



Approaches to Crime and Safety Issues in North American Cities: A Series of Case Studies

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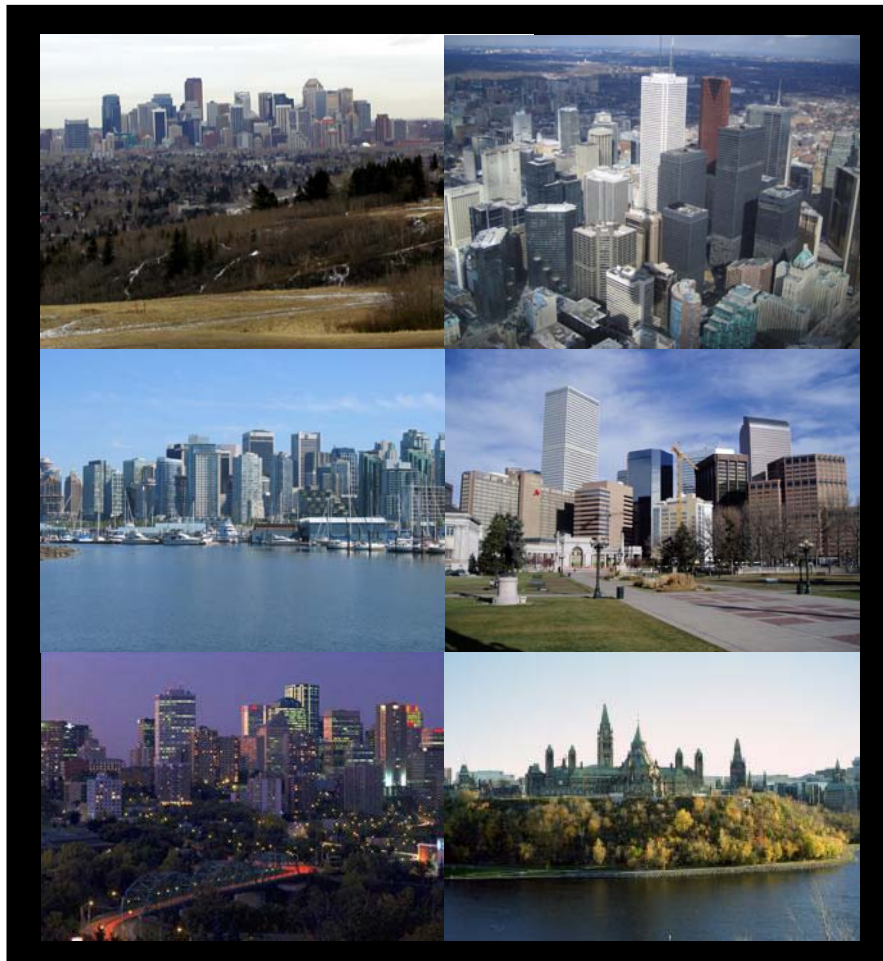


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Preface

This research is the result of Calgary City Council's motion NM2005-17: A Vibrant and Safe Downtown, which directed Administration to examine cases of other cities and their successes in addressing downtown crime, while comparing them to Calgary's situation. The motion lists a number of specific activities that are of concern to Calgarians. They are:

- Camping and/or sleeping in the street or parks
- Sale and use of illegal drugs
- Prostitution
- Carrying visible weapons, such as knives
- Blocking or obstructing use of the sidewalk
- Loitering
- Fighting and other threatening behaviors
- Panhandling
- Littering
- Graffiti

The purpose of this study is to identify general approaches that local governments have taken to address crime and safety issues in their communities. The research focuses on approaches that different cities have taken in identifying crime and safety issues and ways that they have addressed those issues.

The main areas of focus will be:

- What is the underlying philosophy of each approach to crime and safety issues?
- What sort of goals have been set and is there anything innovative in the way that they were set?
- What initiatives were employed to address crime and safety issues?

This study will examine a number of case studies, each of which took a different approach to addressing the issues that they faced. The cases that will be examined will have focused on efforts to address the issues cited in Council's motion and will limit discussion on addressing other more serious criminal activities, such as homicide, for example.

It is also important to note that this study is intended to be a launching point for future research on addressing crime and safety issues. It is not intended to determine any specific course of action on its own, beyond the initiation of further, more in-depth analysis of these issues.

The Spectrum of Crime and Safety Issues

There are many different approaches to crime and safety issues in various cities, each of which is rooted in a different perception of the problem being addressed. Without an in-depth understanding of what the issues are that need to be addressed and a clear idea of what is to be achieved through the planned actions, it is not only very difficult to accomplish what was intended, but it also difficult to know if the issues addressed were the right ones to focus on in the first place.

The five case studies represent different ways of approaching crime and safety issues, and each of them is located in a different place in a spectrum of approaches. On one end are the prevention-based approaches while the other end of the spectrum is enforcement-based approaches. All of the initiatives in this study fall somewhere in this spectrum, with the prevention-based initiatives coming first in the cases and the more enforcement-based initiatives falling towards the end. The discussion of the Calgary context does not constitute a “case” and its placement in this document is not to reflect its position on the spectrum.



Moving right from **prevention** initiatives are **community development** initiatives that try to build capacity in the community to address crime and safety issues while providing services for those in need, in order to reduce crime later. These can include crime prevention through social development (CPSD) programs, which involve victim, offender and community focused initiatives (Stroick, 2002:4,5). **Community mobilization** initiatives also build capacity in the community, but focus somewhat more on initiatives that help a community keep criminal activities out of their neighbourhood with a lesser focus on services for those who may be committing the crimes or making people feel unsafe, such as target-hardening, for example (Stroick, 2002:4,5). **Enforcement** measures usually involve the creation of new laws to fight crime or stricter enforcement of existing laws.

None of the case studies presented in this study fit squarely into these categories, and, in fact, most of them fall somewhere in between two of them. In practice, no initiative is so rigid as to fall into any one category. Preventative measures acknowledge the role that enforcement plays, and enforcement-based initiatives often incorporate programs designed for the people that the initiative targets.

The cases were selected based on the example that they provided for the spectrum, for the level and quality of information available and their applicability to Calgary’s physical, social, political and economic context.

The cases in this study are listed below:

Ottawa, Ontario: Investing for a Safer Ottawa

- A preventative approach to crime and safety issues that focuses primarily on building strong support networks for all citizens to produce a long-term reduction in crime. This case also provides a valuable framework for coordinating crime prevention initiatives.

Vancouver, British Columbia: Downtown Eastside Crime Prevention/Community Development Project

- A new approach to crime and safety issues that incorporates community development in Vancouver's Downtown Eastside while focusing much on prevention initiatives. Community development in this case includes programs for those that live in the community and those who are either at-risk or already engaging in criminal activities in the area.

Edmonton, Alberta: Safer Cities Initiative

- An internationally recognized and award-winning program that takes a community development and mobilization approach to crime and safety issues in Edmonton's neighbourhoods. This includes programs mainly for neighbourhood residents, but some at-risk people and offenders. CPTED is a very large component of this initiative.

Denver, Colorado: Downtown Denver Safety Advocacy Strategy

- A business-initiated plan to address the perception of crime in the Downtown that focuses on building awareness in the business and residential communities and greater presence of authority. This initiative focuses on community mobilization and enforcement.

Toronto, Ontario: Safe Streets Act

- Employment of the enforcement-based "broken windows" approach through a partnership with Government of Ontario. The Safe Streets Act makes certain activities, such as aggressive panhandling, illegal and relies on the enforcement of those laws.

Methodology & Limitations

As a general overview of just some of the case studies in crime and safety issues, this study focused mainly on an environmental scan of sources online, as well as an extensive literature review on both specific cases and on crime and safety issues in as a whole. Direct contact was made with stakeholders in the case studies, who also provided information for this study. Calgary Police also provided information on crime and safety issues related specifically to Calgary.

Some of the sources included:

- Municipal sources
- Business Improvement Areas
- Academic journal articles
- Statistics Canada
- City of Calgary documents
- Calgary Police documents

Due to the timeframe available for this project, it was difficult to seek out other sources of information about the various cases beyond the provider of those services. Future studies of this sort should seek out a diversity of sources for a full evaluation of the success of these programs.

Many of the programs that are examined in this study are relatively new and have not been subjected to formal evaluations of their effectiveness. These programs should continue to be monitored, however.

The Calgary Context

Crime in Calgary

Calgary is one of the safer large cities in Canada, ranking exactly in the middle of the country's 28 largest urban areas in overall crime (Bunge, et al, 2005:59). While person crimes have fluctuated somewhat over the last ten years, property crime has declined steadily, reaching a 20-year low in 2004 (Calgary Police Service, 2005:3).



Calgary's skyline at night

Nevertheless, there is a perception that the Calgary's Downtown is unsafe, with activities taking place there that may not constitute serious crimes, but do contribute to a general feeling of unease among users of the Downtown. Downtown is one of the areas where a citizen is most likely to be the victim of a robbery (Calgary Police Service, 2005:17), and Downtown has the highest number of commercial break-ins (Calgary Police Service: 35). Neighbourhoods adjacent to Downtown, but part of the Centre City area, are among the neighbourhoods with the highest assaults in the city (Calgary Police Service, 2005:26, 41).

Crime and Safety Programs in Calgary:

What follows is a sample of some of the more recent and comprehensive crime and safety programs available in Calgary. Further information on individual programs to address crime and safety in Calgary is contained in Appendix A – Inventory of Crime and Safety Programs in the City of Calgary and Calgary Police Service.

Crime Prevention Investment Plan

The Crime Prevention Investment Plan was created by City Council in January 2005. The intent is to support collaborations and projects that have a direct impact on the citizens of Calgary. The projects address issues related to community safety by highlighting preventative interventions. A multi-year plan for the CPIP was developed in 2005. Guiding Principles for the CPIP are:

1. Build on existing partnerships.
2. Concentrate investments on sharply focused and concrete projects that involve multiple City services and community agencies.
3. Ensure that proposed projects support frontline policing and emergency response services.
4. Coordinate intergovernmental cooperation, participation and funding of Crime Prevention Investment Fund projects.

5. Ensure that proposed projects are consistent with Council's municipal mandate.

Some individual initiatives to be funded by the Crime Prevention Investment Plan are:

Community Support Officers Program

The Beltline and the East Village have been the focus of a new approach to crime and safety issues. The Community Support Officers (CSO) program in the Beltline employs bylaw officers to provide an official presence in a community and to focus their efforts on the non-criminal activities in the community and keep the Police aware of any criminal problems present in the community, supplementing the services that the Police already provide. In this way, minor incivilities and "broken windows" are dealt with before they create an atmosphere conducive to more serious crimes (Lyons Venini and Associates, 2005:13).

2006 Social and Community Development Conference

The City of Calgary is funding and providing human resources for a conference in April 2006, hosted by the Canada West Foundation and the Community Life Improvement Council (CLIC). The conference, entitled *Safe Streets – Safe Cities: Social and Community Development in Western Canada's Central Cities*, will focus on urban revitalization efforts, crime and social issues in both western Canadian and international cities. Specific areas of discussion will include homelessness, prostitution, addiction issues, Crime Prevention Through Environmental Design (CPTED), and other topics.

