

City of Hillsboro, Oregon

Budget in Brief

Fiscal Year 2019–20



2019–20 Budget Highlights



To my Hillsboro neighbors and friends,

Thank you for taking the time to read the City of Hillsboro’s Fiscal Year (FY) 2019-20 Budget in Brief.

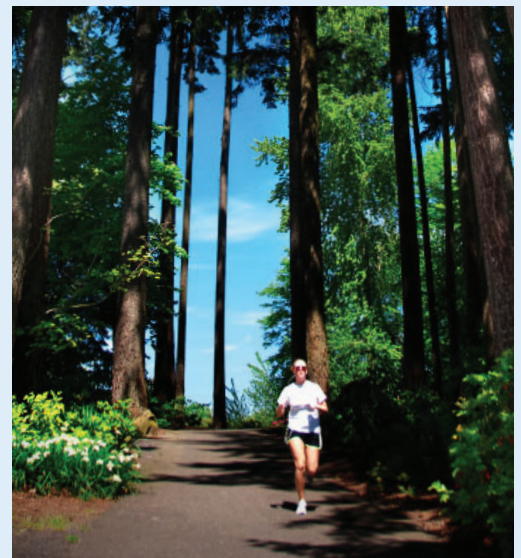
The City of Hillsboro produces a budget each year that reflects City Council priorities, the goals of the Hillsboro 2035 Plan, and our City’s core values to ensure we provide the best possible services to Hillsboro residents.

While the City’s budget is hundreds of pages because of the many documents we’re required by law to include, this Budget in Brief summarizes the most essential elements of the City’s budget. You can view the entire budget document at www.Hillsboro-Oregon.gov/Finance.

We’re committed to being transparent in the way we manage our resources, and this Budget in Brief highlights the services the City of Hillsboro provides and how the City pays for those services.

Here are some of the major projects and services included in the FY 2019-20 budget:

- \$3.9 million towards the new Public Safety Training Facility
- \$1.5 million for affordable housing funding support
- \$28.5 million to construct the Community Center at 53rd Avenue
- \$7.7 million for HiLight high-speed internet service
- \$517,000 for the purchase of a Police Department mobile command post
- \$1.5 million for the replacement of a Fire & Rescue Department tiller truck
- \$1.2 million towards the Jackson School Road improvement project
- \$37.8 million for the Willamette Water Supply program
- \$6.1 million for Pavement Management Program maintenance and improvement projects
- \$125,000 from the City’s Enterprise Zone fund to continue Hillsboro’s support for local students in the PCC Future Connect Program
- \$337,000 from the City’s Enterprise Zone fund to continue Hillsboro’s support for the Prosperidad Economic Empowerment Center in Downtown Hillsboro.



I want to thank Hillsboro Budget Committee members, City of Hillsboro staff, and community members for working together to develop a fiscally responsible budget.

The City Council is committed to enhancing Hillsboro’s vibrancy as a diverse community where all residents feel welcome and enjoy raising their families. We’re a City of 102,000 residents and we strive to create a budget that serves the needs of our growing community. This budget builds on prior budgets to ensure Hillsboro continues to responsibly and effectively prepare for the future.

Sincerely,

Mayor Steve Callaway



Growing Great Things



Innovation, high tech and creative urban gathering places meet hometown values, green spaces, and family-friendly tradition.

That’s Hillsboro, Oregon.

Hillsboro’s 101,920 residents enjoy award-winning neighborhoods; exceptional educational, recreational, and cultural experiences; a strong economy; and, one of the state’s most diverse populations. We celebrate our hometown values and agricultural roots, while growing our reputation as the “high-tech hub of Oregon” with some of the best land, power, and water resources in the country.

With the Pacific Ocean to the west and the beautiful Cascade Mountains and Columbia River Gorge to the east, Hillsboro residents are ideally located. Hillsboro is home to the state’s fourth-largest school district, two higher-education campuses, and 35 parks with more than 1,500 acres of designated green spaces, including Jackson Bottom Wetlands Preserve.

Our thriving cultural arts scene includes a community arts center, art galleries, musical groups, and live theater. Hillsboro is also home to the Hillsboro Hops — the two-time Northwest League Champions and the Portland metro area’s only professional baseball team. Annual community events include one of the Northwest’s largest 4th of July parades, the Washington County Fair, and the Celebrate Hillsboro cultural festival.

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Adopted Budget
\$658,078,386
July 1, 2019 - June 30, 2020





About the City

Hillsboro, Oregon

While we greatly respect tradition, we are not your traditional City government here in Hillsboro.

We are a financially conservative, yet innovative and forward-thinking, full-service city. We self-identify as a progressive and visionary organization. We appreciate the richness that the diversity of our community offers, and welcome and value each resident, business, and guest by providing exceptional and equitable public services.

Bold and optimistic, we are growing thoughtfully and with a purpose — to be the best City government in the universe. Together with community partners and residents, we work to carefully plan for and grow Hillsboro’s future.

We are home to Oregon’s largest employer, Intel Corporation, as well as other high technology leaders and hundreds of smaller companies. Continuing to be a leader in attracting new businesses and opportunities to Hillsboro is critical. We value our business partners because when businesses thrive they create jobs and economic opportunity.

We are guided by the Hillsboro 2035 Community Plan, which is modeled after Hillsboro’s original award-winning visioning effort, the Hillsboro 2020 Vision and Action Plan, and City Council priorities. See more information on the Hillsboro 2035 Community Plan on page 6.

As Hillsboro continues to grow and diversify, we will continue to partner and plan for success, so this great community grows by choice, not by chance.



Growing Great Things

Full-time budgeted positions: 894

Part-time/temporary positions: 579

City Departments: 12

- City Manager’s Office •
- Economic Development • Finance
- Public Works • Human Resources • Library
- Parks & Recreation • Fire
- Information Services • Police • Water •
- Community Development- Building, Planning, and Transportation Divisions

Form of Government

Hillsboro operates with a Councilor/City Manager form of government. Voters elect the City Council, including six Councilors and a Mayor: each serves a four-year term, subject to a charter-imposed limitation of two consecutive terms. The City Council provides community leadership, develops policies to guide the City in delivering services and achieving community goals, and encourages citizen awareness and involvement. The City Council appoints the City Manager who in turn serves as the administrative head of the City government. The City Manager is responsible for ensuring Council policies are implemented using resources appropriated by the Council to achieve desired service results in the community.

