



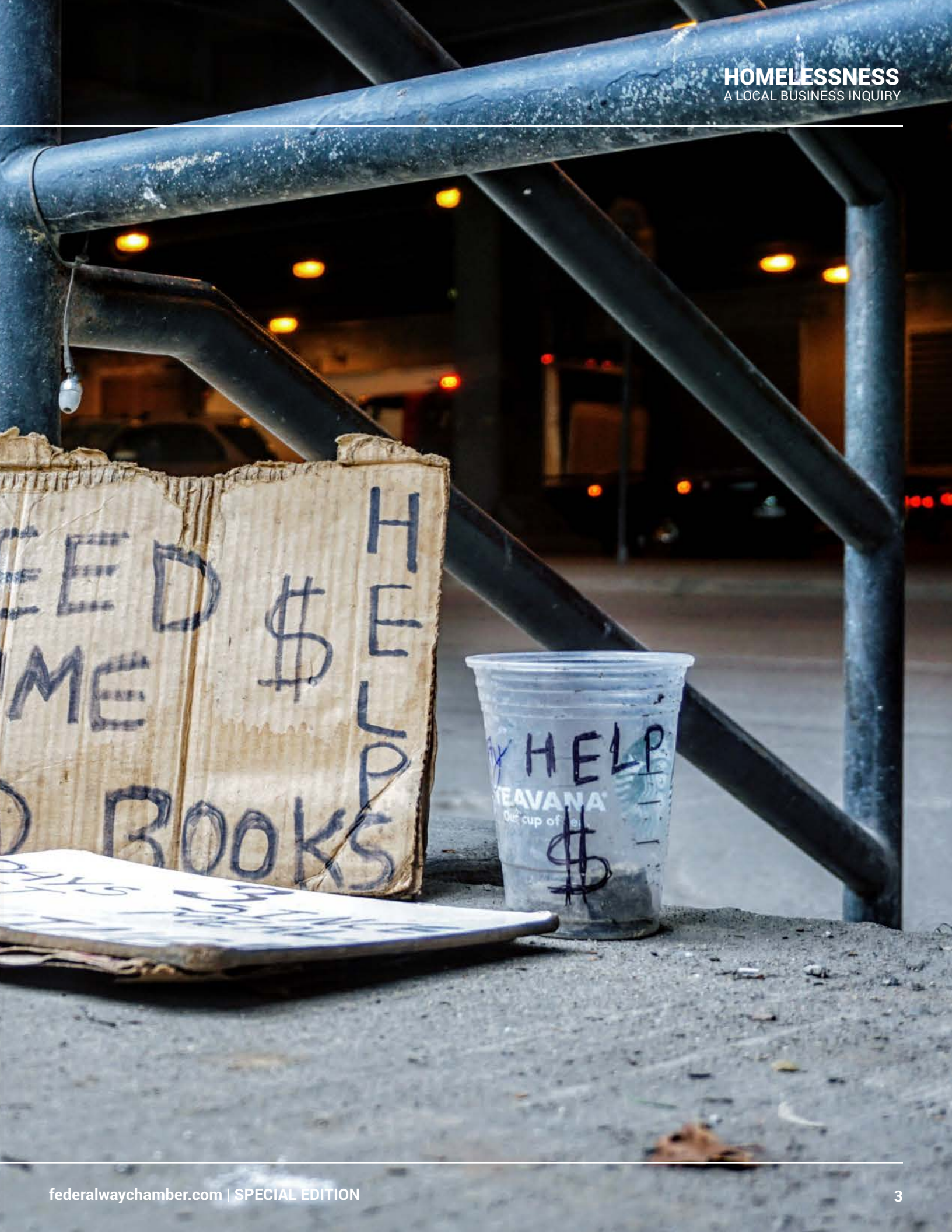
HOMELESSNESS

IMPACT ON BUSINESS RETENTION



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- 7** *Have you experienced customer/client complaints related to homelessness in the past 12 months?*
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The Greater Federal Way Chamber is focused on creating sustainable economic growth through the expansion, retention, and attraction of business and jobs in the South Puget Sound region.

Like communities across the country, Federal Way is facing the issues of affordable housing and homelessness. In fact, the City of Federal Way created a Homelessness Task Force to address this civic challenge. At the Chamber, homelessness was identified by our Membership as impacting their ability to do business in Federal Way, making it a strategic issue for retention and expansion efforts for our economic base.

In addition to addressing the challenge of homelessness at multiple meetings with stakeholders, our Government Affairs Committee and at Quarterly City Updates, the Chamber surveyed the business and community leaders in its Membership—25% of whom participated. Data collected from the survey compiled in this special edition also will be shared with our elected representatives, including the City's Homelessness Task Force.

As business-led, economic and civic organizations, Chambers and their Members are impacted by the accelerating pace of change in the business world. On the horizon is a shifting population, infrastructure demands, existing and emerging workforce needs, political and social fragmentation, as well as change in the global marketplace.

Like Chambers of Commerce all over the world, we know our role in the community is to provide the leadership that retains, expands and attracts business. And that means taking a strategic look not only into the future but also at the opportunities and challenges impacting the bottom-line of our business community. When we work together, identifying issues is often the first step in finding solutions, especially in difficult situations.

Our Horizon Initiative is a business-led, economic-focused project, designed to gather input and ideas. This is what a Chamber of Commerce does. Chambers influence business growth, especially when there is a broader, inclusive, and data-driven view of economic development.

Looking to get involved? If you are interested in volunteering or supporting community organizations working to address these issues, check out our Directory online.

The survey was supported in part by the state of Washington.

