

# PLEASE READ BEFORE YOU USE CENTRAL EASTSIDE TOGETHER SERVICES:



Only the City of Portland has the authority to move an active camp out of the right-of-way. Central Eastside Together does not remove camps, move people or take personal possessions. For the City to send outreach teams and sanitation services to camps, needs must be monitored and documented. Report all camping-related concerns to the City's One Point of Contact. To report: call 3-1-1, email: [reportpdx@portlandoregon.gov](mailto:reportpdx@portlandoregon.gov) or go to [www.pdxreporter.org](http://www.pdxreporter.org)



## Safety for All

- If there is an immediate threat to life or property, **call 9-1-1**.
- If a crime has been committed, please report it to the City of Portland's Non-Emergency line at **503-823-3333** or online at [www.portlandoregon.gov/police/cor/](http://www.portlandoregon.gov/police/cor/)
- The Safety for All team includes a Care Coordinator and Outreach Ambassadors who are active district-wide daily. They are unarmed and trained in trauma-informed practices.
- The team can de-escalate a situation and provide a pathway for services and shelter.
- If someone is experiencing a mental health crisis and our Care Team is unavailable, contact the 24-hour Multnomah County Mental Health Crisis Line at **503-988-4888**.
- The team is available to visit your property to provide safety tips. If you experience vandalism, document any evidence, (ie videos, photos, descriptions of vandalism or criminal activity) make our teams aware, and report it on Portland Police's online reporting system [www.portlandoregon.gov/police/cor/](http://www.portlandoregon.gov/police/cor/)
- For our team to verbally ask someone to leave private property, you must fill out a **waiver**. The team does not take personal property and does not physically move individuals.
- The team can chaperone employees, residents and visitors safely to their car, public transportation or other Central Eastside destination.
- The quickest way to report abandoned automobiles is to contact Portland Bureau of Transportation via their Abandoned Auto Hotline at **503-823-6814** for a live person. Abandoned autos can also be reported at [www.portland.gov/transportation/parking/abandoned-auto](http://www.portland.gov/transportation/parking/abandoned-auto)



## Cleaning

- Cleaning teams are available to remove trash, biohazards, and needles on the sidewalks and public areas of the Central Eastside.
- Cleaning teams do not move camps nor take personal property. They will offer trash bags to people camping.
- Report camping related cleaning concerns to the City's One Point of Contact **3-1-1** or report on [www.pdxreporter.org](http://www.pdxreporter.org)



## Graffiti Removal

- Our Graffiti Removal team is available weekdays and prioritizes hate-graffiti.
- Graffiti removal requires a waiver, which you can find here [www.ceic.cc/centraleastside-together/waivers/](http://www.ceic.cc/centraleastside-together/waivers/)
- Our teams will utilize Metro stock colors and provide the closest match possible, unless you specify you have a paint match on site. A paint discount is available for Central Eastside businesses at Miller Paint, use the code: **CentralEastsideTogether**
- In order to best serve you, our Graffiti Removal Team will need the following information:
  - ▶ Description of the incident including special considerations i.e. historic brick
  - ▶ Photo of the graffiti
  - ▶ Physical Address
- Please report all graffiti to [pdxreporter.org](http://pdxreporter.org) so that the City can track tags for prosecutions.

**Please see attached Resource Guide for specific contact information.**



# Resource Guide:

For more information about Central Eastside Together please visit:  
[www.ceic.cc/centraleastside-together/](http://www.ceic.cc/centraleastside-together/)

**For all requests via phone please call (503) 236-6830 and enter the extension.**

## **Cleaning Service Requests:**

Provided by Central City Concern\*

Hours: Monday - Friday, 8:00 AM - 4:30 PM

[clean@ceic.cc](mailto:clean@ceic.cc)

Phone: EXT. 700

\*Specify if needles and/or biowaste are present

## **Graffiti Removal Requests:**

Provided by Central City Concern\*

Hours: Monday - Friday, 8:00 AM - 4:30 PM

[graffiti@ceic.cc](mailto:graffiti@ceic.cc)

Phone: EXT. 701

\*Waiver form required for removal

## **Safety for All:**

Provided by NW Enforcement

Hours: 24/7, EXCEPT 8:30 AM - Noon on Saturday & Sunday

[safety@ceic.cc](mailto:safety@ceic.cc)

Phone: EXT. 702

## **General Inquiries:**

General Inquiries are answered by the CEIC\*

Hours: Monday - Friday, 9:00 AM - 5:00 PM

[CEIC@ceic.cc](mailto:CEIC@ceic.cc)

Phone EXT. 0

\*Se habla español

## **Billing Questions:**

Billing questions are handled by the City of Portland

Hours: Monday - Friday, 9:00 AM - 5:00 PM

[ESD@PortlandOregon.gov](mailto:ESD@PortlandOregon.gov)

503-865-2857

## **Provide Feedback on our Programs:**

[ceic.cc/centraleastside-together-services/central-eastside-together-services-survey/](http://ceic.cc/centraleastside-together-services/central-eastside-together-services-survey/)