

Oak Street Village

Good Neighbor Agreement between:

- Joint Office of Homeless Services
- Straightway Services
- Montavilla Neighborhood Association
- Montavilla East Tabor Business Association
- City of Portland

December 2024

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Introduction

This Good Neighbor Agreement is intended as an expression of commitment by the Parties to work collaboratively for the successful and safe operation of the Oak Street Village (OSV) located at 333 SE 82nd Avenue, and enhancement of quality of life of all residents, Village participants, and visitors to the Montavilla neighborhood.

The purpose of this agreement is to provide a framework for the Parties to work together to identify and address potential impacts and resolve issues as well as to be good neighbors to each other and all participants of the Oak Street Village and the larger Montavilla Neighborhood.

This program is designed to provide an opportunity for people experiencing houselessness to receive the services they need to return to permanent housing. It will reduce the number of people who would otherwise be living unsheltered in the community, and it will be a good neighbor to adjacent residences and businesses. The GNA is not legally enforceable, but by their signatures the participant Parties express their commitment to honoring the agreements made herein.

1. Background

- a. This Good Neighbor Agreement ("GNA" or "Agreement") was developed with the following stakeholders ("Parties"): Joint Office of Homeless Services ("JOHS"), Montavilla Neighborhood Association ("MNA"), Montavilla East Tabor Business Association ("METBA"), Straightway Services ("Operator"), and the City of Portland ("City").
- b. The shelter site is located at 333 SE 82nd Avenue, which is shown in Exhibit A. The development is hereafter referred to as the Oak Street Village ("OSV"). The OSV program is designed to provide an opportunity for those experiencing unsheltered houselessness an alternative to unsanctioned tent or vehicle camping. The OSV will provide temporary emergency shelter, sleeping quarters, basic and necessary hygiene, and access to case management and behavioral health services to participants.
- c. Parties in this Agreement may experience unintended impacts due to this program. The purpose of this Agreement is to identify ways for community stakeholders to work together to address those impacts as well as to be good neighbors in support of neighbors and OSV participants.
- d. Legal status of agreement: All Parties are committed to maintaining the safety and livability of the neighborhood. It is to this end that all Parties signing below enter into this Good Neighbor Agreement. All Parties understand that this agreement is not a legally binding contract and is not intended to be by the Parties. Furthermore, all Parties of this Agreement acknowledge that they have been advised and given time to present this document to independent counsel for review, and whatever body/group they represent.

2. Purpose, Assumptions, and Goals

- a. The purpose of this agreement is to identify ways for the OSV and community stakeholders to work together to address potential impacts of the OSV upon its neighbors and to formalize the goodwill and positive working relationships between all stakeholders for the benefits of all neighbors. This agreement can be a tool to clarify the best ways to

address neighborhood concerns. Inherent in this agreement is the assumption that all neighbors have certain basic rights; these include:

- i. All neighbors have the right to feel safe and welcome
 - ii. All neighbors have the right to safe and quiet enjoyment of their properties and public spaces
 - iii. All neighbors have the right to access available community resources, services, and public facilities to meet their needs
 - iv. All neighbors have a right to access a process for solving problems as laid out in this GNA.
- b. Parties hope to work together toward the following goals:
- i. Initiate and maintain open, productive, and transparent communications and understanding among the Parties in order to be proactive and ready to respond if concerns arise.
 - ii. Develop clear expectations and procedures for resolving problems
 - iii. Enhance neighborhood safety and livability and promote access to services
 - iv. Foster positive relationships between the OSV and neighbors
 - v. Work collaboratively to measure and address issues that may impact the community.
- c. Parties agree to establish clear lines of communication, and agreed upon procedures, for promptly identifying and resolving problems and concerns (refer to Exhibit D - Communication Guidelines, Who to Contact for what)
- i. Provide preferred contacts to address questions and concerns that may arise
 - ii. Establish a Community Advisory Committee
3. Measurements of Community Success
- a. In order to understand the effectiveness of this agreement, certain criteria have been identified as a priority to track. These criteria provide a basis by which to measure the success of this agreement in facilitating positive community relationships and mitigating community impacts but do not necessarily reflect the success of the OSV and the service it provides to residents.
- i. Community Relationship Criteria
 1. Based on the expectations outlined in this agreement, the following criteria will be measured and assessed as indicators of a positive community relationship:
 - a. Attendance by all stakeholder representatives to relevant meetings.
 - b. Timely response and communication amongst stakeholders.

- c. Expedient and appropriate resolution of issues raised.
 - d. Engagement by stakeholders and community members in events and outreach opportunities.
- ii. Community Impact Criteria
 - 1. Using established baselines from 2024 and controlled for changes in the broader Portland area, the following criteria will be measured and assessed as indicators of community impact:
 - a. Unsanctioned camping in tents and vehicles decreases
 - b. Offenses against persons decreases
 - c. Property crime incidents decreases
 - d. Dumping and trash decreases
 - e. Abandoned cars/vehicles decrease

Agreements

- 1. Agreements of All Parties
 - a. Participate fully in the GNA by adhering to the processes and remedies therein.
 - b. Participate in the Community Advisory Committee ("CAC", described in Community Advisory Committee Section) meetings.
 - c. Recognize the commitments outlined in the 'Oak Street Village Good Neighbor Zone Map' in Exhibit B.
 - d. Promptly report unsanctioned camping or suspected criminal activity in the neighborhood to the City of Portland bureaus with jurisdiction to address such violations. (refer to Exhibit D - Community Resources)
 - e. Support efforts to preserve the livability of the neighborhood and to ensure the safety of the OSV and neighborhood residents and businesses.
 - f. Communicate in a proactive and respectful manner regarding any issues or concerns related to the OSV or this Agreement.
 - g. Use the communication structure identified in this agreement to resolve issues or concerns arising from, or in connection with, the OSV and any breach of this Agreement.
 - h. Collect and share data that can provide a basis from which the Parties can gauge the success of this alternative shelter and this Agreement.
 - i. The signed GNA will be uploaded to the site-specific webpage and will include updated contact information (Exhibit C).

