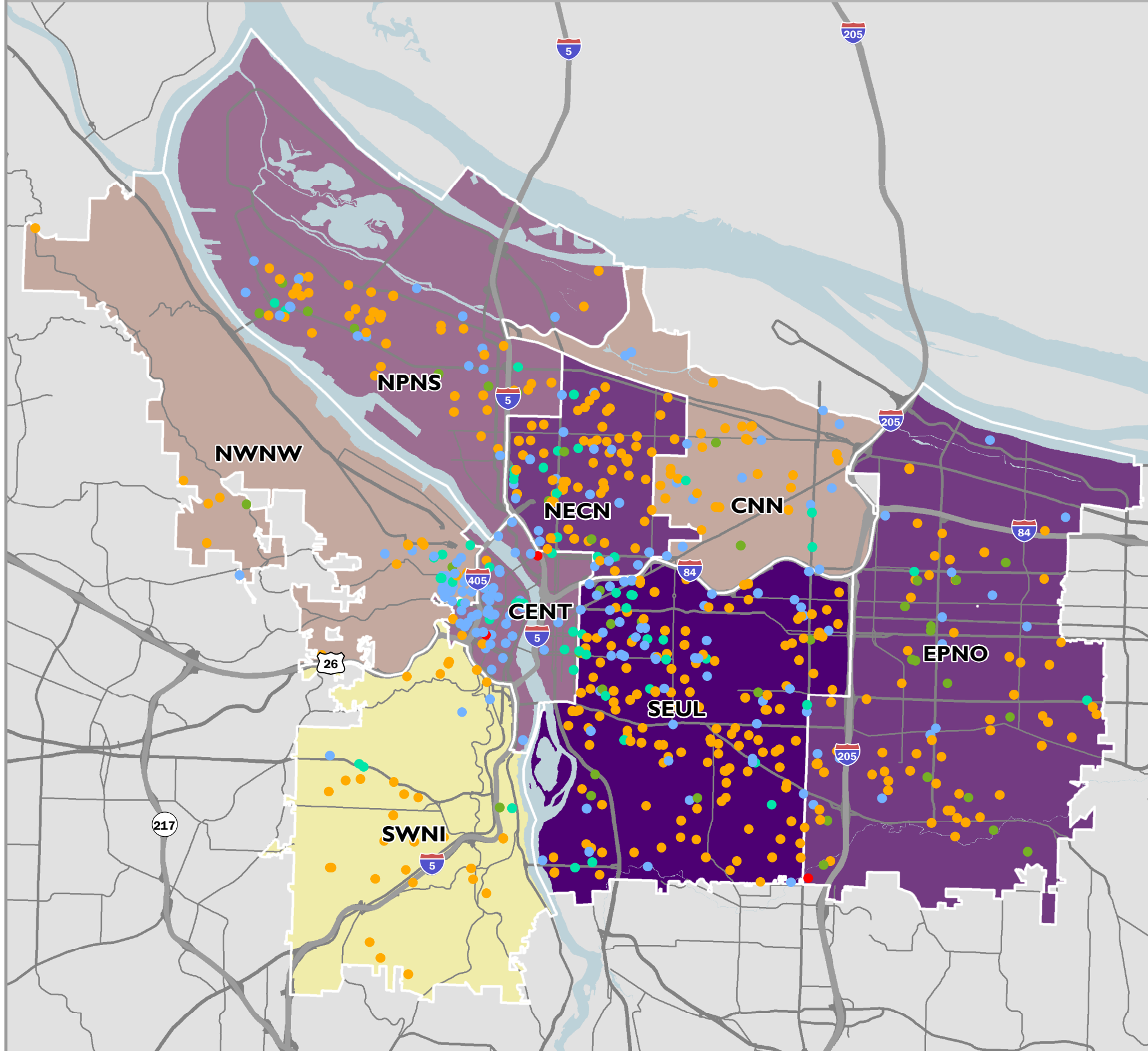


# NOISE COMPLAINTS

FY2012-13 OFFICE OF NEIGHBORHOOD INVOLVEMENT



## BUREAU NOTES

### Overview

The Office of Neighborhood Involvement's (ONI's) mission is to promote a culture of civic engagement by connecting and supporting all Portlanders working together and with government to build inclusive, safe and livable neighborhoods and communities.

The Noise Control Program in ONI's Neighborhood Livability Center works to improve neighborhood health and livability by enforcing the noise regulations (Portland City Code Title 18), mediating community concerns and issuing variances for events and activities that cause more noise than normally allowed. The program was originally located in the Bureau of Development Services and was transferred to ONI as of July 1, 2013.

### Level of Service

The public can report a noise complaint to ONI's Noise Control Program through the hotline at 503-823-7350 or online at [www.portlandoregon.gov/oni/noise](http://www.portlandoregon.gov/oni/noise). Complaints are triaged to identify priorities for enforcement. For issues addressed by the City, enforcement action may include warning letters, inspections, personal contact, problem solving, violation notices, and citations of up to \$5000.

### Map Discussion

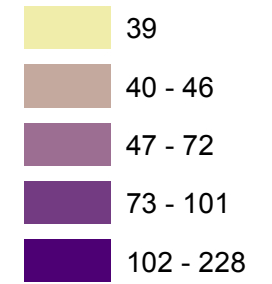
The map includes complaints received that resulted in the opening of 703 noise violation cases for the Noise Control Office from July 1, 2012 through June 30, 2013 (while located at the Bureau of Development Services). Many calls for clarification on the noise code are resolved via phone discussion with callers and are not included in the formal cases depicted on the map.

As can be seen in the map, noise complaints tend to increase in areas that are more dense and particularly where there is close proximity between businesses and residences. Zoning classifications also play a big part in the location of noise pollution in the community.

**Important Note:** Each year the City receives many calls in regards to automotive and motorcycle racing at the City owned Portland International Raceway (PIR). The fact that there is a single case open on that property does not reflect the actual number of callers concerned about noise pollution from PIR.

## LEGEND

### Reported Noise Complaints



GIS Data Classification Method - Natural Breaks

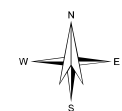
### Complaint Type

- Bar/Restaurant
- Event/Variance
- Industrial/Commercial
- Motor Vehicle
- Residential

### Mapping Geographies

- CENT** - Central City
- CNN** - Central Northeast Neighborhood
- EPNO** - East Portland Neighborhood Office
- NECN** - Northeast Coalition of Neighborhoods
- NPNS** - North Portland Neighborhood Services
- NWNW** - Neighbors West/Northwest
- SEUL** - Southeast Uplift Neighborhood Coalition
- SWNI** - Southwest Neighbors, Inc.

The information on this map was derived from City of Portland GIS databases. Care was taken in the creation of this map but it is provided "as-is". The City of Portland cannot accept any responsibility for error, omissions, or positional accuracy, and therefore, there are no warranties which accompany this product. However, notification of any errors will be appreciated.



Revision Date 11-26-2013