

# HOMELESSNESS

## IMPACT ON BUSINESS RETENTION



Photo Courtesy Olivia Sullivan / Federal Way Mirror

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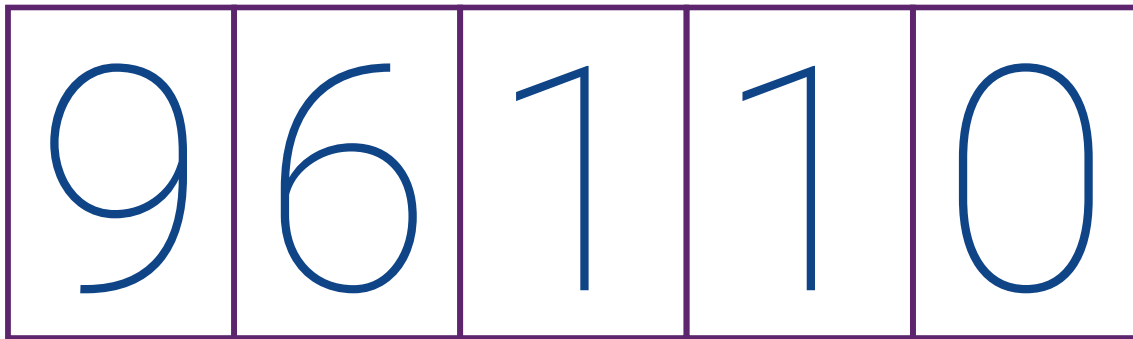
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## TOTAL POPULATION

The number of people residing in Federal Way.  
**Source:** U.S. Census (American Community Survey)

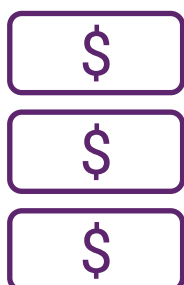


The number of home owners and renters in Federal Way.  
**Source:** U.S. Census (American Community Survey)



The number of businesses holding a lease in a commercial property in Federal Way.  
**Source:** CoStar business tenant survey list

Note: there are 4,228 businesses with registrations listed in Federal Way.



**\$66,011**  
**Median Household Income**

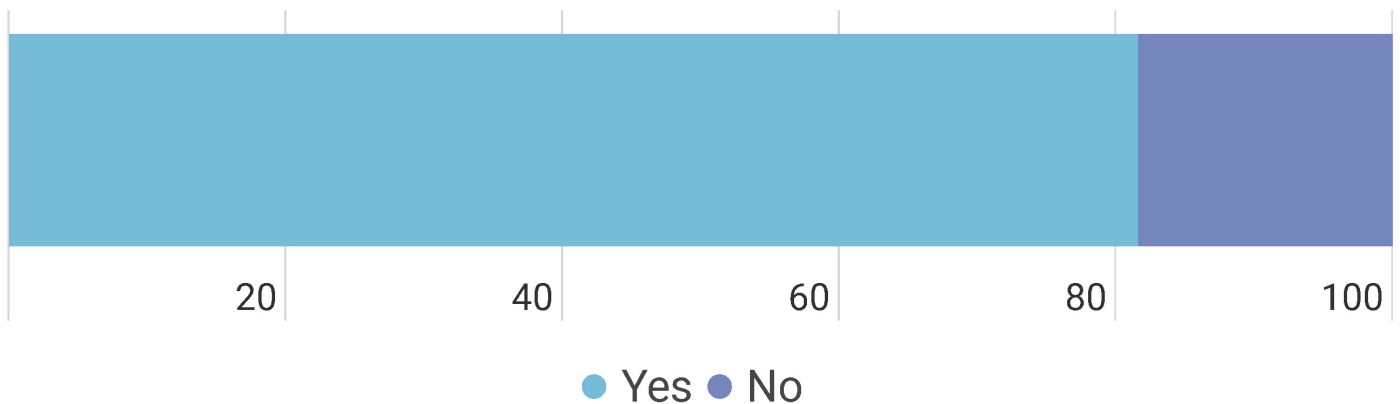
Household income is a measure of the combined income of a household, and the median value is the middle of all values measured in Federal Way.  
**Source:** U.S. Census (American Community Survey)



