

City Council Briefing



Mary Hull Caballero

City Auditor

- **Utility Payment Assistance:** Program improvements would enable City to assist more customers (October 2017)
- **Prosper Portland:** Disciplined property management needed to achieve future revenue goals, equitable outcomes (November 2017)
- **Portland Housing Bureau:** Improved monitoring to protect housing investments (January 2018)

Utility Payment Assistance



We reviewed the City's utility payment assistance program to determine if it is an effective approach to assist payment-troubled water and sewer customers.

Utility Payment Assistance



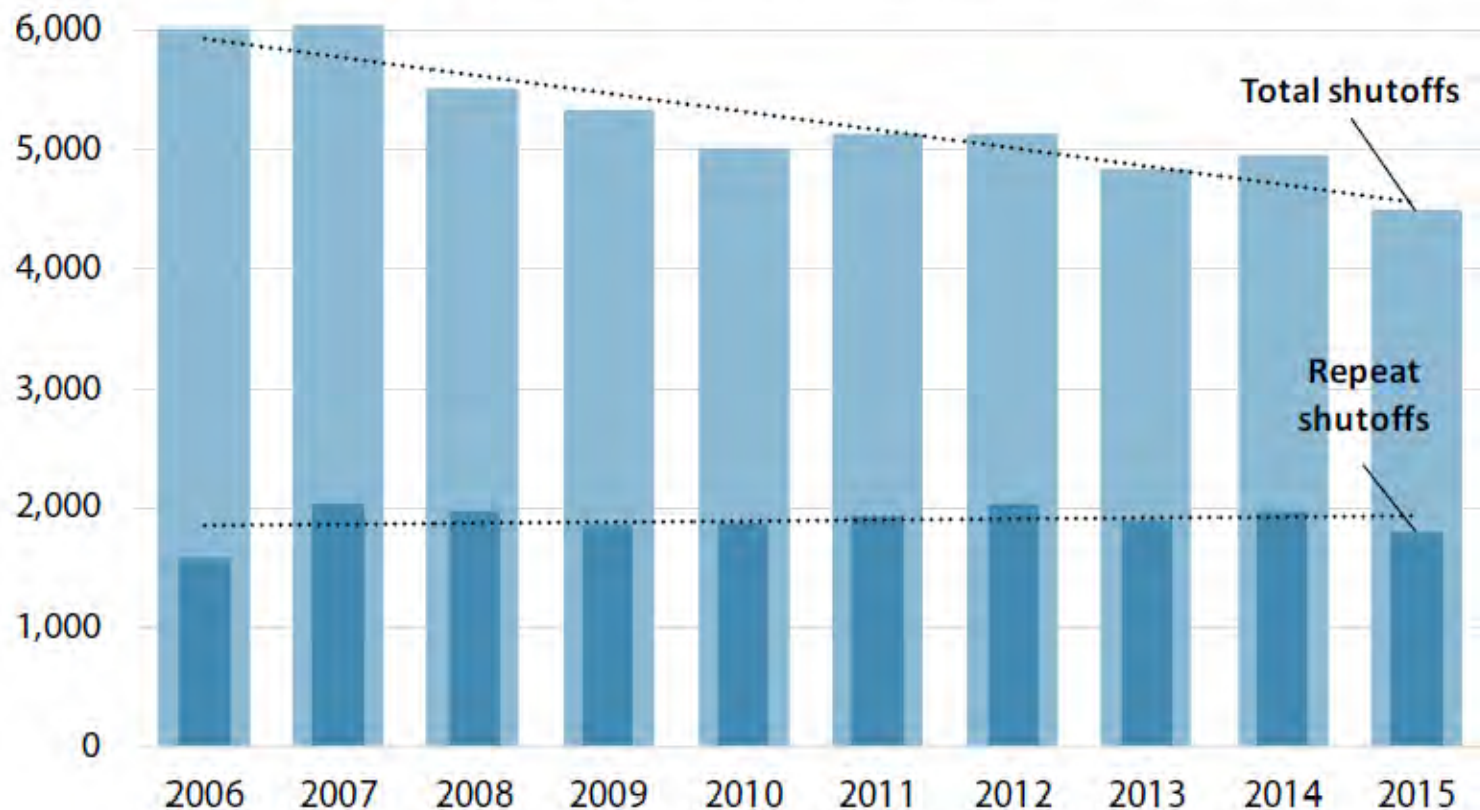
4,500 shutoffs of single-family residential accounts for nonpayment in 2015.

