

# STREET ACTIVITY BASELINE STUDY UPDATE 2015



# Executive Summary

## BACKGROUND AND METHODOLOGY

The 2015 Street Activity Baseline Study Update is a follow-up to the 2013 Street Activity Baseline Study Update and the 2011 Street Activity Baseline Study.

The objectives of this study are to examine the following:

- Track changes since the 2011 and 2013 studies in perceptions of safety and street activity in Saskatoon and the three Community Support Program (CSP) areas: Downtown, Broadway, and Riversdale
- Measure awareness levels and impact of the CSP

In order to meet these objectives, Inshtrix Research employed several research methodologies including the following:

- An online street activity and CSP perceptions study with Saskatoon residents
- Intercept interviews with the general public in each BID as well as vulnerable persons where possible
- An online perceptions survey with businesses (owners, managers/supervisors, and employees) in each Business Improvement District (BID)
- Three focus groups with organizations that serve those identified as vulnerable persons (The Lighthouse, Crocus Co-op, and the Salvation Army)
- An online perceptions survey with service providers in each BID

Specific details on each of these can be found in the Methodology section of this report.

## **PERCEPTION-BASED STUDY**

As with previous studies, it is important to note that this is a perception-based study meaning that each of the groups examined provided answers based on their own perceptions rather than established facts. Perceptions are important to know as they form the basis of residents' beliefs regarding safety and the impact of the CSP in Saskatoon. Additionally, gaps between perception and reality can be identified and addressed appropriately.

## **QUANTITATIVE & QUALITATIVE**

This study includes both quantitative and qualitative results. Where applicable, quotas have been set for quantitative studies in order to make the results as representative as possible of the specific groups examined. Qualitative results do not use quotas and are not intended to be numerically representative of the group examined; rather these results are intended to help flesh out the quantitative ones by adding additional information to the overall picture.

## **KEY THEMES**

The following are the key themes that emerged from the research.

### **Awareness of the Community Support Program Continues to Increase**

More people report being aware of the program than in the previous wave of the study. Among the general public, awareness has risen from 41% in 2013 up to 49% in 2015 (a statistically significant difference). Currently, most businesses in the three BIDs, most vulnerable persons, and all Service Providers contacted have heard of the program.

Although awareness is increasing, there is still room to educate people on the full scope of the program, as many talk about the program as if it were simply additional security in the BIDs.

## Most People Would Like the Program to Continue

Just knowing that the CSP Officers are around makes both the general public and vulnerable persons feel safer. In all three BIDs, the proportion of Saskatoon residents who believe the program has increased safety has risen.

When asked directly, most businesses and Service Providers say that they would like to see the program continue. Of interest is that 69% of businesses aware of the program say they would be willing to support the program through property tax (mill rate).

For the most part, Vulnerable Persons, including panhandlers as well as those with mental disabilities, want to see the program continue. Additionally, Vulnerable Persons say they would like to see the program expanded to run 24 hours a day with an increase in the number of CSP Officers.

## Panhandling Does Not Affect Area Visitation

When talking to the General Public in each area, the general consensus is that panhandlers make people uncomfortable and are becoming more aggressive; a few even indicate that they cross the street when approaching panhandlers. However, few say the panhandlers have any influence on their visitation of the areas. Most also believe that the amount of panhandling has not changed over the past two years.

The General Population survey shows that there is a disconnect between perceptions and experiences. People say they believe the amount of panhandling has increased, however, the proportion of people who indicate they have seen panhandling has remained fairly consistent over all three waves of the study.

*Note that while the effectiveness and recognisability of having the CSP Officers in uniforms was brought forward as a key theme in the 2013 report, it does not appear to be an issue currently as it was mentioned only in a single comment.*

## Conclusions from the Perceptions Study with Saskatoon Residents

The following are conclusions drawn specifically from the online perceptions survey done with residents of Saskatoon.

- Overall, most residents continue to feel safe in Saskatoon.
  - However, the feeling of safety is softening.
  - As with past waves of the study, Broadway is seen as the safest area, followed by Downtown, then Riversdale.
  - Although feelings of safety in Riversdale are comparatively the lowest of the three areas, the proportion of residents who feel safe during the day in this area has increased over each wave of the study (2011: 57%, 2013: 61%, 2015: 69%). Note that the difference between 2013 and 2015 is statistically significant.
  
- There is a gap between the perception that negative street activity in the city is increasing and the amount of street activity actually witnessed.
  - Although residents believe that the amount of most negative street activities has increased in Saskatoon, the proportions of residents who indicate they have actually witnessed or encountered these activities in the past twelve months has either remained consistent or declined.
  - It should be noted that just prior to data collection for this survey, there were a number of news stories that may have had an impact on residents perception of negative street activity in the city, regardless of whether they actually witnessed it or not.
  - Although the proportion of residents who have witnessed panhandling has not increased, there has been an increase in those who believe that the panhandling they have seen has become more aggressive.
  
- Awareness of the Community Support Program has increased significantly.
  - Although not necessarily top of mind, when given a description, one-half of Saskatoon residents (49%) say they have heard of the program (up from 41% in 2013)
  - The majority of businesses have heard of the program: Downtown (65%), Broadway (63%), and Riversdale (64%).

- The amount of residents who believe the Community Support Program is effective is growing.
  - Overall, about one-third of residents (35%) who have heard of the program currently believe it is effective at addressing issues related to street activity in Saskatoon (up from 30% in 2013).
  - In all three areas, the proportion of Saskatoon residents who believe that the presence of the Community Support Officers has made the area safer has increased.
  - In all cases, the proportions of residents who believe that the program is effective at addressing the various specific negative street activities have remained consistent or are increasing.

## RECOMMENDATIONS

Recommendations moving forward, based on the study results, include the following:

- **There is a Consensus that the Program Should Continue**
  - Just knowing that the Officers are around increases feelings of safety among the general public. Businesses appreciate that there is someone they can call for issues that may not require the police. Service Providers and Vulnerable Persons value the assistance and friendship provided by the CSP Officers.
- **Consider Changes or Upgrades to the Program**
  - As with the previous wave of research, the belief among those consulted is that five people do not seem to be enough to efficiently run the program across all three BIDs.
- **Continue to Track Program Effectiveness**
  - It is recommended that progress be tracked in another two years to examine changes in awareness and perceptions across all affected stakeholders.
  - Measuring ROI (Return on Investment) is also recommended. Possibly comparing the amount spent on advertising with increases in awareness and perceptions of safety.
  - Consider a study that will measure the economic impact of the program.

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# INTRODUCTION & METHODOLOGY



# Introduction

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In 2011, the City of Saskatoon commissioned a research project aimed at measuring and understanding street activities in Saskatoon and, more specifically, in the three Saskatoon Business Improvement Districts (BIDs): Downtown, Broadway, and Riversdale.

To spearhead this, the Street Activity Steering Committee was established, and it included members from the three BIDs, the Saskatoon Anti-Poverty Coalition, the Saskatoon Police Service, and civic staff.

In July 2012, based on results from this study, the City of Saskatoon established the Community Support Program (CSP). CSP Officers address issues related to street activity in the three BIDs by engaging with the Public, Businesses, and Vulnerable Persons.

In 2013, a follow-up to the baseline study was completed.

The objectives of the 2015 Street Activity Baseline study are primarily the same as the 2013 study, but with an increased focus on those in the business community within CSP areas:

- Track changes since the 2011 and 2013 studies in perceptions of safety and street activity in Saskatoon and the three CSP areas in the Downtown, Broadway, and Riversdale BIDs
- Measure awareness levels and impact of the Community Support Program (CSP)

# Methodology

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In order to meet the research objectives, a number of key stakeholders were identified and consulted.

A detailed methodology is provided below for each research method.

## **ONLINE PERCEPTIONS SURVEY OF SASKATOON RESIDENTS**

In order to determine public perceptions and opinions of safety and street activity among Saskatoon residents, as well as awareness and perceptions of the Community Support Program, an online survey was conducted.

Data were collected between April 13<sup>th</sup> and 27<sup>th</sup>, 2015 using Inshtrix's SaskWatch Research™ panel, which consists of over 15,000 Saskatchewan residents. In total, 627 respondents completed the study. Quotas were set by age, gender, FSA (Postal Code), and Aboriginal ancestry to ensure that results were representative of the Saskatoon population.

## **ONLINE PERCEPTIONS SURVEY OF BUSINESSES**

An online perception study was completed with businesses in the three business improvement districts.

Data were collected between March 30<sup>th</sup> and April 18<sup>th</sup>, 2015 using three methodologies in order to maximize completed surveys:

- Online using Inshtrix Research's SaskWatch Research™ panel
- In-person intercepts in each of the three business improvement districts
- Follow-up e-mail survey links for those too busy to do the survey with the interviewer

In total, 357 completed surveys were obtained. Quotas were set by business district to be representative of businesses across the three areas. Note that the number of completed surveys for Riversdale exceeded the set quota so overall results have been weighted to ensure they remained representative.

## **VULNERABLE PERSONS - FOCUS GROUPS**

To obtain the perspective of Saskatoon residents considered as vulnerable, focus group sessions were held with three organizations. Inshtrix worked with the organizations to ensure that each group contained a mix of different people and experiences. Participants included a mix of ages, genders, and races. Between six and eight participants were requested, however engagement at each location was high and word spread resulting in more participants attending than originally anticipated.

- Saskatoon Lighthouse (May 20th - 25 participants)
- Crocus Co-op (May 21st - 12 participants)
- Salvation Army (May 26 - 14 participants)

## **INTERCEPT INTERVIEWS**

Trained Inshtrix interviewers conducted intercept interviews with the General Public in the three BIDs: Downtown, Broadway, and Riversdale. Efforts were made to interview a wide variety of Saskatoon residents. Where possible, vulnerable persons (panhandlers and buskers) were included in the intercept interviews.

In total 127 interviews were conducted (42 Downtown, 43 in Riversdale, 52 in Broadway). Of these 15 were with Vulnerable Persons (10 Downtown, 3 in Riversdale, 2 in Broadway).

Interviews were conducted between May 19th and 21st.

## **ONLINE PERCEPTIONS STUDY OF SERVICE PROVIDERS**

Service providers (those who work with the Vulnerable Persons of Saskatoon) were invited to participate in an online perceptions study. From a sample size of 50 organizations, a target of 25 completed surveys was set, with 28 obtained.

Data were collected between April 21st and May 5th, 2015. Providers were initially contacted by phone and then provided an e-mail link to the survey. Telephone reminders were used to help maximize responses.

# SASKATOON RESIDENTS' PERCEPTIONS



# Saskatoon Residents' Perceptions

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## OBJECTIVES

The objective of this study is to better understand public opinions and perceptions of street activity in Saskatoon, as well as to examine awareness and perceptions of the Community Support Program that was introduced in 2012.

## METHODOLOGY

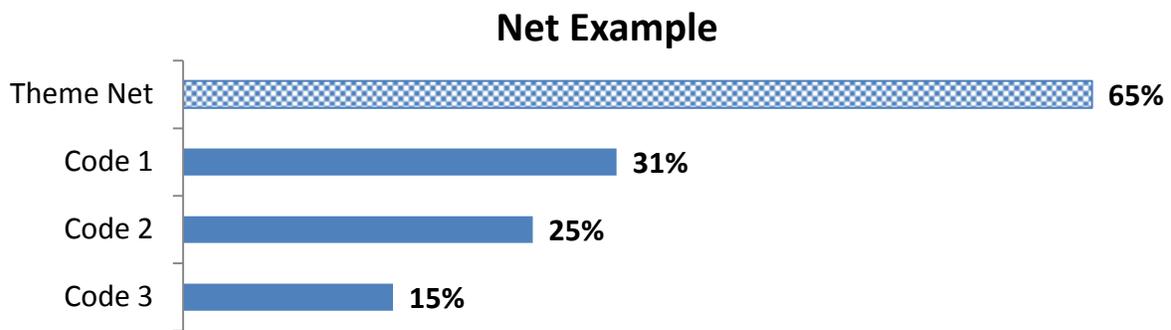
### Quantitative Data Collection

Data were collected between April 13<sup>th</sup> and 27<sup>th</sup>, 2015 using Inshtrix's SaskWatch Research™ panel, which consists of over 15,000 Saskatchewan residents. In total, 627 respondents completed the study. Quotas were set by age, gender, FSA (Postal Code), and Aboriginal ancestry. As such, results from this survey can be considered to be representative of the population of Saskatoon.

## NOTES ON REPORTING

- Each question includes a base description (n=#) which details the number of respondents who answered each particular question. Open ended questions have been themed and coded into common response categories based on similarities in responses provided.
- Statistically significant differences are highlighted where described. For this report, an alpha value of less than 0.05 is considered statistically significant. This means there is less than a 5% chance that the results would have occurred by chance. Statistically significant differences are noted using “▲” and “▼”.
- Statistical testing has been performed between the two most recent years of data collection, 2013 and 2015, in order to examine and highlight differences between the two waves of the study.
- Where appropriate, results have been compared across the different waves of the study.

- All figures are rounded to no decimal places, so percentages may not sum to 100% due to rounding.
- Similar themes and codes are organized into net themes based on overarching commonalities in the content of responses (i.e., positive or negative mentions). Net responses include individual, coded themes in order to illustrate the overarching themes that emerge from open-ended questions. Nets are coded in a different pattern, and all codes underneath this color are included in the net. The percentages of individual codes may not add up to the net total as multiple responses may be possible.



## GENERAL POPULATION - KEY FINDINGS

### Safety & Street Activity

- The majority of Saskatoon residents continue to feel safe (87%), although the proportion of those who feel 'very safe' has dropped as compared to 2013, and the proportion that feel 'somewhat safe' has increased.
- When asked if they feel more or less safe than three years previous, more respondents in 2015 than 2013 indicate they feel less safe (30% in 2013, 42% in 2015).
- As with previous results, Saskatoon residents feel safest during the day in the Broadway area (93%), followed by Downtown (89%), and Riversdale (69%). In all cases, feelings of safety decline at night.
  - The proportion of residents who feel safe in Riversdale during the day continues to trend upward (2011: 57%, 2013: 61%, 2015: 69%). Note that the difference between 2013 and 2015 is statistically significant.
- When asked what kinds of activity they have seen in Saskatoon in the past 12 months, residents most commonly indicate panhandling (88%) and groups of young people (82%).
  - However, the proportion who indicate they have seen panhandling has remained about consistent across the three waves of the study (2011: 91%, 2013: 88%, 2015: 88%), while those reporting seeing groups of young people has continually declined (2011: 91%, 2013: 87%, 2015: 82%)
- For the most part, the perceived negative impacts of street activity have remained relatively consistent with 2013 results, with the exception of panhandling, which increased from 38% to 46% in 2015.
- More residents in 2015 than 2013 believe that the following negative street activities have increased as compared to three years previous:
  - Panhandling (from 41% to 57%)
  - Drug trafficking (from 43% to 54%)
  - Loitering (from 41% to 44%)
  - Public drunkenness (from 35% to 40%)
- Among those who say they have witnessed panhandling in Saskatoon, the proportion of residents who say they have either sometimes or frequently witnessed or encountered a panhandler acting aggressively has increased (2013: 26%, 2015 42%).

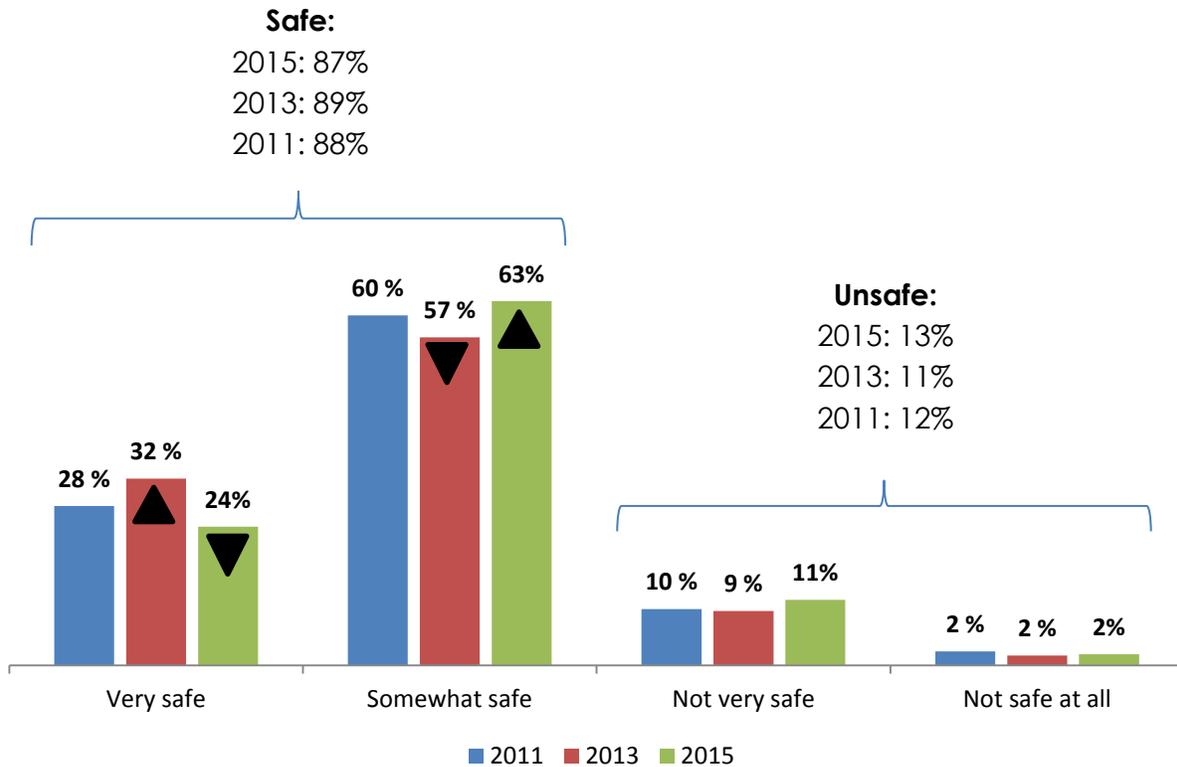
## Community Support Program

- Unaided (given no name or description), a small proportion mention either community workers (2%) or the Community Support Program (1%) when asked what comes to mind when thinking of methods or programs currently used to address street activity issues.
  - When given the name, 41% of residents say they have heard of the program (up from 35% in 2013).
  - When provided with a description, the proportion of residents aware of the Community Support Program rises to 49% (up from 41% in 2013).
- As in the past, most are aware that the Community Support Program Officers are different from Police Officers (2013: 94%, 2015: 90%).
- As with 2013, the largest proportion of residents aware of the Community Support Program say they have never seen a CSP Officer. The remainder say they have seen the Officers in the following areas:
  - Downtown (2013: 42%, 2015: 43%)
  - Riversdale (2013: 20%, 2015: 17%)
  - Broadway (2013: 15%, 2015: 17%)
- Residents who are aware of the program believe that the Community Support Program has increased safety in all areas:
  - Downtown (2013: 31%, 2015: 38%)
  - Riversdale (2013: 25%, 2015: 30%)
  - Broadway (2013: 25%, 2015: 28%)
- More residents in 2015 rate the program as being effective in addressing issues related to street activity (35%) as compared to 2013 (30%).
  - Those who do not believe the program is effective say it is due to them not seeing or hearing about a difference (2013: 29%, 2015: 39%) or that the problem still exists (2013: 18%, 2015: 28%).
- The proportion of residents who believe the Community Support Program has been effective at addressing the specific issues has remained about consistent, with the exceptions of loitering (2013: 27%, 2015: 42%) and public drunkenness (2013: 25%, 2015: 33%) which increased.

## TOP-OF-MIND IMPRESSIONS

### Safety – Walking and Cycling

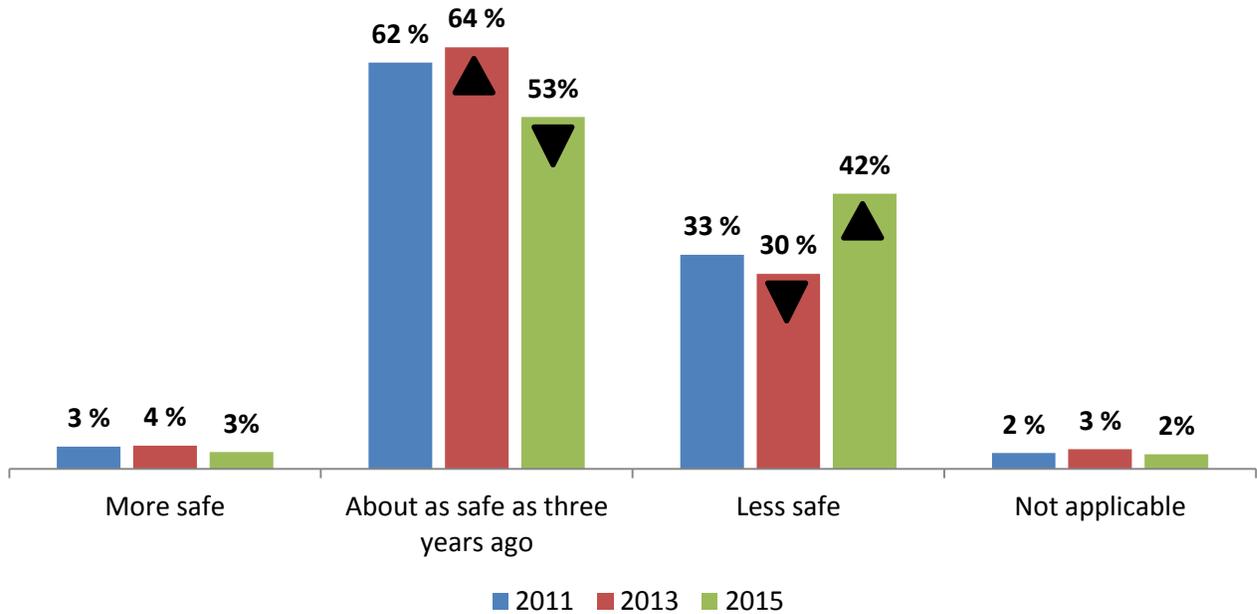
Overall, residents feel safe walking and cycling in Saskatoon. However, proportions within this group have shifted somewhat since 2013, with fewer residents saying they feel very safe (32% to 24%) and more residents saying they feel somewhat safe (57% to 63%).



Q6. This study is about your impressions of street activity and public safety in Saskatoon. First of all, overall how safe do you feel walking or cycling in public areas (i.e. streets, parks, outside of businesses) in Saskatoon? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

## Safety – Compared to Three Years Ago

Saskatoon residents are more likely to say they feel less safe (42%) in Saskatoon as compared to 2013 (30%).

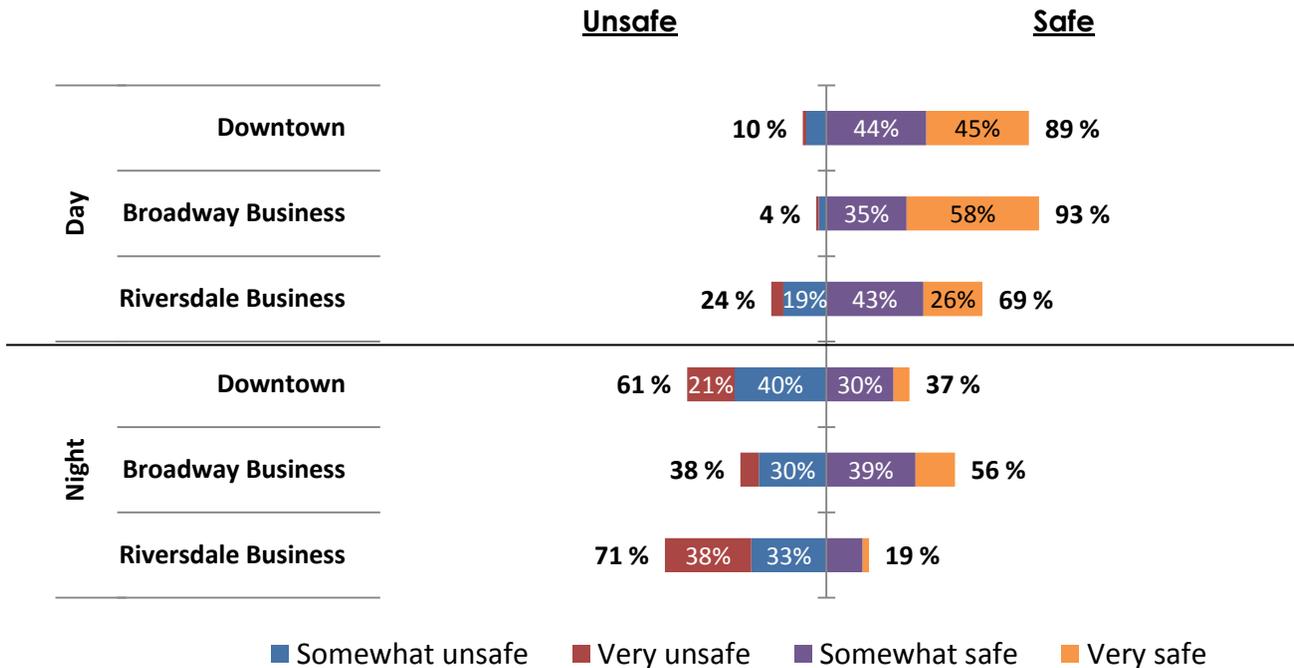


Women (47%) and those aged 55 and over (47%) are the most likely to say they feel less safe in Saskatoon as compared to three years ago.

Q7. Do you feel more or less safe than you did three years ago in Saskatoon? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

## Safety – Area and Time Specific

As with previous waves of data collection for this study, Saskatoon residents feel safest in the Broadway (Day: 93%, Night: 56%) and Downtown (Day: 89%, Night: 37%) areas. During the day, more than two-thirds of residents feel safe in Riversdale (69%) while one-fifth feel safe in Riversdale at night (19%).



The proportion of residents who feel very or somewhat safe in Riversdale during the day continues to trend upwards.

Daytime	% Very or somewhat safe				% Very or somewhat unsafe			
	2011	2013	2015	Difference 2013 to 2015 (p.p.)	2011	2013	2015	Difference 2013 to 2015 (p.p.)
Downtown	91%	88%	89%	1	8%	12%	10%	-2
Broadway business	93%	93%	93%	0	4%	5%	4%	-1
Riversdale business	57%	61%▼	69%▲	8	34%	30%▲	24%▼	-6

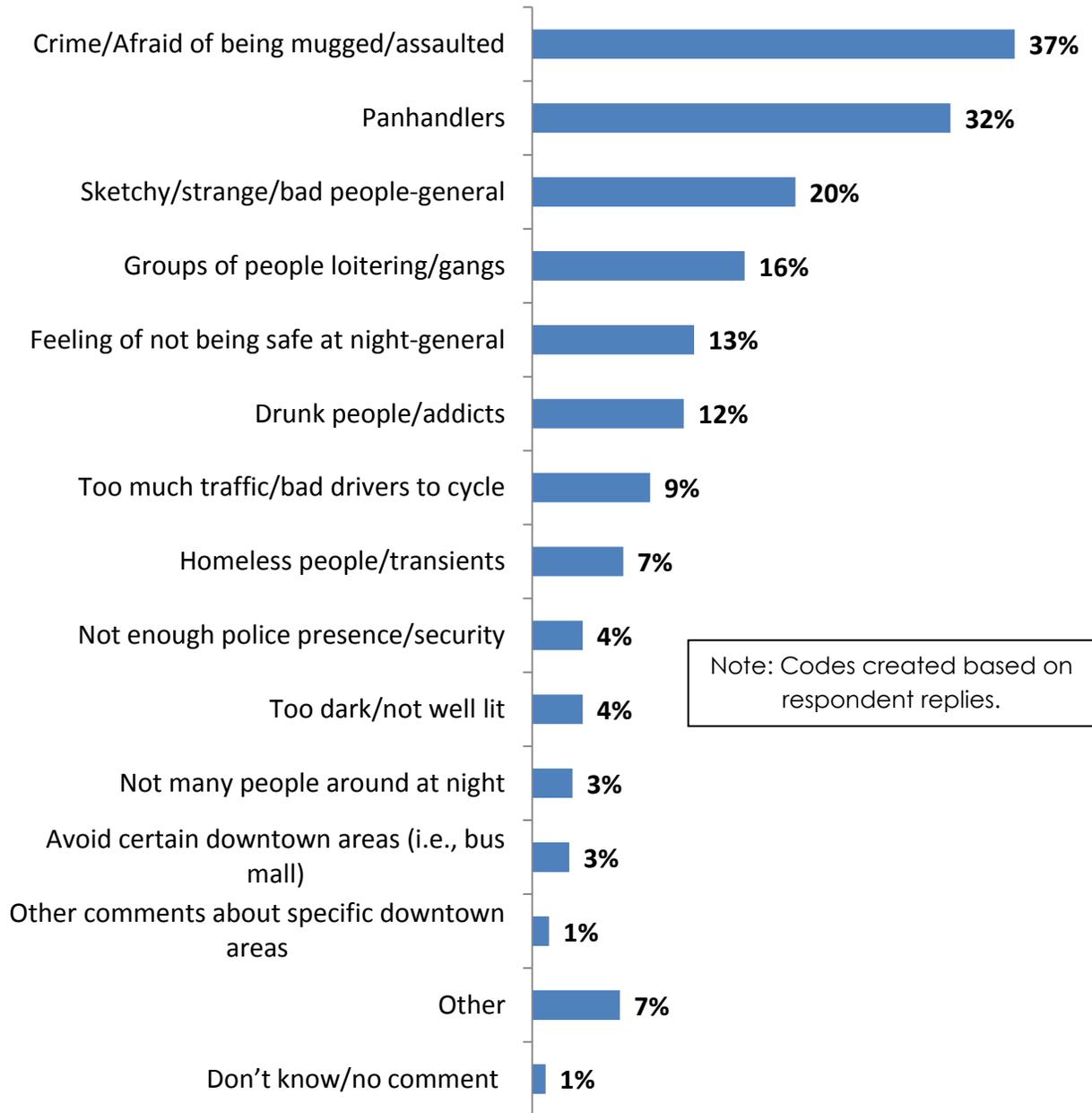
  

Night	% Very or somewhat safe				% Very or somewhat unsafe			
	2011	2013	2015	Difference 2013 to 2015 (p.p.)	2011	2013	2015	Difference 2013 to 2015 (p.p.)
Downtown	42%	44%▲	37%▼	-7	56%	54%▼	61%▲	7
Broadway business	60%	60%	56%	-4	34%	35%	38%	3
Riversdale business	14%	20%	19%	-1	75%	69%	71%	2

Q8. How safe do you feel walking or cycling in each of the following areas of the city and situations? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627. p.p. = Percentage Points.

## Reasons for Feeling Unsafe - Downtown

Residents say their main reasons for feeling unsafe Downtown are a fear of being mugged or assaulted (37%) and panhandlers (32%).



Q9. Why do you NOT feel safe walking or cycling in [insert response from Q8]? Base: All respondents who feel "somewhat" or "very" unsafe walking or cycling Downtown, n=384.

## Reasons Given for Feeling Unsafe Downtown – Selected Comments

Because of the stories in the news describing how people have been attacked by panhandlers while trying to walk down the street or pay for parking.

There have been stabbings and robberies during the day in that area.

There are so many people downtown that don't seem to have anywhere to go. I have 3 children & am uneasy shopping downtown.

Recent media reports of violent crimes.

Only feel unsafe walking. Panhandlers can get quite aggressive. News of assaults is disconcerting.

Because I've been approached by a number of very scary people recently, and after hearing of the random acts of violence I feel even less safe.

Too much crime is happening during the day & at night. Too many panhandlers harassing pedestrians.

Being harassed for money makes for uncomfortable situations. That anxiety rises after hearing all of the crime in the area on the news.

Too many incidents of late happening downtown.

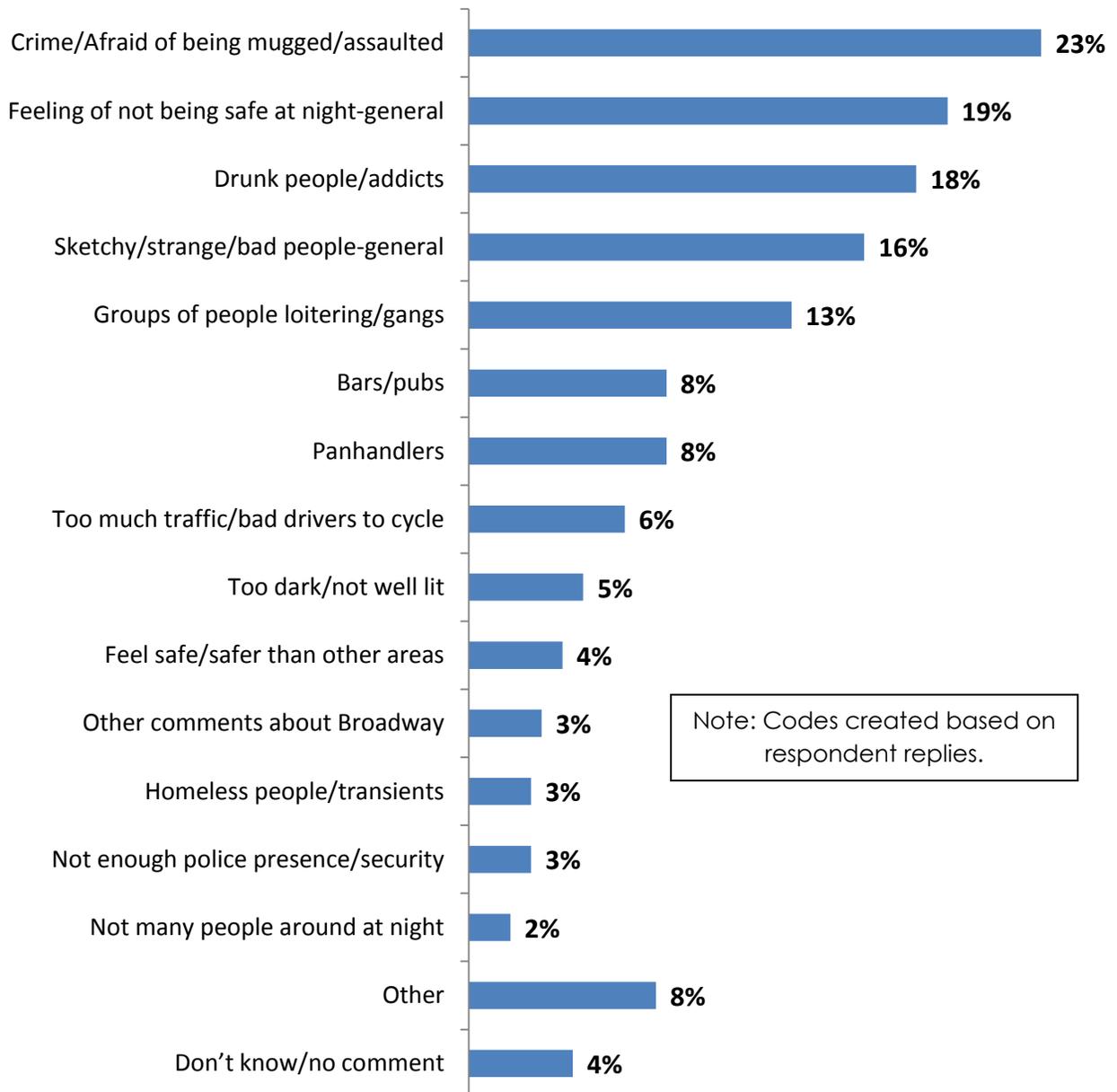
Seems to be a lot of shady people walking the streets at night. Many approach asking for something.

Note: Comments were selected to expand on the top answers given in the preceding graph.

Q9. Why do you NOT feel safe walking or cycling in [insert response from Q8]? Base: All respondents who feel "somewhat" or "very" unsafe walking or cycling Downtown, n=384. Full verbatim responses have been provided in a separate appendix.

## Reasons for Feeling Unsafe - Broadway

In the Broadway area, the main reasons given for feeling unsafe include a fear of muggings or being assaulted (23%), general feelings of being unsafe at night (19%), and drunks or other addicts (18%).



Q9. Why do you not feel safe walking or cycling in [insert response from Q8]? Base: All respondents who feel "somewhat" or "very" unsafe walking or cycling on Broadway n=327.

## Reasons Given for Feeling Unsafe in Broadway – Selected Comments

There are a lot of bars in the area and I just ideally wouldn't want to be walking around there by myself at night time.

Things that I have heard happen in that area.

There are too many people that think they can take from others, or are entitled to hurt or assault others. Drunkenness plays a part as well.

Too many younger people do not have consideration for older people and there is an amount of drug use in the area. With husband I have no problems although I would keep my eyes open as I think too many times older people are seen as targets

There are quite a few bars around there and at night and I'd rather not put myself in an unsafe situation.

Usually only at night. Bars attract people, which is fine. Just the drunks that don't know it's time to go home.

The amount of intoxicated people during the night hours is a recipe for disaster.

Too many bars and taverns with very drunk patrons.

Usually only at night. Bars attract people, which is fine. Just the drunks that don't know it's time to go home.

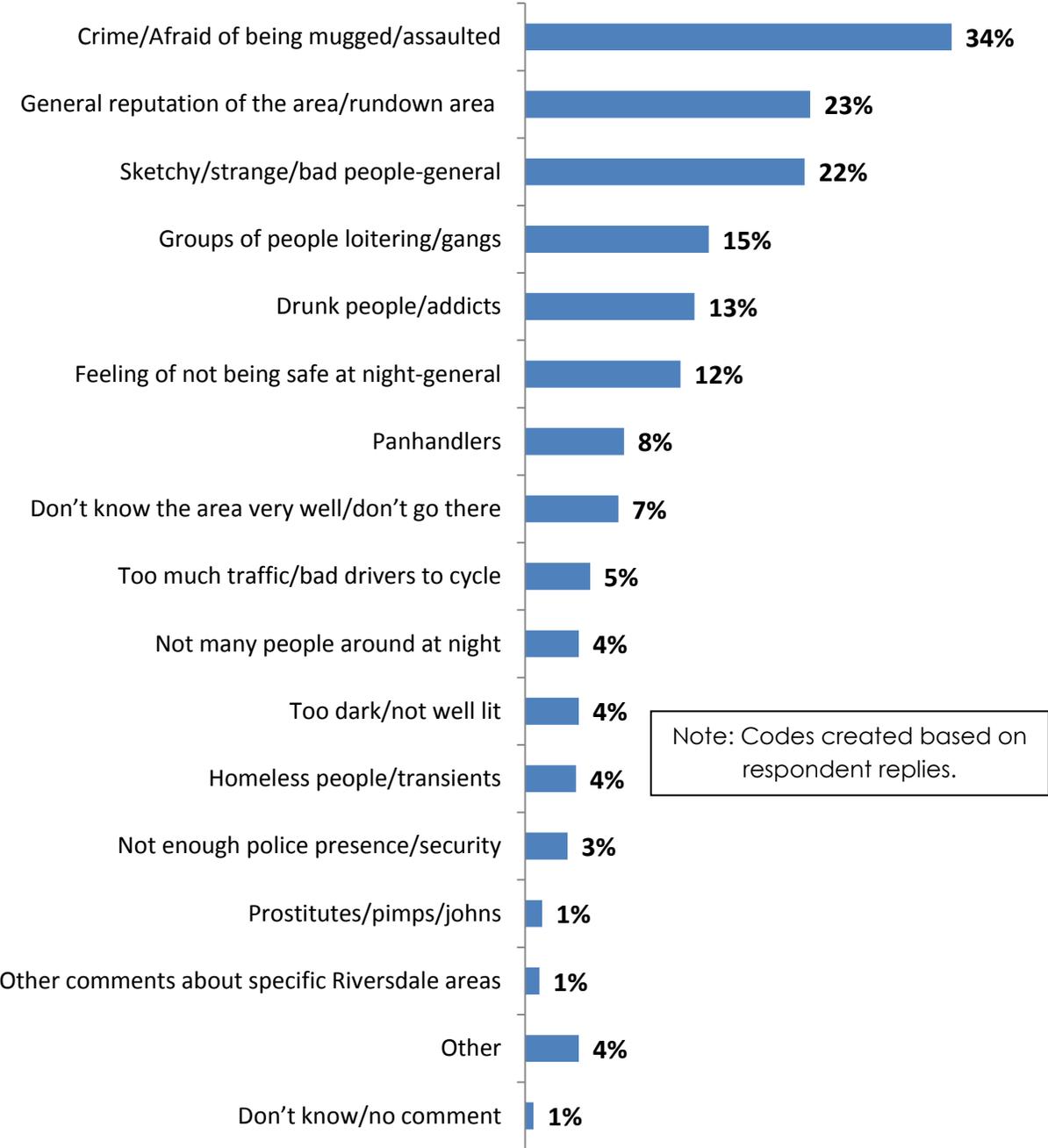
Too many drunks, panhandlers or people just loitering on the streets.

Note: Comments were selected to expand on the top answers given in the preceding graph.

Q9. Why do you not feel safe walking or cycling in [insert response from Q8]? Base: All respondents who feel "somewhat" or "very" unsafe walking or cycling on Broadway n=327. Full verbatim responses have been provided in a separate appendix.

## Reasons for Feeling Unsafe - Riversdale

In Riversdale, the main concerns given for feeling unsafe is a fear of muggings and assaults (34%), as well as the general reputation of the area (23%), and "sketchy" or "bad" people (22%).



Q9. Why do you not feel safe walking or cycling in [insert response from Q8]? Base: All respondents who feel "somewhat" or "very" unsafe walking or cycling in Riversdale, n=446.

## Reasons Given for Feeling Unsafe in Riversdale – Selected Comments

Too many vagrants and gangs or people just loitering on the streets.

Too many panhandlers, too many beggars and worried they'll swarm people.

Too many incidents in the past of people getting assaulted. Don't feel any sort of protection in the dark.

Too many crime stories and a bit of a sketchier neighbourhood.

This area, while in transition, is still an area that draws a disproportionately high crime rate and the adjacent residential areas seem to support this. I would feel unsafe walking alone or with my family in the evenings through this area.

Stories of violent assaults these past years and past reputation.

