

River District Navigation Center Good Neighbor Agreement

October 2025



A Good Neighbor Agreement between:

- City of Portland
- Pearl District Neighborhood Association
- Old Town Community Association
- Oregon State University Food Innovation Center

Table of Contents

1. Introduction & Background 2

2. Legal Status of the Agreement.....2

3. Goals of the GNA.....2

4. Community Data 3

5. All-Party Agreements (all parties agree to the following).....4

6. City of Portland Agreements 4

7. The Old Town Community Association and the Pearl District Neighborhood Association
Agreements..... 7

8. Problem Solving Communication Agreements 8

9. Community Advisory Committee Agreements (Creation and Role) 10

10. Administration of Good Neighbor Agreement 11

11. Signatories..... 11

 Appendix A: Good Neighbor Area.....14

 Appendix B: Shelter Guests Expectations.....15

 Appendix C: Communication Contacts for Good Neighbor Agreement.....17

 Appendix D: Contact Numbers and Links for Neighborhood Issues 19

1. Introduction & Background

- A. This Good Neighbor Agreement (GNA or Agreement) was originally developed by the 2018 Old Town/Pearl District Task Force and in partnership with the following stakeholders: Joint Office of Homeless Services (JOHS), Transition Projects, Oregon Harbor of Hope (OHOH) (Funder), the Portland Police Bureau (PPB), and GNA area residents. In 2024, this GNA was revised after the property's sub-lease to OHOH expired and the City of Portland (the City) assumed property management responsibilities under a permit from Prosper Portland.
- B. This River District Navigation Center (Navigation Center) Good Neighbor Agreement is intended as an expression of commitment by the parties to work collaboratively for the success of the Navigation Center, at NW Naito north of the Broadway Bridge, while enhancing the quality of life of all residents and visitors to the Good Neighbor Agreement Area. See Appendix A for a map of the GNA area.
- C. The purpose of this Agreement is to identify ways for Parties to work together to address potential impacts as well as to be good neighbors in support of residents of the Pearl and Old Town neighborhoods and Navigation Center guests. This Agreement is an update to a previous GNA related to the Navigation Center and intends to improve communication and response to livability issues.
- D. A successful Navigation Center provides an opportunity for people experiencing homelessness to receive the services they need to return to permanent housing. Its intent is to reduce the number of people who would otherwise be living unsheltered in the City of Portland, and it will be a good neighbor to adjacent residences and businesses.

2. Legal Status of the Agreement

- A. The GNA is not legally enforceable, but by their signatures the Parties express their commitment to honoring the agreements made herein.

3. Goals of the GNA

- A. Articulate all party and party-specific agreements and the mechanisms needed to ensure that those agreements are honored.
- B. Foster positive relationships between the Navigation Center's shelter operator, shelter guests, and neighbors to maximize opportunities for collaboration that improve neighborhood safety, livability, and quality of life for all. Such opportunities may include:

- a. Keeping trash and graffiti off of public spaces as well as the immediate area surrounding the Navigation Center.
 - b. Initiate and maintain open communications and understanding among all parties.
 - c. Encourage all parties to be proactive and ready to respond to concerns that may arise.
 - d. Develop procedures and/or protocols for tracking and resolving issues, concerns and problems.
 - e. Create events that build community between the Navigation Center, local area businesses, and surrounding neighborhoods.
- C. Establish clear lines of communication and agreed upon procedures for promptly identifying and resolving problems in the GNA area.
 - a. Provide preferred point of contact information to the community for questions and concerns that may arise.
 - b. Create an ongoing Community Advisory Committee (CAC) that meets regularly and fields and addresses neighbor, guest, and stakeholder questions and concerns (outlined further in Section 9).
- D. Affirm and protect the rights of all housed and unhoused residents, employees, students of and visitors to the community to feel safe, to quietly enjoy their property, and have access for the services and supports they need to thrive.
- E. Inherent in this Agreement is the assumption of certain basic rights. These include:
 - a. All Navigation Center guests, local residents, businesses, agencies and property owners within the GNA area, and facility staff have a right to personal safety.
 - b. All neighbors, guests, and Navigation Center staff have a right to safe and quiet enjoyment of their properties and public spaces.
 - c. Participants in this agreement specifically support the right of Navigation Center guests to be safe, to access services to meet their basic needs, and to thrive.

4. Community Data

- A. The City commits to sharing the following data with the community on a quarterly basis or as may be necessary, as a way for them to gauge the success of the program and this agreement:
 - a. Shelter data. The City's Shelter Services team releases information from all City shelters each quarter. It includes a variety of [data points](#), including participant

demographics and exit information. City Shelter Services team will remind stakeholders each quarter of its availability, for them to review at the relevant Community Advisory Committee meeting.

- b. Camp report data. The Impact Reduction Program maintains a publicly available [dashboard](#) with information on the status of camp reports. We can share information quarterly from this dashboard about the number of removals in the GNA during the previous quarter. However, it is available and updated in real-time so neighbors are free to check the status of a camp removal at any time. PBOT does not provide similar data at this time.
- c. Other data of importance to the community. The City and other local government entities maintain public dashboards to provide transparency around measures that impact the community, such as crime data, police response times, air quality, food pantry locations, public restroom locations, other shelter locations, and more. Links to these dashboards are included in Appendix D.

5. All-Party Agreements (all parties agree to the following):

- A. Carry out all agreements as stipulated in this Good Neighbor Agreement.
- B. Participate in collaborative problem solving around issues that arise in the Good Neighbor Area.
- C. Use and promote direct, respectful, and civil communication through the communications protocols set out in Section 8.
- D. Jointly and directly resolve problems as quickly as possible (see Section 8).
- E. Provide parties to this agreement with updated contact information if there are any changes to key staff, such as the shelter management or organizational leadership.

