

THE WAY STATION: HEALTH & HYGIENE CENTER



SPA Incident Matrix

A Shelter Protection Area (SPA), is a city ordinance that aims to address negative behaviors by prohibiting sitting and lying on public right of ways, camping on sidewalks and in cars parked within a specific identified area surrounding a shelter. Please use this matrix to determine how best to report an incident or concern.

Situation	Appropriate Response	Additional Details
EMERGENCY		
<ul style="list-style-type: none"> • Medical emergency • Physical fight • Altercation involving weapon • Vandalism or theft in progress • Someone in danger of physical harm 	Call 911	
SERIOUS		
Illegal activity <ul style="list-style-type: none"> • Illicit drug use • Refusing to move from your property • Theft or vandalism that has already occurred 	Call Bellingham Police Department non-emergency line (360) 676-6911	Hours: 24/7
Behavioral crisis <ul style="list-style-type: none"> • Persistent screaming 	Call Mobile Crisis Outreach Team 1-800-584-3578	Hours: 24/7
NON-EMERGENCY		
Loitering or sleeping on your property	Ask the person to move on or call Risk Solutions Unlimited (RSU) 1-888-822-5994	The City of Bellingham holds a contract with RSU to provide security services 24/7. More info at: downtownbellingham.com/downtown-security-patrols
Litter, streetscape attention, or graffiti on your property	Downtown Partnership Landscaping & Cleaning: (360) 510-3251	
Reportable via SeeClickFix: <ul style="list-style-type: none"> • Encampment activity • Noise complaint • Litter & illegal dumping 	Use SeeClickFix app to upload photos & report specific incidences to City of Bellingham	
ADDRESSABLE		
<ul style="list-style-type: none"> • Looks like someone could use services or a wellness check • Loitering in Shelter Protection Zone • Person wandering, lost, or dressed inappropriately 	Call Opportunity Council Homeless Outreach Team (360) 312-3717	Hours: M-F 7am-5pm Phone: 360-312-3717
PARKING		
<ul style="list-style-type: none"> • Abandoned vehicle • Living in vehicle • Illegally parked vehicle 	To report parking violations, call City of Bellingham Parking Services 360-778-7784 or use SeeClickFix app	seeclickfix.com/Bellingham A SeeClickFix app is also available for Android and iPhone.

To automatically inform each partnering agency of The Way Station of an SPA issue and the action taken, go to unitycarenw.org/SPA.