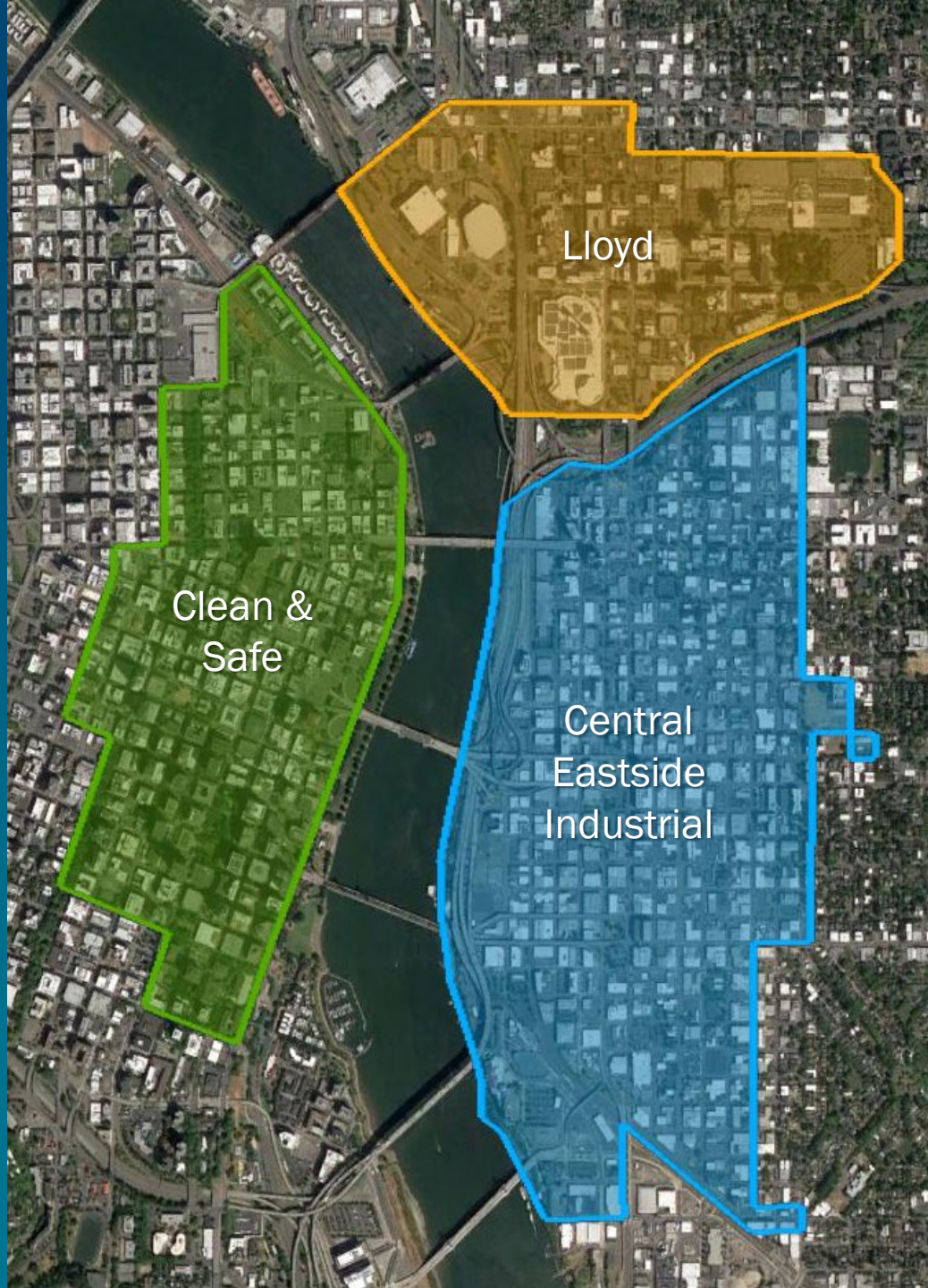


Central Eastside Industrial District Sunset Review and Contract Renewal

April 20, 2022



OMF OFFICE OF
MANAGEMENT
AND FINANCE



Enhanced Service Districts

- Regulated by City Code Chapter 6.06.
- Property owners charged a property management license fee.
- Given to contracted managing nonprofit which provides enhanced services.

Enhanced Service Districts Audit Response Timeline





Overview

- Created in 2019.
- Over 700 ratepayers.
- Mix of industrial and commercial properties within some rental residential buildings.
- April 20 – 2:00 to 5:00 PM – Council first reading.
- April 27 – 10:15 to 10:45 AM – Council vote.

A vertical, ornate sign for the city of Portland, Oregon, featuring the word "PORTLAND" in large, white, serif capital letters on a dark background. The sign is decorated with intricate patterns and a crown-like top. At the bottom, a smaller section contains the word "TODAY".