6. City of Portland Agreements:

- A. Attend Community Advisory Committee meetings.
- B. Ensure adequate and ongoing funding of the Navigation Center.
- C. Ensure the shelter operator is held accountable to its commitments within this GNA.
- D. Keep property in and around Navigation Center clean by providing trash containers, regular trash pick-up, and maintenance of landscape.
- E. Establish a safe and secure perimeter of the Navigation Center.

- F. Provide minimum 60 days notice to all parties of intent to make significant changes to the Navigation Center program, including changes to the population served.
- G. In recognition of the neighboring community's efforts to make the shelter a success, the City of Portland will commit \$100,000 to livability projects in the area upon signature of this agreement. These funds are separate from other commitments the City makes to neighborhoods and are intended to address livability issues in the area. The funds will be administered or granted through the Public Environment Management Office (PEMO). PEMO's mission is to deliver livability-related solutions to community members and small business owners across Portland by coordinating established City resources in an efficient manner.
- H. Oversee a shelter operator that agrees to:
 - a. Attend Community Advisory Committee meetings and make a best effort to implement CAC recommendations.
 - b. Regularly keeps an eye on the immediate area of the shelter (Priority Response Area, 250 ft), during normal operations and when staff arrive/exit for the day. The purpose of this function is to observe what is happening around the shelter, so that the operator can communicate Good Neighbor Agreement expectations with shelter participants as needed or to communicate with the City to initiate priority responses as outlined in Appendix C when appropriate. Additionally, operator will be open to staff joining community area cleanups, both to help keep the area clean as well as to build positive relationships with nearby neighbors.
 - c. Provide adequate services and staffing support for guests of the Navigation Center.
 - d. Provide adequate services and staffing support for guests of the Navigation Center.
 - e. Establish clear expectations and rules for shelter guests and hold guests accountable to the Navigation Center's code of conduct (Appendix B).
 - f. Promote guest and neighbor safety and livability.
 - i. Hold Navigation Center guests responsible for their actions. In some cases, depending on the severity of the situation, a person may be excluded from the shelter.
 - ii. Provide rules against littering.
 - iii. Provide opportunities (voluntary litter patrols) for guests and neighbor volunteers to assist in reducing litter around the perimeter of the Navigation Center and surrounding sidewalks.
 - iv. Assign staff to pick up litter around the Navigation Center campus.

- v. Provide secure trash disposal on-site as needed.
- g. Discourage large groups from gathering in public areas.
 - i. Share with guests the potential for large groups to be disruptive in the neighborhood and encourage them to be good neighbors.
- h. Minimize the impact on neighbors of smoking by guests, volunteers, and staff.
 - i. Designate smoking areas that will have the least impact on guests and neighbors.
 - ii. Post a sign at the exit(s) reminding guests to be good neighbors.
 - iii. Encourage no smoking at business entrances. Stay in full compliance with all federal, state, and local laws.
- i. Encourage guests to have a sense of ownership in the community.

8. Problem Solving Communication Agreements:

- C. Establish a clear dispute resolution process.
 - a. Any issues, questions, or concerns arising from the Navigation Center shall first be addressed during a community advisory meeting to discuss and problem-solve the issue.
 - b. Urgent issues may be communicated via one-on-one communication (telephone, email, or in-person) between the reporting entity and the Site liaison as referenced in Appendix C.
 - c. Any issue, question, or concern which cannot be addressed or resolved within one (1) week shall be brought to the attention of a senior representative of the Site Operator (as referenced in Appendix C) by the Site liaison of the Navigation Center or the reporting entity.
 - d. If any issue, question, or concern cannot be addressed or resolved within two (2) weeks, as previously outlined, it shall be brought to the attention of the City of Portland Shelter Services Team using information in Appendix C.
 - e. If the issue, question, or concern remains unresolved, it may be brought of the Director of Portland Solutions. The Director of Portland Solutions reports directly to the City Administrator.
 - f. Nothing in this communication structure precludes an individual from reaching out directly to elected representatives or to the City of Portland Ombudsman's Office (contact info in Appendix C).

- g. Livability issues outside of the Site Operator’s direct control, but within the surrounding neighborhoods, such as unsanctioned camping, abandoned autos, or large trash items in the public right of way, may be communicated via channels dedicated to resolving such issues as listed in Appendix D.
- D. The communication flow chart below represents the process outlined in section 8.A:
- I. Employ the City’s Impact Reduction Program in the GNA area outlined in Appendix A.
 - a. Leverage [City Council Ordinance 19047](#) to prioritize response near schools, parks, private residences, and businesses. The City will prioritize action within its jurisdiction of the public-right-of-way and will not impose any actions on private property (residential or commercial) unless through legal processes. Additionally, the City will follow all laws regarding impact reduction processes determined by federal, state, and city law enforcement agencies. Enhanced services may be impacted by changes to legal requirements.
 - b. Respond to reports of issues as outlined below:

Service	Enhanced Service Description
Removal of unsanctioned campsites	High priority zone to address unsanctioned campsites. The City will initiate prompt engagement with individuals (within 3 business days) to visit and assess the campsite. Following the assessment, City teams will give highest priority to the sites for a posting. The posting will advise the individuals that the site will be cleaned and removed following a 72 hour waiting period as per Oregon State Law (ORS 195.505). Attempts will be made to connect individuals to the City’s Street Service Coordination Center (SSCC) resources. The City will communicate regular updates (once a week at minimum) to the Community Advisory Group.

