



# City of Saskatoon

## Street Activity Baseline Study Update 2018



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*City of*  
**Saskatoon**

# Executive Summary

## BACKGROUND & METHODOLOGY

The Street Activity Baseline Study Update 2018 is a follow-up to previous iterations of this research conducted in 2011, 2013 and 2015. The purpose of this research is to evaluate the status of street activity in Saskatoon and gather feedback on the Community Support Program (CSP).

Key objectives of this study focus on, but are not limited to, the following:

- Identifying changes since the 2011 baseline study
- Understanding perceptions of safety changes
- Measuring awareness levels and effectiveness of the CSP in the Business Improvement Districts of Downtown, Broadway and Riversdale

To meet the research objectives above, the Street Activity Baseline Study Update 2018 used a multi-phased approach. Through this approach, we surveyed and spoke with:

- A representative sample of Saskatoon residents
- Business owners and operators within the three Business Improvement Districts (BIDs)
- Vulnerable persons in Saskatoon
- A selection of service providers who work with vulnerable populations

A more detailed breakout of our approach can be found in the Methodology section of this report.

## PERCEPTION-BASED STUDY

As with previous iterations of this study, 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. It is important to understand perceptions, 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.

### Public Safety Perceptions Remain Consistent

**Overall public safety perceptions are consistent with previous research, with most respondents saying they feel safer during daytime hours, especially in Broadway and Downtown. Special events, such as festivals, community events, street vendors and busking, are seen to have a positive impact on general perceptions of safety in the City of Saskatoon.**

- The general sense of safety in Saskatoon is consistent with levels noted in 2015 (87%).
- One half (51%) of Saskatoon residents report they feel about as safe in Saskatoon as they did three years ago, which is consistent with the findings of the 2015 study (53%).
- Broadway and Downtown continue to be the areas where residents feel the safest, specifically during day time hours.
  - Broadway: Day, 93%; Night, 60%
  - Downtown: Day, 86%; Night, 37%
  - Riversdale: Day, 74%; Night, 23%
- Types of positive street activities most commonly noted are: foot traffic; events, festivals and parades; street vendors; and busking. Residents feel these activities positively impact perceptions of safety in public areas in Saskatoon.

### Negative Street Activities Are Perceived to Be Increasing

**Select negative street activities, such as homelessness, public drunkenness, drug trafficking and people suffering from mental illness, have been witnessed**

**by more residents or are perceived to be on the rise since 2015. Encounters with panhandling are consistent with previous waves of research.**

- The most common types of negative street activity witnessed in the past year are:
  - Homelessness: general population, 91%; businesses, 21%; service providers, 10%
  - Panhandling: general population, 89%; businesses, 28%; service providers, 24%
  - Public drunkenness or impairment from other drugs: general population, 84%; businesses, 33%; service providers, 34%
  - Loitering: general population, 82%; businesses, 15%; service providers, 34%
- The proportion of residents who claim to have witnessed public drunkenness or impairment from other drugs (84%), drug trafficking (39%), prostitution (43%) and street fights (35%) in the past year has increased in 2018 since the last iteration of research in 2015 (74%, 26%, 36%, 27% respectively).
- The proportion of residents who report having witnessed panhandling is consistent with that reported in 2015. However, the proportion of Saskatoon residents who say they have *frequently* witnessed or encountered panhandlers acting aggressively has doubled from 2015 (increasing from 5% to 10%), with only two in ten residents saying they never see panhandlers acting aggressively.
- Additionally, businesses report seeing an increase in people acting violently or aggressively (increasing from 9% in 2015 to 17% in 2018).

## Awareness of Community Support Program Continues to Increase

**Overall awareness of the CSP continues to increase over time.**

- Awareness of the CSP is steadily increasing:
  - General population awareness: 2013, 41%; 2015, 49%; 2018, 54%
  - Businesses awareness 2018, 79%; service provider awareness 2018, 100% (with 42% stating their clients are aware of the CSP)

## Community Support Program Visibility Increasing

**Overall perceived visibility of Community Support Officers (CSOs) is higher than previously reported, with officer interactions holding relatively steady.**

- Overall visibility of CSOs to the public has increased in all three Business Improvement Districts (BIDs):
  - General population Downtown: 2013, 42%; 2015, 43%; 2018, 67%
  - General population Riversdale: 2013, 20%; 2015, 17%; 2018, 32%
  - General population Broadway: 2013, 15%; 2015, 17%; 2018, 21%
- Proportion who have had interactions with CSOs:
  - General population (intercept interviews, no trended data available): 2018, 21%
  - Businesses: 2015, 40%; 2018, 41%
  - Service providers: 2015: 86%; 2018, 83%

## Fluctuations in Perceived Program Effectiveness

**The general population perceptions of CSP effectiveness continue to climb, while business perceptions soften and service provider perceptions remain the same.**

- Trended perceived effectiveness by population:
  - General population: 2015, 35%; 2018, 39%
  - Business: 2015, 55%; 2018, 51%
  - Service provider: 2015, 61%; 2018, 62%
- More businesses in the Broadway BID rate the program to be effective (7 out of 10 on average) than in the Downtown and Riversdale BIDs (6 out of 10 on average). The general population feels the CSP has had the greatest safety impact in the Downtown area (48% - increasing 10% since 2015).
- Overall suggestions to the CSP from the general population differ by Business Improvement District: panhandlers being the top priority for Downtown (30%), loitering for Broadway (15%) and substance abusers for Riversdale (23%).

## Strong Support for Program Continuation and Expansion

**All populations see the value in having the CSP and are supportive in the continuation of the program. This includes expanding the program to include Monday services and extending hours on Friday and Saturday.**

- There is strong support for the continuation of the CSP: business (88%), service providers (90%).
- There is strong support for extending the hours of operation for the program to include Monday services, and extended hours on Fridays and Saturdays.
  - 75% of businesses that have heard of the program and 83% of service providers say that it is important to have CSOs working on Mondays.
  - Service providers feel it is important to extend the program operating hours, particularly on Fridays (86%) and Saturdays (93%).

## RECOMMENDATIONS

- ❖ **Continue to track program effectiveness and street activity perceptions in Saskatoon.**
  - Continue evaluating the perceptions of Street Activity and the CSP every two to three years.
  - With the new legislation regarding cannabis legalization scheduled to be implemented in the fall of 2018, it will be important to note any changes to the business environment and drug culture in Saskatoon and to any related street activity perceptions.
  
- ❖ **Continue to work on building awareness and visibility of the CSP.**
  - Seek ways to increase awareness and visibility of the CSP, either through information sessions, promotional materials or through other public appearances and media coverage.
  - Specifically, seek to improve awareness of the role of CSOs and the types of services they can offer. This would be especially beneficial to the vulnerable in Saskatoon.
  
- ❖ **Consider extending operational hours of the program.**
  - Pursue ways to extend the program to include Monday and evening hours on Fridays and Saturdays - perhaps on a trial basis to determine the need and uptake of the services during these times.
  
- ❖ **Consider expanding the outreach activities of CSP.**
  - Look for ways to help CSOs broaden the services they provide.
    - Enhance lines of communication with social workers and staff at organizations such as Crocus Co-Op, The Lighthouse and Salvation Army, etc. Consideration should be given to reviewing confidentiality restrictions to better connect those in need with service providers that are already engaged.
    - Identifying additional interactive methods to distribute schedules and program updates, additions, and cancellations such as online forums and the ability to query specific items of need (i.e., free meal, open shelter beds, transportation options, etc.).

### ❖ **Consider Transportation Options for CSP**

- The response time of the CSOs is a common concern among those who require their services. Increasing the number of officers patrolling at a given time, or potentially shifting resources to the areas which need more attention in peak hours is proposed.
- Additionally, while a strong majority feels it is advantageous to have the officers patrolling on-foot, some recognize that the lack of reliable and timely transportation can hinder the CSOs' ability to respond to calls.
  - Dedicated transportation resources for the CSP to send people to the appropriate community resource could help the CSOs remain on the street while not having to spend valuable time arranging and waiting on transportation.
  - Arranging a contract with a taxi service to provide rides for situations that involve extenuating circumstances.



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# Background

In 2011, panhandling and other street-level activities were creating issues for citizens and business owners/operators in Saskatoon. To address these issues, a Panhandling Task Force was established, which included membership from the Business Improvement Districts (BIDs), the Saskatoon Anti-Poverty Coalition, the Saskatoon Police Service (SPS) and civic staff. The Task Force commissioned the initial Street Activity Baseline Study (2011) to examine how street activity, both negative and positive, were affecting citizens.

This baseline study was used to establish programs to address issues surrounding street activity and resulted in the creation of the Community Support Program (CSP). The CSP was initially established in July 2012, and in September 2015 it evolved into a permanent program after follow-up research was conducted again in 2013 and 2015.

The objectives of the Street Activity Baseline Study Update 2018 are designed to reflect a similar scope and focus to the previous waves of this research. The overall goal of the study is to collect new data and compare results to the original study done in 2011 and track significant changes between the 2013 and 2015 update studies.

More specifically, the 2018 study focus includes the following:

- Identifying changes since the 2011 foundation study
- Understanding perceptions of safety changes
- Measuring awareness levels and impact of the CSP

# Methodology

To meet the research objectives above, the Street Activity Baseline Study Update 2018 used a multi-phased approach:

- An online street activity and CSP perception survey with Saskatoon residents
- Intercept interviews with the general public and vulnerable persons in the BIDs of Downtown, Riversdale and Broadway

- An online perception survey with businesses (owners, managers/supervisors and employees) in each BID
- An online survey with service providers
- Focus groups with vulnerable persons
- In-depth interviews with service providers and member(s) of the Saskatoon Police Service
- A detailed methodology is provided below for each research method employed.

This study includes both quantitative and qualitative results. Where applicable, quotas have been set for quantitative studies to ensure results are representative 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 findings by adding additional context.

Below is a snapshot of the research executed. A more detailed explanation of each stage of the research is described within the respective sections of this report.

Methodology Type	Date	Number of Participants	Population Type
<b>In-depth interviews</b>	July 9 - July 12, 2018	n=5	Service providers
<b>Online perception survey</b>	July 6 - July, 2018	n=29	
	July 9 - July 17, 2018	n=364	Businesses
	July 6 - July 16, 2018	n=609	General population
<b>Intercept interviews</b>	July 6 - July 9, 2018	n=108	Vulnerable persons
		n=14	
<b>Focus groups (one per day)</b>	July 10, 2018	n=8	
	July 11, 2018	n=11	
	July 16, 2018	n=8	





# SASKATOON RESIDENTS' PERCEPTIONS

# Saskatoon Residents' Perceptions

## OBJECTIVES

The objective of this phase of the study is to gain a better understanding of public opinions and perceptions of street activity in Saskatoon, and examine awareness and perceptions of the Community Support Program (CSP) that was introduced in 2012.

## METHODOLOGY

### Questionnaire

The 2015 questionnaire was largely maintained for this iteration of the study. Minor adjustments were included to address future priority areas within each BID and to measure the perceived prevalence of a range of negative street activities in Saskatoon.

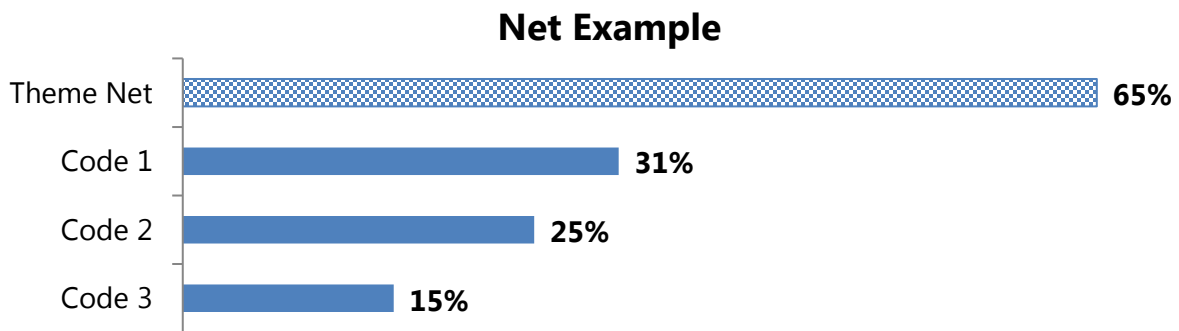
### Quantitative Data Collection

Data were collected between July 9 and July 16, 2018, using the Insignix SaskWatch Research® panel, which consists of over 5,000 Saskatoon residents. In total, 609 respondents completed the study. Quotas were set by age, gender, FSA (Postal Code) and Indigenous ancestry to ensure that results were representative of the Saskatoon population. As such, results from this survey can be considered to be representative of the population of Saskatoon. The response rate is 31%. Refer to Page 67 for a complete demographic profile of respondents.

## NOTES ON REPORTING

- Each question includes a base description (n=#) that 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 (2015 and 2018) 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 to illustrate the overarching themes that emerge from the open-ended questions. Nets are coded in a different pattern, and all codes 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

- Overall, residents feel safe walking and cycling in Saskatoon. Consistent with findings from 2015, nearly one quarter of residents (23%) say they feel very safe, and a majority of the residents (62%) say they feel somewhat safe when walking or cycling in public areas.
- One half (51%) of Saskatoon residents report they feel about as safe in Saskatoon as they did three years ago, which is consistent with the findings of the 2015 study.
- Consistent with findings from the 2015 study, Saskatoon residents feel safest during the day in the Broadway area (93%), followed by Downtown (86%) and Riversdale (74%). In all three areas, 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%, 2018: 74%). Note that the difference between 2015 and 2018 is statistically significant.
- Homelessness (91%), panhandling (89%), public drunkenness or impairment from other drugs (84%) and loitering (80%) are the most common forms of street activity residents report having seen in public areas within the past 12 months.
  - The proportion who indicate they have seen panhandling has remained relatively consistent across the three waves of the study, while those reporting seeing groups of young people have continually declined (2013: 87%, 2015: 82%, 2018: 72%).
- More residents in 2018 believe the following negative street activities have increased compared to three years ago:
  - Public drunkenness or impairment from other drugs (from 40% to 56%)
  - Loitering (from 44% to 51%)
- In contrast, the following negative street activities are perceived to have decreased compared to three ago:
  - Street fights (from 39% to 26%)

- Drug trafficking (from 54% to 48%)
- Among residents who say they have witnessed aggressive panhandling in Saskatoon, the reported frequency has remained the same as in 2015 (42%).
- Negative street activity is reportedly most commonly encountered when going out to movies, bars, restaurants or night clubs (86%) or when shopping (82%).

## Community Support Program

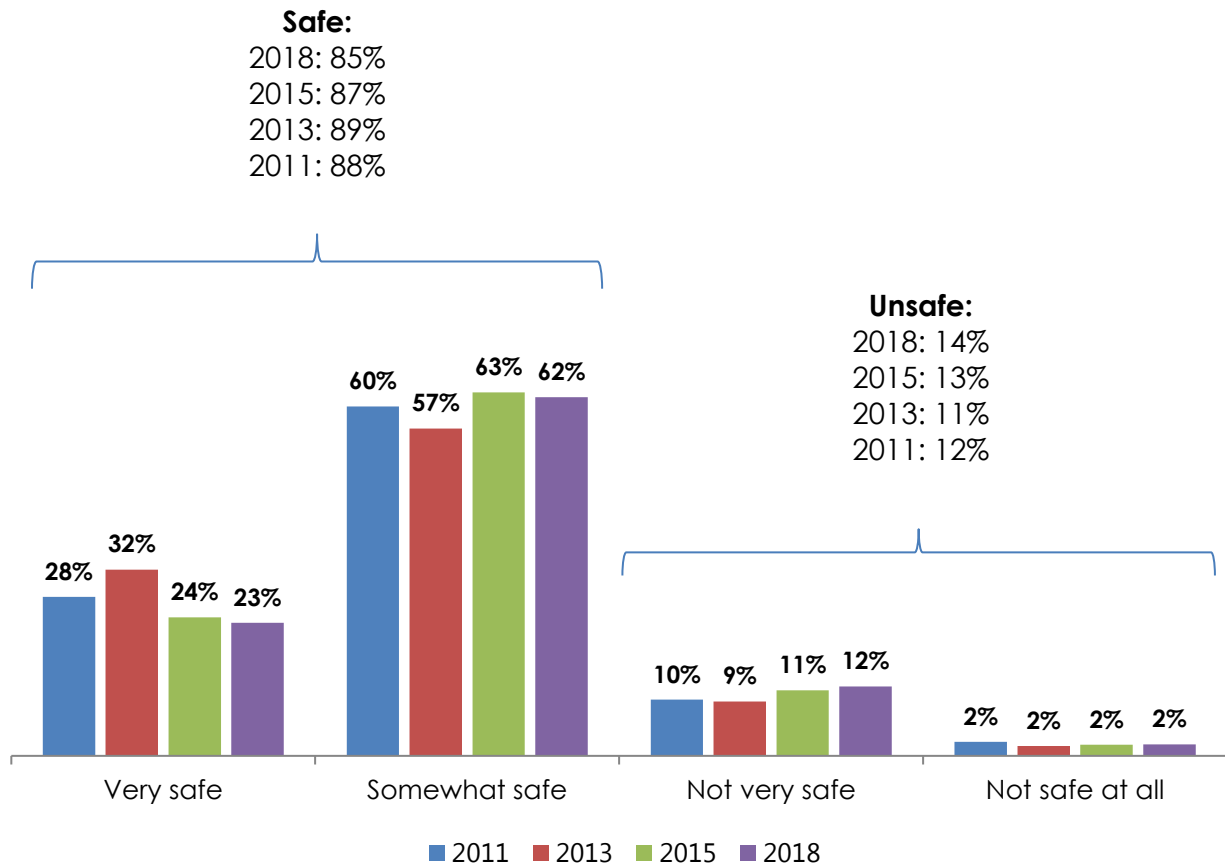
- When aided (name provided), 43% of residents say they have heard of the CSP, which is in line with 2015 (41%).
  - When provided with a description, the proportion of residents aware of the CSP increases to 54% (up from 49% in 2015).
- As in the past, most say they are aware that Community Support Officers (CSOs) are different from police officers (2013: 94%, 2015: 90%, 2018: 94%).
- The majority of residents (74%) who are aware of the CSP report having seen a CSO in Saskatoon. Recall by BID is rising over time:
  - Downtown (2013: 42%, 2015: 43%, 2018: 67%)
  - Riversdale (2013: 20%, 2015: 17%, 2018: 32%)
  - Broadway (2013: 15%, 2015: 17%, 2018: 21%)
- The proportion of residents who believe the program has improved safety has increased compared to previous years in all BIDs:
  - Downtown (2013: 31%, 2015: 38%, 2018: 48%)
  - Riversdale (2013: 25%, 2015: 30%, 2018: 36%)
  - Broadway (2013: 25%, 2015: 28%, 2018: 35%)
- More residents in 2018 rate the CSP as being effective in addressing issues related to street activity (39%) compared to 2015 (35%).
  - Those who do not believe the program is effective say they feel this way because of the problematic street activity they say still exists (31%) and not seeing or hearing about a difference (22%).

- The proportion of residents who believe the CSP is not effective has decreased with respect to loitering (2015: 44%, 2018: 34%), public drunkenness (2015: 48%, 2018: 36%) and panhandling (2015: 51%, 2018: 33%).
- The top priority areas suggested by residents for the CSP vary by BID, with panhandlers (30%) being the top priority for Downtown, loitering (15%) for Broadway and drug/substance abuse (23%) for Riversdale.

## TOP OF MIND IMPRESSIONS

### Safety – Walking and Cycling

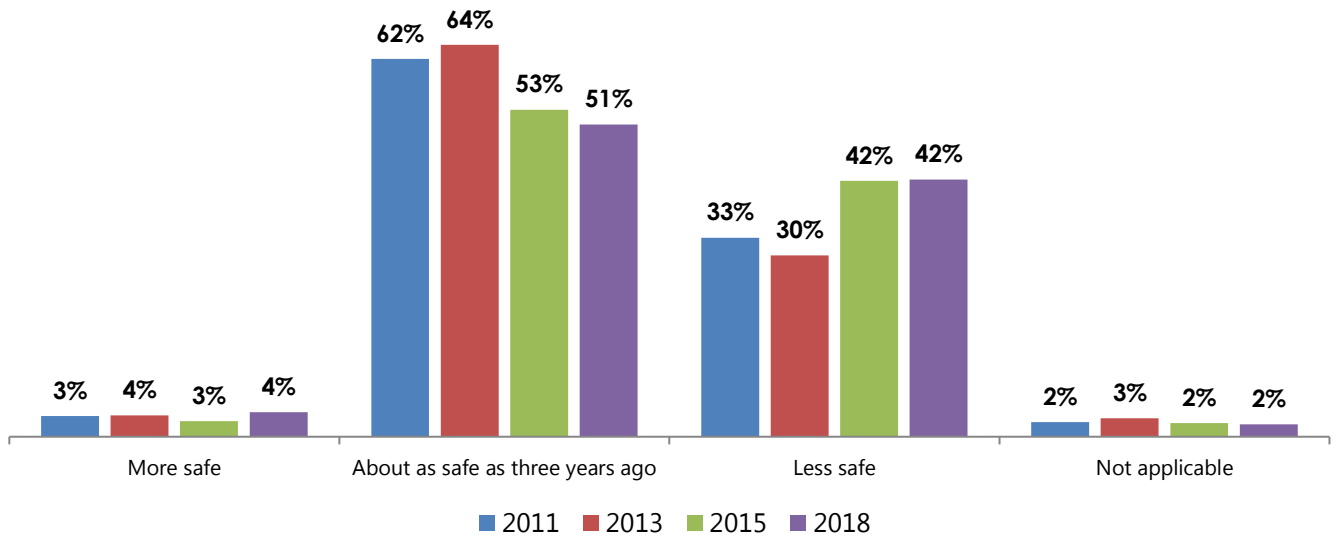
Overall, residents feel safe walking and cycling in Saskatoon. Consistent with findings from 2015, nearly one quarter (23%) say they feel very safe, and a majority (62%) say they feel somewhat safe when walking or cycling in public areas.



Q6. This study is about your impressions of street activity and public safety in Saskatoon. Overall, how safe do you feel walking or cycling in public areas (i.e., streets, parks, outside of businesses) in Saskatoon in general? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627 2018 n=609. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲".

## Safety – Compared to Three Years Ago

Most commonly (51%), Saskatoon residents report they feel about as safe in Saskatoon as they did three years ago. More than four in ten (42%) mention they feel less safe compared to three years ago. The results are largely consistent with the most recent wave of research in 2015.



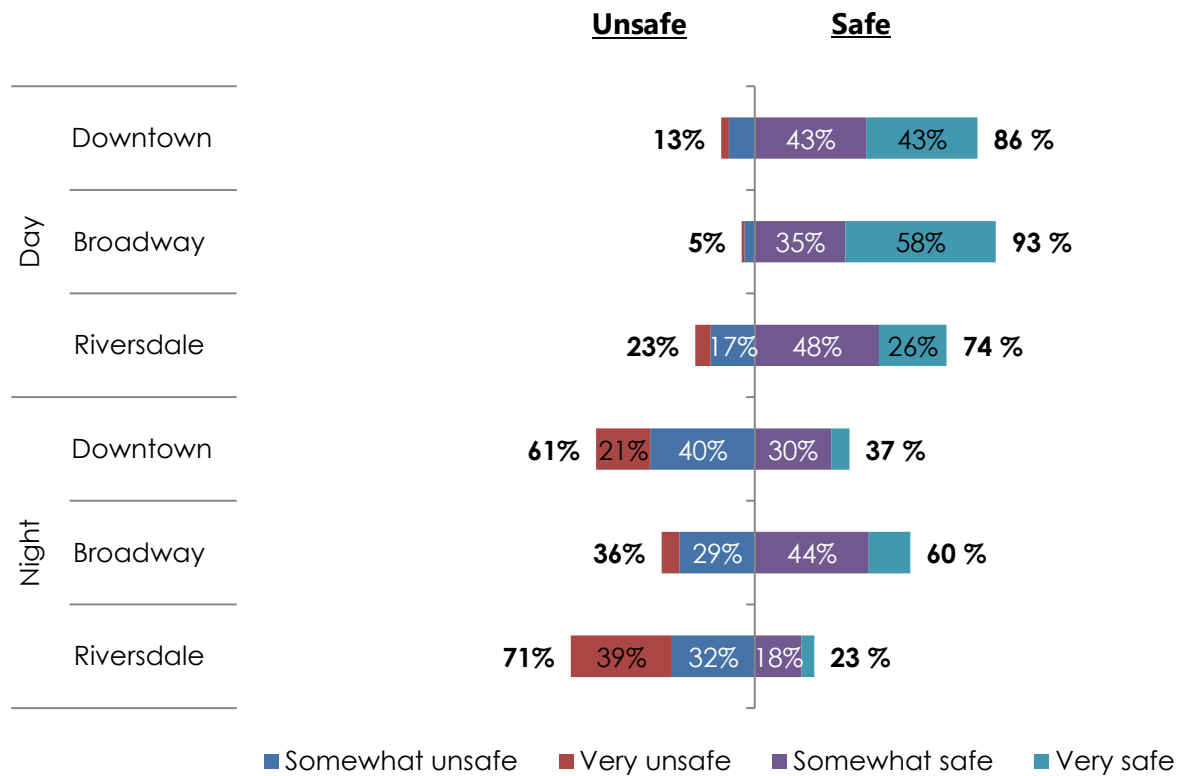
Women (48%) are the most likely to say they feel less safe in Saskatoon compared to males.

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 2018 n=609. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲".



## Safety – Area and Time Specific

As in previous waves, Saskatoon residents feel safest in the Broadway (Day: 93%, Night: 60%) and Downtown (Day: 86%, Night: 37%) areas. During the day, nearly three quarters of residents feel safe in Riversdale (74%), while only one quarter feel safe in Riversdale at night (23%).



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

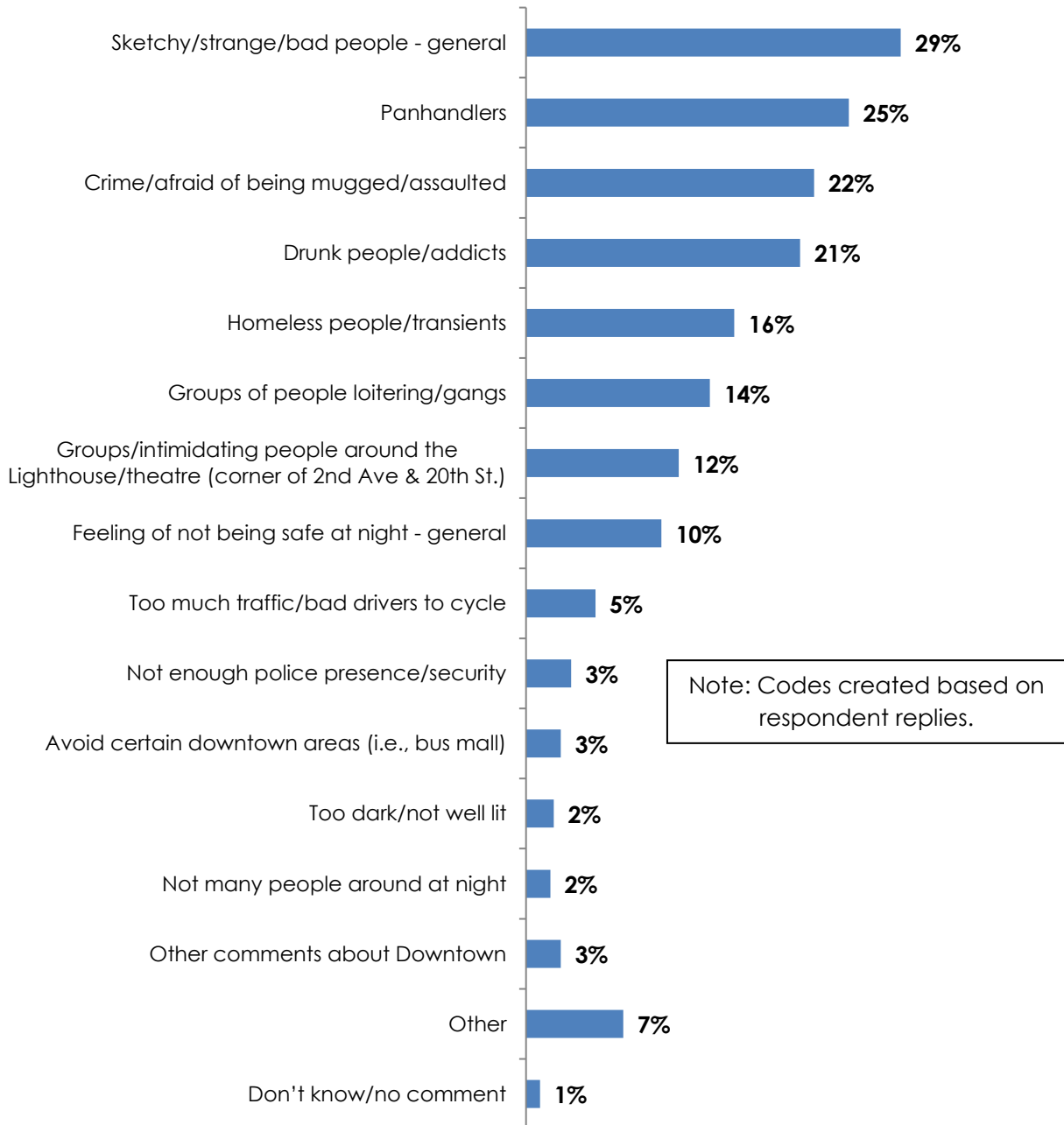
Daytime	% Very or Somewhat safe					% Very or Somewhat unsafe				
	2011	2013	2015	2018	Difference 2013 to 2015 (p.p.)	2011	2013	2015	2018	Difference 2013 to 2015 (p.p.)
<b>Downtown</b>	91%	88%	89%	86%	-3	8%	12%	10%	13%	3
<b>Broadway</b>	93%	93%	93%	93%	0	4%	5%	4%	5%	1
<b>Riversdale</b>	57%	61%	69%▼	74%▲	5	34%	30%	24%	23%	-1

Night	% Very or Somewhat safe					% Very or Somewhat unsafe				
	2011	2013	2015	2018	Difference 2013 to 2015 (p.p.)	2011	2013	2015	2018	Difference 2013 to 2015 (p.p.)
<b>Downtown</b>	42%	44%	37%	37%	0	56%	54%	61%	61%	0
<b>Broadway</b>	60%	60%	56%	60%	4	34%	35%	38%	36%	-2
<b>Riversdale</b>	14%	20%	19%	23%	4	75%	69%	71%	71%	0

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, 2018 n=609. p.p. = Percentage Points.

## Reasons for Feeling Unsafe - Downtown

Residents say their main reasons for feeling unsafe Downtown are due to what they describe as “sketchy” or “bad” people (29%), panhandlers (25%), fear of being mugged or assaulted (22%) and drunk people/drug addicts (21%).



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=375.

## Reasons Given for Feeling Unsafe Downtown – Selected Comments

Even though it's mostly well lit, there are so many alleys and corners that you never know what/who might be hiding there. Also, it's very easy for someone to follow someone walking alone.

Street people are continually harassing you for money and/or cigarettes. Much more aggressive than 10 years ago.

The number of rough characters on the street, especially around the Lighthouse. Second Avenue has become a hangout for all sorts of bad actors. I do not appreciate being approached constantly for spare change. My wife has been swarmed more than once by gangs looking for an easy mark.

I have often been approached for spare change, sometimes by more than one person at a time - almost always by people younger and probably stronger than me. I feel that sometimes their approach is belligerent, usually when I tell them that I don't carry cash.

Panhandlers who are sometimes aggressive and unpredictable.

Too many people panhandling, intoxicated and just hanging out around the Lighthouse.

Because there are too many people wanting money and looking menacing. Not enough police presence. I'm always afraid of being mugged.

There are many displaced and homeless people walking around at all hours. At times, they can be violent or threaten violence. This has happened to myself and others I know very often in this city. This is worse in this area at night.

Too many people who are high or drunk and want to fight.

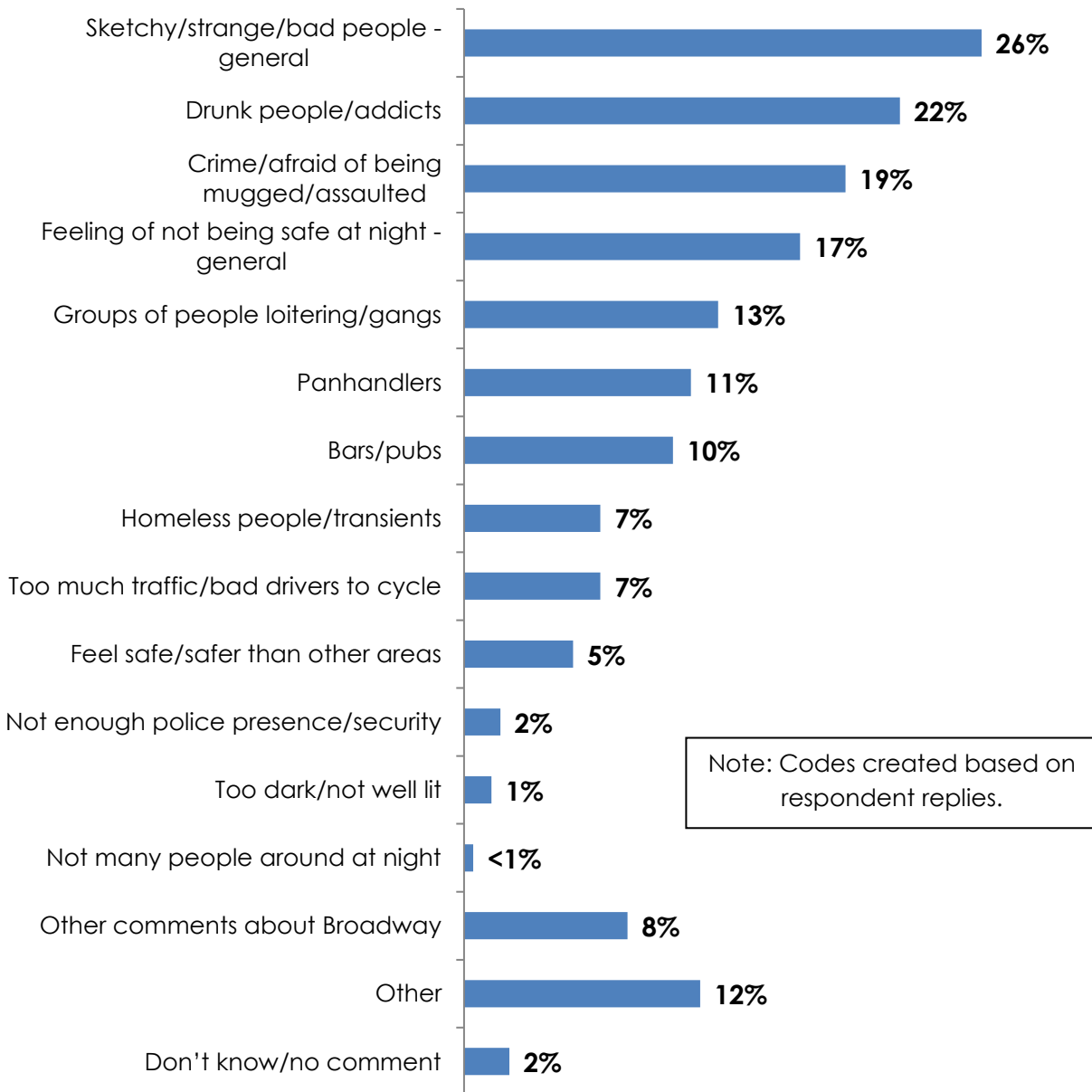
Drunk, unruly pedestrians are often approaching me and saying uncomfortable things.

Note: A selection of comments have been presented to expand on the most frequent 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=375. 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=221.

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

We go to concerts on Broadway and always get asked for money when walking from the car, and a few times, [I was] followed by two or three guys going back to the car. So, what I do is go and get the car and then the spouse waits at the theatre and I pick her up.

In the evening/nighttime there are persons 'hanging around' that really don't seem belong there. They are out on the streets. They are intimidating. I do not trust them. The daytime it is fine.

Drugs, scary people and gangs, and the slow response rate of our city police.

Catcalling, people being more aggressive when asking for money and feeling like I am being followed at times.

I typically feel safe in the Broadway area, but at night there are occasionally drunk groups of people hanging around that make me feel less safe.

Broadway is safe during the day, but changes after dark due to the drug trade. I still patronize Broadway's business district, but usually only for special events like the Fringe.

There are a lot of intoxicated people around that area, and the residential streets surrounding that area are very dark.

A friend of mine was beaten by a few men at night while he walked home from the bar.

The nighttime atmosphere is quite dodgy now - one has to be in a group to feel safe.

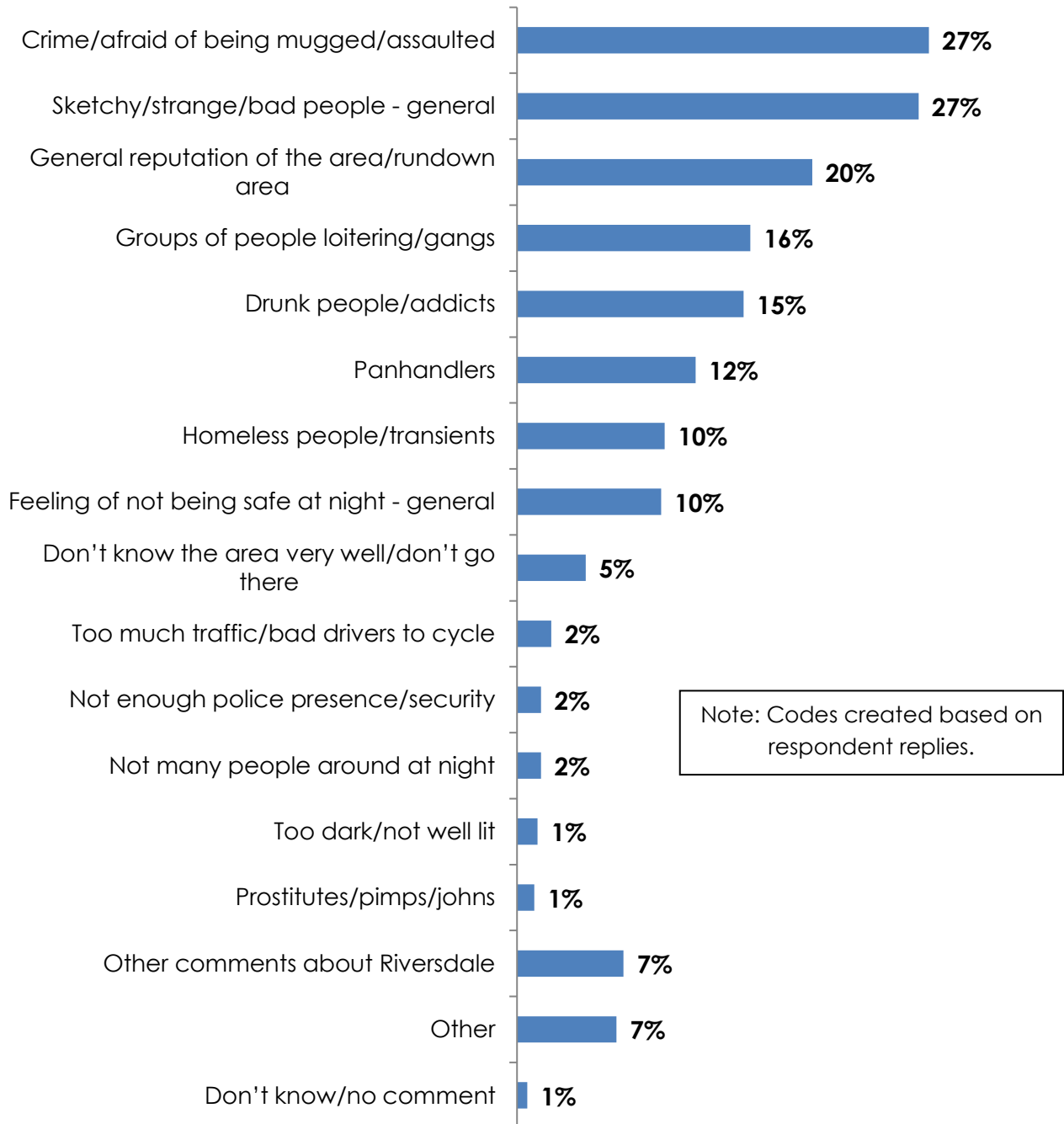
The bars tend to get wild at night; [I] have seen several fights break out.

Note: A selection of comments have been presented to expand on the most frequent 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 are a fear of muggings and assaults (27%) and what are described as "sketchy" or "bad" people (27%).



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=438.

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

My friend was attacked while walking for the bus, and I witnessed it but was helpless.

Everyone I know who lives in the area has been jumped. Friends have been stabbed, robbed at knifepoint and have had people attempting to bust down the door. The crime rate is absolutely insane in the area: violent crime, B&Es, muggings, etc.

While there is an obvious gentrification occurring, there are still multiple pawn shops, a soup kitchen, day work businesses and so on. The crime map for Saskatoon also shows clustering of crimes against the person in both the Downtown core and Riversdale, while in other areas of the city, it is more random and less concentrated.

Riversdale is just a sketchy area day or night where most of the questionable individuals gravitate towards.

I've walked in this area and been approached by people who made me very nervous on more than one occasion. Therefore, I won't go there on my own ever again!

Harassment by mentally ill individuals with substance abuse problems who need a vent for their rage and frustration ... I had a man tell me he was going to eat my baby (I was pushing my seven-month-old in a stroller).

There is a lot of gang-related people that tend to be in that area and a lot of homeless people who can be very intimidating.

I grew up here. Its a notorious area for gang activity, as well as drug abusers.

It is almost the epicentre for gang activity and drug users who are not scared to jump you for your stuff.

The area is just a little more sketchy than others, I would have to say. A lot more violence happens within the area.

Note: A selection of comments have been presented to expand on the most frequent 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=438. 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	2018
Silverwood/Lawson Heights	4%	6%	7%	7%
Stonebridge/Stonegate	4%	5%	6%	5%
University (Hospital area)	5%	4%	4%	3%
Briarwood area	4%	5%	4%	3%
Evergreen	N/A	N/A	N/A	3%
Downtown	2%	3%	2%	3%
Willowgrove	4%	6%	4%	2%
Broadway area	2%	3%	3%	2%
Nutana area	1%	2%	1%	2%
Lakeridge/Lakeview	2%	3%	2%	2%
Rosewood	N/A	N/A	N/A	2%
Willows	N/A	N/A	N/A	2%
Brighton	N/A	N/A	N/A	1%
Erindale	1%	2%	1%	1%
Forrest Grove/Sutherland	N/A	N/A	N/A	1%
River Heights	1%	2%	1%	1%
College Park	1%	2%	0%	1%
Montgomery Place	1%	2%	2%	1%
Silverspring	1%	0%	1%	1%
Dundonald	1%	1%	0%	1%
Hampton Village	1%	1%	0%	<1%

Wildwood	1%	1%	0%	<1%
Other specific neighbourhoods	7%	15%	12%	9%
<b>General Area Mentions</b>				
East side - general	18%	11%	16%	12%
Familiar areas/own home-general	12%	6%	4%	8%
Outer edge of the city/suburbs/new areas	7%	6%	6%	5%
North end	4%	2%	3%	2%
Eighth Street	1%	2%	2%	2%
25th Street/police station	2%	2%	4%	2%
All over/anywhere	4%	3%	1%	1%
Other general areas	7%	10%	7%	9%
<b>Other</b>				
Daytime	2%	2%	1%	1%
Other general	4%	1%	5%	5%
Don't know/no comment	14%	8%	7%	7%
None	5%	3%	4%	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, 2018 n=609.

### Reasons Given for Identifying Area as Safest

The most common reason respondents provide for why they identified a particular area as being the safest in Saskatoon is a lack of crime (15%).

Reasons	2011
Lack of (reported) crime/quiet	15%
Lots of people around/watch	11%
Fewer sketchy/strange/bad people	11%

Currently live there	10%
Higher class/socio-economic neighbourhood	8%
Generally safe/no problems	7%
Distance from other (bad) areas/neighbourhoods	7%
Police presence/availability	6%
All areas have issues/no "safest" area	5%
Nice/good/friendly neighbourhood	5%
Lock my doors/have security	5%
Family oriented	5%
New(er) neighbourhood	4%
Less traffic/not too crowded	4%
Distance from bars, clubs, etc.	2%
Fewer intoxicated/high people	2%
Grew up/used to live there	2%
Established neighbourhood	2%
Well-lit areas/open areas	2%
Community involvement/activities	1%
Older people/seniors live in area	1%
Other	3%
Don't know/no comment	6%

Q10. Next, we'd like to understand how you feel about public spaces in Saskatoon. I feel this is the safest area because \_\_\_\_\_. Base: All respondents, 2018 n=609.

## Perceived Least Safe Areas

When asked to complete the sentence, "The least safe area in Saskatoon is \_\_\_\_\_", residents most commonly indicate Downtown/City Centre, the proportion of which has been increasing over the past three waves of data. Riversdale is the next most commonly indicated area, but has been declining steadily since 2011. Pleasant Hill is the third-most commonly referenced, and this is increasing.

Specific Neighbourhoods	2011	2013	2015	2018
Downtown/City Centre	7%	8%	11%	16%
Riversdale	24%	22%	16%	15%
Pleasant Hill	8%	10%	11%	13%
Caswell Hill	1%	1%	0%	2%
Confederation Park	3%	2%	3%	2%
Core neighbourhoods/Inner city	2%	2%	3%	2%
Mayfair	1%	1%	0%	2%
Meadowgreen	1%	2%	1%	1%
Fairhaven	1%	0%	0%	<1%
Other specific neighbourhoods	5%	4%	3%	1%
General Area Mentions				
20th Street	21%	15%	12%	15%
West side - general	13%	10%	12%	13%
Alphabet Avenues - general	10%	12%	12%	9%
22nd Street	10%	7%	9%	8%
Everywhere/anywhere	3%	2%	4%	3%
33rd Street	3%	1%	3%	2%
Avenue P	2%	1%	1%	1%

Idylwyld	4%	1%	3%	1%
Riverbank/Meewasin	1%	2%	1%	1%
Avenue H	2%	1%	0%	<1%
Other general area mentions	15%	14%	5%	10%
<b>Other</b>				
St. Paul's Hospital	3%	3%	3%	6%
At night	6%	4%	2%	4%
Other general	5%	5%	5%	4%
Don't know/no comment	6%	4%	3%	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, 2017: n=609.

## Reasons Given for Identifying Area as the Least Safe

The most common reasons residents provide for why they identified a particular area as being the least safe in Saskatoon are gang activity/violence/fighting (25%), general crime (23%), drunk people and drug addicts (19%) and "sketchy" or "bad" people (19%).

Specific Neighbourhoods	2018
Gang activity/violence/fighting	25%
Crime - general	23%
Drunk people/addicts	19%
Sketchy/strange/bad people	19%
Poverty	13%
Generally unsafe	8%
Homeless people/transients	7%
Panhandlers	5%

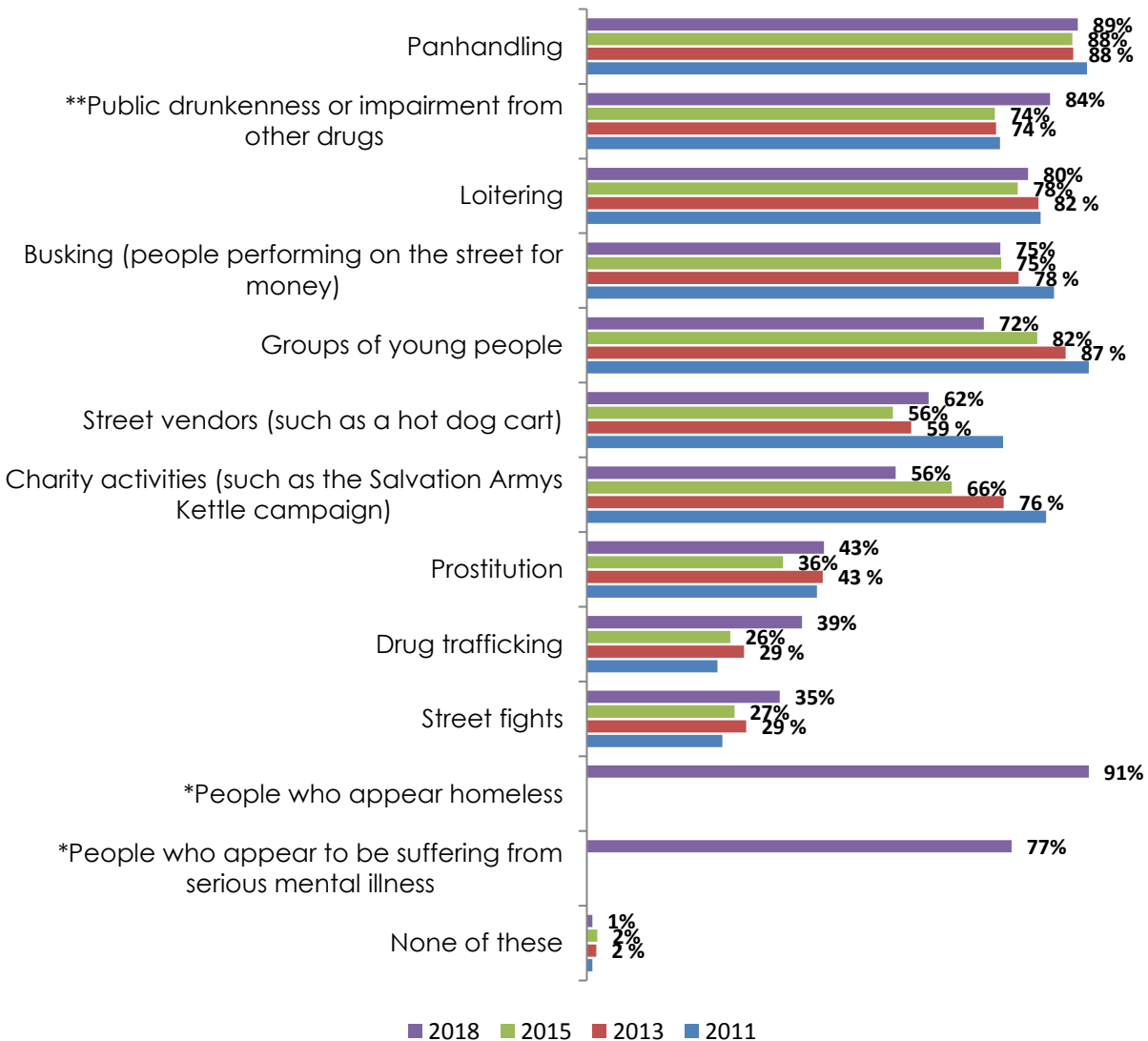
Robberies/theft/break-ins	4%
Prostitution	3%
Unkept buildings/bad lighting/dark places	3%
Lack of police presence	3%
Lots of traffic/bad drivers	2%
Past experience/what I've heard	2%
Other	7%
Don't know/no comment	4%

Q10. Next, we'd like to understand how you feel about public spaces in Saskatoon. Please finish the following sentences: I feel this is the least safe area because \_\_\_\_\_. Base: All respondents, 2018 n=609.

