

GOOD NEIGHBOR COMMITMENT

**Between the City of Vancouver and Neighborhood Associations surrounding
the *Vancouver Navigation Center* located at 2018 Grand Boulevard for the operation of the
Day Center Program**

This document outlines the areas of discussion between the City and neighborhood residents surrounding the soon to be opened Day Center Program within the *Vancouver Navigation Center* located at 2018 Grand Boulevard, a building owned by the City of Vancouver. The City met with the following Neighborhood Associations who participated in the development of this document: Maplewood, Rose Village, Central Park, Harney Heights and Fourth Plain Village. This document outlines concerned voices by the Neighborhood Associations regarding the Day Center Program operations and the City’s commitment to address them. The City is committed to maintaining a welcoming building with programs and services that are responsive to the needs of the community.

GOOD NEIGHBOR COMMITMENT	
Areas of concern from Neighborhood Associations	City’s Commitment
Review the Good Neighbor Commitment after the 1 st year and every 3 years after that	<ul style="list-style-type: none"> • This Good Neighbor Commitment will be reviewed after one year, and every three years thereafter.
Seek input from the neighborhood	<ul style="list-style-type: none"> • The City will work with the neighborhood associations to seek input and feedback on any future revisions to this Commitment Agreement. • After opening of the Day Center Program, the City will work with the Neighborhood Associations regarding future proposed uses of the remainder of the <i>Vancouver Navigation Center</i>.
Notification of changes to Good Neighbor Commitment	<ul style="list-style-type: none"> • The City will notify the Neighborhood Associations on any changes to the Good Neighbor Commitment Agreement.

CODE OF CONDUCT	
Areas of concern from Neighborhood Associations	City’s Commitment
The code of conduct for participants should expand to the behavior in the neighborhood and not just the Day Center	<ul style="list-style-type: none"> • SHARE will have each visitor to the Day Center Program sign a Code of Conduct. The guidelines in this document will include, but not be limited to, information on smoking, safety, posturing, substance use and trash. • The guidelines will be posted throughout the Day Center Program area.
Discourage loitering	<ul style="list-style-type: none"> • The Vancouver Police Department will continue to enforce the City ordinance that prohibits the blocking of sidewalks as well as any type of trespassing per Vancouver Municipal Code (VMC) 8.18. • The Day Center Program will include storage facilities available to participants which should help to reduce storage of personal property in public spaces.

COMMUNICATION	
Areas of concern from Neighborhood Associations	City's Commitment
Annual report to Neighborhood Associations	<ul style="list-style-type: none"> The City will work with SHARE to provide an annual report on Day Center Program operations to the Neighborhood Associations which will include the number of people served, type of services provided and outcomes. The Neighborhood Associations will be encouraged to provide feedback and submit agenda items for the meeting.
Develop a process for meeting and communicating with neighborhoods to discuss concerns, issues or suggestions	<ul style="list-style-type: none"> The City will create a mailing list for routine communications with the Neighborhood Associations. The City will work with assigned City staff neighborhood liaisons to gather information and address concerns discussed at neighborhood meetings.
Provide a 24/7 contact number	<ul style="list-style-type: none"> TBD - Contact information for the Day Center Program will be determined prior to opening.
Develop a process for submitting verbal and written and complaints (including a timeline for response)	<ul style="list-style-type: none"> TBD - City will identify who to contact for what issues and timelines for response. Suggestions and concerns will be tracked by the City staff and neighborhood liaisons at the neighborhood meetings.
Track and report property crime in the neighborhood	<ul style="list-style-type: none"> Property crimes are currently tracked by VPD. A Community Crime Map can be found at https://www.cityofvancouver.us/police/page/crime-map
Encourage use of 911	<ul style="list-style-type: none"> Ongoing education during the neighborhood meetings. Neighbors are encouraged to report property crimes in progress, or with a known suspect to 9-1-1. Property crimes not in progress or with no suspect information should be reported to 3-1-1
Install an anonymous suggestion box on building	<ul style="list-style-type: none"> A suggestion box, that will allow anonymous submissions, will be available at the Day Center.

COMPLIANCE	
Areas of concern from Neighborhood Associations	City's Commitment
Maintain the Good Neighbor Commitment	<ul style="list-style-type: none"> City staff and City Council will ensure that the Good Neighbor Commitment is upheld. Neighbors can address concerns during their neighborhood meetings, at City Council meetings and by contacting City staff.

DAY CENTER PROGRAMMING	
Areas of concern from Neighborhood Associations	City's Commitment
Proper on-site management	<ul style="list-style-type: none"> TBD- In development.
Description of program(s) provided	
Track last residency address	
How to engage clients in the neighborhood	

EDUCATION & TRAINING	
Areas of concern from Neighborhood Associations	City's Commitment
Provide education and training to Neighborhood Associations on: understanding mental illness, what is considered an emergency, and various issues related to homelessness (i.e. camping ordinance)	<ul style="list-style-type: none"> City staff will schedule for trainings on-site at the <i>Vancouver Navigation Center</i> for neighborhood members. Neighborhood Associations can also request trainings/presentations at their neighborhood meetings. City will include discussion regarding any public investments (i.e. lights, pavement) made in the neighborhood.
Provide training to Neighborhood Associations on: <i>MyVancouver</i> App reporting features	<ul style="list-style-type: none"> Non-emergency issues can be reported through the <i>MyVancouver</i> App including potholes, graffiti, sign damage, and street lights issues. City staff can provide trainings on-site at the <i>Vancouver Navigation Center</i> for neighborhood members. Neighborhood Associations can also request training/presentations at their neighborhood meetings.

