

Good Neighbor Agreement Bud Clark Commons

1 INTRODUCTION AND BACKGROUND

- 1.1 This Good Neighbor Agreement (Agreement) was developed by and among the following stakeholders (Participants): Transition Projects Inc.(TPI), Housing Authority of Portland (HAP), Old Town Chinatown Neighborhood Association, Old Town Chinatown Business Association, Pearl District Neighborhood Association, Pearl District Business Association, Chinese Consolidated Benevolent Association, Oregon Nikkei Endowment, Portland Police Bureau, and City of Portland Office of Neighborhood Involvement (ONI). Also contributing to the discussion and were several community members listed in Appendix B.
- 1.2 The Bud Clark Commons (Facility) is a key component of the Ten Year Plan adopted by the City of Portland and Multnomah County. The Portland Business Alliance, homeless advocates, Portland Police Bureau, business and neighborhood associations have all participated in the design of the building and the development of the programming, including multiple community members who participated in a design input process called the RAC-CAC, or Resource Access Center Community Advisory Committee.
- 1.3 This Facility is an innovative partnership among the Portland Housing Bureau (PHB), the Housing Authority of Portland, Transition Projects, Inc., and Multnomah County. The center will provide resources, shelter, and housing placement services to individuals and couples experiencing homelessness in Portland, and it will be the first LEED (Leadership in Energy and Environmental Design) Platinum building of its kind in the country.
- 1.4 Services at this Facility will include:
- Bud Clark Commons: A day center operated by TPI that will host a number of services, which may include resource information, housing placement, ID assistance, birth certificate assistance, food boxes, hygiene items, access to case management and shelter waitlists, lockers, showers, clothing rooms, laundry facilities, mail and message service, telephones, internet/computer stations, bicycle parking, and a pet area.
 - Doreen's Place: A 90-bed men's transitional program operated by TPI that provides sleeping, living and dining areas, as well as food storage, restrooms, and laundry facilities.
 - The Apartments at Bud Clark Commons: 130 units of permanent supportive housing operated by HAP for the most vulnerable homeless people in our community.
- 1.5 This Agreement benefits from the good working relationships already established over many years between TPI, HAP, and the Portland Police Bureau and from the variety of public safety programs available in the Old Town/Chinatown area.

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- 1.6 Participants in this Agreement are interested stakeholders in the area around the shelter site (Good Neighbor Area; see Exhibit C for map). Business and residential neighbors in this Good Neighbor Area, including residents/guests of the housing and shelter (Residents), recipients of services at the day center (Clients), and staff of the Facility, may experience livability impacts due to this Facility. The purpose of this Agreement is to identify ways for community stakeholders to work together to address those impacts as well as to be good neighbors in support of the Clients and Residents. However, this Agreement is not expected to resolve all the problems of the neighborhood.
- 1.7 Inherent in this Agreement is the assumption of certain basic rights. These include:
- All residents, businesses, agencies, and property owners within the Good Neighbor Area (Neighbors), Clients, Residents, and Facility staff have a right to personal safety.
 - All Neighbors, Clients, Residents and Facility staff have a right to safe and quiet enjoyment of their properties and public spaces.
 - Participants specifically support the right of Clients and Residents to be safe, to access services, and to meet basic needs.

1.8 LEGAL STATUS OF AGREEMENT

All Participants are committed to maintaining the safety and livability of the area. It is to this end that all Participants signing below enter into this Good Neighbor Agreement. All Participants understand that this Agreement is NOT a legally binding contract and is not intended to be by the Participants. Further, all Participants acknowledge that they have been advised and given time to present this document to independent counsel for review.

