

Business Community Impact Survey

1649 Pandosy St.

Interior Health Overdose Prevention & Community Outreach Site

Feb 22 - March 3, 2023

Executive Summary

Survey Objective

- Paint a clear picture of the impact the Interior Health Overdose Prevention & Community Outreach Site (IH site) is having on Downtown businesses
- Establish baseline data to support decision making and improve the situation for both businesses and the at-risk IH clients

High Quality Information

- Strong response rate and clear representation of the perceived impact the IH site has had on the Downtown Business community

Key Observations

- IH site is seen as detrimental to the ability to run a business Downtown
- Most respondents do not feel safe working Downtown
- Individuals from around the IH site frequently enter businesses for non-business reasons
- Downtown is experiencing high rates of incidents and vandalism
- IH site is perceived to have attracted gangs and violence
- Business community feels IH and the City were not transparent about the opening of the site and have not made sufficient efforts to manage it

Overview

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Survey Objective

Why Did We Invest The Time And Energy?

- Perceived negative changes to the Pandosy/Leon/Ellis/Lawrence block since the IH site opened
- Growing divergence between the Downtown promoted to tourists and the Downtown experienced by business owners and employees
- Increased challenges for Downtown businesses that rely on foot traffic and their overall viability
- Perceived lack of engagement from IH, the City and the landlord to address ongoing issues at 1649 Pandosy
- Multiple incident reports filed to the City and RCMP from many sources with no perceptible lasting changes

The Face of Kelowna

Images from Tourismkelowna.com

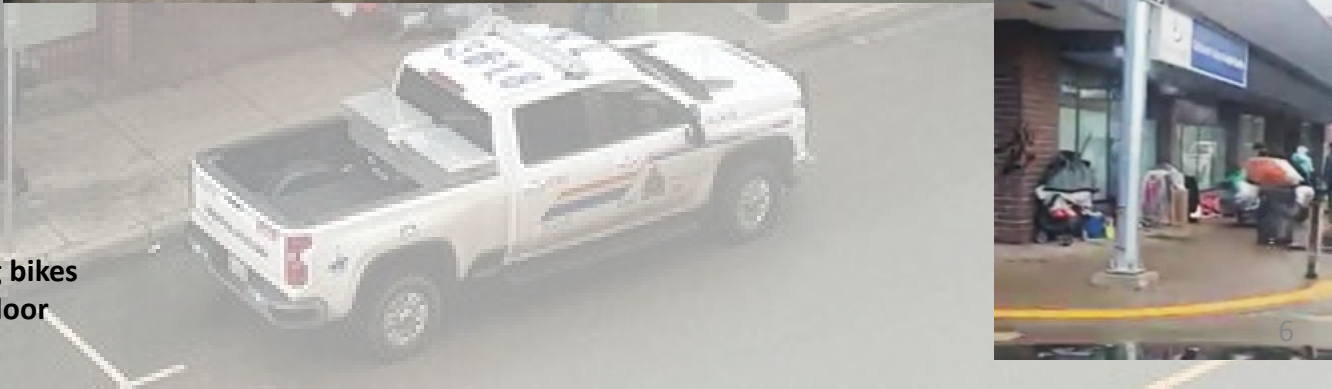


Camera above O.P.S. Door – IH is aware of activity in alley

1649 Pandosy and Back Alley



Open drug use meters from O.P.S. Door



Heavily intoxicated man pulling bikes apart directly in front of O.P.S door



Survey Objective

What Are We Hoping To Achieve?

- Highlight the scale of the issue to decision making authorities
- Establish baseline data to support decision making
- Support Downtown businesses and the people who rely on them
- Advocate for a better solution for the unhoused and/or individuals with substance use disorders who desperately need IH services and systemic support

An aerial photograph of a large, multi-story building with a flat roof. The roof is covered with numerous HVAC units and other mechanical equipment. The building has a light-colored facade on the upper floors and a darker, possibly brick or stone, facade on the ground floor. A sign on the ground floor reads "Overseas Urban Health Centre". In the foreground, a white pickup truck is parked on the street, and a red car is visible further down the road. The overall scene is an urban environment.

