



The Other Side of the Fence

E-News from ONI ~ July 2004

Enhancing the quality of neighborhoods through community participation.

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Taking a breather. Mr. Know-it-All David Muir, a familiar face at the Portland Building front desk, answers the city/county phones and directs from 150 – 200 walk-in customers on busy days. *(Photos by Nell Wagenaar)*

He's been down and out in Portland and knows the value of a friendly voice

By Nell Wagenaar

As a matter of fact, it's what eventually led him to the Portland Building and a longtime career of customer service.

One cold day in January 25 years ago David Muir's rent money ran out and so did the electricity in his downtown apartment. He walked over to Transition Projects Inc., a helping agency that provides shelter and emergency care for more than 9,000 men and women annually.

"I was shocked to be amidst some of the saddest cases of humanity I had ever seen...but a woman behind the counter treated me with such dignity and respect that from that day on I wanted to be involved in customer service," said Muir. He has worked the information desk at the Portland Building for the last 10 years.

She was such a role model . . .

"She was such a role model to me. She treated me like I was President of the United States.

"You know, what goes around comes around," he said, directing a job seeker to the job application center past the elevators. David not only answers the phone as one of six city/county operators, he answers the city's email inquiries and gives information and directions to the walk-in traffic, which on busy Mondays can tally up to 150-200 people.

"Helping people with the same respect and kindness I was treated with that fateful day motivates me every single morning when I get up for work."

And David has been a steady helping hand ever since—whether calling a cab for a pregnant woman starting labor contractions just last month or quickly designing a "CLOSED FOR MAINTENANCE" sign for a woman in a wheelchair who needed her male companion to help her in the women's restroom. All in a day's work.



David helps Melissa find her way to the eighth floor of the Portland Building to get some parking permits. Taking the time to connect with folks in the busy stream of walk-in traffic is what this job is all about, he says.

All in a Day's work

David is well known and loved in TPB. The kids from City Kids riding by in their red wagons wave and yell "Hi David!!!!" They demand to know "WHERE IS DAVID?" whenever a stand-in staffs the front desk. In the early summer months there are always fresh roses at his desk. Jean Paye, in Risk Management, replenishes them from her garden every week and has been doing so for the last three years. "They're so beautiful and they smell so good!!!"

He has a scrapbook of accolades—cards, letters, emails—from citizens, city commissioners, county agencies two inches thick. One satisfied customer writes:

"I was having a real bad day and it just kinda made everything negative...I was dreading what I might have to go through to try to find out some simple answers.... what I found was a very, very, very, very pleasant person who dealt with me in a most respectful manner. He gave me more than I ever expected in the way of leads and information about getting licensed to do business in the city, about getting my contractor's license, referral numbers.... just, just awesome... Thank you very much and I appreciate you having people like David in that position."

"In the next budget process, keep him in mind in order not to lose such a valuable portable encyclopedia.....His patience speaks highly of him and his ability to listen and offer advice is wonderful," writes another.

A Portland native, David graduated from Centennial High. He went on to PSU and studied interior architecture but medical and personal problems prevented him from pursuing a career in that field. "God's given me the ability to overcome many obstacles," he says. On February 11, he celebrated 25 years of sobriety.

Before coming to work for ONI, he worked the child support desk at Oregon State's Department of Justice at the McCoy Building for 10 years. He then got a job at the Multnomah County Court House working the graveyard shift in the criminal section for four years. During this period, he always had a second job. He ushered and answered the phone for the Portland Performing Center for the Arts, was an event switchboard operator at Memorial Coliseum during some "horrible rock concerts" with drugs and fans getting sick all over the place. He's worked as a temp for various Fortune 500 companies on the large ROLM phone system when everything was done manually. He finally quit his side jobs two years ago "because this job is too demanding."

David enjoys local politics and helps raise funds for senatorial and other candidates. He's also raised thousands of dollars for cerebral palsy, cancer and multiple sclerosis research. On his off time? "I sleep!" He's a fan of Broadway shows and opera and attends local performances whenever he can. Puccini is his favorite composer and Verdi's "La Forza del Destino" is his favorite opera. He walks for miles all over the city to further de-stress.

"You can't have an ego"

David is a guy who likes his job. Not so much these days but there used to be some prejudice against male front line workers. But very little ruffles him. "On this job, you can't have an ego. You have to be in control and not take anything personally. You cannot be confrontational and you can't pass people off in this age of cultural sensitivity."