1.9 RELATED CONTRACT

TPI has entered into a contract with the Portland Housing Bureau (PHB) to provide the day services and short-term residential services referenced in this Agreement. HAP is the general partner of a tax credit partnership that owns the day center and housing, and HAP directly owns the shelter. HAP leases the space for the day shelter and shelter services to PHB, which subleases that space to TPI. HAP will self-manage the 130 units of permanent supportive housing. The Participants understand that no conditions of this Agreement will be construed as stipulating, substituting for, or superseding conditions of the contract between PHB and TPI, or the lease between HAP and PHB.

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2 GOALS OF THE AGREEMENT

Participants hope to work together toward the following goals:

- 2.1 Initiate and maintain open communications and understanding among the parties in order to be pro-active and ready to respond if concerns arise in the future.
- 2.2 Develop procedures for resolving problems.
- 2.3 Enhance neighborhood safety and livability and promote access to services.
- 2.4 Reduce crime and the fear of crime in the neighborhood.

AGREEMENT

3 ALL PARTIES AGREE TO:

- 3.1 Participate in collaborative problem solving around issues that arise in the Good Neighbor Area.
- 3.2 Maintain and enhance the good working relationships that already exist among TPI, HAP, Neighbors, and the Portland Police Bureau, and build new working relationships.
- 3.3 Use and promote direct, respectful and civil communication.
- 3.4 Encourage a sense of safety, welcome, and investment in the neighborhood among all community members.
- 3.5 Report crime and suspicious activity in the neighborhood to the police.
- 3.6 Resolve problems as quickly and directly as possible. The first line of communication will be one-on-one via in-person conversation, telephone call or e-mail.
 - Provide Participants in this Agreement with updated contact information if there are any changes in key staff or organizational leadership. A list of key contacts is attached (Exhibit A).
 - Reserve e-mail communication for productive purposes such as providing information, planning logistics, providing reminders or confirming prior conversations.
 - Use the Communication Procedure outlined in Section 11 whenever further planning, problem-solving, or conflict resolution are necessary.
- 3.7 Encourage other community members to contact TPI or HAP directly regarding any questions or concerns. They may also contact another participating organization.

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4 TPI and HAP AGREE TO:

4.1 Promote Client and Resident Safety

- Offer ongoing services that support Clients and Residents and enhance their skills for dealing with dangerous situations, including drug dealers and predatory people who may target clients/residents in the neighborhood.
- Exclude from services individuals who are not behaving safely (for example, violence or drug use at the Facility), including Clients, Residents and their guests. In some cases, depending on the severity of the situation, a person could get excluded from multiple programs or from the entire Facility for up to six months.
- Encourage Clients and Residents to be good neighbors by accessing the facility via approved and legal crosswalks and sidewalks without jaywalking or trespassing on or through neighboring property or rights of way. Provide visual aids as needed, such as a diagram of crosswalks. Provide rules against trespassing in all three programs.
- Note: Design features of the Facility are also intended to enhance safety, such as the provision of separate entrances for each program (see diagram in Appendix D):
 - Day center through the courtyard at 650 NW Irving
 - Transitional program at 610 NW Broadway
 - Permanent housing at 655 NW Hoyt
 - Public entrance for Transition Projects, Inc. at 665 NW Hoyt
- Note: The Clean and Safe program also provides neighborhood security patrols.

4.2 Encourage Clients and Residents to be good neighbors by reducing litter.

- Provide rules against littering in all three programs. Note that this and other issues related to livability and safety will be covered in each program's rules and education for Clients and Residents.
- Provide opportunities (litter patrol) for clients and residents to assist in reducing litter around the perimeter of the Facility, which includes the sidewalk around the building.
- Assign staff to pick up litter around the perimeter of the Facility on a daily basis or more if needed.

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- Provide secured trash disposal on-site as needed.
- Note: The Clean and Safe program also provides neighborhood litter patrols twice a day.