2. Site Agreement

- a. The maximum participant population at the OSV will be 40
- b. The maximum number of parking spaces will be 33
- c. All participants will enter the site voluntarily, but will require a referral into the program. JOHS and the Operator will concentrate initial referrals from the Montavilla neighborhood to reduce the number of persistent unsanctioned campsites in the neighborhood, prioritizing individuals living in vehicles at the onset
- d. Any changes to the design layout should adhere to the City's temporary outdoor shelter program guide, consider impacts to neighbors and businesses, and include community engagement and 30 days notice to the CAC.

3. Agreements of Shelter Operator

- a. In order to establish clear expectations and rules for OSV participants, the Shelter Operator will complete the Program Intake Packet and review the program Community Guidelines (Exhibit E) with each participant upon entry of OSV.
- b. Ensure that each staff member of Straightway Services is actively following the expectations laid out in the Straightway Services Manual (Exhibit E).
- c. Uphold all aspects of Straightway Services and County contract and program instructions.
- d. Prohibit the distribution of OSV provided goods and services to any non-participant of the OSV.
- e. Prohibit and use best efforts to prevent the use of, or possession of, illegal substances and alcohol at the OSV.
- f. Prohibit possession of any firearm or other dangerous weapons at the OSV.
- g. In partnership with the County maintain the OSV grounds and facilities, including sleeping units, landscaping, lighting, fencing, waste receptacles and regular trash clean-up of the OSV site and surrounding area (see *Exhibit B*).
- h. Provide adequate staffing 24-hours a day, seven days a week in order ensure the safety and security of participants and the site.
- i. Establish and maintain an OSV telephone number that is staffed all hours and all days that can be used by any person to directly communicate with a staff person in the event of an emergency.
- j. Respond to concerns and complaints by parties by promptly investigating, transparently sharing information, and implementing timely corrective action.

- k. Secure the perimeter of the OSV from unauthorized visitors maintaining a no visitor policy (see Exhibit E), with the exception of approved volunteers and other service providers
 - l. Collect and maintain data in accordance with the Homeless Management Information System (HMIS) requirements of the services contract.
 - m. Adhere to City noise ordinances and enforce quiet hours between 10:00 pm and 7:00 am.
 - n. Operator will maintain a pet / service animal policy that considers the impact on the neighborhood. Operator will provide the means to participants to manage their pets / service animals within the OSV so that OSV participants and neighbors are not disturbed by them.
 - o. Minimize the impact of smoking by designating smoking areas that will have the least impact on neighbors, staff and other OSV participants.
 - p. Encourage OSV participants to have a sense of ownership and participation in the larger community. Encourage and provide opportunities for positive interactions between OSV participants and neighbors. Provide regular updates on OSV success, status, and volunteer opportunities.
 - q. Designate a point of contact, management-level person for the OSV (see Exhibit D) and provide contact information for that person to the Parties. Notify the Parties of any changes to the contact person or contact information.
 - r. The Site Operator will commit to regularly engage around the engagement zone as shown in Exhibit B.
4. Agreement of the JOHS
- a. Contract for the establishment, operation, and administration of the OSV and ensure the Operator takes all steps necessary to create a safe, respectful, and secure environment for neighbors and for participants within the OSV.
 - b. The applicable standards shall ensure compliance with all relevant federal, state, and local laws, regulations, and policies.
 - c. If a participant is excluded legally from sheltering at OSV, JOHS will work with operator in good faith with all relevant Parties to provide alternative shelter and/or services.
 - d. Ensure Operator is held to the standards outlined in its contract with JOHS and has the appropriate resources to do so.
 - e. Provide prompt and effective means to address issues and support Operator to remedy the issues or concerns.

- f. When possible, notify all Parties not less than 60 days prior to any proposed change in the the Operator of OSV.
 - g. Designate a point of contact for the OSV (see Exhibit C) and provide updated contact information for that person, and update the Parties as to any change in the contact or contact information. Provide up-to-date contact information to Parties
 - h. Facilitate regular stakeholder meetings with the formed CAC, until a mutually agreed upon time when OSV Operator can assume responsibility, to share project information and address concerns.
 - i. Support OSV Operator with community engagement around the program and operations of the OSV.
 - j. Answer questions about funding, infrastructure, vision, permitting, and general OSV program or anything else outside the Operator's scope of work as the OSV shelter operator.
 - k. Prioritize engagement and shelter referrals to the OSV to individuals in the Montavilla neighborhood.
 - l. Commit to sharing shelter dashboard updates as they become available. This dashboard includes demographic and exit information for all of our shelters, including the OSV. JOHS staff commit to announcing when those updates are made available, so members of the Community Advisory Committee, among others, can review data.
 - m. Manage the closure of the OSV, ensuring the transition of any remaining OSV participants to alternative temporary shelter or permanent housing and, within 60 days of closure, dismantle and clean the property, leaving it in the same or better condition as it was at the time of the siting of the OSV.
 - n. JOHS will work with the CAC and the City on defining and refining zones within the neighborhood to target for enhanced services.
 - o. JOHS commits to not opening additional shelter sites under the Community Sheltering Strategy within the defined Good Neighbor Zone as shown in Exhibit B.
5. Agreement of the City
- a. Respond to community reports of campsites on property and right-of-way owned by the City of Portland, per Exhibit B OSV Extended Engagement Map. Table 1 in Exhibit B details services and service descriptions. The highest-risk sites will be scheduled for removal, and personal property safely stored.

- b. Continue to provide enhanced services within the OSV Extended Engagement Map and Services (Exhibit B) within 60 days of closure.
 - c. Additionally, the City can share information on camp removals in the area, based on the [Impact Reduction Program dashboard](#). This dashboard includes information on when a site was reported, assessed and removed. This dashboard is updated in real-time, however, so Community Advisory Committee members can review success at any time.
 - d. City will work with the JOHS, Shelter Operator, and CAC on defining and refining zones within the neighborhood to target for enhanced services. The City will grant high priority to services within the engagement zone immediately surrounding the OSV as outlined in Exhibit B. While the City's specific response criteria are outlined in Exhibit B, the City will work with MNA/METBA/CAC to identify and respond to community priorities, such as:
 - i. Response to unsanctioned camping
 - ii. Response to abandoned autos
 - iii. Coordination with Portland Police, Portland Street Response, Portland Parks and Recreation, the 3-1-1 program, and the Public Environment Management Office (PEMO)
 - iv. Response to graffiti on public and private property
 - v. Response to reports of garbage and biological waste
 - vi. Response to damaged vegetation on public property
 - vii. Coordination with Prosper Portland on available repair grants
 - e. Coordination with the Impact Reduction Program to support large community events. City to emphasize the importance of large community events and request extra attention of ODOT and TriMet to the Montavilla area.
 - f. Per Good Neighbor Zone agreements in Exhibit B, City will educate all city departments and contracted entities tasked with fielding and resolving issues on enhanced services/timelines for tiered zone agreements. Exhibit D outlines existing City and County services.
6. Agreement of Montavilla Neighborhood Association (MNA) and Montavilla East Tabor Business Association (METBA)
- a. Encourage and support communication between neighborhood residents and the Parties on matters of concern through proper channels by:

- i. Designating a point of contact for the OSV CAC (see Exhibit D) and providing contact information for that person to the Parties, and notifying the Parties of any changes to the contact or contact information;
 - ii. Providing time at neighborhood (MNA) meetings to discuss OSV issues or concerns as needed;
 - iii. Reporting issues and concerns raised by OSV, neighborhood businesses or residents as defined in the Communication Structure section.
 - iv. Posting updated contact information for all Parties on the MNA website; and
 - v. Posting updates on activities at the OSV on the MNA/METBA website.
- b. Encourage individuals or businesses that may have issues or concerns regarding the OSV to promptly report them through MNA/METBA or to the Operator.
 - c. Promote safety for OSV participants and all neighborhood residents and businesses.
 - d. Encourage and facilitate neighborhood volunteer activities and other positive, relationship building activities with the OSV and OSV program participants.
 - e. Acknowledge that individual privacy is of the utmost importance to Straightway Services and that the provider may not be able to disclose participant details or confirm that an individual is a participant.
 - f. The MNA/METBA shall appoint four representatives from the Montavilla neighborhood to serve on the Community Advisory Committee, with preference given to residents or business owners whose residences or businesses are located within the Good Neighbor Zone as defined in Exhibit B.

Reporting

All parties agree that collecting and reporting data is an important and effective tool for identifying and resolving real and potential problems. A combination of publicly available dashboards and specific CAC participant reporting tasks will provide important context and form the foundation of our problem solving efforts.

- a. Public Dashboards

- i. Shelter data. JOHS maintains a [publicly available dashboard](#) with information about its shelter system, such as participant demographics, placements into housing, and shelter exits. Information from this dashboard is not disaggregated to an individual shelter to protect the identity of participants.

However, JOHS and the Operator can share program highlights with Parties by request.

- ii. Camp report data. The Impact Reduction Program maintains a [publicly available dashboard](#) with information on reports received and the status of removal(s). Information from this dashboard can be shared on a quarterly basis, including the number of removals from the “engagement zone” in the previous quarter. However, it is available and updated in real-time, so neighbors are free to check the status of a camp removal at any time.
- iii. Other data of importance to the community. The City and other local government entities maintain public dashboards to provide transparency around measures that impact the community, such as crime data, police response times, air quality, food pantry locations, public restroom locations, other shelter locations, and more.
 - 1. Public dashboards are listed on pages 26-27.

b. CAC Reporting

- i. Stakeholders commit to collecting and tracking the following items and data within the Good Neighbor Zone and adjoining areas of interest. The data will be presented to the CAC on a quarterly basis, as a way to share information for problem-solving purposes and gauge the success of this agreement:
 - 1. Straightway Services:
 - a. Site capacity
 - b. Monthly update (e.g. Shelter Exits, Demographics, Housing Placements)
 - c. Logged neighborhood calls
 - d. Engagement Zone activities
 - 2. City of Portland
 - a. PPB investigations and operations
 - b. Key changes in staffing and personnel
 - c. Unsanctioned camping
 - d. Offenses against persons
 - e. Property crime incidents
 - f. Dumping and trash
 - g. Abandoned cars/vehicles

3. MNA and METBA
 - a. Community Comments
 - b. Reported incidents to each body
 - c. Community and business health
4. JOHS
 - a. Status of nearby sites

Communication Structure

- a. This communication structure is intended to establish a clear dispute resolution process for issues relating to site operations and within the control of the site operator.
- b. Livability issues outside of the Site Operator's direct control, but within the engagement and good neighbor zones, such as unsanctioned camping, abandoned autos, or large trash items in the public right of way, should be communicated to the CAC via channels dedicated to resolving such issues as listed in Exhibit D.
- c. Issues, questions, or concerns should be addressed by the following process:
 - i. Any issues, questions, or concerns arising from the OSV shall first be addressed during a community advisory meeting to discuss and problem-solve the issue.
 - ii. Emergency issues may be communicated via one-on-one communication (telephone, email, or in-person) between the reporting entity and the Site liaison as referenced in Exhibit C.
 - iii. Any issue, question, or concern which cannot be addressed or resolved within one (1) week shall be brought to the attention of a senior representative of the Site Operator (as referenced in Exhibit C).
 - iv. If any issue, question, or concern cannot be addressed or resolved within two (2) weeks, as previously outlined, it shall be brought to the attention of the Joint Office using information in Exhibit C.
 - v. If the issue, question, or concern remains unresolved, it may be brought to the attention of JOHS leadership.
 - vi. Nothing in this communication structure precludes an individual from reaching out directly to elected representatives or reporting to the [County Ombudsperson](#)
- d. Any issues, questions, or concerns arising from the OSV not addressed through the appropriate parties outlined in Exhibit D shall first be addressed via one-on-one

communication (e-mail or other contact form managed by JOHS) between the CAC and the Joint Office's designated point of contact as outlined in Exhibit C.

- e. After the notification outlined in above, if any issue, question, or concern is not addressed or resolved within two (2) weeks of the issue being initially raised, it shall be brought to the attention of the JOHS contact in Exhibit C.
- f. JOHS to provide a minimum of 60-day advance notice to CAC to solicit input before proposed changes are slated to take effect, including but not limited to: number of guests, services offered, timelines, points of contact and/or agencies for resources, site closure, etc.

County will provide communications guide to CAC of how communications will occur with MNA, METBA, Straightway Services, and JOHS' primary facility point of contact.

Community Advisory Committee ("CAC")

The County recognizes that a shelter has the potential to impact neighbors. At this site, we expect the Good Neighbor Agreement (GNA) to include the creation of a standing, collaborative, problem-solving committee that meets monthly, beginning one month prior to site opening.


