

## **Clinton Triangle Temporary Alternative Shelter Site**

### **THIS LOCATION FITS INTO THE CITY'S STRATEGY:**

- In response to Portland's growing crisis of unsheltered homelessness, City Council passed a Five Resolution Plan on November 3, 2022.
- The plan outlines an agenda to 1) increase housing, 2) **create designated shelter areas** to connect the unhoused to needed services, 3) build out non-standard work opportunities, 4) create criminal diversion programs, 5) pursue federal and state assistance to deal with the crisis.
- The CTTAS a designated shelter area that offers unsheltered homeless a stable, safe, and temporary place to connect with service providers and organize a plan.
- The site will open in July. The arrival of the first residents is planned for mid-July.

### **Background on Service Provider at Site**

The City has contracted with Urban Alchemy (UA) to manage this site. The City's contract with UA specifies:

- The community will have a direct 24/7 phone number to contact UA at the site
- Outreach practitioners will engage an identified zone around the site for 16 hours each day to build community, help remove trash and biohazards, and help maintain a safe and orderly environment
- Assign 1 Guest Services Practitioner for every 15 residents
- Provide 1 hot meal per day plus snacks
- Urban Alchemy's standards of operations include:
  - Residents cannot cook or start fires at the location
  - Zero tolerance for weapons, which shall be removed and stored in a locked area
  - Enforcement of quiet hours (10pm - 7am)
  - Residents cannot park within 1000' of site
  - Walk-ins not accepted, only referrals. There will be no line waiting for entry.
  - All clients will be linked to physical, behavioral, and mental health professionals as needed
  - Premise will be maintained in neat condition, free of graffiti, trash, and pests
  - The site will have a "no visitor" policy

### **KEY DRAFT GNA PROVISIONS**

Over one month and nine meetings, The Clinton Triangle Taskforce, comprised of a diverse mix of representatives from HAND, BAC, CEIC, and The City, developed a Good Neighborhood Agreement that contains the following key provisions:

#### **City/Neighborhood Collaboration**

- BAC, HAND, and CEIC will select representatives to serve on the Clinton Triangle Oversight Committee (CTOC) with The City and UA. The group will meet at least monthly to review performance metrics and serve as the point of contact for neighborhood residents when they have issues that arise from the CTTAS that are not otherwise addressed via the existing processes the GNA summarizes. Those issues are escalated to the appropriate parties.
- The CTTAS program shall be reviewed by The City and CTOC after two years to assess project performance, prior to any contract/lease renewals. The City will solicit CTOC's consensus prior to any site extension.
- The City shall provide a minimum 60-day advance notice to the CTOC before proposed changes are slated to take effect (for example, # of guests, services offered, timelines, points of contact/agency changes, site closure, etc). It shall solicit feedback on any proposed changes to increase the guest level beyond an average of 180.
- The City shall not open any new sanctioned campsites in the three neighborhoods, other than the currently-planned County We Shine shelter, for the duration of this agreement.

#### **City Enhanced Services to Our Communities**

The area surrounding the CTTAs will be divided into three zones to receive enhanced city support services as outlined in the “Enhanced City Services” document. These zones can be reassessed in 60 days; changes to the zones require mutual agreement of the CTOC and The City.

The City will provide:

- Community liaison PPB officer(s) and Park Ranger(s) dedicated to neighborhoods who will attend the CTOC and/or neighborhood association meetings.
- \$250,000 over three years for special projects outside of normal PEMO operations in the BAC/HAND/CEIC Enhanced Services District (ESD). The City will provide a monthly report on allocation of services.
- Designated parking for guests, staff, and others assisting in the operation of the shelter. It will establish parking zones to minimize guest parking outside the zones.
- Continued enhanced City services for three months after the CTTAS is decommissioned (for example, cleaning, policing, city service response prioritization, and prohibited unsanctioned camping/removal services).