**26,484**  
**Labor Force**

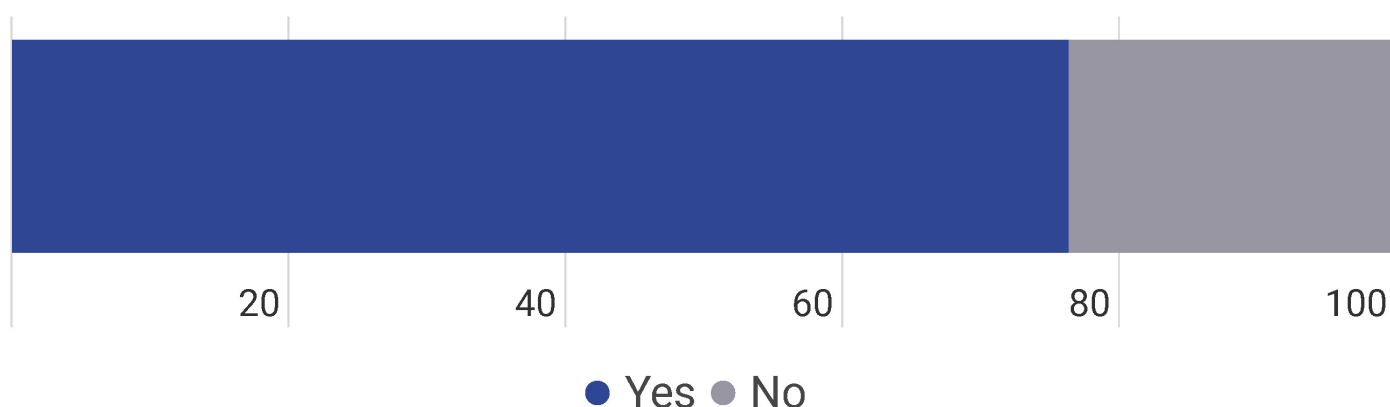
The number of workers employed in Federal Way.  
**Source:** Bureau of Labor Statistics (Quarterly Census on Earnings and Wages)

Have you experienced **CUSTOMER OR CLIENT COMPLAINTS** related to homelessness in the past 12 months?



