

COMMUNITY SAFETY and SERVICES



2001 Population

Vancouver	546,000
RPSC	28,990

1981 - 2001 Population Growth

Vancouver	32%
RPSC	20%

English Mother Tongue

Vancouver	49%
RPSC	49%

Chinese Mother Tongue

Vancouver	26%
RPSC	27%

Median Household Income

Vancouver	\$42,026
RPSC	\$51,293

Percent Low Income Households

Vancouver	27%
RPSC	23%

Single Parent Families

Vancouver	17%
RPSC	16%

Source: Census 2001

Riley Park/South Cambie (RPSC) has a diverse population with many languages, ethnic backgrounds, income levels, and ages. These demographics, coupled with new developments such as the Canada (rapid transit) Line, create challenges to understanding and meeting people's safety, recreation, and social services needs.

Out of the broad range of services and service providers within RPSC, the Vision Directions concentrate on the services which are either provided directly, or partly funded, by the City.

Paying for Services and Facilities

The City pays for many of the services and facilities, including policing, recreation, libraries, and so forth, through property taxes, development cost charges, and user fees.

The CityPlan Direction on City finances is to continue to be cautious about increasing spending. Generally, new services would need to be paid for by redirecting funds now spent on other items or in other areas or through user pay funding sources (see MORE INFO — Development Cost Levies and Community Amenity Contributions in the NEW HOUSING section). There are usually more requests for new facilities than can be funded in any one period, so there is often a waiting period of years before a facility is expanded or rebuilt.

Non-City Services

Most health and social services are funded by the province and provided either directly by Ministries or through various agencies. The Vancouver Coastal Health Authority is responsible for health and community care services, including many for seniors. RPSC is served by the Mid Main Community Health Centre (3998 Main Street) and Raven Song Community Health Centre (2450 Ontario Street) located in Mount Pleasant.

Non-government Community Services

The community is also served by the Little Mountain Neighbourhood House (LMNH) (3981 Main Street). It is a non-profit organization and is a well used centre for local residents. It provides educational, cultural, recreational, and social services for different age groups, ethnic specific groups, and families. The LMNH has been serving residents in the area for over 25 years. LMNH is actively working to expand its facility and services by moving to a new building at 23rd and Main. The City of Vancouver provides some of the funding for the Neighbourhood House.

Community Policing Centres

Community Policing Centres (CPCs) are places where the police and community volunteers engage in the delivery of crime prevention programs and activities. After provincial funding for CPCs was withdrawn, a new model for community policing was adopted by the City. This revised model consists of 7 neighbourhood-based CPCs and 1 CPC designated for Vancouver's Chinese population. Every office has a neighbourhood police officer assigned to work with the local citizens. CPCs rely on support and cooperation from local residents, businesses, the police, and the City. RPSC is served by the Kerrisdale Oakridge Marpole CPC at 5655 Cambie Street.

7 Community Safety

In 2001, the rate of property crimes in RPSC was slightly higher than most of the city's local areas. However, the rate of crimes against people (violent crimes) was slightly lower than most of the city's local areas. Within the RPSC, South Cambie's property crime rate was significantly higher than in Riley Park.

Vision Directions focus on key components in a strategy to prevent crime: individual actions, community initiatives, and policing approaches. In addition, there are Directions which look at particular issues like youth crime and illegal drug activities.

7.1 Individual Actions to Improve Safety

Approved

Individuals should take responsibility for reducing the likelihood they or their property will be affected by crime. Possible actions include making their homes more burglar resistant, getting to know their neighbours, and joining a Block Watch program.

Percent Agree 79%/84%

People's Ideas...

- keep yards clear of items of value including bottle returns
- display home security signage prominently to show residents are on the look out
- use alarms to deter burglars
- refuse to open door to sales people/solicitors
- promote an active community by walking and biking more to and from shopping areas

7.2 Expand the Community Policing Centre and Community Policing

Approved

The Community Policing Centre (CPC) serving RPSC should expand outreach efforts to attract new members, and develop additional programs

regarding crime prevention and education to strengthen its support in the community.

Percent Agree 80%/83%

People's Ideas...

