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**Dear Citizens,**

**As your Mayor, I am pleased to present you with this proposal which outlines a framework for action to address the issue of public disorder in the City of Vancouver.**

This document sets out ambitious targets, describes our most pressing challenges, and introduces a number of potential solutions.

This document is a call to action. It also represents the introduction of a major initiative that I am calling *Project Civil City*. It was produced in partnership with Councillor Kim Capri, a trained criminologist with 20 years of experience and former Executive Director of the BC Crime Prevention Association, whom I have asked to take a lead role in Council on this major public policy issue.

“We have a tremendous opportunity to use the 2010 Olympic and Paralympic Winter Games as a catalyst to solve the public disorder problems that affect our city.”

*Project Civil City*, along with policy initiatives our Council is undertaking in the areas of economic development and the arts, is vital to the successful implementation of EcoDensity in the City of Vancouver. We want our citizens to choose to live in high-quality, ecodense neighbourhoods. This requires a commitment to minimize public nuisances and improve public order and community safety.

Based on the overwhelming response we received from our web-based survey on public

disorder, and several roundtable discussions with community leaders and research from business and community organizations, it is clear that the citizens of Vancouver want decisive action from their Civic, Provincial and Federal governments to improve order on the streets of our City.

With just over three years until the 2010 Olympic and Paralympic Winter Games, we have a unique opportunity to take advantage of this world-class event. The Federal and Provincial governments are more motivated than ever to invest in developing and supporting long-term, sustainable solutions to Vancouver's most pressing social issues. As a City Council, we are focused on leveraging the Games to create legacies for the citizens of Vancouver.

Included in this *Project Civil City* document are more than 50 suggestions gathered over the course of six months of community consultations. I believe that within these suggestions lies a roadmap toward the restoration of public order and civility in our community.

The suggestions include a range of ideas -- from utilizing our city employees in a different way to ensure they become our “eyes and ears” on the street, to exploring new treatment options for chronic offenders who are suffering from drug addiction.

As the leader of the City, I have decided to set aggressive targets to reduce public disorder. In addition to tackling illegal and nuisance behaviours such as open drug use, aggressive panhandling and noise infractions, we must also work as a community to find compassionate solutions to the root causes of poverty. We must look at new approaches to house our most vulnerable citizens and provide them with the support they need.



In our recent web poll:

**84%** believe public disorder problems have become worse in the last 5 years

**81%** are very concerned that Vancouver is losing its international reputation

**67%** feel that City Council must take immediate action to address the problem



**I am recommending to City Council that we establish the following targets and focus our community efforts on meeting these goals:**

- 1** Eliminate homelessness, with at least a 50% reduction by 2010.
- 2** Eliminate the open drug market on Vancouver's streets, with at least a 50% reduction by 2010.
- 3** Eliminate the incidence of aggressive panhandling with at least a 50% reduction by 2010.
- 4** Increase the level of public satisfaction with the City's handling of public nuisance and annoyance complaints by 50% by 2010.

These are aggressive targets that will require the rapid implementation of a number of the suggestions outlined in this proposal.

It is for this reason that on December 14th, 2006, I will be asking Council to support a motion from Councillor Capri to adopt these targets as the goals of our civic government and to approve the development of a comprehensive implementation plan that will be activated within 90 days.

In the interim, based on the feedback I have received from the community, I am also recommending 10 immediate actions to be undertaken by Council:

- 1** Allocate at least \$1 million from the proposed Olympic Legacy Fund in the 2007 Civic Budget to enhance the civic response to nuisance and annoyance complaints. This may include the hiring of new by-law officers and prosecutors.
- 2** Provide \$300,000 from the 2006 Contingency Reserve to immediately establish a new *Project Civil City* Implementation Office. This will include the hiring of a new *Project Civil City* Commissioner.
- 3** Immediately strike a *Project Civil City* Leadership Council, chaired by the Mayor, to

include key Provincial and Federal Ministers. Meetings will be held quarterly.

- 4** Immediately strike a *Project Civil City* Implementation Team that will consist of key staff such as the City Manager, Chief of Police, General Manager of the Park Board, General Manager of Community Services, and the General Manager of Engineering, as well as appropriate staff with the Provincial and Federal governments. Meetings will initially be held bi-weekly and will be Chaired by the Mayor for at least the first six months.
- 5** Revitalize the City's Neighbourhood Integrated Service Teams (NIST) by re-aligning them toward program delivery and meeting public disorder reduction goals.
- 6** Advise bar owners and patrons of a 60-day countdown toward significant improvement in public order in Vancouver's entertainment district or Council will consider bringing Vancouver bar hours in line with other GVRD jurisdictions.
- 7** In order to track the progress of *Project Civil City*, immediately conduct a benchmark analysis on the current level of incidents of aggressive panhandling, open drug sales and use, and homelessness in our City. In addition, conduct an immediate litter audit as well as an analysis into the number of complaints received for public nuisances such as motorcycle noise.
- 8** Reconfigure the Four Pillars Coalition to ensure that public disorder becomes a main area of focus over the next 24 months.
- 9** Request that the Vancouver Police Board adopt policies that will increase the street presence of our existing police force.
- 10** Conduct an immediate 60-day review of ticketing, by-laws and fines with the objective of improving efficiencies and increasing their effectiveness in countering public disorder.



In my inaugural speech I asked the question “What kind of city do you want the world to find in 2010?”

Over the past 12 months, you the citizens of Vancouver have spoken to me and to Council about your priorities for the future of our City. You have told us what kind of City you want Vancouver to be today, in 2010, and beyond. You want to see:

- Streets that are clean and free from aggressive and disorderly behaviour;
- A more concerted effort from all levels of government to find long-term and sustainable solutions to homelessness, and to put a roof over the bed of every person in our City; and,
- Elimination of the open drug market on Vancouver streets.

There is no question that we must act swiftly and decisively to solve the public disorder problems that affect our City. I believe we have a tremendous opportunity to use the upcoming 2010 Olympic and Paralympic Winter Games as a catalyst to do just that.

Success in achieving our targets will mean rolling up our sleeves, looking beyond 2010,

and implementing long-term and sustainable solutions that help to improve the lives of our most vulnerable.

If we simply host a successful Olympic and Paralympic Games, we will have failed. Instead, we must use these Games to create social and human legacies that will benefit generations to come.

I am grateful to the thousands of Vancouver citizens who participated in roundtable meetings and provided their feedback in our online public disorder survey. It is clear that you care passionately about this issue and you want to make your city an even better place to live.

I know that you share my belief that the time for talk is over. We must focus on action and work as a community to implement solutions.

There is hope for an even better Vancouver – a more civil city. Together we can make it happen.

**Mayor Sam Sullivan**



# What is Project Civil City?



Project Civil City was established by Mayor Sam Sullivan and Councillor Kim Capri in order to determine the specific steps and actions that can be undertaken by the City of Vancouver to respond to the growing concern about street disorder in our community.

**Using the 2010 Olympic and Paralympic Winter Games as a catalyst, the Mayor intends to unite our community and government to improve public order, reduce the impacts of crime and leave a social and human legacy that will benefit future generations.**

This initiative is designed to restore the public's sense of personal safety, promote civic pride and encourage personal responsibility through incremental change.



## GOALS

- 1 Eliminate homelessness, with at least a 50% reduction by 2010.
- 2 Eliminate the open drug market on Vancouver's streets, with at least a 50% reduction by 2010.
- 3 Eliminate the incidence of aggressive panhandling with at least a 50% reduction by 2010.
- 4 Increase the level of public satisfaction with the City's approach to public nuisance and annoyance complaints by 50% by 2010.

In undertaking this initiative, Mayor Sullivan and Councillor Capri consulted with key stakeholder groups, talked with concerned citizens and looked at research from community and business organizations in order to gain a better understanding of the problem and determine short-term and long-term solutions.