Utility Payment Assistance

40%

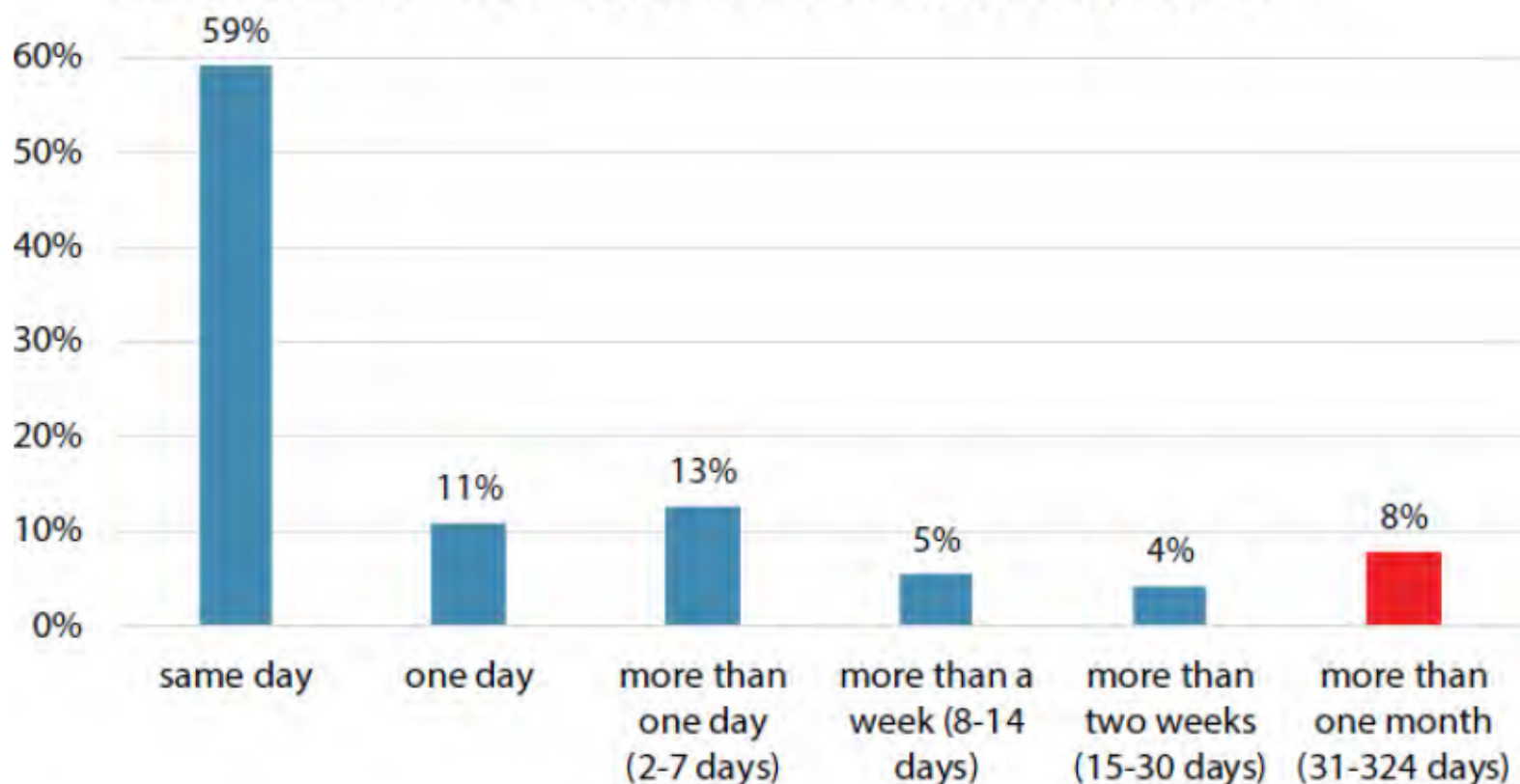
were shut off more than once during the year