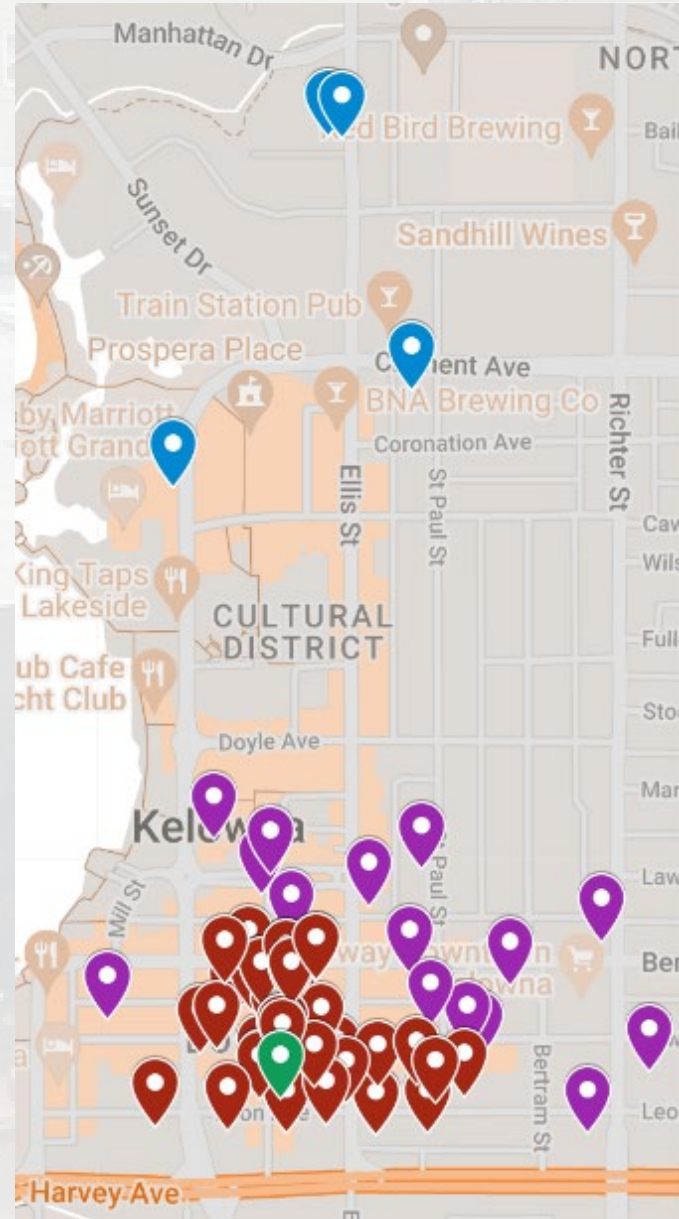
About the Respondents

High Quality Response

- Total respondents: 188
 - Analysis based on 133 (see next slide)
 - Includes 45 business owners from within a 500-meter radius of the IH site
- Average time spent to respond: 19 minutes
- Pages of written commentary/feedback: 59

Response Zones

- 133 work within a 500 meter radius of the site (**zone 1** and **zone 2**)
- 97 work within a 250 meter walk of the site (**zone 1**)
- **Zone 3** and responses with no address or ambiguous addresses **omitted from general analysis**. Comments are still included.



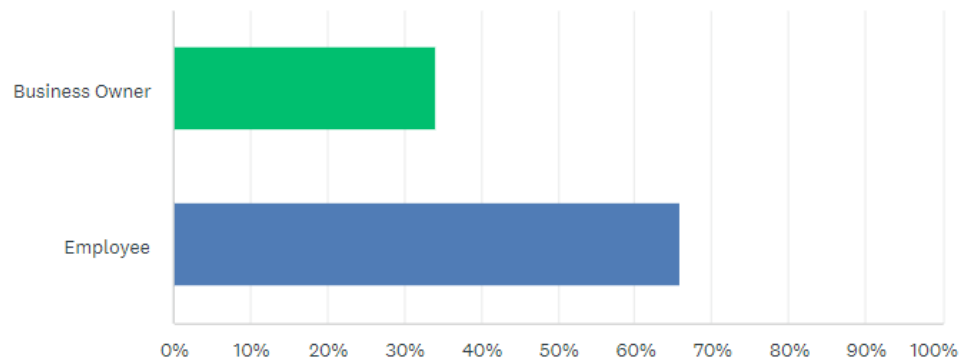
Response Zones		
	IH Pandosy	
	Zone 1	97
	Zone 2	36
	Zones 1 & 2	133
	Zone 3	11

Unmapped	
Street	Responses
Unspecified/Blank	22
Ellis	3
Bernard	2
Leon	1
Water	1
Harvey	1
Richter	1
Doyle	1
Total	32

Types of Respondents and Businesses

Are you a business owner or employee?