The City shall:

- Prevent loitering around the CTTAS by non-guests
- Prohibit unsanctioned camping in the BAC/HAND/CEIC neighborhoods
- Coordinate with TriMet to ensure bus stops, Max platforms, and pedestrian bridges remain safe, free, and clear for students to commute to school safely
- Protect access to transportation corridors and Safe Routes to Schools in coordination with UA

### **Performance Metrics & Reporting**

Criteria for measuring community success will include data to monitor unsanctioned camping, offenses against persons, property crime incidents, dumping/trash, abandoned vehicles, number of businesses in the area, and property values. The City shall work with BAC/HAND/CEIC to review reporting for offenses including those above, as well as TriMet incidents within a predefined geography, # of non-emergency calls, # of 911 calls, graffiti, and blocked sidewalks/walkways.

Community stakeholders in HAND/BAC/CEIC shall receive:

- A FAQ page on how to communicate various issues to appropriate parties for resolution (provided by CTOC)
- Monthly, timely program status reports on how the program is going. These include status updates including # of guests and # who left the program, community metrics, volunteer opportunities to the public, and issue resolution concerning the program or its guests that have arisen (provided by The City)
- Contact information for 24/7 on-site UA staff to directly communicate questions/concerns for the CTTAS (provided by The City)
- Quarterly information from PEMO regarding Prosper Portland services
- UA shall attend meetings of the neighborhood associations and CEIC upon request to provide updates and status of the program.

### **CTTAS Guests**

- Guests of the CTTAS will initially be recruited from the BAC/HAND neighborhoods and CEIC.
- The CTTAS guest population initially targets 180 people and will be capped at 200 maximum.
- UA will mandate weapons/drugs to be stored securely by UA staff prior to guests entering the site.
- If a CTTAS guest is arrested or convicted of a crime against persons or property in the surrounding community, The City will consult with the CTOC about appropriate action. The CTOC may at any time identify a guest of concern to UA or The City, even if a guest’s actions fall short of criminal activity, in order to discuss appropriate actions.
- When an individual is excluded from the program, The City shall provide assistance locating other shelters/services and transportation to those services.
- Upon decommissioning or temporary closing of the CTTAS, remaining guests will be provided with alternate shelter/housing prior to the closing of the site.

