Date of Issuance: September 16, 2016

Description: Since 2014, the New Hope Resource Center has operated a “daytime resource center for homeless adults” in the City’s downtown area. Operating within a 3,360 square foot structure on a 13,200 square foot parcel, the center provides services and resources to homeless individuals relating to housing, treatment, counseling, employment, etc. Daily operations also typically include providing a mid-day meal to guests, although there are no actual institutional food preparation facilities on-site.

Pursuant to PMC Sec. 5.90.060(5), New Hope Resource Center is subject to the City’s Significant Impact Business (SIB) licensing process, including the imposition of conditions to mitigate identified impacts resulting from its operation.

Location of Proposal: 414 Spring Street (AP# 5745000100)

Proponent: New Hope Resource Center (A program of Homeward Bound in Puyallup)

City Contact: Thomas C. Utterback, AICP
Development Services Director
City of Puyallup
333 South Meridian Street
Puyallup, WA 98371
Notes:

1. This draft Determination is based on review of the following information:
   a. SIB Checklist, and related material, submitted by New Hope Resource Center (including a copy of the Center’s recently-updated “Code of Conduct” for staff, volunteers & clients) on **August 19, 2016**.
   b. Additional testimony, comments and submittals from members of the community, including via e-mail and at prior City Council meetings and other public forums, relating to New Hope Resource Center’s operations and property.
   c. Various records of the City of Puyallup Police Department pertaining to Calls for Service and related impacts/information associated with New Hope Resource Center’s operations and property.
   d. Various records of the City of Puyallup Code Compliance Officer pertaining to compliance activities associated with New Hope Resource Center’s operations and property.
   e. Various records of the City of Puyallup Public Works Department pertaining to maintenance activities associated with New Hope Resource Center’s operations and property.

Puyallup Municipal Code Sec. 5.90.050 authorizes the City “to impose reasonable requirements as conditions of a (business) license” to “address any significant impact of the business...”. This Preliminary Determination is intended to document those impact areas associated with New Hope Resource Center’s ongoing operations at 414 Spring Street and to identify specific proposed “Mitigation Conditions” which have been crafted to address those impacts. To assist in identifying impacts, the City created a “Significant Impact Business Checklist”, which was generally modelled upon the City’s SEPA (Environmental Review) Checklist, a standard document used to flag expected impacts from land use/development activities. This Determination’s findings follows the topical format of that “Significant Impact Business Checklist”. For brevity sake, those Checklist impact areas therein which more relate to actual land development proposals (e.g. earthwork, water runoff, wildlife, etc.), versus New Hope’s ongoing operations, have been excluded from this Determination, while other related impact areas have been combined.

Noise:

1. **Impact:** Comments have been received regarding periodic high exterior noise levels at the New Hope site given clients/visitors congregating outside, particularly before & after the Center’s operating hours.

   **CITY FINDING:** Police Department records verify that some Police “Calls for Service” to the New Hope site do involve complaints about loud and/or unruly individuals on the premises, which may also impact adjacent properties and the general public. See Public Safety findings below regarding proposed site security conditions, which are also expected to help address identified exterior noise impacts related to client/visitor conduct.
Aesthetics/Light and Glare:

1. **Impact:** Comments have been received regarding New Hope clients/visitors using tents and storing other personal items at the site’s exterior, particularly before and after the Center’s operating hours, which are considered unsightly. In addition, comments document that trash and debris, not properly contained in trash receptacles and attributed to New Hope clients/visitors, have been observed on the New Hope site and in the vicinity.

   **CITY FINDING:** As cited in their SIB Checklist submittal, New Hope Resource Center has proposed to install a perimeter fence around the entire property at 414 Spring Street, including gating both parking lot entrances, in late 2016. Staff understands that a property survey was recently performed by the owners to verify exact parcel lines; tentative plans for this fencing have been preliminarily reviewed by City staff. Permits (not yet issued) are required for the proposed parking lot gates. This SIB Determination assumes the near-term installation of that fencing proposal, which is found to potentially help address both Aesthetic and Public Safety impacts cited herein. Per Mitigation Condition #2, the City is requiring that the proposed fence portions along the site’s southern (abutting Cherry Creek Hair Company) and western (abutting the public alley/Good Samaritan Mental Health Center) perimeters be sight-obscuring. That condition, however, requires that the balance of the perimeter fence, along the eastern (5th Street SE) and northern (Spring Street) perimeters be of a design/material which is not sight-obscuring, so as to allow adequate visibility of site activities.

