



OFFICE OF
**Community
& Civic Life**

Promote the common good

Bureau Advisory Committee Meeting Minutes

 City Hall, 1221 SW 4th Ave, Lovejoy Room

 Monday December 17, 2018

 5:30 – 7:30pm

Welcome and Introductions

In attendance: Christina Wienholz, Roberto de Anda, Katherine Couch, Adam Lyons, Jose Gomez, Abdi Mohammed, Arainnia Brown, Enrique Zegarra, Nyla McCarthy, Jeanette Ward Horton, Stanley Penkin

Civic Life Staff: Suk Rhee - Bureau Director, Michelle Rodríguez - Business Operations Supervisor, Mary Hartshorn - Executive Assistant, Víctor Salinas - EPCO, Brandon Goldner - Cannabis, Kenya Williams - Livability, Dianne Riley - CNIC, John Dutt - Information & Referral, Tom Griffin-Valade – NPNS, Meg Juarez – Crime Prevention

City Staff: Kea Cannon - City Budget Office

Interpreters: AlmaLuna

Public Comment

None at this time

Program Overview (Service Level, Performance Metrics)

Small group discussions

- Session 1 – CNIC, Livability, Crime Prevention
- Session 2 – I&R, Cannabis, Admin

See attached one-page program offers

Debrief

Adapt to Impact

Section One: Program Description and Goals

Adapt to Impact is comprised of Civic Life’s efforts whose primary purpose is to collaborate with other bureaus on the practice and policies of community partnership. Adapt to Impact is an interdisciplinary team bringing together overhead funded programs such as advisory boards and commissions, mental health and community engagement best practices (previously known as public involvement best practices), and disability, a general fund program. Springboard’s work is aimed at strategically transforming the institutional structures, policies and practices of authentically engaging communities not well represented, engaged or served in City functioning. This is pursued through Adapt to Impact’s:

- own contributions to city functioning through the staffing and specialized programming within each of their respective content areas; and
- increasingly in FY 19-20 and thereafter, the ability to partner with other bureaus.

Performance measures for Adapt to Impact are in development as this is a new area of work being developed in FY 18-19 for implementation in FY 19-20 (refer also to Section 3). Anticipated measures:

- Workload measure (an initial measure) : Number and type of partnerships/consultations
- Output measures (an intermediate measure): description of types of organizational policies, practices and/or design influenced by Adapt to Impact partnership
- Impact measures in each area of specialty (advisory boards and commissions, community engagement, disability, and mental health): TBD

Performance measures for the Community & Neighborhood Involvement Center:

Performance Measure	Type	FY 2015-16 Year-End Actuals	FY 2016-17 Year-End Actuals	FY 2017-18 Year-End Actuals	FY 2018-19 Adopted Budget
NI_0076 - Number of new partnerships created with community groups that have not previously been Civic Life partners	OUTCOME	0	0	0	5

Section Two: Explanation of Services

Civic Life’s ability to partner with other bureaus to realize its mission is integral to our long-term goals of modeling and championing institutional practices for inclusion and to realize more adaptive decision-making by building our collective capacity to address complex, interconnected issues.

The focus of Adapt to Impact partnerships with bureaus will be to examine the fundamental assumptions informing institutional practices and to implement adaptive changes at all levels of decision-making and investment. Adapt to Impact services to other bureaus include but are not limited to public policy review and development, capacity-building support and training, practice guidelines, building teams’ awareness and knowledge base, connecting and promoting collaboration with community networks, multi-bureau partnerships, spotlighting and communicating peer success with city and community audiences, and short- and long-term consulting.

Civic Life Administration & Operations

Section One: Program Description and Goals

The Office of Community & Civic Life (Civic Life) Administration & Operations team provides strategic direction, policy, budget and financial management, human resources, contracts and grants management, organizational development, administrative support and communications functioning.

The purpose of this team is to build and support a high functioning multicultural work environment—infusing equitable practices, procedures and policies through: excellent business management, responsive operational structures, progressive hiring & retention methods, responsible stewardship of fiscal resources, championing of data & metrics, and innovative application of technology.

There are currently no team specific metrics.

