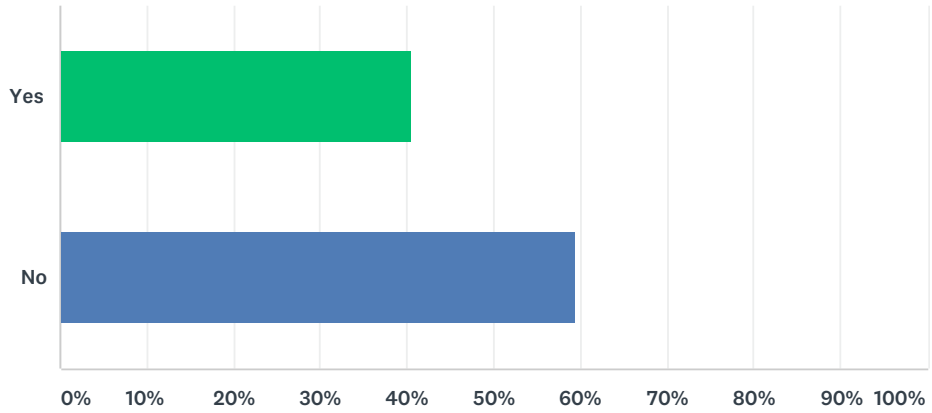


Q1 The PBIA invested in new, warmer lightbulbs for the downtown snowflakes and heavily promoted Twinklefest window decorating this past holiday season. Did you notice a positive difference?

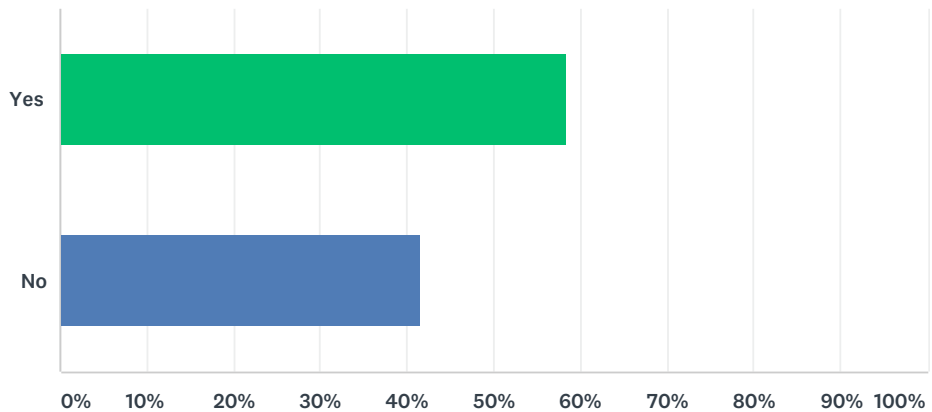
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	40.63%	39
No	59.38%	57
TOTAL		96

Q2 The PBIA helps to fund the Downtown Ambassador and Clean Team program. Have you noticed a positive difference since the City brought the program in-house as of January 1, 2018?

