



Good Neighbor Handbook

This Good Neighbor Handbook seeks to provide an understanding of how to be a Good Neighbor, and what expectations there are for each of us in order to live and work together successfully in Springfield's Center City. The handbook should be used to determine whether our actions are in the realm of being a Good Neighbor. In addition, ways to prevent disagreements and conflicts amongst neighbors are identified. These encourage neighbors to work together for resolution (Look in Chapter 1).

The Good Neighbor Handbook also identifies specific resources that are available for the resolution of issues that cannot be resolved amongst neighbors. The handbook should be used as a guide to obtaining outside assistance, and particularly indicated "how to get started" on a process for resolution (Look in Chapter 2).

The Good Neighbor Handbook also references the Hospitality Resource Panel's Best Practices for the hospitality industry.

Area of Influence of the Good Neighbor Handbook

The area of influence of this Good Neighbor Handbook is the Downtown, Walnut Street, and Commercial Street historic business districts. The boundaries of these districts are Commercial Street on the north, National Avenue on the east, Elm Street on the south, and Grant Avenue on the west (See map on back cover).

Although the area of influence of this handbook is the historic business districts, it is anticipated that residents and business owners and operators immediately adjacent to, but outside of the districts, will similarly act as good neighbors. Established adjoining neighborhoods and institutions include: Midtown, Sherman Avenue, West Central, Grant Beach, Woodland Heights, Missouri State University, Drury University, Ozarks Technical Community College, Cox Health, and Assemblies of God World Headquarters.



1 Being a Good Neighbor in Center City

Expectations for Living and Working Successfully Together

Center City is a unique set of neighborhoods. It is a tightly-knit mix of residential, office, retail, and art and entertainment uses. Because of the close proximity to one another, residents, business owners and operators, and property owners must realize that these urban settings are different and take some getting used to.

Center City is not a suburban neighborhood – at times, it may be noisier than expected, its sidewalks may be more crowded than anticipated, and there may be trucks and more cars on our local streets than desired. There are dark alleys, and a grittiness left over from Center City’s long history as the region’s warehouse and mercantile district. These are also the most modern of new offices and residences. All of this makes Center City so unique.

Common courtesies and a sincere desire to make the neighborhood the best place to live and work are required. Hopefully, all who what to call Center City home will be cognizant of some basic expectations for living successfully together. These include:

- Seeing and accepting differences
- Understanding that there may be another side to an issue
- Being responsible to others
- Considering the community good as well as our own
- Participating rather than leaving to others

During the preparation of the Vision 20/20 Plan participants in the planning process expressed their desire that the existing variety of uses in the neighborhood be maintained and expanded (Jordan Valley Park, Hammons Field, Jordan Valley Ice Park, EXPO, greenway trails, bike lanes, etc.).

Recommendations for Being a Good Neighbor

This Good Neighbor Handbook provides an awareness of our obligations in working and living together in Center City. The Handbook does not establish rules to live by but does outline expectations and recommended actions for being a Good Neighbor. Some examples of being a Good Neighbor include:

Trash and Recycling

- Everyone should pick-up and dispose of debris (cans, bottles, cigarettes, papers) from sidewalks, gutters, and alleys abutting their property every day. The Community Improvement District provides cleaning for the public sidewalks in the downtown area. Contact the CID and UDA office (831-6200) if you have areas of concern.
- Residents and building owners should work with the Community Improvement District or the Urban Districts Alliance to pursue opportunities for consolidated trash services. Minimizing the number of dumpsters or trash carts improves the pedestrian and residential experience for each of our districts.
- Recycling glass, food waste, cardboard and other materials is encouraged. Please contact the CID and UDA office (831-6200) for additional information.
- Keep alleys clean around dumpsters – leaving clear passages for vehicles.
- Maintain streetscape elements in clean, safe, and useable condition. Keep trees and plants healthy. Provide elements and equipment where needed on your block.
- Prevent pollution of Center City by keeping chemicals, used grease, excess construction materials and cleaning wastes out of floor drains, storm drains and off paved surfaces.
- Report burned out or broken street lights, torn banners, excessive trash, dangerous buildings to the City of Springfield’s Public Information Office (864-1010) or the Urban Districts Alliance (831-6200).

Snow and Ice Removal

- Remove snow and ice from your sidewalks, alleys, and driveways within 24 hours of a storm. The Community Improvement District will remove snow and ice from public sidewalks in the downtown area as outlined in its snow route plan.

Parking

- Developers should incorporate parking options for residents, employees, and customers early into the planning process for any property. This could include dedicated parking, leased parking, convenient access to daily paid parking for customers, and/or promoting free public parking options within the area. Developers are encouraged to include parking in their disclosure process when marketing a Center City property.
- Prospective residents and business owners should make sure to discuss parking options for themselves, guests, employees, and/or customers in the negotiation of a lease or purchase. Again, it's important to note that this is an urban setting so walking two or three blocks is often a part of a healthy and vibrant Center City.

