

**Exhibit C
City Services**

**Annual Maintenance Services in Support of Contractor
October 1, 2021 – September 30, 2022**

for the Contract

**for Enhanced Service District Management Services
Between City of Portland and Clean & Safe, Inc.**

Except as otherwise provided in this Contract, and within the limitation imposed by the City Charter and Oregon Law, and subject to annual City fiscal year budget availability, during the October 1, 2021 – September 30, 2022 District license year, the City will strive to maintain public services with the District at the following activity levels:

I. Basic Services

- A. Public Trash Cans. The level of collection and maintenance provided by the Bureau of Planning as of October 1, 2021. This includes:
 - 1. Daily trash can collection 7 days per week.
 - 2. Maintenance and graffiti removal as needed.

- B. Graffiti Abatement. Housed in the Office of Community & Civic Life, can be contacted by property owners and/or Downtown Clean & Safe staff for graffiti removal on the following private property locations:
 - 1. Locations above 8 feet from the street.
 - 2. Murals on private property.
 - 3. Sensitive or porous surfaces requiring pressure washing.
 - 4. The City of Portland's Graffiti Program does not guarantee graffiti removal assistance for all circumstances and locations.

- C. Streets and Right-of-Way. The level of maintenance provided by the Portland Bureau of Transportation (PBOT) as of October 1, 2021. This includes:

1. Maintenance of PBOT assets including street resurfacing, signage, signals/ signal cabinets, striping, paving, crosswalks, bike lanes, light poles, parking meters, and public garages.
2. Aterial street sweeping three times per week in the summer, five times per week in the fall at a time frame to be agreed upon between the City and Downtown Clean & Safe, and once every other week the remainder of the year.

D. Parks. The level of maintenance provided by the Portland Parks and Recreation (PPR) as of October 1, 2021. This includes:

1. Regarding City PPR property within the Downtown Clean & Safe District: daily maintenance encompassing ground litter pick up, trash receptacle changed twice per day, irrigation repairs and tune ups as needed, and landscape maintenance.
2. Maintenance to 302 planters on SW Yamhill Street, SW Morrison Street, SW 5th Avenue and SW 6th Avenue.
3. Maintenance to 41 planters on SW Ankeny Street.
4. Maintenance for The Source Fountain, Pettygrove Fountain, Lovejoy Fountain, Ira Keller Fountain, Director Park Fountain, Jamison Square Fountain, Salmon Springs Fountain, Skidmore Fountain, and 4 Ponds in South Waterfront.

E. Water Bureau. The level of maintenance provided by the Portland Water Bureau as of October 1, 2021. This includes:

1. Cleaning and maintenance to the 125+ Bsnsn Bubblers on a two-week rotation.

F. Public Safety. The level of service provided by the Portland Police Bureau as of October 1, 2021 which is assigned and adjusted by the Central Precinct command staff for each shift and patrol district based on such factors as the number of calls for service within each police patrol district, the priority calls for service, time of day, day of week, geographical factors, and other factors. Additionally, the City will provide the services set forth in the Clean & Safe Sceop of Work, Sections II.D – K, for Portland Police Bureau Clean & Safe Officers.

G. Portland Streetcar. The level of maintenance provided by the Portland Streetcar as of October 1, 2021. This includes:

1. Providing graffiti removal and power-washing of Portland Streetcar stations within the Downtown Clean & Safe District area monthly in exchange for Clean & Safe providing regular trash removal at Portland Streetcar stations within the District.

II. Reporting and Disputes of Service

- A. The City will provide to Clean & Safe periodic reports documenting the services provided under an in accordance with this Exhibit C on a schedule to be agree upon between Clean & Safe and the City.
- B. Downtown Clean & Safe and the City of Portland may submit a concern or complaint about each party's service commitments detailed in their respective scopes of work.
 - 1. Concerns or complaints must be sent, in writing, to the City of Portland Enhanced Service District Coordinator.
 - 2. Upon receipt, the City of Portland Enhanced Service District Coordinator will have fifteen (15) business days to review and formally respond.
 - 3. In the event of a written complaint, both parties agree to work with the City of Portland Enhanced Service District Coordinator to reach a joint resolution based on the scopes of work.
- C. The City may change the levels of services required by this exhibit in in the event of unusual fiscal or other emergency conditions. The City Council has the sole discretion to make the determination whether such conditions exist. In the event the City wishes or intends to make such a change, then the City will refer the proposed changes as expeditiously as is reasonable to Clean & Safe for its review and comment. If the City makes such a change, Clean & Safe has the right to change or adjust services it provides under this Contract as appropriate to respond to the City changes, so that a coherent and rational set of services is provided within the District. Such changes will be accomplished through an amended Downtown Clean & Safe Annual Statement of Work (Exhibit B to the Contract), to be submitted to the City for review, comment, and approval.