He will be celebrating his 10-year anniversary August 1 and remains the only original I&R specialist on board. He helped create the database, which has now grown to nearly 13,000 employee, city/county agency and social service records. City Council on June 9 reclassified the I &R specialists from office support specialists to information and referral specialists to clarify the job description and to recognize the unique nature of the job.

“When we first started we had four employees and answered about 5,000 calls a month. That has escalated steadily. When the county came on three years ago, we started getting twice as many calls. Now we get about 15,000 a month.”

It was all very low-tech back then. The information was all on paper in three-ring binders. In October 1994, then Manager Ann Kohler of the Bureau of Development Services, working with a PSU student, put it into Filemaker.

“I now have most of the answers in my head.... like the question I got the other day: What’s on the other side of the Oregon State Flag? A beaver, of course. Our state flag is the only one in the nation with something different on each side.”

His mantra echoes that of Mother Teresa: “Let no one ever come to you without leaving better and happier.” For David, a guy who loves his job, it’s all in a day’s work.

Administration

Management team to cull 5-8 priorities from Retreat

By Jimmy Brown

At the conclusion of our staff retreat, Kristin Lensen indicated she would provide ONI with the notes that were taken during our time together. That information has been compiled and coincides with the agenda that we followed. After reviewing the notes I am increasingly impressed at the good work that you were involved in.

I want to make the documents that Kristin created available, in their entirety, to ONI staff. These were your words, your work and your activity. (See link below)

As part of the commitment to this work the Management Team will review the priorities listed under the section “Recommended Steps for Improving Communication”. It is my intention to review the items and develop a list of 5-8 top priorities that we will work on through the first quarter of Fiscal Year 2004-05. We will continue to work at the remaining priorities throughout the year.

I appreciate the work that you all were involved in while at the staff retreat. I will do my best to bring forward those recommendations.

<http://www.portlandonline.com/oni/index.cfm?c=34009> (Note: to access the Employee part of the ONI Website you will need to login to the site. If you haven't done this yet or have any problems contact John Dutt).

Retreat is well received with a 3.7 rating

Chance to network with staff is appreciated

By Nell Wagenaar

We received 21 responses to the Evaluation with most folks enjoying and appreciating the event. Nearly half of the respondents said what worked well for them was meeting and networking with other staff. Almost 25 percent of respondents would have liked the chance to ask Jimmy and Randy questions after their presentations. Nearly 25 percent wanted a less crowded agenda, more time for across-bureau mingling and some more fun activities—games, contests, prizes, etc.

The Retreat scored an average of 3.7 and the facilitator scored 3.6 (on a scale from 1-5 with 5 being excellent and 1 being poor).

A better understanding of other ONI programs, knowing staff in other offices to help problem solve, building trust, and keeping our customer service level high were some of the things folks came away with.

What worked well for folks:

- Meeting and networking with other Center staff - noted by 10 respondents
- Excellent food (7)
- Chance to hear Jimmy and Randy's vision (6)
- Chance to improve understanding of other Centers' services (5)
- Brainstorming on how to improve communications (4)

What didn't work well:

- No chance to ask Jimmy & Randy concrete questions after their presentations (5)
- Lack of opportunity to intermingling across Centers; too rigid a schedule (5)
- Too broad-brushed, going over common knowledge, not enough time for nitty-gritty concerns (4), i.e., badly handled personnel issues, lack of communication, relationship between coalition offices and ONI
- The Maximizing capacity exercise (4)—simple-minded; directions too confusing
- Facilitator lost control of presentations/storytelling sessions—not equal in time for each Center (4)

Some suggestions for the next one:

- Some break-out training in customer service, dealing with difficult people, facilitation
- Each Center needs its own retreat
- More specific planning for future of ONI
- Create common identity for bureau in the next staff meetings
- Do a yearly retreat & coordinate with ONI summit
- Focus on further dialogue between Centers, improve collaboration between centers having related missions
- More fun, laughter, how about an ONI picnic or an after-work get together at Billy Reeds?

One satisfied retreator writes: "A Great Big Thank You to all the committee members and the Commissioner and Director for a sterling experience."