Total shutoffs down, repeat shutoffs steady



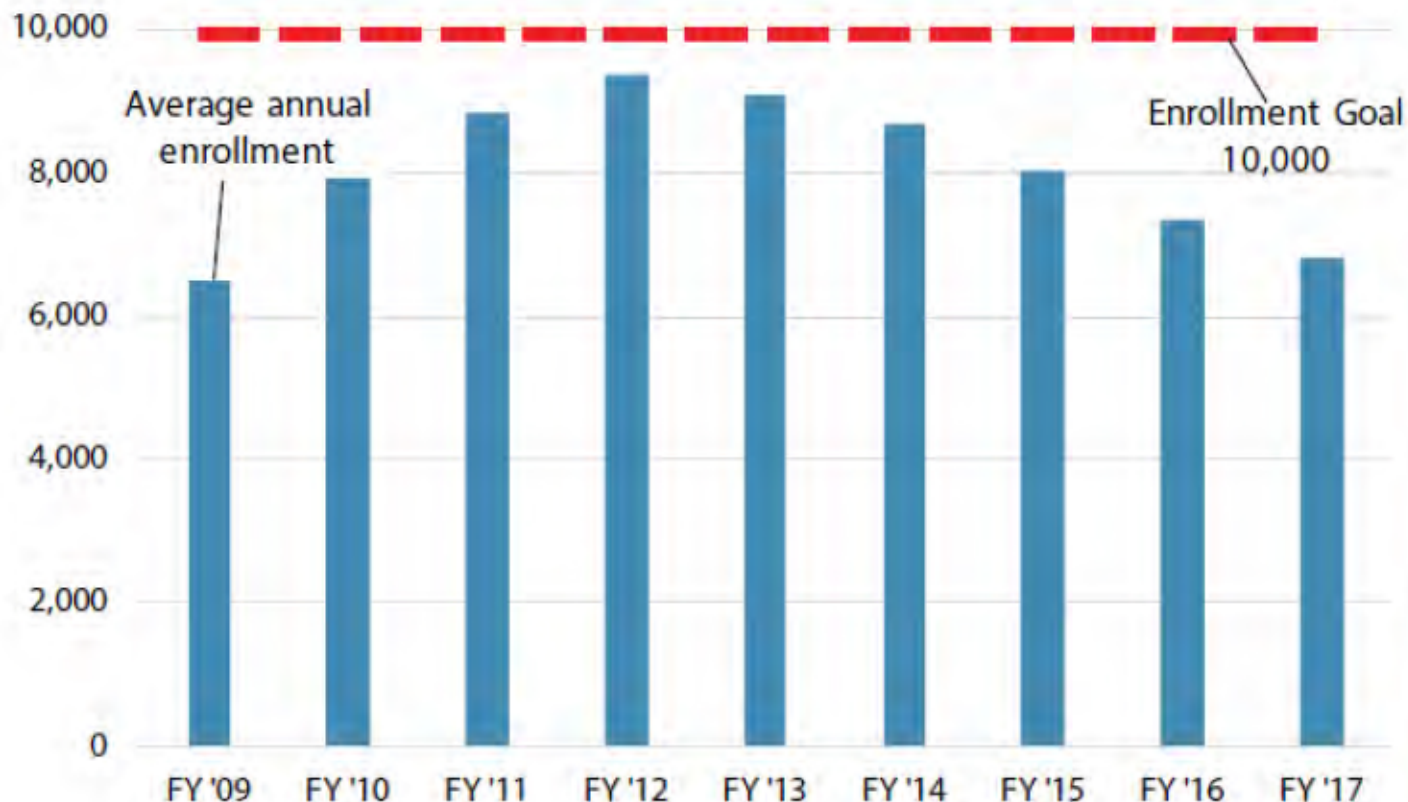
Utility Payment Assistance

Most 2015 shutoffs reconnected same day, but some customers are without water for extended periods



