

Choices On Madison Street

Prior to 1985, the homeless resided in Phoenix at Margaret T. Hance Park, located near Central Ave and Roosevelt Street. Cardboard refrigerator boxes were often their only shelter. Nearly 200 to 350 people resided in this area at the time. The homeless were relocated to an outdoor shelter at 1209 West Madison Street. As the result of community pressure, an indoor shelter was built, replacing the outdoor shelter. Today, according to our "monthly homeless count," the number has more than tripled.

In 1999, South Mountain Precinct assumed responsibility for the shelter area. Sixteen officers and two sergeants were transferred from the Neighborhood Response Unit to South Mountain Precinct. These positions comprised the newly formed 40Z and 41Z Squads. These squads provide 19 hours of coverage every day of the week in the shelter area, in addition to five government housing projects.

On May 11, 1999, the program, "Choices on Madison," was officially implemented after officers on the 40Z and 41Z Squads identified problems on Madison Street relating to the shelter. Problems identified included:

- Garbage strewn throughout the neighborhood.
- A crack house located in the area of the services for the homeless.
- Public restrooms not open on a 24-hour basis.
- Open vacant lots used for criminal activity.

- Poor lighting.
- A high population of seriously mentally ill individuals.
- « Stakeholders at odds with the Police Department.
- Repeat victimization of the homeless.
- Rampant open drug sales.

Several changes have taken place since implementation of "Choices on Madison":

- 42% reduction in violent crime from 1999 to 2000
- 20% reduction in property crime from 1999 to 2000
- 34% reduction in drug related crimes from 1999 to 2000

Significant reduction in crime has occurred, specifically relating to drugs and violent crimes. Extensive blight that, until now, has plagued the homeless population, residents, business owners, and service providers for many years. The program has made extensive visual changes for the better.

SCANNING

Imagine an area approximately one square mile with a large homeless population of nearly 900 people located next to a rejuvenated downtown business area of the sixth largest city in the United States. The aesthetic view of the area is unpleasing as walls of businesses and alleys are painted with human excrement. Litter is strewn throughout the open unkempt lots, while several properties can be found abandoned, with broken windows and graffiti covering the walls. Services for the homeless are spread over several city blocks throughout the area.

The "Shelter Area" is the geographical area located just west of the recently revitalized downtown. It is bounded by ^{7th} Avenue on the east, 15th Avenue on the west, Grant Street on the south, and Van Buren Street on the north. The actual Homeless Shelter, named the Central Arizona Shelter Services (CASS), is located at 1209 West Madison Street.

The area had fallen victim to negative side effects of rampant criminal activity. The types of crimes that have led to the decline of the neighborhood range from petty offenses to violent felonies.

Surveys were distributed to stakeholders in the area to identify specific problems in the shelter area. The top three problems identified from these surveys overwhelmingly listed *drug activity, criminal activity, and blight as their primary concerns. Officers working the area agreed.*

- **Drugs**

Drug users from inside and outside the community, as well as throughout the United States, come to this unique area to buy drugs. Vehicles are driven into the area, stop at any location, and drugs are purchased. Street sales and use of crack cocaine are constantly bought and sold.

Drug problems seem to precipitate many other crimes. At times, it is difficult to differentiate between the people who are homeless and those who are the criminal element taking advantage of the situation. Drugs are being sold inside a public restroom behind the homeless shelter. Persons who need to use restrooms for their intended purpose are not able to do so.

- **Criminal Activity**

A high concentration of crime for this area exists in comparison to the rest of the city. These crimes include violent as well as property crimes. The homeless have become repeat victims, especially for robberies and assaults. Open vacant lots are being used for prostitution and camping. Compounding the problem are criminal transients who live in and around much of the area. They take little ownership in the community and are often involved in violent crimes and drug activities.

- **Blight**

Another problem creating an eye sore was the blight, particularly in vacant lots and alleys. The majority of actual land in this area is occupied by commercial properties, many of which are owned and operated by absentee landlords. Many of these properties are not maintained, thus promoting a continued downward spiral of existing conditions. An incredible amount of litter blankets the roadways and vacant lots.

Many agencies present in the area do not communicate their concerns to one another. This miscommunication has doomed many of the previous efforts toward rehabilitation of the neighborhood. Public restrooms are not open on a 24-hour basis behind the shelter. Walls of

businesses are painted with human excrement, especially in the alleyways. City easements are not maintained, leaving weeds to grow along the streets and giving the area a poor appearance.

- **Interaction with outside agencies and community members**

The Capital Police Department that patrols the State Capitol grounds nearby frequently patrol the shelter area. Officers from both agencies do not spend any time coordinating their efforts or exchanging information.

ANALYSIS

The area manager, supervisors, and officers assigned to the homeless shelter and its surrounding area were faced with many issues, including drug activity, violent crime, blight, and homeless concerns.

Surveys were distributed to stakeholders in the area, including business owners, residents, and service providers to the homeless, to identify what their needs were and what were the problems.

Crime Analysis - Between April 1, 1999, and September 1, 1999 repeat victimization of the homeless population, as well as area businesses, were high.

Calls for Service - Data was collected to determine the types of calls as well as the locations and times of occurrence.

A Charrise ASU Survey from 1998 was studied for more efficient means of interacting with the homeless and Shill population.

Photographs of the area were taken to identify problems not seen on statistics.

The homeless were continually found to be repeat victims of the majority of violent crimes. Of 44 aggravated assaults, 23 of the victims categorized themselves as transients, homeless, or shelter residents. The remaining victims were police officers. Of 20 robberies, 15 were against the homeless. Combining all reported robberies and aggravated assaults (64), we found the crime locations to break down as follows:

- *19 crimes occurred between 8th and 9th Avenues on Madison Street*
- *7 occurred at 9th Avenue and Jefferson Street*
- *13 occurred at 12th Avenue and Madison Street*
- + *4 occurred at 7th Avenue and Jefferson Street*
- « *3 occurred at 8th Avenue and Jackson Street*

Nearly 46 of the 64 violent crimes, or 71 percent, occurred within the Madison corridor. Additionally, the grid known as BA26, which primarily contains the Shelter area, ranked second in South Mountain Precinct in the number of violent crimes reported in September 1999.

