



OFFICE OF HOMELESS SOLUTIONS

EXHIBIT __: GOOD NEIGHBOR REQUIREMENTS ADDENDUM

The Bridge Homeless Recovery Center

Bridge Steps will operate The Bridge Homeless Recovery (The Bridge) in a manner that is respectful of its neighbors and surrounding community using homeless outreach best practice techniques to prevent and address quality of life concerns within the boundaries defined in this document (Good Neighbor Addendum or GNA). The Bridge acknowledges the importance of establishing and maintaining positive relationships with neighbors and preserving safety and well-being of all in the neighborhood. The Bridge will expect its employees and Guests to show respect for its neighbors by obeying all laws and community standards. The Bridge will respond within forty-eight (48) hours to any questions or concerns from neighbors and provide contact information whenever requested.

Good Neighbor Requirements:

At a minimum, Bridge Steps will:

- Continue its current good neighbor activities, consisting of the following:
 - Provide safety and maintenance of common areas, areas visible to the public, and surrounding outdoor areas as they are affected by the unsheltered population for businesses adjacent to The Bridge through execution of the GNA
 - Work closely with the Dallas Police Department and Downtown Dallas, Inc. to report criminal or unlawful activities and/or work with the Community Prosecution section of the City Attorney's Office as requested by the Dallas Police Department and/or the City Attorney's Office.
 - Coordinate neighborhood clean-up events with volunteers and Guests
 - Create opportunities for eligible Guests to participate in community services activities
- Ask Guests (and others who visit the facility) to abide by Guest Rules while on the property, including:
 - No littering, fighting, weapons, or illegal solicitation (in accordance with local and state law).
 - No purchasing or selling of drugs or drug paraphernalia or prostitution (in accordance with local and state law)
 - No harassment, disturbing neighbors, or disorderly conduct (in accordance with local and state law).
- Engage in the good neighbor activities specified in the chart below and provide supporting documentation of these activities as outlined below.

Good Neighbor Commitment	Good Neighbor Activity	Supporting Documentation
Community Engagement	• Attend neighborhood body meetings as requested • Solicit participation of neighborhood body representatives on a Bridge Steps community board or advisory group (subject to approval of Bridge Steps' Board of Directors) • Provide space for, and participate in, standing periodic Good Neighbor meetings with neighborhood bodies (to include City of Dallas departments) • Develop and implement written procedures to provide consistent messaging for organizations with which Bridge Steps interacts who wish to feed or help the homeless	Submit written confirmation on Monthly Operational Report (with copy of any applicable written procedures)
Internal Operations (re. Guests)	• Develop and implement written procedures (with training to employees) on appropriate Guest expectations when diverting Guests who do not have night shelter at The Bridge • Develop and implement written procedures (with training to employees) for communication to Guests, intended to cultivate culture of "no garbage," "no street harassment," and "observe traffic/pedestrian/safety rules" (e.g., add to The Bridge's intake and code of responsibility)	Submit copy of written procedures
External Operations (re. Outside Entities)	• Establish and maintain (with associated written procedures) a dedicated phone line or email address to receive feedback, referrals, or other information from neighborhood bodies (with commitment to respond within forty-eight (48) hours)	Submit written confirmation on Monthly Operational Report Submit copy of written procedure Submit written correspondence

- Provide copies of any GNA (and any revisions thereto) entered into with any neighborhood body within 90 days following execution.
- Partner with the Office of Emergency Management and Crisis Response (all shifts) to engage with adverse shelter individuals who are found within the GNA boundaries and encourage those individuals to obtain shelter at the Bridge.
- Follow all applicable laws and procedures when observing and reporting quality of life offenses.

The parties acknowledge that no additional or alternative funding will be provided by the City for these Good Neighbor activities, unless authorized by Dallas City Council and/or the City of Dallas Office of Homeless Solutions.

GNA Boundaries:

The boundaries of the GNA shall include The Bridge's perimeter. See map below.

