

VALUE AND VISION

2009 LAKE OSWEGO ANNUAL REPORT



A COMPREHENSIVE LOOK AT THE GOALS, MILESTONES, AND ACTIVITIES OF THE CITY OF LAKE OSWEGO ACCOMPLISHED ON BEHALF OF ITS CITIZENS.



MEET YOUR CITY COUNCIL



Roger Hennagin
Councilor



Donna Jordan
Councilor



Kristin Johnson
Councilor



Jack Hoffman
Mayor



Mary Olson
Councilor



Sally Moncrieff
Councilor



Bill Tierney
Councilor

The Lake Oswego City Charter establishes a council-manager form of government, which vests policy authority in a volunteer city council, and administrative authority for day-to-day operations in an appointed, professional city manager. The Lake Oswego City Council consists of a mayor and six councilors who serve four-year terms. At least three council positions are up for election every two years. The Council meets regularly on the first and third Tuesdays of each month at City Hall. The agenda of each meeting includes time for citizen comment.

2009 CITY COUNCIL GOALS

The City Council defines goals and objectives every year and establishes guidelines for their achievement. During sessions in January 2009, they adopted the following goals grouped into seven categories:

Communication and Engagement – *Develop and utilize effective communications tools and programs to enhance public engagement.*

- Gain understanding of City's current communications practices
- Research, explore and consider best practices for civic engagement
- Present a public outreach and engagement program for consideration

Sustainability – *Promote and incorporate sustainable principles and practices in all City programs, policies, and services.*

- Consider sustainability in each of the City Council goals
- Consider sustainability in City Council policies and decisions

City Infrastructure – *Maintain and improve critical City infrastructure and preserve and secure resources for future generations.*

- Lake Oswego Sewer Interceptor (LOIS) Project
 - Continue to make progress towards replacing the Lake Oswego Sewer Interceptor
 - Keep residents apprised of the project and its construction and financial milestones
- Water Supply
 - Take actions to securing an adequate future water supply and distribution infrastructure for Lake Oswego

- Take steps to improve the City's water supply infrastructure in order to deliver water to the City of Tigard by July 1, 2016
- Infrastructure Master Plans
 - Establish a timeline and direction for drafting facility master plans for Wastewater, Water, Transportation, Stormwater, Parks (which would include a baseline plan for Luscher Farm) and other (i.e. building) facilities, Develop and implement a strategic asset management approach for implementation of the plans

City Facilities – *Maintain and improve City facilities for the long term.*

- West End Building
 - Make an informed, community-supported decision about the West End Building
- Facilities
 - Adopt a plan for key City facilities. These facilities are the ones that relate specifically to the WEB (City Hall, Library and the Adult Community Center), as well as the South Shore Fire Station and the Maintenance Services Building
 - Consider an asset management strategy for ongoing facility management based upon building conditions, service needs, priorities, and community support

Planning – *Invest in planning activities that improve the quality of life in Lake Oswego.*

- Comprehensive Plan
 - Initiate the Periodic Review and Comprehensive plan update
- Determine scope of community visioning



2009 CITY COUNCIL GOALS CONTINUED

- Community Development Code Audit
 - Review the existing Community Development Code and develop a strategy for a re-write of the Code
- Stafford Basin
 - Monitor the activities in the Stafford Basin and participate in the Metro conversation concerning the future plans and use for the region
- Infill
 - Review and consider Infill amendments to City Development Code
- Sensitive Lands
 - Review and consider Sensitive Lands amendments to the Code
- Secondary Dwelling Units
 - Review and consider Secondary Dwelling Units limitations in the City's code
- Neighborhood Planning
 - Implement existing plans (Glenmorrie, Waluga, Lake Forest, Palisades, Lake Grove)
 - Complete a review of existing neighborhood plans and the process for selecting, writing, and implementing the plans

Economic Development – *Promote prosperity and vibrancy in Lake Oswego's business community.*

- Economic Development Outreach
 - Create an economic development plan focused on supporting, retaining, and attracting local businesses
 - Explore Economic Development programs including the creation of a Mainstreet program
- Streetcar & Foothills
 - Advance planning and design work on the Portland to Lake Oswego Streetcar and Trail project
 - Initiate formal planning work for the redevelopment of the Foothills area

- Lake Grove Village
 - Continue implementation of Lake Grove Village Plan
 - Develop Financing Plan
- Downtown Urban Renewal (in progress)
 - Continue to implement the Downtown Urban Renewal District Plan
 - Complete the final phase of Millennium Park
 - Finalize plans and commence development of Lakefront Park
 - Review the Downtown Urban Renewal District Plan in consideration of the plan's priorities
 - Seize opportunities to impact and encourage development in the downtown district through public-private partnerships and investments in public infrastructure and open spaces

Special Projects and Initiatives – *Special efforts to maintain and improve the quality of life in Lake Oswego.*

- Library District
 - Prioritize the resources from the library district to prepare and plan for a greater Lake Oswego Library
- Emergency Response Plan
 - Update and exercise the City's Emergency Management Response Plan
- Annual Budget
 - Develop the Fiscal Year 2009-2010 annual budget with the Citizens' Budget Committee
- City Centennial Celebration (new initiative)
 - Develop and implement Centennial Celebration Plan
- Historic Iron Furnace (in progress)
 - Restore the Historic Iron Furnace
- Intergovernmental Relations (new initiative)
 - Develop and implement an Intergovernmental Relations program

MESSAGE FROM THE CITY MANAGER

Dear Residents and Business Owners:

It is my pleasure to share the activities of the City of Lake Oswego for 2009. Each year, the City of Lake Oswego boasts impressive accomplishments that are the result of hard work and a strong partnership between City staff, residents and businesses in Lake Oswego. Together, we are proud to create a premier community to live, work, play and do business.