This area has a stigma of being unsafe that probably deters people from walking there. Especially at night.

This area is getting a better reputation. However it is difficult to overcome the sketchy reputation of the past.

Too much riff raff. People walking around drunk or gangsters using profanity. Not caring about the other people around, including children. I am afraid that me or anyone in my family will be robbed, injured or killed.

There are some shady people there at night.

Note: Comments were selected to expand on the top answers given in the preceding graph.

Q9. Why do you not feel safe walking or cycling in [insert response from Q8]? Base: All respondents who feel "somewhat" or "very" unsafe walking or cycling in Riversdale, n=446. Full verbatim responses have been provided in a separate appendix.

## Perceived Safest Areas

As with past waves of data collection, residents give a wide variety of answers when asked to complete the sentence, "The safest area in Saskatoon is \_\_\_\_\_".

Specific neighbourhoods	2011	2013	2015
Silverwood/Lawson Heights	4%	6%	7%
Stonebridge	4%	5%	6%
Briarwood area	4%	5%	4%
Willowgrove	4%	6%	4%
University (Hospital) area	5%	4%	4%
Broadway area	2%	3%	3%
Downtown	2%	3%	2%
Lakeridge/Lakeview	2%	3%	2%
Montgomery Place	1%	2%	2%
Nutana area	1%	2%	1%
Erindale	1%	2%	1%
River Heights	1%	2%	1%
Silverspring	1%	0%	1%
Wildwood	1%	1%	0%
College Park	1%	2%	0%
Hampton Village	1%	1%	0%
Dundonald	1%	1%	0%
Other specific neighbourhoods	7%	15%	12%
<b>General area mentions</b>			
East side - general	18%	11%	16%
Outer edge of the city/suburbs/new areas	7%	6%	6%
Familiar areas/own home - general	12%	6%	4%
Police Station	2%	2%	4%
North end	4%	2%	3%
Eighth Street	1%	2%	2%
All over/anywhere	4%	3%	1%
Other general areas	7%	10%	7%
<b>Other</b>			
Daytime	2%	2%	1%
Other general	4%	1%	5%
Don't know/no comment	14%	8%	7%
None	5%	3%	4%

Q10. Next we'd like to understand how you feel about public spaces in Saskatoon. Please finish the following sentences: The safest area in Saskatoon is \_\_\_\_\_. Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627. P.P. = Percentage Points.

## Perceived Least Safe Areas

When asked to complete the sentence, "The least safe area in Saskatoon is \_\_\_\_\_", residents continue to most commonly indicate the Riversdale neighbourhood. However, it should be noted that this proportion has been steadily declining over the three waves of data collection.

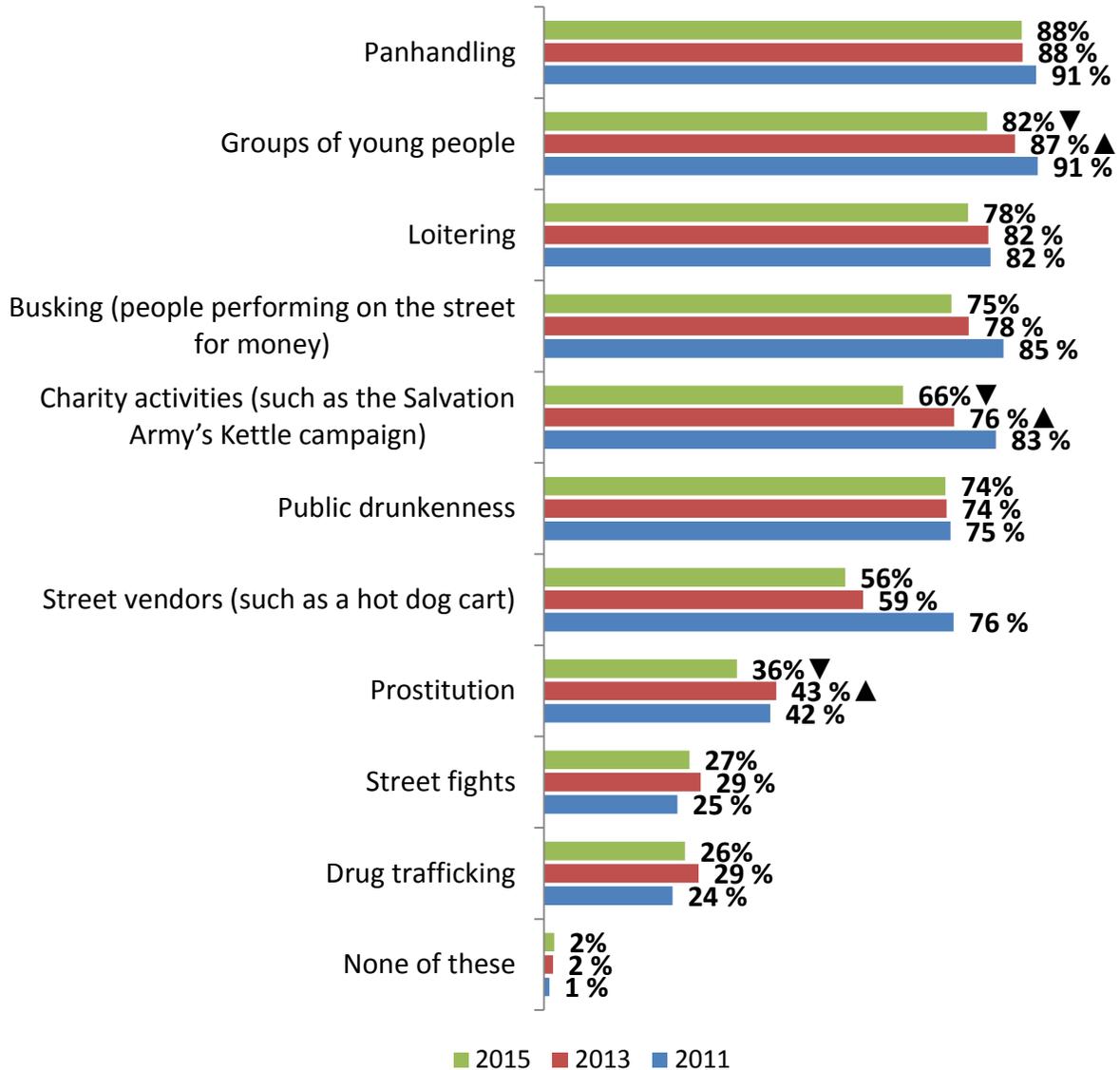
Specific neighbourhoods	2011	2013	2015
Riversdale	24%	22%	16%
Pleasant Hill	8%	10%	11%
Downtown/City centre	7%	8%	11%
Core neighbourhoods/Inner city	2%	2%	3%
Confederation Park	3%	2%	3%
Meadowgreen	1%	2%	1%
Caswell Hill	1%	1%	0%
Mayfair	1%	1%	0%
Fairhaven	1%	0%	0%
Other specific neighbourhoods	5%	4%	3%
<b>General area mentions</b>			
20th Street	21%	15%	12%
West side - general	13%	10%	12%
'Alphabet' avenues - general	10%	12%	12%
22nd Street	10%	7%	9%
Everywhere/anywhere	3%	2%	4%
33rd Street	3%	1%	3%
Idylwyld	4%	1%	3%
Ave P	2%	1%	1%
Riverbank/Meewasin	1%	2%	1%
Ave H	2%	1%	0%
Other general area mentions	15%	14%	5%
<b>Other</b>			
St. Paul's Hospital	3%	3%	3%
At night	6%	4%	2%
Other general	5%	5%	5%
Don't know/no comment	6%	4%	3%

Q10. Next we'd like to understand how you feel about public spaces in Saskatoon. Please finish the following sentences: The least safe area in Saskatoon is \_\_\_\_\_. Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627. P.P. = Percentage Points.

## Street Activity Prevalence

Most commonly, residents indicate that they have witnessed or encountered panhandling or groups of young people in Saskatoon public areas. Note that the proportion who says they have seen panhandling has remained consistent with 2013 and the proportion who says they have seen groups of young people has been steadily declining.

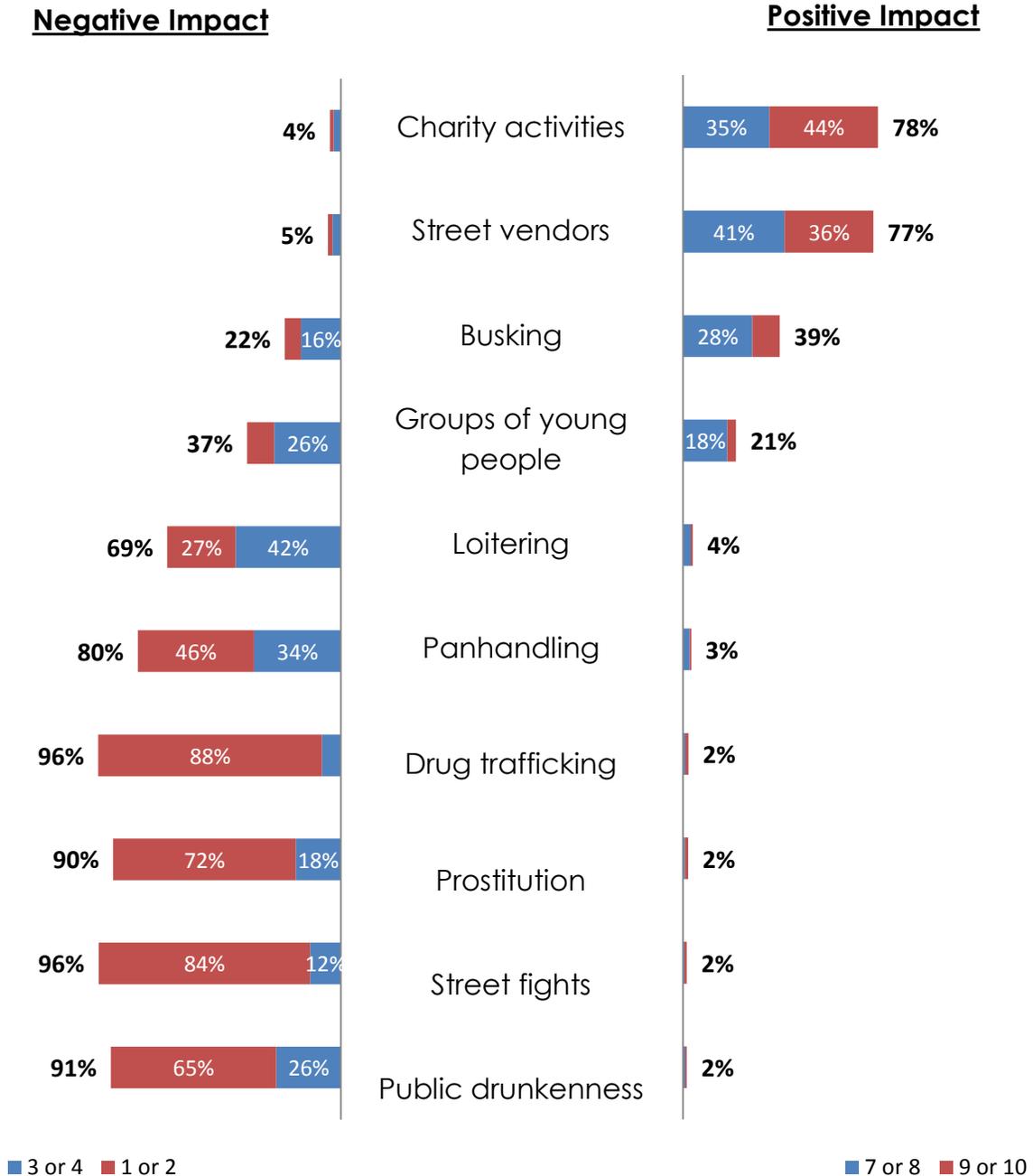
### Proportion that have seen each activity



Q11. Which of the following activities have you witnessed or encountered in public areas in Saskatoon, such as on streets, in parks, or outside of businesses, within the past 12 months? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

## Street Activity Impact on Public Safety

Charity activities (78%) and street vendors (77%) are seen as having the most positive impact on public safety in Saskatoon, while drug trafficking (96%) and street fights (96%) are seen as having the most negative.



Q12. How much of a positive or negative impact does each of the following have on public safety in Saskatoon? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627.

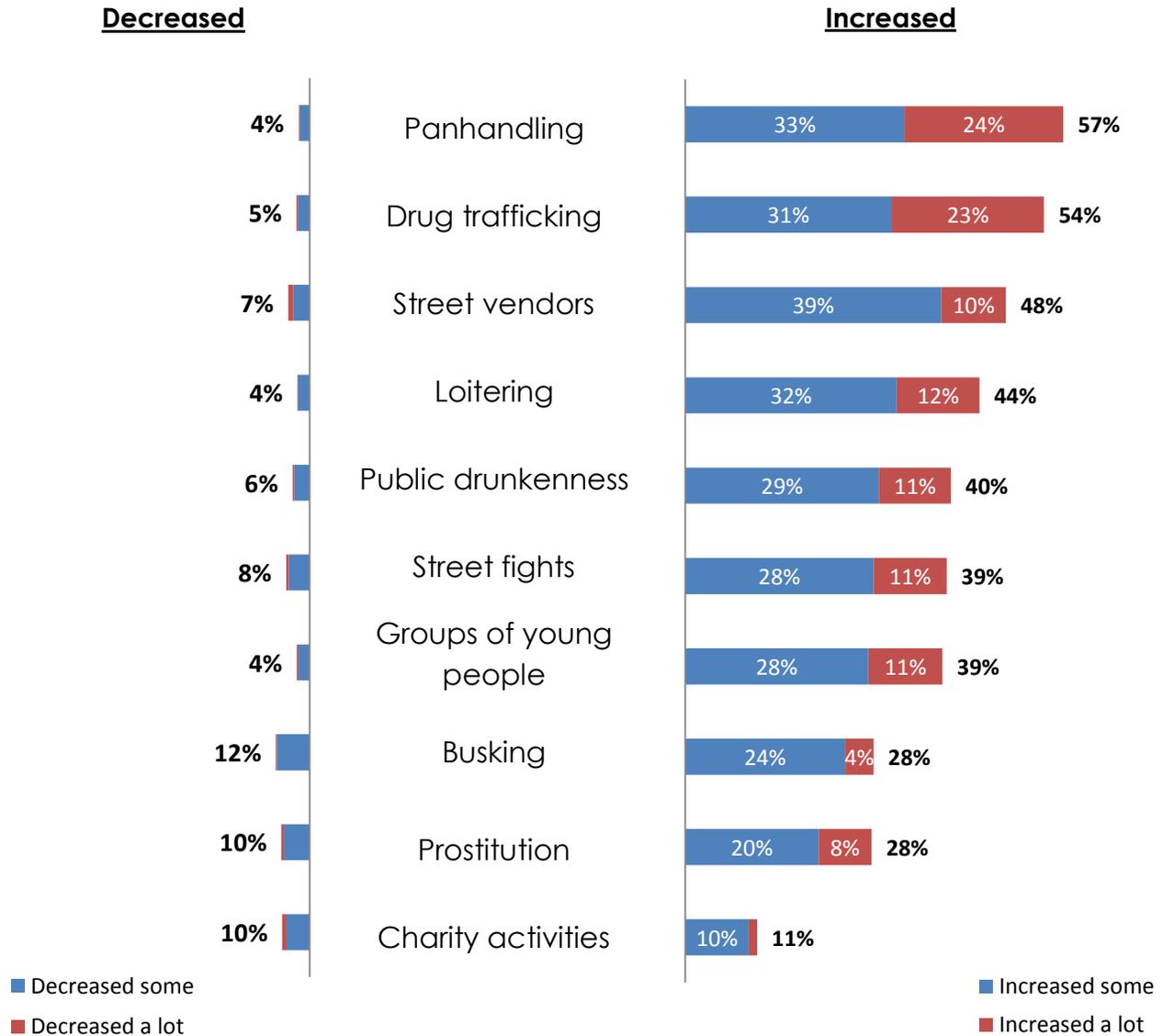
For the most part, the perceived positive and negative impacts of each activity have remained relatively consistent with the exception of Panhandling, which has increased from 38% very negative in 2013 up to 46% very negative in 2015. Note that the 46% very negative in 2015 is still below the 2011 result of 52%.

	Very Positive (9 or 10)				Very Negative (1 or 2)			
	2011	2013	2015	Difference 2014 to 2015 (p.p.)	2011	2013	2015	Difference 2014 to 2015 (p.p.)
<b>Charity activities</b>	53%	44%	44%	0	2%	2%	1%	-1
<b>Street vendors</b>	29%	32%	36%	4	2%	2%	2%	0
<b>Busking</b>	10%	11%	11%	0	8%	8%	6%	-2
<b>Groups of young people</b>	3%	3%	4%	1	16%	14%	11%	-3
<b>Prostitution</b>	1%	1%	1%	0	75%	68%	72%	4
<b>Drug trafficking</b>	1%	1%	1%	0	90%	88%	88%	0
<b>Street fights</b>	1%	1%	1%	0	91%	86%	84%	-2
<b>Loitering</b>	1%	1%	1%	0	38%	30%	27%	-3
<b>Panhandling</b>	1%	1%	1%	0	52%	38%▼	46%▲	8
<b>Public drunkenness</b>	1%	1%	1%	0	67%	63%	65%	2

Q12. How much of a positive or negative impact does each of the following have on public safety in Saskatoon? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627. P.P. = Percentage Points. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

## Street Activity Change

Over half of respondents believe that panhandling (57%) and drug trafficking (54%) have increased in Saskatoon as compared to three years ago.



Q13. Do you feel each of these activities has increased, decreased, or remained about the same, compared to three years ago? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627. P.P. = Percentage Points.

Residents believe that most activities have increased as compared to 2013.

	Increased				Decreased			
	2011	2013	2015	Difference 2014 to 2015 (p.p.)	2011	2013	2015	Difference 2014 to 2015 (p.p.)
<b>Panhandling</b>	49%	41%▼	57%▲	16	6%	9%▲	4%▼	-5
<b>Drug trafficking</b>	46%	43%▼	54%▲	11	4%	6%	5%	-1
<b>Street vendors</b>	20%	32%▼	48%▲	16	11%	8%	7%	-1
<b>Loitering</b>	42%	41%	44%	3	3%	4%	4%	0
<b>Public drunkenness</b>	36%	35%	40%	5	6%	7%	6%	-1
<b>Street fights</b>	36%	30%▼	39%▲	9	7%	10%	8%	-2
<b>Groups of young people</b>	42%	42%	39%	-3	3%	3%	4%	1
<b>Busking</b>	27%	28%	28%	0	12%	11%	12%	1
<b>Prostitution</b>	30%	27%	28%	1	6%	8%	10%	3
<b>Charity activities</b>	13%	11%	11%	0	12%	12%	10%	-2

Q13. Do you feel each of these activities has increased, decreased, or remained about the same, compared to three years ago? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627. P.P. = Percentage Points. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

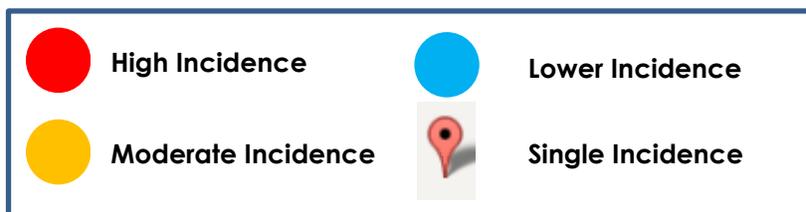
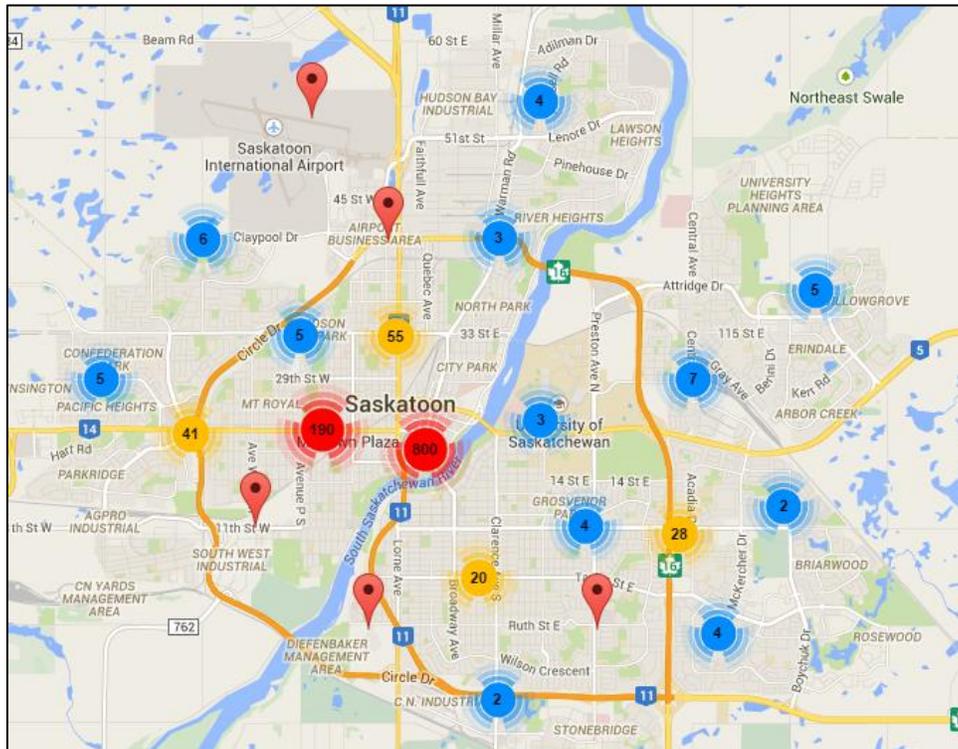
## Street Activity Experience Locations

Using a Google Map tool, respondents were able to zoom down to street level to indicate where they had seen or experienced what they perceived to be negative street activity.

The maps below illustrate the frequency that an area was selected. The number displayed on the map represents the amount of times the area was selected by respondents. In total, the 627 survey respondents noted 1198 incidences of activity.

### High Level

A high level view of Saskatoon shows that the majority of negative street activity is witnessed or experienced in the Downtown area.

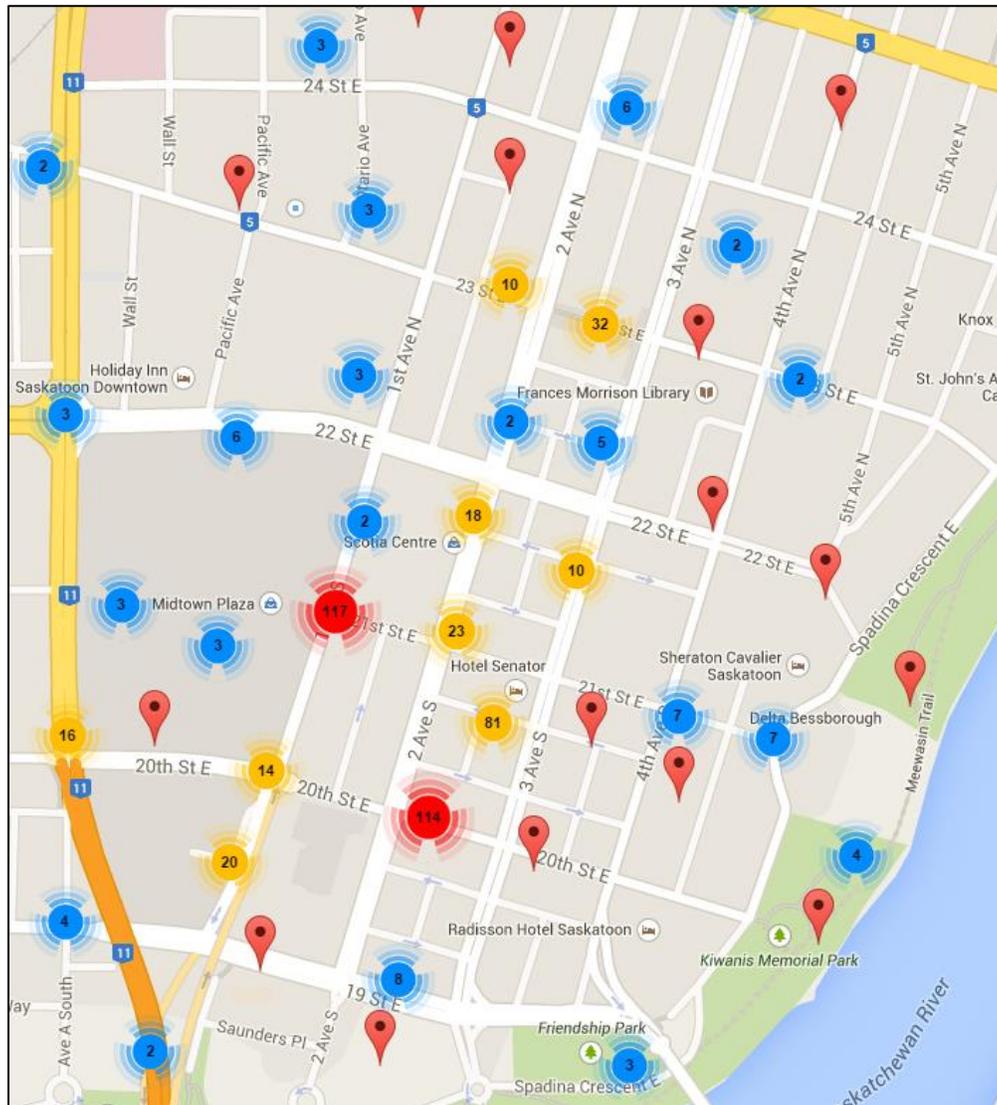


Q14. Please indicate on the map where you have witnessed or encountered negative street activity in the past 12 months (such as public drunkenness, prostitution, drug trafficking, etc.)

## Downtown

While negative street activity is seen or witnessed throughout the Downtown area, it is most concentrated in the Downtown core, around 1st Avenue & 21st Street and 2nd Avenue & 20th Street.

For a visual comparison of all three years of data collection, please refer to the appendix at the end of this report.

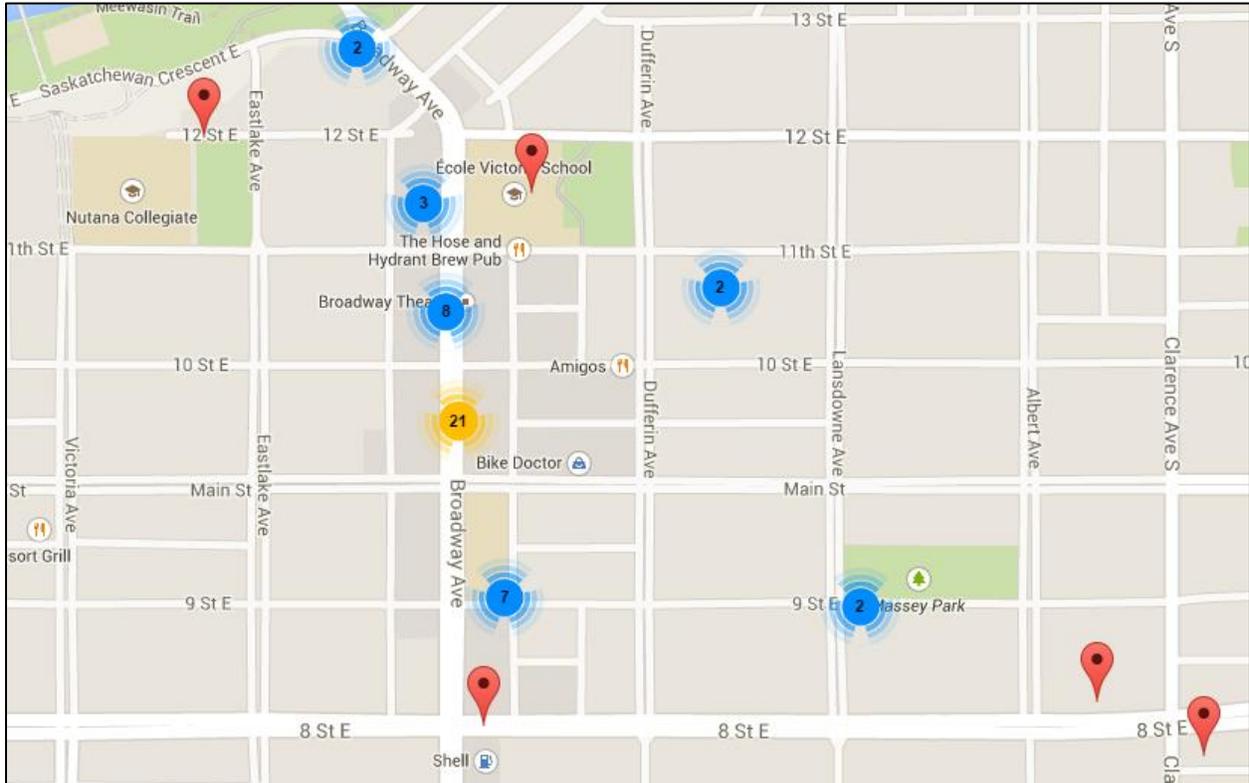


Q14. Please indicate on the map where you have witnessed or encountered negative street activity in the past 12 months (such as public drunkenness, prostitution, drug trafficking, etc.)

## **Broadway**

Comparatively fewer respondents indicate witnessing or encountering negative street activity in the Broadway area.

For a visual comparison of all three years of data collection, please refer to the appendix at the end of this report.

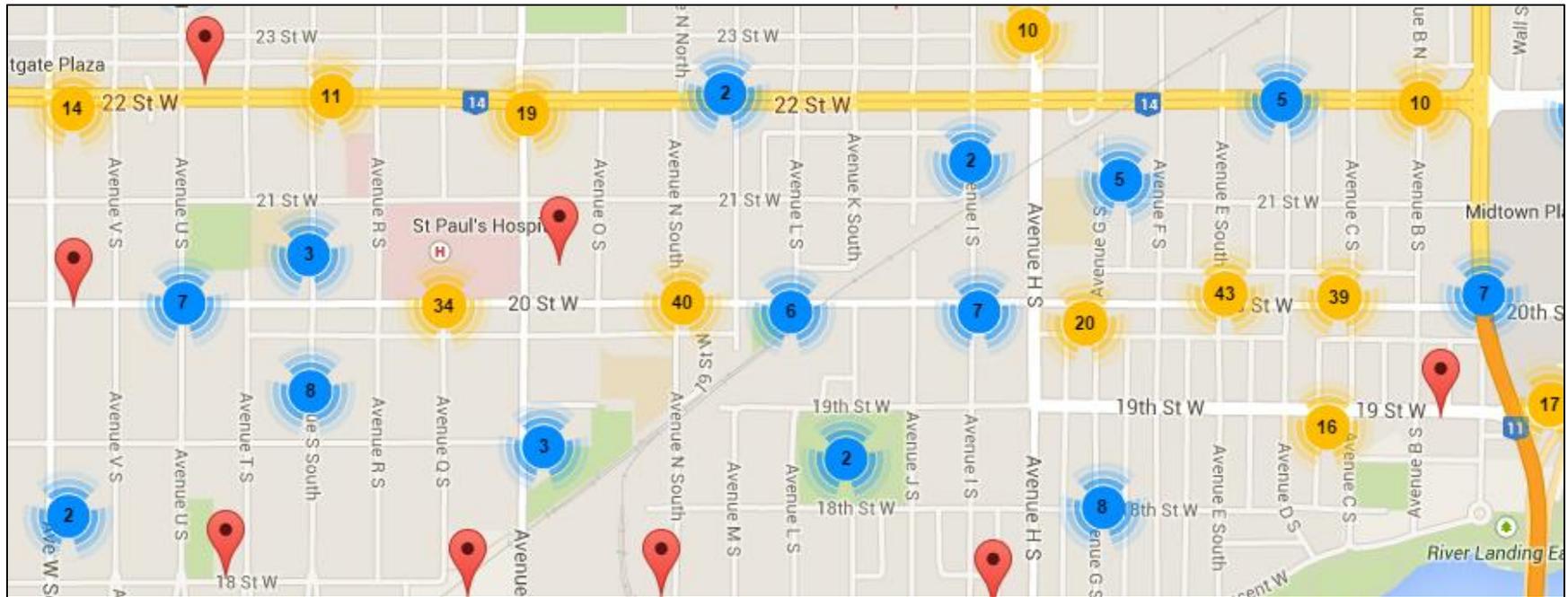


Q14. Please indicate on the map where you have witnessed or encountered negative street activity in the past 12 months (such as public drunkenness, prostitution, drug trafficking, etc.)

## Riversdale

The majority of negative street activity in the Riversdale area tends to be along 20th street.

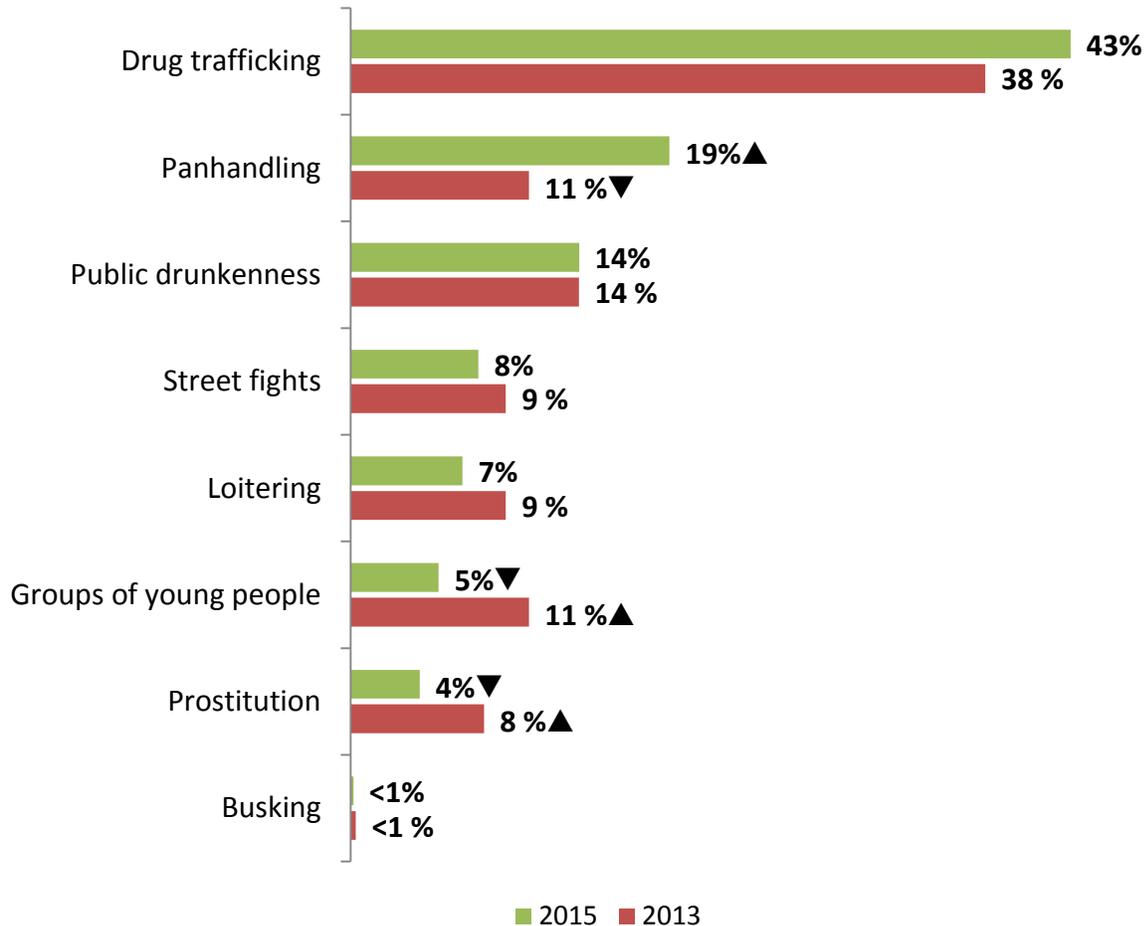
For a visual comparison of all three years of data collection, please refer to the appendix at the end of this report.



Q14. Please indicate on the map where you have witnessed or encountered negative street activity in the past 12 months (such as public drunkenness, prostitution, drug trafficking, etc.)

## Biggest Issue Related to Street Activity

Saskatoon residents continue to believe that drug trafficking (43%) is the biggest issue related to street activity. The proportion of those who believe panhandling is the biggest issue has increased from 11% in 2013 to 19% in 2015.



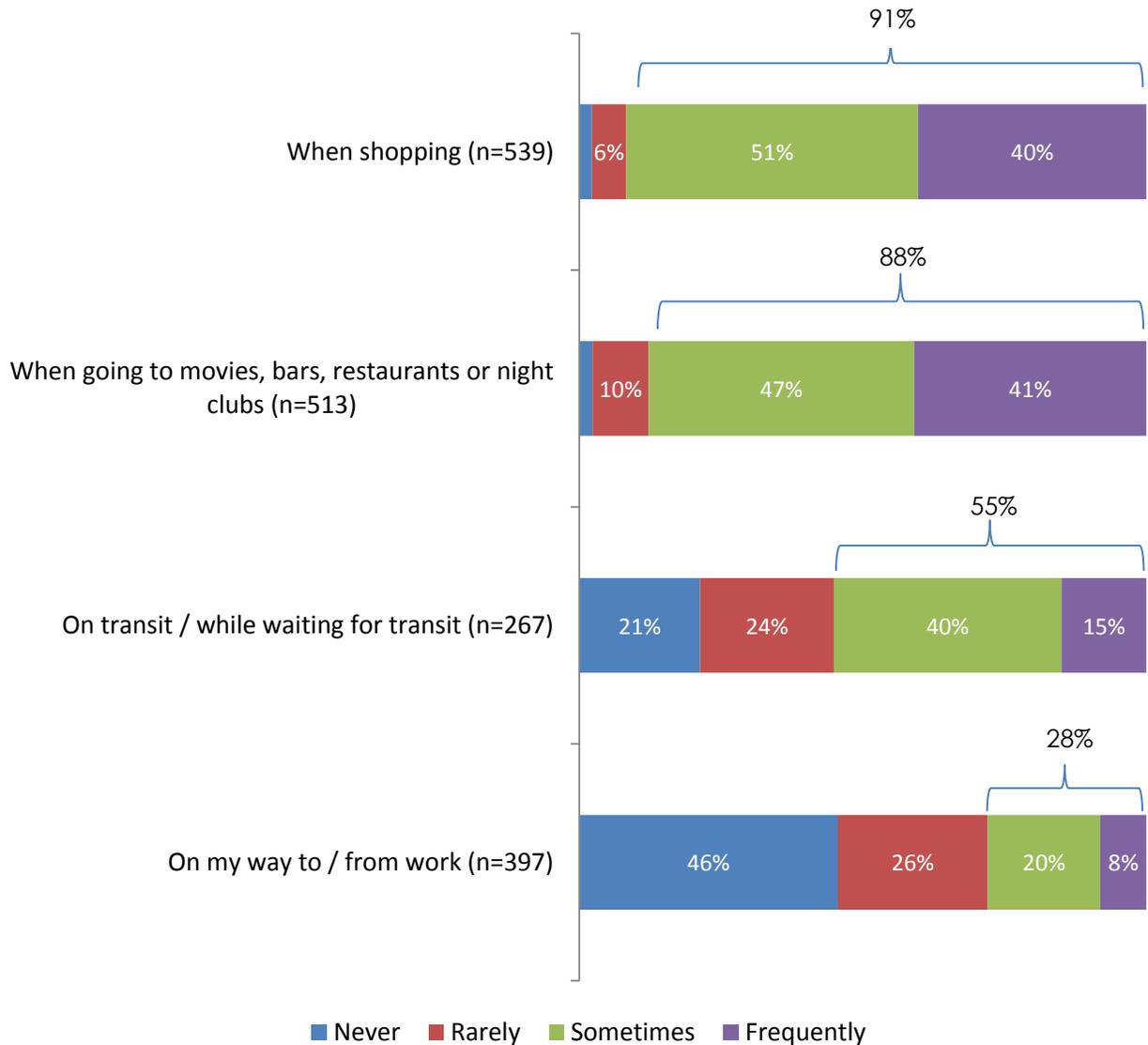
Those aged 55 and older are the most likely (49%) to believe that drug trafficking has increased as compared to those younger (18-34: 37%, 35 to 54: 43%).

Q15. Which of the following do you believe is the biggest issue related to street activity in Saskatoon? Base: All respondents, 2013 n=636, 2015 n=627. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

# PANHANDLING

## Frequency of Encounters

Panhandlers are most commonly encountered when shopping (91%) or going out to movies, bars, restaurants or night clubs (88%).



Women (45%) and those aged 18 - 34 (46%) are the most likely to say they frequently encounter panhandling when shopping, while those aged 55 and over are the least likely to say they frequently encounter panhandlers when going to movies, bars, restaurants, or night clubs (24%).

Q16. How frequently do you witness or encounter panhandlers in Saskatoon in each of the following situations? Base: Those who have witnessed panhandling in public areas in Saskatoon excluding "not applicable" responses, n=267 to 539.

More residents in 2015 than 2013 indicate they encounter panhandlers when shopping or going to movies, bars, restaurants, and night clubs.

Sometimes and Frequently	2011	2013	2015
When shopping	92%	87%▼	92%▲
When going to movies, bars, restaurants or night clubs	59%	80%▼	88%▲
On transit / while waiting for transit	47%	58%	55%
On my way to / from work	29%	35%▲	28%▼

Q16. How frequently do you witness or encounter panhandlers in Saskatoon in each of the following situations? Base: Those who have witnessed panhandling in public areas in Saskatoon excluding "not applicable" responses, 2011 n=257 to 559, 2013 n=285 to 556, 2015 n=267 to 539.

