

Kamloops, B.C. For Release

The Kamloops North Shore Business Improvement Area Association, Downtown Kamloops, and the Kamloops and District Chamber of Commerce are pleased to release the results from our first integrated business issues survey, as a collaborative effort to work together on behalf of Kamloops businesses. The goal of this collaboration is to compile city wide business impact data that can be revisited annually regarding pressing issues for business. This year the survey focusses on impacts to business from criminality and social disruptions.

The survey data attached is shared in five key areas:

- 1) Who Participated in the Survey?
- 2) What Are the Business Impact and Costs?
- 3) What Are the Business Response Actions and Costs?
- 4) Response Agency Assessments (CSO and RCMP)
- 5) Comments from the Survey

While the 2022 survey results can be seen as an accurate reflection of the impacts to the business community at the time of release, impacts may shift over time depending upon the evolution of criminal justice reforms and social programming and housing project evolution.

Summary of Findings

Section One: Who Participated?

We received 128 survey responses from a total sample size of about 1500. This translates to approximately 8.5 percent of survey requests being returned. It can be expected that the higher the impact of criminality and social disruptions are in an area, the higher the potential for response. Based on responses, the highest impact areas are Downtown Kamloops and North Kamloops (Tranquille Rd.) with a small response from Sahali/Aberdeen and Valleyview.

The majority of respondents are business owners who have more than 10-years operating experience in Kamloops. These owners cross a wide variety of business types with the top five response groups being: Professional Services, Retail, Arts Culture, Restaurants and Health Services. We can speak with a degree of confidence based on the breadth of businesses that these findings are reflective across the business spectrum.

Section Two: What Are the Business Impacts and Costs?

Under this section the goal was to both measure the anecdotal “feeling” of impacts and whether any change has been experienced in the *perception* of impacts on business and community, as well as curating a list of the top issues experienced from a daily impact lens.

When asked about the *trends of impacts* (is it getting worse, the same, or better) all four initial question responses indicate a significant increase in impacts to businesses and their operations, including to staff and customers.

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The impact from these trends can be directly related to consumer *confidence* in our core business areas. Business owners are not only struggling with economic challenges of today such as attracting and retaining labour, supply chain disruptions, the rising cost of business and inflation, in addition to taxation; they are also suffering from a crisis of confidence in our community's ability to manage our criminal and social disruptions.

Based on the responses of our business members, the top issues are Littering/loitering, Open Drug Use, Needles and Hazardous Waste, Vandalism, and Defecation. It is interesting to note, while shoplifting is a significant issue it is ranked at the lowest level when compared to issues around social disruptions. These impacts go to the foundation of perceptions of safety, due to the types of experiences community has witnessed in the last few years around mental health, violence, and threatening behaviours from some of our street entrenched populations.

When looking at cost impacts over the last four years to businesses that have responded, the total losses associated with criminality and social disruption (actual measurable losses) is \$1,044,890.00 dollars.

What Are the Business Response Actions and Costs?

This section clearly illustrates how the business community has stepped into prevention and safety by embracing crime prevention and site management strategies. 85% of respondents noted that they have changed or implemented crime prevention and safety strategies ranging from staff training to site security. The top changes made include Lighting, Locks, Security Cameras, Staff Training, and Fencing. These strategies range in cost based on size of facility (such as cameras systems, fencing) or size of staff (training on theft prevention, safety, and fraud detection).

Total costs associated with Crime Prevention actions in the past twelve months by survey respondents is \$1,165,980.00 dollars.

Section Three Response Services Assessment

While it is felt that response services do not provide adequate levels of service, it is also clear that for most respondents, there is an acknowledgement that limitation of power is a significant contributing factor to the frustrations felt in community. We utilized a NPS score process (*see footnote on page 19 for explanation*), which shows that both the CSO and RCMP services are in a negative impression score regarding their services (meaning their reputations as credible response forces are shrinking). However, there is also broad understanding that the system these agencies operate under is woefully ineffective at dealing with repeat criminal offenders, encouraging follow up, and acting against those causing the greatest disruptions in our system.

The responses also indicate that many more business owners contact RCMP than the CSO service, and yet frustration over lack of next steps (investigation, follow-up, and charges etc,) are the primary frustrations for respondents surrounding the RCMP. It appears that RCMP are contacted because they have at least *some* authorities to act.

The single most selected challenge as indicated by respondents, with both CSO and RCMP, is the lack of timely response (see other issues identified on page 11). It ranked as the top issue in both question responses and comments. It also warrants mention that positive responses were also received regarding both forces. These responses, as noted earlier, are often aligned with comments regarding "doing what they can within the authority they have".

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We are aware of the complexity of these issues and acknowledge the extensive efforts which are underway by multiple agencies to begin to address these concerns. The business community looks forward to the opportunity to continue to work with Government and stakeholders to support initiatives moving forward.

Finally, we must see this data as the starting point. It is an indicator that we need to do more, we need to respond better, listen better, act better, be better for all of our community. We share this information as freely as we can, to act on behalf of our business community, for all of our members and citizens with a goal of creating a more predictive, healthy and robust system for our community.

For information, contact:

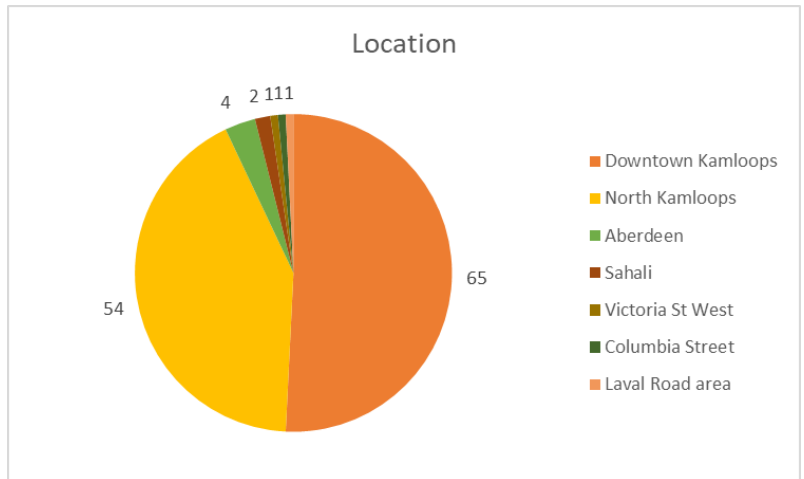
Jeremy Heighton, Kamloops NSBIA (250.376.2411),
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Section One: Who Participated

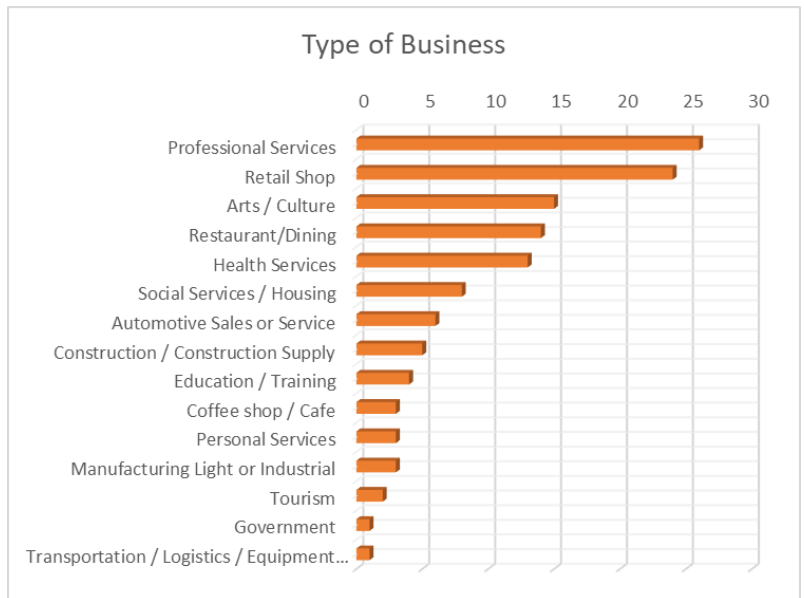
Who is represented?

