

Exhibit C
Statement of Work

Central Eastside Industrial District ENHANCED SERVICE DISTRICT
Annual Statement of Work
July 1, 2023 – June 30, 2024

for the Contract

for Enhanced Service District Management Services
Between City of Portland and Central Eastside Together

The Central Eastside Together (“Central Eastside Together”) Board of Directors shall oversee the Central Eastside Services Program, which performs services requested and funded by property owners and managers within the Central Eastside Industrial District Enhanced Services District (“District”) and agreed to with the City of Portland (“City”). The Executive Director of Central Eastside Together will supervise the Central Eastside Services Program. This Annual Statement of Work applies to services during the July 1, 2023 – June 30, 2024, District license year.

Central Eastside Together identifies the following areas as being of significant concern for the ratepayers, businesses, residents, and visitors of the District in 2023-24:

- Maintenance of PBOT assets and the prompt removal of abandoned autos and large trash impeding the right of way;
- Ensuring the safety of Central Eastside Together’s unarmed safety teams;
- Streamlining the collection of Central Eastside Together and City statistics and data;
- Improving metrics for establishing the level of basic City services;
- Ensuring better coordination with Union Pacific for removal of trash and graffiti along the railways; and
- Enforcement of illegal dumping in the right of way.

As described in further detail below, the Central Eastside Services Program operations will consist of:

- The Safety For All program;
- The Cleaning program; and
- The Streetscape Improvements and District Identity program;

The Central Eastside Services Program will also perform city and community relations and carry out all administrative duties in overseeing District services.

The Central Eastside Program will provide the following services:

I. Enhanced Service Districts Evaluation. The Central Eastside Services Program will participate in the City's process to evaluate governance and services within the Enhanced Service Districts, as recommended by the August 2020 audit by the City Auditor, through audit completion and the ongoing Enhanced Service District citywide program.

II. Parking District Funding. Historically, the Central Eastside Services Program has been partially funded by funds derived from the Central Eastside Parking District as outlined in a memorandum of understanding between the Portland Bureau of Transportation (PBOT) and Central Eastside Industrial Council (CEIC) based upon the recommendations of the Transportation Parking Advisory Committee (TPAC). Central Eastside Together commits to the use of any such funds in a manner consistent with the most recent memorandum of understanding, any other related written agreements with PBOT, and PBOT policy regarding the use of parking district funds. Central Eastside Together recognizes that the availability of these funds is entirely dependent upon said PBOT agreements and policies, independent of this contract and City policies related to the management of enhanced service districts. Central Eastside Together commits to providing regular updates on the availability and use of these funds for the Central Eastside Services Program. Both the City and Central Eastside Together recognize that in the case of changes to the availability of these funds, the scope of programs can and will be adjusted.

III. Safety for All Program – Safety Team

A. Central Eastside Safety Ambassadors (“Safety Ambassadors”). The Central Eastside Services Program shall assign unarmed Safety Ambassadors to patrol the areas within the District to achieve the following:

1. Provide a presence of public safety on the street and sidewalks within the District by walking foot beats and performing vehicle patrols to de-escalate or defuse crisis situations and conflicts, and provide net referrals;
 - i. Patrols will be assigned by the Lead Ambassador and based on reported areas of high rates of crimes and calls for service.
2. Address crisis situations by intervening verbally, reporting criminal conduct and disorder to the Portland Police Bureau, and calling emergency and fire bureau services when warranted;
 - i. Safety Ambassadors are civilians and not law enforcement; they will not undertake any criminal investigation or perform citizen's arrests except in an emergency or when specifically requested or directed by Portland Police Bureau officers to assist.