Peak days for violent crime were Friday and Sunday, while Wednesday and Saturday were the lowest.

Results of 34 respondents to our survey indicated the following top priority problems:

- First priority - drug activity (93%)

- Second priority - Violent Crimes (81 %)
- Third priority - blight

The police response has been highly reactive to external pressure, and the majority of crime problems are linked to drug activity. A criminal element within the homeless who camouflage themselves into the group, making it hard to decipher who is doing what. Bathroom facilities are not open to the public around the clock. Stakeholders do not know their police officers working in the area and are disgruntled with services provided by the police. A residence in the middle of the services for the homeless is not only an eye sore but a flop house and a drug house for all the homeless who walk by to use the services every day. The criminal element preys upon the homeless population who are easy targets. The area maintains a poor reputation due to a lack of caring by society as a whole. Insufficient lighting at night creates poor visibility within the area. Trees and shrubs conceal drug activities and other crimes. Perimeter fences are necessary, especially around vacant, unkempt lots where the criminal element tends to congregate. Trash receptacles are nowhere to be found. After interviewing stakeholders, everyone was on a different page. Decisions were not being made on how to address important issues.

The area has been ignored for years. As far as law enforcement in the area, it was always a quick bandied fix of the problem. Officers would design a quick buy-bust program for a few hours, then leave the area without instituting a maintenance program.

RESPONSE

Response to the problems surrounding the homeless shelter is large in scope. Individual action plans must be developed; group projects and continual brainstorming must occur to stay

abreast of the many issues. Working as a team, police and stakeholders have identified the following goals:

Goals:

1. Eliminate the "Madison Street" drug marketplace.
2. Reduce crime in the area.
3. Address blight issues and improve the visual image of the neighborhood.
4. Promote understanding, cooperation, and communication among all stakeholders through problem identification.
5. Identify a core group of stakeholders for building consensus and decision making.
6. Improve the quality of life for the homeless population as well as neighborhood residents and businesses.

Dependent upon staffing, the 40Z and 41Z Squads were able to provide 19 hours of coverage during peak hours of criminal activity. Officers would each contribute to problem-solving efforts by choosing a project to better the neighborhood whether it was related to environmental concerns, crime, or an original idea.

In November 1999, Commander Quill attended the Problem-oriented Policing Conference in San Diego, California. Upon his return, he encouraged his employees to "think outside the box" with regard to resolving problems occurring in the neighborhood of the shelter. During a brainstorming session, a unique plan was formulated to address the issues plaguing the Shelter Area as they had never been addressed before. Thus

began "Choices on Madison Street," our comprehensively structured program to manage, improve, and revitalize the highly volatile shelter area by utilizing a problem solving philosophy designed to address specific problems in the area.

- **Drugs**

In order to address the high volume of drug sales in the area, barricades were purchased with grant monies and set up as barriers to disrupt the flow of traffic. The area was made a safe neighborhood zone after business hours. These barricades helped to eliminate vehicles traveling through the area for drug buys, while allowing access to the area for legitimate business. Barriers made it uncomfortable for dealers to sell with one point of entry and exit. The perceived risk for both sellers and buyers was heightened.

During an in-depth surveillance, the La Esquinita Restaurant, located on the corner of Seventh Avenue and Jefferson Street, was found to have a high volume of drug transactions inside and outside this location. During several months, officers made more than 71 drug arrests and seized two vehicles from the drug activity directly related to the shelter area and La Esquinita Restaurant. Officers contacted the Drug Enforcement Bureau, which assisted in the investigation by making several undercover buys from dealers identified from the sale of drugs. After buys were made, officers contacted the dealers and photographed and identified them without arrest to build a strong case against the suspects involved.

On August 23, 2000, to finalize their efforts, officers organized a "top ten" list of major drug dealers in the area. All subjects had several charges against them for sale of narcotic drugs to undercover officers. Utilizing the Drug Enforcement Bureau and the 41Z/40Z Squads, a sweep of the area was conducted to pick up these suspects. All but one suspect was found and arrested. Several other suspects not on the list were arrested for sale of narcotics during the sweep.

Both squads work very closely with the Capital Police Department. We combine our resources and, on a weekly basis, work on different narcotics operations that usually last no more than three hours at a time. These small operations are done at various times.

« **Blight**

On Tuesdays, individuals sentenced to community service to pay fines come to the shelter to clean up the trash. Officers organized a meeting with CASS to find funding to landscape City easements in the shelter area. Officers worked with business owners willing to donate their time to use heavy equipment to clear the easements for the new rock. Officers helped spread the gravel, taking an active role once again in cleaning up the area. This made the area more aesthetically pleasing to the eye and gave a visual impression that the neighborhood was cared for.

. **Violent Crime**

Officers erected a chain-link fence to separate the men's restroom from the women's. This was done to eliminate the men walking into the women's bathroom and vice versa for the purpose of drug dealings and prostitution. This also limits the dealers' avenue of escape, thereby reducing the amount of narcotics use and sale in the bathrooms as they are more easily trapped

inside. The vacant lot at the corner of ninth Avenue and Madison Street was fenced in and a small mobile trailer with Phoenix Police decals on the side is now parked at this off-site facility for officers to do paper work. Permission was given by the business next door to use electrical power from their building to help light the lot at night to further deter crime. The Capital Mall Association, a neighborhood group, volunteered to pay for the removal of trees and shrubs used to conceal drug dealers and criminals. Officers made up a list of problem areas, and the situation was immediately taken care of.

