



MEMORANDUM

PLANNING DIVISION
DEPARTMENT of COMMUNITY and NEIGHBORHOODS

To: Salt Lake City Planning Commission
From: Nick Norris, Planning Director
Date: November 9, 2022
Re: Homeless Resource Center Overlay Zoning District

Purpose

The Planning Division will hold a Planning Commission briefing regarding the Homeless Resource Center Overlay Zoning District proposal. The purpose of the briefing is to review the draft ordinance, introduce the Commission and public to the proposal, and obtain feedback. Planning staff will incorporate the feedback into a revised draft prior to bringing the petition (PLNPCM2022-01068) to the Planning Commission for a public hearing and recommendation in December. The City Council is the final decision maker for this proposal. The complete draft of the proposed code changes may be reviewed in the [ArcGIS Story Map](#) and in the attachments below.

What is expected of the Planning Commission

The commission will be reviewing this during a work session, which is a public meeting but not a public hearing. After the presentation, the commission should ask questions related to the proposal. The commission may also provide direction to staff regarding concepts or changes to the proposal for consideration at the public hearing. This will help staff prepare for the public hearing and will help us provide current and up to date information to the public as we continue with the public engagement process.

Attachments

- A. Proposed Code Changes
- B. Summary of Focus Group Comments
- C. Summary of Input from People Experiencing Homeless

Background

This proposal is in response to the moratorium adopted by the Salt Lake City Council in April of 2022, ordinance 15A of 2022, which removed homeless resource centers and homeless shelters from the land use tables. This resulted in the uses no longer being allowed as conditional uses in the D-2 (Downtown Support), D-3 (Downtown Warehouse) and CG (General Commercial) zoning districts. In addition to enacting the moratorium, the City Council provided clear guidance on identifying a new process to establish a future HRC to the Administration with the following project goals:

- The safety and welfare of those experiencing homelessness in the city.
- The impact to communities when HRCs and related services are concentrated.
- The impact that future HRCs have on city services.
- The financial ability of service providers to comply with regulations and still provide necessary shelter and/or services.

- Identifying the impacts that are the responsibility of the operator of an HRC and those impacts that should be the responsibility of others.
- Avoiding inequities in the locations of HRCs and homeless shelters.

In addition to the established goals, the primary purpose of this project was to protect the safety and welfare of those experiencing homelessness within Salt Lake City, while better understanding the community and city service impacts that resource centers may cause. Staff sought to gain additional understanding of the financial limitations that existing and likely future resource centers face, so that regulations wouldn't further financially burden the organizations that provide homeless services. The City Council established the timeline associated with this proposal. The proposed HRC amendments are required to be transmitted to the City Council by January 31, 2023. The City Council is required to make a decision on the proposal by May 3, 2023. The 2017 Conditional Use regulations will go back into effect, if the City Council doesn't adopt the proposal by May 3, 2023.

Proposal

The proposal is a Homeless Resource Center (HRC) Overlay Zoning District. The proposed overlay would establish regulations for future homeless resource centers and homeless shelters. Any future HRC or emergency shelter would require a zoning map amendment to apply the overlay. Once the HRC Overlay is mapped, a homeless resource center would be a permitted use.

The proposed HRC Overlay includes specific factors to consider when applying the zoning district for a new HRC. The draft factors include the following:

- The anticipated benefits to people experiencing homelessness provided by the facility in the proposed location.
- The proximity of support services that benefit people who may use the facility and the ability of people to access services from the proposed location. If services are not within walking distance of the proposed facility, a transportation plan connecting residents to services is required.
- The ratio of homeless-related services proposed in Salt Lake City compared to other jurisdictions in Salt Lake and Davis Counties.
- The anticipated impacts on city services, including fire, police, and any other city department that would be involved in providing services to the facility.
- Proximity to other homeless resource centers.
- The anticipated impact on other government entities that may provide service to the facility if the information is readily available from the government entities.
- The anticipated impact on the health and safety of public spaces within 1/4 mile of the proposed facility.
- Equity between different neighborhoods in providing HRCs and other locations of impactful land uses. High-impact land uses are those land uses that produce higher levels of pollution than permitted uses in the underlying zone, land uses that attract crime or produce public nuisances, and land uses located by a government entity, that is not subject to the land use regulation of the city.

Upon the submittal of a zoning map amendment to map the proposed HRC Overlay, the applicant would be required to provide the following information:

- Demonstrated compliance with the review standards for HRCs.
- Detailed list of all of the anticipated supportive services offered on the property, including a description of the service and associated square footage.

- Data regarding similar uses in Salt Lake and Davis Counties, including the total number of facilities, the total number of people who use the facilities, the number of individuals served with overnight tenancy in each facility, average percentage of occupancy of the facilities, and the number of nights per year that the other facilities are at capacity.
- Data regarding the total number of beds available to people experiencing homelessness and the estimated number of people experiencing homelessness.
- Identified funding sources to operate the facility and any anticipated funding requests made to the city to operate the facility.

Planning is also establishing that the City provide the following information, after an application for the HRC overlay is submitted:

- Information regarding the impact to the police department and the impact that a new homeless resource center has on the ability of the police department to provide services to other parts of the city.
- Information regarding the impact to the fire department and the impact that a new homeless resource center has on the ability of the fire department to provide services to other parts of the city.
- Information on the number of civil enforcement cases associated with existing homeless resource centers, including the types of complaints, the estimated impact on civil enforcement workloads, and the ability to provide services to other parts of the city.
- Information regarding the accessibility of the site and its impact on Public Services.
- The city demonstrates an updated website to provide any and all city departments to contact for various complaints such as graffiti, encampment clean up, enforcement issues, and any other identified city services that may address impacts on the neighborhood from HRCs.

In addition to the factors for consideration, the proposed overlay would require compliance with regulations for HRCs. The associated standards for HRCs are nearly identical to the prior qualifying provisions associated with the 2017 conditional use process. The proposed changes to this section focus on improving the clarity of the regulations. One of the gaps identified in the process was that service providers and operators were unaware of the reporting requirements. The Planning Division plans to send a reminder to the service providers of their obligations to submit the report 60 days in advance of the report being due, regardless of the status of this code change. The standards that existing HRCs and any future HRC would have to comply with include the following:

- Security and Operations Plan that involves the following:
 - A community relations and complaint response program that would address property maintenance, unlawful behavior by occupants of the HRC on site or in the public right-of-way, and complaints from the surrounding community.
 - On-site security and emergency services.
 - Designated smoking area.
 - No public queuing outside.
 - All trash and debris be collected by 6 AM the following day.
- File an annual report that includes info about community response and complaint program required as part of the security and operations plan. The report is required to include:
 - Info about who sits on the community coordinating committee;
 - Summary of each meeting held by the committee;
 - A summary of complaints received regarding the HRC;
 - An explanation of how complaints have been resolved.
- Demonstration of how the building and site is designed to prevent crime based on:
 - Natural surveillance
 - Natural access control

- Territorial reinforcement
- Maintenance

Temporary Resource Center Changes

This proposal also addresses temporary resource centers. Temporary resource centers are those that may be necessary due to weather, natural disaster, or other similar emergency. Earlier this year, the Utah Legislature adopted HB440 that requires cities within the county to come up with an annual plan for locating temporary shelters. The Council of Governments, which is made up of the mayors of each jurisdiction in the county, would agree on a plan. That plan is submitted to the State in September of each year. If the plan meets the requirements of the state code and the State approves the plan, then the plan is executed. If the plan does not meet the requirements, then the state has the authority to:

- Increase the capacity at any of the existing HRCs that have a nightly occupancy cap. In SLC, that cap is 200 people;
- Approve additional temporary shelters anywhere in the county.