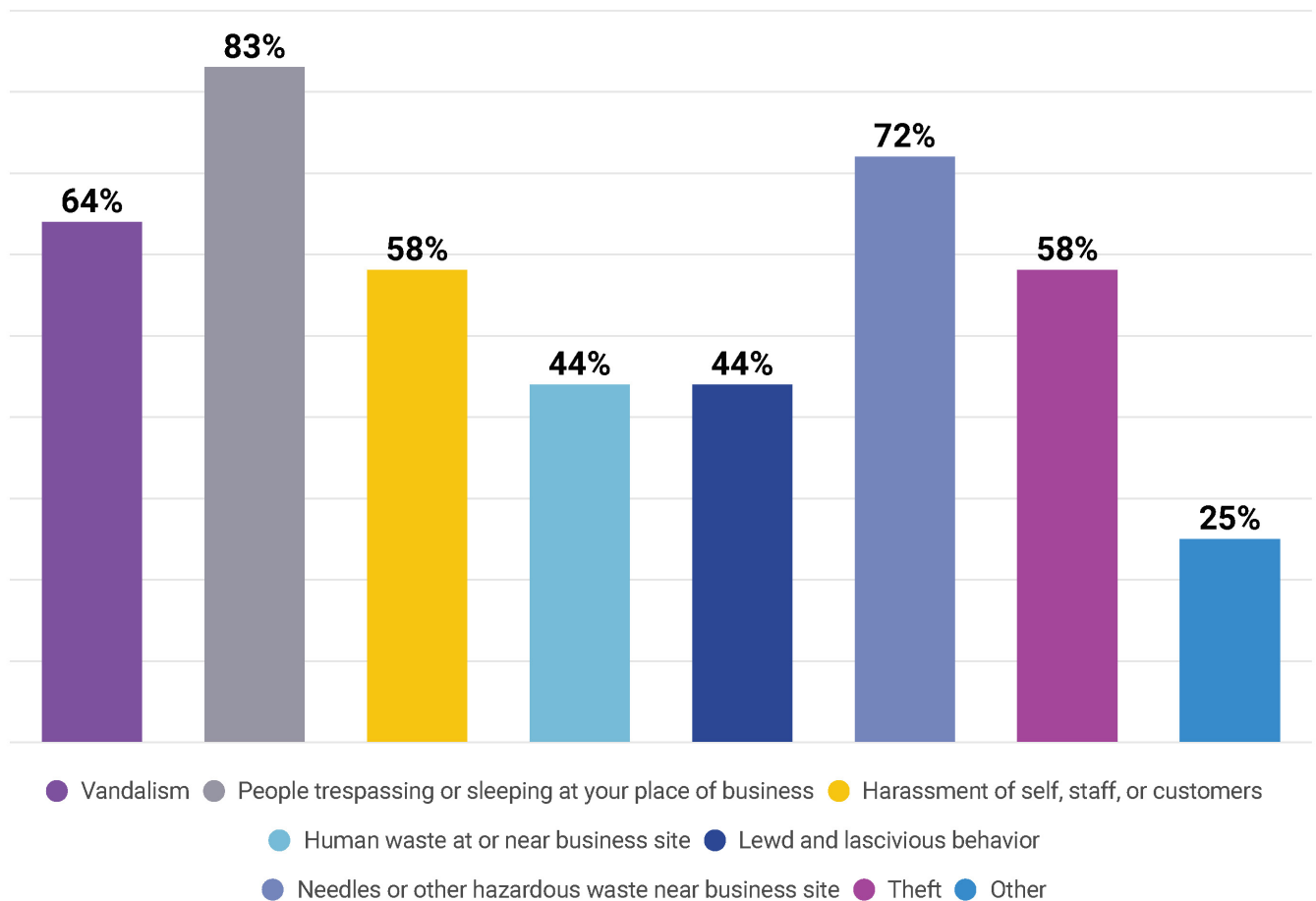
**82%**  
of survey takers have received  
**CUSTOMER  
COMPLAINTS**

Have you received **STAFF COMPLAINTS** related to homelessness in the past 12 months?



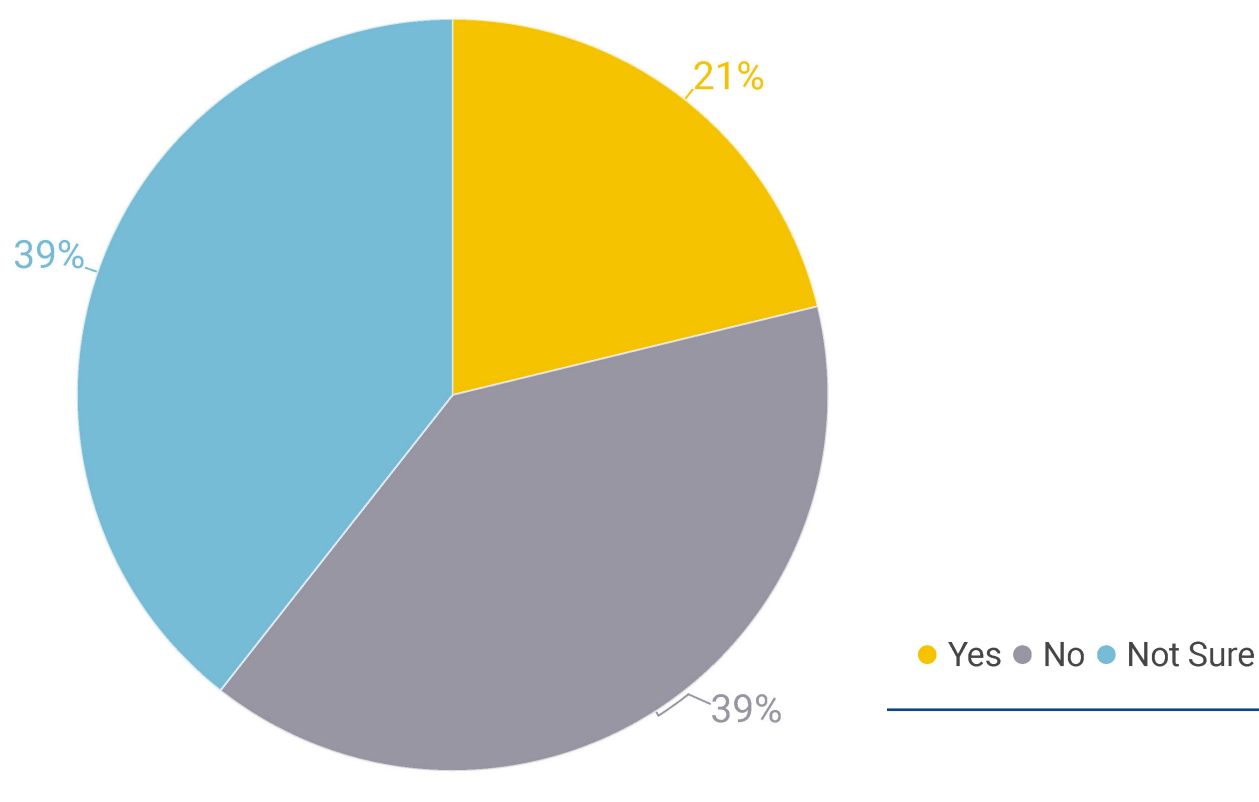
**76%**  
of survey takers have received  
**STAFF  
COMPLAINTS**