The dominant areas noted were Downtown (65), North Kamloops (54) and a scattering of other locations (9). This could be interpreted to indicate that criminal and social disruptions are most acutely felt in the key areas of Downtown and North Shore. However, evolving service styles and locations may impact other reporting zones in coming years.



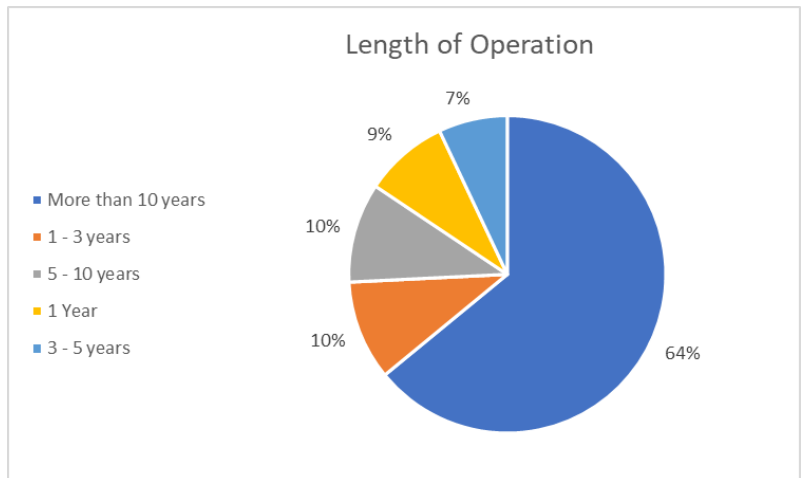
Types of Businesses Responding:

The five top categories of responses came from: Professional Services (26), Retail (24), Arts and Cultural (15), Restaurants (14) and Health services (13).



Length of Operation

64% of the respondents are well established, having existed for over ten years (82). The second highest reporting category is represented by newer business from 1-3 and 5-10 years.



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Section Two: What are the Business Impacts and Costs?

Over the last few years, we have been hearing significant concerns expressed by our business community regarding daily street level incidents and disruptions to business. To verify this, we sought feedback on how business *felt* things had changed for them over the last four years, using a Lippert severity scale.

Q1: Since 2018, rate the trend of impacts to your business from criminality and social issues:

Respondents overwhelmingly identified that issues had increased, with 107 of the 128 respondents noting between some and significant increases in impact.

	Significant Increase ↕	Some Increase ↕	No Change ↕	Some Reduction ↕	Significant Reduction ↕
Since 2018, rate the trend of impacts to your business from criminality or social issues?	67 54%	40 33%	12 10%	3 2%	1 1%

Q2: Since 2018, rate the trend of impacts to your staff safety from criminality and social issues:

While 19% of respondents noted no change, 81% noted some to significant impacts to staff safety in the last four years.

	Significant Increase ↕	Some Increase ↕	No Change ↕	Some Reduction ↕	Significant Reduction ↕
Since 2018, rate the trend of impacts to your staff safety from criminality or social issues?	59 48%	40 33%	23 19%		1 1%

Q3: Since 2018, rate the trend of impacts to your customers perception of safety from criminality and social issues:

Respondents indicate that fully 83% share this concern, with 13% seeing no change and a small group of only 4% seeing an improvement.

	Significant Increase ↕	Some Increase ↕	No Change ↕	Some Reduction ↕	Significant Reduction ↕
Since 2018, rate the trend of impacts to your customers perception of safety from criminality or social issues?	66 54%	37 30%	15 12%	3 2%	2 2%

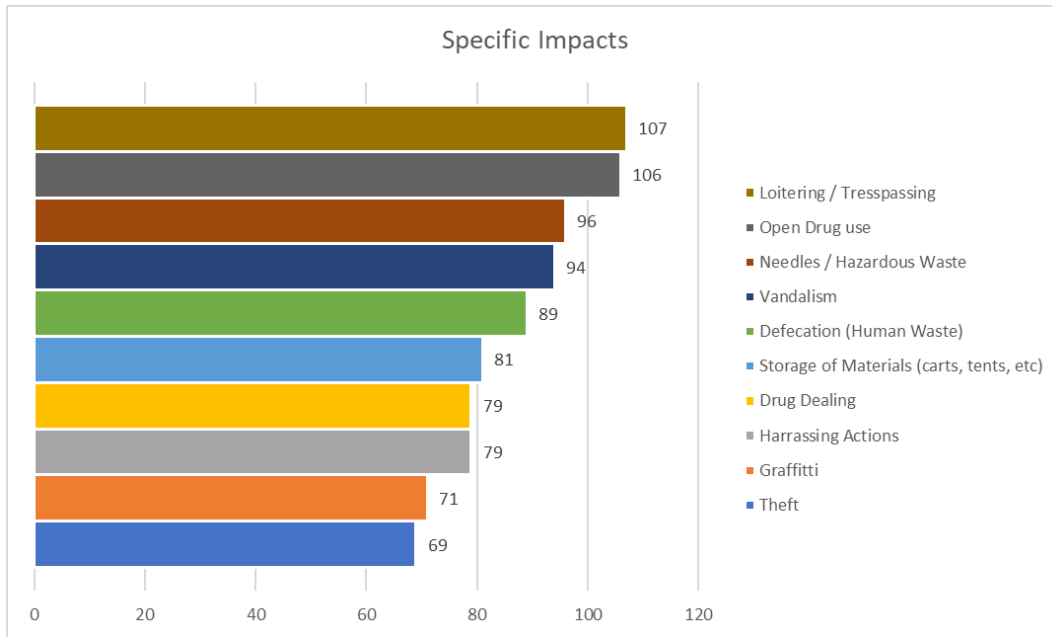
Q4: Since 2018, rate the trend of Customer complaints received as a result of criminality and social issues:

Adding context to whether, in addition to perception of safety, customer complaints had also risen 79% indicate that their customers had expressed concerns over issues also.

	Significant Increase ↕	Some Increase ↕	No Change ↕	Some Reduction ↕	Significant Reduction ↕
Since 2018, rate the trend of customer complaints received as a result of criminality or social issues?	61 50%	36 29%	24 20%	1 1%	1 1%

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Q5: Check off all the impacts you have experienced



Over the last few years, we have compiled a list of the most common impacts from other surveys and conversations. We provided the list of top ten reported issues and asked respondents to rate them, based upon greatest impact to their operations.

Q6: What is the total cost of your losses, not including prevention costs, related to criminality and social issues

While we did not frame this question specifically with the 2018 preface, we are assuming this to be true as all other questions within this section were prefaced with this time frame.

Costs associated with criminality and social impacts:

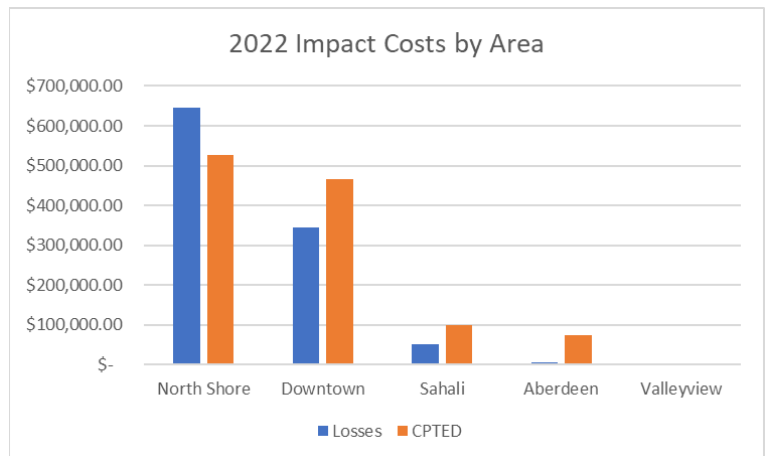
\$1,044,890.00

Median Average per reporting business:

8,163.20

Costs Per Area Breakdown

	Losses	CPTED
North Shore	\$ 645,700.00	\$ 525,650.00
Downtown	\$ 344,140.00	\$ 465,200.00
Sahali	\$ 50,050.00	\$ 100,130.00
Aberdeen	\$ 5,000.00	\$ 75,000.00
Valleyview	\$ -	\$ -
Sum	\$ 1,044,890.00	\$ 1,165,980.00



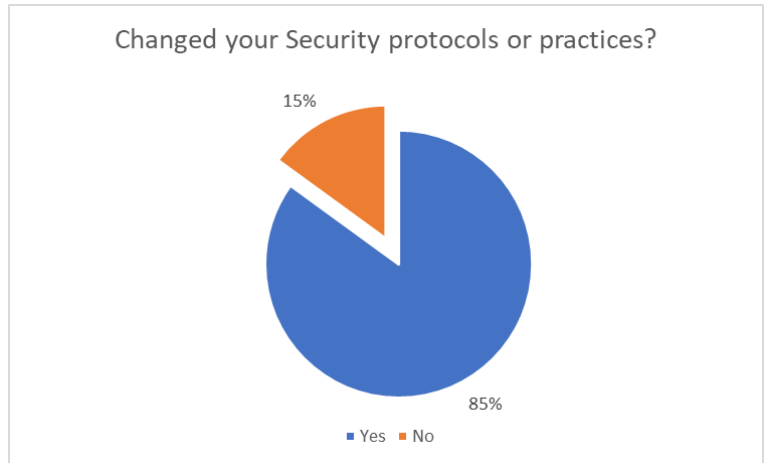
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Section Three: What Are the Business Response Actions and Costs?

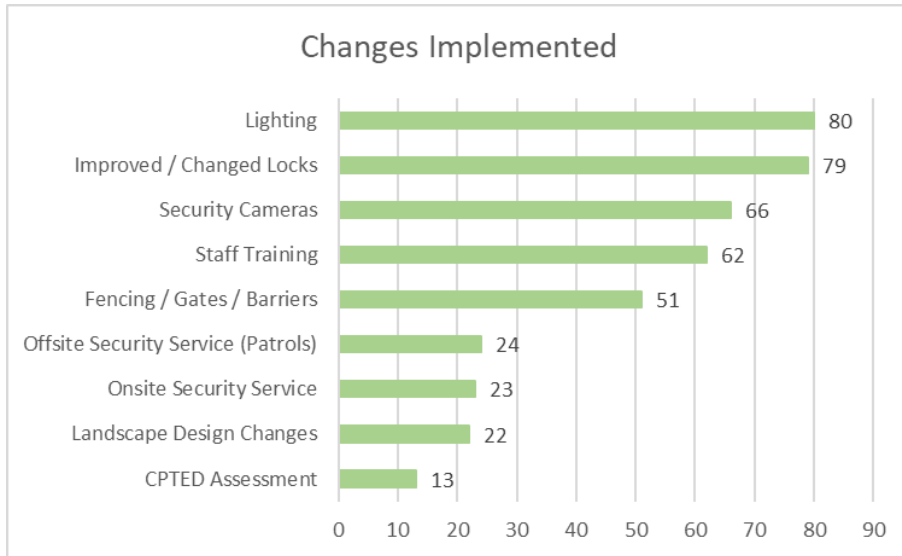
When the business community requests improved response time or increased outreach or patrols, we are frequently told that business needs to do more; to step up and implement actions to prevent criminality or social disruptions. These conversations often focus on Crime Prevention Through Environmental Design (CPTED) or generally known crime prevention strategies. This question identifies actions taken and costs associated with implementation of any CPTED type strategies or procedures.

Q1: Have you had to change your security protocols or practices as a result of criminality or social issues?

Fully 85% of respondents identified they have implemented new security protocols to reinforce their staff safety, operational integrity, and/or respond to issues at their place of business.



Q2: What changes have you implemented?



The listed strategies are the most common cited when discussing starting points for a CPTED conversation. These response actions do not include building design or construction style projects, they focus on core strategies that would be “easiest to implement.” This question allowed for multiple selections by respondents.

Q3: What is the total cost for security change responses (specifically related to strategies identified within Q2).

Costs to business related to Crime Prevention solutions in the past year:

\$1,165,980.00

Median Average per reporting business:

\$9,109.22

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Section Four: Response Agency Assessments

In a recent City of Kamloops City Council presentation, the RCMP Superintendent noted reported crimes were down year over year at the end of 2021. We wanted to understand whether response agencies are, or are not contacted and what impressions are present with business owners when interacting with response agencies (RCMP and CSOs).

Q1: Have you called Community Services Officers in the last 12 months?

Responses indicate that while there seems to be a close split, there is ample room to increase calls to the CSO Service. 53% of respondents indicated they do not call the CSO service.

When we examine comments regarding the CSO service in Appendix One, it appears ability to affect positive outcomes is the dominant reason many don't Call ("they can't do much")



Q2: Rate the following statement: Community Services Officers provide satisfactory service when called!

DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER SCORE
53 65%	20 24%	9 11%	-53.66

*See footnote on "what is an NPS?" on page 19 to understand the NPS protocol

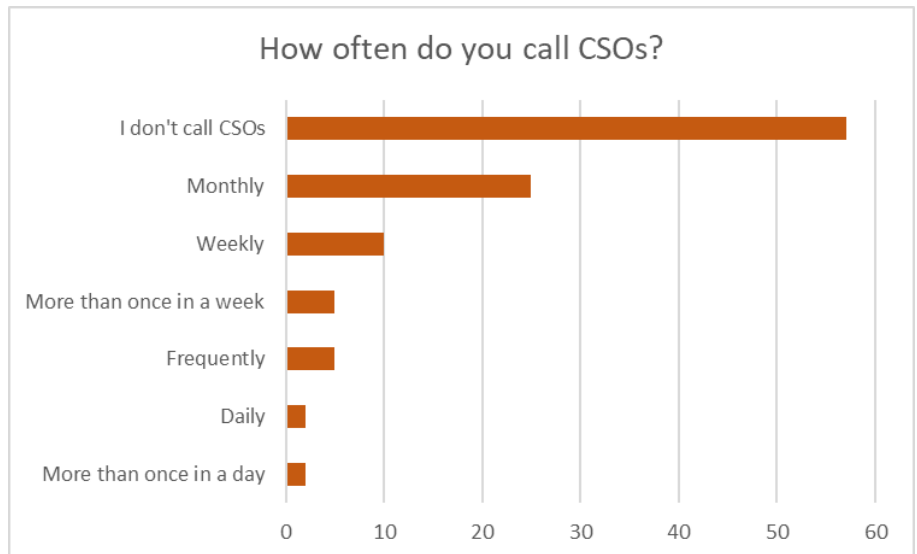
Q3: Why did you rate CSO at this level?

Please see Appendix One for the response to this question

Q4: You call Community Services Officers how often?

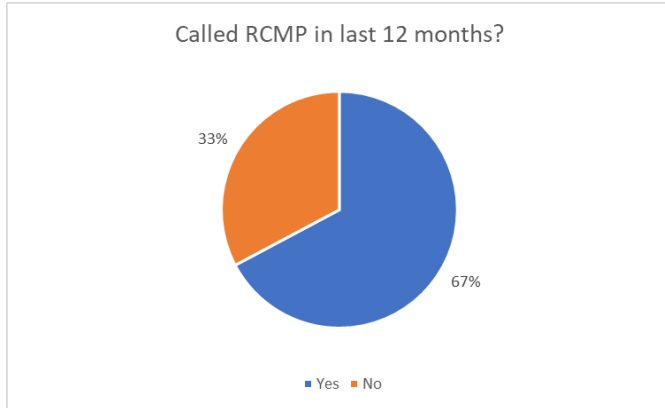
Per question 2, there is ample opportunity to increase callers to CSO services. However, in light of the content in Appendix One on Page 12; response time, lack of legal authority to act, availability or responding officers, and the newness of the program were all cited as reasons for lower caller-ship and brand impression**.