 **GREATER FEDERAL WAY
Chamber of Commerce**

SPECIAL EDITION
(PRINTED 10/23/18)

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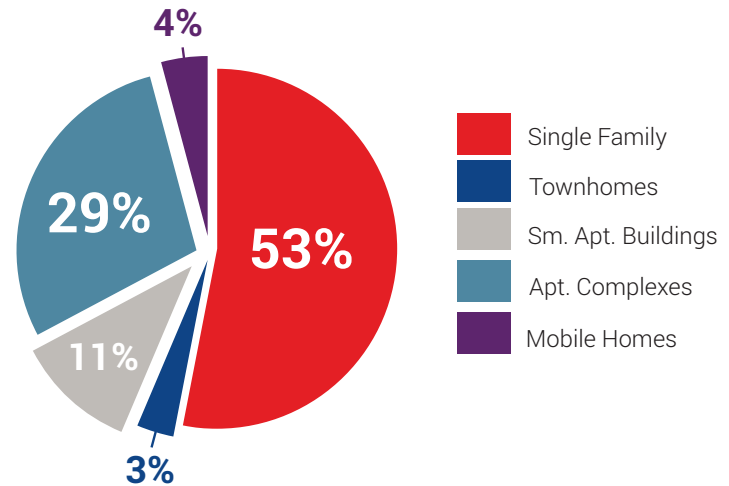
Federal Way **HOUSING ANALYSIS**

\$372,952
Median Home Value

\$2,018
Current Market Rent

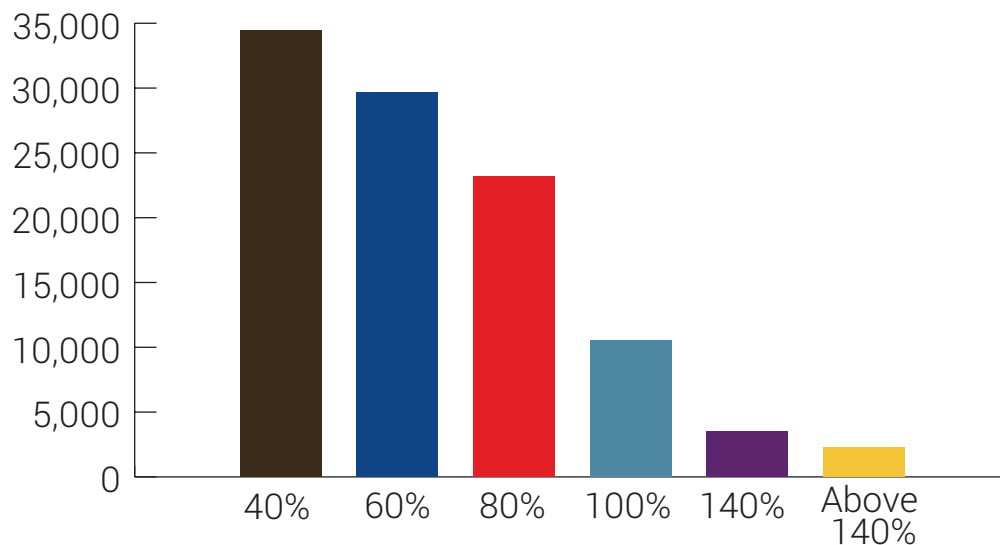
55.90%
Ownership Rate

TYPES OF HOMES



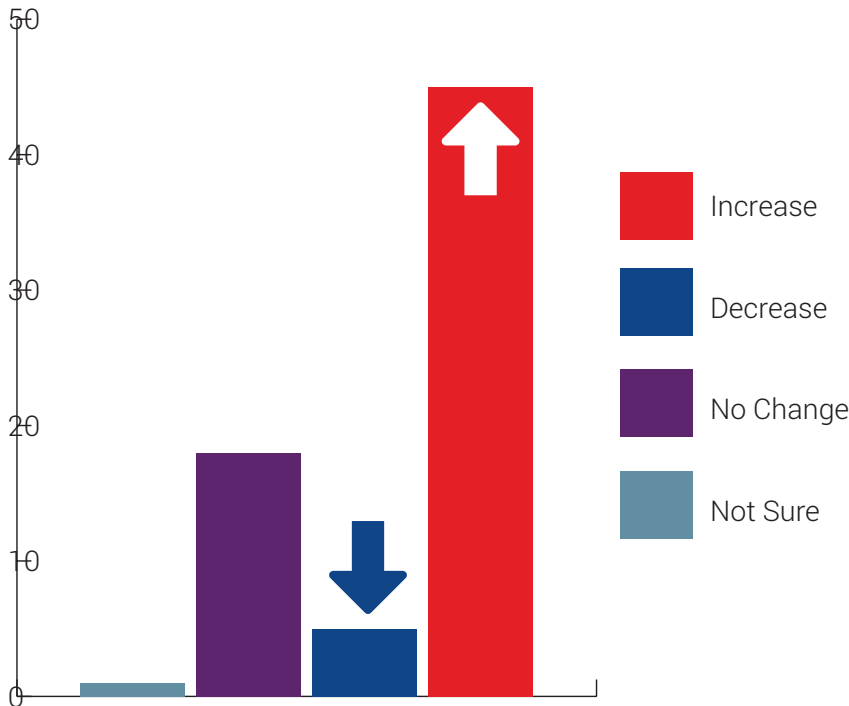
HOUSING UNITS BY AMI BRACKET

AMI Based on current Federal Way value of \$58,885



Assumptions: Interest rate 4.5%; down payment (AMI brackets 40% to 100%) \$5,000; down payment (AMI bracket 140%) \$20,000; lone term 30 years; max LTI 36%; each AMI bracket reflects total homes financeable.