Removal of Abandoned Vehicles, unsanctioned RVs, and other unsanctioned vehicle camping/residency	High priority zone to address unsanctioned RV and car camping/residency. The City will initiate prompt engagement with individuals (within 3 business days) and coordinate with SSCC resources. The City will communicate regular updates (once a week at minimum) to the Community Advisory Group.
PPB 911/Emergency Calls Response	Emergency calls must be prioritized by mandated City protocol. Portland Street Response can be engaged when appropriate by calling 9-1-1 and asking for Portland Street Response.
311/Non-Emergency Calls/Reports Response	The City's Street Service Coordination Center will meet with designated non-emergency teams (city employees, park rangers, etc) to emphasize prioritized response around the Navigation Center.
Cleaning/clearing of obstructions in public right of way to ensure accessibility. Cleaning of significant trash in public spaces.	Respond to cleaning requests within 5 business days for garbage and small obstructions in the public right of way. If a large item or vehicle is blocking the flow of traffic, respond as soon as possible (within 1 day).
Significant Graffiti (gang signs, hate speech, etc.) Removal	Graffiti will be removed from the Navigation Center property within 5 business days.
Significant Graffiti (see above) Removal - Private Property	Graffiti will be removed from private property within 5 business days of gaining consent of owner reporting the graffiti to PEMO and/ the Graffiti Removal Program Coordinator (requires consent form, see Appendix D for reporting links).

7. The Old Town Community Association and the Pearl District Neighborhood Association Agreements:

- A. Attend Community Advisory Committee meetings (see Section 9).
- B. Serve as a neighborhood contact for anyone within the Pearl District and Old Town neighborhoods for questions and concerns that arise from the Navigation Center. Primary City points of contact for specific issues are listed in Appendix D.

9. Community Advisory Committee Agreements (Creation and Role):

- A. With this GNA, a local Community Advisory Committee (CAC) will be established to both monitor the effectiveness of and hold stakeholders accountable to this GNA on an ongoing basis. The Community Advisory Committee representatives will include:
 - a. Pearl District Neighborhood Association (up to two)
 - b. Old Town Community Association (up to two)
 - c. Site Operator (one)
 - d. City of Portland (one)
 - e. Oregon State University (OSU) Food Innovation Center (one)
 - f. Neighbor Representatives (up to three), with membership priority given to Waterfront Pearl, McCormick Pier Condos, and the Yards at Union Station.
- B. The CAC will be responsible for:
 - a. Helping ensure that strong lines of communications are maintained between the City of Portland, the Site Operator, and the community.
 - b. Ensure that the commitments in the GNA are being upheld.
 - c. Identifying opportunities for greater collaboration among the parties that enhance the benefits of the Navigation Center for participants and the neighborhood.
 - d. Identifying and developing solutions to any problems that are recurring and have not been adequately addressed through the problem solving communications strategies outlined in Section 8.
- C. The CAC will hold meetings.
 - a. The CAC will convene monthly. Meeting cadence may be varied by consensus from the CAC.
- D. Every six months, the CAC will revisit the Problem Solving Communication Agreements outlined in Section 8 to ensure communication is effective. At that time, the CAC will also update contact numbers in Appendix D if there are any changes.
- E. The CAC will foster transparency and keep the community abreast of updates.

- a. Provide regular updates to neighbors regarding the Navigation Center's success, status, resolution of issues; provide education to the community; provide volunteer opportunities.
- b. Provide updates to the neighborhood associations for their dissemination.
- c. Provide updates to Prosper Portland as needed.

10. Administration of Good Neighbor Agreement:

- A. Changes to the GNA, including the GNA map area, enhanced service expectations, or communication procedures may be made upon recommendation by the CAC and with consensus of all signatories.
- B. Any changes to the Operator or Funder of the Navigation Center would trigger a review of the GNA.
- C. This revised GNA will remain in effect until closure of the Navigation Center or until all parties to this agreement reach consensus to dissolve this GNA.
- D. The original executed GNA will be maintained and posted online by the City of Portland, but all parties will be responsible for maintaining an executed copy of the GNA in their records for reference.
- E. Each party is responsible for updating any changes to their organization's representative contact information by notifying all parties of those changes.

11. Signatories:

Signed by:

Hendrik Broekelschen

2039FA7B03E24D8...

Hendrik Broekelschen, City of Portland, Policy & Partnerships Manager

DocuSigned by:

Tony Bernal

96D91AB41B514B8...

Tony Bernal, Transition Projects, CEO of Transition Projects

DocuSigned by:

Bruce Studer

64399073B4A74A8...

Bruce Studer, Pearl District Neighborhood Association, President

DocuSigned by:

Glenn Traeger

B6BA6252A29A4D8...

Glenn Traeger, Pearl District Neighborhood Association, Subcommittee on Livability

DocuSigned by:

Jessie Burke

DBD93580F710428...

Jessie Burke, Old Town Community Association, President

DocuSigned by:

Joel Miller

E1D37DE4090645C...

Joel Miller, OSU Food Innovation Center, Facilities and Operations Managers

DocuSigned by:

Mike Moran

9EF9B0AF0C5E467...

