

## Good Neighbor Agreement Framework

This document serves as the Good Neighbor Agreement Framework governing Multnomah County's Deflection Center. This framework establishes the initial commitments and scope of a Good Neighbor Agreement that will be finalized after the Deflection Center opens on September 1, 2024. It has been established through collaboration between Multnomah County, the Deflection Center operator ("Tuerk House"), and members of the community around the Deflection Center, collectively serving as a Good Neighbor Advisory Committee ("GNAC").

The purpose of this Good Neighbor Agreement Framework is to document the following topics relating to the Deflection Center ("Center") that will open on September 1, 2024 at 980 SE Pine Street that will be operated by Tuerk House:

- The County's commitments and Tuerk House's commitments to maintaining a peaceful and orderly environment, preventing excessive loitering, and maintaining outside cleanliness;
- Establishing clear lines of communication between neighbors and the center;
- Establishing expectations for responsiveness to issues raised and an escalation process; and
- Identifying points of contact for public safety concerns related to the Center.

Inherent in this agreement is the assumption that all parties have certain basic rights; these include:

- All neighbors, visitors and program participants have the right to feel safer.
- All neighbors, visitors and program participants have the right to safer and quiet enjoyment of their properties and public spaces in accordance with City and State statutes.
- All neighbors, visitors and program participants have the right to access available community resources, services, and public facilities to meet their needs.
- That the service providers and other parties will operate under the above listed assumptions in tandem with the obligations identified in the Service Provider/ Party Agreements section(s) below.

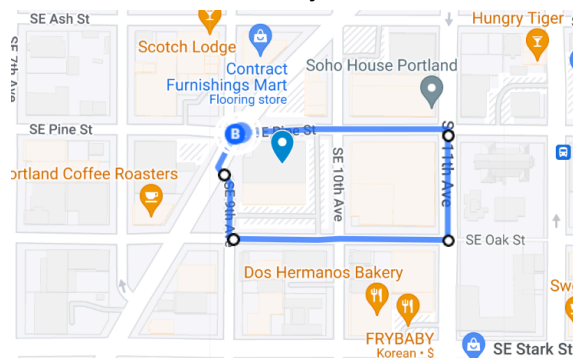
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In order to ensure a peaceful and orderly environment, prevent excessive loitering, and maintain outside cleanliness at the Deflection Center, **Multnomah County** commits to:

- Ensure that the Deflection Center is operated in full accordance with all relevant federal, state and local laws, regulations, and policies.
- Ensure that Tuerk House is held to the standards as outlined in their contact with Multnomah County.
- Provide on-site uniformed security officers at the Deflection Center during all times the center is open.
- Have uniformed security officers in vehicles patrol the following area on a daily basis

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- SE Sandy to SE Pine, SE Pine to SE 11th, SE 11th to SE Oak, SE Oak to SE 9th, SE 9th to SE Sandy.



- This Framework acknowledges that County security will not have the authority to engage individuals beyond the perimeter of the Deflection Center; but these additional patrols will provide another set of “eyes and ears” in the neighborhood. These patrols will be able to contact law enforcement should the need arise.
- Direct individuals who may be loitering or camping around the perimeter of the Deflection Center to move along.
- County security will conduct routine patrols around the exterior of the Deflection Center for signs of vandalism, graffiti or property damage. Officers will observe and report incidents to the County’s Security Operations Center (SOC) and will interrupt individuals who are observed to be actively involved in such activities.
- Potential safety and security concerns in the area surrounding the Deflection Center will be reported to the SOC by the onsite security officers. The SOC will dispatch a patrol vehicle to the area to observe and report and will contact law enforcement if needed.
- Clean up biohazards (such as syringes, bodily waste, etc) around the perimeter of the facility within 24 hours of being reported. Reports received on County holidays may be delayed by up to 24 additional hours.
- Remove graffiti from the exterior of the facility within 24 hours of being reported if it is gang related, obscene or contains vulgarity; otherwise, removal will be within 48 hours. Reports received on County holidays may be delayed by up to 24 additional hours.
- Provide regular pressure-washing and landscaping services around the perimeter of the Center on a weekly basis.
- Offer transportation services to all program participants who are exiting the Center.
- Coordinate with the City of Portland to prioritize the removal of encampments within three blocks of the Center.