- outreach to youth so they are part of the CPC's volunteer program
- extend outreach to the entire RPSC community, promoting crime prevention & recruiting volunteers
- advertise Block Watch Program community-wide in all languages, including Cantonese, Mandarin, Tagalog, Punjabi, and Vietnamese
- set up meetings for all Block Watch captains to share information
- hire a multicultural police officer to help residents
- send flyers to residents to let them know about the CPC's role/function and programs, and conduct workshops on crime prevention
- locate the CPC office inside a future Canada Line Station



Staff at Kerrisdale Oakridge Marpole Community Policing Centre

7.3 Community Actions to Reduce Crime and Nuisance Behavior

Approved

The community, including businesses, should work together with Community Policing Centres, the City, and the Police Department to address crime and nuisance behavior in the neighbourhood, through community-based crime prevention. Efforts should include building design reviews, improved lighting, encouraging activities in public places, wider use of crime prevention education and anti-graffiti programs, and strengthening community connections.

Percent Agree 84%/90%

Neighbourhood Integrated Service Teams

City Council created Neighbourhood Integrated Service Teams (NISTs) in 1994. Team members represent multiple departments (Police, Engineering, Health, Licenses and Inspections, Fire and Rescue, Planning, etc). These teams help communities solve problems such as unsafe buildings, garbage, noise, illegal activity, and problem premises in a coordinated and collaborative way.

People's Ideas...

- encourage more park and street activities: have citizen patrols to act as 'safety watchers'
- address prostitution problems along Fraser
- address unsafe areas such as empty lots, dark narrow lanes, and hidden areas
- improve safety by installing motion activated lights and lowering fences
- involve youth from schools and community centres to create murals on walls prone to graffiti, or set aside a wall/sidewalk for graffiti
- educate people about crime prevention techniques (e.g. how to avoid purse snatching and use anti-theft devices)
- host more community events to strengthen community connections (e.g. community safety forums)
- support or develop BIAs to help address safety concerns in the neighbourhood shopping areas

7.4 Enhance Police Services

Approved

There should be more patrols by police on foot and bicycle, particularly in areas of the community with higher crime rates, to enable the police to be more responsive to local concerns and needs.

Percent Agree 84%/90%

People's Ideas...

- increase police force and patrols in local areas; provide a 'beat cop' on main streets
- build the community's trust by improving response time to reported crimes and inform the community on how police deal with crime
- need more police presence between Main and Fraser
- improve policing to reduce break-ins, car thefts, and grow-ops

Youth Crime

Very few youth are engaged in crime. Youth already make an important contribution to improving the community. However, a range of youth activities made residents feel unsafe: loitering, bullying, feeling threatened by groups of teens, vandalism, graffiti-making, open drug use, etc. Since the tragic murder of a young student, Jomar Lanot, on the school grounds of Charles Tupper Secondary School in November 2003, residents and the school have actively pursued community initiatives to prevent violent crimes. Some approaches identified in the Vision by participants would apply to both youth and adult crimes and some would require new or expanded youth programs.

7.5 Prevent Youth Crime

Approved

Youth crime should be prevented through the co-ordinated efforts of parents, schools, police, community organizations, and other groups working with youth. Initiatives could include additional facilities and programs in parks, community centres, schools, neighbourhood houses, etc. to provide alternative activities/environments for youth, and to remember the victims of crime.

Percent Agree 86%/89%

People's Ideas...

- continue to support safety initiatives in schools, such as Safeteen, Safespeak, and Headlines Theatre
- support pilot project at Tupper school to increase connections with other organizations in the community
- educate children about anti-bullying at elementary school and encourage adult intervention at an early stage
- provide multicultural translation to help teens understand signage located in public places such as parks and school grounds
- need more activities or programs for youth during evenings/weekends and space for activities should be provided by schools and other community organizations

Special Needs Residential Facilities

The term 'Special Needs Residential Facilities' (SNRFs) refers to various types of group housing for people who need some form of support or assistance in their living place. People who benefit from this housing include the frail elderly, people with severe physical disabilities, battered women, children in care, people who have a mental illness, people with developmental delays, people in need of emergency shelter, people under the supervision of Corrections, and the terminally ill. The City's zoning permits SNRFs in all residential zones. Within RPSC there are 10 SNRFs with 343 beds. This represents 7.1% of the SNRF beds in the city, higher than RPSC's share of the city's population (5.3%). The facilities in RPSC include community care facilities and group living facilities. Three facilities have over 25 beds, with up to 127 beds in the largest care facility. The remaining six facilities have eight beds or less. The SNRFs are distributed across RPSC.