3. Respond to calls for service from businesses, organizations, and housed and unhoused residents and visitors within the District;
 - i. Property owners must sign a waiver allowing Safety Ambassadors to address trespassing or other issues on the exterior spaces of their private property.
 - ii. Safety Ambassadors will aim to respond in a timely manner.
4. Provide chaperone services for individuals with safety concerns going to/from their vehicle or public transportation.
5. Interact with, and build and maintain positive relationships with businesses, visitors, and unhoused and housed residents;
6. Assist the Joint Office of Homeless Services in resource distribution as needed.
7. Safety Ambassadors shall be courteous and professional and conduct their duties in an appropriate trauma-informed manner, as defined by: <https://traumainformedoregon.org>.

B. In performance of their duties, Safety Ambassadors shall:

1. Wear appropriate uniforms with the Central Eastside Together insignia that are clearly distinct from Portland Police Bureau officer uniforms, have clearly visible nametags, are non-threatening and non-intimidating, and maintain a neat and clean appearance;
2. Be equipped with communications equipment which allows them to remain in contact with the Lead Ambassador, a central dispatch, and public services as needed;
 - i. A staff person shall be on duty to monitor the central dispatch, handle filing activities, input incidents and activity data, answer questions, and route information to and from the public.
3. Carry business cards which they will distribute during interactions or upon request;
 - i. Business cards will include their name, their affiliation as a Central Eastside Together contracted employee, and directions on how to contact Central Eastside Together to request information or file a complaint or commendation.
4. Maintain a daily log and file incident reports;

5. Will ask people to leave private property, but will not enter buildings, and will report all situations which appear to be unsafe to the proper public safety organization; and
6. Be unarmed and never physically move an individual without that individual's consent.

C. With regards to training, Safety Ambassadors shall:

1. Abide by Oregon State law and Department of Public Safety Standards and Training ("DPSST") certification standards applicable to private security; and
2. All training must be tracked (training description/date/hours) and reported to the CET. This training will be evaluated by CET and adjustments to training may be requested by CET.
 - i. Training will include conflict resolution, de-escalation, first aid, mental health crisis response, trauma informed intervention, and social services safety net referrals.
 - ii. Central Eastside Together commits to working with the City of Portland Enhanced Services District Coordinator to regularly review existing training and examine the need for further or modified training.

D. Safety Ambassadors shall be under the direction of the following personnel:

1. Lead Ambassador. The Lead Ambassador shall:
 - i. Assign day-to-day responsibilities for the Safety Team on duty;
 - ii. Be responsible for scheduling, performance records, continuing in-service training, crew and program evaluation, and disciplinary action;
 - iii. Maintain direct contact with the District's Janitorial Supervisor to ensure the coordination of safety and cleaning efforts;
 - v. Meet all requirements outlined for Safety Ambassadors; and
 - vi. Be full-time equivalent with salary based on a 40-hour work week.

2. Program Director. The Program Director shall:

- i. Oversee the safety contractor and work alongside the District Manager to meet contract requirements.
- ii. Attend or coordinate attendance at planning meetings with District personnel, resource agencies, government and other Central Eastside stakeholders; and
- iii. Oversee the receipt and investigation of citizen complaints regarding Central Eastside Safety Ambassadors in accordance with Section XII.J of this Attachment.

E. Operations of the Safety Ambassadors shall generally be carried out as follows:

1. Staggered ten (10) hour shifts seven days per week during the day and into the evening;
2. A maximum of seven (7) Safety Ambassadors, including a Lead Ambassador, operating during any given 24-hour period;
 - i. In cases of special events or significant incidents, more than seven (7) Safety Ambassadors can operate during any given 24-hour period if approved by the City of Portland Enhanced Service District Coordinator.
3. Patrol routes will be configured for more frequent coverage in areas of high pedestrian activity and high rates of calls for service and crime; and
- ~~4.~~ Will utilize the following outlined incident protocol to track and reflect the use of de-escalation techniques.
 - i. Level 0: For cases involving suspicious or concerning behavior, Safety Ambassadors will approach with respect, seek to establish rapport, listen to understand the situation, and express kindness and care.
 - ii. Level 1: Safety Ambassadors utilize de-escalation techniques, mental health crisis response, and trauma informed intervention training to resolve issues.
 - iii. Level 2: If response to Level 1 is resistance and escalation, Safety Ambassadors will act as observers while extricating themselves from the situation.