Doing Business in Hillsboro

As a result of availability of some of the best land, power and water resources in the country, many high tech and advanced manufacturing companies put down roots in Hillsboro. We continue to attract new investment from these and other industries around the world.

Hillsboro is particularly attractive for its manufacturing infrastructure, technologically skilled workforce, proximity to airports, major highways and interstates, and business-friendly climate. We also offer incentives through urban renewal, enterprise zones and strategic investment programs that help businesses looking to locate or expand in Hillsboro.



Council Priorities & Guiding Principles

The Hillsboro City Council establishes an annual list of Guiding Principles and Priorities that are not ranked or ordered by importance, and are not an exhaustive list of all City of Hillsboro priorities.

Council priorities are ongoing. They can be created and completed within one or two years; they may have specific budget implications for the coming fiscal year; or, they may be long-range projects and programs that benefit from strong City Council participation and support. The Council's annual list of priorities is developed from the Hillsboro 2035 Community Plan, City departments' Strategic Plans, and current major focus areas for the City, as identified by staff and supported by the Council.

To read the Council's Guiding Principles, visit www.Hillsboro-Oregon.gov/Council.

2019 Council Priorities

- Support diversity, equity, and inclusion (DEI) in City policy-making and in the delivery of services by adopting an equity statement, continuing DEI training, and utilizing an equity lens.
- Support this year's Hillsboro 2035 Community Plan five-year update and continue to position the City 50 years out for future success.
- Encourage and support innovative long-term housing solutions, such as land banking, to promote the development of market-rate and regulated affordable housing, affordable homeownership opportunities for Hillsboro residents, and regional partnerships to address homelessness.
- Explore the creation of a centralized and simplified low-income utility rate program to improve our ability to provide assistance to low-income residents.
- Continue to develop Hillsboro's municipal broadband utility to deliver reliable and affordable high-speed internet connections to Hillsboro residents, businesses, and schools.
- Support efforts to advance and improve safety for all modes of transportation, including for pedestrians and bicyclists, public transit access and service options, freight mobility, and the reduction of traffic congestion.
- Emphasize the continued revitalization of Downtown Hillsboro by increasing opportunities and support for cultural arts organizations.
- Provide clear direction for how City of Hillsboro Boards and Commissions can best support the City Council and community by evaluating their functions and roles.
- Lead and promote environmental sustainability initiatives, including support for electric vehicles, encouraging energy-efficient homes, and exploring a citywide residential composting program.
- Continue Hillsboro's tradition of excellence in public safety by utilizing crime statistics and data-driven solutions to become an even safer city.
- Enhance our community's economic competitiveness by attracting new investment and diversifying Hillsboro's industrial base.



Citywide Strategic & Major Projects

Hillsboro 2035 Community Plan

Following the successful implementation of the Hillsboro 2020 Vision and Action Plan — the original 20-year community vision plan created in 2000 — more than 5,000 community members participated in creating the updated Hillsboro 2035 Community Plan. The City is dedicated to positioning itself 50 years out for future success.



Adopted by the City Council in July 2015, the Hillsboro 2035 Community Plan features five focus areas and participation from more than 20 community partner organizations, including the Hillsboro School District, Tuality Healthcare, and the Hillsboro Chamber of Commerce.

For more information, visit Hillsboro2035.org

HiLight

Hillsboro's affordable high-speed internet service is moving toward its goal of connecting every Hillsboro resident, business, and school to the HiLight network.

The fiber network's backbone will connect students at all Hillsboro School District schools. The first two neighborhoods where residents and businesses will be connected are South Hillsboro and the Shute Park/Southwest Hillsboro area, with service launching in 2020.

True to its commitment to offer affordable high-speed internet access to everyone in Hillsboro, the City is designing the Bridge program. With support from community partners, HiLight will bring connectivity within reach of Hillsboro's low-income families.

For more information, visit Hillsboro-Oregon.gov/HiLight

Community Center at 53rd Avenue

Hillsboro's Community Center at 53rd Avenue — the largest Parks & Recreation project in Hillsboro's history — broke ground this spring and is slated to open in 2021.

Located on 20 acres of land owned by the City across the street from 53rd Avenue Community Park, the Community Center will be accessible, inclusive, and affordable for youth, adults, seniors, and people with disabilities. The two-story facility will feature various indoor exercise and gathering areas, including a multipurpose gym, cardio/weight rooms, and meeting rooms.

For more information: Hillsboro-Oregon.gov/CC53

Support for Housing Solutions

Encouraging and supporting innovative housing solutions is a City Council priority. The City has dedicated funding to support programs that promote housing and homelessness services.

The FY 2019–2020 budget includes funding for the City's administration of its Community Development Block Grant Program, which supports affordable home ownership and housing rehabilitation. Other affordable housing projects, public-private partnerships' evaluation of City-owned land, and the extension of Affordable Housing Tax Exempt status to qualified nonprofits are also covered in the budget.





Citywide Strategic & Major Projects

Crescent Park Greenway

The Crescent Park Greenway is a community vision for a 16-mile trail that couples access to nature with local recreation opportunities, neighborhoods, and employment. The Greenway will come together with the Rock Creek Trail to create a circle around the City.

The Crescent Park Greenway Plan is in the final draft stages with community partners and agencies. Once ready, it will go through the approval and adoption process with the Parks & Recreation Commission and the Hillsboro City Council. The first segment of the Greenway is currently under development in South Hillsboro.

Advocacy for Diversity, Equity, and Inclusion in City Policymaking and Service Delivery

The City is committed to supporting diversity, equity, and inclusion. The year's budget includes funding for the development and encouragement of the equity charter, an equity statement, training programs, and more.

The City will continue its cross-department equity team and the annual Hillsboro Civic Leadership Academy to engage community members with their local government. Connecting Hillsboro's Spanish-speaking community members with public service opportunities, including through the Job Training and Opportunities Program (JTOP) and partnerships with local organizations, will remain an ongoing priority.

Additional Priorities

Other initiatives and major projects include:

- Providing Hillsboro with an additional future water source through the Willamette Water Supply Project
- Developing a Downtown cultural arts district with support for arts and cultural organizations
- Advancing and improving safety for all modes of transportation
- Expanding workforce development efforts
- Building a Hillsboro Fire & Rescue Department training facility

The Role of Strategic Investment Program & Gain Share

The Strategic Investment Program (SIP), authorized by the Oregon State Legislature in 1993, increases Oregon's ability to attract capital-intensive industry, particularly high-tech firms. For example, in 2014, Intel partnered with the City of Hillsboro and Washington County for a 30-year SIP agreement for up to \$100 billion of investment over concurrent 15-year periods. As with past agreements, Intel is required to pay the equivalent of full property taxes on all land and buildings associated with each SIP project, while partially saving on property taxes related to machinery and equipment. SIP funding is used for one-time capital projects and funding for the Pavement Management Program.