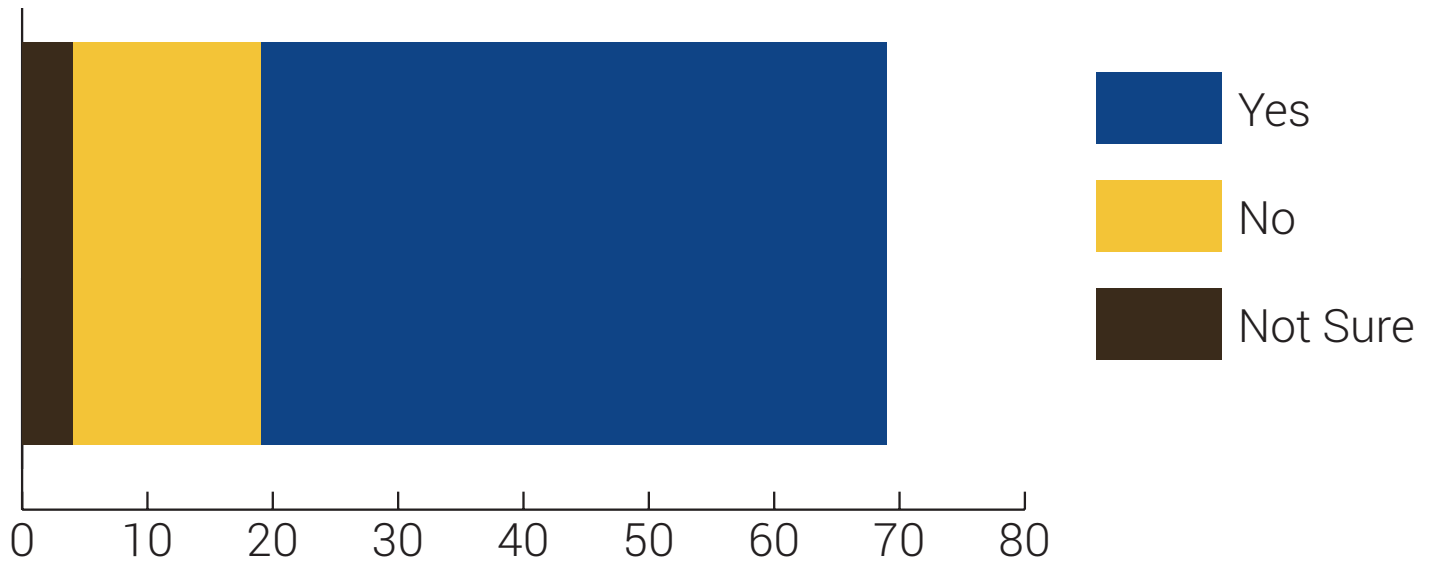
Have you seen an increase or decrease in the **AMOUNT OF HOMELESS** persons in/around your business in the last 12 months?



“ I have registered some surprise lately, especially when I see unusual signs of human activity as I travel to/ from my office. ”

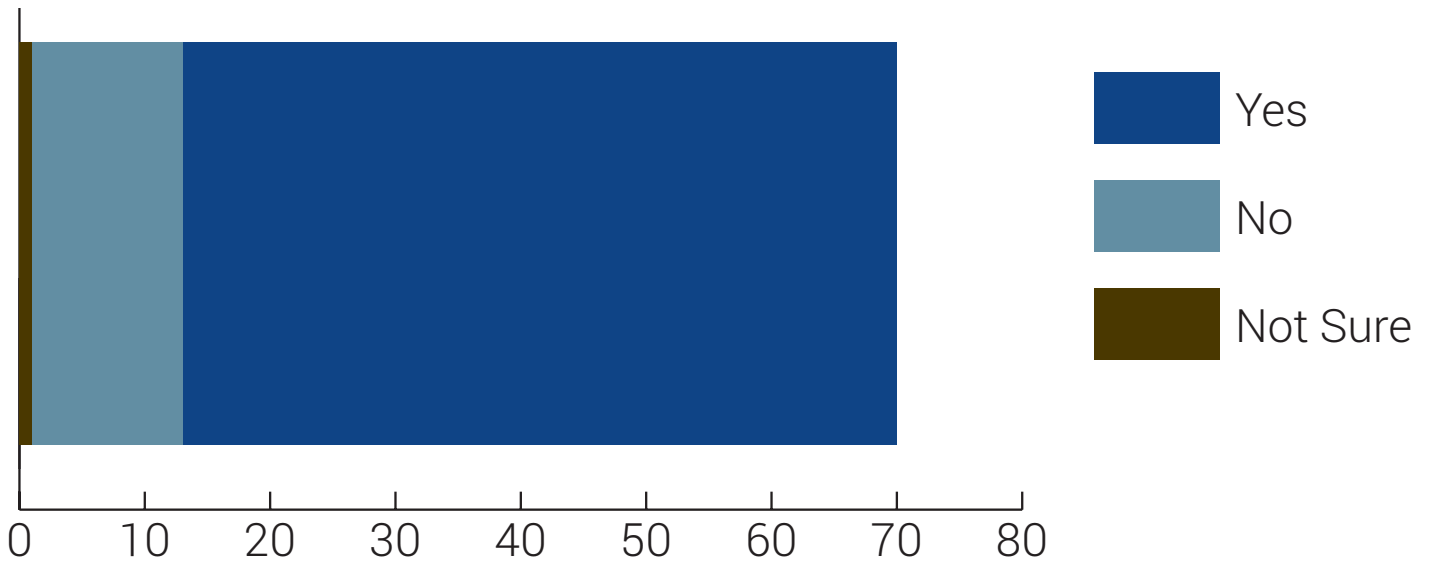
65%
of survey takers have seen an
INCREASE
IN THE AMOUNT
OF HOMELESS