## Street Activity Prevalence

Most commonly, residents indicate they have witnessed or encountered homeless people (91%), panhandling (89%), panhandling (89%), public drunkenness or impairment from other drugs (84%) or loitering (80%) in Saskatoon public areas. The proportion who report having seen public drunkenness or impairment from other drugs has increased compared to previous years (84%, an increase from 74% in 2015). The proportion who report having seen panhandling remains consistent with 2015, while the incidence of seeing groups of young people has steadily declined (72%, a decrease from 82% in 2015).

**Proportion That Have Seen Each Activity**



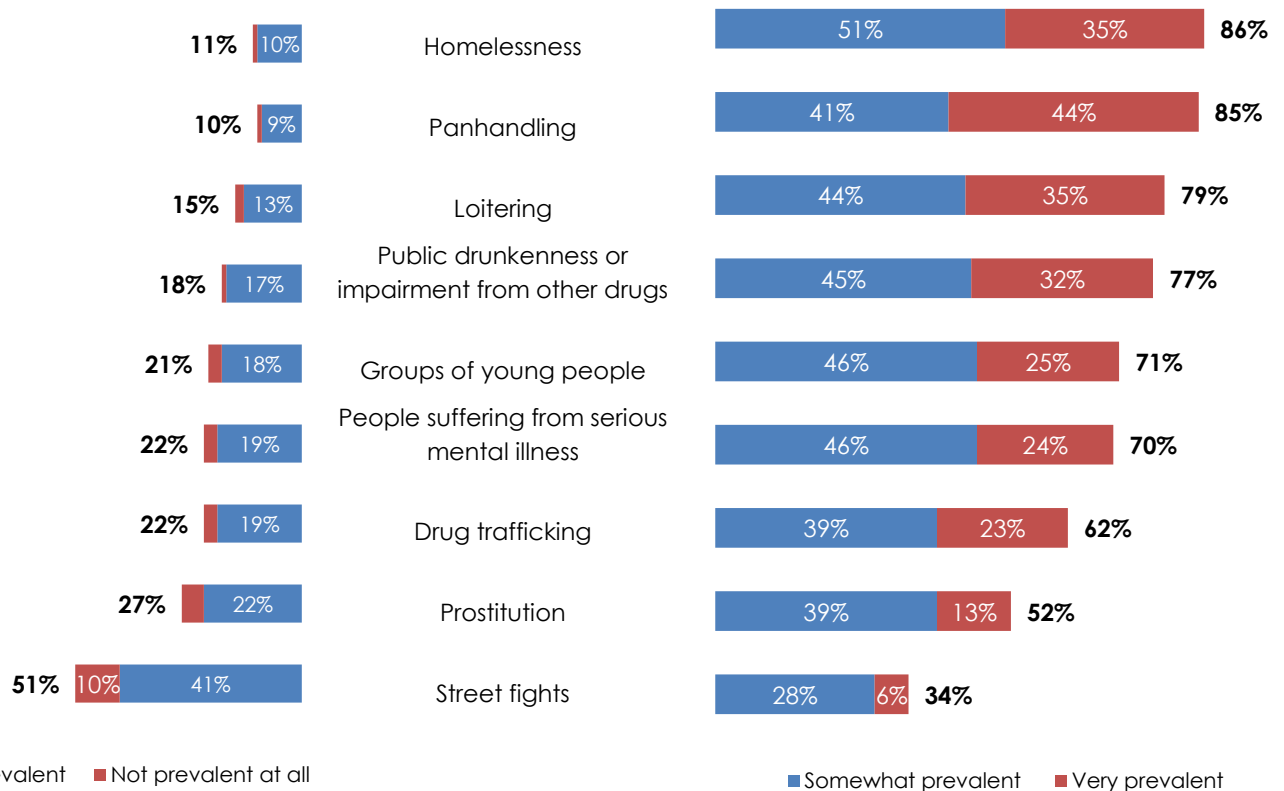
**\*New statements added in 2018.**

**\*\*Statement revised to “Public drunkenness or impairment from other drugs” in 2018 from “Public drunkenness”.**

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, 2018 n=609. See “Notes on Reporting” for a definition of statistical significance as noted by “▼” and “▲”.

### Proportion Who Thinks Each Activity Is Prevalent

Saskatoon residents believe most street activities are at least somewhat prevalent in Saskatoon public areas, particularly homelessness, panhandling, loitering and public drunkenness or impairment from other drugs.

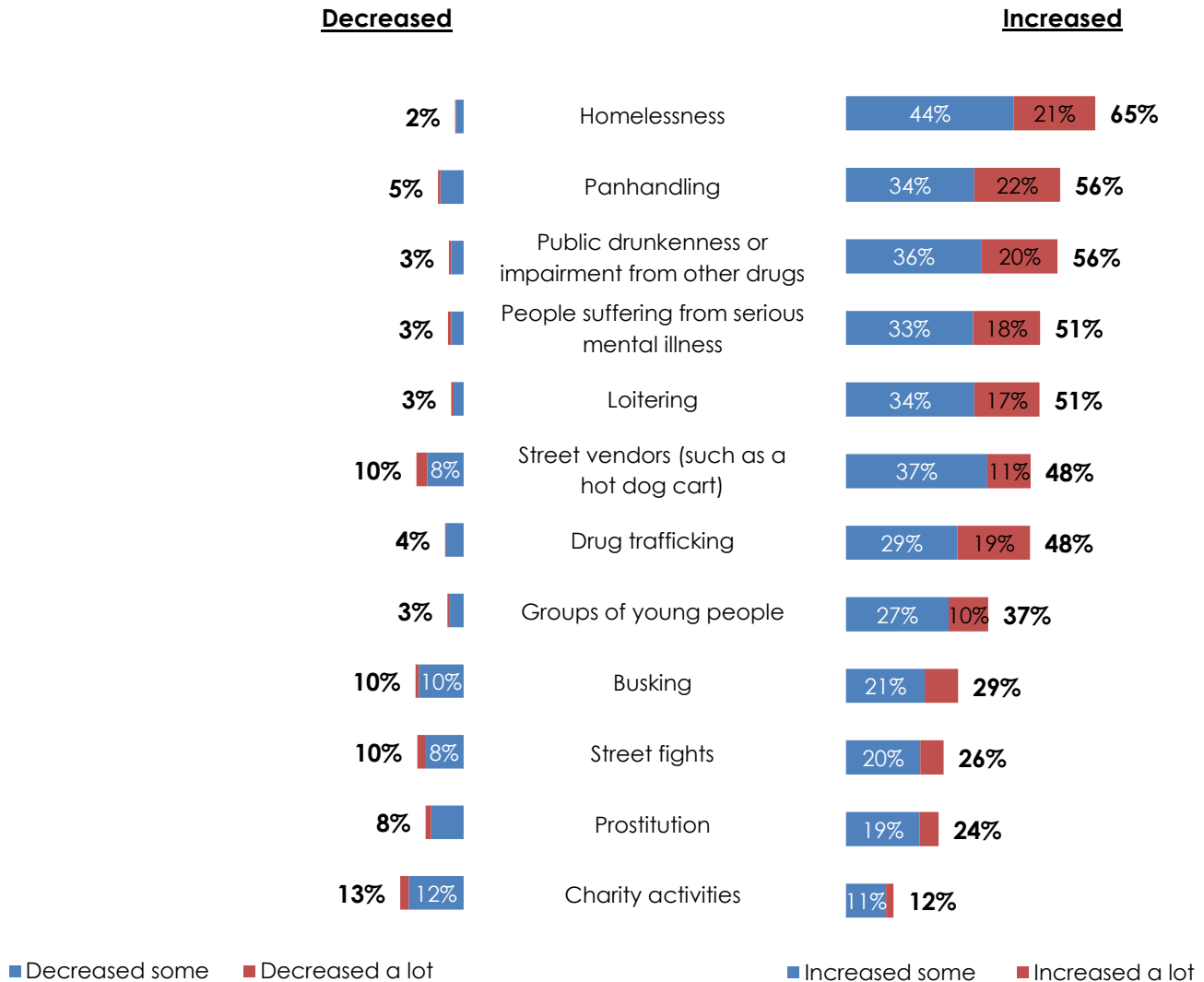


Q12.1 How prevalent would you say each of the following is in Saskatoon? Base: All respondents, 2018 n=609. P.P. = Percentage Points. See “Notes on Reporting” for a definition of statistical significance as noted by “▼” and “▲”.



## Street Activity Change

More than one half of residents believe homelessness (65%), panhandling (56%), public drunkenness or impairment from other drugs (56%), people suffering from serious mental illness (51%) and loitering (51%) have increased in Saskatoon 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, 2018 n=609. P.P. = Percentage Points.

Residents believe some activities like public drunkenness or impairment from other drugs and loitering have increased, whereas perceptions of activities like street fights and drug trafficking have decreased compared to 2015.

	Increased				
	2011	2013	2015	2018	Difference 2015 to 2018 (p.p.)
<b>Panhandling</b>	49%	41%	57%	56%	-1%
<b>**Public drunkenness or impairment from other drugs</b>	36%	35%	40%	56%	+16%
<b>Loitering</b>	42%	41%	44%	51%	+7%
<b>Drug trafficking</b>	46%	43%	54%	48%	-6%
<b>Street vendors</b>	20%	32%	48%	48%	0%
<b>Groups of young people</b>	42%	42%	39%	37%	-2%
<b>Busking</b>	27%	28%	28%	29%	+1%
<b>Street fights</b>	36%	30%	39%	26%	-13%
<b>Prostitution</b>	30%	27%	28%	24%	-4%
<b>Charity activities</b>	13%	11%	11%	12%	+1%
<b>*Homelessness</b>				65%	
<b>*People suffering from serious mental illness</b>				51%	

	Decreased				
	2011	2013	2015	2018	Difference 2015 to 2018 (p.p.)
<b>Panhandling</b>	6%	9%	4%	5%	+1%
<b>**Public drunkenness or impairment from other drugs</b>	6%	7%	6%	3%	-3%
<b>Loitering</b>	3%	4%	4%	3%	-1%
<b>Drug trafficking</b>	4%	6%	5%	4%	-1%
<b>Street vendors</b>	11%	8%	7%	10%	+3%
<b>Groups of young people</b>	3%	3%	4%	3%	-1%
<b>Busking</b>	12%	11%	12%	10%	-2%
<b>Street fights</b>	7%	10%	8%	10%	+2%
<b>Prostitution</b>	6%	8%	10%	8%	-2%
<b>Charity activities</b>	12%	12%	10%	13%	+3%
<b>*Homelessness</b>				2%	
<b>*People suffering from serious mental illness</b>				4%	

**\*New statements added in 2018.**

**\*\*Statement revised to “Public drunkenness or impairment from other drugs” in 2018 from “Public drunkenness”.**

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, 2018 n=609. P.P. = Percentage Points. See “Notes on Reporting” for a definition of statistical significance as noted by “▼” and “▲”.

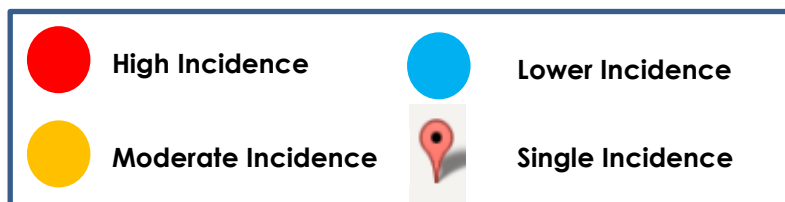
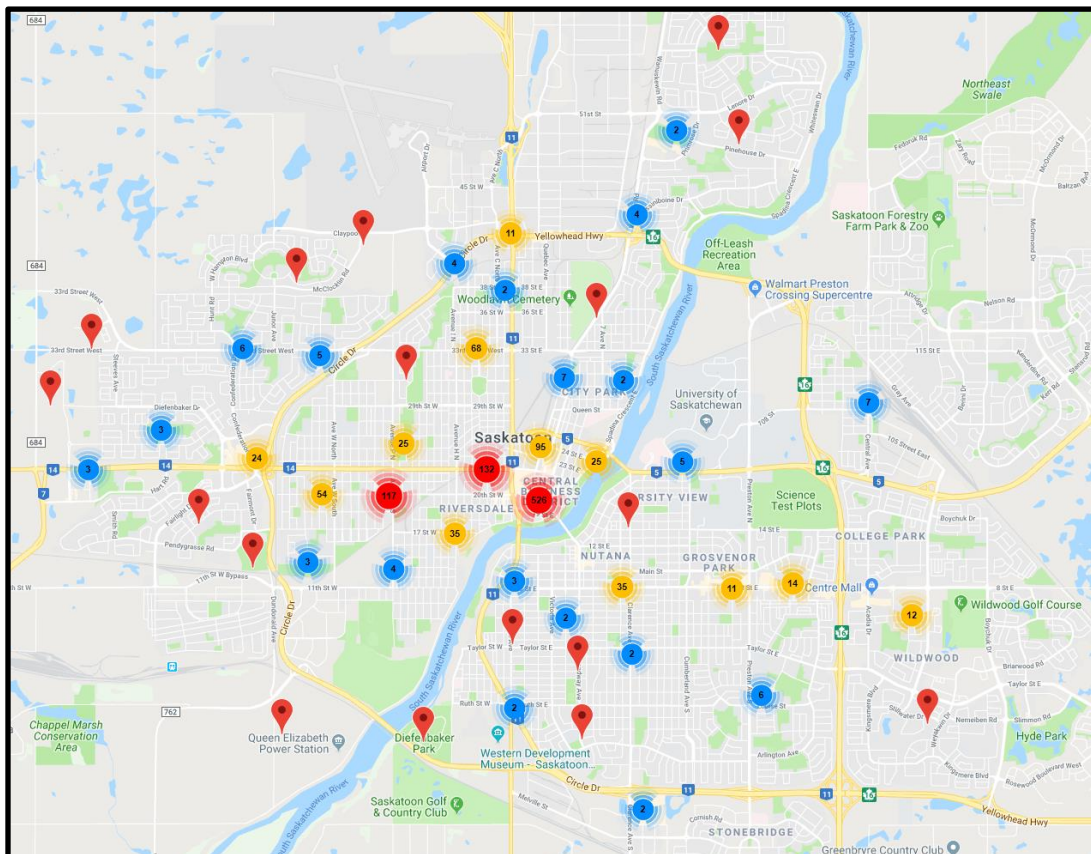
## Street Activity Experience Locations

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

The maps below illustrate the frequency at which an area was selected. The number displayed on the map represents the amount of times the area was selected by respondents. In total, the 609 survey respondents noted 1,279 incidences of activity.

### High Level

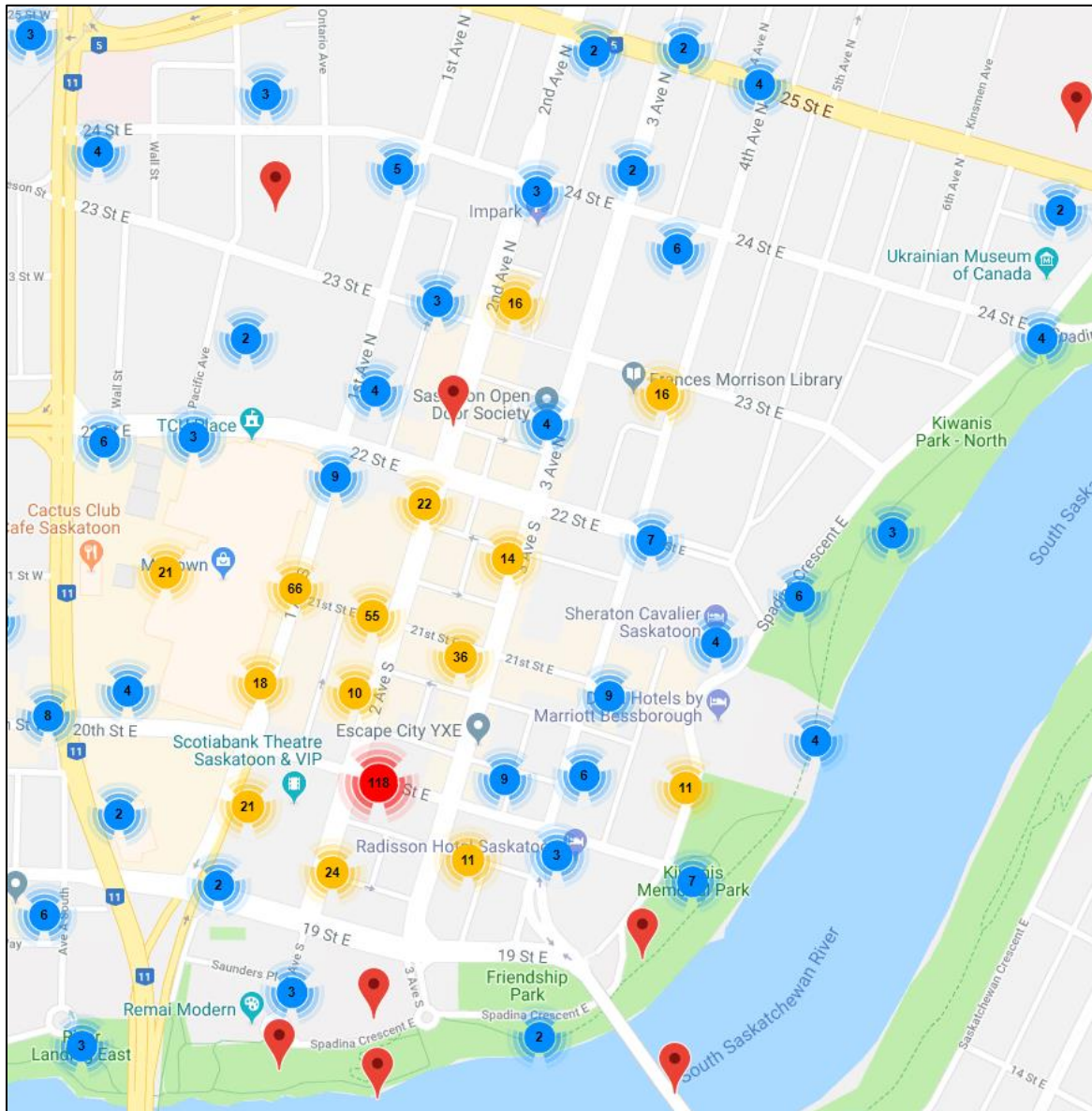
A high-level view of Saskatoon shows the majority of negative street activity is witnessed or experienced in the Downtown area.



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.).

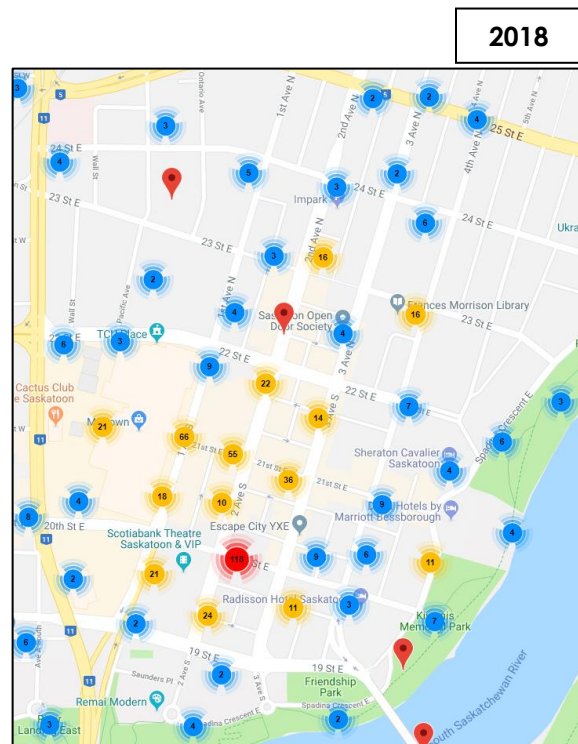
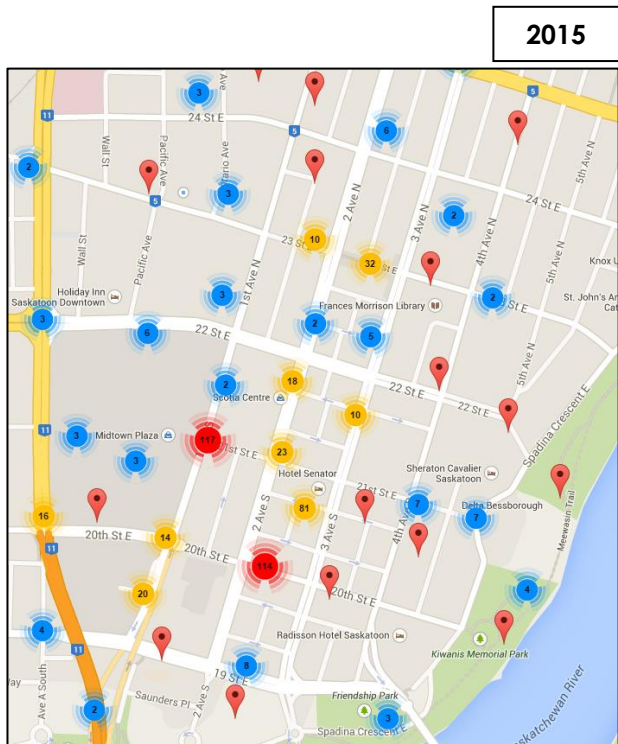
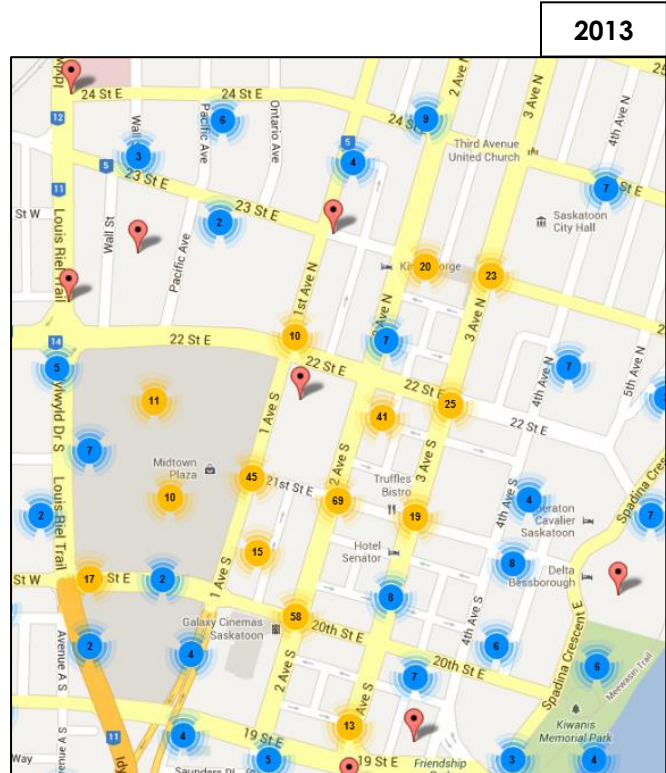
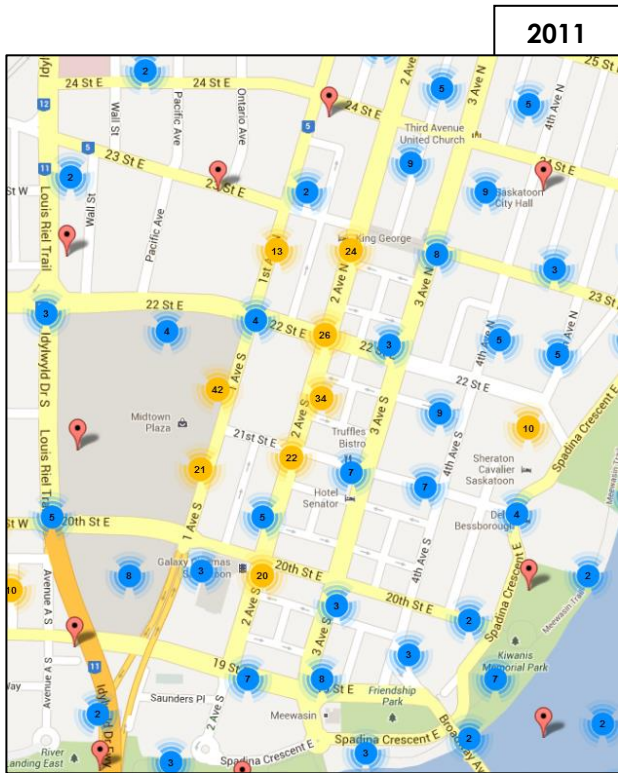
### Downtown

While negative street activity is seen or witnessed throughout the Downtown area, it is most concentrated in the Downtown core, around 2nd Avenue & 20th Street, and 1st Avenue between 19th and 21st Street.



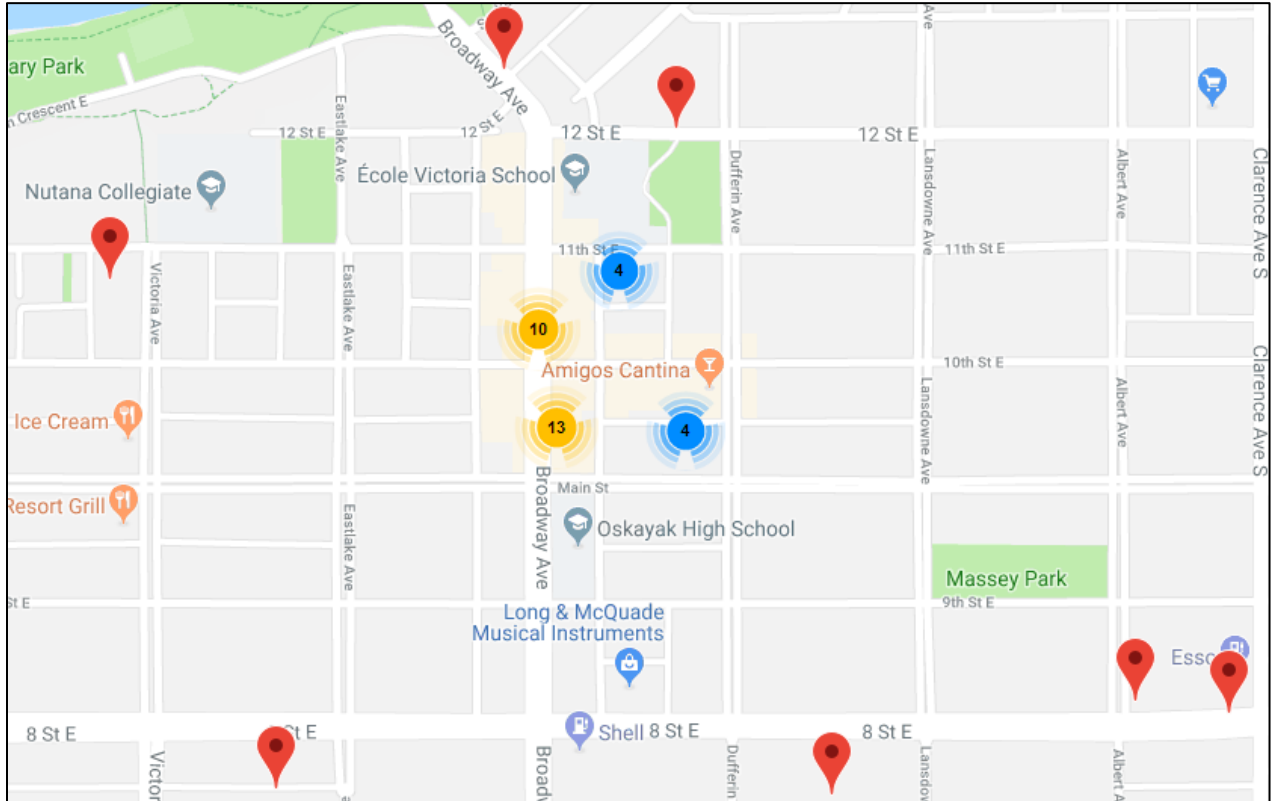
Q14. Please indicate on the map where you have witnessed or encountered negative street activity in the past 12 months (such as public drunkenness, prostitution, drug trafficking, etc.).

Street Activity – Downtown Trended



## Broadway

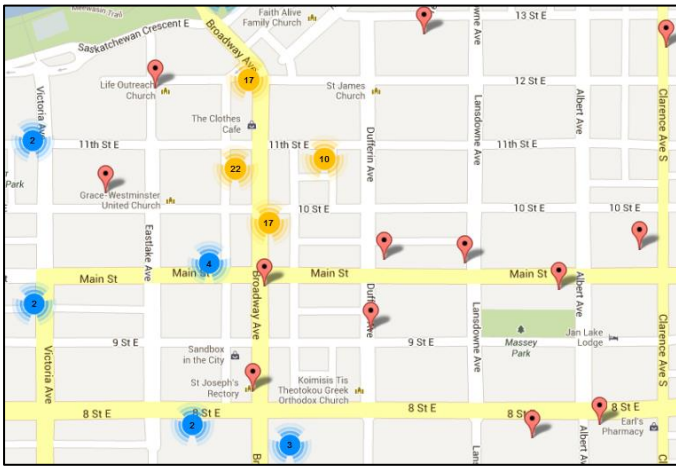
Comparatively fewer respondents indicate witnessing or encountering negative street activity in the Broadway area than in other areas.



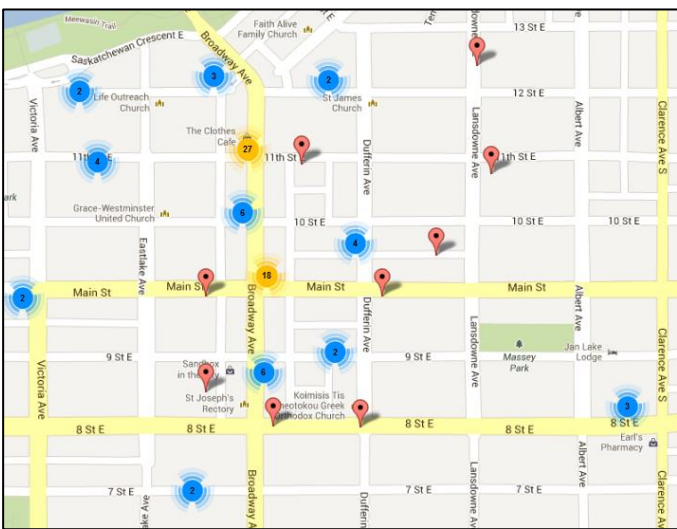
Q14. Please indicate on the map where you have witnessed or encountered negative street activity in the past 12 months (such as public drunkenness, prostitution, drug trafficking, etc.).

# Street Activity – Broadway Trended

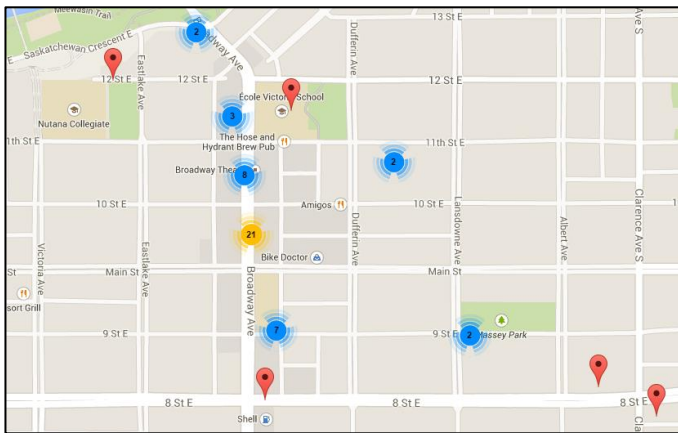
**2011**



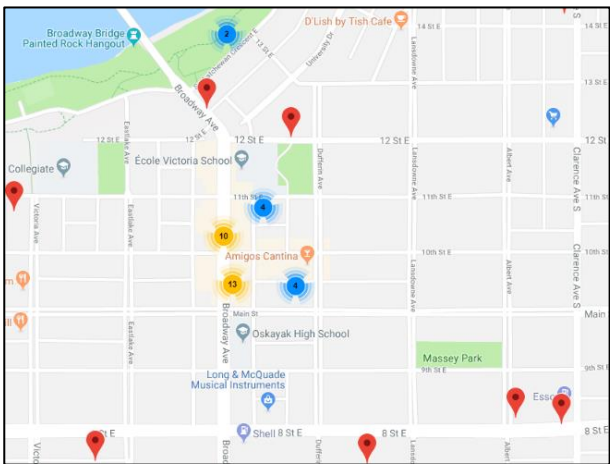
**2013**



**2015**



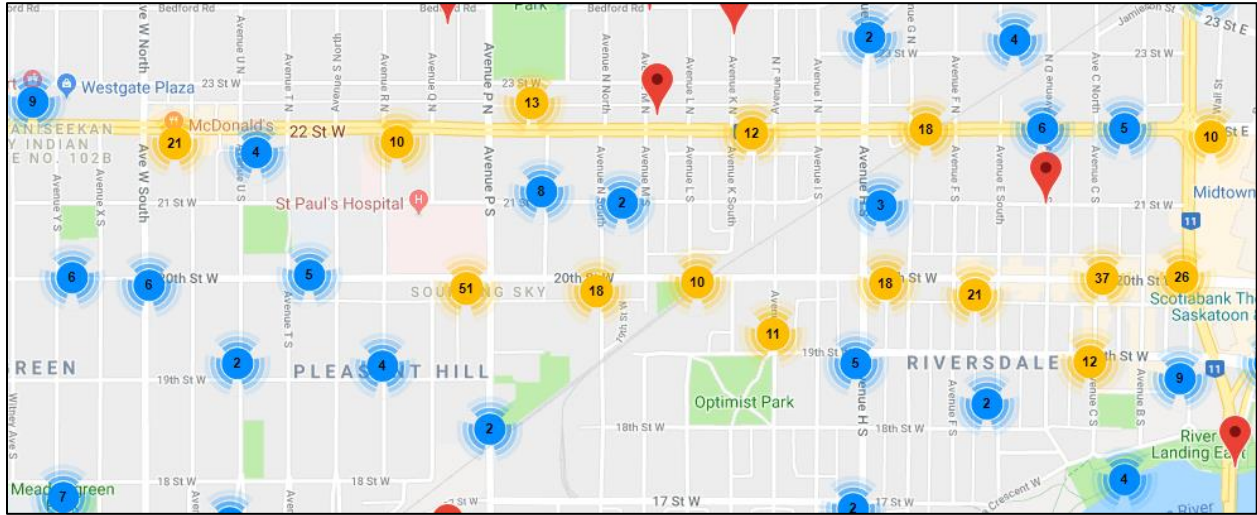
**2018**





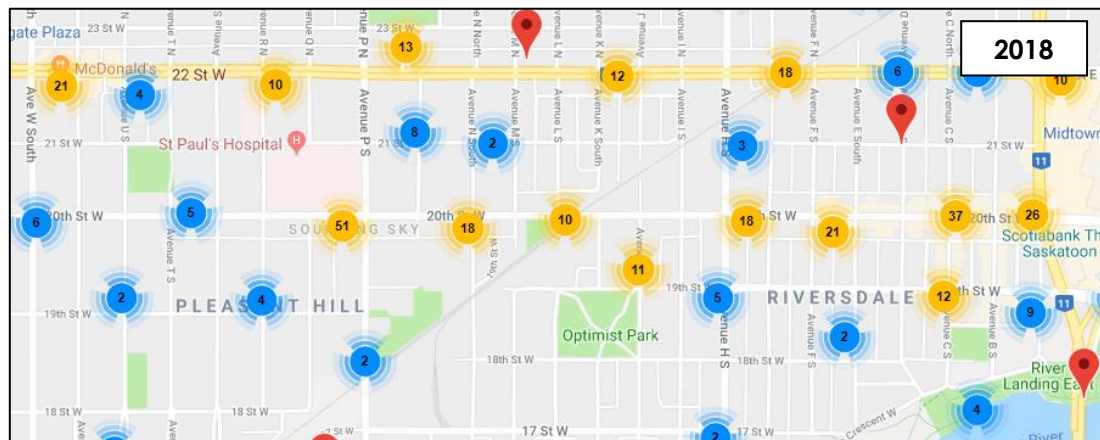
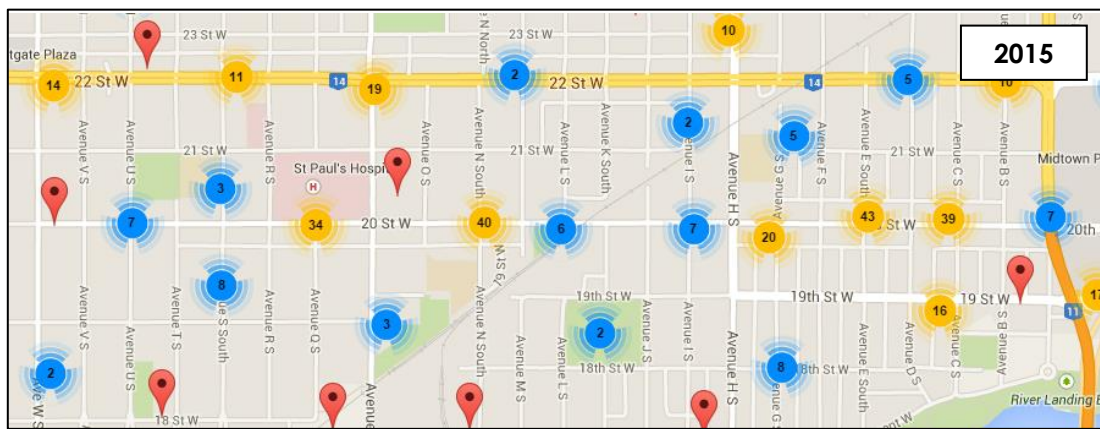
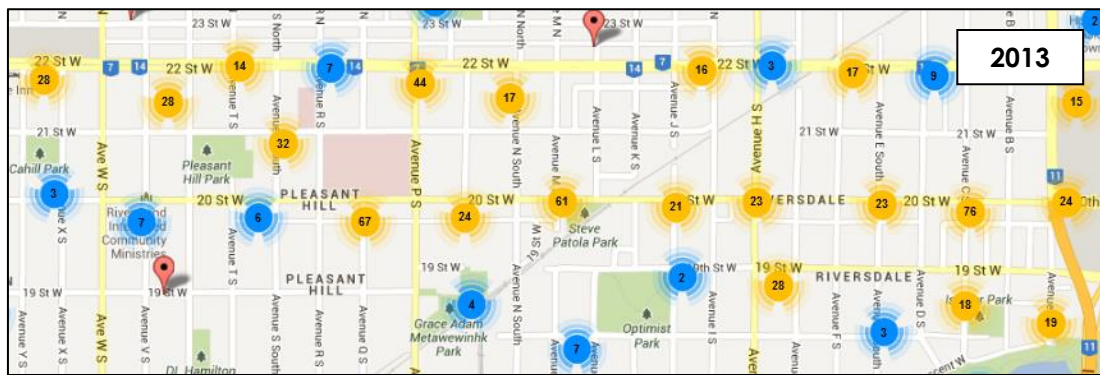
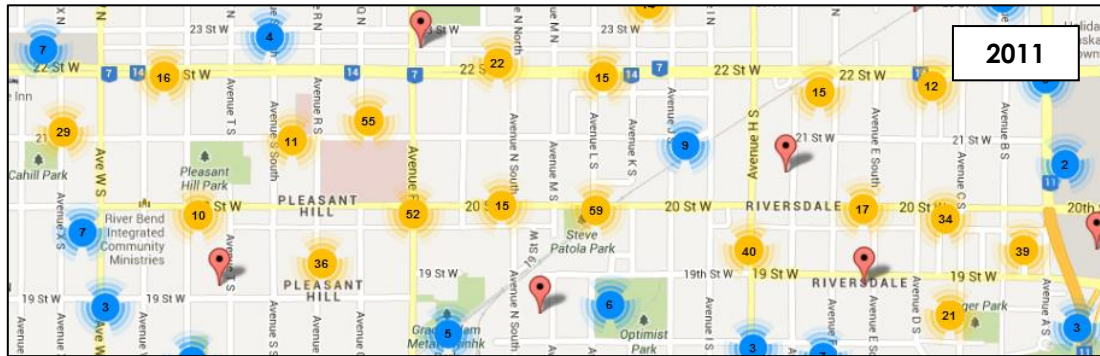
## Riversdale

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



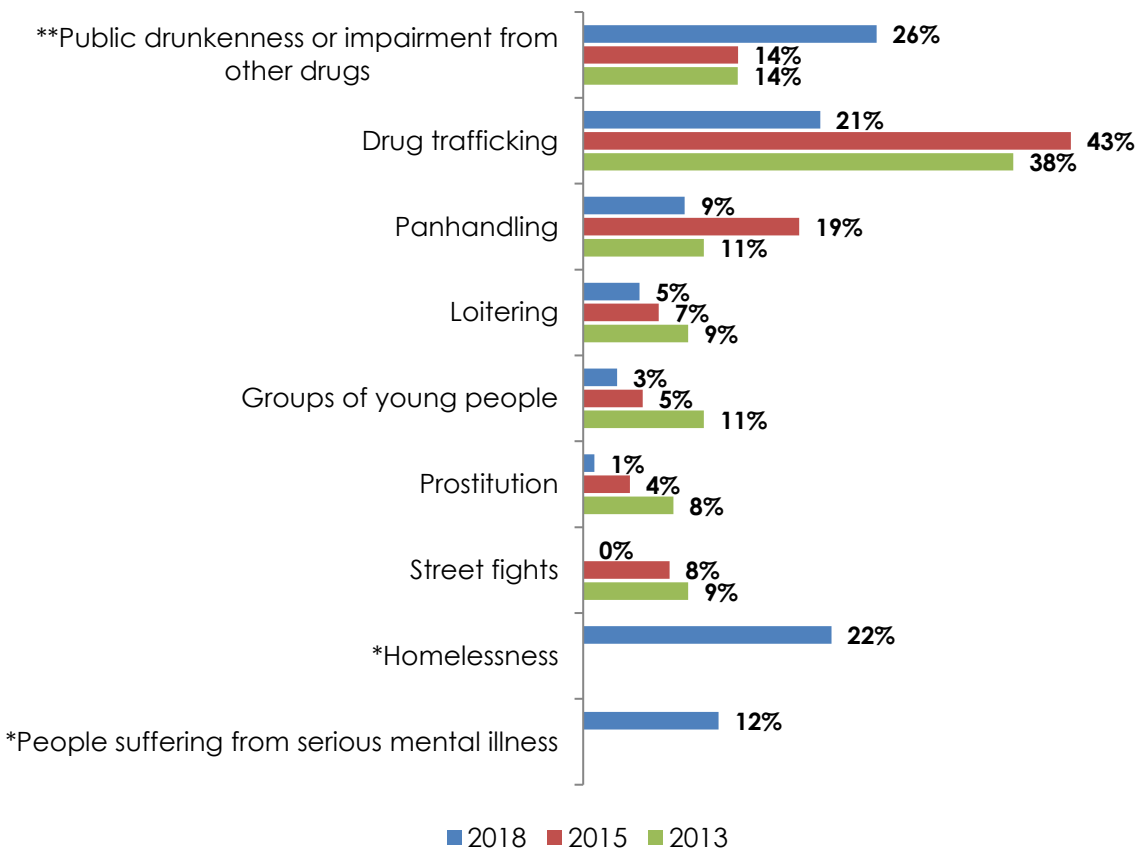
Q14. Please indicate on the map where you have witnessed or encountered negative street activity in the past 12 months (such as public drunkenness, prostitution, drug trafficking, etc.).

Street Activity – Riversdale Trended



## Biggest Issue Related to Street Activity

Saskatoon residents believe public drunkenness or impairment from other drugs (26%), homelessness (22%) and drug trafficking (21%) are the biggest issues related to street activity. The proportion of those who believe drug trafficking and panhandling are the biggest issues has decreased considerably from 2015 (although this may, in part, be due to the addition of new answer options in 2018). However, perceptions of public drunkenness have increased.



**\*New statements added in 2018.**

**\*\*Statement revised to “Public drunkenness or impairment from other drugs” in 2018 from “Public drunkenness”.**

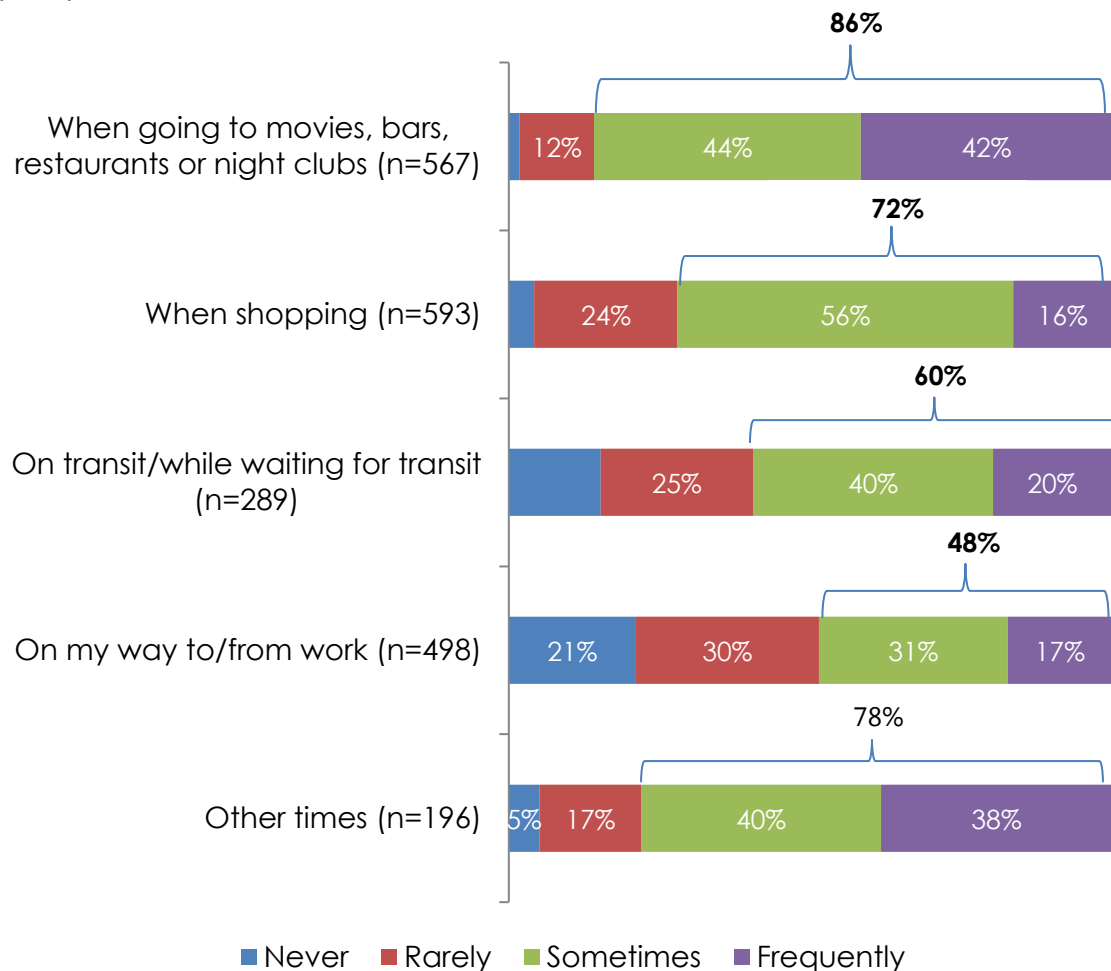
Those aged 55 and older are most likely (29%) to believe drug trafficking is the biggest issue related to street activity in Saskatoon compared to those younger (18 - 34: 15%, 35 - 54: 21%).

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, 2018 n=609. See “Notes on Reporting” for a definition of statistical significance as noted by “▼” and “▲”.

## NEGATIVE STREET ACTIVITY

### Frequency of Encounters

Negative street activity is reported to be most commonly encountered when going out to movies, bars, restaurants or night clubs (86%), or when shopping (82%).



Those aged (18 to 34) are the most likely to say they frequently encounter negative street activity when going to movies, bars, restaurants or night clubs (55%) or when shopping (23%). Those aged 55 and over are the most likely to encounter negative street activity on the way to or from work.

Q16. How frequently do you witness or encounter negative street activity in each of the following situations? Base: All respondents excluding "not applicable" responses, n=196 to 593.