Value and Vision summarizes your city's efforts and activities to accomplish City Council goals and to provide an unparalleled quality of city services. I am proud of our staff and the commitment of our residents, and am pleased to share our accomplishments for 2009.

The Lake Oswego City Council and staff are committed to providing the highest quality services, in the most cost efficient manner. We strive to make wise decisions that will maintain our infrastructure, parks and community assets for current and future years to enjoy and cherish. 2010 will be one to remember as we celebrate our City's Centennial. I look forward to the work ahead and know that the city staff is well poised to help bring us into the next 100 years of the City of Lake Oswego.



Alex D. McIntyre
City Manager

CITY MANAGER'S OFFICE



The City Manager is appointed by the City Council to carry out council policies and to serve as chief administrative officer of the City.

The City Manager also serves as the Executive Director of the Lake Oswego Redevelopment Agency (LORA). The Mayor and City Council serve as the Chair and Members of the Agency.

The City Manager's Office houses the Public Affairs Office, City Recorder's Office, the Sustainability Office, and the Office of Emergency Management.

CITY RECORDER

The City Recorder is responsible for preparing and distributing the Council agenda, completing Council meeting minutes, coordinating City-wide elections, and maintaining the legislative history of the City.

The Records Coordinator provides records management assistance city wide and completed a City Hall Clean-Up Day in October. Administrative support for the Mayor, Council and department as well as board and commission recruitment are also completed here.

PUBLIC AFFAIRS

The Public Affairs office writes, edits, and publishes the monthly HelloLO newsletter and semi-monthly electronic newsletters, staffs the Citizen Information Center, issues press releases, and responds to citizen inquiries. They also oversee all intergovernmental relations.

Public Affairs keeps the community informed about City issues, events, and opportunities for public involvement. Whether helping people interact with City government, preparing new releases, or finding documents, the Public Affairs staff is dedicated to providing prompt service, professional treatment, and clear communication.

In 2009, Public Affairs produced and mailed the HelloLO to over 22,000 households and businesses each month; issued 38 press releases on emergency situations, new programs, awards, and project updates; and distributed the new electronic newsletter, the LODown, to approximately 6,700 people twice each month.

The Citizen Information Center (CIC) responded to over 3,600 calls and inquiries to both the CIC and the Construction Hot Line. In addition, the CIC assisted in 35 mediation inquiries and referrals, helping neighbors resolve conflict, reach agreement and build a better community.

G Continuing to support the City Council's goal of meaningful outreach, Public Affairs set up numerous community connection opportunities with the Council including Community Roundtables and an online forum, *Open City Hall*.

G In 2009, in an effort to secure funds and further City policy interests, the City increased its involvement with other governmental agencies, including municipal, state, regional, and federal legislatures.

Public Affairs staff also organized a coat and blanket collection campaign and was able to donate hundreds of items to families in need; assisted in the coordination of the Neighbors Helping Neighbors community clean up day, helping over 50 homeowners; and established a permanent drop off site for the Oregon Food Bank which has provided hundreds of pounds of food for citizens in Clackamas County.





EMERGENCY MANAGEMENT

The Emergency Management Program is responsible for planning, preparing, and providing for the prevention, mitigation and management of emergencies or disasters that present a threat to the lives and property of citizens of Lake Oswego.

- In October 2009, a Management Analyst was hired to coordinate the City’s Emergency Management Program including hazard mitigation, emergency preparedness, response and recovery and to administer the City’s Risk

Management Program which includes all insurance, health and safety issues

- In 2009, the City was awarded a grant to fund a County-approved contractor to assist the development of a new Emergency Operations Plan (EOP) which will guide the City in emergency situations.
- The City updated it’s Natural Hazards Mitigation Plan and FEMA pre-approved the Plan. In 2010, the Plan will be presented to Council for review and adoption.

SUSTAINABILITY

G The Sustainability Office helps coordinate and promote an integrated approach for making and implementing business decisions that equally consider ecological, economic, and social benefits and impacts. Emphasis on efficient use of energy, water, and materials helps protect and enhance natural systems and human health, ensuring sustained and equitable municipal services today and for future generations.

Coordination and integration across the City organization

In 2009, Sustainability Office staff moved into the City Manager’s Office to gain the high level-support and organizational exposure needed to more fully integrate sustainability. The first ever Sustainability Outreach Specialist was sponsored by the City through the AmeriCorps program in 2009, providing an 11-month term of service to Lake Oswego and bringing much needed assistance to move sustainability efforts forward. Also during 2009, sustainability leadership training was provided to the City Council, department directors, and members of the Planning Department.



Leveraging external resources to implement sustainability

The City was awarded a \$157,900 federal grant, funded through the American Recovery and Reinvestment Act. An energy efficiency and conservation strategy and implementing projects and programs were developed in 2009 for final approval by the U.S. Department of Energy in 2010. The projects and programs, to be implemented in 2010 and 2011, focus on physical retrofits to reduce energy consumption from City operations as well as provide tools and resources to engage community members and City staff in energy conservation measures, including a partnership with the Lake Oswego School District.

Green Power Challenge

Lake Oswego citizens responded favorably to the 2009 Green Power Challenge, spearheaded by the Sustainability Advisory Board, increasing the community’s collective green power participation rate to more than 12%. Communities benefit from the use of green power, while supporting the development of new, renewable energy generation in the United States.

Business recycling outreach

In 2009, as part of a regional program, the City Council adopted business recycling requirements for Lake Oswego businesses. The City works in partnership with Allied Waste Services of Lake Oswego and Clackamas County Office of Sustainability to provide free waste reduction and recycling resources to businesses.