- bring together victims, offenders, and community groups to find solutions (Restorative Justice Program)
- construct a Jomar Lanot memorial at Tupper School

The City's Drug Prevention Policy

The City has adopted a comprehensive approach to the drug problem. Despite enforcement efforts, a large share of crime in the city continues to be related to drug use and the drug trade. The City is implementing a four pillar approach which supplements **enforcement** with **prevention** programs to reduce the number of new users, **harm reduction** to decrease the damage suffered by drug users, and enhanced **treatment** to help users to address their dependency. The approach recognizes that drug issues are not restricted to one area of the city and recommends community-based facilities for treatment and needle exchange. Full implementation is being pursued with the federal and provincial governments and their agencies, particularly the Vancouver Coastal Health Authority. Over time, there should be more prevention programs and treatment facilities in the city. For more information about the City's Drug Prevention Policy, visit www.vancouver.ca/fourpillars.

7.6 Community Consultation on the Location of Treatment Centres

Approved

When the City and the Vancouver Coastal Health Authority or other institutions begin to plan the number and location of local treatment centres, needle exchanges, and other facilities, they should include extensive consultation with the local community.

Percent Agree 76%/78%

8 Recreation Facilities and Services

Many of the public facilities for recreation, library, social, and health services are undergoing a transition in Riley Park/South Cambie (RPSC). On the horizon for Riley Park are new, expanded facilities that replace a community centre, a curling and an ice rink, an indoor pool, a branch library, and a neighbourhood house.

The Little Mountain Neighbourhood House (LMNH) is located at 3981 Main Street, and offers residents a wide range of services. LMNH is working to expand its facility and services at a new site nearby. The Riley Park Branch Library currently occupies a small storefront in the same premises as the LMNH and offers limited circulation to area residents. The new LMNH facility is not large enough to accommodate a full sized branch library so a new location and library facility will be needed when LMNH moves.

Mid-Main Community Health Centre is an independent non-profit agency located at 3998 Main Street. The centres' services include medical, dental, counselling, and health promotion and education. Plans are underway to expand and renovate the centre.

Both Douglas Park and Riley Park Community Centres serve RPSC. Community centres are built and maintained by the Park Board but programming at each centre is determined by a locally elected community centre association. These facilities provide sports, recreation, arts, and social programming for a wide range of residents from infants to seniors. Douglas Park Community Centre, situated at 801 West 22nd Avenue, opened in 1966 and was expanded in 1993 and 1996. Its service delivery approach is based on limiting expansion of the existing centre at Douglas Park and seeking satellite facilities within its service area. Recently, they acquired community space in the former Nurses Residence at Vancouver General Hospital.



Riley Park Community Centre



Douglas Park Community Centre



Little Mountain Neighbourhood House

Riley Park Community Centre, located at 50 East 30th Avenue, opened in 1966, and was expanded in 1991. The centre forms part of the Riley/Hillcrest Park Master Plan, which is being updated to address the development of a destination, indoor aquatic center, and the 2010 Winter Olympic curling venue (which will be converted for community use after the Olympics). Just north of RPSC, the Mount Pleasant Community Centre and childcare facility are being relocated and the outdoor pool faces closure.

All of these facilities strive to meet the needs of a diverse community. Renewal and expansion of so many new facilities presents both opportunities and challenges. The Vision supports improvements to indoor and outdoor recreation programs in both existing and future facilities; an expanded role of art and culture; and enhanced services especially for children and youth, seniors, and people with disabilities.

8.1 Ensure Community Involvement in the Implementation of the Riley Hillcrest Master Plan

Approved

The City and Park Board should ensure community involvement in the implementation of the Riley/Hillcrest Master Plan, addressing issues concerning: noise and lighting impacts, landscaping, green space and greenway linkages, the environment (e.g. energy efficiency, landscaping, storm water), urban design (e.g. relationships between the buildings) and individual building design, plus transportation issues (e.g. parking and traffic, transit, and pedestrian and bicycle access).

