

**Supplement 1 to
Contract No. 30008262
for Enhanced Service District Management Services
Between City of Portland and the Central Eastside Together**

**Updated Exhibits C and D, respectively,
ESD Scope of Work and City Basic Services for
Period of July 1, 2024 – June 30, 2025**

This Supplement to Contract is authorized by City Ordinance No. 190790.

The Effective Date of this Supplement to the Contract is July 1, 2024. The purpose of this Supplement to Contract is to revise the Contractor's Scope of Work (Exhibit C) and the City's Scope of Work (Exhibit D) and replace them in their entirety. Updated Exhibits C and D are attached.

All other terms and conditions of the Contract remain unchanged and in full force and effect.

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

Signature: _____
Date: May 9, 2024

Received/Agreed by: Carolyn Holcomb, Executive Director, Central Eastside Together

Signature: Carolyn Holcomb
Date: May 9, 2024

Updated Exhibit C
Central Eastside Industrial District ENHANCED SERVICE DISTRICT
Annual Statement of Work
July 1, 2024 – June 30, 2025

for the Contract

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

The Central Eastside Together (“Central Eastside Together” or “CET”) 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, 2024 – June 30, 2025, 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 2024 - 2025:

- Maintenance of PBOT assets and the prompt removal of abandoned autos and large trash impeding the right of way;
- 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 Community Ambassador program
- The Cleaning program; and
- District Enhancement;

The Central Eastside Services Program will also foster 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 Services District Program Evaluation.

A. The Central Eastside Services Program will participate in the City’s process to evaluate governance and services within the Enhanced Services District Program (ESD Program), as recommended by the City Auditor’s August 2020 Audit of the Enhanced Services District Program. Furthermore, CET agrees to work with the Enhanced Services District Coordinator (ESD Coordinator) to

implement recommendations made by BDS Planning in direct response to the August 2020 Audit and accepted by City Council in February 2024.

II. Community Ambassador Program

A. Central Eastside Community Ambassadors

1. The Central Eastside Services Program shall assign Community Ambassadors to conduct hospitality and outreach services in the district. This role is intentionally not a security role, but rather a business, resident, and visitor liaison. The objective of the role is to offer hospitality, supportive presence, and trauma-informed care that fosters economic growth, vitality, and enhanced livability in the Central Eastside Industrial District. The Community Ambassador will be responsible for the following:
 2. Hospitality and Wayfinding
 - a) Serve as a welcoming presence to all who live, work, and play in the Central Eastside.
 - b) Track and report every business, resident, houseless individual, or visitor spoken to or assisted
 - c) Assist visitors by offering directions, restaurant recommendations, promoting special events and tourist attractions; distribute Central Eastside map or other materials as identified by CET
 - d) Actively and warmly engage with the public while wearing Central Eastside Together-branded placemaking attire
 3. Business Engagement
 - a) Proactively forge relationships with district businesses; offering services where needed.
 - b) Distribute CET & CEIC collateral to businesses to ensure knowledge of programs and services to lower barriers to access, build community, and promote business retention
 - c) Report back business contact information and make introductions to CET staff as needed
 - d) Inform CET staff of business events in the district so that CET can better promote local business, build the CEID district identity, and market the district as a unique place and desirable destination
 - e) Offer training to business leaders regarding topics such as trauma-informed care, de-escalation, and other agreed upon topics pertinent to maintaining a thriving business in the district
 - f) Support business leaders to ensure understanding of, and access to, city resources for reporting unsanctioned encampments, graffiti, abandoned autos, etc.
 - g) Escalate ongoing livability issues encountered by business leaders to CET staff for follow up and advocacy
 4. Houseless Engagement
 - a) Champion compassionate physical and emotional care for

those living outside in the district. Work alongside CET staff to build referral partners with providers that can offer services to outdoor residents in the CEID

b) Apply a trauma-informed lens to build rapport and trust with houseless individuals; conduct welfare checks, supply resources, and offer referrals to service providers who can assist with case management, documentation, housing, etc.

c) Report infrastructure and livability issues within the district to 311, PDXreporter, PBOT, CET Clean Team, or other appropriate parties

d) Intervene to de-escalate mental health crises or drug-induced behavior and escalate to appropriate parties as needed (911, Portland Street Response, Fire Department, etc.)

5. Overall Conduct

a) Community 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, Community Ambassadors shall:

(1) Wear hospitable, low-barrier uniforms with the Central Eastside Together logo, and clearly visible nametags,

(2) Be equipped with communications equipment which allows them to remain in contact with the Lead Community Ambassador and public services as needed;

(3) Carry business cards with CET contact information, and/or information about the Community Ambassador Program, that can be distributed during interactions

(4) Maintain a daily log of interactions and file reports regarding de-escalation and outreach activities.

