

**Supplement 1 to Exhibit C  
Contract No. 30008687  
Updating City Basic Services for  
Period of February 1, 2024 – January 31, 2025**

**Annual Maintenance Services in Support of Contractor  
February 1, 2024 – January 31, 2025**

**for the Contract**

**for Enhanced Service District Management Services  
Between City of Portland and the Lloyd BID Inc**

This is effective on: April 12, 2024

Issued by: Michael Jordan, Chief Administrative Officer, City of Portland

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Received/Agreed by: Hank Ashforth, Lloyd ESD Chair

Signature:  \_\_\_\_\_  
Date: 4/17/24

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 February 1, 2024 – January 31, 2025 Contract year, the City will strive to maintain public services within the District, with regards to the land that is owned by the City such as a city park, or the land that the City manages such as the public right of ways of streets and sidewalks, and Streetcar right of way at the following activity levels.

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I. Basic Services

A. Bureau of Planning and Sustainability (BPS)

1. Public Trash Cans
  - a) Trash can collection occurs 2 days/week.
2. BPS Public Trash Can Maintenance and Graffiti Removal
  - a) Graffiti abatement and maintenance such as repairing broken locks, replacing stolen bins, etc. is conducted within 1 week of reporting by the ESD or members of the public via calling, "311." Reporting of graffiti can also be done online via this webpage: [www.portland.gov/bps/graffiti/report-graffiti](http://www.portland.gov/bps/graffiti/report-graffiti). Trash cans damaged by vandalism may need replacement. ESD may request a trash can be removed if it is beyond acceptable aesthetic condition due to vandalism or age.
3. Graffiti Abatement on Private Property
  - a) Graffiti abatement on private property requires an agreement between the City and private property owner and consists of the following options:
    - (1) BPS supplying private property owner with graffiti removal supplies, as supply and budget allow. Private property owner must request supplies and can do so via this webpage: [www.portland.gov/bps/graffiti/volunteer](http://www.portland.gov/bps/graffiti/volunteer)
    - (2) BPS may offer limited graffiti removal services at no cost or reduced cost to residents, small businesses, and non-profit organizations who meet eligibility requirements. Please review eligibility at this webpage: [www.portland.gov/bps/graffiti/about-graffiti](http://www.portland.gov/bps/graffiti/about-graffiti). Private property owners must review eligibility and if criterion is met, must then request graffiti abatement services from BPS via this webpage: [www.portland.gov/bps/graffiti/request-services](http://www.portland.gov/bps/graffiti/request-services).
  - b) *The City of Portland's Graffiti Program does not guarantee graffiti removal assistance for all circumstances and locations.*

B. Portland Bureau of Transportation (PBOT)

1. Streets and Right-of-Way
  - a) PBOT will maintain all street resurfacing, signage, signals/signal cabinets, striping, paving crosswalks, bike lanes, light poles, parking meters, and public garages.
  - b) When notified by ESD, PBOT will provide same day cleanup of large and impactful items such as furniture, vehicle collision debris, etc. obstructing or impeding normal roadway functions. Smaller items deemed less urgent, such as paper products, broken glass, etc. may take up to 1 week to address. Obstruction removal/collection work takes place Monday-Friday between 6:30am and 3:00pm.
    - (1) ESD must call PBOT's 24/7 emergency hotline at 503-823-1700 to report roadway obstructions.
2. Resurfacing and Paving
  - a) As needed based on PBOT's Pavement Condition Index (PCI) and as budget allows.

3. Striping of Right-of-Way
  - a) Annually as budget allows, and typically performed in Q2 and Q3 of a given year.
4. Signals and Signal Cabinets
  - a) Proactive monthly graffiti inspections and abatement are done by contractor (GRS). Additionally, City can request spot locations for removal within 5 days. Graffiti containing sensitive messages (e.g., hateful, racist) is addressed within 1 day. ESD may request spot location removal to support larger events to ensure City assets are in clean and operational order.
  - b)
5. Crosswalks
  - a) To be maintained such that they are functional and safe.
6. Light Poles
  - a) Proactive monthly graffiti inspections and abatement are done by contractor (GRS). Additionally, City can request spot locations for removal within 5 days. Graffiti containing sensitive messages (e.g., hateful, racist) is addressed within 1 day.
7. Street Signs, Regulatory Signs, Parking Signs (excluding Smart Park Signs), and other Guide Signs
  - a) Proactive graffiti inspections and abatement are done quarterly as needed, and as staffing levels permit. ESD may request spot location removal to support larger events to ensure City assets are in clean and operational order. Spot requests should be directed to 311.
8. Parking Meters
  - a) Proactive graffiti inspections and abatement are done as needed, with preventative maintenance performed annually. Battery maintenance is done as needed and before 9am when necessary.
9. Bike Lanes
  - a) To be maintained such that they are functional and safe.
10. Street Sweeping
  - a) To occur on arterial and collector streets only, and at a minimum of 3 to 4 times annually. Work is typically performed overnight.
  - b) PBOT will strive to coordinate street sweeping with ESD to maximize their resources.
11. Parking Enforcement
  - a) Parking Enforcement patrols to occur daily.
12. Junk Auto and RV Removal
  - a) For unoccupied or abandoned RVs and vehicles, removal occurs within approximately 10 days of reporting.
  - b) For occupied RVs and vehicles, houseless camp removal is done as part of the Street Service Coordination Center. Priority is based on many factors – size, trash, criminal activity, Safe Route to School, ADA access, etc. Furthermore, there is no set timeline for removal.
13. PBOT maintenance is pursuant to applicable City transportation administrative rules. For further details, please see [www.portland.gov/policies/transportation](http://www.portland.gov/policies/transportation).