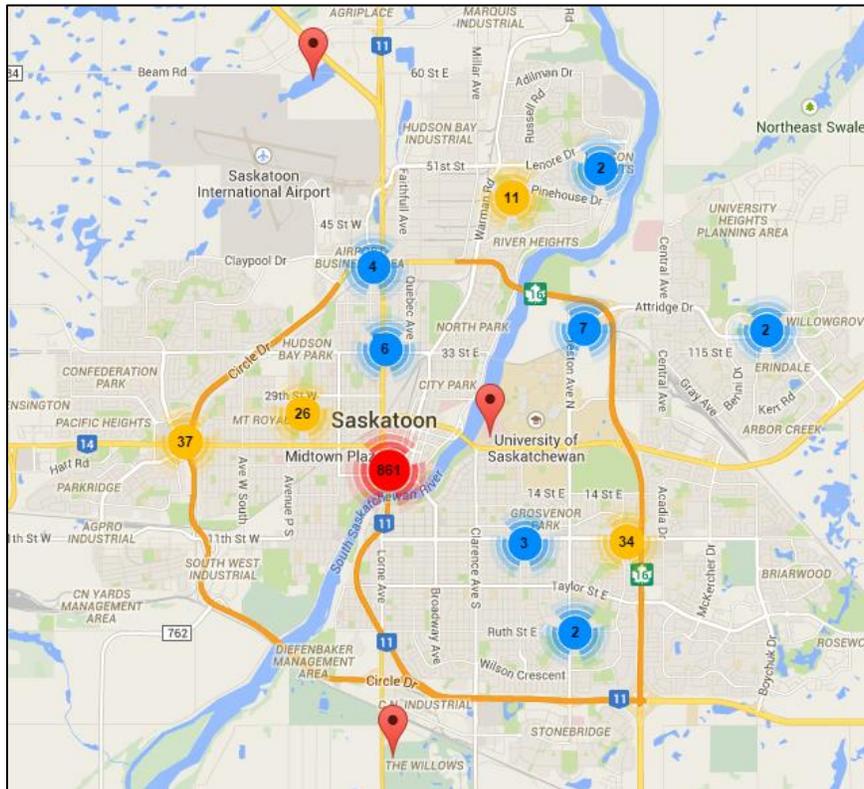
## Panhandling Experience Locations

Using a Google Map tool, respondents were able to zoom down to street level to indicate where they had seen or experienced what they perceived to be panhandling.

The maps below illustrate the frequency that an area was selected. The number displayed on the map represents the amount of times the area was selected by respondents. In total, the 627 survey respondents noted 1001 incidences of panhandling.

### High Level

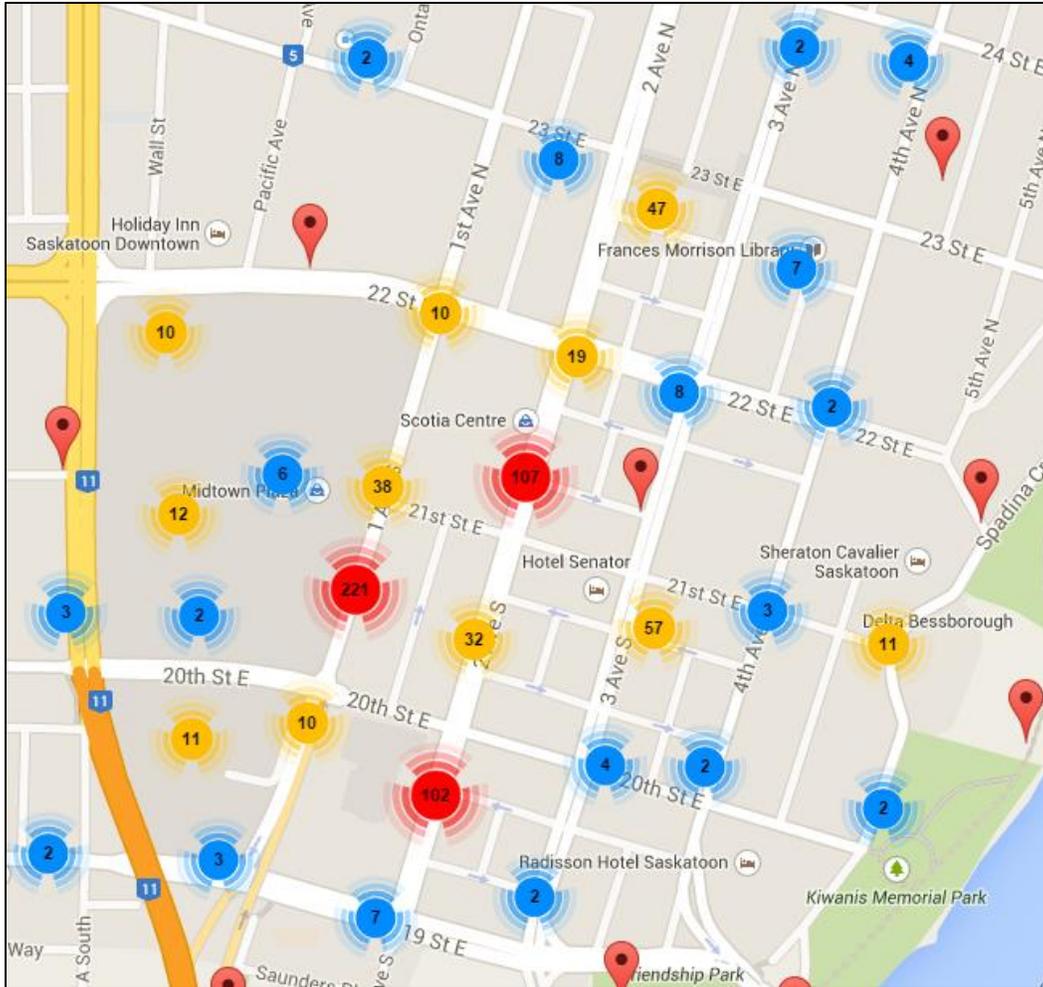
Although panhandling is reported in other areas of the city, it is mostly concentrated in the Downtown area.



Q17. Please indicate on the map where you have witnessed or encountered panhandling within the past 12 months.

**Downtown**

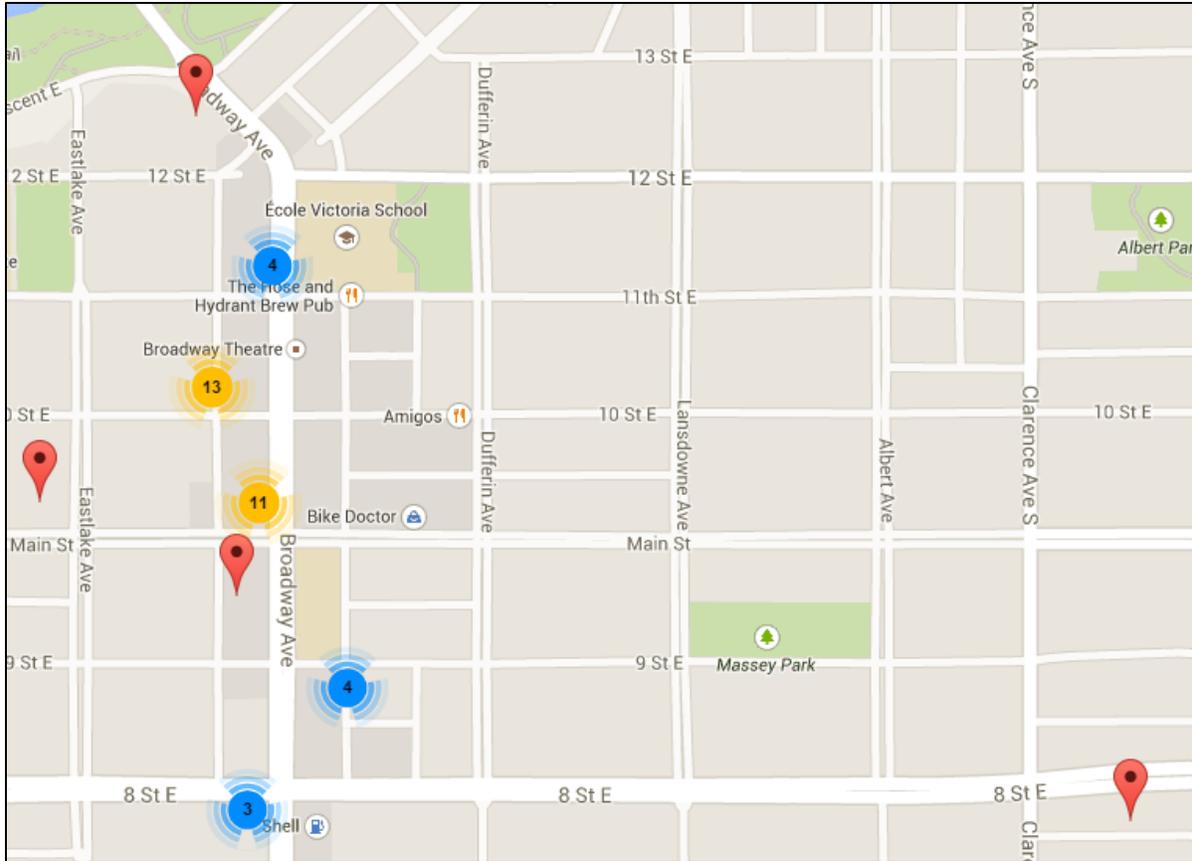
The majority of panhandling seen or experienced Downtown is on 1<sup>st</sup> Avenue, and 2<sup>nd</sup> Avenue.



Q17. Please indicate on the map where you have witnessed or encountered panhandling within the past 12 months.

**Broadway**

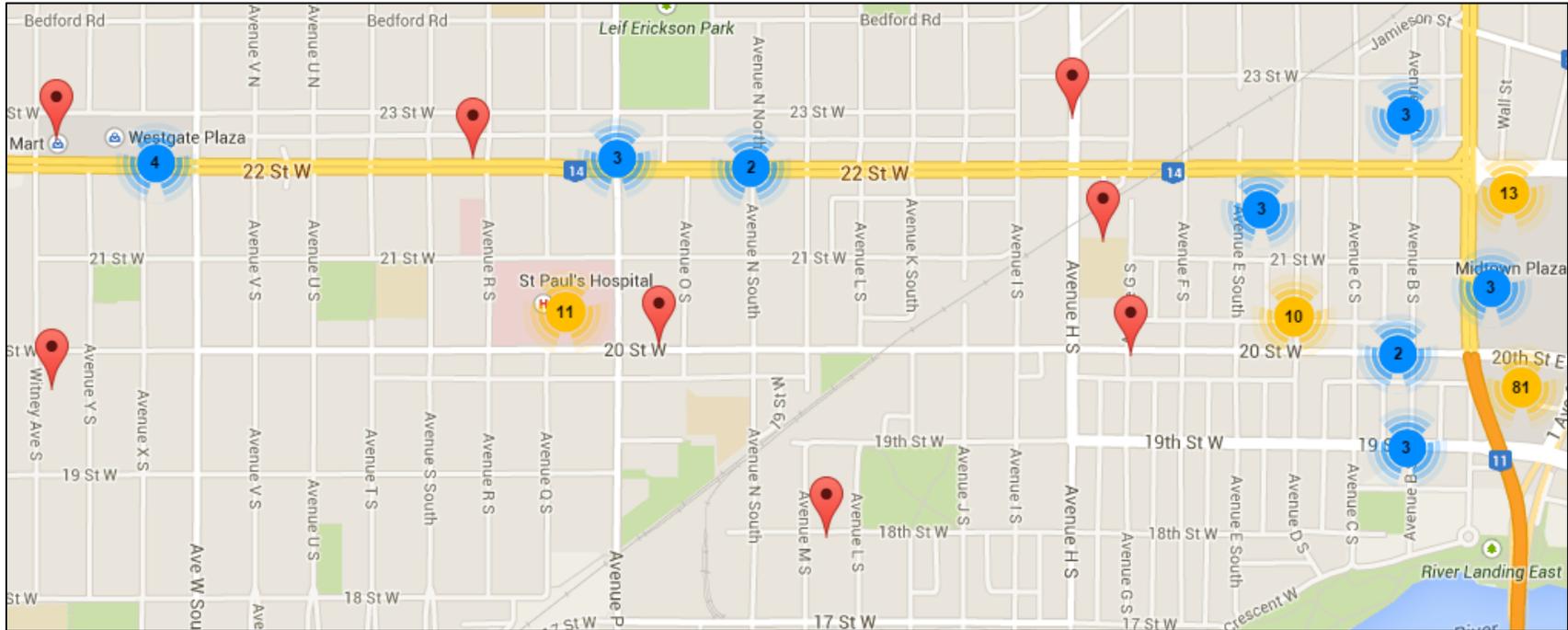
Some panhandling is seen and experienced in the Broadway area, primarily on Broadway Avenue itself, from the bridge to 8<sup>th</sup> Street.



Q17. Please indicate on the map where you have witnessed or encountered panhandling within the past 12 months.

**Riversdale**

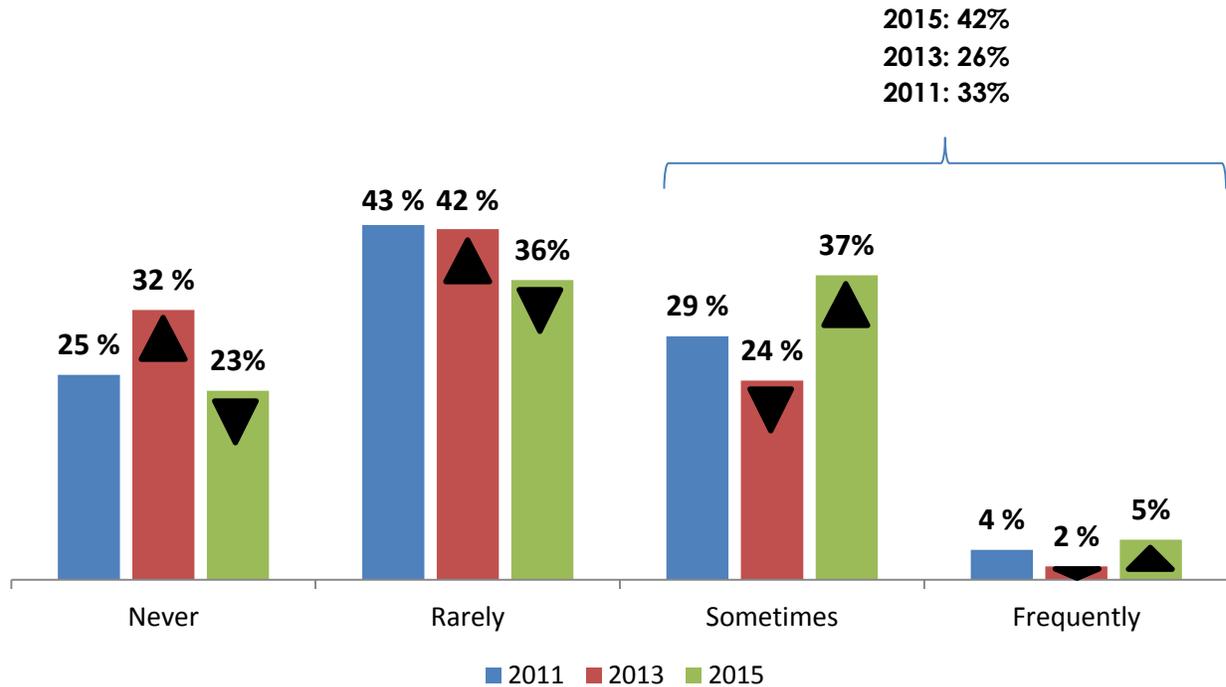
Panhandling is primarily seen or experienced in Riversdale in and around 20<sup>th</sup> Street, and 22<sup>nd</sup> Street, closer to Downtown.



Q17. Please indicate on the map where you have witnessed or encountered panhandling within the past 12 months.

## Aggressive Panhandlers

The proportion of Saskatoon residents who say they have sometimes or frequently witnessed or encountered panhandlers acting aggressively has increased from 26% in 2013 up to 42% in 2015.



Women (40%) are more likely than men (31%) to say they have rarely encountered a panhandler acting aggressively.

Q18. How often have you witnessed or encountered a panhandler acting aggressively? Base: Those who have witnessed panhandling in public areas in Saskatoon, 2011 n=561, 2013 n=561, 2015 n=542. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

## COMMUNITY SUPPORT PROGRAM

### Unaided Recall

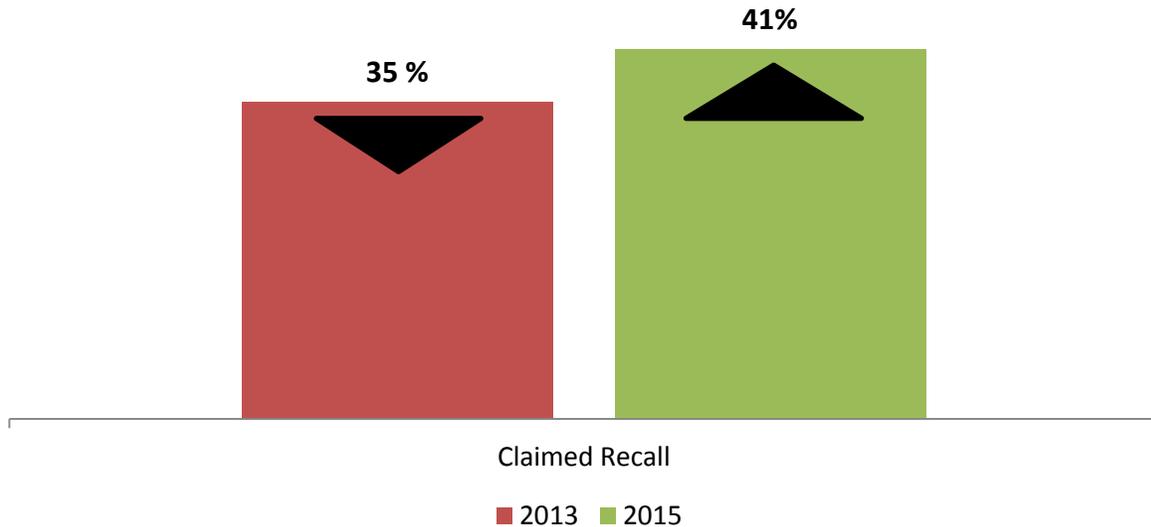
When asked what first comes to mind when thinking about programs or methods currently used to address issues related to street activity, Saskatoon residents most commonly mention the police (17%). Community workers and resource officers are mentioned by 2%, with a small proportion (1%) of that indicating the Community Support Program directly.

	2013	2015
<b>Program/method - NET</b>	<b>17 %</b>	<b>20%</b>
Lighthouse	2 %	12%
Egadz	5 %	3%
<b>Community workers/resource officers</b>	<b>4 %</b>	<b>2%</b>
Salvation Army	2 %	2%
Meal/food resources (i.e., food bank, Friendship Inn)	2 %	1%
<b>Community Support Program</b>	<b>N/A</b>	<b>1%</b>
Youth programs (i.e., White Buffalo)	N/A	1%
Removing amenities (i.e., benches)	2 %	0%
Other specific programs	3 %	4%
<b>Program/method general-NET</b>	<b>37 %</b>	<b>33%</b>
Police-general	17 %	17%
Police walking/biking	9 %	10%
Enforce no loitering/panhandling	4 %	3%
Laws/bylaws	2 %	3%
Health promotions/needle exchange	1 %	2%
Homeless shelters	2 %	1%
Youth programs	1 %	0%
Housing incentives	1 %	0%
Other general programs	5 %	4%
<b>Other (NET)</b>	<b>41 %</b>	<b>39%</b>
Not enough being done/ineffective	20 %	21%
None/nothing is being done	15 %	13%
Other	6 %	6%
<b>Don't know/no comment</b>	<b>11 %</b>	<b>17%</b>

Q19.What first comes to mind when thinking about methods or programs that are currently used to address issues related to street activity in Saskatoon? Base: All respondents, 2013 n=636, 2015 n=627. See "Notes on Reporting" for a definition of NETS.

## Claimed Recall

The proportion of Saskatoon residents who say they have heard of the Community Support Program (when given only the name) has risen from 35% in 2013 up to 41% in 2015.

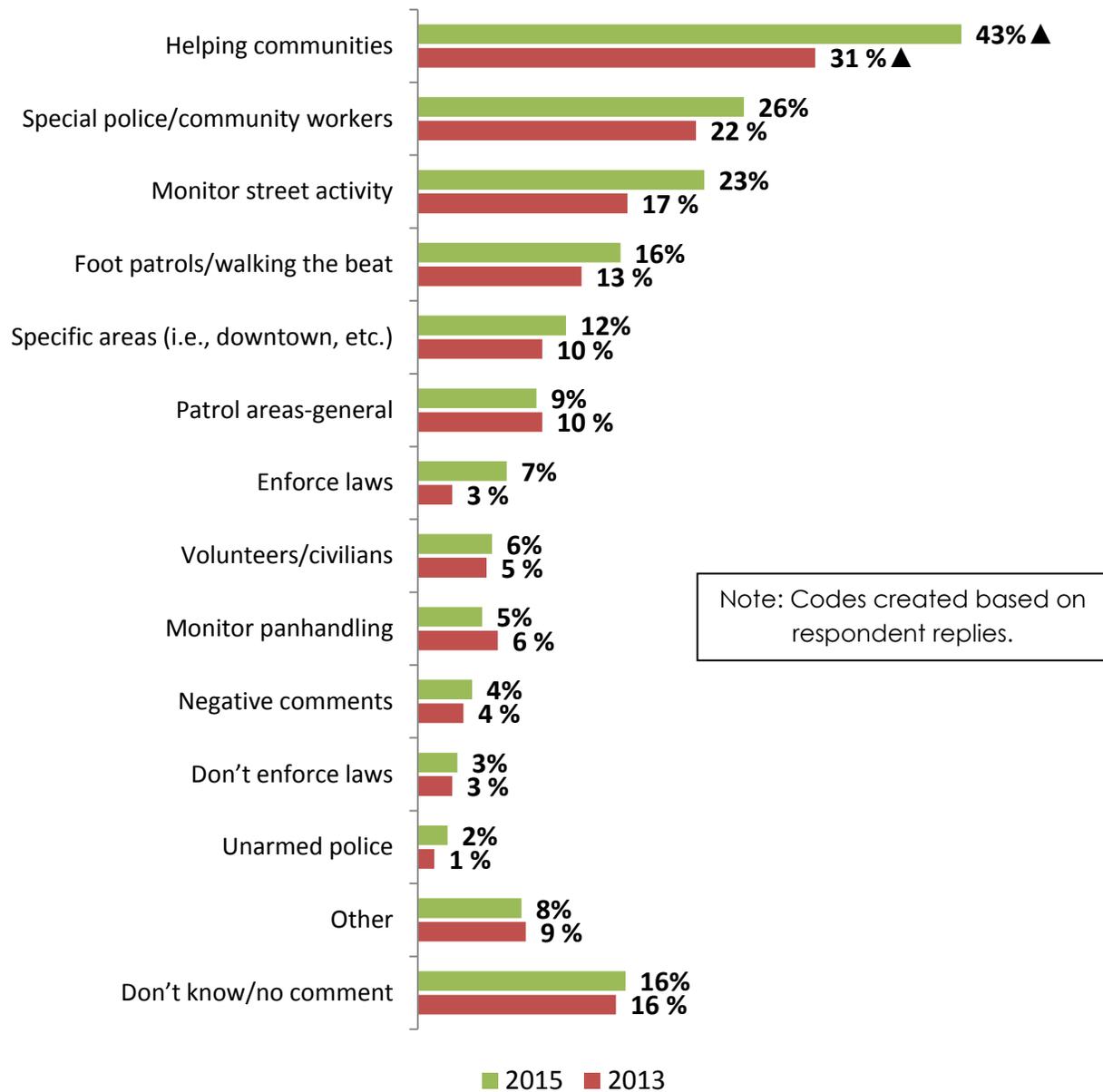


*Those aged 55 and over (49%) are the most likely to say they have heard of the Community Support Program as compared to those aged 18 to 34 (29%) and those aged 35 to 54 (44%).*

Q20. Have you heard of the City of Saskatoon Community Support Program (CSP) or Community Support Officers? Base: All respondents, 2013 n=636, 2015 n=627. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

## Proven Recall

When those who indicated they had heard of the Community Support Program were asked to describe it, the most common description is that the program helps communities (up to 43% in 2015 from 31% in 2013).



Q21. To the best of your knowledge, what is the Community Support Program (CSP)? Base: Those who have heard of the City of Saskatoon Community Support Program (CSP) or Community Support Officers, 2013 n=224, 2015 n=257. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

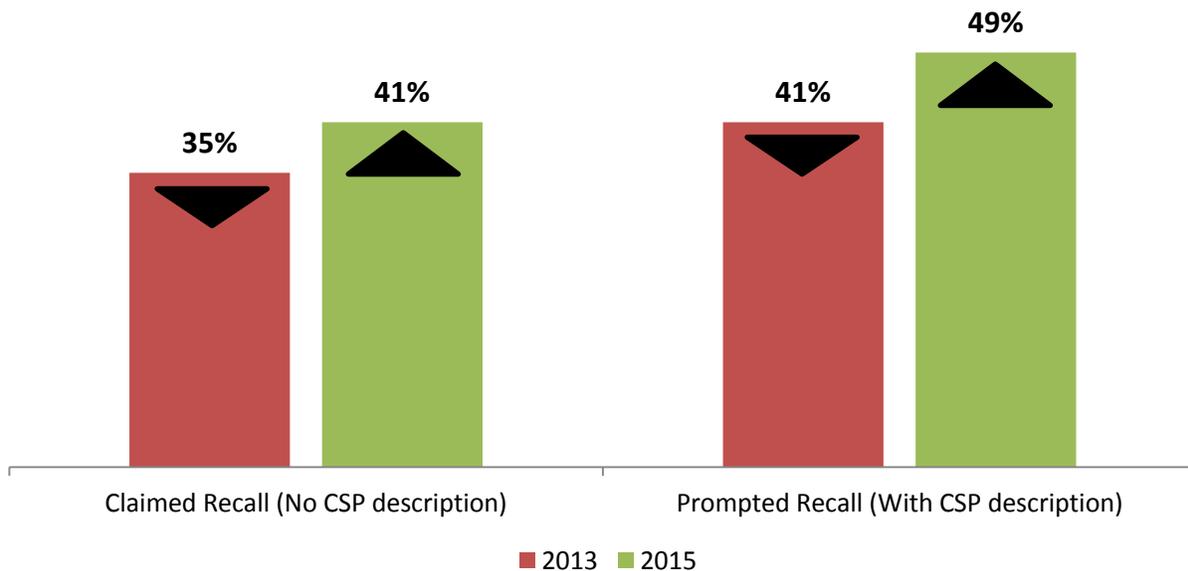
## Prompted Recall

At this point in the questionnaire, respondents were given the following description and then asked if, having heard the description, they had heard of the Community Support Program:

*In July of 2012, the City of Saskatoon established a Community Support Program (CSP) aimed at addressing street activity in the Broadway, Downtown and the Riversdale Business Improvement Districts. This program includes and engages:*

- **The Public** through a highly visible presence that reassures and responds to the public in the Downtown, Broadway, and Riversdale Business Improvement Districts.
- **Business Owners** through foot patrols that liaise with local businesses to identify issues and collaborate to generate solutions.
- **Vulnerable Persons** by connecting community members in need to the appropriate service providers or other supports.

With the description, the proportion of residents who have heard of the program increased from 41% to 49%.

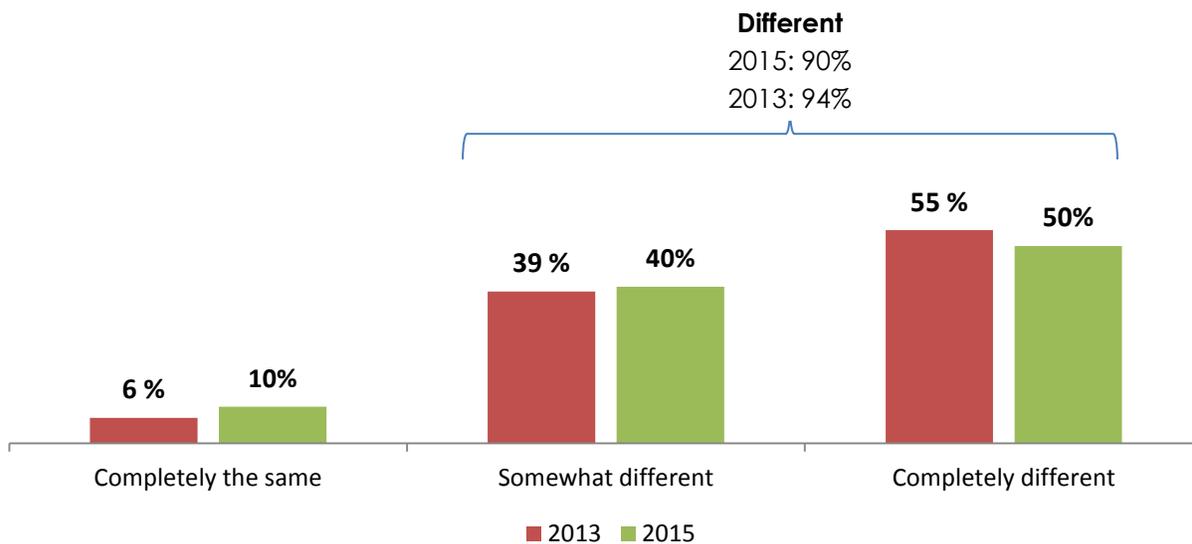


*Those aged 55 and over are the most likely to say they have heard of the CSP Program (59% vs. 52% for ages 35 – 54 and 37% for ages 18 – 24).*

Q22. Now that you have heard this description, have you heard of this program? Base: All respondents, 2013 n=636, 2015 n=627. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

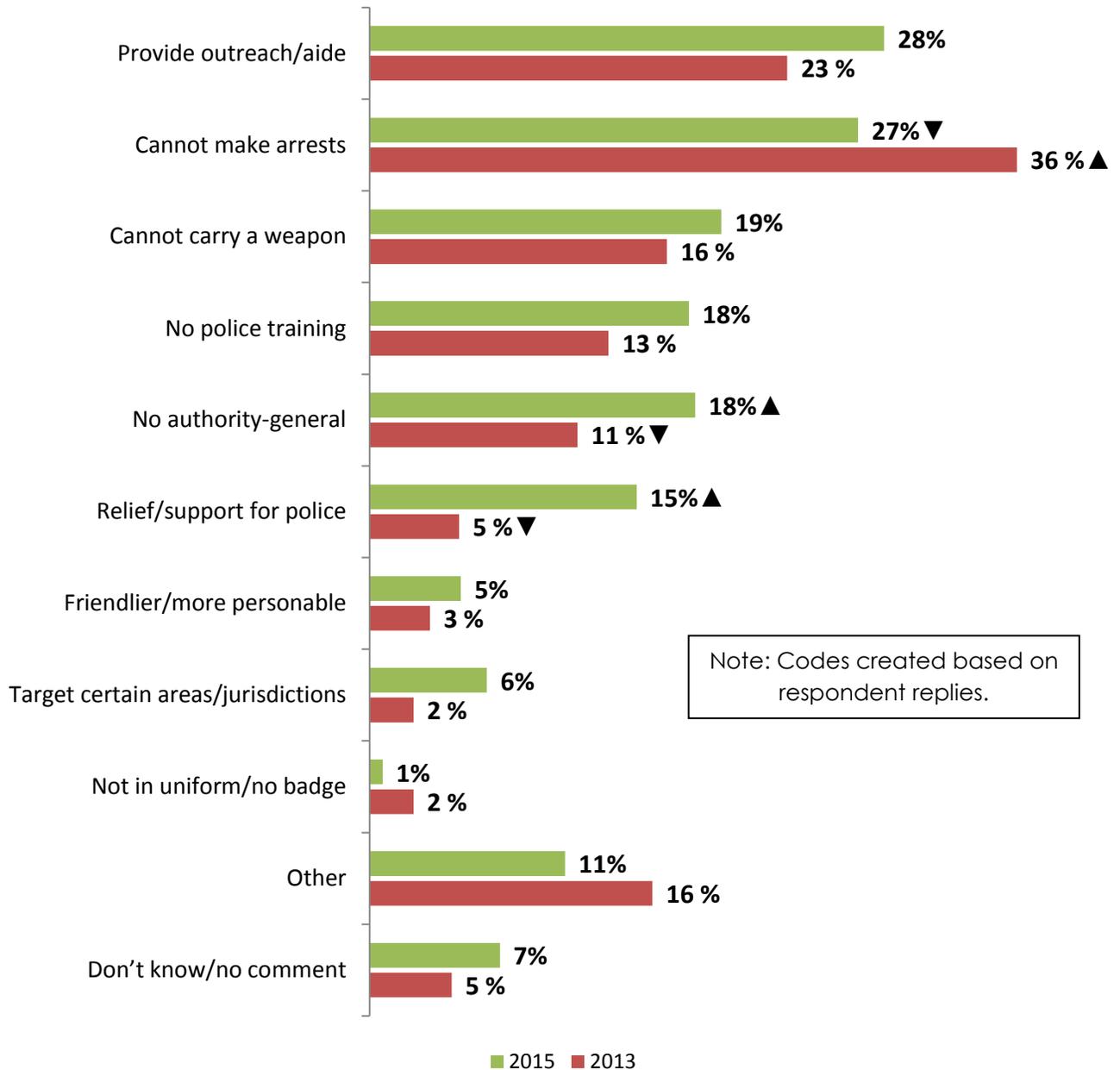
## Comparison to Police Officers

Most residents of Saskatoon believe that Community Support Program Officers are different from Saskatoon Police Officers.



Q23. Community Support Program Officers and City of Saskatoon Police Officers are... Base: Those who have heard of the City of Saskatoon Community Support Program or Community Support Officers, 2013 n=262, 2015 n=309.

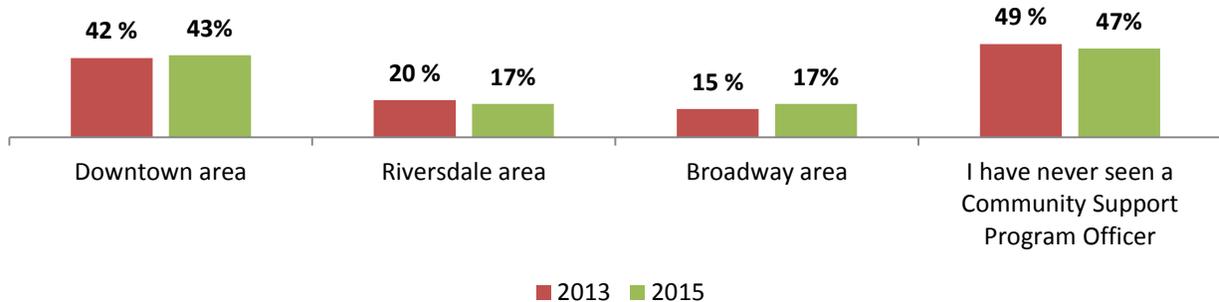
The top two things that residents believe make Community Support Officers different from Saskatoon Police Officers are that they provide outreach and aide (28%) and that they cannot make arrests (27%).



Q24. To the best of your knowledge, what makes a Community Support Program Officer different from a City of Saskatoon Police Officer? Base: Those who have heard of the program (prompted recall) and do not believe that Community Support Officers and City of Saskatoon Police Officers are completely the same, 2013 n=245, 2015 n=280. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

## Locations Seen

As with results from 2013, Community Support Officers are most commonly seen in the Downtown area.



Have Seen CSP Officers in...	Work Downtown		Work in Riversdale		Work in Broadway		Work Elsewhere	
	Count	%	Count	%	Count	N %	Count	N %
Downtown Area	28	68%	3	60%	0	0%	102	39%
Riversdale Area	9	22%	5	100%	0	0%	40	15%
Broadway Area	4	10%	2	40%	3	75%	45	17%
Never Seen	7	17%	0	0%	1	25%	136	53%

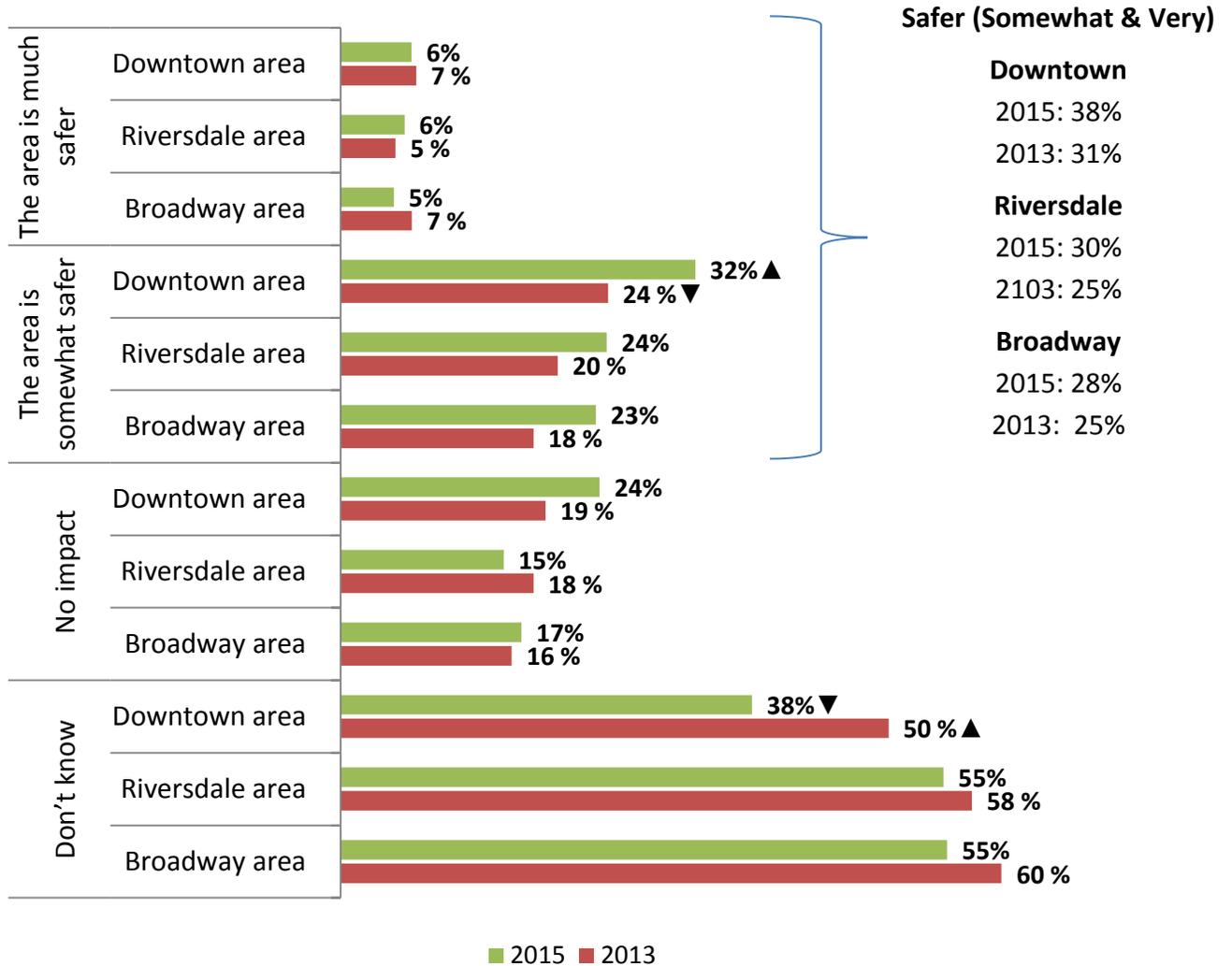
Note that the following pictures were provided to respondents to help clarify what the Community Support Officers look like:



Q25. Have you seen the Community Support Program Officers in any of the following locations? (Select all that apply) Base: Those who have heard of the City of Saskatoon Community Support Program or Community Support Officers, 2013 n=262, 2015 n=309.

## Perceived Program Impact

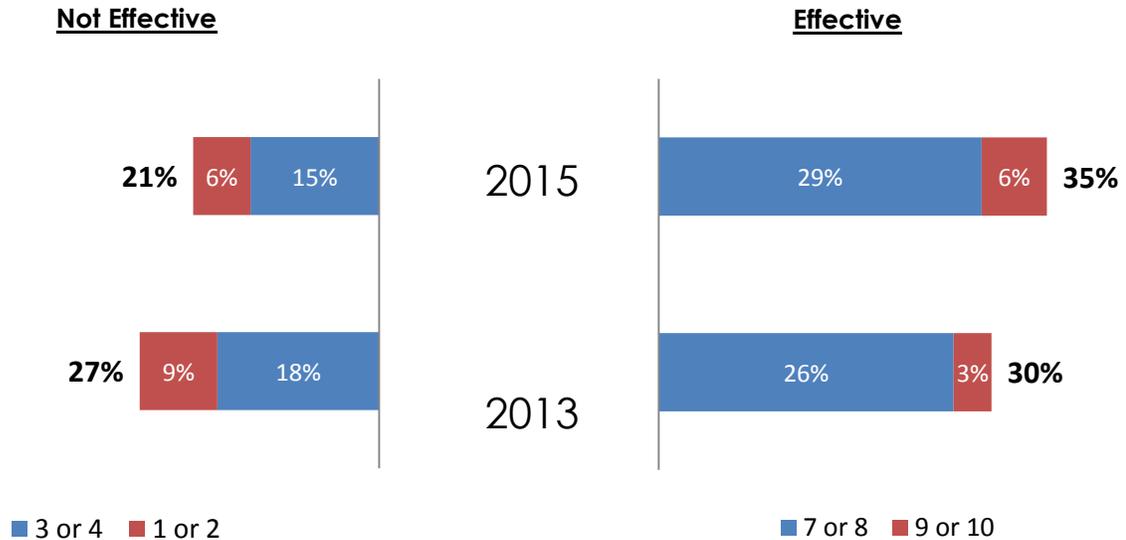
More residents in 2015 believe that the presence of Community Support Program officers has had an impact on the safety in each area. Currently, 38% believe the Downtown area is safer (up from 31%), 30% believe Riversdale is safer (up from 25%), and 28% believe that the Broadway area is safer (up from 25%).