**Enhanced City Services for Targeted Zones of the  
Clinton Triangle Temporary Alternative Shelter (CTTAS)**

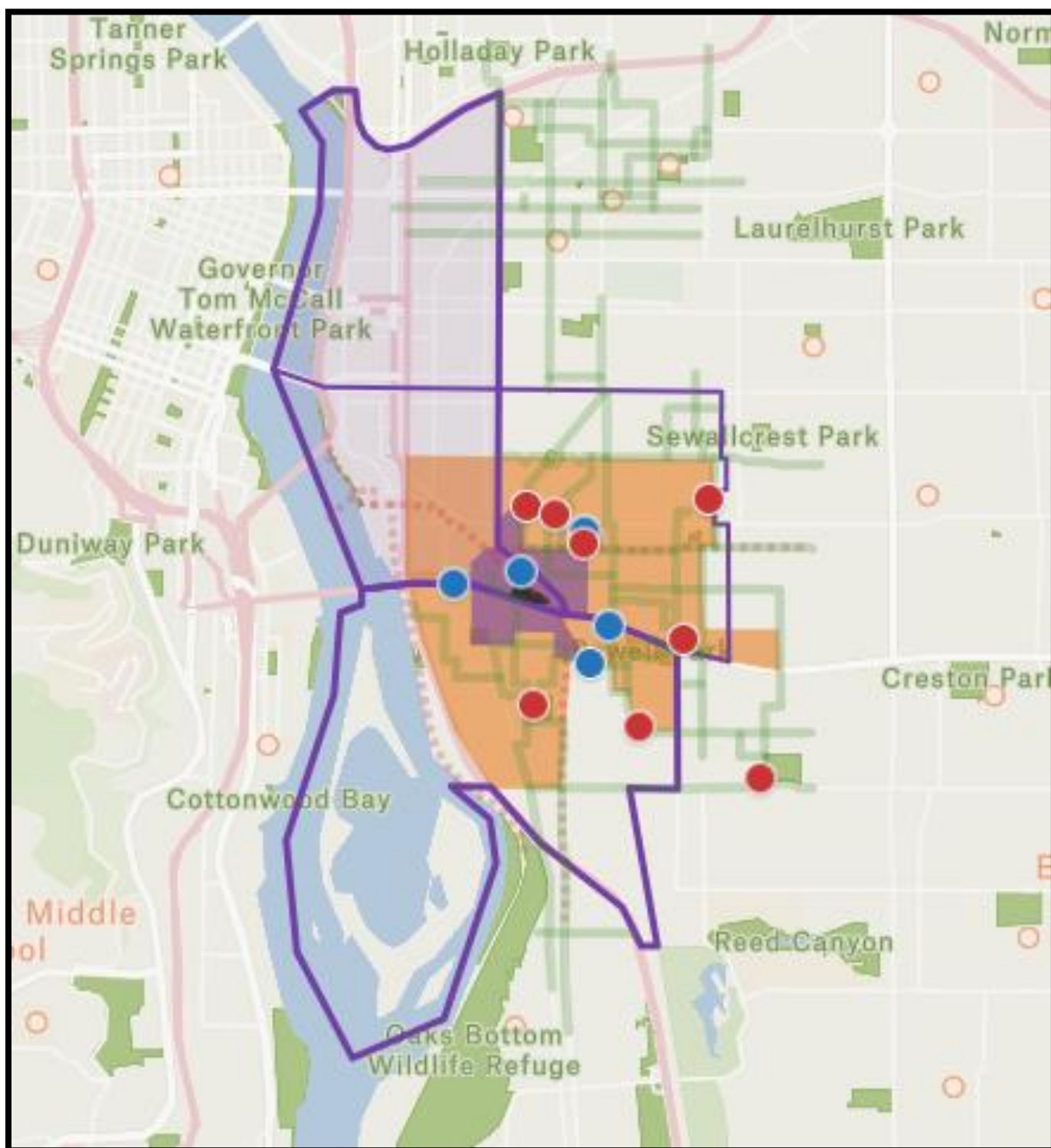
The area surrounding the CTTAs will be divided into three zones to receive enhanced city support services as outlined below. These zones can be assessed in 60 days; changes to the zones require mutual agreement of the CTOC and The City.

<b>Service</b>	<b>UA Zone</b>	<b>Zone 2</b>	<b>Zone 3</b>
<b>Removal of unsanctioned campsites</b>	Unsanctioned camping ban; campsites posted for removal regardless of assessment score, triggering 72-hour notice of removal and highest prioritization in removal process	Unsanctioned camping ban; campsites posted for removal regardless of assessment score, triggering 72-hour notice of removal and prioritization in removal process.	Based on location, assessment scores of camps will receive 10 extra points to baseline score, increasing the likelihood the sites will receive a 72-hour notice of removal. Sites will receive prioritization in the removal process.
<b>Removal of Abandoned Vehicles, unsanctioned RVs, and other unsanctioned vehicle camping/residency</b>	Ban on unsanctioned RV camping/residency; cases of this will be posted for removal/towing regardless of assessment score, triggering 72-hour notice of removal and highest prioritization in removal process. For reported abandoned vehicles, highest prioritization on response.	Ban on unsanctioned RV camping/residency; cases of this will be posted for removal/towing regardless of assessment score, triggering 72-hour notice of removal and removal and prioritization in removal process. For reported abandoned vehicles, high prioritization on response.	Based on location, assessment scores of vehicles/RVs associated with unsanctioned camping will receive 10 extra points to baseline score, increasing the likelihood the sites will receive a 72-hour notice of removal. Sites will receive prioritization in the removal process.
<b>PPB 911/Emergency Calls Response</b>	City protocol	City protocol	City protocol
<b>311, /Non-Emergency Calls, /Reports Response</b>	City's designated team (city employees/PPB/Park Ranger/etc) established for areas for prioritized response	City's designated team (city employees/PPB/Park Ranger/etc) established for areas for prioritized response	City's designated team (city employees/PPB/Park Ranger/etc) established for areas for prioritized response
<b>Safety Maintenance &amp; Repairs of City Property (lighting, repairing broken equipment, broken windows,</b>	Same day department notice of issue and posting acknowledging expected timeframe of repair. Expect minor repairs of hazards within 48 hours	Same day department notice of issue and posting acknowledging expected timeframe of repair. Expect minor repairs of hazards within 48 hours	Same day department notice of issue and posting acknowledging expected timeframe of repair. Expect minor repairs of hazards within 48 hours