- a. The CAC will commit to a primary point of contact for all parties to engage with, whether it's to collaborate on community projects in support of the shelter or to address any concerns that may arise.
- b. Community Advisory Committee representation
 - i. Two MNA Representatives
 - ii. Two METBA Representatives
 - iii. Operator Representative
 - iv. JOHS Representative
 - v. Two OSV Residents
 - vi. City of Portland Representative
- c. The CAC will be responsible for:
 - i. Helping ensure that strong lines of communications are maintained between the Joint Office, the Operator, and the Community.
 - ii. Ensuring that the commitments in the GNA are being upheld.
 - iii. Identifying opportunities for greater collaboration among the parties that enhance the benefits of the Oak Street Village for Village Participants and the Community.

- iv. Identifying and developing solutions to any problems that are recurring and have not adequately been addressed through the problem-solving communications strategies outlined in the Communication Structure section above.
- d. The CAC will convene monthly. After the first six months, the parties will assess the appropriate frequency of CAC meetings. If regular CAC meetings are discontinued, upon reasonable notice, any party to this GNA may reconvene the CAC as they deem necessary. The CAC will meet throughout the duration of the site's operation.
- e. CAC will review data for the indicators identified in the Reporting section above. Many of these are captured in publicly available data dashboards ([monthly neighborhood stats](#), [dispatched 911 calls](#), [MultCo Sheriff crime dashboard](#)).
- f. Minutes will be taken at each meeting.
- g. The CAC will foster transparency and keep the community abreast of updates.

Administration

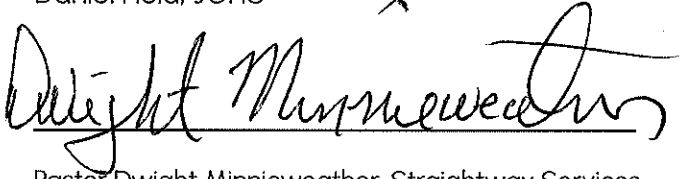
- a. The original signed Good Neighbor Agreement will be kept by the Joint Office of Homeless Services.
- b. Changes to this Good Neighbor Agreement may be made by consensus of all interested Parties.
- c. JOHS shall ensure that all signatories to this GNA are provided with up-to-date copies of the GNA.
- d. Any change in OSV Operator shall necessitate a review and/or renewal of this GNA.
- e. The JOHS team shall maintain up-to-date contact information for all signatories of this GNA.
- f. All signatories of this GNA shall be responsible for ensuring the JOHS team is informed of any changes to leadership or contact information in their organization.
- g. This Good Neighbor Agreement will begin upon signature by all stakeholders of this Agreement and will remain in effect until the closure of the Oak Street Village or until all Parties reach consensus to dissolve this Good Neighbor Agreement.

Signatures



Daniel Field, JOHS

Date: 12/12/24



Pastor Dwight Minnieweather, Straightway Services

Date: 12/11/24



Laura Mulligan, MNA

Date: 12/31/24



Neil Mattson, METBA

Date: 12/11/24



Hank Smith, City of Portland

Date: 12/11/2024

Exhibit A: Site Location

Oak Street Village property, highlighted in blue, located at 333 SE 82nd Avenue.