- **Community Involvement**

Members of the shelter feel the department is a part of the staff, as they attend every weekly meeting. Officers use it as a time to share information, while building good solid relations with the community.

Most of the area on Madison Street is consumed by small businesses; however, a few houses are scattered throughout. One residence seemed to be a prosperous area for the criminal element of the homeless from which to sell alcohol, smoke crack, and act basically as a flop house. The residence was an eye sore and had numerous zoning violations. The owner was unaware of the tenant's actions at the residence. Officers contacted Zoning and assisted in identifying a large number of health and zoning violations. Working with the owner, officers assisted in finding the tenant another place to live. It appeared the tenant was being coerced into

letting the illegal activity take place at this residence. Officers contacted the Fire Department, who agreed to use the building for training and assisted in demolishing the residence at no cost to the owner. Officers boarded the house for the owner, assisted in cleaning the inside, and hauled away several tons of trash they collected from outside the residence. Their efforts greatly reduced the drug traffic and criminal element on that block.

A neighborhood grant was written to fund a program addressing the homeless issues. Officers working also took several classes with the County Psychology Annex to better understand the mentally ill. The training familiarized the officers with problems associated with homelessness. The training also addressed alternatives to arresting the mentally ill, identifying their needs, and accessing resources for them.

- **Crime Prevention Through Environmental Design (CPTED)**

Increasing lighting improved around businesses A neighborhood Block Watch grant provided fencing for vacant lots in the area. Landscaping, containing decomposed granite was donated by the CASS Shelter to landscape City easements, giving the area a pleasant look as well as a feeling that the area is cared for.

ASSESSMENT

COMMUNITY FEEDBACK

Several influential stakeholders, including members of the Capital Mali Association, Phoenix Consortium, homeless advocates, and City Council members, provided additional feedback on the program "Choices on Madison."

- **Councilman Cody Williams** stated, "This program is the most intense creation of efforts on behalf of the Police Department regarding this area."
- **Louisa Stark**, speaking on behalf of the Phoenix Consortium stated, "We applaud the Phoenix Police Department for their efforts on homelessness in this area."
- **Mark Holleran**, chief executive officer of CASS (Central Arizona Shelter Services) stated that "Choices on Madison" is a very important program. He added that they at CASS have a fantastic working relationship with the Phoenix Police Department and because of this, there has been a significant impact on the neighborhood. Additionally, Mark Holleran has stated that he feels that area police officers have become an integral part of the staff at CASS
- **Mayor Skip Rirnsza** stated, "'Choices on Madison' has great prospect." He continued by saying that he is very pleased with the "thinking outside of the box" and he feels the program will "lead us to success."
- **Michael Godbehere**, owner of The Library of Paints, stated that he has seen a marked improvement in reducing trespassing and drug sales around his store. Michael continues by stating that he has appreciated all policing efforts and feels the Police Department is currently hearing his plea for help.

Working with the court system, supervised clean-up efforts are conducted every Tuesday by those owing community service. This has greatly reduced blight in the area. Officers working the area acquired an old dump truck the City was not using and, with trash bags in hand on a daily basis, officers pick up trash in the neighborhood and dump the garbage. The area seems to be much cleaner. The homeless in the area often stop and assist in clean-up efforts by officers.

Crime has been reduced significantly in the last year. Statistics show a drop in overall crime. Prior to starting "Choices on Madison", two, 12-month periods were compared 1999 and 2000, starting in February. The following results were achieved:

- Sexual assaults - 15% decrease
- Robberies - 46% decrease
- Aggravated assaults - 42% decrease
- Total violent crimes - 42% decrease
- Burglaries - 20% decrease
- Theft - 30% decrease
- Auto theft - 10% decrease
- Arson - none reported either year
- Property crime total - 20% decrease

- * Drug crime - 34% decrease
- Total crimes - 32% decrease

Improvements in overall crime as well as blight and community involvement resulted.

- Drugs and Violent Crime

Dummy cameras were set up around the area to deter drug transactions. Surveillance equipment from Block Watchers was donated to the squads to help watch dealers. Lighting was added to the business to deter crime. A computer was also donated and now contains case files including current photographs of offenders in the neighborhood. This laptop computer is carried in one of the officer's patrol vehicle and is used in identifying trespassers or finding names and information on people. Foot and vehicle traffic has almost diminished at night after barricades were in place. Fencing around vacant lots has denied access to the criminal element within the homeless to deal drugs and produce other types of illegal activities.

- Blight

The homeless are able to use the bathrooms for their intended purpose, thus leaving the walls of businesses clean. Neighborhood weekly cleanups and the officers' dump truck have changed the appearance of the neighborhood. Landscaping has made a significant difference.

- CPTED

Lighting has been placed around businesses and behind the homeless shelter, illuminating the area. Trees used to conceal drug sales have been cut down, particularly on street corners.

- Police Agencies

Capital Police Department soon became a partner in problem solving in the shelter area. During many of our covert buy/bust operations, Capital police played an active role in helping to apprehend drug dealers and the criminal element within the area. A partnership was formed that went beyond crime fighting. Officers exchanged information and worked together on projects. Patrol officers in South Mountain Precinct, working the area near the shelter, were also included in projects. Briefings were attended to update and exchange ideas and information on making the shelter a better place.

- Community Partnerships

Officers from the 40Z and 41Z Squads are considered a part of the staff at the shelter, as they attend weekly meetings to exchange information. Officers attend community weekly meetings involving the shelter and services for the homeless.

- Obstacles Encountered

Officers in South Mountain Precinct did not have a working relationship with the officers working the shelter. When the shelter was re-assigned to the precinct, it was difficult to get the

interest of these officers to help problem solve and involve themselves in issues concerning the shelter. It was an us vs. them attitude. This has now changed.