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



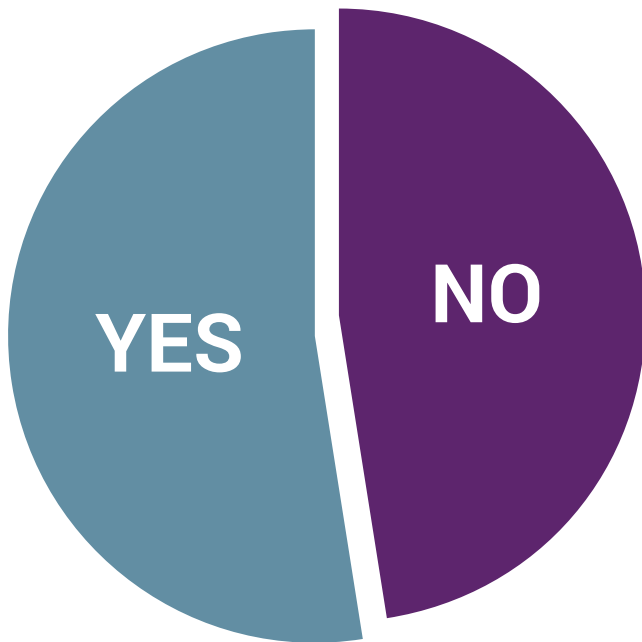
72%
of survey takers have received
**CUSTOMER
COMPLAINTS**

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



81%
of survey takers have received
**STAFF
COMPLAINTS**

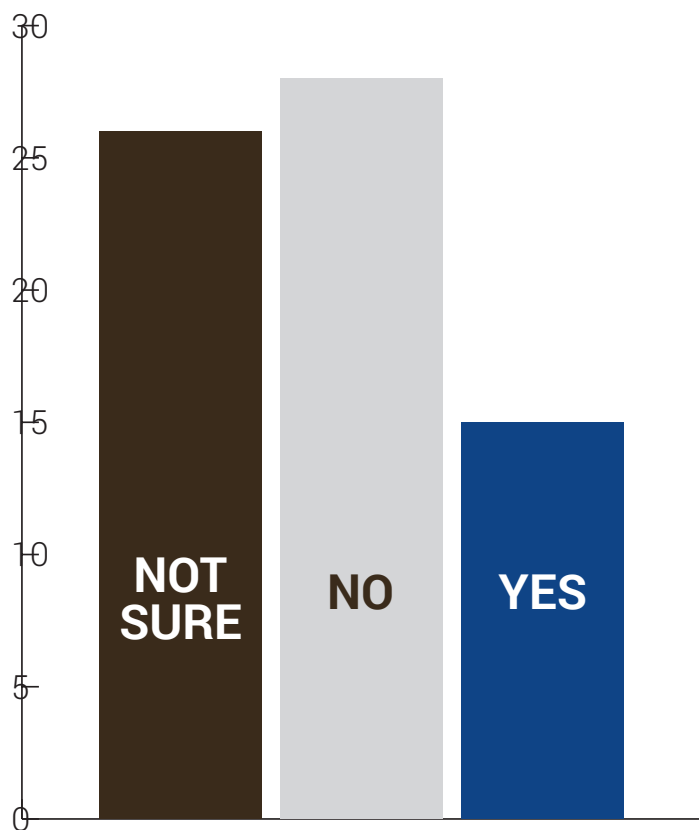
Have you **FELT UNSAFE** operating your business?



52%
of survey takers
HAVE FELT UNSAFE

“ I have lost many good people and managers that don't want to work in Federal Way. They felt unsafe. Makes it hard to retain good talent. ”