Throughout Vancouver, citizens believe that our City, Provincial and Federal governments must adopt a new approach in order to push beyond "band aid" solutions, and toward lasting and permanent change. This initiative is designed to restore the public's sense of personal safety, promote civic pride and encourage personal responsibility through incremental change. The primary focus of *Project Civil City* is to ensure that Vancouver remains one of the best cities in the world to live, work, visit, play and invest.

## ABOUT THIS DOCUMENT

The development of this proposal involved a number of steps including:

- 1 Mayor Sullivan and Councillor Kim Capri hosted a series of roundtable discussions with a broad range of local businesses,

citizens and community stakeholders from May to November 2006. More than 75 community leaders participated in the dialogue.

- 2 A non-scientific web-based survey was posted at [www.mayorsamsullivan.ca](http://www.mayorsamsullivan.ca) to gather feedback from citizens.
- 3 The Mayor consulted with local service providers, the police, the local health authority as well as representatives from senior levels of government.

This document provides a general overview of some of the specific issues and challenges that were identified, and sets out possible steps and actions for City Council to consider moving forward. The findings set out in this report are based on an analysis of the feedback received through the stakeholder and citizen consultation process.



# Ideas and suggested initiatives

The following table includes a range of ideas brought forward at the Mayor's roundtable meetings with community leaders; in discussions with City staff as well as Provincial and Federal government representatives; and from responses to the web-based survey at [www.mayorsamsullivan.ca](http://www.mayorsamsullivan.ca). The following list is presented in random order.

	City Services	Bylaw Enforcement	Police	Courts	Local Business	Non-Profit Agencies	Citizens	Federal Government	Provincial Government	Health Authority
<b>Neighbourhood Integrated Service Teams (NIST)</b> • Re-engineer and resource NIST in order that it works to meet public disorder reduction goals.	●	●	●				●			
<b>Increase the percentage of existing police officers that work the beat</b> • Establish a minimum percentage of police officers who will work the beat on foot in highly dense neighbourhoods. Work with the Police Union to evaluate the current requirement for two police officers per vehicle.	●		●							
<b>Charge approvals should be done by police, not the Crown</b> • The Vancouver Police Department could achieve greater efficiencies if police officers are empowered to do charge approvals. British Columbia is one of the only provinces where charge approvals are not done by the police.			●	●						
<b>Eyes on the street</b> • Use existing City employees such as parking enforcement and sanitation engineers to become new eyes and ears on the street. Have these employees become part of a new public order enforcement continuum.	●	●								
<b>Drug treatment</b> • Establish a new prescription treatment program that targets 700 of the most chronic offenders who suffer from drug addiction. The stated outcome of the program is to significantly reduce crime and public disorder within this population within three years.								●	●	●
<b>Re-institutionalize the severely mentally ill</b> • Use existing facilities such as Riverview to provide treatment and housing for some of the most severely mentally ill people living on Vancouver's streets. These facilities should be modern and meet with the core values of today's society.								●	●	●
<b>Significantly expand Vancouver's Homeless Outreach Program</b> • This program reaches out to Vancouver's homeless population and connects them to welfare and housing.	●							●	●	●
<b>Expand the hours of operation for Vancouver's emergency homeless shelters</b>	●							●	●	●



	City Services	Bylaw Enforcement	Police	Courts	Local Business	Non-Profit Agencies	Citizens	Federal Government	Provincial Government	Health Authority
<p><b>Conduct a study of our homeless population</b></p> <p>• The City should conduct an audit of who is living on our streets, where they are from and what led to their circumstance.</p>	●									●
<p><b>Conduct a public awareness campaign on the negative impacts of providing money to panhandlers</b></p> <p>• The campaign could inform the public that most of the funds given to panhandlers go to feed a drug addiction and that they are better served if the funds are provided directly to social service agencies.</p>	●						●			
<p><b>Provide for citizens to contribute funds through their tax assessment to assist the homeless</b></p> <p>• Redesign the City tax bill to allow for citizens to contribute additional dollars that would be dedicated toward developing new social housing and support services for Vancouver's most vulnerable.</p>	●						●	●	●	
<p><b>Drug Court</b></p> <p>• Ensure that more innovative drug treatment options are part of the suite of programs offered in the Vancouver Drug Court.</p>	●							●	●	●
<p><b>Study best practices</b></p> <p>• Determine which cities have successfully dealt with the issue of public disorder and implement their best practices.</p>	●									
<p><b>Public order goals</b></p> <p>• Establish well defined and aggressive goals for reducing public disorder in several key areas.</p>	●		●							
<p><b>Keep Vancouver Spectacular Program</b></p> <p>• Redesign the program in order to ensure that the focus is keeping our streets clean on a year round basis.</p>	●				●	●				
<p><b>Expand the Downtown Ambassador Program</b></p> <p>• The DVBA's Downtown Ambassador program has proven to be a successful model of providing uniformed staff on Vancouver's downtown streets during the busy tourist season. The DVBA program has been credited with reducing crime and providing citizens with a greater sense of security on our downtown streets.</p>		●	●		●	●				
<p><b>Four Pillars Coalition</b></p> <p>• Ensure that reducing public disorder becomes a major focus of activity alongside improved health outcomes.</p>	●							●	●	●





	City Services	Bylaw Enforcement	Police	Courts	Local Business	Non-Profit Agencies	Citizens	Federal Government	Provincial Government	Health Authority
<b>Funding partnerships to support Project Civil City</b> • Mayor and Council should seek provincial and federal funding for key Project Civil City initiatives.	●				●			●	●	
<b>Back lanes and alleyways</b> • Turn our pilot laneways project into a permanent program. Use our downtown alleyways in a more European way by allowing commercial operations such as cafes and permitting merchant entrances.	●	●			●					
<b>Partner more closely with Pitch-in-BC</b> , an organization that develops community clean-up and beautification programs.	●					●				
<b>Introduce a Safer Parking Lot program</b>	●		●		●					
<b>Crime free multi-housing</b> • Turn this pilot project into a permanent program.						●				
<b>Integrate social housing units into new developments</b>	●								●	●
<b>Introduce dumpster-free alleys</b>	●				●					
<b>Facilitate the opening of the Community Court</b>	●							●	●	●
<b>Municipal Ticket Information (MTI)</b> • Fast-track the implementation of this simplified ticketing system		●	●	●					●	
<b>Fines</b> • Conduct a fine review for all offences in order to ensure they are commensurate with the violation and will deter public disorder.	●	●	●						●	
<b>Enforceability</b> • Work with the Province on new innovations to significantly improve the enforceability and collection of fines.	●		●						●	
<b>Waste Watch Program</b> • Train City sanitation workers to better work with our police to identify and report criminal activity.	●		●				●			
<b>CCTV</b> • Introduce closed circuit television cameras to deter public disorder and support our police in the capturing of individuals breaking the law.	●		●	●	●				●	
<b>Public washrooms</b> • Increase the number of public washrooms in our downtown core.	●				●					
<b>311</b> • Implement a 311 program to assist citizens in reporting non-emergency incidents of public nuisances and annoyances.	●									