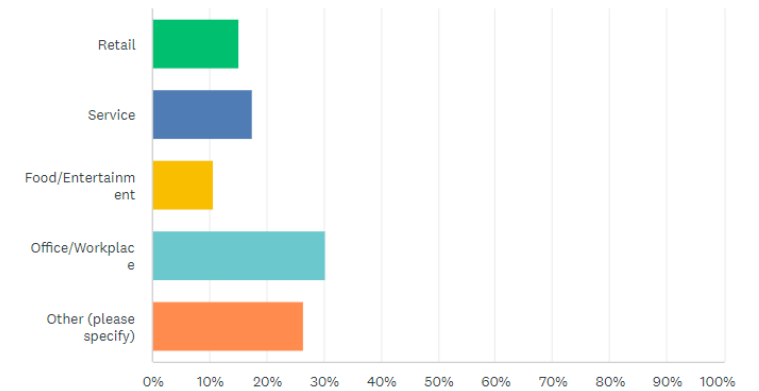
Answered: 132 Skipped: 1



ANSWER CHOICES	RESPONSES	
Business Owner	34.09%	45
Employee	65.91%	87
TOTAL		132

What is the nature of your business?

Answered: 132 Skipped: 1



ANSWER CHOICES	RESPONSES	
Retail	15.15%	20
Service	17.42%	23
Food/Entertainment	10.61%	14
Office/Workplace	30.30%	40
Other (please specify)	26.52%	35
TOTAL		132

*Other is a mix of mostly service businesses (incl. law, real estate, aesthetics, etc.), community outreach, and not-for profit

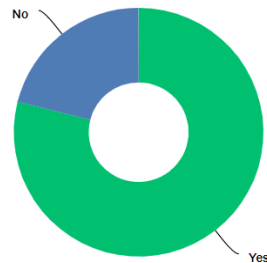
Respondent Businesses/Organizations (Zones 1 & 2)

About The Businesses

- **80%** rely on **in-person visits**
- **71%** rely on **walk-in traffic**
- **86%** rely on **customers to travel to downtown from other parts of Kelowna and/or other cities**

Do you rely on in-person customer visits to your site to generate revenue?

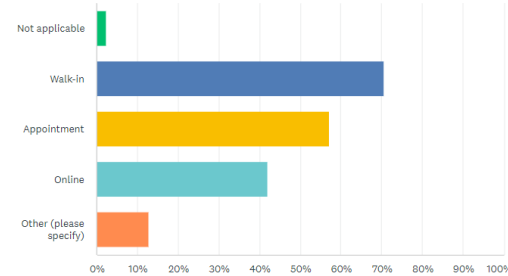
Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	78.95%	105
No	21.05%	28
TOTAL		133

How do customers access your products or service? (Choose all that apply)

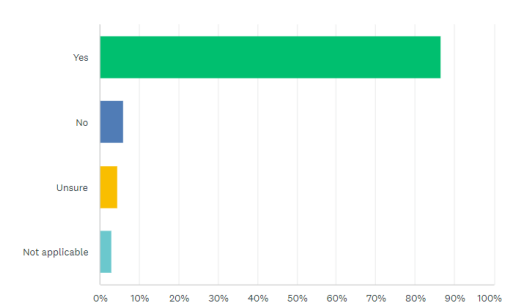
Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not applicable	2.26%	3
Walk-in	70.68%	94
Appointment	57.14%	76
Online	42.11%	56
Other (please specify)	12.78%	17
Total Respondents:		133

Do your customers travel from other parts of Kelowna or other cities to access your products or service?

Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	86.47%	115
No	6.02%	8
Unsure	4.51%	6
Not applicable	3.01%	4
TOTAL		133



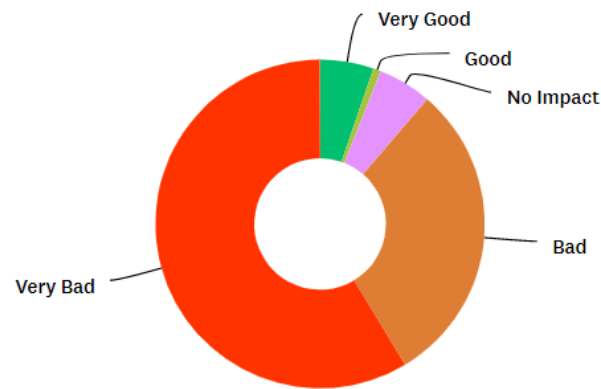
Perceived Impact of IH Site

Neighborhood and Business

IH Neighborhood Impact (Zones 1 & 2)

What is your perception of the impact the Overdose Prevention site has had on the neighborhood?

Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES
Very Good	5.26% 7
Good	0.75% 1
No Impact	5.26% 7
Bad	30.08% 40
Very Bad	58.65% 78
TOTAL	133

	Responses	% Responses
Good or Very Good	8	13%
No Impact	7	5%
Bad or Very Bad	118	89%

- **7 of 8 of the “Good or Very Good” responses come from organizations who do not rely on customers to earn revenue**
 - 5 from a single not-for profit community outreach organization
 - 1 from the IH Centre (1649 Pandosy)
 - 1 from a local not-for profit society
- **Aside from the IH respondent, none of the “Good or Very Good” responses came from Zone 1**

Q 18: Neighborhood Impact - Example

“Don’t know where to start, with the **aggressive behaviour towards staff and clients**, the **shopping cart fires** or the **crack pipes needles and feces left around the streets**. Or the **constant theft from vehicles, broken windows**. Or the **risk to the children of the community posed by empty drug bags left on the street with lethal fentanyl residue**. I could continue but I think my point is clear”

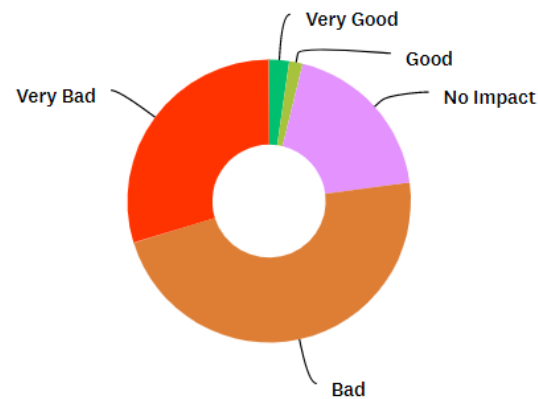
Q 18: Neighborhood Impact - Example

“During the entire wintertime homeless people gathered around the entire building plus were standing across the street right in front of our entrance. **My clientele includes children that had to walk with their parents passed drunk people, highly intoxicated people that were swearing, yelling and talking random things to passing people.** It made the entire neighbourhood very unsafe, uncomfortable, and completely inappropriate for children to be close by. Additionally, there had been **garbage, spilled food and cups, as well as vomit right on the side walk literally at the entrance of lawyer offices, as well as our entrance door.** Multiple of my clients addressed the **issue with me and their upsetting experiences** on their way up to my office. Everyone expressed upset about the city allowing such site in the middle of downtown and local businesses where families are walking by. **This is very unacceptable from the city to place such site in the middle of downtown where children and youth come to seek help.”**

IH Business Impact (Zones 1 & 2)

What is your perception of the impact the Overdose Prevention site has had on your ability to run your business?

Answered: 131 Skipped: 2



Perceived Business Impact		
	Responses	% Responses
Good or Very Good	5	4%
No Impact	25	19%
Bad or Very Bad	101	77%

- **All 5 of the “Good or Very Good” responses come from organizations who do not rely on customers to earn revenue**
 - 3 from a single not-for profit community outreach organization (Zone 2)
 - 1 from the IH Centre (1649 Pandosy)
 - 1 from a local not-for profit society (Zone 2)

ANSWER CHOICES	RESPONSES
Very Good	2.29% 3
Good	1.53% 2
No Impact	19.08% 25
Bad	47.33% 62
Very Bad	29.77% 39
TOTAL	131

Q 20: Business Impact - Example

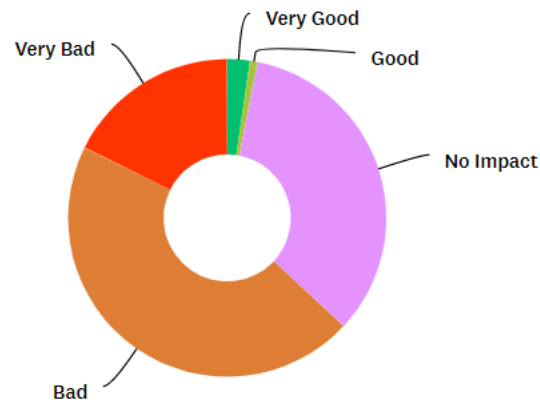
“I think we would have much more walk in customers who have interest about the services we have to offer however there is very little foot traffic due to the condition of that area of town. “

“Homeless constantly entering my business. Two nights ago most recent where homeless guy snuck into the bathroom and destroyed the toilet seat , kicked holes in wall, broke paper towel dispenser and toilet paper dispenser. Probably once all repaired including wall \$2000 damage”

IH Revenue Impact (Zones 1 & 2)

What is your perception of the impact the Overdose Prevention site has had on your ability to generate revenue?