Public Transportation

- If saving money and reducing air pollution and traffic congestion are of interest to you, consider commuting on public transit. City Utilities provides the public transit system in Springfield and offers a transit facility located in the heart of Downtown for customers' ease in transferring. For customers traveling with bicycles, each bus is equipped with bike racks on the front of the bus. Riding public transit is a good option when your car is in the shop or another family member needs it for the day. For personal assistance in planning your ride or to have route maps/schedules mailed to you, call the Transit office at 831-8782. This information can also be found on the internet at www.cityutilities.net/transit.

Noise

- Be considerate of noise impacts to neighbors, particularly after 10 p.m. on weekday nights and midnight on weekend nights.

Graffiti

- Report graffiti immediately to the City of Springfield by calling 864-1010. They will work with the Springfield Police Department to record it. The Community Improvement District will work to remove it as soon as possible from public areas in the downtown.

Pets

- Clean-up sidewalks, streets, alleys, and open spaces after your pets.

Mailboxes

- Mailboxes should be accessible to the US Postal Service during the week and, where possible, should be concentrated in lobbies or vestibules. Due to limited sidewalk spaces in most of Center City, mailboxes should not be installed on public sidewalks.

Security and Policing

- Be responsible for your visitors and patrons while enjoying Center City. Where visitors or patrons are likely to get out of hand, provide security guards, off-duty police or other methods of control.
- Keep watch over the neighborhood, and report suspicious activities to your Community Oriented Police officer.

Role of Neighborhood Organizations

This Good Neighbor Handbook is the work of the following organizations:

- Hospitality Resource Panel
- Urban Districts Alliance
 - Downtown Springfield Association
 - Historic Walnut Street Association
 - Commercial Club
- Urban Neighborhoods Alliance
 - West Central Neighborhood Association
 - Grant Beach Neighborhood Association
 - Woodland Heights Neighborhood Association
 - Midtown Neighborhood Association
 - Sherman Avenue Neighborhood Association

The Handbook defines the role of these organizations as being advocates for good neighborliness and the processes for conflict resolution that are identified herein. The organizations may also act as facilitators and provide guidance in accessing available resources.

2 If a Conflict Arises / Resources for Resolution

What If We Don't Act as Good Neighbors?

With the intensity of the mixed uses development in Center City, there may be instances when good neighborly behavior is not practiced, or when expectations of good neighborliness are not met. In these instances, conflict arises. The joy of living and working in Center City is threatened. Unchecked, the initial dispute may spread and become a major issue in the neighborhood, adversely affecting the quality of life and property values, and the desirability for attracting future development.

It is also important to understand that conflict may not always be prevented. Conflict brings the disagreement into the open, allowing the parties to mutually resolve their differences. Thus, attention in the neighborhood must focus on making constructive change for any conflicts that arise. In this way, conflict and its resolution may be both healthy and productive.

RESOURCE FOR RESOLUTION #1 – Person-to-Person Dialogue

Conflict in the neighborhood can be highly emotional. Emotions may confuse the ability to clearly define the issue and what is really wanted from the resolution of the situation. When either of these is interpreted differently by those involved, conflict will surely arise.

Often, an early-on, open, person-to-person dialogue with the other party(ies) to the conflict is an effective means to its resolution. This early action provides an informal opportunity for positive change to result from the conflict without it escalating to a more serious and difficult type of disagreement to be resolved.

The process of person-to-person dialogue in resolving conflict includes:

- Identification of mutual interests and concerns for each party to the dispute – What are “their” interests, what solution will work for all parties involved?
- Separation of the personality of the parties from the problem.
- Avoidance of any party to “taking a position.”

In the conflict of a person-to-person dialogue, it may be desirable or appropriate to utilize a representative of one of the neighborhood organizations to act as the facilitator for the interaction.

Where conflicts arise in a mixed-use or residential building, there may be recourse with the respective membership organization or the Urban Districts Alliance. Contact a member of the Board, or the building management company, to learn about building rules and options for resolution of issues.

RESOURCE FOR RESOLUTION #2 – Enforcement of City Ordinances and Regulation

The City of Springfield and Greene County have adopted ordinances and regulations pertaining to many potential uses in the neighborhood. If trash, weeds, front yard parking, inoperable vehicles, and other nuisances are degrading the integrity of your neighborhood you can report them to the city’s service request system and the appropriate city department will address the situation.