4.3 Discourage Large Groups from Gathering in Public Areas.

Participants in this Agreement discussed possible livability impacts regarding the presence of large numbers of Clients or Residents in public areas. These included blocking access or visibility for businesses, litter, leaving belongings in public areas and noise. Some of these impacts are addressed directly in this Agreement, but the Agreement does not place a limit on the number of Clients or Residents who may gather in public areas. In addition, in the hope of pre-empting concerns, TPI and HAP agree to:

- Share with Clients and Residents the potential for large groups to be disruptive in the neighborhood, and encourage them to be good neighbors.
- Maximize Clients' use of the courtyard space inside the Day Center.
- Provide additional outside security to assist program participants in coming inside the courtyard or building for services.

4.4 Minimize the impact on Neighbors of smoking by Clients, Residents, volunteers, and staff.

Identified impacts include the nuisance and health consequences of the smoke itself; litter; and groups of smokers blocking sidewalk, or business access. TPI and HAP will address these issues by taking the following steps:

- Call attention to the three concerns listed above and encourage them to be good neighbors.
- Designate smoking areas in the courtyard that will have the least impact on Clients, Residents, and Neighbors.
- Post a sign at the exit reminding Clients and Residents to be good neighbors.
- Prohibit smoking at business entrances. Stay in full compliance of Oregon Revised Statute 433.835 - 433.990 and Oregon Administrative Rules 333-015-0025 - 333-015-0090.

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4.5 Ensure that Clients' and Residents' belongings are not left on sidewalks.

TPI, HAP and other Participants in this Agreement agree that leaving carts or other belongings outside the Facility is not acceptable. The group also notes that Clients and Residents will not want to leave their belongings unattended for fear they will be stolen or that police will enforce sidewalk obstruction or stolen property laws. This will primarily be an issue for Clients using the Day Center services, and TPI's role in addressing this issue includes:

- Continue to encourage Clients to pare down their belongings so that they can use the small personal storage facilities at the Facility. Clients will be able to reserve these spaces for one week at a time.
- Continue to prohibit Clients from leaving their belongings outside.
- If there are ongoing concerns with a particular Client leaving belongings outside, work one-on-one to resolve the issue with the Client.

4.6 Encourage Clients and Residents to have a sense of ownership in the community.

Participants believe that a sense of ownership and pride in the Facility and the surrounding community will enhance Clients' and Residents' ability to make the most of the services they are receiving. At the same time, it will support safety and livability for all community members, including Clients, Residents and Neighbors.

- Reach out to people on the sidewalk and other Neighbors to share information about the Facility.
- Encourage and support positive interactions between Clients/Residents and other Neighbors.
- Provide information to Clients and Residents to help them understand potential livability impacts of the Facility on the surrounding neighborhood (with an understanding that Clients and Residents, like any community members, also have the right to use public spaces).
- Provide opportunities for Clients and Residents to invest in the livability of the neighborhood, such as by picking up trash as a work trade.

4.7 Invite Neighbors to build connections and working relationships with the Facility.

- Host occasional neighborhood events, such as an open house.
- Encourage Neighbors to use the Facility's meeting spaces, in accordance with Facility policies.

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4.8 Avoid the need for queuing through building design and hours of operation.

The Facility has been designed to strongly discourage sidewalk queuing, which is a term for people lining up outside the site to await services. Instead, Clients will be able to access the Day Center Courtyard during operating hours, which will be posted on site and which are currently designed to coordinate with the opening and closing times of area shelters.

5 OLD TOWN CHINATOWN NEIGHBORHOOD ASSOCIATION, PEARL DISTRICT NEIGHBORHOOD ASSOCIATION, OLD TOWN CHINATOWN BUSINESS ASSOCIATION, AND PEARL DISTRICT BUSINESS ASSOCIATION AGREE TO:

- 5.1 Guide interested Neighbors or any other members of their organizations to this Agreement, particularly the goals expressed in Sections 2 and 3 above to resolve issues proactively.
- 5.2 If Neighbors or any other members of their organizations express concerns regarding the Bud Clark Commons, encourage them either to contact the TPI or HAP staff directly or to discuss the issue with the appropriate person or committee within the organization, such as a livability or public safety committee (see Exhibit A for contact information).

