



Survey of Survey of Downtown Spokane Stakeholders
Online Survey
Conducted November 3 – 21, 2021
n=391
EMC Research #21-8283

All numbers in this document represent percentage (%) values, unless otherwise noted.
Please note that due to rounding, percentages may not add up to exactly 100%.

INTRO: Your opinions are important! Thank you for participating in this survey about downtown Spokane. **The survey will only take a few minutes** and all your responses will remain completely confidential. Please try to answer every question even if you're not sure. If you need to, you may skip a question.

1. Do you feel that things in downtown Spokane are...

Generally going in the right direction	36
Pretty seriously off on the wrong track	48
Not sure	16

2. What do you think is the most important problem facing downtown Spokane today? (**OPEN END, MULTIPLE RESPONSES ALLOWED, RESPONSES CODED INTO FOLLOWING CATEGORIES**)

[Results to be entered upon coding]

3INT. Please indicate whether you agree or disagree with each of the following statements.

SCALE:	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	(Don't Know)	Total Agree	Total Disagree
(RANDOMIZE)							
3. I am optimistic about the future of downtown Spokane	27	40	21	12	-	68	32
4. A thriving downtown Spokane is critical to our region's economic recovery	84	14	1	1	-	98	2
5. Downtown Spokane cannot fully recover until the addiction, mental health, and public safety problems are addressed	67	19	9	6	0	85	14

(END RANDOMIZE)

6. If you have a downtown worksite, what percentage of staff do you anticipate returning to work in person downtown?

90% – 100%	47
60% – 80%	14
Less than 60%	14
Does not apply	26
(Don't know/No response)	-

7. If your company is providing permanent remote working arrangements for employees, please describe the reasons you believe employees are requesting to work from home permanently. Select all that apply. **(MULTIPLE RESPONSES ALLOWED)**

Working from home means no commute, parking fees, or transportation costs	21
Employees have become accustomed to working from home	17
Homeless camps and people sitting or lying on sidewalks and in parks	14
Childcare is more convenient working from home	11
Employees do not feel safe in the current environment	11
Employees are more productive working from home	9
We are adopting long term remote work to save on occupancy costs	4
Other	10
(Don't know/No response)	1
Does not apply	56

8. Overall, how concerned are you about the level of safety and security at your downtown worksite or property?

1- Not at all concerned	12	→ 23
2	11	
3	19	
4	22	→ 57
5 - Extremely concerned	35	
(Don't know/No response)	1	
Mean	3.57	

9. Thinking about the overall safety and security of your worksite or property, would you say things are better or worse than they were 3 to 5 years ago?

Much better	3	→ 8
Somewhat better	6	
About the same	19	
Somewhat worse	20	→ 64
Much worse	43	
Not sure	8	
(No response)	1	

10INT. Compared to 5 years ago, how much of a change, if any, have you seen in each of the following at your worksite or property?

SCALE:	Major Increase	Minor Increase	No Increase	Does Not Apply/ (Don't Know)	
(RANDOMIZE)					
10.	open drug/alcohol use on sidewalks and/or in public spaces	53	20	21	6
11.	discarded hypodermic needles	37	23	24	16
12.	customers or clients feeling uncomfortable or unsafe	46	23	20	11
13.	employees feeling uncomfortable or unsafe	43	27	20	9
14.	individuals having mental health episodes	61	23	11	5
15.	homeless encampments/people sleeping downtown	70	18	7	5

(END RANDOMIZE)

16.	Which of the following actions have been taken at your worksite or property in response to security concerns? Select all that apply. (MULTIPLE RESPONSES ALLOWED)	
	Reduced building access	49
	Increased exterior lighting or installed new/additional security cameras	39
	Increased maintenance to repair damaged property	35
	Hired additional private security	28
	Locked trash facility	23
	Increased monitoring of nearby homeless encampments	17
	Costs have remained the same/decreased	10
	Other	15
	Don't know/(No response)	14