The reputation of the shelter was that it would never get better and everyone in the area was a drug dealer. This was found to be not true. A large number of people were in the area because they were severely mentally ill. Some were dually diagnosed, meaning seriously mentally ill and self-medicating themselves on street drugs. This made it difficult for officers to help them. If they were transported to the substance abuse location, they were refused because of their mental illness. The individual was then transported to a mental health facility. Health care facilities would refuse to take these people because of their drug addiction. This is still a problem on which we are working. If we can continue to extract the criminal element from the mentally ill and make access to services more readily available, it will help us in dealing with the continuous problems.

Money was a problem; we did not have any funding to buy fencing and technical equipment to observe the criminal activity. However, through neighborhood grant money, we were able to buy fencing for open lots; donations for equipment were given to officers.

Limited officers were a problem. Covering 7 days a week 24 hours a day was not possible. We have 19 hours of coverage, with one day of overlap with both squads. Officers also have responsibilities in the five government housing projects outside the scope of the shelter area.

This is a continuing project that has added a new sense of what policing should be. We will continue walking along this same path, constantly looking to make positive changes by providing long-overdue maintenance. Officers were recognized for their efforts on the "Choices

on Madison" after the program was nominated for the Law Enforcement Coordinating Committee Award on November 22, 2000. Presentations were also made to the Phoenix City Council with tremendous support. Each member commented on the dramatic difference in during area over the past year.

Conclusion

Officers had art objective at the beginning of their project entitled "Choices on Madison." it was an attempt to bring about change, to try something different, and to see results from their efforts. Officers wanted to change any undesirable misconceptions that the police did not care about the shelter and its complex problems. At the same time, they did not want to give the community any unrealistic expectations of what they might be able to do. Officers simply wanted to give an honest and creative long-term approach in solving problems in the shelter area. They wanted to be a part of the solution and involve the stakeholders in the decision-making process. To visibly see the results in the shelter area is a wonderful accomplishment and a direct reflection of the strong partnerships built between the police and the community working together. Each employee involved had a desire for change and a commitment to reaching a goal with long-term effects for the better of the neighborhood.

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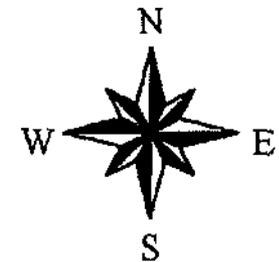
E-mail: ***jjaroque@ci.phoenix.az.us***



South Mountain Precinct Shelter Area



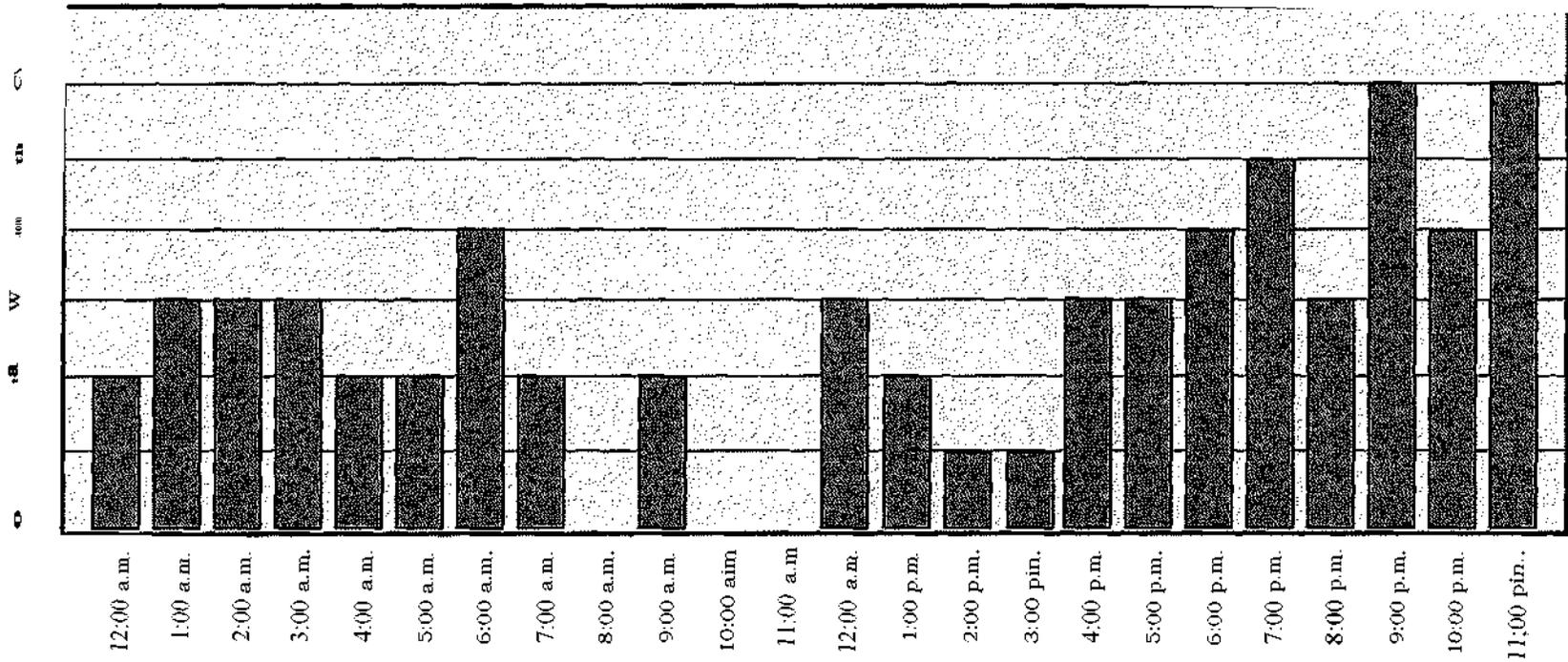
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The Shelter