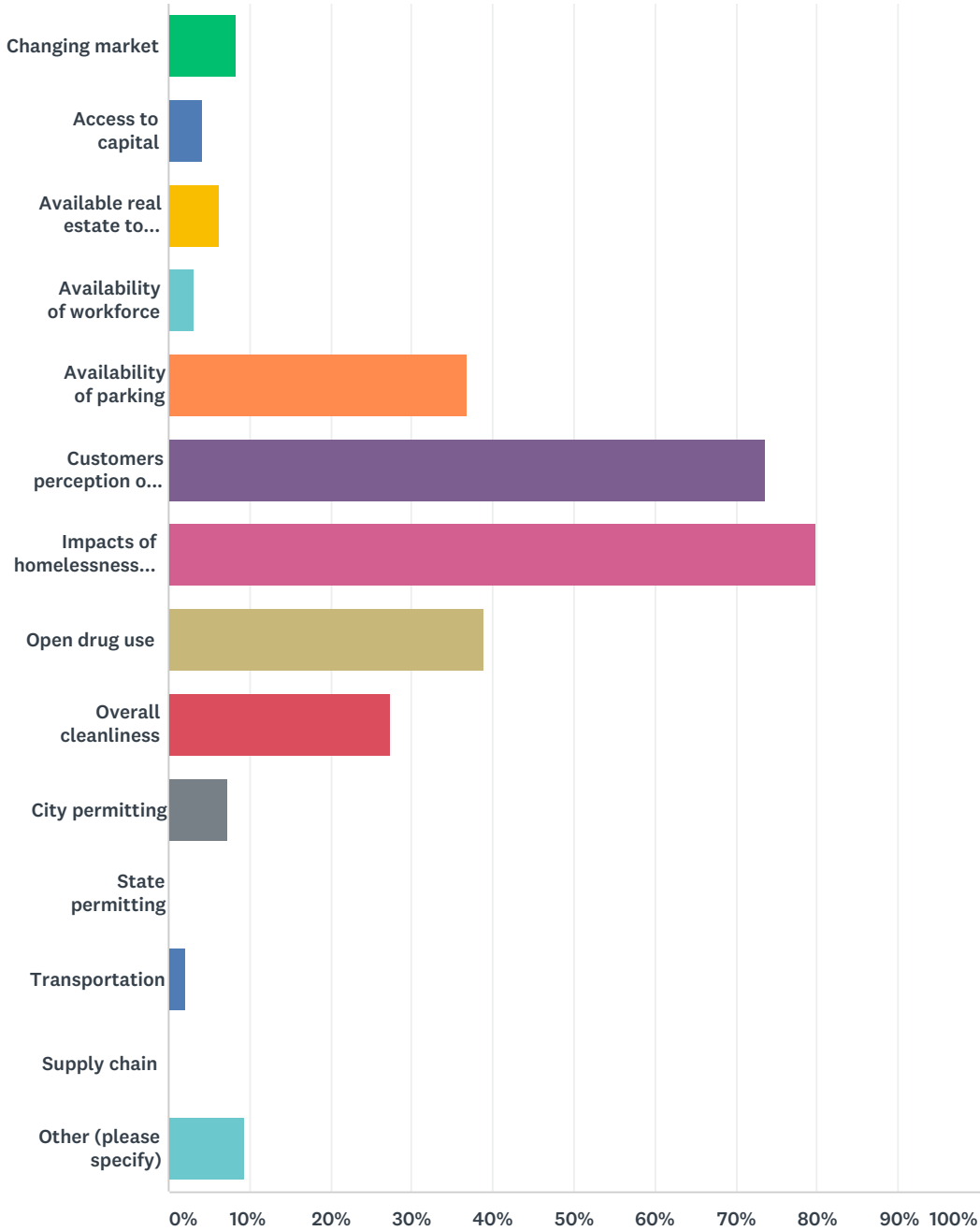
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	58.33%	56
No	41.67%	40

Q3 What is the biggest challenge facing your downtown business? Select up to three.

Answered: 95 Skipped: 1



ANSWER CHOICES	RESPONSES	
Changing market	8.42%	8
Access to capital	4.21%	4
Available real estate to expand operations	6.32%	6

PBIA Short Survey

Availability of workforce	3.16%	3
Availability of parking	36.84%	35
Customers perception of downtown being unsafe	73.68%	70
Impacts of homelessness & street dependency	80.00%	76
Open drug use	38.95%	37
Overall cleanliness	27.37%	26
City permitting	7.37%	7
State permitting	0.00%	0
Transportation	2.11%	2
Supply chain	0.00%	0
Other (please specify)	9.47%	9
Total Respondents: 95		

Q4 What else would you like us to know?

Answered: 43 Skipped: 53

PBIA Short Survey

Q4 What else would you like us to know?