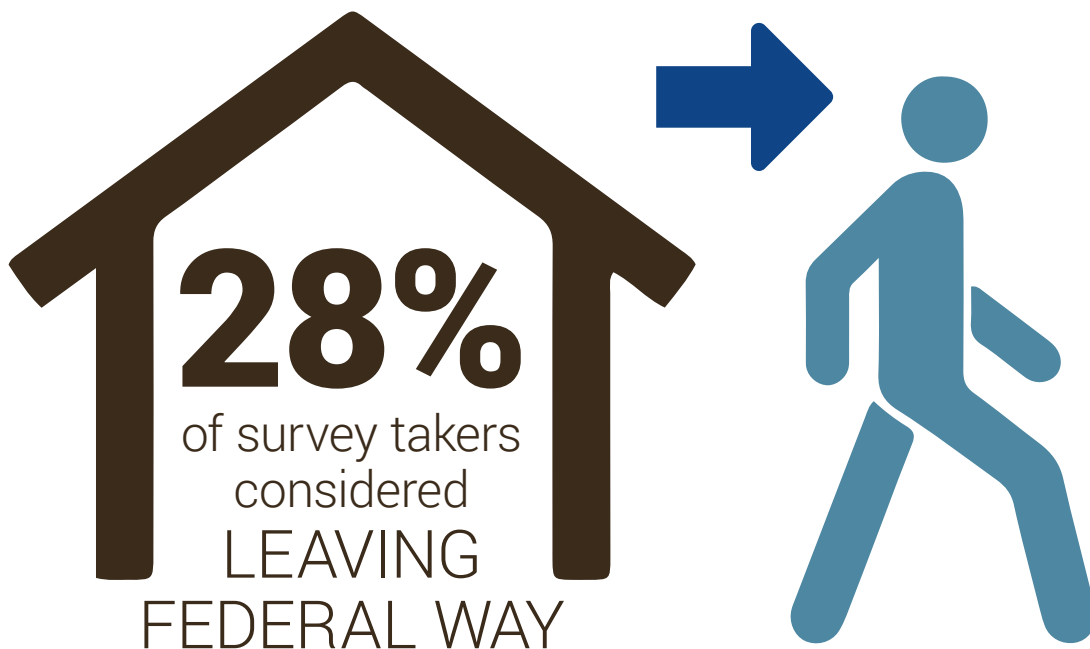
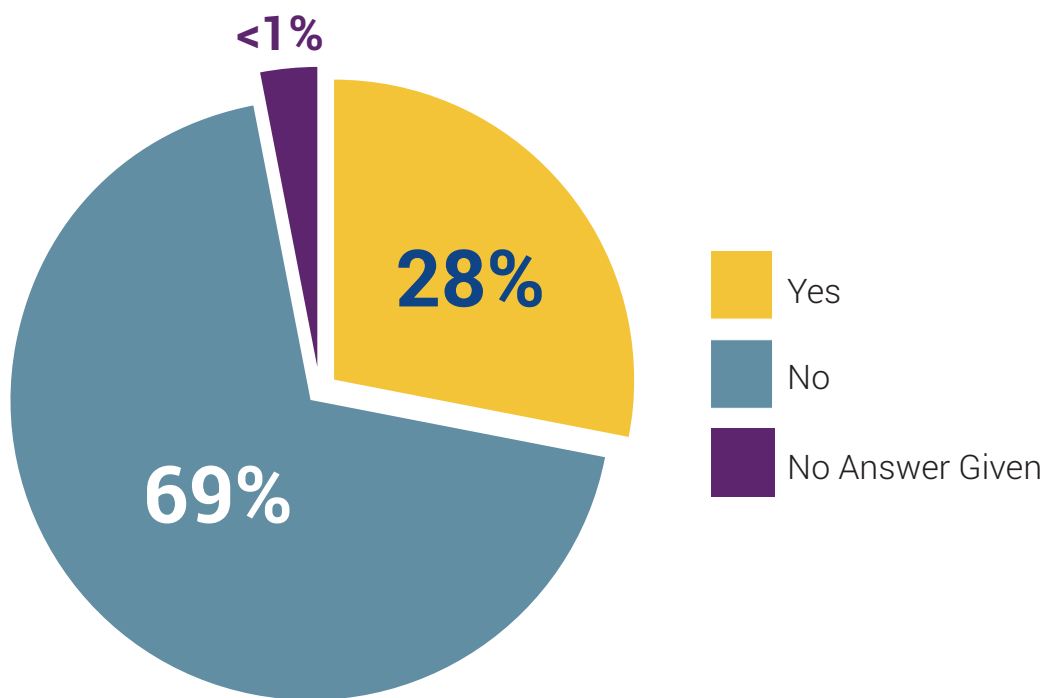
Has your business seen a **LOSS OF REVENUE** due to homelessness? Estimate the cost.



“ Clients have said that they are afraid to come to Federal Way and will not be back. ”

Unknown thousands hard to estimate
15% We are down **10%** N/A
 ~\$40,000 - \$50,000 \$2,300
 N/A \$5,000 \$20,000 thousands
 thousands of dollars Vandalism to electric & water, costly to nonprofit
I can't give an exact number.

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



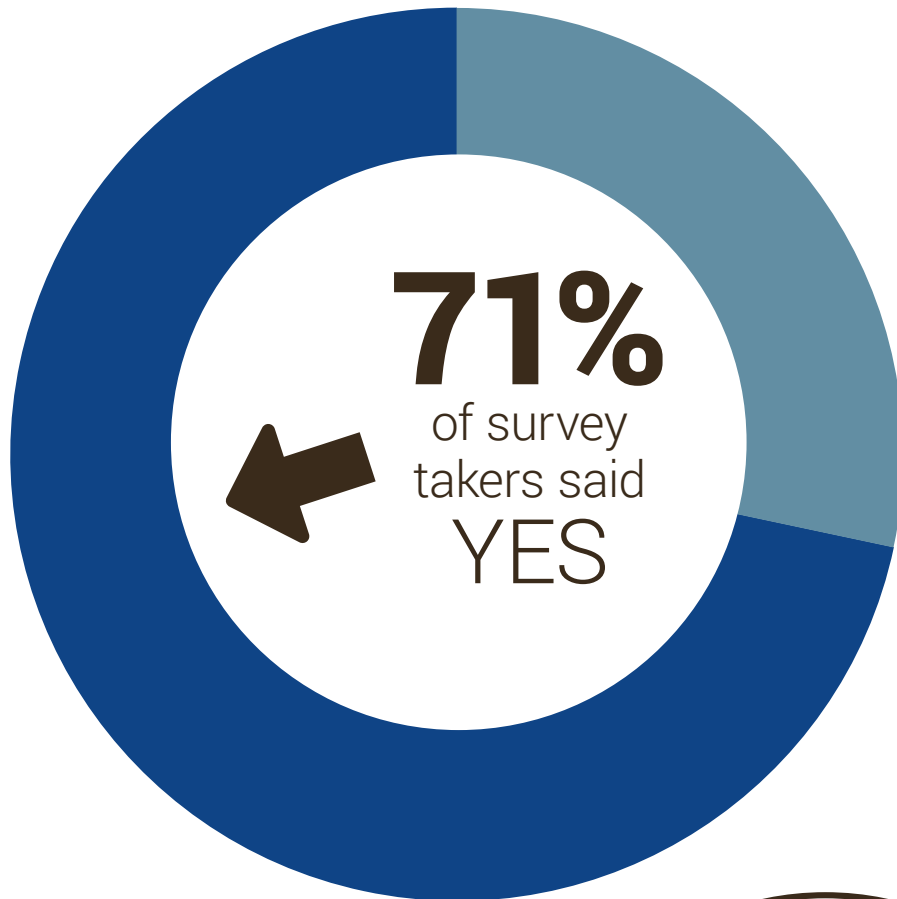
In the past 12 months, has your business **EXPERIENCED ANY OF THESE PROBLEMS** associated with homelessness?



