

# NAVIGATION CENTER COMMUNITY RESPONSE PLAN

June 30, 2017

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## **I. Introduction**

The Chinatown International District (CID) is the historic and cultural hub of the Asian Pacific Islander American community in the Puget Sound region. Comprised of Chinatown, Japantown, and Little Saigon, the CID neighborhood is home to many successive waves of immigrants and refugees looking for a place to settle and build a life.

As a growing neighborhood, the residents and small businesses created a community rich in culture through food, architecture, services and activities. But this was not without facing major challenges along the way. As illustrated in the *2020 Healthy Community Action Plan*, the CID “is rich in cultural expression, yet experiences extreme poverty. It is historically significant, yet suffers from historical disinvestment. It has a vibrant street scene, yet is burdened by environmental and social stressors”.

The CID continues to face significant threats as the City of Seattle experiences major growth in real estate and development. This is most visible in Little Saigon, where there are over five development projects proposed within a 3-block radius to be completed over the next five years. In addition to these developments, the City has imposed projects and policies that are detrimental to the vitality of the existing community due to the lack of culturally competent and inclusive outreach and engagement. For example, the First Hill Street Car construction occurring during Lunar New Year, a significant cultural holiday critical for retail sales. Due to these factors, the CID is at risk of social, cultural, and economic displacement.

## **II. Background**

On February 15, 2017, Mayor Murray announced the location for the new Navigation Center, a 75-bed, 24-hour, low-barrier homeless shelter. The chosen site for the shelter, at 606 12th Ave South, is one block away from major minority-owned businesses and services. The news was a surprise to everyone in the CID.

In response, Friends of Little Saigon with support from businesses, property owners, and organizations in the CID and surrounding communities of color wrote a letter on February 20, 2017 to the Mayor requesting “a pause to the ongoing work on the Navigation Center until the City of Seattle 1) have an inclusive community engagement plan with Little Saigon community, 2) have heard from the community regarding their concerns and needs, and 3) have allocated the required resources to mitigate safety, health, and financial impacts from the Navigation Center.”

Finally, after the community protest at City Hall on March 6 and a subsequent meeting with the Mayor and his top advisors on March 10, Mayor Murray agreed to “pause” the Navigation Center operation. The “pause” means that although construction to upgrade the

center is ongoing, the operator will not occupy the building and start their programming until the plan is vetted and approved by the community.

Friends of Little Saigon convened a Community Taskforce to advocate for the needs of the CID and other communities of color facing displacement as a result of the Navigation Center's occupation. The Taskforce's main concerns are 1) the lack of authentic engagement with communities of color and 2) the negative safety, public health, economic, and cultural impacts on the CID and other adjacent communities of color. Specifically, the Taskforce is concerned with how the public safety, health, and sanitation issues impact the health and lifestyle of our residents, the operations of our business owners and service providers, and the experience of our visitors.

Goals of the Community Taskforce include:

- Offering space for concerned community members to bring questions and feedback;
- Serving as a community body to advocate for the concerns and needs of the community; and
- Working on a response plan to address community engagement, public safety, health, sanitation, economic and cultural impacts on the CID and other communities of color.
- To propose community-driven strategies to reduce the impacts on public safety, health, sanitation, economic and cultural vitality of the CID and other communities of color.

### **III. Community Engagement**

From April 7 to May 12, the Community Taskforce hosted four public meetings to gather concerns, questions and recommendations around the impacts of the Navigation Center (full schedule outlined in Appendix 1). The proposed mitigation strategies are also based on real experiences and lessons learned during the past couple of years with the placement of sanctioned and unsanctioned encampments located in and around the CID. This is a community-informed plan and reflects the concerns of community partners, residents, and visitors. In addition, members of the Community Taskforce researched the experiences of other cities that have established similar programs for homeless services to better understand the impacts that those areas experienced.

Although, the Community Taskforce proactively addresses the public safety, health, economic, and cultural impacts and concerns, this effort does not suggest the community's support for the operation of the Navigation Center in the CID neighborhood, but rather the Community Taskforce acts as a facilitator for the community voice and needs between the CID community and the City of Seattle.