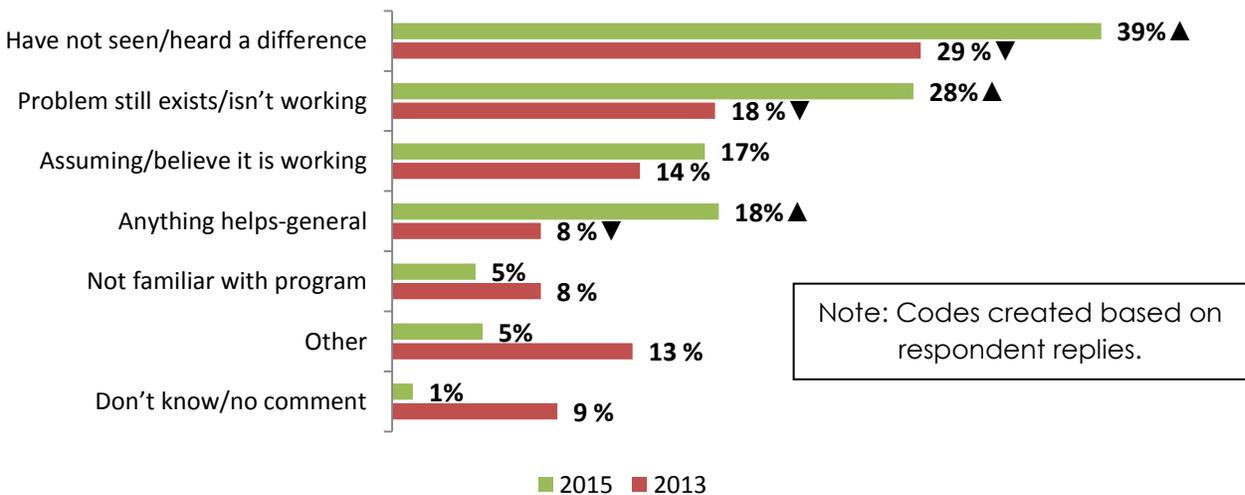
Q26. How do you believe the presence of the Community Support Program Officers has impacted safety in the... Base: Those who have heard of the City of Saskatoon Community Support Program or Community Support Officers, 2013 n=262, 2015 n=309. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

## Perceived Overall Effectiveness

One-third of Saskatoon residents (35%, up from 30% in 2013) who have heard of the CSP program believe that the program is effective.



Those who rated the effectiveness of the program as less than 8 most commonly say the reason is that they have not seen a difference (39%) or that the problem still exists (28%)



Q27. On a scale from one to ten, where one is 'not at all effective' and ten is 'extremely effective, how would you rate the overall effectiveness of the Community Support Program in addressing issues related to street activity in Saskatoon? Base: Those who have heard of the City of Saskatoon Community Support Program or Community Support Officers, 2013 n=262, 2015 n=309.

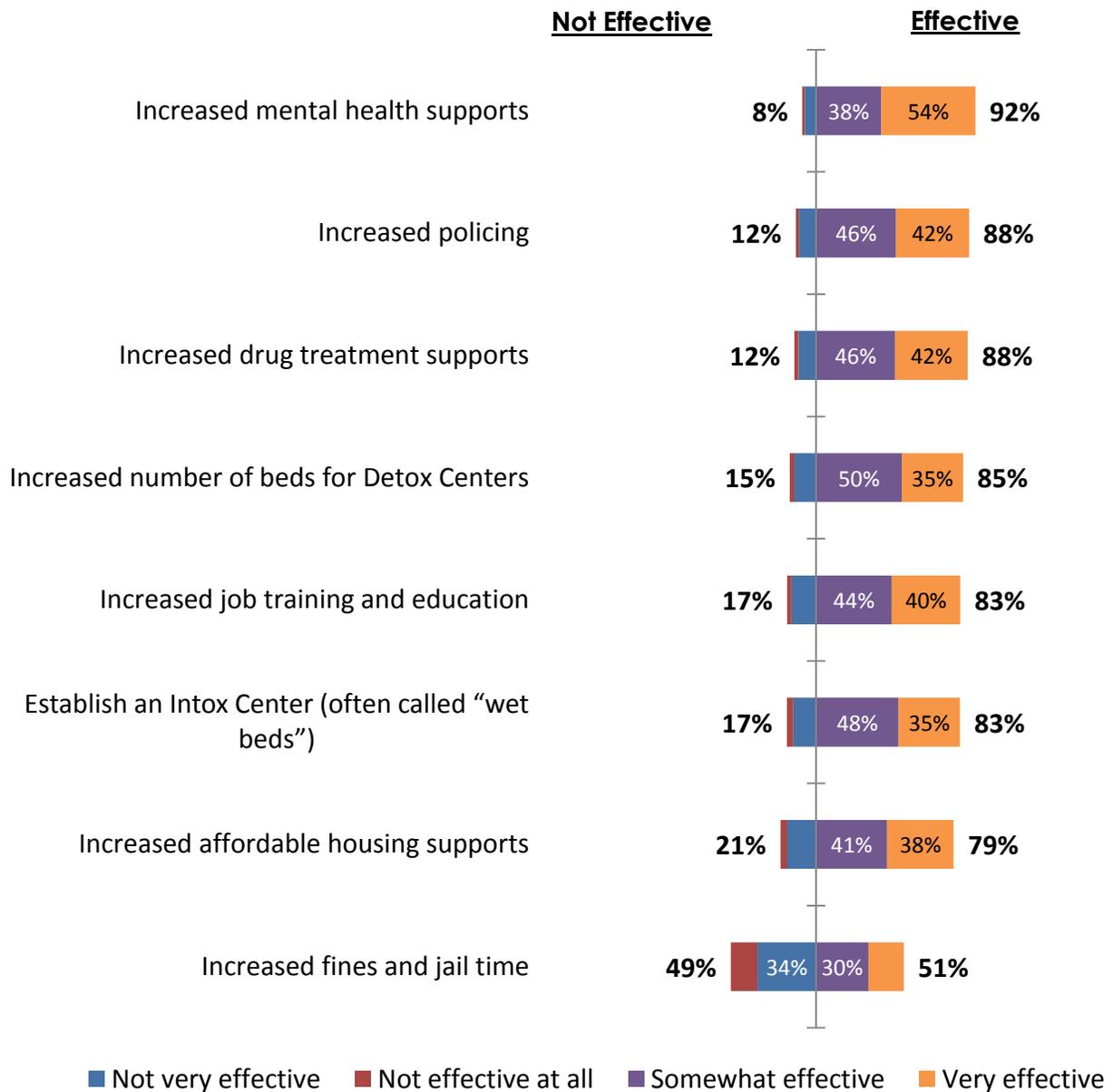
Q28. Why did you rate the overall effectiveness of the Community Support Program as a \_\_\_\_\_? Base: Those who rated the overall effectiveness of the Community Support Program less than 8, 2013 n=222, 2015 n=264. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."



## ADDRESSING THE ISSUE

### Perceived Effectiveness of Actions & Programs

Residents believe that most actions and programs presented would be effective in reducing the impact of negative street activity in Saskatoon.



Q30. How effective do you think the following actions/programs would be in reducing the impact of negative street activity in Saskatoon? Base: All respondents, 2015 n=627.

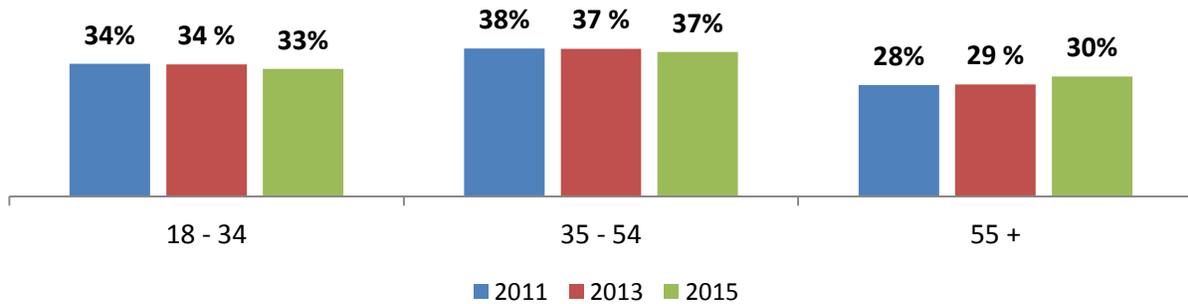
In most cases, the proportion of residents who believe each action or program would be effective in reducing the impact of negative street activity in Saskatoon has increased.

	% Effective				% Not Effective			
	2011	2013	2015	Difference 2013 to 2015 (p.p.)	2011	2013	2015	Difference 2013 to 2015 (p.p.)
<b>Increased mental health supports</b>	84%	85%▼	92%▲	7	16%	15%▲	8%▼	-7
<b>Increased policing</b>	77%	85%	88%	3	23%	15%	12%	-3
<b>Increased drug treatment supports</b>	86%	82%▼	88%▲	6	14%	18%▲	12%▼	-6
<b>Increased number of beds for Detox Centers</b>	81%	81%	85%	4	19%	19%	15%	-4
<b>Increased job training and education</b>	87%	83%	83%	0	13%	17%	17%	0
<b>Establish an Intox Center</b>	79%	78%▼	83%▲	5	21%	22%▲	17%▼	-5
<b>Increased affordable housing supports</b>	83%	81%	79%	-2	17%	19%	21%	2
<b>Increased fines and jail time</b>	34%	46%	51%	5	66%	54%	49%	-5

Q30. How effective do you think the following actions/programs would be in reducing the impact of negative street activity in Saskatoon? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627. p.p. = Percentage Points.

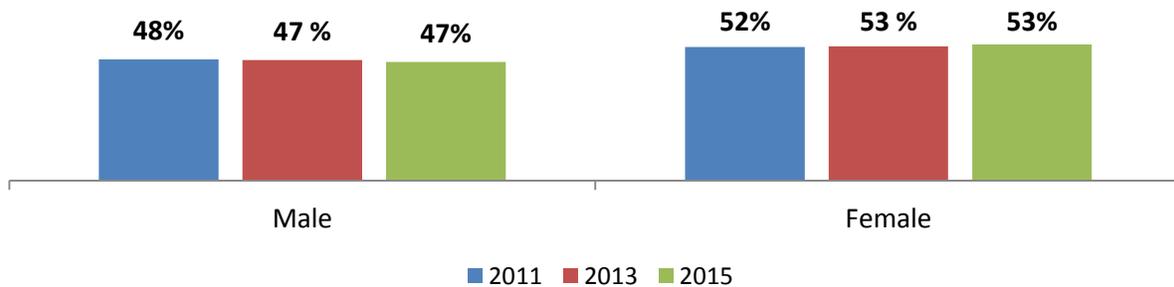
## DEMOGRAPHICS

### Age Range



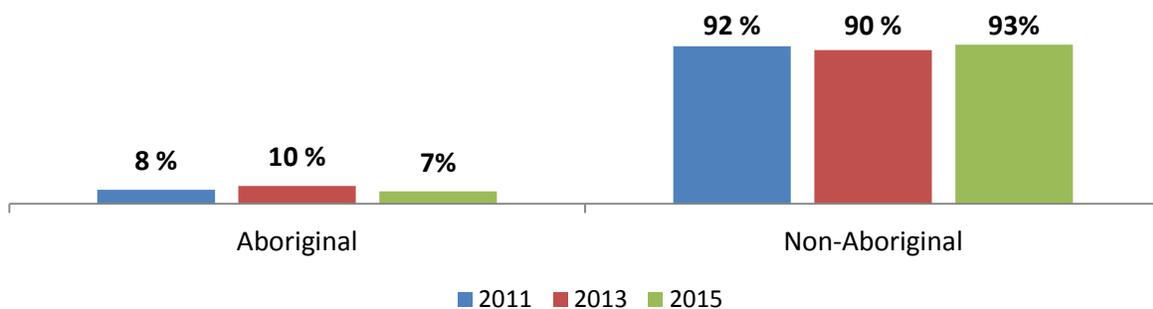
Q1. In what year were you born? Base: All respondents, excluding 'prefer not to say', 2011 n=590, 2013 n=602, 2015 n=627.

### Gender



Q2. Please indicate your gender. Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627.

### Aboriginal Ancestry



Q5. Do you consider yourself to be of Aboriginal ancestry? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627.

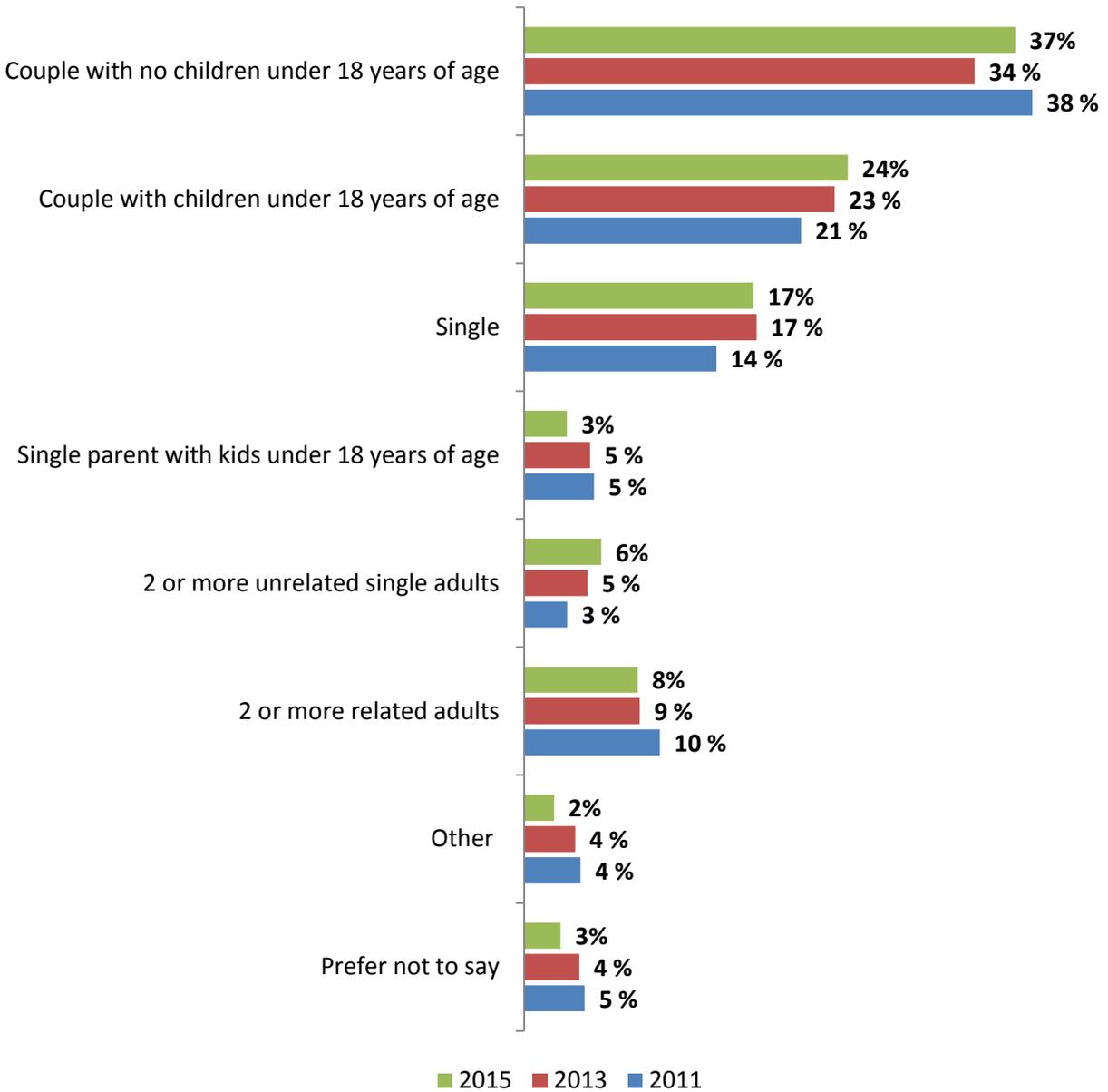
## Neighbourhood

Neighbourhood	Count	Percent
Adelaide Churchill	15	2%
Arbor Creek	12	2%
Avalon	14	2%
Blairmore S.C.	2	<1%
Brevoort Park	13	2%
Briarwood	15	2%
Buena Vista	8	1%
Buena Vista	6	1%
Caswell Hill	10	2%
Central Business District	7	1%
City Park	15	2%
College Park	12	2%
College Park East	16	3%
Confed S.C.	1	<1%
Confederation Park	13	2%
Dundonald	8	1%
Eastview	13	2%
Erindale	10	2%
Evergreen	10	2%
Exhibition	4	1%
Exhibition	8	1%
Fairhaven	17	3%
Forest Grove	20	3%
Greystone Heights	6	1%
Grosvenor Park	13	2%
Hampton Village	6	1%
Haultain	10	2%
Holiday Park	7	1%
Holliston	8	1%
Hudson Bay Park	4	1%
Kelsey Woodlawn	1	<1%
King George	4	1%
Lakeridge	6	1%

Neighbourhood Continued	Count	Percent
Lakeview	22	4%
Lakewood S.C.	6	1%
Lawson Heights	27	4%
Lawson Heights S.C.	4	1%
Marquis Industrial	1	<1%
Massey Place	10	2%
Mayfair	7	1%
Meadowgreen	9	1%
Montgomery Place	5	1%
Mount Royal	6	1%
North Development Area	1	<1%
North Park	4	1%
Nutana	25	4%
Nutana Park	3	<1%
Nutana S.C.	4	1%
Pacific Heights	12	2%
Parkridge	9	1%
Pleasant Hill	6	1%
Queen Elizabeth	5	1%
River Heights	6	1%
Riversdale	3	<1%
Silverspring	11	2%
Silverwood Heights	36	6%
Stonebridge	13	2%
Sutherland	11	2%
The Willows	1	<1%
University Heights S.C.	2	<1%
University of Saskatchewan Management Area	3	<1%
Varsity View	10	2%
Westmount	3	<1%
Westview	8	1%
Wildwood	20	3%
Willowgrove	9	1%
Other	11	2%
<b>Total</b>	<b>627</b>	<b>100%</b>

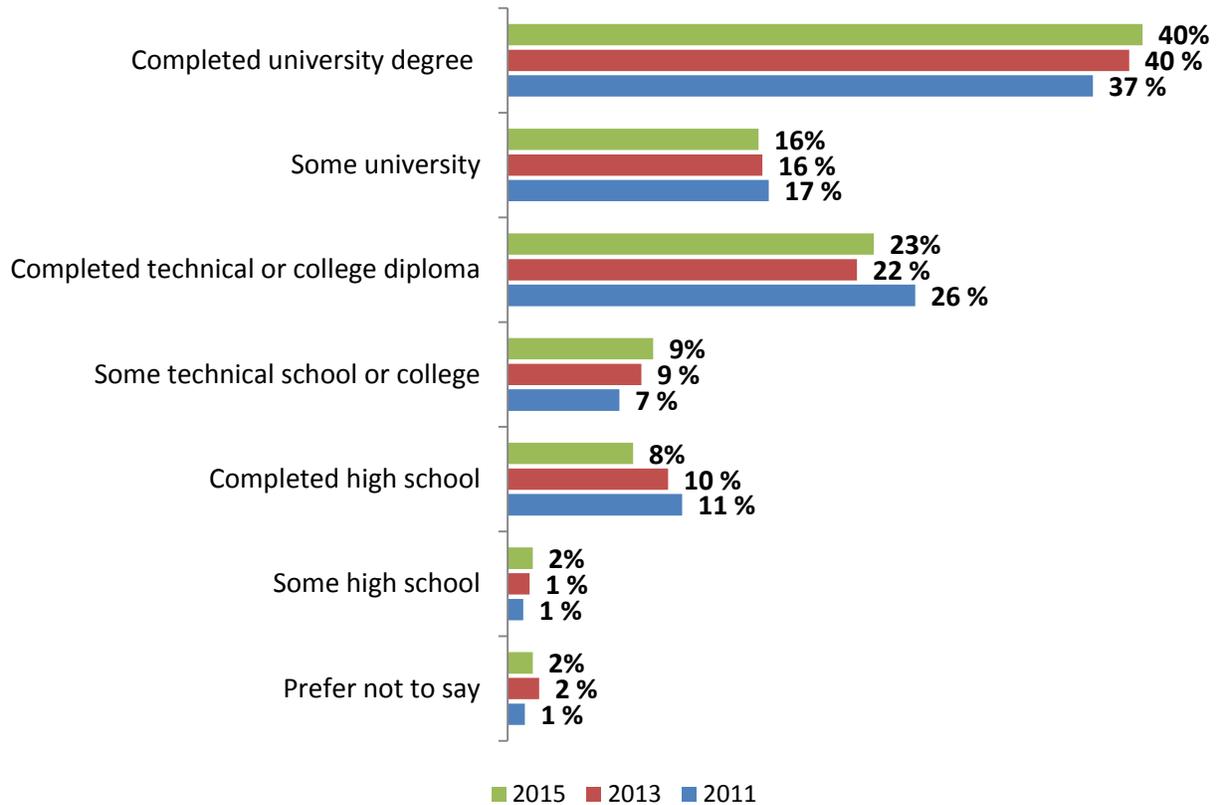
Q31. What specific neighborhood do you live in? Base: All respondents, n=627.

## Household



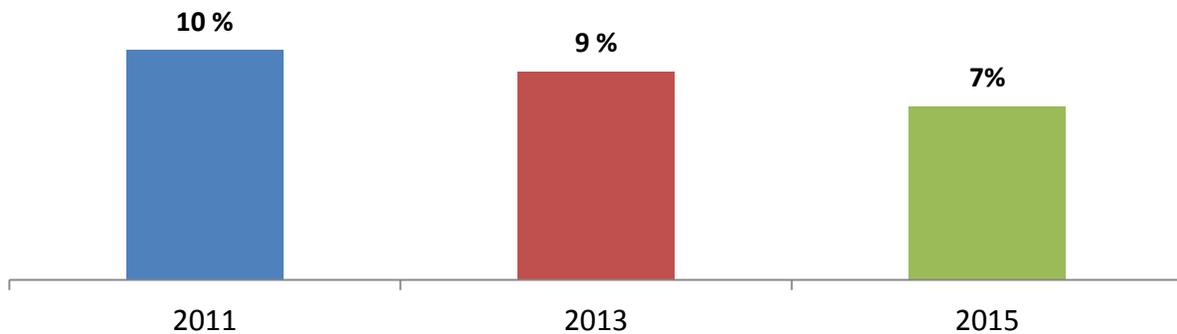
Q32. Which of the following best describes your household? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627.

## Education



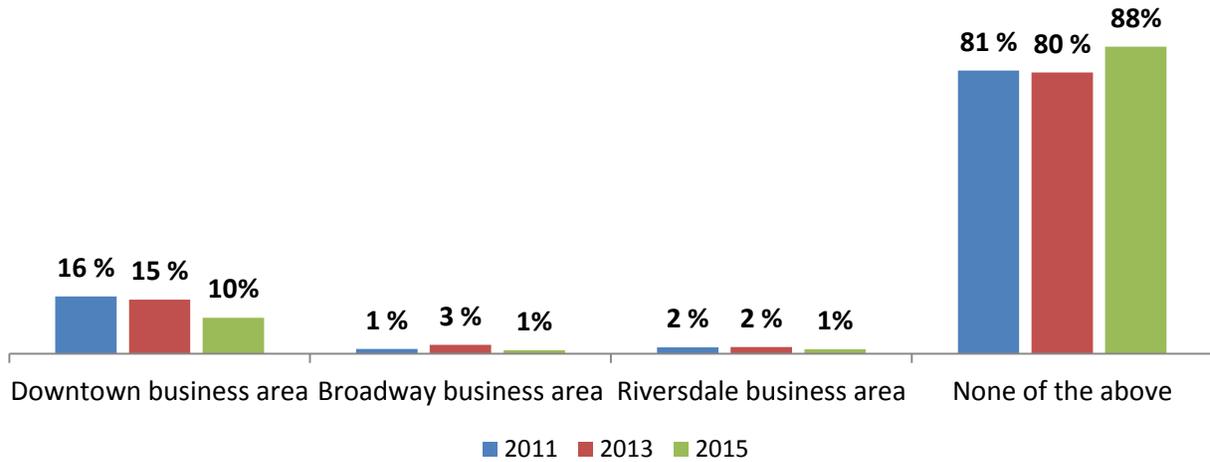
Q33. What is the highest level of education you have completed? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627.

## Business Ownership



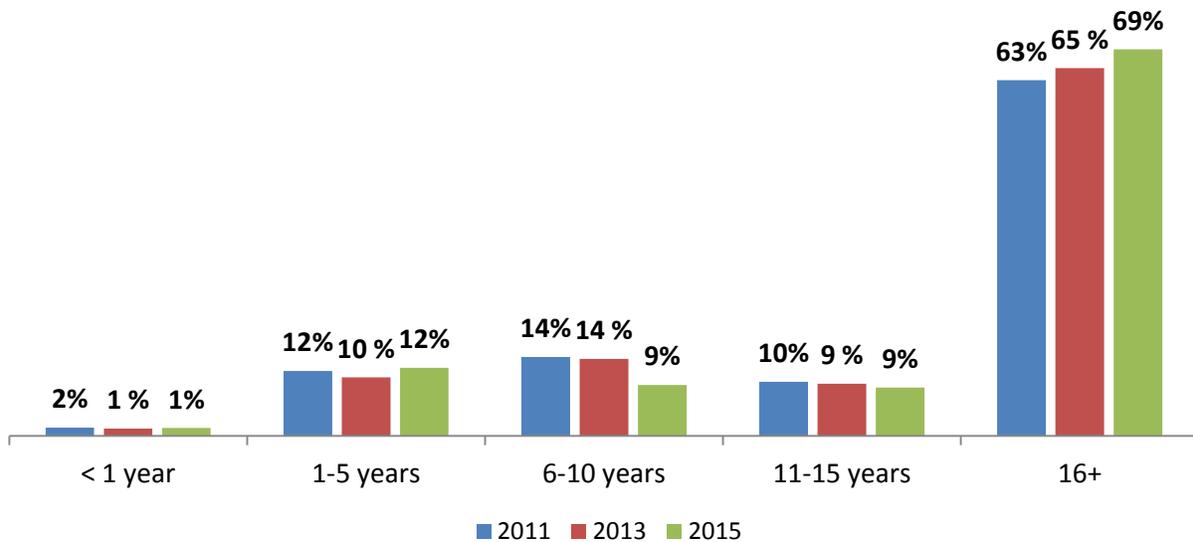
Q34. Do you own a business in Saskatoon? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627.

## Work Location



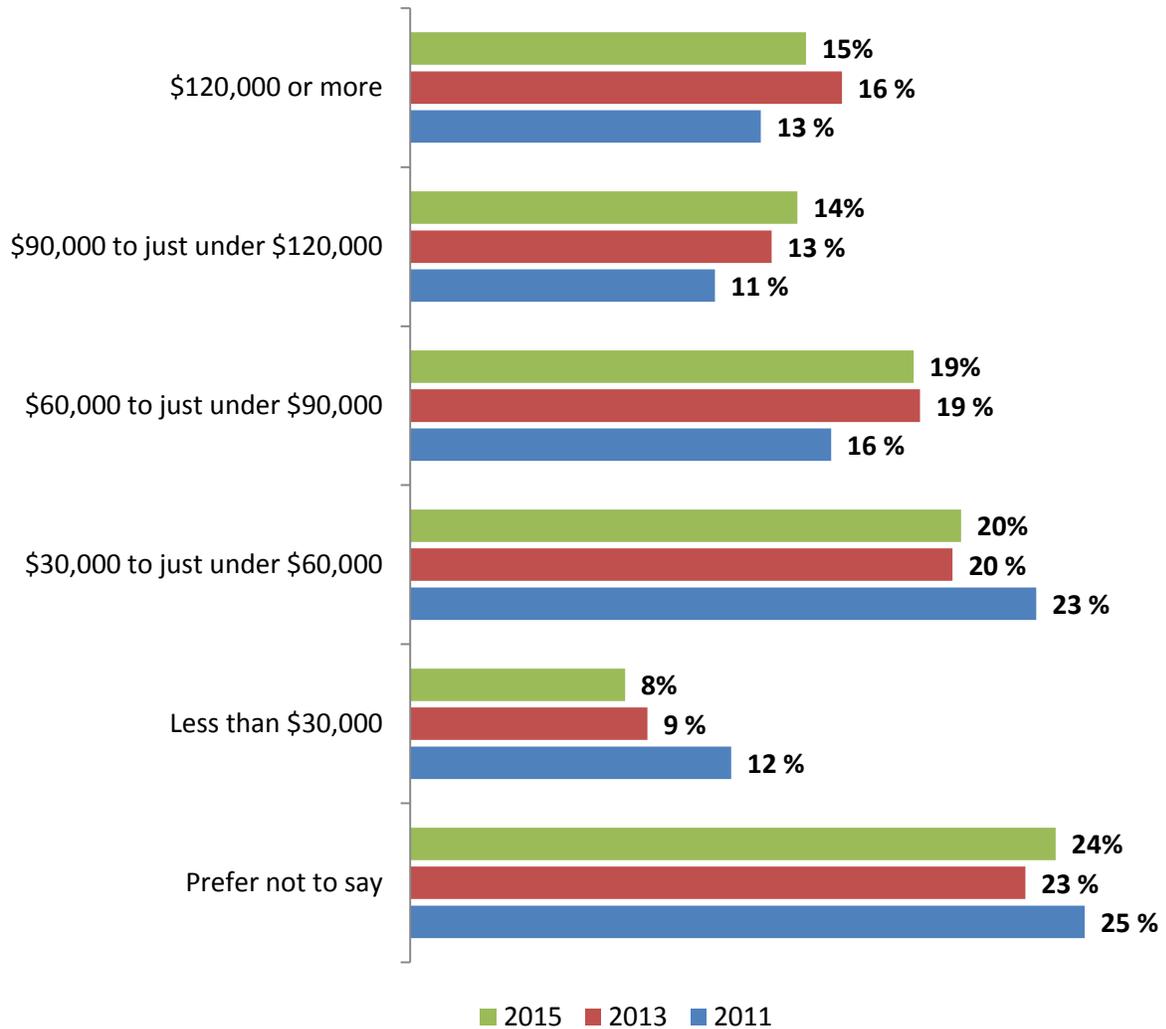
Q35. Do you work in any of the following areas? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627.

## Length Lived in Saskatoon



Q36. How long have you lived in Saskatoon? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627.

## Household Income



Q37. Into which range does your annual household income fall? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627.

# Business Survey



# METHODOLOGY

## Quantitative Data Collection

Data were collected between March 30th and April 18th, 2015 using three methodologies in order to maximize completed surveys:

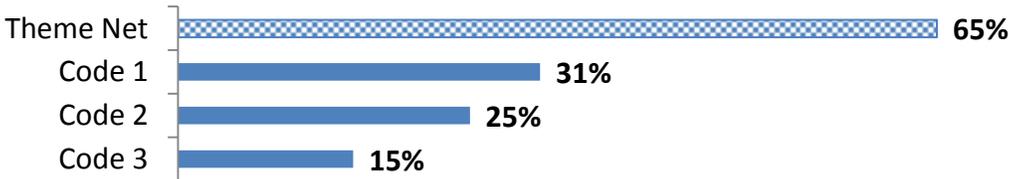
- Online using Inshtrix Research's SaskWatch Research™ panel
- In-person intercepts in each of the three Business Improvement Districts
- Follow-up e-mail survey links for those too busy to do the survey with the interviewer

In total, 357 completed surveys were obtained. Quotas were set by business district to be representative of businesses across the three areas. Note that the number of completed surveys for the Riversdale exceeded the set quota so overall results have been weighted to ensure they remained representative.

## NOTES ON REPORTING

- Each question includes a base description (n=#) which details the number of respondents who answered each particular question. Open ended questions have been themed and coded into common response categories based on similarities in responses provided.
- Statistically significant differences are highlighted where described. For this report, an alpha value of less than 0.05 is considered statistically significant. This means there is less than a 5% chance that the results would have occurred by chance. Statistically significant differences are noted using “▲” and “▼”.
- All figures are rounded to no decimal places, so percentages may not sum to 100% due to rounding.
- Similar themes and codes are organized into net themes based on overarching commonalities in the content of responses (i.e., positive or negative mentions). Net responses include individual, coded themes in order to illustrate the overarching themes that emerge from open-ended questions. Nets are coded in a different pattern, and all codes underneath this color are included in the net. The percentages of individual codes may not add up to the net total as multiple responses may be possible.

### Net Example



## BUSINESS - KEY FINDINGS

### Street Activity

- The most common negative street activities business owners say they have witnessed around their businesses include panhandling (29%) and intoxicated people (23%).
  - The proportion of business owners who have seen panhandling around their business is significantly higher in the Downtown area (37%), as compared to the Broadway (12%) or Riversdale (11%) areas.
- When asked about the impact of these negative activities, business owners say that people feel harassed or intimidated (27%), fewer people come to the area or store (20%), and that they believe it is dangerous for people (18%).
  - Of interest is the proportion of businesses in each area who believe that the negative activity has no impact on them: Riversdale (24%), Broadway (32%), and Downtown (16%).

### Community Support Program Awareness & Interaction

- When asked about positive street activity witnessed around the business, 8% of business owners mention the Community Support Program. When asked about programs or methods currently being used to address issues related to negative street activity, this number climbs to 28%.
  - When provided with the name of the program, this rises to 65%. Providing a description of the program increases awareness to 67% overall: Downtown (66%), Broadway (73%), and Riversdale (69%).
- When asked about the overall effectiveness of the program, over half (55%) rate the program as a 7-10 out of ten.
- More than half of those surveyed who had been at their position for two years or less (58%) say they were made aware of the program when they started.
- Two-fifths of businesses aware of the program (40%) say they have interacted with the Officers. Most commonly, this was for service calls to deal with issues (43%) and general friendly interactions (36%).
- About half of those aware of the program say they know how to contact the Officers (48%), with one-third of these (34%) saying they have called the program to have a specific problem addressed. Among those who have called for a specific problem, 75% say that the program is effective.

## Community Support Program Funding & Program Continuation

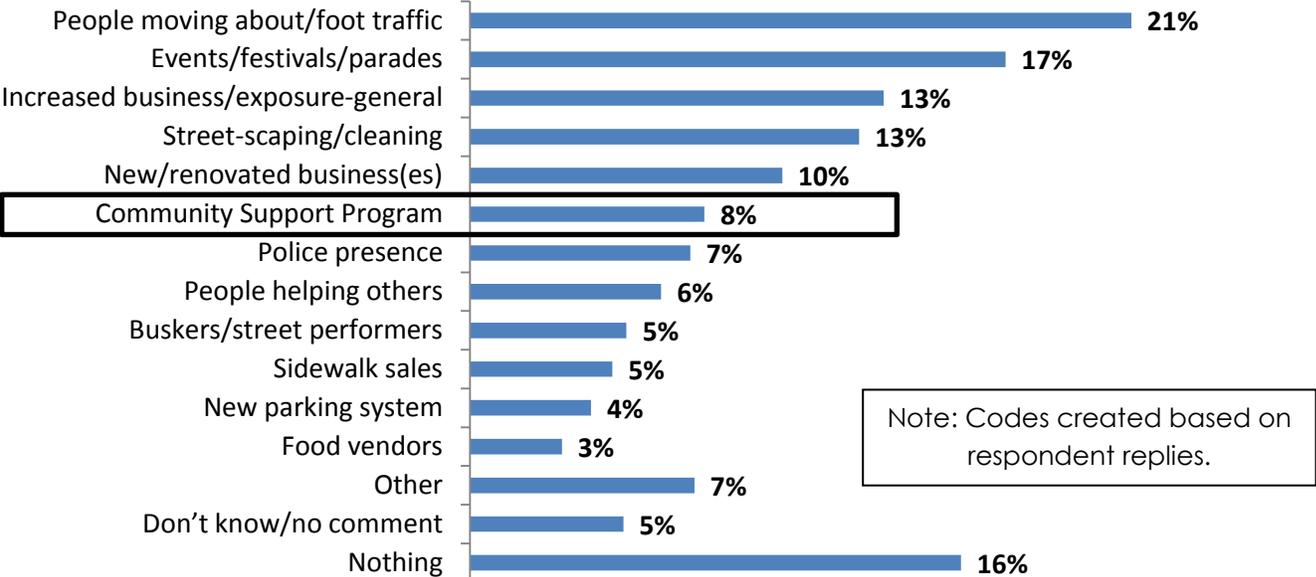
- When asked if they would like to see the program continue, 90% say yes.
- Few businesses (6%) are currently aware that the program is funded through parking meter revenue.
- When those aware of the program were asked if they would be willing to support the program through property taxes, 69% say they would.

# Business - Study Results

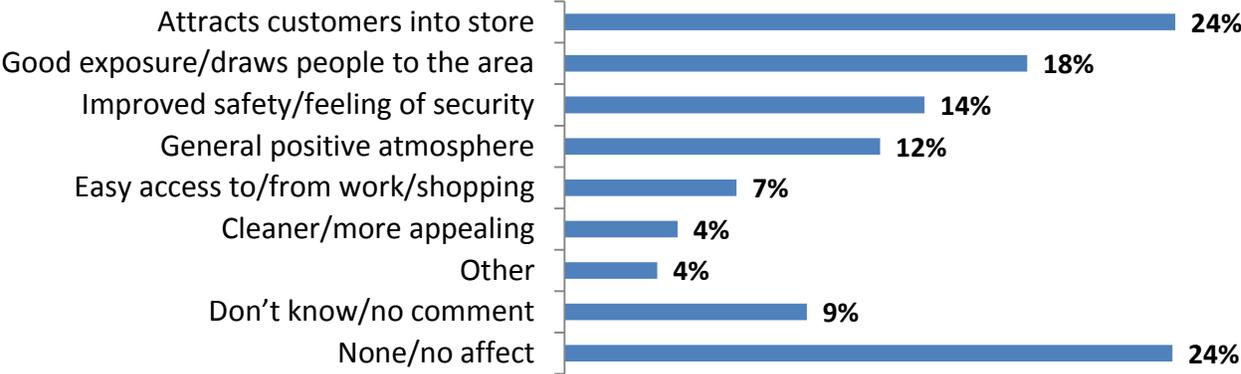
## STREET ACTIVITY

### Positive Street Activity

When asked about positive street activity around their business, respondents note a variety of activity. Note that 8% of businesses in the three business improvement districts specifically mention the Community Support Program as a positive activity.



### Postive Activity Impact

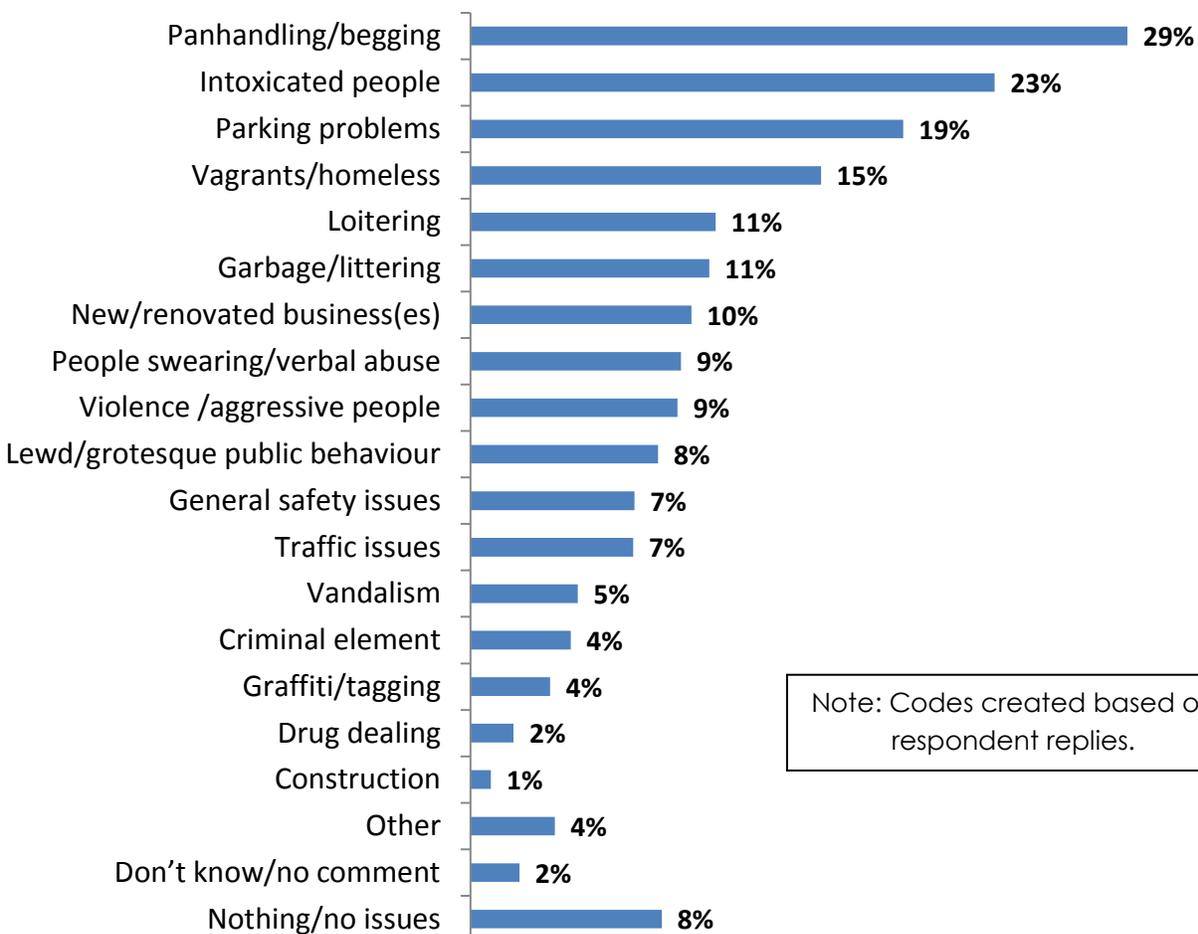


Q1. What kinds of **positive** street activity have you witnesses around your business? Base: All respondents, overall weighted n=358.

Q2. How do these types of **positive** street activities affect your business? Base: Base: All respondents, overall weighted n=358.

## Negative Street Activity Witnessed

The top negative street activities noted by businesses include panhandling (29%), intoxicated people (23%), problems with parking (19%), and homeless people (15%).