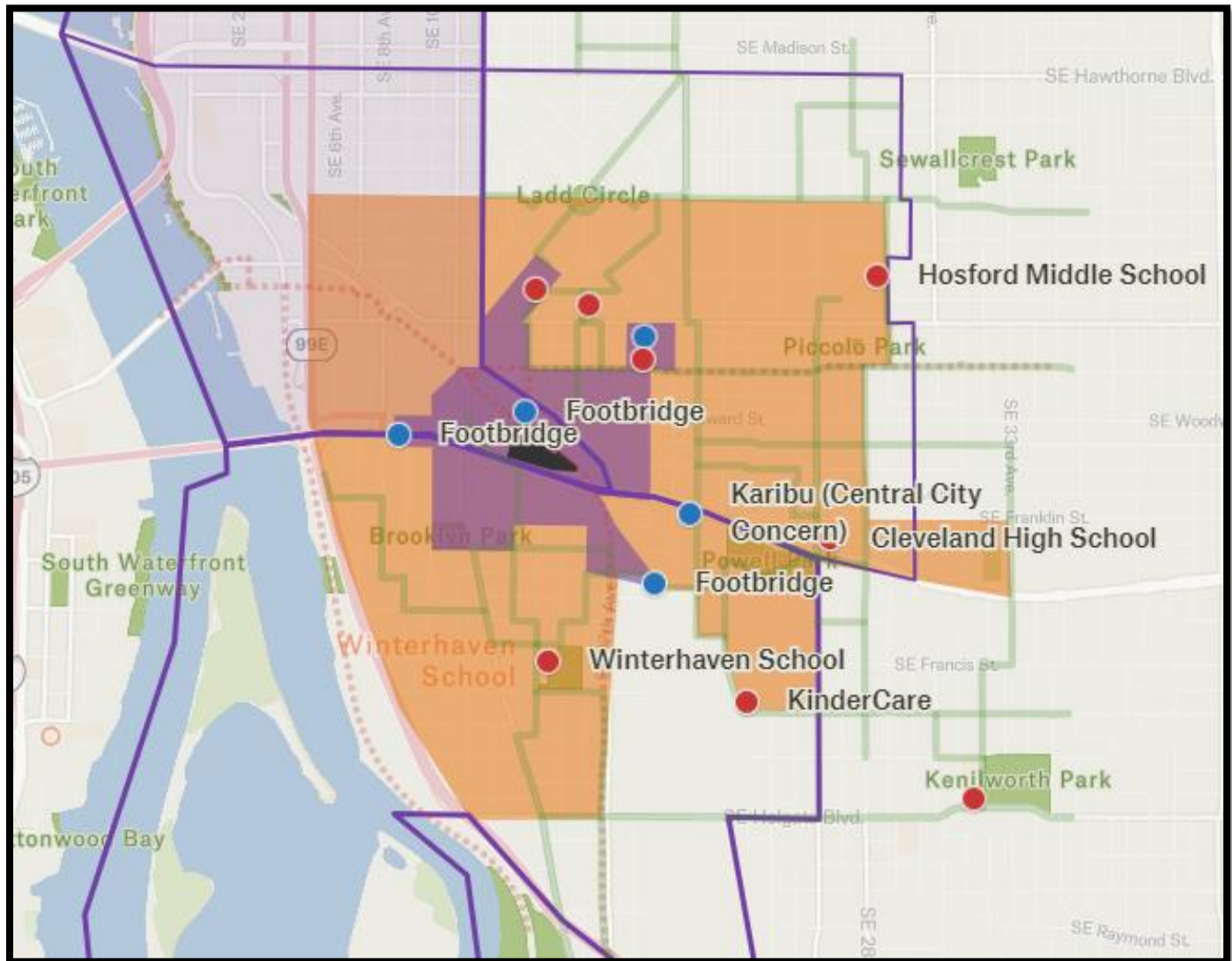
<b>missing signage, hazard trees)</b>			
<b>Cleaning/clearing of obstructions in public right of way to ensure accessibility.</b>  <b>Cleaning of significant trash in public spaces.</b>	Weekly cleaning, also have clean up for reported issues within 2 days	Clean up reported issues within 3 days	Clean up reported issues within 5 days
<b>Significant (Gang signs, hate speech, etc.) Graffiti Removal - Public Property</b>	Happens within 3 days of reporting to PEMO	Happens within 4 days of reporting to PEMO	Happens within 7 days of reporting to PEMO
<b>Significant (see above) Graffiti Removal - Private Property</b>	Happens within 2 days of gaining consent of owner reporting to PEMO and/or Graffiti Removal Program Coordinator (requires <a href="#">consent form</a> )	Happens within 4 days of gaining consent of owner reporting to PEMO and/or Graffiti Removal Program Coordinator (requires <a href="#">consent form</a> )	Happens within 7 days of gaining consent of owner reporting to PEMO and/or Graffiti Removal Program Coordinator (requires <a href="#">consent form</a> )
<b>Human and medical waste removal</b>	Clean up reported issues within 8 hours via Urban Alchemy contact line.	Clean up reported issues within 48 hours	Clean up reported issues within 48 hours
<b>Replanting of damaged vegetation</b>	Equivalent seasonal replacement in next planting season	Equivalent seasonal replacement in next planting season	Equivalent seasonal replacement in next planting season
<b>Residential Repair Grant (vandalism repairs, etc.)</b>	Reimbursement requests for vandalism on private residential property. Reimbursement will cover the amount of deductible to repair the damage, up to \$5,000 per instance. Program has a \$50,000 cap, with commitment to further discussions if this cap is reached.	Reimbursement requests for vandalism on private residential property. Reimbursement will cover the amount of deductible to repair the damage, up to \$5,000 per instance. Program has a \$50,000 cap, with commitment to further discussions if this cap is reached.	Reimbursement requests for vandalism on private residential property. Reimbursement will cover the amount of deductible to repair the damage, up to \$5,000 per instance. Program has a \$50,000 cap, with commitment to further discussions if this cap is reached.