The state code only requires a city to host a temporary shelter once every four years. The code also includes spacing requirements for temporary shelters that include:

- 1 mile from any existing, permanent homeless shelter
- 1,000 feet from a community location (basically any location where children might be present)
- 1,000 feet from any zoning district that includes residential uses.

When these buffers are mapped in SLC, it results in the only locations for a season shelter to be in the industrial districts. This presents a lot of concerns related to providing supportive services. The state code does allow cities to modify or waive the requirements.

The proposed regulations for SLC do include authorizing temporary shelters that meet certain requirements (found on page 11 in attachment A).

Public Process

With the assistance and support of Mayor Mendenhall's Office, SLC Planning Division organized and engaged with several stakeholder groups during the spring and summer of 2022. The stakeholder groups included: city departments that are involved or impacted by issues related to homelessness, service providers, advocates, community organizations, small business owners, as well as individuals experiencing homelessness. In addition to these stakeholder meetings, staff engaged with all applicable city departments and divisions to gain an understanding of impacts and considerations from the city perspective. The following sections provide an overview of these engagement sessions. A report that details the input received can be found in Attachment B.

City Departments

The meetings with city departments occurred in March 2022 and focused on how each department was impacted by the need to provide services related to homelessness. The discussion focused on budget and cost impacts to the department and their ability to provide services to others as well as the homeless population. The following departments participated:

- Fire
- Police
- Public Services
- Parks and Public Lands
- Economic Development
- Community and Neighborhoods (Building Services, Housing Stability, Planning)

Small Group meetings

The small group meetings with the community, service providers and operators, advocates, and business owners, focused on how these entities are impacted by zoning regulations related to HRCs.

The focus groups centered on the following goals:

- Gain an understanding of issues/needs of city service providers.
- Ensure that Planning understands the concerns from community representatives.
- Discuss the realities of what zoning can address in a text amendment.
- Gain input and feedback on potential zoning options (permitted, conditional use, overlay or floating zone).

It was understood that only those issues that could be addressed by zoning regulations would be considered in drafting of a new proposal, but that identification of other issues would help inform strategies to promote the well-being of those experiencing homelessness, support service providers, and address negative impacts to residents, business owners, and others who spend time in Salt Lake City.

HRC tours & interviews

The Planning Division also toured the existing HRCs to better understand operations, scale, size, services provided within, and interior and exterior layouts. The observations and consultations performed from the tour helped analyze existing regulations to determine if any changes are needed.

The people experiencing homelessness were asked general questions about the types of places that they would like to live in. These interviews were done by a city employee with experience in homeless related issues because that person has more experience communicating with homeless individuals and is better equipped to handle conversations that may bring up any past trauma experienced by the people being interviewed. Summaries of comments with the homeless can be found in attachment C.

Analysis of Input:

The input received through the summer was categorized and analyzed to determine if the issue could be addressed through the zoning code, other code changes, a change in practice, or funding. The Planning Division's recommendations focused on those changes that the division has some role in addressing.

GIS Mapping Analysis

Planning Staff then utilized GIS to analyze existing conditions associated with the current locations of the HRCs and to evaluate acceptable locations for future centers. The aim was to understand the breadth and complexity of the needs of the unsheltered, community and the city service impacts. The map shows the existing HRCs, services utilized by the unsheltered community, fixed transit locations, fire districts, existing and recurring encampments, and opportunity zone locations.

The key take aways from the mapping analysis are as follows:

- **Essential services** - are generally clustered near fixed transit in the downtown and east downtown communities. There are less services located west of I-15 and east of 700 E or north of South Temple and south of 900 South.
- **Reliable Transit**- considered crucial for service providers. The walking distance from the existing Gail Miller HRC site at 242 Paramount Ave. to the nearest fixed rail station is approximately ½ mile. This could be causing some of the community impact issues in the area. While locating a new HRC site within ¼ mile of a fixed rail line would be ideal, a service provider *could* provide a shuttle service to rail or within walking to the service areas but would add cost to the services provided by the HRC. This would require additional funding sources.
- **Encampments**- communities west of I-15 and near the Jordan River are highly impacted by the number of sites. There are, however, some clusters of encampments in some neighborhoods throughout the city. Encampments are not generally the responsibility of the operators of an HRC.
- **Opportunity Index**- higher opportunity areas in the city could have a positive socioeconomic impact for the unsheltered such as stable employment opportunities, better community resources, open space, and less violent crime. These are also the characteristics of a neighborhood that make the unsheltered feel safe and more welcome. It would be beneficial to use the index when considering future HRC locations and considering equity issues.
- **Fire Services**- 6.9% of the total fire medical calls go to two addresses in the city: the Gail Miller and Geraldine King HRCs. Fire districts that have the highest number of call volumes are currently fire districts 1 and 8, next are districts 2, 5 and 6. Locating future HRCs in these districts may impact resources.
- **Liquor Stores**- The Gail Miller HRC is nearly next door to a liquor store on 300 West. The Geraldine King HRC is within walking distance to a liquor store on 400 South. It would be beneficial to create more distance between any future HRC site and an existing liquor store as proximity to them has been identified as an impact to HRCs and the surrounding neighborhood.
- **Undesirable/impactful land uses**- There is a perception from Westside residents that their community is often burdened by the majority of undesirable land uses. State halfway houses and a high number of encampments are located on the Westside. Nonprofits are located near HRCs. The analysis does confirm that west side neighborhoods and the greater downtown area are the most impacted areas of the city.

Next Steps

This proposal is still in the engagement process. The engagement opportunities to date include notice to all recognized organizations in the city, an interactive website where people can provide direct input on the proposal, a follow up meeting with the focus group that occurred on October 20th, and an ask me anything event that was hosted on November 1 using Facebook. Upcoming events include an in person open house on November 9th. The videos from the Facebook Live event and the Planning Commission briefing will be posted on the project website so that people can easily find and watch the videos at their convenience and provide input directly from the project website.