Answered: 130 Skipped: 3



ANSWER CHOICES	RESPONSES
Very Good	2.31% 3
Good	0.77% 1
No Impact	33.85% 44
Bad	45.38% 59
Very Bad	17.69% 23
TOTAL	130

	Responses	% Responses
Good or Very Good	4	3%
No Impact	44	34%
Bad or Very Bad	101	63%

- **All 4 of the "Good or Very Good" responses come from organizations who do not rely on customers to earn revenue**
 - 2 from a single not-for profit community outreach organization (Zone 2)
 - 1 from the IH Centre (1649 Pandosy)
 - 1 from a local not-for profit society (Zone 2)
- **Majority of No Impact responses come from businesses who do not rely on people visiting their site, non-revenue generating organizations (see above), and from employees who did not have insight into the numbers**

Q 20: Ability to Generate Revenue- Examples

“Our guests largely feel the impact of the homeless population in store. We lose out on sales due to this - and with the increasing thefts we lose revenue from those potential sales as well.”

“It's harder to hit sales goals when the theft is so high- one homeless man walked out with 7 pairs of men's pants- that's over \$900 worth of product. Legally we can't stop them because it is unsafe”

“Foot traffic down dramatically. Having to lock our doors during open prevents untold number of visitors (good and bad). To date we're down 50% in revenue compared to the same time last year. We spend more time and money on preventing theft and dealing vandalism and street disruptions than we can measure.”

“We are professional advisory firm located in a derelict part of the City now. Not the image we bargained for when the space was leased years ago”

“Customers do not feel comfortable coming into the restaurant.”

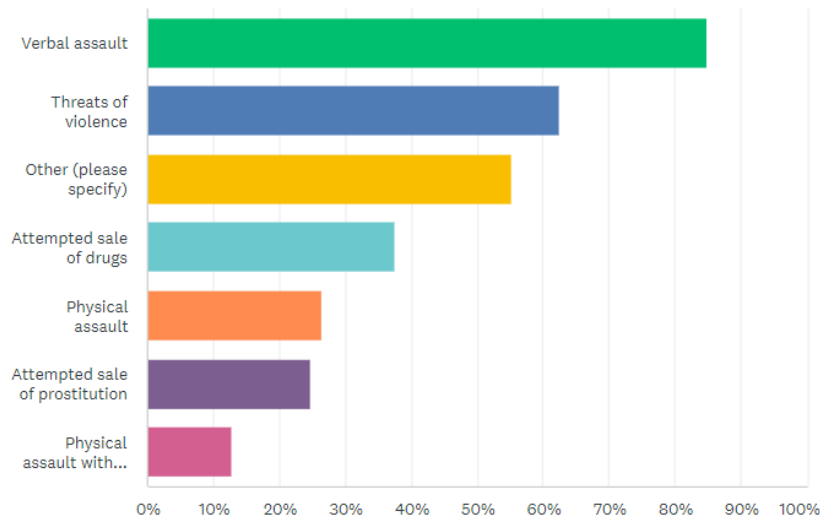
An aerial, high-angle photograph of a city street scene. The image is faded and serves as a background for the text. In the center, a large, two-story building with a flat roof is visible. The ground floor of this building has large glass windows and doors. A white pickup truck is parked on the street in front of the building. To the right, a sign on the building reads "Overseas Urban Health Center". Other buildings and a street with a few people and vehicles are visible in the background.

Summary of Respondent Experiences

IH Site Related Traumatic Experiences in Zones 1 & 2

During the course of regular business, have you experienced any of the following from individuals who frequent the Overdose Prevention site, or hang around the site:

Answered: 125 Skipped: 8



ANSWER CHOICES	RESPONSES
Verbal assault	84.80% 106
Threats of violence	62.40% 78
Other (please specify) Responses	55.20% 69
Attempted sale of drugs	37.60% 47
Physical assault	26.40% 33
Attempted sale of prostitution	24.80% 31
Physical assault with a weapon	12.80% 16
Total Respondents: 125	