Utility Payment Assistance

Low-income discount program enrollment declining since 2012, falls short of goal



Utility Payment Assistance

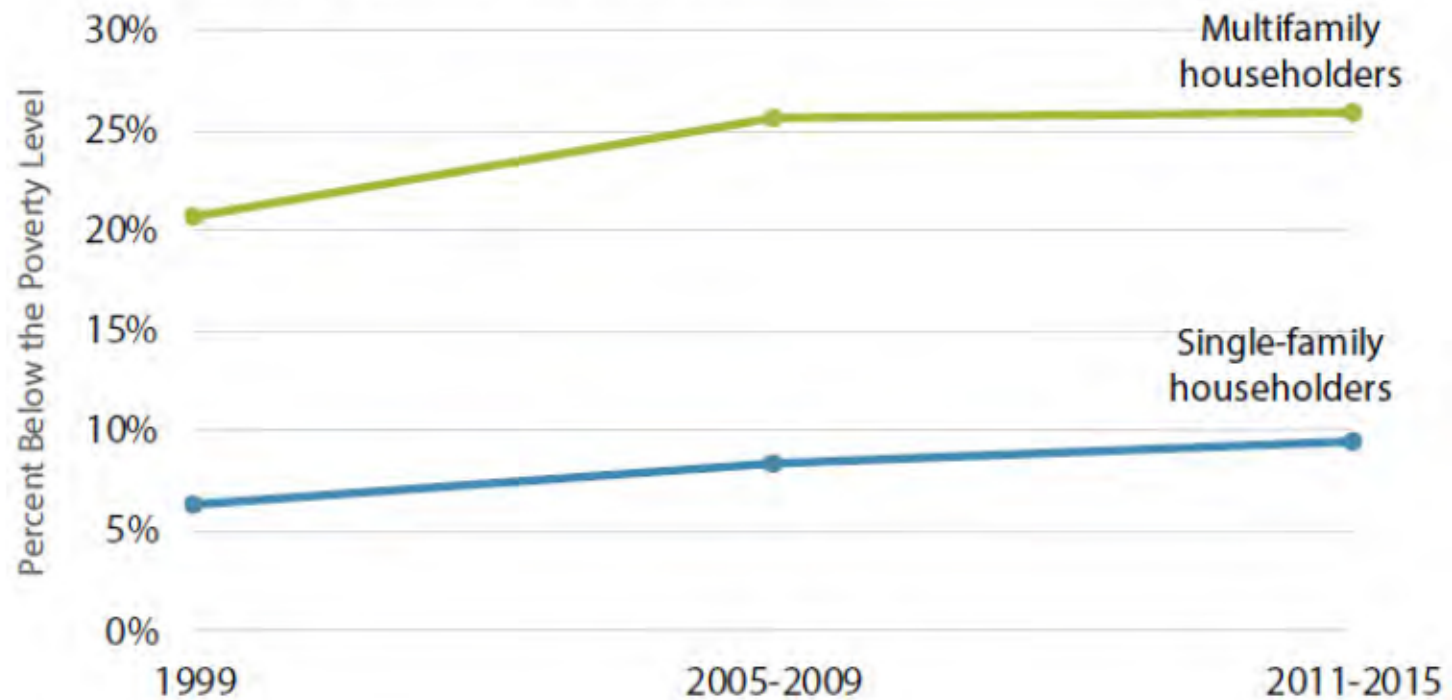
The Water Bureau has not used customer data to design their payment assistance program. Without data, the City is unable to:

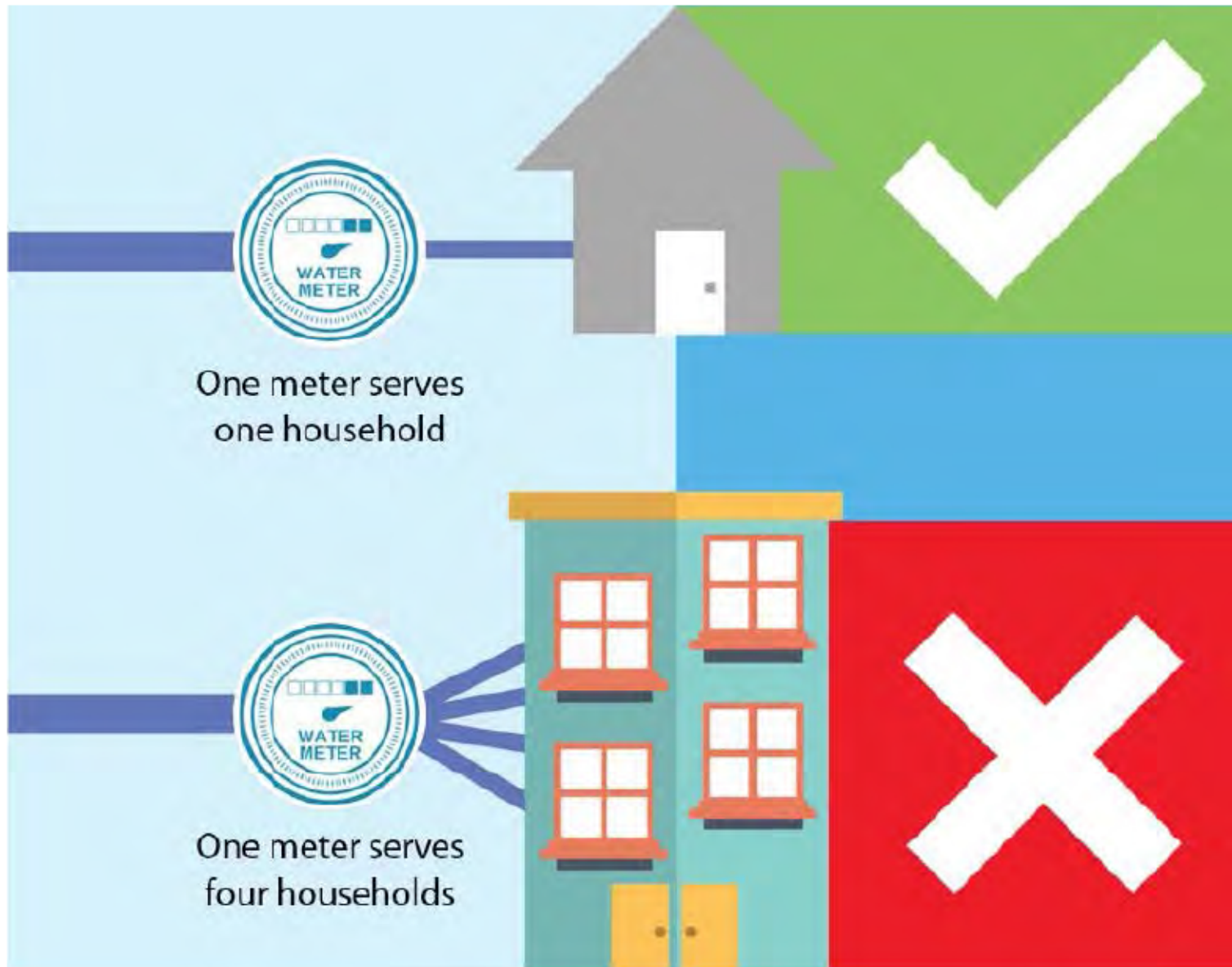
- Identify disparities
- Tailor assistance to meet customers' needs
- Focus outreach about the program
- Measure the impact of assistance on customers