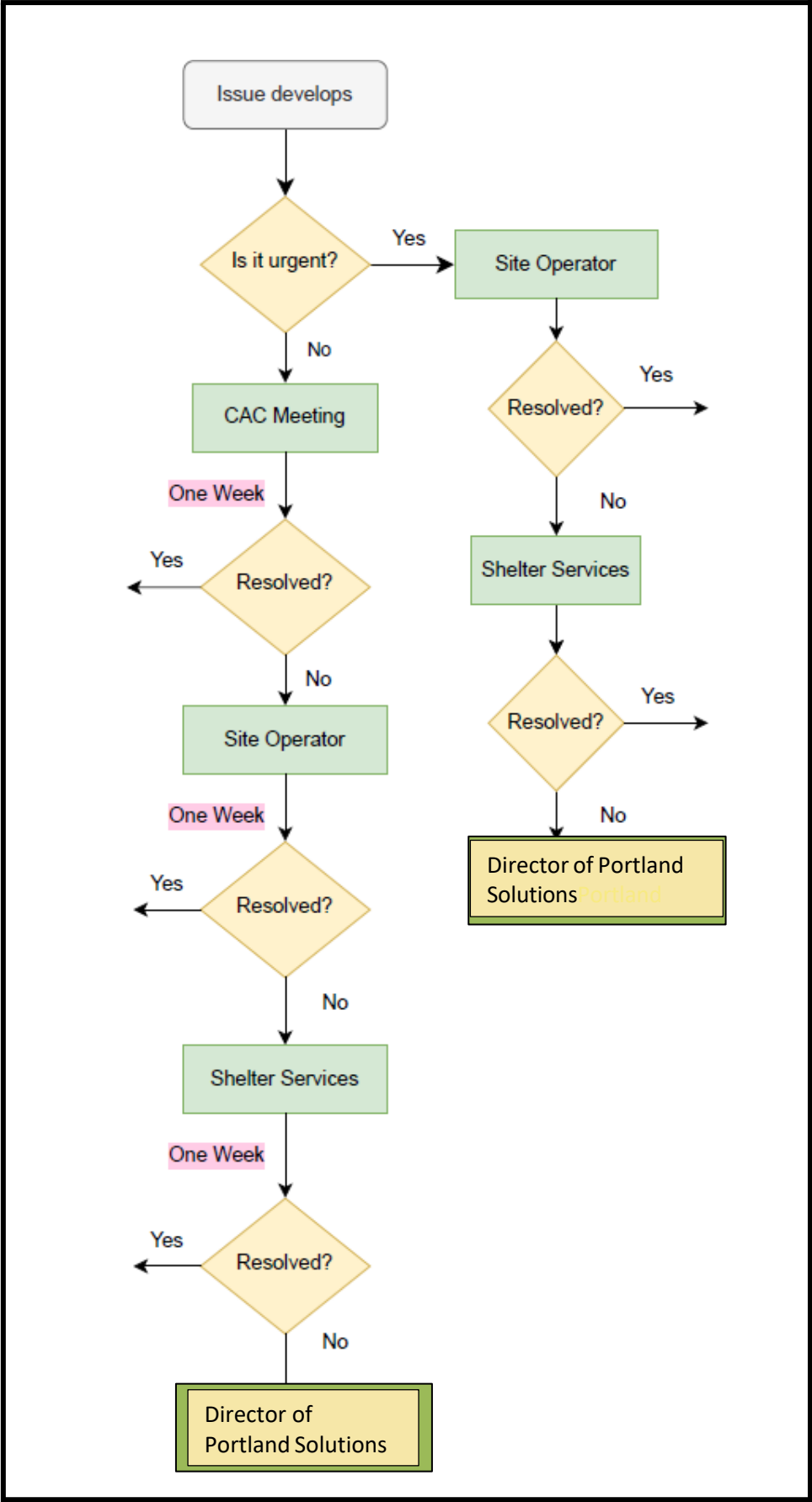
Mike Moran, Executive Director, Wheat Marketing Center, Albers Mills Building

Signed by:

Marty Eggerss

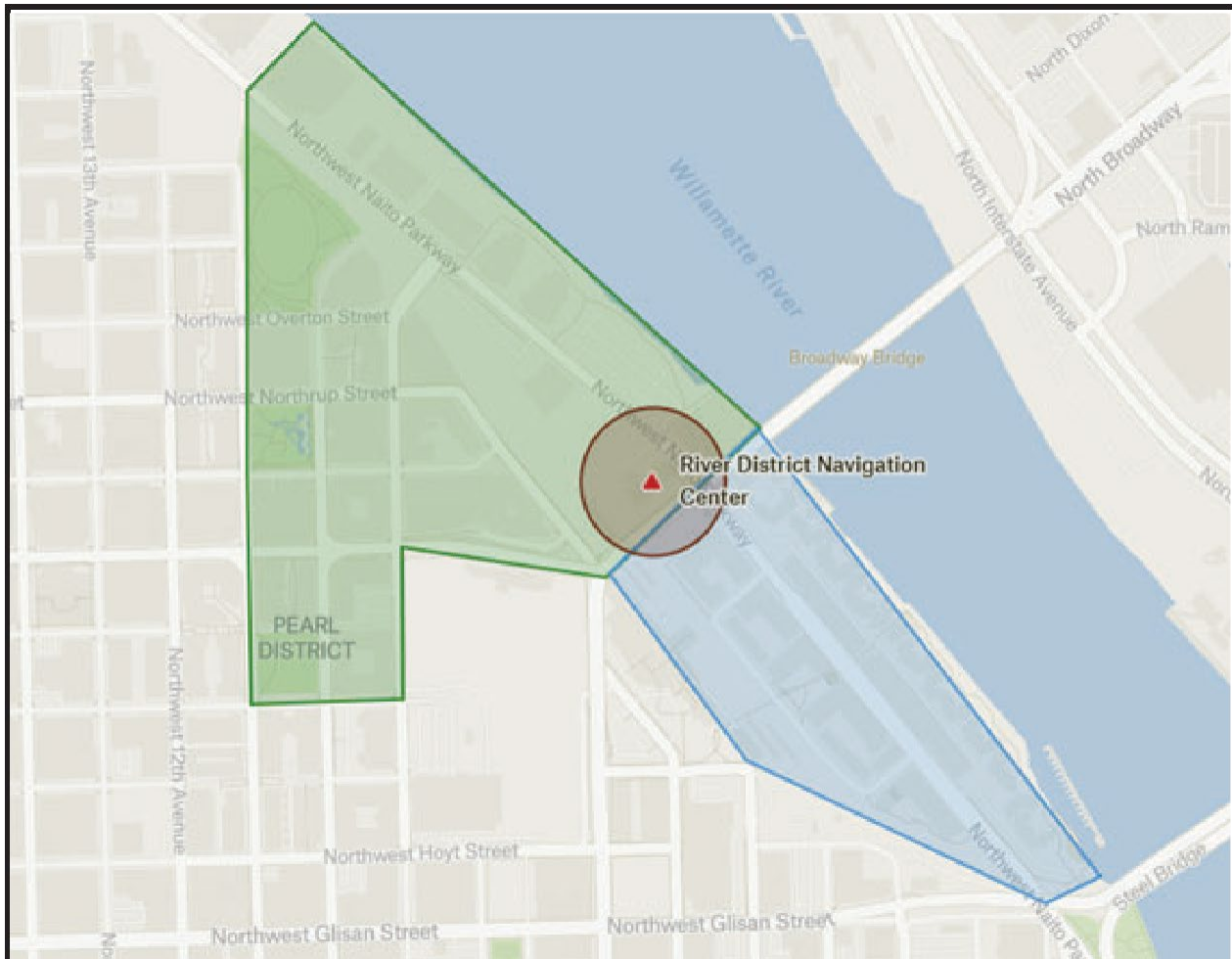
33F6BED846E94E2...