In the past 12 months, has your business  
**EXPERIENCED ANY OF THESE PROBLEMS**  
associated with homelessness?



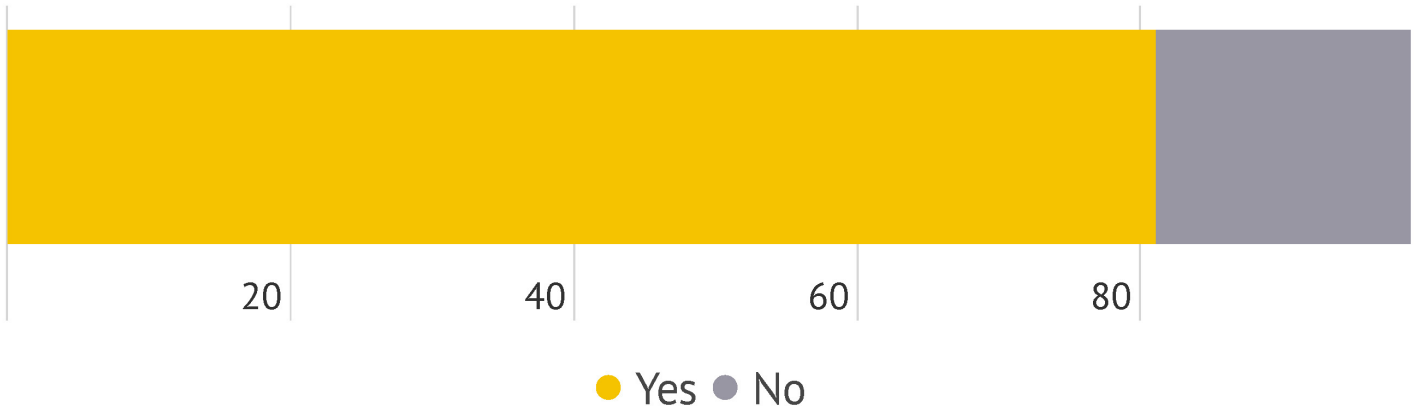
**83%**  
of survey takers chose  
**PEOPLE TRESPASSING OR SLEEPING  
AT YOUR PLACE OF BUSINESS**

Has your business seen a **LOSS OF REVENUE** due to homelessness? Estimate the cost.



**21%**  
of survey takers have seen  
**LOSS OF  
REVENUE**

Have you, your staff or your customers **FELT UNSAFE** operating your business?