2. **Impact:** A grassy area adjacent to the New Hope property, abutting the 5th Street SE-Spring Street SE intersection, is principally City right-of-way. As noted in public comments and City documentation, this public right-of-way area has frequently contained picnic tables and related items placed there by New Hope clients, without City permission. Comments have been received about such right-of-way usage being both unsightly and contrary to City law.

   **CITY FINDING:** In order to mitigate this impact, Mitigation Condition #3 requires that New Hope routinely monitor the above-cited adjacent City right-of-way area and remove any tables or related items placed there by New Hope clients/visitors.

3. **Impact:** New Hope’s SIB Checklist submittal documented the presence of exterior lights on all sides of their building, which illuminate an area near the structure. Comments have been received about existing exterior lighting at the site providing inadequate illumination on the parking lot and other exterior areas, thus precluding adequate monitoring of the premises to detect any potential night-time public safety concerns.

   **CITY FINDING:** Puyallup Police concur that additional illumination on the site’s exterior areas would directly support more effective policing of the Resource Center property during nighttime conditions. Given this identified impact, Mitigation Condition #7 requires that New Hope install additional site lighting sufficient to illuminate the exterior of the site.

Transportation:

1. **Impact:** Comments have been received contending the existence of limited parking capacity on the site as well as concerns about how New Hope screens the licensing of client vehicles.
CITY FINDING: Based upon Police Department records and other staff observations, the City does not find sufficient empirical evidence confirming that New Hope operations are causing ongoing vehicular traffic generation or vehicle overflow impact to surrounding areas.

Public Safety:

1. **Impact:** Comments have been received noting New Hope Center’s location in the immediate vicinity of commercial businesses and within a larger area of residential and school uses. Given this location, concerns have been registered regarding members of the public (particularly pedestrians) on nearby rights-of-way and properties being exposed to periodic unlawful and/or offensive conduct by New Hope clients/visitors on the New Hope site. Comments were also provided regarding reports of New Hope clients possessing a variety of illegal/restricted items and substances while on-site, including weapons, fireworks, drugs, etc.

CITY FINDING: Police Department records do verify that a proportionally-large level of Calls for Service (e.g. 314 total Police calls, 2014-present) are attributed to the New Hope property relative to similarly-sized professional/commercial or social service establishments. This pattern of heavy Calls for Service does materially impact Police resources. Police records also confirm that multiple Calls for Services to the property have involved drugs and/or weapon offenses. Strengthening the scope and effectiveness of on-site security is expected to help mitigate these impacts. Staff has identified multiple measures to address these impacts. Per Mitigation Measure #4, New Hope shall maintain a qualified (i.e. licensed) security guard presence on-site during all Center hours of operation, plus for at least one hour before and after those hours of operation. In concert with other Center staff/volunteers, said security staff shall have the responsibility and authority to enforce behavior on-site as well as to dismiss offending clients, as warranted, and interact with City Police staff. Per Mitigation Measure #5, New Hope Resource Center shall enter into a Trespass Agreement with the Puyallup Police Department giving the Police Department authorization to enter the premises to address any unlawful and/or offending behavior on the part of New Hope clients or visitors.

2. **Impact:** Related comments have been received that New Hope Resource Center clients/visitors have been involved in inappropriate and/or offensive conduct in the greater vicinity of the New Hope Resource Center, thus impacting a larger neighborhood of business owners, residents and the general public. Specific concerns have been expressed by adjacent business owners regarding off-hour impacts to their respective premises from New Hope clients/visitors, with callers having no recourse but to notify the Police Department in such situations.

CITY FINDING: Police Department records do confirm that a proportionally-large number of Calls for Service in the greater vicinity of the Resource Center are related to New Hope clients. The security-related Mitigation Measures #4 & 5, noted above, are intended to help mitigate this situation. Per Mitigation Condition #6, New Hope shall also maintain, and publicize to the community, a staffed phone line intended to promptly respond to, and resolve, concerns, particularly those occurring off-hours, from community members regarding New Hope clients and/or operations.
Public Health/Sanitation:

1. **Impact:** Comments have been received about New Hope clients/visitors frequently leaving trash and debris, potentially including drug paraphernalia and other restricted substances, on the exterior of the New Hope property and in the site vicinity.