23%
of survey takers chose
**PEOPLE TRESPASSING OR SLEEPING
AT YOUR PLACE OF BUSINESS**

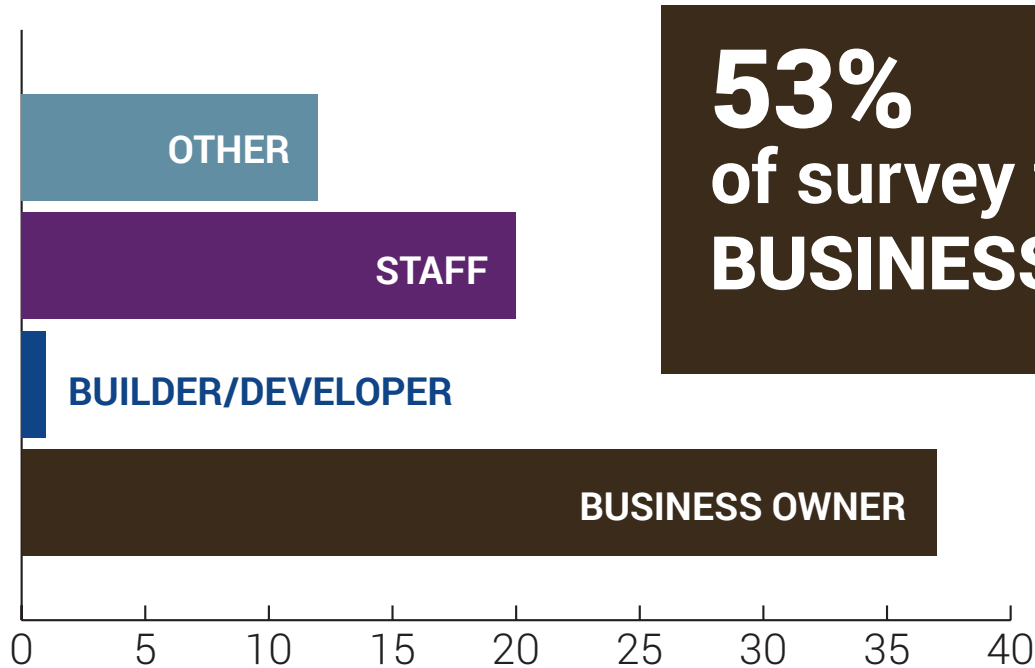
“ Associates are fearful to go to their car or outside to break ”

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

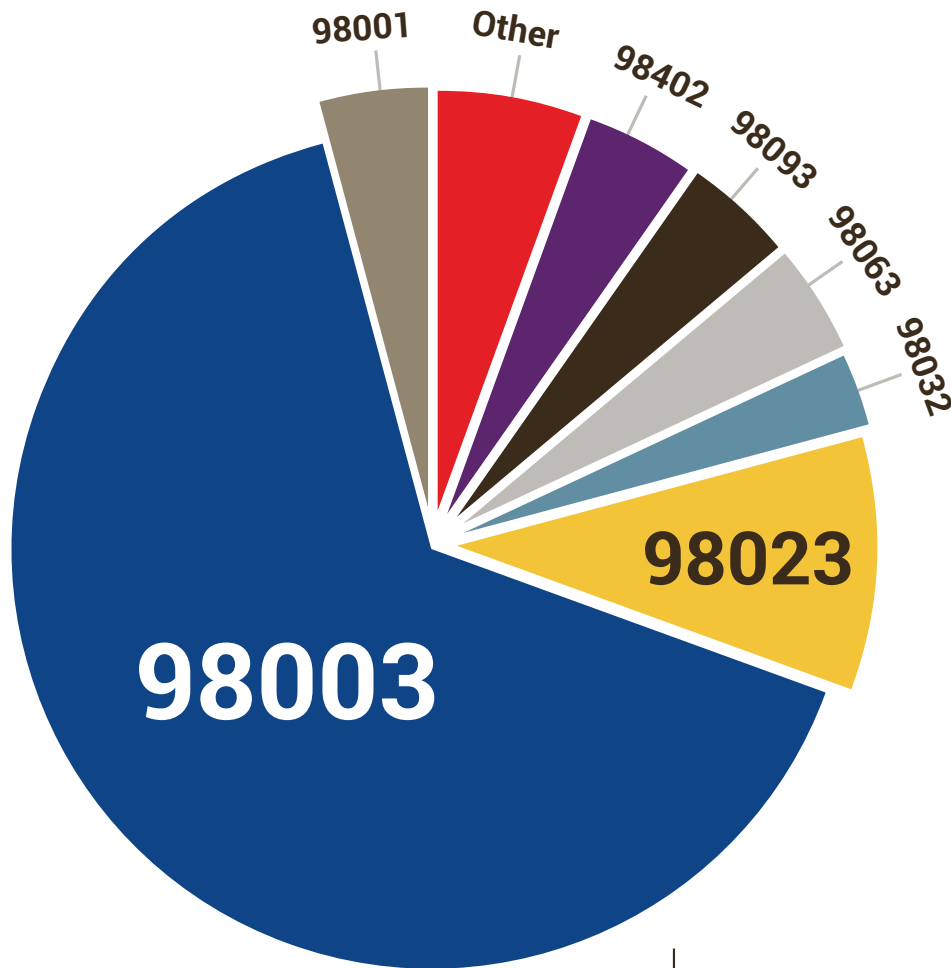


“
I call every day I work, if not multiple times.
”