The Taskforce compiled all research findings and community feedback by forming various subcommittees to address the primary themes: **Public Safety & Navigation Center Operations, Public Health & Social Services, Economic & Community Investments**

**and Community Engagement & Partnership.** The following are the Community Taskforce’s recommendations for the City of Seattle to take action in order to remedy potential impacts and work towards opening the Navigation Center. The shared goal is for the Navigation Center to be successful in serving its intended purpose of housing those without shelter, as well as play a critical role in preserving and investing in the vitality of the CID. The recommendations are structured to highlight the issue/concern, the foreseen impact, and mitigation strategy.

***Core Community Taskforce***

Quynh Pham, Tam Dinh: Friends of Little Saigon  
Maiko Winkler-Chin, Jamie Lee: SCIDpda  
Pradeepta Upadhyay, Valerie Tran: Interim CDA  
Minh Duc Nguyen: Helping Link  
Sue Mar: Property Owner  
Sonny Nguyen: CID Public Safety Coordinator  
Angela Liu: Community member

***Community Partners & Allies***

Asian Pacific Directors Coalition (APCD)  
Asian Pacific Islander Coalition Advocating Together (APICAT)  
Asian Plaza Redevelopment  
Beacon Hill Council  
Chinatown International District Business Improvement Area (CIDBIA)  
CID Public Safety Taskforce  
Chong Wa Benevolent Association/Education Society and 20 Community Associations  
Friends of Little Saigon  
Helping Link  
InterIm Community Development Association  
International Community Health Services (ICHS)  
International District Emergency Center (IDEC)  
Mar Properties  
Public Defenders Association  
Race and Social Equity Taskforce (RSET)  
Seattle Chinatown International District Preservation & Development Authority (SCIDpda)  
Seattle Indian Center

Seattle Indian Health Board  
 Seniors in Action Foundation  
 Summit Sierra Public School  
 Vietnamese American Community of Seattle & Sno-King County  
 Vietnamese Friendship Association (VFA)  
 Yesler Community Collaborative (YCC)

**IV. Community Response Plan Recommendations**

**a. Public Safety & Navigation Center Operations**

The Public Safety and Navigation Center Operations subcommittee developed strategies based on public safety incidents and concerns. In the past, the CID community experienced sanctioned (i.e. Nickelsville) and unsanctioned encampments – and still does as the Navigation Center continues its construction. Public safety is a primary concern for the residents and business owners in the CID. In addition, it is often cited as the primary reason why people chose to not shop or dine in the CID. The data on public safety in the CID is detailed in the CID Public Safety Taskforce Report (Appendix 5).

The operation of the Navigation Center influences the perception and result of safety of the community. As of date, the city’s Navigation Team has produced minimal information detailing referral criteria and personnel protocol.

| ISSUE/CONCERN   | IMPACT ON COMMUNITY  | MITIGATION STRATEGY  |
|---|--|--|
| <ul style="list-style-type: none"> <li>• 24/7 operations with no restrictions for leaving or entering</li> <li>• Clients may be inebriated, addicted to drugs, or have mental health issues</li> <li>• No screening for sexual offenders</li> <li>• No screening for criminal activities and open warrants</li> <li>• No clear policy on use of drugs within or outside the NC</li> <li>• Location of NC may attract the presence of more chronically homeless people to the CID that cannot be served by the NC</li> </ul> | <ul style="list-style-type: none"> <li>• Vulnerable individuals experiencing homelessness may be targeted by illicit activities such as drug sales, EBT fraud, etc. This could result in violent crimes and public health issues.</li> </ul> | <ul style="list-style-type: none"> <li>• Establish 24/7 police presence at the NC               <ul style="list-style-type: none"> <li>○ SPD substation at the NC</li> <li>○ Community Service Officer(s)</li> </ul> </li> <li>• Consolidate East and West Precincts to improve responsiveness to public safety concerns in the CID</li> <li>• Increase one patrol car for third watch and two bike patrol officers for 2<sup>nd</sup> watch in the LS neighborhood</li> <li>• Increase police patrols to deter illegal acts and faster response to issues and problems around the NC</li> </ul> |