The Planning Commission public hearing is scheduled for December 14th. A full analysis of the text amendment factors will be provided in the staff report for the December 14th hearing.

ATTACHMENTS:

- A. Proposed Code Changes 10.12.2022 Version*
- B. Focus Group Summary*
- C. Interviews with those experiencing homelessness*

ATTACHMENT A

Proposed Code Changes: October 12, 2022 Version

21A.34.160 Homeless Resource Center Overlay District

Purpose: The intent of the overlay is to consider the safety and welfare of those experiencing homelessness while considering the impact to city services, adjacent neighborhoods and minimize the effects on neighborhoods and populations that have traditionally been marginalized when considering locations for future homeless resource centers.

- A. Applicability: The process and regulations found in this chapter apply to all homeless resource centers existing prior to January 1, 2023 and any proposed homeless resources centers mapped within the city. This overlay is prohibited in the M-1 and M-2 zoning districts.
- B. Applying to Zoning Map: A petition to apply this overlay shall be subject to the applicable provisions of 21A.50.
 - 1. A homeless resource center shall only be allowed if located within the homeless resource center overlay or as otherwise allowed by this title.
 - 2. City Council Action: In deciding to apply this overlay, the city council may consider a development agreement to address any benefit or impact that a proposed HRC may have on the surroundings of the proposed location of the overlay.
 - 3. Permitted Use: If approved by the city council, a homeless resource center shall be a permitted use within the boundary of the homeless resource center overlay district.
- C. Previously Approved HRC and Homeless Shelters: An existing homeless resource center or homeless shelter that was approved as a conditional use prior to January 1, 2023 shall be subject to the specifics of the conditional use approval, and any subsequent modification to the approval, that were placed on the use at the time of approval, and subject to the following modification limitations:
 - 1. Modifications to prior conditional use approval. A modification to a prior conditional use shall be subject to 21A.54.135.
 - 2. Any modification beyond 21A.54.135 is subject to a zoning map amendment to apply this overlay
- D. Applicability to Places of Worship. A place of worship is not required to petition for a zoning map amendment to apply this overlay provided any emergency shelter provided is part of the ecclesiastic function of the place of worship. A place of worship that provides emergency shelter to people experiencing homelessness shall comply with the provisions of 21A.36.350.
- E. Complying with standards. Any existing or proposed homeless resource center or homeless shelter shall comply with the applicable provisions of this title, including but not limited to the requirements of the underlying zoning district and section 21A.36.350.

21A.36.350: QUALIFYING PROVISIONS STANDARDS FOR HOMELESS RESOURCE CENTER OR HOMELESS SHELTER:

A. A homeless resource center or homeless shelter may be allowed ~~as outlined~~ pursuant to in 21A.34 of this title and the requirements of this section.

~~A. A homeless resource center or homeless shelter may be allowed as a conditional use, as identified in chapter 21A.33, "Land Use Tables", of this title pursuant to the provisions of chapter 21A.54, "Conditional Uses", of this title and the requirements of this section~~

1. ~~Capacity Limit. the number of homeless persons who may occupy a homeless resource center for overnight accommodations to a maximum of two hundred (200) homeless persons.unsheltered individuals.~~
 - a. ~~Service provider staff shall not be included in this occupancy limit.~~
 - b. ~~No homeless resource center shall exceed the maximum occupancy for overnight accommodations for any reason, including on an overflow basis.~~
2. ~~A security~~ Security and operations plan. A plan shall be prepared by the applicant and approved by the Salt Lake City Police Department and Community and Neighborhoods Department ~~prior to conditional use approval~~, and filed with the Recorder's Office. The owner of property on which a homeless resource center or homeless shelter is located shall ensure that the operator complies with the requirements of this subsection A2. A security and operations plan shall include:
 - a. A community relations and complaint response program that identifies specific strategies and methods designed to maintain the premises in a clean and orderly condition, minimize potential conflicts with the owners/operators and uses of neighboring properties, and prohibit unlawful behavior by occupants of the homeless resource center or homeless shelter on the site ~~or adjacent public right-of-way~~. The community relations and complaint response program shall include at least the following elements:
 - (1) Identify a representative of the homeless resource center or homeless shelter, including the representative's name, telephone number, and email, who will meet with neighbors upon request to attempt to resolve any neighborhood complaints regarding operation of the center;
 - (2) A dedicated ~~twenty four~~ (24) hour telephone line for the purpose of receiving complaints;
 - (3) Quarterly meetings with a community coordinating group, which shall be open to the public, to discuss and address concerns and issues that may be occurring as a result of the homeless resource center or homeless shelter operation. The meetings shall be advertised at least ~~ten~~ (10) days in advance by posting notice on the operator's website and a sign posted along the public street;
 - (4) Representatives from each of the following shall be included in the community coordinating group:
 - (A) The homeless resource center or homeless shelter,

- (B) A business located within ~~one-fourth~~ (1/4) mile of the site,
 - (C) A resident who lives within ~~one-fourth~~ (1/4) mile of the site,
 - (D) A school, if any, located within ~~one-fourth~~ (1/4) mile of the site;
 - (E) Chair of the community council, or designee, whose boundary encompasses the site;
 - (F) An individual who has previously received or is currently receiving services (i.e., client) from a homeless resource center or homeless shelter; and
- (5) A written annual report, provided on or before February 15th of each year, from the operator of the homeless resource center or homeless shelter, provided to the City Planning Director and subsequently posted to the Planning Division website and to the City Council member in whose district the homeless resource center or homeless shelter is located, which includes the following information:
- (A) List of individuals who have participated in the community coordinating group meetings;
 - (B) A summary of each community coordinating group meeting;
 - (C) A summary of complaints received from the community by the operator of the homeless resource center or homeless shelter; and
 - (D) An explanation of how complaints have been addressed/resolved.
- b. A complaint response community relations program that includes strategies and methods designed to maintain the premises in a clean and orderly condition, minimize potential conflicts with the owners/operators and uses of neighboring property, and prohibit unlawful behavior by occupants of the homeless resource center or homeless shelter on the site or adjacent public right-of-way.
 - c. A provision requiring a representative of the homeless resource center or homeless shelter to meet with neighbors upon request to attempt to resolve any neighborhood complaints regarding operation of the center;
 - d. A provision requiring continuous on-site security ~~and emergency services~~, which may include professional security personnel and , monitored security cameras, trained emergency responders, and emergency alert systems.
 - e. A plan to maintain noise levels in compliance with ~~title 9,~~ [chapter 9.28](#) of this Code;
 - f. Design requirements that ensure any areas for client queuing take place strictly within the ~~footprint of principal building and will not occur on any public street or sidewalk~~ an enclosed building;
 - g. Designation of a location for smoking tobacco outdoors in conformance with State laws;

- h. A provision stating that any trash ~~strewn~~ on the premises be collected and deposited in a trash receptacle by ~~six o'clock (6:00)~~ A.M. the following day, ~~including any smoking and parking lot areas;~~
- i. A provision stating that portable trash receptacles on the premises be emptied daily and that other receptacles be emptied at a minimum of once per week or as needed.
- j. A provision showing a location within the site where emergency services can easily and privately provide necessary services to clients.