Section Two: Explanation of Services

Administration and Operations are the foundation for mission and fiscal stewardship and organizational performance. This team supports all human resource functions, facilities, technology, data and metrics, budget development and management.

Cannabis Program

Section One: Program Description and Goals

The City of Portland’s Cannabis Program works toward equitable processes, policies, and outcomes for Portland’s cannabis business community. Our customers and stakeholders include the public, cannabis regulators, media, and the cannabis business community in Portland, Oregon, and beyond.

The Cannabis Program’s goals include:

- Promoting and advocating for changes in local and state cannabis policy that will support equitable outcomes
- Assisting with local cannabis tax allocation, and ensuring that it’s being used, at least in part, to help small businesses, support workforce development, and help individuals clear their criminal records
- Encouraging a statewide regulatory framework for the social consumption of cannabis
- Convening a local cannabis policy public advisory body whose deliberations and reports will help shape Portland’s cannabis policies, as well as Portland’s priorities for both local policy and State policy advocacy
- Increase the number of businesses:
 - That self-identify as “small businesses” (as defined by the Cannabis Program’s Social Equity Program)
 - Whose owners and staff identify as having a cannabis conviction prior to July 2015 (as defined by the Cannabis Program’s Social Equity Program)
- Continuing to be a resource for other cities, counties, states, and countries around the world as cannabis is legalized in more jurisdictions; sharing what has worked and what didn’t; and promoting a focus in other jurisdictions’ cannabis policies on equitable processes and outcomes

Section Two: Explanation of Services

The Cannabis Program serves as a coordinator of cannabis policy and information, administrative enforcement of local cannabis regulations, and a partner in helping cannabis businesses in Portland achieve compliance with other local and state rules and regulations.

In providing cannabis-specific information and enforcement, the Cannabis Program also fills information and enforcement gaps, including with unregulated cannabis business activity (which the State of Oregon does not have the authority to do), representing the City among other jurisdictions and to the state, and providing administrative responses in lieu of limited local law enforcement resources.

Performance Measure	Type	FY 2015-16 Year-End Actuals	FY 2016-17 Year-End Actuals	FY 2017- 18 Adopted Budget	FY 2017-18 Year-End Actuals	FY 2018-19 Adopted Budget
NI_0071 - Number of cannabis applications received	WORKLOAD	0	0	0	167	95
NI_0072 - No. of Cannabis licenses issued & renewed	WORKLOAD	0	0	0	369	385

Civic Life Constructing Civic Dialogues

Section One: Program Description and Goals

The Office of Community & Civic Life (Civic Life) Constructing Civic Dialogues program was established in 2018 as an effort to both complement the previous mediation services and expand it.

The purpose of this program is to build capacity to promote the common good. The guiding purpose is to use upstream models in efforts to foster understanding of differing perspectives, generative public dialogue, and constructive conflict to lay the foundations for a Portland where we all belong.

The goals for this program are:

- Provide grant funding to culturally and linguistically specific organizations to create more wholistic community dialogues.
- Through grant funding, develop tools for culturally appropriate conflict resolution for City employees and the public
- Through grant funding, develop trainings to City employees and the public
- Serve populations previously underserved in neighbor-to-neighbor mediation.

Section Two: Explanation of Services

FY2018 project timeline begins Jan 1, 2019 and ends June 30, 2019. In that time, our plan is to work with five grant partners to serve 1600 people through 73 opportunities for training, dialogue, conversation, services and events. FY2019 will see an increase of funding and expansion of services through internal bureau funding allocation changes.

Selected grantees for FY 18-19 are: the AORTA Collective, Disability Art & Culture Project, Oregon Humanities, Training 4 Transformation, The Vanport Mosaic.

Services and trainings will be offered free of charge to City of Portland networks so that city employees are better equipped to engage our constituents, and for community members that are part of City networks so that they are better resourced to engage with their neighbors, members, and one another.

“City networks” is an intentionally broad phrase and will serve as a guide and evaluation mechanism rather than as a means of hard and fast exclusion. The network includes bureaus, programs, advisory boards and commissions and existing community partners such as neighborhood coalitions and diversity and civic leadership partners.