- iv. Level 3: For cases where there is a live threat with an actual knife, gun, or weapon in hand, or an immediate threat to safety, such as domestic violence, Safety Ambassadors will call the police immediately.
- v. This incident protocol will be tracked and used whether the team is engaged directly in the incident or just witnessing the incident.

IV. Cleaning Program – General Cleaning

- A. Central Eastside Together shall provide a Cleaning Team to patrol the District. Central City Concern will clean Monday – Friday from 8am - 4:30pm. GLITTER will clean Monday's and Wednesday's from 8am – 12 noon. Clean Teams will perform the following general cleaning services:
 - 1. Sweeping;
 - 2. Debris removal from sidewalks, tree wells, flowerpots, and other areas;
 - 3. General cleaning services, carried out at regular intervals by the Clean Team based on the requirements of individual areas within the District in an effort to maintain a consistent cleanliness; and
 - 4. Provide rapid deployment services to clean up and remove large debris concentrations.
- B. In performance of their duties, the Cleaning Team shall:
 - 1. Be equipped with shovels, rakes, brushes, garbage bags, buckets, and at least one pickup truck;
 - 2. Prioritize cleaning at transit stops/routes, high frequency areas, and the removal of bio-hazardous waste and needles;
 - 3. Ensure environmental stewardship in all cleaning efforts and products;
 - 4. Provide blue trash bags to occupants of any active homeless camp, informing occupants to place their trash in the bags for collection the following business day;
 - i. The Cleaning Team will not remove private property without permission;
 - 5. Report high graffiti areas to the City of Portland's Graffiti Removal Services housed under PEMO
 - 6. Report safety concerns to the Safety Team and if harassed or threatened immediately leave the area;

7. Document all trash and biohazards collected;
8. Wear uniforms identifying them as working for Central Eastside Together, and keep said uniforms in a well-maintained condition; and
9. Be courteous and professional and conduct their duties in an appropriate manner so as to generate a positive image to the public.

C. Types of janitorial workers within the Cleaning Team shall include:

1. Sidewalk Cleaners who will patrol the District on foot with carts carrying a trash can and equipment;
2. Tricycle Cleaners who will patrol the District riding specially outfitted tricycles equipped with a 5-gallon water tank and cleaning tools; and
3. Mobile Trash Pickup Team who are equipped with a pickup truck and other tools to remove bagged trash from the District and handle larger trash related issues.

D. With regards to training, the Cleaning Team shall:

1. Primarily be from the formerly houseless population;
2. Receive 2 hours of training when hired and every six months thereafter.
 - i. Training will include engagement with the houseless, differentiation of trash from personal property, conflict resolution, de-escalation, mental health crisis response, and trauma informed interventions.
 - ii. Central Eastside Together commits to working with the City of Portland Enhanced Services District Coordinator to regularly review existing training and examine the need for further or modified training.

E. The Cleaning Team shall be under the direction of the following personnel:

1. Supervisor. The Supervisor shall:
 - i. Supervise the work of the Cleaning Team on duty;
 - ii. Survey and monitor the District for quality control purpose;
 - iii. Maintain direct contact with the District's Safety For All Team to ensure the coordination of safety and cleaning efforts; and

- iv. Be full-time equivalent with salary based on a 40-hour work week.
2. Central City Concern Business Manager. The Business Manager shall:
- i. Assign day-to-day responsibilities of the Cleaning Team;
 - ii. Be responsible for scheduling, performance records, continuing in-service training, crew and program evaluation, and disciplinary action;
 - iii. Have access to a vehicle to facilitate quick response times for calls for service;
 - iv. Attend planning meetings with Central Eastside Together staff as needed;
 - v. Be available either on-site or on-call during work periods; and
 - v. Be full-time equivalent with a salary based on a 40-hour work week.
- F. The Cleaning Team shall in general work eight (8) hour shifts on weekdays.