Information & Referral

June stats up from last year

Another busy month for phone operators

By John Dutt

- A great month for I&R and another busy one! We continued the trend of taking substantially more calls this year than last. For the month of June we answered 14,938 calls compared with 13,502 calls last June. For the first six months of the year this brings us to 84,213 calls this year versus 79,081 calls for the first six months of 2003. This is a 6.49 % increase, or 5,132 more calls answered this year. Word is spreading about this fine program!
- Even with the extra phone volume, the I&R staff continues to meet its goals. Another 90 plus percent month, with 90.37% of calls answered under 25 seconds.
- The new staff members continue to do a great job and are learning very quickly. All three new staffers have passed the rigorous five-part testing for know-it-all status. Part of the expansion of their knowledge and job duties has been to get familiar with their bureau assignments. They've been busy visiting and developing relationships with key contacts in each bureau and department. So far the feedback I am getting from these bureau and department contacts has been extremely positive regarding the caliber of talent these new specialists already possess.
- We have also been working on some cross-training to get some of the I&R staff more involved with some of the ONI City Hall administrative tasks Carol and John have been performing. Carol has been working with Nicole to bring her up-to-speed to be able to manage both the ONI general email box and the ONI Notification mail box. Anna and Teresa both attended intros to PortlandOnline content management training and John will be working with them to enable them to assist with some of the content management of the ONI Website. Also, Nell has now become the coordinator and editor-in-chief for the ONI Newsletter. With her 15-years' experience as a journalist, she hopes to make the Other Side of the Fence a better internal tool for information sharing as well as develop it into a marketing tool for the bureau.
- We also continue to inch forward with our Database rewrites. John met a couple of times during the month with our Filemaker consultant and we are just making the final adjustments before we begin using it. He has also been conversing with BTS to formulate a plan for getting the information exchange with the County worked out and for making the Services database available to the general public on the City's Website.

Neighborhood Resource Center

Evolverment coordinators working on outreach plan

The Evolverment project, a plan to utilize web technology to increase neighbor-to-neighbor and citizen-to-government communication, is moving along but still is in the early planning stage.

The new outreach coordinators are working hard doing research for putting together an effective and sustainable outreach plan. We met during the month with Ruth Scott, from a key partner in the project, Innovative Partnerships. They will be assisting the project by helping ONI in getting the word out. They will be spearheading fundraising and partnership efforts to get the resources necessary to effectively get the word out to the community regarding this new tool for the community to get engaged with each other and the local government. We will be meeting again mid-July to formalize a marketing and outreach plan based on the information gathered by our outreach specialists.

The Evolvement management team has also begun working with BTS development staff to work out the details of what tools are really going to be needed and to talk about some of the specific requirements needed to determine how these tools will need to function. One area of much discussion has been the topic of geographic enabling. The policy that needs to be decided is how we are going to categorize events, news, etc in terms of geography. Will it be by neighborhood association/coalition area, quadrant of the city, police precinct, etc or possible by multiple categories? Also are we going to categorize things by type? How are we going to manage the Backside of the Fence feature in terms of categories? These are all things yet to be determined but discussions are ongoing.

Big Pipe Project halfway across Willamette

By Joleen Jensen-Classen

The West Side Big Pipe project is going well. Lewis, the northbound machine, is halfway across the Willamette River heading to Swan Island and Clark; the southbound machine just passed the foot of NW 19th Avenue in the NW Industrial District.



INSIDE VIEW

Progress is being made daily in the Big Pipe Project to reduce CSO volume to the river by 94%.

Photos by Sue Bednarz, of Parsons Brinkerhof, Inc.



LEFT, the inside of the Nicolai shaft showing the entrance to the tunnel.

BELOW, Sacajawea, the tunneling machine, has just completed her third mining run from in front of the Marriott Residence Inn on SW Moody to a shaft under the Marquam Bridge.



Joe Annett will begin working on the East Side Big Pipe this month. He will be building databases and contacting businesses in the area of the tunnel alignment.

The micro tunneling machine, Sacajawea, will begin her fourth mining run mid July. She will be lowered into the shaft in front of the River Place Athletic Club and mine over 700 feet to a shaft located at SW Naito Parkway and SW River Parkway

Also, the coalition/neighborhood offices are finishing out the 2003-04 fiscal year and getting ready for the 2004-05 year. Obtaining appropriate insurance, while not as difficult or as expensive as last year, continues to be an ordeal. Neighborhoods area gearing up for a summer of block parties and of course, National Night Out August 3.

Downspout Disconnect Program garners neighborhood support

By Lauren Norris

Spring craziness has finally settled into the steady hum of workers disconnecting downspouts. Volunteer groups that have helped in May in June include Madison HS, Grant HS, Cleveland Hs, Mt. Tabor MS, Environmental MS, Central Christian Academy, Sherret Sq. neighbors, City

Repair Project, Wattles Boys & Girls Club, La Inglesia Apostolica, and Woodstock, Richmond and Sunnyside Neighborhood Associations. A special thanks to Richmond and Sunnyside who finished off June's events with great volunteer turnout and great workers! Each weekend we have disconnected enough water to remove about a million gallons of water from Portland's busy sewer!