**See data table on Page 11



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Q5: Have you called the RCMP in the last 12 months?



There is a strong correlation between the RCMP and their law enforcement powers and the number of callers to the RCMP response lines. 67% of respondents called RCMP within the last year.

Similar to CSO calls, it appears that response and attendance is the not primary issue, for RCMP it appears that the primary concern is the next steps in a response process, being investigative follow-up, charges being levied, and a perceived lack of criminal accountability (court actions).

Q6: Rate the following statement: RCMP Officers provide satisfactory service when called:

RCMP seem to enjoy a higher level of overall satisfaction than CSOs, as they are able to respond and provide some resolution to issues. However, the NPS still remains in negative territory which, as noted above, indicates issues with the post response interactions and actions.

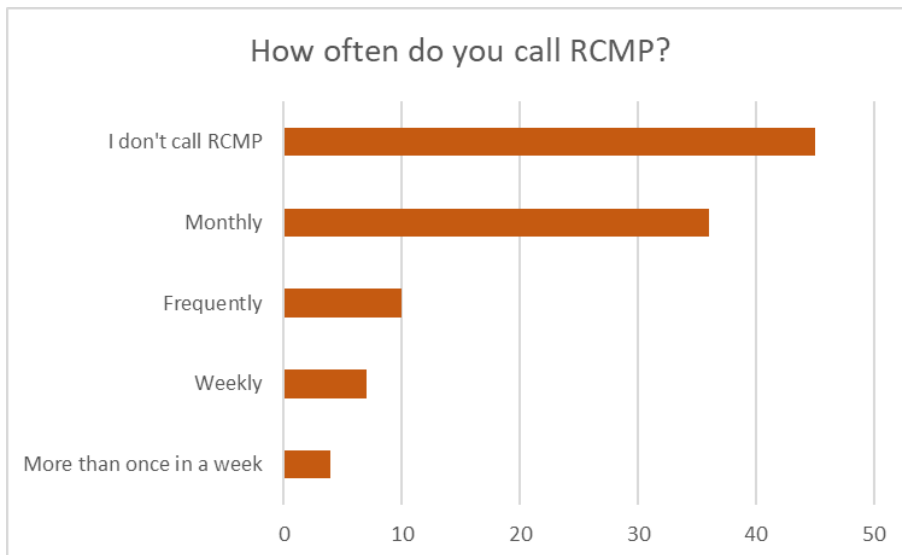
DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER SCORE
49 56%	26 30%	13 15%	-40.91

Q7: Why did you rate RCMP at this level?

Generally, it is understood that RCMP are not quick to respond, unless a situation is significant. However, respondents also noted some professionalism issues, lack of ability to resolve the situation due to legally restrictive frameworks, lack of follow up, and poor operator interactions. See Appendix Two on pages 13 and 14 for detailed comments***.

See data table on Page 11

Q8: You call RCMP Officers how often?



Similarly, to the CSO question, there is ample opportunity to increase calls to the RCMP. The more we delve into the reasons the clearer it becomes that callers are reducing their reporting over their feeling that there is little that can be done within the current legal framework to resolve significant societal challenges present in our community.

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Q9: I have changed how frequently I call RCMP or the CSOs because..

	Strongly Disagree ↕	Disagree ↕	Neutral ↕	Agree ↕	Strongly Agree ↕
Operator discouraged reporting	14 14%	12 12%	54 54%	12 12%	8 8%
Response time is too long	5 5%	9 9%	29 28%	25 24%	35 34%
Reports lack follow up	7 7%	9 9%	34 33%	23 23%	29 28%
Officers are unprofessional	22 22%	28 28%	39 39%	8 8%	2 2%
Prosecution is questionable	9 9%	4 4%	26 26%	12 12%	50 50%

This question delved into some common “reporting issues” we have heard anecdotally through the last few years. The assumptions have aligned mostly in the middle ground of neither agree nor disagree, cited above as neutral. What could be considered is whether neutral means that apathy is present, as negative or positive interactions would normally shift the responses to the positive or negative side of the scale. Taking neutral responses out of the assessment we can interpret these statements as follows:

Statement	Disagree	Agree
Operator discouraged reporting:	26	20
Response time is too long	14	60
Reports lack follow up	16	52
Officers are unprofessional	50	10
Prosecution is questionable	13	62

Using this methodology, we can clearly see where room exists for improvement and where suggested issues can be resolved as less significant.

Q10: Rate the Following: The City of Kamloops engages effectively with business around criminality and social issues.

Again, please reference the NPS overview on page 19. This response indicates that there is little community confidence in the communication system and protocols in place, and that proactive communication methods should be employed to resolve the feeling of disconnect in the community.

DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER SCORE
98 88%	10 9%	3 3%	-85.59

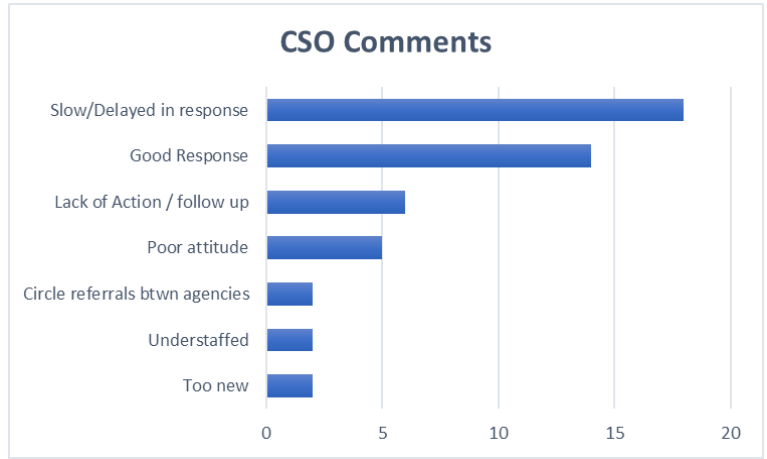
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Q11: Rate the Following: BC Housing engage effectively with business around social housing and affordability projects
 Again, please reference the NPS overview on page 19. This response indicates that there is little community confidence in the communication system and protocols in place and that proactive communication methods should be employed to resolve the feeling of disconnect in the community.

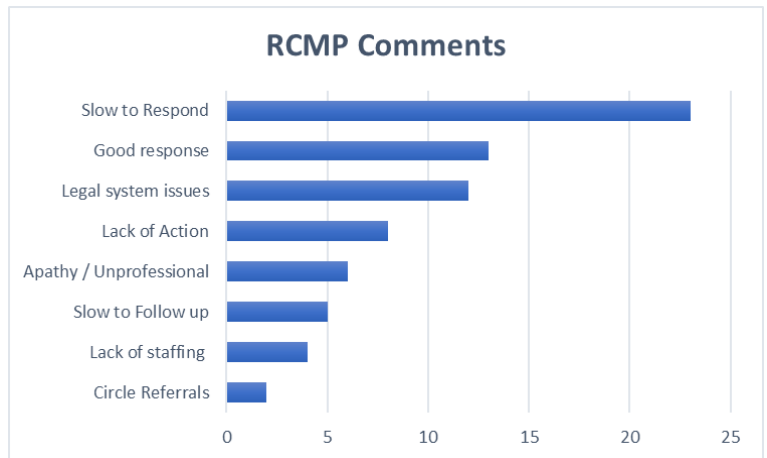
DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER SCORE
105 96%	3 3%	1 1%	-95.41

Q12: Is there anything we have missed, or that you want to add to this survey?
 Please see comments in Appendix Three on Pages 15-19.