6 CHINESE CONSOLIDATED BENEVOLENT ASSOCIATION AGREES TO:

- 6.1 Act as liaison between the Chinese community within Chinatown and other partners in this Agreement.

7 OREGON NIKKEI ENDOWMENT AGREES TO:

- 7.1 Act as liaison between their constituents and other partners in this Agreement.

8 PORTLAND POLICE AGREE TO:

- 8.1 Maintain lines of communication with Neighbors, TPI and HAP.
- Provide direct contact information for the Neighborhood Response Team and Central Precinct (see Exhibit A).
 - Emergency situations should still be reported by calling 911.

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8.2 Enforce laws according to bureau policies and resources.

- Of particular interest to this Agreement are sexual assault, other types of physical violence, drug dealing, and laws regarding belongings left on sidewalks.

8.3 Provide education about their role if needed.

**9 PORTLAND OFFICE OF NEIGHBORHOOD INVOLVEMENT (ONI)
AGREES TO:**

9.1 Provide training and consultation to Neighbors, if needed, regarding what crimes to report to the police, whom to call, how to describe a suspect, what process to expect, etc.

9.2 Organize a meeting, if needed, to problem-solve an acute crime-related situation that impacts many people.

9.3 Provide TPI and HAP with a copy of the confidential results of the CPTED analysis (Crime Prevention Through Environmental Design). Make suggestions for improving safety at the site.

10 COMMUNICATION PROCEDURE

10.1 Participants will communicate directly when possible, as described in Section 3.

10.2 Participants will meet approximately 90 days after all three programs in the Facility open to review this Agreement and problem-solve any issues that may have arisen.

- Neighbors within the Good Neighbor Area will be welcome.
- TPI and HAP will schedule the meeting and invite the Participants and other stakeholders for whom they have contact information.
- ONI Crime Prevention will reserve a meeting space. ONI needs 30 days' notice to accomplish this task.

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- 10.3 If a livability issue arises in the future that requires problem-solving by multiple stakeholders in the Good Neighbor Area:
- Resources for crime-related situations include ONI Crime Prevention, Portland Police Neighborhood Response Team, or the neighborhood association's livability/public safety committee (see Exhibit A for contact information).
 - Neighbors or other stakeholders can contact ONI at 503-823-4064 to set up a meeting.
- 10.4 When a concern or issue related to this Agreement is not resolved through the above-articulated processes, Participants agree to seek mediation prior to pursuing other remedies. Some resources for mediation or referrals are the Office of Neighborhood Involvement; the neighborhood coalition office, Neighbors West/Northwest; and Resolutions Northwest.

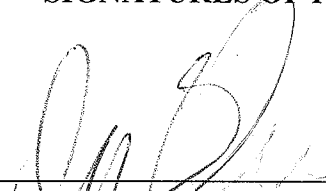
11 ADMINISTRATION

- 11.1 The original signed Good Neighbor Agreement will be kept by ONI Crime Prevention Program.
- 11.2 Changes to this Good Neighbor Agreement may be made by consensus of any interested Participants. Other stakeholders in the Good Neighbor Area may be represented by Participant organizations.
- Participants in that process will ensure that amended copies are distributed to all parties and filed with ONI and the neighborhood coalition office, Neighbors West/Northwest.
- 11.3 This Good Neighbor Agreement will begin on June 1, 2011 and will go until such time as the agreement is modified as described in 10.3.