Civic Life staff will support outreach and engagement of participants. There are some trainings that are for particular audiences and life experiences that will require a special sign up process. Accommodations will be available for all of these opportunities. Program information will be distributed through City communications, available on the Civic Life website and through social media.

Performance metrics have not yet been developed for these grantees.

Crime Prevention Program

Section One: Program Description and Goals

The Crime Prevention Program's key role is to reduce, prevent crime and build resilient communities through community organizing and providing public safety education and awareness. This program is unique in that most crime prevention programs nationwide are housed within law enforcement agencies. Our program, within Civic Life, helps promote civic engagement by connecting Portlanders to each other and to their government in their efforts to address public safety issues and build community. The crime prevention coordinators are geographically assigned in three teams that are aligned with the Portland Police three precincts. They work collaboratively with community, the Portland Police Neighborhood Response Team and other City bureaus and agencies.

Key performance trends are to strengthen resiliency around emergency preparedness and public safety through community connections. A strategic target for the program is to help empower communities to play their role in public safety and livability through more proactive models of outreach and education that includes Crime Prevention Through Environmental Design (CPTED) principles to create safer and more vibrant spaces where people live, work, and play.

Performance Measure	Type	FY 2015-16 Year-End Actuals	FY 2016-17 Year-End Actuals	FY 2017-18 Year-End Actuals	FY 2018-19 Adopted Budget
NI_0059 - Number of watch groups supported (neighborhood, business, park, foot patrol)	KPM	439	324	70	500
NI_0062 - Number of Crime Prevention Through Environmental Design (CPTED) assessments performed (previously "site security assessments")	OUTPUT	192	93	35	60
NI_0077 - Percentage of crime prevention training participants with increased knowledge of public safety resources	EFFECTIVENESS	0.0%	0.0%	0.0%	70%

Section Two: Explanation of Services

The Crime Prevention Program was developed to help reduce crime and help address public safety and livability issues by providing prevention education and outreach, facilitating community building, and helping bridge community-police partnerships.

This program is best suited to address public safety and resiliency at a block-by-block level by connecting neighbors through Neighborhood Block groups, building community, and providing crime prevention education. In addition to public safety training, we also incorporate emergency preparedness awareness, such as public alerts, Basic Earthquake Emergency Communication Nodes (BEECN), and Neighborhood Emergency Teams (NET). We are actively working with Bureau of Emergency Management to establish a partnership between block-by-block groups and the NETs.

Much of the Crime Prevention Program services are provided by convening stakeholders and building partnerships; connecting community members to their neighbors and to City or other government resources; facilitating crime prevention trainings; conducting Crime Prevention Through Environmental Design (CPTED) security reviews; and organizing public safety groups such as Neighborhood Block, Business, and Park Groups or community walking groups. Finally, this program coordinates the annual National Night Out events throughout the city, bringing thousands of neighbors, community groups, and businesses together to celebrate community building.

The Crime Prevention Program services help Portlanders become harder targets of crime, to be better informed about public safety resources, to be empowered to address public safety issues in their communities, and to be more resilient and prepared for emergencies.

Diversity & Civic Leadership Program (DCLs)

Section One: Program Description and Goals

The Diversity & Civic Leadership (DCLs) program offers grants to community partner organizations to provide Portlanders with a more equitable political landscape through leadership development opportunities and culturally appropriate civic engagement training. FY 2018-19 partners are: Immigrant & Refugee Community Organization (IRCO), Latino Network, Momentum Alliance, Native American Youth & Family Center, Unite Oregon, and Urban League.

After over ten years, this program has supported vast numbers of leaders and in many cases been the catalyst to launching a specific community's participation in all levels of government. The DCLs program is now ripe to offer more advanced opportunities. Grants in the near future, may very well allow community partners to opt into collaborative efforts where DCL alumni support emerging DCL leaders in doing specific projects. These projects might include but are not limited to: partnering on trainings with Community-Neighborhood District Coalitions, advancing resilience efforts and emergency preparedness, and/or outreach to "hard to count communities" for the 2020 Census.

