

The Urban Rest Stops in Seattle – A Time Line & Service Summary

2000

- Opened Wednesday, March 29, served 8 patrons
 - April 30, served of 895 patrons
 - December 31, 2000, URS served 4,557 unduplicated patrons.
- Capacity of Urban Rest Stop @ Downtown: (1924 9th Ave, Seattle, WA 98101)
 - 1,400 square feet, meets both ADA and Energy Saving Requirements.
 - 5 shower rooms, (1 shower, toilet, sink, mirror, storage area for clothing)
 - 5 double stacked washer/dryer units, 2 double stacked dryers
 - Men's Rest Room (3 sinks, 2 urinals, 2 toilets, 2 hand dryers), (Served as a Unisex Bathroom when required).
 - Service Hours: Monday – Friday : 5:30 am – 9:30 pm; Saturday – Sunday : 8:00 am – 5:00 pm
- What is provided to patrons:
 - Towels, body soap/shampoo, laundry soap, wash cloths, toothbrushes, combs, razors, shaving cream, tooth paste, feminine hygiene products, diapers, use of coveralls during use of laundry facilities
- Who is served:
 - Men, women, children, seniors, youth, veterans, individuals, families, veterans, disabled, ESL, refugees, immigrants
- All services are free of charge. URS is an accessible facility for all, meeting ADA and Energy Saving requirements.
- Turn-away rate, due to lack of capacity: 1-2 persons for every patron served.
- Wait-time: 1- 4 hours for shower or laundry appointment, if available.
- Within a two month period, the URS is operating beyond capacity,

2001

Nisqually Earthquake, February 28, 2001

- Hygiene and homeless services located within Pioneer Square landfill area: Compass Center, Bread of Life, Union Gospel Mission, Salvation Army, and Lazarus Center, closed for various periods due to extent of damage.
- Urban Rest Stop is undamaged, becomes hygiene facility of first choice.
- Turn-away rate, doubles: 2-4 persons for every patron served.

2002

- Effects of Nisqually Earthquake continue. Pioneer Square homeless service providers under repair/closed.
- Urban Rest Stop continues to operate, utilized beyond projected capacity and still not meeting increasing patron need.

2003 – 2004

- Effects of Nisqually Earthquake continue. Pioneer Square homeless service providers still under repair, very slowly returning to capacity
- Urban Rest Stop begins planning/implementing a Facility Expansion and Capital Campaign.

2005 -2007

- Effects of Nisqually Earthquake decline. Pioneer Square homeless service providers complete repairs, return to previous capacity
- August 2007, the URS completes Facility Expansion and Renovation Efforts, 700 square foot addition.
 - Addition of a Women's Restroom, (3 sinks, 2 toilets, 2 hand dryers).
 - Waiting Area space doubled.
 - Laundry capacity doubled (9 washers/dryers double stacked. 6 dryers double stacked).
 - Addition of Health/Resource Room, where community service providers can provide patrons with privacy and confidential services.
 - Replacement of URS HVAC system and addition of staff bathroom.

2008– 2013

The Great Recession impacts Seattle, Puget Sound and Washington State; job loss, foreclosures, evictions, increased homelessness, poverty and demand for URS services.

- August 2012, Urban Rest Stop @ University District, opens. (1415 NE 43rd Avenue, Seattle, WA 98115)
- Turn-away rate: 4-6 persons for every patron served, 33% increase sustained since 2008
- **Service Summary Totals : 2000 – 2013**
 - **Showers 698,626, Laundry 305,848, Restroom uses 1,080,232**

- Enhanced on-site services additions:
 - Employment of Jesuit Volunteer Corps and Lutheran Volunteer Corps personnel at both URS locations, 2008
 - Creation of specialized Mainstream Services Advocate position, providing individualized I & R services, 2008
 - Partnerships with:
 - Hepatitis A & B Program, providing monthly testing and vaccinations, since 2010
 - Volunteer community Barbers, since 2007
 - Project Neon, since 2012
 - Public Health Nurses, 2008 – 2009, twice weekly, funded by federal Stimulus funds.
 - Health Education Workshops & Counseling, UW students, twice monthly, since 2007
 - Foot care, blood pressure testing, Spring Quarters, Seattle University Nursing students, since 2012
 - University of Washington, Carlson Center, and Public Health, student interns at both URS locations, since 2010
 - U.S. Veteran's Outreach Programs, since 2010
 - Pro-bono legal assistance with Social Security and Veteran's Benefit's Applications.2009-2011
 - Various public and private schools; Seattle Prep, Seattle Academy, TOP's Elementary, Spruce Street School, Olympic Elementary, John Marshall Junior High School, 2006 – 20014

Who uses the Urban Rest Stops? Both Downtown and the University District locations

- Total Use 2000 – 20013 :** **78,965 individuals, 5,742 yearly average**
- New patrons: 2000-2013 : 40,192 unduplicated individuals, 2,923 yearly average, 50.90%
- Returning patrons: 2001-2013: 38,773 unduplicated individuals, 2.983 yearly average, 49.10%
- Male: 31,350 patrons, 78%
- Female: 8,842 patrons, 22%, (increasing since 2007, the addition of the Women's Restroom, relocation of Mary's Place, and the location of the Recovery Café)
- Over 60 years old: 3,215 patrons, 8%, increase with U District URS
- Between 35 – 59 years old: 26,125 patrons, 65%
- Between 34 – 23 years old: 7,235 patrons, 18%, increase with U District URS
- Between 22 – 18 years old: 2,411 patrons, 6%, increase with U District URS
- Under 17 years old: 1,206 patrons, 3%, increase with U District URS
- Single Adults (Male & Female): 37,379 patrons, 93%, decreasing with U District URS
- Single Parent Households w/ Children under 18 2,813 patrons, 7%, increase with U District URS
- Employed: 24,115 patrons, 60%
- Ethnic Background:
 - Hispanic 15,273 patrons, 38%
 - Non-Hispanic 24,919 patrons, 62%
- Race:
 - Black : 15,474 patrons, 39% (African-American, Somali, Kenya, Ghana, Ethiopian, Morocco, Haitian, Puerto Rican, Cuban)
 - Caucasian: 14,047 patrons, 35%
 - Asian: 2,411 patrons, 6% (Chinese, Vietnamese, Hmong, Laotian, Vietnamese, Filipino)
 - Native American: 6,492 patrons, 16% (Alaska-Native, Native-American, Native Hawaiian, South Pacific Islander, Samoan)
 - Multi-Racial: 1,768 patrons, 4%
- English is not the primary spoken/written language: 18,086 patrons, 45%
- Refugee/Immigrant 12,460 patrons. 31%
- Person with Disabilities:** **7,235 patrons, 18% (patron may have one or more concern)**
 - Mental Illness 4,823 patrons, 12%
 - Drug/Alcohol Abuse 5,438 patrons, 14%
 - Developmental Delays 105 patrons, . 002 %
 - Physical Disability 483 patrons, .012%, (loss of limb, vision, hearing or mobility)
- U.S Veteran's:** **10,048 patrons, 25%**
- Homeless:** **40,192 patrons, 100%**
- Where did you sleep last night?
 - Non-housing (street, park, car, bus station, etc) 31.150 patrons, 78%
 - Emergency Shelter 9,042 patrons, 22%

2015

Urban Rest Stop @ Ballard opening in fall 2015