City of Calgary On-Line School Safety Project

This project is a partnership with Calgary Board of Education, Calgary Police Service, Calgary Fire Department, Animal and Bylaw Services, Calgary Recreation, Emergency Medical Services and Community and Neighbourhood Services to provide consistent safety messages to elementary school students through a coordinated, innovative technological approach. Areas of focus include graffiti, fire safety and gang involvement.

Downtown Outreach Addictions Partnership (DOAP)

A new initiative in Calgary is the Downtown Outreach Addictions Partnership, which is intended to align the various social service providers in active partnership with the Calgary Police Service, in particular, the new downtown BEAT patrol and the Bylaw Community Support Officers (CSO). The purpose is to create better links between these groups so that clients can receive services that they need in a more effective manner. In addition, the DOAP team, made up of outreach workers from Alpha House and CUPS Community Health Centre, provides the uniform officers with an immediate response to social issues, thus freeing



9th Ave looking towards Downtown

the officers to respond to criminal matters.

Gateway Initiative

This program is a partnership between Community and Neighbourhood Services and the Calgary Police Service to provide frontline police officers with the connection between youth and social supports. Preventative measures assist the youth and their families and reduce future involvement in the Criminal Justice System. The Youth Criminal Justice Act, which replaced the Young Offenders Act in 2003, places greater emphasis on police to access alternatives to criminal charges for first and second time offenders involved in less serious incidents.

New Roads Expansion in South East Calgary

This is an intensive 4 month therapeutic and recreation intervention for at-risk 7-11 year olds and their families. New Roads is a partnership of the Calgary Board of Education, Calgary Police Service, Calgary Fire Department, the City's Community and Neighbourhood Services, Hull Child and Family Services and the Calgary YMCA

Calgary Community Conferencing

Calgary Community Conferencing is a partnership with Calgary Board of Education, the City's Youth Probation Services, Mennonite Central Committee, Calgary John Howard Society and Calgary Family Services to provide a restorative response to high impact school-based incidents. CCC also works in the youth justice system.

Chinatown Safety Project

The purpose of the Chinatown Safety Project is to increase information and awareness surrounding crime and safety issues in Calgary's Chinatown in a culturally relevant manner. To accomplish this, a community worker was hired to develop relationships within Chinatown and with different organizations outside of Chinatown as well. The partners are the Calgary Chinese Community Service Association, Calgary Block Watch, Calgary Crime Stoppers, the Calgary Police Service and the City's Community and Neighbourhood Services.

Calgary Block Watch Council

112 of 140 Calgary communities participate in Block Watch. CPIP funds will contribute to expanding the collaborative efforts of Block Watch in the community.

HomeFront Early Intervention and Outreach Program

This initiative creates an outreach service to identify and address the needs of families in which domestic violence incidents have been reported but no charges have been laid. The emphasis is to address the needs of families before violence escalates and family members enter the justice system. This initiative will have the immediate impact of reducing the demands on frontline police officers. More importantly, intervening earlier and providing services sooner will reduce the likelihood of families experiencing further domestic violence.

A Study on the Extent of Youth Victimization, Crime and Delinquency in Calgary

This study will replicate research conducted by the Canadian Research Institute for Law and the Family in 1995 and 1999. It will be updated to include current factors, such as internet victimization, gang involvement and bullying. In addition, this research will represent among the first large scale studies since the Youth Criminal Justice Act replaced the Young Offenders Act in 2003. This study is a partnership of The City of Calgary, the Calgary Police Service, the Calgary Board of Education and the Calgary Separate School Board.

People and Places Partnership

The City of Calgary will team with the recently created *People in Places* course, a joint offering for undergraduate students in the faculties of Social Work and Environmental Design and the University of Calgary. Through the City's numerous services and departments, students will create a 'living laboratory' in which they will address specific issues of community concern within the context of their course study.

Safer Calgary Coalition

Safer Calgary is a network of diverse organizations that share a common interest in promoting a coordinated approach towards making Calgary a safer city. It takes a comprehensive approach, which focuses around three key themes: injury prevention, violence prevention, and natural and built environment. Safer Calgary also spearheaded the effort to have Calgary formally recognized as a member of the international safe community network by the World Health Organization, and as a designated safe community by the national Safe Communities Foundation. Some specific initiatives that Safer Calgary has undertaken are:

- Developing public awareness through a Safety in the Community newsletter, and establishment of a website to consolidate and make accessible key safety information
- Monitoring emerging safety issues, awareness and perceptions in community, through surveys and other means ("Peoples' Perception of Safety in Calgary Report, 2004")
- Establishing, monitoring and reporting on measures of Calgary's performance as a safe community ("Safety in Numbers" – 2000, 2003)
- Participating in the annual Safety Expo and facilitating the Jim Gray Safer Calgary Awards program, to recognize contributions by organizations and individuals in the community towards achieving Safer Calgary's goals
- Participating in national and international safety conferences.

Prevention	Prevention/Community Development	Community Development/Mobilization	Community Mobilization/Enforcement	Enforcement
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Ottawa, Ontario

Investing for a Safer Ottawa

The Ottawa-Hull metropolitan area encompasses a region of just over one million people and many municipalities in both Ontario and Quebec. In recent years, the city has experienced increases in its crime rate at a time when most large urban areas in Canada have experienced declines in their rates. While the overall crime rate in Ottawa is still quite low and, at 3%, the increase in the crime rate is small, decision-makers in Ottawa felt that it would be more effective to prevent further increases rather than to wait for the problem to get worse (Panel for Community Crime Prevention, 2004:9).



Downtown Ottawa

The challenge faced by Ottawa is that there are many players that engage in crime prevention strategies, throughout the city. This creates a situation where different agencies, including social service providers, city departments, for example, fight for dollars. This leads to a situation where crime prevention services are not effective as they could be. To remedy this, the City of Ottawa is developing a central coordinating body that would be responsible for coordinating the crime prevention initiatives in the City (Panel for Community Crime Prevention, 2004:3). This body is being called the Crime Prevention Centre in the interim as it is being developed.

Philosophy



Downtown Ottawa street

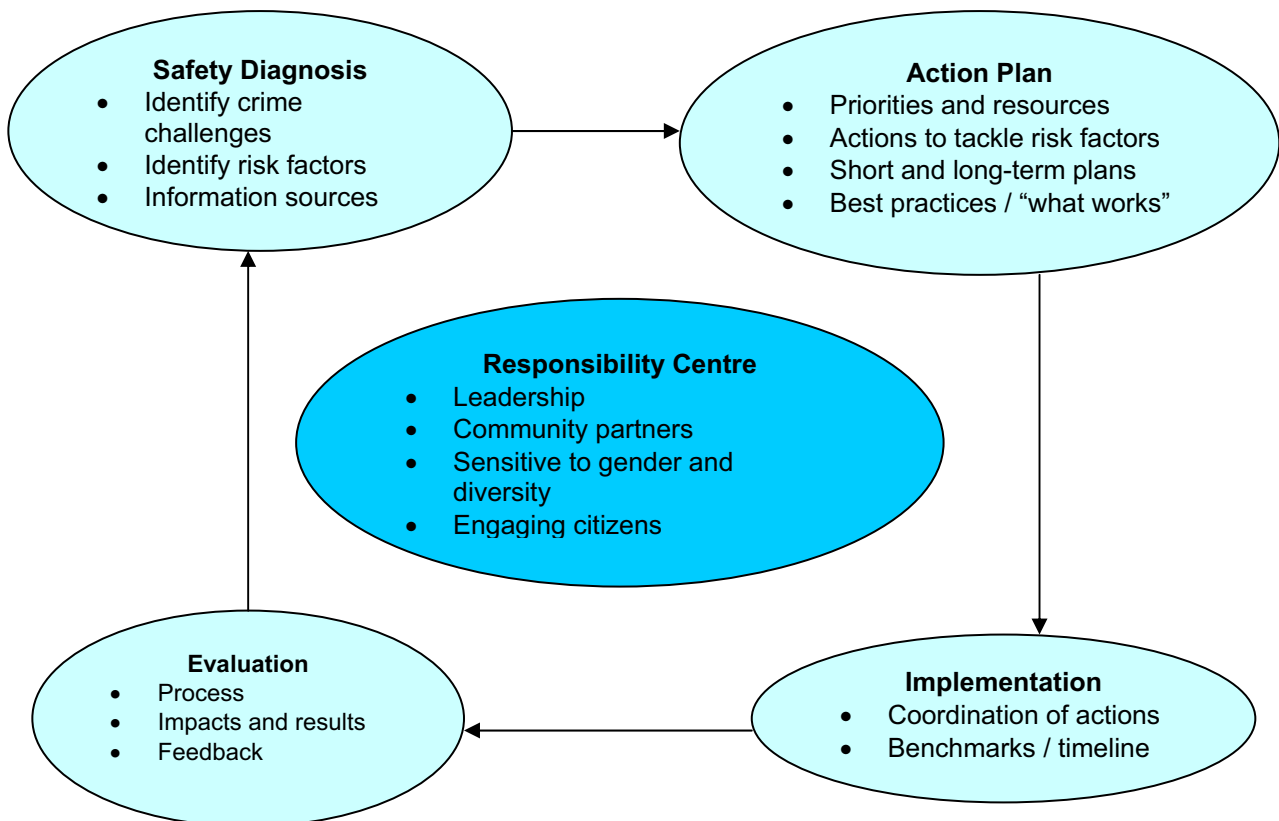
The philosophy behind this initiative focuses heavily on preventative measures as not only the most effective methods in addressing crime and safety issues, but also the methods that bear the least cost. According to the Investing in a Safer Ottawa plan, preventative approaches to crime prevention are “easier, cheaper and more compassionate” (Panel for Community Crime Prevention, 2004:6). The plan also cites numerous studies that indicate that there is a lack of reduction in criminal activity when funding for enforcement services is increased alone. Ottawa’s approach would address the “root

causes” of crime, which fall into two categories:

1. Social factors: poverty, lack of parental supervision, family violence, dropping out of school
2. Situational factors: poor urban design, poor surveillance, etc

How this initiative would function practically is based on a structure whereby a central coordinating unit manages a series of looping stages (Panel for Community Crime Prevention, 2004:13):

1. The diagnosis of local crime problems and assessment of available data/info systems
2. An evidence-based action plan with clear priorities, targets, actions and resources
3. The coordination implementation of the plan, with clear support for key players
4. The evaluation of process and outcomes, with feedback from partners and the community



Goals

The Crime Prevention Centre would have two goals:

1. To strategically develop and implement a community-wide prevention plan to reduce crime and enhance community safety in Ottawa

2. To monitor and evaluate, on an ongoing basis, the process and impacts of plans and implementation (Panel for Community Crime Prevention, 2004:20)

There are also four broad objectives of the Crime Prevention Centre:

1. Safer homes
2. Safer streets
3. Safer schools
4. Safer workplaces

Each of these objectives have their own targets to be reached within 2-5 years of the program's initiation, including (Panel for Community Crime Prevention, 2004:17-19):