6. Training

a) With regards to training, Community Ambassadors shall:

(1) Complete all assigned training to include conflict resolution, de-escalation, first aid, mental health crisis response, trauma informed intervention, and social services safety net referrals.

(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.

(3) 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.

7. Management and Operations

8. Community Ambassadors shall be under the direction of the

following personnel:

9. Lead Ambassador

(1) The Lead Ambassador shall:

- (a) Assign day-to-day responsibilities for the Community Ambassador Team on duty;
- (b) Be responsible for scheduling, performance records, continuing in-service training, crew and program evaluation, and disciplinary action;
- (c) Maintain direct contact with the District's Clean Team Supervisor to ensure the coordination between both program's efforts;
- (d) Meet all requirements outlined for Community Ambassadors

10. Program Director

(1) The Program Director shall:

- (a) Oversee the Community Ambassador Team and work alongside the contractor to meet contract requirements.
- (b) Attend or coordinate attendance at planning meetings with District personnel, resource agencies, government, and other Central Eastside stakeholders

B. Community Ambassador Operations

1. Hours are generally staggered

a) Eight to ten (8-10) hour shifts seven days per week during the day and into the evening

2. A maximum of five (5) Community Ambassadors, including a Lead Ambassador, operating during any given 24-hour period

a) In cases of special events or significant incidents, more than five (5) Community Ambassadors can operate during any given 24-hour period if approved by the City of Portland Enhanced Service District Coordinator.

3. Will utilize the following outlined incident protocol to track and reflect the use of de-escalation techniques.

a) Level 0: For cases involving suspicious or concerning behavior, Community Ambassadors will approach with respect, seek to establish rapport, listen to understand the situation, and express kindness and care.

b) Level 1: Community Ambassadors utilize de-escalation techniques, mental health crisis response, and trauma informed intervention training to resolve issues.

c) Level 2: If response to Level 1 is resistance and escalation, Community Ambassadors will act as observers while extricating themselves from the situation.

d) 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, Community Ambassadors will call 911

immediately.

e) This incident protocol will be tracked and used whether the team is engaged directly in the incident or just witnessing the incident.

III. **Cleaning Program – General Cleaning**

A. Central Eastside Together Clean Team

1. General Cleaning and Hours of Operation

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. Hours are subject to change depending on staffing availability. 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.

2. Performance of Duties

a) Be equipped with shovels, rakes, brushes, garbage bags, buckets, and at least one pickup truck

b) Prioritize cleaning, of large debris, high frequency areas, and the removal of biohazardous waste and needles

c) Ensure environmental stewardship in all cleaning efforts and products

d) 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

(1) The Cleaning Team will not remove private property without permission

e) Report safety concerns to the Community Ambassador Team and if harassed or threatened, immediately leave the area

f) Document all trash and biohazards collected

g) Wear uniforms identifying them as working for Central Eastside Together, and keep said uniforms in a well-maintained condition; and

h) Be courteous and professional and conduct their duties in an appropriate manner so as to generate a positive image to the public.

3. Clean Team Composition

a) Types of janitorial workers within the Cleaning Team shall

include:

- (1) Tricycle Cleaners who will patrol the District riding specially outfitted tricycles equipped with a 5-gallon water tank and cleaning tools.
 - (2) 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.
4. Training
- a) Janitorial workers are primarily from the formerly houseless population.
 - b) Receive training by the contractor upon hiring and as needed thereafter.
 - (1) 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.
 - (2) 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.
5. Management and Operations
- a) Cleaning Team Supervisor
 - (1) Supervise the work of the Cleaning Team on duty
 - (2) Survey and monitor the District for quality control
 - (3) Maintain direct contact with the District's Community Ambassador team to ensure the coordination of outreach efforts
 - (4) Be full-time equivalent with salary based on a 40-hour work week
 - b) Central City Concern Operations Manager
 - (1) Assign day-to-day responsibilities of the Cleaning Team
 - (2) Be responsible for scheduling, performance records, continuing in-service training, crew and program evaluation, and disciplinary action
 - (3) Have access to a vehicle to facilitate quick response times for calls for service
 - (4) Attend planning meetings with Central Eastside Together staff as needed
 - (5) Be available either on-site or on-call during work periods
 - (6) Be full-time equivalent with a salary based on a 40-hour work week
6. Hours of Operation
- a) The Cleaning Team shall in general work eight (8) hour shifts on weekdays.