Section Two: Explanation of Services

Portland's investment in the DCLs program is yielding significant impact as the metropolitan region responds to increasing pressures to adapt, grow, and change in an increasingly complex socio-economic, political and climate-impacted environment. These pressures enter and build even as our City struggles to evolve responsibly and justly beyond the historic limitations of oppressive ideologies and practices such as Manifest Destiny, colonialism, and capitalism fueled by slavery and patriarchy. DCL leaders and networks offer fresh perspectives and innovative ideas for addressing collective concerns and a legacy of pain and suffering.

On the whole, current and emerging generations of Portlanders seek the fulfillment of democracy's vision of a fair and shared society. The DCL program creates a powerful partnership between culturally specific organizations and the City of Portland in order to deliver movement toward that vision.

The result is an iterative, collective process that is, at its core the process of democracy itself. Going forward we anticipate that the DCLs will continue to influence other democratic processes of ever increasing variety and scale, from non-partisan activities like 2020 Census work and "Get Out The Vote (GOTV)" efforts to leading via City Boards and Commissions ~~or other leadership roles, or running campaigns of interest or for elected office~~ and

Performance Measure

NI_0076 - Number of new partnerships created with community groups that have not previously been ONI [Civic Life] partners

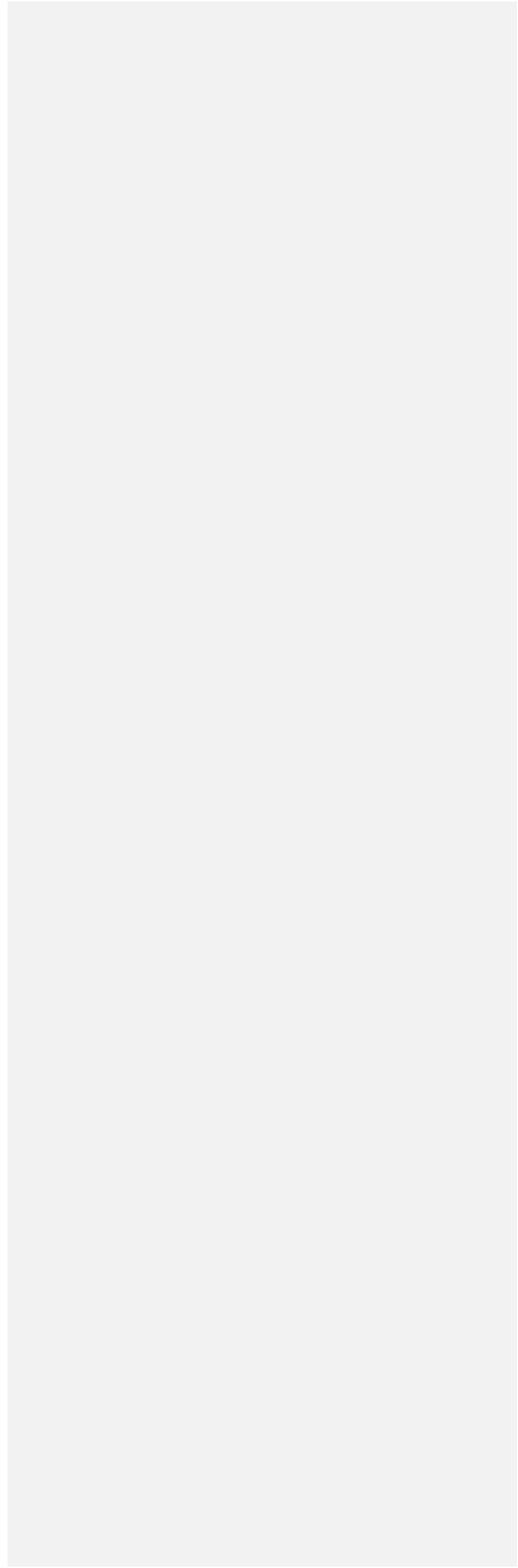
FY 2015-16 Year-End Actuals	FY 2016-17 Year-End Actuals	FY 2017-18 Year-End Actuals	FY 2018-19 Adopted Budget
0	0	0	5

Commented [RS1]: We cannot in any way support candidate elections

Commented [RD2R1]: Oops! Thank you for catching that. I think I knew better, but forgot.