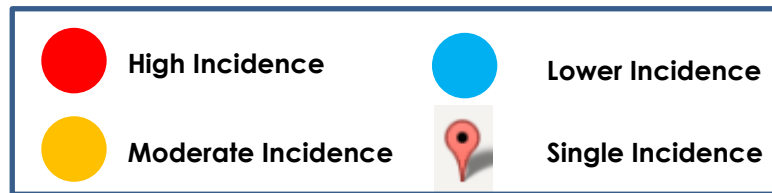
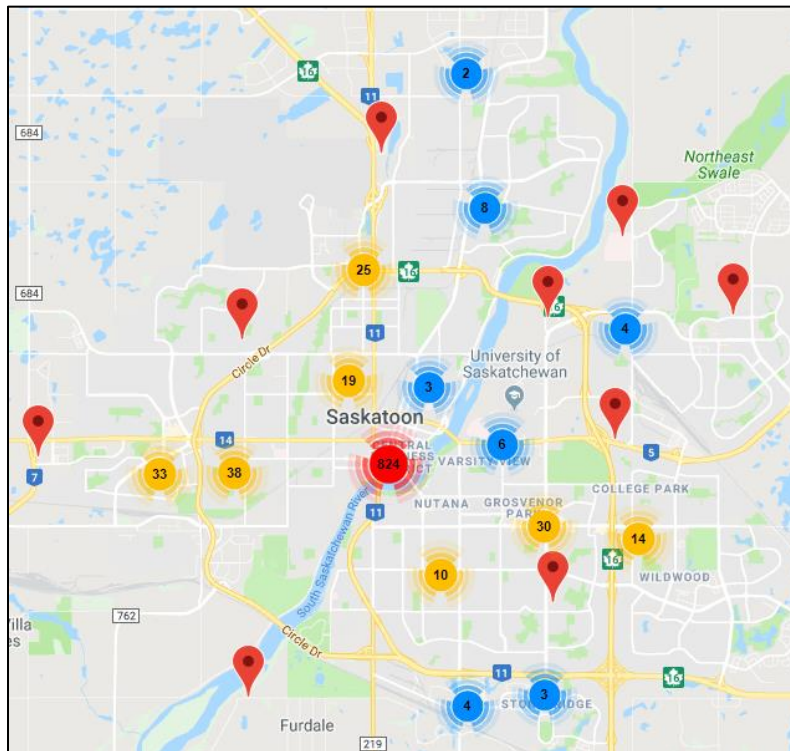
## Panhandling Experience Locations

Using a Google Map tool, respondents were able to zoom down to the 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 609 survey respondents noted 1,035 incidences of panhandling.

### High Level

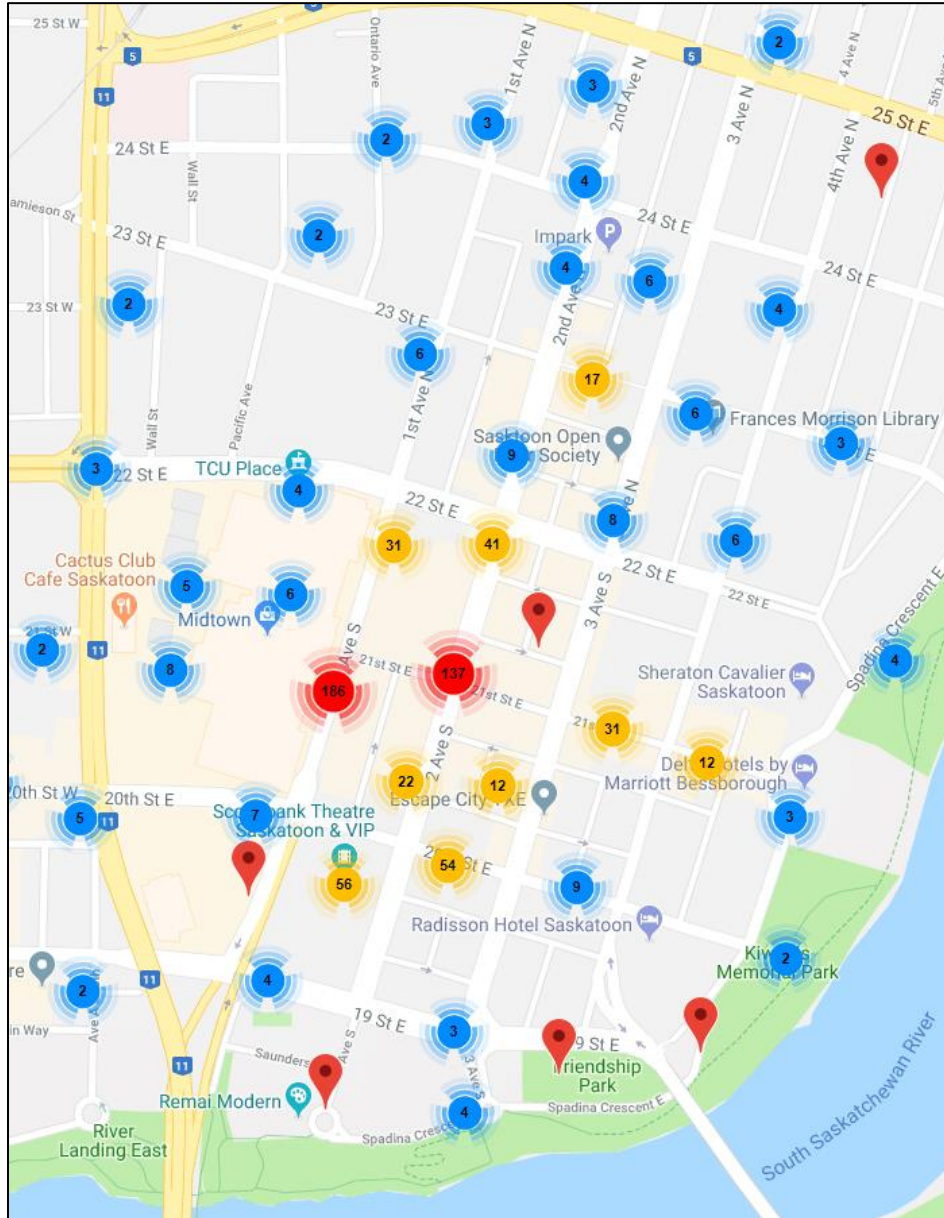
Although panhandling is reported throughout the city, it is largely concentrated in the Downtown area.



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

## Downtown

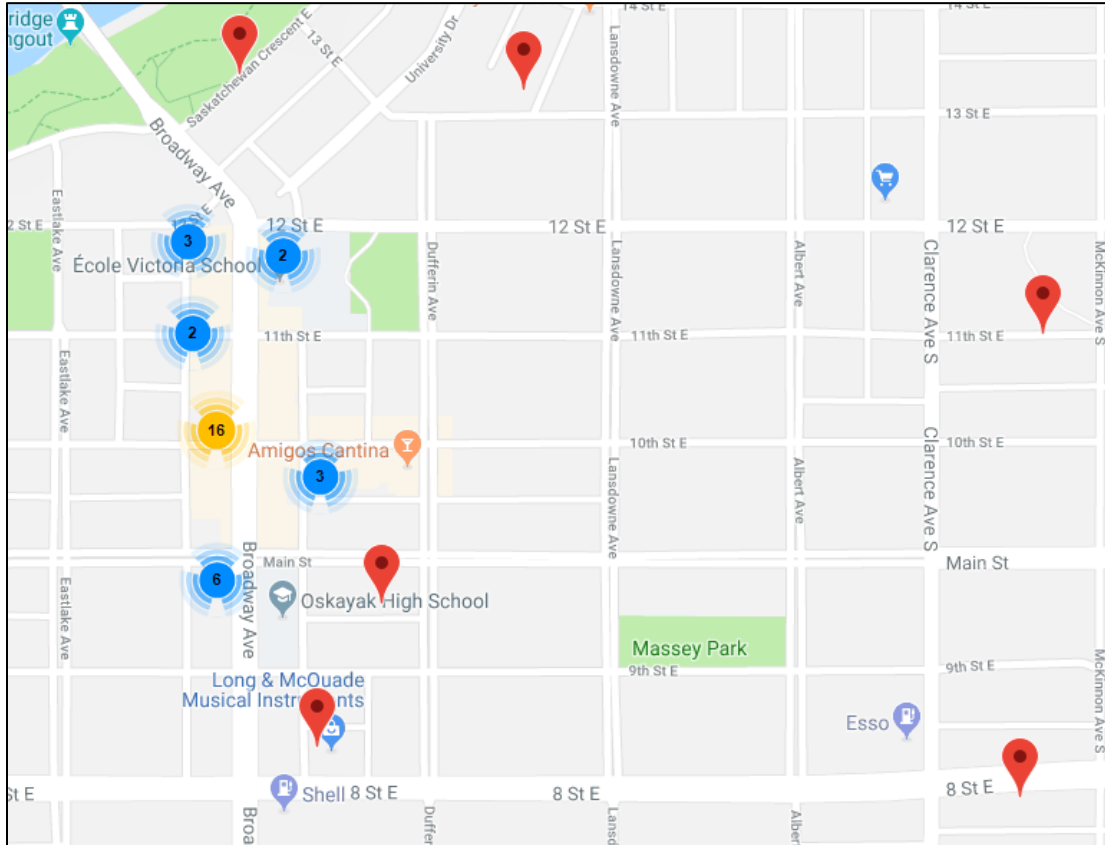
The majority of panhandling seen or experienced Downtown is on 1st Avenue, and on 2nd Avenue near 21st Street.



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

## Broadway

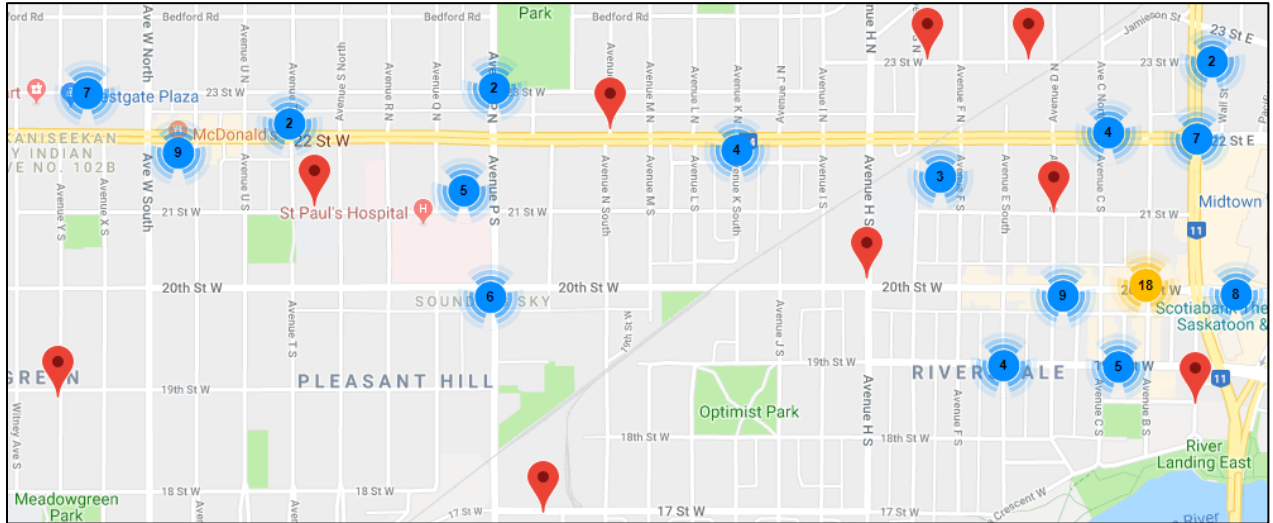
Some panhandling is seen and experienced in the Broadway area, primarily on Broadway Avenue, itself.



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 20th Street, and on 22nd Street, closer to Downtown.

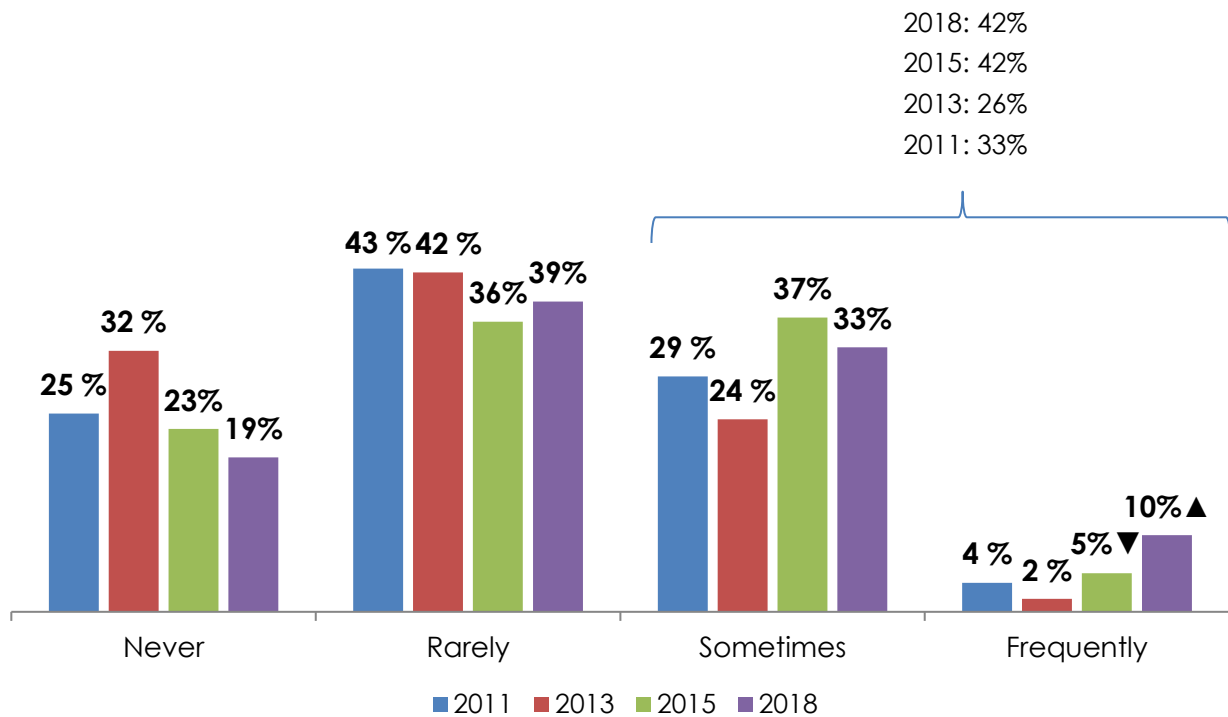


Q17. Please indicate on the map where you have witnessed or encountered panhandling within the past 12 months.



## Aggressive Panhandlers

Four in ten (42%) residents report they have sometimes witnessed or encountered an aggressive panhandler. The proportion of Saskatoon residents who say they have frequently witnessed or encountered panhandlers acting aggressively has doubled since 2015.



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, 2018 n=600. 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 Lighthouse (14%), followed by the police (11%). Community workers and resource officers are mentioned by 6%, with a smaller proportion (3%) citing the CSP directly.

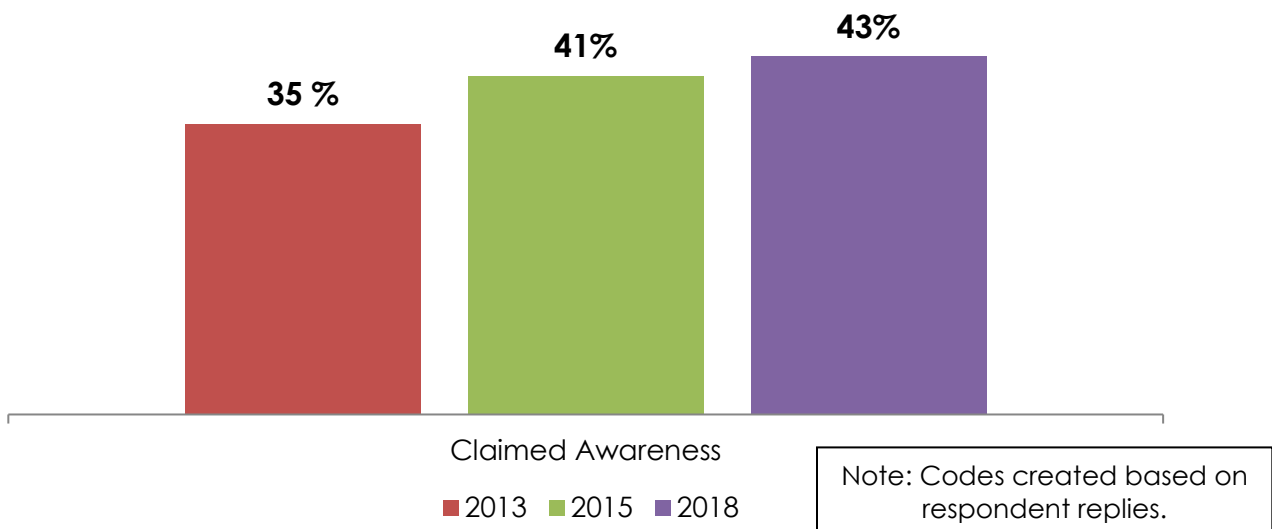
	2013	2015	2018
<b>Program/method specific - NET</b>	<b>17%</b>	<b>20%</b>	<b>26%</b>
The Lighthouse	2%	12%	14%
<b>Community workers/resource officers</b>	<b>4%</b>	<b>2%</b>	<b>6%</b>
Egadz	5%	3%	4%
<b>Community Support Program</b>	<b>N/A</b>	<b>1%</b>	<b>3%</b>
Salvation Army	2%	2%	2%
Meal/food resources (i.e., Food Bank, Friendship Inn)	2%	1%	2%
Youth programs (i.e., White Buffalo)	N/A	1%	1%
Removing amenities (i.e., benches)	2%	0%	0%
Other specific programs	3%	4%	3%
<b>Program/method general - NET</b>	<b>37%</b>	<b>33%</b>	<b>28%</b>
Police - general	17%	17%	11%
Health promotions/needle exchange	1%	2%	4%
Police walking/biking	9%	10%	4%
Homeless shelters	2%	1%	3%
Enforce no loitering/panhandling	4%	3%	2%
Housing incentives	1%	0%	1%
Laws/bylaws	2%	3%	1%

Youth programs	1%	0%	0%
Other general programs	5%	4%	4%
<b>Other (NET)</b>	<b>41%</b>	<b>39%</b>	<b>39%</b>
Not enough being done/ineffective	20%	21%	28%
None/nothing is being done	15%	13%	10%
Other	6%	6%	2%
<b>Don't know/no comment</b>	<b>11%</b>	<b>17%</b>	<b>19%</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, 2018 n=609. See "Notes on Reporting" for a definition of NETS.

### Claimed Awareness

Four in ten (43%) Saskatoon residents say they have heard of the CSP, in line with 2015, but is a notable increase from 2013.

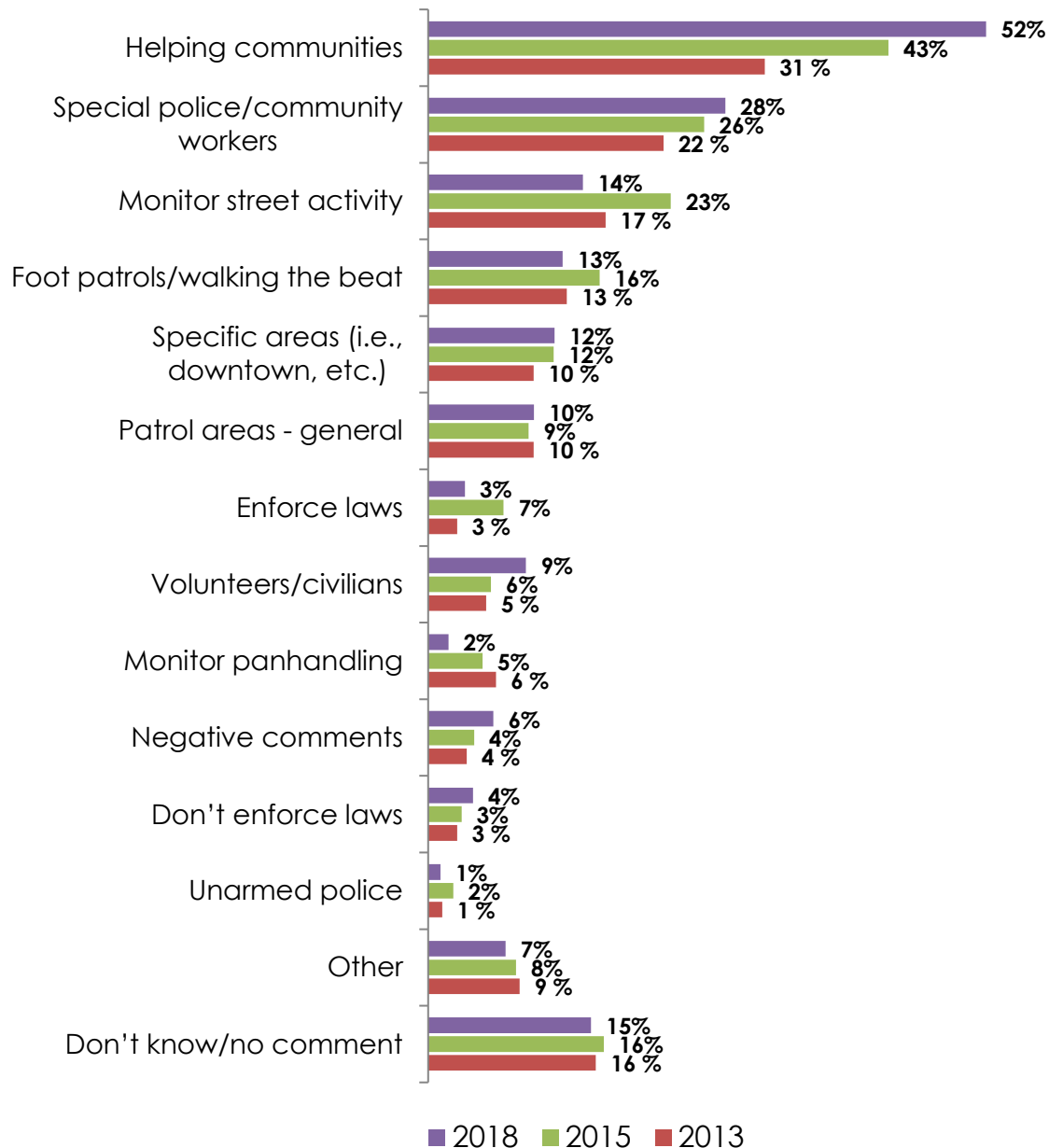


Those aged 35 to 54 years (46%) or 55 and over (50%) are the most likely to say they have heard of the CSP as compared to those aged 18 to 34 years (34%).

Q20. Have you heard of the City of Saskatoon Community Support Program (CSP) or Community Support Officers (CSO)? Base: All respondents, 2013 n=636, 2015 n=627, 2018 n=609. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲".

## Proven Awareness

When those who indicated they had heard of the CSP were asked to describe it, a wide range of responses were provided. The most common description is that the program helps communities (increased to 52% in 2018 from 43% in 2015).



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 Officer (CSOs), 2013 n=224, 2015 n=257, 2018 n=264. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲".

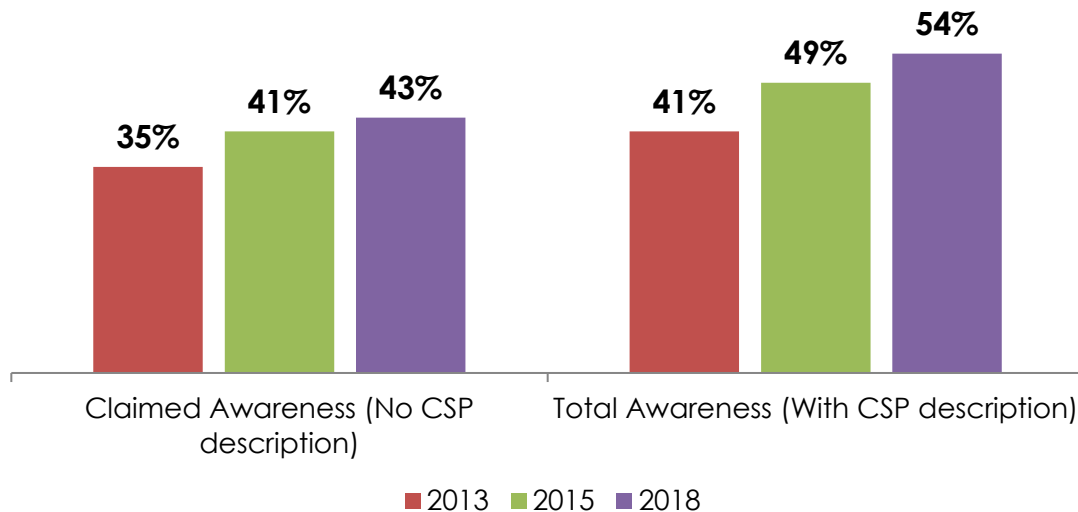
## Total Awareness

At this point in the questionnaire, respondents were given the following description and were asked again if they had heard of the CSP:

*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 this description, the proportion of all respondents aware of the program increases from 43% to 54%. A steady increase in total awareness is noted over the years.

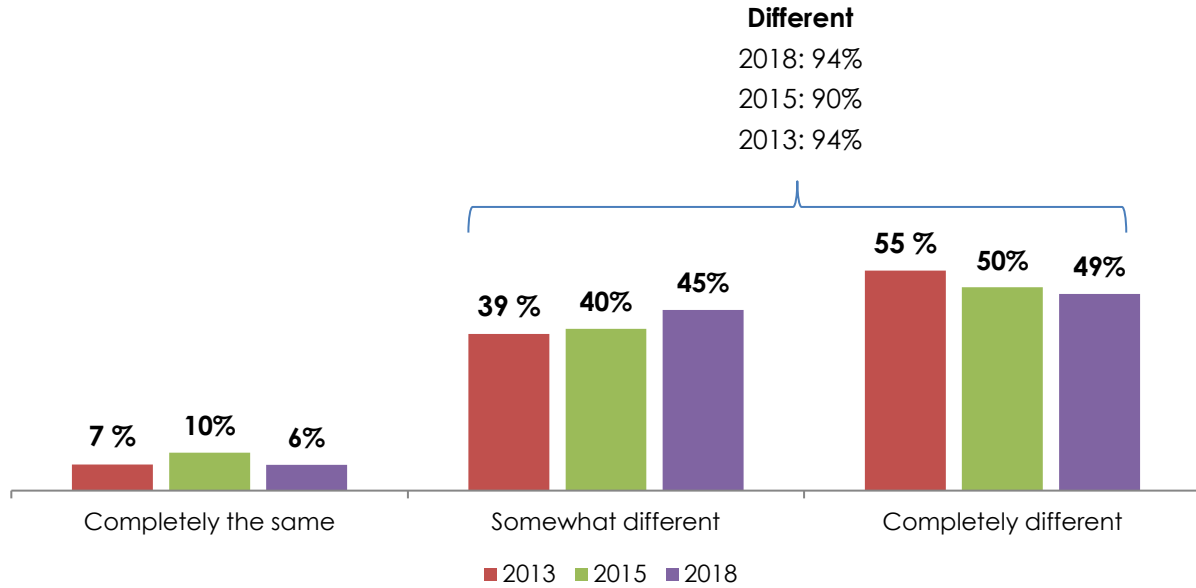


*Those aged 55 and over are the most likely to say they have heard of the CSP Program (66% vs. 54% for ages 35 – 54 and 44% for ages 18 – 24).*

Q22. Now that you have heard this description, have you heard of this program? Base: All respondents, 2013 n=636, 2015 n=627, 2018 n=609. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲".

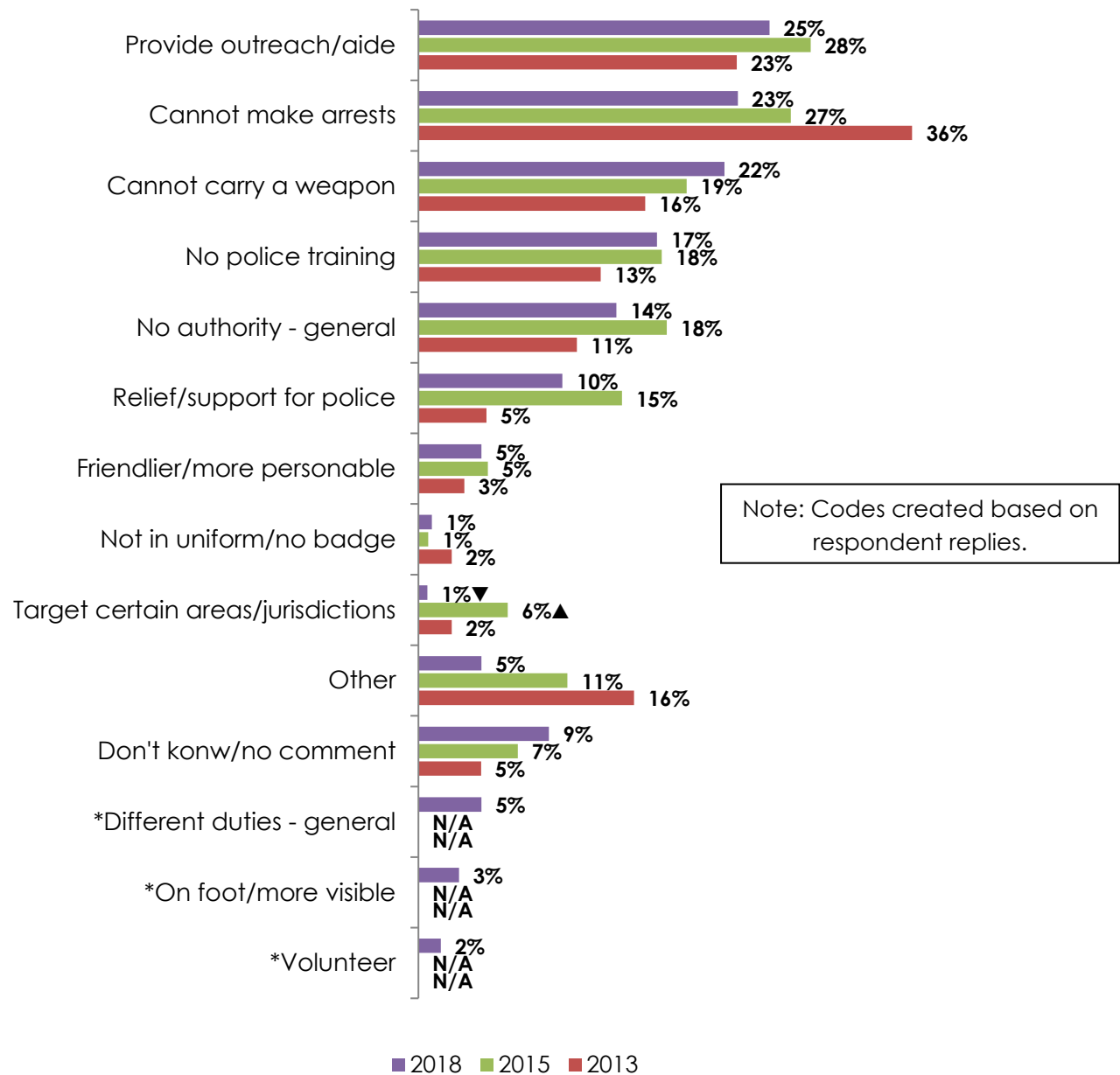
## Comparison to Police Officers

The majority of Saskatoon residents (94%) continue to believe CSOs are different from Saskatoon Police Officers.



Q23. Community Support Officers (CSOs) and City of Saskatoon Police Officers are... Base: Those who have heard of the City of Saskatoon Community Support Program or Community Support Officers (CSOs), 2013 n=262, 2015 n=309, 2018 n=330.

The top two things that residents believe make CSOs different from Saskatoon Police Officers are that they provide outreach and aide (25%), they cannot make arrests (23%) and they cannot carry a weapon. Findings are generally consistent over time.

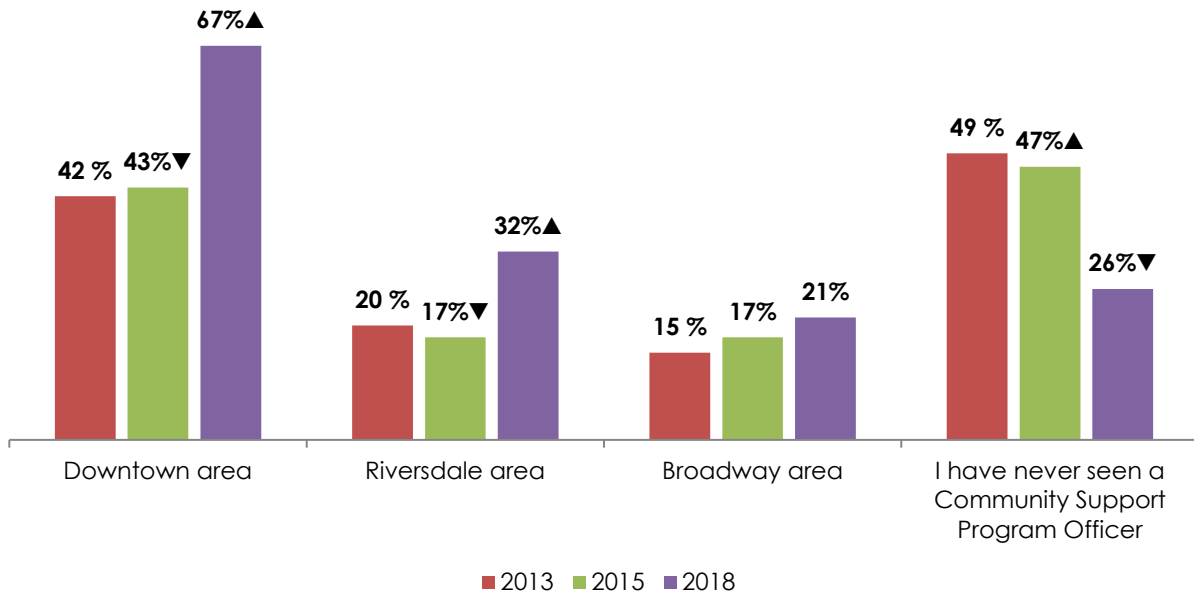


Q24. To the best of your knowledge, what makes a Community Support Program Officer different from a City of Saskatoon Police Officer? Base: Those who have heard of the program (prompted recall) and do not believe that Community Support Officers (CSOs) and City of Saskatoon Police Officers are completely the same, 2013 n=245, 2015 n=280, 2018 n=309. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲".

**\*New response codes added in 2018.**

## Locations Seen

Saskatoon residents most commonly report seeing CSOs in the Downtown area (67%). Compared to 2015, more residents recall seeing CSOs in the Downtown and Riversdale areas and fewer residents report never having seen a CSO.

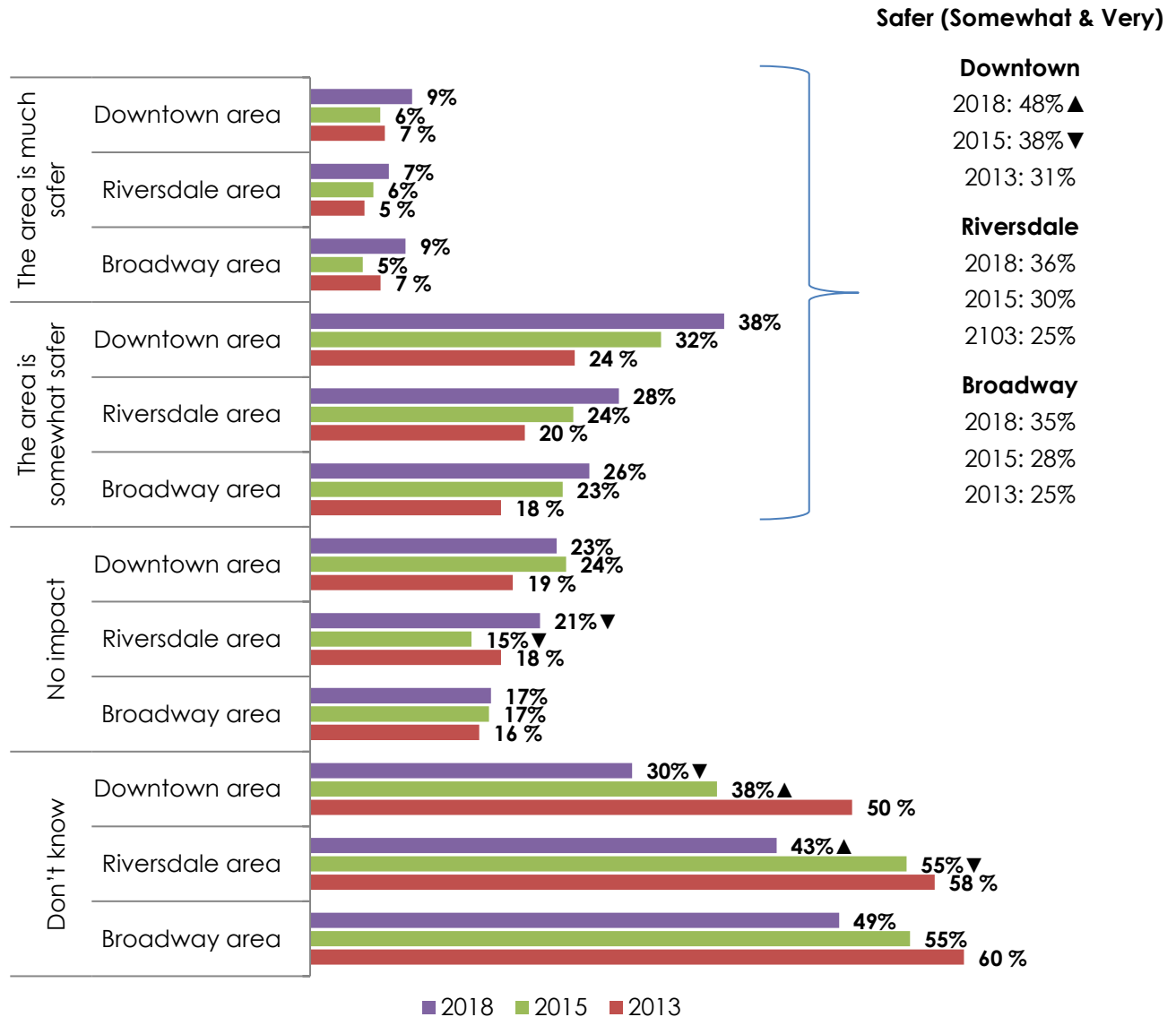


Q25. Have you seen the Community Support Officers (CSOs) in any of the following locations? (Select all that apply) Base: Those who have heard of the City of Saskatoon Community Support Program or Community Support Officers (CSOs), 2018 n=330.



## Perceived Program Impact

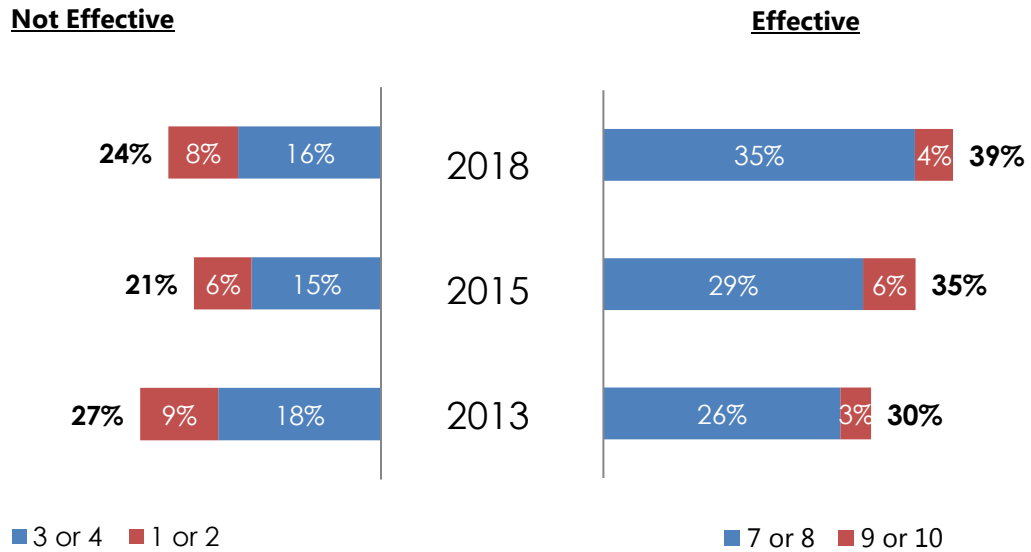
Approximately one half (48%) of Saskatoon residents believe the presence of CSOs has had an impact on Downtown safety, while more than one third feel the same way about Riversdale (36%) and Broadway (35%). Compared to 2015, significantly more residents feel the safety of Downtown has been improved by the presence of CSOs.



Q26. How do you believe the presence of the Community Support Officers (CSOs) has impacted safety in the... Base: Those who have heard of the City of Saskatoon Community Support Program or Community Support Officers (CSOs), 2013 n=262, 2015 n=309, 2018 n=330. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲".

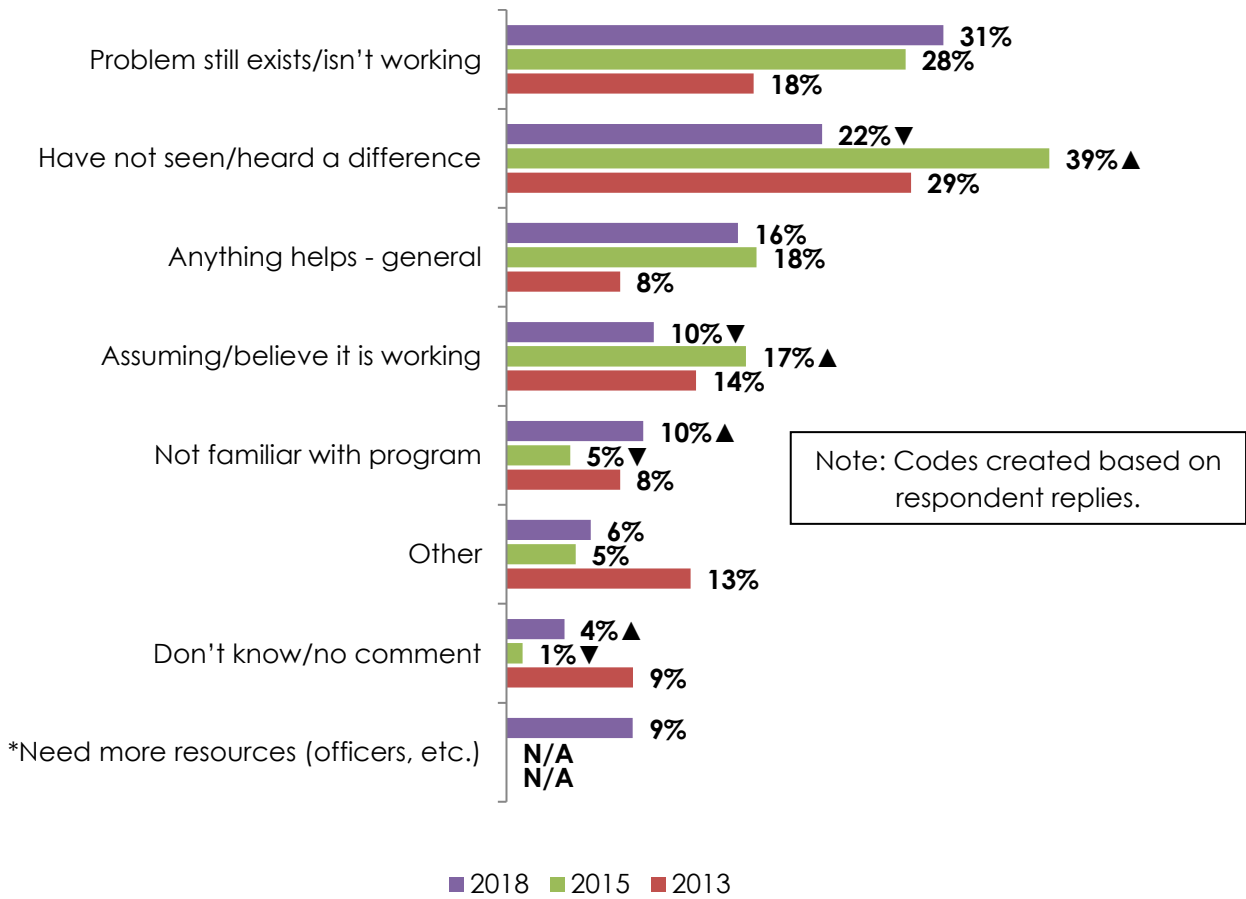
## Perceived Overall Effectiveness

One in four Saskatoon residents (39%, an increase from 35% in 2015) who have heard of the CSP believe it is effective.



Q27. On a scale from 1 to 10, 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 street activity in Saskatoon? Base: Those who have heard of the City of Saskatoon Community Support Program or Community Support Officers (CSOs), 2013 n=262, 2015 n=309, 2018 n=330.

Those who rated the effectiveness of the program as less than 8 most commonly say the reason is that problems still exist (31%) or that they have not seen a difference (22%) in street activity.



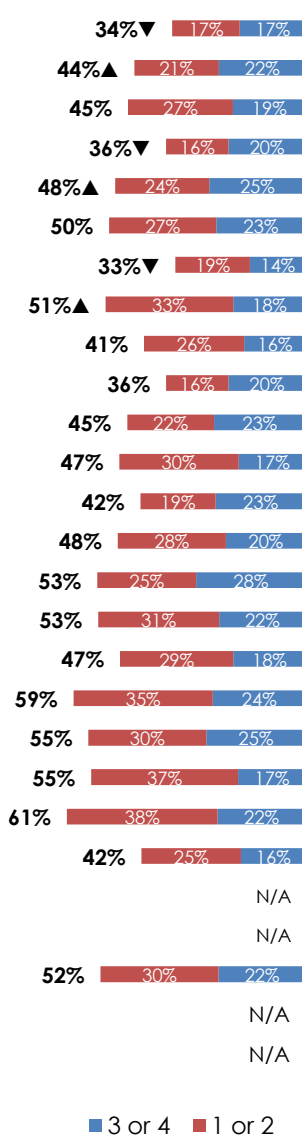
Q28. Why did you rate the overall effectiveness of the Community Support Program as a \_\_\_\_\_? Base: Those who rated the overall effectiveness of the Community Support Program less than 8, 2013 n=222, 2015 n=264, 2018 n=267. See "Notes on Reporting" for a definition of statistical significance as noted by "▼" and "▲".

**\*New response codes added in 2018.**

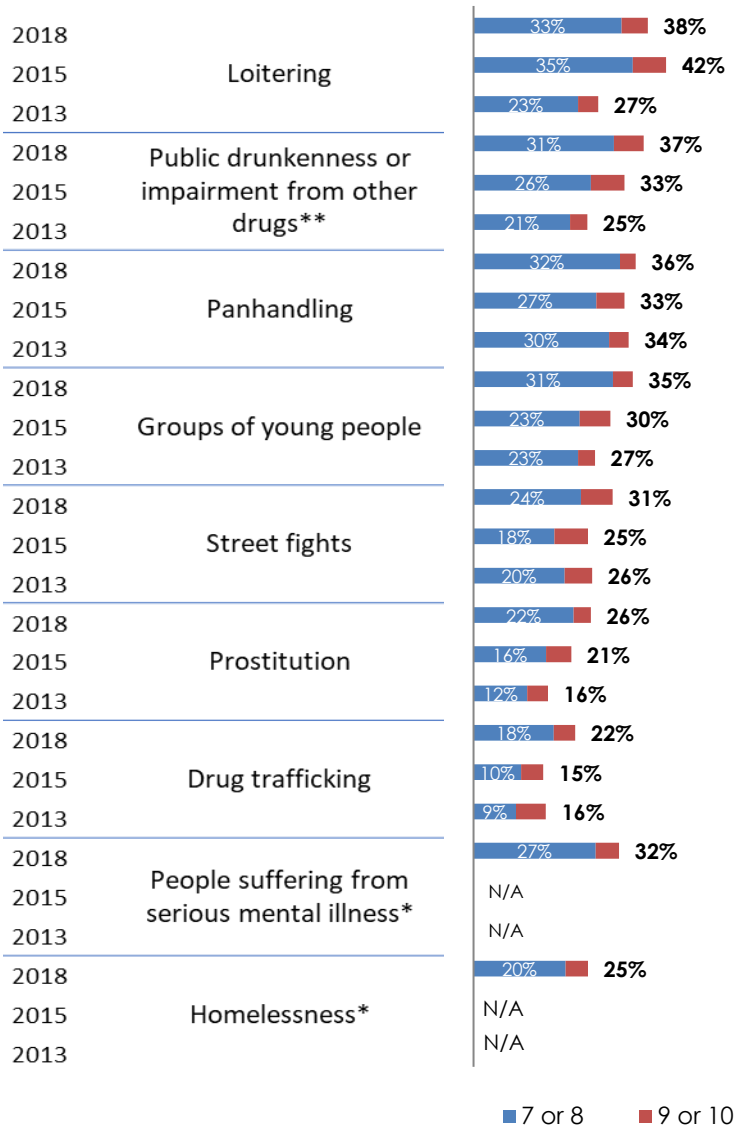
## Perceived Effectiveness – Specific Issues

The proportion of residents who believe the CSP has been effective at addressing each of a range of specific issues has remained relatively consistent over time. The proportion who believe the CSP is not effective has decreased in regards to loitering (2018: 34%, 2015: 44%), public drunkenness (2018: 36%, 2015: 48%) and panhandling (2018: 33%, 2015: 51%).