   **CITY FINDING:** City Police, Code Compliance and Public Works records confirm that debris impacts have occurred around the property, with a pattern of linkage to New Hope operations. New Hope’s SIB Checklist submittal cites their efforts to provide exterior trash receptacles, including for cigarettes, as well as to pro-actively keep their site clean. Mitigation Condition #8 formalizes this site maintenance standard by requiring routine clean-up of any trash and debris stemming from New Hope clients and visitors, both on the New Hope property and in nearby public spaces.

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**Preliminary Determination for Significant Impact Business licensing**

As documented above, City staff has reviewed the record compiled for this SIB Licensing process, as well as related City-generated documentation. This Determination does assume the Center’s continued usage of a Code of Conduct (Attachment B), pursuant to Mitigation Condition #1, as well as related ongoing New Hope practices intended to address operational impacts. **Based upon this staff review and pursuant to PMC Sec. 5.90.050, Attachment A to this Determination contains a Preliminary set of Mitigation Conditions intended to address key impact areas which have been found to be attributable to ongoing New Hope Resource Center operations and clients/visitors.** The City’s intent is to finalize this Determination following completion of a 14-day public comment period, as outlined below, with revisions possibly forthcoming to the Final Determination dependent upon the findings of that public comment period.

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**Comments**

Comments on this Preliminary Determination must be submitted and received within 14 days of issuance (i.e. by 5:00 p.m. on Friday, September 30, 2016). **Comments on this Preliminary Determination shall be made as follows:**

A. Written comments may be mailed c/o Development Services Director Tom Utterback, City of Puyallup, 333 South Meridian, Puyallup, WA 98371 or submitted at the City Hall Permit Counter (2nd Floor); or

B. E-mail comments may be submitted at tomu@ci.puyallup.wa.us; or

C. Written and/or verbal comments may be made at a City-hosted Public Comment Meeting, to be held on Monday, Sept. 26, 2016 at 5:30 PM–7:00 PM in the Council Chambers (5th Floor) of Puyallup City Hall (333 S. Meridian).

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Tom Utterback, AICP  
Development Services Director  
City of Puyallup  

Date  
9/16/16  

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New Hope Resource Center – Significant Impact Business Determination
Attachments:
A. Preliminary New Hope SIB Licensing Mitigation conditions
B. New Hope Resource Center Code of Conduct (as attached to 8/19/16 submittal from applicant)
Attachment A

Mitigation Conditions
for
New Hope Resource Center
City of Puyallup Significant Impact Business License

1. **General:** New Hope Resource Center shall maintain and fully enforce a Code of Conduct which mitigates identified impacts pertaining to all clients/visitors, volunteers and staff, the current iteration of which is contained in Attachment B. Any future version of said Code of Conduct shall be adequate to address potential operational issues associated with, but not limited to, client/visitor behavior, site security, staff/volunteer responsibilities and training, property maintenance, neighborhood & community relations and interactions with City departments.

2. **Aesthetics:** Prior to, and as a condition of, the next renewal of a City Business License (i.e. on or before 1/1/17), New Hope Resource Center shall install perimeter fencing/gating around its property, as proposed in preliminary plans reviewed by City staff and consistent with applicable City permits and standards. Said fencing/gating shall be locked during those hours New Hope is not open for clients. Suitable sight-obscuring fencing material is to be used along the southern and western property perimeters; the balance of the fencing (abutting 5th Street SE and Spring Street SE) shall not be sight-obscuring so as to permit City/community monitoring of the property for public safety and related purposes.

3. **Aesthetics:** New Hope Resource Center shall routinely monitor the condition of the City right-of-way portion at the intersection of 5th Street SE-Spring Street SE (i.e. the grassy area abutting New Hope’s parking lot) and shall remove tables or other similar items if placed there by New Hope clients or visitors.

4. **Public Safety:** New Hope Resource Center shall maintain a qualified, licensed security guard, from an independent company, who has received an applicable license from the Washington State Department of Licensing. Such security guard shall remain on the premises during all Center hours of operation, as well as for at least one hour before and one hour after said hours of operation each day. During all hours of operation, New Hope shall maintain at least two staff members to monitor client conduct—one inside the building and one outside of the building. The above-cited security guard may serve as one of those two positions.

