

New Hope Resource Center began operating in Puyallup in 2014. New Hope describes itself as a drop-in center that offers daytime resources for homeless adults, including a mid-day meal, telephone and computer access, connections to employment services and resource or services navigation. Unfortunately, New Hope’s operations have significantly impacted the vicinity of its business and surrounding neighborhoods. These impacts include theft, littering, illegal drug use, public intoxication, altercations, breaches of the peace, assaults, noise, indecent activity, human waste, and erratic or provocative behavior.

In 2017, the City of Puyallup required New Hope to mitigate its impacts pursuant to the City’s significant impact business license ordinance. The specific mitigation conditions were as follows:

1. Establish a code of conduct for homeless guests.
2. Erect a sight obscuring fence around the western and southern perimeter of the center.
3. Patrol for and remove trash around the perimeter of the center.
4. Security:
 - a. Deploy a licensed security guard during pick-up and drop-off events and midday meal times.
 - b. Deploy monitoring staff inside and outside of the center.
 - c. Maintain an incident log of crime, breaches of the peace.
 - d. Report crime, or suspected crime, to the police.
5. Issue a trespass authorization to the Puyallup Police.
6. Implement a telephone complaint line.
7. Install exterior lighting.

New Hope contested the mitigation conditions in an appeal before a hearing examiner. After lengthy proceedings, the hearing examiner returned a decision on September 24, 2018, and therein affirmed the mitigation conditions with the exceptions noted below:

1.	Code of conduct	Affirmed
2.	Fencing	Affirmed
3.	Trash removal	Modified—the trash removal requirement was affirmed in whole, except that the word “paraphernalia” was removed. It appears that the HE reasoned that because the term “paraphernalia” can include items that are personal belongings; and such items cannot be removed without due process.
4.	Security	
a.	Licensed security guard	Removed. The examiner reasoned that the requirement was not economically practicable; and that the impact is occurring from the operations of Freezing Nights program rather than New Hope.
b.	Inside & outside staff	Affirmed, two staff required
c.	Incident log	Affirmed

d.	Reporting of crime to police	Affirmed
5.	Trespass authorization	Affirmed
6.	Telephone complaint line	Affirmed
7.	Exterior lighting	Affirmed

In this case, the City of Puyallup has successfully utilized its authority to require that businesses which have significant impacts on the community mitigate those impacts in the interest of preserving a safe and healthy environment for those who live, work and visit here.