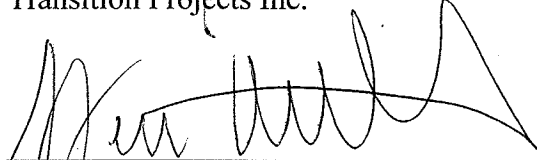
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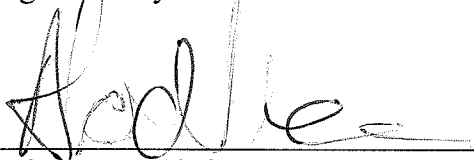
12 SIGNATURES OF PARTICIPATING STAKEHOLDERS



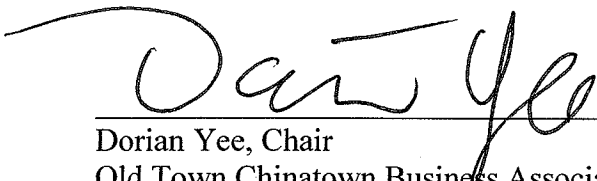
Doreen Binder, Executive Director
Transition Projects Inc. Date 4/14/11




Steve Rudman, Executive Director
Housing Authority of Portland Date 4/13/11




Alexander Mace, Chair
Old Town Chinatown Neighborhood Association Date 4/13/11



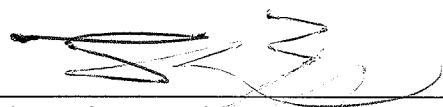
Dorian Yee, Chair
Old Town Chinatown Business Association Date 04-22-2011



Patricia Gardner, Vice President
Pearl District Neighborhood Association Date 4.20.11



Adele Nofield, Chair
Pearl District Business Association Date 4-18-11



Stephen Ying, President
Chinese Consolidated Benevolent Association Date 4/13/11

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Mari Watanabe

Mari Watanabe, Executive Director
Oregon Nikkei Endowment

4-12-11

Date

Sara Westbrook

Captain Sara Westbrook
Portland Police Bureau Central Precinct

4/12/11

Date

Amalia Alarcon de Morris

Amalia Alarcon de Morris, Director
Portland Office of Neighborhood Involvement

4/12/11

Date

Exhibits:

- A. Key contacts
- B. List of community members who participated in Good Neighbor Agreement negotiations
- C. Map of Good Neighbor Area
- D. Diagram of Facility and Entrances
- E. Glossary of terms used in this Agreement

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Appendix A: Key Contacts

Public Safety Emergencies (see below for further public safety resources):

Emergency Police, Fire, Medical (24 hrs)9-1-1

Non-Emergency Police (24 hrs)503-823-3333

Downtown Clean & Safe503-224-7383

- *Clean and Safe patrols for security and cleanliness in the Old Town/Chinatown area. They can respond to incidents of littering, minor vandalism and nuisance behavior.*

Project Respond (24 hrs)..... 503-988-4888

- *This is a resource for an acute mental health issue. If crime is involved, also contact another law enforcement resource (such as 911 in case of emergency).*

City/County Information & Referral.....503-823-4000

- *Obtain information or get connected to any City of Portland or Multnomah County service. Open Monday through Friday, 8:00 AM to 5:00 PM.*

Bud Clark Commons:

24 hour transitional program/day center staff.....503-280-4664

24 hour housing staff503-280-4000

- *For immediate concerns about residents in the transitional program or housing, or clients using the day center, please call the 24 hour staff.*

Fern Elledge, Transition Projects, Connections Director

- 503-280-4704 / felledge@tprojects.org
- *Please contact Fern with concerns about day center or transitional program operations or clients, or to inquire about volunteer opportunities.*

Rachael Duke, Housing Authority of Portland, Manager of Operations and Partnerships

- 503 280 4001 / rachael@hapdx.org
- *Contact Rachael with concerns about the housing operations or the overall facility.*

Old Town/Chinatown Neighborhood Association (OTCTNA):

Alexander Mace, Chair..... chair@oldtownchinatown.com

Nancy Stovall, Vice Chair.....vicechair@oldtownchinatown.com

Howard Weiner, Public Safety Committee Chairhoward@calsk8.com

- *The OTCTNA Livability and Public Safety Committee currently meets on the last Wednesday of each month at 11:30 am to 1:00pm. Meetings are held in the basement meeting room at Central City Concern at 232 NW 6th Ave.*