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Neighborhood Involvement Program: District Coalition Offices and Neighborhood Associations

Section One: Program Description and Goals

The Neighborhood Program was established by the City of Portland to elevate the voice of community through civil discourse, civic action and community building. Seven geographically designated District Coalition Offices provide resources, technical assistance and support to a wide variety of community-driven programs and projects that seek to amplify community voice in public decision making and work to overcome community and civic challenges. The Coalitions work closely with the 94 neighborhood associations. A vast network of geographically based community groups that bring community members together to carry out community building and civic engagement projects and activities to address community resiliency, land use, public safety and other community identified issues that have an impact on livability in their neighborhood area.

The seven District Coalitions include Northeast Coalition of Neighbors, Central Northeast Neighbors, Southeast Uplift, Southwest Neighborhoods, Inc., Neighbors West Northwest, North Portland Neighborhood Services, and East Portland Community Office. Five Coalitions are supported by grants from the City of Portland to non-profit coalitions. North Portland Neighborhood Services and East Portland Community Office are City staffed and provide services that parallel the non-profit coalitions. The Coalitions are imbedded in the community across the City, this provides a unique opportunity to develop community partnerships with communities of geography, interest and identity. Over the past decade, community partnerships have expanded steadily, as more effective tools have become available such as the Small Grants Program which has increased the number and diversity of groups working with Coalitions. Collectively the seven Coalitions raise a half to one million annually in project funds that are augmented by the contribution of 125,000 volunteer hours.

The key goal of the program for FY 19/20 is to expand the number of community partnerships* to (1) increase the number and diversity of people involved with a neighborhood associations and community group; (2) increase community capacity to engage civically, and (3) increase community impact on public decision which contributes to the directives of City Council, the Civic Life goals and goals developed with communities of geography, interest and identity.

Performance Measure				
NI_0076 - Number of new partnerships created with community groups that have not previously been ONI [Civic Life] partners				
FY 2015-16 Year-End Actuals	FY 2016-17 Year-End Actuals	FY 2017-18 Adopted Budget	FY 2017-18 Year-End Actuals	FY 2018-19 Adopted Budget
0	0	0	0	5

Section Two: Explanation of Services

The Coalitions work with City and other governmental jurisdictions to provide a pathway for dialogue with communities of geography, interest and identity. In addition, the Coalitions provide a wide range of services and resources to Portland's 94 neighborhood associations and other community groups. This includes:

- Convener: Convene and facilitate multiple stakeholders to identify issues or topics to address in their communities
- Community organizing: coordinate efforts to resolve, and advance critical community-identified issues
- Community outreach: share information to connect to city programs and services
- Information and referral: Respond to a wide variety of inbound queries from the general public regarding City and other public and non-profit agencies' functions and contacts.

* We define community partnerships as relationships with groups or organizations that we (1) provide funding support, technical assistance and/or in-kind services such as meeting space, equipment loan; (2) those from which we receive funding support and/or technical assistance; and (3) those with which we partner on projects, activities and events.

- Technical assistance: provide advice on how to establish and maintain an organization, project management, facilitate group processes, adhere to non-profit regulations etc.
- Fiscal support and administration: provide fiscal sponsorship to neighborhood associations and other community groups to access grant funding opportunities
- Grants administration: manage grants programs that support civic engagement and community building projects, activities and events
- Risk and insurance services: provide liability insurance coverage for community groups and their projects activities and events
- Capacity Building: one on one technical assistance, trainings and workshops
- Dispute resolution: neighborhood associations and community groups to mediation services
- Event & meeting space: free access to meeting and event rooms to
- Event equipment loan: picnic equipment, AV systems, interpretation equipment, etc.

* We define community partnerships as relationships with groups or organizations that we (1) provide funding support, technical assistance and/or in-kind services such as meeting space, equipment loan; (2) those from which we receive funding support and/or technical assistance; and (3) those with which we partner on projects, activities and events.