Gain Share was enacted by the Oregon State Legislature in 2007 and is tied directly to an active SIP agreement. SIP agreements reduce property taxes collected locally, while increasing personal income tax revenues collected by the State of Oregon. Gain Share makes the SIP program a win/win for both local governments and the State by sharing in the growth of State income tax collections. Gain Share funds are calculated as a direct result of job growth spurred by local investment from a SIP. The Council has set principles to guide the use of Gain Share funding, with a particular focus on uses that assist schools, community resources like a community center, public safety, and economic development.



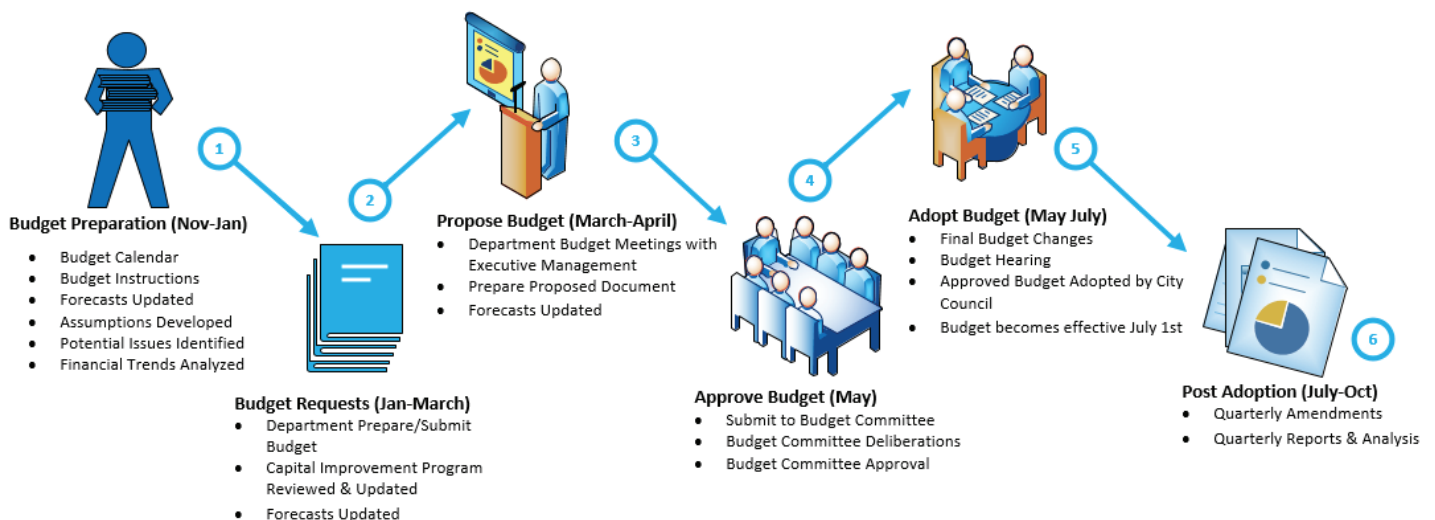
The Budget Process

Hillsboro's Budget Process

The process followed in the preparation of the budget complies with Oregon Local Budget Law established by Oregon Revised Statutes. City management seeks and welcomes public input, participation and deliberation throughout the process. Budget Committee meetings are open to the public and are advertised on the City's website, social media channels, and in Hillsboro's local newspapers. The proposed budget is submitted to the Budget Committee in May and the approved budget is submitted to the City Council in June for adoption. Both are available to the public prior to each meeting.

City departments work with the Finance Department to compile their budget and capital requests between

November and March each year. This information is then reviewed by City management. During the same time frame, Finance and City management review revenue and expenditure forecasts, as well as financial trends. All of this information is compiled, prepared and presented to the Budget Committee as the proposed budget. After the Budget Committee reviews and deliberates over the proposed budget and makes any appropriation changes, the Committee then approves and forwards the budget to the City Council. After a public hearing, the Council takes action on any final changes deemed appropriate, and adopts the budget in late June. The adopted budget becomes effective July 1. The final adopted budget is available on the City's website.





Budget Committee

Committee and Council

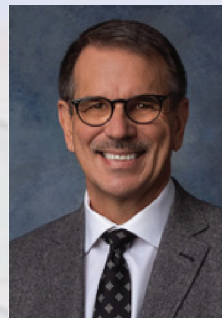
The Budget Committee consists of the seven City Council members, and seven citizens appointed by the City Council. Citizen members serve three-year terms. Meetings occur approximately twice per year in the evening at the Civic Center. The Committee has the legal authority to change any portion of the proposed budget and is responsible for approving it. Visit the City's website at Hillsboro-Oregon.gov to see the map of Hillsboro's three wards and to learn more about Hillsboro's Mayor and City Councilors.