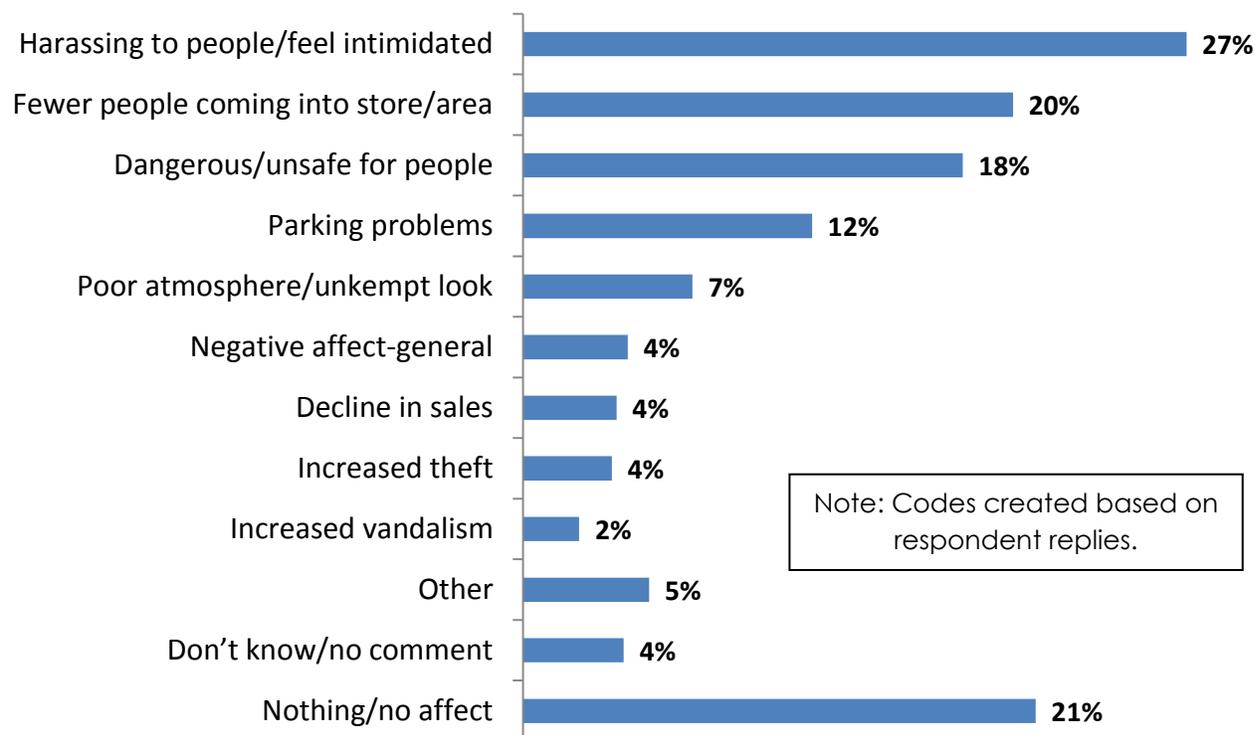
Businesses in the Downtown area are the most likely to report issues related to panhandling.

	Downtown	Broadway	Riversdale
<b>Panhandling/begging</b>	37%▲	12%▼	11%▼
<b>Intoxicated people</b>	21%	22%	31%
<b>Parking problems</b>	23%▲	20%▲	6%▼
<b>Vagrants/homeless</b>	19%▲	5%▼	8%

Q3. What kinds of issues related to **negative** street activity have you witnessed? Base: All respondents, overall weighted n=358 (Downtown n=213, Broadway n=41, Riversdale n=103). See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

## Negative Street Activity Impact

When asked how the negative street activity they had witnessed affects their business, responses commonly included that it was intimidating to people (27%), affected the number of people coming into the store (20%), and that it was dangerous or unsafe (18%). One-fifth (21%) indicate that they do not believe the activities affect their business.



Businesses in the Riversdale area are the most likely to say that the negative street activities witnessed have no effect on their business.

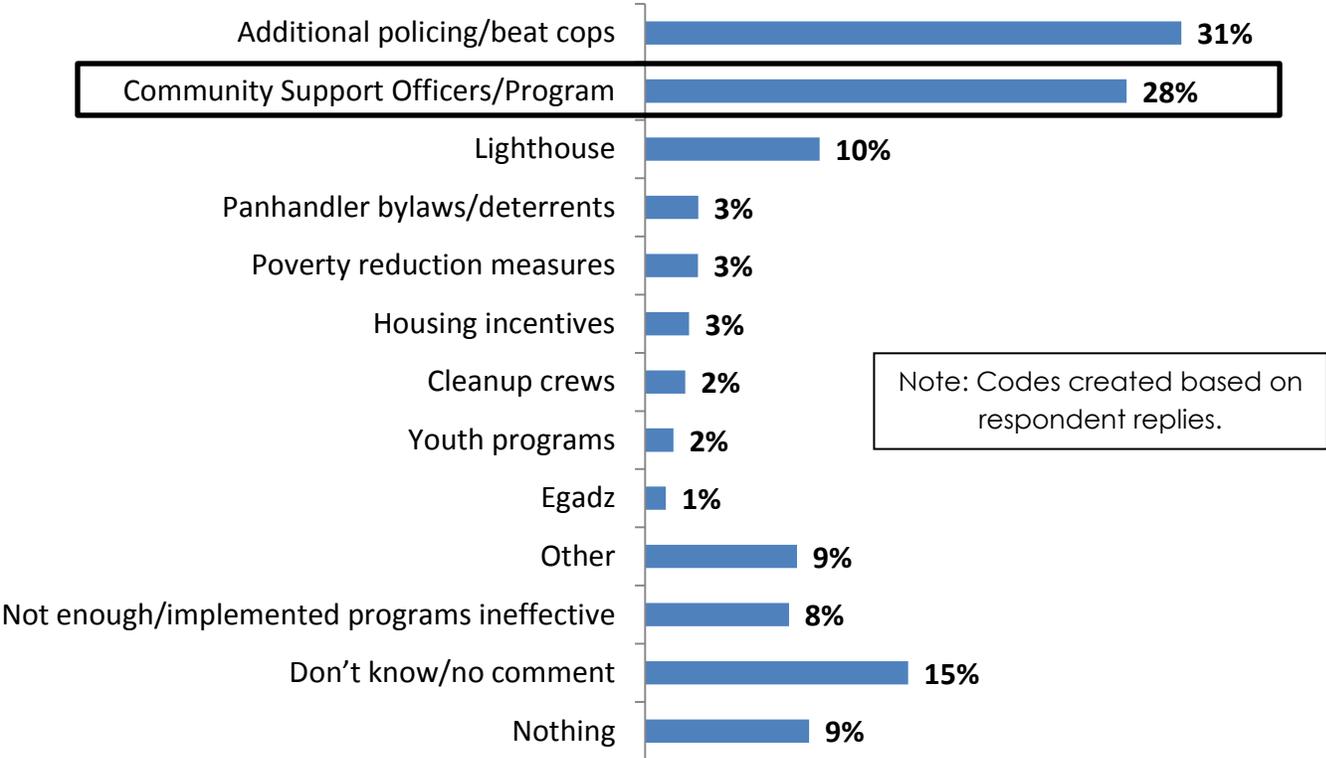
	Downtown	Broadway	Riversdale
<b>Harassing to people/feel intimidated</b>	28%	29%	23%
<b>Fewer people coming into store/area</b>	23%	17%	14%
<b>Dangerous/unsafe for people</b>	21%	7%	16%
<b>Nothing/no affect</b>	16%▼	32%	34%▲

Q4. How do these types of **negative** street activities affect your business? Base: All respondents, overall weighted n=358 (Downtown n=213, Broadway n=41, Riversdale n=103). See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲."

# COMMUNITY SUPPORT PROGRAM

## Unaided Recall

When asked what first comes to mind when thinking about methods or programs used to address issues related to negative street activity, businesses most commonly mention additional police officers (31%), while 28% indicate the Community Support Program directly.



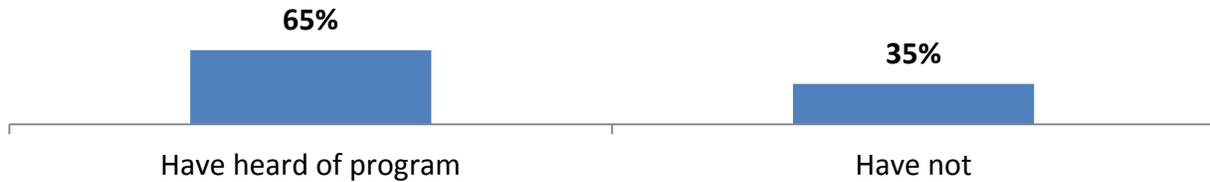
Businesses in the Downtown and Broadway areas are more likely to specifically reference the Community Support Program than those in Riversdale.

	Downtown	Broadway	Riversdale
Community Support Officers/Program	29%	29%	22%

Q5. What first comes to mind when thinking about methods or programs that are currently used to address issues related to **negative** street activity in Saskatoon? Base: All respondents, overall weighted n=358 (Downtown n=213, Broadway n=41, Riversdale n=103).

## Claimed Recall

When provided with the name of the program only, the majority of businesses say they have heard of the Community Support Program.



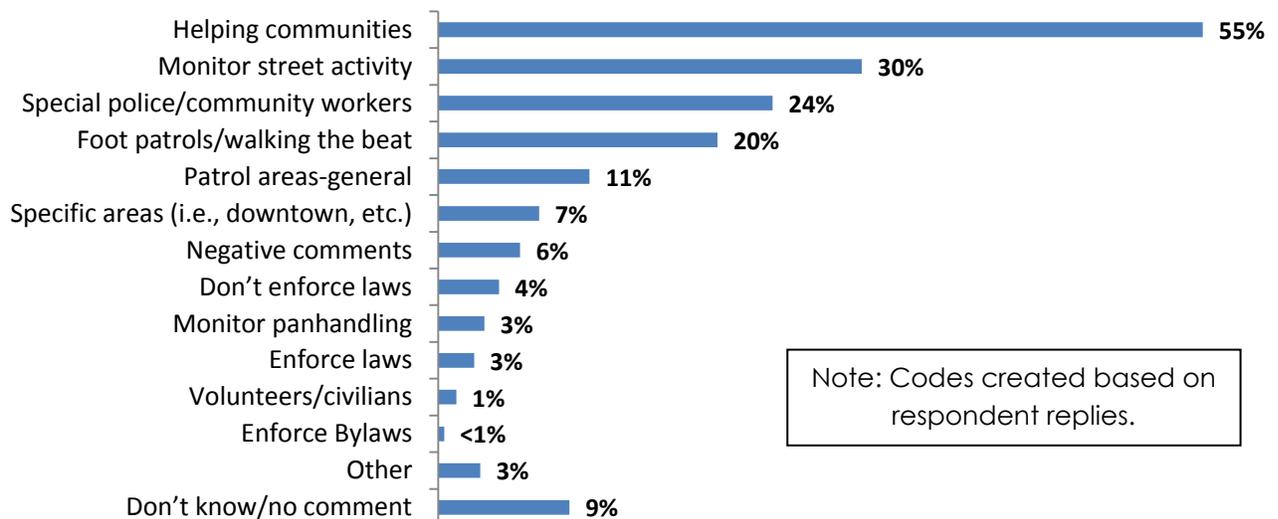
There is little difference between areas in terms of program awareness when given just the name of the program.

	Downtown	Broadway	Riversdale
<b>Have heard of program</b>	65%	63%	64%

Q6. Have you heard of the City of Saskatoon's Community Support Program (CSP) or Community Support Officers? Base: All respondents, overall weighted n=358 (Downtown n=213, Broadway n=41, Riversdale n=103).

## Proven Recall

Over half of businesses describe the program as being in place to help the communities.



Q7. To the best of your knowledge, what is the Community Support Program? Base: All respondents that have heard of the Community Support Program, weighted n=232.

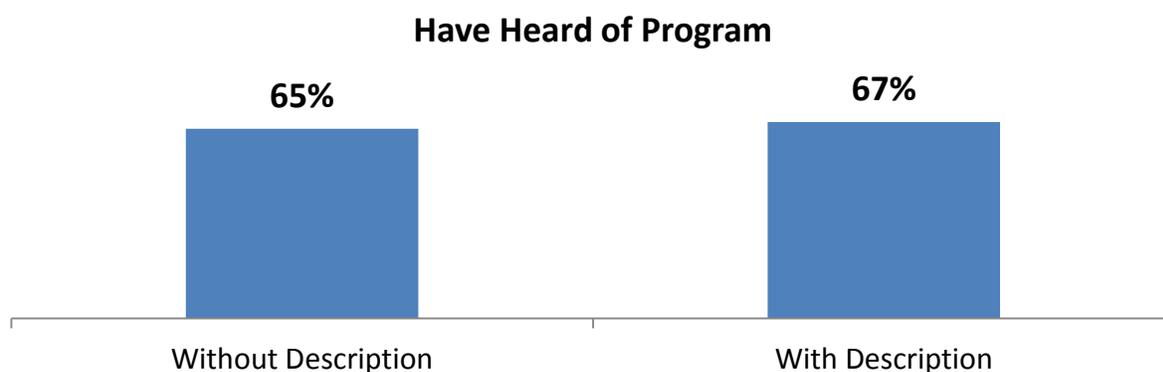
## Prompted Recall

At this point in the questionnaire, respondents were given the following description and then asked if, having heard the description, they had heard of the Community Support Program:

*In July of 2012, the City of Saskatoon established a Community Support Program (CSP) aimed at addressing street activity in the Broadway, Downtown and the Riversdale Business Improvement Districts. This program includes and engages:*

- **The Public** through a highly visible presence that reassures and responds to the public in the Downtown, Broadway, and Riversdale Business Improvement Districts.
- **Business Owners** through foot patrols that liaise with local businesses to identify issues and collaborate to generate solutions.
- **Vulnerable Persons** by connecting community members in need to the appropriate service providers or other supports.

With the description, the proportion of residents who have heard of the program increased very slightly, from 65% up to 67%.



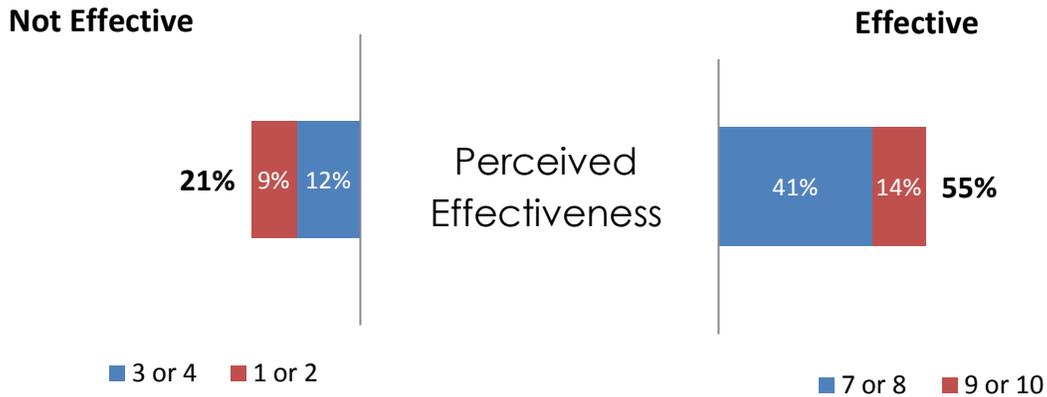
The biggest increase in program awareness when given a description is in the Broadway area, where the proportion increased from 63% up to 73%.

	Downtown	Broadway	Riversdale
<b>Have heard of program (Without description)</b>	65%	63%	64%
<b>Have heard of program (With description)</b>	66%	73%	69%

Q8. Now that you have heard this description, have you heard of the program? Base: All respondents, overall weighted n=358 (Downtown n=213, Broadway n=41, Riversdale n=103).

## Perceived Effectiveness

Among those aware of the program, most businesses (55%) believe that the Community Support Program is being effective overall at addressing negative street activity in Saskatoon.

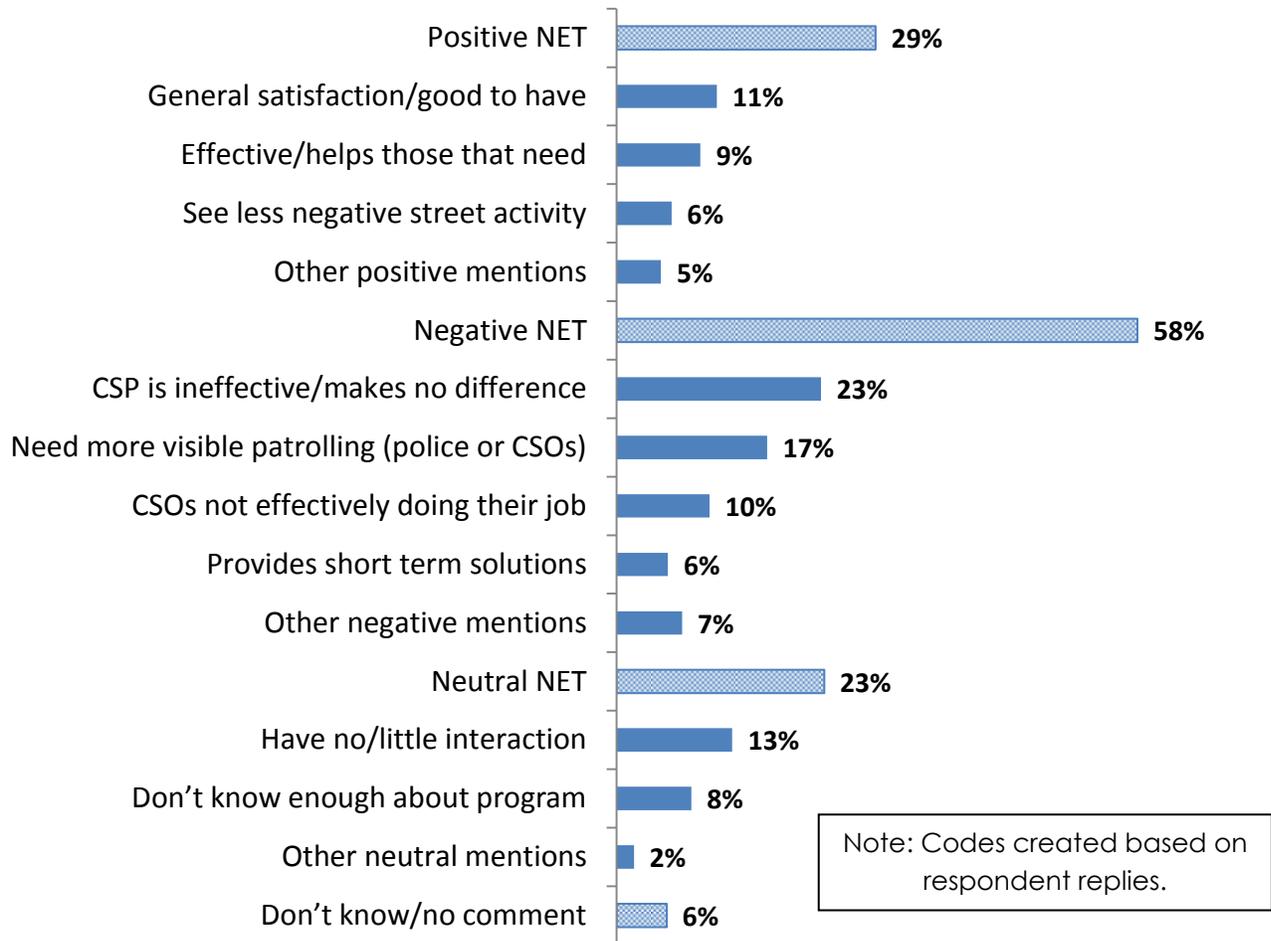


On average, businesses in the Broadway area gave the highest rating.

	Overall	Downtown	Broadway	Riversdale
<b>Average Rating</b>	6.3	6.1	7.2	6.4

Q9. On a scale from one to ten, where one is 'not at all effective' and ten is 'extremely effective', how would you rate the overall effectiveness of the Community Support Program in addressing issues related to negative street activity in Saskatoon? Base: All respondents that have heard of the Community Support Program, weighted n=240 (Downtown n=140, Broadway n=30, Riversdale n=71).

The most common reasons given for rating the overall effectiveness of the Community Support Program as less than eight are that it is believed that the program makes no difference (23%) or that both police and Community Support Officers need to be more visible (17%).

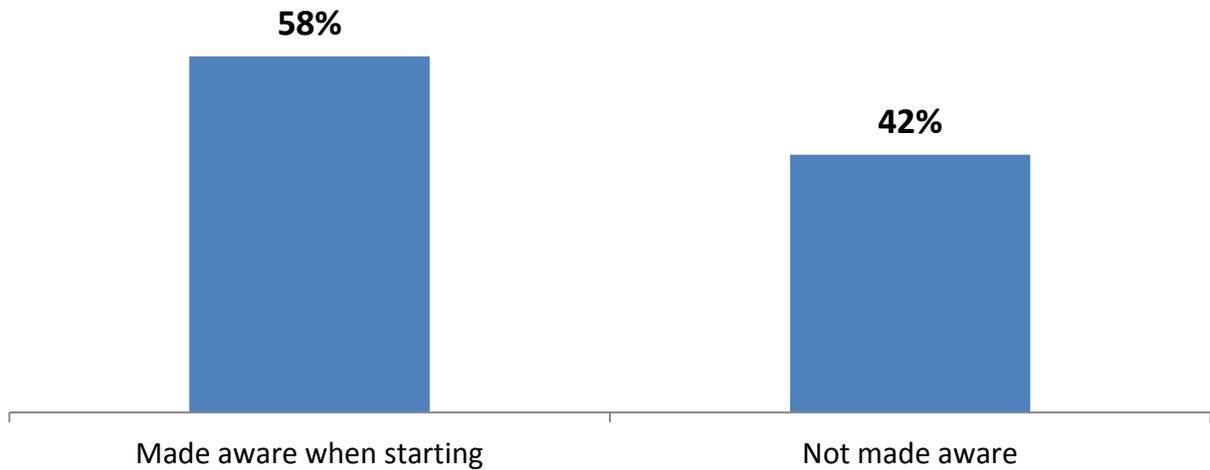


Q10. Why did you rate the overall effectiveness of the Community Support Program as a **[Insert from Q9]**?  
 Base: All respondents that have heard of the Community Support Program and rated overall effectiveness as less than eight, weighted n=154. See "Notes on Reporting" for a definition of NETS.

## PROGRAM INTERACTION

### Program Awareness at Start of Employment

More than half of those aware of the Community Support Program who have been at their current employment for less than two years say they were made aware of the program when they first started, either by others at the workplace or through the program officers themselves.



	Downtown		Broadway		Riversdale	
	Count	%	Count	%	Count	%
<b>Made aware when starting</b>	22/35	63%	7/9	78%	11/29	38%

Q11. When you started at your current position, were you made aware of the Community Support Program, either through others at your workplace, or by the Community Support Officers themselves? Base: All respondents who have heard of the Community Support Program and have been at their current employment for less than two years, weighted n=69 (Downtown n=35, Broadway n=9, Riversdale n=29).

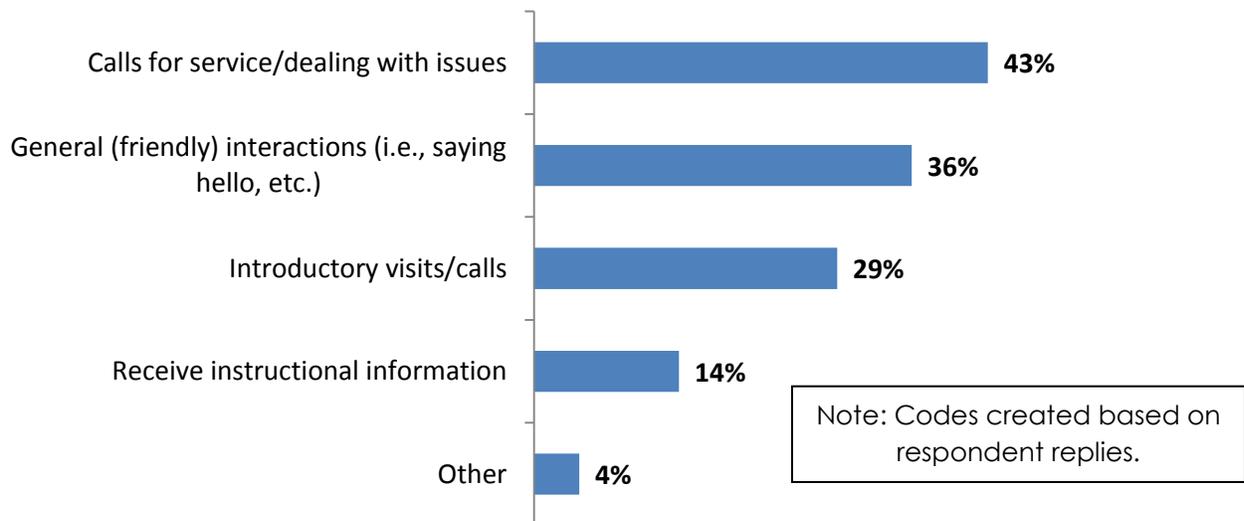
## Officer Interaction

Two-fifths of those aware of the program (40%) have interacted with Community Support Officers.



	Downtown	Broadway	Riversdale
<b>Interacted with Community Support Officer</b>	39%	40%	44%

Most commonly interaction included calls for service (43%), friendly interactions (36%), and introductory visits or calls (29%).

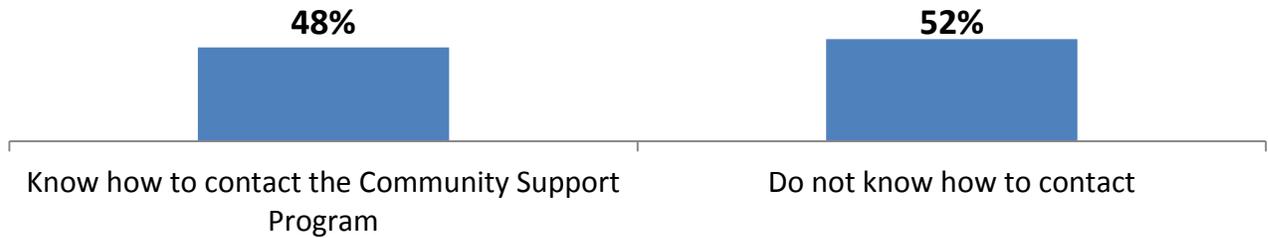


Q12. Have you ever interacted with a Community Support Officer for any reason? Base: All respondents that have heard of the Community Support Program, weighted n=240 (Downtown n=140, Broadway n=30, Riversdale n=71).

Q13. Please describe the types of interaction you've had with the Community Support Program Officers. Base: All respondents who have interacted with a program officer, weighted n=97.

## Contact Knowledge

About half of those aware of the program (48%) say they know how to contact the officers.



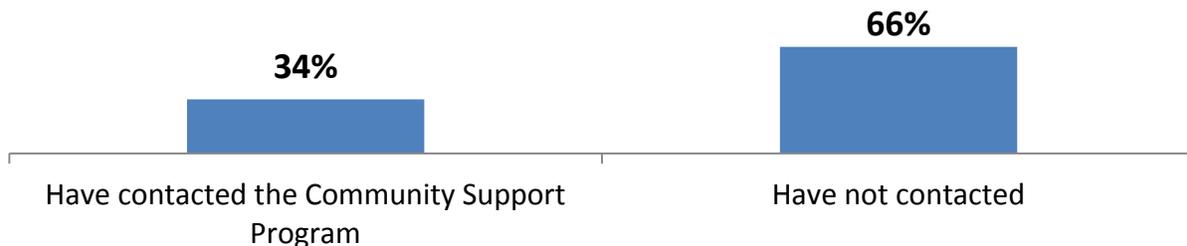
Those in the Broadway area are the most likely to say they know how to contact the program.

	Downtown	Broadway	Riversdale
<b>Know how to contact the program</b>	48%	57%	42%

Q14. Do you know how to contact the Community Support Program? Base: All respondents that have heard of the Community Support Program, weighted n=240 (Downtown n=140, Broadway n=30, Riversdale n=71).

## Contact Action

One-third of those aware of how to contact the program say they have called to have a specific problem addressed (34%).



	Downtown		Broadway		Riversdale	
	Count	%	Count	%	Count	%
<b>Have contacted the Program</b>	23/67	34%	4/17	24%	12/30	40%

Q15. Have you ever contacted the Community Support Program to address a specific issue? Base: All respondents that know how to contact the Community Support Officers, weighted n=115.

## Contact Amounts

Overall, businesses in the three improvement districts have contacted the Community Support Program an average of nine times.

Average Number of Contacts							
Overall		Downtown		Broadway		Riversdale	
Count	Average	Count	Average	Count	Average	Count	Average
39	9.0	23	9.4	4	1.0	12	11.5

Q16. Approximately how many times have you contacted the Community Support Program? Base: All respondents that have contacted the Community Support Program, weighted n=39 (Downtown n=23, Broadway n=4, Riversdale n=12).

## Perceived Effectiveness - Specific Issues

Most businesses that have contacted the Community Support Program for a specific issue rate the program as being effective at addressing the issue.



Average Rating							
Overall		Downtown		Broadway		Riversdale	
Count	Average	Count	Average	Count	Average	Count	Average
39	7.6	23	7.5	4	7.5	12	8.1

Q17. How would you rate the effectiveness of the Community Support Program in addressing the specific issues you've contacted them for? Base: All respondents that have contacted the Community Support Program, weighted n=39 (Downtown n=23, Broadway n=4, Riversdale n=12).

## Perceived Effectiveness - Reason for Rating Lower than Eight

A common reason for rating the effectiveness of the program at addressing specific issues as less than eight is that the time between contact and response is too long.

### Downtown

Although they come it is a short term solution and sometimes they are not nearby to come ASAP. Sometimes they are interfering in business but not breaking law.

By the time CSO got here, the people who vomited were gone. But they did help in cleaning the mess and all.

By the time they got here, the issue was overcome.

It seems like they are doing the same thing. Spinning wheels.

Just because of the delay in response to the call.

Not enough given to the public to tell them what they are about.

One unconscious person outside was moved out and another inside was removed but left no impression as I had to resort to Police to have the person removed and another outside was not pro-actively taken care of. Two cases were an ineffective deterrent to the problem.

Slow response.

That are good for tourists and not for responding to business needs when called.

They were late.

### Broadway

Because I had already dealt with the guy by the time CSP got here.

I think I didn't find it helpful at all, they were not able to catch the shoplifter and they are still searching for the guy who shoplifted.

### Riversdale

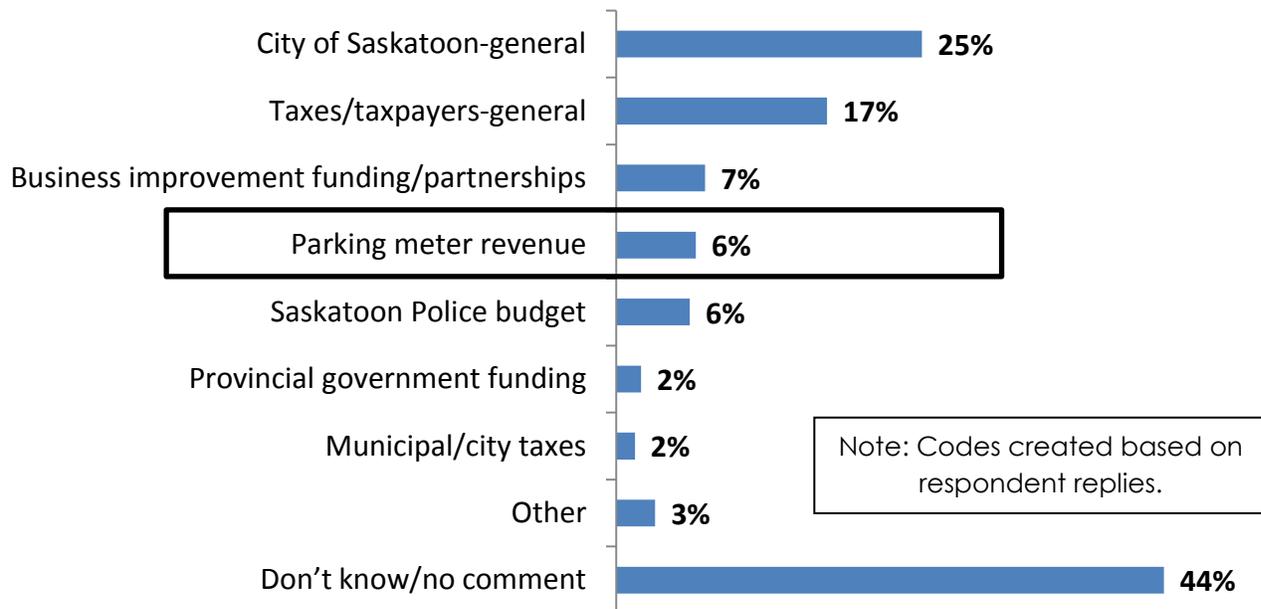
When we call it takes them a significant amount of time to come to our business, and by then the individual has usually already left.

Q18. Why did you rate the effectiveness of the Community Support Program in addressing the **specific** issues you contacted them for as a **[insert from Q17]**? Base: All respondents that rated the effectiveness of the Community Support Program in addressing specific issues they were called for as less than eight, Downtown n=10, Broadway n=2, Riversdale n=1.

## FUNDING

### Funding Knowledge

Few businesses are currently aware that the Community Support Program is funded through money collected from parking meters (6%).

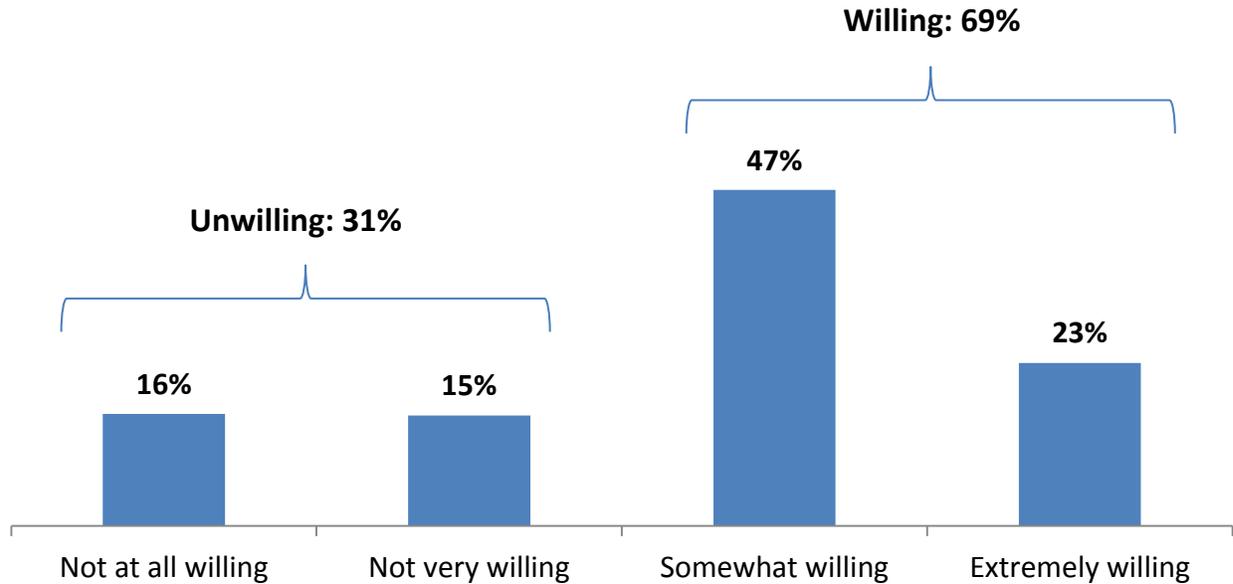


	Downtown	Broadway	Riversdale
<b>Parking meter revenue</b>	7%	3%	6%

Q19. To the best of your knowledge, how is the Community Support Program funded? Base: All respondents that have heard of the Community Support Program, weighted n=240 (Downtown n=140, Broadway n=30, Riversdale n=71).

## Program Funding Using Property Tax

The majority of those aware of the Community Support Program (69%) say they would be willing to support the program through property tax (mill rate).



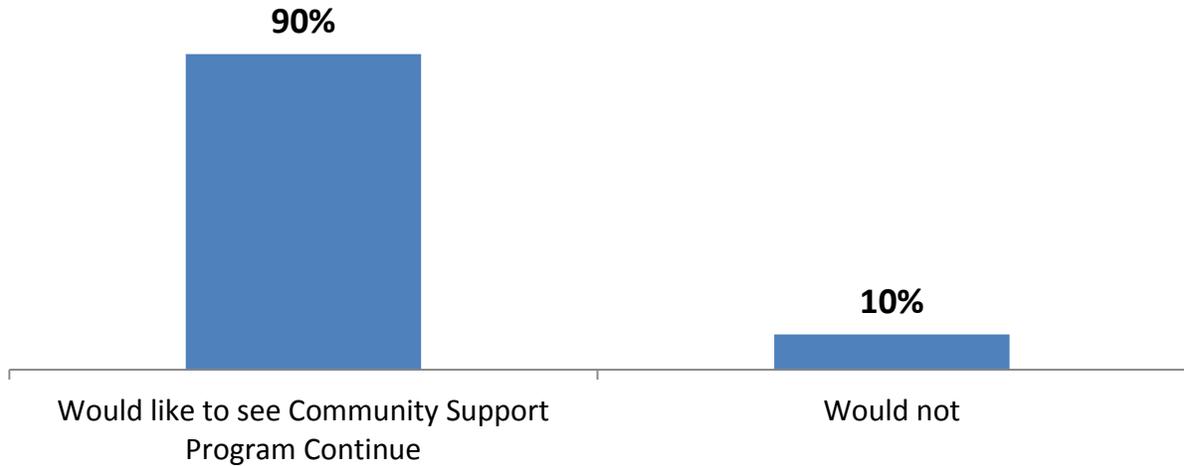
Businesses in the Broadway area are the most likely to be willing to support the program through property tax (80%), followed by those in the Riversdale area (72%), then the Downtown area (66%).

	Downtown	Broadway	Riversdale
<b>Unwilling</b>	<b>34%</b>	<b>20%</b>	<b>28%</b>
Not at all willing	19%	3%	13%
Not very willing	15%	17%	15%
<b>Willing</b>	<b>66%</b>	<b>80%</b>	<b>72%</b>
Somewhat willing	46%	60%	41%
Extremely willing	21%	20%	31%

Q20. Currently, the Community Support Program is funded through money collected from Saskatoon parking meters. If this funding was not available to the program, how would you rate your willingness to support the program using property tax (mill rate)? Base: All respondents that have heard of the Community Support Program, weighted n=240 (Downtown n=140, Broadway n=30, Riversdale n=71).

## Program Continuation Support

Most of those aware of the Community Support Program say they would like to see the program continue (90%).



	Downtown	Broadway	Riversdale
<b>Would like to see Community Support Program Continue</b>	87%	97%	96%

Q21. Would you like to see the Community Support Program continue? Base: All respondents that have heard of the Community Support Program, weighted n=240 (Downtown n=140, Broadway n=30, Riversdale n=71).

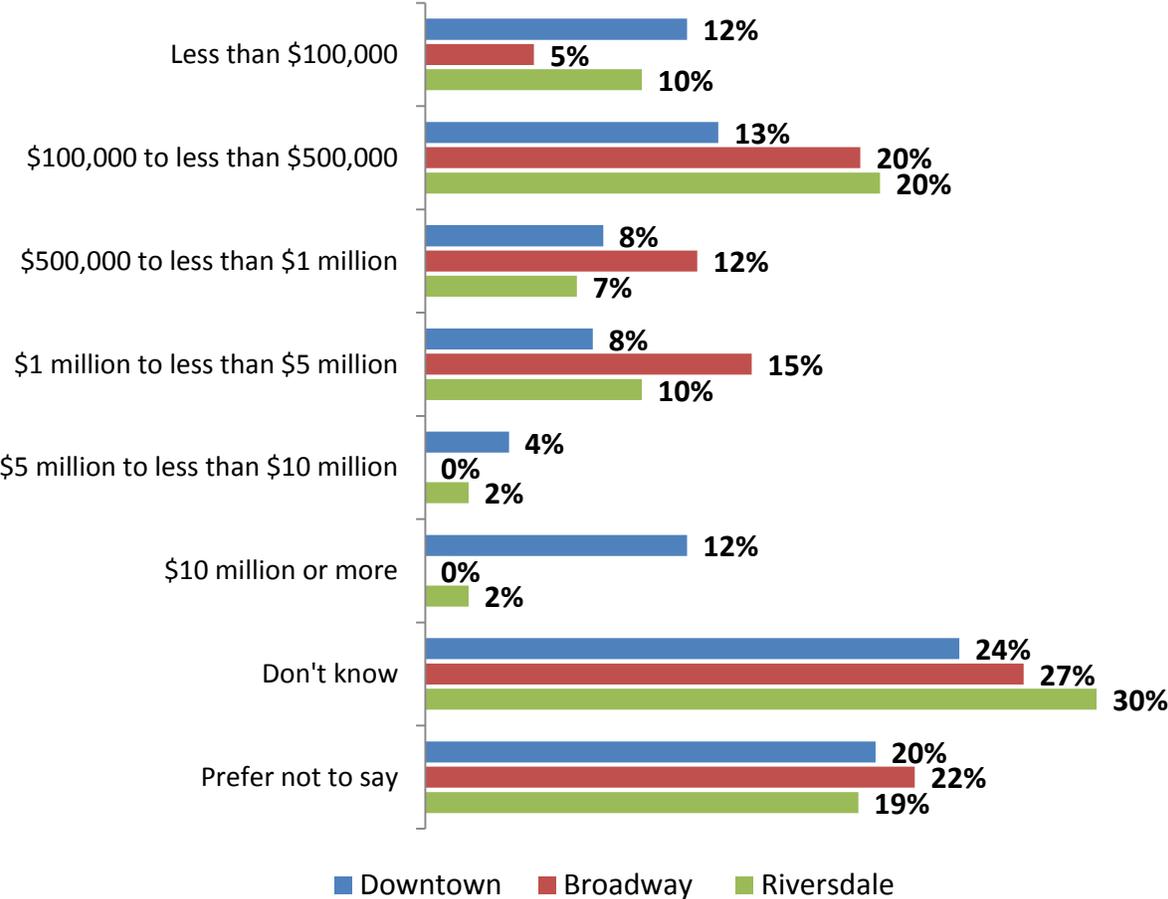
# DEMOGRAPHICS

## Years in Operation

	Downtown	Broadway	Riversdale
<b>Average number of years in operation</b>	25.5	19.4	17.5

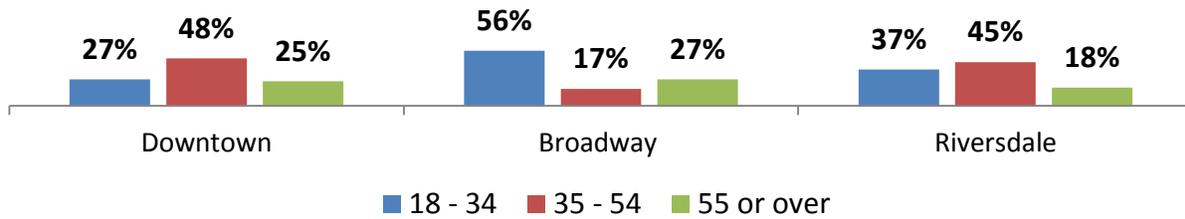
Q22. How long has your business been open? Base: All respondents excluding "don't know", Downtown n=184, Broadway n=40, Riversdale n=102.