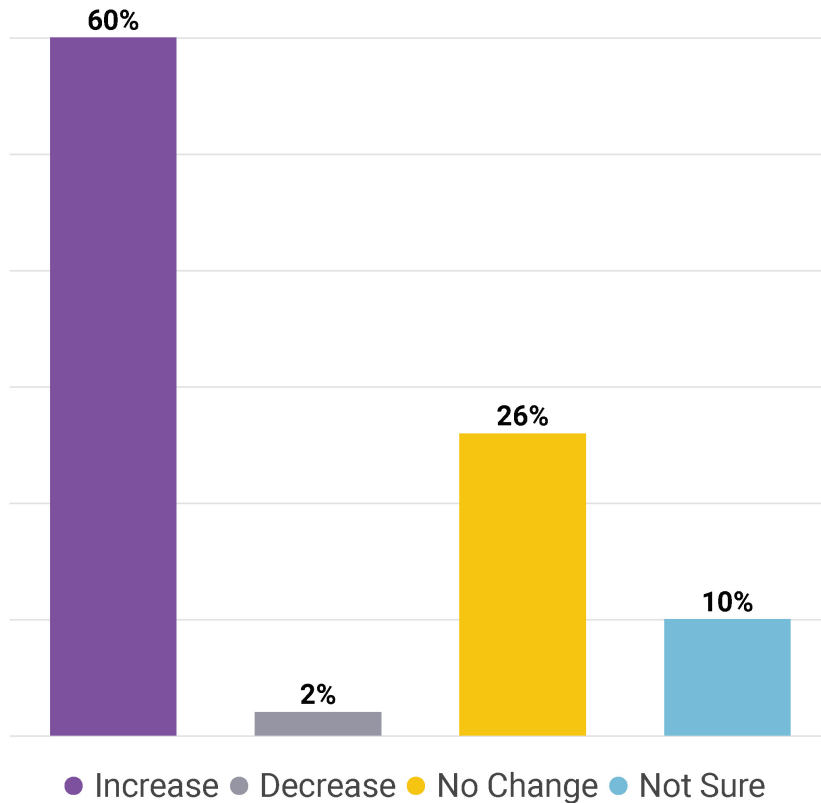
**82%**  
of survey takers  
**HAVE FELT UNSAFE**

“

Tenants feel intimidated and unsafe. Unless someone has committed a felony, they are unlikely to be charged with a crime.”

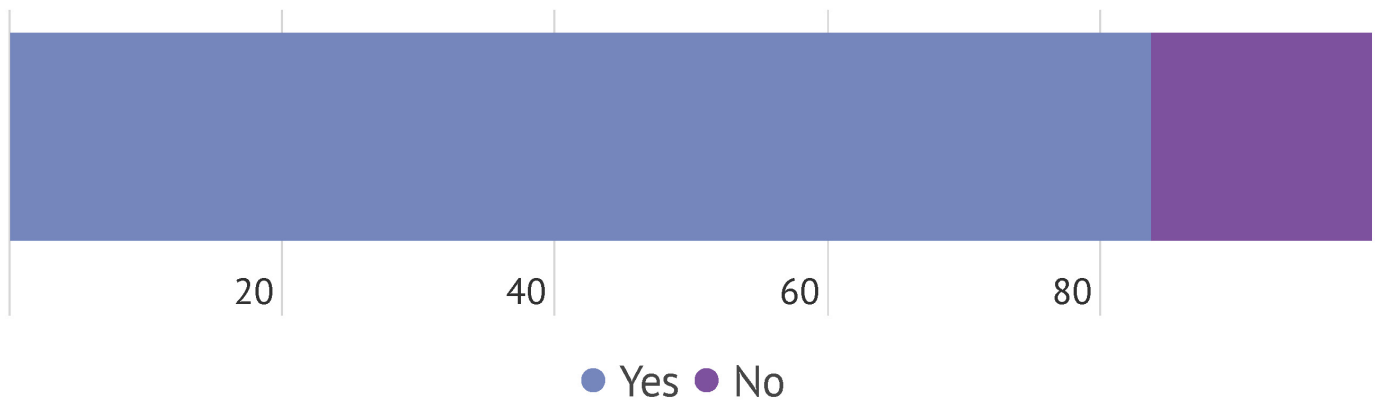


Have you seen an increase or decrease in the **NUMBER OF HOMELESS** persons in or around your business in the last 12 months?