Violent Crime - Time of Day

April 1- September 30, 1999

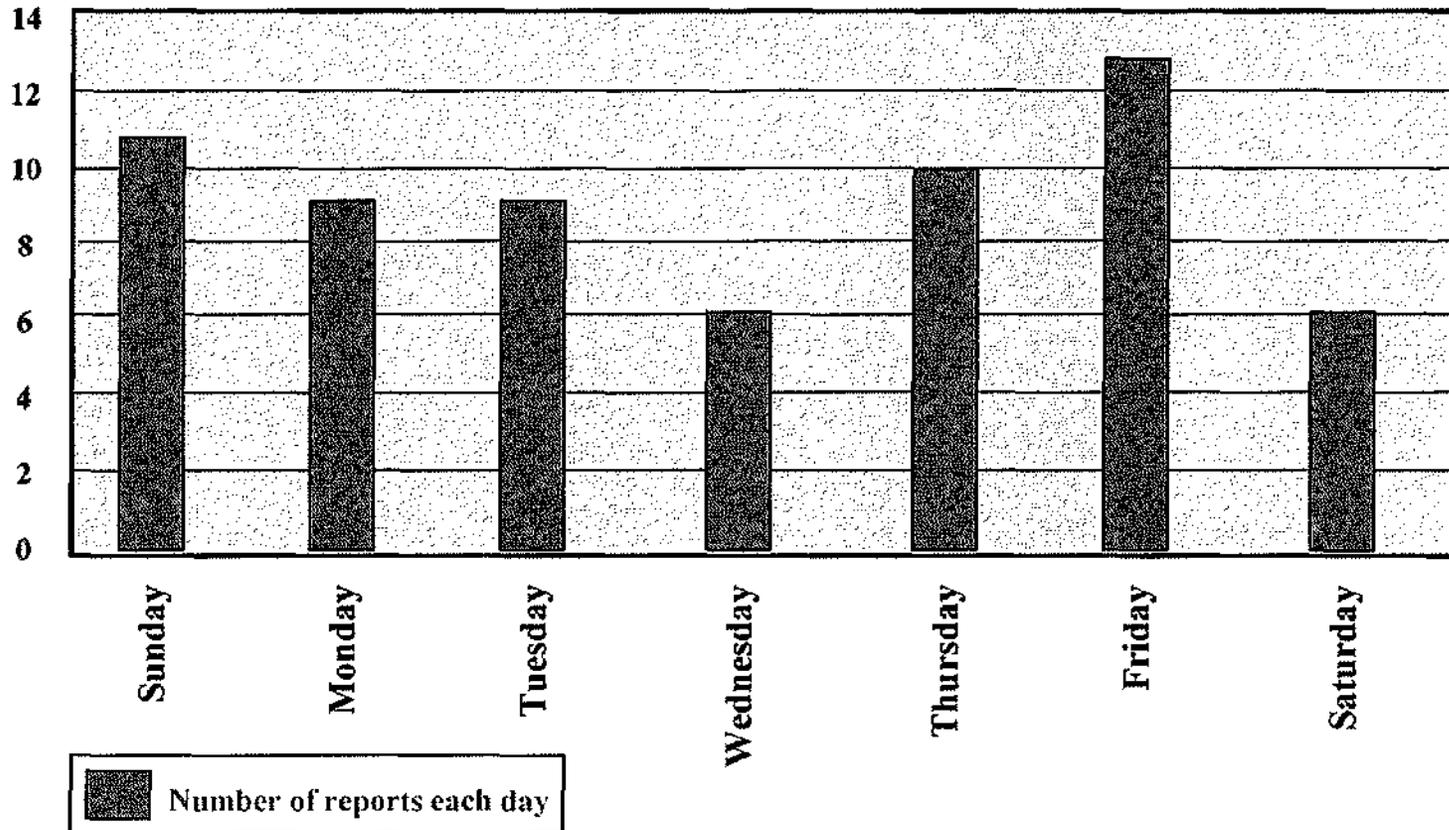


 Number of reports within the hour

The Shelter

Violent Crime - bay of Week

April 1 - September 30, 1999



Includes Armed Robbery, Robbery and Aggravated Assault.

