

**Neighborhood Livability Center**  
**ONI FY 2007-08 budget planning process**  
Update to the Bureau Advisory Committee  
November 13, 2006

**Mission and Major Work Focus**

The mission of the Neighborhood Livability Center is to enhance the quality of Portland's neighborhoods by coordinating the delivery of services and programs that provide a range of problem solving tools and resources to address and provide relief of neighborhood livability and nuisance issues. This mission is accomplished by:

- Providing professional and confidential neighbor-to-neighbor mediation services to resolve neighborhood conflicts;
- Providing a centralized and coordinated information and referral source before, during, and after the siting of a community residential facility;
- Decreasing graffiti in partnership with the Police Bureau, neighborhood and business associations, and other community partners; and
- Ensuring that all liquor outlets meet the high expectations of the community, operate in a lawful manner, and do not unreasonably disturb the peace and tranquility of our neighborhoods.

**FTE staffing totals (2.20 FTE Total)**

ONI staff funded through the Neighborhood Livability Center include:

- **Graffiti Abatement:** 1 FTE, Program Specialist, and contracts with Goodbye Graffiti (\$55,000) and the Youth Employment Institute (\$210,000)
- **Liquor Licensing** 1 FTE, Program Specialist, with some funding for a part-time seasonal, Community Service Aide, to assist in possessing liquor license applications (program is funded through revenue from processing and renewal fees)
- **Community Residential Siting:** Apx. 0.20 FTE, Facilitation/Problem-Solving services provided through Resolutions Northwest contract (\$25,984 from CDBG funding)
- **Neighbor-to-Neighbor Mediation:** This is a contract with Resolutions Northwest (\$276,016)

**Programs/Services**

**Graffiti Abatement**

The graffiti abatement focuses on the enforcement of the City's Graffiti Abatement Code and the eradication of graffiti throughout the city. The graffiti abatement coordinator works with private contractors and volunteers to deliver services that:

- Encourage citizens to report graffiti to the Portland Police Bureau via the graffiti hotline and Portland Online;
- Disseminate information about graffiti through business and property owner graffiti removal permission forms;
- Enhance community education with respect to best practices in graffiti removal;
- Partner with district attorneys and police in the arrest and prosecution of graffiti vandals; and

- Enforce the City's Graffiti Abatement Code, which requires property owners to abate graffiti within ten days of its report.

The graffiti abatement coordinator manages private graffiti removal contracts, coordinates all paid and volunteer graffiti removal efforts, and delivers presentations to community groups, schools, and other organizations regarding graffiti trends, community impacts, and opportunities for public involvement in graffiti prevention. The graffiti abatement program has also developed and maintained a network of agency partnerships through ten years of monthly Graffiti Task Force meetings.

## **Liquor License Notification**

The Liquor License Notification program:

- Coordinates with the Portland Police Bureau's Drug and Vice Division, Noise Control, the Bureau of Licenses, ONI Crime Prevention, Neighborhood Response Team Officers, and the Oregon Liquor Control Commission (OLCC) to process liquor license applications within the City of Portland for recommendation to the OLCC;
- Notifies affected community residents and businesses of pending liquor license applications;
- Collects community responses to license application notices, forwarding them to the Portland Police Bureau and the OLCC for consideration during the license recommendation process;
- When appropriate, assists with problem resolution between neighbors and liquor license applicants, including resource and referral, meeting facilitation, and the good neighbor agreement process;
- Convenes and facilitates problem-solving and enforcement activities related to the City's Time, Place, and Manner ordinance; and
- Provides public education regarding the liquor license application process and testimony preparation for OLCC hearings.

## **Neighborhood Mediation Program**

The City of Portland has funded neighborhood mediation services in some form for over 20 years. Beginning in FY 2002-03, ONI began contracting with Resolutions Northwest, a private organization, for neighborhood mediation services. Neighborhood mediation services include:

- Neighborhood-wide mediation (noise, pets, property maintenance, nuisances, boundary disputes)
- Interpersonal mediation (harassment, threats, minor assaults)
- Landlord-tenant mediation (repairs, damages, public safety, eviction)
- Organizational mediation (consultation and facilitation of problem-solving within neighborhood groups, churches, schools, and other community organizations)

More information about this program will be provided directly from the contractor.

## **Community Residential Siting Program**

The Community Residential Siting Program (CRSP) provides neighbors, service providers, and developers with a range of tools and strategies to resolve disputes related to the siting of social service facilities. CRSP is jointly funded by Multnomah County, BHCD, and ONI and:

- Provides a centralized and coordinated information and referral source before, during, and after the siting of a community residential facility;
- Ensures that all resources and siting practices comply with the Fair Housing Act confidentiality laws, and other legal parameters;
- Gathers technical information concerning land use, facility licensing requirements, contracting/funding relationships, and other siting-related issues;
- Encourages government agencies, community groups, and other organizations to consider the siting of community residential facilities in their community planning or visioning processes to anticipate future siting opportunities;
- Provides collaborative problem-solving services, including mediation, facilitation, and consensus-building for groups in conflict around the siting or ongoing operations of a community residential facility; and
- Develops and trains volunteer mediators/facilitators to build capacity for conflict resolution services.

### **Updates on new programs/impacts on programs**

- **Increased Funding for Graffiti Abatement in FY06-07**– Prior to FY04-05, the annual graffiti abatement budget was apx. \$260,000 (funding for contract work to assist property owners from removing graffiti on private property). In FY 04-05, the budget was cut to \$80,000, decreasing the amount of assistance our bureau could provide to property owners- limiting service to residential properties only. In FY06-07, funds were restored to its original level of \$260,000, which has allowed service to be restored to small businesses and multi-family\* residential properties. We are still working to improve enforcement efforts for those property owners that are not taking pro-active steps to keep their property graffiti-free. \*Not sure we want to say this...most multi-family residential properties are “property-managed” and we do not automatically provide removal from these.

### **Services/Programs to be implementing in an “ideal” world**

#### **Graffiti**

- Administrative assistance to allow for additional documentation of tags, update and track referrals for removal by other agencies, and staff the graffiti hotline (currently staffed by Police Bureau I&R.).
- Educational outreach to schools, especially elementary level.
- Materials to provide to parents who contact the program for advice on how to deal with their children who may be or are on the track to becoming a “tagger”
- Funds to support community murals on a case by case basis

#### **Liquor**

- The staffing ability to process temporary liquor license permits to ensure that neighbors are notified, especially if the event may cause livability concerns in a neighborhood; with the idea that application fees would generate revenue for part-time administrative assistance

#### **Siting**

- The ability to conduct community forums which build upon the work of the Siting Advisory Committee to implement siting best practices and avoid “saturation”.