Utility Payment Assistance

Payment assistance not available to Portlanders who may need it most

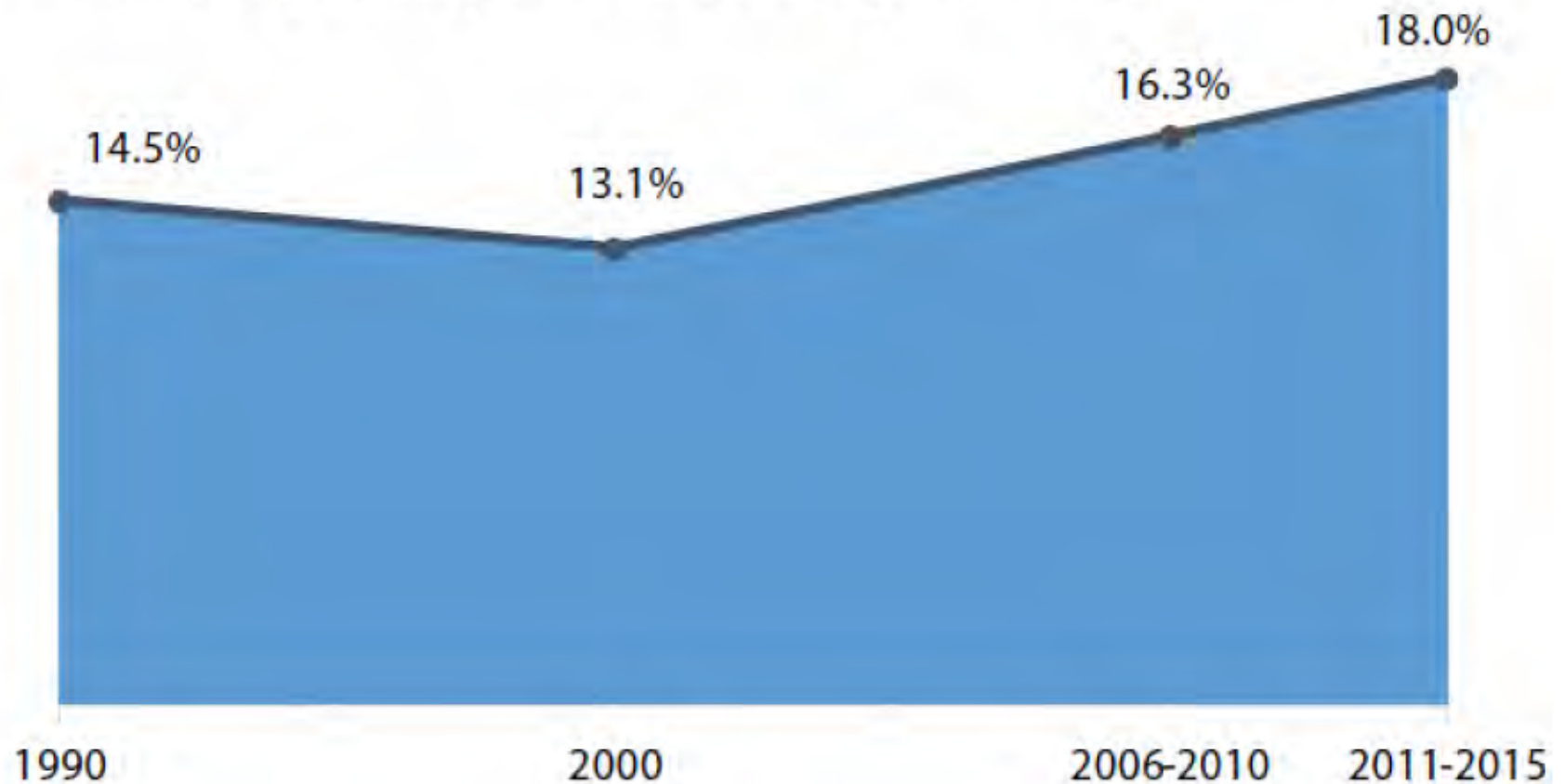
Poverty rate for multifamily households is more than double that of single-family households





Utility Payment Assistance

Portland's poverty rate increasing since 2000



Utility Payment Assistance

We recommend the Water Bureau:

1. Continue to study extending assistance to multifamily housing
2. Collect and use data
3. Focus outreach
4. Strengthen training and program guidelines

Prosper Portland

PROSPER PORTLAND:

Disciplined property management needed to achieve future revenue goals, equitable outcomes

November 2017



Portland City Auditor
Audit Services Division

Is Prosper Portland ready to increase real estate income to meet 2031 income goals?