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|   |  | <ul style="list-style-type: none"> <li>• Funding to hire off-duty police officer or security guard to patrol CID during times of high criminal activity as defined in CID Public Safety Perception survey <ul style="list-style-type: none"> <li>○ Establish procedure for 911 calls from off-duty/security officer to SPD as a priority for dispatch</li> </ul> </li> <li>• Screen for sexual offenders; notification protocol to community</li> <li>• Establish a “no weapons” policy for NC</li> <li>• The NC will not be designated as a safe injection site by the City</li> <li>• Establish provisions for supervised consumption areas at the NC to reduce drug use in areas surrounding NC</li> <li>• Monitoring by SPD if there is an increase in illegal and inappropriate behaviors</li> </ul> |
| <ul style="list-style-type: none"> <li>• Not enough information to determine how DESC will provide 24/7 coverage</li> <li>• Concerns that NC will not be sufficiently staffed for planned July opening of NC</li> <li>• Concerns that the staff on duty have the right skill sets and training to serve homeless populations, including historically disenfranchised communities</li> </ul> | <ul style="list-style-type: none"> <li>• NC will not serve the historically disenfranchised homeless community currently residing in the CID.</li> </ul> | <ul style="list-style-type: none"> <li>• Create a community advisory committee made up of people from the NC and the CID community to develop protocol around operations and intake criteria</li> <li>• Work with the CID community to adopt A Good Neighbor Plan</li> <li>• Work with the community to establish a Code of Conduct for clients of the NC Clients</li> <li>• Register and collect information on NC residents such as demographic data, criminal background if any, health and social service needs, etc.</li> <li>• Work with community to define rules for expulsion including what happens if NC clients commit crimes and plan for where</li> </ul>   |

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|   |   | <p>expelled resident will be referred</p> <ul style="list-style-type: none"> <li>• NC representative attends monthly CID Public Safety meetings</li> <li>• Provide information on staffing plans for 24/7 coverage of the NC (shift hours, positions assigned by shift, staffing for evenings and nights, weekends and holidays)</li> <li>• DESC and City meetings with community partners to discuss operations program and impacts from NC on the community <i>prior</i> to planned opening</li> <li>• DESC and City will provide a 24/7 communication protocol, including interpretation services for CID community to report issues relating directly to the NC</li> <li>• NC will provide translation services for non-English speaking people and materials in different languages</li> </ul> |
| <ul style="list-style-type: none"> <li>• An increase in individuals experiencing homelessness in the Little Saigon and larger CID neighborhood</li> </ul> | <ul style="list-style-type: none"> <li>• Proliferation of unauthorized shelters and encampments in and around the CID</li> <li>• Increased use of drug and alcohol consumption around the NC</li> <li>• Increased drug trafficking in areas adjacent to the NC and within the CID</li> <li>• Increased aggression, violent and inappropriate behaviors in the area around the NC and the CID</li> <li>• Increase in mentally ill population in the CID</li> </ul> | <ul style="list-style-type: none"> <li>• Establish No Encampment Zone (structural and non-structural) within the CID neighborhood boundaries (North=Yesler St, South = Dearborn/Charles St, East=Rainier Ave, West=4th Ave), with signs in multiple languages</li> <li>• Establish protocol (with community advisory committee) to address unauthorized homeless encampments within the CID neighborhood boundaries</li> <li>• Aggressive enforcement of Drug Free Zone to 1000 feet or further, if area</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>• Increased criminal activities: aggressive panhandling, car prowls, shop lifting, vandalism and break ins, assaults, graffiti</li> <li>• Increased potential for sex offenders living in CID</li> <li>• Increased in trespassing and loitering on private properties</li> <li>• Increase in homeless people sleeping in building doorways, covered areas and on public sidewalks</li> <li>• Increased illegal dumping in dumpsters</li> <li>• Increase in sanitation issues</li> </ul> | <p>encompasses existing zone, include multi-language signs</p> <ul style="list-style-type: none"> <li>• SPD offers training to property owners for their Trespass Program</li> <li>• Aggressive enforcement for illegal behaviors around the NC including sale of drugs, public consumption of drugs and alcohol, shoplifting, assaults, aggressive panhandling, vandalism, car prowls, etc.</li> </ul> |
| <ul style="list-style-type: none"> <li>• Lack of lighting and surveillance</li> </ul> | <ul style="list-style-type: none"> <li>• Dark areas and vulnerable populations around the Navigation Center can attract criminal activities</li> </ul>   | <ul style="list-style-type: none"> <li>• Complete and implement Lighting Study for CID</li> <li>• City will install lights and cameras around the entire perimeter of the NC and on bus stops and street right of ways, including the public stairway on the south side of the NC</li> </ul>  |