17. If your worksite or property has restrooms that the public can reach, have locks been installed due to security/crime issues?
- | | |
|--------------------------|----|
| Yes | 41 |
| No | 20 |
| Does not apply | 39 |
| (Don't know/No response) | 1 |
18. If the City of Spokane constructed and maintained additional public restrooms near businesses and properties in downtown, which of the following would best describe your opinion:
- | | |
|--|----|
| Public restrooms are a public good and building more will benefit everyone, including visitors and shoppers who will spend more time in downtown Spokane | 41 |
| Building more public restrooms would only further enable life on the street and lead to sanitation problems and illegal activities | 56 |
| (Don't know/No response) | 3 |
19. Have you experienced individuals hiding in unsecured areas of your worksite or property after hours?
- | | |
|---|----|
| No, this does not occur at our property | 23 |
| Yes, daily | 16 |
| Yes, weekly | 25 |
| Yes, monthly | 19 |
| Does not apply | 16 |
| (Don't know/No response) | 1 |
20. In an average month, how many incidents of crime typically take place near your worksite or property?
- | | |
|--------------------------|----|
| None | 9 |
| One per month | 13 |
| 2 – 4 per month | 24 |
| 5 – 10 per month | 18 |
| 11 or more per month | 14 |
| Does not apply | 17 |
| (Don't know/No response) | 4 |
- (IF Q20 = 2-5, ASK Q21 AND Q22; n=270)**
21. What percentage of the time are these issues reported to the city or directly to the police?
- | | |
|--------------------------|----|
| Almost Never | 19 |
| 1-25% | 33 |
| 26-50% | 14 |
| 51-75% | 14 |
| 76-99% | 6 |
| Every time | 12 |
| (Don't know/No response) | 3 |

22.	Generally speaking, how would you characterize the city's/police department's response to complaints?		
	Quick response and issues are generally adequately resolved	9	
	Quick response and issues are generally only partially resolved	16	
	Quick response but issues are generally left unresolved	18	
	Slow response and issues are generally adequately resolved	7	
	Slow response and issues are generally only partially resolved	18	
	Slow response but issues are generally left unresolved	17	
	Does not apply	14	
	(Don't know/No response)	1	

(RESUME ASKING EVERYONE)

23.	Has crime, drug use, or nuisance activity reduced your worksite or property's value, leasable rates, or number of customers?		
	Yes	46	
	No	27	
	Does not apply	25	
	(Don't know/No response)	3	
24.	Thinking about when employees, co-workers, or customers park south of the railroad viaduct and walk through an underpass to get to work, home, or business, which of the following best describes your opinion?		
	Customers/employees/workers are comfortable using the underpass sidewalks	6	
	Some employees/customers/workers avoid using the underpass sidewalks	14	
	Most employees/customers/workers avoid using the underpass sidewalks	48	
	This is not a concern because customers/employees/workers do not park south of the tracks	14	
	Does not apply	17	
	(Don't know/No response)	1	
25.	In the last legislative session, the Washington State Legislature passed a law decriminalizing simple possession of hard drugs such as heroin, crystal methamphetamine, and cocaine. Do you support or oppose this new legislation that makes simple possession a gross misdemeanor instead of a felony?		
	Strongly support	23	→ 41
	Somewhat support	18	
	Somewhat oppose	13	
	Strongly oppose	44	→ 57
	(Don't know/No response)	2	

26. In the last legislative session, the Washington State Legislature approved several changes to laws regarding policing: the use of force, police tactics and equipment, and police oversight and misconduct reporting, among others. The intent of the Legislature was to reform police behavior. Several police chiefs and sheriffs have spoken with concern about the new law and the restrictions it places on police operations. Do you support or oppose this new legislation?

Strongly support	25	→ 39
Somewhat support	14	
Somewhat oppose	14	→ 58
Strongly oppose	43	
(Don't know/No response)	3	

Those are all the questions for this survey. Thank you for your participation!