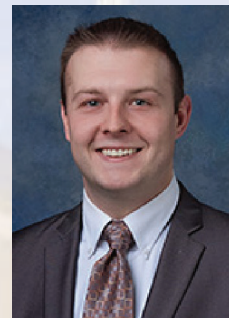
Steve Callaway
Mayor



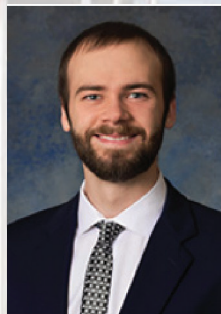
Beach Pace
Councilor
Ward 1



Rick Van Beveren
Councilor
Ward 1



Kyle Allen
Councilor
Ward 2



Anthony Martin
Councilor
Ward 2



Olivia Alcaire
Councilor
Ward 3



Fred Nachtigal
Council President
Ward 3

Citizen Members

Olga Acuña - Director of Federal Programs, Hillsboro

Jennifer Davis - Vice President/Branch Manager, Washington Federal

Alexander Diaz - Graduation Coach, Hillsboro School District

David Judah - Program Manager

Dan Mason - Community Manager, Prime Group LLC

Nathan Parent - Information Technology Services

Salvatore Bianco - Community Member



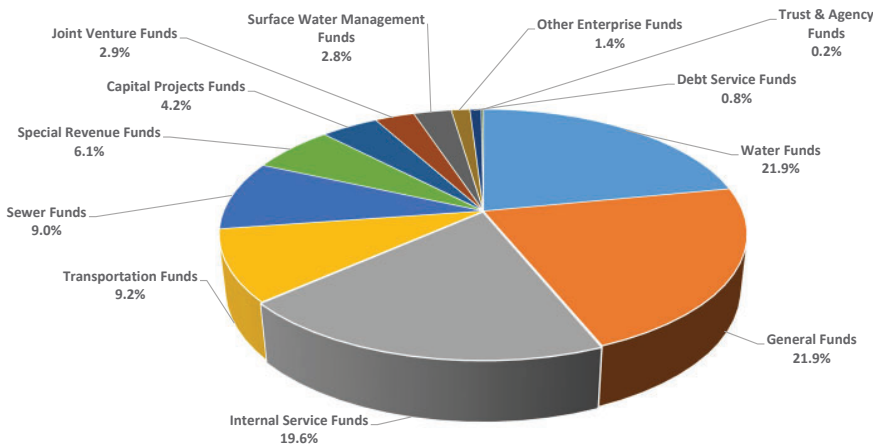
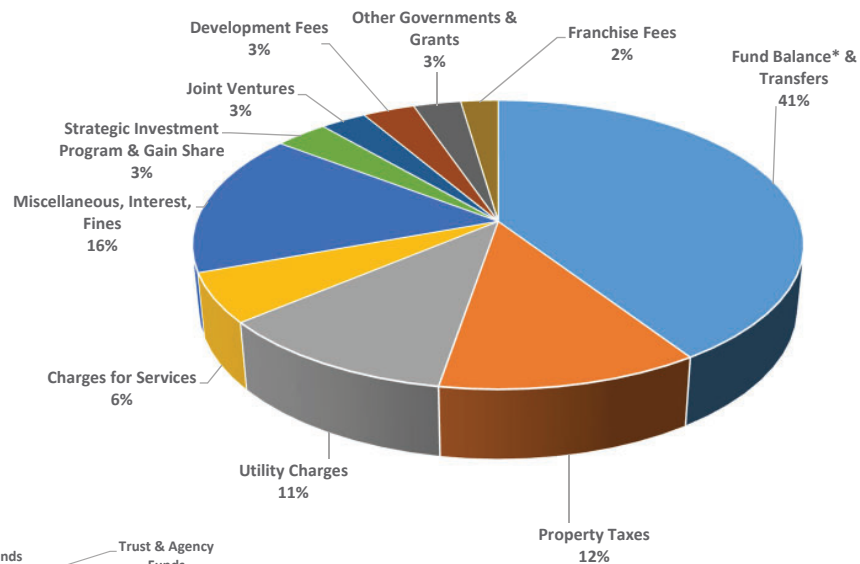
Where the Money Comes From

City Resources

Resources by Fund Group	
Water Funds	\$ 144,413,073
General Funds	143,976,636
Internal Service Funds	129,282,026
Transportation Funds	60,697,010
Sewer Funds	59,172,500
Special Revenue Funds	40,193,563
Capital Projects Funds	27,694,358
Joint Venture Funds	19,007,228
Surface Water Management Funds	18,215,141
Other Enterprise Funds	8,884,781
Debt Service Funds	5,449,880
Trust & Agency Funds	1,092,190
Total Resources	\$ 658,078,386

Resources of all Funds Combined by Category	
Fund Balance* & Transfers	\$ 268,103,122
Property Taxes	78,425,000
Utility Charges	73,576,600
Charges for Services	36,470,858
Miscellaneous, Interest, Fines	105,553,496
Strategic Investment Program & Gain Share	21,601,000
Joint Ventures	18,734,532
Development Fees	21,148,000
Other Governments & Grants	19,254,778
Franchise Fees	15,211,000
Total Resources	\$ 658,078,386

*Many funds, like Transportation, Water, Sewer and Building have dedicated resources which can only be expended on these programs. Reserves may be higher in these programs due to saving for future large capital projects.





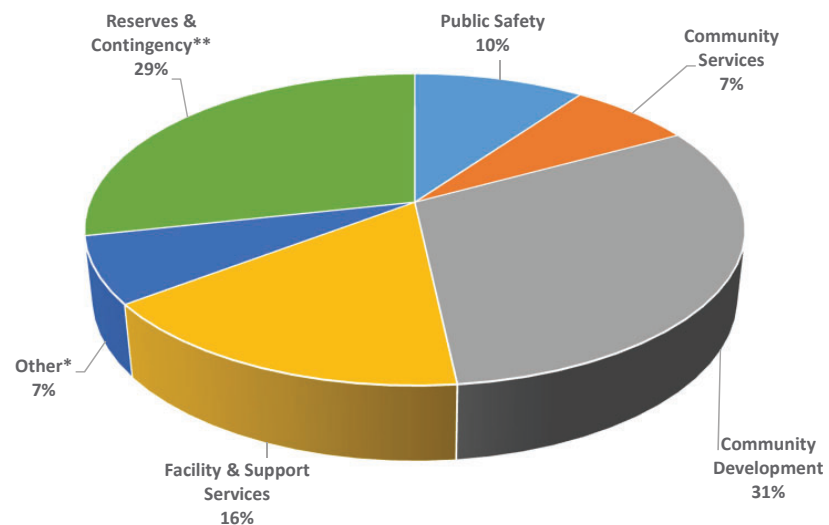
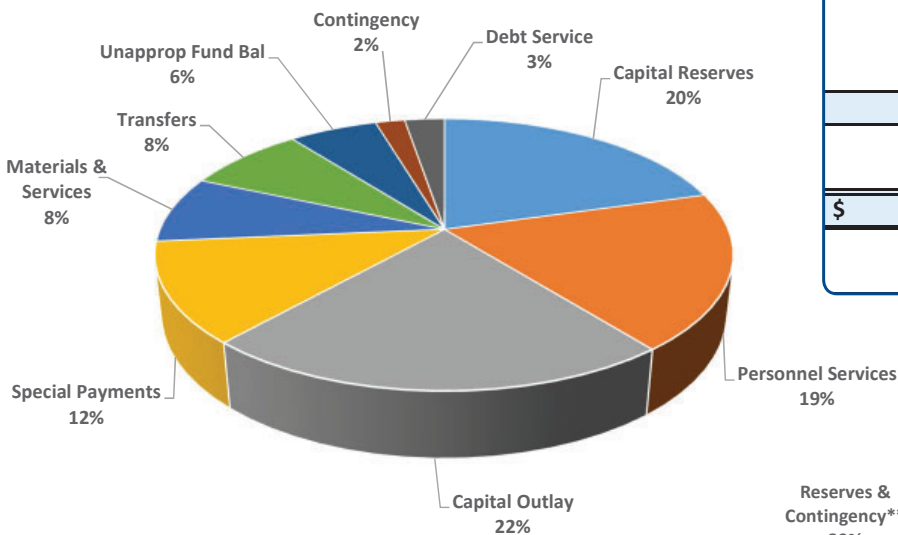
Where the Money Goes