CSO Comment Categories:



RCMP Comment Categories



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Appendix One: CSO Ratings Rationale

Can be significant delays to show up although this is getting better.	2022-04-13 18:46
I quote the CSO who did not get out of the truck "what do you want me to do, there is nothing I can really do" - I don't call them anymore	2022-04-13 7:05
Quick response, kind and professional behaviour, resolved the situation quickly	2022-04-12 19:17
Quick response, kind and professional behaviour, resolved the situation quickly	2022-04-12 19:17
Frustrating because they cannot and will not do much when a call is made	2022-04-12 17:09
They were quick and compassionate	2022-04-08 19:02
They do not do anything and do not show up, and if they do they are rude and not trained well	2022-04-07 21:07
Slow to return phone call and only moved the problem around the corner.	2022-04-07 21:05
too long to show up, never returned my calls, never spoke with my neighbor regarding garbage overflowing all over the alley	2022-04-07 19:29
Sometimes they are too busy but do an excellent job when they are not	2022-04-07 17:10
They field so many calls that unless there is active violence they don't do anything but take a statement	2022-04-07 17:00
Long response time.	2022-04-06 22:41
they dealt with the people causing the problems and had them relocate to a new area.	2022-04-06 18:59
Its s relatively new program, most of my previous calls were to RCMP	2022-04-06 16:15
They are good, but still need a bit of work.	2022-04-06 15:40
They're busy and timing is always tough	2022-04-06 14:05
They followed up the next day on my issue.	2022-04-06 5:29
Answered call. Returned call for clarity. Showed up and cleaned up.	2022-04-06 0:49
Sometimes they are amazing, other times not as much.	2022-04-05 23:33
Nothing was done	2022-04-05 23:26
There was no one to talk to	2022-04-05 23:04
I wasn't able to engage with the person (I only called the CSO the one time) - I was leaving work, the fellow outside I was concerned about had no clothes on and it was -5 out at the time. Unfortunately, an hour after I left my office, our security called to say our front glass doors were smashed in.	2022-04-05 22:52
They are understaffed	2022-04-05 22:47
Half the time they show up after the fact or don't show up at all. Why do we even have their service or lack thereof?	2022-04-05 22:43
response time	2022-04-05 22:39
I feel the responding in a timely manner	2022-04-05 22:38
They did show up and were willing to work on the problem	2022-04-05 22:29
they are useless	2022-04-05 22:17
Because they have been great at diffusing situations and are very professional	2022-04-05 18:59
Slow reaction time, staff seem overwhelmed with the amount of people/issues	2022-04-05 16:57
They do respond but there isn't much they can do.	2022-04-05 16:47
They took detailed information about the incident and assured they would do their best to find the person and provide whatever care was needed. I have only called for assistance once in the past year.	2022-04-05 16:12
CSO deflects to RCMP. RCMP deflects to CSO. Noone shows up/Nothing gets done.	2022-04-05 15:57
Although mostly positive, there have been a couple times where we have dealt with trespassers, damaged property, tents/carts, shooting up in a city park 30 feet from a playground, etc where we have called CSO and their response has been "why are you talking to us, you should be talking to the RCMP", whereas we subsequently call the RCMP and their response is "why are you talking to us, you should be talking to the CSO". At the end of the day, I understand the social challenges are frustrating for CSO, RCMP, etc; however, they must understand that the city residents and business owners are equally as frustrated if not more due to loss of property, ongoing open drug use, etc etc. It is quite obvious there is a definable need to support residents and business owners in this regard, just as there is a definable need to support these individuals experiencing these mental health and addictions challenges.	2022-04-05 14:29
they are overwhelmed ... even with video nothing happens	2022-04-05 14:10
They are always responsive to our needs in a fashion appropriate with the activity.	2022-04-04 21:43
response time	2022-04-04 17:39
Slow to respond	2022-04-04 17:30
last number of times called there response has been ...	2022-04-04 16:24
They don't show up	2022-04-04 15:55
They don't show up	2022-04-04 15:52
Often they are so busy take a very long time to attend. When they do attend, generally resolve the problem	2022-04-04 15:47
They were good except they took about 3-4 days to clean up the poop. At that pace I should just do it myself.	2022-04-05 15:47

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Appendix Two: RCMP Ratings Rationale

They didn't do much but there wasn't much for them to do.	2022-04-14 0:20
They dealt with it almost a month after the incident the last time we called.	2022-04-13 23:43
Very slow response and unlikely to actually resolve the situation.	2022-04-13 18:46
people camping out at my clinic and blocking access	2022-04-13 14:38
I quote an RCMP officer responding "Its the North Shore, you must have known this before you started your business here"	2022-04-13 7:05
We only call when we are in danger - the response time was very slow the last few times.	2022-04-12 19:17
We only call when we are in danger - the response time was very slow the last few times.	2022-04-12 19:17
They came when called as we had a weekend break in	2022-04-12 17:09
When I have called, they have responded within a reasonable timeframe.	2022-04-12 15:56
because we are not sure if we will get a response to our request	2022-04-11 19:12
They did respond to the call and were onsite after 30 minutes.	2022-04-11 16:25
Lack of ability or care to fix the situation	2022-04-11 16:15
good, but legal system lax	2022-04-11 14:55
good, but legal system lax	2022-04-11 14:53
Did what they could with their limited resources.	2022-04-09 17:28
There is not much they can do based on the current laws. We need to change the laws for repeat offenders	2022-04-08 19:02
Again do not show up and if they do it's days later, why are we paying for a force that won't do anything	2022-04-07 21:07
Hard to do their job when they have to release criminals after offending .	2022-04-07 21:05
slow to answer, and told me often there is nothing they can do. basically can't stop people from causing a seen screaming/bulling a fit in the back alley of store	2022-04-07 19:29
They can be harsh	2022-04-07 17:10
RCMP have given up and called this a social problem. The judicial system has told them to stop booking these people, so they have. TAKE THE DRUGS AWAY.	2022-04-07 17:00
nothing ever gets done with people who break into businesses (even when we have on camera)	2022-04-07 16:50
They did what they could at the time	2022-04-07 16:01
Dis-interest when calling, slight tone of arrogance, not showing up	2022-04-06 22:41
they don't always respond	2022-04-06 19:03
They responded promptly at various hours of the day and night and always stayed until the problem was resolved	2022-04-06 18:43
For removal of unwanted persons, they are good, but the persons just come back anyways. The active drug deals and obvious intoxications and vandalism, etc...nothing is done.	2022-04-06 17:52
They are prompt as they can and they follow up with us on a complaint	2022-04-06 17:47
Delayed enough that the person left to their own accord	2022-04-06 17:13
Although RCMP are very effective, they are often spread to thin.	2022-04-06 16:15
We service service RCMP vehicles so often see officers on a daily basis	2022-04-06 15:30
Showed up and escorted them out	2022-04-06 14:05
Got put on hold. Didn't return call. Showed up next day. Didn't make an arrest	2022-04-06 0:49
Slow response time or non at all.	2022-04-06 0:16
They came really fast and dealt with the issue.	2022-04-05 23:33
Took hours just to receive a call back	2022-04-05 23:04
Even though they were extremely busy they were polite, addressed the issue and followed up (I just called the RCMP on the one incident)	2022-04-05 22:52
They are understaffed	2022-04-05 22:47
They did not show up in a timely manner. If it would have been more urgent, I would be more concerned. Easier to take manners into my own hands	2022-04-05 22:43

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RCMP Ratings, Cont'd.