- Significantly reduce the incidence of domestic assault
- Increase co-operation between police and mental health services
- Reduce child abuse and neglect by at least 50%
- Reduce burglaries by at least 50%
- Reduce calls for service and arrests in high-risk social housing communities
- Safer streets
- Reduce youth arrest rates by at least 50%, including for property crime
- Reduce overall crime in neighbourhoods by 15-30%
- Reduce violent crime by at least 20%

Approaches to the Issues

The purpose of the Crime Prevention Centre would be to reduce crime and enhance community safety in Ottawa through evidence-based crime prevention. This system would see the Centre be a City-led initiative, which would allow local agencies, groups and services to:

- Work with a common purpose and focus, resulting in better use of resources
- Share information and other data on the nature and extent of local crime challenges
- Direct resources to areas with the greatest need to maximize impacts
- Ensure the early recognition of crime problems before they get too serious
- Enjoy a continuity that is crucial to building long-term success
- Access provincial and federal resources otherwise off-limits to some (Panel for Community Crime Prevention, 2004:13,14)



Heritage buildings in Ottawa

To achieve these goals and the vision,

the Centre would have the following tasks, as outline in its terms of reference:

- Coordinate and mobilize key players and resources
- Develop a clear mandate with specific priorities and targets
- Conduct strategic analysis of Ottawa crime and its causes
- Develop and implement an action plan
- Provide expertise, resources and capacity development
- Evaluate process and outcomes
- Get additional funds to make it happen:
 - From other levels of government
 - From key stakeholders
 - From the private sector
- Improve the quality of Ottawa crime and victimization data and information
- Gain community involvement and conduct public consultations
- Develop a communication strategy for community awareness and education
- Report at least annually on activities and progress (Panel for Community Crime Prevention, 2004:21)

The Board of Directors would be composed of two political City representatives, such as the Mayor or a City Councilor, for example, a high-level representative from the administrative side of the City and a representative each from the School Board and the Ottawa Police. (Panel for Community Crime Prevention, 2004:19). To be determined at this stage is the composition of the rest of the board, who would represent such organizations as (Panel for Community Crime Prevention, 2004:19-20):

- Housing, social services and public health
- Federal and provincial agencies
- Community agencies for families, children, youth and well-being
- Victim services
- Community groups
- Business sector
- Academics
- Media
- Community members
- Immigrant groups
- Women's groups

The total number of members on the Board of Directors would be 12, who would report to the City of Ottawa's Health, Recreation & Social Services (HRSS) Committee, which ultimately reports to City Council. Two staff members, an executive director and a community development officer, would be seconded from Community and Protective Services (CPS). Each position would be a two year term with a possibility of renewal. Salaries for the employees would come from Ottawa's Community Protective Services (Panel for Community Crime Prevention, 2004:20).



Vancouver, British Columbia

The Downtown Eastside Crime Prevention / Community Development Project

Greater Vancouver is home to over two million people and is the largest metropolitan area in Western Canada. Vancouver's Downtown Eastside is widely known as one of the poorest urban neighbourhoods in Canada, and the area struggles with many crime and safety issues. During the 1990's, the Downtown Eastside suffered with HIV/AIDS and Hepatitis C epidemics linked to intravenous drug use, increasing homelessness, missing sex trade workers and very high rates of death due to drug overdoses. During the same time, investment in the area declined as the community became known as a haven for criminal activity and people stopped coming (City of Vancouver, 2005).



Vancouver's Metropolitan Core

In 1998, the City of Vancouver made an application to the National Crime Prevention Centre for a demonstration project that would employ Crime Prevention through Social Development (CPSD), which focuses on community building as a preventative measure. *The Downtown Eastside Community Development Project* was a five-year pilot project, ending in March 2004, that was intended to address crime and safety in that community (City of Vancouver, 2004).

Philosophy

Vancouver's initiative views the acts of crime prevention and community development as so interdependent that they need to be addressed as part of the same strategy. It also views the community as being composed of everyone, from the victims to the offenders. The project operates under the premise that a mobilized community with the capacity to tackle the root causes of crime would be in a better position to see these issues addressed now and in the future.

Goals

Goal #1: Strengthen the participation of residents, agencies, and businesses in community decision-making.

Objectives:

- Develop an inclusive resident-based planning process
- Support the development of a community-based structure that facilitates the involvement of the low-income community

- Address barriers to participation of low-income residents, including language and cultural groups in the community
- Promote involvement of service providers including health, education, culture, social and recreation groups
- Promote the involvement of the business community

Goal #2: Build community leadership

Objectives:

- Adopt an assets approach supporting the involvement of low-income and/or marginalized residents
- Support skill development as identified by community residents
- Support research required for capacity building and planning

Goal #3: Promote community cohesion

Objectives:

- Promote communication amongst groups with divergent views
- Enhance community spirit through special events and festivals
- Build trust and ability to resolve conflict within community and government
- Support public education to foster community-wide understanding of community issues and initiatives
- Improve public space and general community appearance

Goal #4: Improve socio-economic conditions

Objectives:

- Support the establishment of community-based priorities and a comprehensive plan
- Design and implement community-based projects based on community assets, needs and priorities
- Plan for ongoing sustainability of projects initiated under the Revitalization Project into the long-term

Goal #5: Influence the implementation of public policy that addresses risk factors associated with crime and victimization

Objectives:

- Promote communication between all levels of government
- Coordinate with other city of Vancouver Strategic Actions



Carnegie Community Centre in the Downtown Eastside

- Promote community capacity building as an effective process for all levels of government

Goal #6 Promote, within the broader Vancouver community, the recognition of the strengths and capacities of the DTES low-income community.

Objectives:

- Foster communication strategies that promote positive images and highlight the attributes and community capacities of the DTES
- Develop a plan for broader community education about the DTES program
- Ensure process sustainability (City of Vancouver, 2004:19-25)



Downtown Eastside streetscape

Evaluating the goals and objectives took place in a collaborative fashion with residents in Vancouver communities. It was felt by the City that many evaluation methods do not accurately reflect the true nature of the progress made by social initiatives, and staff concluded that including residents in the evaluation process would address this shortfall somewhat. The focus of the evaluation was also on qualitative results, rather than quantitative ones, as they felt that qualitative feedback would give participants and funders a much better understanding of the effect that the various projects have had on the community (City of Vancouver, 2005:11).

Approaches to the Issues

Community Directions

Community Directions was a project intended to mobilize and build leadership among low-income residents in the Downtown Eastside. The project was initiated from the bottom-up by various organizations in the community as a response to hearing about the City's desire to engage in a crime prevention initiative. As part of the planning process for the crime prevention project, various community members organized themselves into working groups for discussion purposes. Each group would identify the issues of the most concern to them and then develop solutions to those problems. Some of the results are listed below (City of Vancouver, 2004:4-6):

Alcohol and Drugs Group

- Held harm reduction workshops in the community
- Learned to coordinate with Health Authority's work

Housing Group

- Residents have organized a housing co-op
- Received project funding for various organizations, including the Canada Housing and Mortgage Corporation (CMHC)

First Nations Caucus

- Established the *Aboriginal Front Door* cultural and healing program and confirmed funding for operations
- Secured funding for an Aboriginal outreach worker to help reduce homelessness by bringing people to *Aboriginal Front Door*
- Partnerships with various Aboriginal agencies in Vancouver in the development of an Aboriginal strategy for the Downtown Eastside

Latinos En Accion

- Formed the Latin-American Society in Action
- Created “Centro Communal” program at local drop-in centre with Union Gospel Mission
- Developed leadership building manual in Spanish
- Held several festivals throughout the neighbourhood

Child, Youth and Family Group

- Established Community Alert Teams to help residents better understand and react more effectively to signs of child and youth prostitution in their communities



Downtown Eastside with office towers nearby

Community Economic Development Group

- Developed an economic development organization called East Side Movement for Business and Economic Renewal Society (EMBERS) that creates employment and self-employment opportunities for residents in the Downtown Eastside

Chinatown Revitalization Process

The purpose of the Chinatown Revitalization Process was to engage with the business and community agencies to develop strategies that addressed crime and safety issues in that Downtown Eastside neighbourhood while encouraging people to return there (City of Vancouver, 2004:6).

The process resulted in the following outcomes (City of Vancouver, 2004:6,7):

- The development of a Chinatown vision that addressed physical environment improvements, economic development, social services and others
- Engaging in leadership skills building and engaging in new partnerships
- Initiating public education and communication initiatives for Chinatown residents to help them build capacity
- Developing a marketing strategy for Chinatown
- Incorporation of bilingual signage in local shops
- Coordinating community festivals in the neighbourhood to increase the number of pedestrians in the street and increasing vibrancy
- Completing various public amenity improvements, such as the Chinatown Millennium Gate and street lighting projects



Vancouver's Chinatown

These outcomes have resulted in an improved image of Chinatown and the area has seen new investment in recent years as these various projects have progressed. At the close of the initiative, the community found itself more capable to address various problems it faces and continues to work with the City of Vancouver today (City of Vancouver, 2004:7).

Youth Employment Training

This program is actually a dedicated envelope of funding under the community development initiative that can go to all kinds of different programs for youth. One program that is funded under this envelope was MoreSports, a program that gets youth active in sports and the teamwork and leadership skills associated with it. Participants would learn about the administration side of sport and obtain valuable work skills (City of Vancouver, 2004:7).

Another program was operated by PEERS, which is an organization dedicated towards youth who had been involved in the sex trade. PEERS provides employment skills training to these youth as part of a larger exit strategy from the sex trade (City of Vancouver, 2004:7).

Contact Information

Downtown Eastside Community Development Website:

<http://vancouver.ca/commsvcs/planning/dtes/index.htm>

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Edmonton, Alberta

The Safer Cities Initiative

Edmonton has a population of about 850,000 people. Edmonton's approach to addressing crime and safety issues in that city has received recognition from the United Nations in its Global Best Practices 100 List as an example of good work being done in realm of crime and safety and community development (City of Edmonton, 2004:11).

Safer Cities is an umbrella initiative formed in 1990 that brings different groups of people together to deal with crime and safety issues, from community members to city staff to law enforcement agencies and use their collective knowledge to achieve more than they ever could alone (Gunn, 2005). Safer Cities also provides feedback to the City of Edmonton to build capacity within that organization. The initiatives that fall under Safer Cities are coordinated by the Safer Cities



Edmonton Skyline

Advisory Committee, which is composed of representatives from Edmonton citizens, business revitalization areas, city staff, the Edmonton Police Service and Provincial government staff. The committee is charged with developing three-year strategic plans and overseeing initiatives, although the implementation of those initiatives is usually taken care of by others (Safer Cities Advisory Committee, 2003b:2,3).