## Zones of Service Areas in the Good Neighbor Agreement

### Zone 3 – outer perimeters



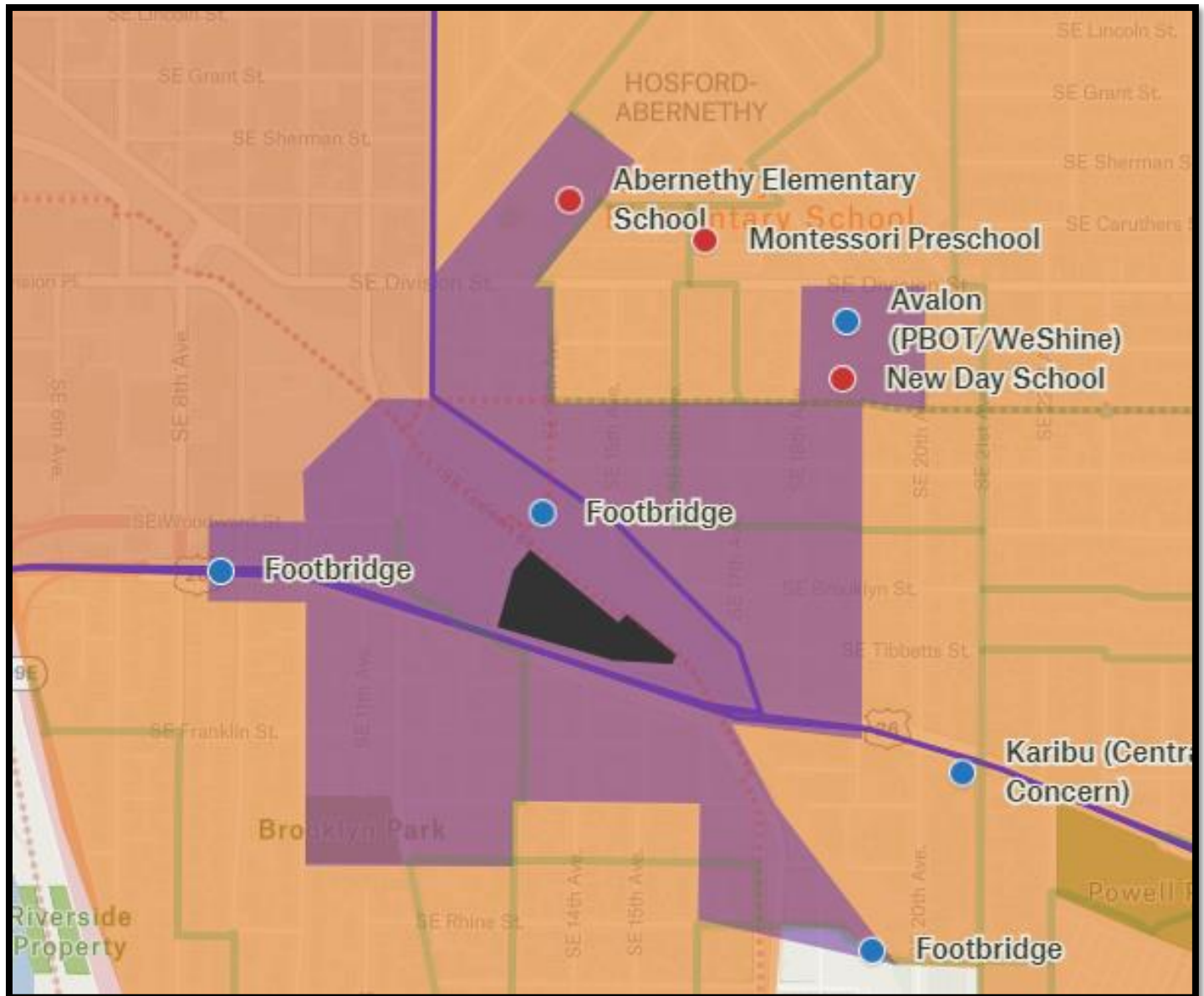
### ***Zone 2 – middle perimeters***





## Zones of Service Areas in the Good Neighbor Agreement

### Zone 1 – inner perimeters



# COMMUNICATIONS FAQ RESOURCE GUIDE

To report an issue in your neighborhood, please refer to the guide below on the appropriate agency to contact. City of Portland reference page for reporting problems: [www.portlandoregon.gov/27447?category\\_id=74](http://www.portlandoregon.gov/27447?category_id=74)