Outreach work continues to be successful this year as well. 45% of homeowners who canvassers spoke with in the last two months have made a commitment to help protect Portland's Rivers. Since May, over 200 landlords have also participated in our new outreach campaign to rental properties. We did lose one canvasser this month. Alison, who moved to Indiana, was a great asset to the program who will be greatly missed. She personally signed up about 80 homes. That amounts to about 2 million gallons of water removed! However, We are pleased to welcome Bethany Cotton back to the team! Bethany worked for Downspout Disconnection last year and will be more than welcome back to the team!

Neighborhood Livability Services

National Night Out strengthens neighborhoods

By Katherine Anderson

Crime Prevention Around the Block Crime Prevention Around the Clock

National Night Out 2004, Have a Party!

The 21st Annual National Night Out is Tuesday, August 3rd this year. Last year more than 6,800 neighbors participated with more than 110 parties.

We are online and rolling. Register your event and check out ONI website: www.myportlandneighborhood.org

For more information, contact the crime prevention program coordinator for your area or **Eric King, Crime Prevention Program Manager** at 503-823-2030 or eking@ci.portland.or.us.



The Crime Prevention Program has been without two permanent staff – one at Central Northeast Neighbors and one at Northeast Coalition of Neighborhoods since April. The hiring process is almost completed; new Crime Prevention Program Coordinators will be on board in July. That will be a welcome relief to the current staff as summer and fall are traditionally the busiest times.

Central Northeast Neighbors (CNN)

Susan Hamilton, a neighborhood activist from Central Northeast Neighbors and Madison South Neighborhood was hired on a part-time, temporary basis to staff the CNN site and assist with National Night Out. She will be with us until mid August. With her keen knowledge of neighborhoods and strong public safety commitment, Susan has stepped in and is doing a terrific job!

East Portland Neighborhood Office (EPNO)

Unity Rally addresses series of hate crimes and graffiti

The International Fellowship Family sponsored a gathering on Sunday afternoon at their church (NE 122nd/Shaver) to bring the community together after a series of hate crimes and gang graffiti defaced their building. Speakers included Peter Schmidt, Argay Neighborhood Association; Superintendent Mike Taylor, Parkrose School District; Teri Poppino, Crime Prevention; City Commissioner Jim Francesconi and Pastor Steve Holt, International Fellowship Family. Each speaker addressed the need for community cohesiveness and encouraged members of the Church and neighbors to work with their neighborhood association, School Board, PTA and other groups already in place to take their neighborhood back from the criminal element. Members of the Parkrose School Board, Parkrose Neighborhood Association and Argay Neighborhood Association attended and showed their support. The Church provided a variety of musical entertainment that uplifted the audience. Everyone agreed to meet again next summer and keep the momentum rolling.

Neighbors West/Northwest (W/NW)

Northwest neighborhoods are busy with plans for National Night Out block parties and larger neighborhood association celebrations. Two of those neighborhood association events are well along in the planning stage: Northwest District Association and the Pearl. Pearl's celebration is in partnership with Chinatown and Old Town neighborhoods.

Washington Park Hosts, a long-standing group of dedicated and interested volunteers, have acquired snappy new vests, courtesy of Mark Warrington, Portland Parks & Recreation Security. The Hosts assist visitors and residents who visit Washington Park during the Rose Festival and throughout the summer and into the fall. Before the season got under way, Washington Park Hosts received a full briefing and personal safety training from Mark Warrington, PPB Central NRT Officer Katie Goodner, Steve Pixley, Manager of Volunteers for Portland Parks & Recreation and ONI CP Coordinator, William Warren.

Gregory Crawford, co-chair of the Pearl's Crime Prevention and Livability Committee, along with other volunteers, PPB Central NRT Officer Jeff Myers, and William Warren ONI CP Coordinator conducted an anti-car prowling education effort. Automobiles in the Pearl were leafleted with information to educate drivers on strategies to reduce their chances of being a victim of a car prowling.

Northeast Coalition of Neighborhoods (NECN)

With the increase in shootings, vandalism and gang activity, there is continued demand for Block Watch and/or Foot Patrol training. Eleven neighborhoods were organized and trained in the past three weeks with several more trainings scheduled for the next two weeks. We ask neighbors to be patient; we are still one person short staffed.