good response and response times for shoplifters or for someone in shop with mental health issues	2022-04-05 22:39
When you call them they either don't show up and if they do show up at its hours later and even when they do show up they don't wanna do anything and I've told us that they don't want to press charges when someone does physically or verbally assault our staff	2022-04-05 22:38
Low response time - told to call fire department, they are quicker at responding	2022-04-05 22:35
Reluctance to take any action, even before gathering all of the information	2022-04-05 22:35
Professional conduct. Responded quickly	2022-04-05 22:32
They are very slow too respond and the problem has probably moved on after 4 hours.	2022-04-05 22:29
We call CSO and RCMP a couple of times a year.	2022-04-05 22:24
they are useless	2022-04-05 22:17
Don't call often	2022-04-05 21:43
Fairly responsive, they were responding to an overdose at our back door. We have also been asked multiple times for footage from both our stores due to thefts a robbery at gun point, the murdered man found in duferin	2022-04-05 16:57
They do respond but usually not until after an incident is resolved.	2022-04-05 16:47
CSO deflects to RCMP. RCMP deflects to CSO. Noone shows up/Nothing gets done.	2022-04-05 15:57
I really appreciate everything the RCMP do, and I understand they are "handcuffed" to a certain degree on what they can and can't do. That said, when an RCMP member catches a vandal in the act of smashing our office windows, calls us to report it, and doesn't press charges because "we aren't confident the charges would stick".... to me there is something 100% wrong with this. I know the RCMP aren't 100% to blame, but when it comes to the highest risk offenders we need to ramp up convictions, arrests, etc. Those individuals taking advantaged of those marginalized need to be removed from the situation. This isn't my level of expertise, but by bringing back "red zones" or just by generally making the lives of these offenders that more difficult.... the more we can do the better.	2022-04-05 14:29
again they are overwhelmed	2022-04-05 14:10
Don't always respond in a timely manner	2022-04-05 1:21
Officer gave us little to no inclination we would be successful in capturing perpetrators or recovering goods, despite possible fingerprint evidence and camera footage.	2022-04-04 23:12
There is seemingly no action - thefts, vandalizm, etc. are not taken seriously, or they are too understaffed to make adent in the problems.	2022-04-04 21:53
As above	2022-04-04 21:43
very slow response times and they dont really do anythign or seem to care most of the times so we have pretty much stopped calling	2022-04-04 20:18
They basically left us alone to fend for ourselves. I suggest that the top cop should be removed immediately We have choice words for the Kamloops RCMP and they are not publishable	2022-04-04 17:30
delay to response time	2022-04-04 16:58
improved definitely.. but not good enough.. don't bother calling as we know it can be a waste of time. better then past taking 3 days to come....	2022-04-04 16:24
The issue never resolved and they state nothing they can do. Been told to call CSO	2022-04-04 15:47
They have responded very well to our concerns	2022-04-04 15:33
Because they wouldn't come if I didn't say that there was open drug use. That verbal abuse was not enough or that they were blocking my fire exit which was the only quick way out without having to unlock front door during pandemic.	2022-04-04 15:33
This was for a different business but: They came promptly, took prints, recovered some stolen property from a homeless person. We had footage of the primary theif (not a homeless person) and someone who recognized him. We provided this to the constable and heard nothing since from them not did they recover any stolen equipment from that person.	2022-04-04 15:29

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Appendix Three - Other Comments

In my opinion, the current social housing strategy is NOT working, there appears to be more criminality in all areas where social housing exists. Please stop catering to those who do not pay taxes, do not contribute to society (as employees, business owners etc). Our streets are MORE unsafe for our young people than ever before. Our resources are being disproportionately utilized for a very small segment of the population. Those who do not want to get help and are caught doing illegal activities must be taken off the streets consequentially. Please take different action, for the sake of our community living.	2022-04-14 4:17
Our issues: -Our van parked behind the building had windows broken twice and someone was living in it. -One of our external power outlets was damaged -People have been breaking into our dumpster and removing construction waste and spreading around the property -People have cut through our fence multiple times -Human defecation around the property -Open drug use around the property and needles -Someone broke into the building and was sleeping inside and stole some tools -Someone locked themselves in our public washroom -Someone stole expensive tools/batteries from our contractors -People are occasionally camping on the beach behind the property and occasionally setting up fires for heat -Multiple carts stored on the property -Lots of litter	2022-04-14 0:20
We need accountability for crimes.....Social housing need to be conducting Rehabilitation Programs not a free for all place to stay	2022-04-13 16:33
Yes it is a complicated issue overlaid with precedence law, accountability, staffing, etc. - Yes it is bad all over the place. I have been told in no uncertain terms by senior city management, by RCMP, by CSOs - the North Shore just isn't worth their time.	2022-04-13 7:05
We cannot put a price on the mental health toll that is taken on the staff and clients. The constant fear, checking over your shoulder, wondering what we'll need to deal with next. As a non-profit, it takes time away from our clients in need, to constantly deal with poor behaviour outside.	2022-04-12 19:17
We cannot put a price on the mental health toll that is taken on the staff and clients. The constant fear, checking over your shoulder, wondering what we'll need to deal with next. As a non-profit, it takes time away from our clients in need, to constantly deal with poor behaviour outside.	2022-04-12 19:17
The development of low or no-barrier housing in this city has been an utter failure. There is no collaboration with residents or businesses and there is no follow-through on mitigation measures to deal with the resulting social impacts. We have to stop pretending that these projects do not result in serious negative consequences for the people in the area and NIMBY-Shaming anyone who points that out. Compassion and tolerance is a vital Canadian value, but so is rationality. We can't simply drop these services and centers in the middle of a community and then expect the residents and businesses to simply deal with the fallout. We have become the go-to city in Canada for the homeless and it needs to change. This is not the mandate of businesses in the city to deal with these social impacts and we cannot be the leader in the nation in providing services when this results in a net in-migration of the homeless and drug addicted. Certainly without any treatment programs or community standards enforcement.	2022-04-12 15:56
I grew up in Kamloops and it saddens me how much it has changed. Not just the downtown core but everywhere. The garbage, the vandalism and the open using and dealing of drugs. It makes it hard as a business owner and also hard as a mother to take my children shopping, to eat out and enjoy the city. I hope that the city together with RCMP and with the help of the government can hold people accountable for their actions along with getting the help they need.	2022-04-11 23:40
there is an ever changing number of street entrenched individuals that use the alley behind our business as the social hangout 24/7 now we are seeing them starting to hang on on the street in front of the businesses, CSOs and RCMP will move them along and the next group will move in sometimes before we have even been able to clean up the mess from the ones who just left. Our staff no longer want to park behind the building, During the daytime they block our emergency exit from the building should we need to evacuate employees and customers	2022-04-11 19:12
The city has some significant issues. I am aware that the city is trying several initiatives - but it does not feel like it is enough. I fee like all social agencies are working in isolation and are not consulting the public (private citizens and business'). We are brining together a number of business owners on April 21st in a private meeting with provincial and federal representatives of parliament. I am hoping that this will assist in some action. Our presenter at that meeting will be someone from Kelowna who worked to create www.journeyhome.ca and and Okanagan Journey Home Society.	2022-04-11 16:56

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Other Comments Cont'd.