## Annual Revenue



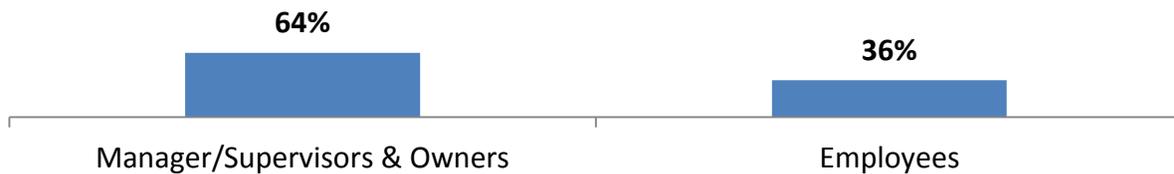
Q23. Into which of the following categories does your annual revenue fall? Base: All respondents, Downtown n=213, Broadway n=41, Riversdale n=103.

## Age Range



Q24. Into which age range do you fall? Base: All respondents, Downtown n=213, Broadway n=41, Riversdale n=103.

## Employment Type



QB. Which of the following best describes your employment? Base: All respondents, n=357.

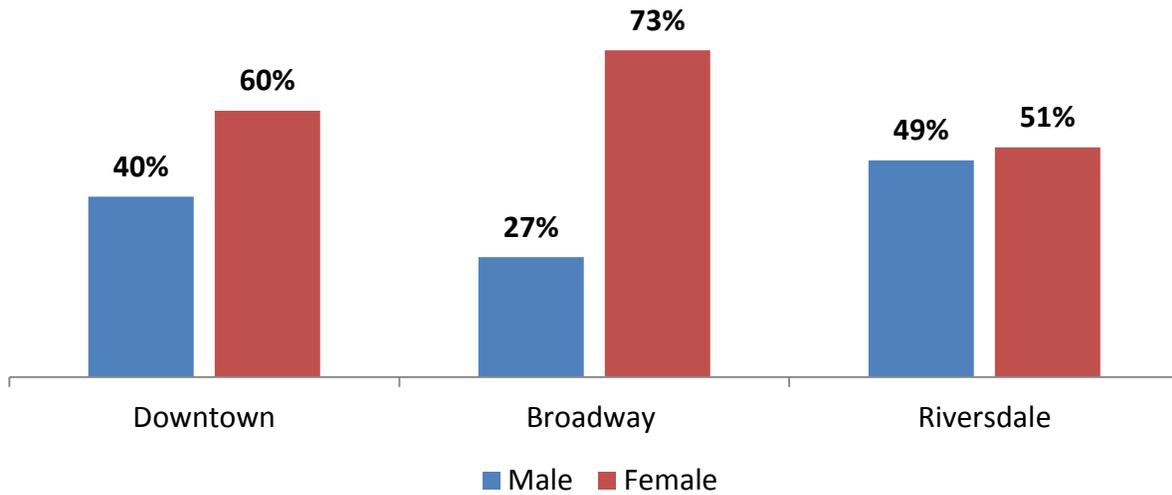
## Age by Employment Type

Broadway (n=41)	Employee		Manager/Supervisor		Owner		Total	
18 - 34	13	32%	6	15%	4	10%	23	56%
35 - 54	3	7%	3	7%	1	2%	7	17%
55 or over	5	12%	2	5%	4	10%	11	27%
<b>Total</b>	<b>21</b>	<b>51%</b>	<b>11</b>	<b>27%</b>	<b>9</b>	<b>22%</b>	<b>41</b>	<b>100%</b>

Downtown (n=213)	Employee		Manager/Supervisor		Owner		Total	
18 - 34	23	11%	28	13%	6	3%	57	27%
35 - 54	36	17%	40	19%	27	13%	103	48%
55 or over	23	11%	20	9%	10	5%	53	25%
<b>Total</b>	<b>82</b>	<b>38%</b>	<b>88</b>	<b>41%</b>	<b>43</b>	<b>20%</b>	<b>213</b>	<b>100%</b>

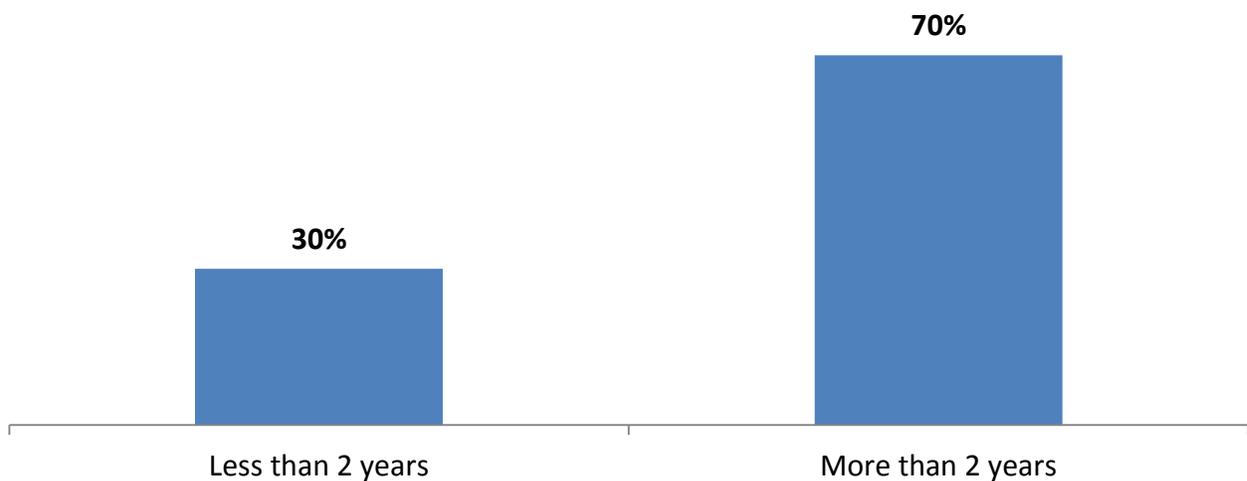
Riversdale (n=103)	Employee		Manager/Supervisor		Owner		Total	
18 - 34	13	13%	16	16%	9	9%	38	37%
35 - 54	12	12%	16	16%	18	17%	46	45%
55 or over	2	2%	8	8%	9	9%	19	18%
<b>Total</b>	<b>27</b>	<b>26%</b>	<b>40</b>	<b>39%</b>	<b>36</b>	<b>35%</b>	<b>103</b>	<b>100%</b>

## Gender



Q25. Please indicate your gender. Base: All respondents, Downtown n=213, Broadway n=41, Riversdale n=103.

## Employment Length



QD. How long have you been employed at this location? Base: All respondents, n=357.

# Vulnerable Persons



# Vulnerable Persons

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As with past iterations of the study, it was also important to examine the perspective of those most vulnerable and most likely to come in contact with the Community Support Program Officers.

Two methodologies were used to accomplish this:

- Focus groups were held at the Lighthouse Supported Living Shelter, the Crocus Co-op, and the Saskatoon Salvation Army.
- Where possible, panhandlers and buskers in each Business Improvement District were approached and interviewed as part of the general population in-person intercepts.

## VULNERABLE PERSONS FOCUS GROUPS

### Lighthouse Focus Group

Participant engagement for the focus group held at the Lighthouse was high. Between six and eight participants were requested, but word spread among the residents and between 35 and 40 residents showed up to participate in the group. As the group progressed the size diminished somewhat, with about 25 residents staying for the entire duration.

As with past waves of the study, the group started with a general discussion of likes and dislikes about Saskatoon, followed by a series of more specific topics including the following:

- Feelings of safety in Saskatoon
- Panhandling in Saskatoon
- Awareness and perceptions of the CSP

For the most part, residents of the Lighthouse like living in Saskatoon, although there are concerns about violence, gangs, and the number of homeless people.

Most participants in the group indicated that they either currently panhandled or had done so in the past. A number told stories of encountering violence while out on the streets, mostly from other panhandlers. Despite this, the general

feeling is that most panhandlers are friendly and not aggressive or violent and that recent news stories were creating a false impression. For the most part, Lighthouse residents indicated they understood why businesses wouldn't want them panhandling outside, but the general sentiment seemed to be that this wouldn't really affect where they decided to sit and panhandle.

All Lighthouse residents were familiar with the Community Support Program Officers. Most said that they valued the program, but there were a few who were unhappy because they'd been asked to move or had been fined for panhandling. Others told stories of the Officers helping them by bringing warm clothing or helping out people who had passed out in the street. When asked if the program should continue, all residents were in favour. Suggestions for improvements to the program focussed mainly on having the program expanded so that Officers were on patrol and available 24 hours a day.

**Saskatoon Likes – Verbatim Comments**

The cops.
There are friendly people.
People with different origins.
The River.
Lots of opportunities, if you have money.
The tourism and the people in the summer.
Even without money, there are opportunities for skills and trades.
Easy access to the liquor store for panhandlers.
Good Library.
The Lighthouse.

**Saskatoon Dislikes – Verbatim Comments**

Mean people that ignore you on the street.
The murders.
Violence.
The gangs.
The West side.
Lots of homeless people.
There are lots of drugs.
The aggression from people. Some are not as nice as others.
I hate the cops.

### **Panhandling in Saskatoon – Verbatim Comments**

I was panhandling and a guy approached me and shot at me.
I was down by the river drinking and some guys approached me for change. I gave them a tooney, but they surrounded me and kicked me and robbed me.
A guy pulled a knife on me. I tried to walk away, but he followed me until I saw a cop.
Near the mall a guy kicked me and took all my money.
Near Center mall, someone walked off with my hat full of change.
Some woman tried to punch me and take my money.
People are jealous of your money.
Some people stalk you.
Some panhandlers are jealous of other ones.
Most are friendly.
Most panhandlers are friendly. You get the odd unfriendly one.
Businesses don't want you there. It looks bad for them.
One owner came out to give me change.
The worst is banks. They have security and will call the cops.
When you panhandle, you have to get used to rejection. Not everyone will give you money.
The odd guy will tell you to get a job. I'm crippled. How do I get a job?
If you are in trouble, you can't turn to the cops, they'll arrest you for panhandling.
There have been lots of write-ups in the paper lately about aggressive panhandlers. It makes us look bad.
I'd rather be panhandling than working the streets.
The hardest time to panhandle is at night around bars. That's when I'm most scared. That's why I do it in the day.
There are bylaws, but I don't pay attention to them.

### **Community Support Program Perceptions – Verbatim Comments**

We've all seen them.
They come to the Lighthouse.
They are only around during the day.
Should be around at night as well.
They help a little.
They tell panhandlers to get out.
They help, but they are part of the law. They help businesses, not us.
Good to have around if something goes wrong.
The police give me more security than the CSP.
I haven't seen them for a while.
They're alright.

It's good that they are around. They help people passed out. They'll stop and wake you up.
I was panhandling across the street. They fined me \$200 for being there.
They gave me a card so I could get a hold of them.
They are good at helping people who are out in the cold. Give out mitts and stuff. They support the people who need it.
If they weren't around, it wouldn't be as safe.
People would act up without them.
I want them to continue, but not to give us tickets for panhandling.
Continue the program.
Continue it, but have them work around the clock.

### Crocus Co-op Focus Group

Although not to the same extent as at the Lighthouse, more participants showed up to the Crocus Co-op focus group than had been initially expected. In total, 12 people attended the Crocus Co-op group. Engagement was high with most participants contributing to the discussion. As no one in the group had panhandled, discussion topics included:

- Likes and dislikes about Saskatoon
- Safety in Saskatoon
- Perceptions of panhandling
- Awareness and perceptions of the Community Support Program

Participants of the Crocus Co-op focus group enjoy living in Saskatoon, but feelings of safety in the city have declined over the past few years. Several participants said they had heard of others encountering problems, or had bad experiences themselves, such as being robbed. Other said the problems had always been there. The biggest safety concern among this group was the bus mall downtown, as the bus is a primary mode of transportation among this group. Panhandling was not a big concern.

All participants of the Crocus Co-op focus group said they had seen the Community Support Officers, and many recalled when the Officers had stopped by to speak with them at the Co-op. Perceptions of the program are very positive and many believe they would be less safe without the Officers. Just having the Officers say hi to them increases feelings of safety. Suggestions for program improvements include expanding the program so that it runs 24 hours a day and increasing the number of program officers.

### **Saskatoon Likes – Verbatim Comments**

It's a good place to live. I've made lots of friends.

I'm from a small town, but I'd never move back. Everything is here, like Crocus and the Lighthouse.

It's a beautiful city with a diversity of people. Most are friendly.

I came from the country. It was a change, but it's very nice. You get to meet people. I wouldn't live anywhere else.

I like the river and the scenery.

All the summer events, like the Ex and the Jazz festival.

The lakes are close by for camping.

### **Saskatoon Dislikes – Verbatim Comments**

Traffic.

Street gangs.

I don't like to see people sitting on the sidewalk asking for money. I had a bad experience with them.

### **Safety in Saskatoon – Verbatim Comments**

I don't feel safe in Saskatoon. My family won't let me go out in the evening or ride busses after supper.

I used to. Last year and this year I don't. I go to the river to read my bible, but I'm afraid people will steal it when I go back to the Lighthouse.

The gangs. I know people who have had bad experiences.

It's not safe down by the bus terminal. Too many people getting beaten up or stabbed. They have security, but they're not that great.

I feel safe on the East side. I go out scavenging at three or four in the morning and I haven't had many problems.

The West side is definitely more dangerous than the East.

I got robbed at the bus mall.

Women are at a disadvantage. Three or four guys team up.

It's the same as it's always been.

It's not getting worse. The problem has always been there.

It's worse in the inner city, like around here.

### **Panhandling in Saskatoon – Verbatim Comments**

I don't know why it's constitutionally protected to beg for money when we live in such an affluent society.

I see panhandlers downtown. They ask me for change, but I say no.

Some are more aggressive than others.

When there is more than one it gets intimidating.  
Most of the time you say no and that's the end of it.

### **Community Support Program Perceptions – Verbatim Comments**

They spoke here.

They left us pamphlets.

I know them.

Sometimes I see them at the bus terminal. They check and see if it's safe.

I think they are awesome.

They can help where police can't. I talked to a couple and they are very friendly.

They are kind of like a neighbourhood watch for the whole community.

I see them every time I go to the bus terminal. Mostly in the afternoon, rarely in the morning.

They are excellent for the city.

We want the program to continue.

If you tell them you need help, they will probably give you advice and who to contact.

Have more of them.

Educate them so they know all the community agencies in case someone has a question.

I think it should go 24 hours a day.

Without them it would be less safe.

I wouldn't feel safe without them. They are there to help in situations where police shouldn't get involved.

It's important to relay the message that the citizens really believe in this program. This is important to us.

It's a big issue right now. They provide a sense of security downtown and in the inner city.

It's nice to have programs like this in the community. Just building relationships. Knowing people by name. Their role is support. Even for someone having a rough day just to ask how they are doing helps.

## Salvation Army Focus Group

The focus group at the Salvation Army was also well attended. A sign-up sheet was posted by the Salvation Army and a total of 14 participants attended the group, although some left and some came in partway through.

Discussion topics during this group included:

- Likes and dislikes about Saskatoon
- Safety in Saskatoon
- Panhandling perceptions
- Perceptions of the Community Support Program

As with the other focus groups, participants at the Salvation Army group like living in Saskatoon. The key dislike among this group is a perceived lack of affordable housing and homeless shelters. Most feel safe in Saskatoon, but indicate that some areas are less safe than others. Only one person in this group said they panhandled, and they had only started doing so about a week previous.

Almost all participants indicated they had heard of the Community Support Program and had seen them around, but there was a general lack of knowledge about program specifics. There were some criticisms about the program, but when participants were informed that there were currently five officers, all participants were quite surprised and complimented the program for doing a good job with what was seen as very limited resources.

Most participants questioned how people who they saw as 'young, white graduate students from the East side' could possibly relate to them enough to help them. Suggestions for program improvements were mostly focussed on having the composition of the program officers modified to include officers from the communities they patrol who have more of a 'street' background.

### Saskatoon Likes – Verbatim Comments

River Landing.
The YMCA.
It's very multicultural.
I like the people. For the most part they are very friendly.

There are lots of activities within walking distance from here.

They really take care of people's health here with the walk-in clinics and the mobile clinics.

### **Saskatoon Dislikes – Verbatim Comments**

We need more affordable housing and homeless shelters.

Welfare won't fund people who are working. We need more supports. I'm waiting to get paid so I can sleep indoors.

There needs to be more flexibility in the system for homeless shelters.

Stereotyping, but that's universal. It doesn't matter where you go.

Not a lot of affordable places for single men.

There are lots of working poor here.

In Ontario they control the rent. There are no controls here. The Lighthouse just increased the rent without warning.

### **Safety in Saskatoon – Verbatim Comments**

There are a lot less needles in Saskatoon than in Regina. Saskatoon has a lot of those sharp boxes.

We could use more sharp boxes, though.

I think we need some sort of needle exchange program.

The suburbs are safe, but Riversdale is known as the hood. I've heard stories of people getting jumped.

It's safe depending on the area you're in.

Safety is up to you. If you don't want to be jumped, don't go to the areas where you feel unsafe.

Most of us feel safe in Saskatoon.

Riversdale is the most unsafe. But any bar on payday is bad.

The more bars they make, the more problems there are.

The media says Riversdale has gotten better, but they don't live here. They don't see it.

### **Panhandling in Saskatoon – Verbatim Comments**

I just started panhandling a week ago. I can't work, so I'm condemned to panhandling. I use the money for food.

I say hi to people and go about my business.

I'm reluctant to give money to them. It might go to drugs or alcohol.

People are rude if you don't give them money.

I have no problem buying someone a sandwich.

There are a lot of panhandlers for a small city and a lot of them are rude, but it's not really that different from anywhere else.

There are lots of things people can do to make money.

## Community Support Program Perceptions – Verbatim Comments

They try, but they can't do much for you. They have a limited amount of resources.

I'm worried there are legal issues with them trying to enforce things because they aren't police.

I've seen them, but they are pretty useless. They are limited in what they can and can't do. If things were to "pop off" I don't think they could handle it.

Their biggest weapon is their mouth.

I really don't know what they do. What kind of help can they provide?

Everyone has seen them, but nobody knows what they do.

I think they provide information.

They can refer you to different agencies.

I've seen them take really drunk people and stand by them until the police come. That's all I've seen them do.

They are mostly occupied with the drunk people.

They are a deterrent.

Their presence is positive.

They usually initiate the conversations.

Seem detached from what's going on.

They should be hiring people with connections to the community. Hire people who grew up in the community.

They are hiring people from the wrong side of the city to come work here. The people from the community should help fix the community.

Stop hiring graduate students. Hire someone who knows the streets.

If you look in this area, there are tons of people who want jobs.

People need to feel connected to the community in order to help it.

It seems like a good idea, but needs to change, Hire from the community.

Right now it doesn't matter to me if it stays or goes.

Basically there is one group of people that cause all the problems. The support workers should have more contact with that group.

The program serves a purpose, but needs to change.

I don't know if they know the bad areas or where people sleep outside at night.

City council is not in tune with the real problems of the city, so how can they design a program that helps?

We want people who understand our needs. It doesn't really work the way it is now.

We can't relate to these people. Book education is far different from street education.

There are only five of them? Considering that, I think they are doing a good job.

We need more than five people.

## VULNERABLE PERSONS INTERCEPTS

### Downtown

For the most part, panhandlers and buskers encountered in the downtown area like the area. The general feeling is that most people encountered, as well as other panhandlers and buskers don't mind them being there and are fairly friendly, but there can be exceptions.

Those encountered in the downtown area look at the Community Support Program favourably, with a number of those interviewed noting that they see the officers as personal friends. Some told stories of times when the officers had helped them out. There is a definite feeling that the program has had a positive impact on the downtown area.

#### Area Likes – Verbatim Comments

Nothing.
The river valley is accessible. At night on 2nd Avenue there is live music everywhere.
Lots of culture. Good quality people.
Generosity. Police presence.
I like the people who give money.
Quality people. River Landing is nearby.
Downtown is a busy gathering place.
People are friendly. Everybody down here knows me.
I like downtown. It's the best. People are pretty good. There are so many opportunities. It is very vibrant.
Close to all of the amenities except the grocery store. I also like the old buildings with historical value.

#### Area Dislikes – Verbatim Comments

Needles and drugs.
The police.
People who are drunk. Aggressive panhandlers. Lack of public washrooms.
Mosquitos and late night bikers.
There is nothing about this area I dislike.
People form opinions based on how a person looks. People tend to overdramatize the panhandlers as dangerous, but they're just vulnerable. There is a bad apple in every crowd, though.

### **Reactions to Panhandling – Verbatim Comments**

Lots are nice. A lot aren't. Some ignore me and walk by like they can't hear me.

They seem to like it. They smile. People appreciate our music. It's a service. People can just walk by if they want.

It's getting better. People are becoming friendlier.

They enjoy me being here because of my harmonica and my animal to whom they are friendly.

Many people are nice.

The public and hotel guests enjoy my music. Some join in by singing. Women pay more nowadays.

I am a happy person. I don't get into people's faces, so they are helpful. People think I am no good, but I like to put happy smiles on people's faces. If someone confronts me with a negative attitude, I flip it with a positive one.

I have no problems. I have been here for 61 years.

Some people love it, some don't. It seems they are pretty involved in their own job. They mind their own business and just walk by. People are getting more aggressive in the past five years. They have become more money hungry.

I get the feeling of being unwelcome when people see me. I am usually not wearing dirty clothes. People just think that panhandlers are dangerous.

### **Reactions from Other Panhandlers – Verbatim Comments**

I just try to stay away from them. I do my own thing. In front of the Lighthouse a girl on meth punched me in the nose.

The first person that gave me money today was another busker.

Some feel that I am encroaching on their territory. Some verbal abuse.

They are jealous of how much I make busking and that I am white, but it's controllable because of the police presence.

They don't like it.

Panhandlers can become envious of the money I make while busking and sometimes ask me to give some to them.

They respect me. I make five dollars a day.

They don't mind. Sometimes it impacts my gig, but no big problems.

They seem to be alright. They know my spot. They don't see my handicap, they think I can walk around.

I have had no problems. They are usually polite.

### **Positive Street Activity – Verbatim Comments**

A few people have helped me out.

When I talk to panhandlers I find they are not aggressive.

More people and more buskers around.

Other homeless people giving me change and smokes.
This area is nice and peaceful.
Thank God for places like the Lighthouse, the Salvation Army, and the Friendship Inn. There should be more housing though.
Happy people.
People getting along and socializing.

**Negative Street Activity – Verbatim Comments**

The people that want to hurt you from the Lighthouse. It makes people not want to come downtown.
I haven't had any bad experiences.
Some of the other panhandlers are rude.
Other buskers and panhandlers threatening me because I am white.
Unclean roads blow the sand around.
Prejudice. People who get in your face. Fighting and drunks, they have their own demons. They end up in jail and there is no purpose in that.

**Community Support Program General Thoughts – Verbatim Comments**

I like it. It helps people out.
They are friendly.
They are good friends of mine.
They come out to provide support.
They are friends of mine.
I am with them in a positive way. I am thankful for what has been offered to me.
I think it is doing pretty good. They are helping people not to do bad things.
They are trying to help out poor people. I love them, they are pretty good.
I think it's a good thing. They are keeping an eye on the streets. They give us the option of getting treatment instead of being hauled off to jail. They are assets to anyone in stress.

**Community Support Program Impact on Area – Verbatim Comments**

I think they have.
Yes I do. They patrol the street, which is good.
They are good and understanding. Sometimes they ask me to move somewhere else to avoid crowding.
It has had a positive impact. You need to get off your arse in order to do things.
If they were not here, things would get out of hand. It is a positive impact.
They have helped out people with shelter and food.

It has improved quality of the good feelings towards homeless people to a degree. I think it also puts the public at ease. People think downtown is dangerous, but it is not.

### **Community Support Program Contact – Verbatim Comments**

I've talked to them. I think they're all great.

They are social and try to help people as well as the police. They even paid for a cab ride for me and my dog because my dog was limping. Once they took me for dinner at the Lighthouse. I don't like the Salvation Army because I don't have ID. These officers help me.

They are ok. They talk to me every day.

They dropped me off twice. They are my friends. Once a drunk was shouting and making fun of me and they came and took that fellow away.

I see them every day. They know me by name and know about my situation. They are always willing to help and sent a van to help me several times. Very respectful. They have been a huge help to street people. Just their presence on the streets is a great thing.

Just general conversations. They go up and down the street, that's the best way to change things. It's a mixed bowl of soup. They are doing their best, so I hope something good comes out of it.

They asked if I needed a ride when I was coming back from Superstore. They are nice people. They are doing a good thing.

They approach you with a really nice attitude. They say hi and ask how you are. They strike up conversations with people and interact with the public.

### **Additional Comments – Verbatim Comments**

Have a pedestrian only area on 21st somewhere. A common gathering place.

Need a place that has free dog food and maybe have emergency vets.

In summers, the buskers come out, but they need to be respectful, they can't do it outside a bank by law. I can't sit there and panhandle by law.

I would like to see more programs that inform individuals of the things that don't cost money.

## Riversdale

Panhandlers encountered in the Riversdale area are mostly complimentary regarding the area. As with downtown, reactions to panhandling in the area, from both the general public as well as other panhandlers are mostly good. One panhandler noted that there is some gang influence on panhandling locations in the area.

Opinions of the Community Support Program are varied between panhandlers encountered in the Riversdale area. They are seen as friendly, but panhandlers did not have a lot else to say about them. One panhandler had an issue with the program because he had been asked to move by the officers.

### Area Likes – Verbatim Comments

Friendly people.

It's very multicultural. Most people are good.

The lights in the back alleys. It is dangerous without the lights.

### Area Dislikes – Verbatim Comments

Not enough coffee shops.

I don't hate nobody.

I was the victim of violence because of light issues. It is rowdy at night. It is not peaceful.

### Reactions to Panhandling – Verbatim Comments

People are friendly. I think it's slowly increasing.

Some are good, some are not. Maybe they are just having a bad day. In life, what goes around comes around.

People know me. I have been around a long time.

### Reactions from Other Panhandlers – Verbatim Comments

Big competition. One gang does not allow others to do it in their area, as if they own it.

They don't care. They are after the same thing I'm after.

Why would they care?

### Positive Street Activity – Verbatim Comments

Friendly people. Especially the Community Support Officers.

I grew up in this area.

### **Negative Street Activity – Verbatim Comments**

Gangs that think it's their place.

Drug dealing. I would like to see more security that would help the criminal and violence activities.

### **Community Support Program General Thoughts – Verbatim Comments**

They are kind to people, but when they see police officers they are tougher with us.

I don't want them.

They are good people.

### **Community Support Program Impact on Area – Verbatim Comments**

I don't think so. If they were given some handout money every week it would help.

They seem to be nice people, but lately they won't let me stay in one place.

They know us by name.

### **Community Support Program Contact – Verbatim Comments**

They know us by name and give us advice on how to reach various programs. Instead of only lecturing, they collect us together once a week to hear our problems.

They say hi to me.

### **Additional Comments – Verbatim Comments**

Summer is ok, but winter is very difficult for people like us.

## Broadway

In the Broadway area, intercept interviewers encountered a busker and a panhandler. These two indicated that they believe Saskatoon is a good city with kind people, but also noted they had some run-ins with people harassing them about busking and panhandling.

The Community Support Program Officers are seen as being helpful and friendly.

### Area Likes – Verbatim Comments

People are kind hearted. There is a homeless shelter downtown. Saskatoon is absolutely the best city.

I like all the activities going on. People are kind to me and help when they can.

### Area Dislikes – Verbatim Comments

The city is getting bigger. We have gangsters now.

I dislike others judging me. There are officers going around arresting panhandlers.

### Reactions to Panhandling – Verbatim Comments

There are racist people. They are always intimidating. Some ask if I am able to work, why don't I get a job? These attitudes seem to be increasing.

Someone told me to make a resume and get a job. Those people should mind their own business.

### Reactions from Other Panhandlers – Verbatim Comments

Some are ok. Many are not. They get mad at me. I am not a violent person.

No problems. We have our own corners. We are like a family. What we make, we share.

### Positive Street Activity – Verbatim Comments

Festivals and road shows. I like the fireworks and the bike show.

When others know you and they say hi.

### Negative Street Activity – Verbatim Comments

More stabbings.

Gangs.

### **Community Support Program General Thoughts – Verbatim Comments**

They are my friends. They took me for a coffee.

They put you in detox. They are people who actually care, unlike cops. They also talk to us on a regular basis.

### **Community Support Program Impact on Area – Verbatim Comments**

People are assured by these kind hearted officers. Starting to look at us in a kind hearted way.

No.

### **Community Support Program Contact – Verbatim Comments**

I know them by name. I am homeless and they help me. I wish there were more of them.

When you are drinking too much, they walk you to detox. They are curious about new individuals. The good officers will say hi. They are good people.

# INTERCEPT INTERVIEWS



# General Public Intercepts

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In order to examine the general public’s perceptions of the area, the street activity they had witnessed, and awareness levels and views of the CSP, Inshtrix interviewers conducted intercept interviews with the general public in each of the three BIDs. All comments are included here.

## DOWNTOWN

As in past waves of research, Downtown is seen as being a friendly and beautiful place, with convenient access to shopping and restaurants. People enjoy the variety of activities that occur Downtown, including the festivals.

The main issue noted for the Downtown area is the panhandling, but for the most part panhandlers are not seen as being dangerous. Some people say they feel intimidated, but most people said that the panhandlers had no influence on where they went in the area. Most people also noted that they do not believe that the amount of panhandling has changed over the past two years. Buskers and panhandlers are seen as being significantly different, with most indicating they enjoy having buskers around.

Overall, the Community Support Program is seen as being very positive and making a difference in the area. Simply having them around makes people feel safer than they would have otherwise. Most seem to believe that public safety is the main objective of the program, but there are some who are aware that the Officers also provide assistance to people on the streets.

### Area Likes – Verbatim Comments

I live close to downtown, so it's a nice walk to everything.
The food trucks, restaurants, and shops.
The music, the park, and the bus restaurant.
The parks, River Landing, the trails.
There are a lot of shops. I live downtown and it feels safe.
I like that it's clean. I also like the variety of restaurants.
It's easy to get to the busses, the malls and restaurants.
River Landing, the mall, the theatre.

It's close to the river and there is lots of shopping.
The malls.
Lots of people and businesses. Pedestrians are friendly.
The Bessborough Hotel.
It's a beautiful and safe city.
The shopping mall and the theatre.
The pedestrians are friendly.
Shopping.
The old historic sites. People walking by.
People of various cultures. The streets are clean.
Multicultural. Lots of good restaurants.
When I'm here in the evening it's quiet.
There are lots of things to do.
I like the trees, I wish there were more.
I like being close to shopping.
There are good stores and I can get food quick.
Restaurants and shopping.

### **Area Dislikes – Verbatim Comments**

I dislike people asking for money all the time.
Parking can be a challenge.
Just the traffic noise.
People sleeping. No police presence.
A lot of it is closed on Sunday. Should be more people friendly.
Not enough clothing stores for older women.
Panhandlers, people being arrested downtown, and the drunks.
People just wandering around. Panhandlers.
Panhandlers asking for change. They get mad if you don't have it.
The sidewalks need repairs. It's hard to walk.
The traffic.
It's not cyclist friendly.
The walk from Riversdale to downtown is bad.
Parking. You have to move your car every three hours.
The newer buildings are ugly and there is too much traffic.
Panhandlers. Drug dealers.
Parking.
People cycling on walkways and footpaths.
I don't like how dirty it is. Smoking and butts, and the dust.
I like River Landing.
The streets are very bad, you have to watch so you don't trip and fall.

I don't like the broken sidewalks and roads.

Sometimes I don't feel safe at night when I go home from work.

I dislike the crime.

### **Positive Street Activity – Verbatim Comments**

The July sale being outside, Taste of Saskatchewan, the art show. Brings in people and money for the businesses downtown. I like meeting friends and just spending the time outside.

Lots of people out walking. It's nice to see.

Food trucks and people. It's nice to be outside and good for business.

I like lots of things. The skating rink, Shakespeare on the Saskatchewan, the auto show outside, Jazz festival, Taste of Saskatchewan. It brings people out in the community.

People getting out enjoying the sun, being active and walking.

The music, the food trucks, the art shows. They bring a degree of diversity to downtown.

The July 2nd Avenue street sale and the Taste of Saskatchewan. They bring more people downtown.

Things like the Taste of Saskatchewan, Shakespeare on the Saskatchewan and the Art Gallery. They bring people downtown and business goes up.

The block sales and the different shops downtown. It's good for the city, keeps it growing and people coming to the city.

We have turkey dinners for people downtown. I feel a lot of people want to help out.

The people are good. We are comfortable here.

Busking is great.

Music and concerts are good.

Good people. It's calm and peaceful.

Friendly people on the streets. It's not congested.

You see a lot of buskers and musicians in front of the castle hotel.

Lots of buskers and people sitting around talking. It's a relaxed and comfortable environment.

A little bit of busking.

It's beautiful. A lot of happy people shopping.

Restaurant patios are great.

A lot more people of colour around.

I don't like the bums hanging around at Winston's asking me for smokes.

At Thanksgiving we had a potluck and gave the food to the bums.

A lot of new businesses opened up.

The street fairs, Jazz festival. Encourages people to come downtown. Keeps it lively.

Community events, the mall sales on the street. People are always looking for activities like these.

All the events downtown. Brings more business to the shops.

### **Negative Street Activity – Verbatim Comments**

Panhandlers. They are becoming very annoying. They are becoming aggressive.

The convenience of shopping, since everything is in one place.

Sometimes the panhandlers get too aggressive. It gives a bad impression and makes people uncomfortable.

Drunk people fighting at night. Affects the safety of others.

Graffiti and panhandlers. People are intimidated by the panhandlers and the graffiti is disrespectful.

Panhandlers.

Panhandlers force a lot of people to stay home or to ignore them.

Loud kids and panhandlers. No one wants to be around panhandlers.

The panhandlers. People are scared because they are becoming more aggressive.

Drunks being passed out downtown. The drunks and the panhandlers scare my kids.

Lots of addiction. Drugs and drinking. The panhandlers give off a bad vibe.

Panhandlers can be intimidating. People fight in the back alleys. Definitely creates a feeling of being unsafe. You feel threatened.

The streets are always being repaired.

Begging, but that's normal in any city.

Panhandlers. Some people are not happy about it. Some don't like them begging.

The panhandlers. They are not dangerous, but sometimes they follow people around. There are some alleys where people sit and do drugs all day.

Traffic is a problem.

It's just people being people.

Panhandlers should get jobs. I don't like them.

People bothering you for change.

Panhandlers can be intimidating. Sometimes they touch you. You don't feel safe.

Racism.

Panhandlers follow you around and harass you. It intimidates some people.

Businesses are losing money because of the bad parking.

Too many people asking for change. I have run out of ways to say no and I don't like to be flippant or rude.

Homelessness. I don't like when they beg.

### **Panhandler Influence on Where to Visit – Verbatim Comments**

No. <b>[Most responses]</b>
I try to avoid them. I try to avoid conflict.
Yes. I don't go where they are. Sometimes if I see them I will take the long way to where I am going.
I avoid the areas where they are.
Sure they do. We couldn't stay very long at the bus stop.
I talk to them and pray for them.
I avoid walking where they are.
Never had problems with them.
Yes, you walk by and they ask for change. They are aggressive sometimes.
Sometimes, because most of them probably want change. I will walk on the other side of the street.
Not really, I just ignore them.
Not really, I just tell them I don't have any change.
I might go to the other side of the street.
Somewhat. I try to avoid them.

### **Panhandler Activity Change in Past Two Years – Verbatim Comments**

No change <b>[Most responses]</b>
I think it's getting worse.
I couldn't really say. I've only been here for six months.
About the same, but the opening of the Lighthouse has been helpful.
It has gotten worse. They are on every corner now.
There are less drunks, but the ones that are still here are more aggressive.
It is much increased during the last year. There are more panhandlers and less entertainers/buskers.
Not sure.
There are more in the summer.
I can't say. I've only lived here for less than two years.
The number has increased along with the population.
It's increased because of the Lighthouse.
There is less panhandling downtown.
I don't notice the change.
There seems to be more of them now.
Yes. They are starting to collect in groups.

### **Busking/Panhandling Perceived Differences – Verbatim Comments**

Busking they use music and don't ask for money. Panhandlers are always asking for money and can be aggressive about it.
Not really.
Yes. Buskers are doing music and panhandlers ask for money.
Yes. Busking is entertaining and they don't approach you. I don't like being approached by panhandlers.
Panhandlers are always asking for something. Busking is a talent and doing something you enjoy.
Buskers play and sing. Panhandlers are always asking for money.
Buskers have talent and panhandlers just ask for money.
Busking is a good thing. Panhandlers stress me out.
Buskers are entertainers. Panhandlers are able bodied but loath working.
Buskers are good. Panhandlers are intimidating.
Yes. There is a distinct difference.
Buskers are good musicians. Panhandlers scare you.
Panhandlers are beggars.
Buskers buy a license and are allowed to busk. Panhandlers don't have a license.
Yes, buskers are entertainers and panhandlers are more beggars.
Huge difference. Busking is entertainment. Panhandlers just sit with their hat out.
A little bit. Buskers are doing something. Panhandlers are just asking for money.
Busking is entertainment. Panhandlers have no value.
Yes. Panhandling is begging and buskers are artists.
Buskers are artists. They show their talent. Panhandlers are beggars and some use the money for alcohol or drugs.
I don't mind busking. Panhandling is asking for money for bad things.
Keep buskers, get rid of panhandlers.
When people do something for the money it's better. I feel better giving it.
Buskers have a more positive attitude.
Buskers provide entertainment value.
It has gotten worse.

### **Community Support Program General Thoughts – Verbatim Comments**

It's great. I like that they help the community in the downtown area without needing police. People feel better knowing they are there.
I think it's a good support to have, and good for the community.
It's great. They are friendly and can address concerns without the police.
I think it should be more advertised. There should be an easier way to reach

them rather than just seeing them once in a while.
It's a good program.
I don't know that much about them.
Not sure. I don't know too much about them.
It's good.
They keep unruly people away from women like me.
Add an extra element of someone watching out for you.
It's good. They feed the panhandlers sometimes.
Highly favourable. They are highly visible and have time to deal with situations.
Not bad so far. It's positive.
The program is intended to make people feel safe and that someone is looking out for them.
They didn't have these community support programs years ago. It is more and more because of the different cultures moving in.
It's great having them walk the streets talking to people, but I only see them in the summer. It would be interesting to learn more about what they do.
I like that the people who need help are getting it.
I feel safe when they are around. They are not only for us, though. They help the people in need.
It's good, but I have never seen them out. Most people I talk to don't know about it.

### **Community Support Program Impact on Area – Verbatim Comments**

They have a strong presence here and it kind of turns the troublemakers away. Please keep the program.
Yes. I think that for those that need the program it's readily available.
It's had a positive impact. People feel better with them out in the streets. Just knowing they are there helps a lot. They program is doing great.
Yes. They help the panhandlers and if someone is in need they are there to help, like maybe calling a cab or just trying to get a bus or something.
I couldn't really say. I don't know that much about it.
Don't know enough to comment yet. It sounds like something that we should keep.
It has reduced the crime, drunks, and panhandlers.
Yes. If someone has a problem, they come before police arrive. I had a girlfriend that was helped that way once.
I haven't noticed an impact here, but I have on 20th street and Broadway. They are always helping. Hopefully it continues. Put up CSP posters downtown like they have on 20th.
I would think it has, but I don't really know for sure.
I don't know if it has an impact on panhandlers, but they help the homeless

people.

Some people need their help. I spoke to some of them. They seem like nice people. They should do more patrolling to keep an eye on panhandlers and buskers.

A little bit. Panhandlers tend to have manners and the streets are cleaner. Used to see empty bottles of booze outside our work, but lately I have noticed improvements.

I think it has. They have the Lighthouse for people, the food banks and the open door society. They are doing their best to keep the city a friendly place to live.

I feel safe when I see them. I believe others do too.

I wouldn't know. I never see them.

A little. I'm not sure.

# BROADWAY

Broadway is seen as being a vibrant and enjoyable area. People like the unique atmosphere along with the wide variety of businesses. The festivals that are held in the area are well-liked as well.

The biggest issues noted in the Broadway area are related to bars, panhandlers, and traffic. Despite being mentioned by some as negative activity in the area, few say that the panhandling has an effect on where they go in the area. Most also say they do not believe that the amount of panhandler activity has changed over the past two years. As with Downtown, busking is seen as being very different from panhandling, and is typically an appreciated activity. Some even feel that busking adds to the unique atmosphere of the area.