**60%**  
of survey takers have seen an  
**INCREASE**  
IN THE AMOUNT  
OF HOMELESS

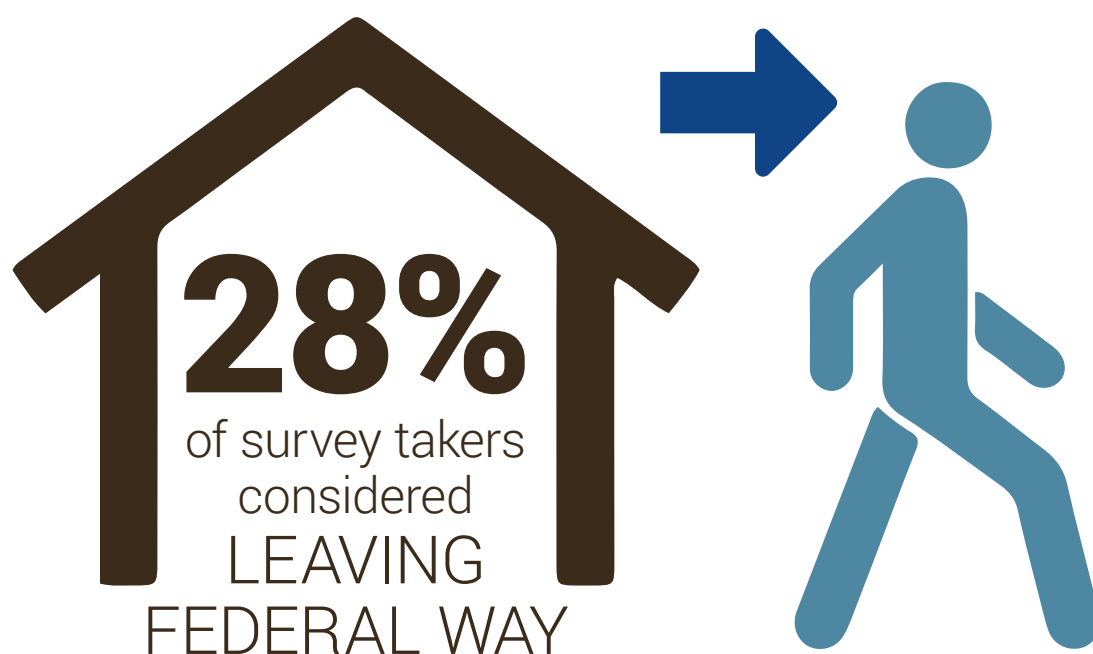
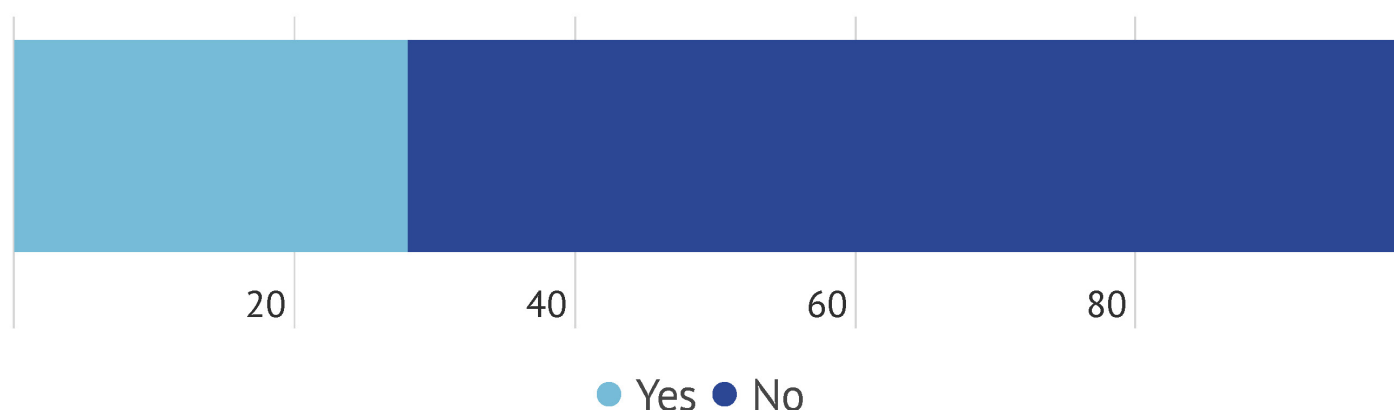
Have you had to **CALL THE POLICE** due to homeless disruptions?