In addition to Block Watches, there has also been a demand for gang awareness and crime prevention presentations. Three seminars have been delivered to groups in the NECN area this past month. This can be attributed to an increase and expected increase in gang related activity for the summer months.

For information regarding either of the above mentioned trainings call Preston Wong, Crime Prevention, NECN, 503-823-4575

Southeast Uplift Neighborhood Program (SEUL)

The Crime Prevention Office in SE Portland is actively working on several community organizing and involvement projects. Several Neighborhood, Apartment and Business Watches are being organized. The Public Safety Committee is working on their structure and goals. The list of National Night Out events is growing daily and we are actively promoting the idea of participating in "America's Night Out Against Crime" with the neighborhoods.

We are also involved in several problem-solving projects involving drug activity in Sellwood-Moreland, Montavilla, Mt. Tabor, and Woodstock neighborhoods. We are also working to address the on-going homelessness issues in SE Portland. Good Neighborhood Agreements are proliferating in the Brooklyn, Buckman, Creston-Kenilworth, Hosford-Abernethy, and Sunnyside neighborhoods.

To streamline communication with community members interested in crime prevention and public safety programming, staff developed a weekly e-mail communication to listserve members. We are in the process of developing a SE Portland specific Crime Prevention site at www.southeastuplift.org the webpage of the neighborhood coalition. We work closely with coalition staff on projects such as the new leaders training, public safety committee initiatives, diversity efforts, and much more.

For further information about Southeast Crime Prevention, please call 503-232-0010.

North Portland Neighborhood Services (NPNS)

First multicultural foot patrol set for North Portland

Neighbors of Ockley Green Middle School will train on Tuesday, July 13, for what is thought to be the first multilingual, multicultural foot patrol in Portland's neighborhood watch program.

The patrol will include English-speaking residents of the Arbor Lodge, Overlook, Piedmont and Humboldt neighborhoods in North Portland, as well as Spanish-speaking parents of middle-school students. Training in English will be held at 7 p.m. Tuesday at the school, 6031 N. Montana Ave. Training in Spanish will follow at 8 p.m. Those interested in participating may contact the school at (503) 916-5660, or Walter Garcia, North Portland crime prevention program coordinator, at (503) 823-4098.

The foot patrol is a primary goal of the Ockley Green Citizens Committee, formed this spring to work for the safety of North Portland children. Additional training sessions are planned for September.

The committee had hoped to get advice from other multilingual foot patrols operating under Portland's Office of Neighborhood Involvement. According to Garcia, who will provide the training, his colleagues in city government do not know of any.

"I will keep checking," Garcia informed the committee early in July. "However at this point I am inclined to say that you will have the first multilingual, multicultural foot patrol."

The community began organizing in the wake of rumors that a sexually oriented business was moving into an empty storefront across N. Ainsworth Street from a secluded corner of the Ockley Green Middle School playground. Research by neighbors confirmed those rumors in

May. The business will be legally located under current Portland zoning regulations, and city officials claim there is no way to stop it due to Oregon Supreme Court decisions. Moreover, the city had no obligation to notify the neighborhood or the school that such a business was coming in.

The Ockley Green Citizens Committee was formed after a May 24 meeting at which more than 120 neighbors discussed the situation. Latino parents met separately in early June and offered their support to the committee. Tuesday's meeting will also include a panel discussion by experts in various aspects of the commercial-sex industry and its effects on residential areas.

For more information, contact Will Crow (503) 247-9424 or email: ockleysafe@earthlink.net

St. Johns Window Project to create exposure for local artists and businesses in North Portland

By Mary Jaron Kelley

The 2nd Annual St. Johns Window Project is an art and community event created by Art on the Peninsula and North Portland Neighborhood Services. The goal is to attract awareness to the St. Johns business community and to create exposure for North Portland artists. It is a positive way to bring people together to share an interest in their community.

The St. Johns Window Project is a volunteer driven project. Nearly 30 artists and 25 businesses are participating in the event. The artwork is site specific, displayed in storefront windows, interiors, and gardens in the downtown neighborhood. The variety of artwork ranges from painting, photography, ceramic, sculpture, textiles, printmaking, mixed media sculpture and installation. The artwork will be on display from August 7 to September 12. The businesses participating in the event are located on North Lombard Street from N. Richmond to N. New York Avenues.

Opening day of the walking exhibition will be Saturday, August 7 from 1 to 5 p.m. Performances by Dennis Hitchcox, Folkrum, and Gypsy Moths are also set for that day in the US Bank parking lot.