~~The owner of property on which a homeless resource center or homeless shelter is located shall ensure that the operator complies with the requirements of this subsection A2.~~

- 3. ~~The applicant shall demonstrate how the building and site is designed to prevent reduce crime based on the following principles. However, the Planning Commission may require modification of the proposed building and site plans if it determines that the plans do not sufficiently address each of these principles:~~

- a. Natural Surveillance:

- (1) The building include windows and doors in sufficient quantities and locations that allow people inside the building to see all exterior areas of the site. If an area of the site is not visible, 24/7 camera monitoring of the exterior areas may be used to comply with this standard;
- (2) Lighting is sufficient to illuminate building site, entrances, and access points from public streets and sidewalks to the building;
 - (A) Exterior public and private areas shall be illuminated at a minimum rating of one foot-candle, and parking lots shall be illuminated at a minimum rating of ~~three (3)~~ foot-candles.
 - (B) Exterior lighting shall be shielded to control light pollution and prevent glare, and utilize light emitting diodes or metal-halide filaments.
- (3) Landscaping is arranged on the site in a manner that does not create hidden spaces or block sight lines between the building, public spaces, parking areas and landscaped areas.

- b. Natural Access Control:

- (1) Buildings include direct walkways from the public sidewalk to the primary building entrances;
- (2) Walkways are provided to guide people from the parking areas to primary building entrances;
- (3) Low growing landscape, low walls, curbing, or other means are used to guide pedestrians along walkways;
- (4) All walkways are properly illuminated and all illumination on the site is shielded to direct light down and away from neighboring properties;

(5) Building entrances are clearly identified with universally accessible signs.

c. Territorial Reinforcement:

(1) Landscaped areas along the perimeter of the site, which are not visible from the building or public spaces, shall include mechanisms to restrict access outside daylight hours;

(2) Parking areas are secured outside of daylight hours;

(3) A decorative masonry wall that is a minimum of ~~six feet (6 feet)~~ high shall be provided along all interior side and rear lot lines. The operator may increase the height up to 8 feet to further minimize impacts to adjacent properties. Walls in excess of six feet (6') may be approved by the Planning Commission as a special exception if it determines a taller wall is necessary to mitigate a detrimental impact created by the homeless resource center or homeless shelter;

(4) A fence no taller than ~~three feet (3 feet)~~ high, and does not create a visible barrier, shall be placed near the front property line to mark the transition from public space to private space;

~~(5) If the zoning district does not require a landscape buffer, the Planning Commission may nevertheless establish appropriate landscape buffering requirements as a condition of approval to mitigate reasonably anticipated detrimental effects of the proposed use.~~

d. Maintenance:

(1) The building and site are maintained free from graffiti, litter, garbage, and other items that constitute a nuisance;

(2) The building is maintained in good repair and all property damage is repaired in a timely manner;

(3) All fencing, walls, paving, walkways and other site features are maintained in good repair, and free from obstruction.

e. Building And Zoning Compliance: A homeless resource center or homeless shelter shall comply with all applicable building and zoning regulations.

B. Standards for Homeless Resource Centers (Temporary)

1. When Allowed: A Homeless Resource Center (temporary) is allowed if the following situations are present in the City:

a. The existing homeless resource centers and homeless shelters in the city are at full capacity or are likely to be at full capacity due to night time temperatures dropping below 32 degrees Fahrenheit; and

b. The City is required to provide emergency shelter during winter months by applicable state laws.

2. Location: A homeless resource center (temporary) may be located in existing buildings within the city if:
 - a. The building is located in a zoning district that allows hotels, motels, or multi-family dwellings or is owned by a government entity or was constructed as a hotel, motel, or other temporary lodging purpose.
 - b. The building contains restrooms adequate for the determined occupancy load, not less than 40 net square feet per individual;
 - c. The building complies with or can comply with applicable building and fire codes deemed necessary by City officials who are qualified to make such a determination.
 - e. The building complies with the spacing requirements in Utah Code 35A-16-502 (11) regulating separation requirements or its successor. The separation requirement in 35A-16-502 (11)(c) is waived upon adoption of this section by the Salt Lake City Council. The requirement in 35A-16-502(11)(c) pertaining to community locations may be waived or reduced by the director of community and neighborhoods department. The director of community and neighborhood department may also waive any future separation requirement that is added to 35A-16-502. .
3. Security and Operations Plan: The operator of the facility provides the City with a security and operations plan that includes:
 - a. Contact information for a 24 hour property manager who has responsibility for administering the security and operations plan and addressing nuisances or compliance issues required by applicable laws. The contact info must be clearly posted on the site and legible to passers-by.
 - b. A description of the intake process for those that may be using the facility that can occur entirely within the building or on the property in a manner that does not impact public sidewalks.
 - c. Designated smoking areas on the property that are located in an areas that comply with applicable laws and is at least 30 feet from a property line.
 - d. A property maintenance plan to ensure that the property is maintained free of litter and any waste.
 - e. A vicinity maintenance plan to ensure that the properties and public space within 660 feet of the property where the facility is located are free from any litter or waste and that requires the facility operator to respond to requests from property owners or occupants of the properties within 660 feet to remove any waste, including sanitization when necessary, that can be attributed to the occupants of the facility.
 - f. Visible signage at all public entrances indicating that firearms are not permitted inside the homeless shelter. A means of detecting firearms at all public entrances and the plan to ensure an individual is physically present at all entrances when the public entrance is in use. A secure storage area for a firearm for clients of the shelter but also clear policies to not collect information on the firearm while in storage at shelter.

An abandonment plan if a firearm is left at the shelter for more than 7 days, process to relinquish to a law enforcement agency for disposal.

4. Limitations. A temporary homeless resource center approved under these regulations may only occupy a site once every four years.
5. Temporary Land Use Regulations: The City Council may approve any temporary homeless resource center utilizing temporary land use approval authority prescribed under current laws.