Answered: 43 Skipped: 53

#	RESPONSES	DATE
1	Buildings and vehicles are vandalized downtown. My 21-year old son was assaulted downtown by a man who appeared to be either high or mentally ill. Punks throw themselves and their belongings in front of traffic just to cause a scene. Junkies openly shoot up on the sidewalks, and the police do nothing. There is trash, excrement, cigarette butts, used needles and vomit on the streets of our beautiful town. Just this week there was a random shooting deaths downtown!! I am both a business owner and a resident of downtown and have observed a tipping point in the failure to enforce laws and ordinances. Something needs to done. Homelessness is a problem we must handle with compassion, but the lawlessness must stop. The ruffians harm both business and the vulnerable homeless population.	4/6/2018 8:13 AM
2	shop owners and their employees should not be using street parking....handicap or otherwise.	4/5/2018 2:13 PM
3	Family friendly safe Downtown is the goal.	4/5/2018 9:55 AM
4	Add a multi level parking lot in place of one of the city lots	4/4/2018 9:50 PM
5	Downtown challenges seem to be going in the wrong direction. This city is a jewel and the priorities of our council are skewed. I want grand mothers and grand babies downtown. We need to take care of our own - houseless people - but we can't carry the west coast. I am so sad right now about downtown. It's so much worse. Breaks my heart and I've been at this for 40 years.	4/4/2018 9:39 PM
6	Bathroom availability is an issue for Traditions. On sunny days in the summer we have a line out the back door waiting for our two bathrooms. For little kids in the fountain it's too far to walk to the Heritage Park bathrooms. That line will probably get longer with the new parks planned. Even a Portland style bathroom in the lot where the Alano club was could give us a relief.	4/4/2018 3:04 PM
7	We need to address the homeless issue	4/4/2018 1:43 PM
8	Downtown Olympia is important and needs constant attention. Like all housekeeping, it is never finished.	4/4/2018 1:09 PM
9	I THINK YOU ARE RUNNING AN EXTORTION RACKET AND I PLAN ON NEVER FUCKING PAYING YOUR NEXT-TO-WORTHLESS, OVER-FUNDED, ELITIST BULLSHIT ORGANIZATION. WHAT ARE YOU GONNA DO, JUST KEEP SENDING US TO COLLECTIONS. FUCK YOU.	4/4/2018 1:07 PM
10	Spending resources of holiday lights or other promotions is not a substitute for a clean and safe downtown. We must increase security in order to be able to have a vibrant downtown.	4/4/2018 11:42 AM
11	I haven't been able to hire employee due to the downtown issues. They don't want to work here.	4/3/2018 1:15 PM
12	Ownership changes the perspective of how your surroundings are kept, security, etc.. Renters care too but most feel they have no say or control. Knowing PBIA has no control of providing available market rate condo's and their are plans in the works to build some... Creating a information packet for the new residents to get involved to improve our wonderful City... Thanks for all you do Sincerely Jerry Magnoni	3/30/2018 10:31 AM
13	It would be great for the PBIA/city to listen to the demographics of their survey results. I noticed this survey asked for none. Taking action on feedback is only helpful if it's based on a fair balanced reflection of the population surveyed. It would also be great for the city to make data-based recommendations and policy decisions with measurable success and best practices in mind. We are going to lose solid businesses owned by local people if the city maintains favoritism to developers, weird obstructionist libertarian tones and a blind, dated uninformed commitment to trickle down economics. If the PBIA wants more successful businesses downtown, ask those that are successful what helps and what does not and then work to support those needs.	3/29/2018 1:47 PM
14	In need of larger sidewalks, remove a lane of parking	3/28/2018 4:07 PM
15	what are you doing about parking as indicated in your name?	3/28/2018 2:11 PM
16	quit wasting money trying to promote the artesian well "park"	3/28/2018 11:38 AM

PBIA Short Survey

17	Aggressive and violent street people are at an all time high. Very difficult to run a business with this element.	3/28/2018 10:44 AM
18	It is not just a perception that downtown is unsafe. The city allows people to break trespassing laws, openly use drugs and leave human waste, garbage and used heroin needles in the alcoves of our businesses and it makes it unsafe for visitors and all of the people who work downtown. It's sad that the capital city doesn't have the political will to enforce the laws on the books, and therefore most people that I know don't come downtown because it is dirty, lawless and unsafe.	3/28/2018 7:55 AM
19	Having homeless services located on main thoroughfares has a big impact on perceptions. Walking downtown streets at night, one sees homeless folks sleeping in many of the doorways of businesses. This has an impact on their decision about coming back downtown.	3/27/2018 5:08 PM
20	We have not renewed a long term lease for our business space. We plan to move out of downtown because the homeless have made downtown their home.	3/27/2018 5:04 PM
21	Heavily promoted Twinklefest? We got Twinklefest info one day before decorations were supposed to be done/photographed. This is the 5th year of Twinklefest and Christmas support has gotten worse and more slip shod every year.	3/27/2018 3:57 PM
22	We have great concerns over downtown becoming more homogenous as rentals rise, forcing out the boutique style businesses and other small businesses that can't afford the rising rates and the overall effect of losing the downtown character that we have now.	3/27/2018 2:32 PM
23	I love the flower baskets! Can't wait for them to return	3/27/2018 2:18 PM
24	What have we done to get more parking?	3/27/2018 2:10 PM
25	Would love an east/west "Dash" or free bus zone on 4th and State to make use of parking uptown and grabbing the bus to come down for work, shopping, events, etc.	3/27/2018 2:00 PM
26	Would like to see more promotion of Olympia's "indie" heritage and image. Local, small, quirky business, not chains and just-like-everywhere else. That's what out-of-towners come to see.	3/27/2018 1:20 PM
27	The Providence center and all of the facilities to cater to the homeless population have, in my opinion, failed. Driving into and thru downtown Olympia is quite the site now.	3/27/2018 12:31 PM
28	Twinklefest is great, but having to keep our display up after December 25 has limited our ability to display for the New Year holiday. We'll be more likely to participate next year if we can change it before December 31.	3/27/2018 12:18 PM
29	The number of street people and their behavior have gotten completely out of control. I feel like they have taken over our town.	3/27/2018 12:16 PM
30	My business is fortunate to be strong and healthy enough to survive the current downtown situation but it is a constant struggle to keep drug deals out of my place of business. My staff has had to become monitors and polices it regularly. Our yelp reviews continue to get more focused on our place being great if you can deal with the sketchiness around our building or they just literally come down to eat and go elsewhere because they feel uncomfortable. We do our best but my staff is stressed to the max.	3/27/2018 11:52 AM
31	Do we really need a PBIA? why not bring it inside the city? I honestly want to know. so many layers of organizations. I appreciate the work and effort. but is it necessary to have PBIA as a separate entity? After all these years, i am probably not the only one to wonder	3/27/2018 11:50 AM
32	Quit letting the people with disabled parking permits and license plates chain park for all day plus+, I watch everyone of them capable of walking away no problem to their work and apartments..	3/27/2018 11:35 AM
33	The Providence site is a mess beyond description. Horrible impression on a primary street in downtown. Street camping allowed with apparently no limits enforced. Needs to be moved to a less conspicuous spot. Of course the artesian well site continues to be a disaster of open drug use and violence. The perception created by these two horribly ill-conceived sites convinces people to stay away from the downtown area and take their business elsewhere. .	3/27/2018 11:33 AM
34	Leading with a question about new lights more or less tells me where your heads are at and my hops of seeing positive changes or investment in issues that actually matter to downtown aren't likely to happen. Please consider taking a stand and investing towards the human element in downtown.	3/27/2018 11:26 AM
35	The homeless problem really effects business. If we could we would move our business out of downtown.	3/27/2018 11:19 AM