	City Services	Bylaw Enforcement	Police	Courts	Local Business	Non-Profit Agencies	Citizens	Federal Government	Provincial Government	Health Authority
<b>Address public disorder problems in the Granville Entertainment District</b> • Ensure that the hours of operation for the bars in our entertainment district coincide with other GVRD municipalities.	●								●	
<b>Bar security</b> • Make metal detectors and ID scanners mandatory at all bars and nightclubs.			●	●					●	
<b>Adopt a block</b> • Individuals, business or community groups can adopt a specific block in Vancouver and help to improve the streetscape and public realm.	●		●		●		●			
<b>Expand Vancouver Traffic Authority</b> • Approximately 150 individuals work on contract with the police to serve during major events such as our summer fireworks festival. Utilize this resource as one way of increasing the visible presence of individuals who are currently trained to work with our police.	●		●							
<b>Reinstate Auxiliary Police</b> • Auxiliary police are volunteers who work with our police to provide for a greater presence on the street. This program can serve as an excellent recruitment tool into the future.			●						●	
<b>Increase the number of by-law enforcement officers and prosecutors</b> as a means of better enforcing City by-laws.	●	●		●						
<b>Initiate programs to reduce bicycle theft</b>	●		●							
<b>Returnable warrants</b> • Work with Vancouver Police Department to push for making arrest warrants from other parts of Canada enforceable in Vancouver.	●		●					●	●	
<b>Encourage other municipalities in the GVRD to match Vancouver's commitment to social housing.</b>	●									
<b>Have the City and Police jointly develop a communications plan</b> and coordinate communications activities to support an increase in civil behaviour in the City of Vancouver.	●		●							

# Project Civil City

## Timeline for action



May-November 2006	Community Consultations
November 2006	Release of <i>Project Civil City</i> proposal
December 2006	Councillor Capri's motion on <i>Project Civil City</i> debated by Council
February 2007	<i>Project Civil City</i> Action Plan debated by Council
	2007 Budget approved by Council
March 2007	<i>Project Civil City</i> Action Plan begins Benchmarks established
Fall 2007	Six-month <i>Project Civil City</i> progress report
Spring 2008	One-year <i>Project Civil City</i> progress report
Spring 2009	Two-year <i>Project Civil City</i> progress report
Spring 2010	Three-year <i>Project Civil City</i> progress report



# Root causes

**Homelessness /lack of housing**  
The impact on public disorder





## Public discussions on panhandling and other street activity often quickly evolve into a discussion of homelessness and the need for housing and support for those who are living on the streets.

Through such discussions, it is evident that a successful strategy requires dealing with some of the underlying causes of poverty and street disorder. This, in turn, necessitates the commitment of all levels of government (Federal, Provincial and Municipal), and the creation of solutions to the problem of homelessness that are tied to housing policy, income policy, support programs, service coordination and housing supply.

Effective policy decisions rely on building an increased understanding of the issues and circumstances that push people to the margins and deeper into poverty. Tied to this are questions about how we link people to the necessary supports and services in ways which push beyond short-term or 'band-aid' solutions. This includes the need for housing and supports for families with children, youth escaping abuse, women seeking safety, and housing for those who have a mental illness and/or addictions-related challenges. Each of these groups has different needs, which makes homelessness a complex and multi-faceted problem.

In looking at homelessness, it is clear that the problem stems from broad economic forces,

as well as individual circumstances. An example of the underlying economic forces would be a housing market that does not provide sufficient opportunities for households to access housing that is affordable with the resources that they have available. Another example is the lack of access to appropriate or adequate labour market opportunities which can have the effect of pushing some people deeper into poverty. Some would also argue that a weakened social safety net has resulted in an increase in the level of homelessness, as well as an increase in those who are at risk of becoming homeless.

The City of Vancouver can act in a number of ways to respond to the growing crisis of homelessness, keeping in mind the Mayor's goal of reducing the level of homelessness by a minimum of 50 percent by 2010.

In order to do this, it is necessary to build on current outreach strategies and initiatives designed to link people to the appropriate services and supports. It is also necessary to look for opportunities to expand the existing capacity within the shelter system while at the same time seeking to ensure that the appropriate services and supports are in place for those with mental illness and addiction challenges.

All of these represent necessary and important steps. However, at the same time, it is important to search for long-term solutions to the problem of homelessness as, in many ways, the current approach is simply re-cycling people through the shelter and emergency services



For every dollar of tax collected in Canada, just 8 cents goes to the Municipal government. The remaining 92 cents goes to the Provincial and Federal governments. That is why it is critical that all levels of government work together to solve the problems we are facing.



system rather than addressing the many and varied root causes of homelessness.

To a significant extent, the dramatic increase in homelessness can be viewed as a consequence of specific decisions and policy initiatives undertaken by senior levels of government over the last two decades. Some people link it to the Federal government's immigration and Aboriginal policies, as well as the Provincial government's policies in the area of housing, health care, mental health and income assistance including policies related to deinstitutionalization and community health. To be sure, municipal governments have an important role to play in addressing the complex issues of homelessness through property tax policy, regulatory and land use policies and procedures, as well as providing access to available land. At the same time, it is clear that municipalities cannot solve this problem alone. The difficult question which all levels of government must begin to ask is this: How do we support people who are perpetually in the system – people who do not have other options and who have a long road ahead of them? It is critical to ensure that a range of supports and services are in place to assist these individuals if they are to have much hope of breaking out of the cycle of poverty and dependence.

Some individuals may be grappling with disability, chronic illness, addiction, recent crisis or some combination of challenges. Others may simply require access to a stable and supportive housing environment where hygiene, nourishment, shelter and routine health care are not a daily challenge. Still others will require counseling, addictions treatment, medication and support before they are able to find their way to a better life including a job, friends, family connections and freedom from drugs or other addictions.

Among some of the specific City-led initiatives that have been identified as a priority are strategies designed to:

- Provide enhanced outreach and support services to those who are homeless;
- Provide expanded capacity within the existing shelter system;
- Improve the quality of existing Single Room Accommodation (SRA) housing;
- Reduce the number of low-income residents forced to live in seismically unsafe buildings;
- Create new affordable alternatives;
- Better integrate existing services;
- Seek new and more innovative funding models for developing social housing; and,
- Work to build effective partnerships across all three levels of government, the community and the private sector.

It also means working to build and expand the existing capability and capacity of the housing, shelter and support system in order to provide for improved co-ordination and treatment strategies for those who need it.

We know that success is dependent on the commitment of a number of key partners and stakeholders from across all level of government. We also know that there are no easy answers and that we must work together to find lasting solutions.