Those who have heard of the Community Support Program mostly see it as being positive for the area. As with Downtown, most comment on the Officers making the area safer for the General Public, while fewer seem to be aware that they also provide assistance to those in need, such as the panhandlers themselves.

## Area Likes – Verbatim Comments

The local businesses. The events.
There are lots of people around. Many different faces, many stores. The area brings people together.
I like having shops close to where I live.
Everything is here. Groceries, banks, restaurants, hairdressers, health food store. I love the buskers in the summer.
The people and the businesses are more personal here.
The food shops, Broadway Theatre, coffee houses, bars.
The diversity and the clothes shopping.
I like the range of activities. Also the store, the kids, the schools, and the coffee shops.
The store fronts are well-kept.
All of the new businesses that are here now. It's close to home and easy to walk to what I need. I feel safe living here.
Fun people, small community. The stores are great and close to where I live.
Variety. Different kinds of people, stores and businesses.
Unique small businesses and lots of restaurants.

All the arts and culture, coffee shops, music, and the restaurants are pretty good.
Broadway has improved over the years.
There's sort of a historical aspect to shopping here.
Vibrant. So many businesses and schools for kids.
The businesses.
The culture and music. Everything. It is unique. You can get everything you need.
The architecture.
The small businesses. You can get everything you are looking for.
It has a good atmosphere to it.
The trees and the old style buildings.
I have been here for 50 years and have no complaints.
The business development is good.
I used to live in this area and I miss it.
I like the variety of shopping.
The little shops and the foot traffic.
Good atmosphere, friendly people. Window shopping.
I like the little businesses.
Good culture. I know the people in the neighbourhood.
Couple of shops. Nice trees.
I like the shops and the ambiance.
I love everything here. The shops, the atmosphere. I work here.
I live a block away. The vibes are good here.
Just walking around in the parks and by the river.
I like that it's not trendy, it's for normal people.
I like the shops, we have a bit of everything.
The community feel. There is a sprinkle of shops. I live here and you can use the area from morning to night.
It's a small community, you see the same people around. It's handy to get to everything. You can walk or bike to the store.

### **Area Dislikes – Verbatim Comments**

I wish there was more sidewalk.
The loud noise at night. The traffic.
With the bridge being closed, there is more traffic on Broadway.
Metal bike racks. Drunks sometimes at night, but rarely.
Motorbikes in the summer, as well as all the regular traffic.
The traffic.
The way the traffic is controlled.

Sometimes people are not shopping and just wandering around.
A number of things are closing. It's losing its energy.
It's getting a little bit run down. There should be more police patrolling.
I don't like when the streets are dirty.
High traffic volume.
People using drugs. People cycling on the footpath.
The quality of the roads.
Parking.
I'm disappointed by the destruction of the building where Lydia's was. We are throwing away the historical buildings we have.
Too much traffic.
Traffic and parking.
Parking can be a problem, especially during festival time.
Elevated crime rate, but mostly minor crimes.
In winter, the roads can be a problem.
Parking is poor. Road construction can be a problem as well.
Street fights are too frequent. Homeless people and panhandlers.
The roads are poor.
When they tear down old buildings it jeopardizes the neighbourhood.
Many stores are for richer people only.
The area is too far from my house.
I feel like we are losing our smaller businesses.
It's not so good to walk around late at night.
The cross walk at 9th is hard to cross.
The traffic is very busy.
There are no bike lanes. We could improve on that. The cars are loud sometimes.

### **Positive Street Activity – Verbatim Comments**

The community relations people. I like the presence of peace keepers.
Jazz Festival and the Fringe. Brings people out in the community.
Street fairs and buskers bring in people.
The Jazz festival and the Fringe. It's great that the city promotes creativity. It's good for the city and the community.
Fringe festival creates artistic value.
The festivals and the outdoor cafes. Makes everyone feel welcome.
Street festival in the fall. Seeing more people on bikes. Broadway is an active place. It's a happening place and it's growing.
The Fringe Festival and the arts on Broadway. Makes it really interesting and brings people around.

Jazz and Fringe festivals. Arts program. Shows peoples talents and is fun.
The Fringe and arts shows. Brings all of the community out.
Kind people and really friendly businesses.
The Fringe, art shows, Bikes on Broadway.
Festivals and outdoor activities. It has a good vibe. It's kind of a small town feel.
Music, activities, street art. Gives Broadway a positive image.
Festivals. Boost to local businesses.
Summer fairs increase traffic to the area.
Festivals, sidewalk sales. This is an area where people come for shopping and businesses are friendly.
Music. There's always something interesting. It draws people into the area.
I like the buskers on Broadway.
Lots of pedestrians. Broadway looks vibrant.
The buskers and the festivals. They make the area a little more attractive.
Good people and a good neighbourhood.
Lots of people now.
Increased foot traffic, especially in the summer.
Lots of friendly, good people.
Events like the bike races and the street market.
Streets are friendly, clean and well-maintained. It's a destination area.
More buskers around. Shows that the area is a gathering place.
I like the street fair in September and the Fringe. It attracts people to the area.
People are friendly here.
All the art shows and selling stuff and people playing music. That's what makes me want to be down here.
I like all the people around.
Street fairs and such. I like that everything they do involves families. Makes it a nicer, friendlier place to be.
Busking is entertaining and makes it look unique.
Positive community feel, both residential and commercial. There is a quaint feeling here. There is a lot more community engagement here. Makes it liveable.
Everything on Broadway.

### **Negative Street Activity – Verbatim Comments**

People drinking too much. Littering.
Drunks walking the streets. Mostly at night. Makes people scared to walk around at night sometimes.
Mostly the negative activity is after the bar closes. It gets loud.
At night you run into the odd drunk person.
People coming into our business harassing us for change or free coffee.

Sometimes it's scary when they come into the office.
People throwing garbage, skateboarding, and not caring about pedestrians. Makes the area look bad.
Panhandling. Sometimes it's dirty around the bars.
Panhandlers. It gives a negative image. It's not nice, people sitting on the streets for food. Society should do something about it. Panhandling should be illegal.
People with no jobs hanging around.
It's a little unsafe. The Broadway bridge is a little unsafe for pedestrians.
You can't bike on the sidewalks. The drinking at night.
The garbage. People hanging out. Used to be a lot cleaner 10 years ago. I hope it comes back.
Maintenance is poor.
Lack of cleanliness. Garbage not picked up on time. The lack of cleanliness is a deterrent.
It's kind of dirty and dusty.
Cat callers. Panhandlers. Makes people feel uncomfortable. If it increases, this area could become negative.
With the bridge closed the roads are like a zoo here.
We had a couple of robberies last year. I would like to see more police on foot here interacting with the public.
Aggressive panhandling.
We have been having problems with break ins. Some say having bars on the street brings problems, but it's a trade-off.

### **Panhandler Influence on Where to Visit – Verbatim Comments**

No. <b>[Most responses]</b>
I usually just walk right past them.
No, they mostly harmless. But they sometimes hang out in the ATM at the bank and it makes people uncomfortable to go inside.
Not here. Downtown I avoid the Lighthouse.
No, if someone is blocking my way I can ask them to move. Some people are afraid of poor people, but I'm not.
Depends. My girlfriend avoids it.
I'd say there are less now.
I brush them off. They know their place.
I live downtown. The aggressive panhandlers make me come here.

### **Panhandler Activity Change in Past Two Years – Verbatim Comments**

No <b>[Most responses]</b>
The number of panhandlers has increased.
There are more around than two years ago.
There's been a small increase.
It's a little more than it used to be.
It's gotten worse. They make a mess.
Not sure.
The city has changed over the past five years in a negative way.
It has increased since the city started to boom in 2010 and 2011.
The amount of panhandlers has increased.
Not much.
Panhandling has consistently been reduced year by year.
It's decreased in Broadway for sure.
Not sure. Maybe a little less.
I don't think so. They've been around for a long time.
I would like to say it has decreased. The community police discourage them, and tell them to go away.
I don't think so. There have always been a few.

### **Busking/Panhandling Perceived Differences – Verbatim Comments**

It is night and day. Busking is a profession, panhandling is not.
Busking is people giving out entertainment on their own time, whereas panhandlers are more in need of money.
Big difference. Buskers are just playing music and panhandlers are doing it because they have some problems.
Yes, buskers learned to play an instrument. Panhandlers aren't doing anything positive.
Buskers are giving a performance, while panhandlers are basically begging just sitting with a can asking for money.
Busking is showing your talent, and panhandling is intimidating to a lot of people.
Busking is entertaining and the other is just asking for money.
Buskers are hardworking and friendlier. There is an arts component.
Yes. People playing music is a positive activity. Music in any way enriches our environment.
It's not a significant difference. Buskers are musicians who provide entertainment.
Buskers can be dancers, artists, entertainers, magicians, etc. They have some skills whereas panhandlers are just beggars.

Yes. For the most part buskers are artist and working to earn the money, but panhandlers bother people and have no job.
Busking is demonstrating a skill. Panhandling you just ask for money.
Buskers at the Bulk Cheese Warehouse are always welcome.
Busking is playing instruments, panhandling is asking for money.
Busking is legitimate and adds colour to the street.
Buskers are street performers showing their talents. Panhandlers don't add value to the street experience.
Yes, busking is an activity for entertainment. Panhandling is just for money, but I don't pass judgement on them.
Yeah, one plays music and the other wants money without playing music.
Busking is singing and playing an instrument. Panhandling is sitting and asking for change.
I think busking is casually asking for money, working for it and providing entertainment. Panhandling is just asking for it.
Yes. I thoroughly enjoy busking. Asking for money is different as they are not providing a service.

**Community Support Program General Thoughts – Verbatim Comments**

It's very positive.
It's a good idea and well run.
Excellent. They help people by being courteous and kind and educating the public.
Awesome. They help out and keep things calm. It's extra security for women. Just having them here makes women feel safer.
I think it's great.
Don't know enough to comment.
It's great. They do a lot. When help is needed they are there.
I really don't know a lot about them. I've just seen them on Broadway.
It's a good idea. They get rid of panhandlers.
It's a visible presence.
More neutral than anything. It is not being effective in the case of panhandling. You see the same people. Just a waste of money.
It is great. It's a human touch. Getting to know people.
It is important to have a non-violent approach.
These guys are supporting our community by not using authority.
It brings safety to us.
I haven't seen them, but I know of them.
I'm neutral. I don't see them often. There is a lack of physical presence.
Addresses poverty.
Anything that supports people is ok with me.

I like it.
It's good to have more eyes on the street.
I think it's a good thing. Makes older people feel more secure.
I like it. I have used them a few times when I didn't require the police but it required some attention.
I like it that they are voluntary members looking over the neighbourhood. I don't think they need to wear police uniforms.
I've never heard of it, but it sounds like a good idea. The store owners should know about it.
Using public funds to ameliorate poverty.

### **Community Support Program Impact on Area – Verbatim Comments**

Yes, they keep the community safe.
I like it, but I don't know if it's had an impact.
More than likely.
Yes, just seeing them in the area makes a difference. I hope it continues.
Don't really know, but it sounds like it is good for us.
Yes. Just being around makes people feel safe and they help out the community.
Can't really comment. Don't know enough about them.
There are less vagrants and people hanging around in groups.
Maybe. It hasn't for me personally. Maybe for those who have spoken with them?
No impact on panhandlers.
No idea.
Yes, you don't see panhandlers or drunk people.
I'm not sure.
Don't know.
Sketchy-type people avoid the area more. They are doing a good job. I'd like to see it continue.
They must be doing something right. Carry on doing it.
They walk around and are visible. Gives people a sense of security. I'd like to see them around more.
I would need to see data of their performance before commenting more.
I think it's had a positive impact. There is a safer feeling.
I hope so. I don't have any clear cut numbers.
It seems like.

**RIVERSDALE**

Cultural diversity, friendly people, and growth in the area are the main likes among people in the Riversdale area. The area is seen as continuing to improve and develop.

Panhandling and intoxicated people are noted as an issue in the area, but more serious issues are also mentioned, including prostitution, drugs, and gangs. As with the other two Business Improvement Districts, although panhandling is mentioned as being an issue, few people say that it impacts where they choose to visit in the area or believe that the amount of panhandler activity has changed over the past few years. Busking is seen as a welcome form of entertainment and very different from panhandling.

The Community Support Program is seen as being positive and impacting the area. As with the other two BIDS, comments typically focus on the presence of the CSP Officers making people feel safer, although a few note that they believe the program is also helping those people who are more vulnerable.

**Area Likes – Verbatim Comments**

There is a lot of culture. It is an important intersection for many diverse communities.
I like the area being fixed up. It's good, and there are new businesses.
Clean. 20th is good for walking.
It's a great area.
I like everything about this area.
It's a nice, quiet, friendly neighbourhood.
The specialty ethnic food and grocery stores.
There are lots of stores and pawn shops and a liquor board store.
Very clean and lots of development going on.
Everything.
It's a clean and quiet place now.
The Friendship Inn.
Close to home. I like the art gallery.
I like the parks and bars, walking around and the people.
The people don't think they're better than anyone else. They are who they are and they are improving the area.
The art and the intermixing of population.
The Friendship Inn and the art show.

Street festivals, farmers market. People come out. It's more money for the community.
Walking around here is good.
There are lots of stores. I like the Roxy Theatre.
New businesses, the markets. It's an up and coming area.
The Roxy Theatre. There are also lots of restaurants.
It's calm and quiet. Not too much traffic here.
The area is not as congested as downtown. You can walk down the street without being blocked by bikes or strollers/
I like all the services. I use the Roxy Theatre and the restaurants.
I like the old buildings and the architecture.
The old buildings and trees.
I like the businesses, the restaurants, and the Roxy Theatre. The old architecture is nice.
I like that we can walk to the river. There's a cafe and the grocery store is only a four or five block walk. The people are friendly.
The street life.
Diversity.
I like living in Riversdale. I can walk downtown and to Broadway easily.
It's quiet.
I like down by where the water park is.
I like all the little businesses that have opened up over the last couple of years.

### **Area Dislikes – Verbatim Comments**

Too much panhandling.
After midnight it becomes rougher.
Poor bus service.
There is some unfriendly activity on 20th, but not too much else. The back streets are really dirty.
I don't like meter parking.
Drunks and people high on drugs.
Very few corner stores.
People urinating. Lots of businesses don't have bathrooms.
Almost no crowd before or after lunchtime.
There's a lot of negative attention on Riversdale.
I don't like all the prostitutes and drugs in the area.
I don't like that the area has a bad reputation.
Too many gangs, drug people, and prostitutes.
Finding needles, people just sitting on the streets. Also, people spitting in the streets.

Drugs on the street.
The poor people are being pushed out.
Sometimes there are sketchy people around.
Too many pedestrians.
Alcoholics asking for money.
The streets are dirty sometimes.
It's got a reputation of being a tougher part of town.
Some old buildings are not maintained. I guess the city has no budget for it.
The drugs. Every fourth or fifth person is on something or drunk.
Street crime.
The area needs more police presence. There are crimes, drug dealers and assaults.
Dirty. Too many old buildings that need repair.
The dust on the streets from the bus. The speed and the noise of traffic on 20th.
I don't like that there is no main grocery store close by.
I don't like where they knocked down the Barry. They should have repurposed it. Now we have a parking lot there.

### **Positive Street Activity – Verbatim Comments**

People are not afraid to walk and spend time on 20th. There are many people visiting. New businesses add fresh energy. It's an exciting time in Riversdale. I have hope for the future and more harmony between different groups of people.
It is clean and nice.
Good, helpful, friendly people and an increase in the number of small businesses coming in. Seems like less troublemakers.
Shops are getting renovated.
This area has improved well in the past two years.
Festivals.
People are having a great time in a changing area.
Everyone is politer and there is no littering. People are friendly. It reflects well on the area. It's a quiet, well-run neighbourhood.
More families with children. The neighbourhood is diverse.
Increasing business activity. I hope the business for these shops increases as well.
Street sales, the doctor's office.
People meeting and the street festivals. More people are coming out and they feel safe.
Lots of people in the area. The busses are nice.
The farmers market has made the area look nicer. There are fewer pawn shops. People are not scared to come to the community.

People hanging out and the art show.
The artwork. Brings more people out.
More people out on the streets. The street festival. It's really vibrant.
A lot of people riding bikes.
Everything is positive from my point of view.
The people are nice. There are sales in the summer where businesses put up special deals. It is great here in the month of September. People from other cities come to visit.
There are renovations of older buildings for new businesses. It increases traffic to the area.
Restaurants, people walking on the streets. The streets are more clean.
Growth. More businesses, more people, more police. It brings different people to the neighbourhood.
People are humble and polite.
The White Buffalo is positive. Free activities for families.
Everything around is positive.
People visiting on the street. I see people I know.
It's cleaned up the last couple of years.
The variety of people going to the park by the farmers market.
I see people helping the homeless.
The regular people like us, dressed nice.
People sitting at cafes. It makes it more inviting to people when they see the activities spilling out on to the street.

### **Negative Street Activity – Verbatim Comments**

I'm worried about displacing original community members. The beauty of the neighbourhood is its diversity. I'm worried we'll lose that.
Idylwyld to Avenue H is becoming aggressive. It gives the area a bad name.
No cultural activity.
Vehicles drive too fast and nobody gets speeding tickets on 20th.
On the weekends, there is no place to go.
The drunk people give the area a bad name.
Poverty. All people need to feel safe.
The food bank nearby brings very poor people.
Panhandlers. A lot of people get scared and they don't want to come in the area.
Finding needles. Sometimes being outside is scary. There are some drunks.
Sketchy groups of people just hanging out. Gives the area a bad name.
People fighting in the streets, mostly at night.
People that are loud and spitting on the sidewalk.

Too many homeless people. That is annoying. I walk on the street. People are afraid to come to this part of town. Especially the elderly.
People asking for money on every corner. I may sound blunt here, but there is no police presence on 20th.
Panhandlers roaming here and there.
Crime, drug addicts, beggars, fights. I don't feel comfortable bringing my grandkids to this area. I don't want them to see this mess.
Criminal activity. People drinking on footpaths and throwing up.
Fights, drug dealing, theft. Armed robberies, lots of assaults. People are afraid to come to this area.
Gang activity.
People relieving themselves in the back alleys.
An average amount of drug dealing, but that's normal.
Cops chasing down people. Even though they have more cops it doesn't help. Crime is getting worse.
Drug dealers, prostitutes. I keep my children away from it. It is dangerous to walk around. It should be safe, like a small community.
You have to be careful, there are always undesirable people.

### **Panhandler Influence on Where to Visit – Verbatim Comments**

No. <b>[Most responses]</b>
They are nice people with unfortunate circumstances. Treat them respectfully and they will do the same in return.
I avoid walking that side of the street with my family, but I'll do it if I'm alone.
It doesn't impact me, but my wife drags me away. She's worried about the children since the panhandlers scare them.
I leave the area if they are around.
I don't, but some people might.
I just ignore them.
Yes, because they are intimidating.
No, but it's an eyesore.
Yes they do, because of some negative experiences that I've had with them.
Not really, everyone has got to live.
No, they just want money or smokes.

### **Panhandler Activity Change in Past Two Years – Verbatim Comments**

No <b>[Most responses]</b>
A little less in the past two years.
Yes, the number has increased. Might be because of the Lighthouse downtown. Where else can people go?

I don't know about between tears, but there's more in the summer than in the winter.

It's the same.

Not really. Increases in the summer.

It's changed over the past 40 years.

Yeah, there's a little bit less.

Seems to be more in the last three years.

### **Busking/Panhandling Perceived Differences – Verbatim Comments**

Busking is giving something in return for something (i.e. music, etc.).

Panhandling is more just asking for money and it can be confrontational.

Not really.

Busking is art and music performers. Panhandling is wailing for handouts and they can be aggressive and abusive.

Buskers bring value for what they can do and are never intimidating.

Panhandlers can sometime become aggressive.

Buskers are making an attempt for honest money. Panhandlers just want stuff for free.

Busking is a skill and is artistic. It's expressive and brings diversity. Panhandling? Well, it is what it is.

Buskers are entertainers. Panhandlers just ask for handouts.

Busking uses skill. Panhandlers are scarier and only ask for money.

I don't think there's a difference.

Busking is sharing a gift. Panhandlers just ask for money.

Busking is showing your talent. Panhandlers are good for nothing.

Buskers are artists.

Buskers are artists and musicians and they don't ask. Panhandlers will follow you to your car.

Busking provides entertainment. Panhandling is begging for food and money.

I don't know.

Buskers are artists, they sell their art like any other entertainer, just in a smaller scale. Panhandling should be illegal.

You can have a good time listening to buskers. They receive money, they don't ask for it. Panhandling is begging.

Busking requires the city's permission. Panhandling is done illegally.

Yes, busking is providing a service.

There is a difference. Buskers are offering something like music, if you like it you throw in money. Panhandlers ask for money. It's more pathetic.

Not really.

They are probably the same.

## Community Support Program General Thoughts – Verbatim Comments

It is excellent. They have helped many people in this community. They know people by name and are a good link between business and community.

They take care of the people who are sometimes aggressive. My business once had to call when a drunk was sleeping overnight.

I know one of the people that works with the program.

It gets everybody involved.

Makes it a safer place.

Makes it safer to walk in the area.

It seems to be working.

Their presence makes the community safer.

They keep the area safe from drunkards.

When you see them it makes people feel safer.

They are approachable and down to earth.

I have heard of it, but not enough to comment.

I think it's great. I've watched them with people in the area.

It's really good. More people out in the community making people feel safe.

It's nice. Increases safety.

I am in favour of the program. They know how to do their job well.

I've seen them on the street walking in pairs.

They walk down the street. I've never seen them doing anything.

Heard of them, but don't really know anything.

It's making it hard for homeless people. It's like kicking them out of their homes. There should be a more positive way. Businesses don't need to hire extra security to clean the streets.

It's a good idea. I don't think there are enough of them.

Expand it into the inner city.

I like that they respond quicker than the police.

It shows great progress. I didn't like it a first because I thought it was to get rid of panhandling, which is the wrong approach.

It's a good program.

It's good for the people that need it.

I think their help is good. Some of the people have bad addictions and can't get off the ground. They are there to help.

I read about it at some point. It can only discourage undesirable activities.

It's nice to have and people feel safe. And it's good for people who are falling down.

## Community Support Program Impact on Area – Verbatim Comments

They have helped out in a big way.
Gives us an assured feeling that someone can be reached if things get out of hand.
It keeps people friendly.
I'm sure it has. They are eyes on the street.
Partly. Why can't they increase the number of people?
A little.
The area seems to be improving. If the result is due to the CSP, then it is a good idea and must continue.
Yes, because they are visible. I just hope it continues, because I love my neighbourhood.
I think it's slowly making an impact.
I guess people feel safer sometimes.
Yes. People know who they are and it makes people feel safer.
There is less crime in the area.
The program is needed and it is making a difference.
Yes. They help the police.
I don't really have an educated answer, but I believe it has a positive impact in the area. I hope the program continues, I want them to continue with the community.
Yes, or it's starting to anyway. There are less drugs. Keep it going.
Not sure. Seems like people feel safer.
I haven't heard of the program, but it sounds like something I'd like to have in the area.
The Community Support Officers are great. I spoke with them a couple of days ago. They seem to be effective. It takes time to clean streets. You can't have it done instantly.
They seem to be effective, but I haven't seen them doing anything personally.
They've had a positive impact. They've cleaned the streets and the assault numbers have come down. They need more officers.
Yes, because they are discouraging negative behaviour.
Well intentioned, but minimal impact. I don't think that they have affected panhandling at the liquor store.
Yes, they are someone you can call on that is more flexible and human than a police officer.
Yes. It's cleaner and better. People are not as scared.
I think it does. If they weren't around the street would be a lot crazier.
It probably does. I really don't know.
It changes people's attitudes. Makes people not do the things that are negative. There is a big change. People can enjoy themselves.

# SERVICE PROVIDERS



## SERVICE PROVIDERS - KEY FINDINGS

### Street Activity

- When asked what first comes to mind when thinking about negative street activity in Saskatoon, Service Providers most commonly mention violence and aggressive people (50%), loitering and gangs (36%), and panhandling (25%).
  - These activities are seen as affecting the provider organization by making it dangerous or unsafe for people (29%), causing fewer people to come to the area (25%), and making people feel harassed or intimidated.

### Community Support Program Awareness & Interaction

- When asked what first comes to mind when thinking about programs or methods used to address negative street activity in Saskatoon, 64% of Service Providers mention the Community Support Program specifically.
- When asked if they had heard of the program, all Service Providers say that they have.
- Most Service Providers (61%) rate the program between 7 and 10 out of ten when asked if they believe the program is effective.
- Most Service Providers (86%) say they have interacted with the program. Most commonly this has been calls for assistance (50%).
- Among those who have interacted with the program, 42% rate the program as being effective (7 to 10 out of 10) at addressing their specific concern.

### Community Support Program Funding & Program Continuation

- About a third of Service Providers (29%) are aware the program is currently funded through parking meter revenue.
- When asked directly if they would like the program to continue, 75% of Service Providers say yes.

# Service Providers

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## METHODOLOGY

### Quantitative Data Collection

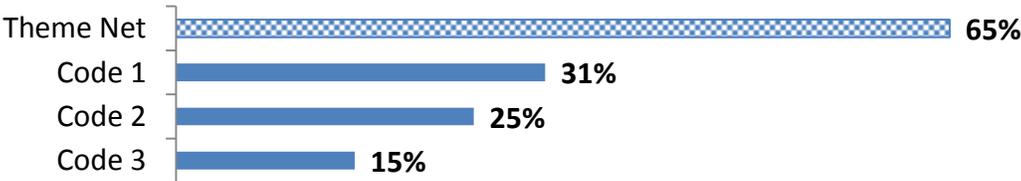
Data were collected between April 21st and May 5th, 2015. Providers were initially contacted by phone and then provided an e-mail link to the survey. Telephone reminders were used to help maximize responses.

From a sample size of 50 organizations, a target of 25 completed surveys was set, with 28 obtained.

## NOTES ON REPORTING

- Each question includes a base description (n=#) which details the number of respondents who answered each particular question. Open ended questions have been themed and coded into common response categories based on similarities in responses provided.
- All figures are rounded to no decimal places, so percentages may not sum to 100% due to rounding.
- Note that due to the small base sizes, n-values are provided for all results in this section to help clarify results.
- Similar themes and codes are organized into net themes based on overarching commonalities in the content of responses (i.e., positive or negative mentions). Net responses include individual, coded themes in order to illustrate the overarching themes that emerge from open-ended questions. Nets are coded in a different pattern, and all codes underneath this color are included in the net. The percentages of individual codes may not add up to the net total as multiple responses may be possible.

### Net Example

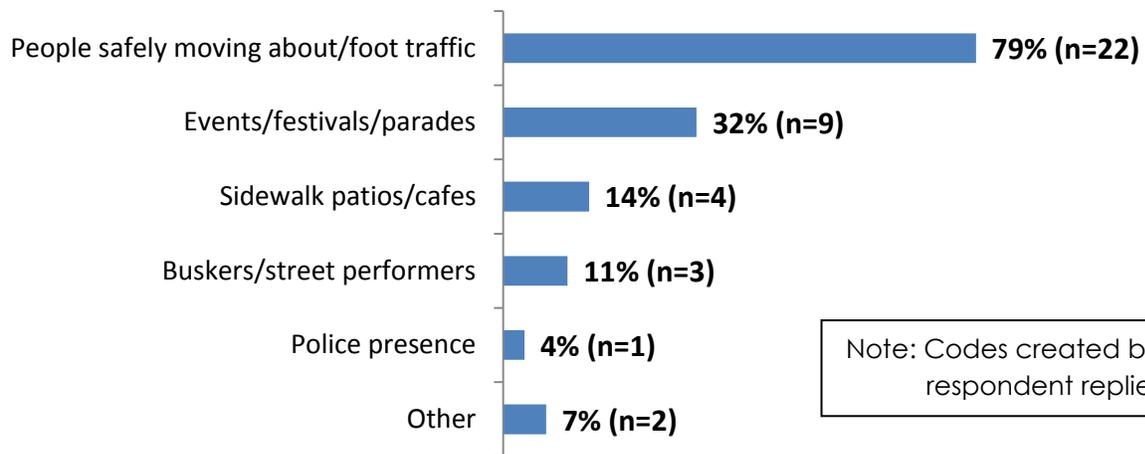


# Service Provider - Study Results

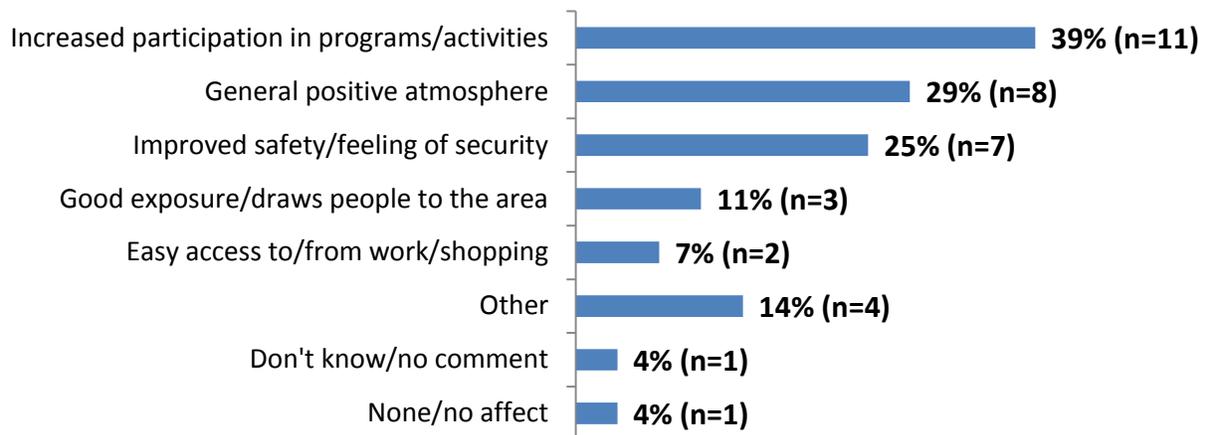
## STREET ACTIVITY

### Positive Street Activity

When asked about positive street activity in Saskatoon, Service Providers typically say foot traffic is the first thing that comes to mind. In terms of the impact positive street activity has on their organizations, Service Providers note increased participation in activities (39%), a general positive atmosphere (29%), and an improved feeling of safety and security for clients and staff (25%).



### Positive Activity Impact

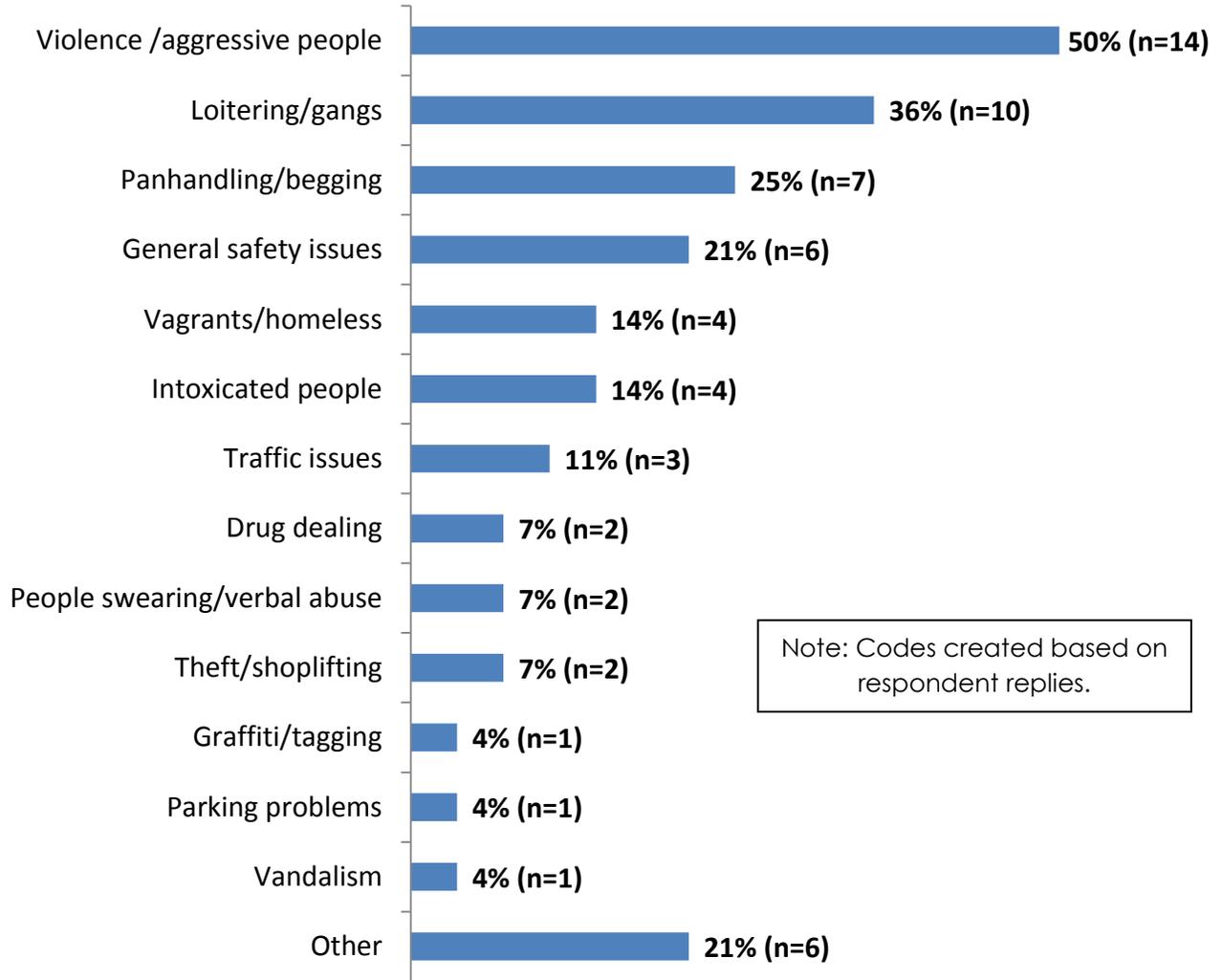


Q1. When you think of **positive** street activity in Saskatoon, what first comes to mind? Base: All respondents, n=28.

Q2. How do these types of **positive** street activity affect your organization? Base: All respondents, n=28.

## Negative Street Activity - Witnessed

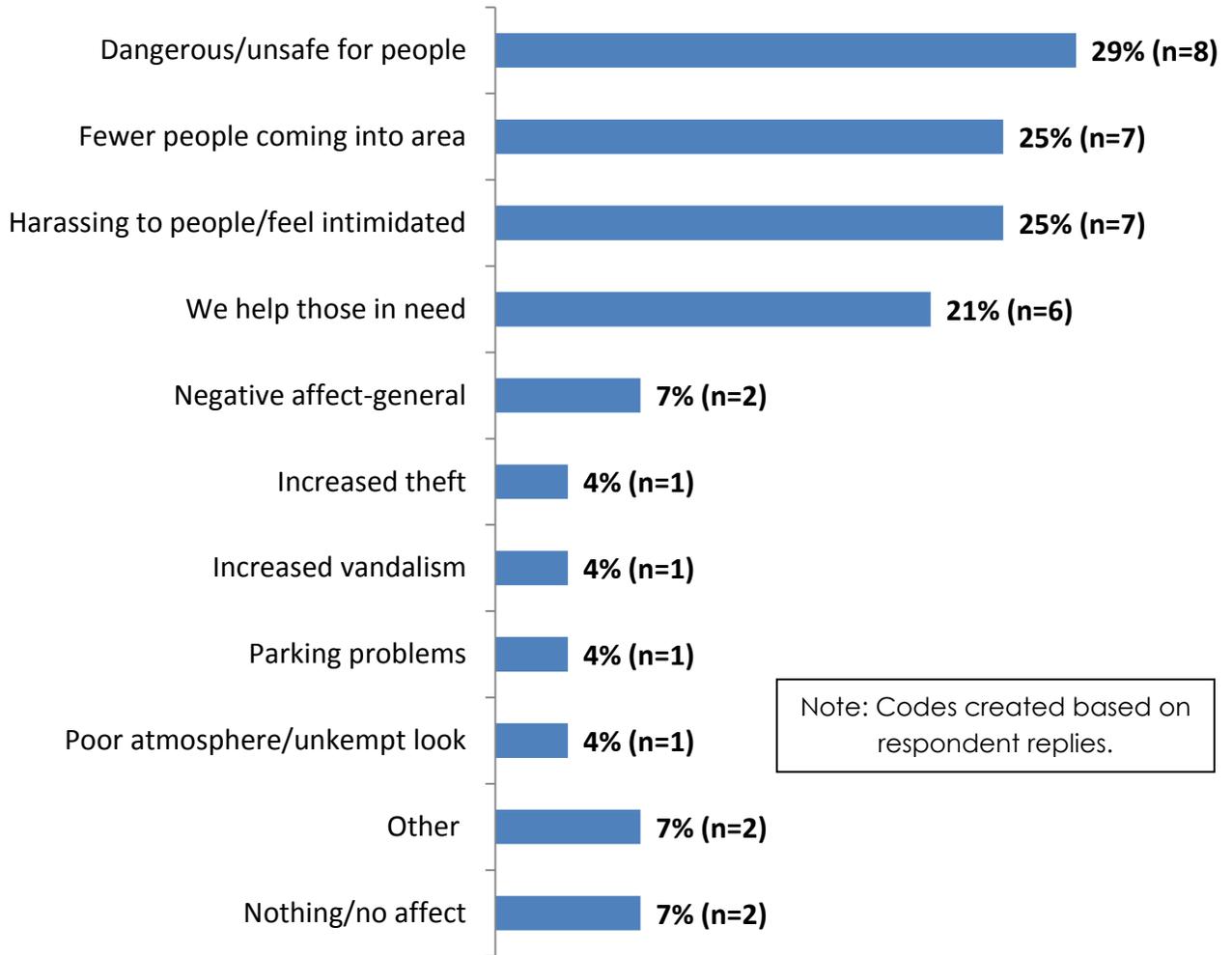
The top three things that come to mind for Service Providers when thinking about negative street activity in Saskatoon include violent or aggressive people (50%), loitering and gangs (36%), and panhandling (25%).



Q3. When you think of **negative** street activity in Saskatoon, what first comes to mind? Base: All respondents, n=28.

## Negative Street Activity - Impact

Service Providers indicate that negative street activities affect their organizations by making it unsafe for clients and staff (29%), having fewer clients coming into the area (25%), and making clients and staff feel harassed or intimidated (25%).

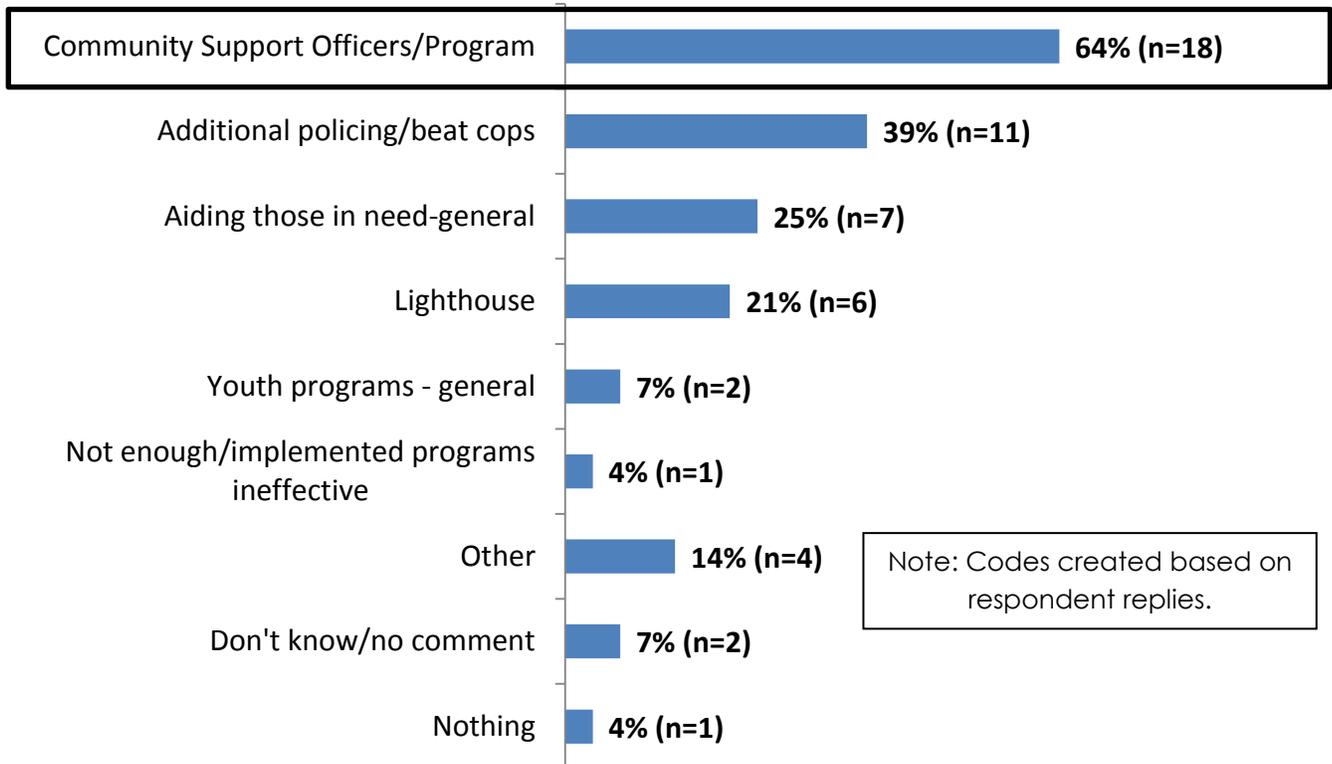


Q4. How do these types of **negative** street activity affect your organization? Base: All respondents, n=28.

## COMMUNITY SUPPORT PROGRAM

### Unaided Recall

When asked what first comes to mind when thinking about methods or programs that are currently used to address issues related to negative street activity in Saskatoon, the majority of Service Providers mention the Community Support Program.