CRIME TREND ANALYSIS

Grid BA 26 - The Shelter April - September, 1999

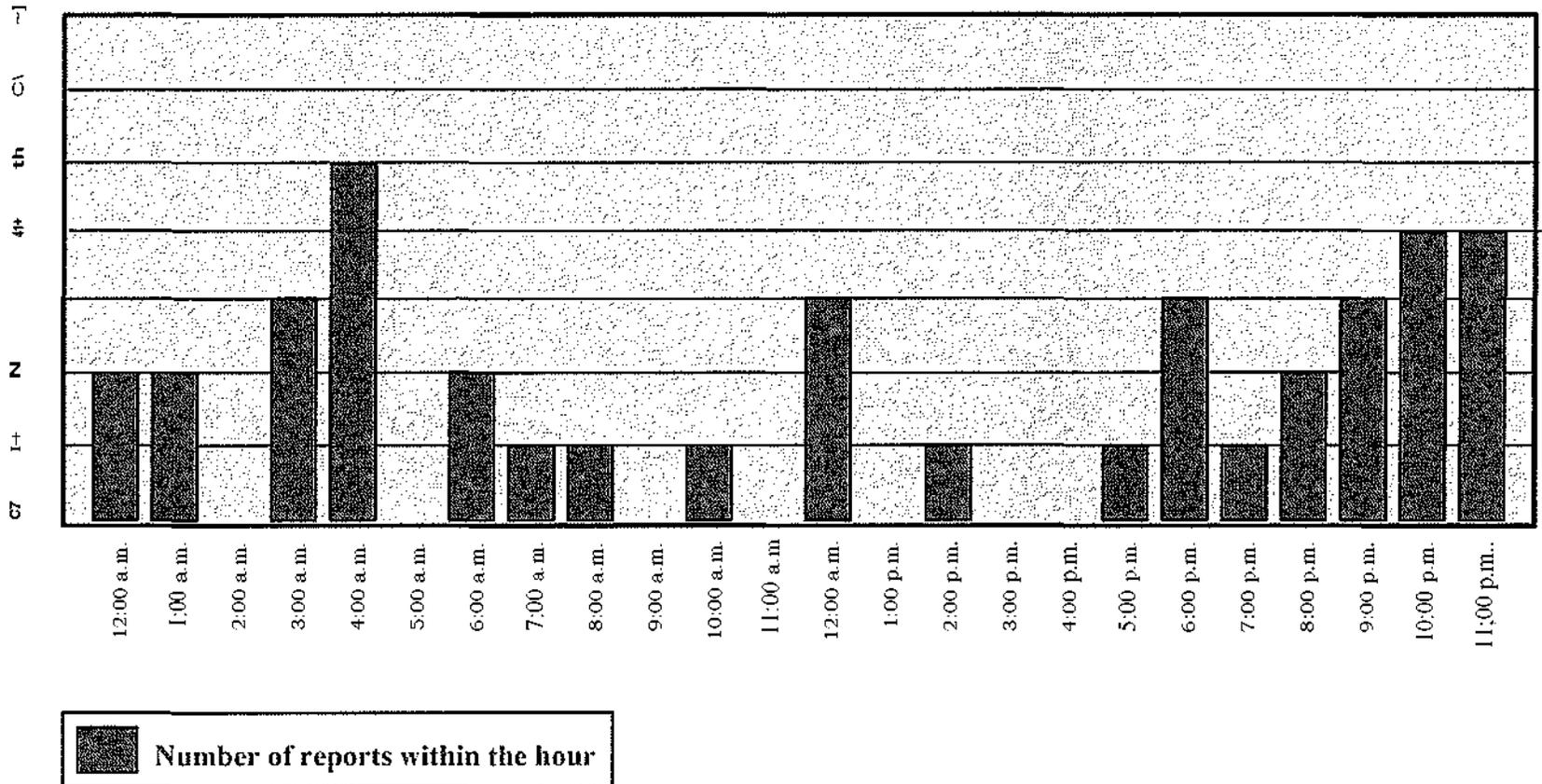
Grid BA 26	Homicide	Sexual Assault	Agg Assault	Robbery	Violent Crime	Burglary	Theft	Auto Theft	Arson	Property Crime	Drug Crime	Gang Involved Crime	Domestic Violence Involved	Calls for Service	Traffic Crashes
April 1999	0	0	8	4	12	1	3	3	0	7	21	0	1	263	4
May 1999	0	1	6	1	8	6	4	2	0	12	29	0	4	292	1
June 1999	0	1	8	2	11	6	4	1	0	11	14	0	0	262	5
July 1999	0	0	8	2	10	9	9	7	0	25	16	2	2	332	2
August 1999	0	0	10	12	22	1	6	3	0	10	16	3	3	329	2
September 1999	2	0	3	3	8	6	5	4	0	15	22	0	0	273	4
Total	2	2	43	24	71	29	31	20	0	80	118	5	10	1751	18
Monthly Avg.	0	0	7	4	12	5	5	3	0	13	20	1		292	3

Sexual Assault	Remains fairly constant each month with no marked trends..
Aggravated Assault	Shows an increase in April through August.
Robberies	Sporadic for the most part but showing a marked increase in August.
Violent Crime Total	These Totals are mostly driven by the reported aggravated assaults with a large increase in August.
Burglary	Following a slightly cyclical pattern; increased occurrences for three months, decreased for one month.
Theft	Sporadic for the most part.
Auto Theft	Fairly constant with a marked increase in July.
Property Crime Total	Steadily increasing with a large increase in July.