ISSUE	CONTACT
<b>CAMPSITE &amp; VEHICLE REMOVAL</b>	
Removal of unsanctioned campsites	<p>File online complaint at <a href="http://pdxreporter.org">pdxreporter.org</a> or call 311</p> <p>(311 operators report campsite reports from callers on same <a href="http://pdxreporter.org">pdxreporter.org</a> tool)</p> <p>Additional info:  <a href="http://www.portlandoregon.gov/transportation/article/405043">www.portlandoregon.gov/transportation/article/405043</a></p>
Removal of: <ul style="list-style-type: none"> <li>Abandoned vehicles</li> <li>Unsanctioned RVs</li> <li>Unsanctioned vehicle/camping residency</li> </ul>	<p>Call PBOT Abandoned or Junk Vehicle Report Hotline: 503-823-7309</p> <p>Can also link to reporting channels via <a href="http://pdxreporter.org">pdxreporter.org</a> or by calling 311</p> <p>Additional info:  <a href="http://www.portlandoregon.gov/transportation/article/405043">www.portlandoregon.gov/transportation/article/405043</a>  <a href="http://www.portland.gov/transportation/parking/abandoned-auto">www.portland.gov/transportation/parking/abandoned-auto</a></p>
Illegal Parking	<p>Call PBOT illegal parking number: 503-823-5195 or call 311</p> <p>Can also link to reporting channels via <a href="http://pdxreporter.org">pdxreporter.org</a></p> <p>Additional info:  <a href="http://www.portlandoregon.gov/transportation/article/405043">www.portlandoregon.gov/transportation/article/405043</a></p>
<b>PEOPLE &amp; PROPERTY ISSUES</b>	
<ul style="list-style-type: none"> <li>Primer on when to call 911 vs non-emergency vs 311: <a href="https://www.portland.gov/911/when-call-non-emergency-503-823-3333">https://www.portland.gov/911/when-call-non-emergency-503-823-3333</a></li> <li>Primer on when to use 911 vs Police non-emergency phone number: <a href="https://www.portlandoregon.gov/civic/article/673520">https://www.portlandoregon.gov/civic/article/673520</a></li> <li>Some crimes may be reported online after they have happened: <a href="https://www.portlandoregon.gov/police/cor/">https://www.portlandoregon.gov/police/cor/</a></li> </ul>	
Emergencies - including but not limited to: <ul style="list-style-type: none"> <li>Crimes in progress</li> <li>Immediate threat to life or property</li> <li>Individual posing harm to oneself or others</li> </ul>	<p>Call 911</p> <p>Additional info: <a href="http://www.portlandoregon.gov/civic/article/673520">www.portlandoregon.gov/civic/article/673520</a></p>
Issues that have already happened but still call for a police response or investigation, including but not limited to: <ul style="list-style-type: none"> <li>Vandalism</li> <li>Break-Ins</li> <li>Vehicle Theft</li> </ul>	<p>Call 311 or Police Non-Emergency Line: 503.823.3333</p> <p>Additional info:  Online report for some situations:  <a href="http://www.portlandoregon.gov/police/cor/">www.portlandoregon.gov/police/cor/</a></p>