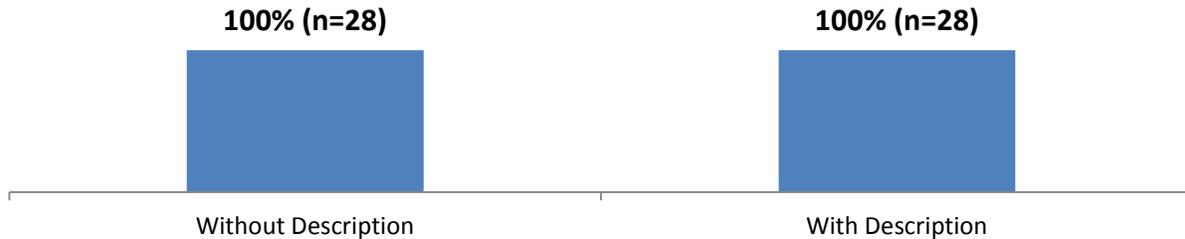


Q5. Excluding any efforts your organization may be involved in, what first comes to mind when thinking about methods or programs that are currently used to address issues related to **negative** street activity in Saskatoon? Base: All respondents, n=28.

## Claimed and Prompted Recall

All Service Providers have heard of the Community Support Program.

### Have Heard of Program

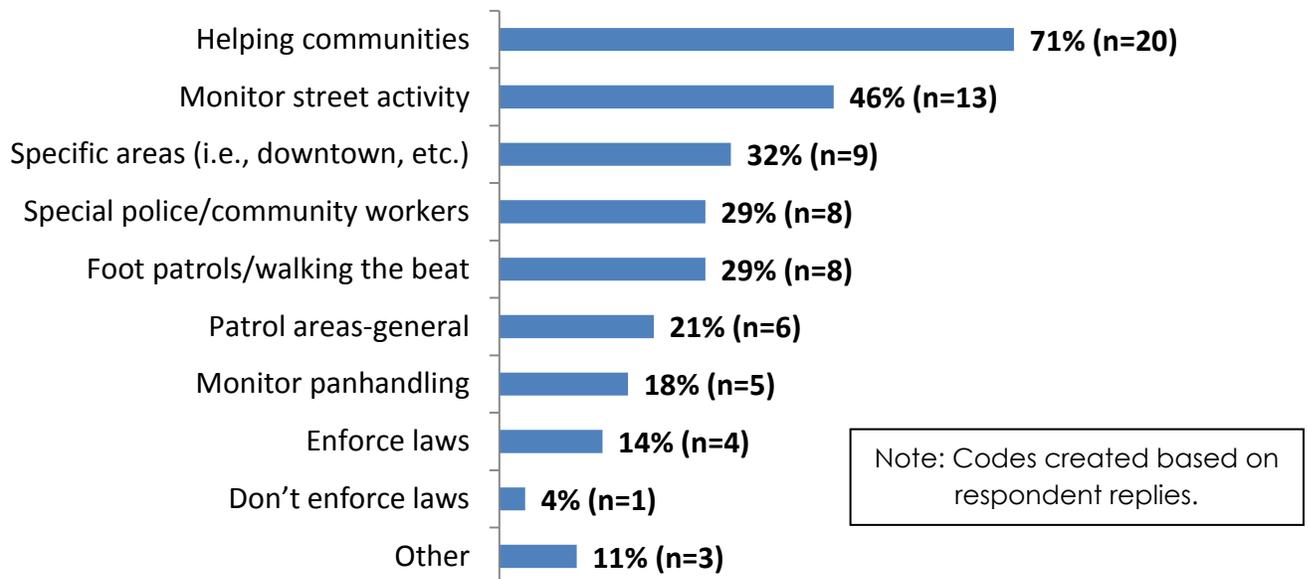


Q6: Have you heard of the City of Saskatoon's Community Support Program (CSP) or Community Support Officers? Base: All respondents, n=28.

Q8: Now that you have heard this description, have you heard of this program? Base: All respondents, n=28.

## Proven Recall

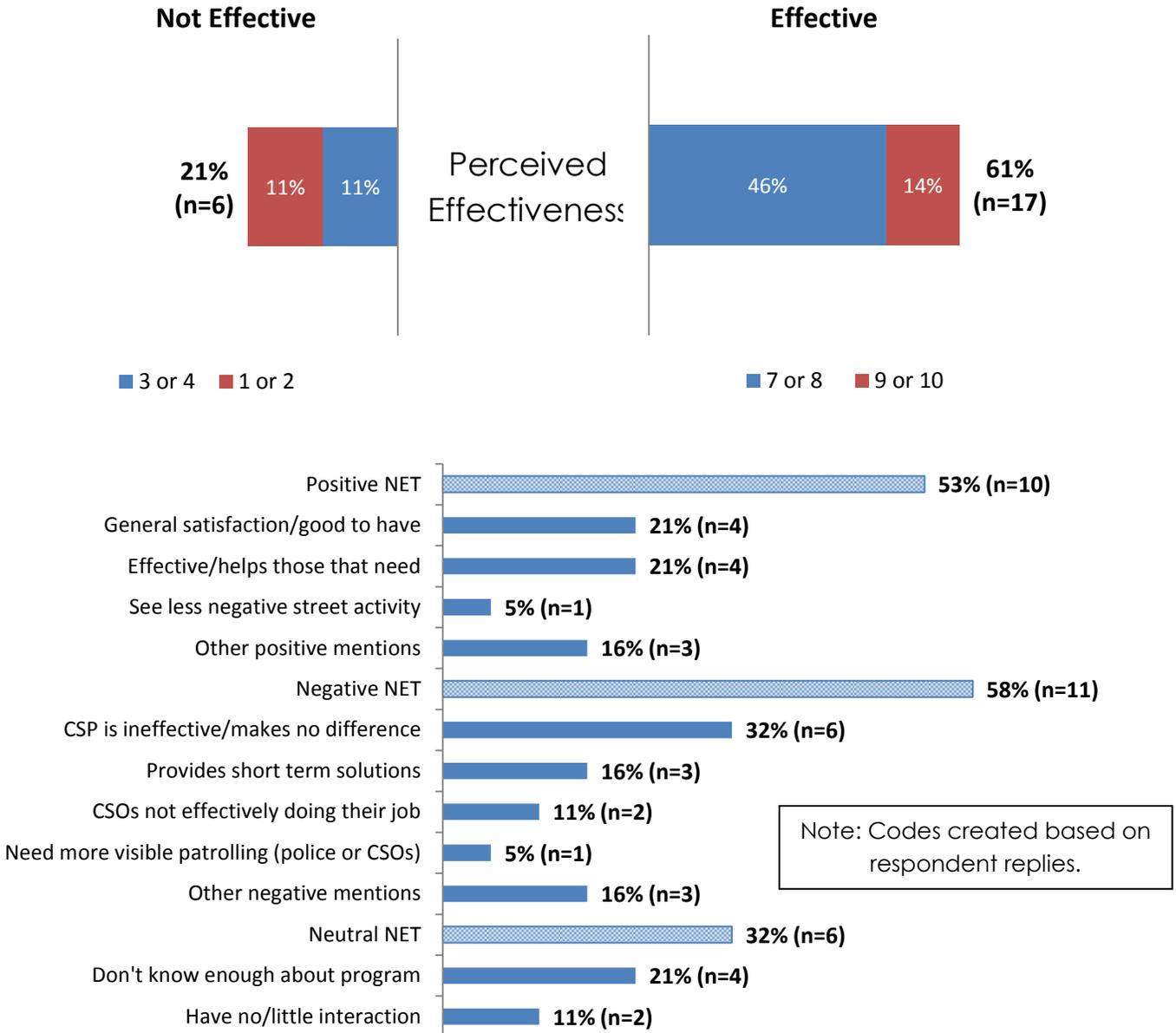
Service Providers commonly believe that the Community Support Program exists to help communities (71%), monitor street activity (46%), and is concentrated in specific areas (32%).



Q7. To the best of your knowledge, what is the Community Support Program? Base: All respondents, n=28.

## Perceived Effectiveness

The majority of Service Providers rate the Community Support Program as effective. Those that rate the effectiveness of the program as less than eight and gave negative comments believe the program is not effective (32%) or that it is only a short term solution (16%).



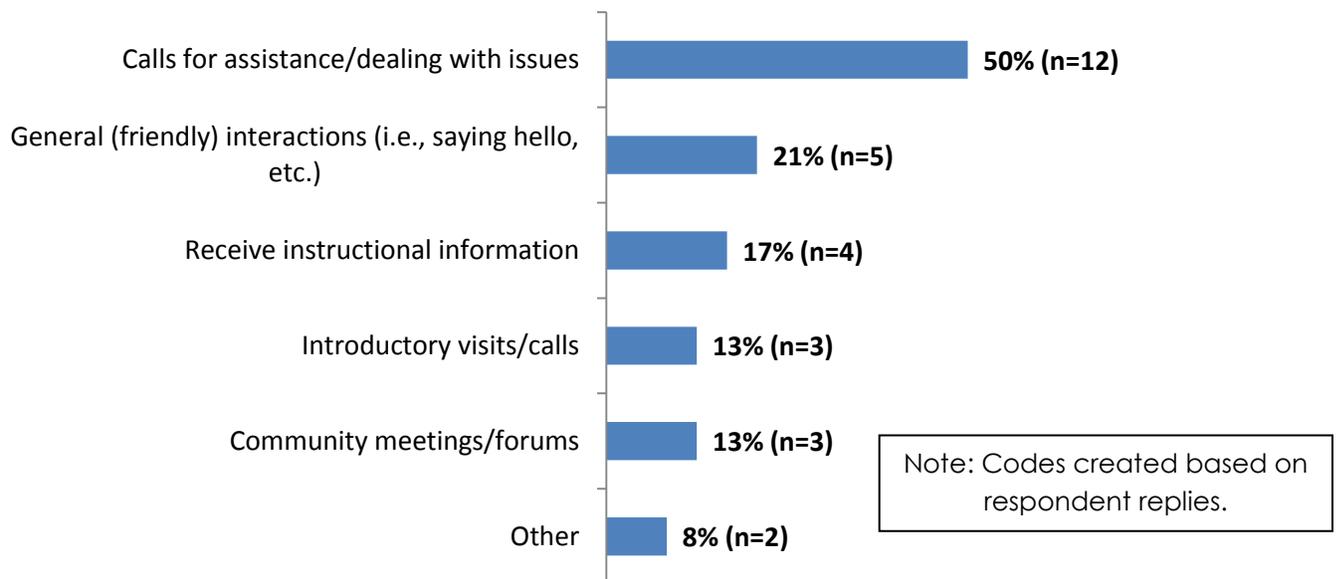
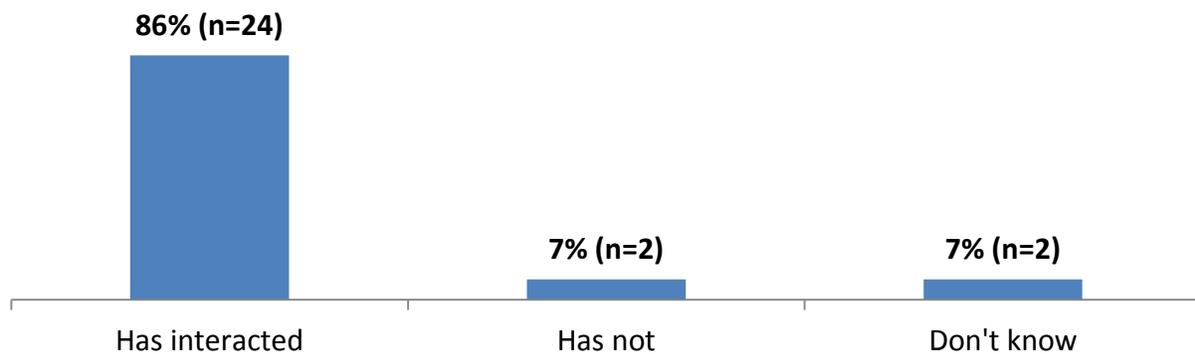
Q9. On a scale from one to ten, where '1' is not at all effective and '10' is extremely effective, how would you rate the overall effectiveness of the Community Support Program in addressing issues related to negative street activity in Saskatoon? Base: All respondents, n=28.

Q10. Why did you rate the effectiveness of the Community Support Program as a [insert from Q9]? Base: All respondents that rated the effectiveness of the program as less than 8, n=19. See "Notes on Reporting" for a description of nets.

## PROGRAM INTERACTION

### Organization Interaction

Most Service Providers say they have interacted with the program. Most commonly, this interaction has consisted of calls for assistance to deal with issues (50%).

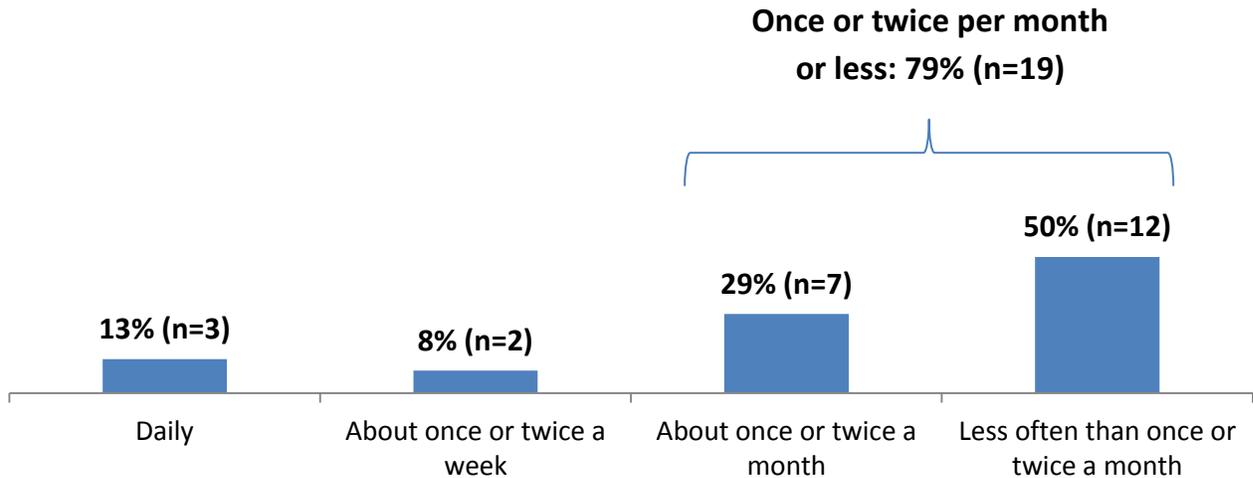


Q11. Has your organization ever interacted with the Community Support Program for any reason? Base: All respondents, n=28.

Q12. How does your organization most commonly interact with the Community Support Program? Base: All respondents whose organizations have interacted with the Community Support Program, n=24.

## Interaction Frequency

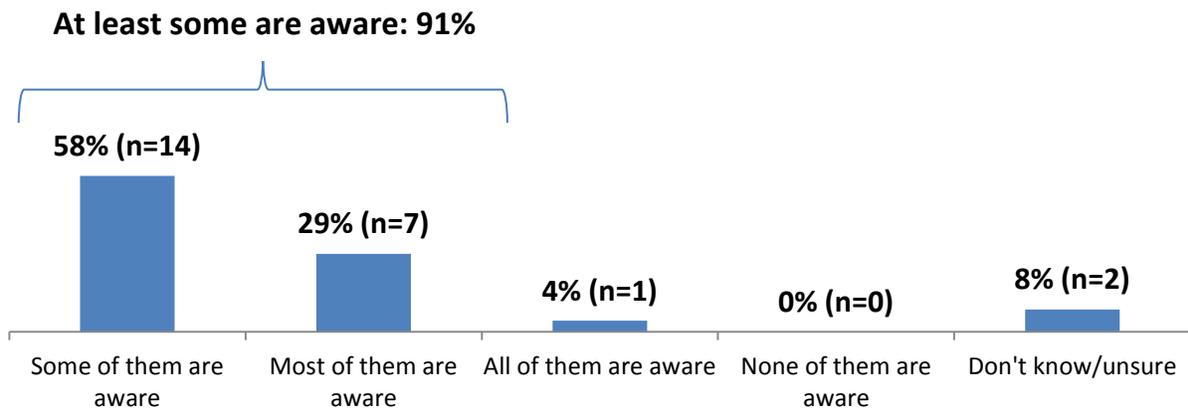
Among those who have interacted with the Community Support Program, it is most common for interactions to take place once or twice per month or less often (79%), although some Service Providers report interacting with the program once or twice per week (8%) or daily (13%).



Q13. About how often does your organization interact with the Community Support Program? Base: All respondents whose organizations have interacted with the Community Support Program, n=24.

## Client Awareness

Awareness of the Community Support Program among Service Provider clients is fairly high, with 91% of Providers saying at least some of their clients are aware of the program.



Q14. To the best of your knowledge, how would you describe the awareness of the Community Support Program among people who use your organization? Base: All respondents whose organizations have interacted with the Community Support Program, n=24.

## Client Awareness

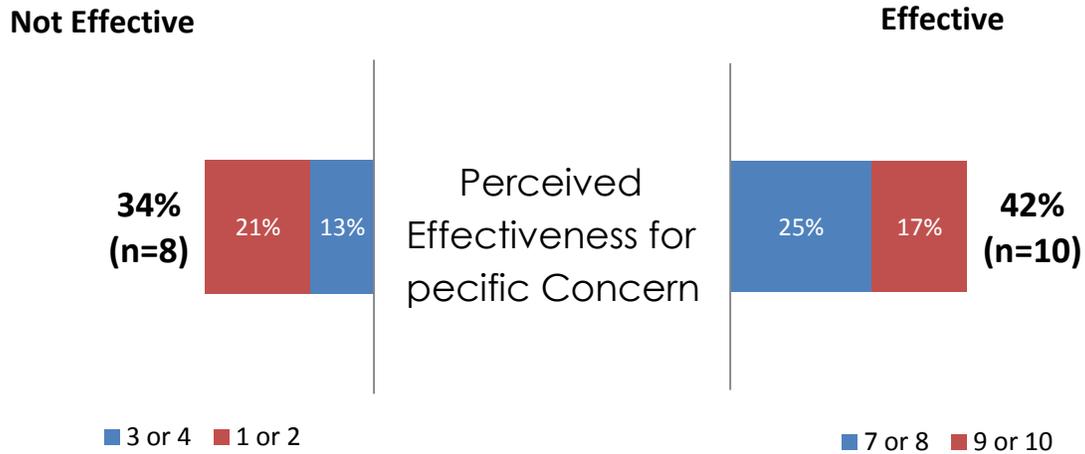
When asked what the people who use their organization say about the Community Support Program, Service Providers give a variety of answers. For the most part these comments are positive.

Service Provider Client Comments
The majority look favorably on the program.
Generally positive.
We always get positive feedback about CSOs. Often the public think that they are our staff.
Have not heard it discussed.
I cannot comment, as I do not deal with the direct service delivery to these clients.
I don't know.
I have heard generally positive comments. We had them attend once in which the situation was volatile and person needed to be escorted off the property. SCP had referred the CSOs to our organization but it should have been SCP involved due to the potential for violence.
It has been commented on.
It has made a difference in the downtown core.
It would be highly unusual for our clients to remark about any community program including the CSP.
Not sure.
Professional, helpful.
Some comment about help they have received or interactions that made sense to them and helped them with decisions.
Have not heard comments.
They are identified with enforcement by some so viewed negatively, though many members who have not had dealings with the police see them as a support.
They are there to talk to.
They don't comment.
They were helpful. It was better than dealing with the police. I know those people and they are ok.
They wonder if they are police officers.
They would see them as positive and helpful, because we speak of them that way.
Very knowledgeable on whom the 'regulars' are. Take a long time to respond. Are rarely seen.
Cop wannabes, fake cops, kid cops and other not so nice comments.

Q15. What do the people who use your organization say about the Community Support Program? Base: All respondents who indicated their clients were aware of the program, n=22.

## Perceived Effectiveness - Specific Concerns

Among those who have interacted with the program, 42% of Service Providers rate the effectiveness at addressing their specific concerns as a 7 - 10.



### Reasons for rating effectiveness as less than eight

Because they take positive action to prevent deterioration in a person's personal, social and emotional situation. And the people they help have many difficulties which they try to ameliorate.

Because we are community mental health and addiction service, we deal with youth and family.

Because we don't have a lot of interactions with them for current clients. However, CSOs are effective in making appropriate referrals to our organization.

Because when we have tried to contact them for help or support, we just get the answering machine.

I don't feel able to rate the service.

I don't think it applies. So chose the middle of the road.

I would have liked to leave this question blank, and there have never been specific concerns from our organization.

I would not have an effective way of assessing this, as we would not be aware of the outcomes of their interactions with the public.

The issues are often late night and early morning when they are not around.

Most of the comments from people that utilize our services are limited to us, but seem in general to be positive. The officers here are not all community officers, and sometimes the women have commented on officers in general. Most of the interactions we observe appear quite positive, at times not positive.

Not really applicable.

I don't know.

Staff do not report that youth are interacting with the officers.

Take a long-time to respond. Have not improved the perception or feeling of safety.

The CSP officers have a broad knowledge of the services available and build relationships with vulnerable populations. They refer women to us when appropriate and more often, utilize the services of Mobile Crisis, which is an agency that we work closely with.

They are not doing what the program was designed to do. They do not assist in cases, they are not writing the tickets that should be being written. They are extremely slow and they do not reach in an authoritative way. There are plenty of organizations that are offering supports and services to those who experience poverty. This program was designed to assist the police and that is not happening.

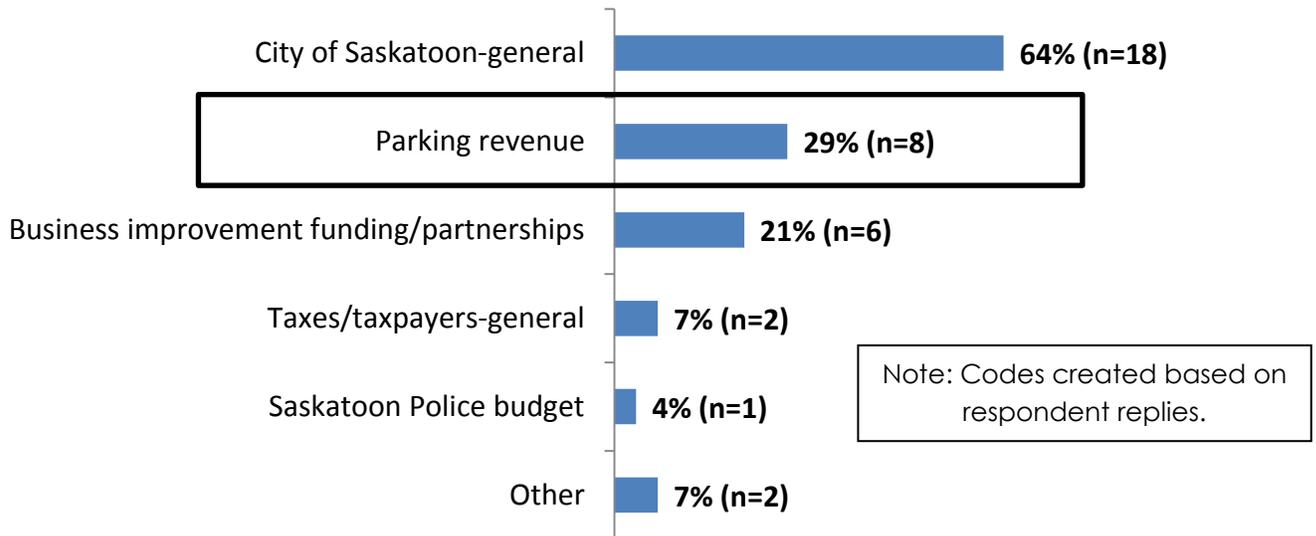
Q16. How would you rate the effectiveness of the Community Support Program in addressing the specific concerns of your organization? Base: All respondents who have interacted with the program, n=24.

Q17. Why did you rate the effectiveness of the Community Support Program in addressing the **specific** concerns of your organization as a **[insert from Q16]**? Base: All respondents that rated perceived effectiveness as less than eight, n=16.

## PROGRAM FUNDING & FUTURE

### Program Funding Knowledge

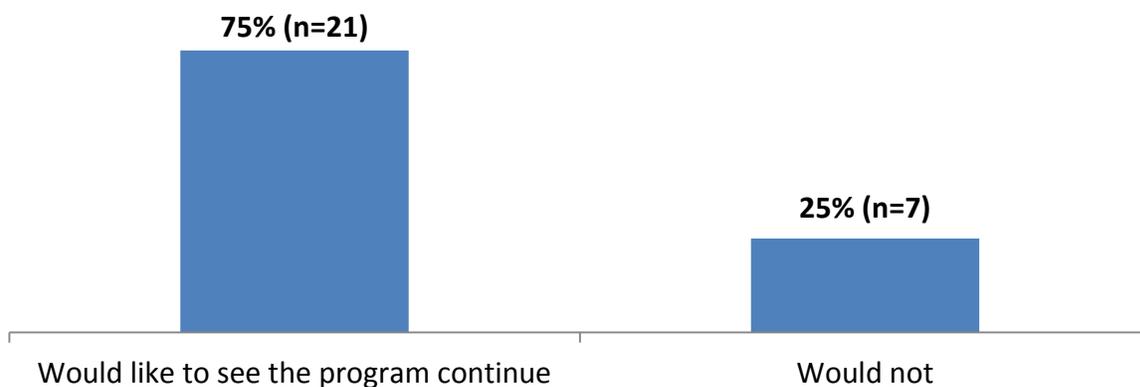
About one third of Service Providers (29%) were previously aware that the Community Support Program is funded through parking revenue.



Q18. To the best of your knowledge, how is the Community Support Program funded? Base: All respondents, n=28.

### Program Continuation

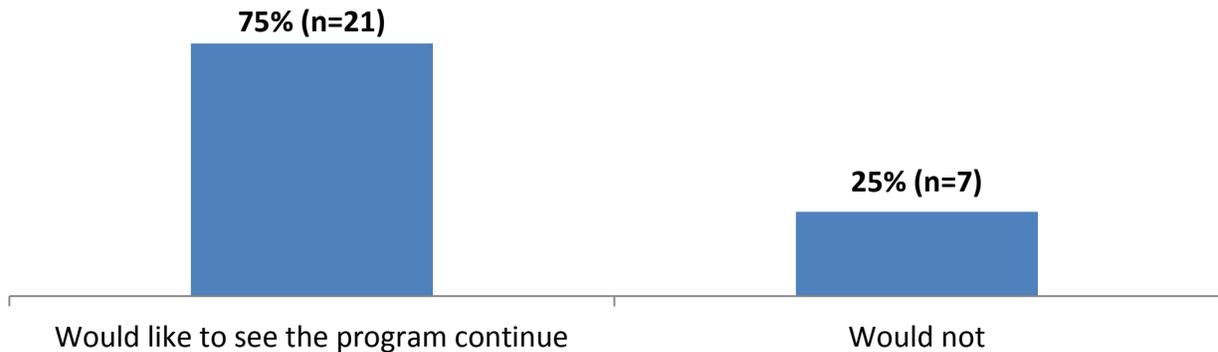
When asked if they would like to see the Community Support Program continue, the majority of Service Providers (75%) say that they would.



Q19. Would you like to see the Community Support Program continue? Base: All respondents, n=28.

## Program Continuation - Funding Awareness

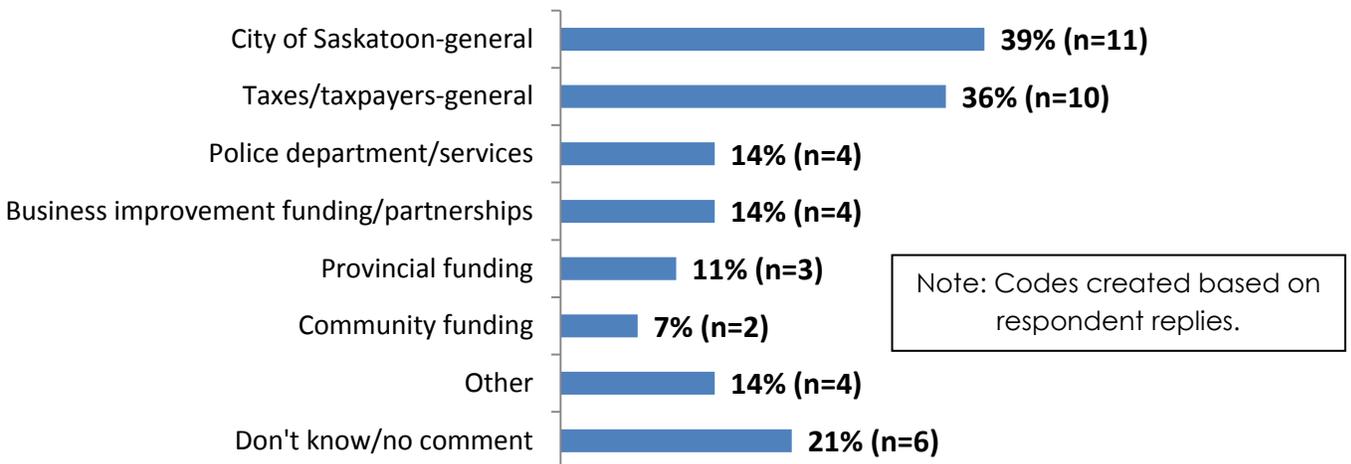
Knowing that the program is funded using money collected through Saskatoon parking meters does not change the proportion of Service Providers who say they would like to see the Community Support Program continue.



Q20. Currently, the Community Support Program is funded through money collected from Saskatoon parking meters. If the program is cancelled, then the money will return to the parking meter revenue fund. Knowing this, would you like to see the Community Support Program continue? Base: All respondents, n=28.

## Alternative Funding

If parking meter funding was not available, Service Providers most commonly say they would prefer to see the Community Support Program funded through the City (39%) or through taxes (36%).

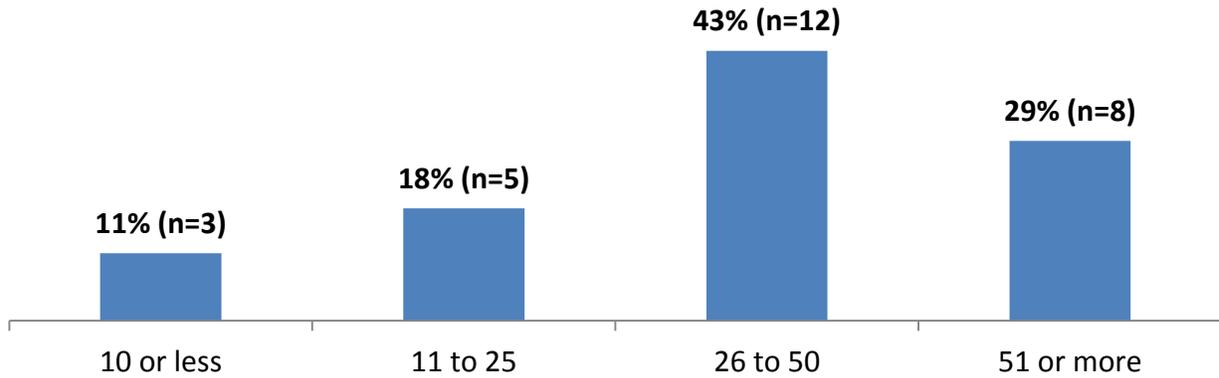


Q21. If parking meter funding was not available, how would you prefer to see the Community Support Program funded? Base: All respondents, n=28.

## DEMOGRAPHICS

### Years in Operation

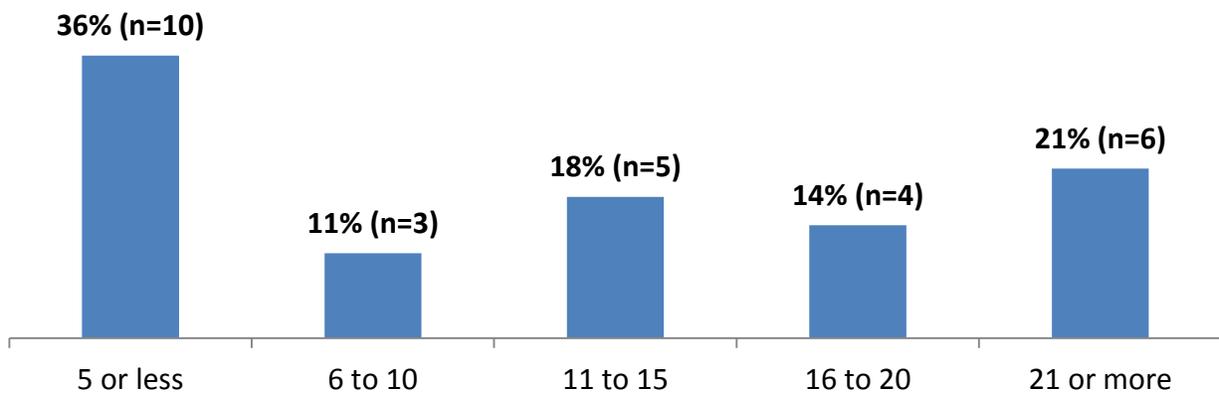
Average number of years in operation: 45.4



Q22. How long has your organization been in operation? Base: All respondents, n=28.

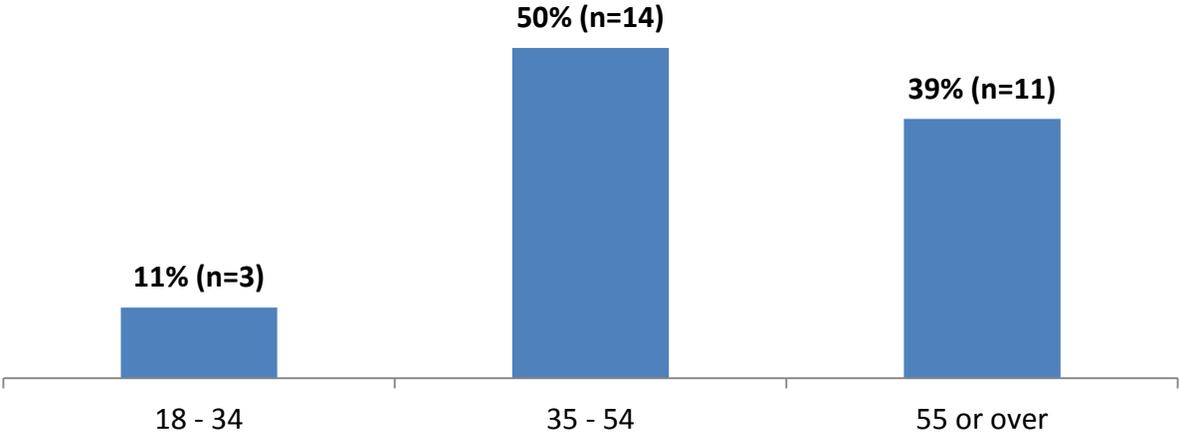
### Years Employed

Average number of years employed at organization: 13.3



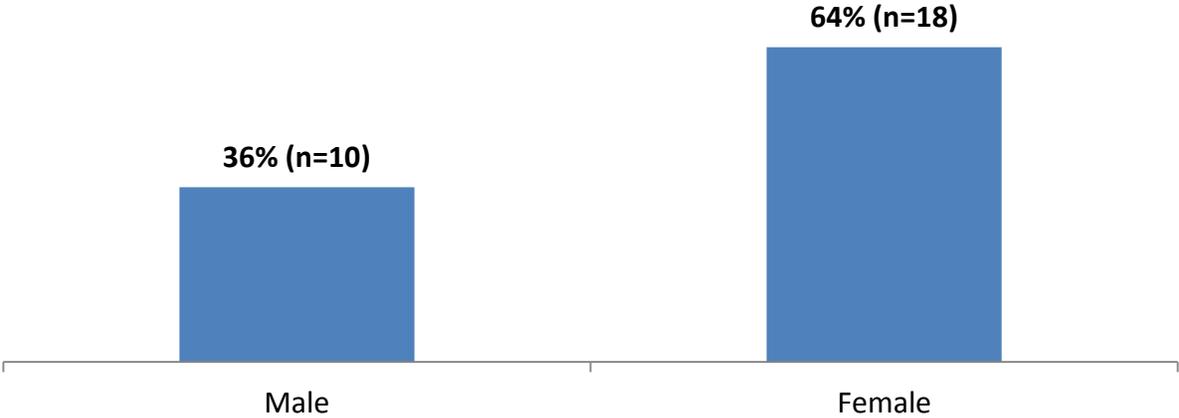
Q23. How long have you worked at the organization? Base: All respondents, n=28.

### Age Range



Q24. Into which age range do you fall? Base: All respondents, n=28.

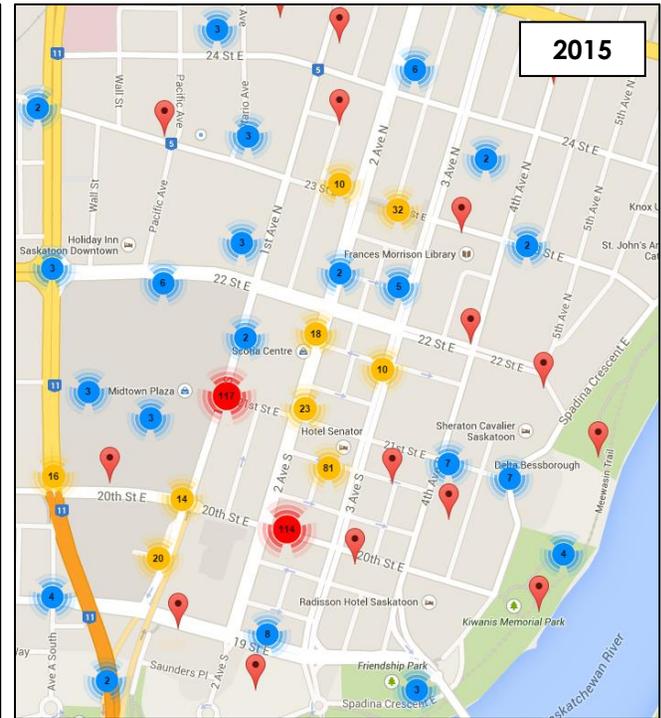
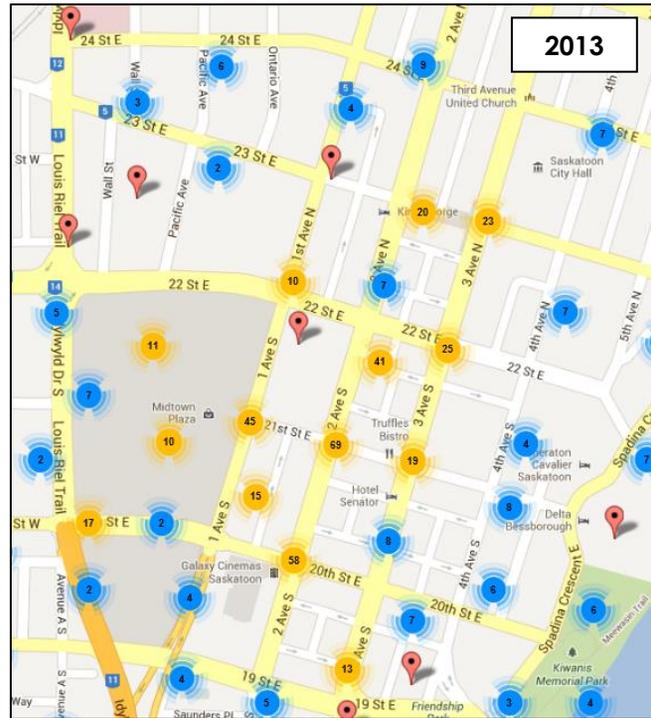
### Gender



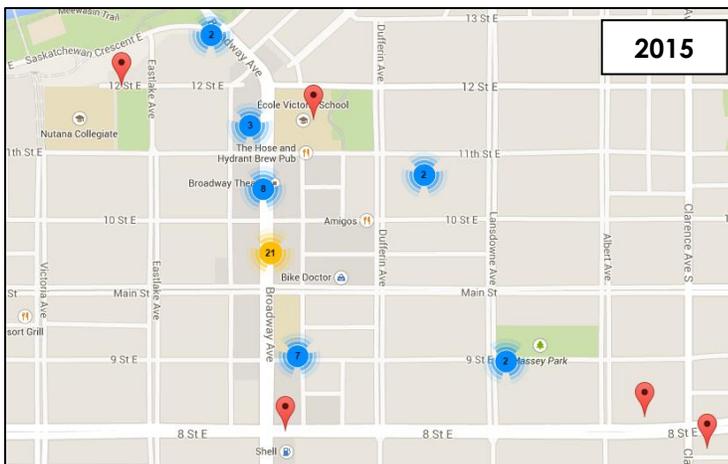
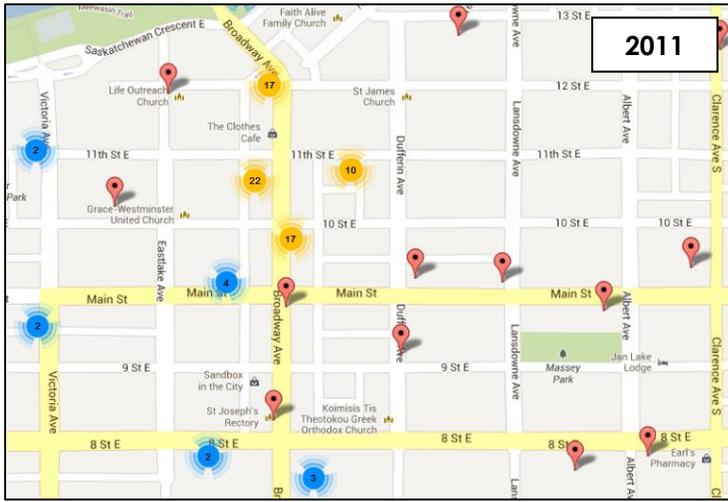
Q25. Please indicate your gender. Base: All respondents, n=28.

**Appendix - Street Activity Location  
Comparison by Year  
General Population Survey**

# Street Activity - Downtown



## Street Activity - Broadway



## Street Activity - Riversdale