Philosophy

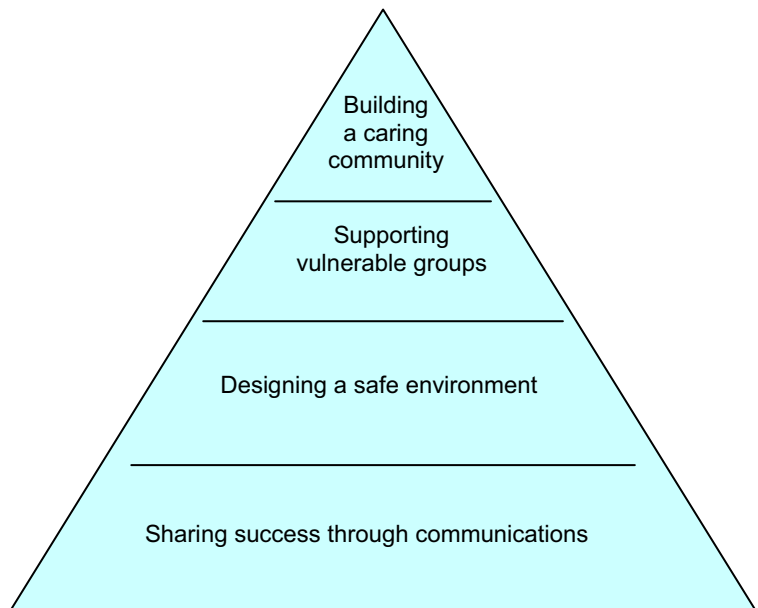
The Safer Cities Initiative is rooted in the premise that crime prevention is most effective when addressed through the building of strong, caring and connected communities. The philosophy that forms of the basis of Safer Cities is that of both crime prevention through social development (CPSD) and crime prevention through environmental design (CPTED) (Safer Cities Advisory Committee, 2003a:5), which forms a community mobilization approach that focuses on a residents response to crime. Safer Cities is based on three guiding principles:

- Collaboration: facilitating collaborative community initiatives and bringing together a cross-section of community stakeholders and civic departments around a common concern or emerging issue
- Community involvement and values: responding to gaps and emerging issues identified by the community

- Strategic focus and priority action: working strategically to identify priorities which will see the most impact in crime prevention (City of Edmonton Community Services, 2004:3)

Safer Cities also functions on a *Progressive Model for Urban Safety*, which has four strategic objectives (City of Edmonton Community Services, 2004:5, Safer Cities Advisory Committee, 2003b:5):

1. Building a Caring Community: support community initiatives and facilitate activities that address the root causes of crime in Edmonton neighbourhoods. Issues addressed may include unemployment, sexual exploitation, poverty and violence.
2. Supporting Vulnerable Groups: Safer communities would be able to care for vulnerable groups, including victims of abuse and sexual exploitation, who will, in turn, be able to make valuable contributions to society.
3. Designing a Safe Environment: Using crime prevention through environmental design (CPTED), to create safe environments that discourage crime.
4. Sharing Success through Communications: Success will be communicated both to the Edmonton public and to other communities, so that they can learn from the initiatives in Safer Cities. Public participation is also part of this objective.



These objectives are incorporated into every three-year plan that Safer Cities develops as a framework for developing specific actions.

Goal-setting

Community Consultation and Goal-setting

Safer Cities has the following vision:

“A city where individuals, families organizations, communities, business and governments together build a working, caring, safe and clean community” (City of Edmonton Community Services, 2004). This vision not only applies to the programs delivered under Safer Cities, but also to the methods in which goals are established.



A residential street in Edmonton

Safer Cities is responsible for a number of initiatives that contribute to an understanding of crime and safety issues in Edmonton and contribute greatly to the establishment of meaningful goals. These initiatives range from large-scale research projects carried out by experts to community-based activities that help identify crime and safety issues as they appear to the general public. Most fall somewhere in the middle. They also involve constant communication and information sharing with the public, with the

hopes that emerging issues will come to the attention of those involved in Safer Cities in a timelier manner.

In 2004, Safer Cities performed a telephone survey of 400 Edmontonians to discuss their perceptions on crime and safety issues and how they, as citizens, could contribute the addressing these issues in their communities (City of Edmonton Community Services, 2005:3). The results also contributed to the future goals and objectives.

In following with its focus on CPTED, Safer Cities regularly engages in safety audits with community members to help decision-makers take action on various crime and safety issues in Edmonton communities. A safety audit involves facilitated tours of neighbourhoods with community members, where the facilitator asks for thoughts from the participants as to how they feel in the area. Common topics for discussion are lighting issues, feelings of isolation, activities of people passing through the areas and ideas to make the neighbourhood safer. The result from safety audits can go along way in helping decision-makers develop goals and objectives with limited resources (City of Edmonton Community Services, 2004:8).

Using this vision and the four strategic objectives, the following targets were identified (Safer Cities Advisory Committee, 2003b:6-12):

1. Building a Caring Community
 - a. Violence Prevention Initiatives
 - b. Facilitate New Linkages and Partnerships

2. Supporting Vulnerable Groups
 - a. Victim Initiatives – programs that help victims get the support they need
 - b. Offender Initiatives – programs that prevent offenders from committing future crimes
 - c. Intervention Initiatives
 - d. Facilitate New Linkages and Partnerships

3. Designing a Safe Environment
 - a. Crime Prevention through Environmental Design (CPTED) / General
 - b. CPTED / Public Spaces
 - c. CPTED / Corporate and Commercial Spaces
 - d. CPTED / Private Spaces
 - e. Pride of Place

4. Sharing Success through Communication
 - a. Communication
 - b. Education
 - c. Celebration/Recognition

Approaches to the Issues

Safer Cities has resulted in, and works with, a number of programs in Edmonton that address crime and safety issues.

The Edmonton Community Drug Strategy

Safer Cities managed the development of the collaborative Edmonton Community Drug Strategy, which was launched in September 2004. The drug strategy focuses on drug use among Edmonton youth, up to age 25. The strategy uses the same “four pillar” approach to drug use that is currently employed in Vancouver, that is: prevention, treatment, harm reduction, and enforcement (City of Edmonton Community Services, 2005:11).

The Safe Needle Disposal Unit Program

The purpose of this program is to raise awareness about the safe disposal and handling of needles by users and members of the public. The program involves designated facilities for needle disposal in high-needs areas, which are maintained by Parks staff and emptied by the City’s Fire Rescue Services (City of Edmonton Community Services, 2005:13). Awareness is raised through educational seminars held around the City and are aimed particularly towards youth and City staff at risk of coming into contact with needles (City of Edmonton Community Services, 2004:12).

The CPTED Working Group



Whyte Avenue

The CPTED Working Group is an initiative that focuses on the design of the built environment in a manner that reduces crime and the fear of crime. The Working Groups involve many partners, including city representatives, Edmonton Police, community members and business owners. Among the activities that this Working Group has engaged in is the development of a CPTED Toolkit that is available to all members of the public for use in their community. This toolkit contains information about CPTED and provides a community safety audit for citizens to perform (City of Edmonton Community Services, 2005:8).

Research Initiatives

More formal studies have included research on drug use, particularly the up-and-coming drug of choice, crystal meth. Before developing actions to that focused on this drug, the Social Development Working Group commissioned a study on crystal meth in 2003 entitled *A Community Stakeholder View of Crystal Meth in Edmonton* (Goldblatt, 2004).

Contact Information

Safer Cities Website:

http://www.edmonton.ca/portal/server.pt/gateway/PTARGS_0_2_265_210_0_43/http://CMSServer/NR/exeres/056B17D1-0692-4CAB-8663-8AFD8D35C126

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Denver, Colorado

The Downtown Denver Safety Advocacy Strategy

Denver encompasses a metropolitan area of just over 2 million people that has grown rapidly in the last decade, seeing more than 30% growth since the early 1990's. Its downtown area is known as an unsafe place to be by Denver residents, despite the fact that it ranks as one of the safest neighbourhoods in the city. The perception appears to be linked to an image of general disorder and anti-social behavior downtown, which creates a fear of crime and feeling of unease in people who use the Downtown (Downtown Denver Partnership, 2002:1).



Denver Skyline

The perception appears to be linked to an image of general disorder and anti-social behavior downtown, which creates a fear of crime and feeling of unease in people who use the Downtown (Downtown Denver Partnership, 2002:1).

The Downtown Denver Partnership, a non-profit business organization that acts as the advocate for the downtown's business community and works to develop Downtown Denver as a vibrant and economically healthy urban area, has initiated a plan to address crime and safety issues in partnership with the City of Denver (Downtown Denver Partnership, 2005).

Philosophy

The approach to crime prevention in Downtown involves many elements, but appears to focus more on enforcement and public education of the issues. There are, however, programs for offenders available as well. The strategy was based on eight safety and social service principles (Downtown Denver Partnership, 2003a:1,2):

1. *Downtown is for Everyone*: public spaces are for everyone, and a level of tolerance of others and expectations of civil behavior must be balanced so that Downtown is a safe and welcoming place for all
2. *The Broken Window Theory Applies*: a disorderly environment and disorderly behavior encourage more serious criminal activity. Downtown must be clean and properly maintained.
3. *A Uniformed Presence is Essential*: a visible police presence must be in place and must communicate and develop relationships with downtown stakeholders, private security and residents
4. *Perception of Safety is as Important as Reality*: isolated experiences with crime and media attention on crime in the Downtown can keep people from coming Downtown, hurting the Downtown economy and possibly making the situation worse if investment stops
5. *Safety is Everyone's Responsibility*: Downtown stakeholders must be partners with the Police for crime prevention to be effective

6. *There Must be Both Incentives and Consequences:* People that are engaging in anti-social behavior, particularly the homeless, need to have social programs that can get them off the street, but must also be subject to consequences for continued anti-social behavior
7. *Businesses Must Participate in a Sustained and Collaborative Effort to Improve the Safety and Social Service Situation:* Given the very limited amount of financial resources due to the poor economy, business will have to provide some level of resources, be they financial or volunteer efforts, to initiatives that contribute to the social well-being of the Downtown
8. *Safety Must be Addressed Over Both the Short-term and the Long-term:* Seeing results will likely take time, so both short- and long-term initiatives are required

Goal-setting

Determining what the issues were involved two stages, the first of which was an outreach initiative on behalf of the Downtown Denver Partnership. The purpose of the outreach initiative was to engage many of the businesses, business and neighbourhood associations, property owners and private security firms in the Downtown to try to determine what the more significant crime and safety issues were in the Downtown (Downtown Denver Partnerships, 2002:2).

In all, there are six key categories to the strategy, each of which covers certain issues identified by key stakeholders. These categories form the SECURE strategy, of which all are deemed critical to the success of the crime prevention effort (Downtown Denver Partnership, 2002:1-6):

- Social services
 - Homelessness
 - Chronically mentally-ill
 - Substance abuse
 - Street youth
- Environment
 - Graffiti
 - Litter and trash
 - Unsightly news boxes
 - Poorly maintained buildings
- Community involvement and cooperation
 - Community policing approach
 - Improved communication system for police and private security
 - Public education
- Understanding
 - Improved crime statistics
 - Clarification of police role and priorities
 - Relationship between homelessness



16th Avenue Pedestrian Mall

- and disorderly behavior
- City Administration understanding of Downtown safety issues
- Relationships
 - Strengthen relationships between Police, citizens, businesses and social service providers
- Enforcement
 - Establishment of Safety Committee
 - Criminal justice system capacity
 - Alternate approaches

The second stage was an in-depth research initiative that involved collaboration between the DDP and various City departments, the police department, various social service providers, and other key stakeholders. The DDP also worked closely with other major American cities. The purpose of this research was to determine the proper scope of the initiative, as well as to determine some possible approaches to the identified issues (Downtown Denver Partnerships, 2002: 2,3).