Suspicious activity, such as - <ul style="list-style-type: none"> <li>● Prowler looking into car windows</li> <li>● Person comes to door with unusual requests</li> <li>● Person behaving suspiciously on street but no crimes are being committed and no one appears to be in danger</li> </ul>	<b>Call 311 or 503.823.3333</b>  <i>Additional info:</i> <a href="http://www.portlandoregon.gov/civic/article/673520">www.portlandoregon.gov/civic/article/673520</a>
Noise Complaints	<b>Call 311</b>  <i>Additional info on noise complaints:</i> <a href="http://www.portland.gov/bds/noise/noise-concerns#:~:text=For%20more%20information%2C%20contact%20the,at%20503%2D823%2D3333">www.portland.gov/bds/noise/noise-concerns#:~:text=For%20more%20information%2C%20contact%20the,at%20503%2D823%2D3333</a>
Damaged vegetation	<b>Call 311</b>
<b>TRASH AND GRAFFITI</b>	
Illegal dumping of trash	<b>File online complaint at <a href="http://pdxreporter.org">pdxreporter.org</a> or call 311</b>  <i>Additional info:</i> <a href="http://www.portlandoregon.gov/transportation/article/405043">www.portlandoregon.gov/transportation/article/405043</a>
Homeless-related trash	<b>File online complaint at <a href="http://pdxreporter.org">pdxreporter.org</a>, e-mail <a href="mailto:311@portlandoregon.gov">311@portlandoregon.gov</a>, or call 311</b>  <i>Additional info:</i> <a href="http://www.portland.gov/pemo/reporttrash">www.portland.gov/pemo/reporttrash</a>
Cleaning/clearing of obstructions in public right of way, including: <ul style="list-style-type: none"> <li>● Bike paths</li> <li>● Safe Routes to School</li> <li>● Sidewalks</li> <li>● Roadways</li> <li>● Foot Bridges &amp; Overpasses</li> </ul>	<b>File online complaint at <a href="http://pdxreporter.org">pdxreporter.org</a> or call 311</b>  <i>Additional info:</i> <a href="http://www.portlandoregon.gov/transportation/article/405043">www.portlandoregon.gov/transportation/article/405043</a>
Bio Waste & Syringe	<b>Call 503.234.3000 or File online request at Metro RID Program <a href="http://www.oregonmetro.gov/tools-living/garbage-and-recycling/report-dumped-garbage#Resources">www.oregonmetro.gov/tools-living/garbage-and-recycling/report-dumped-garbage#Resources</a></b>  Syringe drop locations: <a href="https://www.multco.us/syringe-disposal/syringe-drop-box-locations">https://www.multco.us/syringe-disposal/syringe-drop-box-locations</a>
Graffiti	<b>File online complaint at <a href="http://portland.gov/bps/graffiti/report-graffiti">portland.gov/bps/graffiti/report-graffiti</a>; can also go to <a href="http://pdxreporter.org">pdxreporter.org</a>, e-mail <a href="mailto:311@portlandoregon.gov">311@portlandoregon.gov</a>, or call 311</b>  <i>Additional info:</i> <a href="http://www.portlandoregon.gov/transportation/article/405043">www.portlandoregon.gov/transportation/article/405043</a> <a href="http://www.portland.gov/pemo/reporttrash">www.portland.gov/pemo/reporttrash</a>
<b>MAINTENANCE &amp; REPAIRS OF CITY PROPERTY</b>	
Street lighting	<b>File online complaint at <a href="http://pdxreporter.org">pdxreporter.org</a> or call 311</b>  <i>Additional info:</i> <a href="https://www.portlandoregon.gov/transportation/article/40504">https://www.portlandoregon.gov/transportation/article/40504</a>