**To report a service request call the Public Information Office
at: 864-1011**

RESOURCE FOR RESOLUTION #3 – Missouri State Center for Dispute Resolution

The **Center for Dispute Resolution** provides services that help people take control of their lives. In a world where conflict often dictates distrust, stifles communication, and leads to costly and contentious legal remedies, it offers an alternative.

The Center offers several features, including information on mediation services and mediator training, as well as an "Ask the Conflict Expert" form that allows members of the community to get personalized answers to tough conflict questions.

It also provides access to legal information, which answers some common questions people ask when they call the Center. There is also links to other conflict resolution resources and a variety of web sites devoted to conflict and mediation.

Contact the Center for Dispute Resolution at (417) 836-8831 or at www.missouristate.edu/cdr.

RESOURCE FOR RESOLUTION #4 – University Dean of Students Offices

If your non-emergency issues (noise, trash, parking, underage drinking, etc.) involve students at Missouri State University or Drury University, the respective Dean of Students offices can direct you to staff who can help in the process of resolving your concerns.

Missouri State Dean of Students Office 836-5527

Drury University Dean of Students Office 873-7215

RESOURCE FOR RESOLUTION #5 – Community Oriented Police Officers

The Community Oriented Police program is specifically intended to resolve ongoing, non-emergency situations that may arise in a neighborhood. For example, a reoccurring evening noise nuisance, suspected drug dealing, or excessive trash on the sidewalk that is not removed. Working with the complaining party, the police officers will develop a strategy to “attack” the causes of the situation in order to bring it to a lasting resolution.

The COP officers have offices throughout Center City, including:

- Calaboose
- Missouri State University
- Grant Beach
- Commercial Street
- Midtown
- Jordan Valley Park

3 Hospitality Best Practices

Hospitality Resource Panel (HRP) partner establishments have voluntarily agreed to the following Best Practices –

Underage Patrons

- Maintain a no tolerance policy for the consumption of alcohol by underage patrons.
- Clearly mark all persons over the age of 21 with armbands (in establishments with an entertainment permit allowing 18-20 year olds).
- Only sell to or permit the consumption of alcohol by persons properly marked (or identified as over 21 years of age).

Training

- Complete training approved by the Community Partnership of the Ozarks, State of Missouri Division of Alcohol and Tobacco Control, City of Springfield, or a similar organization approved by the Hospitality Resource Panel (HRP) for topics including, but not limited to, identifying intoxication levels, monitoring identification cards of all patrons, and maintaining proper safety and security practices within 30 days of employment. If the initial training consists of the “Pathways to Selling Alcohol” training kit, the employee must also attend a retailer training facilitated by the Community Partnership, Alcohol and Tobacco Control or an agency approved by the HRP within three months.

Safety and Security

- Maintain a minimum of one dedicated security staff per 75 patrons in the establishment when minors are permitted entry.
- Not allow entrance to visibly intoxicated patrons.
- Confiscate all false identification cards or licenses and deliver them to the Greene County Prosecutor's Office (or an agency designated by the HRP).
- Post a sign outlining the consequences of the consumption of alcohol by minors (the design of the sign – language, size, color, and placement to be specified by the Community Partnership, State of Missouri Division of Alcohol and Tobacco Control, the City of Springfield or an agency designated by the HRP).
- Communicate regularly with local law enforcement and allow admittance to all law enforcement personnel during normal business hours.
- Inform local law enforcement of any suspicious activity.
- Maintain a no tolerance policy for fighting and abusive language.
- Require all doormen be given a policy manual and an acknowledgement form with agreement to follow the Best Practices of the establishment and the HRP.

Overservice

- Identify at-risk patrons.
- Talk to patrons at the door and at the bar to see if they are intoxicated.
- Have the patron pull out their identification to check their dexterity.
- Make sure all staff members are communicating with each other.
- Communicate problem patrons with the surrounding bars.
- Monitor the amount of time between rounds of drinks.
- Be consistent with pouring liquor.
- Have a drink limit.
- Cut people off.
- Have water, non-alcohol drink menu, and food easily accessible.
- Recruit the friends of the intoxicated patrons to aid in caring for patron.
- Constantly remove empty bottles and glasses from the table.

Transportation

- Promote the use of designated drivers and alternative forms of transportation (taxi cabs, shuttles, Bear TRACS, Night Riders, etc.).

Facilities

- Ensure that all outside lighting related to business be in proper working order and replace bulbs every time there is a burn out.
- Maintain trash outside of business at end of business day and remove outdated, ripped, or faded posters.

Participation in Hospitality Meetings

- Attend four hospitality meetings per year.
- Establish a hospitality card for four members of each liquor establishment to receive free cover and or soft drinks to any location (including Pub Crawls).
- Work with other bar owners to develop a hospitality economic impact summary (including, but not limited to, the number of employees, number of patrons, sales tax revenues, etc.) demonstrating the importance of hospitality to the economy.