Approaches to the Issues

The outreach and research initiatives ultimately resulted in a number of on-the-ground initiatives in Downtown Denver, which included, but were not limited to, the following examples.

Safety Ambassador / Homeless Outreach Program

Initiated in May 2004, this program addresses both the perception of safety in Downtown and the needs of people suffering from the effects of homelessness. Five uniformed safety ambassadors, employed by the Downtown’s Business Improvement District (BID), patrol high pedestrian traffic areas to help visitors to Downtown, locals and merchants with any problems that they may have, from directions, to arranging graffiti removal to complaints about anti-social behavior (Downtown Denver Partnership, 2003b:1).

The BID also partnered with a local day centre called St. Francis Centre to provide an outreach worker position. This outreach worker would connect homeless people, panhandlers and other people who may make other Downtown users uncomfortable with the appropriate social services that they may need (Downtown Denver Partnership, 2003b:1).



Downtown Denver

Street Furniture Improvements and Maintenance

The City and the DDP partnered to ensure that the streets of Downtown Denver were physically

inviting and pleasant. This involved more street cleaning, removal of graffiti from street furniture, new, more attractive street furniture and a new ordinance from the City requiring the news boxes be kept in better condition (Downtown Denver Partnership, 2002:4).

Public Education Initiatives

The DDP has published a series of short guides for various users of the Downtown to provide them with information on how to address crime and safety issues in their community. There are currently three guides, each tailored to Downtown employees, retail merchants and property owners. Employees, for example are given information on how to contact the outreach program if they see someone who obviously needs assistance and who to report to if they witness suspicious activity (Downtown Denver Partnership and Downtown Denver Business Improvement District, 2005a), while retail merchants are asked to remove graffiti from their buildings as quickly as possible and be informed about how to be the “eyes and ears” of the Police (Downtown Denver Partnership and Downtown Denver Business Improvement District, 2005b). Property owners are encouraged to introduce any security staff they may have to the Police to encourage relationships, keep their property clean and other tasks (Downtown Denver Partnership and Downtown Denver Business Improvement District, 2005c).

Crisis Intervention Team

The Denver Police have trained a number of their officers in dealing with emotionally disturbed people in the Downtown to better equip them with the skills to effectively address the issues that these people may have. Officers trained in this fashion form the *Crisis Intervention Team*. The Denver Police holds regular training classes for this initiative (Downtown Denver Partnership, 2002:3).

Contact Information

Downtown Denver Partnership Safety Website:
<http://www.downtowndenver.com/bid/safety.htm>

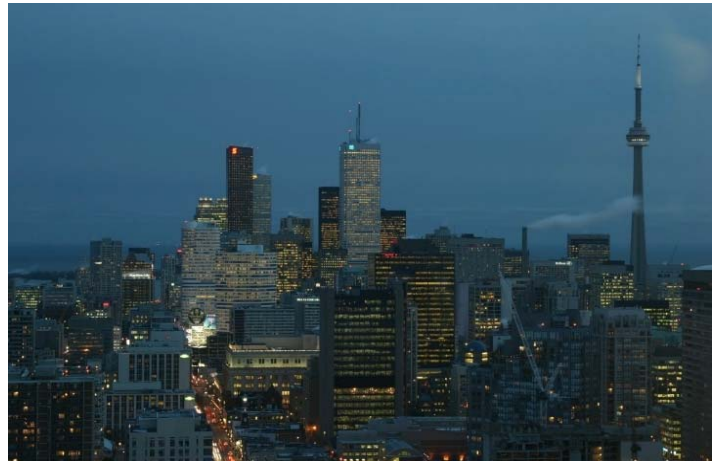
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Toronto, Ontario

The Safe Streets Act

The Greater Toronto Area is made up of nearly five million residents, making the area Canada's largest city by a significant margin. Toronto has, in recent years, been struggling with crime and safety issues in its downtown, particularly with aggressive panhandling, "squeegee kids," and similar activities. To address this, Government of Ontario introduced the Safe Streets Act in 1999. The City of



Downtown Toronto

Toronto had requested that Ontario work with them on crime and safety initiatives, particularly the "squeegee kids" who wash car windshields for money.

The Safe Streets Act has been very controversial, with a number of large protests following its passing. There has also been a constitutional challenge to the Act, with the organizers of the challenge stating that it infringed on the Charter of Rights and Freedoms. This Act, however, was deemed constitutional in 2001 (Department of Justice Canada, 2005).

Philosophy

The Safe Streets Act is rooted in the "broken windows" theory. The thinking behind "broken windows" is simply that small infractions of the law will lead to more serious infractions if left unchecked. The approach uses an example of a building with broken windows to illustrate this point: "If the first broken window in a building is not repaired, the people who like breaking windows will assume that no one cares about the building and more windows will be broken. Soon the building will have no windows." The solution, therefore is to address these smaller infractions before they lead to more serious crimes (Community Protective Services, 2003:1).

Broken Windows is based on three key assumptions (Community Protective Services, 2003:1):

1. The collective good takes precedence over personal liberties
2. Taking the homeless, the sick, etc. off the street is in the community's best interest
3. There is a causal effect between disorder and crime

In the Toronto context, the Toronto Police Department established this pyramid of crimes that erode from the bottom up (Community Protective Services, 2003:3):

Drug dealers

Drug users, prostitution

Thefts to support a drug habit

Problem addresses (frequented by the above)

Public intoxication, street assault, aggressive panhandling

Squeegee kids, loitering, traffic issues, graffiti, garbage bags

Goals

No specific goals were set out under the Safe Streets Act, as it was a bill passed through the Ontario legislature, rather than a program in and of itself. There were, however, a number of programs that resulted from the Safe Streets Act that had their own measures of goal-setting.

Approaches to the Issues

Enforcement Changes

Under the Safe Streets Act (Government of Ontario, 1999):

- No person can solicit someone in an aggressive manner (threatening with physical harm, words, or gestures, obstructing someone's path or continued soliciting after the person has declined, for example) or while intoxicated
- No person can solicit a captive audience (people using ATMs, waiting for transit, public phones or toilets, getting in or out of their cars, or people that are stopped inside their cars, for example)
- No person can dispose of the following items in an outdoor public space:
 - Used condoms
 - New or used hypodermic needles or syringes
 - Broken glass

Anyone who breaks any of these laws would be subject to a \$500 fine for their first offence. A second offence would result in a fine of no more than \$1000 or no more than six months in jail, or both



Toronto's Kensington Market neighbourhood

(Government of Ontario).

Squeegee Youth Working Mobilization

To supplement the Provincial laws prohibiting roadway solicitation, the City of Toronto's Community and Neighbourhood Department initiated a program geared towards the "Squeegee Kids." This program involved the following (City of Toronto, 1999):

- Provide a single point of access for youth;
- Create a new employment preparation program that would specifically targeted to address the unmet and complex needs of the youth and divert them from squeegeeing and panhandling activity; and
- Combine all of the existing and new program elements, including stabilization services, pre-employment assistance, and specialized employment initiatives into one overall program.

Different social service providers can manage the program, and each provider addresses the issue in a different way. For example, one agency focused their program on bicycle repair and maintenance, while another on computer skills and webpage design (City of Toronto, 1999).

Conclusion / Next Steps

The cases presented in this study offer some insight into other programs that address crime and safety issues in North America. Each of the programs examined took place within the specific context of the city it served including its unique problems, resources and political climate, making it difficult to simply apply to Calgary's situation. It is critical that this report not simply be interpreted as an easy source of initiatives that can be copied exactly in Calgary, as Calgary's context is unique. What this report can do is provide examples of different viewpoints on crime and safety and examples of coordinated strategies that address a variety of issues.

Many of these cases had an in-depth understanding of the issues that they were facing and developed a plan that they felt best addressed those issues. It is difficult to determine, however, whether the general approach (for example, prevention vs. enforcement) was a result of this understanding or if it was a predetermined mindset that guided the process from the start. While some of these case studies may be considered successes, little evaluative information is available at this point, and further research is needed to identify which solutions would best apply to Calgary.

This research can be used as a starting point for a more comprehensive investigation into strategies for addressing crime and safety issues. Further research into these and other case studies, as well as more research into how they would apply to the Calgary context could take place given a suitable amount of time and resources to do so. Possible future directions for research may also include:

- Funding arrangements and/or partnerships for crime and safety issues
- Legal implications of crime and safety initiatives
- In-depth interviews/surveys with participants other stakeholders involved in case studies
- Research into the specific crime and safety issues of the downtown/inner-city
- Comprehensive evaluation strategies for crime and safety programs

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Summary Chart of Case Studies and Strategies to Prevent Crime

The summary chart below identifies key issues and strategies relating to each of the cases studied.

Type of Approach	Case	Context	Issues	Strategies
<u>Prevention</u>	Ottawa	1 million people, capital city	<ul style="list-style-type: none"> Rising crime rate overall Lack of coordination between service providers 	<i>Investing in a Safer Ottawa</i> <ul style="list-style-type: none"> Creation of single coordination body for all crime prevention initiatives in city (Crime Prevention Centre) Will address root causes of crime, such as "poverty, lack of parental supervision, family violence, dropping out of school early, poor urban design/surveillance" Specific crime reduction objectives and targets Board of Directors of Centre will have political and administrative representatives from City, Police and School Board, plus health, federal and provincial agencies, community groups, business sector, housing, agencies, etc. 2 staff members assigned full-time from City's Community & Protective Services Dept.
<u>Prevention/Community Development</u>	Vancouver	2 million people, port city	<ul style="list-style-type: none"> High crime rate overall Very high crime in Downtown neighbourhood (DTES) High rate of drug use, HIV/AIDS, open, visible drug market Lack of investment in downtown neighbourhood (DTES) Prostitution 	<i>The Downtown Eastside Crime Prevention / Community Development Project</i> <ul style="list-style-type: none"> Five year pilot project employing Crime Prevention through Social Development Community economic development initiatives (e.g. youth employment training) Programs to build community participation and leadership development (e.g. community working groups address various issues, e.g. prostitution, aboriginal healing) Programs for businesses and community members (e.g. housing co-op, marketing of community festivals, improved public amenities) Programs for people involved in the criminal behavior geared towards prevention and breaking the cycle of their behavior (e.g. addictions assistance)

Summary Chart (continued)