V. Cleaning Program – Houseless Employment

- A. Central Eastside Together shall provide opportunities for houseless individuals within the District to provide paid cleaning services in and around houseless camps via:
- 1. Hiring and deploying at least one Coordinator who will oversee the program;
 - 2. Providing of basic cleaning supplies including trash bags, gloves, syringe containers, and hand scales;
 - 3. Providing for the removal of bagged trash;
 - 4. Providing safety vests identifying the wearer as a working for Central Eastside Together;
 - 5. Providing of funds with which to pay houseless individuals at least \$20 per hour for their labor.

B. The purpose of the program is to provide:

1. Houseless individuals the opportunity to be compensated for participating in ongoing cleaning efforts within the District;
2. Waste collection services for houseless residents within the District;
 - i. Private property will not be removed without permission.
3. An opportunity to build relationships and continuously receive feedback to ensure the program is respecting boundaries, not invading personal space, and supporting the needs of the houseless community;

C. The Coordinator in charge of the program shall:

1. If possible, be someone who has experienced houselessness or is experiencing houselessness;
2. Conduct outreach to the houseless population in order to identify and build relationships with willing houseless participants and gain feedback on the activities of the program;
3. Be provided with best practices training and offered opportunities for additional training in engagement with the houseless, differentiation of trash from personal property, conflict resolution, de-escalation, mental health crisis response, and trauma informed interventions;
4. Train and oversee houseless participants;
5. Report safety concerns to the Safety for All Team and if themselves or any houseless participants are harassed or threatened immediately lead the team in leaving the area;
6. Collect and summarize data to report on the effectiveness of the program;
7. Wear uniforms identifying them as working for Central Eastside Together, and keep said uniforms in a well-maintained condition; and
8. Be courteous and professional and conduct their duties in an appropriate manner to project a positive image to the public.

VI. Streetscape Improvements and District Identity

A. The Streetscape Improvements and District Identity program will include:

1. Beautification and promotion projects;
2. District brand/identity, including website, newsletter, and other communications within the District;
3. The development and implementation of marketing and promotion strategies, including District-wide events;
4. Wayfinding, including maps, banners, and signage promoting assets, transit, and destinations; and
5. Public amenities, including murals.

VII. City & Community Relations

A. Central Eastside Together will maintain a collaborative working relationship with the City to promote a clean and welcoming environment for all members of the community, along with a healthy and accessible business climate.

B. As outlined in their bylaws, Central Eastside Together shall retain a board of at least 10 to 20 Directors who own property, work, or live in the District, striving to maintain a wide diversity of members representing the full breadth of the District. Directors will be chosen using the following guidelines:

1. 20% of the Board (up to 4 Directors) representing businesses;
2. 15-20% of the Board (up to 3 Directors) representing community organizations
3. 15-20% of the Board (up to 3 Directors) representing vulnerable populations;
4. 20% of the Board (up to 4 Directors) representing property owners;
5. 20% of the Board (up to 4 Directors) representing residents and/or residence managers;
6. 10% of the Board (up to 2 Directors) representing government or educational institutions; and
7. 10% of the Board (up to 2 Directors) at large members.

C. Central Eastside Together will proactively maintain strong collaborative relationships with diverse District stakeholders to promote frequent and consistent input into Central Eastside Together's programs by:

1. Collaborating with the City of Portland Enhanced Service District Coordinator and other City officials to work with Central Eastside stakeholders, including BIPOC, houseless, and other historically underserved and marginalized communities, through committees, task forces, and other outreach to ensure consistent input from impacted communities;
2. Collecting and making public relevant data on the activities and effectiveness of said programs;
3. Hosting a quarterly public meeting where the latest data pertaining to said programs is presented and community members are given an opportunity to raise concerns and provide feedback;
4. ~~Funding an annual survey of houseless individuals within the District regarding their views and feedback of said programs;~~
5. Assisting the City with maintaining consistent input from District stakeholders; and
6. Ensuring that Central Eastside Together meets all of its periodic disclosure requirements to the City.