<p>The city has some significant issues. I am aware that the city is trying several initiatives - but it does not feel like it is enough. I feel like all social agencies are working in isolation and are not consulting the public (private citizens and business'). We are bringing together a number of business owners on April 21st in a private meeting with provincial and federal representatives of parliament. I am hoping that this will assist in some action. Our presenter at that meeting will be someone from Kelowna who worked to</p>
<p>We cannot accept places like 405 Tranquille (the loop) in a community area with children, schools, childcare centres, family parks, restaurants, community service organizations for families. It is not helping anybody, certainly not the drug addicts, and most are. It is not helping to keep providing controlled drugs, it is encouraging them to continue on this path. There has to be more done for homeless individuals who do not consume drugs and alcohol, with housing options outside city limits and reopen or build institutions or specific place where people with Schizophrenia and other abnormal mental disorder, including drug addict, are placed, and treated. Kamloops cannot continue to deal with the situation as it is now, it is not working AT ALL.</p>
<p>system has to change because what they are doing is not working.</p>
<p>There has been a significant increase in the presence of transient people and drug users in our area in the past 4 years. They do drugs and deal drugs on our property, leave garbage, clothes, blankets and drug paraphernalia behind. This is both overnight and during the work day. Our staff does not feel safe approaching them to ask them to move along, fearing violent confrontation or retaliation via vandalism. We have had 3 fires lit on our property over the past year. The supportive services and housing being built and run in the city of Kamloops seem to be making these problems WORSE. People vandalise and steal and even when they are caught there are no serious repercussions. It is extremely disheartening as a business owner and as a resident of this city.</p>
<p>I understand this is a larger issue than any one agency can resolve. However, I strongly believe that it starts with changing our laws to address the repeat offenders along with permitting unwilling confinement for mental health issues. So much attention is placed on the rights of these individuals but not enough on the rights to a peaceful life for those of us that are dealing with these issues on a regular basis.</p>
<p>we Need garbage's, and public washrooms so people don't use our alleyways too much garage all over the streets.</p>
<p>I think some things are heading in the right direction but really wish we had some more help and services. People are not homeless or addicts because they had easy lives. I find the treatment of some transient people in Kamloops is worse than anything they have done negatively to us. I think if we can work to get more adorable housing and actual trauma and recover programs it would change so much.</p>
<p>Kamloops needs to take a stand against open drug use. The concept of decriminalizing and supplying free drugs is not going to reduce overdose or help with this problem. RCMP need to start a very public campaign to confiscate and destroy drugs. Make Kamloops a ZERO TOLERANCE city for open drug use. Facilities that offer safe injection sites and substance abuse programs will see an increase in effectiveness and those users not interested in getting help, or having their drug destroyed will leave Kamloops.</p>
<p>The cost to our business is that we are B2B marketing, and we have lost tens of thousands (over \$40,000 I have personally seen) per year because local businesses have suffered and their customers are less likely to show up in person, so they turn down advertising. Drug use in our shared bathroom from homeless have cost us many hours a year in added locking and unlocking and stress and concern about the protection of property.</p>
<p>The lack of consequences for ANYTHING is very frustrating.</p>
<p>I believe we need to strengthen our CSO program to deal with these nuisances and keep the pressure on. City management and council seems to be very out of touch with the reality on the ground of our business areas challenges (do they even drive around to see the challenges our streets are facing?) Holding our social agency partners accountable for their areas in our community and their clients needs substantially more focus - our bylaws need to hold every person and business to the same standard.</p>
<p>Here at ***** we have private, onsite security services, so I was unable to answer some of the survey questions....in short, we have observed a distinct increase in an unwanted/uninvited presence on our property. This has necessitated increased fencing and surveillance and a heightened awareness and due diligence of employees and security personnel alike. We have documented a significant increase in trespass, vagrancy and vandalism.</p>
<p>The problems are creeping closer & closer to our business/homes. We are genuinely worried about the future of Kamloops.</p>
<p>Tired of money being thrown at more housing as it does not seem to help. Those who live on the streets will stay on the streets !! Building more accommodation does not seem to be the answer, but yet us as tax payers are expected to foot the bill for these people. An institution such as Essendale needs to be re-opened to deal with these issues. This will take the theft, vandalism, graffiti, needles, defecation out of our neighborhoods so that we can live in peace. Please don't take these comments as having no concern for these issues - I do, but when Essendale was open, the issues were much less to deal with. I believe mental health can be handled better when the right institution is created to handle their issues - and not with accommodation is all of our backyards. Thank you for your time and the availability to complete a survey like this - appreciate being able to voice our opinion</p>

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Other Comments Cont'd.

<p>These people need to be forced into drug rehab and/or get the mental health checkup that they need. When someone can't take care of themselves anymore and they are just being a nuisance to society because of their addiction or mental health issues they should be taken care of by the government not left alone to their own devices as they can't make good decisions for themselves...someone has to make the decisions for them that protects them and the rest of society.</p>	2022-04-06 18:59
<p>I strongly believe that what we have come to find as 'acceptable' is very far from it and our perspective of what is 'not that bad' have been drastically altered over the last few years. We put ourselves at risk on a daily basis conducting an absolutely essential service while trying to protect our families we serve from the effect of it, in doing this we have taken policing these issues on as our responsibility. I can say first hand that this is financially, emotionally and mentally exhausting.</p>	2022-04-06 18:43
<p>The issue is the homeless and lack of punishment for there actions I feel sorry for the police before they get there paper work done the guilty party is out the door and resuming there activities. There needs consequences to there actions</p>	2022-04-06 17:47
<p>I typically report everythbig i see wether it affects me or my nieghbors. With the closure of McDonalds on the corner of 3rd and Victoria.. its actually more pleasant to walk past that corner now.. which is a clear indication of how absolutley horrible it must have been to work there. With open drug dealing/use, aggressive panhandling, camping, loitering, and a "security" gaurd. Paid to observe and do nothing.. it must have been hell for the owners and employees of that restaurant!! Would the city have had a different response had it not been an international chain?... had it been local and independant? Because thats what local independent business people are scared of.. think why Boston Pizza is also gone. Or the fact that nothing has yet reoccupied that space. big chains dont tolerate this. I frequented both restaurants often with my family. But since 2018 it has gotten progressively and exponentially worse!! They arent "homeless" most of them live in our vast array of social housing.. there are 90% criminals that are continuously 24/7 looking for opportunities to steal. I and my staff experience some sort of theft or attempted theft every single night. I lost a 2000.00 car part from my vehicle just on Saturday. Worthless to anyone but me as it was a broken part. That i was going to ship back to recieve a refund. Registered to only my vehicle.. the thieves will try to sell it and then probably toss it in the river.. Im out money..the street people are highly organized like apex predators they work in packs dealing and stealing. Also preying on the 10% truly disadvantaged and mentally ill that frequent the streets, as they have nothing else to do.. perhaps those 10% should be hospitalized. And the 90% jailed!!</p>	2022-04-06 16:15
<p>There needs to be better consultation with the businesses and BIA's when opening any social housing and Safe injection sites.</p>	2022-04-06 15:40
<p>If we're reviewing the RCMP why can't we look at having community RCMP members walking the street on a daily? This has worked in cities all over the world. Regular Police presence on the streets creates law and order from the get go.</p>	2022-04-06 15:30
<p>The affects of having homeless set up camps in the downtown streets and alleys. Cleaning up every morning and removal of their garbage</p>	2022-04-06 14:05
<p>I represent movement Collective and Nuance Dance studio, answering some of these Questions on behalf of both studios. There has been a larger amount of homeless and loitering in the downtown area. The people I come Across are belligerent and they feel entitled to do what they want after speaking with them directly, they tend not to move on or say they will but never do. Therefore I have called cos on a couple Of occasions. After calling cos, the people did not move on, so we decided to lock the back door for safety, but the cos did check they were gone in the am and followed up with me. I look forward to having the cos more present downtown, I would almost suggest having them try to check certain areas before businesses, I understand that would be hard to organize, but definitely an idea to help business owners. My last comment is for Movement Collective, our building has been broken into a couple times but the building has managed to upgrade some security, as for our space- we got lucky as no one entered our space. Thanks :-)</p>	2022-04-06 5:29
<p>All agency's could do more street level work. Picking up garbage or sweeping dirt would help making the shopping district more appealing. Lobby for higher crime arrest rate. Follow up on and encourage subsidy programs.</p>	2022-04-06 0:49
<p>Calling or reporting online has not helped with any of our issues.</p>	2022-04-06 0:16
<p>If in the future we could have one non-emergency number to call that would then direct us to what was needed, that would be very helpful.</p>	2022-04-05 23:33
<p>It is absolutely awful how much open drug use and harassment goes on. I am afraid to walk to my car after work. My patients often comment on harassment, being triggered from open drug use or fear of being harmed. Something has to be done, businesses ate leaving all over the city it is a main topic of conversation and it seems like everyone is affected negatively. I am horrified of the lack of action being taken.</p>	2022-04-05 23:26
<p>None</p>	2022-04-05 23:15
<p>I keep hearing about "social issues" which yes we definitely have that, but I never hear about "criminal issues" and that is what I deal with. I wish I had solutions because when businesses are closing due to bad behavior (criminal) that is a problem.</p>	2022-04-05 23:04

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Other Comments Cont'd.