	<a href="#"><u>3</u></a>
Repairing broken equipment	<b>Call 311</b> and they can determine who the equipment belongs to and pass the report to the correct entity
Broken windows	For small businesses with broken windows, Prosper Portland has a repair grant program. Find details here: <a href="https://prosperportland.us/portfolio-items/local-small-business-repair-reopening-grant/"><u>https://prosperportland.us/portfolio-items/local-small-business-repair-reopening-grant/</u></a>
Missing signage	If the sign is a street traffic sign, <b>call PBOT at 503-823-1700</b> ; otherwise <b>call 311</b> .
Hazardous trees/limbs	Report a Tree Emergency to Urban Forestry by <b>calling 503-823-TREE (8733)</b> or <b>call 311</b>
<b>OTHER</b>	
Issues not addressed above	<b>Call 311 or 503.823.3333</b>

### Additional Resources

Clinton Triangle Alternative Shelter Site - Urban Alchemy 24/7 Contact Line	TBD
Neighborhood newsletters: <ul style="list-style-type: none"> <li>• Brooklyn Action Corps. Neighborhood Newsletter</li> <li>• Hosford-Abernethy Neighborhood District Newsletter</li> </ul>	<a href="https://brooklyn-neighborhood.org/category/brooklyn-action-corps/newsletter/"><u>https://brooklyn-neighborhood.org/category/brooklyn-action-corps/newsletter/</u></a>  <a href="https://groups.google.com/g/handannounce"><u>https://groups.google.com/g/handannounce</u></a>
Resources available for people experiencing homelessness <ul style="list-style-type: none"> <li>• Referrals to shelter</li> <li>• Cooling centers</li> <li>• Mental health crisis</li> <li>• Legal Aid</li> <li>• Job Search Assistance</li> <li>• Employment resources</li> <li>• Transportation aid</li> </ul>	<b>Call 211 or text 898211</b>  Shelter information available at <a href="http://www.211info.org"><u>www.211info.org</u></a> or <a href="http://www.portland.gov/homelessnessimpactreduction/referrals"><u>www.portland.gov/homelessnessimpactreduction/referrals</u></a>  If near the location of the Clinton Triangle Temporary Alternative Shelter Site, may also call the 24/7 Urban Alchemy phone number
Donations of Goods/Cash	Coordinated donations may be welcome at the Site, but please ensure you have communicated before arriving with any donation. You may reach out directly to Urban Alchemy via phone at the site, organize an effort through the Neighborhood Association, or leverage other channels. Faith-based organizations may be interested in the TogetherPDX effort: <a href="http://www.togetherpdx.org/"><u>www.togetherpdx.org/</u></a>