Percent Agree 81%/83%

People's Ideas...

- provide adequate on-site parking, more handicap parking, and secure and covered bicycle parking
- retain existing green space and plant larger trees along the greenway and on new development sites
- provide better crosswalks and paths between RPSC parks

- address safety concerns for cyclists dealing with increased car traffic generated by new facilities
- produce a traffic calming plan before the development is finished
- provide transit (including shuttles from Canada Line stations) and improve bicycle access to community centre

8.2 Improve Coordination of Services

Approved

Coordination amongst service providers like the community centres, neighbourhood house, library, schools, and the health centre should be improved. Services should continue to respond to the changing demographics (e.g. age, ethnicity, and income) in RPSC.

Percent Agree 76%/77%

People's Ideas...

- create partnerships and use volunteers to bridge community centres, neighbourhood house, and schools
- expand programming and facilities to reflect demographic needs of seniors/aging population and young families
- expand outreach to Chinese communities
- keep the services together to improve accessibility, especially for single moms or low income families
- provide more preventative health education sessions to counter diseases like diabetes, cancer, Alzheimer's

8.3 Make Programs More Affordable

Approved

An increased number of affordable programs should be provided by all community facilities and service providers.

Percent Agree 68%/72%

People's Ideas...

- provide 'specials' for families (e.g. token charge for 'family swim time')
- consider private/public partnerships for affordable childcare

Aquatic Facilities Review

Current Park Board policy is to provide an indoor pool for approximately every 50,000 people. At present, nine indoor pools serve the city's population of about 550,000 people. Most are rapidly reaching the end of their service life and a decision is required about their replacement. Park Board has completed a major study of existing pool facilities and future options. It recommended a renewal plan including one 'city-wide' indoor destination aquatic centre, two expanded community pools providing features such as therapy, longer length or outdoor swimming, and four neighbourhood pools focusing on swim lessons, fitness, and training. The recommended location for the city-wide new indoor destination aquatic centre is at Riley/Hillcrest Park, replacing the existing Percy Norman Pool.



Percy Norman Pool



More facilities needed for families and children

8.4 Provide More Indoor Recreation Programs

Approved

Existing facilities, including the community centres, neighbourhood house, schools, and other local organizations, should continue to seek opportunities to provide more indoor recreation programs. When new facilities become available, additional indoor recreation programs should be provided. Opportunities for partnerships in sharing facilities and providing satellite programs should be explored.

Percent Agree 70%/73%

People's Ideas...

- promote public/private partnerships to provide gyms or indoor recreation space
- need an indoor basketball court, bigger/better gym facilities, fitness centre, and indoor track
- need a music studio, pottery studio, Tai-chi area, and bigger fitness classes
- initiate more indoor sports programs or clubs (e.g. bridge, aerobics, volleyball, basketball, boys drop-in hockey, swimming, women's drop-in sports)
- more workshops or classes on auto-mechanic, carpentry, income tax, sewing, language programs, face painting, and cooking.

8.5 Endorse Policy for Percy Norman Pool and Mount Pleasant Pool

Approved

The Park Board's policy to maintain existing pool service at Percy Norman and Mount Pleasant until a replacement is available (such as the new aquatic centre at Riley/Hillcrest Parks) should be endorsed. Programs in the new aquatic centre should continue to serve the needs and interests of local residents.

Percent Agree 77%/82%

People's Ideas...

- retain the Mount Pleasant outdoor pool
- try to balance and meet the needs

of diverse user groups (e.g. seniors, swim clubs, families, and people with disabilities)

- add more adult swim times to the schedule

8.6 Integrate the Future Riley Park Community Centre (2010 Olympic Curling Venue) with the New Indoor Aquatic Centre

Approved

The future Riley Park Community Centre/skating rink/curling rink (i.e. 2010 Olympic curling venue) should be integrated or co-located with the new indoor aquatic centre.

Percent Agree 69%/77%

People's Ideas...