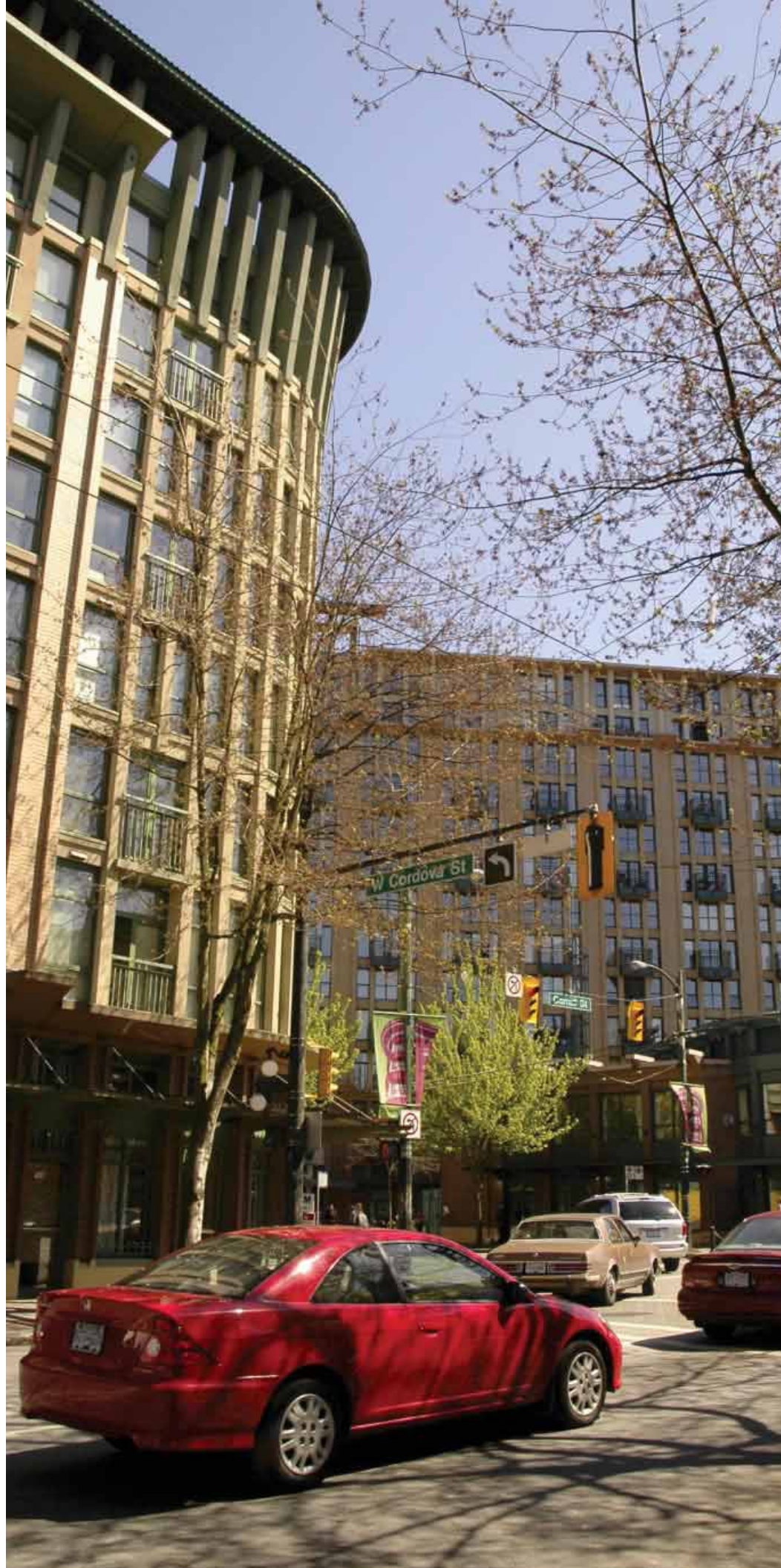
#### RECENT ACTIONS

**On November 14th, 2006, Vancouver City Council voted in favour of a motion put forward by Councillor Kim Capri that will result in 'fast-tracking' the pre-development of three downtown sites currently slated for social housing, and a review of methods to introduce more flexibility in the size of new social housing units being developed as a means of creating more**



**units for every social housing dollar invested. Councillor Capri's motion directs City staff to immediately:**

- Review the Vancouver Charter to identify possible amendments that would support the development of affordable and supportive housing in Vancouver including consideration of property tax relief, transferable density, ending prohibition of rentals in strata-titled condominiums, bonus zoning, and direct density bonusing for developers who build social housing;
- As a direct means of accommodating the full range of housing needs of the homeless and at-risk, work with BC Housing and provide support for the immediate replacement of existing single room occupancy units with new, well-designed units of greater floor space per occupant; these units must include modern, properly staffed common areas that permit tenants to interact in a safe and healthy environment;
- Undertake, in co-operation with BC Housing, a "fast-track" process for the design and predevelopment for 3 of the City's downtown sites designated for SRO replacement housing, including the support services required, reduced parking requirements, and capital and operating budgets, in anticipation of future senior government funding for housing for vulnerable and at-risk populations;
- In co-operation with BC Housing, immediately open all emergency shelters with staff, as well as review the plans for cold/wet and extreme weather shelter for the 06/07 winter to ensure that shelter space is available to accommodate the homeless in need of and seeking shelter, and report back to Council by the end of November if there is a need to expand the winter shelter capacity in the city; and
- Request that the Province provide emergency funding for the Single Room Accommodation (SRA) designated buildings in the City to ensure they continue to be viable and properly maintained and managed, and that the City administer the funds in the context of the enforcement of the City's by-laws including entering into agreements with SRA owners to ensure they manage and maintain their buildings in accordance with City by-laws and provincial legislation.



# Drug addiction and mental illness: The impact on public disorder



Vancouver, like most major port cities in the western world, has a significant problem with drug related crime and disorder. While much drug related crime takes place within the sphere of organized criminal groups engaged in importing, producing and selling a range of illegal substances, a great deal of crime and disorder is a result of individuals who are addicted to these substances.

Vancouver Police estimate that the vast majority of property crime in Vancouver is a direct result of addicted individuals attempting to get money to buy drugs. A significant amount of the disorder in the downtown core and the Downtown Eastside is caused by either aggressive panhandling to obtain money for drugs and alcohol or the street drug scenes that are evident as drug dealers and their customers do business.

Many of those who are addicted to drugs and on the street also suffer from mental health problems and recent surveys indicate that at least one third of people who are homeless have significant mental health issues and are in need of serious health interventions. The strategy of deinstitutionalization that was carried out in the 1970's and 80's has had a serious negative impact on Vancouver's inner city neighbourhoods. The community supports necessary to help the mentally ill have not been strong enough and this has left many to flounder in a hostile environment.

There is no question that this population is contributing to the higher levels of public disorder that we are seeing on our streets today and they are continuing to suffer without the much needed supports necessary to help them integrate

There is a group of about 700 chronic offenders in the City of Vancouver who are arrested five or more times per year for committing property crimes, robberies and other serious offences. Most of these crimes are committed to obtain the funds to purchase drugs.

into the community. Medical experts suggest that up to 300 people currently homeless or living in substandard housing in Vancouver should instead be living in supportive care facilities.

There is a group of about 700 chronic offenders in the City of Vancouver who are arrested five or more times per year for committing property crimes, robberies and other serious offences. Most of these crimes are committed to obtain the funds to purchase drugs. There is also a subgroup of chronic offenders who commit 12 or more offenses each year. This group collectively cost taxpayers between \$100,000 and \$200,000 per year for each offender, in criminal justice costs alone.<sup>1</sup> That's \$80 million to \$160 million per year just for this small number of problematic individuals. These funds should be reinvested in more cost effective approaches to reducing crime.

In Vancouver we have very high rates of drug-related crimes including: theft from automobiles, break and entering residences and businesses, shoplifting, and other acquisitive types of crime. In 2005, property crime accounted for two thirds of total reported criminal code offences in the City of Vancouver. This is estimated to have cost \$125 million in 2005 alone, according to the Vancouver Board of Trade.

In addition, some neighbourhoods have struggled with open drug scenes, drug trafficking and the impacts of the street level sex trade.

Vancouver has a history of innovation in addressing the issue of addiction and its related health problems and is the first municipality in Canada to create a municipal drug strategy, the Four Pillars Strategy, which lays out the elements of a comprehensive response to the

negative impacts of drug use and the drug trade on our communities.

We have made significant strides towards improving the health consequences of drug addiction in our community and the City is working closely with Vancouver Coastal Health and the Provincial and Federal governments, through the Vancouver Agreement, to continue to build a comprehensive system to address addiction in this city. Drug overdose deaths are continuing to come down to the lowest levels since the early 1990s. Treatment programs for both adults and youths have been expanded and waiting times for entry into detox programs have been reduced significantly. New innovations such as the Supervised Injection Site and expanded outreach to injection drug users have been implemented with good results.

While we continue to improve the response to the health aspects of addictions, we have not made the same progress in reducing drug-related crime in Vancouver and the negative consequences for our community. Vancouver citizens are deeply concerned about the crime that is driven by addiction to drugs and we want to ensure that we move quickly to bring down crime rates across the City.

There is a need to make the connection between a person's addiction to drugs and the high rate of criminal offences that result from the desperation of feeding an addiction. This problem requires the implementation of effective, evidence-based programs that can reduce drug related crime.

Other jurisdictions around the world that have implemented innovative treatment programs have been able to reduce the incidence of criminal activity and public disorder within their drug addicted population by up to 90% for those within methadone maintenance or heroin assisted treatment programs.<sup>2</sup> These treatment programs have also helped to significantly decrease the level of homelessness and increase the level of employment. It is clear that more should be done to determine if these treatment models or a variation thereof could be applicable in Vancouver.