VIII. Administration, Transparency, and Accountability

A. Central Eastside Together shall employ personnel or retain contractors to provide all management and carry out all administrative duties necessary in overseeing the Central Eastside Services Program.

B. The Central Eastside Together Board of Directors shall be responsible for employing or contracting for personnel necessary to carry out the programs of the District and for making determinations regarding qualifications and experience.

C. The Central Eastside Together Board of Directors shall provide funds for adequate operating facilities including telephones, printing, and delivery services necessary to enable required personnel to be efficient and operate in a professional manner.

D. Central Eastside Together shall establish a financial management system that allows the tracking and documentation of all expenses incurred in carrying out the District's programs including:

1. A chart of accounts to provide for the proper financial statement classification of payments made in the performance of the services related to the District's programs.

2. A system of authorizing contracts for subcontracted services that will include the maintenance of invoices and other documents to substantiate the nature of, delivery date, and amount of payments;
 3. An internal control system that provides assurance that all other expenditures are properly authorized and have adequate supporting documentation to substantiate the nature of, receipt date, and amount of payments;
 4. Personnel records, payroll records, and time reporting information to the extent required by organizational policy for personnel employed herein;
 5. Monthly financial reports that include information about the District's programs including budget versus actual comparisons; and,
 6. A bi-annual financial report with audit confirming that all the financial statements fairly represent the revenues and expenses incurred for that year and the financial position of Central Eastside Together (which includes the reporting for the District) for the year then ended.
- E. Central Eastside Together agrees to partially fund the City of Portland Enhanced Services District Coordinator position during City of Portland fiscal year, 2023-24 totaling \$14,700.
1. Central Eastside Together and the City of Portland agree to work with the other Enhanced Services Districts to develop an ongoing funding model for this position prior to the end of fiscal year 2023-24 on June 30, 2024.
- F. Central Eastside Together will provide quarterly financial statements to the City of Portland Enhanced Service District Coordinator.
1. The City of Portland Enhanced Services District Coordinator will be given access to Central Eastside Together financial records and contracts upon request.
- G. Central Eastside Together will conduct a third party financial and contracting audit every other year by an agreed upon third party and provide results of the audit to the City of Portland Enhanced Services District Coordinator.
- H. Central Eastside Together will provide a monthly report on its Safety Team to the City of Portland Enhanced Services District Coordinator, which will include;
1. Safety Team calls for service by category, interactions with the public, and number of referrals to Portland Police Bureau, Portland Fire and Rescue, and other relevant public or private organizations;

2. List of complaints and commendations received regarding activities of the Safety Team, including summaries of any investigations and findings related to said complaints; and
 3. Uses of force by or against the Safety Team.
- I. Central Eastside Together will put information on how to file a commendation or complaint regarding the activities of its Safety Team in an easily accessible place on the organization's website. This will include:
1. Information on how to file a complaint with Central Eastside Together; and
 2. In the case of the Safety Team, information on how to file a complaint directly with DPSST.
- J. Upon receipt of a citizen complaint regarding the Safety Team, the Program Director of each program will perform an investigation that will include interviews of complainant, witness(es), and involved personnel of the vendor retained by Central Eastside Together to perform the Safety Team program. The Program Director will make a finding upon completion of the investigation and if allegations are sustained, will articulate plans to remediate (such as policy changes, training, etc.). In the case of the Safety Team, if the Program Director finds that the Safety Ambassador committed violations of applicable DPSST standards or laws, the Program Director will recommend that a complaint be filed with DPSST. On a monthly basis, the Program Director will send a summary report of citizen complaints and results of the corresponding investigations to the Executive Director of Central Eastside Together, who will forward a copy to the Commissioner in Charge of the Portland Police Bureau and the City of Portland Enhanced Services District Coordinator.
1. The Commissioner in the Charge of the Portland Police Bureau and the City of Portland Enhanced Services District Coordinator reserve the right to review investigations, file complaints with the DPSST, or recommend the remediation or removal of a Safety Ambassador.
- K. Central Eastside Together will provide a monthly report on its cleaning programs to the City of Portland Enhanced Services District Coordinator.
- L. Central Eastside Together will provide an annual report to the City of Portland Enhanced Services District Coordinator, make the report publicly available, and present the report to City Council at least once per fiscal year. This annual report will include:
1. Financial information such as a statement of financial position, statement of activities, statement of functional expenses, and statement of cash flows;