### Not Effective



### Effective



Q29. Using the same scale, how effective do you believe the Community Support Program has been at specifically addressing the following issues in Saskatoon? Base: Those who have heard of the City of Saskatoon Community Support Program or Community Support Officers (CSOs), excluding "don't know"

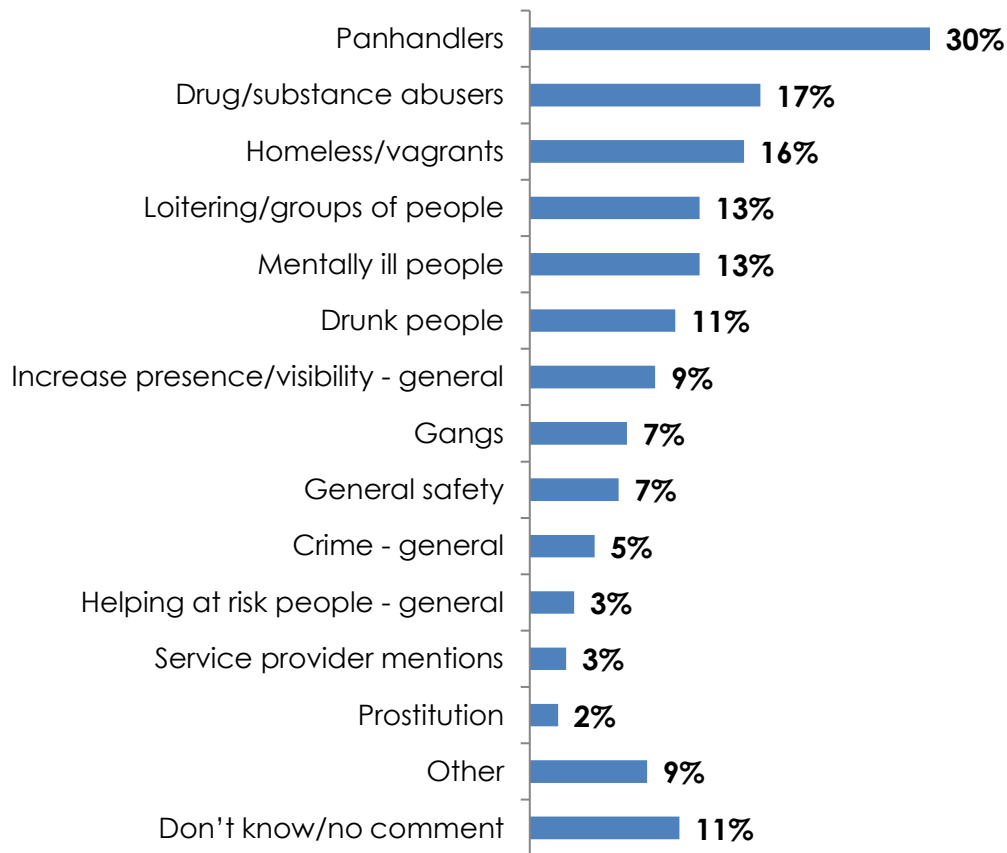
responses, 2013 n=107-141, 2015 n=149 – 193, 2018 n=157 – 214. See “Notes on Reporting” for a definition of statistical significance as noted by “▼” and “▲”.

**\*New statements added in 2018.**

**\*\*Statement revised to “Public drunkenness or impairment from other drugs” in 2018 from “Public drunkenness”.**

## Suggested Priorities for the Community Support Program - Downtown

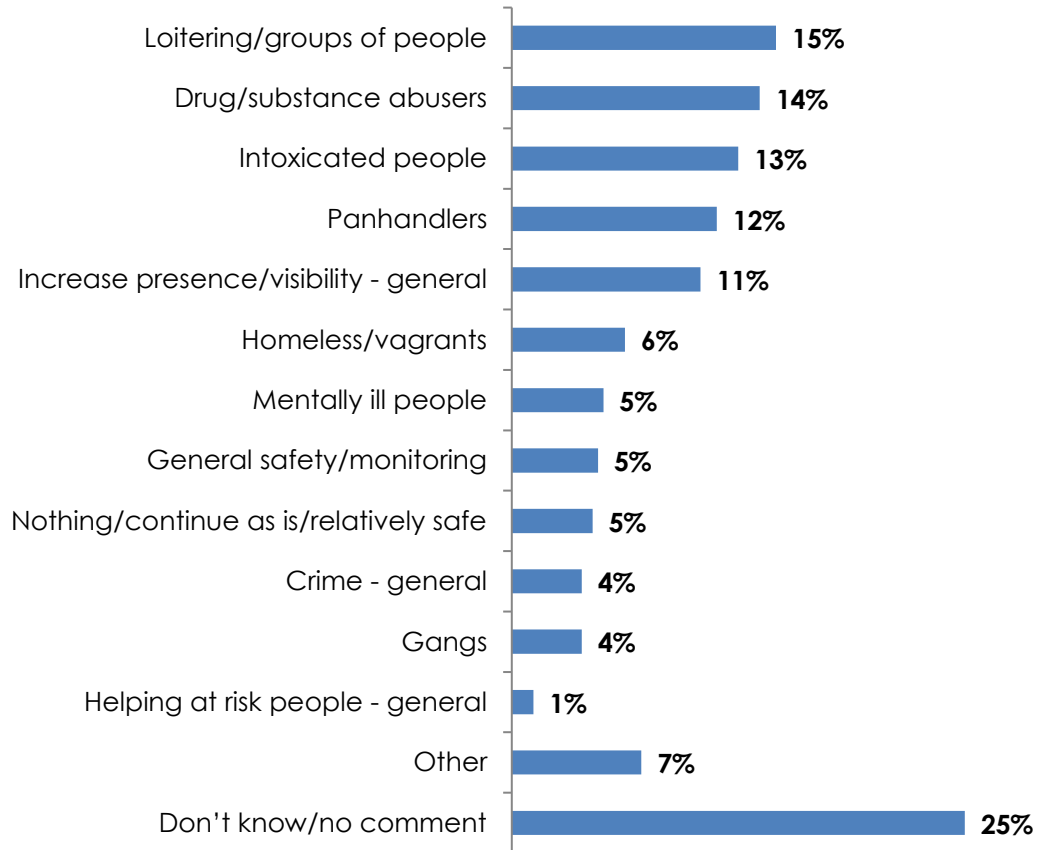
The top priority areas residents identify for the CSP in Downtown are panhandlers (30%), followed by drug abusers (17%) and homelessness (16%).



Q29.1 What priorities should the Community Support Program focus on in each of the following areas over the next 12 months? Base: Those who have heard of the City of Saskatoon Community Support Program or Community Support Officers (CSOs), 2018 n=330.

## Suggested Priorities for the Community Support Program - Broadway

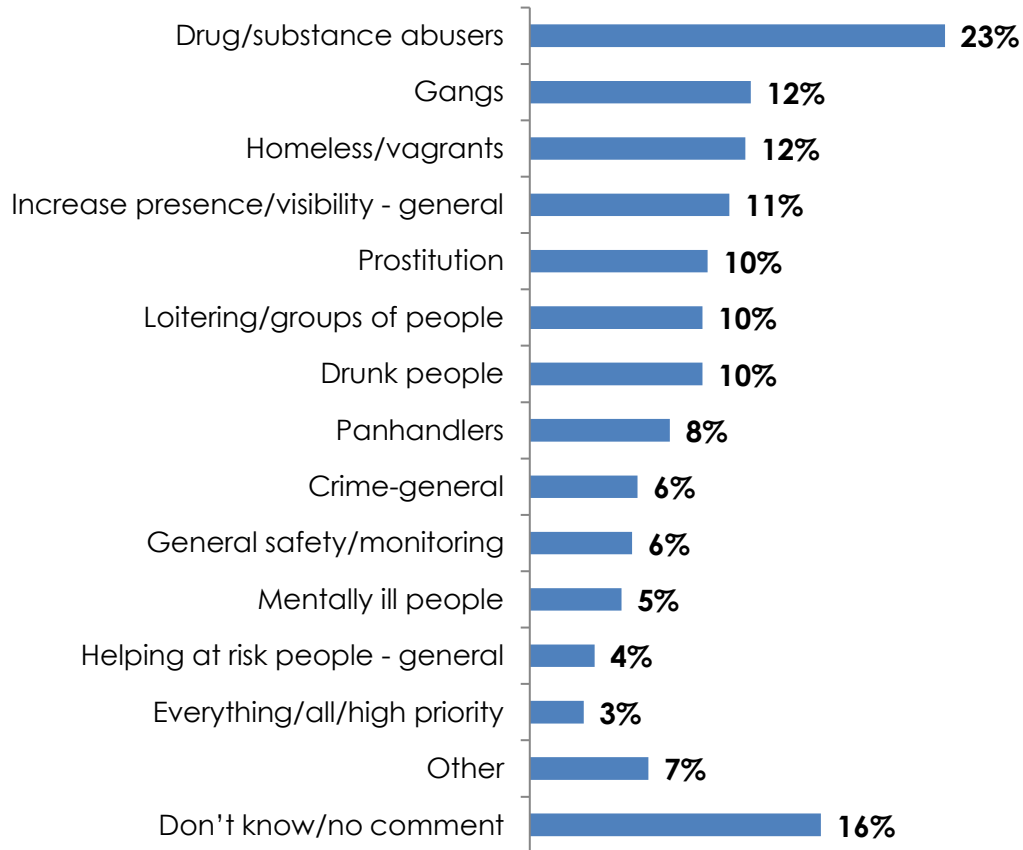
The top priority areas residents identify for the CSP in Broadway include loitering (15%), drug/substance abusers (14%), intoxicated people (13%), panhandlers (12%) and increasing their presence/visibility (11%).



Q29.1 What priorities should the Community Support Program focus on in each of the following areas over the next 12 months? Base: Those who have heard of the City of Saskatoon Community Support Program or Community Support Officers (CSOs), 2018 n=330.

## Suggested Priorities for the Community Support Program - Riversdale

The top priority areas residents identify for the CSP in Riversdale are drug/substance abusers (23%), followed by gangs (12%) and homelessness (12%), and a range of other issues.

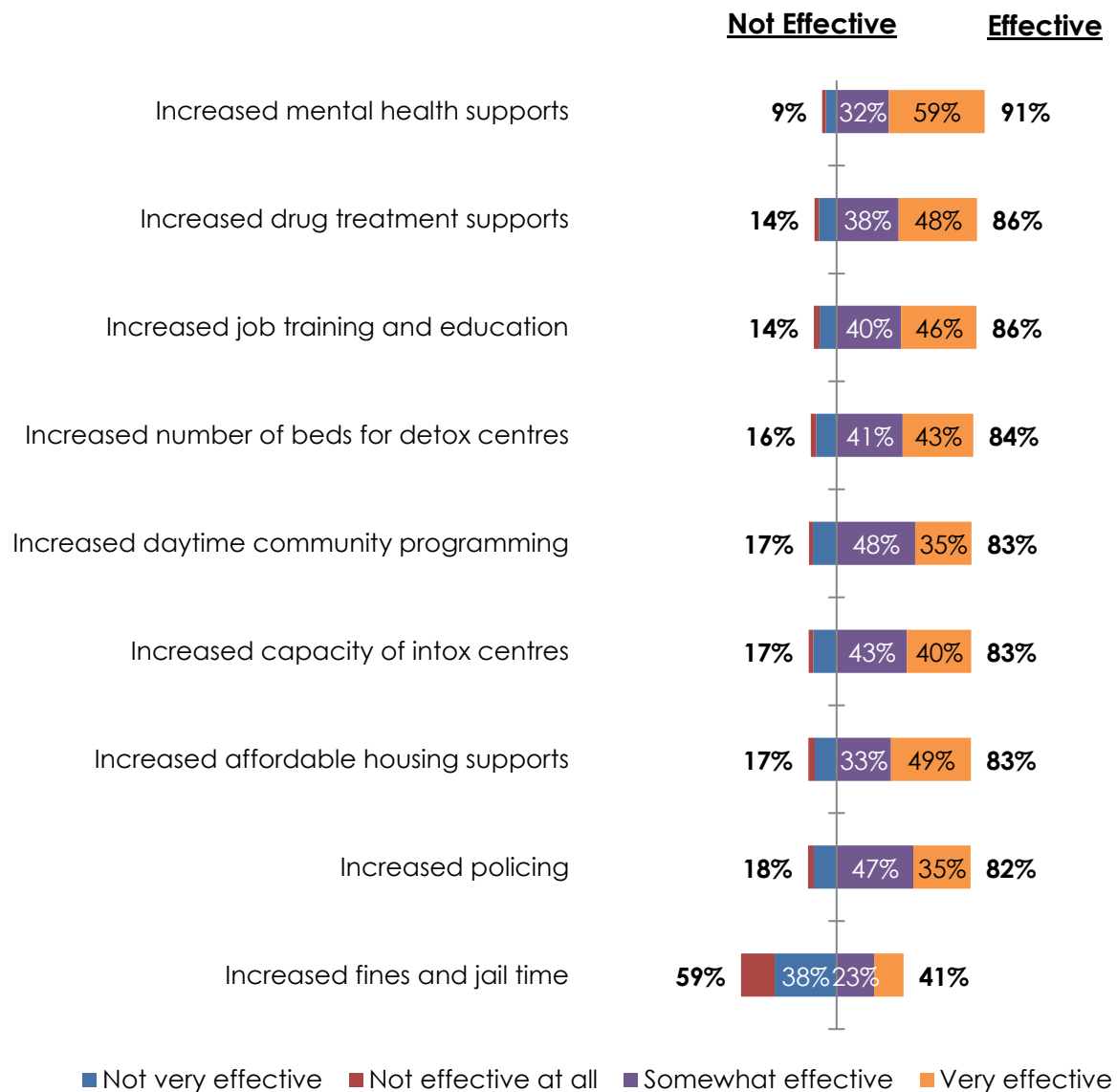


Q29.1 What priorities should the Community Support Program focus on in each of the following areas over the next 12 months? Base: Those who have heard of the City of Saskatoon Community Support Program or Community Support Officers (CSOs), 2018 n=330.

## ADDRESSING THE ISSUE

### Perceived Effectiveness of Actions & Programs

Next, respondents were presented with a series of suggestions to address negative street activity, and asked to rate the effectiveness of each. Residents believe that most actions and programs would be effective in reducing the impact of negative street activity; however, six in ten (59%) believe increased fines and jail time would not be very effective or not effective at all.



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, 2018 n=609.



Perceived effectiveness is generally consistent with 2015, although a smaller proportion now believe that increased policing and increased fines and jail time would be effective.

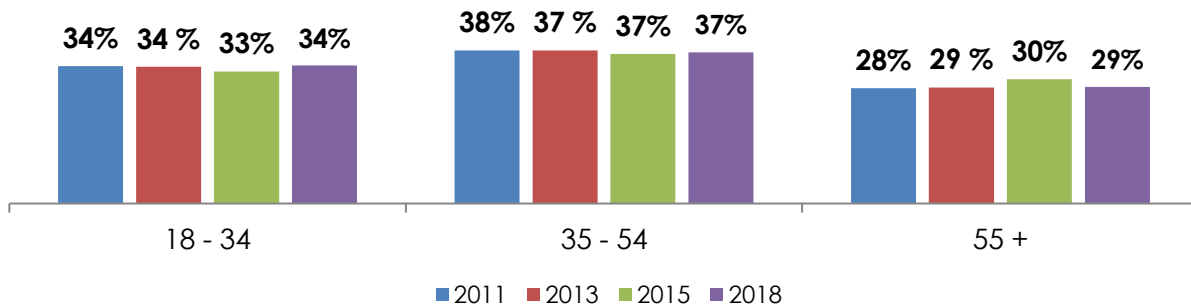
	% Effective				
	2011	2013	2015	2018	Difference 2015 to 2018 (p.p.)
<b>Increased mental health supports</b>	84%	85%	92%	91%	-1
<b>Increased drug treatment supports</b>	86%	82%	88%	86%	-2
<b>Increased job training and education</b>	87%	83%	83%	86%	3
<b>Increased number of beds for detox centres</b>	81%	81%	85%	84%	-1
<b>Increased daytime community programming</b>	N/A	N/A	N/A	83%	N/A
<b>Establish/Increased capacity of intox centres</b>	79%	78%	83%	83%	0
<b>Increased affordable housing supports</b>	83%	81%	79%	83%	4
<b>Increased policing</b>	77%	85%	88%▲	82%▼	-6
<b>Increased fines and jail time</b>	34%	46%	51%▲	41%▼	-10

	% Not Effective				
	2011	2013	2015	2018	Difference 2015 to 2018 (p.p.)
<b>Increased mental health supports</b>	16%	15%	8%	9%	1
<b>Increased drug treatment supports</b>	14%	18%	12%	14%	2
<b>Increased job training and education</b>	13%	17%	17%	14%	-3
<b>Increased number of beds for detox centres</b>	19%	19%	15%	16%	1
<b>Increased daytime community programming</b>	N/A	N/A	N/A	17%	N/A
<b>Establish/Increased capacity of intox centres</b>	21%	22%	17%	17%	0
<b>Increased affordable housing supports</b>	17%	19%	21%	17%	-4
<b>Increased policing</b>	23%	15%	12%▼	18%▼	6
<b>Increased fines and jail time</b>	66%	54%	49%▲	59%▲	10

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, 2018 n=609. p.p. = Percentage Points.

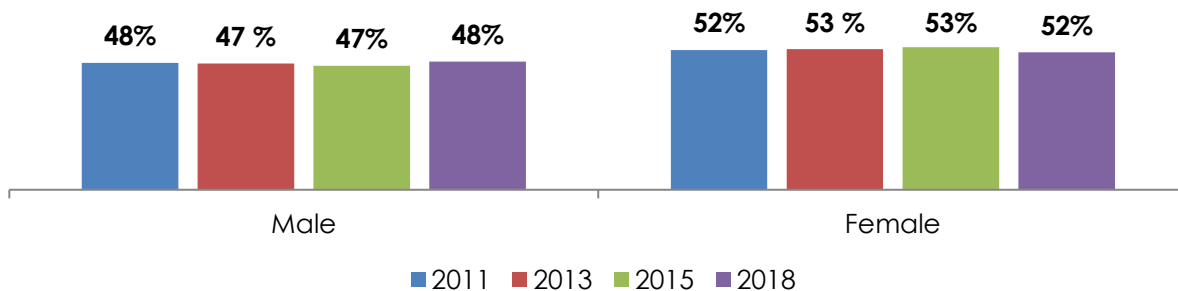
## DEMOGRAPHICS

### Age Range



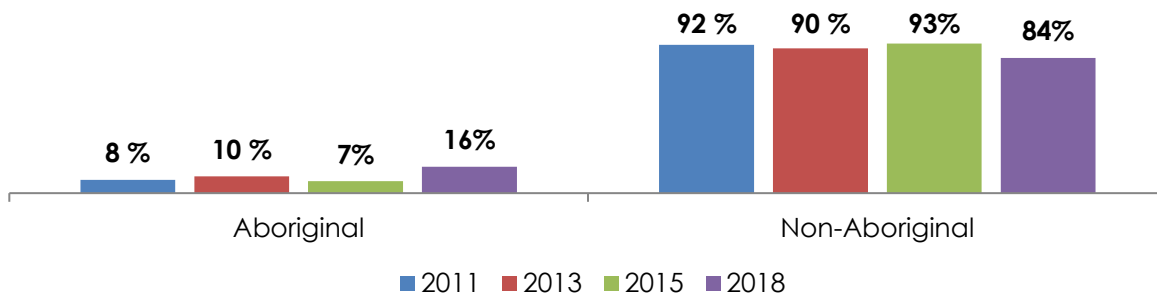
Q1. In what year were you born? Base: All respondents, excluding "prefer not to say", 2011 n=590, 2013 n=602, 2015 n=627, 2018 n=609.

### Gender



Q2. Please indicate your gender. Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627, 2018 n=609. Not shown: "Other", <1%.

### Aboriginal Ancestry



Q5. Do you consider yourself to be of Aboriginal ancestry? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627, 2018 n=609.

## Neighbourhood

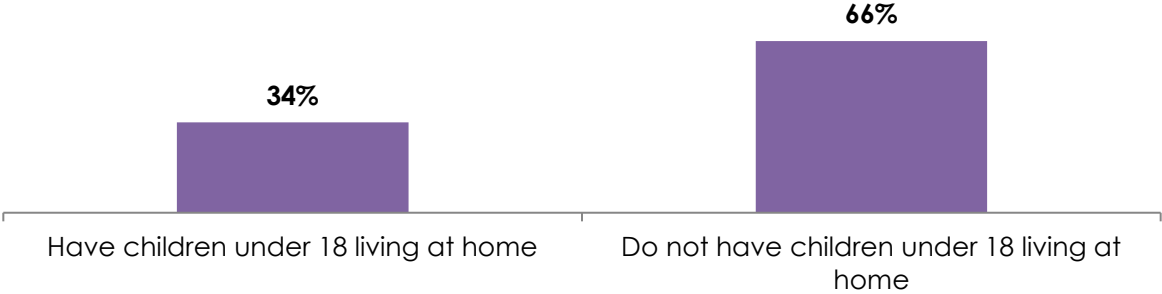
Neighbourhood	Count	Percent
Adelaide Churchill	8	1%
Arbor Creek	11	2%
Avalon	8	1%
Blairmore Development Area	3	<1%
Blairmore S.C.	3	<1%
Brevoort Park	13	2%
Briarwood	11	2%
Brighton	1	<1%
Buena Vista	5	1%
Buena Vista	4	1%
Caswell Hill	11	2%
Central Business District	12	2%
City Park	18	3%
College Park	11	2%
College Park East	12	2%
Confed S.C.	2	<1%
Confederation Park	15	2%
Dundonald	18	3%
Eastview	12	2%
Erindale	10	2%
Evergreen	6	1%
Exhibition	6	1%
Exhibition	7	1%
Fairhaven	17	3%

Forest Grove	14	2%
Greystone Heights	4	1%
Grosvenor Park	4	1%
Hampton Village	12	2%
Haultain	13	2%
Holiday Park	5	1%
Holliston	6	1%
Hudson Bay Park	7	1%
Kelsey Woodlawn	3	<1%
Kensington	9	1%
King George	6	1%
Lakeridge	11	2%
Lakeview	21	3%
Lakewood S.C.	3	0%
Lawson Heights	17	3%
Lawson Heights S.C.	2	0%
Marquis Industrial	0	0%
Massey Place	2	0%
Mayfair	9	1%
Meadowgreen	5	1%
Montgomery Place	2	0%
Mount Royal	15	2%
North Development Area	0	0%
North Park	5	1%
Nutana	26	4%
Nutana	1	0%

Nutana Park	6	1%
Nutana S.C.	2	0%
Pacific Heights	9	1%
Parkridge	6	1%
Pleasant Hill	6	1%
Queen Elizabeth	5	1%
Richmond Heights	4	1%
River Heights	9	1%
Riversdale	11	2%
Rosewood	4	1%
Silverspring	7	1%
Silverwood Heights	36	6%
Stonebridge	14	2%
Sutherland	14	2%
The Willows	0	0%
University Heights Development Area	1	0%
University Heights S.C.	0	0%
University of Saskatchewan Management Area	1	0%
Varsity View	5	1%
Westmount	6	1%
Westview	10	2%
Wildwood	11	2%
Willowgrove	8	1%
Other	8	1%
<b>Total</b>	<b>609</b>	<b>100%</b>

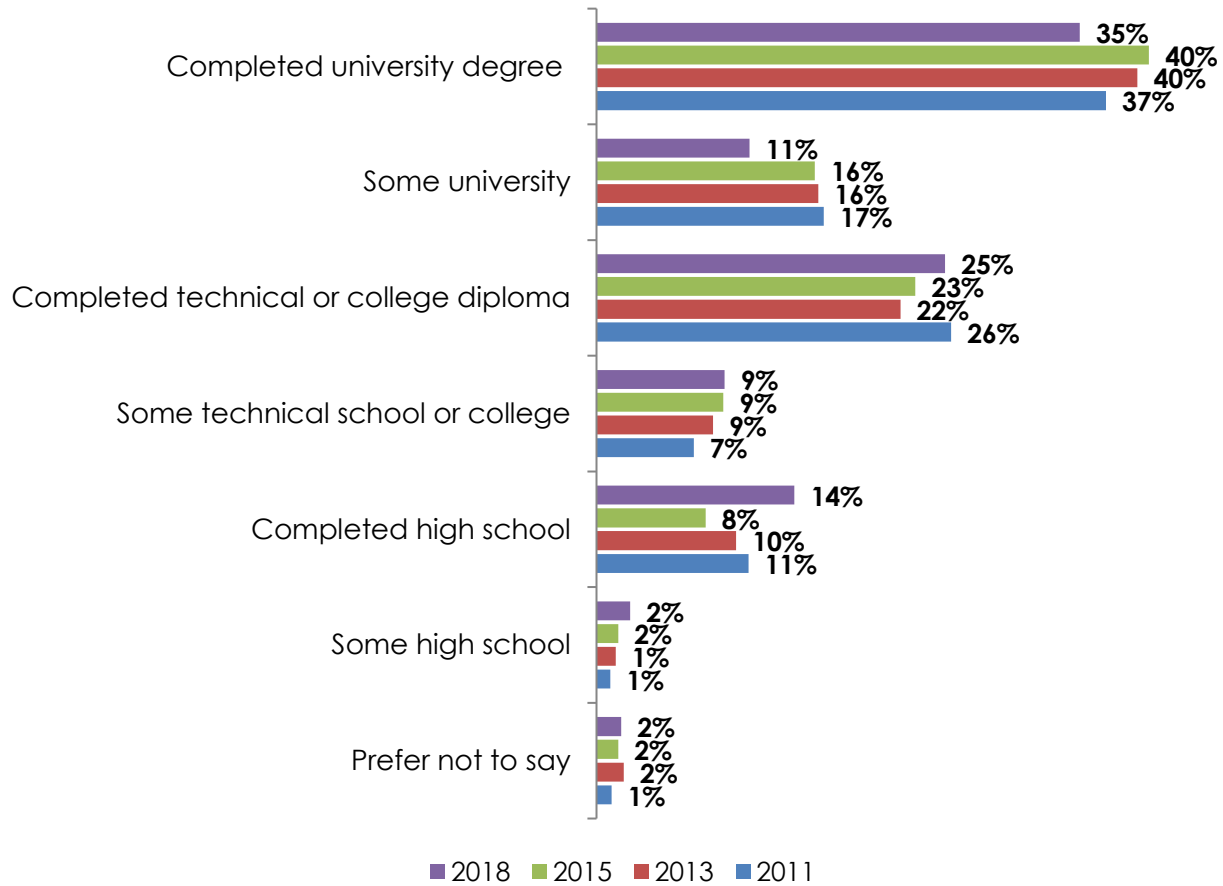
Q31. What specific neighbourhood do you live in? Base: All respondents, n=609.

# Children in Household



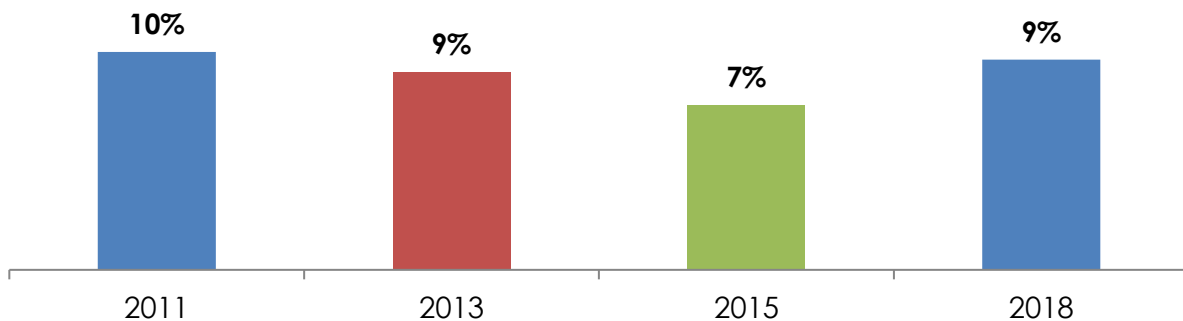
Q32.1 Do you have children under the age of 18 living at home? Base: All respondents, 2018 n=609.

## Education



Q33. What is the highest level of education you have completed? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627, 2018 n=609.

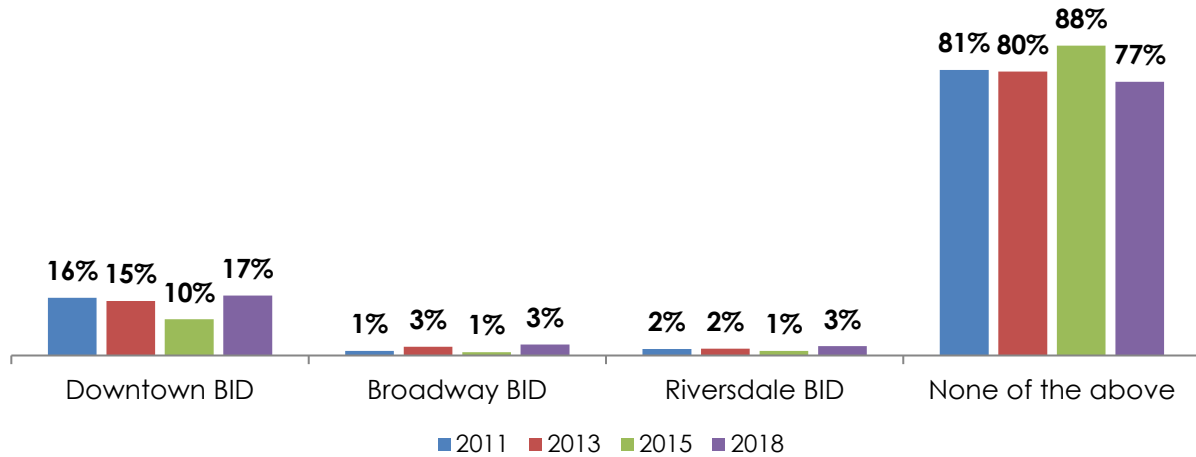
## Business Ownership



Q34. Do you own a business in Saskatoon? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627, 2018 n=609.

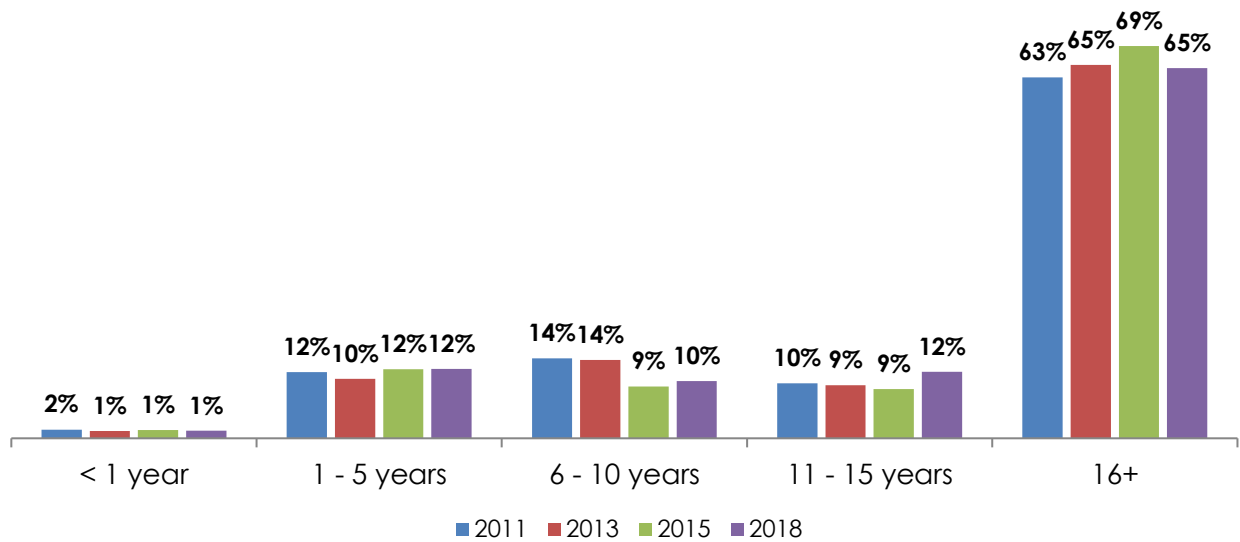


## Work Location



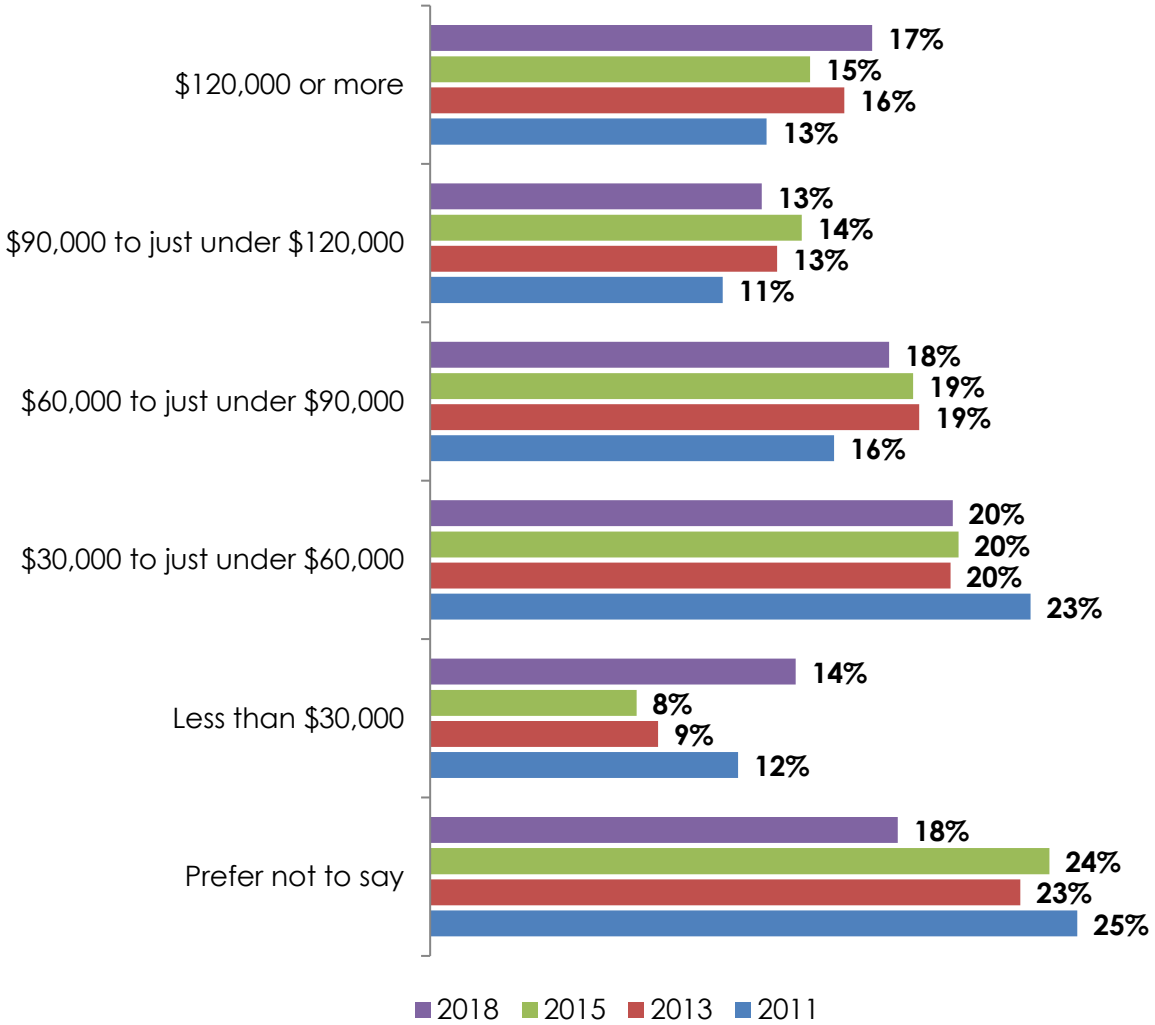
Q35. Do you work in any of the following areas? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627, 2018 n=609.

## Length Lived in Saskatoon



Q36. How long have you lived in Saskatoon? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627, 2018 n=609.

## Household Income



Q37. Into which range does your annual household income fall? Base: All respondents, 2011 n=621, 2013 n=636, 2015 n=627, 2018 n=609.

# General Public Intercepts

## METHODOLOGY

### Quantitative Data Collection

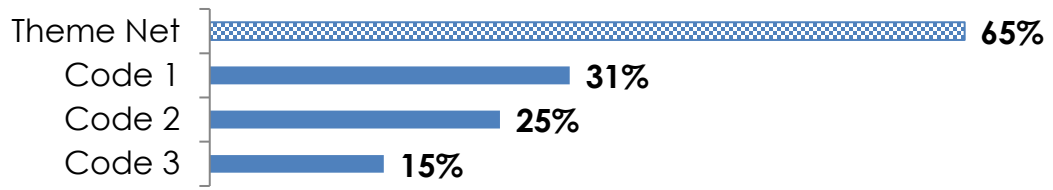
To examine the general public’s perceptions of street activity they have witnessed, and awareness levels and views of the Community Support Program (CSP), Inshtrix interviewers conducted intercept interviews with the general public in each of the three BIDs. In total, 108 intercepts were completed with the general public between July 6 and 9, 2018.

Location	%	# of Interviews
Downtown	33%	40
Broadway	34%	42
Riversdale	33%	40

## 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.
- 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 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



## GENERAL PUBLIC INTERCEPTS – KEY FINDINGS

### Street Activity

- Festivals, events and foot traffic are the most commonly mentioned types of positive street activity seen or experienced in the BIDs. Intoxicated or impaired people and panhandlers are the most frequently mentioned types of negative street activity encountered.
- Negative street activity is most commonly seen or experienced around 20th Street.
- Most report street activity has no impact on the areas they choose to visit and feel the level of street activity has remained the same in the past three years.

### Community Support Program Awareness & Interaction

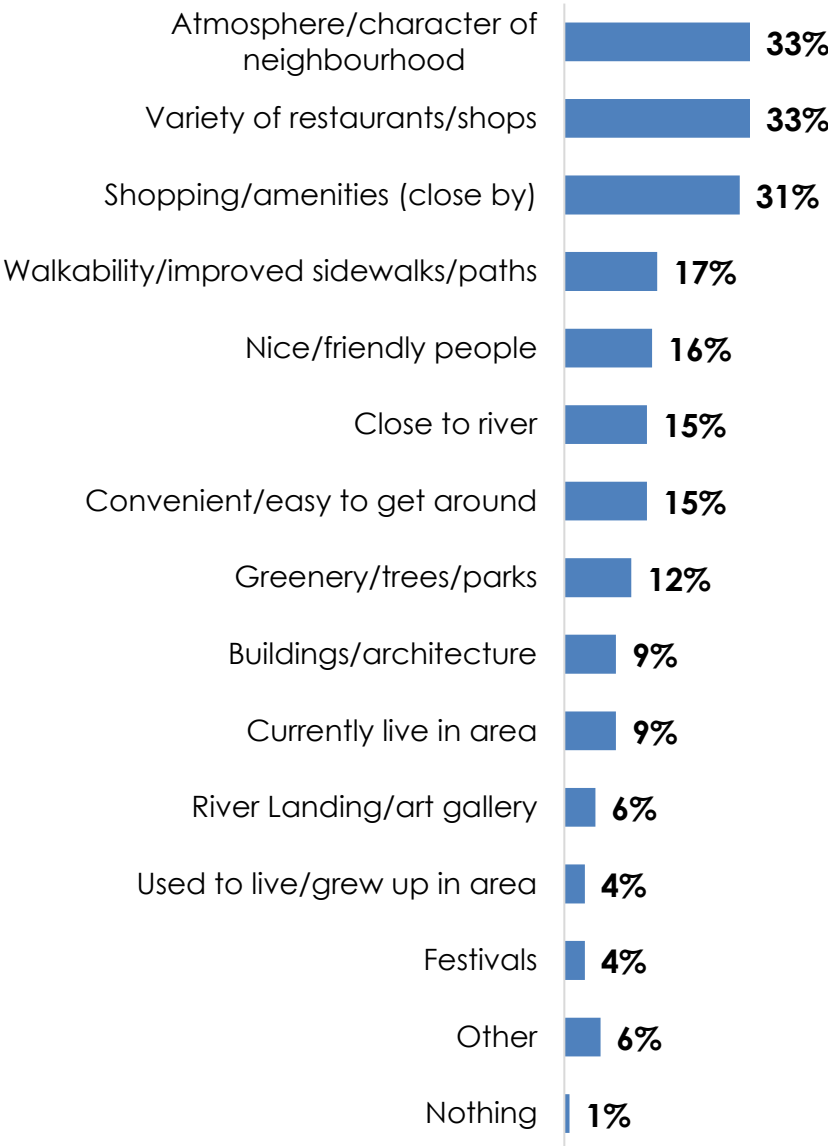
- Roughly one third of respondents (32%) report being aware of the program when only hearing the program name. This proportion increases to more than one half after the program description is provided. However, few of those who are aware of the program report having any interaction or contact with Community Support Officers (CSOs) (21%).
- Those aware of the CSP report like the program because they say it helps at-risk people (41%) and it improves safety perceptions (20%). Many feel the CSP has had a positive impact within the BIDs (28%).
- Of those who indicated drawbacks to the CSP, select respondents feel CSOs could have a more visible presence or feel the program is not an effective use of money.
- Overall feedback on the CSOs is largely positive, although some mention a desire to have more officers within the BIDs.

# General Public Intercepts - Study Results

## STREET ACTIVITY

### Area Likes

Overall, the most well-liked attributes of Downtown, Broadway and Riversdale include the atmosphere/ character, variety of shops and restaurants and shopping and amenities.



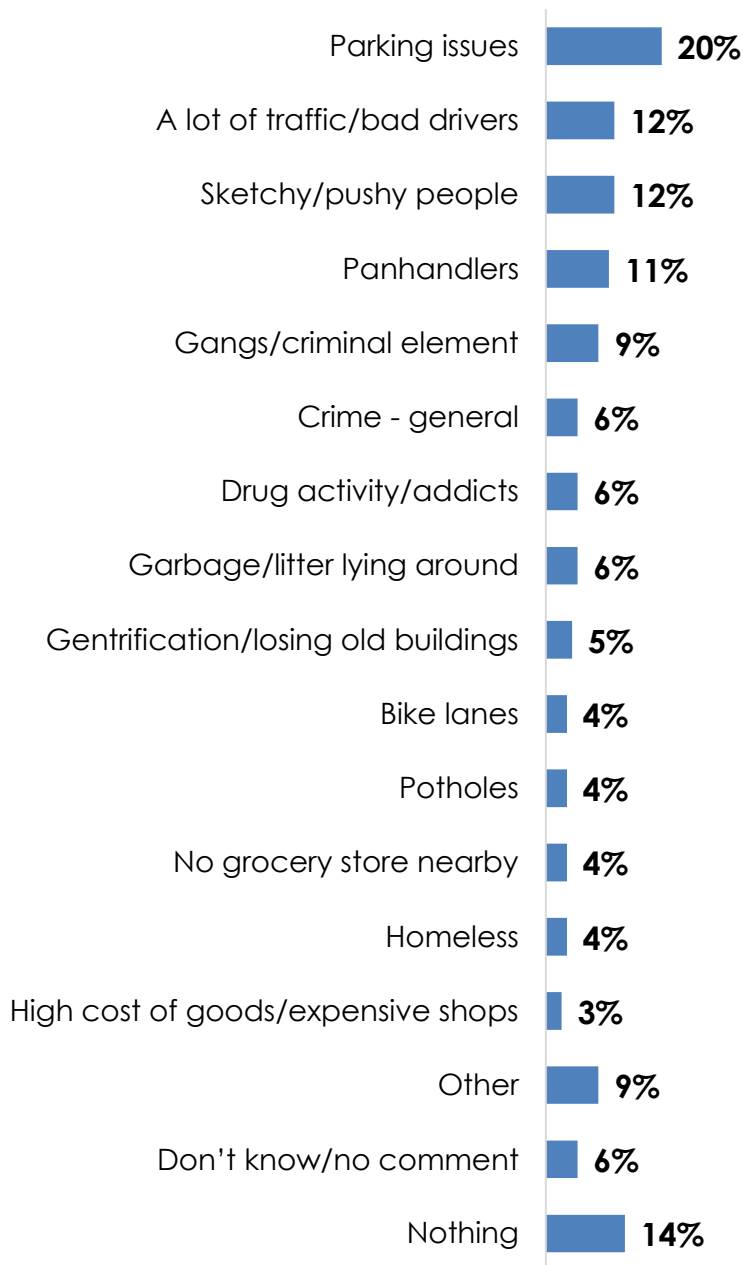
Slight variations are noted by BID, with atmosphere most commonly cited for Riversdale, and the variety of restaurants and shops for Broadway.

Area Likes	Downtown	Broadway	Riversdale
Atmosphere/character of neighbourhood	20%	36%	44%
Variety of restaurants/shops	17%	49%	32%
Shopping/amenities (close by)	23%	36%	35%
Walkability/improved sidewalks/paths	14%	21%	15%
Nice/friendly people	11%	15%	21%
Close to river	14%	18%	12%
Convenient/easy to get around	17%	13%	15%
Greenery/trees/parks	17%	18%	0%
Buildings/architecture	6%	10%	12%
Currently live in area	0%	15%	12%
River Landing/art gallery	3%	3%	12%
Used to live/grew up in area	0%	5%	6%
Festivals	0%	8%	3%
Other	17%	0%	3%
Nothing	0%	3%	0%
<b>Total Count (n=)</b>	<b>35</b>	<b>39</b>	<b>34</b>

Q1. What about this area of the city do you like? Base: All general public respondents, n=108.

## Area Dislikes

Parking is the most commonly mentioned dislike of the area in which people were polled, particularly with those surveyed Downtown and in the Broadway area. Other common mentions include busy traffic, what those surveyed describe as “sketchy people” and panhandlers.





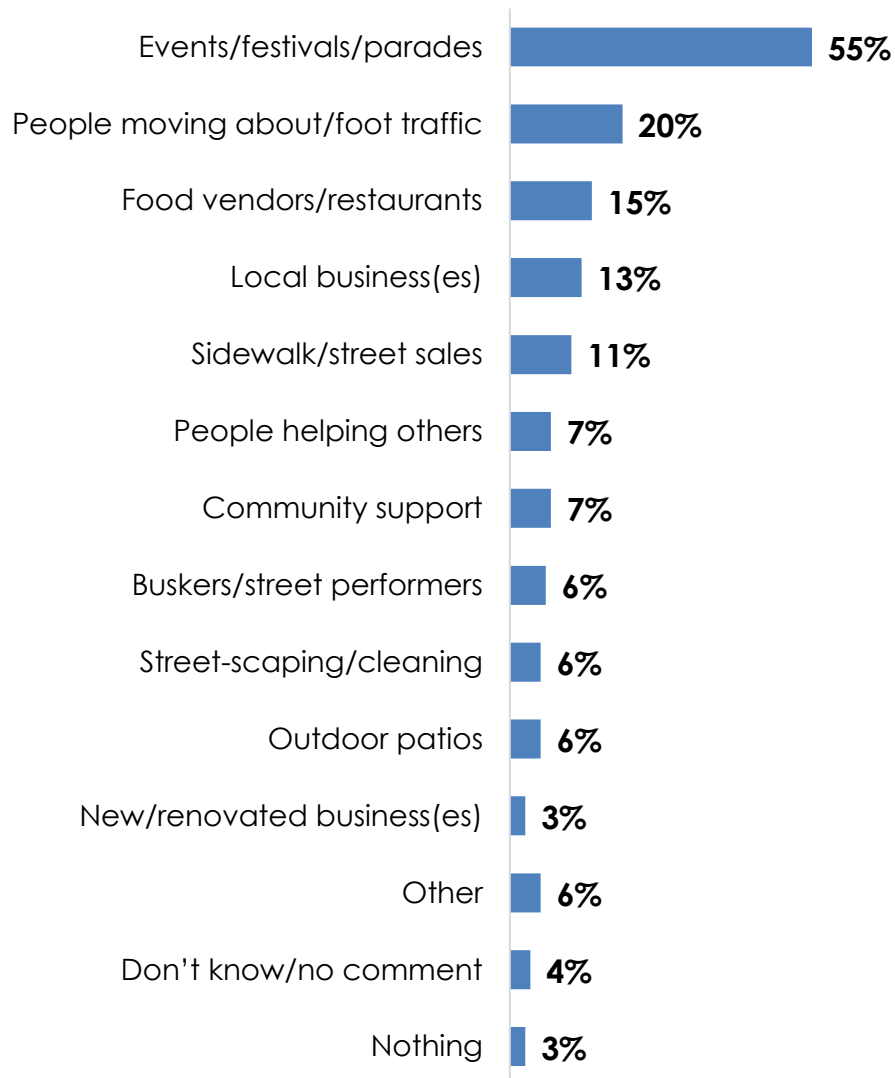
Gangs and criminal activity are more commonly mentioned dislikes by those surveyed in the Riversdale area.

	Downtown	Broadway	Riversdale
Parking issues	26%	28%	6%
A lot of traffic/bad drivers	11%	18%	6%
Sketchy/pushy people	14%	8%	15%
Panhandlers	17%	8%	9%
Gangs/criminal element	9%	0%	21%
Crime - general	0%	3%	15%
Drug activity/addicts	3%	0%	15%
Garbage/litter lying around	0%	5%	12%
Gentrification/losing old buildings	0%	8%	6%
Bike lanes	9%	3%	0%
Potholes	3%	3%	6%
No grocery store nearby	3%	0%	9%
Homeless	9%	0%	3%
High cost of goods/expensive shops	0%	3%	6%
Other	6%	13%	9%
Don't know/no comment	11%	5%	0%
Nothing	11%	18%	12%
<b>Total Count (n=)</b>	<b>35</b>	<b>39</b>	<b>34</b>

Q2. What do you dislike? Base: All general public respondents, n=108.

## Positive Street Activity

The majority of those surveyed mention festivals and events as a type of positive street activity they see or experience in the BID's. Foot traffic is the next most common type of positive street activity mentioned.