We envision a city where people with health problems are handled through an effective approach that responds to and treats addiction. Those who continue to be involved in crime will be dealt with by the criminal justice system. Public health and public order are the two primary goals of Vancouver's strategy to improve community health and safety.

1 Source: Vancouver Police Department

2 A six city study by NIDA in the US found dramatic reductions in involvement in crime after six months of treatment. Ball JC, Ross A. *The Effectiveness of Methadone Maintenance Treatment: Patients, Service and Outcomes*. New York: Springer-Verlag, 1991. A Swiss study showed that, in regard to property offenses in the first year of heroin assisted treatment there was an 80% reduction in offenses. *Long-term Impacts of the Swiss Heroin Prescription Trials on Crime of Treated Heroin Users*, Ribeaud, Denis, *Journal of Drug Issues*, 2004. Another Swiss study of heroin assisted treatment demonstrated a reduction of 59% in drug users gaining income from illegal activity. *Prescription Narcotics for Heroin Addicts: Main Results of the Swiss National Cohort Study*, Karger, 1999.





## What do Vancouver citizens think about public disorder?

Based on the responses received from key stakeholders and the general public as part of the consultation process for *Project Civil City*, it is clear that many Vancouverites feel we have a serious public disorder problem and that action must be taken.

In particular, there were almost 2,500 individuals who completed the Mayor's public disorder survey at [www.mayorsamsullivan.ca](http://www.mayorsamsullivan.ca), including 1,909 people who took the time to provide specific comments or observations based on their own personal experience or their perceptions of the conditions in their neighbourhoods. Below is a summary of survey responses as well as some of the specific themes and ideas that emerged from the public feedback. (A copy of the survey questions can be found in Appendix B.)

### GENERAL FINDINGS AND OBSERVATIONS

The web-based survey was designed to elicit public response and feedback and was not intended to replace more traditional public opinion surveys. Although the respondents were self-selected, the survey (both the open-ended and closed-ended) questions helped to provide important insights. Based on the findings of the survey, it was clear that:

- Vancouverites care about their city! There were a total of 2,469 responses received from across all parts of the city – in Chinese, English, and Punjabi – with more than 20

neighbourhoods represented;

- Of those who responded to the survey, more than 75% took the time to provide comments about specific conditions in their neighbourhoods. The responses to the open-ended questions tended to range from general observations and/or concerns through to personal stories or experiences. Some respondents also tried to identify potential remedies to address the problems they had identified.

### THE NEED FOR ACTION

- 84% of survey respondents feel that public disorder problems in Vancouver have become worse in the last 5 years;
- 81% are very concerned that Vancouver is losing its international reputation; and,
- 67% feel that City Council must take immediate action to address the problem.

### COMMON THEMES EXPRESSED IN SURVEY COMMENTS

- 1 People need to feel safe in all parts of their City;
- 2 People want to feel a sense of pride in their City;
- 3 People want to be compassionate and solutions-oriented;
- 4 There are circumstances where an individual's conduct violates what should be the community norm;
- 5 People recognize that the issues are complex and multi-dimensional and that many aspects of street disorder are symptoms of the underlying root causes of poverty, drug addiction and mental illness.

# Consultation findings

This section looks more closely at some of the specific issues and concerns that were identified through the roundtable sessions and the Mayor's web survey, as well as some of the key strategies and mechanisms for responding.

## HIGHLIGHTS

- Based on responses to the open-ended questions in the survey, more than 22% of all respondents believe that there is a need for both community-based solutions as well as broader social 'safety net' solutions to address issues related to housing and homelessness.
- Approximately 20% of all survey respondents see a need for stronger enforcement of laws and by-laws in the City of Vancouver.
- Only a very small percentage (1.5%) said they feel that the current harm reduction strategies to address drug addiction (including the safe injection site) were working to address the issue of public disorder and crime. Rather, the survey findings suggest that a larger number of respondents feel there is a need for "tough love" designed to help those challenged with mental illness and drug addiction to get the services that they need.
- The general observations and conclusions related to the current harm reduction model also applied to panhandling and binning. Within this context, some survey respondents believe that the need for panhandling and binning reflects a failure of society and represents part of the ongoing "infrastructure of poverty". These individuals tended to stress the importance of looking for longer-term solutions rather than simply moving people through the system, or displacing the problems from one neighbourhood to another.
- Other survey respondents expressed concern

that panhandling and binning made them feel unsafe, with a number of respondents describing specific instances where they had a negative experience.

- A number of survey respondents indicated that their concern rests more with the negative image that panhandling and binning can create. Those who held this perspective reported that they had recently traveled to other international destinations where they had expected to see similar problems or worse. In some cases, respondents reported that they were "shocked" to find that other cities did not have the same incidences of panhandling and binning.

## SECTION 1: COMMUNITY IMPACTS OF POVERTY AND ADDICTION

This section looks at what we heard about aggressive panhandling, open drug use and homelessness. In general, the feedback on these issues tends to focus on concerns about personal safety as well as concerns about Vancouver's public image. A number of respondents also indicated that the issues related to panhandling, open drug use and homelessness extend well beyond the ability of City Council to control, and that these issues need to be understood within the context of the broader decisions and actions of senior levels of government as well as key enforcement agencies such as the police.

## SECTION 2: GRAFFITI, LITTER AND LOSS OF CIVIC PRIDE

This section looks at what we heard about graffiti, litter and the general loss of civic pride

in Vancouver. The discussion in this section also provides insight into some of the issues and challenges related to laneways and back alleys as well as the general implications of binning and dumpster diving. In this section, many survey respondents and roundtable participants offered up pragmatic and practical solutions to the problems that they identified. In many cases, this includes stricter by-law enforcement as well as more or better city services related to garbage collection, street cleaning, and other actions needed to rebuild and restore civic pride.

## SECTION 3: STANDARDS OF BEHAVIOUR AND PUBLIC MISCONDUCT

This section looks more closely at issues related to by-law enforcement and administration designed to protect the public's right to safe urban streets, provide noise control and enforcement as well as licensing and regulation. Among some of the key issues discussed in this section are public concerns related to traffic, off-leash pets as well as petty crime and public disturbances.

## SECTION 4: POLICING AND ENFORCEMENT

This section looks at the specific strategies and actions needed to promote stronger enforcement of laws and by-laws. This includes strategies related to an enhanced role and street presence of the police as well as other strategies to integrate court services, health supports and social services to address misconduct at a street level.



# 1. Community impacts of poverty and addiction

Of the 1,909 individuals who provided comments as part of the Mayor's web survey, many indicated that they did not have a "solution" but that they were increasingly distressed by current conditions on the streets of Vancouver. Some also shared personal stories about negative experiences with aggressive panhandling or a homeless individual and that this had eroded their general sense of safety. In general, respondents focused on concerns about their own personal safety as well as concerns about Vancouver's deteriorating public image. Based on the closed-ended responses, aggressive panhandling was most frequently identified as a concern. This was followed by open-drug use in public spaces and homeless people sleeping in parks, doorways or on benches.

When analyzing the open-ended comments, the concerns tended to divide into two categories: those who were concerned with Vancouver's reputation and public image and those who felt less safe as a result of the street activity. Examples of the different perspectives are provided in the table above.

## Public Image and Personal Safety

We asked: which issues are you concerned about?	Number of Responses	Percentage
Aggressive panhandling	2058	83.35%
Open drug use in public spaces	1966	79.63%
People sleeping in parks or benches	1745	70.68%

"We must have law and order in our city. Council should encourage legislation to make mandatory sentences for repeat offenses, including aggressive panhandling (which can be very frightening), theft from home/business, sleeping on public property, open drug abuse, etc. It's getting so I don't feel safe walking in my neighbourhood after dark, and even during the day. The constant aggressive panhandling, the disorder and open drug use is very depressing. It needs priority attention from ALL levels of government, not in a year or two, just before the Olympics. START NOW!"