City Expenditures

Expenditures of All Funds Combined by Category	
Capital Reserves	\$ 135,427,403
Personnel Services	123,072,045
Capital Outlay	147,105,936
Special Payments	78,652,355
Materials & Services	52,213,660
Transfers	52,429,211
Unapprop Fund Balance	38,857,559
Contingency	12,861,424
Debt Service	17,458,793
Total Expenditures	\$ 658,078,386

Expenditures by Service Area	
\$ 37,631,861	Police
587,234	Municipal Court
26,394,151	Fire & Rescue
328,045	Emergency Management
64,941,291	Public Safety
11,751,357	Library
35,282,364	Parks and Recreation
47,033,721	Community Services
5,604,499	Planning
8,905,186	Economic Development
9,521,560	Building
103,028,323	Water
78,682,647	Public Works
205,742,215	Community Development
7,899,920	City Manager's Office
5,800,060	Human Resources/Risk
17,076,890	Information Services
4,034,400	Finance
72,897,282	Facilities & Fleet
107,708,552	Facility & Support Services
45,506,221	Other*
187,146,386	Reserves & Contingency**
\$ 658,078,386	Total Expenditures

*Non-Department Expenditures
**Reserves for all Departments

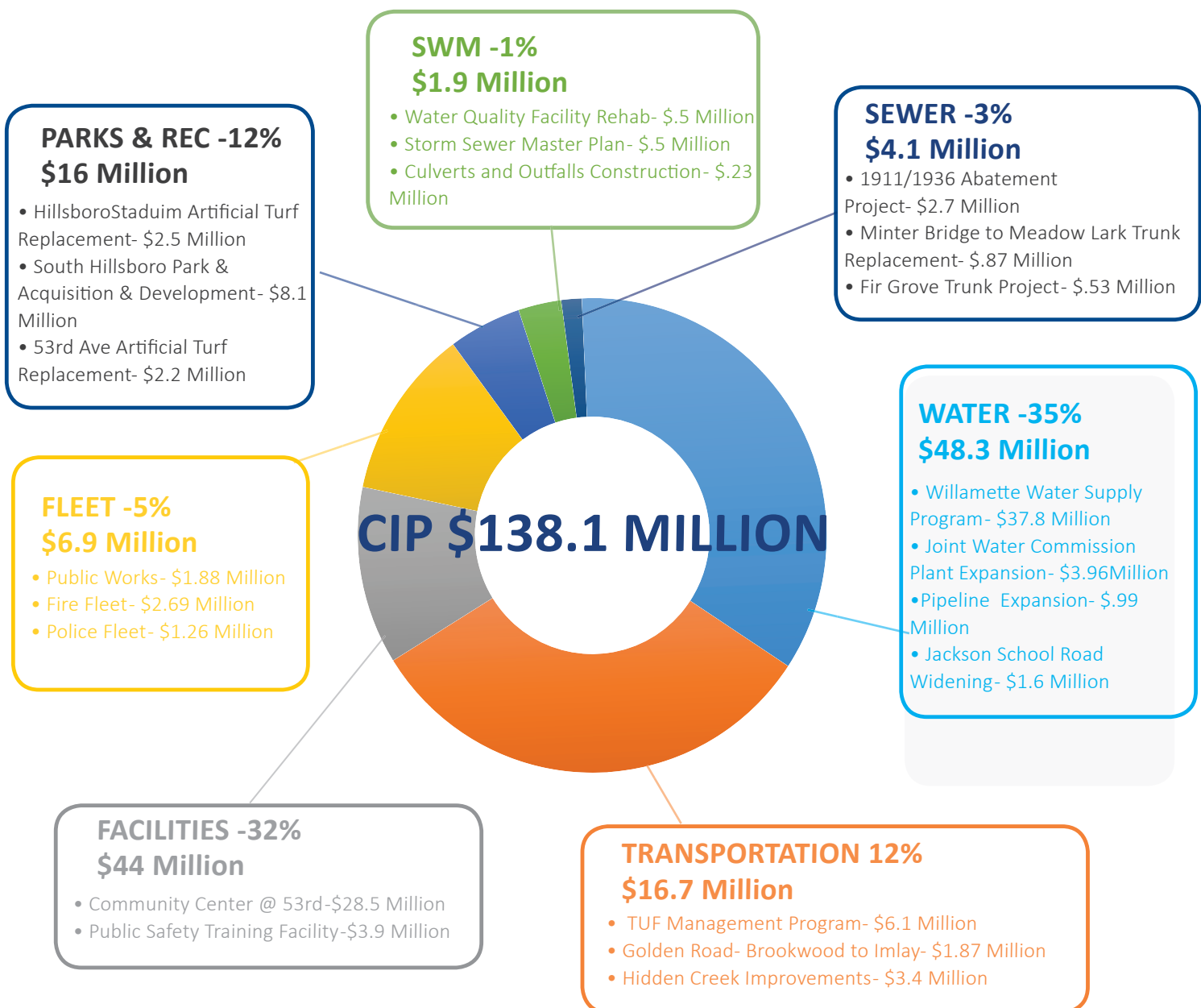




Capital Improvement Program

The Capital Improvement Program (CIP) section of the budget shows the City's investment in any project that adds, improves and extends the life of the City's infrastructure. The City budgets its major construction and acquisition activities in one of seven capital improvement project categories. Generally, projects with a total cost of \$25,000 or more are included in the CIP. In addition to capital projects, fleet vehicles are included in the CIP.

