

Informal Survey Conducted Feb. 2025: Collaboration Between District 2 and DIA re: Homelessness

List of DIA Survey Results (102 total)	
Questions	Results/Feedback
1.) How have you observed the situation of homelessness in Downtown Hilo change over the past year?	Worse (65) Better (15) Stayed the same (18) Unsure (8)
2.) During what time of the day do you most frequently observe individuals that you think are experiencing homelessness near your buisness?	6am-9am (67) 9am-3pm (58) 3pm-8pm (70) 8pm-12am (61) 12am-6am (49)
3.) On average, how many individuals experiencing homelessness do you observe near your business daily?	0-5 (41) 6-10 (44) 11-20 (23) 21+ (8)
4.) Are there specific locations near your business where homelessness is more visable? Descriptions	Covered area's, Sidewalks (camping), Bus stops, Band stand, Bay front, River Side, Park Pavilions, Kamehameha Ave. Kino'ole St. Keawe St. Ponahawai and Waitubu River. Kalakaua St. Furneaux Ln. Kinoole, Hawaii National Bank, Abundant life, Café Pesto, Pineapples, Garden Xchange, Kaipalaoa Park, Hilo Innovations, EHCC, Hilo armary, The Tsunami Museum, KTA, East Hawaii Culture Center, Island Dance Acadamy, Hilo hotels, Palace Theater, Book Store, Tribune Harald, Panda Express, Vacant orange building on Keane, Perfect Harmony, Gym, Tennis Court, Former Mcdonald's, Haili to Mamo St. Restrooms, all parks all around the business's.

<p>5.) How has street-level homelessness impacted your business?</p>	<p>No noticeable impact (17) Decrease in customers (42) Increased cost (33) Negative customer feedback (54) Other (1) Rubbish, odor & sanitary concerns. Office lock, Large trash bin stolen. Homeless camp. Lock on restrooms. Broken windows. Trespassing, Stealing, Harrasment. \$8,000 in damages. Spit, knock over signs, foul language. Removal from school. Entering shops on drugs. Smoking. Fighting.</p>
<p>6.) Whether enacted by those experiencing homelessness or by others in the area, what are your top concerns regarding behaviors that impact your business?</p>	<p>Sleeping in doorways (60) Violence (74) Theft (52) Panhandling (40) Drug use/deals (57) Urination/Defecation (76) Vandalism (50) Other (2) Smoking, yelling, feeling unsafe, camping, staff safety. Installed security gates. Ring door bell, break cameras. Dogs running free.</p>
<p>7.) Have you taken any measures to address situations related to homelessness near your business?</p>	<p>Frequently call cops, neighbor support, motion lights, video surveillance, alarm system, removal from property. Talk story & ask them to leave. Extra gates installed. Hiring Security at night. Pay staff to approach them. Call support services.</p>

<p>8.) Which of these services or initiatives are having a positive impact in your visible homelessness or the effects of homelessness in Downtown Hilo></p>	<p>Shelters (47) County Public Works/Parks Maintenance Efforts (28) Overnight Cot Project (34) Outreach/Case Management (24) Street Medicine (17) Mental Health Services (36) Addiction Services (28) Visible Community Policing (42) Other (1) Build housing for them, job opportunity support, education.</p>
<p>9.) What additional resources or services would you like to see implemented to address homelessness in Downtown Hilo?</p>	<p>Increase shelter availability (72) Expand mental health and addiction services (65) More frequent outreach & housing help (54) Public Restrooms & hygiene facilities (65) County Services DPW maintain (58) More policing presence (70) Other (1) Transportation, phone charging station, lights. Police said they need a direct order from the mayor to do anything.</p>
<p>10.) What do you think the most compassionate and effective way to deal with homelessness in Downtown Hilo?</p>	<p>Provide a safe location, offering food, kindness and support. Increased cots at salvation army. Accountability from states they're from. Curfew shelters. Successful programs elsewhere we can copy here.</p>