2. Descriptions of programs, including relevant statistics to aid in highlighting each program's scope and effectiveness;

3. Descriptions of activities related to stakeholder outreach and engagement;

4. List of firms and organizations contracted with and for what purpose; and

5. Information as agreed upon by Central Eastside Together and the City of Portland Enhanced Services District Coordinator.

M. Central Eastside Together and the City of Portland may submit a concern or complaint about each party's service commitments detailed in their respective scopes of work. Concerns or complaints must be sent, in writing, to the City of Portland Enhanced Services District Coordinator. Upon receipt, the City of Portland Enhanced Services District Coordinator will have fifteen (15) business days to review and formally respond. In the event of a written complaint, both parties agree to work with the City of Portland Enhanced Services Districts Coordinator to reach a joint resolution based on the scopes of work

N. Central Eastside Together will follow and comply with the City of Portland Sustainable Procurement Policy.

O. The City of Portland Enhanced Services District Coordinator will serve as an ex-officio non-voting member of the Central Eastside Together Board of Directors.

**Exhibit D
City Basic Services**

**Enhanced Service District Annual City Basic Services
July 1, 2023 – June 30, 2024**

for the Contract

**for Enhanced Service District Management Services
Between City of Portland and Central Eastside Together**

This exhibit outlines notable City basic services within the District. This information is provided only to aid in establishing a mutual understanding of City basic services and to ensure the establishment of enhanced services does not specifically affect the level of basic service within the District. Its inclusion does not negate the City's ability to adjust basic services as needed based upon fiscal year budget availability, resource availability, response to emergency situations, changes to City policy or Code, changes to Oregon law, or other such events. Its inclusion does not imply support by Central Eastside Together for the current level of basic service nor negate their ability to advocate for increased basic services within the District.

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 July 1, 2023 - June 30, 2024 District license year, the City will strive to maintain public services with the District at the following activity levels:

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I. Basic Services

A. Bureau of Planning and Sustainability (BPS)

1. BPS Public Trash Cans
 - a) Trash can collection occurs 2 days per 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, vandalism, and other issues relating to BPS trash cans can also be done online via this webpage: www.portland.gov/bps/public-trash-cans/public-trash-can-report. 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
 - (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. 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.
 - 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.

c) 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.

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.
- 11. PBOT will strive to coordinate street sweeping with ESD to maximize their resources.
- C. Parking Enforcement
 - 1. Parking Enforcement patrols to occur daily.
- D. Junk Auto and RV Removal
 - 1. For unoccupied or abandoned RVs and vehicles, removal occurs within approximately 10 days of reporting.
 - 2. 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.
- E. 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. Land Stewardship will notify RACC or GRS when specialized graffiti removal is needed on art pieces and historic amenities.
 - 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. 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.*

9. All aforementioned Park Ranger work applies to the following parks within this ESD: Vera Katz Eastbank Esplanade.

F. Portland Water Bureau (PWB)

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

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G. 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.

H. Portland Police Bureau (PPB)

1. Public Safety
 - a) The level of service provided by the Portland Police Bureau 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.

I. 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 Central Eastside Together quarterly reports documenting the services provided under and in accordance with this Exhibit D on a schedule to be agreed upon between the Central Eastside Together and the City.

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