

Neighborhood Livability Center
ONI FY 2008-09 budget planning process
Update to the Bureau Advisory Committee
September 30, 2007

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 (3.60 FTE Total)

ONI staff funded through the Neighborhood Livability Center include:

- **Graffiti Abatement:** 1 FTE, Program Specialist, and contracts with Goodbye Graffiti (\$53,200) and the Youth Employment Institute (\$225,200), partial funding for .3 FTE support position, Office Support Specialist II (shared with Liquor/Crime Prevention)
- **Liquor Licensing** 1 FTE, Program Specialist (program is funded through revenue from processing and renewal fees), funding for .3 FTE support position, Office Support Specialist II (shared with Graffiti/Crime Prevention)
- **Business Support:** 1 FTE, Neighborhood Programs Coordinator
- **Community Residential Siting:** Facilitation/Problem-Solving services provided through Resolutions Northwest contract (\$25,984 from CDBG funding), approximately .2 FTE
- **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.

In FY2007-08, Council passed an ordinance requiring the tracking of sales of Graffiti Materials. The graffiti abatement coordinator is responsible for monitoring the compliance with this new code, working in coordination with Crime Prevention staff to monitor compliance and provide technical assistance to retailers. As of October 2007, the implementation plan and notification to retailers is in process.

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;
- Processes temporary liquor license permits to ensure that neighbors are notified, especially if the event may cause livability concerns in a neighborhood; application fees generate revenue for the part-time administrative assistance
- 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;
- Provides public education regarding the liquor license application process and testimony preparation for OLCC hearings; and
- Convenes the Livability Task Force composed of internal and external stakeholders to review existing city codes relating to livability issues that peripherally relate to liquor establishments and recommend changes to address concerns.

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.

Business Support Program

This program was newly funded in FY06-07 and received continued one-time funding in FY07-08. The program provides services with a focus on providing support for more engaged, better organized and more effective business district associations (BDA), better partnership in relation to area neighborhood associations and residents, contributing to healthy and vibrant neighborhood commercial districts, and supporting better organized, safe and successful business community events. The program provides the following services:

- Focused technical and organization support to targeted business district associations. Activities have included:
 - assistance with startup, strategic planning, district branding and marketing, event coordination, membership recruitment, grant application writing and project implementation
 - engaging in organizational problem solving, training and capacity building activities
 - facilitating communication between targeted BDAs and neighborhood associations on issues related to planning, transportation, urban renewal and other city policies and programs
 - information and referral, and where applicable referral to services of APNBA

- development of a neighborhood/business district association resource guide
- Outreach to community business organizations, stakeholders and resources including information and referral and resources for historically underrepresented business organizations (small/ethnic chambers of commerce, associations of independent, locally-owned businesses and various business service providers).
- Serves as the ONI representative and liaison to the Small Business Advisory Council (SBAC) and Alliance of Portland Neighborhood Business Associations (APNBA).
- Assistance with business-neighborhood livability issues, engaging in problem-solving and conflict resolution on complex issues (such as with Alberta Street Last Thursday events).
- Represents business community interests and facilitates business community participation in neighborhood related forums such as the Livability Task Force.

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. 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.
- **Increased Funding for Administrative Support** – In FY07-08 ONI received a new administrative position that is shared between Crime Prevention, Graffiti Abatement and Liquor Licensing. There has been some transition in staff providing this support and ONI is currently recruiting for this position (October 2007).

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.
- Increased funding for abatement to expand removal services.
- 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

- Although there has been transition in the staff providing the administrative support, it is believed that staffing will be adequate once the position is filled. No identified needs at this time.

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”.

Business Support

- Funds to continue providing city support to business district associations and the broader business community (through ONI or other City bureau). The FY07-08 budget included a budget note stating that the APNBA would assume the neighborhood business district support duties in FY08-09. However, if funds could be continued they would be utilized to maintain a city staff position to support the work of the APNBA, to assist individual business district associations and serve as a liaison to various business groups and service providers.