Changes to 21A.50 Amendments

21A.50.010: PURPOSE STATEMENT:

The purpose of this chapter is to provide standards and procedures for making amendments to the text of this title and to the zoning map. This amendment process is not intended to relieve particular hardships nor to confer special privileges or rights upon any person, but only to make adjustments necessary in light of changed conditions or changes in public policy. (Ord. 56-14, 2014)

21A.50.020: AUTHORITY:

The text of this title and the zoning map may be amended by the passage of an ordinance adopted by the city council in accordance with the procedures set forth in this chapter. (Ord. 56-14, 2014)

21A.50.030: INITIATION:

Amendments to the text of this title or to the zoning map may be initiated by filing an application for an amendment addressed to the planning commission. Applications for amendments may be initiated by the mayor, the city council, the planning commission, or the owner of the property included in the application, or the property owner's authorized agent. Applications related to H historic preservation overlay districts or landmark sites or the Homeless Resource Center Overlay shall be initiated as provided in chapter 21A.34 of this title. (Ord. 56-14, 2014)

21A.50.040: PROCEDURE:

An amendment to the text of this title or to the zoning map initiated by any of the methods described in section 21A.50.030 of this chapter shall be processed in accordance with the following procedures:

A. Application: An application shall be made to the zoning administrator on a form or forms provided by the office of the zoning administrator, which shall include at least the following information:

1. A statement of the text amendment or map amendment describing the purpose for the amendment and the exact language, boundaries and zoning district;

2. Street address and legal description of the property;
3. A complete description of the proposed use of the property where appropriate;
4. Site plans drawn to scale (where applicable); and
5. Related materials or data supporting the application as may be determined by the applicant and the zoning administrator.

B. Fees: The application shall be accompanied by the applicable fees shown on the Salt Lake City consolidated fee schedule. The applicant shall also be responsible for payment of all fees established for providing the public notice required by chapter 21A.10 of this title. Application and noticing fees filed by the city council, planning commission or the mayor shall not be required. Application and noticing fees filed for designation within an H historic preservation overlay district or to establish a character conservation district shall not be required.

C. Determination Of Completeness: Upon receipt of an application for an amendment, the zoning administrator shall make a determination of completeness pursuant to section 21A.10.010, "General Application Procedures", of this title.

D. Staff Report: A staff report evaluating the amendment application shall be prepared by the planning director and shall contain at least the following information:

1. An analysis of any factors to be considered found in this title.
2. A discussion regarding input received from the public.
3. Input from other City Departments or entities who have provided comments related to the proposal.

E. Planning Commission Public Hearing: The planning commission shall schedule and hold a public hearing on the completed application in accordance with the standards and procedures for conduct of the public hearing set forth in chapter 21A.10, "General Application And Public Hearing Procedures", of this title.

F. Planning Commission Decision: Following the public hearing, the Planning Commission shall recommend approval or denial of the proposed amendment or the approval of some modification of the amendment and shall then submit its recommendation to the City Council.

G. City Council Hearing: The City Council shall schedule and hold a public hearing to consider the proposed amendment in accordance with the standards and procedures for conduct of the public hearing set forth in chapter 21A.10, "General Application And Public Hearing Procedures", of this title.

H. City Council Decision: Following the hearing, the City Council may adopt the proposed amendment, adopt the proposed amendment with modifications, or deny the proposed amendment. However, no additional land may be zoned to a different classification than was contained in the public notice, and no land may be rezoned to a less restricted classification, without new notice and hearing. (Ord. 56-14, 2014)

21A.50.050: STANDARDS FOR GENERAL AMENDMENTS:

A decision to amend the text of this title or the zoning map by general amendment is a matter committed to the legislative discretion of the City Council and is not controlled by any one standard.

A. In making its decision concerning a proposed text amendment, the City Council should consider the following factors:

1. Whether a proposed text amendment is consistent with the purposes, goals, objectives, and policies of the City as stated through its various adopted planning documents;
2. Whether a proposed text amendment furthers the specific purpose statements of the zoning ordinance;
3. Whether a proposed text amendment is consistent with the purposes and provisions of any applicable overlay zoning districts which may impose additional standards; and
4. The extent to which a proposed text amendment implements best current, professional practices of urban planning and design.

B. In making a decision to amend the zoning map, the City Council should consider the following:

1. Whether a proposed map amendment is consistent with the purposes, goals, objectives, and policies of the City as stated through its various adopted planning documents;
2. Whether a proposed map amendment furthers the specific purpose statements of the zoning ordinance;
3. The extent to which a proposed map amendment will affect adjacent properties;
4. Whether a proposed map amendment is consistent with the purposes and provisions of any applicable overlay zoning districts which may impose additional standards; and
5. The adequacy of public facilities and services intended to serve the subject property, including, but not limited to, roadways, parks and recreational facilities, police and fire protection, schools, stormwater drainage systems, water supplies, and wastewater and refuse collection. (Ord. 56-14, 2014)

21A.50.060 CONSIDERATION OF AMENDMENTS APPLYING THE HOMELESS RESOURCE CENTER OVERLAY ZONING DISTRICT.

- A. Applicability. Any proposal to consider a petition that involves a zoning map amendment to apply the Homeless Resource Center Overlay Zoning District shall be subject to the additional requirements of this section in addition to any other requirement of this Title.
- B. Additional Submittal Requirements. In addition to the application requirements of this Chapter, the following information shall be provided by the person submitting a zoning amendment petition that includes applying the Homeless Resource Center Overlay Zoning District.

1. A site plan meeting the requirements of chapter 21A.58 and the following additional detail:
 - a. The site plan shall include all labels for the function of each room or space, both indoor and outdoor, proposed for the facility.
 - b. All information that demonstrates compliance with the requirements in 21A.36.350
2. The maximum total human occupancy the proposed facility is intended to serve.
3. A detailed list of all the anticipated supportive services to be offered on the property, including a description of each service, where the service will be on the property and the square footage of the area designated for each service.
4. Data regarding similar uses in Salt Lake and Davis Counties, including the total number of facilities, the total number of people who use the facilities, the number of individuals served with overnight tenancy in each facility, the average percentage of occupancy of the facilities, and the number of nights per year that the other facilities are at capacity.
5. Data regarding the total number of beds available to people experiencing homelessness and the estimated number of people currently experiencing homelessness.
6. Identified funding sources to operate the facility and any anticipated funding requests made to the city to operate the facility.

C. Information Provided by the City. After a complete application has been submitted to apply this overlay to property within the boundaries of the city, applicable city departments shall provide the Planning Division with the following information within 30 days:

1. Information regarding the impact to the police department which may include any data that demonstrates the services to existing homeless resources centers located in the city, the estimated cost of providing service by the police department to existing homeless resource centers and the impact that a new homeless resource center has on the ability of the police department to provide services to other parts of the city.
2. Information regarding the impact to the fire department which may include any data that demonstrates the services to existing homeless resources centers located in the city and the estimated cost of providing service by the fire department to existing homeless resource centers and the impact that a new homeless resource center has on the ability of the fire department to provide services to other parts of the city.
3. Information regarding the number of civil enforcement cases associated with existing homeless resource centers, including the types of complaints, and the estimated impact to civil enforcement workloads and ability to provide services to other parts of the city.
4. Information regarding accessibility of the site and its impact on Public Services.
5. The city demonstrates an updated website to provide any and all city departments to contact for various complaints such as graffiti, encampment clean up, enforcement issues, and any other identified city service that may address impacts on the neighborhood from HRCs.