Community outreach and education

Sustainability Action Month 2009, led by the Sustainability Advisory Board, was the first community-wide effort to engage and activate citizens. The focus was on energy and water conservation, with a goal of signing up community members for home energy reviews and water conservation audits. During May 2009, 21 community education events were held throughout Lake Oswego, drawing more than 500 attendees.

Community waste reduction events

In January, more than 200 people recycled a tractor trailer full of block foam at a City-sponsored event. In May, a community document shred day was held, with more than 275 participants securely shredding and recycling 10,700 pounds of paper.



ECONOMIC & CAPITAL DEVELOPMENT

The Economic and Capital Development Department manages economic development programs and capital projects that support the attraction, retention and expansion of local businesses and enhance the overall economic vitality of Lake Oswego. Working with local, State, Federal and Regional Economic Development Partners and the business community, the Department manages activities and programs in commercial areas throughout the City, including Downtown, Lake Grove Village, the Kruse Way corridor, and the Southwest Industrial Area. The Department is also responsible for capital investment projects including facilities planning and leading the Lake Oswego to Portland Streetcar project.



G Lake Oswego to Portland Transit Project

This past year, City Council took significant steps to advance this project which includes an important vision for our City to improve transit options and increase development in Foothills. Along with our regional partners on the project

(Clackamas County, City of Portland, TriMet and Metro), a joint funding plan was developed that allowed the project to proceed with the required environmental impact study of the three options: streetcar, enhanced bus, or no change. Moving the project forward will ensure the City and its partners are ready to pursue federal funds to assist in the project.

G Foothills Redevelopment

As one of its goals, the City Council began putting into place a pre-development process that will lead to redeveloping the Foothills area into a vibrant new mixed-use neighborhood. By teaming up with the property owners, including a local developer with extensive experience with this type of work, the City hopes to maximize its ability to address several of the difficult infrastructure issues associated with the Foothills area.

G West End Building and City Facilities Assessment

After several months of analysis and deliberation, the City Council adopted four specific guiding principles that set the direction for the future of the West End Building as well as other City facilities and services including City Hall, Police, Maintenance, Library, the South Shore Fire Station, and a new recreation center and swimming pool. These guiding principles address: the long term safety, adequacy and sustainability of the City's public facilities; foregoing the idea of a City government-initiated community center at the West End Building at least at this time; financial feasibility of all facility-related decisions and actions; and prioritizing the facilities and/or services spelled out in the strategy.

LAKE OSWEGO REDEVELOPMENT AGENCY

In 1979, the Lake Oswego City Council formed the Lake Oswego Redevelopment Agency (LORA) to revitalize a defined urban renewal district in the downtown area of Lake Oswego. Using tax increment financing and other public financing programs, LORA invests in a variety of projects, including public parks, trails and plazas, streetscape improvements, façade grants to improve existing commercial properties, and partnerships to facilitate and support private development of vibrant mixed-use projects.

Millennium Plaza Park (Final Phase)

The plans for the final phase of Millennium Plaza Park were approved and construction is currently underway. Construction will provide an accessible route between the upper and lower levels of the park, a bosque of Mt. Fujii cherry trees, a water feature, a holiday tree and a 320 sq.ft. storage room added to the existing pergola. In

addition, views of Lakewood Bay will be improved. The park will be completed this spring to accommodate the 2010 Farmers' Market.

Lakefront Park (First Phase)

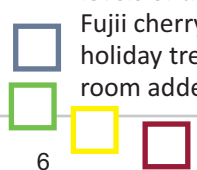
The final plans for Lakefront Park were approved by Council, acting as the Lake Oswego Redevelopment Agency Board. The final design would increase public views of Lakewood Bay and provide a pedestrian route along its edge. In addition, it provides a restroom and storage building, a rain garden for storm water, large lawn areas and a



fireplace. The project is also designed to support the restoration and enhanced use of the adjacent Lake Twin Theatre. Construction of the park will begin in 2010 and a naming process to create an "official" name for the park will be determined in 2010.

North Anchor Project

The Lake Oswego Redevelopment Agency Board initiated a feasibility study to pursue an anchor for the north end of the downtown shopping district centered on First Street with Millennium Plaza Park as the south anchor. Among the different types of development that could occur on this site on the north side of B Avenue is the possibility for a new public library. The site could also have a privately developed mixed-use component. The study will be completed before the end of 2010 and will explore types of use, financing and public/private partnership options.



FINANCE

2009 was another successful year for the Finance Department with the adoption of the 2009-2010 Budget and the completion of a clean audit.

Staff continues to handle the billing and capital asset accounting for two major City capital projects, the Lake Oswego Interceptor Sewer and the Lake Oswego-Tigard Water Partnership. They are the largest capital projects ever undertaken by the City.

The Finance Department has also experienced some change. It welcomed its new Finance Director, Ursula Euler, CPA, MBA, and its new Assistant Finance Director, Shawn Cross, CPA, MBA.

For 2010, the Department plans to improve internal reporting for Council and the public, and to facilitate an additional bond issue for the Lake Oswego Interceptor Sewer Project (LOIS).