Irradiated Poets will read

Poetry readings and performances by the Irradiated Poets will occur at St. Johns Library and Café Nola. Artist demonstrations will take place at the Signal Gas Station and St. Johns Library. Middle Eastern dancer, Tiffany Slottke will perform again this year. A one-day sculpture garden will happen at the vacant lot adjacent to Jower's and feature the works of several North Portland sculptors. Roosevelt High School students will display their work at Café Nola, curated by art teacher Roger Friedl. The James John Elementary SUN School program's "What if you had a tail" project will display their work at It's a Dog's Life and US Bank.

Maps for the walking tour will be available at all participating businesses. Contact Mary Jaron Kelley for information at 503-823-4099 or email at mkelley@ci.portland.or.us

Noise Control Center

Noise Control welcomes two new staffers

By Kari Meiser

The Noise Office would like to officially welcome two new staff members, Kari Meiser and Joe Chamberlain. Kari worked previously in the Noise Office, and returns after recently finishing her bachelor's degree in environmental studies at the University of Portland. Joe joins us from the Bureau of Development Services, where he worked closely with site development, and brings a strong background from the construction industry, which will be applicable to his inspection work.

The extra staffing will allow the Noise Office to finally solidify inspection districts. Historically, Noise Control relied on seasonal staffing to support the office in the summer months. However, this limited the ability of inspectors to create real working relationships with other city agencies and city partners, such as the Neighborhood Coalitions. Creating a solid district inspection program will allow inspectors to solidify their relationships with other agencies and city partners who work either according to district, coalition, or neighborhood association boundaries, increasing our ability to enforce the noise code and support effective community policing. Currently, Chris Sagan, who has been with the office 6 years, will be covering NE and SE; Kari will be covering N, NW, and SW; and Joe will cover construction and noise sources not tied to properties, such as street musicians.

The Noise Hotline at (503)-823-7350 remains the quickest way to access our services and to allow staff to use one centralized intake system for complaints.

In an effort to build a rapport with other city entities, we met this month with the Crime Prevention staff, began outreach to the Neighborhood Coalition Offices, and began coordinating with the Portland Police Bureau with the hope of testing out noise cases being dispatched to an officer and noise inspector working together one night a week. This potential opportunity to cooperate with the PPB would allow the Noise Office to respond directly to late night problems while they are happening, verify persistent complaints that only occur during the evening or night-time, as well as support the PPB in solving chronic noise issues. We look forward to continuing to work more closely with the rest of ONI staff.

Municipal citation authority

Another exciting change is the beginning of the internal ONI based (municipal) citation process. This will allow us to write tickets on the spot, dealing with the problem as it happens instead of working through the lengthy code hearing process or our old citation process through the District Attorney's Office. The citations start out at between \$150 and \$300, depending on the nature of the violation. Multiple tickets can be written on the same day if the violation continues, eventually reaching \$5000 for each individual violation. The citation process will proceed slowly at first, as we test it on very solid cases before moving into grey issues. This program should set a precedent that other code enforcement departments in the city, such as ONI's Housing staff and / or BDS's (Zoning) Compliance Services section, might wish to copy.

Neighborhood Inspection Team

Quarterly reports show increase in activity

By Ed Marihart

Hot off the Press, I just received our Fiscal Year End Quarterly Reports which is a summary of our Inspection Activity for last Fiscal Year (03-04) for NIT.

Total Number of Intakes:

Community Court	116
Disabled Vehicle	1135
Housing	1456
Nuisance	<u>5238</u>
Total	7945

Total Number of Cases Closed:

Community Court	115
Disabled Vehicle	1118
Housing	1572
Nuisance	<u>5147</u>
Total	7952

Total Number of Inspections:

Disabled Vehicle	2224
Housing	3988
Nuisance	<u>10834</u>
Total	17046

Total Number of Mailed Notices:

Community Court	121
Disabled Vehicle	1377
Housing	2074
Nuisance	<u>7235</u>
Total	10807

Total Number of Search Warrants Served:

Disabled Vehicle	54
Nuisance	<u>187</u>
Total	241

Total Number of Waivers Granted:

Administrative	6
Demolition Delay	2
Get Legal	4
Low Income	21
Multnomah County	2
New Owner Grace Period	70
Non-Profit	5
Paint & Roof	31
Renovation	45
Warehouse	<u>4</u>
Total	190

Total Number of Administrative Reviews:

Timely	110
Untimely	<u>230</u>
Total	340

Total Number of Hearings: 5