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| <p>Safety of students of all ages at schools near the NC</p> <ul style="list-style-type: none"> <li>• Summit Sierra Charter School (528 feet from NC)</li> <li>• Bailey Gatzert Elementary School (2112 feet from NC)</li> <li>• Japanese Language School (Rainier and Weller St.)</li> <li>• Helping Link (1000 feet from NC)</li> </ul> | <ul style="list-style-type: none"> <li>• Increased exposure to drug use and sales</li> <li>• Increased exposure to public drinking</li> <li>• Increased exposure to aggressive behaviors and violent crime</li> <li>• Increased exposure to sex offenders</li> </ul> | <ul style="list-style-type: none"> <li>• Establish Drug Free Zone that includes enhanced penalties</li> <li>• Do not refer to NC - Level II and III sexual offenders cannot live within 880 feet of a school per State law</li> <li>• Require Level II and III sexual offenders living at the NC to register per state law</li> <li>• Notify the designated schools and parents of sexual offenders at the NC per State and City laws</li> <li>• Do not refer people with active warrants for violent crime to the NC unless actively participating in rehabilitation programs</li> <li>• Offer and provide self-defense training to students at nearby schools</li> </ul> |
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**b. Public Health & Social Services**

According to Public Health Seattle & King County, the neighborhood is in the bottom quartile of the county for key health indicators (frequent mental distress, smoking, obesity, diabetes, shortened life expectancy at birth, poverty, preventable hospitalizations, unemployment, and poor housing conditions), many of which are rooted in poverty, language differences, and limited access to resources. These health issues are exacerbated by chronic stress, social isolation, and sedentary lifestyles. The health indicators are outlined in the 2020 CID Healthy Community Action Plan (Appendix 6).

| ISSUE/CONCERN   | IMPACT ON COMMUNITY  | MITIGATION STRATEGY  |
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| <p>The NC has the potential to further the feelings of chronic stress among businesses, residents, and visitors, further contributing to the poor health outcomes we see in the neighborhood.</p> | <p>We anticipate that the increase in homeless individuals living in the NC will result in an increase in clients and use of services across the neighborhood's health and social service providers.</p> | <p>Increase in resources and capacity to service providers serving the CID to ensure that they can continue to serve their existing clients while also providing comprehensive services to NC clients who will likely seek out their services.</p> |

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|  |  | <ul style="list-style-type: none"> <li>The table below details the amount of resources needed to serve the anticipated increase in clients in the neighborhood. The table also shows how these requests align with the neighborhood's 2020 Healthy Community Action Plan.</li> </ul> |
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| <b>Organization</b>                                     | <b>Amount per year</b> | <b>Description</b>  | <b>Alignment with 2020 CID Healthy Community Action Plan</b>   |
|---|------------------------|---|--|
| InterIm Community Development Association (InterIm CDA) | \$30,000.00            | The Housing Services program, which works with clients on housing searches and stabilization services anticipates serving clients from the Navigation Center. Case management staff would need additional resources to support an increase in caseload and to provide appropriate wrap around services. | <p>Strategy 2: encourage inter-agency and multi-sector collaboration.</p> <p>Strategy 3: Prevent displacement and disruption of social, financial, educational, and health support networks.</p> <p>Strategy 4: Stabilize residential and commercial renters and owners through direct services.</p> |