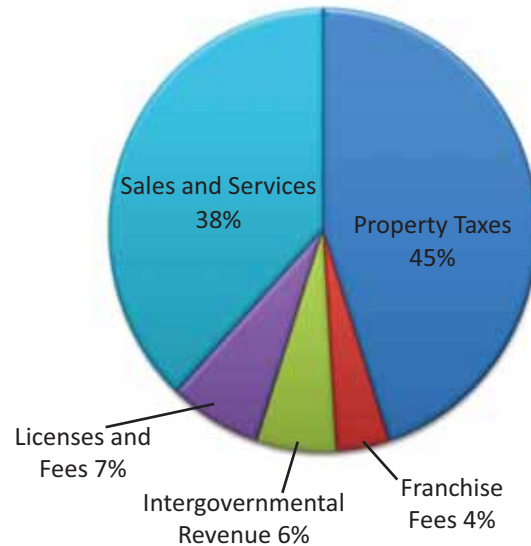
Finance Processes & Services

- Forecasting and Strategic Planning
- Investment Management
- Debt Management
- Risk and Liability Insurance Management
- Internal Controls and Audits
- Budget Process and Monitoring
- Audit Preparation and Reconciliation
- Banking, Cash, P-Card Management
- Capital Assets and Projects Tracking
- Payroll and Electronic Time Entry
- Accounts Payable
- Utility Billing and Collections
- Licensing (Businesses, Dogs, and Liquor) and Passport Services
- 800 Fraud Hotline [The Network 1-877-888-0002 or www.tnwinc.com/webreport]

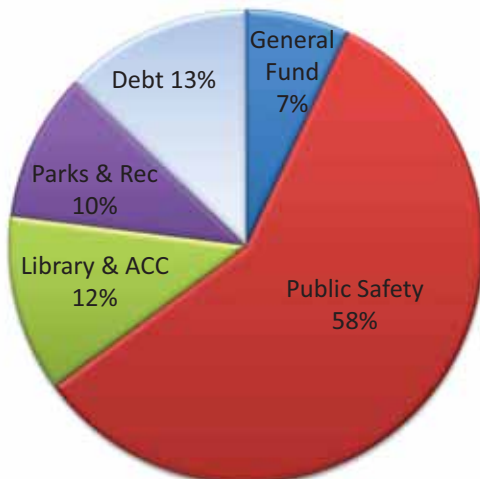


| Quick Statistics | Government | Enterprise | Total |
|---------------------------|--------------|--------------|--------------|
| Property Taxes | \$30,314,960 | | \$30,314,960 |
| Franchise Fees | \$2,528,804 | | \$2,528,804 |
| Intergovernmental Revenue | \$4,460,001 | | \$4,460,001 |
| Licenses and Fees | \$4,610,786 | | \$4,610,786 |
| Sales and Services | \$10,633,826 | \$14,865,809 | \$25,499,635 |
| Other | \$149,140 | \$73,092 | \$222,232 |

Revenue by Source (FY ending June 30, 2009)



What does your tax dollar buy?



| Quick Statistics: Revenue | FY 2009-2010 |
|---------------------------|--------------|
| Budget | \$76,821,000 |
| Utility Accounts | \$16,325,000 |
| Street | \$1,214,000 |
| Water | \$5,537,000 |
| Sewer | \$7,816,000 |
| Storm | \$1,758,000 |
| Business Licensing | \$235,000 |
| Passport Processing | \$125,000 |
| Dog Licensing | \$40,000 |

PARKS & RECREATION

The Parks and Recreation Department oversees over 600 acres of parks, natural areas, and open space; operates six recreational facilities and provides social services to people age 50 and over at the Adult Community Center. In addition, programs and events were offered to the community in 2009.



Tennis Center Reaching Capacity

The Tennis Center had another record year. The Center hosted 238 instructional classes, hosted 31 USTA and City league teams and 41 events. A golf and tennis feasibility study done for 2009 concluded the City should consider building an eight to ten court facility to accommodate increased tennis demand.

Lake Oswego Golf Course

2009 was a year of unprecedented 65% growth in Junior program participation with over 400 juniors taking part in an ever-growing list of classes. Overall, Golf program revenues increased by \$9,243 or 44% over 2008. The Golf Course also played host to the MIGA (Mobility Impaired Golf Association) program providing access to golfers with physical disabilities. This program was featured on OPB's broadcast of the Oregon Field Guide in August. In addition, a study conducted by NGF Consulting concluded that the Golf Course is indeed a quality amenity and should remain operated by the City.

Adult Community Center Enters New Era of Data Collection

An easy to use system of bar codes, touch screen entry and computer server technology rolled out at the Adult Community Center (ACC) in 2009. Not only was paper use reduced by 25,000 sheets (or about \$1,200 annually), hand calculation for report generation by staff resulted in a reduction of .25 FTE, at a cost savings to the City of an estimated \$11,057. A total of 335,480 participant hours were recorded in 2009.

ACC Meals on Wheels

Almost 12,000 Meals-on-Wheels were delivered to home bound elders and persons with disabilities.

High School City League Basketball

Acting as the community's intramural program, this student-lead program continued its popularity with 52 teams - the highest level of participation in the past six years. Student managers learn leadership skills as they are responsible for creating their own teams, meeting payment and form deadlines and work hard to ensure their team has enough sportsmanship points to make it into the season ending tournament.

Cultural & Specialized Activities

Parks presented 332 activities and classes to 2,753 patrons for a total of 24,271 hours of participation in engaging and enriching experiences. Plus, Parks hosted 83 community events with a total of 257,400 people in attendance. The Parks also provided over 565 hours of inclusion service and companionship assistance to recreation program participants with special needs.

McKenzie Lounge Attracts More Teens

The McKenzie Lounge for Teens ramped up activities this past year with a number of new programs for youth. The Youth Advisory Council also hosted new events including Fondue Night, Super Snuggie Saturday, Fort Night, and Nerf Wars. A Facebook Group, Craft Blog, Twitter and Teen Scene website were launched to get the word out about youth activities.

Skate Park

Though programs, events and daily drop-in are open to members and non-members, Skate Park membership for 2009 (mid-March through mid-October) climbed to over 100. Two new ramps were added at the Skate Park thanks to Zach Buehler's Eagle Scout Project, along with a staff design and construction project.

Farmers' Market

The Farmers' Market hits a record number of shoppers in 2009 with a grand total of over 187,000 people. Over 700 hours of volunteer time was dedicated to this event as well.