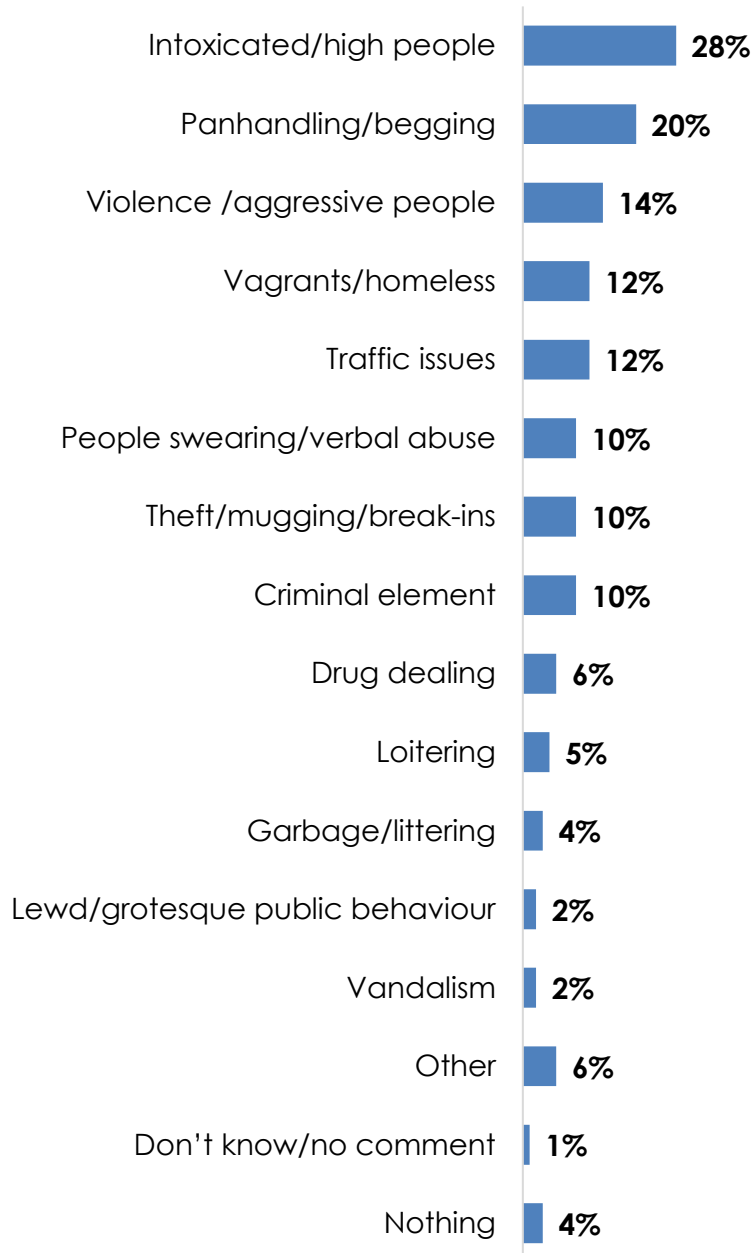
Fewer of those surveyed in Riversdale mention festivals and events as a type of positive street activity seen or experienced in the area compared to Downtown and Broadway.

	Downtown	Broadway	Riversdale
Events/festivals/parades	54%	72%	35%
People moving about/foot traffic	9%	21%	32%
Food vendors/restaurants	17%	15%	12%
Local business(es)	6%	18%	15%
Sidewalk/street sales	23%	10%	0%
People helping others	6%	3%	15%
Community support	3%	5%	15%
Buskers/street performers	3%	15%	0%
Street-scaping/cleaning	0%	10%	6%
Outdoor patios	0%	13%	3%
New/renovated business(es)	0%	3%	6%
Other	3%	5%	9%
Don't know/no comment	6%	0%	6%
Nothing	6%	0%	3%
<b>Total Count (n=)</b>	<b>35</b>	<b>39</b>	<b>34</b>

Q3. What kinds of positive street activity have you seen or experienced in this area? Base: All general public respondents, n=108.

## Negative Street Activity

Intoxicated or impaired people and panhandlers are the most frequently mentioned types of negative street activity encountered in the areas of Downtown, Broadway and Riversdale.



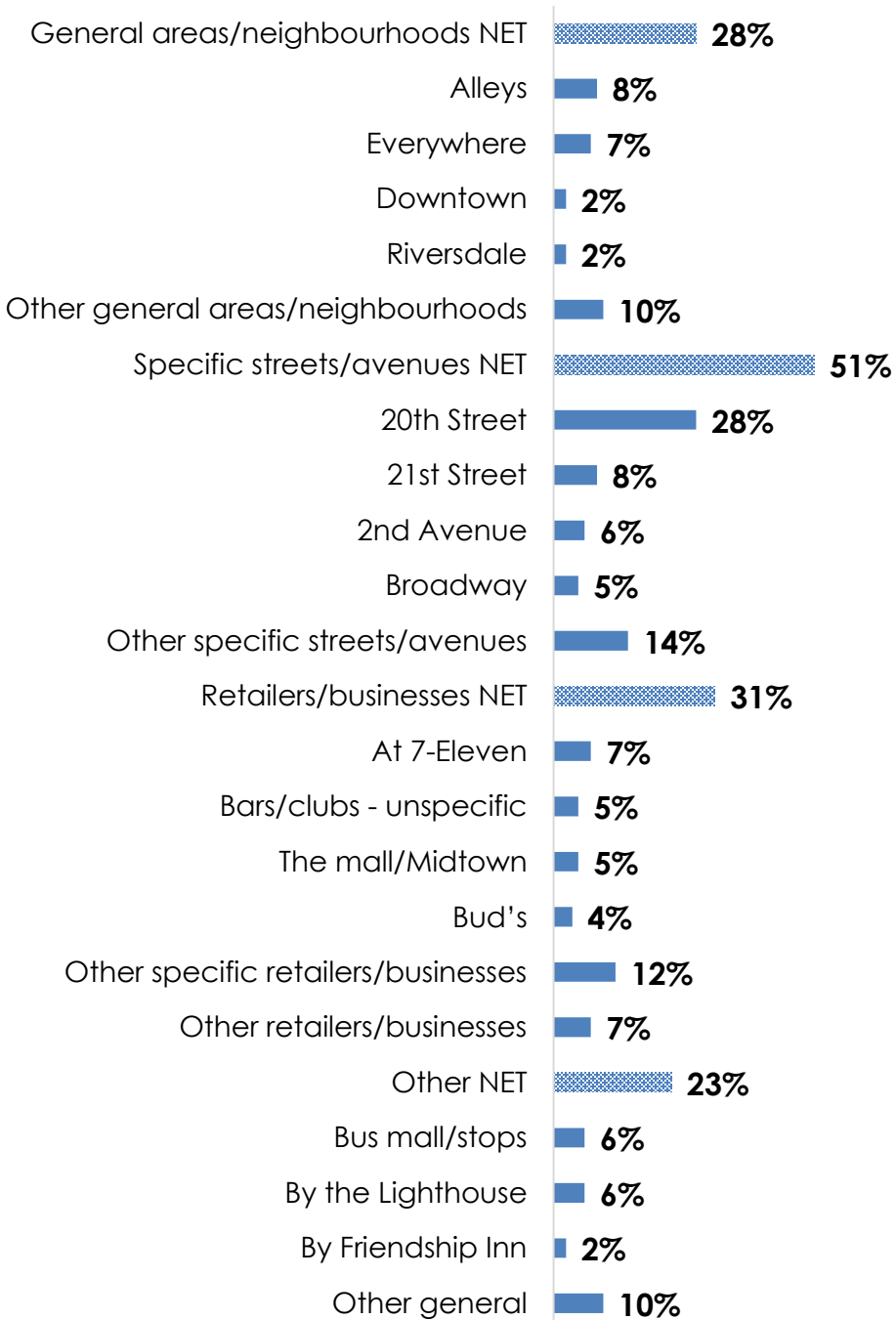
Those surveyed in Downtown and Broadway report seeing a higher proportion of panhandlers than those surveyed in Riversdale, who report more thefts and break-ins than in other areas.

	Downtown	Broadway	Riversdale
Intoxicated/high people	33%	23%	27%
Panhandling/begging	26%	27%	10%
Violence /aggressive people	22%	19%	3%
Vagrants/homeless	11%	15%	10%
Traffic issues	7%	19%	10%
People swearing/verbal abuse	15%	0%	13%
Theft/mugging/break-ins	4%	4%	20%
Criminal element	7%	8%	13%
Drug dealing	4%	4%	10%
Loitering	7%	0%	7%
Garbage/littering	0%	0%	10%
Lewd/grotesque public behaviour	4%	0%	3%
Vandalism	0%	0%	7%
Other	4%	8%	7%
Don't know/no comment	0%	4%	0%
Nothing	4%	0%	7%
<b>Total Count (n=)</b>	<b>27</b>	<b>26</b>	<b>30</b>

Q4. What kinds of negative street activity have you seen or experienced in this area? Base: All general public respondents who indicated they have seen or experienced negative street activity, n=83.

## Areas Where Negative Street Activity Is Seen or Experienced

According to those surveyed, negative street activity is most commonly seen or experienced around 20th Street. Select retailers and businesses are also believed to be hot spots for negative street activity within the BIDs.

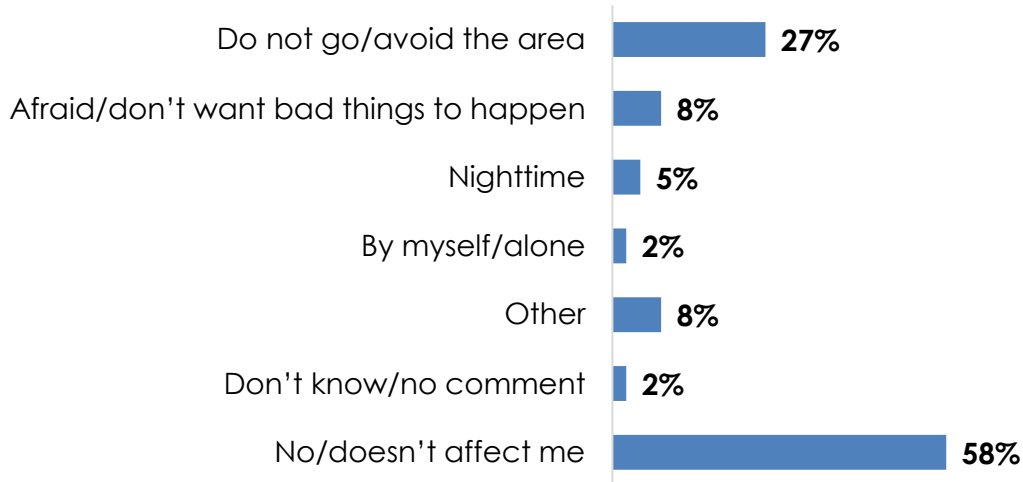


	Downtown	Broadway	Riversdale
<b>General areas/neighbourhoods NET</b>	<b>22%</b>	<b>31%</b>	<b>30%</b>
Alleys	7%	4%	13%
Everywhere	4%	12%	7%
Downtown	0%	4%	3%
Riversdale	0%	0%	7%
Other general areas/neighbourhoods	11%	15%	3%
<b>Specific streets/avenues NET</b>	<b>52%</b>	<b>35%</b>	<b>63%</b>
20th Street	19%	4%	57%
21st Street	22%	4%	0%
2nd Avenue	15%	4%	0%
Broadway	0%	15%	0%
Other specific streets/avenues	11%	12%	20%
<b>Retailers/businesses NET</b>	<b>41%</b>	<b>42%</b>	<b>13%</b>
At 7-Eleven	4%	19%	0%
Bars/clubs - unspecific	7%	4%	3%
The mall/Midtown	11%	0%	3%
Bud's	0%	12%	0%
Other specific retailers/businesses	30%	4%	3%
Other retailers/businesses	4%	12%	7%
<b>Other NET</b>	<b>33%</b>	<b>15%</b>	<b>20%</b>
Bus mall/stops	7%	8%	3%
By the Lighthouse	19%	0%	0%
By Friendship Inn	0%	0%	7%
Other general	11%	8%	10%
<b>Total Count (n=)</b>	<b>27</b>	<b>26</b>	<b>30</b>

Q5. Where specifically do you see or experience this kind of activity? Base: All general public respondents who indicated they have seen or experienced negative street activity, n=83.

## Influence of Street Activity on Where People Visit

Most report that street activity has no impact on the areas they choose to visit (keeping in mind that these people have been surveyed while in one of the three BIDs). Simply avoiding certain areas is the most common way negative street activity impacts the behavior of individuals regarding areas of the city they choose to visit.



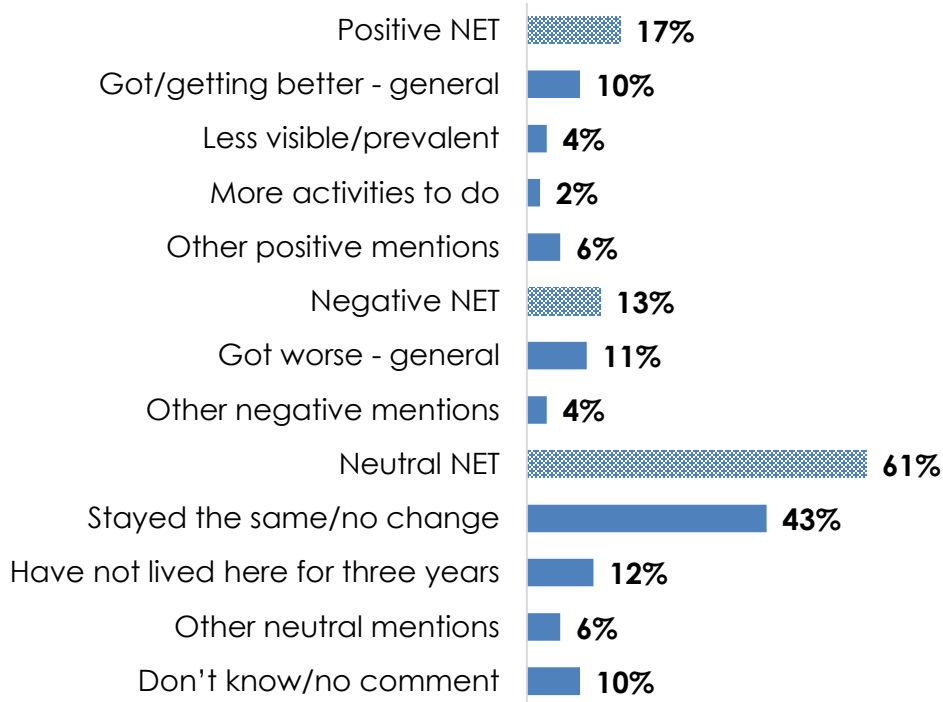
	Downtown	Broadway	Riversdale
Do not go/avoid the area	33%	27%	20%
Afraid/don't want bad things to happen	15%	12%	0%
Nighttime	7%	8%	0%
By myself/alone	7%	0%	0%
Other	11%	8%	7%
Don't know/no comment	0%	4%	3%
No/doesn't affect me	44%	54%	73%
<b>Total Count (n=)</b>	<b>27</b>	<b>26</b>	<b>30</b>

Q6. Does this influence where you decide to go? Why? Base: All general public respondents who indicated they have seen or experienced negative street activity, n=83.



## Activity Change in Past Three Years

Most feel the level of street activity within the BID in which they were surveyed has remained the same over the past three years.



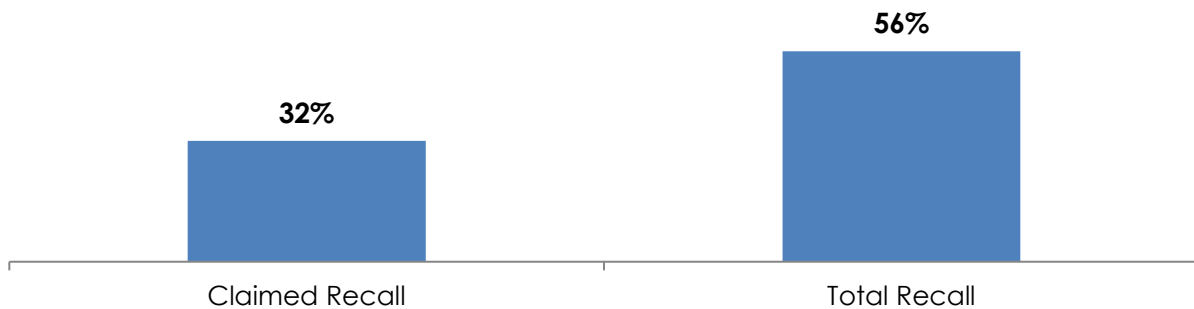
	Downtown	Broadway	Riversdale
<b>Positive NET</b>	<b>15%</b>	<b>19%</b>	<b>17%</b>
Got/getting better - general	11%	12%	7%
Less visible/prevalent	7%	0%	3%
More activities to do	4%	0%	3%
Other positive mentions	0%	12%	7%
<b>Negative NET</b>	<b>19%</b>	<b>0%</b>	<b>20%</b>
Got worse - general	11%	0%	20%
Other negative mentions	7%	0%	3%
<b>Neutral NET</b>	<b>63%</b>	<b>65%</b>	<b>57%</b>
Stayed the same/no change	48%	42%	40%
Have not lived here for three years	11%	12%	13%
Other neutral mentions	4%	12%	3%
Don't know/no comment	7%	15%	7%
<b>Total Count (n=)</b>	<b>27</b>	<b>26</b>	<b>30</b>

Q7. Has this changed within the past three years? If yes, what has changed? Base: All general public respondents who indicated they have seen or experienced negative street activity, n=83.

## Awareness of Community Support Program

One third claim to be aware of the CSP program after hearing only the program name. Those unaware of the CSP were provided with a description of the program and presented with a picture of the program officers. Recall climbs to nearly six in ten with these aids. Recall is consistent across BIDs.

### Heard of Community Support Program



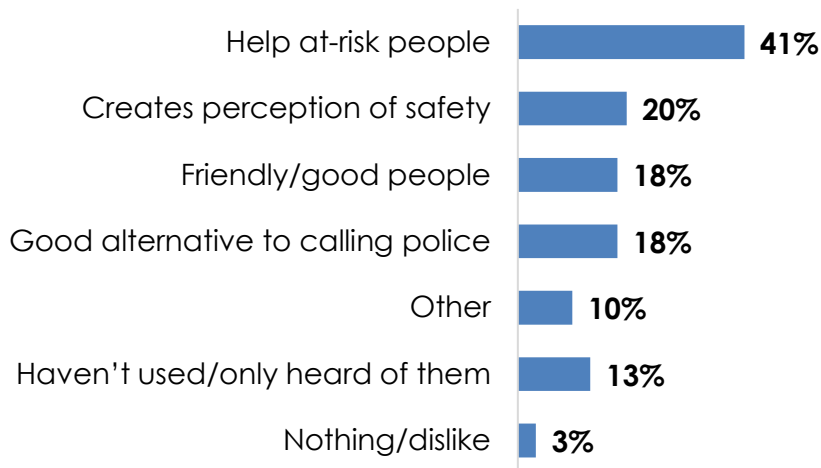
Have Heard of Program	Claimed Recall	Total Recall
<b>Downtown</b>	31%	54%
<b>Broadway</b>	31%	56%
<b>Riversdale</b>	35%	59%

Q8. Have you heard of the Community Support Program? Base: All general public respondents, n=108 (Downtown n=35, Broadway n=39, Riversdale n=34).

Q9. Now that you have heard this description, have you heard of this program? Base: All general public respondents who did not recall the program before being provided a description, n=73 (Downtown n=24, Broadway n=27, Riversdale n=22).

## Community Support Program Likes

Of those who are aware of the CSP, four in ten report liking the program because they say it helps at-risk people. Some also feel the program improves safety perceptions of the BIDs, has friendly officers and is a good alternative to calling the police or other emergency responders.



Findings are generally consistent across the BIDs.

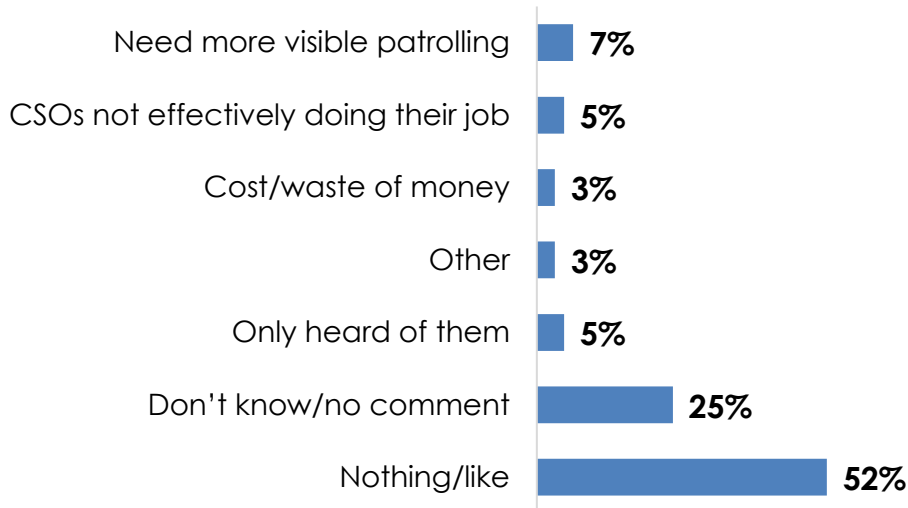
	Downtown	Broadway	Riversdale
Help at-risk people	32%	41%	50%
Creates perception of safety	16%	23%	20%
Friendly/good people	5%	23%	25%
Good alternative to calling police	16%	14%	25%
Other	16%	9%	5%
Haven't used/only heard of them	21%	5%	15%
Nothing/dislike	5%	5%	0%
<b>Total Count (n=)</b>	<b>19</b>	<b>22</b>	<b>20</b>

**\*Note: Use caution interpreting - small sample size.**

Q10. What do you like about this program? Why? Base: All general public respondents who are aware of the program, n=61.

## Community Support Program Dislikes

Few of those aware of the program are able to provide critiques. Select respondents feel the program officers could be more visible or feel the program is not an effective use of money.



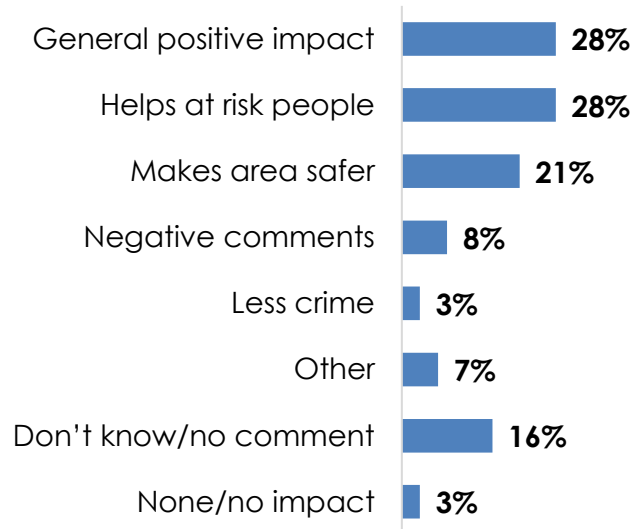
	Downtown	Broadway	Riversdale
Need more visible patrolling	5%	5%	10%
CSOs not effectively doing their job	5%	5%	5%
Cost/waste of money	5%	5%	0%
Other	0%	5%	5%
Only heard of them	0%	5%	10%
Don't know/no comment	37%	18%	20%
Nothing/like	47%	59%	50%
<b>Total Count (n=)</b>	<b>19</b>	<b>22</b>	<b>20</b>

**\*Note: Use caution interpreting - small sample size.**

Q11. What do you dislike about this program? Why? Base: All general public respondents who are aware of the program, n=61.

## Community Support Program Impact on Area

Many feel the CSP has had a positive impact within the BIDs, particularly by helping at-risk people in the communities and making the areas feel safer in general.



Findings are generally consistent across the BIDs.

	Downtown	Broadway	Riversdale
General positive impact	21%	41%	20%
Helps at-risk people	32%	23%	30%
Makes area safer	26%	18%	20%
Negative comments	5%	0%	20%
Less crime	0%	0%	10%
Other	5%	9%	5%
Don't know/no comment	16%	14%	20%
None/no impact	5%	5%	0%
<b>Total Count (n=)</b>	<b>19</b>	<b>22</b>	<b>20</b>

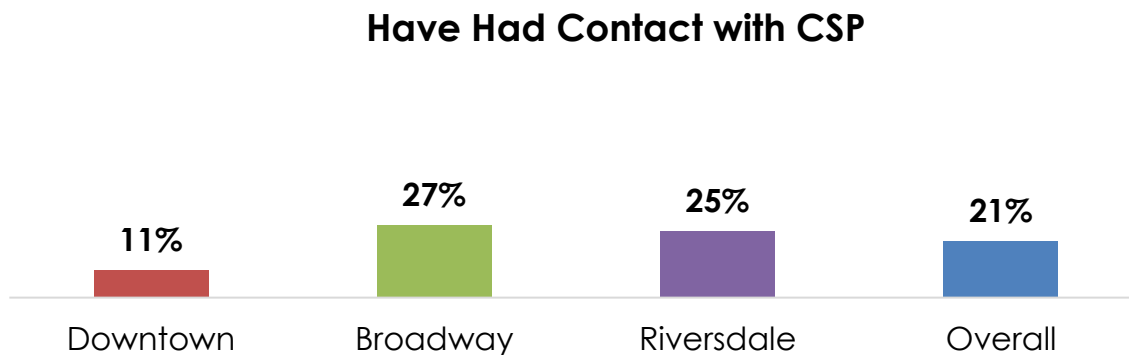
**\*Note: Use caution interpreting - small sample size.**

Q12. What kind of impact do you think the program has on this area of the city? Base: All general public respondents who are aware of the program, n=61.

## PROGRAM INTERACTION

### Contact with Community Support Program

Few report having had an interaction or contact with CSOs.



Q13. Have you had any contact with any of the Community Support Officers (CSOs)? Base: All general public respondents who are aware of the program, n=61.

### Type of Contact with CSP – Verbatim Comments

Of the handful of respondents who have had contact with the CSOs, most report highly positive experiences, with CSOs being effective at building rapport with patrons within the BIDs.

#### Downtown

Talk to them often and buy them coffee.

They come into my mission have a coffee and talk.

#### Broadway

When they stopped me on my bike - they didn't give me a ticket though.

I was at Starbucks. They walked in and I bought them coffee. I wanted to show my appreciation and thanked them for all they do.

I have had bumped into them, asked what they are doing, gained understanding.

They just stopped into the office I worked at and dropped off a little card; I think a contact card.

Just personal - she is my friend.

Because I work at the library downtown, we call on occasion to help us out. They are the perfect fit to help us out.

Riversdale
Calling them for people who are suspicious, overdose, panhandling or posing a danger to themselves or others.
Needing them at my workplace - can't say what happened.
I was just asking questions and they helped me out.
I was just asking them about what services they do and if they would come and pick up needles in my area, and they said they would.
I work at the 220 and we have to call them quite often. We have had a regular guy sleeping in the halls.

Q14. What kind of contact have you had with them? What happened? Base: All general public respondents who are aware of the program and have had contact with the program, n=13.



## General Thoughts on CSOs – Verbatim Comments

General thoughts on CSOs are largely positive, with select respondents mentioning a desire to have more officers or an increased presence within the BIDs.

### Downtown

They are great. Hire more - six days a week, till nine at night and weekends.

They are a blessing in the city - need more. Cops don't have the time.

### Broadway

They seem like good people, and I say that because they seem patient when dealing with people.

Because they are non-aggressive and more approachable to the people that need help. They don't put the wall up of conflict because these people have no skin and trying to keep the streets and our people safe.

Friendly, just friendly from my encounter. They seem friendly.

They seem kind.

They are fine.

Pleasant, responsive, intelligent, well trained - understanding of the people come to help. Gentle and kind.

### Riversdale

I think they are great. They are professional in what they do. They are polite, understanding and not thinking of people who show up with an attitude.

There needs to be more of a pretense in the entire city.

They are OK. I think it's good to have them. Help people to navigate. They need them more in Riversdale.

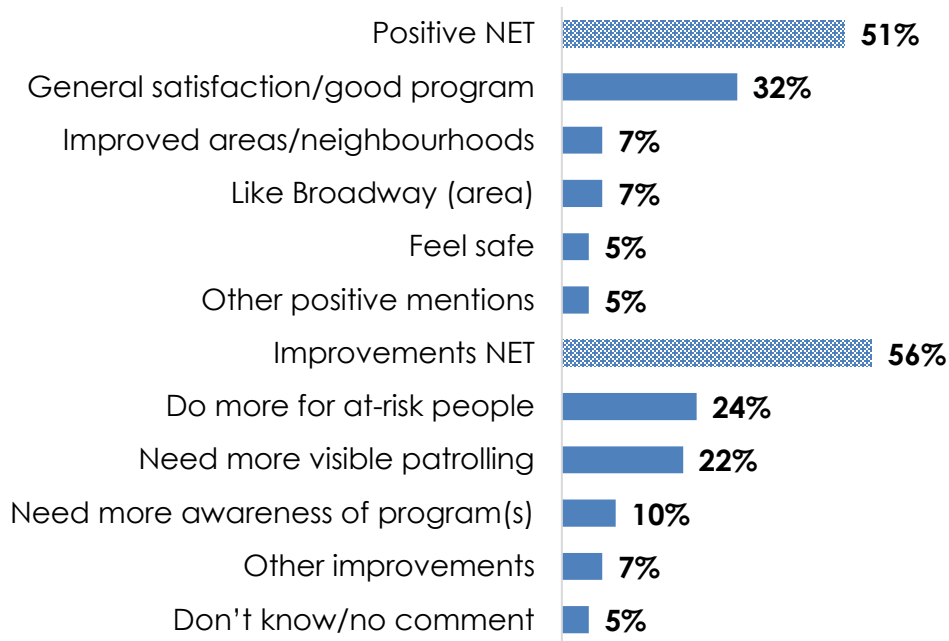
Pleasant and professional and brave because they aren't as protected as a police officer.

They are great. Always have a great attitude, and good at their job and quick to respond.

Q15. What do you think of the officers? Why do you say that? Base: All general public respondents who are aware of the program and have had contact with the program, n=13.

## Final Comments

Final comments regarding street activity and the CSP are split between positive and negative mentions. Most suggestions for improvement are focused on increasing the level of services available to vulnerable populations and increasing the reach and awareness of services like the CSP.



	Downtown	Broadway	Riversdale
<b>Positive NET</b>	<b>47%</b>	<b>63%</b>	<b>40%</b>
General satisfaction/good program	27%	50%	10%
Improved areas/neighbourhoods	7%	0%	20%
Like Broadway (area)	0%	19%	0%
Feel safe	13%	0%	0%
Other positive mentions	0%	6%	10%
<b>Improvements NET</b>	<b>67%</b>	<b>38%</b>	<b>70%</b>
Do more for at-risk people	33%	13%	30%
Need more visible patrolling	27%	13%	30%
Need more awareness of program(s)	7%	13%	10%
Other improvements	7%	6%	10%
Don't know/no comment	7%	6%	0%
<b>Total Count (n=)</b>	<b>15</b>	<b>16</b>	<b>10</b>

**\*Note: Use caution interpreting - small sample size.**

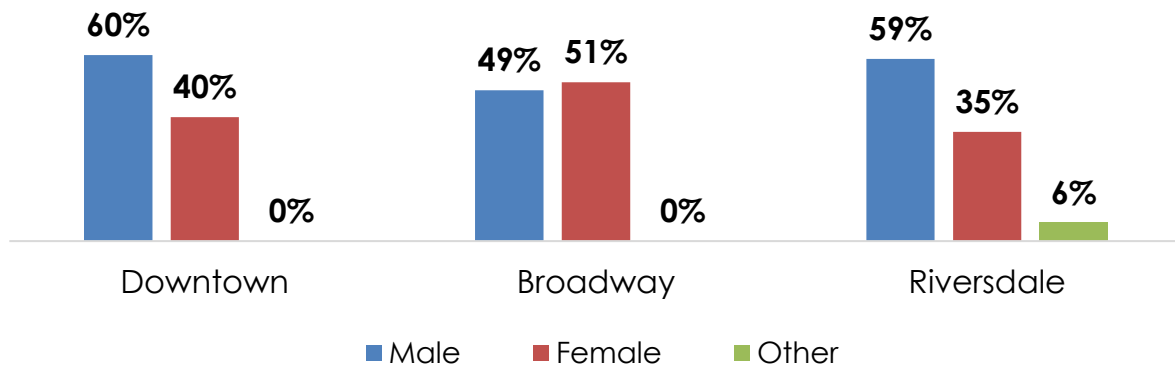
Q16. Any final comments about street activity or the Community Support Program that you'd like to share with me? Base: All general public respondents, n=108.

## Demographics

### Respondent Gender:

Male	56%	60
Female	43%	46
Other	2%	2

### Gender



Q18. Respondent gender. Base: All general public respondents, n=108.

### Approximate Respondent Age:

	Overall		Downtown		Broadway		Riversdale	
<b>Under 18</b>	4	4%	2	2%	1	1%	1	1%
<b>18 to 34</b>	49	45%	15	14%	20	19%	14	13%
<b>35 to 54</b>	34	31%	11	10%	12	11%	11	10%
<b>55+</b>	21	19%	7	6%	6	6%	8	7%
<b>Total</b>	108	100%	35	32%	39	36%	34	31%

Q19. Approximate age. Base: All general public respondents, n=108.



# BUSINESS PERCEPTIONS

# METHODOLOGY

## Quantitative Data Collection

To understand street activity perceptions of businesses within the three Business Improvement Districts (Downtown, Broadway and Riversdale), Inshtrix worked with the City to adjust the existing business survey used in previous waves of Street Activity research.

Specifically, this survey is aimed at determining:

- Changes in street activity over time as perceived by business owners and operators
- Perceptions of safety and current street activity levels
- Awareness and impact of the Community Support Program (CSP) on businesses in the BIDs

Data were collected between July 6 and 16, 2018, using three methodologies in order to maximize responses:

- Online using the Inshtrix Research SaskWatch Research® Panel
- In-person intercepts within each of the three Business Improvement Districts
- Follow-up email survey links for those too busy to do the survey with the in-person interviewer

In total, 364 completed surveys were obtained. Quotas were set by business district to be representative by the number of businesses across the three areas. Note that the number of completed surveys for Riversdale and Broadway exceeded the set quota, so overall results have been weighted to ensure they remain representative.

**Number of Business in 2018:**

	Count	%
<b>Broadway</b>	146	11%
<b>Downtown</b>	882	68%
<b>Riversdale</b>	267	21%
<b>Total</b>	<b>1295</b>	<b>100%</b>

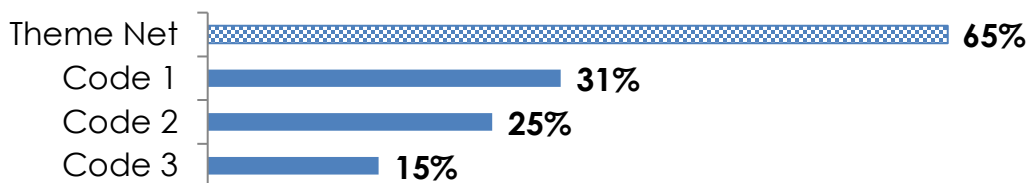
**Data Weighting:**

	Not Weighted		Weighted	
	Count	%	Count	%
<b>Broadway</b>	55	15%	41	11%
<b>Downtown</b>	226	62%	248	68%
<b>Riversdale</b>	83	23%	75	21%
<b>Total</b>	<b>364</b>	<b>100%</b>	<b>364</b>	<b>100%</b>

## NOTES ON REPORTING

- Each question includes a base description (n=#) that 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 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 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 positive street activities most commonly noted by businesses are foot traffic, events/festivals/parades and street-scaping. One quarter of businesses in the BIDs say positive street activity attracts customers into their business.
- The most common negative street activities business owners say they have witnessed around their businesses include intoxicated people (33%) and panhandling (28%).
- The proportion of businesses that say they have seen intoxicated people (33%), homelessness (21%) and aggressive behaviour (17%) has increased significantly since 2015 (23%, 15% and 9% respectively).
- When asked about the impact of these negative activities, business owners say people feel unsafe (23%), it affects the number of people coming into the area (21%) and it is intimidating to people (19%).

### Community Support Program Awareness & Interaction

- When asked what first comes to mind when thinking about methods or programs used to address issues related to negative street activity, 28% of businesses mention the CSP directly. A majority of businesses say they have heard of the CSP without being provided with a program description (70%). The proportion of those who have heard of the program is boosted to nearly eight in ten (79%) when a description of the program is provided.
- When asked about the overall effectiveness of the program, one half (51%) rate the program from 7 - 10 out of 10, consistent with 2015. Those who rate the program lower than an 8 most commonly believe the program makes no difference (33%) or that both police and Community Support Officers (CSOs) need to have an increased presence (19%).
- One half of those surveyed who had been at their position for two years or less and who are aware of the program (50%) say they were made aware of the program when they started.



- Four in ten businesses who are aware of the program (41%) say they have interacted with a CSO. Nearly one half of those aware of the program (46%) also report having had CSO introduce themselves to their business.
- Over one half of those aware of the program say they know how to contact CSOs (55%). More of those in the Broadway and Riversdale BIDs say they know how to contact CSOs this year compared to 2015.
- Nearly one half of those aware of the program (47%) say they have called the program to have a specific problem addressed. Among those who have called for a specific problem, 70% say the program is effective.

### Community Support Program Funding & Program Continuation

- Extremely few businesses (2%) are aware that the CSP is currently funded through money collected from parking meters.
- Nine in ten (88%) businesses surveyed say they would like to see the CSP continue, which is in line with 2015 (90%).
- When those aware of the program were asked if they would be willing to support the program through property taxes, 62% say they would – a slight decrease from 2015 (69%).
- Three quarters (75%) of those aware of the program and who would like to see it continue feel it is important that the program operate on Mondays, in addition to its current Tuesday to Saturday schedule.

# Business - Study Results

## STREET ACTIVITY

### Positive Street Activity

Businesses note a wide range of positive street activities around their businesses. The most common activities mentioned include foot traffic, events/festivals/parades and street-scaping. One quarter say positive street activity attracts customers into their businesses.



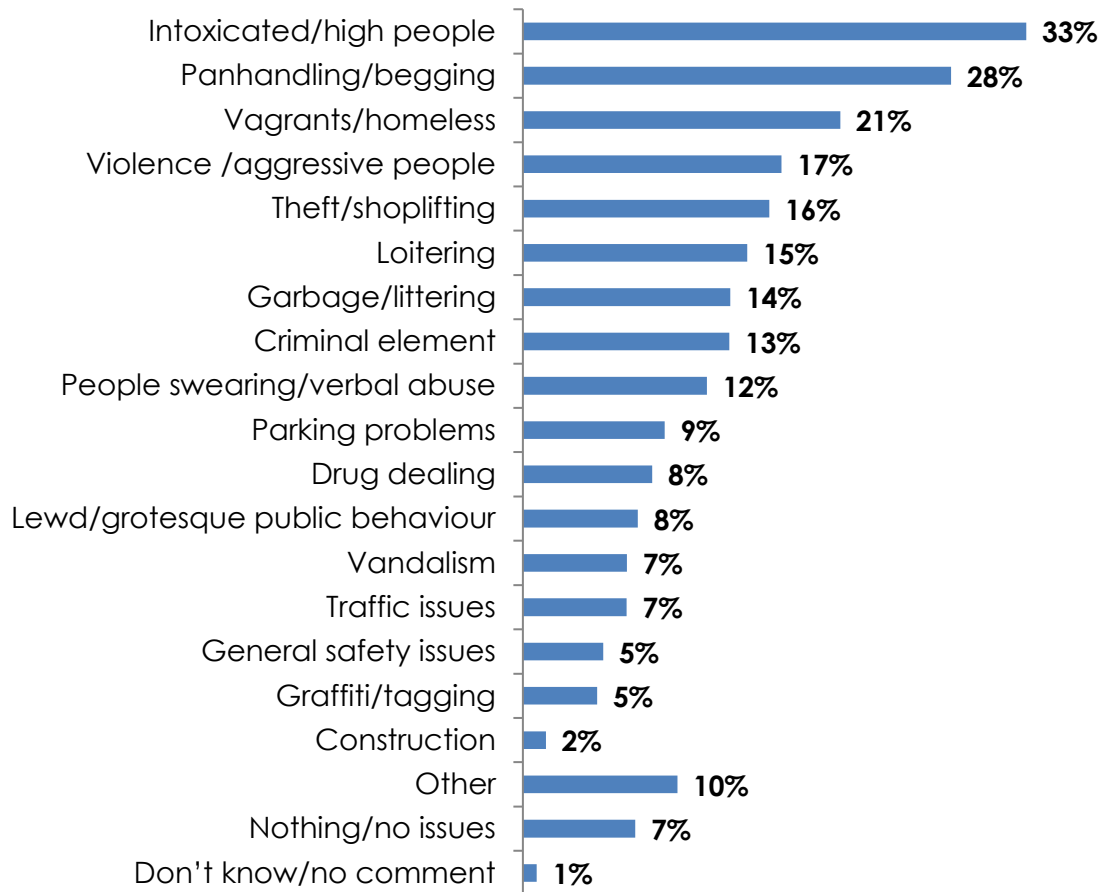
### Positive Activity Impact



Q1. What kinds of positive street activity have you witnessed around your business? Base: All respondents, overall 2018 weighted n=364. Q2. How do these types of positive street activities affect your business? Base: All respondents, overall 2018 weighted n=364.

## Negative Street Activity

The most frequent negative street activities noted by businesses include intoxicated people (33%), panhandling (28%), homeless people (21%) and aggressive people (17%). Each of these activities is more frequently cited in comparison to 2015, with the exception of panhandling, which has held steady.



	2015	2018
<b>Intoxicated people</b>	23% ▼	33% ▲
<b>Panhandling/begging</b>	29%	28%
<b>Vagrants/homeless</b>	15% ▼	21% ▲
<b>Violent/Aggressive People</b>	9% ▼	17% ▲

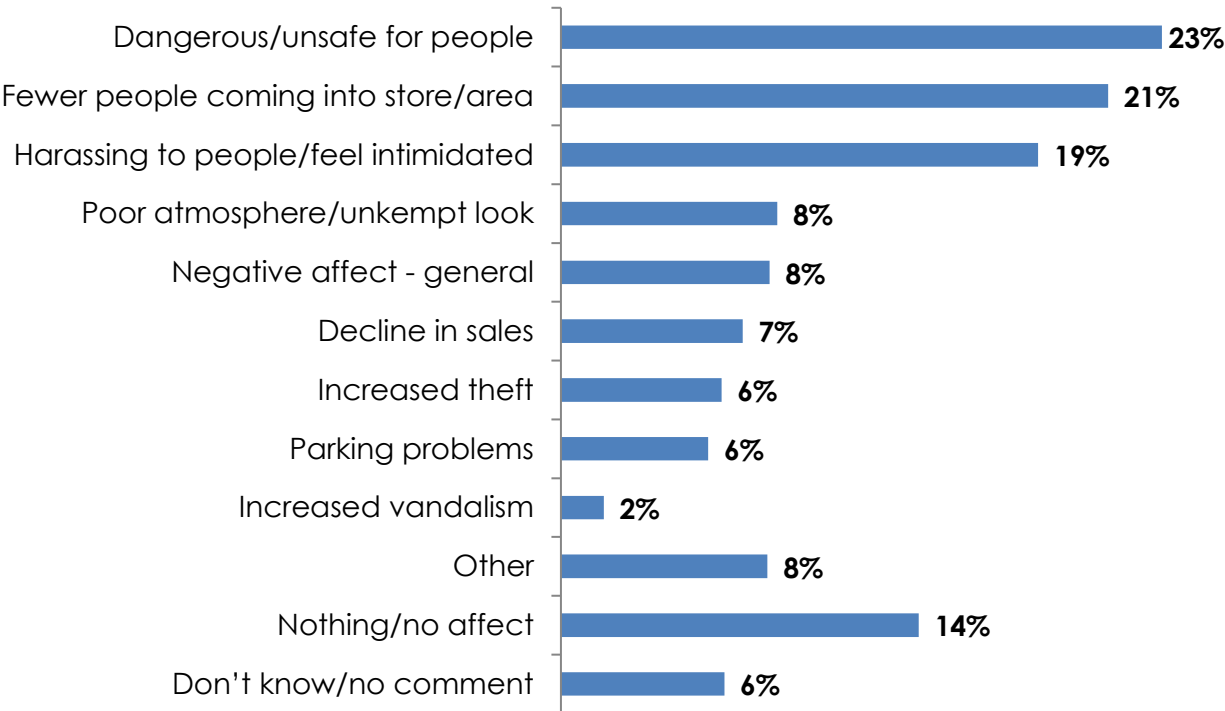
Businesses in the Downtown area are more likely to report issues related to panhandling. Broadway businesses are more likely to report graffiti/tagging and those in Riversdale are most likely to report theft and drug trafficking.

	Downtown	Broadway	Riversdale
<b>Panhandling/begging</b>	36%▲	18%▲	6%▼
<b>Vagrants/homeless</b>	27%▲	13%▼	6%▼
<b>Theft/shoplifting</b>	11%▼	13%▼	36%▲
<b>Drug dealing</b>	7%▼	2%▼	18%▲
<b>Graffiti/tagging</b>	3%▼	18%▲	5%▼

Q3. What kinds of issues related to negative street activity have you witnessed around your business? Base: All respondents, overall 2018 weighted n=364 (Downtown n=248, Broadway n=41, Riversdale n=75).

### Negative Street Activity Impact

When asked how the negative street activity they have witnessed affects their business, business owners' responses commonly included that it is dangerous or unsafe (23%), it affects the number of people coming into the store or area (21%) and it is intimidating to people (19%). More than one in ten (14%) indicate they do not believe negative activities affect their business.



Businesses in the Broadway area are more likely to say that negative street activities have no effect on their business. Fewer Riversdale businesses believe negative street activity has no effect on their operations than Downtown or Riversdale state.

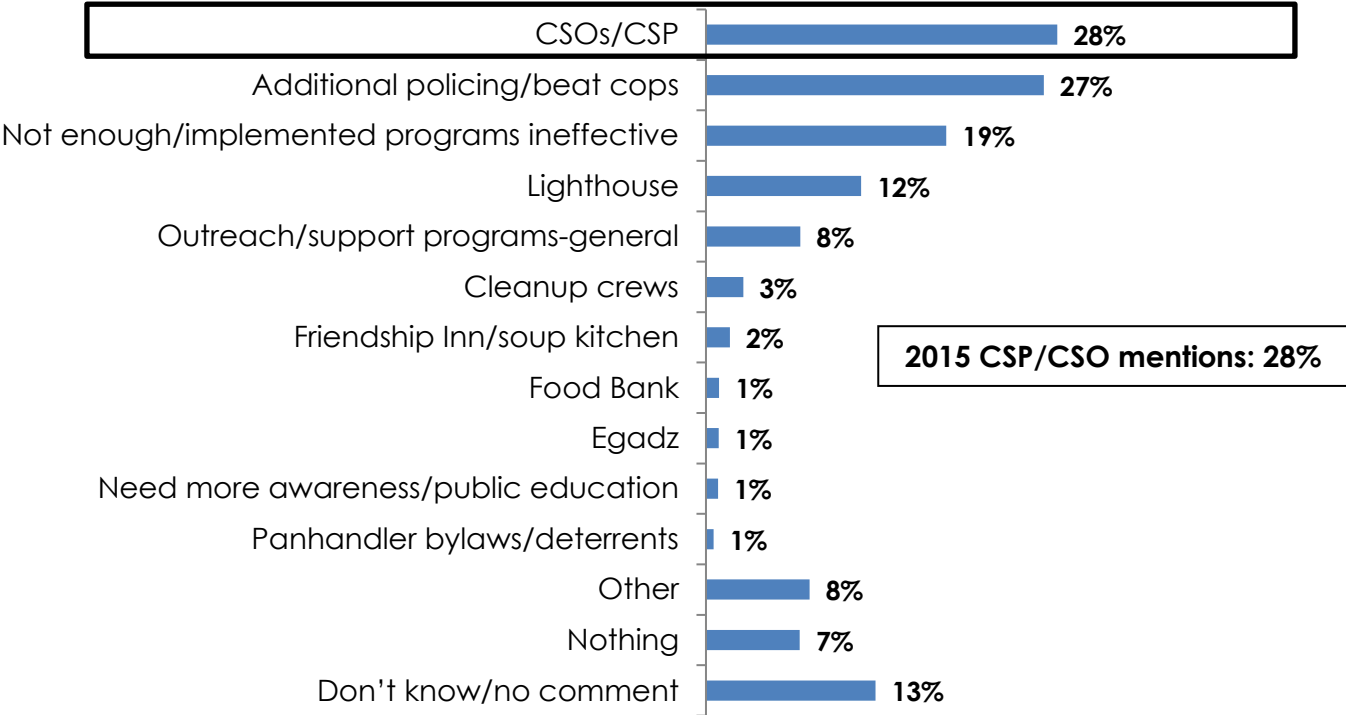
Nothing/No Effect	Downtown	Broadway	Riversdale
<b>2015</b>	16%▼	32%	34%▲
<b>2018</b>	6%▼	20%▲	8%▼

Q4. How do these types of negative street activities affect your business? Base: All respondents, overall 2018 weighted n=364 (Downtown n=248, Broadway n=41, Riversdale n=75).

# 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 the CSP directly (28%), closely followed by policing/beat cops (27%). CSO mentions are in line with 2015.



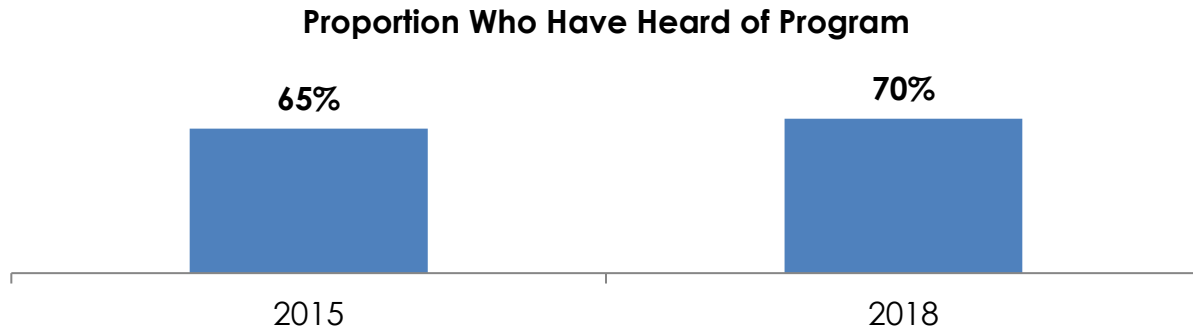
Businesses in the Broadway area are more likely to specifically reference the CSP than those in the Downtown and Riversdale areas.

	Downtown	Broadway	Riversdale
<b>Community Support Officers/Program</b>	26%	42%	27%

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=364 (Downtown n=248, Broadway n=41, Riversdale n=75).

## Claimed Awareness

When provided with the name of the program only, the majority of businesses say they have heard of the CSP, which is in line with 2015.



