

Memorandum of Understanding

This Memorandum of Understanding (MOU) is made on this date **(INSERT DATE)**, by and between the Office of Seattle Mayor Jenny Durkan, Seattle City Council and the Seattle Neighborhood Business Districts.

Purpose and Principles

The purpose of this MOU is for all partners to acknowledge the following fundamental principles:

- Owners, employees, customers and adjacent residents of small businesses in Seattle represent an essential spectrum of cultural, ethnic and economic diversity of our entire community and small businesses are a gateway to opportunity for all.
- The essential services, products and economic vitality provided by small business within Seattle's Neighborhood Business Districts are of critical value to our community.
- Confronting and dismantling systemic racism and providing a safe environment for our neighborhood business districts are not mutually exclusive; indeed, they rely on each other completely.

And by doing so, the Seattle Office of the Mayor and Seattle City Council honors and accepts the expectations of the Seattle Neighborhood Business Districts on behalf of small businesses so they may operate safely and effectively to meet the needs of their employees and customers.

Obligations of Parties

All parties acknowledge that no contractual relationship is created between this MOU, but agree to work together in the true spirit of partnership to ensure there is a united, visible and responsive leadership of the expectations outlined in the MOU and to demonstrate financial, administrative and managerial commitment to the process.

Expectations

The expectations of the Seattle Neighborhood Business Districts, which provides collective maintenance, beautification, safety and hospitality services, destination marketing, research, market analysis to Seattle's small business constituencies, shall include, but not limited to, the following principles and actions to be addressed by the City of Seattle:

Section 1: Employees

The City of Seattle commits to:

- 1.1 Preserving the ability for employees to enter and exit their place of work free of threats to personal safety, verbal or physical abuse, and exposure to hazardous materials.

- 1.2 Preserving a safe work environment protected by duly sworn officers, emergency responders, and/or crisis responders if threatened or attacked in their place of employment.
- 1.3 Providing immediate and effective response from designated city officers.
- 1.4 Providing victim services and the presence of a victim advocate to assist in post-event representation for those who have experienced an act of violence or aggression.

Section 2. Customers, Clients and Adjacent Residents) of Small Businesses

The City of Seattle commits to:

- 2.1 Providing customers, clients and adjacent residents of small businesses a safe experience free from physical and verbal abuse, harassment, or the threat or act of violence.
- 2.2 Providing the ability to enter and exit business location via unobstructed pathway clear of garbage, hazardous waste, dangerous materials and any other obstructions.
- 2.3 Providing a timely and effective response in the event of an emergency by the appropriate responder as designated by the 911 operator.
- 2.4 Providing victim services and the presence of a victim advocate to assist in post-event representation for those who have experienced an act of violence or aggression.

Section 3. Small Business Owners

The City of Seattle commits to:

- 3.1 Providing business owners, the ability to operate business free of threats to personal safety, verbal or physical abuse, and exposure to hazardous materials.
- 3.2 Providing the ability to operate in an environment free of malicious damage and theft at their physical location.
- 3.3 Providing protection by duly sworn law enforcement officers, emergency and crisis responders in a timely and effective manner.
- 3.4 Providing the ability to operate in a clean and safe environment, free of garbage, hazardous materials, and other dangerous materials. In the event of exposure to hazardous materials, public sanitation departmental response will be timely and effective.
- 3.5 Providing for the immediate removal from their place of business – by city staff or contracted security – any person creating disturbances, blocking the business storefront and/or adjacent sidewalk, threatening the safety and well-being of employees or customers, damaging inventory or dramatically affecting capacity of business to operate
- 3.6 Providing victim services and the presence of a victim advocate to assist in post-event representation for those who have experienced an act of violence or aggression.

Section 4. Property Owners, Managers of Small Business Locations

The City of Seattle commits to:

- 4.1 Ensuring that property is kept safe from malicious damages and protected by the actions of duly sworn law enforcement officers, emergency and crisis responders.

Section 5. Public Spaces in Neighborhood Business Districts

The City of Seattle commits to:

- 5.1 Ensuring all public spaces within neighborhood business districts will be free of individuals causing threats to personal safety, verbal or physical abuse.
- 5.2 Ensuring public spaces will be free of any obstructions, garbage, hazardous waste and shall be cleaned on a regular basis by appropriate City of Seattle departments.
- 5.3 Ensuring public spaces will receive regular patrols by duly sworn law enforcement officers or other city personnel so long as they maintain authority to immediately address obstructions, waste and unwanted behavior.

Section 6. Inclusion of Small Business Representatives in Public Safety Planning

- 6.1 Incorporation of small business representatives from various neighborhood business districts on all City or Council led community-based planning groups, task forces, commissions, or any other planning or deliberative body associated with public safety.

Section 7. Ongoing Representation for Victims of Criminal Acts

- 7.1 Victims of criminal acts, including employees, customers, clients, adjacent residents, business owners and property owners and managers that are subjected to a criminal act shall be connected to a professionally staffed and funded Office of Victims of Criminal Acts that shall be established by the City.
- 7.2 Office shall provide counseling and advocacy related any medical or non-medical injury incurred, ensuring victims have full knowledge and access to all services and options available to them.

Section 8. Representation of Small Businesses in All City Departments

- 8.1 City of Seattle shall create and implement a Small Business Impact Lens to be applied to all existing and proposed policies, programs and projects funded in part or in total by City of Seattle.
- 8.2 Small Business Impact Lens shall be developed by the Office of Economic Development in partnership with the Mayor's Small Business Advisory Council and representatives from the Seattle Neighborhood Business Districts.

Accompanying this document are signatures of support from small businesses, non-profits, community organizations and local corporations to the outlined expectations.

The Seattle Neighborhood Business Districts looks forward to partnering with Seattle Mayor Jenny Durkan and Seattle City Council to adopt these expectations on behalf of employees, customers, clients, residents and owners of our small business community.