I rent office space but here is no question the location has impacted business.	2022-04-05 22:58
Not sure how to answer the last questions.	2022-04-05 22:52
Yes, its missing the tourism part. I have students thinking about coming to visit for Yoga Workshops. I cannot tell you how uncomfortable students are with reading the news reports. Further students who did come are frankly shocked at the conditions here. They are usually coming from places like Toronto and Montreal and do not feel safe coming to visit. I cant even consider running summer workshops here because of this.	2022-04-05 22:44
We need to assess the situations of the severely mentally ill people living on the street in a much different manner that doesn't put them on the street. They need a facility where the doors are locked and there is adequately trained staff to assist them because what is currently being done with them isn't working. The people responsible for bringing them into our city to provide so-called housing for them such as ASK Wellness need to be held accountable for the majority of the street issues and if they are not held accountable they should have their license to operate within the city of kamloops revoked. Providing the drug addicted residents of kamloops with a safe supply is not the answer either. It will never get them off the dependence of these drugs. We need to help them get off the drugs and if that means showing tough love then lets do it and stop the bleeding of the system and the costs involved.	2022-04-05 22:43
I feel that when the city publicly states that they don't mind businesses shutting down because they have business in waiting to move in that that sends a bad message to the already existing businesses I believe that it shows a complete lack of respect for businesses in the community. wWe should be supporting the small very small percentage of people who decided to put their whole life savings and their families income on the line to open up in this community	2022-04-05 22:38
There appears to political will to treat the core causes of the problems. Except for Band-Aids on the symptoms, the attention appears to be in posturing for political advantage, lip service, finger pointing and deflecting responsibility. I have seen studies/reports but no real 'feet on the ground' action plans. There is no willingness to spend the time, effort and money to drive into the root problems surrounding mental health, addictions, homelessness and the criminality that is spawned by it. Everyone is too afraid to do or say the wrong thing, so they end up doing nothing. A very few valiant people struggle to address the issues, but the municipal, provincial and federal governments balk at stepping up because of budget or fear of being found politically incorrect.	2022-04-05 22:35
Downtown is becoming unsafe for my female staff. I am actively seeking to relocate my business to another part of the city.	2022-04-05 22:32
My office has been closed since the onset of COVID and we have just returned to the building but have noticed an increase in loitering, harassment and presence of undesirable behaviour. Our office has implemented a no working alone policy and have installed locks and doorbells to increase security.	2022-04-05 22:29
I strongly object to the "safe injection site" being place directly across the street from my business without any consultation or notice being given. I learned about it on the news and this will definitely impact my business and my person safety. I am now taking more steps to increase security and this will of course cost me more money. Will ASK WELLNESS help pay for these upgrades?	2022-04-05 22:29
I answered neutral on the how often I call, as I have not changed how often I call. BC Housing does not appear to consult locally in any of their actions.	2022-04-05 22:24
no	2022-04-05 22:19
It is just a big and complicated issue and we recognize that it will take years, and multiples levels of government and services to make an impact and it needs to be done in such a way that it is still respectful to the human beings involved at all levels.	2022-04-05 16:57
We have daily issues with drug users. He have just become desensitized to it. It is just normal to walk amongst open drug users near our business. We try not to anger them and we hope they leave us alone. It has become normal to check for graffiti and drug paraphernalia each morning. It is normal to not feel safe in our parking lot. There is no question that my staff is not safe having the store open after 5pm and on Sundays. I'm not an expert on social issues and for the most part sympathize with the plight of individuals but it is affecting my ability to extend my hours of operation, it is affecting my customers wanting to visit my location and it is affecting my staff feeling safe at work.	2022-04-05 16:47
It is nice to know we have the Wellness Check option when phoning in to report incidents of someone behaving out of the ordinary, whether they are on drugs or perhaps off their medication. It is good to know there is someone who can check on them and be safe in doing so.	2022-04-05 16:12
Get rid of "The Loop". Please. We have seen a huge increase in drug activity and criminal behavior since it opened. Tranquille Road/Vernon Avenue houses a Church, an elementary school, and a seniors home. There is plenty of chatter about the "vulnerable" population on the streets. But what about the vulnerable people who paid taxes to build the streets and should have safe access to use them? BTW: These are the opinions of the person writing and do not represent the business.	2022-04-05 15:57
I am not a brick and mortar business.	2022-04-05 15:06
opening shelters like the Greyhound in middle of retail area .. is absolutely offensive and disrespectful to the retail businesses that pay the BIG City of Kamloops Taxes and do not get the protection for their business , customers and staff Business & commerce and growth of each should be the economic drivers of downtown areas. This fact is slipping away as social welfare programs continue to ramp up. It is nice to see the emphasis is being spread around the city rather than focus on the Tranquille market area. I believe the Kingston road housing project is atrocious from beginning to end. In the end these are not the real solution to the problems on our streets today.	2022-04-05 14:10
	2022-04-05 5:03

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Other Comments Cont'd.

Need increase services that house mentally challenged individuals so that they receive daily services that assist them in taking meds, getting meals. Make owners responsible for the cleanup of their garbage, feces etc.	2022-04-05 1:21
If customers do not feel safe to walk from their car to the business, they will not shop with us. They will order in food to their homes and shop on Amazon. Is this the kind of community we want?	2022-04-04 23:12
criminals need to be charged.. period. even so called petty crime gets costly when it happens as often as it goes.. perhaps look at how many petty crimes certain individuals are responsible for and charge them.. they know they can get away with crimes like shoplifting.. also certain drug addicts need to be dealt with as criminals if they are.. period.. the same addicts causing issues all over town receive more compassion than consequence.. this has to stop.. with all the drug dealing on my property.. theft and attempted theft at an all time high.... .. transients constantly loitering.. dealing.. defecating.. openly using illegal drug.. leaving garbage.. customers not wanting to get out of their vehicles.. sometimes just a husband comes in.. leaving wife and kids in vehicle.. way too many examples to express. i am not without compassion but fed up with so many issues this has caused.. my mental health has been affected.. last couple years have been bad.. we have been a victim many times.. watching business shutter in our area to often from these issues the last couple years... are we going to be the next? me being charged with assault from a transient guy acting suspicious refusing to move away from my truck, middle of my property, telling me over and over to make him move.. 4 cop cars show less than an hour later.. come on.. crown approves charges but won't for transient or drug addicts.. one a week later same cop (mangat) comes and charges "Kyle" aka low pants.. tries to talk me out of bothering.. destruction of property and uttering threats.. 2 counts of breach of conditions later.. not being aloud on our property.. and crown won't approve charges.. to this day Kyle hangs out on our property regularly, usually yelling to spero house for his fentanyl dealing father who lives there.. ya.. spero staff knows him to be a dealer and clearly allows this criminality.. what happens at spero house stays at spero house? come on.. there is so much wrong with the way bc housing, ask wellness, our city, crown council etc are handling these issues.. yes.. I have so many more stories.. Cheers!!	2022-04-04 16:24
Stop enabling drug users and more time in jail for criminals	2022-04-04 15:52
In the past few months the loitering, needles, etc have been reduced once housing was moved to Memorial Area but it has created additional issues in the downtown core. What is noticed now is the increase in loitering, and garbage in business corridors overnight, especially on Tranquille Road. Many broken windows.	2022-04-04 15:47
I am tired of all the litter that I have to pay to have removed from behind my building. I am filling my dumpster up with litter from the homeless and drug users daily. It is things they find to sleep on mattresses which cost me money to dispose of at the dump. Pallets, large pieces of cardboard, blankets and all the waste and human waste. I know in Australia they have these ultrasonic things that businesses can put up that make a noise that will prevent people from loitering. You don't notice it unless you are loitering. We need to have access to something like this.	2022-04-04 15:33

ⁱ NPS is a reputation strength tool used by entities to understand the strength of their "brand". Brand is defined as "how an entity is seen by their community". The scale is 0-6 who are detractors (often complainers) 7-8 who are neutrals, (not satisfied, but not happy enough to strongly endorse), 9 and 10 are endorsers, (people who feel strongly that entity is worthy of references or recommendation). A positive NPS means your brand value is building in community, a negative means your brand value is decreasing.