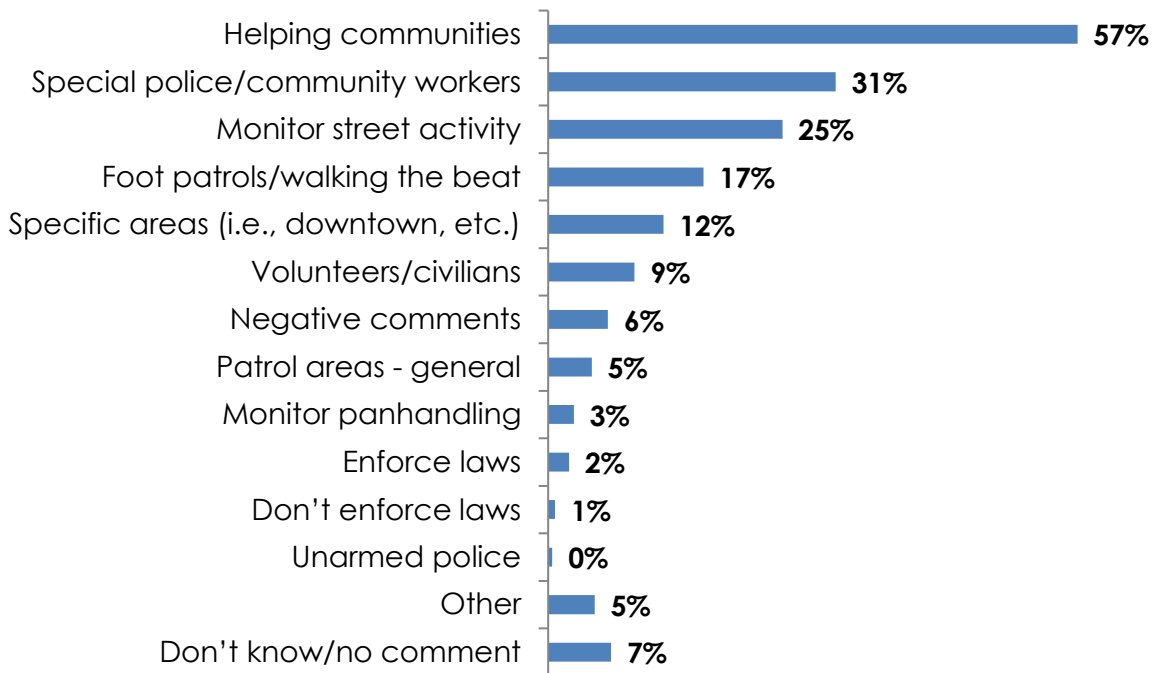
The proportion of businesses who have heard of the CSP in the Broadway BID has increased since 2015 while program recall has held steady in the other BIDs.

Claimed Awareness	2015	2018
Downtown	65%	69%
Broadway	63% ▼	85% ▲
Riversdale	64%	64%

Q6. Have you heard of the City of Saskatoon Community Support Program (CSP) or Community Support Officers (CSO)? Base: All respondents, overall 2015 weighted n=358 (Downtown n=213, Broadway n=41, Riversdale n=103), overall 2018 weighted n=364 (Downtown n=248, Broadway n=41, Riversdale n=75).

## Proven Awareness

When asked to describe the program in their own words, a wide range of responses are provided, most commonly that the program is designed to help communities.



Q7. To the best of your knowledge, what is the Community Support Program (CSP)? Base: Those who claim to have heard of the CSP or CSOs, 2018 weighted base, n=253.

## Total Program Awareness

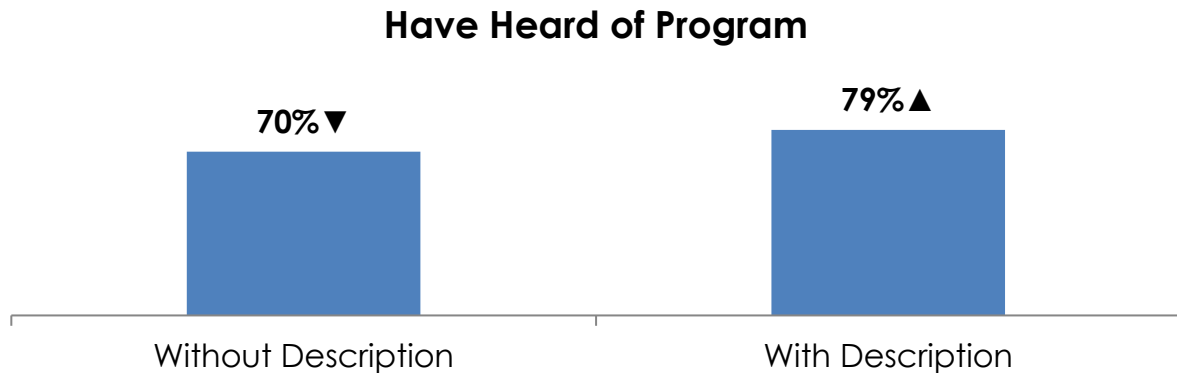
At this point in the survey, those who did not recall the program were given the following description and asked if they had heard of the CSP:

*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.



The combined awareness through claimed and prompted methods totals eight in ten (79%), which is an increase from 70% in 2015.



The biggest increase in program awareness when given a description is from businesses within the Downtown area, where the proportion increased from 69% to 79% in 2018.

Have Heard of the Community Support Program	2015			2018		
	Downtown	Broadway	Riversdale	Downtown	Broadway	Riversdale
<b>Claimed recall</b>	65%	63%	64%	69% ▼	85%	64%
<b>Total recall</b>	66%	73%	69%	79% ▲	87%	75%

Q8. Now that you have heard this description, have you heard of the program? Base: All respondents, overall 2015 weighted n=358 (Downtown n=213, Broadway n=41, Riversdale n=103), overall 2018 weighted n=364 (Downtown n=248, Broadway n=41, Riversdale n=75).

## Perceived Effectiveness

Among businesses aware of the CSP, most (51%) believe it is effective overall at addressing negative street activity in Saskatoon.

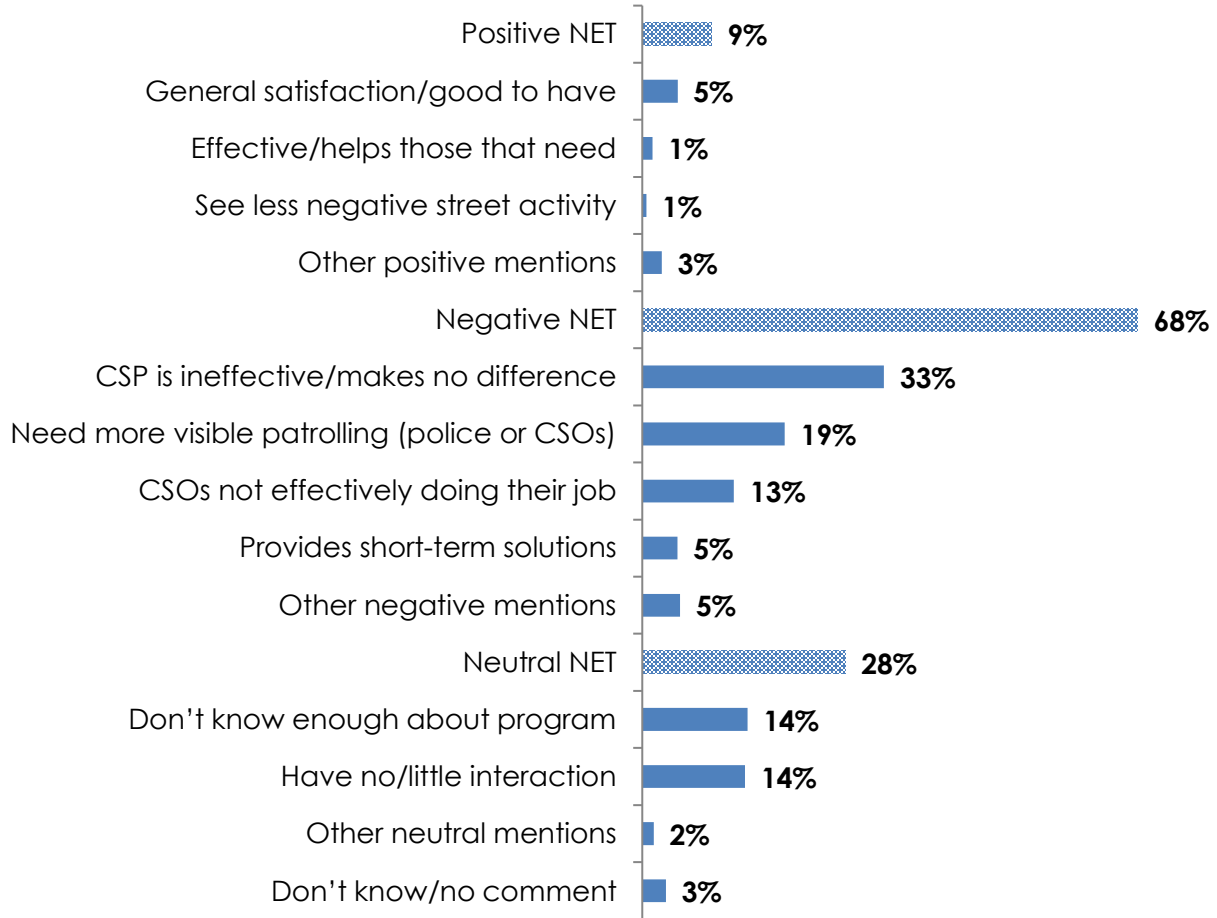


Businesses in the Broadway area continue to give the highest effectiveness rating.

Average Rating	2015	2018
<b>Overall</b>	6.3	6.2
<b>Downtown</b>	6.1	6.1
<b>Broadway</b>	7.2	7.0
<b>Riversdale</b>	6.4	6.1

Q9. On a scale from 1 to 10, 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 that have heard of the Community Support Program, 2015 weighted n=240 (Downtown n=140, Broadway n=30, Riversdale n=71), 2018 weighted n=287 (Downtown n=195, Broadway n=36, Riversdale n=56).

The most common reasons given for rating the overall effectiveness of the CSP as less than 8 are that it is believed that the program makes no difference (33%) or that both police and CSOs need to be more visible (19%).



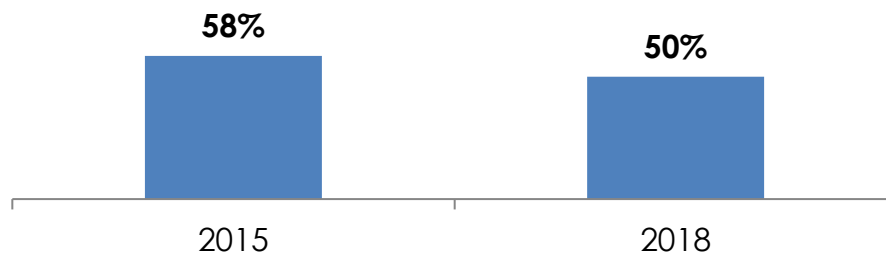
Q10. Why did you provide a lower rating for the overall effectiveness of the Community Support Program?  
 Base: All respondents that have heard of the Community Support Program and rated overall effectiveness as less than 8, 2018 weighted base, n=197. See "Notes on Reporting" for a definition of NETS.

## PROGRAM INTERACTION

### Program Awareness at Start of Employment

One half of those aware of the CSP 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. This is a slight decrease from 2015.

#### Made Aware of CSP When Starting



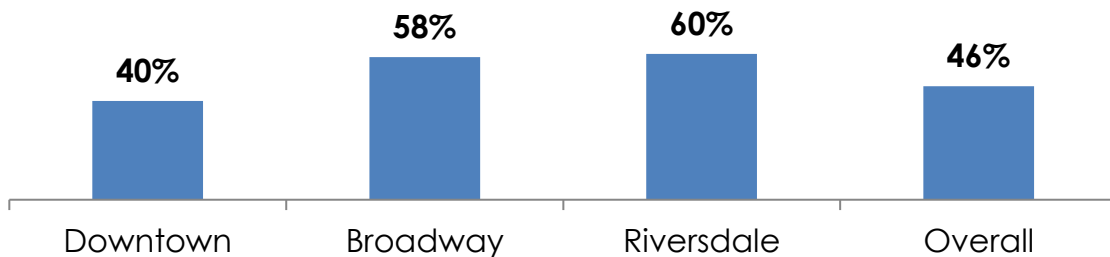
Made Aware When Starting	2015		2018	
	Count	%	Count	%
<b>Downtown</b>	22/35	63%	18/43	41%
<b>Broadway</b>	7/9	78%	7/9	78%
<b>Riversdale</b>	11/29	38%	9/16	56%

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 (CSOs) themselves? Base: All respondents who have heard of the Community Support Program and have been at their current employment for less than two years, 2015 weighted n=69 (Downtown n=35, Broadway n=9, Riversdale n=29), 2018 weighted n=68 (Downtown n=43, Broadway n=9, Riversdale n=16).

## Introduction to Program and Officers

Nearly one half of those who have heard of the CSP report that a CSO has stopped by their business to introduce herself/himself and discuss her/his role within the BIDs. The incidence of introductions is higher in the Broadway and Riversdale BIDs.

### CSOs Have Introduced Themselves and Their Role Within the BIDs

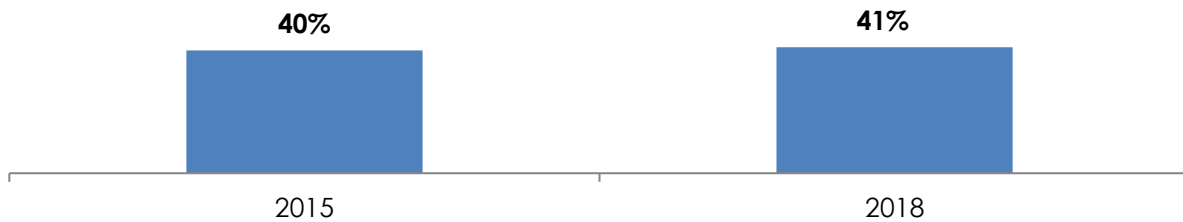


Q11.1 Has a Community Support Officer ever stopped by your business to introduce themselves and discuss their role within your business improvement district. Base: All respondents who have heard of the Community Support Program, 2018 weighted n=287 (Downtown n=195, Broadway n=36, Riversdale n=56).  
**\*New question for 2018.**

## Officer Interaction

Similar to the last wave, four in ten of those aware of the program (41%) have interacted with CSOs. Findings are generally consistent within the BIDs and with 2015 findings.

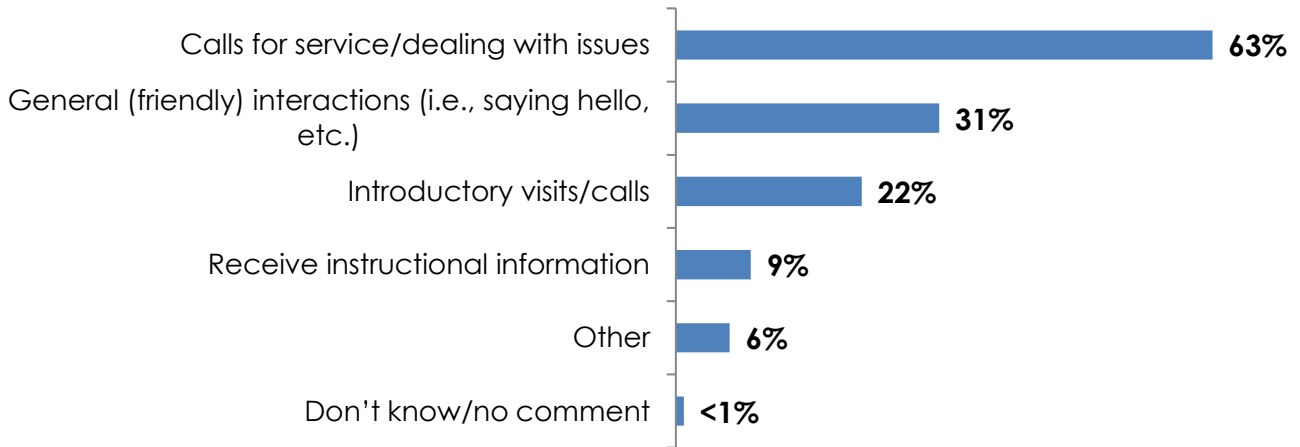
### Interacted with Community Support Officer



Interacted with Community Support Officer	2015	2018
Downtown	39%	36%
Broadway	40%	50%
Riversdale	44%	53%

Q12. Have you ever interacted with a Community Support Officer? Base: All respondents that have heard of the Community Support Program, 2015 weighted n=240 (Downtown n=140, Broadway n=30, Riversdale n=71), 2018 weighted n=287 (Downtown n=195, Broadway n=36, Riversdale n=56).

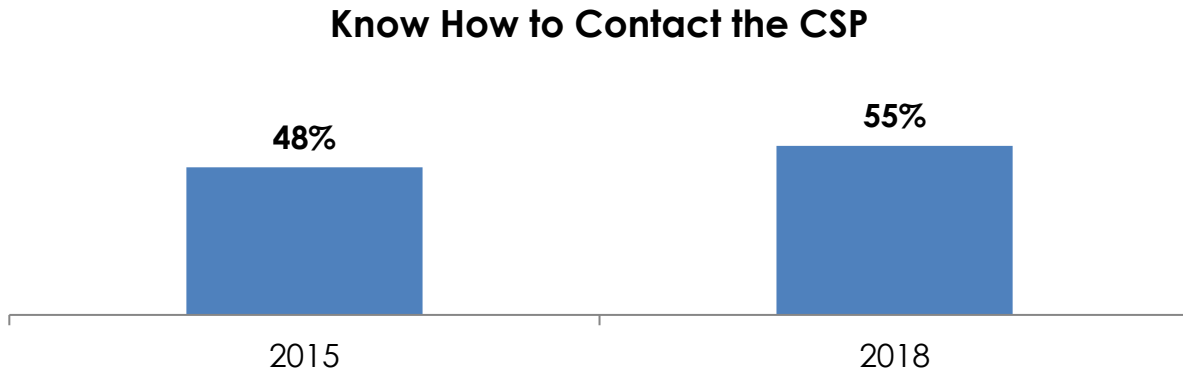
Most commonly, interaction with CSOs include calls for service (63%), friendly interactions (31%) and introductory visits or calls (22%).



Q13. Please describe the types of interaction(s) you've had with the Community Support Officers (CSOs).  
Base: All respondents who have interacted with a program officer, weighted n=118.

## Contact Knowledge

The majority of those aware of the program (55%) say they know how to contact the CSP, which is a slight increase from 2015.



Those in the Broadway BID are most likely to say they know how to contact the program. Additionally, more businesses in the Broadway and Riversdale areas report knowing how to contact the program this year as compared to 2015.

Know How to Contact the Program	2015	2018
<b>Downtown</b>	48%	45%
<b>Broadway</b>	57% ▼	90% ▲
<b>Riversdale</b>	42% ▼	68% ▲

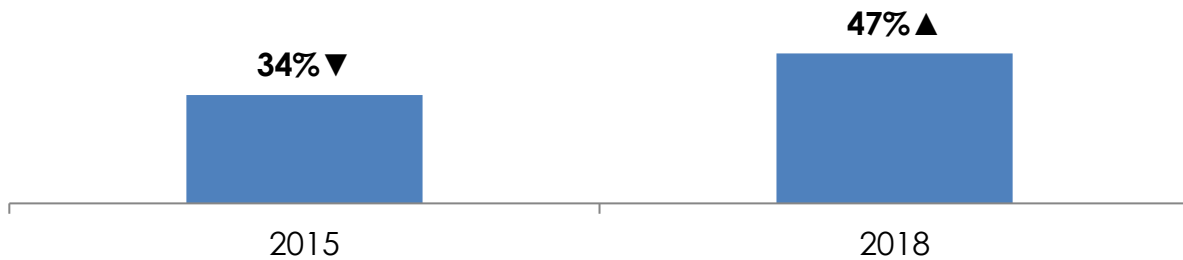
Q14. Do you know how to contact the Community Support Program? Base: All respondents that have heard of the Community Support Program, 2015 weighted n=240 (Downtown n=140, Broadway n=30, Riversdale n=71), 2018 weighted n=287 (Downtown n=195, Broadway n=36, Riversdale n=56).



## Contact Action

Nearly one half of those aware of how to contact the program say they have called to have a specific problem addressed (47%), which is a notable increase from 2015. Increased contact is noted across all three BIDs.

### Have Contacted the CSP for a Specific Issue



Have Contacted the Program	Downtown		Broadway		Riversdale	
	Count	%	Count	%	Count	%
<b>2015</b>	23/67	34%	4/17	24%	12/30	40%
<b>2018</b>	40/88	45%	14/32	44%	21/38	55%

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 (CSOs), 2015 weighted n=115, 2018 weighted n=158.

## Contact Frequency

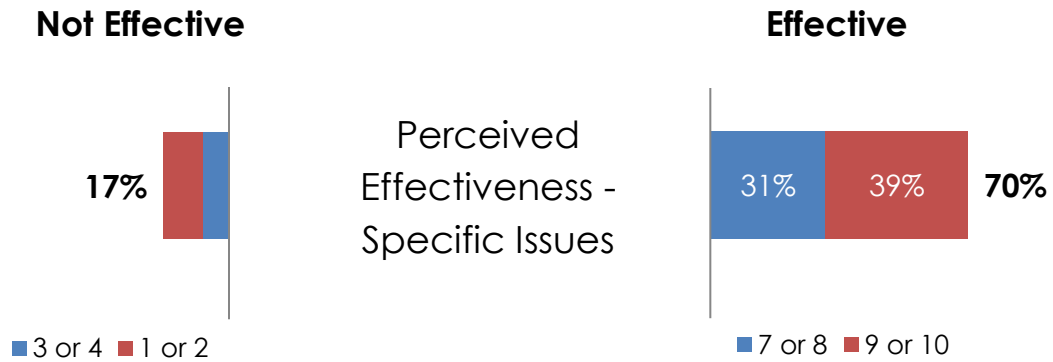
Businesses claim to have contacted the CSP an average of 11 times, up slightly from 2015. Increased contact frequency is noted in both the Downtown and Broadway BIDs.

	Average Number of Contacts							
	Overall		Downtown		Broadway		Riversdale	
	Count	Average	Count	Average	Count	Average	Count	Average
<b>2015</b>	39	9.0	23	9.4	4	1.0	12	11.5
<b>2018</b>	74	10.8	40	14.4	14	3.5	20	8.7

Q16. Approximately how many times have you contacted the Community Support Program? Base: All respondents that have contacted the Community Support Program, 2015 weighted n=39 (Downtown n=23, Broadway n=4, Riversdale n=12), 2018 weighted n=74 (Downtown n=40, Broadway n=14, Riversdale n=20).

## Perceived Effectiveness - Specific Issues

A majority of businesses that have contacted the CSP for a specific issue rate the program as being effective at addressing the issue, which is in line with 2015 findings.



On average, businesses rate the effectiveness of the program in addressing specific issues slightly lower than in 2015, except for those in the Broadway area.

	Average Rating							
	Overall		Downtown		Broadway		Riversdale	
	Count	Average	Count	Average	Count	Average	Count	Average
<b>2015</b>	39	7.6	23	7.5	4	7.5	12	8.1
<b>2018</b>	78	7.3	36	7.2	19	7.6	23	7.0

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, 2015 weighted n=39 (Downtown n=23, Broadway n=4, Riversdale n=12), 2018 weighted n=78 (Downtown n=36, Broadway n=19, Riversdale n=23).

## Perceived Effectiveness - Reason for Rating Lower Than 8

A common reason for rating the effectiveness of the program at addressing specific issues as less than 8 is that the time between contact and response is too long.

Downtown
They haven't helped us because they weren't open. Another time, it took them two hours to come.
Not enough support for the services they want to provide, though they are not focusing on the areas that improve overall safety.
The gentleman was in medical distress and was refusing to go to the hospital so they complied.
I'm not sure if they were able to provide a positive outcome, or anything really. I live off Idylwyld and sometimes confused, intoxicated people are about. Often, they themselves are trying to fix their situation. I've called CSO for it (a librarian friend reminded me CSO is an option instead of the police). I just wanted to make sure this person had a kind person to help them. I always try to do my best for my neighbours, and I hope the CSO could lend a hand in neighbourhoods adjacent to the business areas.
The problems aren't going away. I think they are providing a useful way of management of a minute-by-minute basis. It's babysitting, shuffling them around. It's pushing them to somebody else's business. Another negative thing is what has rules downtown - I got a liquor vendor next to me. They have been there about a year or so, and it is fuelled the alcohol consumption on the street. I don't want anything negative to anyone's business they are selling four or five-ounce mickeys of alcohol - single serving of various wine cooler. Most afternoons, there is a group of people waiting out for it. If they won't get served, they will ask somebody else buying for it, and it leads to people who are just in the area - and it is a negative interaction for those people.
Because I don't get the results I expect them to do. They are not as quick as getting to myself. I understand there may be two or four working in this area.
The issues seem to be a grey line on whether it is a police issue or a CSP issue. Usually, the homeless are the major reason for the call, and as soon as they deal with it or walk away, the homeless come back.
By the time they get here, quite often the disturbance has moved on, which indicates there are not enough of them.
It stops the issue at that moment, but the people just keep coming back.
Not in their area of patrol.
Their response time is too long, and not enough of them on the street. We need to make Downtown safer.
Sometimes it takes a while for them to come and they are not the police.
It moves them, but only from corner to corner.

## Broadway

[I] don't know about all the outcomes or resolutions.

[There is] limited availability and presence.

They didn't make it in time to be of assistance.

[I] had to contact someone else.

[It] took an hour to get here. I solved the problem by then myself.

They ejected a disruptive patron, but after they left, the person came back.

[I] didn't have a resolution [I] was just reporting it.

## Riversdale

What's their radius? How many people are on duty that day? I call them but the customers take off before they get here.

Sometimes there is a time lag. They do follow up or show up; it just takes some time to get here, depending on where they are. I called once and they were busy dealing with something else. They did show up later and followed up.

Because they don't do anything about anything we contact them for.

It's an ineffective program.

Based on type of business we are, we need immediate response.

[CSOs] didn't come - could not help.

They weren't able to help at all.

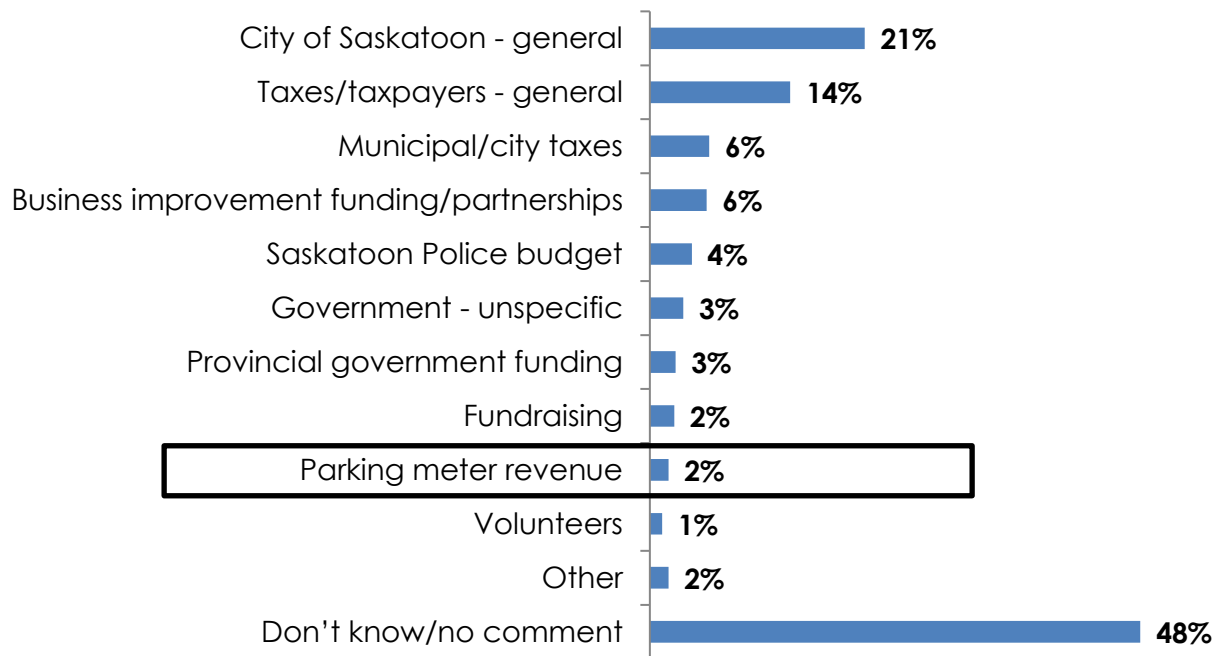
Because they are not in a vehicle where they can get places in a hurry; they are walking. They could be four - five blocks away, so it takes some time to get to the situation.

Q18. Why did you provide a lower rating for the effectiveness of the Community Support Program in addressing the **specific** issues you contacted them for? 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=13, Broadway n=7, Riversdale n=8. **\*Note: Slight wording change for 2018.**

## FUNDING

### Funding Knowledge

Few businesses are currently aware the CSP is funded through money collected from parking meters (2%).

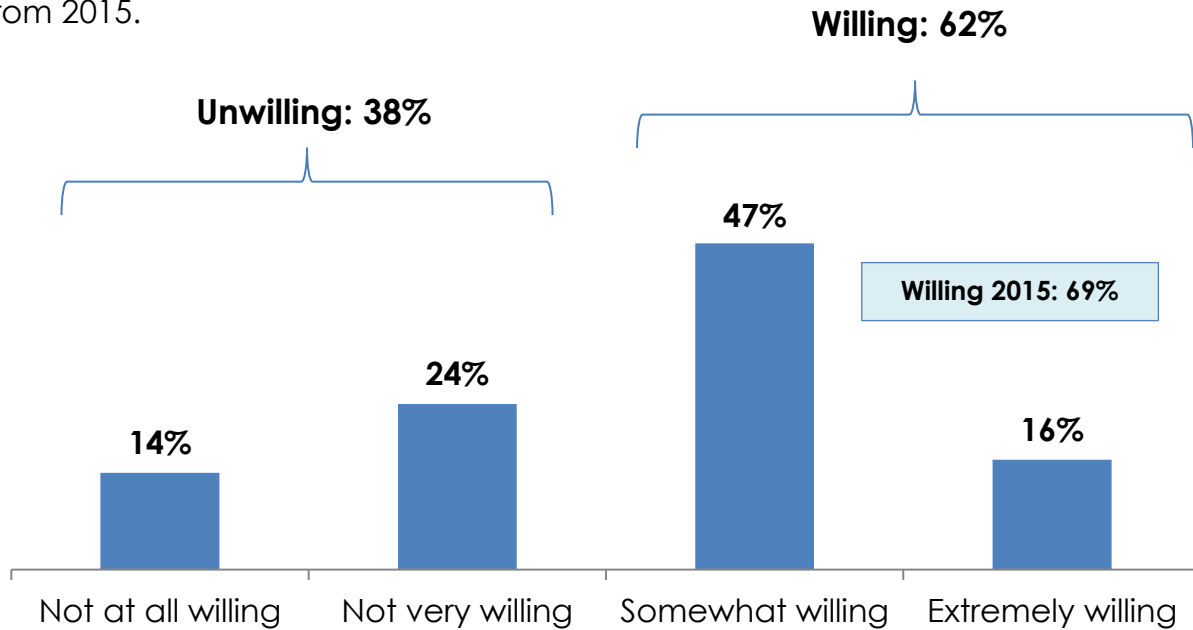


	Downtown	Broadway	Riversdale
<b>Parking meter revenue</b>	1%	6%	2%

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, 2018 weighted n=287 (Downtown n=195, Broadway n=36, Riversdale n=56).

## Program Funding Using Property Tax

The majority of those who are aware of the CSP (62%) say they would be willing to support the program through property tax (mill rate), which is a slight decrease from 2015.



Businesses in the Broadway BID remain the most willing to support the program through property tax (71%). Willingness has decreased somewhat in all BIDs since 2015.

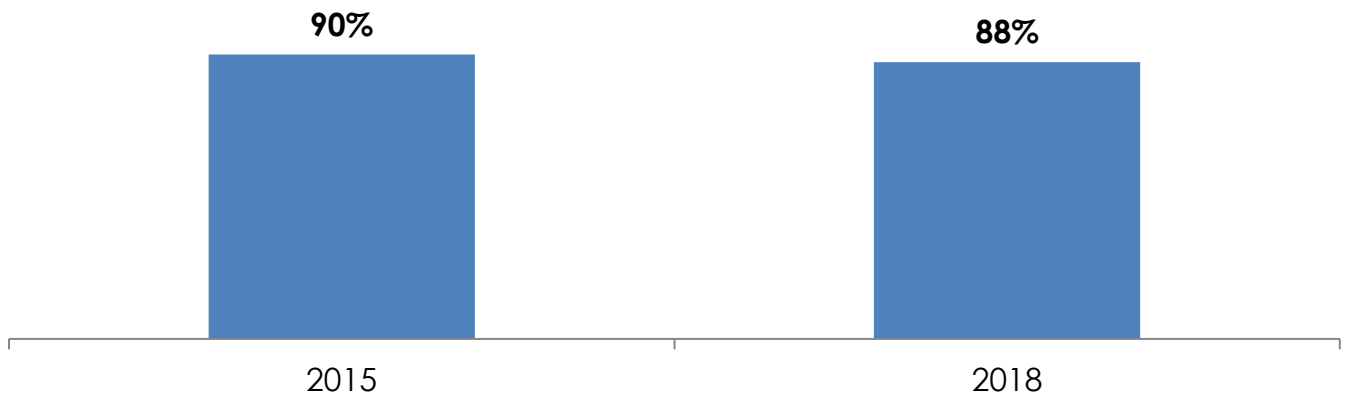
	2015			2018		
	Downtown	Broadway	Riversdale	Downtown	Broadway	Riversdale
<b>Unwilling</b>	<b>34%</b>	<b>20%</b>	<b>28%</b>	<b>39%</b>	<b>29%</b>	<b>39%</b>
Not at all willing	19%	3%	13%	14%	4%	19%
Not very willing	15%▼	17%	15%	25%▲	25%	19%
<b>Willing</b>	<b>66%</b>	<b>80%</b>	<b>72%</b>	<b>61%</b>	<b>71%</b>	<b>61%</b>
Somewhat willing	46%	60%	41%	44%	54%	50%
Extremely willing	21%	20%	31%▲	17%	17%	11%▼

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, 2015 weighted n=240 (Downtown n=140, Broadway n=30, Riversdale n=71), 2018 weighted n=287 (Downtown n=195, Broadway n=36, Riversdale n=56).

## Program Continuation Support

Despite a softening in the proportion willing to fund the CSP through property tax, most continue to say they would like to see the program remain (88%), which is in line with 2015 findings.

### Would Like to See the Community Support Program Continue



Would Like to See Community Support Program Continue	2015	2018
Downtown	87%	87%
Broadway	97%	94%
Riversdale	96%	87%

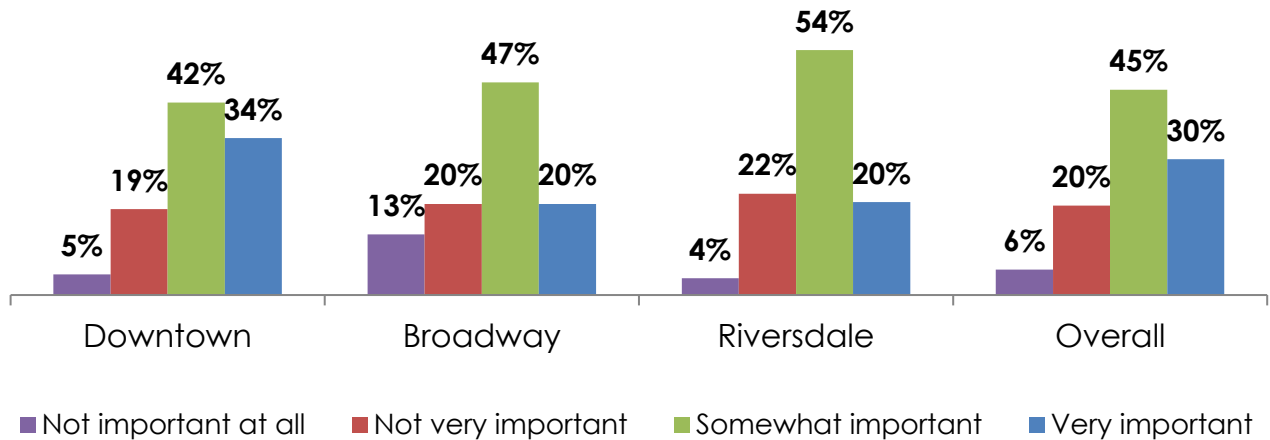
Q21. Would you like to see the Community Support Program continue? Base: All respondents that have heard of the Community Support Program, 2015 weighted n=240 (Downtown n=140, Broadway n=30, Riversdale n=71), 2018 weighted n=287 (Downtown n=195, Broadway n=36, Riversdale n=56).



## Importance of Program Operating Mondays

The majority (75%) say it is important to have CSOs working on Mondays, in addition to their current Tuesday to Saturday schedule. This sentiment is generally consistent across all BIDs.

### Importance of Extending Program to Operate on Mondays

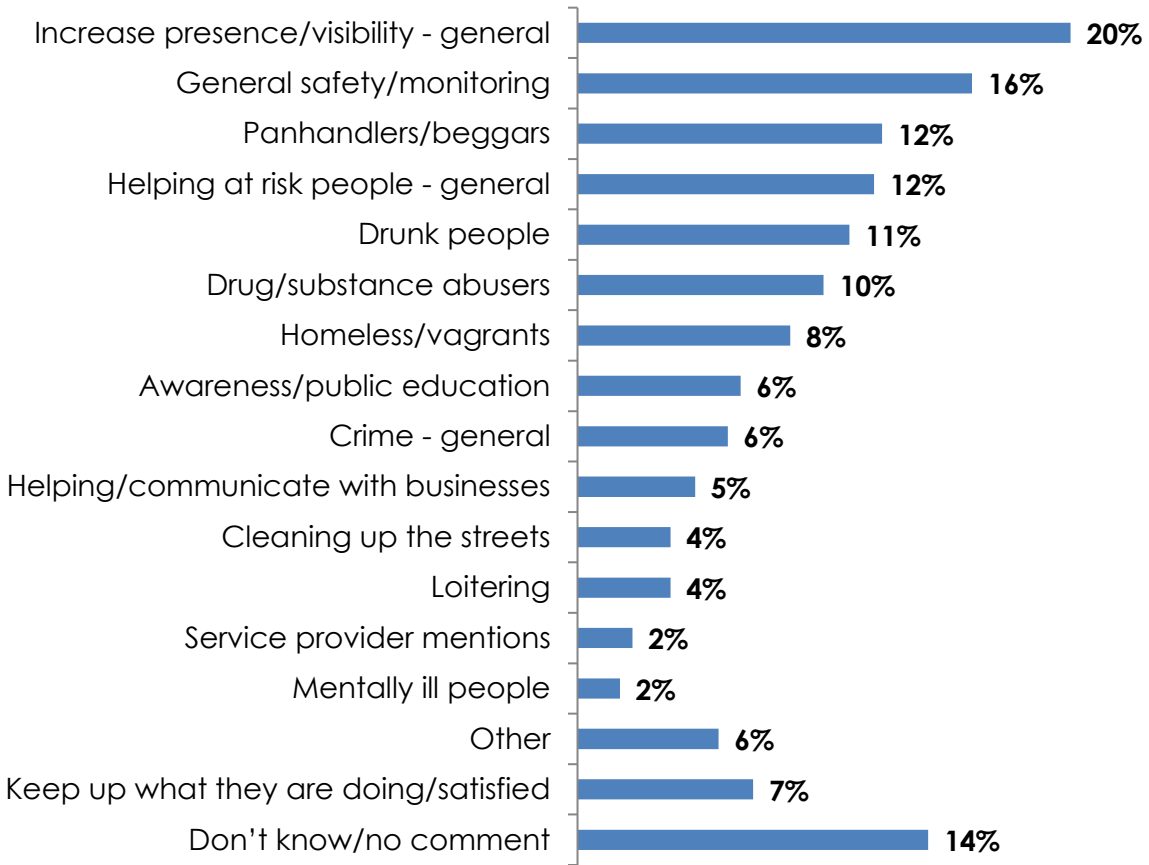


Q21.1. Presently, Community Support Officers (CSOs) operate Tuesday to Saturday. How important is it to have these officers working on Mondays? Base: All respondents that have heard of the Community Support Program and would like to see the program continue, 2018 weighted n=251 (Downtown n=169, Broadway n=34, Riversdale n=49).

**\*New question for 2018**

## Priorities for Next 12 Months

Businesses say increasing the presence and visibility of the CSOs (20%), safety monitoring (16%), panhandling (12%) and helping at-risk people (12%) are top priorities they would like to see the program focus on over the next year.



21.2 What priorities should the Community Support Program focus on over the next 12 months? Base: All respondents that have heard of the Community Support Program and would like to see the program continue, 2018 weighted n=251.

**\*New question for 2018.**

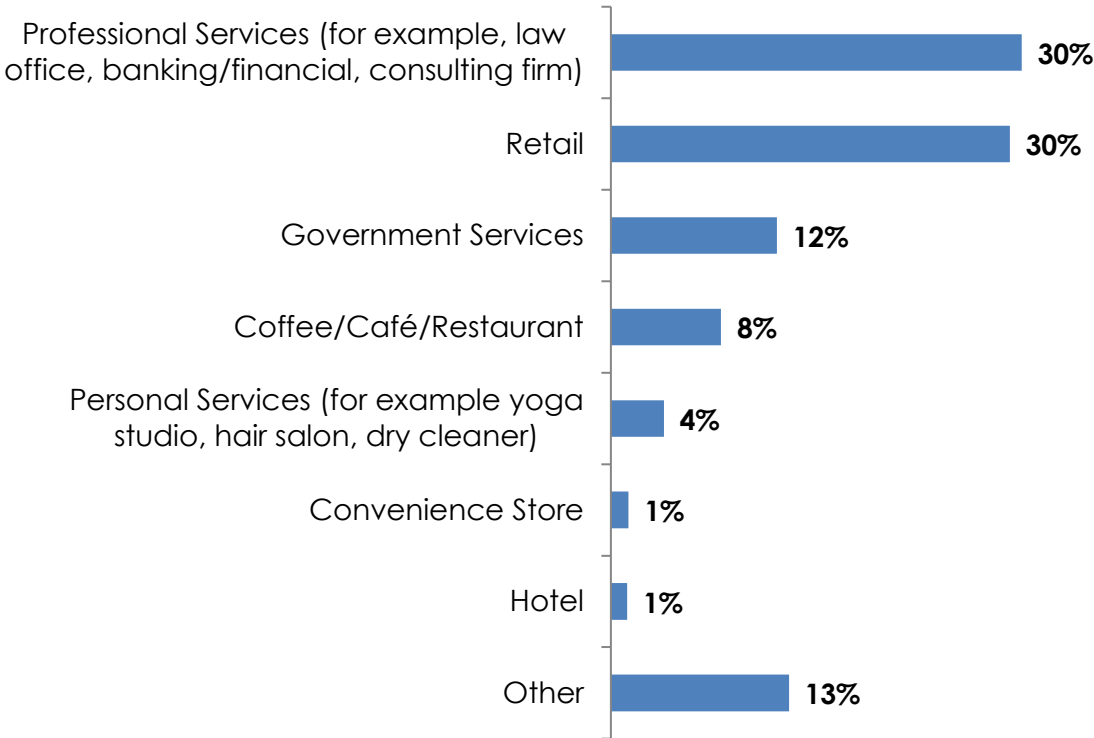
# DEMOGRAPHICS

## Years in Operation

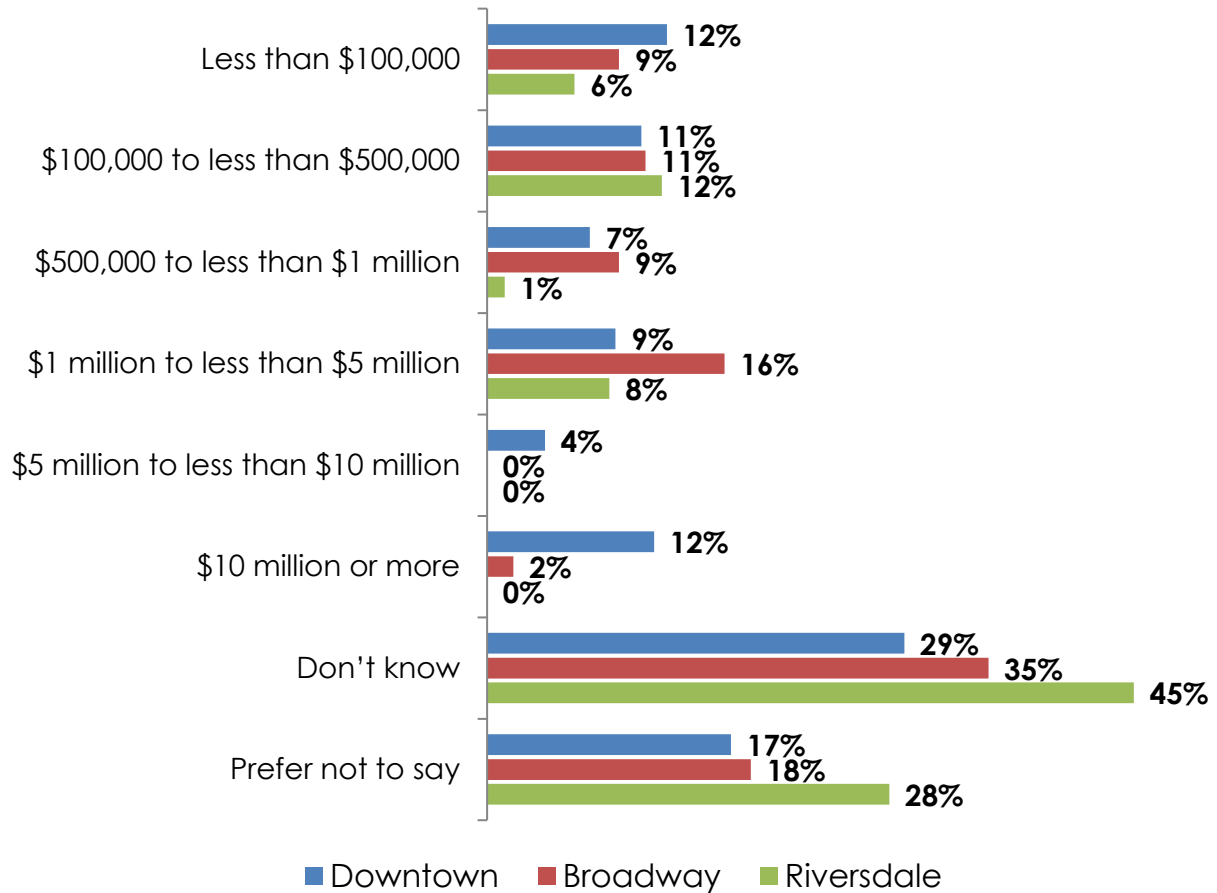
Average Number of Years in Operation	2015	2018
<b>Downtown</b>	25.5	27.1
<b>Broadway</b>	19.4	18.1
<b>Riversdale</b>	17.5	25.5

Q22. How long has your business been open? Base: All respondents excluding "don't know", 2015: Downtown n=184, Broadway n=40, Riversdale n=102, 2018: Downtown n=185, Broadway n=40, Riversdale n=66.

## Business Type

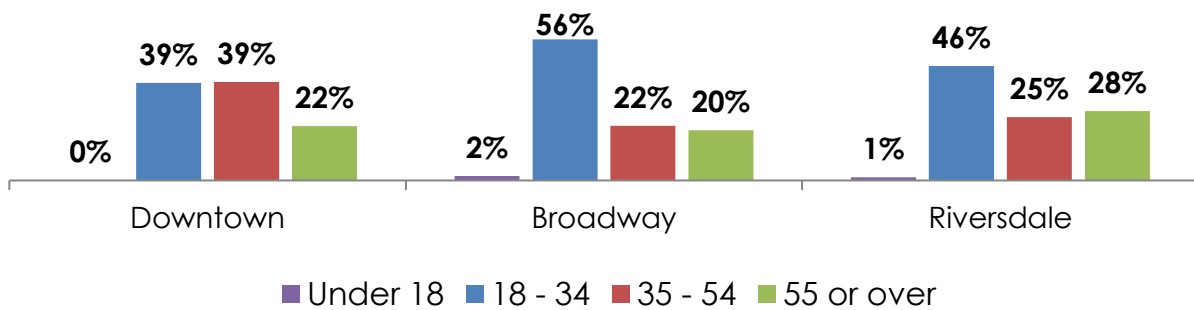


## Annual Revenue



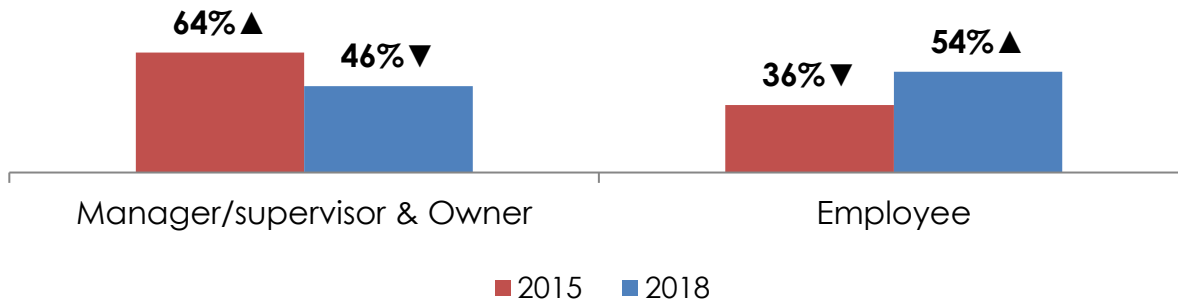
Q23. Into which of the following categories does your annual revenue fall? Base: All respondents, Downtown n=248, Broadway n=41, Riversdale n=75.

## Age Range



Q24. Into which age range do you fall? Base: All respondents, Downtown n=248, Broadway n=41, Riversdale n=75.