- keep the centres (pool, rink, and community centre) together and integrated
- need a newer/bigger and warmer indoor pool with a family changing room, a kids diving board, a wave pool with water slides, more swimming lessons, and longer pool hours

8.7 Provide New and Expanded Facilities and Programs for Children and Families

Approved

Current facilities and programming space for children and families should be expanded and new facilities should be provided. A variety of affordable programs in daycares, preschools and family places should be developed.

Percent Agree 72%/72%

People's Ideas...

- keep Early Parents Program in the neighbourhood house and parent/toddler drop-in
- provide children's programs in late afternoons or weekends for working parents
- need more daycare facilities and preschool options in the neighbourhood
- need more and bigger family places with increased accessibility and longer hours

Child Care

The City partners with senior governments, the private sector, the community, and parents to develop and maintain an affordable, high quality, and comprehensive child care system in Vancouver. The City helps support child care by:

- providing grants to support non-profit child care services
- working with community centres and schools to support child care services
- leasing land at reduced rates to non-profit child care societies
- using development cost levies on new development to support child care
- negotiating for child care in larger projects as part of their rezoning process
- creating City-owned child care facilities operated by non-profit agencies.

Workshop participants did not propose changes in the City's approach to helping provide child care.



Skateboard park

- provide full daycare facilities at affordable prices especially for infants & toddlers
- consider having a French daycare

8.8 Provide Facilities and Programs for Youth

Approved

More facilities for youth in RPSC should be provided, such as a youth centre, skateboard parks, and sport courts in parks. More free and youth-driven programs should be provided to involve a greater diversity of youth in the community.

Percent Agree 75%/77%

People's Ideas...

- develop full basketball courts and provide more free outdoor activities near Riley Park Community Centre
- increase sports activities that are recreational/non-competitive
- need to establish a better network of services for marginalized youth
- supply more summer programs for teens and pre-teens, or a teen centre and more places to hang out
- connect youth with local businesses for training/work experience
- add youth driven/oriented programs/events such as a soapbox practice track, BMX bike track, and skateboard parks

8.9 Expand Seniors' Facilities and Programs

Approved

A seniors' centre and/or expanded seniors' facilities in community centres and the neighbourhood house should be provided. Programs for seniors should be expanded.

Percent Agree 75%/80%

People's Ideas...

- provide a seniors' centre just like the Kerrisdale Seniors' Centre as part of the community centre
- hope to see a designated space/room for seniors at Riley Park Community Centre (similar to the space in the West End Community Centre)

- provide gym and pool time for seniors and offer a special rate
- encourage more seniors involvement in community programs, especially fitness programs
- create programs to include children, youth, and seniors together
- hire a seniors' co-ordinator to assist with programs and excursions at both community centres
- take the programming out to the users (e.g. seniors' housing complex) when they can't go to the community centre or neighbourhood house

8.10 Provide Programs for Newcomers and Immigrants

Not Approved (Uncertain)

More programs and ESL classes should be provided to newcomers and immigrants in their own language in community centres, the library, and the neighbourhood house.

Percent Agree 54%/55%

People's Ideas...

- provide more space and time for Chinese gathering group in the neighbourhood house
- need fitness & health classes for Chinese residents
- need ESL classes at Riley Park Community Centre
- need a space where newcomers can bring their families
- need VCC or ESL outreach programs at Riley Park Community Centre on weekends

Comment: *This Direction did receive majority support in the general survey, but was .2% short of the required support in the random survey to be classified as Approved (54.8%). In the random survey, the Direction received substantially more agree votes than disagree votes (3.4 to 1). As a result, this Direction is classified as Not Approved (Uncertain) and remains on the table for consideration and public discussion in further planning.*

City's Public Art Programs

City Council, through the Office of Cultural Affairs, provides funds for a series of arts programs including cultural grants, public art, and cultural facilities. City Council also approves funds for the Park Board, which delivers arts and cultural programming at community centres and other neighbourhood organizations. Vancouver's Public Art Program was approved by City Council in 1990, and has three main components:

- the Civic Program develops public art for new or existing City buildings, infrastructure projects, parks, and other public spaces
- the Private Development Program requires major, privately rezoned developments to allocate \$.95 per buildable square foot to art in public areas
- the Community Program invites artists and residents to collaborate on the design and implementation of community-based public artworks for local sites.