Graffiti Program

Section One: Program Description and Goals

As part of the Livability Program, the Graffiti Program works with Portlanders to embrace and preserve the beauty of their communities by reducing the negative impacts of graffiti vandalism. The program goals are to provide graffiti vandalism removal assistance and guidance to community members, work collaboratively with local volunteers, and support local community art projects. In fiscal year 2017-18, we partnered with more than 800 volunteers, removed eight times as much graffiti vandalism as the year before (and any year prior), and worked with community arts organizations to protect sixteen vulnerable murals with anti-graffiti coatings.

Program	Performance Measure	Type	FY 2015-16 Year-End Actuals	FY 2016-17 Year-End Actuals	FY 2017-18 Year-End Actuals	FY 2018-19 Adopted Budget
Graffiti	NI_0080 - Timeline (days) to address graffiti incidents (receipt of complaint to resolution)	OUTCOME	0	0	0	10

Section Two: Explanation of Services

The Graffiti Program captures nearly 10,000 graffiti reports submitted by community members, contracted graffiti removal companies, and City staff annually. The Graffiti Program is responsible for referring graffiti reports to the appropriate property owner for removal (public and private property, alike). Reports of hate and gang graffiti are given highest priority for removal and the graffiti program dispatches these removal jobs to contractors for removal as soon as the reports are received by program staff. In fiscal year 2017-18, the Graffiti Program implemented its first proactive graffiti removal services program for private property owners. This program allows contractors to offer removal assistance to victims of graffiti vandalism when the contractors see graffiti on a property, rather than waiting for the graffiti to be reported, and/or removed.

The Graffiti Program also manages three contracts for proactive graffiti removal and prevention services. These services are available to residents, small businesses (with ten or fewer employees), and non-profit organizations in Portland. Proactive contracts are billed at a flat monthly rate instead of a per-removal basis, which has resulted in a cost-savings of approximately 50% per removal. These proactive services are particularly valuable in areas where there are higher numbers of vacant properties, which are more often targeted for vandalism, and result in neighboring locations getting vandalized more often.

City/County Information and Referral Program

Section One: Program Description and Goals

The City of Portland/Multnomah County Information and Referral (I&R) program is a central resource for information and referral to all City and County bureaus, programs and services. In addition, the program also assists community members with information concerning local community and social services. The program staff provide assistance by phone, to walk-in patrons at City Hall (and soon, the Portland Building), and through electronic communication channels. We are currently receiving and responding to approximately 110,000 inquiries a year.

The program's mission is to facilitate community access to local government and the services it provides. By providing customer-focused access in a timely and efficient manner, community members are more likely to engage with local government, facilitating more inclusive and equitable participation in local governance. The I&R Program consistently meets our efficiency goal of answering at least 90% of incoming calls within 25 seconds. This is as high a level of service as you can expect of any call center. Studies show that community members are more likely to engage with local government if they perceive that their efforts are effective and this level and quality of service enhances that perception.

A focus for the program has been increasing the "one call resolution rate". This rate refers to the number of calls that our I&R staff can resolve without having to transfer elsewhere. Historically one call resolution rates for the I&R Program have been 20% or lower. We set a three-year goal last year of increasing that to 30%. We have seen minor increases in this rate and expect improvements to online service request systems and ongoing efforts to institute a more coordinated customer service system to accelerate this growth.

I&R Program			FY 2015-16 Year-End Actuals	FY 2016-17 Year-End Actuals	FY 2017-18 Adopted Budget	FY 2017-18 Year-End Actuals	FY 2018-19 Adopted Budget
	Performance Measure	Type					
Info & Referral	NI_0017 - Number of calls and email inquiries responded to	WORKLOAD	110,742	115,997	115,000	96,652	100,000
Info & Referral	NI_0063 - Percentage of calls answered in less than 25 seconds	EFFICIENCY	93%	93%	90%	90.61%	90%
Info & Referral	NI_0078 - One call resolution rate	OUTCOME	0.0%	0.0%	0.0%	20.60%	25.0%

Section Two: Explanation of Services

The Information and Referral Program provides community members with a single point of access to local government information and services and helps community members to gain access and understand how these various service delivery systems work. Without this assistance accessing local government would be much more difficult for many community members. The program is working with both the City's Website Replacement Project and the Consolidated Customer Service Project to make it easier for community members to submit requests. The City's move to a more coordinated customer service approach will improve the service access and delivery process for community members which will lead to greater customer satisfaction and therefore greater contacting rates by community members. Improving contact rates, particularly for community members who primarily speak a language besides English and those who have a lower socioeconomic status, is another goal of the I&R Program that can be realized through these changes.