Which of these **BEST DESCRIBES YOU?**



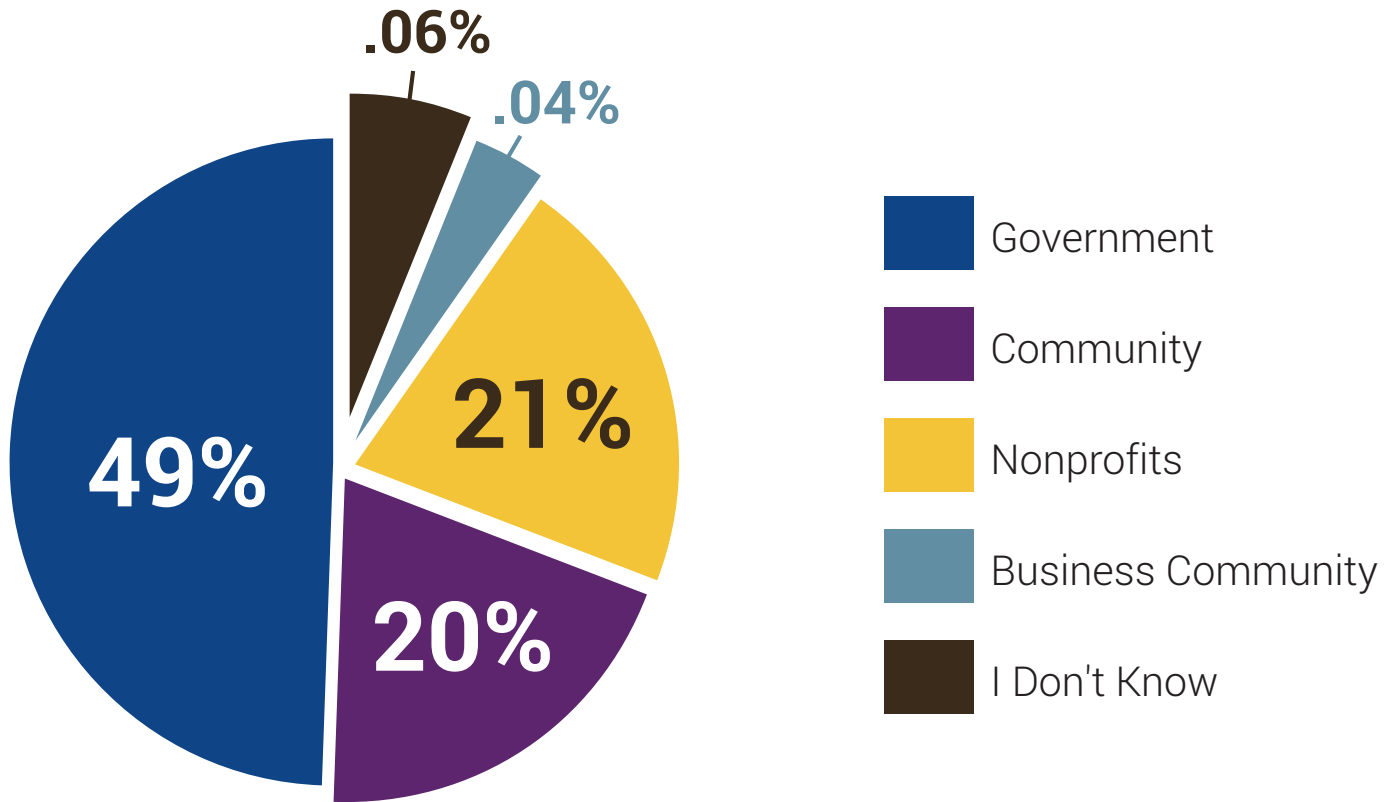
Survey participants by ZIP CODE



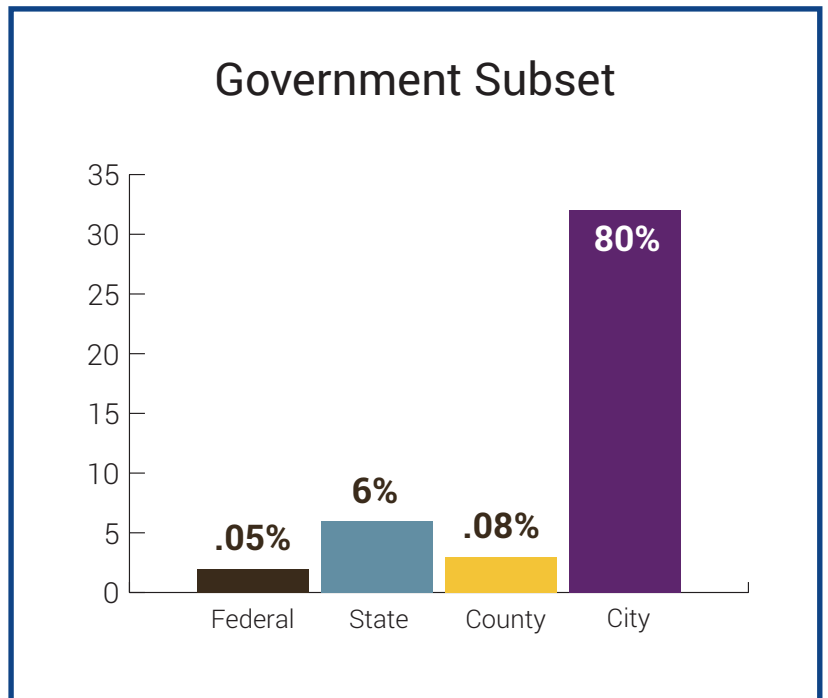
65%
of survey takers
businesses were from
98003