<p><u>Community Development/Mobilization</u></p>	<p>Edmonton</p>	<p>850,000 people, capital city</p>	<ul style="list-style-type: none"> • High rate of drug use • Community perception of crime • Youth crime high 	<p><i>The Safer Cities Initiative</i></p> <ul style="list-style-type: none"> • Coalition of City, Provincial, and Community groups • Crime prevention through environmental design (CPTED) and crime prevention through social development (CPSD) • Four strategic objectives (1) Building a caring community (activities to address root causes of crime (e.g. unemployment, poverty, violence) (2) Supporting Vulnerable Groups (e.g. victims of abuse, sexual exploitation) (3) Designing a Safe Environment (using Crime Prevention Through Environmental Design (4) Sharing Success Through Communication (through public participation) • Specific initiatives include large scale research projects , safety audits, and a comprehensive community drug strategy encompassing prevention, treatment and enforcement
<p><u>Community Mobilization/Enforcement</u></p>	<p>Denver</p>	<p>2 million people, struggling economy</p>	<ul style="list-style-type: none"> • Downtown has image of being unsafe, despite evidence to the contrary • High degree of visibility of homeless, mentally-ill people 	<p><i>The Downtown Denver Safety Advocacy Strategy</i></p> <ul style="list-style-type: none"> • Community mobilization/enforcement approach • Outreach initiative engaged businesses, community associations and residents in identifying priority crime and safety issues • Research phase followed, identifying approaches in other cities • Specific initiatives included (1) Safety Ambassador Program, to patrol and assist with street problems (2) Outreach services (to connect homeless with appropriate social services), (3) Information services for downtown users on how to respond to crime (4) Special training for police officers downtown
<p><u>Enforcement</u></p>	<p>Toronto</p>	<p>5 million people, financial centre</p>	<ul style="list-style-type: none"> • Aggressive panhandling downtown • "Squeegee kids" in the downtown areas • Unsafe disposal of hazardous materials (used condoms, needles, etc.) 	<p><i>The Safe Streets Act (Province of Ontario)</i></p> <ul style="list-style-type: none"> • Enforcement Approach – Laws prohibiting aggressive panhandling, soliciting captive audiences, disposal of used condoms, needles, broken glass in public areas (Fines of \$500 to \$1000 or 6 months in jail) • Toronto Community and Neighbourhood Department initiated a limited program for targeted people (i.e. the "squeegee kids") to provide training and employment preparation assistance • Overall, however, Act was criticized as an attack on the poor, without doing enough to address root issues

Appendix A

***Inventory of City of Calgary and
Calgary Police Service Programs***

**INTERNAL CONSOLIDATED INVENTORY OF PROGRAMS OR SERVICES
RELATED TO CRIME**

CALGARY TRANSIT

CRIME	PROGRAM OR SERVICE
Prostitution	The Calgary Transit Protective Services Unit works in cooperation with the Calgary Police Service vice unit to move this type of activity from transit property.
Drug-Use & Trafficking	<ul style="list-style-type: none"> • Protective Services Unit works closely with the police to target areas of concern or complaints from the public. The Unit investigates these complaints through both plainclothes and uniform operations. • All reported needles are picked up and placed into containers, which are then taken to the Fire Department for proper destruction.
Graffiti	Calgary Transit works closely with Crime Stoppers, the public, and our employees to report any graffiti (or vandalism). The Protective Services Unit officers are dispatched to document the graffiti by taking photos prior to ensuring it is removed or replaced. The documentation is then forwarded to the Calgary Police Service, to ensure consistency of record and to assist them in their ongoing investigations.
Vandalism	<p><i>The following initiatives are in place to deter and report vandalism (these items also increase the public's perception of safety when using Calgary Transit.)</i></p> <ul style="list-style-type: none"> • CRIMESTOPPERS & CPS – Calgary Transit has partnered with Crimestoppers and Calgary Police Service to seek public assistance aimed at reducing vandalism occurring on Calgary Transit property • Vandalism Awareness Team (VAT) – patrols all the LRT parking lots during the weekdays and is in direct contact with our surveillance area to report any suspicious activity. Additionally, employees are assigned to 7th Avenue to maintain cleanliness and act as an ambassador. • Eyes on the Road – Operators, maintenance staff – who are all connected by radio, report any suspicious activities or cases of vandalism and graffiti. • Surveillance system on CTrain line – cameras, digital video, PA System monitored 24x7 – employees in the surveillance area respond to HELP phone calls, through monitoring can sometimes

	<p>identify and then report any suspicious activity, identify potential situation, deter any loitering. Provides a tool for CPS them to assist them in identifying suspects wanted for criminal activity and behavioral issues. Offers a sense of security and a contact for Calgary Transit customers and employees.</p> <ul style="list-style-type: none"> • HELP Phones - located on all CTrains and in stations, for customers or employees use. Direct link to surveillance area. Can be used to report suspicious activity or report vandalism or graffiti. • PS Officers – Response to calls for assistance and providing deterrence on transit property. • Stop Request – in the evening, customers can request to be dropped off at locations closer to their home than bus zones.
Related Street Crime	<p>Stolen Vehicles Vandalism Awareness Team (VAT) – patrols all the LRT parking lots during the weekdays, direct contact with surveillance area to report any suspicious activity. Sting operations with the Calgary Police Service, increase VAT presence in the higher targeted areas etc.</p>
	<p>Homeless – When encountering the homeless on Calgary Transit Property, they are often referred to the Drop-In Centre, Alpha House, and the Single Men's Hostel. If they are causing a disturbance, they may be turned over to CPS.</p>
	<p>Panhandling - The Calgary Transit Bylaw makes panhandling an offence while on transit property, which includes vehicles, stations and any property owned by CT.</p>
	<p>Missing Persons- Calgary Transit works closely different agencies. The agencies contact 262-1000 to report a missing/wanted/lost person, this information is recorded, then passed on to the Bus and CTrain Controllers who put it out over the air. The multiple 'eyes' on the road are very successful at recovering these people. Protective Services regularly returns persons that have left medical treatment programs. In addition, if the person displaying actions that are unsafe to themselves or others, they may be referred to medical assistance.</p>

FIRE

CRIME	PROGRAM OR SERVICE
Prostitution	<ul style="list-style-type: none"> • Needle/Condom Pick-up. Dispatch of CFD resources to pick-up discarded needles and condoms as called in by citizens Strategically placed drop-off boxes in areas experiencing high prostitution
Drug Use & Trafficking	<ul style="list-style-type: none"> • Needle/Condom Pick-up. Dispatch of CFD resources to pick-up discarded needles and condoms as called in by citizens. Strategically placed drop-off boxes in areas experiencing high drug-use
Drug Manufacturing	<ul style="list-style-type: none"> • HazMat backup to CPS when taking down grow-operations and

	<p>clandestine meth-labs.</p> <ul style="list-style-type: none"> • Special support to the CPS Tac Team on takedowns of drug operations due to the potential high levels of hazardous substances
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PLANNING DEVELOPMENT & ASSESSMENT

CRIME	PROGRAM OR SERVICE
Prostitution	<ul style="list-style-type: none"> • Work with various BRZ's (business revitalization zones) to identify problem areas and coordinate meetings between BRZ's and the appropriate community groups, in this case the Community Life Improvement Council (CLIC) • Housing Policy (social housing, affordable housing) • Social Policies in Municipal Development Plan or Area Redevelopment Plans (general "quality of life" policies and endorsing programs offered by Social Services department) • Business Licensing (linked to Land Use Bylaw and Zoning District) • Massage License Bylaw (51M97) • Dating & Escort Services Bylaw (34M86) • Development Permits for Home Occupations: tied to Business Licensing (monitoring "uses" as defined in the Land Use Bylaw). • Hypothetically, if Criminal Code legalized prostitution, Land Use Bylaw could identify the "red light district" as a land use "zone".
Drug Use & Trafficking	<ul style="list-style-type: none"> • Facilitated a partnership between the BRZ and CLIC for coordination of a BEAT style program for the inner city. • May link to "derelict" buildings: issue Demolition Permits • May interpret CPTED principles within Design Guidelines for a neighbourhood or develop an Area Redevelopment Plan (land use policy: enhance pedestrian activity on public streets)
Graffiti	<ul style="list-style-type: none"> • Bylaw Services educated BRZ's to graffiti abatement programs (relationship building between City & BRZS) • Issue linked to "derelict" properties/buildings: issue demolition permits where applicable
Vandalism	<ul style="list-style-type: none"> • Demolition Permits for derelict structures • Area Redevelopment Plans for neighbourhoods in decline (where buildings are in state of disrepair; no tenants, etc.) • Land Use Bylaw (regulate land use, e.g. liquor stores)
Related Street Crime Generally	Development Permits: review lighting, landscaping, building footprint for individual structures, which may enhance/detract criminal activity

ROADS

CRIME	PROGRAM OR SERVICE
Prostitution	<ul style="list-style-type: none"> • Streetlight Section - improves streetlight to discourage prostitution activities
Drug Use Trafficking Drug Manufacturing	<ul style="list-style-type: none"> • Signals Division - LRT signal crews report to LRT Protective Services if they encounter any drug materials, who then take responsibility for collection/removal • Bridge Maintenance – picks up and disposes of any needles and syringes that it finds around bridges during normal bridge service checks. • Involved with CPS in the cleanup of drug related paraphernalia in the East Calgary section of downtown. "Sharps kits" are provided to Roads personnel for the clean up of needles etc.
Graffiti	<ul style="list-style-type: none"> • Sign Maintenance Program - Traffic Field Operations clean, remove or replace signs with graffiti • Signal Maintenance – remove graffiti on signal infrastructure • Roads Maintenance – involves in graffiti cleanup and litter control (Whitewings Program) • Bridge Maintenance – removes graffiti on all bridge, subways and retaining wall structures by using pressure washers, when necessary sandblasting is utilized.
Vandalism	<ul style="list-style-type: none"> • Sign Maintenance Program – Traffic Field operations remove or replace signs being vandalized, stolen or damaged
Related Street Crime	<ul style="list-style-type: none"> • Streetlight Section - improves streetlights to discourage criminal activities • Eyes on the Road – Roads inspectors, foremen, operators, who are equipped with radio, cellular phones, report any suspicious activities, prostitution and/or cases of vandalism and graffiti to the CPS • Roads Maintenance <ul style="list-style-type: none"> - responsible for maintenance of street amenities such as benches and waste receptacles - involved in Community Cleanups, Street Cleaning, and EVC (Environmental Control) - reports abandoned vehicles that are noted on major roads, sometimes these vehicles have been identified as stolen. • Roads Maintenance - respond to Police and Bylaw requests for homeless cleanup and debris cleanup in lanes as well as tree grate cleanup, sandbox maintenance, waste receptacle servicing and environmental control

EMS

Calgary EMS has become part of a collaborative team of the 15 EMS services within the Calgary Health Region to develop a charter to formalize their team approach to communication and decision making in the event of a major disaster.

All EMS personnel doing Public Relation events are always keeping a watchful eye on what is occurring in the vicinity.

CISM (Critical Incident Stress Management) is a peer based support team that provides assistance to caregivers after experiencing a traumatic or unusual event.