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Multnomah County Neighborhood District Attorney, Laurie Abraham

- 503-988-3049 / laurie.abraham@mcdca.us
- *The Multnomah County Neighborhood District Attorney Program is designed to assist communities in solving local crime problems. Similar to traditional "community prosecution" programs, which emphasize a closer working relationship among prosecutors, police and the community, the Neighborhood District Attorney Unit uses the tools of the criminal justice system to demonstrate how the rule of law can help neighborhoods become safer.*

Portland Police Bureau Central Precinct Commander, Vince Jarmer

- 503-823-0099 / Vince.Jarmer@portlandoregon.gov

Portland Police Bureau Central Precinct Captain, Sara Westbrook

- 503-823-0251 / Sara.Westbrook@portlandoregon.gov

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Appendix B:

List of community members who participated in Good Neighbor Agreement negotiations

The following community members participated in one or more of the meetings to negotiate this Good Neighbor Agreement:

Adele' Nofield, Pearl District Business Association and Wilf's Restaurant
Amy Kohnstamm, Old Town Chinatown Neighborhood Association
Cliff Madison, Portland Patrol
Denis VanDyke, TriMet
Fern Elledge, Transition Projects Inc.
Frank Silva, Portland Office of Neighborhood Involvement
John Baymiller, area resident
Kate Allen, Portland Housing Bureau
Kevin Earhart, Transition Projects Inc. program participant
Larry Shifrin, LumenEssence and area resident
Laurie Abraham, Multnomah County District Attorney's office
Lisa Critchlow, Loaves and Fishes
Mike Boyer, Portland Office of Neighborhood Involvement
Nicole Nathan, Oregon Nikkei Endowment
Pamela Kambur, Housing Authority of Portland
Pat Janik, Old Town Chinatown Business Association
Patricia Gardner, Pearl District Neighborhood Association
Rachael Duke, Housing Authority of Portland
Sally Erickson, Portland Housing Bureau
Lt. Sara Westbrook, Portland Police Central Precinct
Shane Abma, Portland Business Alliance
Stephen Ying, Chinese Consolidated Benevolent Association
Victor Maldonado, Pacific Northwest College of Art