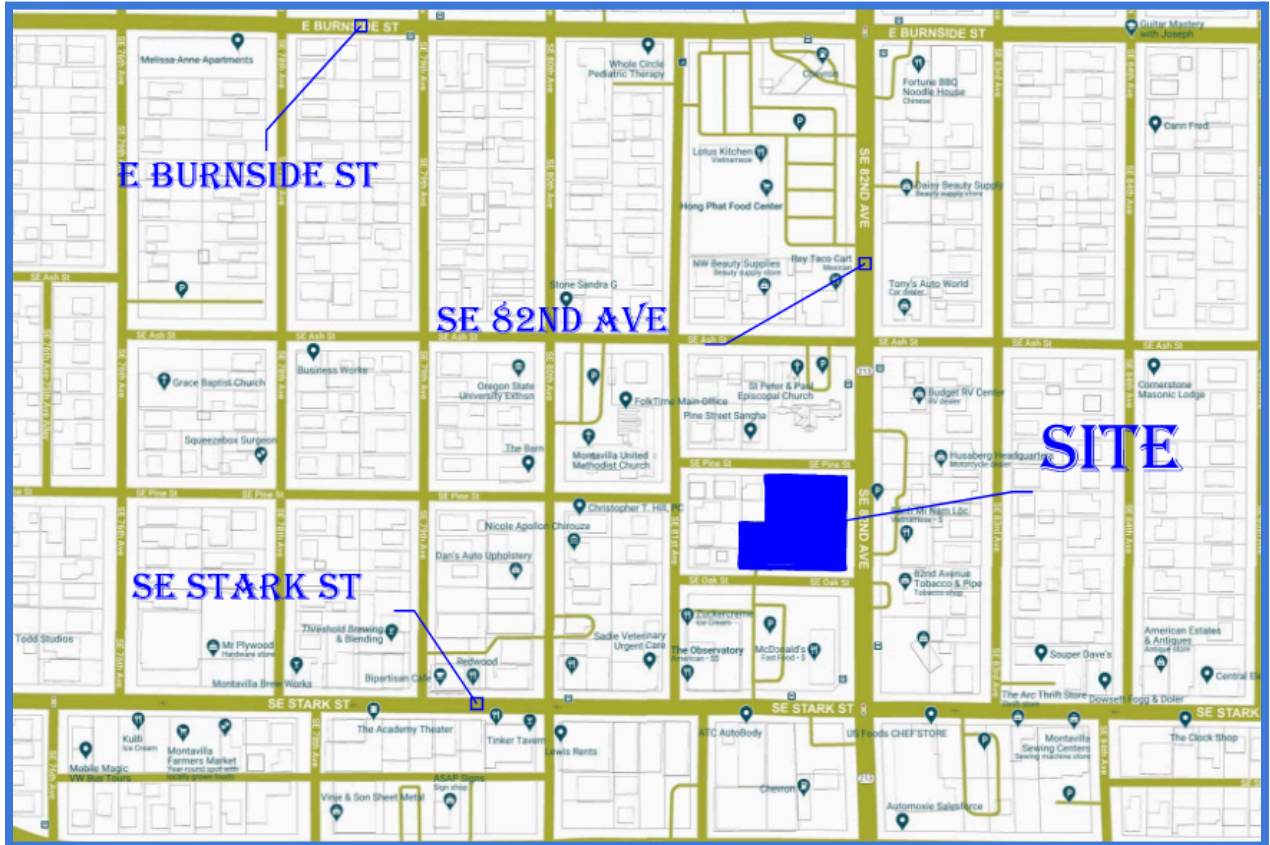
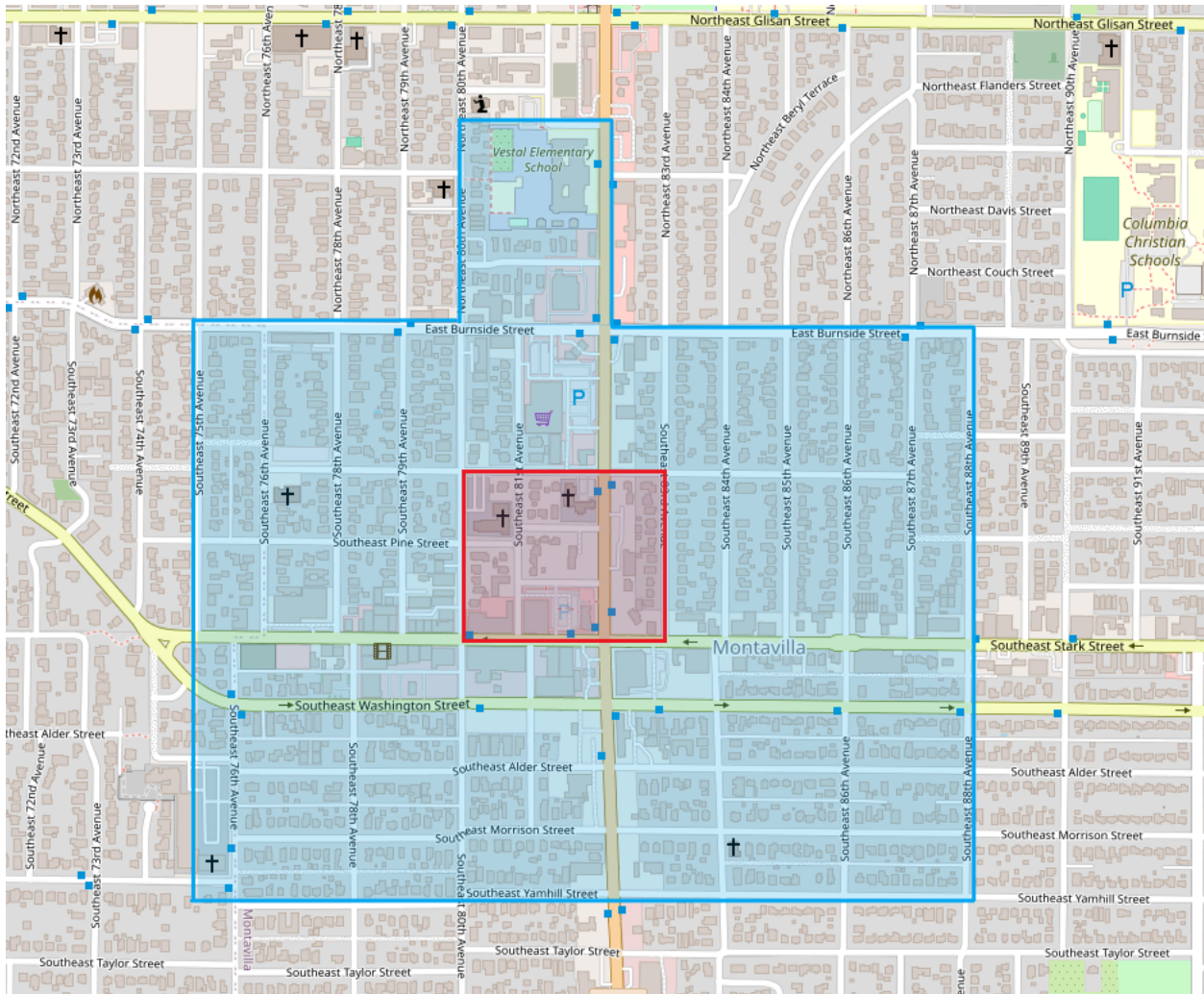


Exhibit B: Good Neighbor Zone and Engagement Maps



Engagement Zone (Red Area): This zone falls between the west side of 80th and the east side of 83rd Aves between the north side of Ash and the south side of Stark streets. The Good Neighbor Agreement commits that the County and City will respond with the highest priority to neighborhood reports in this area regarding unsanctioned campsites or concerns related directly to the OSV. Refer to Table 1 below detailing the high priority City services. After reporting issues within the Engagement Zone, an email should be sent to shelterservices@portlandoregon.gov.

City limitations for any and all reports and requests: The City's jurisdiction is limited to the public-right-of-way and can not impose any actions on private property (residential or commercial). Additionally, the City must follow all laws and legal processes determined by federal, state, and city law enforcement agencies. Services may change in response to changing legal requirements.

Table 1. High Priority City Services in Engagement Zone

Service	High Priority Service Description
Removal of unsanctioned campsites	High priority zone to address unsanctioned campsites. The City will initiate prompt engagement with individuals (within 3 business days) to visit and assess the campsite. Following the assessment, City teams will give highest priority to the sites for a posting. The posting will advise the individuals that the site will be cleaned and removed following a 72 hour waiting period as per Oregon State Law (ORS 195.505). Attempts will be made to connect individuals to the City's Street Service Coordination Center (SSCC) resources. The City will communicate regular updates (once a week at minimum) to the Community Advisory Group.
Removal of Abandoned Vehicles, unsanctioned RVs, and other unsanctioned vehicle camping/residency	High priority zone to address unsanctioned RV and car camping/residency. The City will initiate prompt engagement with individuals (within 3 business days) and coordinate with SSCC resources. The City will communicate regular updates (once a week at minimum) to the Community Advisory Group.
PPB 911/Emergency Calls Response	Emergency calls must be prioritized by mandated City protocol. Portland Street Response can be engaged when appropriate by calling 9-1-1 and asking for Portland Street Response.
311/Non-Emergency Calls/Reports Response	The City's Street Service Coordination Center will meet with designated non-emergency teams (city employees, park rangers, etc) to emphasize prioritized response around the OSV.
Cleaning/clearing of obstructions in public right of way to ensure accessibility. Cleaning of significant trash in public spaces.	Respond to cleaning requests within 5 business days for garbage and small obstructions in the public right of way. If a large item or vehicle is blocking the flow of traffic, respond as soon as possible (within 1 day).
Significant Graffiti (gang signs, hate speech, etc.) Removal	Graffiti will be removed from the OSV property within 5 business days by Shelter Operator