5. **Public Safety:** Prior to, and as a condition of, the next renewal of a City Business License (i.e. on or before 1/1/17), New Hope Resource Center shall enter into a Trespass Agreement with the City of Puyallup, in a form as acceptable to the City, authorizing the Police Department to enter the Resource Center property in order to enforce the trespassing of persons engaged in conduct which is unlawful and/or disturbs the peace or otherwise jeopardizes the health, safety or welfare of people or property.
6. **Public Safety:** New Hope Resource Center shall maintain, and conspicuously publish to the community, a phone number that will be staffed at all times and which can promptly respond to any public inquiries or complaints regarding New Hope clients/visitors or operations.

7. **Public Safety:** Prior to, and as a condition of, the next renewal of a City Business License (i.e. on or before 1/1/17), New Hope Resource Center shall install additional exterior lighting that is sufficient to illuminate the curtilage of the Center property.

8. **Public Health/Sanitation:** New Hope Resource Center shall routinely monitor their property and nearby public places for possible trash and debris which are attributable to New Hope clients or visitors and pro-actively clean-up said debris.
New Hope Resource Center Code of Conduct

As a guest of New Hope Resource Center, I understand that I am expected to honor the following code of conduct:

Behave in a respectful manner by

- Honoring my own dignity as a person
- Treating other guests in a way that honors their dignity as persons
- Cooperating with staff and volunteers
- Avoiding the use of foul or disrespectful language and actions
- Helping to make the center a safe and welcoming place
- Cleaning up after myself when leaving the building
- Respecting the property and rights of others in the neighborhood

Avoid behavior that is hurtful or disrespectful by

- Putting myself or others at risk
- Hindering services that the Center provides
- Violating the law within the Center’s facility and on its property

Specific behaviors that will not be tolerated at the New Hope Resource Center:

Disrespect for staff volunteers, guests, neighbors, or facility
a. Not following directions from volunteers
b. Arguing with other guests/staff/volunteers
c. Urinating or defecating near or outside the facility
d. Loitering or trespassing on property within a 3-block radius of the Center outside of the hours of operation.

Violence
a. Threats or insults to staff/volunteers or guests
b. Physical fights with other guests
c. Threatening or offensive language or actions
d. Assaulting another guest or visitor with a weapon
e. Assaulting staff/volunteers with a weapon
f. Threatening to use a weapon

Drugs
a. Suspected drug dealing
b. Predatory drug dealing
c. Drug or alcohol possession on site, including inside vehicle
Harassment
   a. Racial, gender, sexual orientation, disability slur
   b. Sexual harassment of staff/volunteers or guests
   c. Provoking a fight
   d. Teasing or harassing disabled/mentally ill person/vulnerable person

1. Other unacceptable behavior
   a. Smoking inside the facility or places other than the designated smoking area
   b. Intimate or sexual acts on site or in public in the surrounding community
   c. Severe intoxication, substance use/abuse, impaired judgement, or behavioral issues
   d. Criminal behavior at the Center or in the surrounding community

2. Failure to follow New Hope Resource Center Guidelines
   a. All bikes on the property must be registered with the city of Puyallup
   b. Vehicles on site must have current tabs and the owner/driver must have a valid operations permit
   c. No backpacks or purses in the restrooms
   d. No congregating at New Hope Resource Center or in the surrounding community when the Center is not open for services.
   e. Take your personal property with you when you leave unless storage has been approved, storage guidelines will be posted during freezing nights (property abandoned for more than 2 weeks will be disposed of or recycled)
   f. No overnight camping at the New Hope Resource Center
   g. No overnight parking at the New Hope Resource Center unless approved by the Director
   h. No weapons allowed on the property (pocket knives, under 4 inch blade okay)
   i. No drugs or alcohol allowed on the property

I understand that there will be negative consequences if I do not abide by this code of conduct and these rules. Consequences may include a dismissal or ban from the program and the facility for a period of time.

I also understand that my participation in the program is voluntary and the staff/volunteers at the center have the right to refuse services to me and ask me to leave the property.

My signature below indicates that I have read and understood the Code of Conduct for Guests (I also understand that I can ask a volunteer to read this document to me.)

______________________________
Name (please print)

______________________________   ________________________
Signature                          Date

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