D. Additional Factors to Consider: In making a decision regarding a petition to map the Homeless Resource Center Overlay district, the Planning Commission and City Council shall consider the following factors, in addition to those factors identified elsewhere in 21A.50:

1. The anticipated benefits to people experiencing homelessness provided by the facility in the proposed location.
2. The proximity of support services that benefit people who may use the facility and the ability of people to access services from the proposed location. If services are not within walking distance of the proposed facility, consideration of a transportation plan connecting support services to the facility.
3. The ratio of homeless related services provided in Salt Lake City compared to other jurisdictions in Salt Lake and Davis Counties.
4. The anticipated impact to city services, including fire, police, and any other city department that would be involved in providing services to the facility and the impact, if any, to the city providing services in other parts of the city.
5. The proximity to other homeless resource centers.
6. The anticipated impact to other government entities that may provide service to the facility if information is readily available from the government entities.
7. The anticipated impact to the health and safety of public spaces within ¼ mile of the proposed facility.
8. The anticipated impacts to the health, safety, and maintenance of people and properties within ¼ mile of the proposed location.
9. Equity between different neighborhoods in providing HRCs and other locations of impactful land uses. High impact land uses are those land uses that produce higher levels of pollution than the permitted uses in the underlying zone, land uses that attract crime or produce public nuisances, and land uses that, and land uses that located by a government entity or authorized by a government entity, that is not subject to the land use regulations of the city.
10. Demonstrated compliance with the requirements of 21A.36.350

21A.50.0670: LIMITATION ON AMENDMENTS:

A. No application for an amendment to this title shall be considered by the City Council or the Planning Commission within one year of the withdrawal by the applicant or final decision of the City Council upon a prior application covering substantially the same subject or substantially the same property.

B. In the case of a proposed local historic district or thematic designation per subsection 21A.34.020C of this title, if a local historic district or area proposal fails in accordance with the voting procedures set forth in subsection 21A.34.020C13 of this title, a resident may not initiate the creation of a local historic district, area, or thematic designation that includes more than fifty percent (50%) of the same property as the failed local historic district, area, or thematic

designation proposal for four (4) years after the day on which the property owner opinion ballots for the vote were due.

C. This determination shall be made by the Zoning Administrator upon receipt of an application pursuant to section 21A.50.030 of this chapter. This provision shall not restrict the Mayor, the City Council or the Planning Commission from proposing any text amendment or change in the boundaries of any of the districts in this title at any time.

21A.50.080 Development Agreements. The city council may consider applying requirements through an appropriate legal agreement with a petition for a zoning amendment when the council determines that such an agreement is necessary to increase the benefit of the proposed zoning amendment and/or to address potential impacts to city services, surrounding land uses, public safety, and the health of current and future residents, business owners, and visitors to the city. The agreement may modify any applicable requirement of this Title provided the modification was proposed to and considered by the Planning Commission as required for any zoning amendment.

21A.50.0790: APPEAL OF DECISION:

Any party adversely affected by the decision of the City Council may, within thirty (30) days after such decision, file an appeal to the District Court pursuant to the Municipal Land Use Development and Management Act, section 10-9a-801, of the Utah Code Annotated.

21A.60 List of Terms

Homeless Resource Center (Temporary)

21.A.62.040 New and modified definitions

HOMELESS RESOURCE CENTER: A building or portion thereof which contains sleeping facilities for those experiencing homeless and operates year round. The facility may contain related services such as bathing, eating, laundry facilities, housing case management, medical care and treatment; behavioral and mental health counseling; employment counseling; educational instruction, and/or vocational training as defined in Utah State Code or its successor. An establishment in which co-located supportive services such as sleeping, bathing, eating, laundry facilities, and housing case management is provided on an emergency basis for individuals experiencing homelessness. Additional services may include preparation and distribution of food; medical care and treatment; behavioral and mental health counseling; employment counseling; educational instruction, and vocational training.

HOMELESS SHELTER: See the definition of Homeless Resource Center. An establishment in which sleeping accommodations are provided on an emergency basis for individuals experiencing homelessness.

Homeless Resource Center (temporary): A building or portion thereof which contains sleeping facilities for no more than 150 people per night experiencing homelessness and operates for no more than 180 consecutive days or a total of 180 days in a calendar year between October 1 and April 30th of the following year. The facility may contain related services such as bathing, eating, laundry facilities, housing case management, medical care and treatment; behavioral and mental health counseling; employment counseling; educational instruction, and/or vocational training as defined in Utah State Code or its successor.

ATTACHMENT B: Focus Group Summary

What We Heard:

Location

Comments	Role of zoning	Proposed Regulations
Need to be integrated into the community	Through the zoning map and zoning regulations.	Added as factor to consider when applying the overlay.
Not located near liquor stores	Through the zoning map and zoning regulations. However, the state decides future liquor store locations.	Added as factor to consider when applying the overlay.
Near connecting resources such as legal aid, health care, jobs, housing, addiction treatment, entertainment, food, cooling centers	Mapping analysis can identify areas meeting these parameters.	Added as factor to consider when applying the overlay.
Capacity should be site specific	The capacity can be regulated by zoning regulations and building or fire codes. However, the City Council has not indicated that there is support for increasing the capacity.	Not included
Speed Limits near HRC should be residential speed limits	Streets with lower speed limits can be identified through a mapping analysis and used to determine future locations, but it is probably best as part of the consideration of the health and safety of the people who may need the services offered at a future HRC.	Health and safety factor has been added when considering applying the overlay.
Don't locate in industrial area because it is too isolated.	Can be prohibited in industrial areas through zoning regulations.	Added prohibition in M1, M2
Location equity: east vs west side	A mapping analysis can determine neighbors disproportionately impacted by HRCs and other similar uses.	Added as factor to consider when applying the overlay.
Land costs are going to be a factor	This is a funding consideration, not a zoning consideration. However, only allowing HRCs in areas with higher land prices will likely lead to higher costs for future HRCs.	Equity in concentration of similar uses is a factor that is being added.
Multiple HRCs within a single service area for police or fire increases response times for other calls.	A mapping analysis can be performed to identify fire station service areas and location of existing high call land uses to determine if response times are likely to be impacted.	A factor that would be used to consider applying the overlay includes proximity to other shelters and HRCs.

