, 11 and 12 and gained important training information.
- Objective 3: Engage volunteers in outreach, training and follow-up.
- Held training in Winter for 24 new volunteers. Significant media coverage followed.
- Objective 4: Establish partnership with the School Conflict Resolution Information Project (SCRIP) – a collaboration of Oregon Dispute Resolution Commission (ODRC) and Oregon Department of Education. ODRC is working to secure funding for expansion of mediation services in schools.
- Submitted application to ODRC to be included in a state listing of participating programs.

- Objective 5: Nurture established community partner relationships.
- Nurtured community relationships with ODRC, other mediation programs, city bureaus, county departments, and community organizations.

Goal 3: Explore Diversified Funding Sources

- Objective 1: Work with NMC Advisory Committee (AC) to identify funding sources.
- AC Budget sub-committee Chair began exploring possibilities for other funding.
 - The Chair of the AC budget subcommittee is seeking a grant related to school mediation.

- Objective 2: Recruit a volunteer grant writer.
- The Chair of the AC's budget sub-committee, who has the ability and experience to write grants, has agreed to take on this role.

- Objective 3: Research opportunities for contracts with other bureaus of city, county and state services.
- Received grant from Oregon Housing and Community Services (OHCS) for Manufactured Dwelling Mediation.
 - Generated revenue for training conducted with Portland Impact, Multnomah County Juvenile Crime Prevention.

Crime Prevention Center

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.

Highlights: After a year on the job, the new Crime Prevention manager has completed a program assessment, built a strong relationship with the Portland Police Bureau (PPB) and key police staff. He also is building key partnerships with other public safety advocates at the local, county, and state level.

ONI acquired the liquor license notification program for neighbors and will soon play an active role in the Block Watch program. We are assessing ways to use computer technology and PPB data to help crime prevention staff and neighborhoods develop better public safety plans.

This year also saw the delivery of seven NeighborSafe Workshops for public safety. Working closely with the Commissioner's office, the Office of the Mayor, and the Police Bureau, crime prevention staff organized these neighborhood-based workshops that were attended by over 1,000 people.

Specific Goals and Objectives for the Crime Prevention Center:

Goal 1: Improve community involvement in crime prevention efforts.

- Objective 1: Organize and maintain active neighborhood, apartment, and business watches.
- Continued to maintain and organize neighborhood, apartment and business watches.
 - Trained over 100 new block captains this year.
 - Established "Business Watch" with Starbucks in southeast and northeast Portland.
 - APP piloted "Apartment Watch."

- Objective 2: Develop and organize the Block Watch program in partnership with the Portland Police Bureau (PPB).
- Established a “Memorandum of Understanding” with PPB for the funding of a Block Captain coordinator.
- Objective 3: Conduct Block Watch trainings with neighbors identified at NeighborSafe 2000.
- As a follow-up to NeighborSafe, provided training to neighbors that signed up to be block captains. One hundred neighbors passed the background check and have received identification badges through Portland Police.
- Objective 4: Organize and maintain community foot patrols.
- Maintained the community foot patrols throughout the City of Portland.
 - Trained new foot patrols for Mt. Tabor where over 30 volunteers were recruited that provided over 200 hours of volunteer patrol in the month of May.
- Objective 5: Provide training to the public on public safety techniques.
- Provided training to the public on safety techniques. Along with training in neighborhood, apartment, and business watch, provided training in domestic violence, youth relations with police, training in personal safety, called “How not to be a victim”, and general presentations on crime prevention and community policing.

Goal 2: Decrease crime and graffiti in Portland through partnership with the Portland Police Bureau (PPB) and other community partners.

Objective 1: Facilitate and organize community problem solving efforts with the Police Bureau, District Coalitions, Neighborhood Offices, Neighborhood Associations, service providers, businesses, and neighbors.

- Continued involvement with community problem-solving partnerships with PPB, coalitions, neighbor, and business associations.
- The Graffiti Task Force assisted PPB in the identification and apprehension of taggers through use of the graffiti database.
- Involved in community problem solving activities through the Mayor's Forum and other partnerships.
- Facilitated good neighbor agreements between neighbors and businesses to reduce the likelihood of problem locations.

Objective 2: Increase community participation in Graffiti Task Force and public safety networks.

- Recruited citizens for the Graffiti Task Force and public safety networks.
- Supported the precinct advisory committee in East and North Portland, and the Southwest coalition Public Safety committee, NWDA public safety committee and participated in the formation of the advisory committee for the West Side Community Court.
- Partnered in the implementation of the East County and Northeast Weed and Seed initiative. In addition, staff is involved in developing the Weed and Seed grant application for North Portland.
- Northeast Portland provided technical assistance in the formation of a Youth Advisory Council for the Northeast precinct.

- Supported neighborhood associations in disseminating crime information.

Objective 3: Develop data collection system to track chronic nuisances, graffiti, and crime incidences.

- Developed a database system that will track crime, problem locations and related issues. The database will standardize the tracking of information in each office.
- Worked with Bureau of Information Technology to implement a web-based graffiti tracking program.

Objective 4: Develop collaborative crime prevention strategies based on data patterns, police input, and work with the neighborhoods.

- Worked with the precinct crime analyst and the police to identify crime prevention strategies.

Goal 3: Develop liquor license neighborhood notification program.

Objective 1: Institute new neighborhood notification process in partnership with Police Bureau and Bureau of Licenses.

- Implemented the new neighborhood notification program that includes a posting on the premises, use of computer technology and reverse directories for mailing to property owners and residents located within 300 feet of proposed establishment, and mailing to business/ neighborhood associations and coalitions.
- Contacted apartment managers regarding distribution or posting of the notice when possible. In addition, notified neighborhood association representatives via e-mail or mail on other types of applications, such as change in owner or privileges.

- Notified crime prevention specialists and the noise control officer via email on all liquor applications.
- Neighborhood associations, coalition staff, crime prevention staff, and the press were notified of the renewal process and timeline for problem location identification.
- Forwarded documentation of neighbor responses for all applications to the Police Bureau and the Oregon Liquor Control Commission (OLCC).
- Worked successfully on several key liquor license applications and issues that, although controversial, didn't require Council intervention.
- Worked closely with the ONI Director, the Commissioner's Office, and the Office of Legislative Affairs on the many liquor licensing issues that came through the State Legislature that would have affected neighborhoods.

Objective 2:

Provide outreach and training to neighbors, neighborhood associations, and other community groups on liquor license procedures.

- Provided program information and training on the liquor licensing process at the Neighborhood Summit and at various neighborhood association meetings as appropriate.
- Information on the change in code and process was printed in several neighborhood newsletters.
- Involved in problem solving discussions, good neighbor agreement development, and neighborhood association policy discussions relating to the liquor licensing process.
- Provided focused training for neighbors preparing to give testimony at the OLCC hearing.
- Developed the Community Guide for neighborhoods and individual neighbors on the liquor licensing process.

- Worked to keep neighbors aware of, and involved in, legislative issues relating to the licensing process.

Objective 3:

Hire coordinator to develop tracking system for new liquor license notification process and liquor license renewal procedures.

- Hired the Community Relations Assistant--Liquor Control Specialty staff.
- Transferred the new notification process for liquor applications to ONI while Bureau of Licenses continued to process the renewal applications through December.
- Processed notification to neighbors and identification of problem locations for renewals in 2001 with PPB.