The total cost for the six year CIP covering FY 2020-25 is just over \$691 million. This amount includes \$54 million of projects that have no funding source identified at this time. The FY 2019-20 CIP amount of \$ 138.1 million is broken down as follows, with examples of the top projects listed in each CIP section.





Debt Service

Debt Service Overview

The City issues debt to pay for long-term capital improvements. The City only issues debt where the repayment schedule does not exceed the useful life of the capital investment. The City has a limited amount of debt and no outstanding general obligation debt.

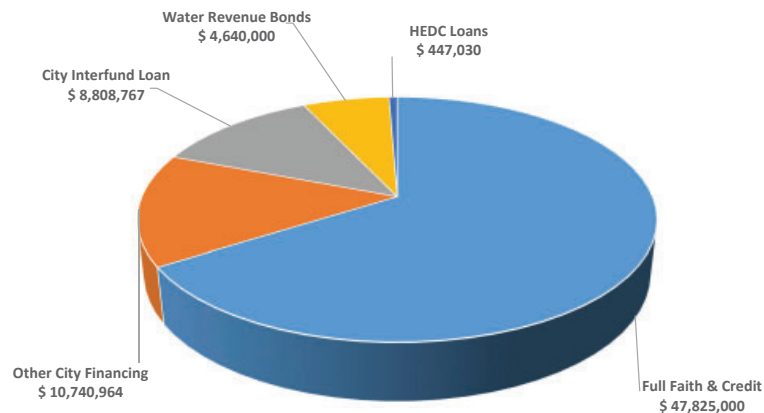
Debt service appropriations provide for the payment of principal and interest on bonds and special obligation notes. The City has revenue bonds, full faith and credit obligations, private loans, and an interfund loan currently outstanding. Full faith and credit obligations are backed by the City's General Fund revenues; however, they may be repaid from other resources such as Strategic Investment Program revenues.

Revenue bonds are used to finance enterprise-related capital to sustain the increasing demands of the system. Revenue bonds are repaid through user fees that are reviewed annually to meet operational and debt service requirements.

Interfund loans are used to loan money from one fund to another fund. Interfund loans must be authorized by official resolution or ordinance of the governing body. Interfund loans can either be for operations or capital expenses. Operating loans must be repaid within one year of the original loan date and capital loans must be repaid within 10 years.

The City's Full Faith and Credit Obligation debt rating provided by Moody's Investors Service is currently Aa1. The City's Water Revenue Bonds Debt rating by Moody's Investors Service is currently Aa2.

The City fulfills its obligation for continuing disclosure requirements under the Securities and Exchange Commission Rule 15c2-12 by filing its audited financial reports and other required disclosures with the Municipal Securities Rulemaking Board Electronic Municipal Market Access (EMMA) database service which is available at emma.msrb.org.



Future Debt Plans

The City is expecting to issue significant debt due to some very large projects over the next few years. The FY 2019-20 Budget includes issuance of a \$37 million Full Faith and Credit (FFC) bond for construction of the Community Center at 53rd and a \$50 million water revenue bond for the Willamette Water Supply Program (WWSP). The water revenue bond sale occurred June 25, 2019 and closed on July 11, 2019. The City anticipates issuing almost \$300 million in total debt for the WWSP between FY 2019-20 and FY 2025-26. The City along with its Willamette Water Supply partner, Tualatin Valley Water District, was selected by the U.S. Environmental Protection Agency to participate in the federal Water Infrastructure Finance and Innovation Act (WIFIA) loan program. The City is eligible to receive \$250 million in federal loans. The City also plans to issue approximately \$26.8 million for the South Hillsboro Local Improvement District in 2020.



The City's General Funds

The City has six funds that are considered General Funds for reporting purposes. The City's primary General Fund accounts for all revenues and expenditures of a general nature that are not required to be recorded in another fund. General Fund revenue is derived from property taxes, charges for services, franchise fees, grants, and transfers from other funds. The Economic Development Fund, also grouped with the General Funds, accounts for all economic development activities. Sources of revenue for Economic Development include certain Strategic Investment Program resources, Enterprise Zone revenues and General Fund support. Economic Development resources fund activities to attract new businesses to Hillsboro, facilitate their transition to the area, revitalize the City and enhance our community's livability.

The four remaining funds are the General Depreciation Fund, Affordable Housing Fund, Public Arts Fund and the PERS Stabilization Fund. General Fund resources pay for Police, Fire, Parks & Recreation, Library, Planning, Municipal Court and Economic Development services.

The graphs on the following page represent where the General Fund resources come from and what they are spent on.