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

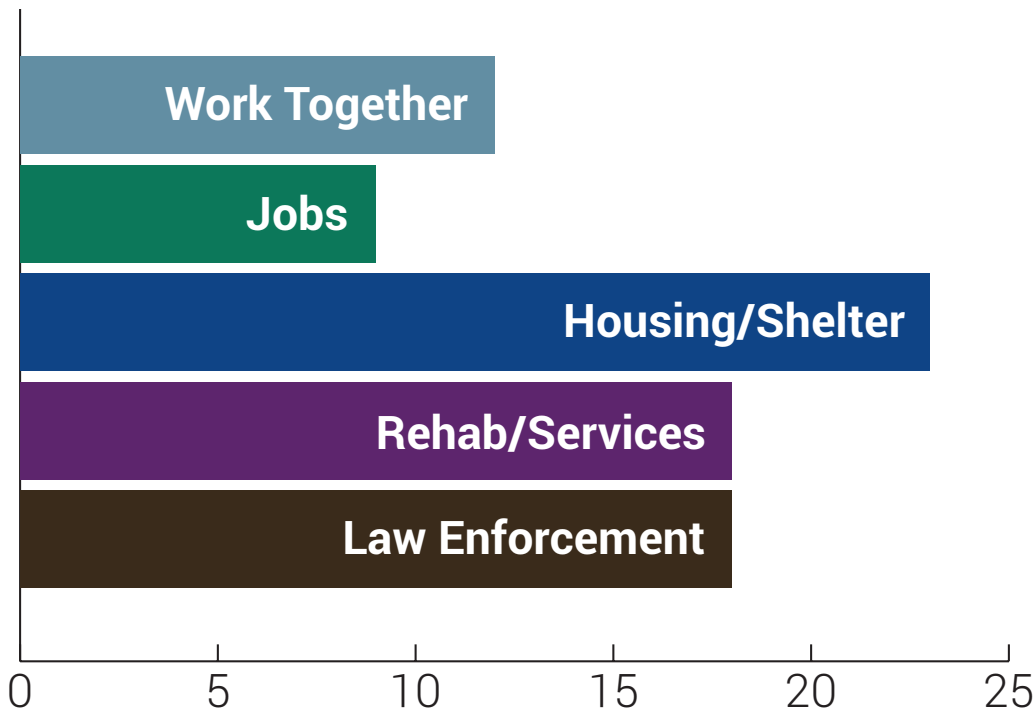
Which groups/organizations do you **FEEL ARE RESPONSIBLE** for addressing homelessness?



49%
of survey takers feel
GOVERNMENT IS RESPONSIBLE



Homelessness is both a national and local crisis. What would you **PROPOSE AS A SOLUTION** for our local community?



29%
of survey takers
believe a solution is
HOUSING

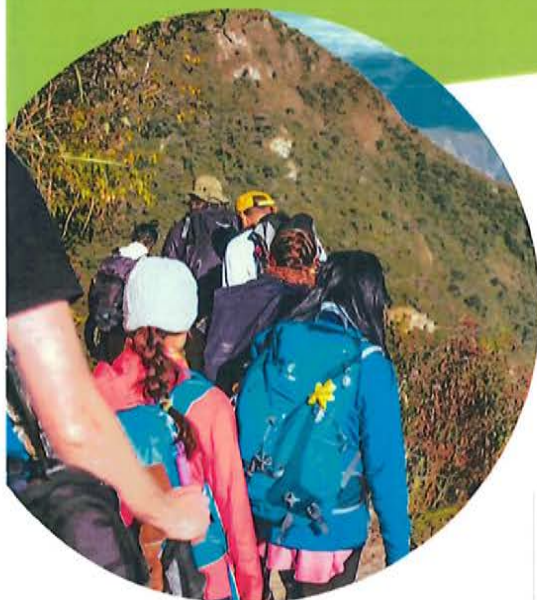


Housing first,
then rehabilitate if
possible, then steer
to resources





FLEXIBLE. INNOVATIVE. COMPLIANT.



GET TO KNOW THE LIFESTYLE HEALTH BENEFITS PROGRAM

This program is designed to give members a comprehensive and affordable healthcare solution which meets all the compliance requirements of the Affordable Care Act (ACA). By offering affordable coverage along with proactive cost containment and employee wellness features, member companies can strategically manage healthcare costs while still maximizing benefits for their employees.

LEARN MORE:



Contact:
Jason Brown
Pacific Northwest Benefits
(253) 970-1718
jbrown@pacificnwbenefits.com

YOUR COMPANY CAN ENJOY:

- ✦ Flexible, Level-funded Medical Plans
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- ✦ Consumer-driven Features for Proactive Cost Containment
- ✦ Premium Savings of 5-15% from Traditional Plan Designs
- ✦ Association-negotiated Economies of Scale Pricing



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9 Days **March 26, 2019**

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- Olympia
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- Two Meteora Monasteries
- Thermopylae
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- 3 Nights in Athens

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- Int'l Air Departure Taxes/Fuel Surcharges
- 11 Meals: 7-Breakfasts & 4-Dinners
- Professional Tour Director
- Motorcoach Transportation
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Booking Discount - Save \$200 per couple!*

Tour Rates

Booking Discount*: \$3549 pp double
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**See Notes for Booking Discount details*

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