PROPERTY	
Areas of concern from Neighborhood Associations	City's Commitment
Conceal graffiti within 48 hours	<ul style="list-style-type: none"> The City will make every effort to keep the building and grounds free of graffiti. Neighbors can assist by promptly reporting graffiti to City Operations by calling 360-487-8177, online at www.cityofvancouver.us/community/page/myvancouver, or via the <i>MyVancouver</i> app.
Research park furniture for surrounding parks	<ul style="list-style-type: none"> City staff are working to determine options for furniture at Waterworks and Evergreen Parks.

SAFETY	
Areas of concern from Neighborhood Associations	City's Commitment
Install security cameras on building	<ul style="list-style-type: none"> City Staff are researching equipment that will be installed when building is in operation.
Security presence when the day center is open	<ul style="list-style-type: none"> Security personnel will be on-site during operating hours.
Install sprinkler system	<ul style="list-style-type: none"> Sprinkler systems are installed and will be maintained by the City.
No camping on site	<ul style="list-style-type: none"> No camping signs will be posted across the site. The Vancouver Police Department will continue to respond to any complaints of unlawful camping per VMC 8.22, as staffing resources allow. City ordinance on camping hours and locations is available at: www.cityofvancouver.us/citycouncil/page/get-facts-about-citys-camping-ordinance Reporting camping ordinance violations to 911.
<p>Decrease the speed limit on Grand Boulevard to 25 or 20 miles per hour</p> <p>Research radar smart to be able to control speed limits</p>	<ul style="list-style-type: none"> Grand Blvd. is classified principal arterial. Principal arterials are designed to carry large volumes of traffic over long distances, so decreasing the speed limit could have negative impacts to the entire city transportation system. In this area of Grand Blvd, some design modifications have been made to promote a safer street for vehicles, cyclists and pedestrians. The City will install semi-permanent Speed Monitoring Awareness Radar signs on Grand Boulevard in September 2018. City staff will attend Neighborhood Association meetings to provide information on transportation issues in this area.
Provide information about neighborhood traffic calming program and grants	<ul style="list-style-type: none"> Information on the traffic calming program and grants will be provided at Neighborhood Association meetings. Info on the Neighborhood Traffic Calming Program can be found at: www.cityofvancouver.us/publicworks/page/neighborhood-traffic-calming-program
Sexual harassment behaviors will be reported	<ul style="list-style-type: none"> A Code of Conduct must be adhered to by all Day Center Program users [Code of Conduct attached]. City staff will work with SHARE to determine incident reporting process and criteria for follow up. City will hold quarterly meetings with SHARE to discuss the operations and any impacts to the surrounding area.
Have after hours security	<ul style="list-style-type: none"> City will use a contracted security company for monitoring the site after hours. Any emergencies should be reported to 911.
Neighborhood police officer on site	<ul style="list-style-type: none"> An office will be available inside the <i>Vancouver Navigation Center</i> to enhance police presence and contribute towards a community policing model. The assigned Neighborhood Police Officer will address livability and crime concerns in coordination with the assigned police patrols as time and call volume allows.

STREETS & LIGHTING	
Areas of concern from Neighborhood Associations	City's Commitment
Maintain a well-lighted facility and grounds	<ul style="list-style-type: none"> The City will work with VPD to assess the property using Crime Prevention through Environmental Design (CPTED) strategies.
Respond to problems with street lighting	<ul style="list-style-type: none"> The City will replace existing street light fixtures with new 200-watt LED fixtures along E. 20th Street on Y Street and Z Street, improving lighting and energy efficiency. The City will complete a lighting analysis of the neighborhood, as well as areas along Fourth Plain Boulevard between Ft. Vancouver Way and Grand Boulevard, to identify any areas that require additional lighting. Additional lighting fixtures as identified in the analysis would likely be deployed in the 1st or 2nd quarter of 2018. The lighting to be installed will not be so bright that it negatively impacts neighboring properties.

TRASH & RECYCLING	
Areas of concern from Neighborhood Associations	City's Commitment
Prohibit and actively discourage littering around the site and surrounding properties and garbage cans should be placed at the Day Center's door	<ul style="list-style-type: none"> There will be trash containers conveniently located inside and outside the Vancouver Navigation Center building. SHARE staff will monitor containers. SHARE will also monitor loitering throughout the Day Center Program area. Signage stating policy and code of conduct regarding littering will be installed and easily visible to all Day Center Program users. Training for Day Center Program users will be provided surrounding the impact of trash and negative behaviors. Talkin' Trash team will monitor the site for trash and belongings.
Expand Talking Trash program to neighborhood streets, not just around the Day Center	<ul style="list-style-type: none"> Public Works will offer assistance with collection of litter from the right of way through the Talkin' Trash program. In addition, to surrounding streets, the area around the <i>Vancouver Navigation Center</i> will become a regular route for the Talkin' Trash team of three crew members and one supervisor working five days per week. Neighborhood residents can report trash by calling Operations at 360-487-8177 or online at: www.cityofvancouver.us/publicworks/webform/service-requests-public-works
The Day Center's trash area should be inside the fence	<ul style="list-style-type: none"> The trash and recycling storage will be inside the property's fence. Containers will be screened and not accessible after operating hours (when the facility is closed) to help mitigate any unauthorized use of containers.

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