8.11 Increase Accessibility to Public Places

Approved

Public places in RPSC should be designed or upgraded to better meet the needs of the visually, hearing, and mobility impaired or disabled.

Percent Agree 74%/74%

People's Ideas...

- provide more disabled parking spots closer to buildings
- provide touchless water faucets and wheelchair accessibility in public facilities
- provide special treatment for the visually impaired at street crossings and bus loading areas (e.g. bumps, bright colours, and audible signals)

8.12 Provide Information about Services

Approved

Information about services provided by the City and other service providers should be made more readily available in forms, languages, and locations that are convenient for residents, businesses, newcomers, and immigrants.

Percent Agree 62%/65%

People's Ideas...

- improve communications with the multicultural community in different languages to create awareness

9 Arts and Culture

Public art and art/cultural activities are important expressions of life in RPSC. The large, active community involved in the arts and creative industries is an important asset for the neighbourhood. The Vision supports increased promotion and creation of public art.

9.1 Encourage Public Art

Approved

Public art in RPSC should be encouraged, especially at locations like schools, streets, shopping areas, parks, and exterior walls of public or private buildings.

Percent Agree 66%/67%

People's Ideas...

- paint the closed windows on Wolfe Elementary and Nat Bailey facade
- provide art associated with major streets (e.g. Cambie, Main, and King Edward) to celebrate and reinforce their district character, and add more art work like that in Cartier Park
- install more public art sidewalk mosaics like the ones on Ontario
- combine art and nature in creative planting, sculpture gardens, and water parks
- include art collections such as the 'Purple Thistle' run by youth in the neighbourhood house
- encourage mural paintings by graffiti artists, children, and the community on public and commercial buildings



Public art - mural

Artist: Joey Mallett

9.2 Encourage More Initiatives for Arts and Culture

Approved

More arts and culture programs/activities /performances should be encouraged by involving local artists, residents, and businesses in the community.

Percent Agree 68%/70%

People's Ideas...

- encourage and increase funding for more community art — provide open studio or workshop space for new artists or youth
- generate in-house art programs in community centres — have artists design street 'elements' (e.g. benches, trashcans, etc.)



Riley Park Branch Library

- promote artistic events or competitions and public performances such as poetry readings
- provide more outdoor performance venues (e.g. dances and music festivals) and support local neighbourhood musicians/bands/dancers

- make computers more available, offer computer programs and storytelling in the library
- maintain quality service provided by librarians
- provide programs and services to the many newcomers in the neighbourhood
- provide more satellite library programs in schools
- expand hours of operation at Riley Park Branch Library

10 Library Facilities and Services

The Vancouver Public Library (VPL) operates the Riley Park Branch Library at 3981 Main Street. Since opening, the LMNH has shared its space with this 'storefront' branch which is actually a satellite to the Mount Pleasant Branch Library at Kingsgate Mall. The LMNH and VPL Boards' have concluded that the needs of both operations could not be met in the new LMNH building. The Vision supports the need to maintain and improve Library service to RPSC, and to have the community involved in decisions about developing a new library facility. In March 2005, the Vancouver Library Board agreed to locate the new Riley Park Branch Library in the 2010 Olympic 'legacy' building at Riley/Hillcrest Park.

10.1 Maintain and Improve Riley Park Library Services

Approved

Library services in the Riley Park area should be maintained until a new branch library is available. Improvements to library services should be made to better serve community needs based on a review of factors such as collections, internet access, service to non-English speakers, and hours of operation.

Percent Agree 77%/81%

People's Ideas...

- increase collections of DVDs and videos and rotate AV material
- increase the Chinese collection and add staff who can speak Chinese

10.2 Ensure Community Involvement in Developing the New Riley Park Branch Library

Approved

The City (especially the Vancouver Public Library) should involve the community when developing the new branch library and shaping its services.

Percent Agree 76%/77%

People's Ideas...

- increase potential partnerships with the School Board, Park Board, and developers
- keep library on Main Street (close to the neighbourhood house), perhaps at present site and expanding when the neighbourhood house moves
- need to keep within walking distance of the neighbourhoods in RPSC
- ensure accessibility for those with mobility issues
- locate library close to the community centre where there is parking