**83%**  
of survey  
takers said  
**YES**

“  
The police need to be trained  
on behavioral health diversion  
to keep mentally ill people  
from needing booked into  
jail versus getting immediate  
treatment.  
”

Have you considered **LEAVING FEDERAL WAY** to open a business elsewhere due to homelessness concerns?



List in order of priority: Which government do you believe is **MOST RESPONSIBLE** for addressing homelessness?

	1	2	3	4
City	<u>69%</u>	8.3%	13.8%	8.3%
County	8.3%	<u>72.2%</u>	13.9%	0%
State	13.9%	16.7%	<u>63.9%</u>	2.8%
Federal	8.3%	0%	2.8%	<u>86.1%</u>

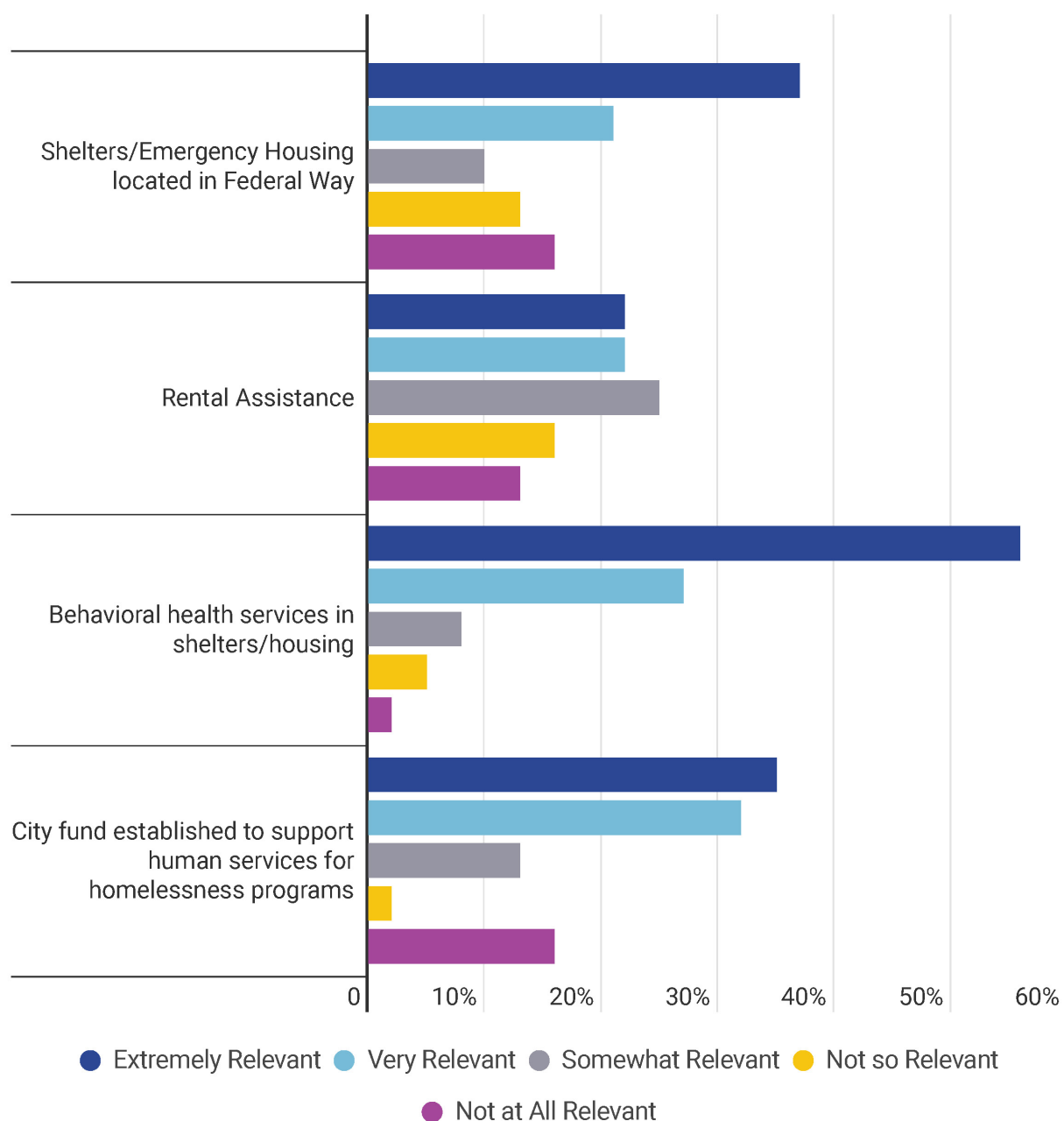
**Over TWO-THIRDS**  
of respondents believe it is the  
primary responsibility of the  
**CITY** to address homelessness.