*Web survey respondent*

"I live in Vancouver, but I have a lot of guests from overseas come to stay with me. It is now at the stage that I am almost embarrassed to show them around the city, as they always (without exception) comment about the number of homeless people, drug addicts and panhandlers that they see while walking around the main downtown and tourist areas, and they always compare the number to other cities throughout the world (many of those cities much larger, and with much larger populations and yet with less visible social problems). I am now at the stage where I am actually having to justify to them (and myself) the reasons for living in Vancouver (ie, geographically beautiful, lovely climate etc) when all they can see are the social problems."

*Web survey respondent*

"I feel downtown Vancouver is an unsafe place to walk at night especially for tourists. We just came back from a trip to Italy and significantly noticed how safe it was to walk down any alley at night even in the large cities like Rome. All the streets and alleys were safe with no panhandlers. As a tourist or citizen of Vancouver this would be very uncomfortable to do in the evening. I believe we need to start with proper drug rehab centers to get these people off the streets."

*Web survey respondent*

## UNDERSTANDING THE BROADER CONTEXT

It is important to note that many of those who responded to the survey indicated that it is necessary to address “root causes” or to work to remove barriers preventing people from advancing. This sentiment was expressed by 22% of those who responded to the open-ended questions (17% of all survey respondents). The following provides a general example of the type of responses received:

“I am very concerned about all of the people on the streets. We need to take action NOW! If the mayor and city council are serious about wanting to deal with the amount of poverty and effects of poverty that are out there in Vancouver streets, they should actively lobby the provincial government for more humane changes to the current welfare legislation and create higher welfare rates, make getting welfare easier and provide through all levels of government making it easier to receive subsidized government housing.”

*Web survey respondent*

A significant percentage of respondents also indicated they believe that the problem stems from broader social and economic forces as well as individual circumstances, all of which have the potential to push people on the margins deeper into poverty and homelessness.

“Need immediate low cost housing and rental rooms for the extreme poor. Need 24 hour access to social services for referral for all needs (9-5 doesn't help a street person). More food kitchens. More public bathroom facilities like the new ones just coming. No “drug shoot up” facilities but in-house treatment to eliminate drug use. Each needle injected is one more inch off the person's life. Need mandatory treatment options to help people have a real life!! Also need to have options for prostitution workers to be able to get off the streets and live healthy lives with jobs and a home.”

*Web survey respondent*

A significant percentage of respondents also reported that they felt that the problems

themselves required “stricter” and more active enforcement on the part of the City and other authorities including the police.

“Vancouver is still facing the same problems: street disorder, property crime, and drug abuse. Obviously, some of the solutions need to come from different levels of government, e.g. health services from the Provincial Government. However, the City of Vancouver should focus on the factors that are under its control, namely policing and sanitation/engineering. To attract future business, residents, and tourists, the City of Vancouver needs a clear brand identity. While we claim to be a world-class city that is one of the best places to live, we have not delivered the police and sanitation/engineering services required to meet this goal. The City has failed to manage our brand and deliver on the factors under its control.”

*Web survey respondent*

A significant percentage of respondents also noted that the problems of homelessness are not only a problem of housing and income but rather a reflection of mental illness and addictions. In addition, many respondents spoke about the fact that the absence of appropriate community supports as well as lack of funding from senior levels of government has meant that many people, for all intents and purposes, have no other choice but to remain on the streets.

“From a person who has spent many Sundays volunteering her time feeding the homeless I have come to realize that a good majority of the people on the streets are not drunks or drug users but instead people who are affected by mental illness. Because our government has closed down the majority of mental health facilities these people end up on the streets. Most people may see someone talking to themselves and think “look at the drug addict”, but the truth is they suffer from schizophrenia. The government has closed down [many mental health institutions including] Riverview Hospital. Why don't we focus our efforts on helping the people with mental illness and then evaluate the homeless!”

*Web survey respondent*



## 2. Graffiti, litter and loss of civic pride

A number of the other open-ended responses from the survey tended to cluster around the general condition of back alleys and the level of graffiti or litter. This section looks at general perceptions related to graffiti, litter and the impact on civic pride.

In looking at the type of feedback received through the open-ended responses and the stakeholder consultation process, it is clear that there are many different elements to this problem.

In particular, the issues related to litter tended to be more strongly associated with the perception that there are not enough garbage cans available and/or that the cans that were available were not in the right places. There was also a sense that the public should be reminded that they should not litter. The table (above right) shows the general level of importance assigned to these different issues based on the responses to the closed-ended questions in the survey. This is further supplemented through the feedback received through the open-ended responses.



**Graffiti, Litter and General Loss of Sense of Civic Pride**

We asked: which issues are you concerned about?	Number of Responses	Percentage
Excessive garbage on the streets and alley	1650	66.83%
Public urination	1538	62.29%
Litter	1379	55.85%

### EXCESSIVE GARBAGE ON THE STREETS AND IN THE BACK ALLEYS

The issues related to “excessive” garbage on the streets tended to be associated with specific areas or neighbourhoods, including areas which have a significant level of activity in back alleys as a result of “binning”. Here the issues were related to the general level of chaos and disruption that can result from these activities. In particular, survey respondents expressed concerns related to the noise from shopping carts, individuals fighting for territory and the general unkempt appearance of the laneways as individuals sort through the garbage trying to find items that may have some value.

Some of those who responded to the survey felt that “binning” was a problematic behaviour that should be stopped, while others felt that this was no way for people to live and that as a society we should strive for more. Regardless of one’s perspective, this type of activity is creating a certain level of social tension within the City of Vancouver and many respondents indicated that City Council should address the problem. Suggestions included looking at the strategies and approaches adopted by other cities such as actions taken by the City of

Seattle to make bins less accessible. Other suggestions included putting locks on the bins as well as creating ways of moving bins indoors and/or putting fences and gates around bins. It was acknowledged by many of the respondents that this would have implications on the livelihood of individuals who have come to rely on “binning” as a source of income. However, the general consensus was that other alternatives should be considered including long-term permanent solutions such as access to appropriate housing and support services.

“One of my main concerns is the amount of panhandlers in the West End. The alley ways have become extremely noisy from panhandlers fighting, pushing their stolen shopping carts and rummaging through the recycle bins for bottles. Not to mention, the alleys are full of litter from the panhandlers throwing garbage out of the bins while they sift through them. I travel to many cities and this is the worst I have ever seen. I would suggest that a by-law be put in place that enforces all buildings to keep their garbage bins under lock and key or behind a gate (some buildings do this already).”

*Web survey respondent*





### PUBLIC URINATION

Public urination was also an issue that was identified in relation to the back alleys with the general issue being the dirty and unpleasant nature of many of the alleys and lane ways. However, the issue of public urination was also raised in the context of drunken or disorderly behaviour of some bar patrons particularly on weekends.

### LITTER IN GENERAL

A number of respondents raised concerns about litter in general with some noting that public events and/or bars and clubs on weekends can contribute to an increase in the level of garbage on the streets. Others observed that the problems are more closely associated

with fast food restaurants and other types of establishments and that the problem could be resolved with more or bigger containers.

*“Thank you for asking the people's opinions! Whether or not something comes of it all, you made me feel like my opinion was of value to you. Last weekend my boyfriend and I (we live on Beach @ Hornby) walked up Hornby into downtown. We were discussing how ridiculous it was that I had to walk 5 blocks before I found a garbage can to throw away my garbage. On major streets downtown there should be a garbage can on every street corner (or at least 2 kitty-corner at the intersection!)”*

*Web survey respondent*

Survey respondents expressed concerns related to the noise from shopping carts, individuals fighting for territory and the general unkempt appearance of the laneways as individuals sort through the garbage trying to find items that may have some value.