PBIA Short Survey

36	<p>We have no faith in the city to hear our concerns, we've been to meetings and been shouted down. We try to keep our doorway clear and we get boycotted. We want to work with the homeless advocates but they (and those of you on the council who see through that lens first), are oblivious at best as hostile at worst toward any dissenting opinion. We love our community and do our best to show it, but we also watch kids sit and sell drugs on 4th ave on the side of the pet store, most times with toddler age children in tow. What happens when someone gets desperate and tries to rob them? They hang out there instead of the park around the corner because there are cameras on the park. The Police officers say the city told them not to bother street folks, so that's what we're up against. My employees don't feel safe after work, day or night, because every one who has worked downtown for more than a year has a story of being followed and asked for money because everyone knows restaurant workers oftentimes have cash after their shift. One of my servers had some homeless men catcall and harass her one morning before my shop opened. My early morning baker has been flashed. It's a problem and no one thinks the solution is "cleaning the streets". We want to be Olympia, be compassionate, but we have too much on our plate running businesses, raising families, and dealing with the repercussions of your (the city's) utter inaction to really be effective. The city allows the vocal, hostile minority to impose their very specific vision on everyone who lives or visits here. Its not working.</p>	3/27/2018 10:52 AM
37	<p>The street dependent population in the alley way off of 4th avenue by king Solomon's reef and quality burrito has gotten out of hand and customers have directly told us that the sheer volume of people loitering and pan-handling has caused them to not visit our business. Something needs to be done to police it because our business' are suffering as a direct result</p>	3/27/2018 10:51 AM
38	<p>Changing the aspect of downtown from a homeless people haven into downtown is a safe and fun place to be at will bring back more visitors. As a person that lived in 6 countries in Europe I know for sure that the heart of a city needs to be clean of drug use and homeless people. This is the business card of a City and a destination. Needs to look clean, feel safe and by entertaining.</p>	3/27/2018 10:41 AM
39	<p>It seems the "graffiti artists" are getting the best of us, especially in the alley ways. I've noticed that no sooner than a business applies a coat of paint to the facade, it's tagged very quickly, sometimes the same day. Realizing there's nothing that can be done to avoid this (they're sneaky), I just wanted to mention it, as it does contribute to the overall "feel" of a somewhat dangerous environment.</p>	3/27/2018 10:26 AM
40	<p>Support the arts and subsidize entrepreneurs</p>	3/27/2018 10:22 AM
41	<p>Out of town guests are posting on social media about downtown Olympia not being safe.</p>	3/27/2018 10:20 AM
42	<p>We are delighted that the downtown ambassadors are now within city government. It may be too early to see the difference downtown, however their stability with good management and opportunity to coordinate services with city staff and police is valued. They are a great resource and we love them.</p>	3/27/2018 10:10 AM
43	<p>Testing</p>	3/19/2018 8:14 AM