“

This is a mental health and drug addiction issue that will require a concentrated effort from the state, county and finally landing on the city's shoulders. If you cannot get the the state or county to acknowledge there is a need to hospitalize and treat these people, there will be no change. ”



## How relevant are the following to **ADDRESSING HOMELESSNESS** in Federal Way?

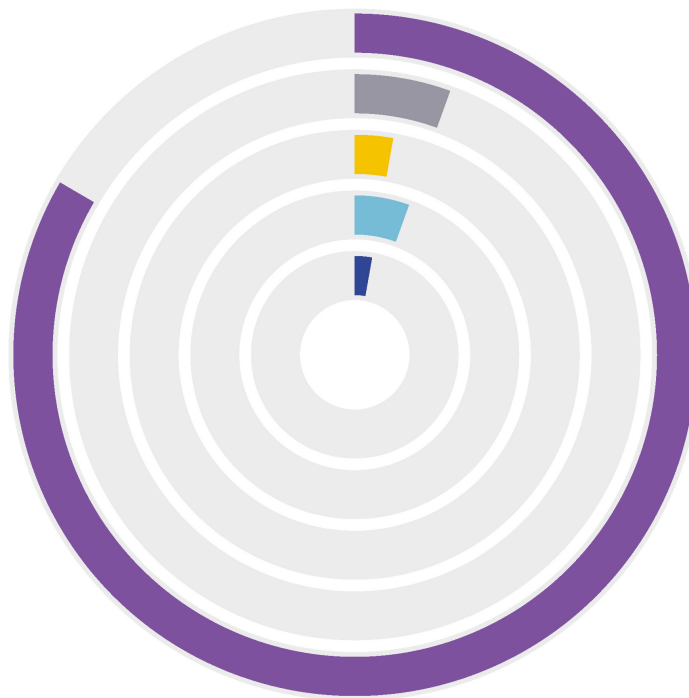


## Rate the relevancy of **LAW ENFORCEMENT** for homelessness

	1	2	3	4
<b>Enforcing open space/ panhandling ordinances</b>	32%	2%	20%	<u><b>44%</b></u>
<b>Response time for homelessness related issues on business premises</b>	24%	<u><b>36%</b></u>	15%	24%
<b>Patrolling of business centers</b>	21%	21%	<u><b>42%</b></u>	15%
<b>Trespassing enforcement for business premises</b>	23%	<u><b>41%</b></u>	20%	14%

“Criminals are not necessarily homeless. Even the guy sleeping on our property was probably not homeless, just stoned out of his gourd. It is unsettling that there are encampments just everywhere, for fire and public health safety, and the safety of the individuals, but I wouldn't call our problem with the homeless rather the drug addicted and the criminally minded.”

## Survey participants by **ZIP CODE**



● 98003 ● 98001 ● 98063 ● 98032 ● 98023



**50%**  
of survey takers are  
**BUSINESS**  
**OWNERS**

**83%**  
of survey takers  
businesses were from  
**98003**

*\*Other: Only 1 submission each (98402, 98401, 98409, 98422)*



The Chamber of Commerce Building  
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Federal Way, WA 98003

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