Significant Graffiti (see above) Removal - Private Property	Graffiti will be removed from private property within 5 business days of gaining consent of owner reporting the graffiti to PEMO and/ the Graffiti Removal Program Coordinator (requires consent form, see Exhibit D for reporting links).
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Good Neighbor Zone (Blue Area): This area surrounding the Engagement Zone stretches from 75th Ave to 88th Ave between E. Burnside and SE Yamhill Streets. It also extends from E. Burnside St. up 80th and 82nd to incorporate the Vestal School. This area is the area of focus for the Community Advisory Committee. The CAC will use the indicators described in the reporting section above to identify any new areas that could require attention and take appropriate action to mitigate impacts. Neighbors should report issues to the appropriate City agency listed in Exhibit D and notify the CAC for tracking purposes. The area surrounding the Vestal School is identified by the city as a priority zone.

Exhibit C: GNA Stakeholders Contact Information

Organization/Position	Name	Contact
Oak Street Village		971-421-8801
Operator Program Manager	Toya West	toyawest.oakvillage@gmail.com
Operator Executive Director	Pastor Dwight Minnieweather	straightwayservices@live.com
JOHS	Rory Cuddyer	rory.cuddyer@multco.us
MNA	Laura Mulligan	laura@montavilla.org
METBA	Neil Mattson	president@metba.org
City of Portland	Hank Smith	hank.smith@portlandoregon.gov

Exhibit D: Community Resource Guide

To report an issue in your neighborhood, please refer to the guide below on the appropriate agency to contact.

City of Portland reference page for reporting problems:

www.portlandoregon.gov/27447?category_id=74

CAMPSITE & VEHICLE REMOVAL	
<p>Removal of unsanctioned campsites</p>	<p>File online complaint at pdxreporter.org or call 311</p> <p><i>(311 operators report campsite reports from callers on same pdxreporter.org tool)</i></p> <p><i>If within Engagement Zone, contact shelterservices@portlandoregon.gov after report is filed</i></p> <p><i>Additional info:</i> www.portlandoregon.gov/transportation/article/405043</p>
<p>Removal of:</p> <ul style="list-style-type: none"> ● Abandoned vehicles ● Unsanctioned RVs ● Unsanctioned vehicle/camping residency 	<p>Call PBOT Abandoned or Junk Vehicle Report Hotline: 503- 823-7309</p> <p>Can also link to reporting channels via pdxreporter.org or by calling 311</p> <p><i>Additional info:</i> www.portlandoregon.gov/transportation/article/405043</p>

	www.portland.gov/transportation/parking/abandoned-auto
Illegal Parking	<p>Call PBOT illegal parking number: 503-823-5195 or call 311 Can also link to reporting channels via pdxreporter.org</p> <p>Additional info: www.portlandoregon.gov/transportation/article/405043</p>
PEOPLE & PROPERTY ISSUES	<ul style="list-style-type: none"> • <i>Primer on when to call 911 vs non-emergency vs 311:</i> https://www.portland.gov/911/when-call-non-emergency-503-823-3333 • <i>Primer on when to use 911 vs Police non-emergency phone number:</i> https://www.portlandoregon.gov/civic/article/673520 • <i>Some crimes may be reported online after they have happened:</i> https://www.portlandoregon.gov/police/cor/
<p>Emergencies - including but not limited to:</p> <ul style="list-style-type: none"> • Crimes in progress • Immediate threat to life or property • Individual posing harm to oneself or others 	<p>Call 911</p> <p>Additional info: www.portlandoregon.gov/civic/article/673520</p>
Issues that have already happened but still call for a police	Call 311 or Police Non-Emergency Line: 503.823.3333

<p>response or investigation, including but not limited to:</p> <ul style="list-style-type: none"> ● Vandalism ● Break-Ins ● Vehicle Theft 	<p><i>Additional info:</i></p> <p>Online report for some situations: www.portlandoregon.gov/police/cor/</p>
<p>Suspicious activity, such as -</p> <ul style="list-style-type: none"> ● Prowler looking into car windows ● Person comes to door with unusual requests ● Person behaving suspiciously on street but no crimes are being committed and no one appears to be in danger 	<p>Call 311 or 503.823.3333</p> <p><i>Additional info:</i> www.portlandoregon.gov/civic/article/673520</p>
<p>Noise Complaints</p>	<p>Call 311</p> <p><i>Additional info on noise complaints:</i> www.portland.gov/bds/noise/noise-concerns#:~:text=For%20more%20information%2C%20contact%20the.at%20503%2D823%2D3333</p>
<p>Damaged vegetation</p>	<p>Call 311</p>
<p>TRASH & GRAFFITI</p>	
<p>Illegal dumping of trash</p>	<p>File online complaint at pdxreporter.org or call 311</p> <p><i>Additional info:</i></p>

	www.portlandoregon.gov/transportation/article/405043
Homeless-related trash	File online complaint at pdxreporter.org , e-mail 311@portlandoregon.gov , or call 311 <i>Additional info:</i> www.portland.gov/pemo/reporttrash
Cleaning/clearing of obstructions in public right of way, including: <ul style="list-style-type: none"> ● Bike paths ● Safe Routes to School ● Sidewalks ● Roadways ● Foot Bridges & Overpasses 	File online complaint at pdxreporter.org or call 311 <i>Additional info:</i> www.portlandoregon.gov/transportation/article/405043 3
Bio Waste & Syringe	Call 503.234.3000 or file online request at Metro RID Program www.oregonmetro.gov/tools-living/garbage-and-recycling/report-dumped-garbage#Resources Syringe drop locations: https://www.multco.us/syringe-disposal/syringe-drop-box-locations
Graffiti	File online complaint at portland.gov/bps/graffiti/report-graffiti ; go to pdxreporter.org , e-mail 311@portlandoregon.gov , or call 311 <i>Additional info:</i>