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Immigrant & Refugee Program

Section One: Program Description and Goals

Historically, the Immigrant & Refugee Program has been known and developed as the New Portlander Program. Moving well into the foreseeable future as the Immigrant & Refugee Program, this body of work will continue with the on-going and critically important advocacy efforts needed to support integration services helping new arrivals navigate local institutions, find the supports they need, and settle in to become vital participants in the shaping of this city. Furthermore, this program will seek to ensure that as public services and resources come online or are updated, that they reflect the reality of having a multicultural population in Portland and strive to serve all Portlanders. Concretely, this means eliminating barriers of access including but not limited to language. It also means addressing the assumption that a particular culture holds primacy and should be used as the standard for normalcy and acceptance. “Integration” need not be guided by any imperative to surrender, abandon, or eliminate an aspect of oneself or culture, but rather to adapt and to grow into a self that can flourish in the local setting of Portland. To this point, the Immigrant & Refugee Program ~~will also grow into a more offers a~~ nuanced approach ensuring the City of Portland develops and maintains a deeply Intersectional, holistic, multicultural and increasingly more strategic stance toward fulfilling the vision, potential and promise of democracy.

Performance Measure	Type	FY 2015-16 Year-End Actuals	FY 2016-17 Year-End Actuals	FY 2017-18 Year-End Actuals	FY 2018-19 Adopted Budget
NI_0076 - Number of new partnerships created with community groups that have not previously been Civic Life partners	OUTCOME	0	0	0	5

Section Two: Explanation of Services

Although this program is evolving under the New Portlander Program it has been comprised of four main areas of work:

Families Move program. Public education through local media; schools; big employers; civic, faith, and professional associations -- on the inevitability and the benefits of human migration, including globalizing economies, the refugee & immigrant crisis, resettlement realities, and support and creation of welcoming and well-informed communities.

Equity in Practice program. Working and collaborating with City bureau/immigrant community partnerships designing, developing, and delivering valuable City Services Citywide but greater focus on underserved East Portland neighborhoods (e.g.: PPR Mobile Playgrounds, PBOT Safe Routes to School, BES Community Gardens, flood plains, PPB community policing, PBEM NET training, and OMF budget panels).

CEs (Community Engagement Liaisons) program. City bureaus outsourcing their outreach to community elders and activists trained by Community & Civic Life DCL programs and/or Coalition of Communities Color civic engagement leadership programs. Ninety percent of the liaisons have been trained in these leadership programs. Facilitation, project lead services, cultural contextualization, and subject matter expertise is provided via contract as fee for service.

New Portlander Policy Commission. In partnership with elected leaders and bureau managers, newcomer organization leaders provide research, advise, priorities and goals setting for newcomer integration via development of policy and practice recommendations for improving immigrant and refugee integration in the City of Portland.

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Liquor Licensing Program

Section One: Program Description and Goals

Comprised in the Livability Program, the Liquor Licensing Program is dedicated to facilitating strong relationships between community members and businesses and mitigating the livability concerns associated with the sale of liquor. The program serves as a resource for liquor license holders, State and City agencies, and community members seeking information about liquor licensing and effective strategies for collaboration and community-building. The primary goal of the program is to ensure that all liquor outlets meet the high expectations of the community, operate in a lawful manner and contribute to the vitality of Portland Communities.