# 3. Standards of behaviour and public misconduct



The survey also explored general areas related to by-law enforcement and administration, including concerns about noise control and public safety related to pedestrians and cyclists. The table at right shows the general range of responses received through the public survey. Based on responses received, in general, noise related concerns were among the most frequently identified. In looking at the open-ended responses, this could include a range of different factors including loud motorcycles, noisy bar patrons, late-night sirens, beeps from commercial vehicles backing up, as well as general disturbances.

## Disturbances and By-law infractions

We asked: which issues are you concerned about?	Number of Responses	Percentage
Noise and public disturbances	1014	41.07%
Pedestrians and jay walking	451	18.27%
Cyclists not wearing helmets	308	12.47%

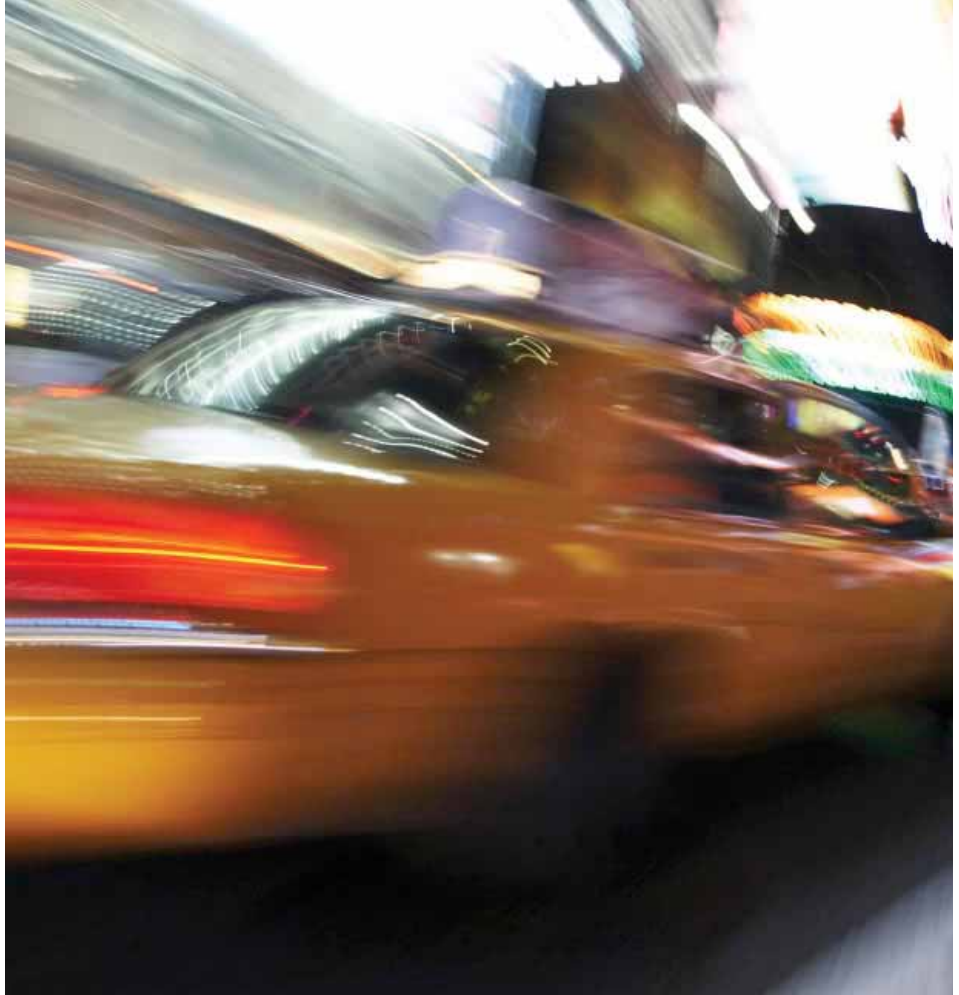
## ANALYZING THE OPEN-ENDED RESPONSES

In general, the open-ended comments helped to provide a better understanding of some of the issues and concerns which seemed to be having the greatest impact on the general quality of life of Vancouver residents. Of the open-ended responses approximately 57% focused on different types of behaviour from street racing and road rage, through to rowdy, disruptive or anti-social behaviour.

Traffic-related concerns were identified by approximately 12.3% of all those who responded to the open ended questions. Of these, 45% identified aggressive driving as a concern while 21% identified concerns with cyclists disregarding the rules of the road including riding on sidewalks. A number of respondents also identified concerns with pedestrians not obeying walk signals. Skateboarding was also identified by a small minority of respondents.

## Traffic-Related Concerns

Survey respondents who expressed concern about:	Number of Responses	Percentage
Aggressive driving	106	45.11%
Cyclists not obeying the rules of the road	50	21.28%
Pedestrians	31	13.19%
Other	25	20.43%



Approximately 1.5% of those who responded to the open-ended question identified concerns with respect to aggressive and/or off-leash pets.

“Dogs not on leash in Everett Crowley park. I feel I can not safely go there as I am a disabled woman in a wheel chair and can not defend myself in any way. My friend will not take me there as he has been attacked and luckily not bitten. It is not safe for me to go there. Enforcement and fines need to happen on a regular basis. My friend says that dog owners are arrogant and thumb their noses at the law. Too bad as it is a beautiful park.”

*Web survey respondent*

### **CONCERNS WITH AUTO THEFT, BREAK-INS AND PETTY CRIME**

A number of respondents identified concerns with auto theft, petty crimes and break-ins. In these instances, survey respondents typically

expressed the need for more of a police presence and/or an increasing emphasis on adopting a New York type of model which took a stronger enforcement approach to property crime.

“I've been here 3 months and have had to replace my car windows already. I'm told I can expect to do this 3 times a year. This is unacceptable and victims don't even speak to a person reporting this to the police. There is not even a pretense of concern or of response from law enforcement. I think Vancouver should take a look at New York's transformation that took place over the 90s. It required a crack down on petty crime by both police and the courts, and sure, money. Get the police out there, a visible presence. We can't catch people by video or red-handed ourselves, as it is against the criminals' rights, so the police need to BE THERE.”

*Web survey respondent*



## 4. Policing and enforcement

“I am particularly concerned with the rampant petty crime in Vancouver. If petty crime goes unaddressed it will give criminals the indication that Vancouver is an area where they can flourish.”

*Web survey respondent*



Within the context of the web survey, there was significant feedback on the need for additional enforcement and the role of the police. In many cases, respondents indicated a need to take a strong stand on aggressive panhandling, petty crime and open drug use. This included suggestions for more police foot patrols, bike patrols and better response times. Also of note were the limited number of respondents who identified concerns with respect to serious crimes such as gang-related activities, weapons or assaults. Rather, the concerns tended to be related to property crimes such as break-ins and auto theft.

Several respondents expressed the belief that the City of Vancouver should explore a similar approach to New York City. This would include an emphasis on an increased police presence,

enforcement of small and petty crime to achieve incremental improvements, coordinated efforts between city services, the police, local business, local neighbourhoods and the courts. In some cases, it also required a redefinition of police priorities as well as a redefinition and reshaping of the general organizational culture of both the police department as well as some City services. Some survey respondents also expressed the need for more private security services and/or the recruitment and training of by-law enforcement officers in Vancouver. Stronger and tougher penalties from the courts involving “crimes of disorder” were also identified as a key area of concern. This included consideration of the need for community courts or other mechanisms that would help to provide a quicker response time and more enforceable sentences.

