

Hilo DIA Homelessness Feedback Survey (Please return to DIA by 2/26)

General Observations

1. How have you observed the situation of homelessness in Downtown Hilo change over the past year?

- Worse
- Better
- Stayed the same
- Unsure

2. During what times of day do you most frequently observe individuals that you think are experiencing homelessness near your business? (Select all that apply)

- Early morning (6 AM - 9 AM)
- Midday (9 AM - 3 PM)
- Evening (3 PM - 8 PM)
- Late night (8 PM - 12 AM)
- Overnight (12 AM - 6 AM)

3. On average, how many individuals experiencing homelessness do you observe near your business daily?

- 0-5
- 6-10
- 11-20
- 21+

4. Are there specific locations near your business where homelessness is more visible? Please describe: _____

Impact on Business

5. How has street-level homelessness impacted your business? (Select all that apply)

- No noticeable impact
- Decrease in customer foot traffic
- Increased costs (e.g., cleaning, security)
- Negative customer feedback
- Other: _____

6. Whether enacted by those experiencing homeless or by others in the area, what are your top concerns regarding behaviors that impact your business? (Select up to 3)

- Sleeping in doorways
- Violence

- Theft
- Panhandling
- Drug Usage/Dealing
- Urination/Defecation
- Vandalism
- Other: _____

7. Have you taken any measures to address situations related to homelessness near your business?

- Yes Please describe: _____
- No

Community Services & Resources

8. Which of these services or initiatives are having a positive impact on visible homelessness or the effects of homelessness in Downtown Hilo? (Select all that apply)

- Shelters
- County Public Works/Parks Maintenance Efforts
- Overnight Cot Project
- Outreach/Case Management
- Street Medicine
- Mental Health Services
- Addiction Services
- More Visible Community Policing
- Other: _____

9. What additional resources or services would you like to see implemented to address homelessness in Downtown Hilo? (Select all that apply)

- Increased shelter availability
- Expanded mental health and addiction services
- More frequent outreach and housing help
- Public restrooms and hygiene facilities
- County Services (DPW) to maintain streets/sidewalks
- More police presence in Downtown Hilo to address crime
- Other: _____

Open Feedback

10. What do you think is the most compassionate and effective way to deal with homelessness in Downtown Hilo?