Star Spangled Celebration

The Star Spangled Celebration on the 4th of July included a route to the Lake Oswego Farmers' Market and tallied well over 2,500 participants in the parade alone.



Parks Maintenance

Parks sustainably maintained a total of 73 individual park and beautification sites totaling 601 acres, as well as 10 School District athletic field sites totaling 26.75 acres by continuing to emphasize integrated pest management and water saving practices.

Cooks Butte Park Receives Facelift

2009 saw more invasive plant species removal in Cooks Butte Park to improve park habitat. Five acres of invasive species were removed as part of the implementation of the Park natural resources management plan which was approved by City Council in 2007.

LIBRARY

The Lake Oswego Public Library is ranked #1 in the State. With a collection of over 200,000 items, the Library did over 1.5 million check-outs. The Library provides public access to an excellent collection of books and other materials, and provides programs and services for patrons of all ages. With over 1,000 visitors daily, the Library is proud to have the highest per capita use in the State.

In addition, the Library presented 571 programs last year – an increase of 38% over the previous year. These programs were attended by over 24,000 people – adult attendance was up by 39% and children’s attendance was up 11% from 2008.

Lake Oswego Reads

In February, over 8,000 Lake Oswegans read and participated in events based on the book, *Stubborn Twig: Three Generations in the Life of a Japanese American Family* by Lauren Kessler. This book was selected for Oregon Reads by the Oregon Library Association as part of the celebration of Oregon’s Sesquicentennial with every community with a



library in Oregon reading it. Many people worked together to bring alive the Japanese story told in *Stubborn Twig*. The 30 free events, varying from

lectures and art exhibits to Mah Jong lessons and book discussions, enjoyed an overwhelming turnout.

The Library shared this program by donating 200 copies of *Stubborn Twig* to libraries in Modoc County, California. Tule Lake, where the Yasui family in *Stubborn Twig* was interned, is located in Modoc County and has now been made into a national monument. They plan to do their first community reading program with our books.

Reaching Out to Youth of All Ages

During 2009, the Library continued to offer many stimulating youth programs. A total of 12,952 youth attended 329 programs which included musical laptimes, storytimes, craft programs, book discussion groups, teen gaming tournaments, concerts, magic shows, and puppet shows. The children’s summer reading club had a 16% increase in participation and the teen summer program had the highest participation rate to date. In schools, a total of 85 classes received visits that included storytelling for early grades and booktalks for grades three and up.

Music and Authors Series

Over 1,000 attendees enjoyed the Music and Authors Series, sponsored by The Friends of the Library. The First Tuesday



Music Series included performers Sally Harmon, John Nilsen, and 3 Leg Torso. The Third Tuesday Author Series included such notables as Ursula Bacon, William Sullivan and Laura Foster. The new Wednesday Lunchtime series included the Artists Repertory Theater, Flamenco artist Rafaela Gillette and conductor Norman Leyden.

Learn to Surf The Net!

The Library continued to offer weekly basic and advanced computer classes for all ages.

Volunteers

With help from volunteers, the Library continues to provide exceptional customer service. In 2009, 495 volunteers, from ages 12 to 90, contributed their skills and talents to help the Library. Volunteers assisted Library staff so that services to the public could be enhanced and extended. Volunteers recorded 13,506 hours. Thank you volunteers!

Between the Lions

In July, PBS’s *Between the Lions* event attracted over 450 visitors and included two grand puppet shows with singer Aaron Nigel Smith from the national television show along with Cleo and Lionel.



Hard to Find Material

Unlike many libraries, the City’s Library continues to offer many materials that would be found in an academic library, including hard copies of reference materials and an extensive collection of art books.

PLANNING & BUILDING



PLANNING

The Planning Division, including Long Range Planning and Development Review, ensures that all new developments meet code requirements, makes certain that tree cutting and sign ordinances are followed, and coordinates neighborhood and community planning.

Customer Service for Land Use Improved

In 2009, the Planning Division enhanced its customer service by taking several initiatives, including developing new information handouts for land use applications, including subdivision, variances, partitions, and RID (Rule Interpretation Decisions). These handouts clarify the land use review process, timelines, and identify typical application submittal requirements.

In addition, Planning developed user-friendly communication templates to improve the quality of communication between the City and land use applicants and established a 4-6 week turn-around time objective for land use applications.

Neighborhood Planning

Neighborhood planners worked with the Neighborhood Plan Work Group to develop a Neighborhood Planning Kit which will guide the process and content for future neighborhood plans. In addition, planners worked with subcommittees from the Glenmorrie, Lake Grove, Lake Forest and Waluga Neighborhood Associations to implement their adopted neighborhood plans, and helped Birdshill and Skylands neighborhoods to gain recognition as Lake Oswego Neighborhood Associations.

Natural Resources

In 2009, planners prepared the first Lake Oswego State of the Forest report, a comprehensive picture of urban tree health in Lake Oswego.

Planners updated the Sensitive Lands Chapter of the

Community Development Code (CDC) to comply with Metro Titles 3 and 13 and formed the Second Look Task Force to explore opportunities for improvements and added flexibility within the sensitive lands chapter of the CDC.

In May 2009, planners worked with the Sustainability Advisory Board to organize the City's first Sustainability Action Month (SAM) - a series of free events to raise awareness about sustainability.

Partnering with Friends of Tryon Creek State Park, Planning offered a series of free workshops and on-site consultations on "Landscaping for Conservation."

Historic Resources

Through grant funding from the State Historic Preservation Office, Planning prepared a survey of mid-century architecture in Lake Oswego. In addition, Planning supported the Historic Resources Advisory Board in their Preservation Week activities.