# Appendix A

A selected list of organizations\* that participated in Public Disorder and Homelessness roundtable meetings conducted by Mayor Sullivan and Councillor Kim Capri from May through November 2006:

- |   |  |   |
|---|--|---|
| Vancouver Board of Trade                            | United We Can                                  | Affordable Housing Advisory Association |
| BOMA BC   | Vancouver Coastal Health                       | BC Non-Profit Housing Association       |
| Collingwood Neighbourhood House                     | Vancouver Hotel Association                    | Covenant House Vancouver                |
| Britannia Community Services Centre                 | West End Citizens' Action Network              | Family Services of Greater Vancouver    |
| Collingwood Community Policing Centre               | Translink                                      | First Baptist Shelter                   |
| Downtown Vancouver Business Improvement Association | Genesis Security Group                         | Grandview Calvary Baptist Church        |
| Hastings North Business Improvement Association     | Encorp Pacific (Canada)                        | Greater Vancouver Food Bank Society     |
| Language Studies Canada (Vancouver)                 | Safe Streets Coalition                         | St. James Community Service             |
| Grandview/Woodlands Community Policing Office       | Davie Village Business Improvement Association | TRAC                                    |
| KOM CPC   | City of Vancouver Bicycle Advisory Committee   | Vancouver Native Housing Society        |
| Vancouver Police Union                              | S.U.C.C.E.S.S.                                 | Coast Foundation Society                |
| Simon Fraser University School of Criminology       | Taiwan Chamber of Commerce                     | Aboriginal Homeless Steering Committee  |
| Tourism Vancouver                                   | Vancouver Chinatown Revitalization Committee   | Lookout Emergency Aid Society           |
|   | PITCH-IN CANADA                                | Aboriginal Mother Centre Society        |
|   | CUPE Local 15                                  | Vancouver Native Health Society         |
|   | ICBC   | Urban Aboriginal Strategy               |
|   |  | Vancouver Urban Core                    |

\* Some individuals who participated in the Mayor's roundtable meetings declined to be identified in public documents; their names have been omitted from this list. The above listed organizations have provided information but have not been asked to endorse this document.



# Appendix B

## Mayor's Survey on Public Disorder

The following survey was posted on [www.mayorsamsullivan.ca](http://www.mayorsamsullivan.ca) from September 22- November 1, 2006. A total of 2,469 responses were received.

**1 How would you describe City Council's efforts thus far to address public disorder issues?**

- Good: Council has done all that it can to reduce public disorder
- Fair: Council has made some progress, but could do more
- Poor: Council has not done enough to tackle this problem and must act now
- Don't know

**2 How do you think Vancouver's reputation has been impacted by public disorder?**

- No impact – I don't believe our city's reputation has suffered
- Minor impact – I am somewhat concerned but feel that most visitors don't notice public disorder in Vancouver
- Significant impact – I am very concerned that Vancouver is losing its reputation as a safe destination
- Don't know

**3 In reference to public disorder, which of the following statements is closest to your personal experience?**

- Over the last 5 years, public disorder has increased (it has become worse)
- Over the last 5 years, public disorder has remained constant (no change)
- Over the last 5 years, public disorder has declined (it has improved)

**4 Please indicate which of the following public disorder issues are of most concern to you (check all that apply):**

- Littering
- Aggressive panhandling
- Sleeping/camping in public parks or on beaches
- Noise infractions (e.g. loud motorcycles, stereos, car alarms)
- Open drug use in public places
- Graffiti and tagging
- Cyclists not wearing helmets
- Public urination/defecation
- Excessive garbage on streets and in alleyways
- Jaywalking
- Other

**5 Do you have any additional comments or suggestions for reducing public disorder?**

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**6 Please tell us which neighbourhood you live in:**

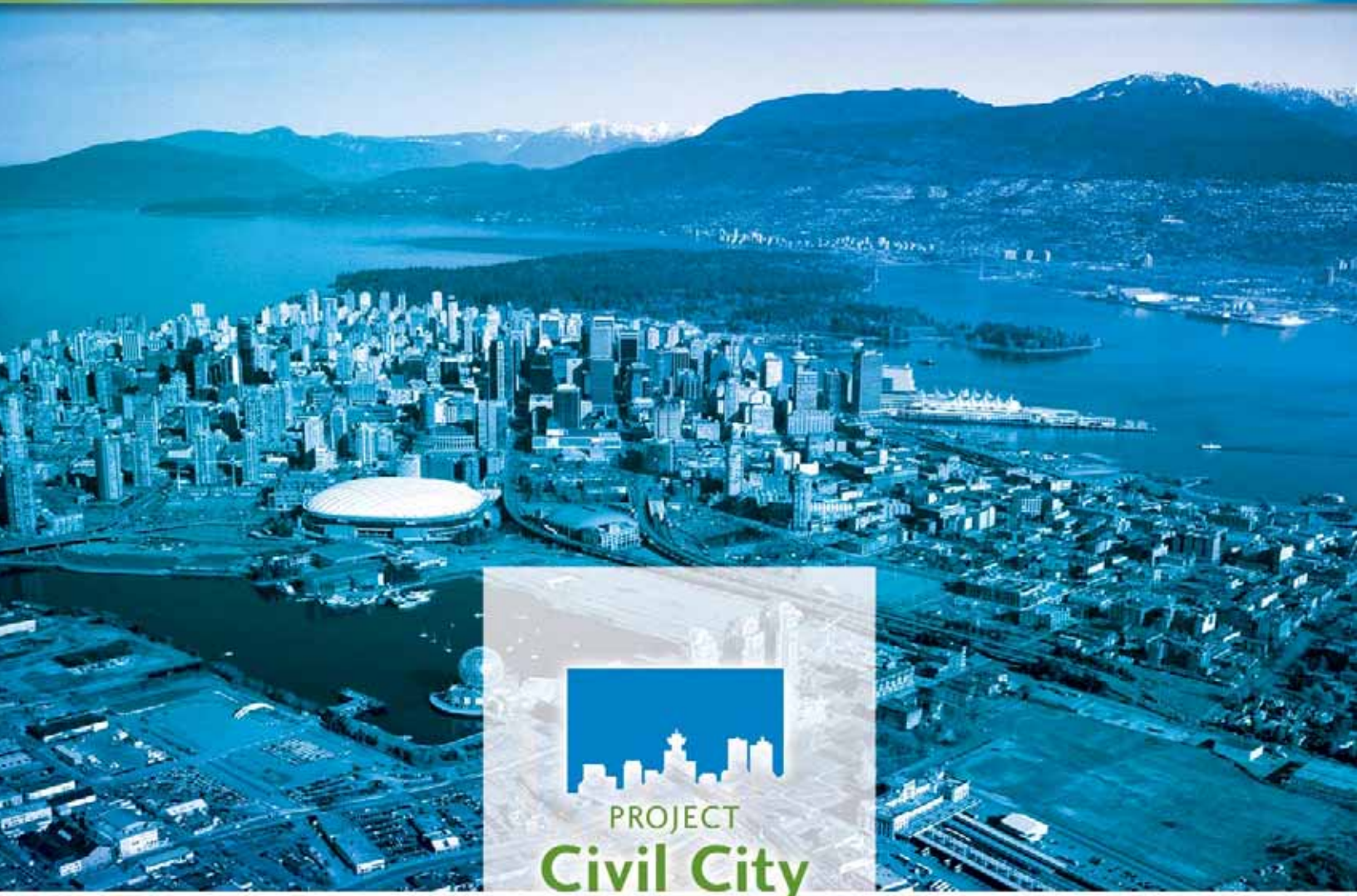
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Mayor Sullivan and Councillor Kim Capri tour an alley in the Downtown Eastside with City staff and VPD responsible for a clean streets pilot project, in August 2006.





453 West 12th Avenue, Vancouver, BC V5Y 1V4 |



| [www.mayorsamsullivan.ca](http://www.mayorsamsullivan.ca) | [vancouver.ca](http://vancouver.ca)