Marty Eggerss, Community Member, Unit Owner, Waterfront Pearl Condos



Appendices

Appendix A: Good Neighbor Area



Digital map Available at this link:

<https://felt.com/map/River-District-Navigation-Center-Good-Neighbor-Area-rMRCVZy6RRqyNkSq7BqDIC?loc=45.530837,-122.678848,16.28z&share=1>

Appendix B: Shelter Guests Expectations

River District Navigation Center Good Neighbor Agreement

What is a “Good Neighbor Agreement”?

A Good Neighbor Agreement (GNA) is a formal or informal agreement between individuals, businesses, organizations, or communities to establish guidelines or principles for positive interaction and cooperation. These agreements are typically created to address potential conflicts or concerns that may arise from activities or developments in a particular area. Overall, Good Neighbor Agreements are a proactive approach to building positive relationships and addressing issues within communities.

Community Guidelines and Expectations

Here at the River District Navigation Center, we want to cultivate a positive and harmonious relationship within the local community, more specifically, those within a five-block radius of the RDNC facility. We agree to follow these guidelines to the best of our ability:

1. Alcohol & Drug Policy:

- All RDNC participants within a five-block radius of the RDNC facility are subject to the alcohol and drug policies established by Transition Projects, for Low Barrier Shelter Programs.
- Usage of substances or alcohol within five-blocks is in violation of those Policies. Anyone found violating this policy risks being separated from the RDNC for 30 days.

2. Respect for Neighboring Businesses:

- If a neighboring business owner or staff member requests that you move along, off or away from their property, we ask that you kindly comply with such requests.
- The deck located across the street from the RDNC facility is private property and is not part of the RDNC premises.
- We kindly request that individuals do not loiter or congregate on the deck across the street.
- All Participant Equity Standard and Guideline expectations also apply to our Good Neighbor Agreement, allowing us to create a safe community for ALL.

- Please be respectful to our neighbors. If you are having negative experiences within the community, please come and let us know so we can support you.

3. Garbage and Tobacco Debris:

- Please discard all cigarette or tobacco debris directly into ashtrays provided in the courtyard and/or in front of the RDNC facility. This helps maintain cleanliness and prevents littering in the community.
- Please pick up after yourself. We have garbage cans out front and around our facility as well as local “county property” garbage cans spanned within a 5-block radius.
- If you see something that needs to be thrown away or recycled, and you are unable to do it on your own, please come and let staff know so we can assist you! Please report any biohazard or hazardous materials to staff right away so that proper protocols and procedures are followed.

4. Personal Property:

- Please refrain from abandoning large bags of property, including bags of cans, clothing, suitcases, bike parts, bike frames, carts, and strollers, in the courtyard or in front of the RDNC facility.
- If individuals require assistance or information regarding storage services or donation drop box locations, RDNC staff members are available to help and support. Upon your exit of the RDNC, you will have 5 days to retrieve your property. You can also request up to two 3-Day extensions. We would rather you request an extension than abandon your belongings! Please ask!

5. Commitment to a Clean and Safe Environment:

- We are committed to operating a clean, safe, and inclusive space for all community members, both inside and outside the RDNC facility.
- By respecting these guidelines and expectations, we contribute to the overall well-being and cohesion of the neighborhood and local community.
- By signing below, we affirm our commitment to upholding the principles and guidelines outlined in this Good Neighbor Agreement.

Participant Name (Print)

Date:

Participant Name (Signature)

Appendix C: Communication Contacts for Good Neighbor Agreement

A. Site Operator's Site Managers:

- a. **Site Operator:** Transition Projects
- b. **General Phone:** 503-280-4725
- c. **Site Manager, Zachary Saile:** zachary.saile@tprojects.org
- d. **Site Operator, Vice President of Shelter Operations, Nicky Ferguson:**
nicky.ferguson@tprojects.org

B. Old Town Community Association

- a. **Chair, Jessie Burke:** chair@pdxoldtown.org

C. Pearl District Neighborhood Association (PDNA)

- a. **Board Member: Bruce Studer, Board President PDNA,**
president@pearldistrict.org
- b. **PDNA Livability Subcommittee: Glenn Traeger, Subcommittee Number,**
g.traeger@att.net

D. OSU Food Innovation Center

- a. **Facilities and Operations Manager: Joel Miller,** joel.miller@oregonstate.edu,
office 503-872-667

E. Wheat Marketing Center, Albers Mills Building

- a. **Mike Moran, Executive Director, Wheat Marketing Center,** mmoran@wmcinc.org