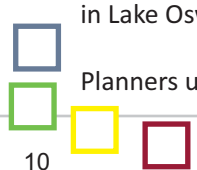
Annexations

Planners processed two annexations and prepared a report examining annexation policy in Lake Oswego.

Other Accomplishments

- The Planning Commission completed work on code amendments related to infill development.
- The Periodic Review work program was approved by the City Council.
- Phase 1 of the Boones Ferry Road Refinement Study was completed.

| Quick Statistics | 2006 | 2007 | 2008 | 2009 |
|--|------|------|------|------|
| Tree cutting permits issued | 1009 | 1030 | 881 | 942 |
| Tree protection permits | 200 | 218 | 149 | 78 |
| Building permits reviewed | 453 | 591 | 497 | 274 |
| Land use applications reviewed and processed (e.g., design review, residential infill development, lot line adjustment, minor partitions, variances, historic reviews, natural resources reviews, conditional use permits, ODPS modifications) | 80 | 101 | 78 | 47 |
| Pre-application conferences conducted for land use applications | 125 | 139 | 84 | 58 |
| Sign permits issued | 128 | 87 | 67 | 78 |
| Complaints and violations reviewed (related to zoning and development codes) | 213 | 291 | 252 | 86 |
| Business licenses reviewed | 49 | 46 | 69 | 77 |



PLANNING & BUILDING

BUILDING

The Building Division assures that new or remodeled buildings meet standards for public safety by enforcing State building regulations and City codes. The Division reviews and issues building, mechanical, plumbing, electrical, and demolition permits for projects ranging from simple residential remodels to large development projects.

In 2009, the Building Division initiated service and staff reductions in response to historic lows in building permit activity that was experienced throughout the state. Despite the drop in building activity, the Building Division continues to plan for the future. In 2010, the Building Division will be among the first of Oregon cities to offer electronic submission and review of building plans, joining with 14 other cities and counties in working with the State of Oregon Building Codes Division to allow applicants the option of checking permit process status, receiving approvals and paying for permits on line.



| Quick Statistics | 2008 | 2009 |
|----------------------------------|--------------|--------------|
| Total permits issued | 3,173 | 3,355 |
| Total permit revenue | \$917,180 | \$723,858 |
| Residential plans reviewed | 535 | 381 |
| Valuation of residential permits | \$37,728,031 | \$32,225,286 |
| Commercial plans reviewed | 321 | 337 |
| Valuation of commercial permits | \$18,535,029 | \$10,028,768 |
| Inspections completed | 13,575 | 12,418 |



LOIS

G The Lake Oswego Interceptor Sewer (LOIS) Project replaces the existing wastewater interceptor under the surface of Oswego Lake, critical to ensuring the environmental protection of the lake and maintaining sewer service for residents. The existing interceptor is undersized and vulnerable during an earthquake. The new system will be operational by late 2011.



Many milestones were reached in 2009 as Out-of-Lake and Lake-Full phases of construction began:

- Constructed new sewer lines in Bryant and Kelok Roads
- Finalized designs for the Bryant Road and Foothills pump stations
- Installed deep water ground anchors
- Fused and deployed 6,400 feet of pipe
- Installed pile supports
- Rehabilitated manholes
- Reduced project costs from the engineers' estimates of \$124 million to less than \$100 million

Throughout the year, the project team contacted stakeholders to provide timely and detailed information about the project. The team:

- Held over 50 meetings with groups and individuals
- Launched a Facebook and Twitter presence to accompany the project website
- Developed displays and video overviews of the project
- Provided updates at regular City Council Meetings
- Won the League of Oregon Cities' Good Governance Award for Excellence in Public Outreach

PUBLIC WORKS

The Public Works Department is responsible for providing efficient and sound infrastructure, facilities, and services regarding the City's water, wastewater, surface water, transportation, building and property management. These services are required year round and are fundamental in supporting the quality of life enjoyed by residents, businesses and visitors.

Functions in the Public Works Department include Engineering, Maintenance Services, Facilities Management, Water Treatment Plant, and the Lake Oswego – Tigard Water Supply Partnership.



Capital Improvement Program Adopted

The Capital Improvement Program (CIP), a 5-year plan, contains almost 200 projects representing over \$300 million worth of investment. The CIP contains infrastructure projects that are identified in public facility master plans, provide assets needed to accommodate future residential and business growth, replace aging assets, increase operational efficiency, and address City Council goals and objectives. The CIP will also help manage community expectations and be used to develop funding strategies and to provide opportunities for stakeholder engagement.

City Responds to Severe Winter Storms

Lake Oswego was hit hard with winter storms in 2009. Several landslides occurred including three on Greenbluff Drive on January 2 which destroyed one house and caused significant damage to another home that was under construction. The City removed nearly 1400 cubic yards of mud and debris, took measures to control erosion, installed a large concrete block catchment to protect the roadway from any future slides, and stabilized the downhill area. This project was completed by mid-April and cost approximately \$67,000 for construction and \$60,000 for geotechnical engineering consultant services.

Iron Furnace Restoration

The Oregon Iron Furnace Restoration Project neared completion at the end of 2009. Located in George Rogers Park, this \$1.1 million project was paid for with a 2% increase in the local Transient Lodging Tax and will also include an interpretive gazebo that explains the history of the furnace and its operation from 1867-85. The project will be completed in July 2010.

ENGINEERING

The Engineering Department's core function is to manage Lake Oswego's infrastructure which includes:

- Transportation (roads, sidewalks, paths, street lights, and traffic control devices)
- Drinking Water (Clackamas river intake, treatment plant, storage tanks, pumping facilities, and the underground piping distribution system)
- Wastewater (underground pipe collection system, pumping facilities, and the connection to the City of Portland's Tryon Creek Wastewater Treatment Plant)
- Stormwater (inlets and catch basins, underground pipe, open ditches and swales, retention basins, and outlets)
- Willamette Shore Trolley (track and right-of-way)
- Review and approval of new development plans

Pavement Preservation Program

In an effort to preserve and maintain City streets, in 2009, the City slurry sealed 4.72 miles of street and paved .78 miles through its Pavement Preservation Program. This is a slight increase from 2008.