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In order to ensure a peaceful and orderly environment, prevent excessive loitering, and maintain outside cleanliness at the Deflection Center, **Tuerk House** commits to:

- Assign staff to walk the perimeter of the Center and clean up any trash, non-hazardous waste, and syringes in the area at least once per day.
- Establish clear expectations and rules with program participants, including that the Center is located in a neighborhood with multiple businesses, educational settings, and

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residences, and direct that participants should not linger, loiter, trespass, or camp in the vicinity.

- Set expectations with program participants around using available transportation.
  - Encourage program participants to be good neighbors by reducing litter and establish rules against littering in the perimeter of the Center.
  - Provide trash and waste disposal on-site as needed.
  - Discourage large groups from gathering in public areas around the Center.
  - Share with program participants the potential for large groups to be disruptive in the neighborhood, and encourage them to be good neighbors.
  - Prohibit smoking at business entrances. Stay in full compliance with all federal, state, and local laws and rules.
  - Maintain communication with Portland Police Bureau Central Precinct Neighborhood Response Team (NRT) officers about emerging and potential safety concerns.
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In order to establish clear lines of communication between the Deflection and Sobering Center and the surrounding community, **Multnomah County** commits to:

- Support Tuerk House in upholding the expectations and commitments made in this framework.
  - Establish a program-specific email address which is monitored daily where questions and unresolved concerns can be elevated for response.
    - If a reporting entity has reported a concern to Tuerk House via their phone number, and has not received a response or additional information from Tuerk House within the timeframe prescribed in this Framework, they are encouraged to send a message to this email address and County staff will follow up with Tuerk House to confirm they have received the concern, ensure it is being addressed, and confirm that Tuerk House will close the loop with the reporting entity.
    - This framework acknowledges that the first point of contact for all non-emergency concerns should be the direct phone line maintained by Tuerk House.
  - Have a representative of the Multnomah County Health Department attend the monthly convenings organized under this framework.
  - Provide regular updates on the operations and outcomes of this Center to the Board of County Commissioners.
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In order to establish clear lines of communication between the Deflection and Sobering Center and the surrounding community, **Tuerk House** commits to:

- Establish and maintain a 24/7 phone number which community members can use to directly communicate questions and/or concerns relating to the Center.
- Track the name and contact information of a resident or business reporting a concern for the purpose of informing them of action taken to resolve the concern.

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- Direct to the appropriate entities the information received from community members for prompt action.
  - Follow up with the reporting entity on non-emergency issues within three days to inform them of the next steps and/or resolution.
  - Attend the monthly meetings of the Buckman Community Association.
  - Convene a monthly meeting open to all signatories of this framework where program updates and data can be shared, questions can be answered and emerging or potential issues can be raised and addressed in a collaborative manner.
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The **Central Eastside Industrial Council (CEIC)** commits to:

- Field questions from CEIC members and businesses regarding the Deflection Center and, as appropriate, direct them to Tuerk House.
- Inform Tuerk House of any concerns they receive relating to the Center.
- Participate in the monthly convenings organized under this framework.

The **Buckman Community Association (BCA)** commits to:

- Field questions from BCA members and neighborhood residents regarding the Deflection Center and, as appropriate, direct them to Tuerk House.
  - Inform Tuerk House of any concerns they receive relating to the Center.
  - Participate in the monthly convenings organized under this framework.
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### Public Safety

- For immediate or singular situations that pose a threat to community safety, community members should contact 911 or the Portland Police Bureau's non-emergency line: 503-823-3333.
  - Portland Police Bureau Central Precinct has assigned Sergeant De Andre Amos to serve as the point of contact. His role will be to assess emerging concerns or challenges and direct NRT or other PPB resources when appropriate. Sergeant Amos' contact information will be held by the Center operator and can be shared with community members when necessary and with Sergeant Amos' permission.
  - Community members are encouraged to report encampments, trash, graffiti, abandoned cars and other nuisances to the City of Portland by visiting [pdxreporter.org](https://pdxreporter.org) or calling 311.
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### Points of contact:

- Deflection and Sobering Center program operator, Tuerk House:
- Multnomah County Health Department:
- Multnomah County Deflection and Sobering Center site email address:
- Portland Police Bureau: 911 (emergencies), 503-823-3333 (non-emergency)

### LEGAL STATUS OF GOOD NEIGHBOR AGREEMENT FRAMEWORK (NOT A CONTRACT)

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 Framework.

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Although all participants agree with the statement and plan outlined above, participants also agree that this Good Neighbor Agreement Framework is not a legally binding contract. Accordingly, the participants agree that this Good Neighbor Agreement Framework does not create any legal rights, duties, claims, or remedies for any participant or any beneficiary.

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