City Council Actions

1

Periodic Review

2

Central Eastside Management Services Agreement



Periodic Sunset Review

City Council must conduct a public hearing in 2022 and every 10 years thereafter on Central Eastside Industrial District and fee (City Code 6.06.340)

Fee can be terminated anytime by property owners representing 33% of District's revenue submitting objections (City Code 6.06.350)



Management Services Agreement

Five-year contract between the City and a nonprofit established by the ratepayers for the purpose of providing services that benefit the District.

Central Eastside Together has been created by the ratepayers for this purpose.

Community Input Overview

Listening Sessions:

	Public Q & A Session	Public Listening Session	Public Listening Session	Public Listening Session	Public Contract Overview
Date	Feb. 24, 2022	Mar. 1, 2022	Mar. 7, 2022	Mar. 10, 2022	Apr. 4, 2022
Attendees	10	9	24	16	11
Provided Input	4	4	13	11	8

Written comments:

56 via email

27 via City Map App

Total of 123 pieces of testimony so far.

Community Input Overview – Major Themes

Enhanced services are vital to the District.

Strong support from businesses, residents, and social service groups.

Response to houselessness innovative and effective.

City has failed in providing basic services.

In past two years ESD only thing that kept District from getting worse.

Community Input Overview – Houseless Residents

Annual survey carried out by Trash For Peace

50 participants

Safety Ambassadors – 73% positive, 16% neutral, 11% negative

Care Team – 87% positive, 7% neutral, 2% negative

Cleaning Team – 72% positive, 10% neutral, 11% negative

Graffiti Team – 75% positive, 13% neutral, 6% negative

Totals do not add up to 100% due to some respondents not answering the question.



Management Services Agreement Components

Main Body

Budget

Annual Statement of Work

BES Bioswale Program

City Basic Services



Contract

City Goods and Services procurement contract.

Subcontracts must be approved by City.

City's Sustainable Procurement and Fair Wage Policies apply.

Records retention for duration of contact plus 6 years afterwards.

Obligation to renegotiate any parts of agreement affected by change in City Code.



City Services: License Fee Admin

Set by City Code 6.06.

Billing and collection handled by Revenue Division.

City has authority to audit ESD at any time.

Central Eastside ESD revenue expected to be \$1.4 to \$1.6 million.

Central Eastside fee contributions to the City.

Programs – Overview

Overall Central Eastside Together programs are positively viewed.

New innovative and effective approaches to long standing issues.

Overall changes are largely to establish oversight.



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Programs – Safety Team

- Unarmed Safety Ambassadors verbally intervene to defuse issues.
- Wear uniforms distinct from Portland Police and private security.
- Trained in trauma informed intervention and de-escalation.
- Focus on proactive relationship building.
- Monthly reporting of activities.
- Changes in new contract:
 - Safety Ambassadors wear nametags, provide business cards.
 - Establishes an easily accessible complaint process.
 - City retains right to investigate complaints.

Programs – Care Team

- Outreach Ambassadors and Care Coordinators connect with houseless residents.
- Hand out care items and connect people with services.
- Trained in trauma informed intervention and de-escalation.
- Focus on proactive relationship building.
- Monthly reporting of activities.
- Changes in new contract:
 - Care Team wear nametags, provide business cards.

Programs – Cleaning

- Sidewalk cleaning.
- Graffiti removal.
- Campsite trash collection.
- Monthly reporting of activities.
- Changes in new contract:
 - No significant changes.

Programs – Other

- Morrison Bridge bioswale stewardship.
- Streetscape improvements and district identity.
- Community grants.
- Changes in new contract:
 - No significant changes.



City & Community Relations

- Board representative of district stakeholders.
- Releasing data to public on activities and programs.
- Quarterly public meetings and listening sessions.
- Annual survey of houseless residents.
- Changes in new contract:
 - No significant changes.

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Administration & Accountability

- Annual financial audit by third-party.
- Changes in new contract:
 - Monthly reporting on activities and quarterly financial reports.
 - Annual report presented to City Council and released to public.
 - Partial funding of ESD Coordinator position.
 - ESD Coordinator non-voting CET board member.
 - Participation in audit response.
 - Renegotiation of portions of contract affected by Code change.

Morrison Bridge Bioswales

- Partnership to maintain Morrison Bridge bioswales.
- Funded by Bureau of Environmental Services.
- Works with and educates people living in bioswales.
- Pilot program has resulted in significant benefits.





City Basic Services

- Outline of City basic services in the district.
- Does not limit City's ability to adjust basic services as needed.
- Services include:
 - Public trash cans
 - Graffiti abatement
 - PBOT assets
 - Parks & Rec assets
 - Portland Streetcar
 - Portland Police Bureau
 - Impact Reduction Program



City Services – ESD Coordinator

- Audit recommended position.
- Work plan includes:
 - Leads audit response
 - Oversight of ESDs
 - Community and stakeholder outreach
 - Liaison between City and ESDs
- Currently a two-year position; goal is a permanent position.

Questions and Discussion