**Not
aligned
with
strategic
goals**

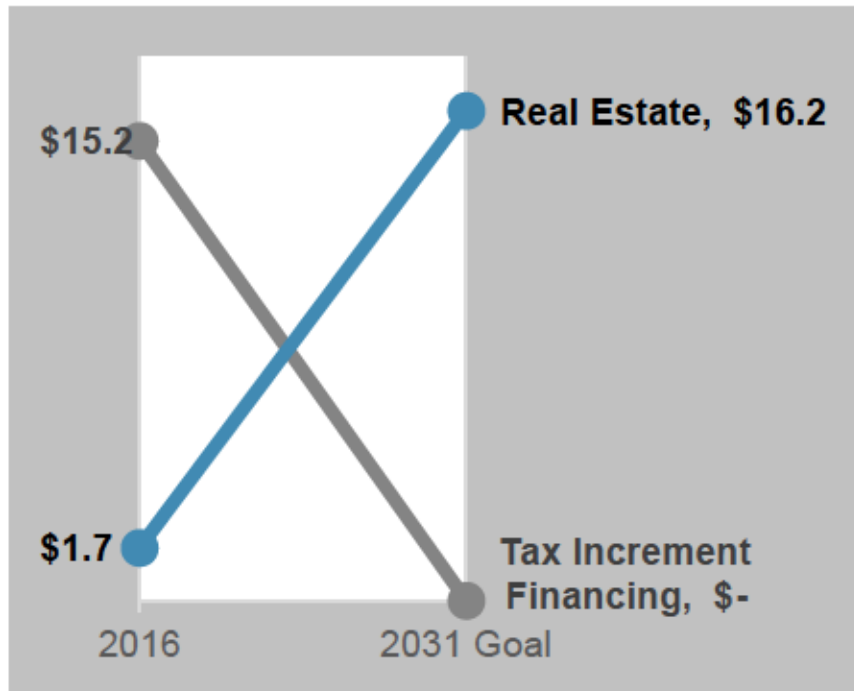
**Limited
monitoring
of
operators**

Prosper Portland



Prosper Portland

Key issues for Council:



1/9 of the revenue required in the future

Renewal Takes Old Men's Homes

First of a series of three articles on a problem of relocating residents of a rent urban renewal project.

By WILLIAM SANDERSON

Portland's second major urban renewal project — the redevelopment of blocks that in a while, thousands of once prosperous waterfront district — has entered a crucial and delicate stage.

There were, at the outset, 300 individuals, six families and 18 businesses in the area. All the people and most of the businesses will be displaced. Most the buildings will be demolished and the land sold to redevelopment by a Portland Development Commission.

A critical problem, common in early stages of the project, haunts the city's relocation staff. There is a real kind of housing available in the area — cheap houses with single and often (illegal) cooking facilities of relatives who have found a way of comparable housing in other parts of the city.

Planners overlooked the fact that a kind of housing these displaced and can afford has all but disappeared from Portland.