CRIME	PROGRAM OR SERVICE
Prostitution Drug Use & Trafficking Drug Manufacturing	<ul style="list-style-type: none"> • EMS responds 24/7 to out of hospital medical emergencies and co-operates fully with City Police Service Vice Unit. EMS has a Tactical (TEMS) team that works with the CPS Tactical Team to provide immediate assistance to injured people involved in grow operations. • All EMS crews work together with Calgary Police Service and Bylaw Officers to report any activities discovered. • EMS works with CPS in the medical assessment of prisoners as they are brought into the Arrest Processing Unit, 24 hrs per day by an Advanced Life Support qualified Paramedic. • Pastoral Service is available through Rev. John Hein EMT-PARAMEDIC. • All related infectious bio-hazard material would be collected and disposed of appropriately.
Graffiti & Vandalism	<ul style="list-style-type: none"> • EMS utilises a "Flexible Deployment" model that has ambulances moving from original posting to an area of higher demand to better respond to the next anticipated call. This provides an opportunity for another set of eyes to watch for occurrences of graffiti or vandalism and to take appropriate action. • Rapid Access Paramedics, RAP (on mountain bikes during special events) are always on the lookout for these types of situations. • EMS has an ALL-Terrain Vehicle for quick Responses into restricted access areas with an Advanced Life Support qualified Paramedic who would be watching for such activity.
Related Street Crime	<p>Homelessness</p> <ul style="list-style-type: none"> • EMS has participated in the yearly homeless count and is a member of The Transitional Advisory Group of the Seniors Connect which is identifying the at risk isolated senior and aligning them with the appropriate agency for assistance

	<p>High-risk Events</p> <ul style="list-style-type: none"> • EMS has a Tactical (TEMS) team that works with the CPS Tactical Team to provide immediate assistance to injured people involved in high -risk situations. • EMS has a Public Order Unit partnered with CPS to provide medical support to responders in the event of large civil unrest or protest.
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COMMUNITY STRATEGIES

CRIME	PROGRAM OR SERVICE
Prostitution	<ul style="list-style-type: none"> • Prostitution Awareness Workshop November 2001 Community and Neighbourhood Services (CNS) and Community Strategies (CS) hosted a Prostitution Awareness Workshop (PAW) for internal and community stakeholders in response to numerous concerns from the residents and business owners in Forest Lawn and downtown Calgary. Resulted in the formation of an internal working group, to reduce duplication of effort, promote information sharing and coordinate responses at the community level. Agreement that the Calgary Police Services Call Centre phone number 266-1234 would be the main number published for calls pertaining to prostitution • Creation of an Educational Liaison Position by Calgary Police Service in 2002 January responsible for education / awareness on prostitution issues to professional groups & public at large • In 2002 Fall a resolution was drafted, submitted and approved by the Family and Community Support Services Association of Alberta Resolution (FCSSAA) endorsing Harvey Cenaiko’s Private Members Bill 206, entitled Traffic Safety (Seizure of Vehicles in Prostitution Related Offences) • SPC Committee directed Administration to investigate and report to the 2003 July 2 meeting of the SPC on Community & Protective Services on the Broken Window Policy as a framework for how other jurisdictions have addressed this issue. • The City informally petitioned by Forest Lawn Residents to approve a bylaw banning prostitution in residential areas, July/ August 2003. Law Department representative cautioned petitioning The City for a bylaw pertaining to prostitution as this area is federal jurisdiction and such a bylaw would not hold up in Court. • Safer Streets Task Force and Greater Forest Lawn Enhancement Project October 7th, 2003 aimed at improving the physical surroundings of the area in an attempt to reduce

	<p>criminal activity.</p> <ul style="list-style-type: none"> • Conference on Community Safety & Crime Prevention Through Social Development held on November 6, 2003, CNS to determine its role and resources to head up the formation of a Crime Prevention Council
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COMMUNITY & NEIGHBOURHOOD SERVICES

Community and Neighbourhood Services (CNS) staff take a team approach to creating healthier communities which in turn leads to less criminal activity. Neighbourhoods and communities share responsibility to preserve the health and safety of the shared living environment and local initiatives are supported at many levels through CNS. Much of the work in this Business Unit reflects a preventive or proactive approach in dealing with prostitution, vandalism, drugs, and graffiti.

CRIME	PROGRAM OR SERVICE
Prostitution, Drugs, Vandalism	<ul style="list-style-type: none"> • Children and Youth Services – Division Calgary Community Conferencing – seeks to resolve conflict in high impact offences by bringing together victims of crime and offenders in a safe environment. Youth may be referred through the formal Justice System or directly through the Schools. • New Roads Project – works specifically to redirect children age 10 – 11 who are exhibiting behaviors which have brought them to the attention of Calgary Police Services • Youth Probation works directly with youth and families who have come in conflict with the law. They provide support and education and take a collaborative approach with other agencies to ensure youth make better future choices. • Neighbourhood Services – supports individuals, families and communities in recreation, leisure and social development opportunities. • Community Social Workers are involved at a community level in dealing with social concerns around drugs and prostitution. They also provide support to Community Crime Prevention initiatives such as Youth Justice Committees. • The Youth Employment Centre is a career development and employment for youth between the ages of 15-24. • Many of the Community Social Workers, Recreation Coordinators and Youth Probation work with the communities that are impacted by graffiti. If there is support in communities options such as a Mural are developed. • Youth Probation and Community Social Workers worked collaboratively with the community to establish the Urban Youth Worx Project - A diversion initiative that provides creative opportunities for offending youth.

BYLAW SERVICES

CRIME	PROGRAM OR SERVICE
Graffiti in general	<ul style="list-style-type: none"> • If graffiti is left on a property, it will spread to the surrounding buildings and throughout the community. Graffiti attracts vandalism and other crimes. • Statistics show that if graffiti is removed within 24-72 hrs of its appearance, reoccurrence will decrease and eventually stop. • The Graffiti Awareness & Abatement Program (G.A.A.P.) is a youth based program aimed to reduce graffiti through public education and abatement activities. During the summer months the program employs high school and post-secondary students who are responsible for reporting incidents of graffiti, graffiti abatement and conducting community presentations. • Free paint (Non-color matched latex paint in one or five gallon pails is available to victims of graffiti by calling 974-1099. • Educational presentations for concerned citizens, school classes, community groups, business owners and other audiences regarding graffiti in Calgary is available at no cost by calling 974-1099. • Volunteer opportunities are available to help control graffiti. Volunteer groups or individuals can receive training, supplies and supervision to help record, report and remove graffiti. • Goodbye Graffiti is the contractor for removal of graffiti from corporate property. The use of a contractor in this way is a new approach for the City. This pilot project will be evaluated on an on-going basis. • Bylaw Services has an information sharing protocol with the Calgary Police Service, so that graffiti is being tackled most effectively.
Graffiti & Vandalism in Parks	<ul style="list-style-type: none"> • Bylaw Services enforces the Parks & Pathways Bylaw that specifically prohibits damage to pathways or park amenities.

PARKS

Activity	PROGRAM OR SERVICE
Prostitution/Sexual activity in Parks	Calgary Parks works in cooperation with the Calgary Police Service community resource personnel, Bylaw Services and local community associations to minimize this type of activity in parks. Specific strategies and actions are developed for each individual site such as

	North Glenmore Park.
Drug-Use & Trafficking	<ul style="list-style-type: none"> • Needle Safety Project - A joint project with Calgary Fire, Parks maintains and installs needle boxes (35) in areas of severe needle problems. Fire Hazmat unit empties and removes the needles on a regular schedule. • All reported and discovered needles are picked up and placed into containers, which are then taken to the Fire Department for proper destruction.
Graffiti	City of Calgary Parks works closely with Bylaw services to target areas of concern, photos of graffiti are taken prior to clean up. Known graffiti is removed within 48 hours of acknowledgement, areas of high occurrence in parks or pathways are contracted for continual graffiti checks and removal. Photos and documentation is forwarded to the Calgary Police Service, to ensure consistency of record and to assist them in their ongoing investigations.
Vandalism, illegal behavior in Parks	<p><i>The following initiatives are in place to deter and report vandalism, and other illegal or inappropriate behavior in parks.</i></p> <ul style="list-style-type: none"> • <i>Adopt - A - Park – local volunteers have adopted approximately 850 City parks. In addition to light maintenance work these volunteers serve as eyes on the park, report vandalism, suspicious behavior, and or drug related activity.</i> • Bike Theft Program - Parks supports the Calgary Police bike theft program through joint promotion with bike shops, pathway literature and information programs at the Outdoor Resource Centre. The program is geared to increasing stolen bike returns and reducing incidents of bike theft. • Volunteer Ranger Program –The Parks & Pathway Volunteer Ranger Program, in partnership with Animal & By-Law Services, aims to increase the public’s knowledge and understanding of Parks & Pathway’s rules and regulations. Local patrols of identified volunteers equipped with cell phones, cameras, brochures and certificates these volunteer rangers maintain a presence in the park, serve as ambassadors and inform users of appropriate park use. They provide a visible deterrent and are able to report on hot issues and assist in resolving controversy. • Park and Pathway Ambassadors - a student led summer program in parks and pathways aimed at educating children and youth in pathway safety, park and pathway etiquette, conservation values and responsible use. Although primarily focused on entertaining educational programs they are also on the lookout for

	<p>vandalism, graffiti and safety concerns in the parks and pathways. They monitor and report any suspicious activity, identify personal safety situations, or accidents.</p> <ul style="list-style-type: none"> • Pathway and Pathway maintenance crews – Respond to calls for assistance and provide information and deterrence to illegal activity on park and pathway property.
<p>Related Park Crime</p>	<ul style="list-style-type: none"> • Park camps and party sites – Illegal encampments on City property are common place during the summer. The CPS, By-law Services and Parks conduct a joint sweep of high risk parks, mapping sites, exposing illegal activity, moving illegal campers to appropriate homes or drop in centres and develop proactive media awareness. • Panhandling - In conjunction with Recreation, Parks has established several busker stations along Stephen Avenue mall to assist in the control of street vending and solicitation.

**CALGARY POLICE SERVICE
INVENTORY OF PROGRAMS AND SERVICES
Prostitution, Drugs, Graffiti, Vandalism and Overall Crime**

*Compiled by: Lisa Schultz, Research & Development Section
2004 August 12*

Table 1 Provides an overview of what actions the CPS has taken with respect to specific crimes.

Table 2 examines overall crime and the initiatives taken by police in prevention, education, and community involvement, with respect to all crime.

Table 1. Actions taken by the CPS in preventing prostitution, drug crime, graffiti, and vandalism, educating the public about these crimes, and involving the community in long-term prevention.