The Shelter

Violent Crime - Time of Day

April 1- September 30, 2000

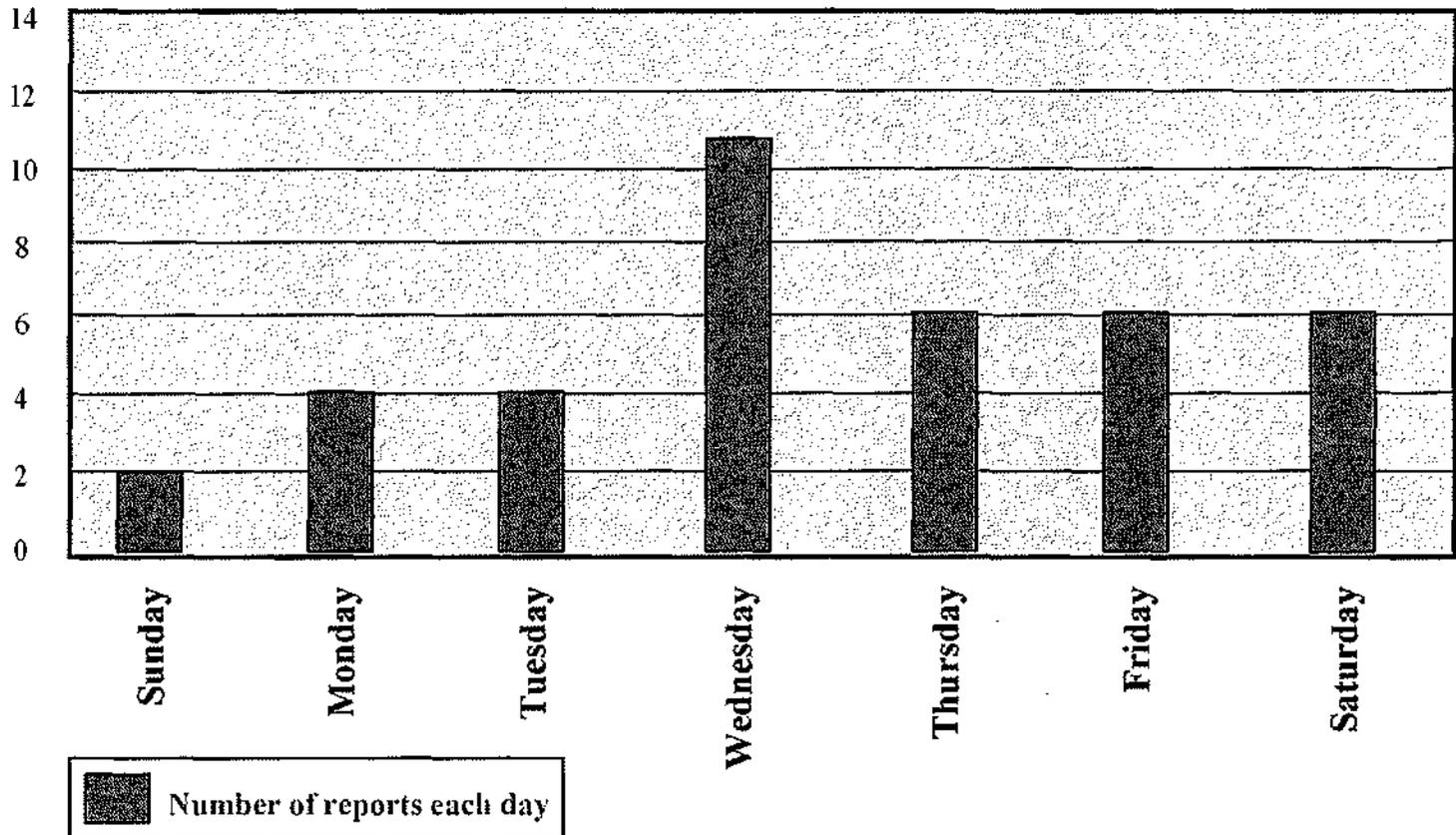


Includes Armed Robbery, Robbery and Aggravated Assault.

The Shelter

Violent Crime -Day of Week

April 1 - September 30, 2000



Includes Armed Robbery, Robbery and Aggravated Assault.

CRIME TREND ANALYSIS

Grid BA 26 - The Shelter April -September, 2000

Grid BA 26	Homicide	Sexual Assault	Agg. Assault	Robbery	Violent Crime	Burglary	Theft	Auto Theft	Arson	Property Crime	Drug Crime	Gang Involved Crime	Domestic Violence Involved	Calls for Service	Traffic Crashes
April 2000	0	1	4	5	10	5	2	0	10	17	0	3	265	2	
May 2000	0	1	5	2	8	3	5	2	0	10	30	1	307	4	
June 2000	0	1	3	0	4	4	3	4	0	11	27	5	258	3	
July 2000	0	0	5		6	0	2	2	0	4	9	2	261	2	
August 2000	0	0	3	4	7	3	6	5	0	14	16		223	4	
September 2000	0	0	2	2	4	4		3	0	8	8		188	7	
Total	0	3	22	14	39	19	20	18	0	57	107	13	1502	22	
Monthly Avg.	0	1	4	2	7	3	3	3		10	18	2	250	4	

Sexual Assault
Aggravated Assault
Robberies
Violent Crime Total

Remains constant in the first three months with no incidents in the last three months.
Fairly constant with a slight decrease in August and September.
Sporadic for the most part.
These Totals are mostly driven by the reported aggravated assaults.

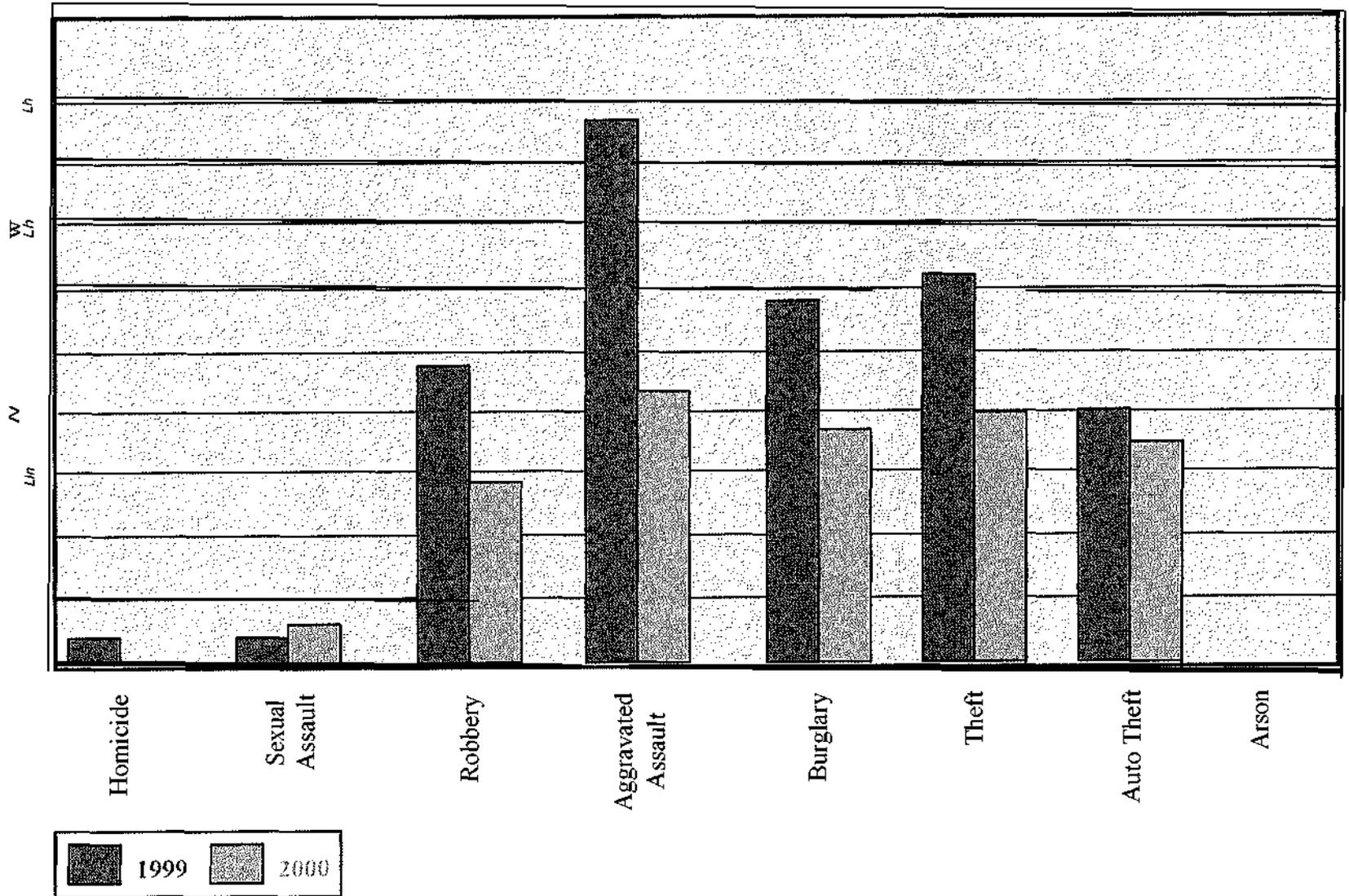
Burglary
Theft
Auto Theft
Property Crime Total