gentrification and displaced communities

Prosper Portland



**Strategic purposes
and income goals**

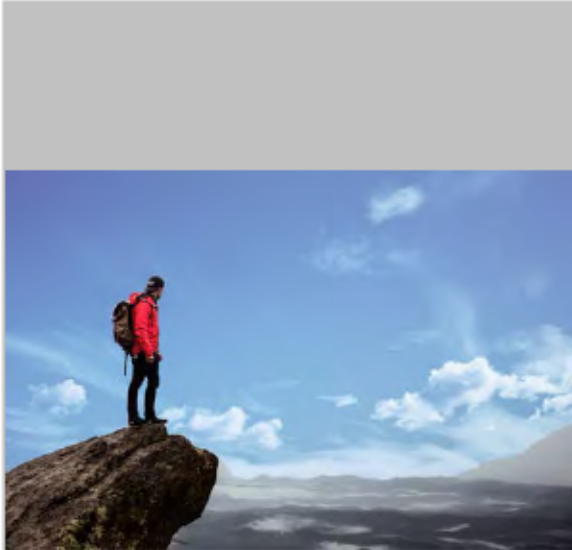


**Regular financial
investment
committee review**



**Complete equity
plans**

Prosper Portland



Risk assessments for each property aligned with goals

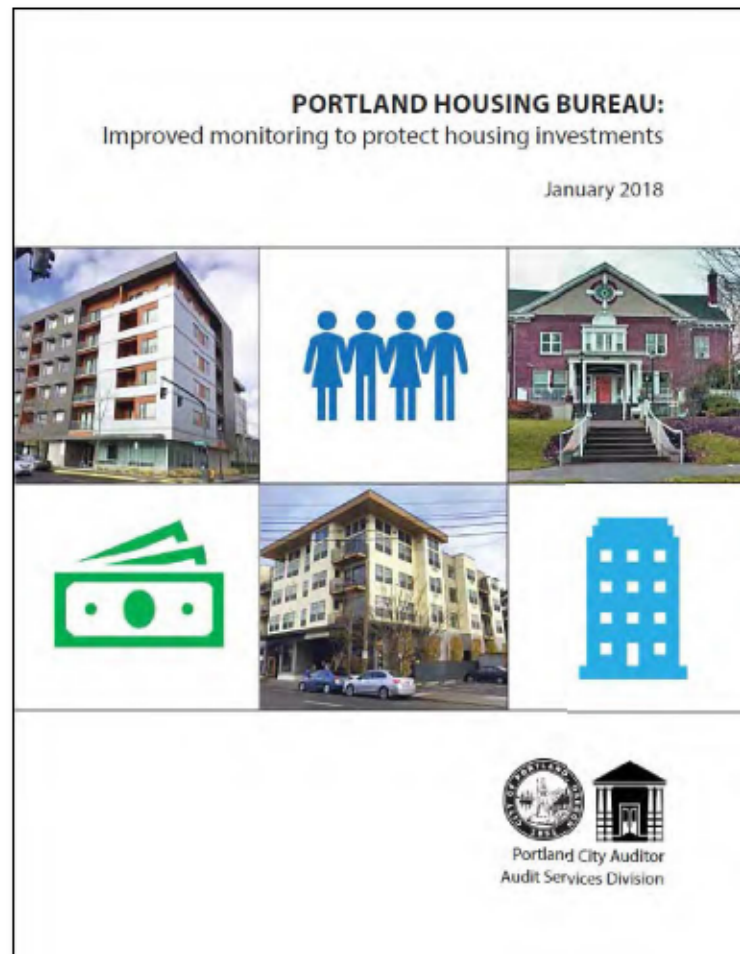


Contract provisions budgeting, reporting, and protecting physical assets



Monitoring program tailored to contract provisions.

Housing Bureau Follow-up



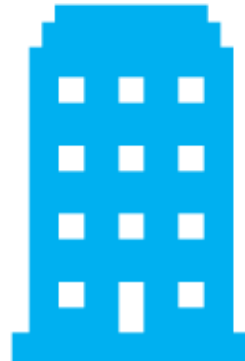
Since our 2014 audit, Portland Housing Bureau has improved monitoring of multi-family housing investments.

Housing Bureau Follow-up

Systems in place to monitor:



**Tenant eligibility
and rents**



**Property
inspections**



**Financial
performance**

Housing Bureau Follow-up

To maintain progress, the Housing Bureau should ensure annual monitoring is considered at project approval stage.

Portland City Council unanimously approves inclusionary zoning program

Updated Oct 3, 2017; Posted Oct 3, 2017



Portland sets priorities for how to spend \$258 million affordable housing bond

Updated Oct 11, 2017; Posted Oct 11, 2017



City Council Briefing



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