Enforcement

Comments	How Zoning Can Address the issue	Proposed Regulations
Conditional use requirements need to be enforced with consequence or the requirements are meaningless	Conditional use requirements can be enforced when violated. Enforcement is led by Civil Enforcement with support from the Planning Division.	Overlay requires analysis of civil enforcement Added factor to consider
Providers cannot enforce laws off their property	Zoning cannot address this.	NA
Vacant properties near HRCs need to be secured and inspected more frequently so they don't become an attractive nuisance	This is not related to the HRCs, rather it is a question of enforcing existing regulations and prioritizing areas of the city where enforcement efforts may be directed to reduce the impact.	Overlay requires analysis of civil enforcement
Boarded buildings become attractive nuisances for the homeless.	This is not related to the HRCs, rather it is a question of enforcing existing regulations and prioritizing areas of the city where enforcement efforts may be directed to reduce the impact.	Overlay requires analysis of civil enforcement
Vacant properties need to be kept clean from debris, weeds, garbage, etc.	This is not related to the HRCs, rather it is a question of enforcing existing regulations and prioritizing areas of the city where enforcement efforts may be directed to reduce the impact.	Overlay requires analysis of civil enforcement
Clarity on who is responsible for what when it comes to encampments vs. HRC impacts.	These regulations only apply to an HRC. Encampments are not addressed through this proposal. An operator of an HRC is not responsible for those that are using encampments.	NA
Camps become gathering areas	Zoning cannot address this.	NA
Not enforcing camps but enforcing violations for property owners creates a double standard.	This is not related to HRCs or this proposal, but is an issue related to how ordinances are enforced.	NA
Removing campsites should continue to incentivize people to use shelters/HRCs.	Zoning cannot address this.	NA
Loitering near businesses often results in the business having to clean up after the homeless. Is it their responsibility to do so?	Zoning cannot address this.	NA

Safety

Comments	How Zoning Can Address the issue	Proposed Regulations
Congregation around the existing HRCs by both users of the HRC and nonusers of the HRC.	This is mostly an enforcement issue of existing laws and ordinances. However, the health and safety of the area is a factor that would be considered as part of applying the overlay.	General health and safety factor added as a factor to consider when applying the overlay.
Police presence does help reduce impacts	Zoning cannot address this.	NA
Community expects a minimum number of police officers in the area	Zoning cannot address this.	NA
Large impact to EMS response; need more medical response teams.	The impact to EMS response is a factor that will be considered when applying the overlay.	Added as factor to consider when applying the overlay.
Operators cannot perform the duties of the police	Zoning cannot address this.	NA
Feel like police are harassing them	Zoning cannot address this.	NA
Response time is worse in winter	Zoning cannot address this.	NA
Open burning in winter contributes to air pollution but is allowed so people outside of shelters can stay warm. Creates appearance of too much latitude for the homeless.	Zoning cannot address this.	NA
Response times to concerns and enforcement issues is unreasonable.	The impact to existing enforcement activities of the city is a factor that will be considered as part of applying the overlay.	Added as factor to consider when applying the overlay.
Would like a dedicated police squad to homeless issues.	Zoning cannot address this.	NA
Camp abatements create chaos for those experiencing homelessness.	Zoning cannot address this.	NA
Survivors don't report assaults for a variety of reasons, so they experience repeat assaults.	Zoning cannot address this.	NA
SLC does a good job when children are involved.	Zoning cannot address this.	NA
Businesses need funding to mitigate the impacts to their operations.	Zoning cannot address this.	NA

Human trafficking and assaults are huge issues for those staying in HRCs.	Zoning cannot address this.	NA
Safety of staff is important.	Zoning cannot address this.	NA
Safety of women needing services is important.	Zoning cannot address this.	NA
Impacts to the neighborhood seem to be more important than the needs of the people experiencing homelessness. Need to be treated more equally.	The proposal includes multiple factors that would be considered when determining a future location of an HRC.	Added as factor to consider when applying the overlay.

Safety Within HRCs

Comments	How Zoning Can Address the issue	Proposed Regulations
Police and Fire need space within HRCs	Zoning regulation can require the minimum space necessary to provide service.	Added requirement to the standards for HRCs.
Couples do not want to split up so they will not use an HRC if they cannot be together	Zoning cannot address this.	NA
Safe space for families to stay together	Zoning cannot address this.	NA
People with adult children or children with a disability are being split up and invites opportunities for abuse.	Zoning cannot address this.	NA
Idealness can lead to chaos	Zoning cannot address this.	NA
Feel like a jail	Zoning can require certain building design features.	Addressed in qualifying provisions
Need family rooms and program/activity rooms, such as small libraries.	This can be a zoning requirement, but needs to be balanced with cost to provide the space and service.	No changes
Offer individual housing rooms	This can be a zoning requirement, but needs to be balanced with cost to provide the space and service.	No changes
Congregate living does not work for many, so consider different models other than just beds/cots.	This can be a zoning requirement, but needs to be balanced with cost to provide the space and service.	No changes
Storage for personal items	This can be a zoning requirement, but needs to be balanced with cost to provide the space and service.	No changes

Capacity is a hinderance, based capacity on size of lot and not just some arbitrary number.	Zoning can regulate this.	The City Council has not indicated that they support removing the capacity limit.
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Operational Related Comments

Comments	How Zoning Can Address the issue	Proposed Regulations
Level of regulations should consider amount of funding needed to comply with the regulations.	This has been factored into the scope of regulations that HRCs are required to comply with. The factors that the city council will use also include this as a consideration.	Added as factor to consider when applying the overlay.
Coordinate city, state, and fed definitions of HRCs/homeless shelters.	Update definitions	Consolidated HRC and shelter definitions into one
Align state requirements with city requirements so there is not overlap or conflicts with licensing requirements.	State requirements for temporary shelters are addressed into the proposal. The zoning regulation focus on the external impacts of an HRC.	Addressed where purpose of regulations do overlap.
City regulations should not tell operators what resources they need to provide within an HRC/shelter	There are limited requirements for services in an HRC, mostly related to health and safety of those that may need to use the facility and to reduce impacts.	Standards address this and Added as factor to consider when applying the overlay..
Need more floor area and open space.	This could be determined by zoning regulations, but is ultimately up to the service providers and based on lot size, services offered, etc. Adding requirements for more space area and a specific amount of open space would increase cost to develop a future HRC and to maintain additional space.	This was not included as a requirement because it will mostly be determined by land area
Setbacks and buffering create unusable spaces which is hard to police and monitor, but buffers also reduce drugs being passed through a fence and into shelters.	This is something that should be considered in zoning regulations.	No changes to existing setbacks. CPTED principles have minor updates.
HRCs feel discriminated against and held to a higher standard than other service providers.	Regulations should be similar for similar uses. However, HRCs do have different impacts than most other land uses and require a different approach to address those impacts.	Factors are created so that the city council can consider a broad range of impacts, including impact to service providers.