City Implements Water Conservation Programs

The City provided a number of water conservation programs, including:

- Conducting approximately 100 residential audits and four commercial audits
- Sold 60 rain sensors
- Gave away approximately 556 faucet aerators and 314 shower heads
- Provided approximately 269 toilet rebates (\$30,000) to 182 participants
- Held 2 Homeowner Irrigation Maintenance classes and a School Facility Assessment class
- Replaced over 200 water fixtures (74 lavatory faucets, 97 toilets, 30 urinals and 16 Flushometers) in City facilities with water conservation fixtures resulting in approximately 25% reduction in water usage



The Department participated in National Public Works Weeks.

PUBLIC WORKS

MAINTENANCE/OPERATIONS

The Maintenance Services Division keeps the streets in safe driving condition, makes sure water is delivered to every property, keeps the wastewater collection system operating, keeps parks attractive and functional, and helps to ensure the storm water system meets state and federal standards.

| Quick Statistics | 2008 | 2009 |
|--|---------|---------|
| Fuel supplied to City vehicles (gallons) | 104,781 | 104,323 |
| DEQ tests performed on City Vehicles | 69 | 31 |
| Debris collected by street sweepers (cubic yards) | 2,920 | 3,420 |
| Brush and limbs collected from streets (cubic yards) | 1,200 | 950 |
| Ducklings rescued from storm drains | 12 | 13 |
| Cross connection testing notifications sent out | 4,037 | 4,226 |
| Waste water lines cleaned (miles) | 29.7 | 27.2 |
| Wastewater lines inspected (miles) | 32.2 | 26.2 |



FACILITIES MANAGEMENT

The Facilities Management Program joined the Public Works Department in early 2009. Facilities Management provides a variety of support functions to the City organization and its facilities. These include maintenance and repair services to City Hall, the Library, the West End Building, and other City-owned facilities. Also provided by the Division is meeting set-up and tear down services. Facilities Management personnel also provide project management of remodel and repair projects, as well as various construction and deconstruction projects.

Major projects completed in 2009 include a significant fire alarm upgrade at the West End Building, the removal and replacement of severely damaged hallway floors in the Police Department, upgrading fixtures throughout City facilities to reduce water consumption, and repair of the roof drain damage at the Library.



WATER TREATMENT PLANT

The City's water supply comes from the Clackamas River and is treated at the City's Water Treatment Plant (WTP) in West Linn. In 2009, the WTP produced 2.2 billion gallons (or 2,185,830,000 gallons) of quality, filtered drinking water. The WTP, built in 1968, can treat up to 16 million gallons of water per day but is near capacity. An expansion of the Treatment Plant is planned for completion in 2016.

LAKE OSWEGO - TIGARD WATER SUPPLY PARTNERSHIP

G In 2008, Lake Oswego and Tigard City Councils formally endorsed a partnership agreement for sharing drinking water resources and costs. Lake Oswego's water supply system is near capacity, and key facilities need expansion and upgrades. Tigard residents need a secure, dependable water source. Both cities want to keep water affordable for their customers and sharing the cost of new infrastructure to serve both communities does that. Joining together is a smart way to manage water needs for residents.

Conserving water is the first and most important supply option; however, effective conservation measures alone won't be enough to allow the cities to meet their needs.

In 2009, the City formed a team to manage the project and hired an engineering firm to provide program management, construction management, and permitting services. The year also marked the start of the planning, permitting, and design for water facilities that will require upgrading by 2016.



PUBLIC SAFETY

FIRE

The mission of the Lake Oswego Fire Department (LOFD) is to protect and save lives, property and the environment with dedication, care, and compassion. LOFD is a full service fire department that provides comprehensive fire suppression, paramedic emergency medical, dive team and water rescue, emergency and disaster preparedness, fire prevention, and life safety education services. Four



Firefighters at a house fire on Fernwood Drive.

fire stations are strategically located to provide rapid emergency service to about 50,000 citizens in Lake Oswego, Lake Grove Rural Fire District, Riverdale/ Dunthorp Fire District, and Alto Park Water District.

LOFD responded to 3,757 calls in 2009, the majority being Emergency Medical calls providing first responder Advanced Life Support.

Trauma Intervention Program (TIP) provides emotional support

LOFD responded to 80 calls for TIP assistance; with a total number 487 citizens assisted. In the TIP program, volunteers assist family members following natural or unexpected deaths, victims of crime, disoriented or lonely elderly persons, victims of vehicle accidents, family members after a suicide, and anyone emotionally traumatized by a crisis event.

Making a Significant Difference

Lake Oswego Fire and EMS Providers implemented significant changes to the methods and procedures performed during cardiac arrest treatment and used the “STEMI” (ST segment elevation myocardial infarction) program to identify patients in the early stages of a cardiac event. In 2009, LOFD identified and treated eight individuals who were experiencing a “life-threatening” cardiac event. Prompt treatment, exceptional care, and expedited transport ensured all 8 individuals were given a “second-chance” and returned to normal life.

5,500 Hours of EMS Training

2009 saw a continued increase in the number of hours for continuing educational requirements. Fire personnel are required to participate in 60-72 hours (as a minimum) to maintain State certification through Department of Public Safety Standards and Training. These same LOFD personnel are required to participate in an increasing number of medical training hours. In 2009, more than 5,500 contact hours of training were conducted to meet these increasing requirements in fire and EMS continuing education. This proactive approach ensures that Fire and EMS training continues to exceed the annual minimum requirements.