F. City of Portland Shelter Services Team

- a. **General Email:** shelterservices@portlandoregon.gov
- b. **Portland Solutions Representative: Hank Smith,**
hank.smith@portlandoregon.gov, 503-865-6904

G. Community Members:

- a. **Marty Eggerss, Unit Owner, Waterfront Pearl Condos,** eggerss@gmail.com

H. City of Portland Assistant City Administrator:

- a. **Annie Von Burg,** Annie.VonBurg@portlandoregon.gov

I. City of Portland Ombudsman:

- a. **Call:** 503-823-0144
- b. **Email:** ombudsman@portlandoregon.gov
- c. **Mail or in person:** Office of the City Auditor Office of the Ombudsman 1221 SW 4th Ave., Room 320 Portland OR 97204

Appendix D: Contact Numbers and Links for Neighborhood Issues

List will be updated here:

https://docs.google.com/spreadsheets/d/14g90_P7sd5aib_KJn541eMxOIH4f8RvCYSLX5CmDjSU/edit?usp=sharing

ISSUE	CONTACT
<i>City of Portland reference page for reporting problems:</i> https://www.portlandoregon.gov/27447?category_id=74	
CAMPSITE & VEHICLE RESPONSE	
Removal of unsanctioned campsites	File online complaint at pdxreporter.org or call 311 (311 operators report campsite reports from callers on same pdxreporter.org tool) Additional info: https://www.portlandoregon.gov/transportation/article/405043
Removal of: - Abandoned vehicles - Unsanctioned RVs - Unsanctioned vehicle/camping residency	Call PBOT Abandoned or Junk Vehicle Report Hotline: 503-823-7309 Can also link to reporting channels via pdxreporter.org or by calling 311 Additional info: https://www.portlandoregon.gov/transportation/article/405043 https://www.portland.gov/transportation/parking/abandoned-automobiles
Illegal Parking	Call PBOT illegal parking number: 503-823-5195 Or call 311 Can also link to reporting channels via pdxreporter.org Additional info: https://www.portlandoregon.gov/transportation/article/405043
Report an Abandoned or Derelict Vessel (i.e. boat) in waterway	https://www.oregon.gov/dsl/waterways/Pages/ADV.aspx https://www.oregon.gov/dsl/waterways/pages/public-use.aspx

Oregon Public Waterways (map)	https://www.oregon.gov/dsl/waterways/Pages/Waterways_map.aspx
Report an Abandoned Vehicle to Multnomah County Sherriff	https://multnomahcounty.seamlessdocs.com/f/Abandoned/
PEOPLE & PROPERTY ISSUES	
<i>Primers on when to call 911 vs non-emergency vs 311:</i> https://www.portland.gov/911/when-call-non-emergency-503-823-3333 https://www.portlandoregon.gov/civic/article/673520 <i>Some crimes may be reported online after they have happened:</i> https://www.portlandoregon.gov/police/cor/	
Emergencies - including but not limited to: - Crimes in progress - Immediate threat to life or property - Individual posing harm to oneself or others	Call 911 Additional info: https://www.portlandoregon.gov/civic/article/673520
Issues that have already happened but still call for a police response or investigation, including but not limited to: - Vandalism - Break-Ins - Vehicle Theft	Call 311 or 503.823.3333 Additional info: Police Non-Emergency line: Online rerport for some situations: https://www.portlandoregon.gov/police/cor/
Suspicious activity, such as: - Prowler looking into car windows - Person comes to door with unusual requests - Person behaving	Call 311 or 503.823.3333 Additional info: https://www.portlandoregon.gov/civic/article/673520

suspiciously on street but no crimes are being committed and no one appears to be in danger	
Noise Complaints	Call 503-823-7350 or 311 Additional info on noise complaints: https://www.portland.gov/bds/noise/noise-concerns#:~:text=For%20more%20information%2C%20contact%20the,at%20503%2D823%2D3333
Damaged vegetation	Call 311
City of Portland Shelters - report an issue or ask a question	(503) 823-1340 or shelterservices@portlandoregon.gov
Report Trash on Public Property	Resource Tool: https://www.portland.gov/311/report-trash
Report Abandoned Shopping Cart	https://www.northwestcarts.com/
How to Call Police for Trespassing Violations on Private Property	https://www.portland.gov/homelessnessimpactreduction/private-property-issues
Report Property Code Violations on Private Property (i.e. squatters in your neighbor's house, tents in neighbor's yard, etc)	Report online: https://www.portland.gov/ppd/code-enforcement/report-code-violation#:~:text=Please%20call%20503%2D823%2D7300,Learn%20more More guidance here: https://www.portland.gov/bds/code-enforcement/code-enforcement-phone-numbers Check status of code investigations on PortlandMaps.com (enter address and go to the Permit section)
Multnomah County Property Records Search	https://multcoproptax.com/Property-Search
Report a Crime to Multnomah County Sheriff	https://mcso.mycasenumber.us/
TRASH AND GRAFFITI	
Illegal dumping of trash	File online complaint at pdxreporter.org or call 311 Additional info:

	https://www.portlandoregon.gov/transportation/article/405043
Large items in public space (couches, etc)	Metro RID program: File online request at https://ridpatrol.oregonmetro.gov/report/#/start
Homeless-related trash	Report as a campsite at https://www.portland.gov/homelessnessimpactreduction/report-campsite-mail Or email 311@portlandoregon.gov Or call 311 Additional info: https://www.portland.gov/pemo/reporttrash
Bio Waste & Syringe	Metro RID program: File online request at https://ridpatrol.oregonmetro.gov/report/#/start or Call: 503-234-3000 Syringe disposal locations: https://www.multco.us/syringe-disposal Report human waste at virtual biweekly Pemo Problem Solver Meetings
Small Business Grants (up to \$25K) for repairs	https://prosperportland.us/portfolio-items/local-small-business-repair-restore-grants/
Graffiti	https://www.portland.gov/bps/graffiti/report-graffiti
Data Portals & Reference Pages	
PDX Maps Landing Page (zones, voting districts, bikeways, etc)	https://pdx.maps.arcgis.com/home/index.html
Portland Open Data website (download raw data)	https://gis-pdx.opendata.arcgis.com/
Portland Maps Gallery (city boundaries, watershed, zoning, economic vulnerability, etc)	https://www.portlandmaps.com/advanced/?action=gallery
Portland Impact Reduction Dashboard (campsite reports, assessments, removals)	https://pdx.maps.arcgis.com/apps/dashboards/c68d1d2e29e444a7b70f20aaafcbfbeb
Portland Campsite Removal Policy	https://www.portland.gov/homelessnessimpactreduction/documents/city-portland-campsite-removal-policy-and-property-storage-0/download

Portland Police Crime Data by neighborhood	https://public.tableau.com/app/profile/portlandpolicebureau/viz/New_Monthly_Neighborhood/MonthlyOffenseTotals
Crime Frequency Map (concentrations of crimes by block)	Go to PortlandMaps.com and select "Public Safety" layer. A link to this layer around the Clinton Triangle site is here: https://www.portlandmaps.com/detail/crime-property/267638_did/?p=R287743#
Stolen Vehicle Dashboard	https://public.tableau.com/app/profile/portlandpolicebureau/viz/MonthlyStolenVehicleStatistics/Dashboard
PBOT Policy on unpaid fines and "boots" on vehicles	https://www.portland.gov/transportation/parking/booting?utm_medium=email&utm_source=govdelivery
Portland Police call volume and response times	https://www.portland.gov/police/open-data/police-dispatched-calls
911 Operator Reports	https://www.portland.gov/911/directors-report#toc-2023-reports
Police Use of Force Report	https://public.tableau.com/app/profile/portlandpolicebureau/viz/ForceAuditReport/Summary
MultCo Sherrif Crime Dashboard	https://www.mcso.us/reported-crime-data-dashboard
Portland Street Response Dashboard	https://public.tableau.com/app/profile/pfrcommunityhealth/viz/PortlandStreetResponseDashboard/PSRDashboard
Portland Fire CHAT Dashboard	https://public.tableau.com/app/profile/pfrcommunityhealth/vizzes
Portland Parking Rules Map	https://pdx.maps.arcgis.com/apps/MapSeries/index.html?appid=ad171d005d4442bba3c640735d070aa3&entry=3
Neighborhood Associations list for all of Portland	https://www.portland.gov/neighborhoods
PDX Gun Violence Map	https://www.arcgis.com/apps/instant/interactivelegend/index.html?appid=b96aaf5c9bd648ecbcf59c9acbdea495
Portland Gun Violence Dashboard	https://public.tableau.com/app/profile/portlandpolicebureau/viz/GunViolenceTrendsReport/YearToDateRollingYearStatistics
TASS and Safe Rest Villages data dashboard	https://arpa-data-reporting-pdx.hub.arcgis.com/ https://www.portland.gov/shelter-services/shelter-services-data-dashboard
Joint Office of Homeless Services - quarterly reports	https://johs.us/reports/
Map of public restrooms and hygiene stations	https://pdx.maps.arcgis.com/apps/webappviewer/index.html?id=3abca53221c64d6a9e35c5c8572a9696

Safe Route to Schools Maps	https://pdx.maps.arcgis.com/apps/webappviewer/index.html?id=b51534aa6e1f4dd4ad4d83c4a084d9a6
High Crash Corridors in Portland	https://www.portland.gov/transportation/vision-zero/high-crash-network-streets-and-intersections#toc-high-crash-network-streets-and-intersections
Affordable Housing in Portland Area	https://www.oregonmetro.gov/public-projects/affordable-housing-bond-program#Project-map
Public Housing Maps	https://pdxedu.maps.arcgis.com/apps/MapSeries/index.html?appid=6c974440e8554deea949f1c3331cf022
Built for Zero (homeless population) data	https://johs.us/current-initiatives/built-for-zero/ (scroll to bottom)
Street Services Organization Center (plus shelter referral data)	https://www.portland.gov/sscc/about
Portland Loo Locator	https://portlandloo.com/loo-locator/
Multnomah County Library Locator	https://multcolib.org/hours-and-locations
Portland Neighborhood Data	https://www.portland.gov/transition/news/2024/2/9/data-rich-maps-show-portlands-strengths-and-challenges
Fentanyl Overdose Dashboard - Portland Area	https://public.tableau.com/app/profile/multnomah.county.communicable.disease.services/viz/MultnomahCountyOverdoseDashboard/Starthere
Rose City Resource Guide	https://www.portland.gov/safe-rest-villages/safe-rest-villages-program-overview/good-neighbor-commitments
Food Pantry Locations	https://foodfinder.oregonfoodbank.org/
Bottle Drop Locations Dashboard	https://bottledrop.com/locations/
Ambulance Services Map	https://geo.maps.arcgis.com/apps/webappviewer/index.html?id=1085b8a318ba4a3ba7c1e26900549077
Overdose Data Dashboard	https://www.oregon.gov/oha/ph/preventionwellness/substanceuse/opioids/pages/data.aspx
Find Fire Drug Treatment Near You	https://app.powerbigov.us/view?r=eyJrIjoiaMmM2MjI3MTktMWMyMi00NzA2LWE4MDctNTA5ZmExYmRhNGM1IiwidCI6IjY1OGU2M2U4LThkMzktNDk5Yy04ZjQ4LTEzYWVjOTQ1MmY0YyYyJ9
Dashboard for New Treatment Beds	https://app.powerbigov.us/view?r=eyJrIjoiaZDEwYWVjOTQ1MmY0YyYyJ9IiwidCI6IjY1OGU2M2U4LThkMzktNDk5Yy04ZjQ4LTEzYWVjOTQ1MmY0YyYyJ9