Attempt to layer on services provided but a lack of funding to support doing that.	The factors for applying the overlay consider the impact of complying with regulations.	Factors considered for applying the overlay include this.
Need to balance best practices with funding and cost to implement best practice.	The factors for applying the overlay consider the impact of complying with regulations.	Added as factor to consider when applying the overlay.
HRCs/shelters need to be viewed as part of the solution and not part of the problem.	This is a policy level consideration, zoning is used to implement the policy.	NA
Impacts to provider are huge and often not recognized.	The factors for applying the overlay consider the impact of complying with regulations.	Added as factor to consider when applying the overlay.
Many cannot enter HRCs/shelters due to drug use/addiction.	Zoning cannot address this.	NA
There is a lot of red tape to enter facilities which may discourage some from using the HRCs/shelters	Zoning cannot address this.	NA

Related Services

Comments	How Zoning Can Address the issue	Proposed Regulations
Foster care system has a direct correlation to homelessness.	Zoning cannot address this.	NA
The systems for rent relief are broken and takes too long for people to get assistance.	Zoning cannot address this.	NA
DV facilities are reluctant to take women experiencing homelessness and women with addictions.	Zoning cannot address this.	NA
YWCA intake caused additional trauma	Zoning cannot address this.	NA
Rehabs require insurance	Zoning cannot address this.	NA
Can't treat issues with judgement	Zoning cannot address this.	NA
More mental health facilities in the valley	Zoning cannot address this.	NA
Developmental health issues are huge and support animals often help relieve those that need help.	Zoning cannot address this.	NA
Need cooling centers and temperature control facilities around the city for unsheltered other than libraries.	This could be a consideration in the zoning code as a type of land use.	NA

Comments on Potential Process

Need to see a map of exiting shelters to see which neighborhoods they are impacting. Get a reality check on the true cost of an HRC	Mapping analysis has been completed that shows this.	NA
There is inequity created by the cost of property on the west vs. east side.	Land cost will always be a factor in developing any site for any use. However, zoning cannot address land values. That is a decision that would occur during site selection analysis.	Added as factor to consider when applying the overlay.
Suggested that we work backwards via the mapping	Mapping analysis has been performed and informed the proposed outcome.	NA
Temporary shelters are more acceptable to the community	Temporary shelters are addressed in the code and are coordinated to mirror applicable state code.	See the temporary shelter section of the proposal.
Permanent supportive housing at Airport Inn, need housing now. Ramada Inn seems successful, should take lessons from that location/use	There are several proposals intended to increase supply of deeply affordable housing. Converting hotels and motels to housing seems like a more economical way to provide transitional housing.	NA
Some facilities have unfunded resources. VOA has a medical facility but no doctor or nurses.	The cost of complying with proposed regulations need to be considered.	Applying the overlay requires analysis of specific factors to address this.
Most felt what is happening inside HRCs is not an issue.	Noted.	NA
Need to consider additional services.	The cost of complying with proposed regulations need to be considered.	Added as factor to consider when applying the overlay.
More residential support	Zoning cannot address this other than to remove barriers for permanent supportive housing, but that would be done outside the scope of this proposal.	NA
More diversity of services in HRCs	The cost of complying with proposed regulations need to be considered and balanced with the resources of the provider.	Added as factor to consider when applying the overlay.
The overlay will be too political	All options are political. The planning division is going to strive to propose regulations that prioritize safety over politics and considers impacts to all entities and people.	NA

ATTACHMENT C:

Exhibit C: Interviews with those experiencing homelessness **August 2022-HRC text amendment outreach**

Location of Interviews:

The Gail Miller Resource Center, Geraldine King Resource Center, The Rescue Mission (men and women's center), unsheltered individuals and receiving services at the Rescue Mission, and the Nomad Alliance's Supply Drive.

Interview Questions:

1. Describe the ideal neighborhood you would like to live in?
2. What neighborhood elements would you like to live close to? Far away from?
3. What would be needed in your ideal neighborhood to make you feel safe?
4. What things do you see happening in the neighborhood near an HRC that you do not see happening in other neighborhoods? Are those impacts/things a result of the HRC, and why?
5. If you could improve an HRC for both clients and the surrounding neighborhood, what improvements would be needed?

Stats:

- Total Sheltered Individuals spoke with: 54
- Total Unsheltered Individuals spoken with: 14
- Total Individuals Experiencing Homelessness surveyed: 68

This document identified key themes from the interviews.

Summary Observations from interviewer: The biggest take away is that our neighbors who are homeless want the same types of things that all of us do. A safe, secure place to live, where they can do their thing, while also feeling part of the larger community.

- Women more often cited the desire to have community events and community volunteer opportunities
- Women also were more likely to say they wanted to live in a residential area (Sugar House and The Avenues were mentioned a few times)
- More men wanted to live downtown or away from neighbors (several cited this was due to the fact they knew they were not wanted in residential areas, so this made it easier for everyone)
- Individuals who lived in the HRC/were sheltered felt safe having regular police patrols
- Individuals who are unsheltered did not feel safe with police patrols
- Individuals who are unsheltered spoke of stability multiple times while those who are sheltered did not (this in their mind could be achieved through sanctioned camping)
- Both groups spoke of the desire to be in a place where they were not being harassed, and cited a perceived increase in harassment lately
- Sheltered and unsheltered folks spoke of the need for more public restrooms and trash cans

Summary of themes/answers

Interviews to describe ideal neighborhood:

- Safe
- Clean
- Green space
- Trees
- Gated community
- Community activities/Sense of Community
- Close to services
- HRC's integrated into the neighborhoods
- Lighting
- Walkable
- Equal
- Public transportation
- Different types of housing/income levels
- Well taken care of lawns
- Stable

Live Close to:

- Services
- DWS
- Medical
- Mental Health
- Pharmacy
- Food banks
- Transportation
- Stores
- Walmart
- Retail
- Grocery
- Restaurants
- Gas stations
- Community Gardens
- Library
- Senior Center
- Place of worship
- Rec Center
- Employment Opportunities

Live Far From:

- Drugs
- Crime
- Noise
- Freeways
- Power Plants
- Liquor Store
- Places for people to camp
- Violence/harassment
- Middle of nowhere

What makes you feel safe in a neighborhood:

- Community Activities/Events
- Lights
- Regular Police Patrols
- Neighborhood Watch
- Like minded people
- Low crime rates
- No drug use
- Judgement free places
- Safe people to talk to
- Nearby Fire Department
- Quick response time from emergency services

What is happening around the HRC's and is that a result of the HRC's?:

- Drug use
- Crime
- Violence
- Public nudity
- Mental Health Issues

Yes:

- Lots of walks of life, so you have lots of different issues
- It's a low barrier shelter

No:

- People prey on those living in the shelter
- It's lax police patrols-PD and security not wanting to address the issue, don't seem to care that it is happening
- They would be somewhere-may be using the center as a place to do their business (specifically drugs)

How would you improve the HRC for both the Neighborhood and clients of the HRC:

- Provide more services
- Trash cans
- Bathrooms
- Showers
- More washers and dryers
- Case workers
- Mental Health Assistance
- Peer Support
- Downtown Ambassadors
- Additional security and PD patrols
- Additional shelter and housing options to get people inside
- More neighborhood activities
- Less Drug use and crime
- Provide sanctioned camping