	www.portlandoregon.gov/transportation/article/405043 www.portland.gov/pemo/reporttrash
MAINTENANCE & REPAIRS OF CITY PROPERTY	
Street lighting	File online complaint at pdxreporter.org or call 311 <i>Additional info:</i> https://www.portlandoregon.gov/transportation/article/405043
Repairing broken equipment	Call 311 and they can determine who the equipment belongs to and pass the report to the correct entity
Broken windows	For small businesses with broken windows, Prosper Portland has a repair grant program. Find details here: https://prosperportland.us/portfolio-items/local-small-business-repair-reopening-grant/
Missing signage	If the sign is a street traffic sign, call PBOT at 503-823-1700; otherwise call 311.
Hazardous trees/limbs	Report a Tree Emergency to Urban Forestry by calling 503- 823-TREE (8733) or call 311
OTHER	
Issues not addressed above	Call 311 or 503.823.3333
Portland Parks Bureau – Park Rangers	503.823.1637, rangercallcenter@portlandoregon.gov

Portland Public Environment Management Office (PEMO)	Regularly-scheduled problem solver meetings, or PEMO@portlandoregon.gov
TriMet	<ul style="list-style-type: none"> Text or call 503-238-7433, or submit a report online.
ADDITIONAL RESOURCES	
Oak Street Village - Straightway Services Contact Line	TBD
Montavilla Neighborhood Association	https://montavilla.org/
Montavilla East Tabor Business Association	https://metba.org/
Resources available for people experiencing homelessness <ul style="list-style-type: none"> • Referrals to shelter • Cooling centers • Mental health crisis <ul style="list-style-type: none"> • Legal Aid • Job Search Assistance • Employment resources • Transportation aid 	Call 211 or text 898211 Shelter information available at www.211info.org or www.portland.gov/homelessnessimpactreduction/referrals If near the location of the OSV, may also call the 24/7 Straightway Services phone number

<p style="text-align: center;">Donations</p>	<p>Coordinated donations may be welcome at the Site, but please ensure you have communicated before arriving with any donation. You may reach out directly to Straightway Services via phone at the site, organize an effort through the Neighborhood Association, or leverage other channels.</p> <p>Faith-based organizations may be interested in the TogetherPDX effort: www.togetherpdx.org/</p>
<p>City Data Portals</p>	
<p style="text-align: center;">Bulk Open Data</p>	<p style="text-align: center;">https://gispx.opendata.arcgis.com/</p>
<p style="text-align: center;">Portland Maps Data</p>	<p style="text-align: center;">https://www.portlandmaps.com/advanced/</p>
<p style="text-align: center;">Impact Reduction Program activity (campsite reports, postings, removals, etc)</p>	<p style="text-align: center;">https://www.portland.gov/homelessnessimpactreduction/impact-reduction-program-dashboard-and-performance-measures</p>
<p style="text-align: center;">Public Restroom and Hygiene Station Locations</p>	<p style="text-align: center;">https://pdx.maps.arcgis.com/apps/webappviewer/index.html?id=3abca53221c64d6a9e35c5c8572a9696</p>
<p style="text-align: center;">911 Call Times</p>	<p style="text-align: center;">https://www.portland.gov/911/directors-report#toc-2023-reports</p>
<p style="text-align: center;">Portland Police - Dispatched Calls</p>	<p style="text-align: center;">https://www.portlandoregon.gov/police/76454</p>
<p style="text-align: center;">Portland Police – Monthly Neighborhood Offense Statistics</p>	<p style="text-align: center;">https://public.tableau.com/app/profile/portlandpolicebureau/viz/New_Monthly_Neighborhood/MonthlyOffenseTotals</p>

M110 Grantees (not City data)	https://app.smartsheet.com/b/publish?EQBCT=daa407edd645460ba9d0a727eda67690
Neighborhood Associations and Leaders in Portland:	https://www.portland.gov/neighborhoods
Joint Office of Homeless Services reports	https://johs.us/reports/
Joint Office of Homeless Services – Shelter Map	https://public.tableau.com/app/profile/johs/viz/ShelterMap_16663755550800/Map
Safe Rest Village Outcomes Data	https://arpa-data-reporting-pdx.hub.arcgis.com/
Portland Safe Routes to School Map	https://pdx.maps.arcgis.com/apps/webappviewer/index.html?id=b51534aa6elf4dd4ad4d83c4a084d9a6
PDX Gun Violence Map	https://www.arcgis.com/apps/instant/interactivelegend/index.html?appid=b96aaf5c9bd648ecbcf59c9acbdea495
Oregon Sex Offender Registry Map (non-City data)	https://sexoffenders.oregon.gov/Map
Time Place Manner Restrictions Map (does not include no camping areas for other jurisdictions or separate policies)	https://experience.arcgis.com/experience/4c37f1c3b4d14f3599c17094a866d60d/page/Page/
City Code Guides (including for Outdoor Temporary Shelters)	https://www.portland.gov/bds/codes-rules-and-guides
ODOT Roads Map	https://gis.odot.state.or.us/transgis/

Exhibit E: Straightway Services Policies

Code of Conduct for Oak Street Village

- We value mutual respect, participation in community life, nonviolence, community safety, and non-discrimination.
- We respect the rights and privacy of our fellow neighbors by making sure to clean up after ourselves and not take belongings that are not ours.
- We agree that appropriate attire should be worn.
- We understand that alcohol and substance use or possession are not allowed on the site property
- We acknowledge that weapons are not allowed
- We understand that violence is not tolerated. This includes intimidation, physical, verbal, or sexual abuse. We will attempt to resolve any conflict in a peaceful manner
- We refrain from any degrading ethnic, racist, sexist, transphobic, or homophobic remarks, and do not tolerate such language or behavior
- We agree that pets and service animals should always remain on a leash. Owners are responsible for cleaning up after their pet
- We acknowledge that refrigerators, microwaves, propane tanks, and unauthorized heaters or appliances are not allowed in any individual structure.
- We agree that no open flames are allowed on property or in individual structures
- We agree that smoking must occur in designated smoking area
- We agree that no storage or personal belongings are permitted around the sides or back of the individual structures, or on public areas.