Oregon Health Plan Dashboard	https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/medical-enrollment.aspx#Dashboard
Air Quality Index	https://aqi.oregon.gov/
Street Light and Signal Locations and Numbers	https://www.arcgis.com/apps/webappviewer/index.html?id=8fa39852b8d5433e993f0ec5b322bdbc
Street Light - Report a Problem	https://www.portland.gov/transportation/traffic-operations/report-streetlight-problem
Portland Pothole Reporting and Tracker	Call the pothole hotline at 503-823-BUMP (2867) or the 24-hour maintenance line at 503- 823-1700. Pothole dashboard: https://www.arcgis.com/apps/webappviewer/index.html?id=1606bfad51a34a99a5d11d8016bd78ae&extent=-13669360.545%2C5682909.4098%2C-13595980.9978%2C5723803.2199%2C102100
ODOT Roads (for determining jurisdictions)	https://gis.odot.state.or.us/transgis/
Services	
Portland-area Shelters and Services List	https://docs.google.com/spreadsheets/d/1sHF10W0WtcOv-KxWxeLnwFvFB41kFH3sJIPBKXbqPJE/edit?usp=sharing
Portland-area Shelter and Services Map	https://www.google.com/maps/d/u/1/edit?mid=1cl_fhTM2VSFDxyjBigSIS4GhCbm2X68&ll=45.53938016433766%2C-122.62861831369459&z=12
Street Outreach Request	This program intended to help individuals that are: - Currently unsheltered - Seeking contact with an outreach worker - Willing to provide their contact info and/or location The program takes self-referrals as well as referral on behalf of others. It is not a guarantee of immediate access to shelter. Visit: https://www.portland.gov/sscc/homelessoutreach Or call 3-1-1 Additional Info Page: https://www.211info.org/search/97217/10/?search_term=CITY%20OF%20PORTLAND%20STREET%20OUTREACH%20REQUEST%20PROGRAM&provider_search=true

Care Oregon Mental Health Treatment Directory	https://healthshare-bhplan-directory.com/
County's Behavioral Health Crisis Intervention Line	Behavioral Health Crisis Intervention 503-988-4888 Toll-free: 800-716-9769 Hearing-impaired dial: 711 24/7 crisis counseling by phone, with interpretation services for non-English speakers.
Statewide search tool for SUD treatment facilities	https://recoverynetworkoforegon.org/khcloud/web/wa/resources
List of Substance Use Disorder (SUD) treatment providers in region	https://multco-web7-psh-files-usw2.s3-us-west-2.amazonaws.com/s3fs-public/mhas/documents/ad_contractors.pdf
Central City Concern SUD Treatment Services	www.centralcityconcern.org 503-228-7134 (appointment line for all locations except Puentes)
CODA (same day Opioid Treatment)	855-733-2632, or visit 15 NE 11th For CODA's opioid treatment program, the critical eligibility criteria are · An opioid use disorder · Voluntary and interested in using medication to treat the disorder (methadone, buprenorphine, naltrexone) · Not immediately requiring residential withdrawal management for other substances (alcohol or benzodiazepines) Takes uninsured, OHP, Medicare and many commercial plans.
Fora Health (Substance Use Disorder treatment)	10230 SE Cherry Blossom Dr https://forahealth.org/
New Narratives Treatment Center	Clinics in Portland and Tigard (https://newnarrativepdx.org/discover-what-we-do/clinical-care/) For intake and screening

	(503) 726-3742
Portland Street Medicine	(503) 501-1231 https://www.portlandstreetmedicine.org/contact-us
MultCo Harm Reduction Clinic	12425 NE Glisan; 503-988-0577 Mondays and Thursdays 11-7 Wound care avail Mondays
Multnomah County Community Health Centers	https://www.multco.us/multnomah-county-community-health-centers-0 503-988-5558
Multnomah County Health Department's Behavioral Health Resource Center	Services include laundry, showers, restrooms, peer support, and more. Tickets Required for Entry. You must have a ticket to enter the day center for EVERY time block. Get tickets at our outreach van at NW 5th Ave and Glisan St (Greyhound Station parking lot). Come get coffee, information and your entry ticket. There are four, 3-hour time blocks scheduled during the day—25 people can enter during each time block. Open daily from 8am-8pm. Closed the fourth Friday of every month from 12-3pm. 333 SW Park Ave. 503-988-4100
MultCo thresholds for emergency weather shelters (warming and cooling)	https://www.multco.us/help-when-its-hot/when-do-we-open-cooling-centers-or-shelters
Free RV Pumpout Program for RVs on public property	Request a pumpout: 503-865-6884 Program page: https://www.portland.gov/united/rv-pollution-prevention-program
Cold Weather Emergency Shelter & Resources	https://www.multco.us/care-when-its-cold
HUD (Home Forward) Properties in the Region	https://www.homeforward.org/apartment-communities/ ; income criteria updated here https://www.homeforward.org/eligibility/#
HUD Housing Choice Vouchers (aka Section 8)	https://www.homeforward.org/housing-choice-voucher/

Local Process	
HUD Rental Assistance Programs	https://www.homeforward.org/rental-assistance/
HUD Coordinated Access (how to apply for housing vouchers)	https://www.homeforward.org/wp-content/uploads/2022/04/Overview-of-Coordinated-Access-in-Multnomah-County.pdf
Multnomah County/Portland Homeless Response Action Plan	https://www.multco.us/multnomah-county/homelessness-response-action-plan