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| International Community Health Services (ICHS)         | \$115,000.00 | Based on the number of clients anticipated at the Navigation center, ICHS estimates the number that might have Medicaid and how many might be uninsured. If a fourth of the Navigation Center clients came in for health care, ICHS will need an additional \$115,000 to serve them with comprehensive health care services.   | <p>Strategy 2: encourage inter-agency and multi-sector collaboration.</p> <p>Strategy 8: Influence public health, health care, and environmental decision-making.</p> <p>Strategy 9: Continuous engagement with health care and public health partners.</p>   |
| Asian Counseling and Referral Service Food Bank (ACRS) | \$175,000.00 | <p>ACRS currently serves people without homes, and this budget is already in deficit. In anticipation of the Navigation Center, we expect more people seeking foodbank services and would need more funding to avoid going into deeper deficit. Additionally, a dedicated Community Connector based at the food bank will help with the anticipated influx of clients needing referrals and information regarding community resources available. (\$100,000)</p> <p>In partnership with ICHS, ACRS seeks to provide Substance Abuse Disorder treatment in the ID through its Recovery Services' Community Resource Program. (\$75,000)</p> | <p>Strategy 3: Prevent displacement and disruption of social, financial, educational, and health support networks.</p> <p>Strategy 7: Work with city, county, and state agencies to advocate for culturally and linguistically responsive actions to mitigate public safety issues in the neighborhood, including violent and non-violent crime, homelessness, and substance abuse.</p> <p>Strategy 8: Influence public health, health care, and environmental decision-making.</p> <p>Strategy 9: Continuous engagement with health care and public health partners.</p> |
| Seattle Indian Health Board (SIHB)                     | \$160,000    | SIHB offers a full range of services including, medical, dental, behavioral health, traditional health, and community health services. We also offer in-patient chemical dependency treatment  | SIHB was not a part of the 2020 CID Healthily Community Action Plan but many of the strategies align with our own strategic plan including:   |

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|              |          | <p>at our Thunderbird Treatment Center.</p> <p>SIHB is located directly across the street from the Navigation Center. SIHB has experienced an increase in drug and alcohol incidents in and around our building due to the clean up on homeless camps in the area. Based on the number of Navigation Center residents (75), the length of stay (60 days), and with five (5) months left in the calendar year, we anticipate an increase in patients by 188 (50% of total potential clients).</p> <p>To address the needs of the increased population and the low-barrier requirements at the Navigation Center, SIHB will hire a second security guard, a Case Manager, a .5 FTE CD Outpatient Counselor and 0.5 FTE Mental Health Counselor.</p> | <p>Strategy 2: encourage inter-agency and multi-sector collaboration.</p> <p>Strategy 7: Work with city, county, and state agencies to advocate for culturally and linguistically responsive actions to mitigate public safety issues in the neighborhood, including violent and non-violent crime, homelessness, and substance abuse.</p> <p>Strategy 8: Influence public health, health care, and environmental decision-making. Build a body of evidence around neighborhood environmental quality and access to open space by supporting and participating in community-led research.</p> |
| Helping Link | \$75,000 | <p>Helping Link continues to experience a decrease in enrollment. Efforts need to be increased to reach out to the community and find ways to bring them back.</p> <p>Provide bus tickets or stipends to promote engagement and completion of workshops. A full-time staff person will be hired to conduct this outreach and public relations tasks.</p>  | <p>Strategy 3: Prevent displacement and disruption of social, financial, educational, and health support networks.</p>  |

**c. Economic & Community Investments**

According to the City of Seattle’s *Equitable Development Initiative Plan*, the CID, specifically Little Saigon is identified as a neighborhood that suffers from “high levels of chronic and recent displacement; a history of racially driven disinvestment; and significant populations of marginalized communities”. In order to address these inequities, continued commitment to Race and Social Equity in terms of growth and the City’s decisions on policies, programs, and investments in its neighborhoods should be a high priority. Therefore, the following mitigation strategies emphasize opportunities for community ownership and empowerment, public realm improvements that will promote placemaking, safety and economic vitality, as well as funding requests for operations and capacity building to sustain growing and established organizations in the neighborhood.