Following a slightly cyclical pattern; increased occurrences for three months, decreased for one month.
Sporadic for the most part.
Fairly constant with a marked increase in August.
Fairly steady in the first three months but very sporadic in the last three months.

Grid BA 26 - The Shelter

April - September 1999/2000

Part I Violent and Property Crime



**SOUTH MOUNTAIN PRECINCT
COMMUNITY SERVICE QUESTIONNAIRE**

SHELTER AREA IS JEFFERSON STREET TO JACKSON STREET, 7 AVE TO 15 AVE

1. OVER THE LAST 12 MONTHS, HOW WOULD YOU RATE THE FOLLOING CRIMES, AROUND THE SHELTER?

TRESPASSING INCREASED UNCHANGED DECREASED

COMMENTS: _____

ASSAULTS INCREASE UNCHANGED DECREASED

COMMENTS: _____

THEFTS INCREASED UNCHANGED DECREASED

COMMENTS: _____

BURGLARIES INCREASED UNCHANGED DECREASED

COMMENTS: _____

2. OVER THE LAST 12 MONTHS, *HOW DO YOU* FEEL ABOUT THE FOLLOWING ISSUES, AROUND THE SHELTER?

GANG ACTIVITY INCREASED UNCHANGED DECREASED

COMMENTS: _____

DRUG ACTIVITY INCREASED UNCHANGED DECREASED

COMMENTS: _____

PROSTITUTION INCREASED UNCHANGED DECREASED

COMMENTS: _____

VIOLENCE INCREASED UNCHANGED DECREASED

COMMENTS: _____

3. IN THE LAST 12 MONTHS DO YOU FEEL THAT THE OVERALL QUALITY OF LIFE AROUND THE SHELTER HAS:

INCREASED UNCHANGED DECREASED

COMMENTS: _____

4. IN THE LAST 12 MONTHS, HAVE YOUR FEELINGS OF FEAR AND INTIMIDATION AROUND THE SHELTER:

INCREASED UNCHANGED DECREASED

COMMENTS: _____

5. IN THE LAST 12 MONTHS, BLIGHT (ABANDONED VEHICLES, TRASH IN THE ALLEYS¹ VACANT LOTS, UNSIGHTLY BUILDINGS) AROUND THE SHELTER HAS:

INCREASED UNCHANGED DECREASED

COMMENTS:

6. SINCE THE IMPLEMENTATION OF THE CHOICES ON MADISON ST PROGRAM (FENCING OF VACANT LOTS AND ALLEYS, INCREASED LIGHTING, WEEKLY TRASH PICK UPS, REMOVAL OF SHOPPING CARTS, BARRICADING OF STREETS, LANDSCAPING DONE TO THE AREA, DRUG SWEEPS) 12 MONTHS AGO HAS THE OVERALL AREA AND QUALITY OF LIFE:

INCREASED UNCHANGED DECREASED

COMMENTS:

7. DO YOU HAVE ANY SUGGESTIONS THAT YOU FEEL MIGHT IMPROVE THE AREA?

COMMENTS:

**SOUTH MOUNTAIN PRECINCT
COMMUNITY SERVICE QUESTIONNAIRE**

Shelter area is Jefferson Street to Jackson Street, 7 Avenue to 15 Avenue

1. Over the last 6 months, how would you rate the following crimes, around the shelter'?

Trespassing Increased Unchanged Decreased

Comments: _____

Assaults Increased Unchanged Decreased

Comments: _____

Thefts Increased Unchanged Decreased

Comments: _____

Burglaries Increased Unchanged Decreased

Comments: _____

2. Over the last 6 months, how do you feel about the following issues, around the shelter?

Gang Activity Increased Unchanged Decreased

Comments: _____

Drug Activity Increased Unchanged Decreased

Comments: _____

Prostitution Increased Unchanged Decreased

Comments: _____

Violence Increased Unchanged Decreased

Comments: _____

3. In the last 6 months do you feel that the overall quality of life around the shelter has

- Increased unchanged Decreased

Comments: _____

4. In the last 6 months, have your feelings of fear and intimidation **around** the shelter

- Increased** Unchanged Decreased

Comments:

5. In the last 6 months, blight (abandoned vehicles, trash in alleys/vacant lots, unsightly **buildings**) **around** the shelter has

- Increased** Unchanged Decreased

Comments: _____

CHOLICES

After



... ON MADISON STREET (The Shelter Area)