C. Portland Parks and Recreation (PPR)

1. Litter Pick Up
  - a) To occur daily at all Parks and Rec assets.
2. Trash Receptacle Changing
  - a) To occur daily at all Parks and Rec assets.
3. Graffiti Abatement
  - a) Land Stewardship staff are responsible for Identifying major graffiti and submitting work orders to PRMS and as part of regular daily clean and care activities. Land Stewardship will remove small and simple instances of graffiti during daily cleaning.
4. Irrigation Repair and Landscape Maintenance
  - a) Mainline repairs, backflow inspection, testing and repairs are done on demand, generally between May and November.
5. Mowing and Landscaping Maintenance
  - a) To occur weekly between March and November.
6. Fall Leaf Removal
  - a) To occur as needed during 6-week leaf season.
7. Planter Maintenance
  - a) Planters are serviced 2x/week for watering needs, trash and bio-hazard removal, pruning, and any needed plant replacement.
8. Fountain Maintenance
  - a) Non-Interactive Fountains
    - (1) Holladay
      - (a) Inspections are done 7x/weekly when in operation from spring through early fall. All fountains are winterized to prepare for cold weather.
9. Park Rangers
  - a) Park Patrols
    - (1) Regular patrols within district parks
      - (a) The level of service provided by Portland Park Rangers is assigned and adjusted by Park Security Manager for each shift and patrol district based on such factors as the number of calls for service within each patrol district, the calls for service, time of day, day of week, geographical factors, and other factors.
    - (2) When Rangers are available, they will respond to reports of Park rule violations and issue park ejections, warnings, exclusions, and/or citations for violation of City Code Title 20. Within staffing constraints, the Parks Security Program will collaborate with the ESD Public Safety Program and law enforcement partners to provide Ranger presence and enforcement of Title 20 Park rule violations during organized events or programming with a footprint within Parks and Recreation property bounds.
  - b) *There is a labor agreement in place that would conflict with any other security personnel patrolling within Parks' property bounds.*

10. All aforementioned Park Ranger work applies to the following parks within this ESD: Holladay Park. Regular patrols generally include at least once daily patrols, as time allows.

D. Portland Water Bureau (PWB)

1. Benson Bubblers Cleaning and Maintenance
  - a) To occur once every two weeks.

E. Portland Police Bureau (PPB)

1. Public Safety
  - a) The level of service provided by the Portland Police Bureau is assigned and adjusted by the North 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.

F. Portland Streetcar

1. Trash Can Collection at Portland Streetcar Stations
  - a) To occur 2x's weekly with priority response to hazards (e.g., needles biohazards and scattered trash).
  - b) *Portland Streetcar confirms there is no City Labor Conflict relating to ESD contractor cleaning overlap at Portland Streetcar stations.*
2. General Cleaning of Litter, Benches, and Ticket Machines at Portland Streetcar Stations
  - a) Inspections are done weekly.
  - b) Power washing is done as needed and only to address large messes (e.g., messes that are not easily picked up)
  - c) *Portland Streetcar confirms there is no City Labor Conflict relating to ESD contractor cleaning overlap at Portland Streetcar stations.*
3. Graffiti Removal at Portland Streetcar Stations
  - a) Inspections are done weekly with most instances of graffiti addressed the same day as reported with immediate response to hate-graffiti.
4. Replacement of Shelter Glass at Portland Streetcar Stations
  - a) Repairs are generally performed within 30 days of being reported.
  - b) Shelters seeing repeated vandalism may have extended repair times.

G. Impact Reduction Program (Office of Management and Finance – OMF)

1. Assessment of Campsites
  - a) To occur within 8 days of reporting.
2. Dispatch Cleaning Team
  - a) To occur within 8 days of reporting.
3. Removal of High-Risk Sites
  - a) To occur within 6 weeks of reporting.
4. Collaboration with ESD Teams

a) To occur as needed and/or upon request by ESD.

**II. Reporting and Disputes of Service**

**A.** The City will provide to the Lloyd BID quarterly reports documenting the services provided under and in accordance with this Exhibit C on a schedule to be agreed upon between the Lloyd BID and the City.

**B.** The Lloyd BID 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 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 the Lloyd BID for its review and comment. If the City makes such a change, the Lloyd BID 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 Lloyd BID Annual Statement of Work (Exhibit B to the Contract), to be submitted to the City for review, comment, and approval.