Traumatic Experiences

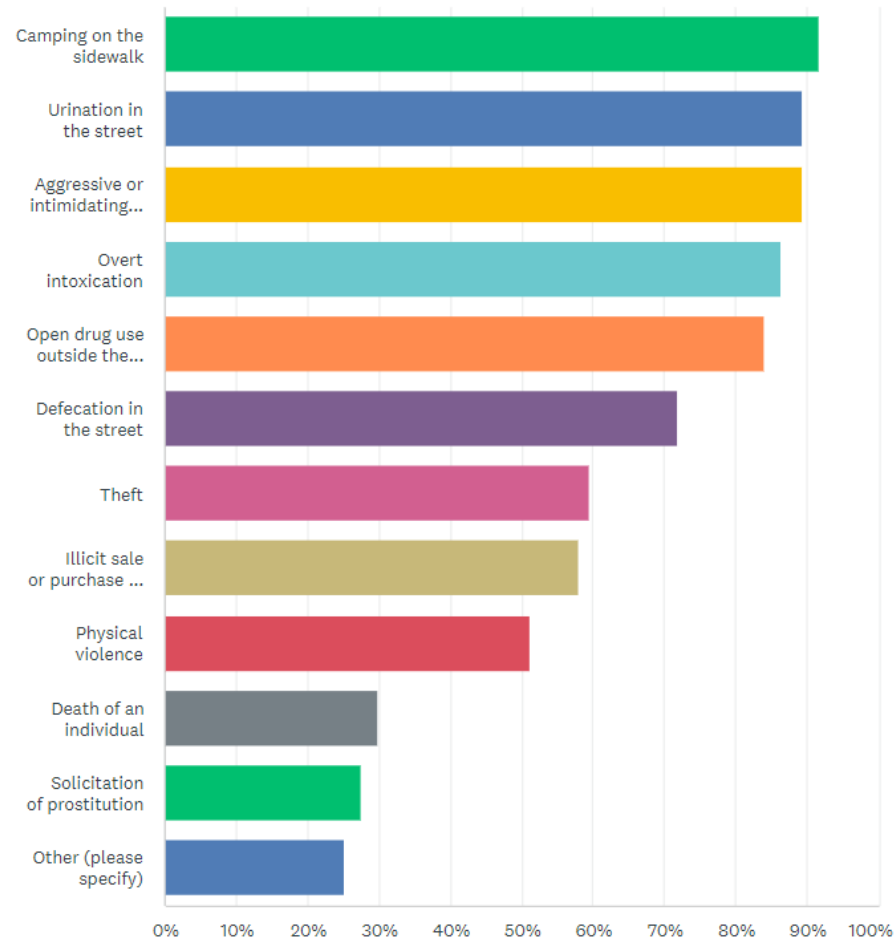
- **Most** respondents have experienced **verbal assault** and **threats of violence**
- **1 in 4** have experienced **physical assault**
- More than **1 in 10** have been **assaulted with a weapon**

Notable Comment for “Other”: *“Drug dealers sitting in vehicles in the parking lot next to the restaurant, dealers selling drugs in the alley from their vehicle late at night when we go to leave, people using drugs outside our back door, human feces and urine beside our dumpster right outside our back door, people passed out from using in the parking lot, abandoned shopping carts and belongings scattered around the building”*

IH Site Related Law/Bylaw Infraction, Nuisance, Trauma in Zones 1 & 2

During the course of regular business, have your or your staff witnessed or found evidence of any of the following associated with individuals who frequent the Overdose Prevention site, or hang around the site:

Answered: 131 Skipped: 2



- **89%** have witnessed aggressive or intimidating behavior
- **> 80%** have witnessed open drug use and overt intoxication
- **> 70%** have witnessed defecation in the street
- **30%** have witnessed the death of an individual

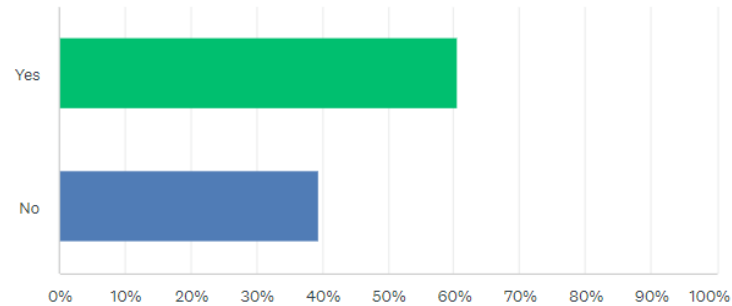
ANSWER CHOICES	RESPONSES
▼ Camping on the sidewalk	91.60% 120
▼ Urination in the street	89.31% 117
▼ Aggressive or intimidating behavior	89.31% 117
▼ Overt intoxication	86.26% 113
▼ Open drug use outside the Overdose Prevention site	83.97% 110
▼ Defecation in the street	71.76% 94
▼ Theft	59.54% 78
▼ Illicit sale or purchase of drugs	58.02% 76
▼ Physical violence	51.15% 67
▼ Death of an individual	29.77% 39
▼ Solicitation of prostitution	27.48% 36
▼ Other (please specify)	25.19% 33
Total Respondents: 131	

Crimes Reported to the City or RCMP in Zones 1 & 2

- **60%** have filed incident reports in the past 12 months
- Of those who have filed reports:
 - **73%** have filed **2 or more**
 - **34%** have filed **6 or more** (at least one every other month)

Have you reported any incidents or crimes to the City of Kelowna or RCMP in the past 12 months?