## Employment Type



QB. Which of the following best describes your employment? Base: All respondents, 2015 n=357, 2018 n=364.

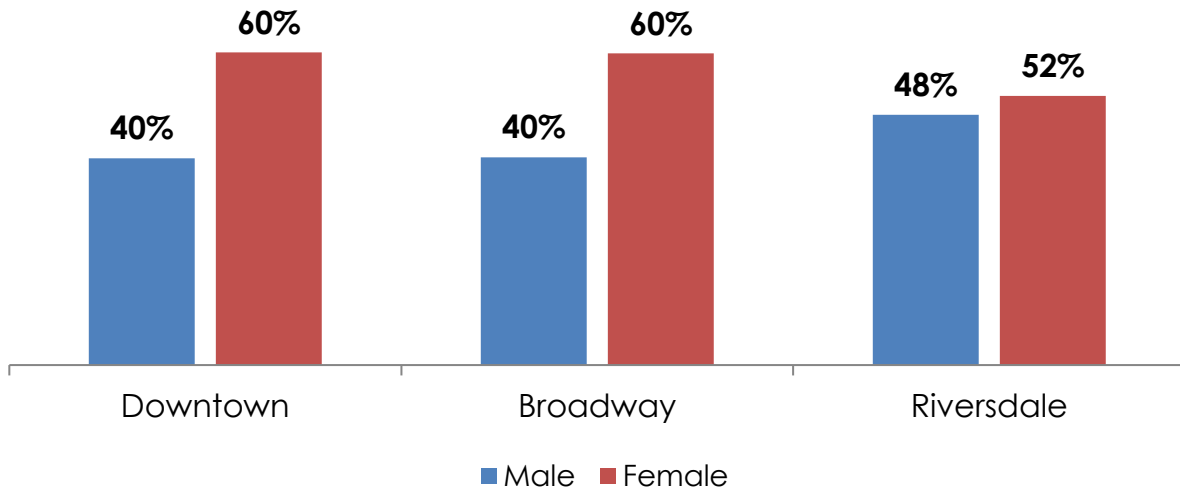
## Age by Employment Type

Broadway (n=41)	Employee		Manager/Supervisor		Owner		Total	
	Count	%	Count	%	Count	%	Count	%
Under 18	1	2%	0	0%	0	0%	1	2%
18 - 34	13	33%	5	13%	4	11%	23	56%
35 - 54	3	7%	2	5%	4	9%	9	22%
55 or over	2	5%	1	2%	5	13%	8	20%
<b>Total</b>	<b>19</b>	<b>47%</b>	<b>8</b>	<b>20%</b>	<b>13</b>	<b>33%</b>	<b>41</b>	<b>100%</b>

Downtown (n=248)	Employee		Manager/Supervisor		Owner		Total	
	Count	%	Count	%	Count	%	Count	%
Under 18	0	0%	0	0%	0	0%	0	0%
18 - 34	70	28%	21	8%	5	2%	97	39%
35 - 54	60	24%	21	8%	16	7%	98	39%
55 or over	15	6%	15	6%	23	9%	54	22%
<b>Total</b>	<b>146</b>	<b>59%</b>	<b>57</b>	<b>23%</b>	<b>45</b>	<b>18%</b>	<b>248</b>	<b>100%</b>

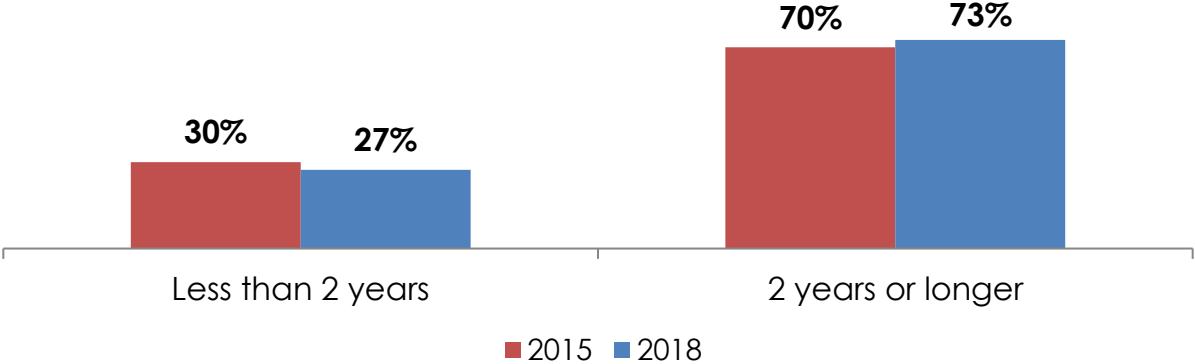
Riversdale (n=75)	Employee		Manager/Supervisor		Owner		Total	
<b>Under 18</b>	1	1%	0	0%	0	0%	1	1%
<b>18 - 34</b>	20	27%	13	17%	2	2%	34	46%
<b>35 - 54</b>	5	6%	6	8%	8	11%	19	25%
<b>55 or over</b>	5	7%	7	10%	8	11%	21	28%
<b>Total</b>	31	41%	26	35%	18	24%	<b>75</b>	<b>100%</b>

## Gender

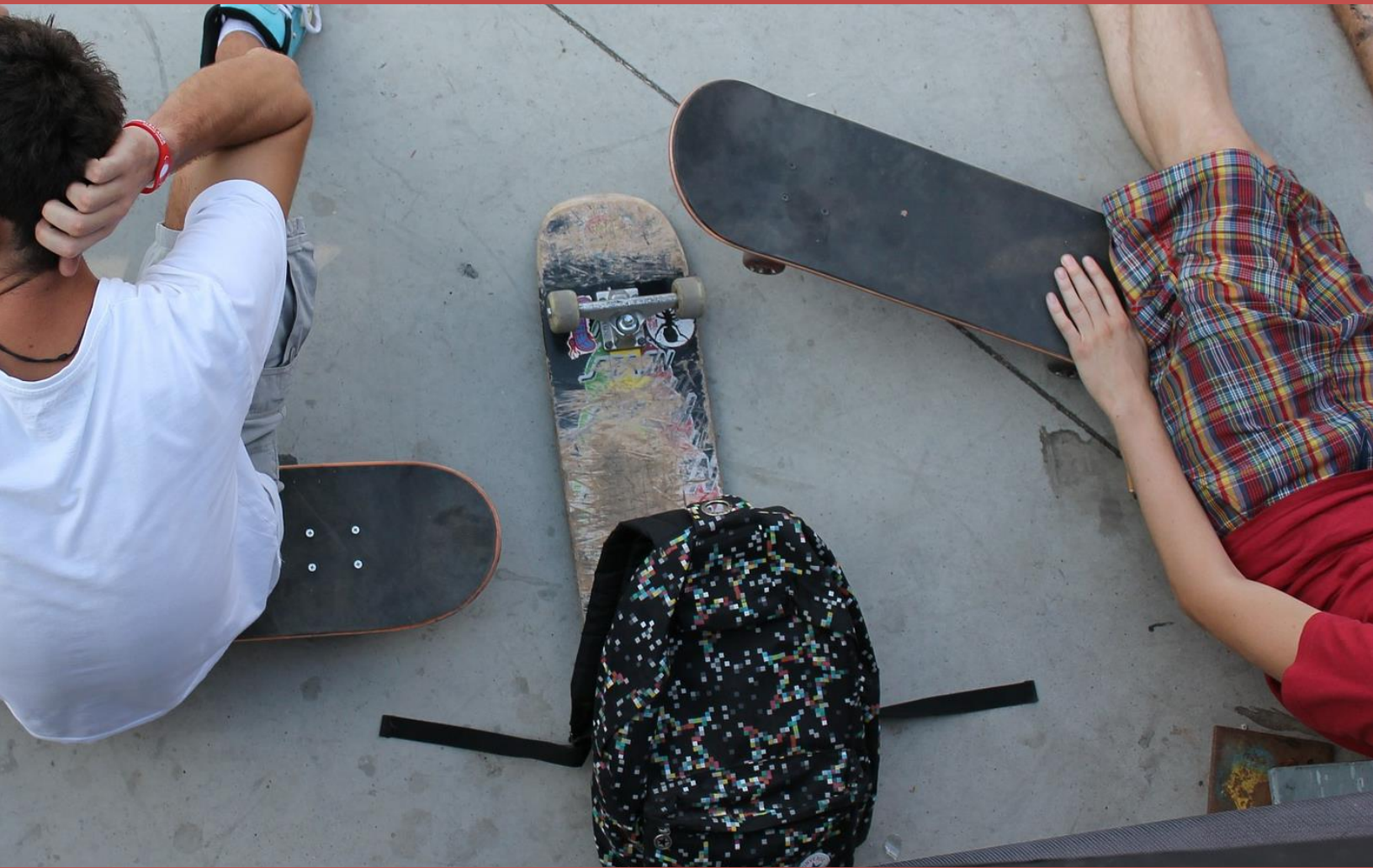


Q25. Which gender do you identify with most? Base: All respondents, Downtown n=248, Broadway n=41, Riversdale n=75.

# Employment Length



QD. How long have you been employed at this location? Base: All respondents, 2015 n=357, 2018 n=364.



# SERVICE PROVIDER PERCEPTIONS



# Service Providers

## METHODOLOGY

### Quantitative Data Collection

Service providers (those who work with the vulnerable persons of Saskatoon) were invited to participate in an online perceptions study. Inshtrix collaborated with representatives from the City to update the existing questionnaire from previous waves of research to align with current research needs. Specific research objectives are:

- Gauging current levels of street activity and the impacts it has on service provider organizations
- Determining current awareness of, and interaction levels with, the Community Support Program (CSP)
- Understanding service provider perceptions of program effectiveness
- Determining the level of support for program continuation and expansion activities

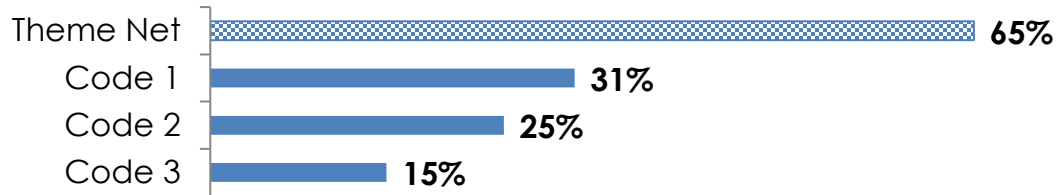
Data were collected between July 6 and 17, 2018. Providers were initially contacted by telephone and provided with an email link to complete the survey. Telephone reminders were conducted to help maximize responses. From a sample size of 51 organizations provided by the City, 29 participated in the study, resulting in a response rate of 57%.

## NOTES ON REPORTING

- Each question includes a base description (n=#) that 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 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 SURVEY - KEY FINDINGS

### Street Activity

- When asked what first comes to mind when thinking about negative street activity in Saskatoon, service providers most commonly mention violent or aggressive people (34%), intoxicated or high people (34%), loitering and gangs (34%) and panhandling (24%).
  - These activities are seen as affecting the provider organization by causing fewer clients to come into the area (31%), making it unsafe for clients and staff (24%) and leading to them helping those in need (21%).

### 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, 55% of service providers mention the CSP specifically.
- All service providers have heard of the CSP.
- Six in ten service providers (62%) rate the program effectiveness between 7 and 10.
- Most service providers (83%) claim to have interacted with the program.
- Among service providers who have interacted with the CSP, 71% rate the program as being effective (rating 7 to 10) at addressing specific concerns. This proportion has increased since 2015, in which 42% rated the program effectiveness as a 7 out of 10 or higher.

### Community Support Program Funding & Program Continuation

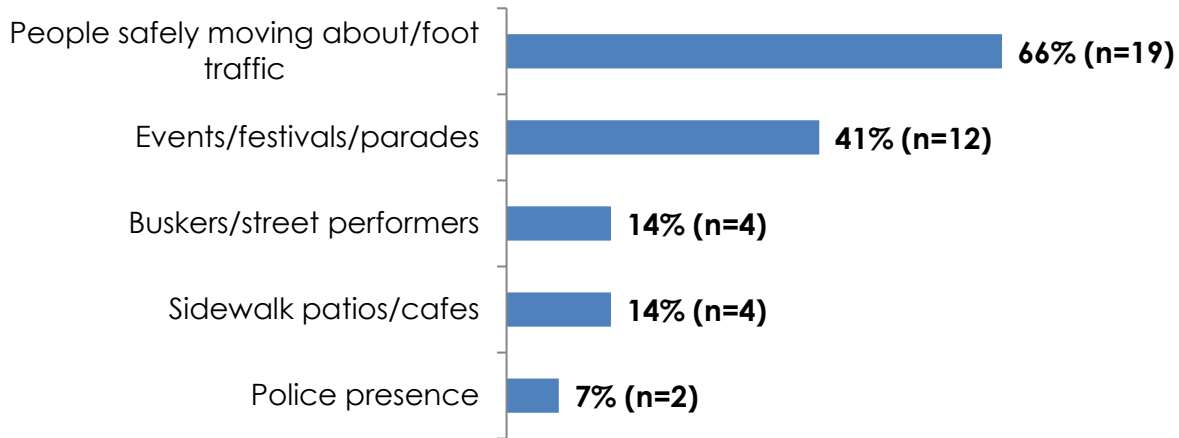
- Service providers feel it is important (83%) to have the program operate on Mondays, in addition to the current Tuesday to Saturday schedule. Service providers also believe it is important to extend the hours of the regular operating days – particularly on Fridays (86%) and Saturdays (93%).
- Nearly all Service providers (90%) say they would like the program to continue (93%) after being made aware of how the program is funded.

# Service Provider - Study Results

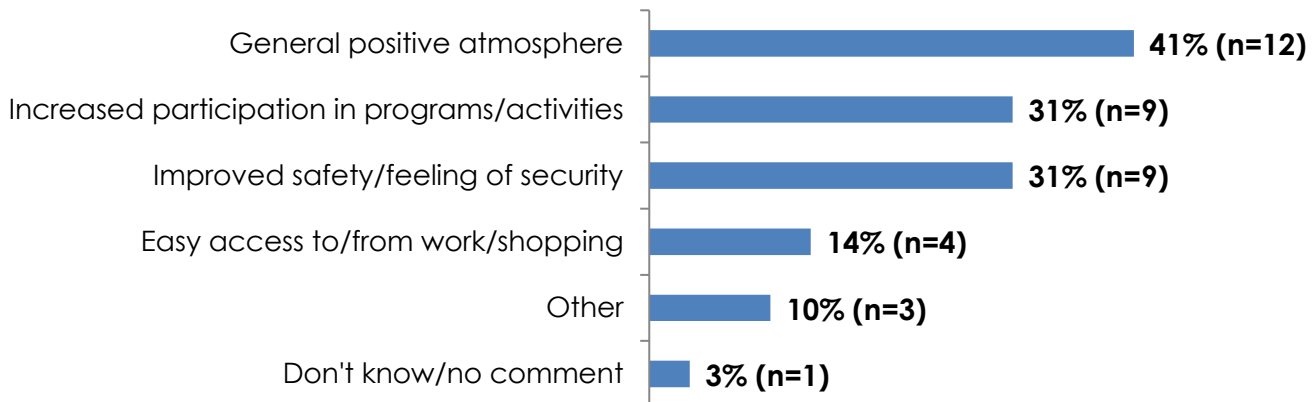
## STREET ACTIVITY

### 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 a general positive atmosphere (41%), increased participation in activities (31%) and an improved feeling of safety and security for clients and staff (31%).



### Positive Activity Impact

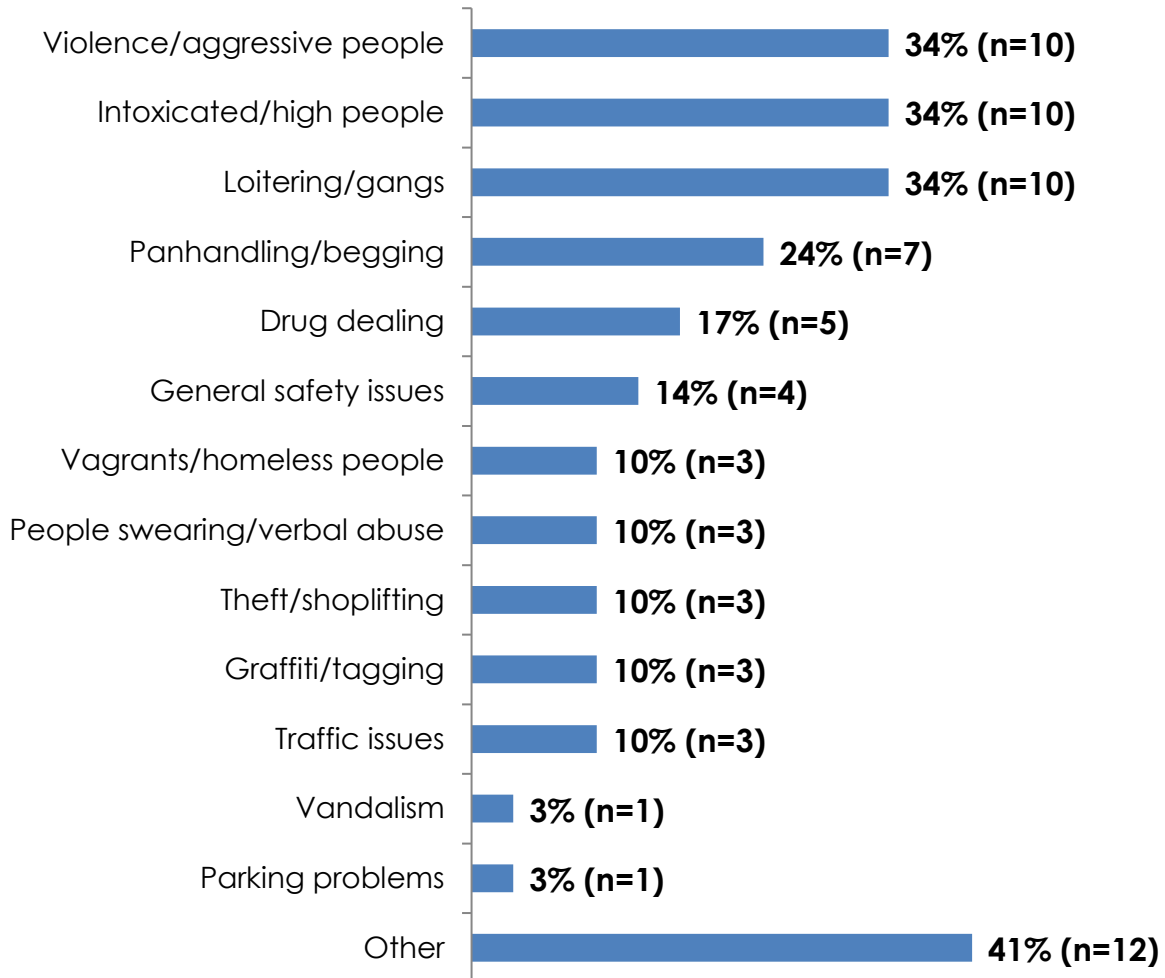


Q1. When you think of **positive** street activity in Saskatoon, what first comes to mind? Base: All respondents, n=29.

Q2. How do these types of **positive** street activity affect your organization? Base: All respondents, n=29.

## 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 (34%), intoxicated or high people (34%), loitering and gangs (34%) and panhandling (24%).

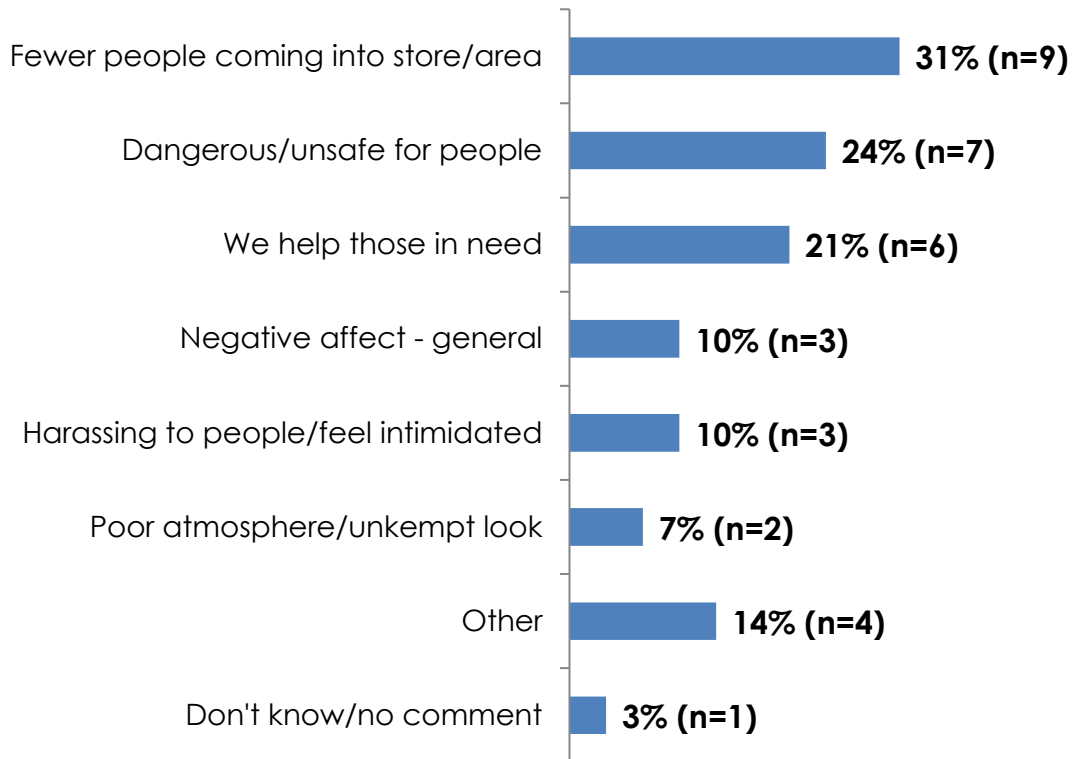


Q3. When you think of negative street activity in Saskatoon, what first comes to mind? Base: All respondents, n=29.

## Negative Street Activity - Impact

Service providers indicate that negative street activities affect their organizations by causing fewer clients to come into the area (31%), making it unsafe for clients and staff (24%) and leading to staff helping those in need (21%).

### Negative Activity Impact

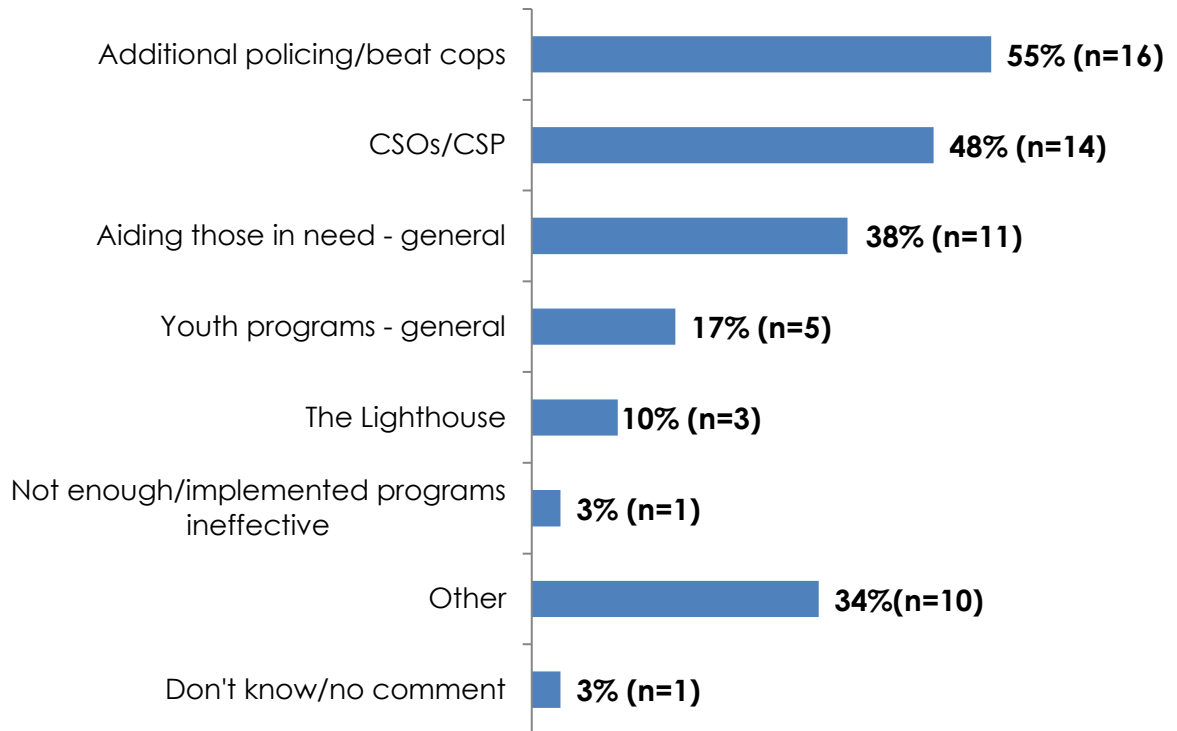


Q4. How do these types of **negative** street activity affect your organization? Base: All respondents, n=29.

## STREET ACTIVITY

### Unaided Awareness

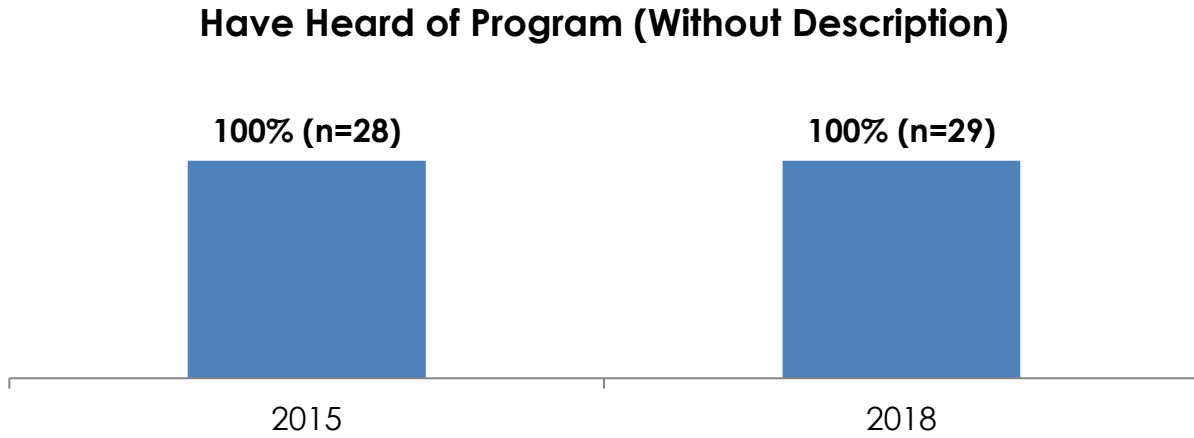
When asked what first comes to mind when thinking about methods or programs that are currently used to address issues related to negative street activity in Saskatoon, nearly one half of service providers mention the CSP specifically.



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=29.

## Prompted Awareness

All service providers have heard of the CSP, which is in line with 2015.



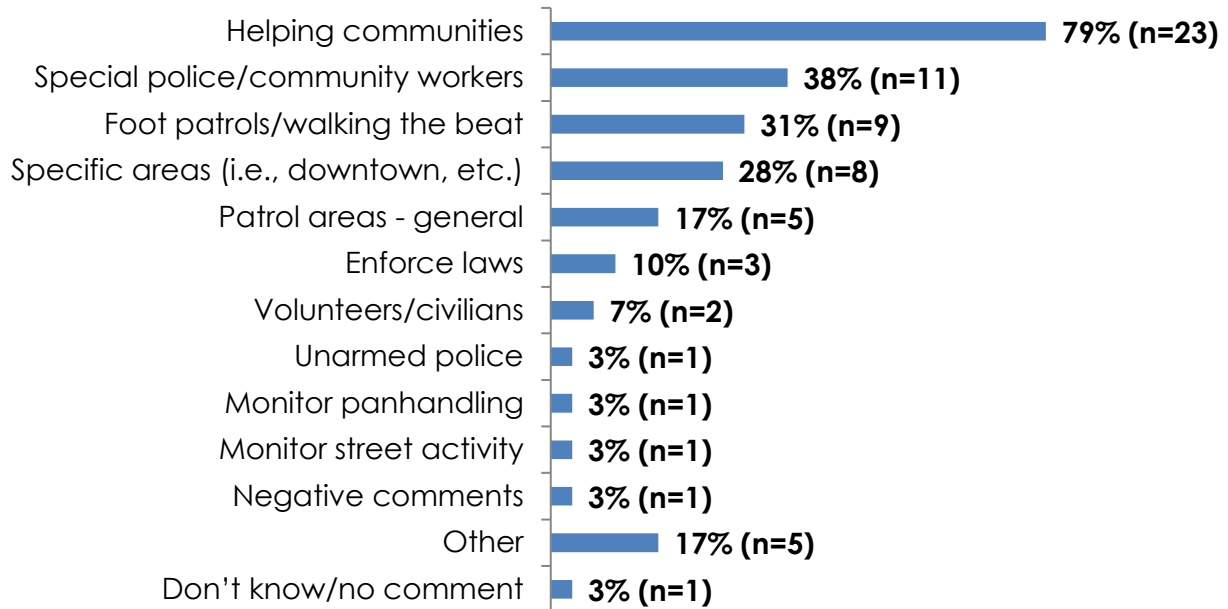
Q6. Have you heard of the City of Saskatoon Community Support Program (CSP) or Community Support Officers (CSO)? Base: All respondents, 2015 n=28, 2018 n=29.

Q8. Now that you have heard this description, have you heard of this program? Base: All respondents who did not recall the program before being provided a description, n=0.



## Proven Awareness

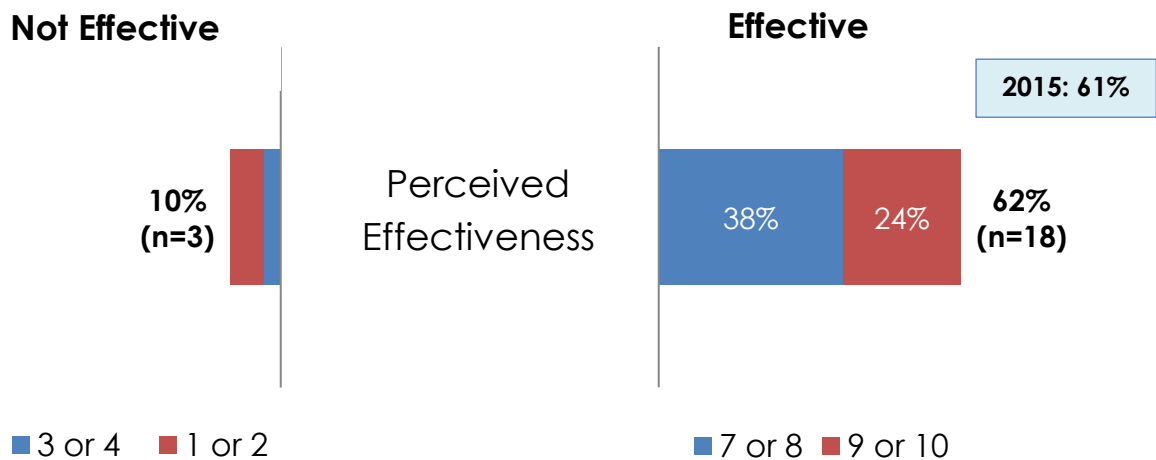
Service providers commonly believe the CSP exists to help communities (79%), as special police or community workers (38%) and to patrol on foot (31%).



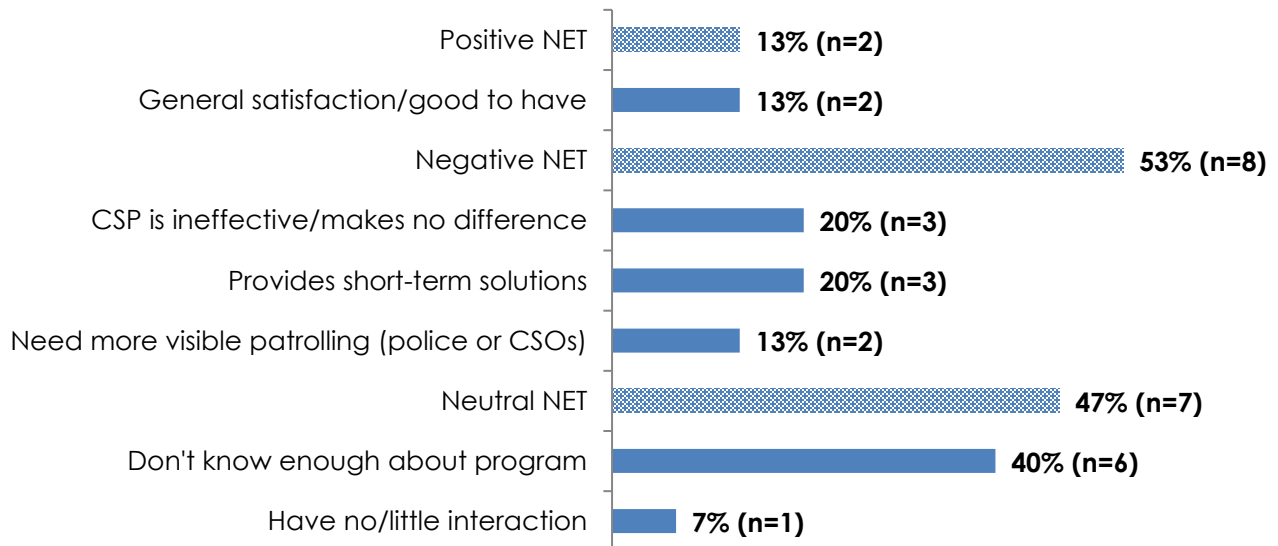
Q7. To the best of your knowledge, what is the Community Support Program? Base: All respondents, n=29.

## Perceived Effectiveness

The majority of service providers rate the CSP as effective, with one quarter who believe the program is very effective (rated the program a 9 or higher), which is consistent with 2015.



Q9. On a scale from 1 to 10, 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=29.

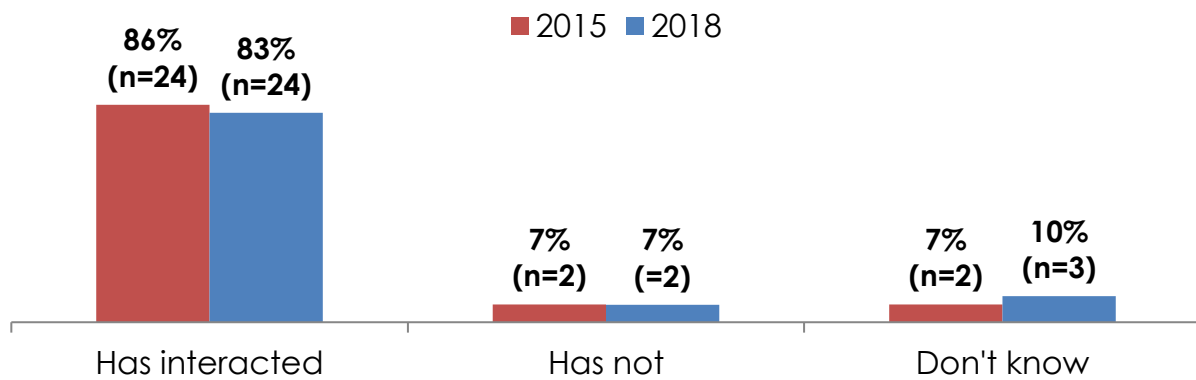


Q10. Why did you rate the effectiveness of the Community Support Program as a [insert from Q9]? Base: All respondents that rated the effectiveness of the program as less than 8, n=15. See "Notes on Reporting" for a description of nets.

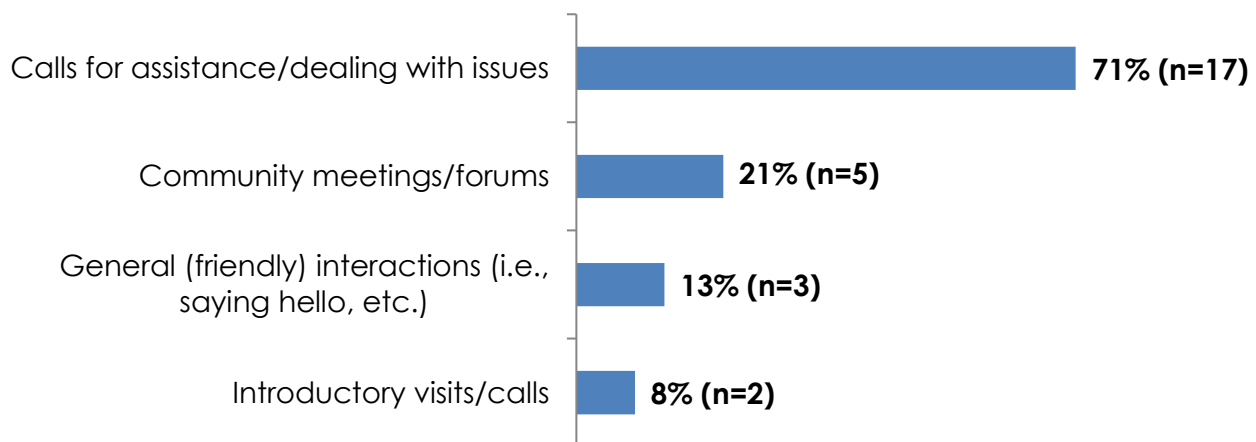
## PROGRAM INTERACTION

### Organization Interaction

Most service providers continue to say they have interacted with the program, most commonly to call for assistance.



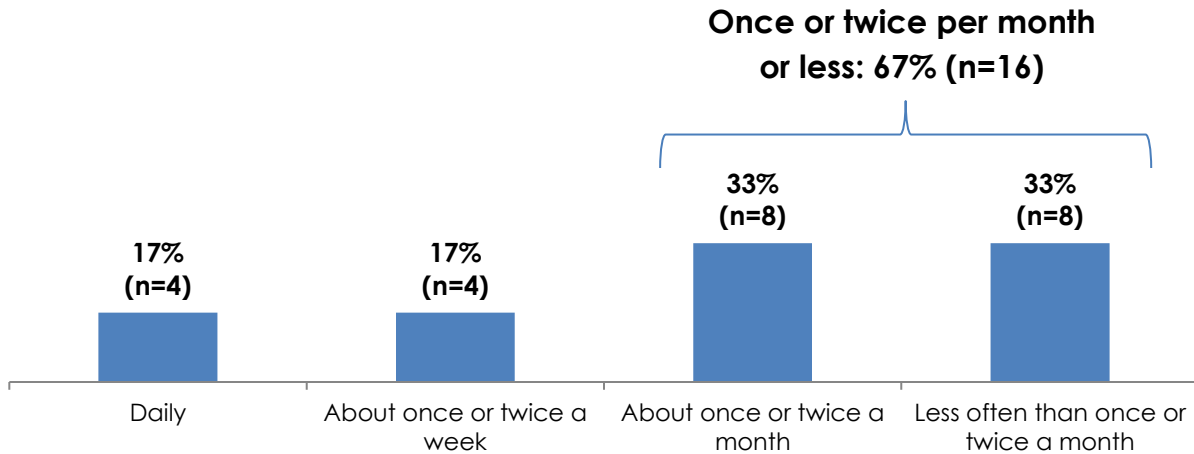
Q11. Has your organization ever interacted with the Community Support Program for any reason? Base: All respondents, 2015 n=28, 2018 n=29.



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 CSP, it is most common for interactions to take place once or twice per month or less often (67%), although some service providers report interacting with the program once or twice per week (17%) or daily (17%). The frequency of interactions with the CSP has increased slightly since 2015.

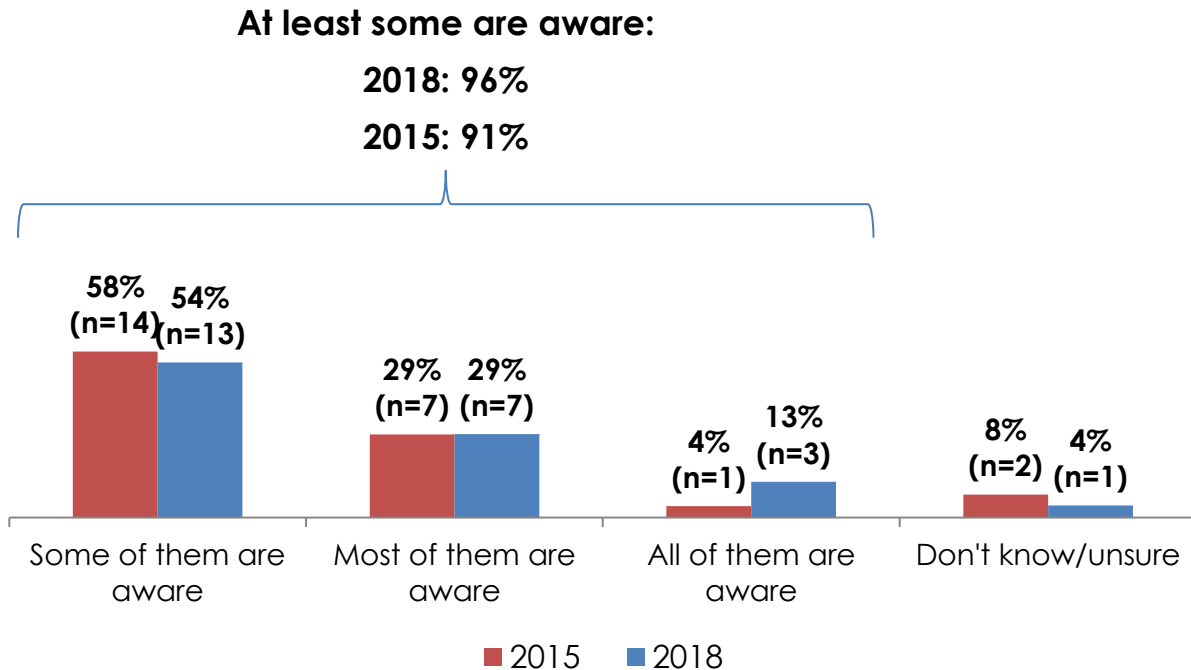


Frequency of Program Interactions	2015		2018	
	Percentage	Count	Percentage	Count
Daily	13%	3	17%	4
About once or twice per week	8%	2	17%	4
About once or twice per month	29%	7	33%	8
Less often than once or twice per month	50%	12	33%	8

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

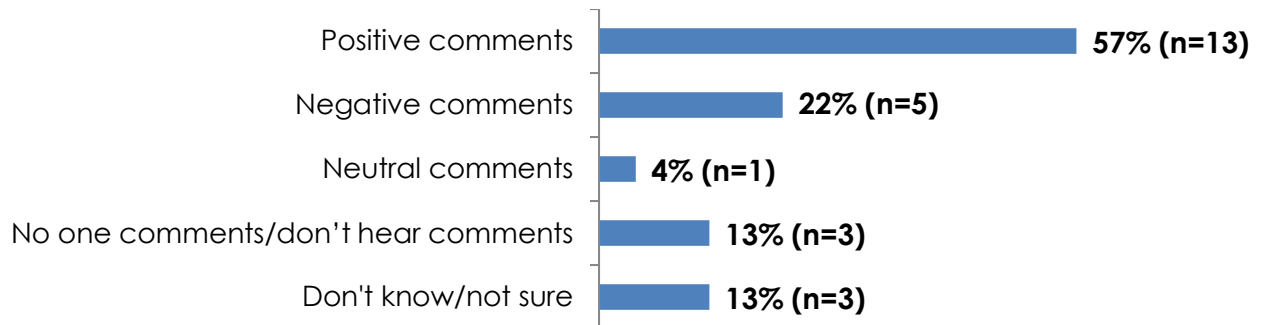
Awareness of the CSP among Service Provider clients is reportedly strong, with 96% saying at least some of their clients are aware of the program. This is in line with 2015 findings.



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, 2015 n=24, 2018 n=24.

## Perceived Client Program Impressions

Service providers largely believe program users think positively of the CSP.

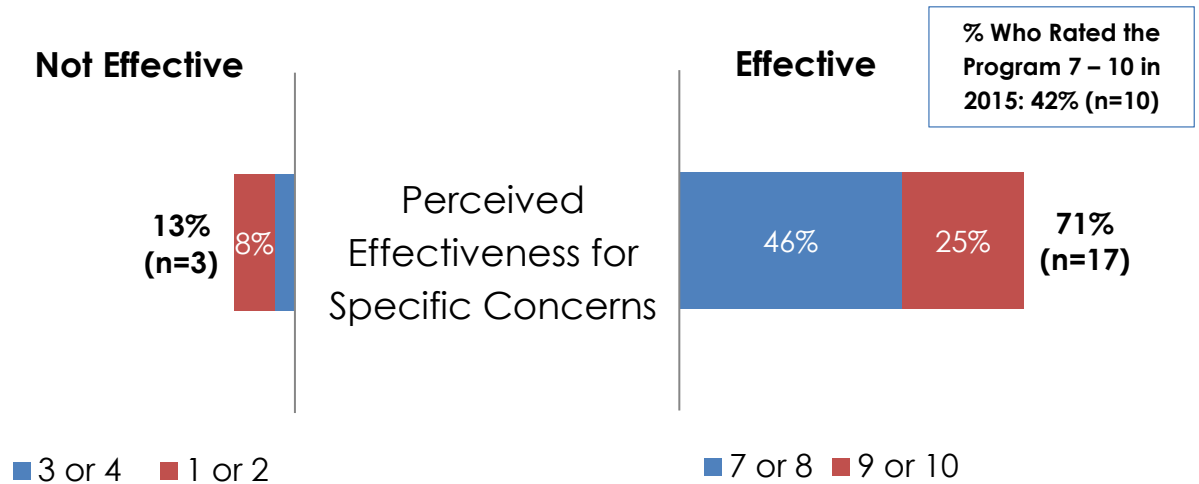


Service Provider Client Comments
Supportive.
Generally, they are supported with respect and kindness. Because there is a lack of services for some issues in our city, folks may tend to be frustrated with their ability to help.
Some find them helpful to assist with getting supports organized, such as shelter.
They strongly dislike them. They are viewed as police without the gun - narcs, bullies, think they are better than us.
I don't hear about it.
They are friendly and try to help persons in need.
They think it is helpful in reducing crime and improves the experience of people visiting the BIDs.
I don't know.
It's helpful; we need them.
They appreciate and respect the work they do.
I have not heard much.
What do they do?
The people are appreciative for their presence and assistance when needed.
They are mildly supportive.
Our clients have not mentioned anything about the program.
Positive relationship.
Do a good job but need more authority.
Unknown.
Never see them.
Most of our residents do not have a positive history with the police.
They are a good resource to have.
They are positive and think it is a needed service.

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 and who chose to leave a comment, n=23.

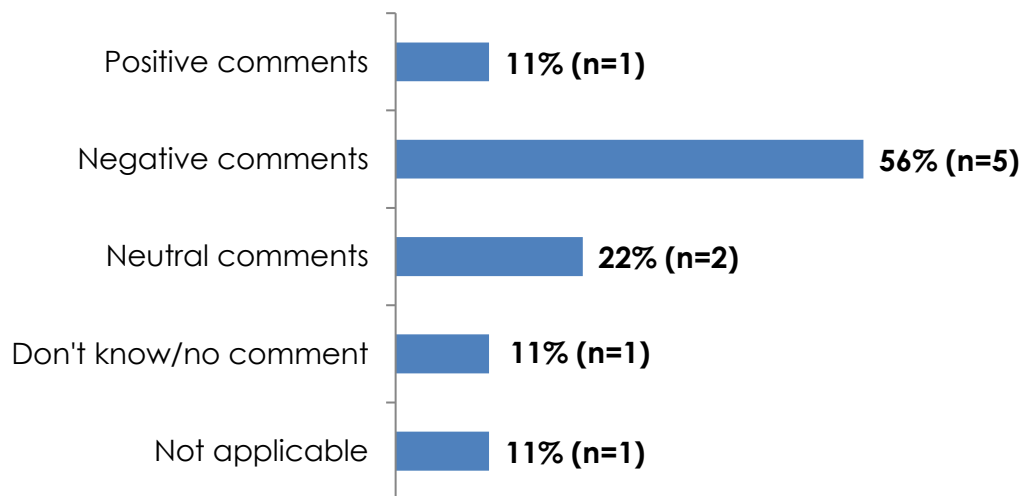
## Perceived Effectiveness - Specific Concerns

Among those who have interacted with the program, program effectiveness is moderately high (71% provide a rating of 7 or higher). Perceived program effectiveness in addressing specific issues has strengthened since 2015.



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.

## Perceived Effectiveness – Reasons for Rating Lower Than 8



### Reasons for Rating Effectiveness as Less Than 8

We are off the beaten track.

We are concerned about people who are marginalized and pushed out of public spaces, and they push people out of public spaces. They also openly fought against our effort to stop the panhandling bylaw changes.

Because I know they are out there, but we really don't have any interaction.

As a counterpart in front-line/direct service provision they are allies. However, CSP is unable to provide intensive, ongoing support to the cyclical individuals that exceed mainstream services. Nor can the program be expected, by its design, to change system issues that contribute to the increase of negative street activity that comes with a growing metropolis.

No comment.

Our agency is better adept at helping our individuals that come into a crisis situation or in need of information. Then, when we ask a stranger to assist, it is sort of about trust and we have already built that into our agency. Therefore, our clients would trust us first, before we ask others to assist with any of their needs or wants.

We rarely see them or have contact with them. We would welcome a stronger presence in front of our building and behind our building in the alley.

They don't come by our place all that often, so there is little data to make an informed assessment.

We do not have a lot of contact with them in addressing concerns. It is not applicable to our area.