Visitor Policy

The site is a closed/private adult campus. Service providers, volunteers and visitors must be prior authorized by Straightway Services to enter the site

- No minors are allowed anywhere within the site, except, for example, a brief site tour while under the close supervision of a parent or guardian, or while participating in a supervised group doing volunteer work at the site
- Participants are prohibited to have visitors or anyone else in individual sleeping units at all times.
- Participants will ensure that their visitors will adhere to the Good Neighbor Policy, prohibiting congregating within two blocks of the shelter

Behavior

Treat everyone and yourself with respect and courtesy. No ongoing behavior that is disruptive, threatening or distressing to other participants, staff, volunteers or surrounding communities. We follow all local, state, and Federal laws; anything against the law is not permissible here.

Do your part to maintain a clean and safe environment. Clean up after yourself and your pet.

Follow housekeeping guidelines to the best of your ability. Report any and all maintenance issues promptly

Quiet hours

As good neighbors, Straightway will enforce quiet hours between 10pm and 7am in accordance with the applicable city code. Curfew will be during this time with exemptions for employment, and a sign out procedure will be implemented.

Respect for the our community neighbors

Participants are expected to be respectful and considerate of people living, working, and visiting the surrounding community. Drug sales, criminal activity, disruptive behavior, excessive noise will not be tolerated. Straightway Services will monitor the site and the surrounding area to help ensure the health, safety, and peace of our neighborhood. Failure of participants to respect the program's neighbors may lead to discharge from the program.

Violence

No violence to yourself or others. Violent behavior will result in a notice of concern and depending on severity may be result of an exit from program

Verbal violence and threat of violence is non-exclusively defined by -

- Verbal Harassment, aggressive, confrontational, and provoking behavior
- Yelling at and/or Disrespecting people
- Intentionally throwing (dangerous) things at an individual or community space
- Threatening people
- Physical confrontations.
- Purposefully escalating a situation
- Participants who experience verbal violence and staff who witness such behavior should complete a Concern Form and turn in to staff.
- Physical and sexual violence will be at zero tolerance and is non-exclusively defined as -
 - Any physical contact that feels aggressive and/or unwanted.
 - Self-defense will be taken into account with incidences of physical violence.

Physical violence will result in an immediate exit from the site and program. Unwanted touch could result in an exit from the site and program.

Weapons

No Weapons are ever allowed in the Oak Street Village, in your sleeping unit, or on the property at any time. This includes concealed weapons even with a permit. Weapons on site may result in an immediate exit from services.

We are a Weapon Free Zone - A weapon is defined as anything that would normally be used to cause bodily harm. This includes guns of any type, knives with 4" or longer blades, swords, hatchets, machetes, firearms, brass knuckles, etc.

Theft

No theft on site or in the surrounding community. We do not support lending, borrowing, selling, buying, trading, or bartering with others. This program is NOT responsible for agreements made by others.

Substance Use: Drugs and Alcohol

No use of alcohol, drugs, and/or drug paraphernalia on site or in the surrounding community. Any kind of drug trafficking, sales, or purchases on site are not allowed and will result in notice of concern and potential exit from the site. No open flames are permitted inside your sleeping unit at any time.

Smoking on site

Participants may only smoke cigarettes in the designated outdoor outdoor smoking areas. Participants will be expected to clean up cigarette butts and dispose of them daily in provided trash receptacles.

Prescription Medication on site

All medication needs to be in your name, reported to staff, stored safely and out of reach of pets.

Pets and Service Animals

The Oak Street Village welcomes you and your pet. Pets are accepted into the Oak Street Village at intake only; if you have a pet that is unable to come with you during intake, please talk with the program manager. We can only accept 1 (one) pet per sleeping unit. Pets acquired after intake are not accepted.

- Pets will be observed for the first couple weeks to help with pet integration into communal living.
- If your pet just cannot grasp communal living, then staff will work with you to find other arrangements.
- Pets should be of good health and have required vaccines. If you need help with this, please talk with staff so we can work with you to get this taken care of.
- If you need to be off property without your pet (self-contained or not), you will need a signed pet care agreement with a neighbor and a staff member. This is for your pet's health and safety in the event of an emergency. Staff will not be able to watch your pet or be responsible for your pet at any time.
- Any pet that will be out in the community, MUST be on a leash. We understand that this may be a new concept for some pets, please have a chat with staff if this is a struggle.
- A muzzle may be required if any signs of aggression are present

- Leashes, leads, and ties no longer than 4 feet.
- Pets left alone in a sleeping unit is unacceptable and may result in notice or concern/exit.
- Wet and soiled pet waste must be tossed in the dumpster outside promptly.
- Excessive barking must be addressed with staff assistance
- Clean up after your pet promptly. This topic falls under the health & safety policies.
- Please utilize the pet area for your pet bathroom needs.
- Pet waste anywhere in the community must be picked up immediately.
- Pet waste needs to be cleaned / disposed of daily for pets who are indoor or contained.
- Pet ownership or long-term care of your pet can not transfer to another neighbor. If this is an issue, please talk with staff.
- A pet will be considered abandoned and brought to an animal shelter if any animal is without their owner after 24 hours of an expired pet agreement or after 3 days of owner not on property.

Pet Safety

- Leash and supervise pets when in common areas
- Do not leave pets unattended in sleeping units or vehicles during when it is hot or cold

Pet Health

- Keep up with your pet's vaccinations
- Spay or neuter your pet
- Prevent fleas, ticks, heartworms, and parasites with medication
- See a vet at least once a year (speak to staff about any resources available)
- Ask staff for instructions on how to clean up pet vomit, diarrhea, urine, and blood

Participant will sign pet agreement listed in the intake paperwork*

Vehicles on site

If you have a vehicle, you may only park it on the site property if you have signed the Straightway Services Vehicle Agreement. Once your vehicle is approved, you will be provided a parking pass. Vehicles not displaying a valid parking pass will be towed with 24 hour notice.

No one is allowed to camp in or sleep in a vehicle on site.

Vehicle Parking Agreement

One vehicle may be parked on site. Vehicles need to fit in one parking space, and shall not have excessive storage. All vehicles must be registered with Straightway Services to receive an onsite parking pass

Engine Idling on site

Engine idling is prohibited

On site Vehicle Maintenance Agreement

On site vehicle maintenance is prohibited

Vehicle Fluids Policy

A drip pan will be placed under your vehicle. All hazardous fluids and materials will need to be disposed of properly with staff assistance and awareness.