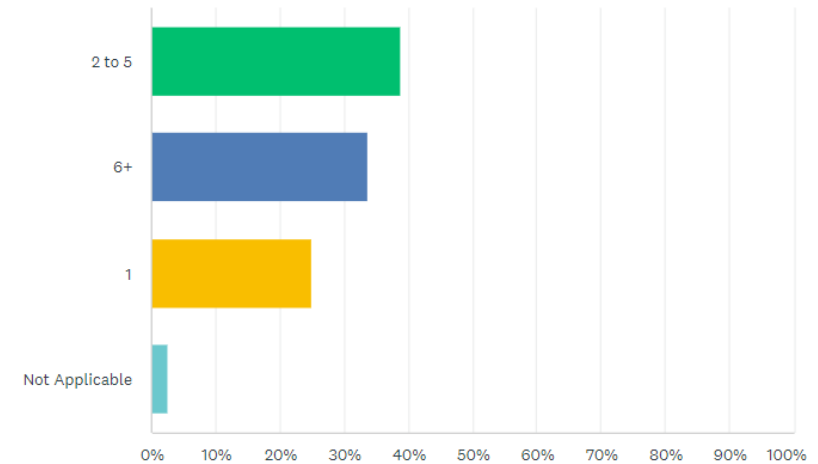
Answered: 132 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	60.61% 80
No	39.39% 52
TOTAL	132

If yes, how many?

Answered: 80 Skipped: 0



ANSWER CHOICES	RESPONSES
2 to 5	38.75% 31
6+	33.75% 27
1	25.00% 20
Not Applicable	2.50% 2
TOTAL	25 80

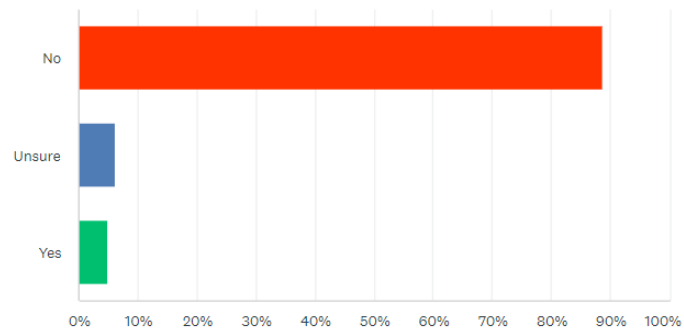
Crimes Reported to the City or RCMP in Zones 1 & 2

Of those who have filed reports to the City or RCMP

- **89%** feel not all incidents are reported
- **30%** of incidents estimated to be reported

Do you feel the number of reports submitted reflects the actual number of incidents or crimes that could have been submitted?

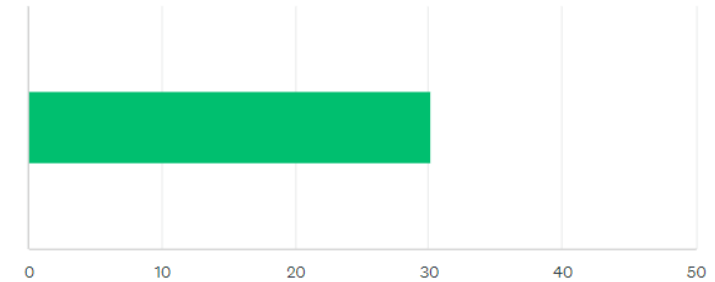
Answered: 80 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ No	88.75% 71
▼ Unsure	6.25% 5
▼ Yes	5.00% 4
TOTAL	80

If not, what percentage of incidents have you reported?

Answered: 77 Skipped: 3



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	30	2,325	77
Total Respondents: 77			

Reports of Vandalism in Zones 1 & 2

Has your workplace experienced any of the following forms of vandalism in the past 12 months?