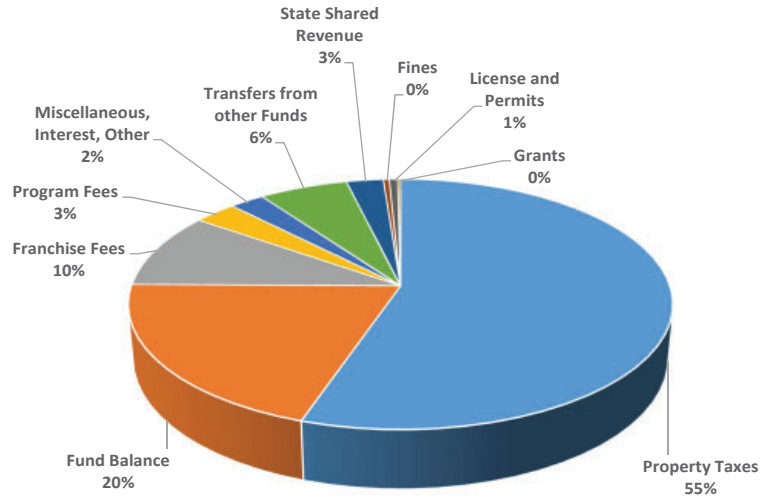




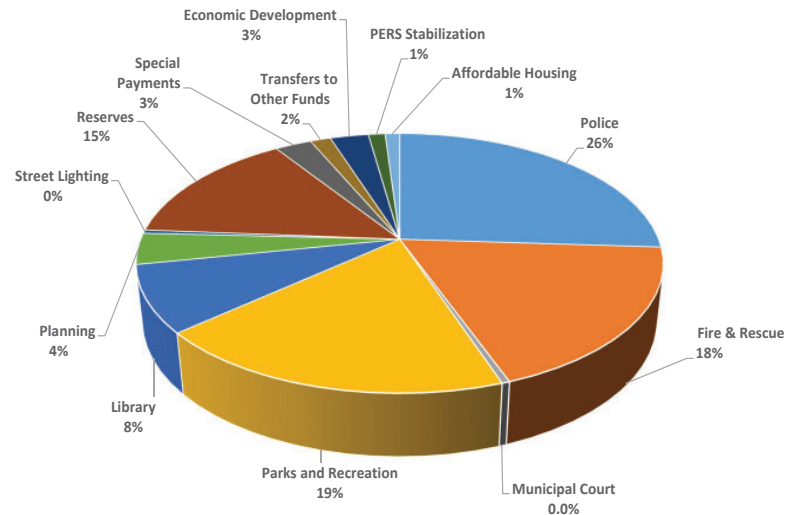
The City's General Funds

General Fund Resources & Expenses

General Funds Resources by Category		
Property Taxes	\$	79,385,000
Fund Balance		28,876,767
Franchise Fees		13,970,000
Program Fees		4,227,950
Miscellaneous, Interest, Other		3,431,141
Transfers from other Funds		8,750,000
State Shared Revenue		3,640,000
Fines		575,000
License and Permits		844,000
Grants		276,778
Total	\$	143,976,636



General Fund Expenses by Department and Category		
Police	\$	37,419,141
Fire & Rescue		26,394,151
Municipal Court		587,234
Public Safety	\$	64,400,526
Parks and Recreation		24,244,252
Library		11,751,357
Community Services	\$	35,995,609
Planning		5,604,499
Street Lighting		610,000
Reserves		16,866,871
Special Payments		3,866,024
Transfers to Other Funds		2,141,600
Total General Fund	\$	129,485,129
General Depreciation		6,768,000
Economic Development		4,043,507
PERS Stabilization		1,755,000
Affordable Housing		1,555,000
Public Art		370,000
Total	\$	143,976,636





Property Taxes

Property Taxes

The City's General Fund operating budget relies on property taxes for approximately 55% of its total budget. Measure 50 created a State property tax system which moved local governments from a dollar-based tax system to a rate-based tax system. The City currently has a permanent tax rate of \$3.6665 per \$1,000 of assessed property value. The City tax rate funds city services. Other agencies, including the County and Schools also have tax rates for their services. All of these rates combine to represent a full property tax assessment that is reflected in the annual property tax statements provided by Washington County Assessment and Taxation.

Local Option Tax

The City has a voter approved five year Local Option Tax (LOT) of \$1.72 per \$1,000 of assessed property value specifically for Police, Fire, and Parks & Recreation maintenance services. The total tax rate, including the LOT for city services, is \$5.3865 per \$1,000 of assessed value. Local option operating levies are five year levies. The levy was first approved by voters in 1998 and was renewed in the May 2017 election by an 81% margin.

Washington County Cooperative Library Services Levy

Washington County Cooperative Library Services (WCCLS) was established in 1976 with the passage of the first countywide tax measure to fund library services. At that time, over half of the county population did not have access to a public library. Currently, the county, nine cities and two non-profit organizations are part of this cooperative structure. In November 2015, a replacement levy passed for a five-year local option levy. The new rate of \$0.22 per \$1,000 of assessed value is effective July 1, 2016 through June 30, 2021 and replaces the previous rate of \$.17. The City receives a share of these funds annually to help maintain Library services. For more information about WCCLS visit: wccls.org.

Your Tax Dollars at Work in Hillsboro

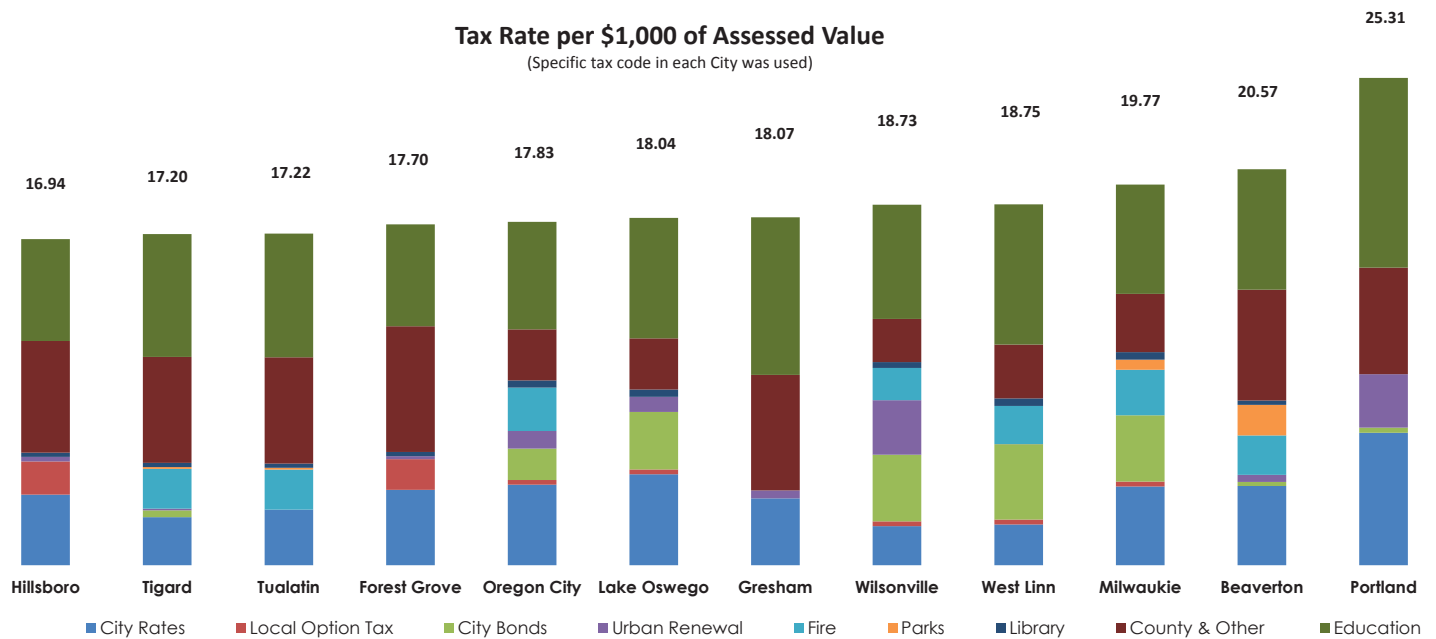




Tax Comparisons

Tax Comparisons

The City of Hillsboro is a full service city providing police, fire & rescue, parks, library and other general services. The chart below compares the City of Hillsboro tax rates to other cities in the metro region. In order to make this table comparable from one agency to another, it is necessary to add services provided by special service districts like Tualatin Valley Fire and Rescue and Tualatin Hills Park and Recreation District.