| ISSUE/CONCERN  | IMPACT ON COMMUNITY   | MITIGATION STRATEGY   |
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| <ul style="list-style-type: none"> <li>• Minimal community ownership and capital investments in neighborhood</li> <li>• Pedestrian and traffic conditions are unsafe and inaccessible</li> </ul> | <ul style="list-style-type: none"> <li>• Loss of community identity and displacement of small businesses</li> <li>• Limited access and walkability of neighborhood</li> </ul> | <ul style="list-style-type: none"> <li>• Support purchase of land and financing for community-driven projects, such as the Little Saigon Landmark project including commercial, cultural, and housing.</li> <li>• Funding for Little Saigon Parklet construction and maintenance costs.</li> <li>• Funding to improve 12<sup>th</sup> Ave S and S King St. intersection (potential impacts due to traffic changes on Rainier Ave)</li> <li>• Funding and installation of signalized crosswalks at 10th &amp; Jackson and 12th &amp; Boren</li> <li>• Review and implement plan for improved pedestrian safety and traffic flow at 12th and Jackson</li> <li>• City-owned properties that are vacant or underused should be prioritized for community-driven development projects in partnership with local organizations (e.g.</li> </ul> |

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|   |  | Charles Street Facility)<br><ul style="list-style-type: none"> <li>• Funding for King Street Connections, specifically improvements to under I-5.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Increased garbage and waste with no means of disposal</li> </ul> | <ul style="list-style-type: none"> <li>• Garbage may be not contained and spread throughout the neighborhood</li> <li>• Used syringes and needles may be left in the open</li> <li>• Broken glass from bottles and car prowls may accumulate</li> <li>• Potential increased issues with public urination and defecation from humans and accompanying pets</li> </ul> | <ul style="list-style-type: none"> <li>• Continue funding sanitation contract funded through the Office of Economic Development for the Little Saigon business district. Existing OED contract will fund neighborhood cleaning 2 days a week at a cost of \$120,000. <ul style="list-style-type: none"> <li>○ Expand the SPU sanitation contract into areas that cannot be contracted through OED.</li> </ul> </li> <li>• Increase number of waste cans and pick up service in the CID</li> <li>• Serve as a repository for used needles from CID agencies that are collection points or provide clean up in the community</li> <li>• Educational campaign around littering, trash collection, sharps, recycling, and composting</li> <li>• Repair and improve public right of ways throughout the CID, specifically <ul style="list-style-type: none"> <li>○ Potholes</li> <li>○ Trim back overgrown trees</li> <li>○ Upgrade street lights</li> <li>○ Add lighting to allies: Canton, Maynard, Nihonmachi, and south side of Hing Hay Park</li> </ul> </li> </ul> |
| <ul style="list-style-type: none"> <li>• Community organizations do not have</li> </ul>                   | <ul style="list-style-type: none"> <li>• Inconsistent communications and</li> </ul>  | <ul style="list-style-type: none"> <li>• Funding for interpretation and translations</li> </ul>   |

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| <p>enough sustainable capacity and program funding</p> <ul style="list-style-type: none"> <li>• Lack of funding for effective communications and engagement</li> <li>• Small businesses lack the support to be competitive and successful</li> </ul> | <p>engagement</p> <ul style="list-style-type: none"> <li>• Reduction in programs, enrollment numbers, and services</li> <li>• Small business displacement due to a lack of commercial affordability</li> </ul> | <p>services for all community events</p> <ul style="list-style-type: none"> <li>• Funding for Small Business Technical Assistance <ul style="list-style-type: none"> <li>○ Tenant and facade improvement programs</li> <li>○ Workshops, counseling/consultation on legal and lease support and negotiation</li> </ul> </li> <li>• Funding for Small business recruitment and retention program</li> <li>• Funding for market studies &amp; data collection: customer intercept survey, consumer leakage study, API population and demographics, business trends and revenues, comparative supply <ul style="list-style-type: none"> <li>○ Funding for consultant to assist with data collection and methodology</li> </ul> </li> <li>• Funding for Neighborhood Marketing to: <ul style="list-style-type: none"> <li>○ Increase online presence of neighborhood businesses</li> <li>○ Sustain the CID Streetcar wrap</li> </ul> </li> <li>• Sustainable funding sources for commercial district work in Little Saigon area (e.g. Potential BIA Expansion)</li> <li>• Reinstate Metro Ride Free Zone in CID during lunch hours to increase opportunity for local businesses</li> <li>• Decrease street parking rates in CID to stimulate business activity</li> </ul> |
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| <ul style="list-style-type: none"> <li>• Lack of coordination of City policies and projects that negatively impact the CID</li> </ul> | <ul style="list-style-type: none"> <li>• Projects and policies do not serve the CID community</li> </ul> | <ul style="list-style-type: none"> <li>• Moratorium around Lunar New Year - to minimize adverse impacts on community during the LNY Season</li> <li>• NC to prioritize hiring/contracting to local businesses for food and services</li> <li>• ISRD planning and implementation of design/review guidelines process</li> <li>• Implement Commercial Affordability recommendations, specifically             <ul style="list-style-type: none"> <li>○ Financial incentives that encourage property owners to support local small businesses</li> <li>○ Integrate commercial affordability priorities within the affordable housing funding process</li> <li>○ Develop models for small business lease-to-own and cooperative ownership structures</li> </ul> </li> </ul> |
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**d. Community Engagement & Partnership**