CodeRED

CodeRED, the City’s emergency notification system, was activated six times during the year for: a water emergency at Lost Dog Creek, LOIS emergency water shutoff, Lake Oswego ARES drill, mudslide on Greenbluff

| Quick Statistics: Calls | 2008 | 2009 |
|-------------------------|-------|-------|
| Emergency Medical | 2,220 | 2,320 |
| Fire-related | 789 | 771 |
| Hazardous/Services | 91 | 91 |
| Motor Vehicle Collision | 124 | 125 |
| Mutual Aid | 482 | 412 |
| Water Rescue | 31 | 40 |

Road, Police off-duty callout, and a flooding emergency. CodeRED disperses emergency messages via telephone to target areas in the community to alert residents and business of an emergency in their area.

Heart Attack Waiting to Happen

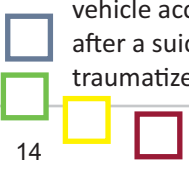
The Lake Oswego Fire Marshal’s Office distributed 26 Automatic External Defibrillators (AED) in locations throughout the city. The LOFD has also led the process of providing certified personnel at each AED location. Soon, more than 85% of all City employees will be certified in CPR and the use of an AED.

Fire Prevention Week Poster Contest

LOFD held a poster contest to commemorate National Fire Prevention Week and the City’s Centennial. Students from Westridge Elementary, River Grove Elementary and Bryant Elementary submitted posters. The winners, one from each school, were picked up at home and delivered to school in a fire engine. The grand prize winner, Nancy Bignell from Bryant Elementary, will have her poster incorporated into the 2010 Centennial Celebration and Fire Prevention materials.



Poster contest winner Nancy Bignell with firefighters Bryan Cantin, Kevin Soyk, and Andrew Hedges



PUBLIC SAFETY

POLICE

The Lake Oswego Police Department (LOPD) is committed to an open and honest partnership with our community to create an atmosphere of trust, promoting a high quality of public service, and enhancing the quality of life.

The Police Department is made up of seven divisions: Patrol, LOCOM, Detective, Traffic, Records, Administration and Community Service.



Lake Oswego Communications

In 2009, LOCOM, who serves residents and businesses in Lake Oswego, West Linn and Milwaukie, answered 128,774 calls of which 23,297 were to 9-1-1.

Operator Saves Life

LOCOM Senior Communications Operator Tara Dye received a call from a suicidal man with a firearm. While waiting for a hostage negotiator to respond, she was able to develop a rapport and engage him in conversation for over an hour. She was finally able to convince him to put his weapon down and allow the police to take him into custody.



Top Dog

In August, Officer Josh Day and K-9 Charger participated in the annual Washington County Sheriff's Office K-9 trials. At this competition, area police dogs and their handlers competed against one another in a variety of job-related events. Officer Day and K-9 Charger won the competition and K-9 Charger was named "Top Dog."

Detectives Solve 93% of Cases

The Investigation Division fielded 164 cases in 2009 and solved 93% of the cases investigated. This clearance rate is one of the highest in recent history.

Presentations

School Resource Officer Steve Filippelli presented over 650 class room presentations in the elementary and junior high schools in the city. He also did a number of presentations for parents and community members on such topics as drug and alcohol abuse and Internet safety.

Community Involvement

LOPD officers attended a number of community events including safety fairs, parades, the Farmers' Market and neighborhood association meetings.

CSI Camp

LOPD helped teach a summer camp to kids on Criminal Scene Investigations (CSI). The camp was expanded to two sessions to accommodate demand. Each session was three days long. Kids learned about fingerprinting, evidence collection, forensic sketching and K-9 tracking.

Child Safety Seat Clinics

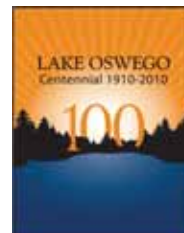
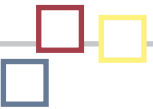
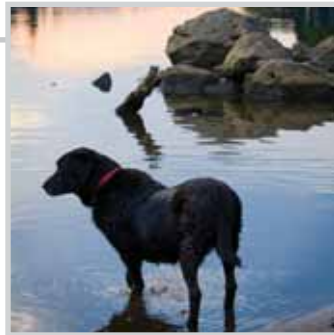
The Traffic and Community Service Division sponsored, in conjunction with LOFD, four child safety seat clinics. During these clinics, officers installed or checked 82 seats - 87.9% of which were installed incorrectly. In addition to these clinics, Community Service Officers installed or checked numerous seats for community members who called for appointments.

Looking Beyond the Ticket

Officer Matthew Gill received the "Looking Beyond the Ticket" award from the Oregon Department of Transportation for a traffic stop that he made where he found a new form of a drug. This drug looked like a "chocolate turtle" but was actually made of MDMA and other illegal drugs. It was the first such find in the country and the photos were included in a training book used by police officers to identify illegal drugs and new trends in hiding them.



| Quick Statistics | 2008 | 2009 |
|---|--------|--------|
| Sworn officers | 43 | 43 |
| Non-sworn personnel | 30 | 30 |
| Crash responses | 405 | 330 |
| DUII arrests | 124 | 124 |
| Traffic citations issued | 4,321 | 4,910 |
| Parking citations issued | 1,749 | 1,563 |
| Patrol call response | 34,298 | 34,762 |
| Part I crimes (aggressive assault, robbery, rape, burglary, larceny, vehicle theft, arson) | 560 | 546 |
| Part II crimes (simple assault, forgery/counterfeiting, fraud, embezzlement, stolen property, vandalism, drugs) | 1,553 | 1,453 |



City of LAKE
OSWEGO
OREGON