City's Assessed Value

Annual property taxes are calculated using the assessed value (AV), as opposed to the market value of your property. Taxes are calculated by taking a property's AV divided by 1,000 and multiplied by the rate for the tax code where the property resides (subject to Measure 5 limitations). The City represents approximately 20% of Washington County's total AV, but has disproportionately more of the total industrial property and machinery & equipment value in the County. A reliance on the industrial sector brings more risk of significant shifts in AV, which

can equate to more volatility in annual property tax assessments. Due to how quickly this type of property depreciates, continued reinvestment is important in maintaining AV. The City's AV annual growth has been fairly healthy. The budget assumes a 4% increase in assessed value for FY 2019-20. Tax rolls are certified by the County on or before the end of October of each fiscal year.



Service Delivery Highlights

PUBLIC SAFETY

Police Department

- Completed 258 DUIL arrests
- Officers opened 11,398 cases
- Collected 497 lbs of unwanted prescription drugs during annual drug turn-in event
- Implemented body-worn camera policies and practices
- Responded to 73,770 calls for service in the community

Fire & Rescue Department

- City Emergency Operations Plan revised and adopted
- Treated 4,512 emergency medical patients
- Responded to 10,672 emergency incidents
- Responded to over 935 motor vehicle crashes
- Developed three-year strategic plan
- Extinguished 315 fires

Municipal Court

- Handled over 4,000 traffic cases
- Handled 100 City Ordinance violations
- Processed over 6,500 parking citations

COMMUNITY SERVICES

Parks & Recreation Department

- The City adopted the Cultural Arts Action Plan
- 239,423 people visited SHARC last year for swimming and recreation
- Summer camps served approximately 1,300 kids from pre-kindergarten through high school
- Provided 153 environmental education programs serving more than 5,200 students at Jackson Bottom Wetlands Preserve
- Broke ground on the Community Center at 53rd Avenue
- Built a new playground in a day in Turner Creek Park with help from volunteers and KaBOOM!
- Opened two new parks in South Hillsboro
- Negotiated a five-year agreement with Portland State University for football, soccer, and softball to be played in Hillsboro

Library Department

- Led Washington County in e-book and e-audio checkouts, with a 26% increase over the previous years
- Offered story times in six languages, seven days a week for all ages
- Reintroduced library book clubs, including Hillsborrowers and a Spanish-language book club
- Expanded homework help to four days a week at both library locations
- Offered 1,800 Library programs



Service Delivery Highlights

COMMUNITY DEVELOPMENT

Planning Department

- Earned Hillsboro recognition as a 2018 Tree City USA
- Adopted North Hillsboro Design Guidelines
- Opened new roads that reduced traffic in South Hillsboro
- Updated countywide FEMA flood maps

Economic Development

- 14 successful business expansion/recruitment projects, resulting in over \$209 million in new investments
- Business expansion/recruitment led to 621 jobs in Hillsboro
- Established the first-ever daily air cargo service from Hillsboro Airport in conjunction with partners, including UPS and the Port of Portland

Building Department

- Issued over 3,900 permits between July 2019 and March 2019
- Reviewed all building plans electronically

Water Department

- Began design of the Wilsonville Area Pipeline Project
- Completed the 124th Avenue Partnership Project
- Secured approval of water funds & fiscal policies
- Continued major upgrade and capacity expansion at the Joint Water Commission Water Treatment Plant

Public Works Department

- 239 Right of Way Permits issued
- 344 Franchise Utility Permits issued
- 2,669 existing traffic signs repaired
- Completed 514 traffic investigations
- 2,959 street lights converted to LED lights

SUPPORT SERVICES

City Manager's Office

- Continued the 2035 Community Plan implementation, conducting outreach efforts throughout the year
- Supported the Hillsboro Youth Advisory Council in developing the single-use plastic bag ordinance
- Entered into a contract with HomePlate Youth Services to provide dedicated outreach services to Hillsboro youth living in homelessness
- Partnered with PGE to launch a high-voltage electric vehicle charging facility at Sunset

Human Resources

- Managed 128 recruitments with 5,107 applications
- Transitioned the City's open enrollment process to paperless enrollment
- Established a Civic Center team to address emergency incidents

Information Services

- Began building HiLight, Hillsboro's affordable high-speed internet services
- Completed transition to a new police records management system

Finance

- Completed the conversion to monthly utility billing five months ahead of schedule for all 26,000 customers
- Selected software to provide a paperless accounts payable workflow and retention process.
- Updated the Citywide cost allocation model

Facilities & Fleet

- Completed civil engineering plans on the Wood Street Training Facility Project
- Completed the Hillsboro Stadium Paint and Rehabilitation Project
- Began the Main Fire Station Roof Project

Connect and Get Involved



Join us in working to enhance this great place we all share!

Whether you want to learn about or weigh in on a current public project, help restore a local park, share your skills with us on a committee or board, or participate in one of many other opportunities to make Hillsboro an even better place, we want to hear from you!



Volunteer with us

Volunteers provide a positive and meaningful impact on our community and play an important role in the success of the City's many programs. Individual contributions of time, energy, and talents help make our hometown a great place to live, work and play.



Apply to join a board or commission

The City of Hillsboro seeks volunteers to serve on our various standing boards, commissions, and committees. These appointed positions are filled by Hillsboro citizens who are interested in public decision-making and civic commitment. Check out our Commission, Committees & Boards webpage for more information and application forms.



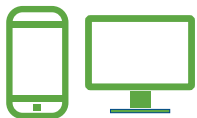
Subscribe to our "Happening in Hillsboro" e-news updates

Sign up at Hillsboro-Oregon.gov/Happening to receive our free, twice per month e-newsletter to keep up on what's happening in Hillsboro, including upcoming events, family activities, and news.



Attend a City Council meeting

Citizens also have the opportunity to speak to the City Council at every Council meeting during public comment time. Check our website calendar for current Council meeting information.



We're here to help - contact us!

Ideas or questions can be sent directly to city staff or City Council. Contact information and easy-to-use feedback forms can be found on the City website. And, of course, you're also welcome to call us!

Visit Hillsboro-Oregon.gov, or call 503-681-6100