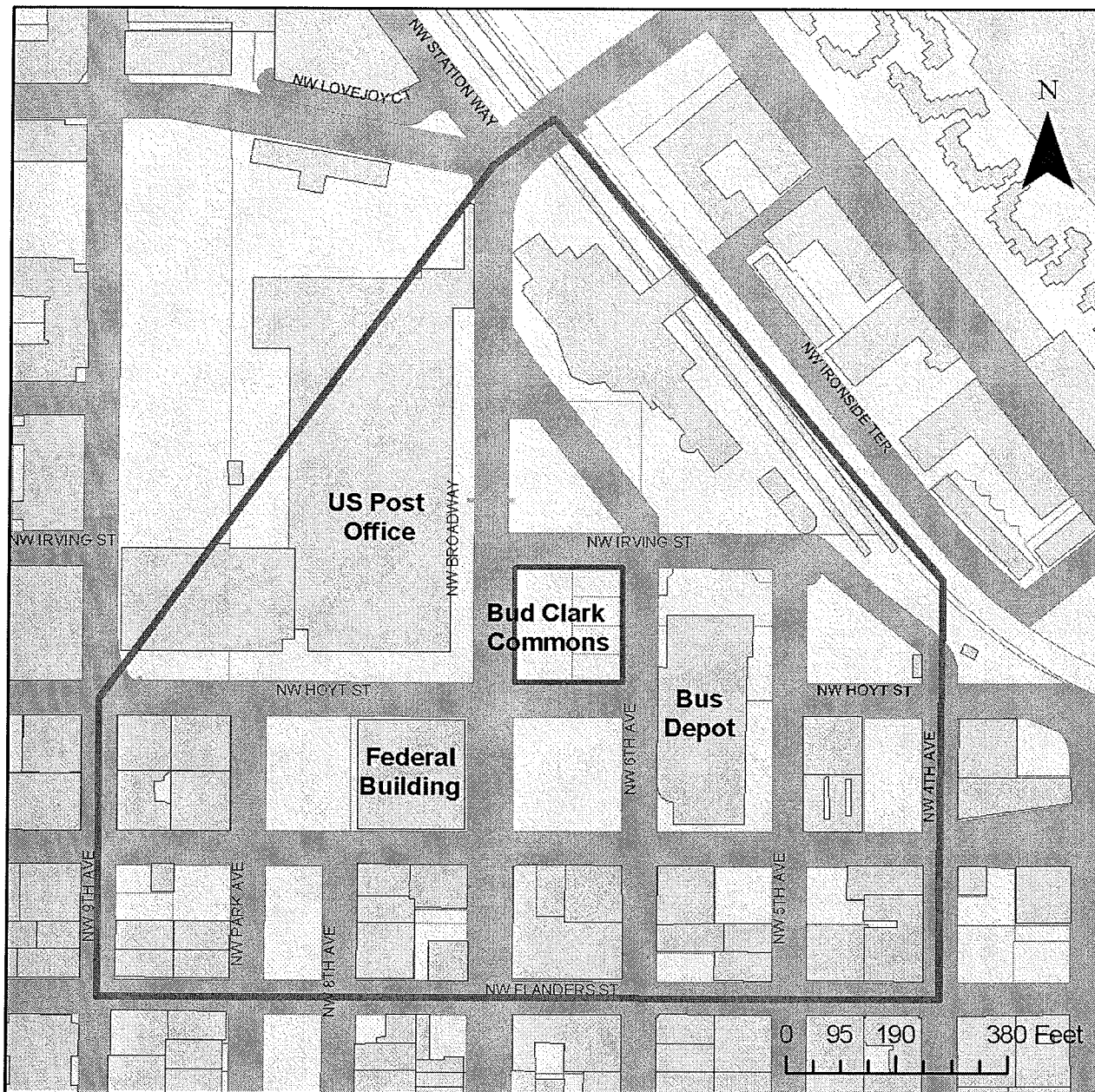
Note: This list does not include observers or interns.

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Appendix C: Map of Good Neighbor Area