Program	Performance Measure	Type	FY 2015-16 Year-End Actuals	FY 2016-17 Year-End Actuals	FY 2017-18 Year-End Actuals	FY 2018-19 Adopted Budget
Liquor	NI_0081 - Number of businesses that receive repeated Time-Place-Manner Warnings	WORKLOAD	0	0	0	9
Liquor	NI_0082 - Number of repeat Time-Place-Manner Warnings issued	WORKLOAD	0	0	0	17

Section Two: Explanation of Services

The Liquor Licensing Program receives and processes liquor license applications for locations and events within the City of Portland. Although the Oregon Liquor Control Commission holds sole authority to grant, deny or restrict a liquor license, the City of Portland provides input to support their decision-making. The City of Portland collects public feedback on new liquor license applications, provides a full review of personal and location history for every annual application, collects and tracks key data on all liquor licensed establishments and facilitates issuance of the City's written recommendation on all new license applications.

The program also coordinates and leads community engagement around liquor licensing and liquor policy, tracks and monitors activities related to the sale, service and consumption of alcohol, and reviews and analyzes program metrics to identify trends and gaps in program services. The program also manages and coordinates ordinance enforcement for PCC 14B.120 and provides information and support to City leadership around liquor licensing policy.

Noise Program

Section One: Program Description and Goals

Encompassed within the Livability Program, the Noise Program works to improve neighborhood livability by enforcing the City’s Noise Code, Title 18, while permitting vibrant events and construction through noise variances. A goal of the Noise Program is to work proactively to educate the community about sound and acoustics in the city to reduce noise complaints by helping community members problem solve issues before officially filing a noise complaint.

Program	Performance Measure	Type	FY 2015-16 Year-End Actuals	FY 2016-17 Year-End Actuals	FY 2017-18 Year-End Actuals	FY 2018-19 Adopted Budget
Noise	NI_0079 - Number of repeat complaints citing chronic issues	OUTCOME	0	0	0	129

Section Two: Explanation of Services

The Noise Office exists to solve noise concerns in the community, issue noise permits to allow vibrant cultural events in the City, and to assist development and infrastructure work to happen at odd hours of the day and night when necessary. The Noise office receives 600-700 noise variance requests annually ranging from block parties to construction projects. Noise variances are a major part of the work for the staff and accounted for \$275,286 dollars to support the program in fiscal year 2017-18. For variance requests that last for more than a year, the Noise Program works with a volunteer Noise Review Board that meets once a month to set conditions for projects that reduce community impacts.

Youth Development Program

Section One: Program Description and Goals

To date the City of Portland's Youth program has revolved around developing an official channel to distill and amplify youth perspectives on critical City policy significantly impacting and relevant to youth and their quality of life. The Multnomah Youth Commission (MYC) is now that official youth policy body for the City of Portland and Multnomah County. Founded by youth in 1996 as the Youth Advisory Board for Multnomah County and transitioning to a Commission in 2002, the MYC is a joint program of the City of Portland and Multnomah County per an intergovernmental agreement adopted in 2008. The MYC is a group of up to 42 young people, ages 13-21, who bring youth voice into government, change policy affecting young people, and shift negative community perceptions about youth.

Performance Measure	Type	FY 2015-16 Year-End Actuals	FY 2016-17 Year-End Actuals	FY 2017-18 Year-End Actuals	FY 2018-19 Adopted Budget
NI_0076 - Number of new partnerships created with community groups that have not previously been Civic Life partners	OUTCOME	0	0	0	5

Section Two: Explanation of Services

The MYC has is a diverse group of youth organizers dedicated to equity and justice, representing youth who live, work, or attend school in Portland and Multnomah County. All MYC work is guided by *Our Bill of Rights: Children + Youth*, the nation's first bill of rights written by and for youth, created by the MYC in 2006. The MYC has developed a community-organizing model that incorporates participatory action research, policy creation and advocacy, and Youth-Adult Partnership as its foundational underpinnings.

MYC's three current major policy focus area were selected through youth outreach and all work is driven and led by youth themselves:

- [Youth Against Violence](#) committee focused on eliminating police and gang violence, bullying, and sexual and dating violence
- [Sustainability](#) committee focused on transit justice issues and expanding Trimet's Youth Pass program region-wide
- [Education/Youth Voice](#) committee organizing candidate forums and working to combat chronic absenteeism by pushing back high school start times to 8:45 a.m. or later