

Memorandum



CITY OF DALLAS

DATE October 21, 2025

TO Honorable Members of the Housing and Homelessness Solutions Committee: Cara Mendelsohn (Chair), Lorie Blair (Vice Chair), Adam Bazaldua, Zarin Gracey, Jesse Moreno, Jaime Resendez, Gay Willis

SUBJECT **Good Neighbor Agreement with The Bridge Master Services Contract**

The purpose of this memorandum is to provide an update regarding the Good Neighbor Agreement (GNA) for The Bridge Homeless Recovery Center ("The Bridge") and staff recommended updates. Bridge Steps' contract with the City for management and operation of The Bridge requires compliance with the GNA.

A GNA is a City-imposed requirement for property managers who provide shelter and housing for unsheltered or formerly unsheltered individuals at City-owned properties. The purpose of the agreement is to set clear expectations and guidelines about how the property will be managed or operated in a manner that minimizes disruptions, promotes safety and fosters positive relationships. The Bridge's GNA boundaries extend beyond the property footprint and includes a radius around the campus bounded by Canton Street (North), Griffin Street East (South), Harwood Street (East), and Ervay Street (West). See page 3 of the attached document.

The Bridge is the City's flagship, single adult, low-barrier shelter. Opened in May 2008, The Bridge was the first property to operate under a GNA effective December 17, 2017. The second property operating under a GNA is Family Gateway. Operators are required to work with the Office of Housing and Community Empowerment (OHCE), law enforcement, neighborhood organizations, residents, and area businesses.

Community Feedback

Working in partnership with former Committee Chair Jesse Moreno, City staff and The Bridge hosted two community meetings in November 2023 and provided information about The Bridge's GNA. Feedback from the 40 individuals in attendance focused on homelessness issues in the area. Staff re-committed to increasing street outreach presence around The Bridge's GNA boundaries and in the Cedars neighborhood.

Staff Recommendation

Staff recommends updating the GNA(see attached). Clarifying language is highlighted in yellow. In addition, three good neighbor activities in the current agreement, italicized below, are proposed for elimination to reflect current practices.

(1) Coordinate with the City of Dallas Community Courts for regular clean-up dates around the former Ambassador Hotel and Seeger/Hardwood.

Justification: Since the implementation of the GNA, The Bridge has assumed responsibility for cleaning operations within the GNA boundaries twice daily. Litter outside the boundaries are reported to Downtown Dallas Inc. and the Office of Emergency Management and Crisis Response (EMCR) for resolution, presenting additional opportunities for cleaning. The Bridge's care management staff continue to work directly

with the City of Dallas Community Courts to identify community service opportunities for guests who have had judgments placed against them in Community Courts.

(2) Develop and implement written procedures to communicate to entities outside of Dallas County when The Bridge is full, and patrons must be diverted to other shelters.

Justification: The Bridge has an existing procedure for responding to all inquiries regarding bed availability and diversion of individuals to other overnight shelter opportunities when space is unavailable.

(3) Provide written communication to Texas Department Criminal Justice and Greyhound Station relating to recently released when The Bridge is full.

Justification: As stated previously, The Bridge has an existing procedure for responding to all inquiries, regardless of origin, regarding bed availability and diversion of individuals to other overnight shelter opportunities when space is unavailable.

Next Steps

Staff propose that the GNA be amended to reflect the changes listed above and that Bridge Steps' contract for operation and management of The Bridge be revised to reflect the updated agreement. OHCE staff will continue to monitor the Bridge's Monthly Operational Report to ensure compliance with the GNA. Should you have any questions or need any additional information, please contact myself or Thor Erickson, Director, Office of Housing and Community Empowerment at 214-670-3632 or Thor.Erickson@dallas.gov. Service First, Now!

Service First, Now!



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