CRIME	Preventative Action	Education Component	Community Involvement
Prostitution	<ul style="list-style-type: none"> ✓ CPS regularly conducts “sting” operations, which often result in charges against both the sex trade workers (prostitutes and pimps) and the customers or “johns” ✓ The CPS Vice Unit was actively involved in the development of the Protection of Children Involved in Prostitution Act (PCHIP), which recognizes 	<ul style="list-style-type: none"> ✓ Lectures, conducted by the CPS Vice Unit’s Education Liaison Officer, are provided to new police recruits, various community groups, and local educational institutions ✓ Frequent liaising with the media, to keep the public informed about ongoing CPS efforts in reducing and preventing prostitution, and to educate them about reporting suspicious activity and recognizing the signs 	<ul style="list-style-type: none"> ✓ Close contact with community-based organizations to address residents’ concerns and the underlying issues that can lead to a life of prostitution ✓ The Education Liaison Officer acts as a resource person for Calgary outreach agencies involved with getting girls off the streets ✓ The Street Level Education and Resource Network (SLEARN) offers regular seminars for police and other agencies on a variety of topics, including prostitution, gang violence,

CRIME	Preventative Action	Education Component	Community Involvement
	<p>that children involved in prostitution are victims of child abuse and in need of protection</p> <ul style="list-style-type: none"> ✓ Using a “circle of resources” (including Exit Outreach, Avenue 15, etc.), the CPS seeks out child prostitutes and directs them to the counseling and life skills training they need to leave prostitution behind ✓ Vice has developed a program to prepare young victims of prostitution for court testimony, so that pimps and sex trade offenders (“johns”) are convicted ✓ The Vice Unit has executed successful child pornography investigations that have resulted in the seizure of child porn and the arrests of perpetrators of child sexual exploitation ✓ Vice works with the City to ensure licensing criteria for escort agencies and massage parlours are met; detectives also regularly monitor these businesses 	<p>of prostitution in young people</p>	<p>and illegal drug use</p> <ul style="list-style-type: none"> ✓ In addition to community groups, the CPS partners with street-level support agencies, the Alberta Crown Prosecutor’s Office, Calgary Probation and Community Corrections, and the City’s licensing division to develop long-term innovative and strategic prostitution enforcement approaches (eg., PCHIP) ✓ Vice Unit representatives sit on various committees (i.e., Safe House and Exit Outreach) involved in solving the problem of prostitution (i.e., the underlying causes)

CRIME	Preventative Action	Education Component	Community Involvement
	<ul style="list-style-type: none"> ✓ The CPS Vice Unit partnered with the Fire Department, and other city departments and community advocacy groups to develop the Needle Safety Project; bright yellow boxes around the city have allowed for safe disposal of needles used by drug abusers, including sex trade workers 		
Drugs	<ul style="list-style-type: none"> ✓ The CPS Drug Unit has two DUST (Drug Undercover Street Team) squads of highly trained undercover officers responsible for investigating street-level drug dealers operating in “open air markets”; the teams also target crack houses and other drug use locations ✓ Drug Unit detectives focus on long-term cross-jurisdictional investigations targeting wholesale drug distribution networks ✓ The CPS works, on a regular basis, with various provincial teams (including the Integrated Response to 	<ul style="list-style-type: none"> ✓ A full-time Drug Education Officer delivers educational and awareness programs to various groups, including community associations and healthcare agencies ✓ Drug Education Officer provides in-service training for police recruits and other officers on issues involving illegal drugs ✓ Drug Education Officer provides specific training to community stakeholders in the fight against marihuana grow operations including Calgary Real Estate Board, Home Appraisers, Home Inspectors, and mold remediators 	<ul style="list-style-type: none"> ✓ The Drug Unit regularly liaises with Crime Stoppers, who collect information regarding various drug activity in Calgary; CPS drug investigators follow up on approximately 100 tips each month ✓ Drug Education Officer is involved in several community stakeholder committees including the Salvation Army Centre of Hope Committee and the Calgary Opiate Dependency Advisory Committee

CRIME	Preventative Action	Education Component	Community Involvement
	<p>Organized Crime, or IROC) and joint task forces to gather intelligence and target organized crime offenders and groups</p> <ul style="list-style-type: none"> ✓ The CPS “Green Team”, along with the Southern Alberta Marihuana Investigative Team (SAMIT; consists of CPS and RCMP investigators), regularly dismantles residential marihuana growing operations, laying the appropriate charges ✓ The Drug Unit employs drug experts who can testify in court during criminal drug cases, thereby helping to prosecute and imprison serious drug offenders; in 2001, these experts testified on over 580 charges ✓ A full-time Drug Unit Analyst supports all unit operations by identifying trends, assisting in suspect identification, and managing intelligence information 		

CRIME	Preventative Action	Education Component	Community Involvement
	<ul style="list-style-type: none"> ✓ Operation Safe Streets targets all downtown hot spots for various drug crime 		
Graffiti	<ul style="list-style-type: none"> ✓ Attendance at most graffiti incidents/locations by CPS Graffiti Response Constable; this allows CPS to prevent future graffiti incidents by educating the victim(s) about ways to avoid becoming a repeat victim ✓ At a community member's request, specially-trained CPS members will conduct CPTED (Crime Prevention Through Environmental Design) analyses and offer crime/graffiti prevention solutions to potential victims ✓ Quick removal of graffiti is endorsed by the CPS, as it has been proven that if graffiti is consistently removed from property within 72 hours, the chances of re-appearance are greatly reduced ✓ Graffiti database was developed by the Graffiti Unit to gather intelligence 	<ul style="list-style-type: none"> ✓ Graffiti VW Beetle: Increases graffiti awareness and has led to a 40% increase in graffiti complaints ✓ "School chats" (presentations to schoolchildren) conducted by CPS Graffiti Response Constable in conjunction with Bylaw Enforcement Officer ✓ Presentations to CPS members and other local/provincial law enforcement officers regarding graffiti intelligence, patterns/trends, and investigation; conducted by CPS Graffiti Response Constable ✓ Attendance by Graffiti Constable at most graffiti complaints to educate victim(s) regarding offenders (many victims feel all graffiti must be gang-related, when this is not typically true) ✓ The CPS website (www.calgarypolice.ca) outlines the responsibilities of the Graffiti Unit, offers possible ways community members can help, and provides contact information if someone is interested in 	<ul style="list-style-type: none"> ✓ CPS Community Liaison Officers (CLO) oversee various community programs, including those committed to deterring and preventing graffiti ✓ The Graffiti Awareness and Abatement Program (GAAP) is a partnership program involving the CPS and City of Calgary Community Vitality and Protection, and utilizes summer students ("Summer Patrol") and volunteers ("Clean Teams") who are responsible for patrolling high-graffiti areas on bicycles ✓ CPS supports the "Record, Report, and Remove" initiative outlined on the CPS website; citizens are encouraged to photograph graffiti, send it to police via district office or e-mail (cpsgraffiti@calgarypolice.ca), and clean up the graffiti as soon as possible ✓ The CPS website lists information about the Paint Recycling Program, as well as a contact number; this program offers victims of graffiti discounts on paint, so they can "remove" any sign of the crime, thereby potentially preventing future incidents ✓ The CPS liaises with the City of Calgary to supply graffiti victims with free

CRIME	Preventative Action	Education Component	Community Involvement
	<ul style="list-style-type: none"> on incidents and offenders ✓ Close relationship exists between the Graffiti Unit and the Gang Action Unit, as well as the City of Calgary's Graffiti Control Specialist ✓ The CPS "Junior Constable Program" introduces children to the role of a police officer and addresses the issues of graffiti and vandalism; children take an oath to keep their communities clean and to respect others' property 	<ul style="list-style-type: none"> reporting graffiti 	<ul style="list-style-type: none"> recycled paint ✓ The CPS is liaising with Calgary Bylaw Enforcement, to develop a central reporting area for graffiti victims to report graffiti without involving police ✓ Citizens can report graffiti by calling 268-CITY (soon to change)
Vandalism	<ul style="list-style-type: none"> ✓ <i>95% of reported vandalism is graffiti-related, so all information listed under "Graffiti" applies here as well</i> ✓ The CPS "Junior Constable Program" (mentioned above) teaches children to respect property and not to commit graffiti and vandalism-related crimes 	<ul style="list-style-type: none"> ✓ <i>95% of reported vandalism is graffiti-related, so all information listed under "Graffiti" applies here as well</i> ✓ Incidents of vandalism are reported on the CPS website on a year-to-date basis, by community ✓ The CPS Cultural Resources Unit works to raise awareness, through education, of diverse communities in Calgary; this education can have an impact on incidents or crimes motivated by hate, including the crime of 	<ul style="list-style-type: none"> ✓ <i>95% of reported vandalism is graffiti-related, so all information listed under "Graffiti" applies here as well</i> ✓ The CPS website lists a number of ways for people to report hate/bias crime, including incidents involving graffiti or vandalism wherein the motive is hate

CRIME	Preventative Action	Education Component	Community Involvement
		vandalism	

Table 2. Actions taken by the CPS in preventing crime in general, educating the public, and involving the community in long-term prevention.

CRIME	Preventative Action	Education Component	Community Involvement
Overall	<ul style="list-style-type: none"> ✓ Community Liaison Officers (CLO) can assist in preventing crime by performing CPTED analysis on businesses and residences, liaising with various community groups to develop strategies for reducing crime, and relaying information and intelligence about their communities to special investigative units ✓ CLOs also liaise with city departments and provincial agencies in developing broader policies for dealing with crime ✓ CLOs communicate regularly with departments such as Bylaw, Licensing, and Planning, and can make recommendations that lead to reductions in crime (i.e., planning where new bars will be; denying city licenses to known offenders; etc.) ✓ Operation Street Sweeper on First Street (targeting crime on 	<ul style="list-style-type: none"> ✓ Marketing policing services through our Public Affairs/Media Relations Section ✓ Incidents of break and enter, vandalism, vehicle theft, and car prowlings are publicly reported on a year-to-date basis, by community, on the CPS website 	<ul style="list-style-type: none"> ✓ The District One Inspector, CLOs, and Business Liaison Officer (BLO) attend regular meetings with downtown bar managers to maintain a positive working relationship with these businesses; this facilitates crime prevention and investigative efforts ✓ District One has initiated a joint forces operation (JFO) with both the Fire Department and the Alberta Gaming and Liquor Commission ✓ Problem-oriented policing through involvement of other City departments; for example, if a rundown house is reported to police for suspicious activity, one option police have is to liaise with various City departments for their input (i.e., Bylaw Enforcement, Health Services, Waste & Recycling, etc.) ✓ District police officers liaise with community groups, including Community Lifestyles Improvement Council, Calgary Downtown Association, downtown Business

CRIME	Preventative Action	Education Component	Community Involvement
	<p>1 ST SE)</p> <ul style="list-style-type: none"> ✓ STEP (Selective Traffic Enforcement Program) helps to reduce traffic violations and collisions; also contributes to preventing other crime, detected during traffic stops ✓ Beat Patrol and Mountain Bike Units provide high visibility policing in higher-crime areas, thus deterring and preventing crime; for example, the 36 Street Beat has helped to cut down on crime along the 36 ST C-train route ✓ District Four Break & Enter Detail concentrates on preventing and solving B&E offences in that district ✓ The Crime Free Multi-Housing Program, also in District Four, helps to reduce illegal activity in residential multi-family sites ✓ Adopt-a-school provides city-wide schools with a resource for crime prevention, and targets elementary and junior high schools 		<p>Revitalization Zones (BRZ), safety committees, and community associations (two-way communication)</p>