IV. District Enhancement

A. The District Enhancement Program

1. Streetscape Beautification and Placemaking
 - a) Public art projects
 - (1) Mural creation and maintenance
 - b) Wayfinding
 - (1) Maps and signage promoting transit and destinations
 - c) Community Clean Up Days
 - (1) Facilitate community clean days in partnership with SOVLE
 - d) District Identity Enhancement
 - (1) District branding work
 - (a) Banners, website, newsletter, and other communications collateral
 - (2) Development and implementation of marketing and promotion strategies including district-wide events

V. City & Community Relations

A. Collaboration and Communication

1. 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. Board of Directors

1. 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:
 - a) 20% of the Board (up to 4 Directors) representing businesses
 - b) 15% of the Board (up to 3 Directors) representing community organizations
 - c) 10% of the Board (up to 3 Directors) representing vulnerable populations
 - d) 20% of the Board (up to 4 Directors) representing property owners
 - e) 15% of the Board (up to 4 Directors) representing residents and/or residence managers
 - f) 10% of the Board (up to 2 Directors) representing government or educational institutions
 - g) 10% of the Board (up to 2 Directors) at large members

C. District Stakeholder Engagement

1. 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:
 - a) 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.
 - b) Collecting and making public relevant data on the activities and effectiveness of said programs.
 - c) Hosting a quarterly public meeting to include topics pertinent to ratepayers, including but not limited to the following: presentation of data pertaining to programs, listening sessions, livability issues, panel of jurisdictional representatives, etc.
 - d) Assisting the City with maintaining consistent input from District stakeholders.
 - e) Ensuring that Central Eastside Together meets all its periodic disclosure requirements to the City.

VI. Administration, Transparency, and Accountability

A. Employment and Retention of Contractors

1. 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. Board of Directors

1. 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.
2. 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.

C. Fiduciary Accountability

1. 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:
 - a) 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.
 - b) 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.

c) 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.

d) Personnel records, payroll records, and time reporting information to the extent required by organizational policy for personnel employed herein.

e) Monthly financial reports that include information about the District's programs including budget versus actual comparisons

f) A bi-annual financial report 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) over the same time.

g) 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.

D. ESD Program Support

1. Central Eastside Together agrees to partially fund the City of Portland Enhanced Services District Coordinator position during City of Portland fiscal year, 2024-2025 at a rate of 1% of projected annual budget, totaling approximately \$15,100.

2. 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 2024-2025 on June 30, 2025.

E. Transparency

1. Central Eastside Together will provide quarterly financial statements to the City of Portland Enhanced Service District Coordinator.

a) The City of Portland Enhanced Services District Coordinator will be given access to Central Eastside Together financial records and contracts upon request.

2. Central Eastside Together will conduct a third party financial and contracting audit every three years by an agreed upon third party and provide results of the audit to the City of Portland Enhanced Services District Coordinator.

3. Central Eastside Together will provide a monthly report on its Services Program to the City of Portland Enhanced Services District Coordinator, which will include;

4. Community Ambassadors calls for service by category, interactions

with the public, and number of referrals to Portland Street Response, Portland Police Bureau, Portland Fire and Rescue, and other relevant public or private organizations;

5. Cleaning Team accomplishments including but not limited to, pounds of trash removed, biohazards, needles and furniture removed

6. District Enhancement projects currently underway or completed

7. 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 once per fiscal year. The annual report will include:

a) Financial information such as a statement of financial position, statement of activities, statement of functional expenses, and statement of cash flows

b) Descriptions of programs, including relevant statistics to aid in highlighting each program's scope and effectiveness

c) Descriptions of activities related to stakeholder outreach and engagement

d) List of firms and organizations contracted with and for what purpose

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

F. Accountability

1. 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

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

3. 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.

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**Updated Exhibit D
City Basic Services**

**Enhanced Service District Annual City Basic Services
July 1, 2024 – June 30, 2025**

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, 2024 - June 30, 2025, 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 biohazard 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.

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.

J. Bureau of Environmental Services

1. Green Street Maintenance

a) Green streets = planters and swales in the right-of-way. There are almost 100 green streets within the Central Eastside Together district boundary. Condition assessment inspections include observations of vegetation, soil, and structural components with numeric ratings. Typical regular maintenance includes clearing inlets, removing sediment, trash, biohazards, and debris, removing weeds, trimming plants, and pruning trees. Major maintenance could include soil rehabilitation/amendment and replanting. This work is to occur as needed and typically 3 to 4 times per year.

2. Water Quality Facility Maintenance

a) Water quality facilities (WQFs) = vegetated stormwater facilities located on a tax lot (i.e., parcel-based WQF). There are 4 WQFs within the Central Eastside Together district boundary: 2 at Morrison bridgehead, 1 at Hawthorne bridgehead, and 1 at Division viaduct; all 4 were constructed as part of Eastside Streetcar project in 2011. Site inspections typically occur winter and summer. Typical regular maintenance includes clearing inlets, removing sediment, trash, biohazards, and debris, removing weeds, trimming grass, and pruning trees and shrubs. Major maintenance could include soil rehabilitation/amendment and replanting. This work is to occur as needed and typically 2 to 3 times per year.

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.