The Navigation Center is among many City projects that neglects a transparent public process. Due to the lack of engagement around the siting and planning of the Navigation Center, a project that will have tremendous impact on the neighborhood as a whole, the CID community has lost faith in the City’s ability to authentically engage and partner with the community. The following mitigation strategies identify opportunities to rebuild this faith and support stronger efforts for the City to thoughtfully engage and partner with the CID to address issues and concerns around the Navigation Center, as well as longer-term sustainability of the neighborhood.



| ISSUE/CONCERN  | IMPACT ON COMMUNITY  | MITIGATION STRATEGY   |
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| <ul style="list-style-type: none"> <li>Community organizations have limited capacity to provide on-going feedback and outreach due to limited resources and language and cultural needs of the community.</li> </ul> | <ul style="list-style-type: none"> <li>Community cannot adequately address public safety, sanitation, health, and economic concerns causing displacement of residents, businesses, and organizations.</li> </ul> | <ul style="list-style-type: none"> <li>Sustainable capacity funding to organizations in the CID to conduct additional program outreach and engagement</li> <li>Allocation of the City’s Public Outreach and Engagement Liaisons (POEL) to conduct outreach in the CID on City projects and policies</li> <li>Create an online bulletin board and install a physical bulletin board to post information about public events, projects, and notices</li> <li>Require all City projects and information be translated and provided with interpretation resources</li> <li>Require all City of Seattle outreach and engagement effort to include translation and interpretation services, as well as door-to-door outreach</li> <li>Designate one staff contact/decision maker for “Critical Response” within the Mayor’s Office <ul style="list-style-type: none"> <li>Work with community to define “Critical Response” procedures</li> </ul> </li> </ul> |
| <ul style="list-style-type: none"> <li>Ineffective and limited communications with DESC and the City related to public safety, health, and economic impacts of the NC.</li> </ul>                                    | <ul style="list-style-type: none"> <li>Lack of information about NC operations, activities and disclosure can impact understanding and overall communications between the City and DESC.</li> </ul>              | <ul style="list-style-type: none"> <li>City to adopt Council Resolution, Memorandum of Agreement, and budget for funding commitments to the CID to support continued engagement between City, DESC, and CID community</li> <li>NC participation in CID Safety Meeting and other community events</li> </ul>   |

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|  |  | <ul style="list-style-type: none"> <li>• Funding for development, implementation, and assessment of evaluation plan of the NC</li> <li>• Closure of the NC if it is not successful in meeting City’s stated goals and metrics for addressing chronic homelessness (per Mayor Murray’s commitment to close the facility if it does not work) and/or if the NC drastically negatively impact the safety, public health, and economic conditions of the surrounding residents and business owners, whichever occurs first.</li> <li>• Regular notices sent to residents, businesses, property owners about changes in operations, increased crime, issues that impact public safety or public health. Notices will be provided in multiple languages</li> <li>• Establish a community oversight board to review metrics, discuss operations related to public safety and health, and to work with the City and DESC to make on-going improvements</li> </ul> |
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**V. List of Appendices**

1. Community Taskforce Schedule of Events
2. Map of Municipal Boundaries Affecting Little Saigon
3. Press Releases & Media
4. Letters of Support
5. CID Public Safety Taskforce Report
6. 2020 CID Healthy Community Action Plan