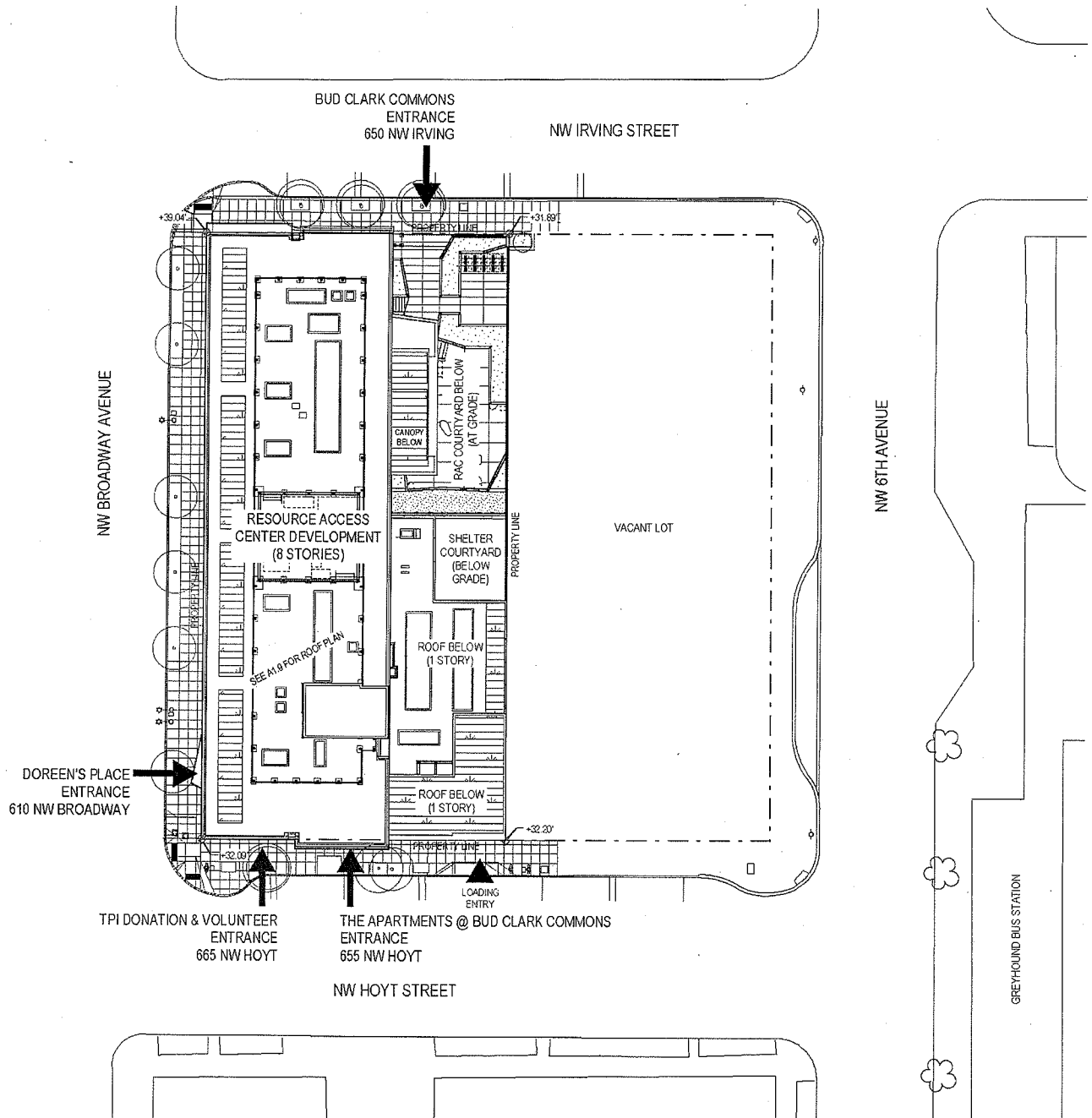
The following image includes two zones:

- The perimeter around the Facility within which the Facility will pick up litter on a regular basis as agreed in Section 4.2 (smaller zone).
- The Good Neighbor Area, within which community members are welcome to participate in any meetings convened under Section 10 above (larger zone). This is the area of particular focus for good-neighbor relationships between the Facility (including its Clients, Residents, staff and volunteers) and other community members.



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Appendix D: Diagram of Facility and Entrances



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Appendix E: Terms

Agreement	This Good Neighbor Agreement
Facility	Bud Clark Commons, which includes three programs (the day center, Bud Clark Commons; the shelter, Doreen's Place; and the permanent housing units, The Apartments at Bud Clark Commons)
TPI	Transition Projects, Inc.
HAP	Housing Authority of Portland
Clients	Recipients of services at the Bud Clark Commons Day Center
Residents	Guests at the Bud Clark Commons Shelter and residents of the Apartments at Bud Clark Commons
Good Neighbor Area	The area within a radius of up to 2 blocks from the program site, described in Section 1.6 and shown in Exhibit C.
Neighbors	Residents, businesses, agencies, and property owners in the Good Neighbor Area described in Section 1.6 and shown in the diagram in Appendix C.
ONI	City of Portland Office of Neighborhood Involvement
Participants	Signers of this Good Neighbor Agreement