Q17. Why did you provide a lower rating for the effectiveness of the Community Support Program in addressing the **specific** concerns of your organization? Base: All respondents that rated perceived effectiveness as less than eight, n=9. **\*Note: Slight wording change for 2018.**

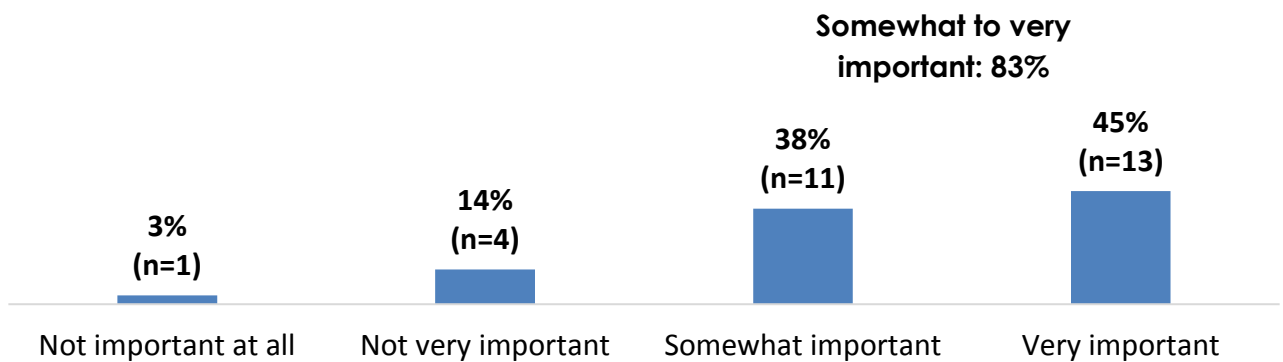


## PROGRAM OPERATING HOURS

### Importance of Having Program Operate on Mondays

A strong majority of service providers feel it is important to have CSOs work on Mondays, in addition to their current Tuesday to Saturday schedule.

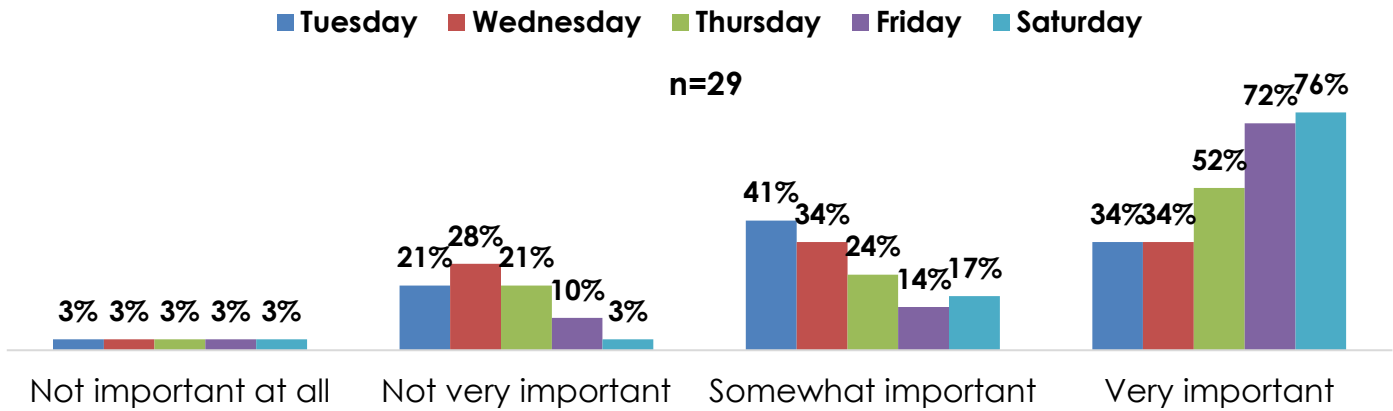
#### Importance of Extending CSP to Operate on Mondays



Q17.1. Presently, Community Support Officers (CSOs) operate Tuesday to Saturday. How important is it to have these officers working on Mondays? Base: All respondents, n=29. **\*New question for 2018.**

## Importance of Having Program Operate Longer Hours

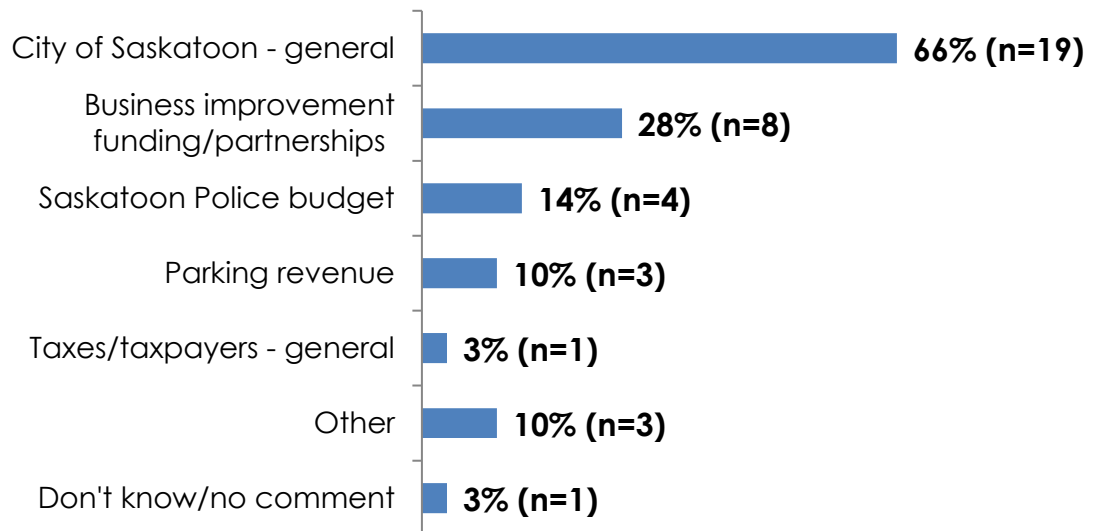
The majority of service providers feel it is at least somewhat important to have CSOs work extended hours every day of their current schedule, particularly on Fridays and Saturdays.



Q17.2. Presently, Community Support Officers (CSOs) operate from 8:00 AM – 10:00 PM on Wednesday to Friday, and 10:00 AM – 8:00 PM on Tuesday and Saturday. How important is it to have these officers working extended hours on...? Base: All respondents, n=29. **\*New question for 2018.**

## PROGRAM FUNDING & FUTURE

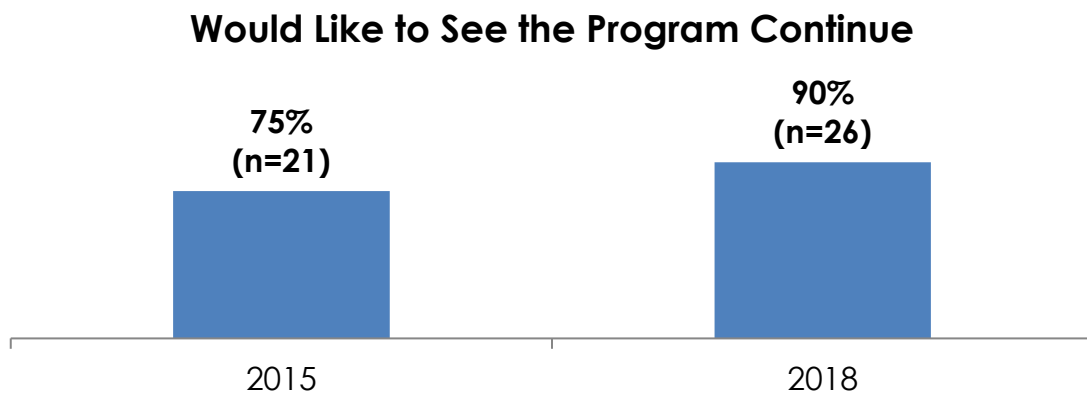
Few service providers believe the CSP is funded through parking revenue.



Q18. To the best of your knowledge, how is the Community Support Program funded? n=29.

### Program Continuation

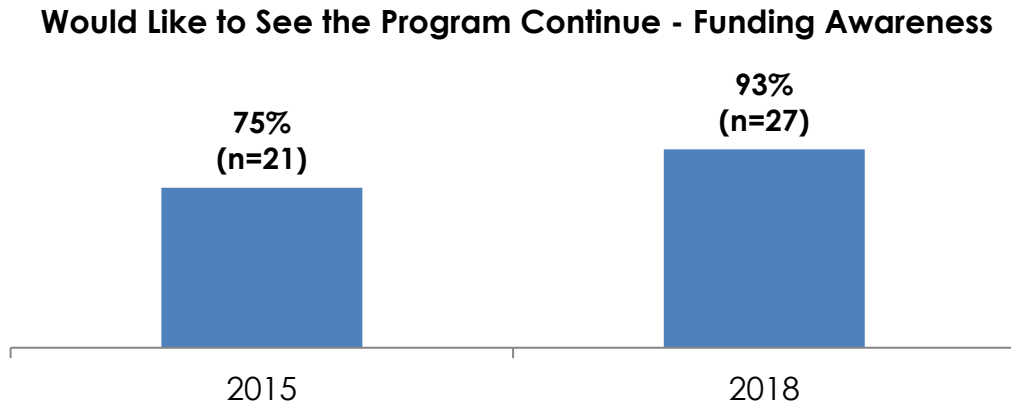
The majority of service providers (90%) say they would like to see the program continue, which is somewhat of an increase from 2015.



Q19. Would you like to see the Community Support Program continue? Base: All respondents, 2015 n=28, 2018 n=29.

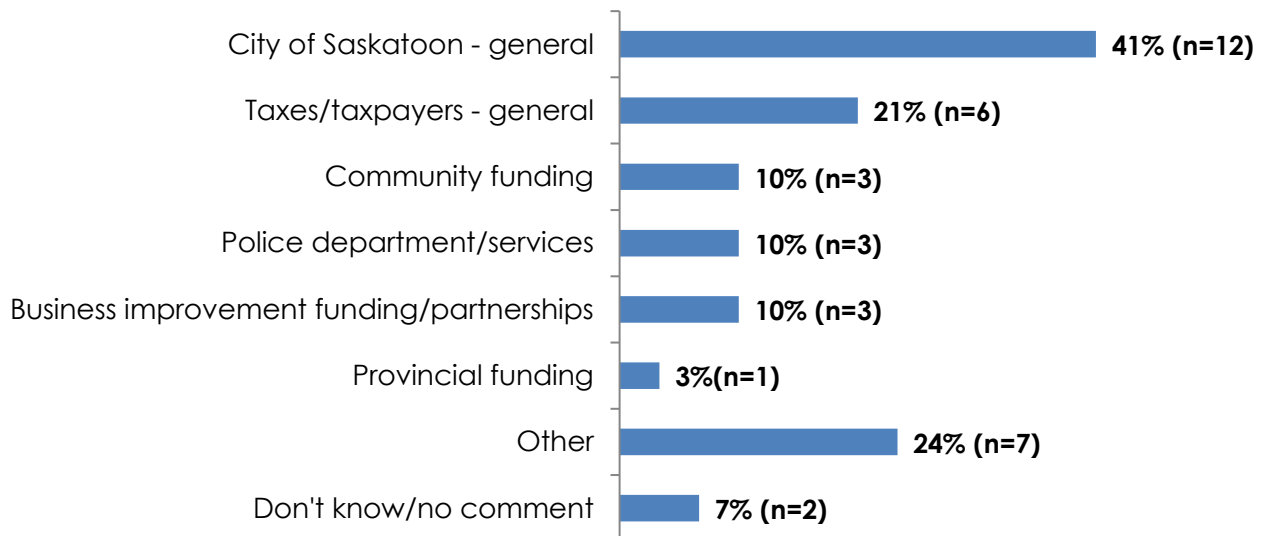
## Program Continuation - Funding Awareness

When informed that the program is funded through money collected through Saskatoon parking meters, support for continued operation rises even further.



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, 2015 n=28, 2018 n=29.

When asked how service providers would like to see the CSP funded if parking meter funding was no longer available, most suggest general City funding or taxes as the replacement source.

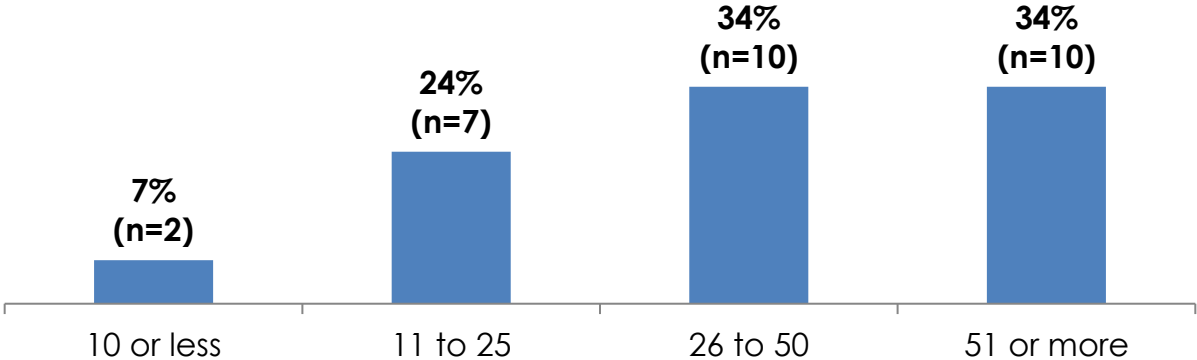


Q21. If parking meter funding was not available, how would you prefer to see the Community Support Program funded? Base: All respondents, n=29.

# DEMOGRAPHICS

## Years in Operation

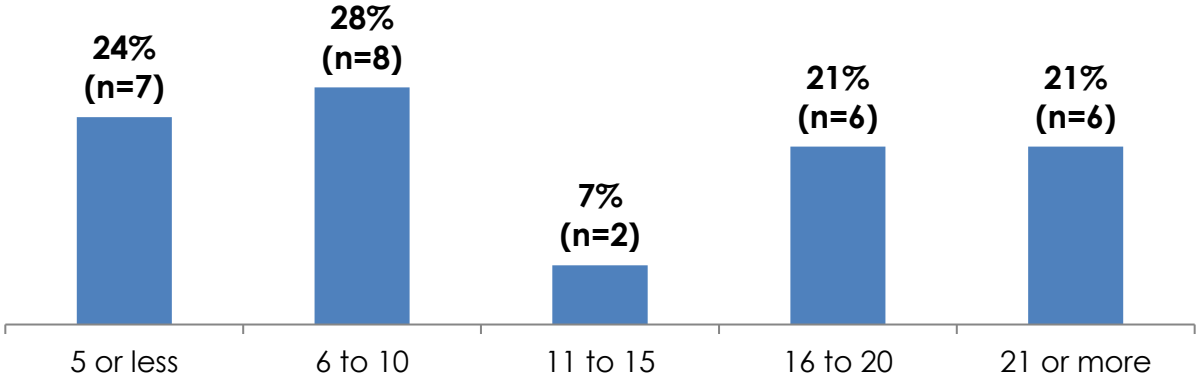
Average number of years in operation: 47.0.



Q22. How long has your organization been in operation? Base: All respondents, n=29.

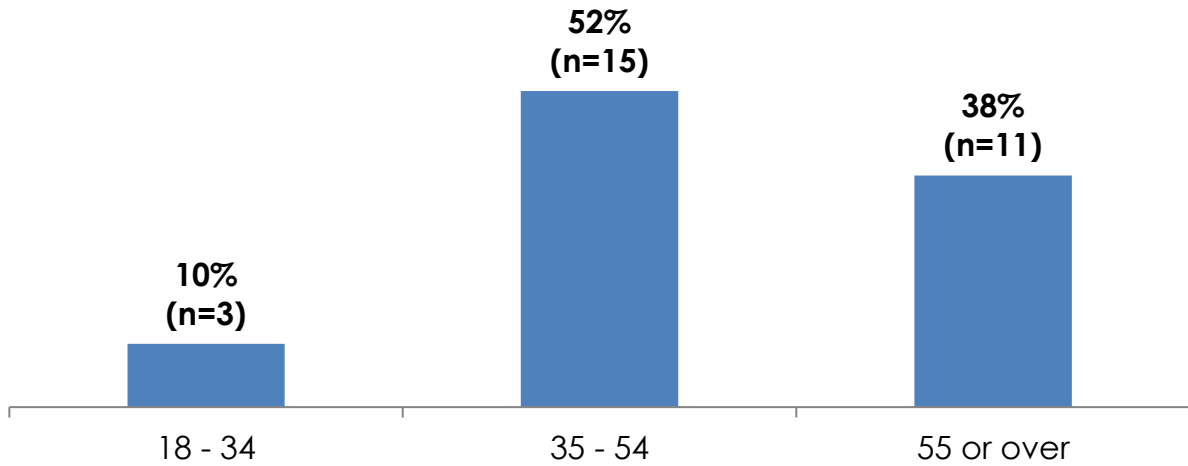
## Years Employed

Average number of years employed at organization: 12.9.



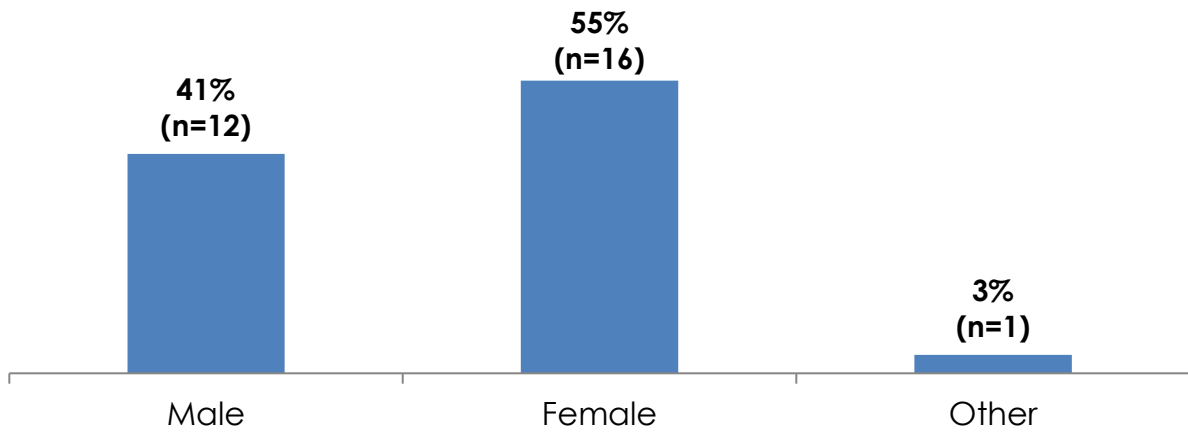
Q23. How long have you worked at the organization? Base: All respondents, n=29.

## Age Range



Q24. Into which age range do you fall? Base: All respondents, n=29.

## Gender



Q25. Which gender do you identify with most? Base: All respondents, n=29.

# Service Provider In-Depth Interviews

## METHODOLOGY

To examine service provider perceptions of the area, the street activity they had witnessed, and feedback on the Community Support Program (CSP), Inshtrix conducted in-depth interviews with representatives from five prominent service providers within the BIDs:

- Saskatoon Crisis Intervention Service
- Larson House – Brief & Social Detox
- Crocus Co-op
- Saskatoon Transit Services
- Saskatoon Public Library - Dr. Freda Ahenakew Branch

This is the first wave in which in-depth Service Provider interviews have been conducted. To meet the research objectives, Inshtrix collaborated with representatives from the City of Saskatoon and the CSP in the development of an interview guide. Inshtrix invited service providers to participate in the interviews via telephone from a list of potential participants provided by the City. These interviews were conducted between July 9 and 12, 2018. A summary of the key findings is outlined below.

## SERVICE PROVIDER IN-DEPTH INTERVIEW FINDINGS

### Service and Street Activity Trends

- All service providers note that demand for their services has increased over the past few years and list a variety of contributing factors:
  - Most who work in client services note that their clients' needs are becoming increasingly more complex and there are more polysubstance addictions than in the past.
  - Many note an increase in the prevalence of mental illness, believed to be partially linked to the increased drug use.
  - Internet access is a draw for the Saskatoon Public Library.
  - More refugees and newcomers are driving demand for transportation services.

- Negative street activity is also believed to be increasing with all organizations noting an increased opioid and (particularly) crystal meth problem, causing an increase in erratic or violent behaviour.
- Other types of negative activity believed to be on the rise are:
  - Gang activity and visible gang colours
  - Discarded drug paraphernalia (such as used needles) in public locations/areas that previously did not have such items
  - Homelessness - vulnerable populations having limited housing options, as well as difficulty maintaining housing once obtained
  - More at-risk people in BIDs, particularly panhandlers Downtown
  - More confrontations reportedly experienced by clients on the streets
    - Particularly those impacted by mental illness increasingly struggling with being victimized on the streets, as well as the Indigenous population experiencing more discrimination
    - Requiring security in locations in which it was not previously needed

Street activity, right now, is becoming overwhelming for the resources we have.

We really struggle with the crystal meth population. We have a surge of crystal meth again, so there is a population of clients who are using crystal meth and are much more volatile. They are very psychotic and very hard to manage compared to someone who has just had too many drinks and needs somewhere to sleep.

- A handful of positive changes in Saskatoon over the past few years are also noted by service providers:
  - Many feel the stigma associated with mental illness is starting to be addressed (i.e., more clients feel comfortable accessing mental health services and programming).
  - Naloxone kits are more widely available resulting in less harm from drug overdose.
  - The city is becoming increasingly more multicultural with more newcomers.
  - Many providers note their service offerings are changing and they are innovating to serve client needs better, such as the PACT (Police and Crisis Team) program, community directed library



programming and social workers on site, increased frequency of transit services, etc.

## Community Support Program Feedback

### *Program Perceptions and Impacts*

- All service providers have highly positive feedback about the CSP.
  - Service providers see the CSOs as providing a distinctly different service from what the Saskatoon Police Officers provide.
    - CSOs are often preferred as the first point of contact in non-violent or non-severe medical incidences, and are believed to divert unnecessary use of emergency responders.
    - Many service providers also note that some of their clients and at-risk people do not have positive, trusting relationships with the police which can be a barrier to receiving help if they are unwilling to communicate with, and be assisted by, police officers. CSOs are largely not enforcement focused, which allows them to build open and trusting relationships with members of the community.
  - Being on foot is seen as a significant advantage, as it makes CSOs easier to approach and allows them to get to know community members on a more personal level.
    - As a result, CSOs are believed to understand clients' normal behaviour better. This is reportedly valuable to service providers in many situations, as they may not otherwise know when something is wrong or if someone is acting out of the ordinary.

They are on foot, walking the beat and they really do get to know the people and their routines.

- CSOs are believed to be well connected and knowledgeable about the supports available in the community. As such, they are often perceived as community liaisons, capable of connecting people to services.

### Officer Interactions

- Most service providers report being more reliant on the program than in the past, largely due to the increased frequency of negative street activity.
  - Many say they interact with CSOs daily, or every other day.
  - Select service providers interact with the CSP slightly less often, but say they see the CSOs on a frequent basis in the community.
- **Professional** is one of the most common words that arises when describing the attitude of and interactions with CSOs. Other common perceptions include the following:
  - Helpful
  - Caring
  - Accommodating
  - Friendly
  - Visible
  - Accessible

They are very good at what they do. They are very professional, and they really care for the people.

It's always been positive interactions with them. They give off that they are there to help people rather than enforce the law, and because we are all sort of on the same team, it's been very cordial.

### Program Challenges & Areas for Improvement

- Few are able to identify ways for the program to improve beyond expanding what is currently being provided. All of those interviewed say increasing the capacity of the program is one way to make it better, although they are unsure of available funding to do so.
  - One drawback of being on foot is that the response time is, at times, perceived as slow. Most service providers would prefer CSOs remain on foot (due to the benefits mentioned earlier) and would rather address the slower response time by increasing the operating hours and number of CSOs on patrol.
  - One provider mentions that sometimes CSOs are too lenient with repeat offenders where enforcement may be better than

education; however, this service provider acknowledges this is a fine line and things are not always clear as to which approach will be most effective.

- Another aspect of the program that is believed to lead to an inefficient use of CSOs' time is the lack of consistent transportation options to get clients to where they need to be. Several service providers note having situations in which the CSOs had to sit idle while waiting on transportation for a client while other calls for the CSOs were waiting in the meantime.
- Some also feel that CSOs do not always check back in to let service providers know call outcomes. Some note that it is nice to be aware of such outcomes, when time permits.

Increase the Community Support Program. They need to be here basically seven days a week and longer hours. That would definitely increase their ability to help the vulnerable, and their presence helps reduce some of the unwanted activity.

The alcoholism and drug use... that seems to move around. They will move people from one area to another, so that's a rotational thing. It's very difficult without counselling and the person wanting to get better to change that.

I feel the Community Support Program does a really good job. They are limited in what they can do. They can't transport, so that ties their hands and they have to reach out to another organization, which isn't always easy.

#### *Future Priorities and Final Comments*

- All service providers reiterate it would be beneficial for their organization and the population it serves to expand the CSP. Increasing the number of officers and extending both hours and days of operation are suggested.
- Having more frequent check-ins is also a "nice to have" to ensure all staff are familiar with the program, but service providers acknowledge that the CSOs' time is limited as it is.

- Another suggestion is to focus on education and training that is needed to manage an increasingly volatile population to keep the CSOs safe.

It's a very good program and needs to be expanded to more than it is right now.

There needs to be a cohesive plan to help people who are struggling with poverty and mental health and addictions. Health and social services, justice and education should all be working together, but they see themselves as separate entities.



# VULNERABLE PERSONS PERCEPTIONS

# Vulnerable Persons

## METHODOLOGY

As with previous iterations of this study, a series of focus groups and intercept interviews were facilitated with Saskatoon's most vulnerable population. As in previous years, the vulnerable population is defined as a combination of homeless people, people accessing community supports and shelters on a regular basis, buskers, panhandlers and any other individual who would regularly encounter the Community Support Officers (CSOs) in a client capacity.

- **Focus groups** were administered at three separate locations with participants recruited by service providers:
  - *The Lighthouse*:
    - July 10, 2018
    - Eight participants
  - *Living Shelter, the Crocus Co-op*:
    - July 11, 2018
    - 11 participants
  - *Saskatoon Salvation Army*:
    - July 16, 2018
    - Eight participants
- All three groups followed the same overall outline as used in previous years. Participants were lead in a discussion addressing three key areas in the city of Saskatoon: *Overall feelings of safety, experiences and observations of negative street activity and awareness and perceptions of the CSP.*
- **Intercept Interviews:** A series of intercept interviews took place from July 6 to 9, 2018. These interviews took place within the three BIDs. Note that the intercept interviews with the vulnerable population were done in conjunction with the general population intercept interviews, and because this population can be hard to reach, only 14 intercepts were completed.

A detailed breakout of who was interviewed is listed in the chart to follow.

Population Definition	Count (n)
Busker	2
Panhandler	4
Loiterer	5
Homeless Individuals	3
<b>Total</b>	<b>14</b>

	Count (n)
Downtown	5
Broadway	6
Riversdale	3
<b>Total</b>	<b>14</b>

*Reader Instructions:*

For reporting purposes, the following section will comment on the key themes combining focus group and intercept interview data; however, verbatim comments have been identified by methodology for additional context.

## VULNERABLE PERSONS – KEY FINDINGS

### Likes & Dislikes of Saskatoon

- Participants note several likeable qualities Saskatoon has to offer:
  - Aesthetically pleasing/beautiful city/clean
  - Friendly people
  - Multicultural/diverse population
  - A lot of activities (particularly during summer) such as festivals, art and music shows, food trucks and free activities to check out in parks around the city, Downtown and Broadway (fireworks, community gardens, etc.)
  - Some mention good supports and services, such as good bus service and access to free meals in the community
- Participants also mention a handful of drawbacks to living in Saskatoon:
  - Some feel that street lights in certain areas are not maintained which makes being in these areas after dark intimidating and unsafe.
  - Organized activities are expensive or there is low awareness of low-cost options for things like sports and leisure activities.
  - Bus passes and access to transportation can be expensive.
  - Many also mention various types of street activity as a drawback to living in Saskatoon, including gang activity, panhandling, addictions and drug abuse.

### Safety Perceptions

- There is a consensus among vulnerable persons that the east side of Saskatoon is much safer than the west side. Some explained there is more police presence on the east side, and it is easier to access help if needed.
- The presence of social assistance programs and just knowing that CSOs exist provides the vulnerable population with a good and safe feeling.

Community Support Officers have helped make people feel safer.

Social Assistance Programs help a lot.

Nothing ever happens on the east end of the city.



- Many still feel that the city is unsafe, especially in areas like Downtown and Riversdale, specifically around the Salvation Army building where the presence of gang activity and prostitution has reportedly increased since the last update of this study.
  - Just having a smoke and the police are stopping to check me. Noticed this has happened more and more recently.
  - Gangs are bad and make you feel very unsafe.
  - [The] city feels less safe than a few years ago.
- Well-lit areas also contribute to vulnerable persons' feeling of safety and makes them feel more comfortable walking in the city, although it is noted that several areas on the west side of Saskatoon are poorly lit.
- Other contributing factors that reportedly make the city unsafe revolve around negative experiences with the police. This specifically came across in the discussion held at the Lighthouse, where roughly one half of participants claimed to have noticed being unnecessarily and randomly checked more often by the police.
  - Those residing in the west end of the city express concerns with limited access to police officers, trust from police officers and longer wait times until an officer arrives at an emergency.
  - Bad experiences with the police were more often expressed by Indigenous participants, who report experiencing forms of discrimination on a regular basis.
- When it came to areas in which people say they feel most unsafe, Pleasant Hill, near St. Paul's Hospital, Downtown in-general and at the bus terminal and Riversdale are top mentions.
- The library is also commonly cited as an unsafe area, specifically related to drugs and alcohol. Participants note that the library having internet access is a large draw, and in recent years, more gang activity and drug trafficking have been observed here.
- As mentioned in previous waves of this research, the Broadway area is becoming less frequently visited and less of an area for concern to the vulnerable population.

## Street Activity

### *Experiences and Observations of Negative Street Activity.*

<b>Negative Street Activity:</b>
Increased gang activity, especially Downtown and in Riversdale
More drug traffic is noticed versus the past few years, specifically the presence of crystal meth, and in some cases, opioids
Addictions, both drugs and alcohol
Panhandling, mainly in the Downtown area
Prostitution in the Riversdale Area

Downtown area is horrible for panhandling – this can be very frustrating. Every day they are there. Even at 7:00 AM - Downtown or midtown, they are always there.

Gang initiations are stabbings – makes people feel unsafe. It feels like this kind of activity has gone up.

Prostitution right outside the Salvation Army is getting bad – this is very uncomfortable.

Addictions and people spending their money on drugs.

A lot of gangs.

Alcohol addiction.

- The majority of vulnerable persons agree gang activity in the city has increased since a few years ago.
- Some describe severe gang initiations causing them to fear for their lives. Others claim that if “you stick to yourself” and avoid the areas where gang activity happens, you should be fine.
- Gang presence is an area specifically mentioned by those in the Downtown and Riversdale areas. Crocus Co-Op participants report fears of being robbed while out on the city streets, and less experience with gang-related activity.
- Alcohol and drug addictions are still a major concern for the vulnerable persons, as most say they know people are dealing with some sort of addiction.

- It is the perception that addiction-related issues are worse than they were in the past, commonly believed to be tied to a higher presence of street drugs like methamphetamine and fentanyl.
- Mentions of panhandling are specific to the Downtown area. Participants from both the Lighthouse and the Crocus-Co-op sessions report having to deal with aggressive panhandlers and expressed a concern that they often fear of being robbed when in the Downtown area.

## Awareness and Perceptions of the Community Support Program

When asked about the CSOs, the consensus is positive. Only one participant noted having a negative encounter. Although most participants say they have seen these officers on the streets, some are unclear of who they are, what purpose they serve and how they can help people.

Awareness
Lack of awareness of who they are and what they do
Lack of awareness of the type of services they can provide
Good visibility
Increased public awareness is needed about the program and who the officers are

See them around, but not sure what they do.

Could they hand out a card or a pamphlet about who they are and what they are there to help with?

See them once every couple of weeks.

No guns on them – makes them look friendlier.

Perceptions
Some are unclear about who they are and can easily be mistaken for police officers
Their presence makes participants feel safe

Friendly and helpful attitude and not being law enforcement makes them less intimidating

Expansion of the program – need to increase the number of officers

People like them because you can approach them - talk to them without feeling like you did something wrong.

I am glad they brought them into the city. Last winter, I didn't bring my mitts out and they offered mitts and hat for me to stay warm.

I really hope they don't take this program away.

More of these people are needed.

They are essential.

Have more of them around and more often.

- Select participants are unaware of the program. This was more commonly noted in the Lighthouse and Salvation Army groups. The Crocus Co-op participants appear to have a better understanding of the types of services CSOs can offer. One individual recounted his experience this past winter where he was not prepared with the proper attire and a CSO provided him with mitts and a hat to keep warm.
- CSOs' visibility is strongly seen as a strength among participants, largely due to uniforms (particularly red uniforms). However, some note they mistake CSOs for police officers.
- Those who are aware of the program note that they see the CSOs on a highly regular basis, ranging from weekly to daily.
- Suggestions to increase awareness and perception of the program often relate to having CSOs hand out cards or pamphlets describing the types of supports they offer, having posters and information available at service provider organizations and around the city and administering educational seminars at shelters and schools to help educate the public about the CSP.

- Additionally, participants note that the program should continue to offer, and potentially expand upon, small outreach gestures like handing out water bottles on a hot day or mittens on a cold day.
- A majority of participants who had experience dealing with a CSO note positive encounters. However, further efforts to reach out to community members is encouraged, even if just to say hello. While most feel the CSOs are approachable, some vulnerable people report being less comfortable initiating an interaction with them.
- As mentioned above, the program is well received by the vulnerable population who were engaged in the research, and overall, there is an overwhelming agreement to have the program continue. Some participants explained the importance of expanding the program by increasing the number of officers out at certain times, especially in the west end of the city and later into the evenings/at night.

## VERBATIM – VULNERABLE PERSONS

### Reader Instructions:

For reporting purposes, the verbatim comments are grouped into topic areas and separated by methodology and by focus group venue.

### Saskatoon Likes – Verbatim Comments

Lighthouse Comments
Like New York - big city.
It's a good city - nice and clean.
They have a homeless shelter.
Bike trails are awesome.
Lots of parks around Saskatoon.
Crocus Co-op Comments
Big city architecture - I like that people come from the big city and add character.
Social Assistance Programs help a lot.
Love it here because I stood my ground here in Saskatoon.
Lots of variety here – food trucks, fireworks, art museum, car shows – lots of activities. Month of August has a lot of stuff to do.
The river - more beautiful than Regina.
East and west differences in the city – the river divides the city.
Inclusive city as an Indigenous person, also very accepting of the LGBTQ community versus other cities.
Free BBQ's all over the city in the summer.
Landlords are more accepting and renting is more open.
Wanted to be closer to my family.
The river landing and the fireworks.
Food banks, church houses – there are lots of places here to get food if you are hungry.
Salvation Army Comments
A nice area.
Aesthetically pleasing city to live in – the river is nice.
Good hospitals.
Friendly people.
Lots of places to eat – good supports in place for people.
Outdoor parks and swimming pools.
Multicultural city.
Great music and arts scene in the city.
Intercept Interview Comments

I live in Avenue Q, and I got hit by the truck. But i feel great - just enjoying another day in Downtown.
I like the stores that they have down here. I like riding the bus here.
I like the atmosphere and people. How the community comes together in times of need like bad situations.
East side.
The bars some people are nice.
I just sit here. I see a lot of women.
I like the people and the community programs and services about how they support people.
Nothing at all.
The river area. It's a nice area. Some people, me and my girlfriend, never really panhandle. Some give you change.
I feel that I'm where I'm supposed to be. It's a beautiful city. I loved the architecture of Downtown. There's a nice vibe here.
Nothing.
I just like it. I grew up here.
It's nice and peaceful and there's not much traffic.
I like the Chinese stores. I like Chinese food.

## Saskatoon Dislikes – Verbatim Comments

<b>Lighthouse Comments</b>
Streetlights.
Winter.
No real improvements have been made in the city – still the same issues.
Addictions and people spending their money on drugs.
Things to do are very expensive, like hockey games, soccer clubs.
Meth labs are opening all over the place.
Access to a leisure card is not easy to get. You must be on assistance to get this.
Access to transportation – bus passes can be expensive to get.
<b>Crocus Co-Op Comments</b>
Panhandling is getting out of hand – two of three people outside of stores.
Gangs.
A lot of gangs.
Safety – worried about getting robbed, even outside of Crocus.
Downtown area is horrible for panhandling. This can be very frustrating. Every day they are there. Even at 7:00 AM - uptown or midtown, they are always there.

PSL closed and this caused the economy to decline and a lot of jobs were lost.
Addictions.
<b>Salvation Army Comments</b>
Drugs – has gotten worse.
The cutting of the bus system – Greyhound.
Gang initiations are stabbings – makes people feel unsafe. It feels like this kind of activity has gone up.
Political change.
Easy to get robbed.
Cost of things has gone up and it makes it harder for people to live, even to put a tent up has increased from \$11.00 - \$24.00.
Alcohol addiction.
<b>Intercept Interview Comments</b>
Not getting spare change.
I don't have anything that I don't like.
The violence and women getting abused, and need a better justice system.
The west, because of the hood activity, gang activity.
Traffic.
Gangs. The ones that kill people, kids.
That stuff goes missing - theft by crime.
The people - they are dumb and lazy and don't work. I can't trust them.
I have been here 49 years. I don't like too much. I don't like homeless people, but now we are homeless.
The event last week doubled traffic. I remember it wasn't always like this. It's like a boil ready to go.
The hookers, and the lack of respect and drugs.
Nothing.
Parks could've been bigger. They should have beer gardens.
Too much drugs and violence.

## Safety in Saskatoon – Verbatim Comments

<b>Lighthouse Comments</b>
City feels less safe than a few years ago.
Police.
Bicycle safety.
A lot of gangs.
If you mind your own business, it's safe.
More traffic makes it feel less safe.



Crystal meth increased a lot in the last few years – lead to big increase in crime, armed robbery, high speed chases.

Just having a smoke and the police are stopping me to check me. Noticed this has happened more and more recently.

### **Crocus Co-op Comments**

Gangs are bad and make you feel very unsafe.

Some streets/back alleys are not well lighted – especially in the Downtown area.

Prostitution in certain areas – makes it uncomfortable.

Feel safer on the east side of the city.

The police on the west side – they don't believe you, don't take you seriously. They often say someone is in the area. It takes them a lot longer to get there.

The police.

Feel safer when I see more police or community events.

Community Support Officers have helped make people feel safer.

Nothing ever happens on the east end of the city.

### **Salvation Army Comments**

More drugs and gang activity.

Gangs are bad and make you feel very unsafe.

If you mind your own business you can keep relatively safe.

Relationship between the police officers and the Indigenous population – racism - get more hassle from the police.

Prostitution is getting bad.

Social Assistance programs help people feel safe.

Community Support Officers have helped make people feel safer.

Saskatoon Health Region needs to be better at cleaning up the needles around the city. This seems to be getting worse, - specifically, in the inner city.

[The] City of Saskatoon needs to be more proactive at cleaning up this kind of activity- especially to hide this stuff from the public.

My faith makes me feel more safe.

Need educational programming in schools to make people feel more safe.

## **Street Activity in Saskatoon – Verbatim Comments**

### **Lighthouse Comments**

It's worse in areas like St. Paul's Hospital.

Pleasant Hill is bad.

Vandalism.

Random tagging – a lot more because of the Rush – in the 33rd area.

Groups of young men are scary – especially with young women – make women feel more vulnerable.

Notice more panhandlers than buskers – especially in Downtown/Idylwyld area.

Lots of needles laying around.

Homelessness is higher because of the spike in rent.

Harder to rent a place for just one person. It's too expensive.

In the summer, people chose to be on the streets more because of the weather.

Mental health.

Hard to find mental health supports.

### **Crocus Co-op Comments**

Friendship Inn.

Mayfair area – this is a big drug trafficking place especially for crystal meth.

Lighthouse.

Library.

Avenue B area – more crime. Avenue P and down – not safe at night. [One] must have a group of people with you or a dog to walk here.

When you come out of the movies, there is always two or three panhandlers.

Broadway is not as bad - maybe less activity is needed here.

### **Salvation Army Comments**

Addictions and people spending their money on drugs.

Prostitution right outside the Salvation Army is getting bad – this is very uncomfortable.

Downtown area is horrible for panhandling. This can be very frustrating. Every day they are there. Even at 7:00 AM - uptown or midtown they are always there.

Meth labs are opening all over the place.

Post-secondary education is not advertised as it was one day, or not accessible to everyone. Lack of trade school opportunities makes people go to the streets.

Elderly population are being taken advantage of, some of them are getting drugs and then selling it to other people on the streets.

Friends - getting caught up in the wrong group of friends.

People are getting caught up in the drugs early. They started with small drugs or drinking with friends and then it continues from there.

Family influence makes it hard to escape.

Alcohol and drug addictions.

### **Intercept Interview Comments – Positive Street Activity**

Just the music in the sidewalks. Just being with the music and it makes me happy.

They had swimming, leisure at the City Hall customer service.

Artwork and people caring for each other.

Just people being nice and friendly and kind.
I got the Taste of Saskatchewan, car shows and events.
Sometimes I get food from people.
Community suppers run by the churches and the people are great.
Nothing around here.
Cruise night and Taste of Saskatchewan and the Jazz festival - good music, blues.
I have seen people that appeared to be in the brink of getting crushed, but they just fight back and live.
People getting arrested and getting caught for prostitution.
Everything. Nothing specific.
Exercising people in parks. You get to meet all kinds of people.
A lot of good deals shopping, and good coffee shops.
<b>Intercept Interview Comments – Negative Street Activity</b>
Loud swearing, blood on the ground, girls hitting their boyfriends and the ambulance had to come - the guy's blood was all over the ground.
I don't know.
The gangs - they need to come together and build each other up instead of fighting against each other.
Lot of drunk homeless people around.
Everybody's okay.
Murders in the area, stupid gangs that are a nuisance and will stab you for no reason. A lot of racism in the area. People trying to get jobs and they can't.
Lot of the drunks - lot of drunk people stumbling over the place and people talking to themselves. Real problems.
I think I just kind of deflect them. I see a lot of false positives. The real negativity is the hatred that seems to be beneath good and gentle civilization. A lot of people just assume that they're going to get their justly reward from church. I've experienced hatred here in Downtown. It's mindless pain, just completely insane, completely independent of human will and intention as we know it. I'd made peace with my opinion and it's my strength.
Too many white cops.
Women getting hit. People being robbed.
I get turned down a lot. Some people wouldn't even look at me. They just keep their noses up.
Just the violence. People are on drugs.
<b>Intercept Interview Comments: Where do you see Negative Street Activity</b>
Mainly by bars and alleys - it all must be cleaned up by the law.
20th [Street].
2nd avenue, by the Lighthouse, back alleys.
All along 20th street.

Always 2nd Avenue from the Lighthouse on 29th and the men's shelter. If the Lighthouse can help people more, less homeless people.
Hanging around in the back alleys.
All over 20th [Street] and the city.
It's everywhere. I'm downtown. I walk around and I get ignored all the time.
By the Salvation Army.
<b>Intercept Interview Comments: Does this influence where you decide to go? Why?</b>
I stay away from these areas.
No. I know a lot of people and become friends with everybody.
No.
I don't go to that area anymore. It's not my business.
No, I go where I want to go.
Not really, I keep to myself. If you see a whole gang of people, we go to a different street.
On a certain level, I go wherever I make the most money.
Yes, for fear of my life.
No, I don't go to places like that.
No, because I need money to eat.
Yes. It's where I hang out.
<b>Intercept Interview Comments: Has this changed within the past three years? If yes, what has changed?</b>
No.
Yes, it's getting better.
Things got worse - more drunk homeless people in the last three years.
It's getting worse. You can't even walk around at nights.
A lot more homeless people - they get drunk with their panhandle. We use our money to eat.
No.
Yes, it is getting better.
No.
I am not sure.

## Community Support Program – Verbatim Comments

<b>Lighthouse Comments</b>
How do I get a job in community support? If they completed enough community service hours, would this make them eligible?
How many of these people are there, and how often are they in each area? Are they accessible?
Posters in shelters about who they are – to help raise awareness.

Could they hand out a card or a pamphlet about who they are and what they are there to help with?

No guns on them – makes them look friendlier.

Are they police officers?

Are there school presentations making children aware of who they are?

See them once every couple of weeks.

Wannabe police officers – they didn't get into the police force so they are doing the next best thing.

More awareness of what they do.

### **Crocus Co-op Comments**

We could use more of these people.

Really good, awesome people - they will stop and talk to you.

I am glad they brought them into the city. Last winter, I didn't bring my mitts out and they offered the mitts and hat for me to stay warm.

One guy collapsed in the street and they stood there and gave him water and waited until help came.

This is one of the best things the City could have done.

Their vehicle with their logo on the outside is great to know who they are.

Very decent people.

I was panhandling when I first came back to the city, and they came up and asked me my name, if I needed anything.

They are essential.

I really hope they don't take this program away.

They kind of look like RCMP.

They act as more liaison officers.

Not discriminating.

As a social worker, it's more comfortable knowing these people and this program exists and can help fill the gap of having less social workers.

See them in a lot of areas, but most of the time where they are most visible is in the Downtown core.

Friendly.

See them daily, no matter the weather.

They could do more to help solve some of the big problems like panhandling, counselling services, more one on one time. Need more of them to help do this.

Would like to see them more at night.

More presence in the bus terminal.

How do I get a hold of these people, especially if I am in a situation that I need help?

Like that they are foot – makes them less intimidating.

### **Salvation Army Comments**

See them at the bus station.
See them a lot in this area.
I feel comfortable talking to them.
They are not as safe as you think they are.
Sometimes they get scared and say things that they don't mean to say.
Very friendly, nice and are there to help.
Good sense of humour and are not rude.
See them a lot in the 20th - 22nd [Street] area.
See them once every couple of weeks in midtown.
Always chatting with people.
Friendlier than the police officers are.
More of these people are needed.
Have more of them around and more often.
People like them because you can approach them, talk to them without feeling like you did something wrong.
Their uniforms are great. The red makes them stand out.
<b>Intercept Interview Comments</b>
It's law abiding people [who] need programs. They need freedom. They need this in their life.
Can't say anything.
They try to bring peace. I see them smiling and greeting people as much as they can.
They're good people. They know how to help people in need.
They help drunk people, and they try to help them not go to jail.
They're good people. They let me do your own thing.
I have just seen them but no contact.
If it's good for that to help them off the street or with a sandwich or pairs of socks, it would be good. If you are homeless, socks can wear out pretty good - extra clothes.
I don't like them.
Nothing.
I haven't talked to them, but have seen them.
They are there for you when there is violence. Someone assaulted me and they helped me calm down. They help to keep the peace.

# Appendices

## Appendix 1: Timeline of Significant Events Impacting Activity in the City Centre

### **Compiled by the Street Activity Steering Committee**

1997 – Capri Hotel building donated to non-profit (Voyageur Place) that later becomes The Dubé Lighthouse at 2nd Avenue and 20th Street East, Downtown

2001 – Albany Hotel (20<sup>th</sup> Street and Avenue B) closes and becomes Meewasinota Centre

- Facility for federal inmates transitioning from prison sentences back into the community
- 25 beds for men and 10 for women – supervised by Correctional Service Canada

2004 – Larson House opens the Brief Detox Unit in November

2006 – Cineplex opens Galaxy Theatre Downtown

2007 – Social Services Income Assistance moves to 100 block 2<sup>nd</sup> Avenue South from Midtown Village

- Previously, Social Services provided service at Midtown Village, and before that, it had three locations – one west, one Downtown, and one east

2007 – Saskatoon Farmers' Market opens at Riverlanding in Riversdale

2007 – Persephone Theatre relocates to Remai Performing Arts Centre Downtown

2008 – The Dubé Lighthouse opens an emergency shelter for women with 17 beds

2008 – The Barry Hotel closed in April and was demolished in December

2009 – The Dubé Lighthouse opens a 20-bed mat program for men

2009 – Saskatoon Police remove officers from Little Chief Community Station on 20th Street West; a Commissionaire remained to take reports and non-emergency complaints

2010 – SPS policies with respect to dealing with intoxicated people begins to change with less emphasis on holding in police detention centre

2011 – Saskatoon City Council forms Panhandling Task Force. Street Activity Baseline Study conducted, which led to the creation of the Street Activity Steering Committee as a result of findings from the task force report. The Street Activity Baseline Study was conducted to examine how street activity, both negative and positive, was affecting citizens

2012 – The Friendship Inn is renovated and expanded

2012 – Affordable housing tower opens at The Lighthouse with 58 units; 48 1-bedroom units and 10 2-bedroom units

2012 – Community Support Program is launched with team of five officers in July

2013 – The Dubé Lighthouse opens a 20-bed stabilization unit for public intoxication in July

2013 – McDonald's located Downtown at 2nd Avenue and 22nd Street closes down in August after issues arose with problems in and around the business; building is later torn down

2013 – Lydia's closes in Broadway – had been a contributing factor to a concentration of bars, and some negative activity in residential area was reduced

2013 – Street Activity Baseline Study conducted again

2014 – Saskatoon Police Headquarters moves from 4th Avenue to 25th Street East

2014 – Saskatoon Police remove Commissionaire from Little Chief Community Station

2014 – Police and Crisis Team created in November

- Two teams comprised of police officer and mental health professional to help direct individuals with mental health issues to appropriate services

2014 – 525 20th Street bought and renovated to affordable housing in December; prior to renovation was a location of many calls for police attention

2015 – Cineplex Theatre renovation is completed with three VIP theatres and restaurant addition, renamed Scotiabank Cinema & VIP

2015 – The Dubé Lighthouse stabilization unit is expanded to 38 beds and operates 24 hours/day in November

2015 – Street Activity Baseline Study conducted again, and Community Support Program deemed to be a permanent program

2016 – The Dubé Lighthouse Stabilization Unit operating hours change to 4:00 PM to 8:00 AM

2016 – Community Support Program adds one additional officer bringing complement to six officers in August

2016 – The Banks (residential development in Riversdale) is completed

2017 – Riversdale Liquor Store closed in October

2017 – Remai Modern opens in October

2017 – Construction underway on 20-storey condominium, 15-storey hotel and 13-storey office Downtown at River Landing

2017 – Social Services renews lease at location on 2nd Avenue South

2018 – 7-Eleven closes on Broadway Avenue

2018 – Street Activity Perceptions Study conducted as update to 2011, 2013 and 2015 studies