Answered: 126 Skipped: 7

	NO	ONCE	2 - 5 TIMES	6 + TIMES	TOTAL
▼ Graffiti	27.73% 33	15.13% 18	40.34% 48	16.81% 20	119
▼ Smashed windows	50.00% 58	18.97% 22	27.59% 32	3.45% 4	116
▼ Broken locks	57.52% 65	16.81% 19	21.24% 24	4.42% 5	113
▼ Arson (or attempted arson)	61.82% 68	16.36% 18	18.18% 20	3.64% 4	110
▼ Broken doors	62.39% 68	13.76% 15	21.10% 23	2.75% 3	109
▼ Other property damage	32.71% 35	14.02% 15	32.71% 35	20.56% 22	107

[Comments \(41\)](#)

Types of vandalism experienced one or more times in the past 12 months

- **72%** graffiti
- **50%** smashed windows
- **42%** broken locks
- **38%** arson (or attempted arson)
- **38%** broken doors

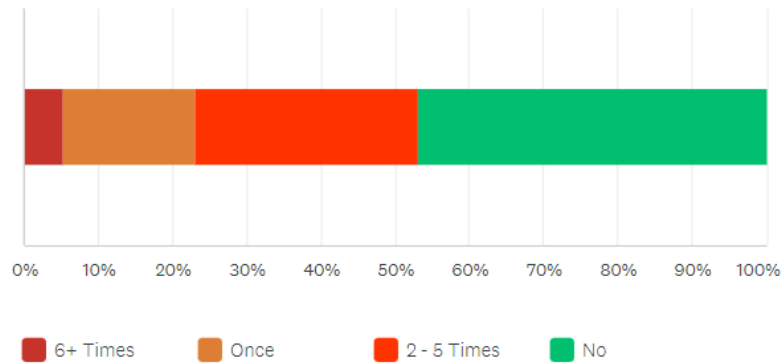
Notable Comments:

- *“We are always putting out small fires in our back doorway, our location is constantly peed on, we have cracks in almost all windows from rocks being thrown, the list goes on”*
- *“Urine, feces & drug paraphernalia in entrance way, feces on door knobs. Intoxicated people sleeping in front of entrance way or in entrance.”*

Attempted Break-ins in Zones 1 & 2

Have you experienced attempted break-ins to your property in the past 12 months? If so, please specify the number of times.

Answered: 130 Skipped: 3



ANSWER CHOICES	RESPONSES
6+ Times	5.38% 7
Once	17.69% 23
2 - 5 Times	30.00% 39
No	46.92% 61
TOTAL	130

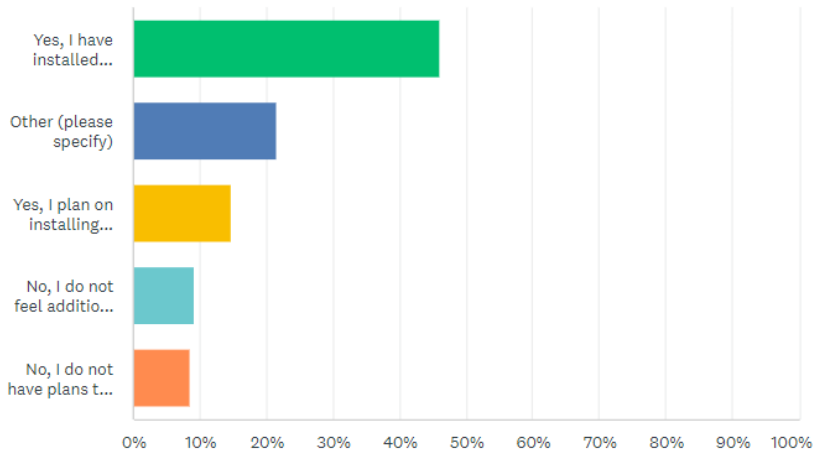
Attempted break-ins in the past 12 months

- **>50%** at least once
- **30%** 2 – 5 times
- **5%** at least once every 60 days

Security Enhancements Due to IH Pandosy Site in Zones 1 & 2

Have you installed additional security, or do you plan on adding security, as a direct result of the neighborhood changes associated with the Overdose Prevention site?

Answered: 130 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes, I have installed additional security	46.15% 60
Other (please specify) Responses	21.54% 28
Yes, I plan on installing additional security	14.62% 19
No, I do not feel additional security is required	9.23% 12
No, I do not have plans to add more security but it would be beneficial	8.46% 11
TOTAL	130

Security installations

- **69%** Either have or would like to install additional security
- 20 reported **cost over \$10K**
- 6 reported **cost over \$50K**

Notable Comments (Other):

“We now restrict access points to only from street (not from the parking area) and have full-time security in the lobby”

“Now when I work in the downtown core, I wear a whistle and have my phone on video at all times”

Neighborhood Safety in Zones 1 & 2

Considering the presence of the individuals who frequent or hang around the Overdose Prevention site, how safe do you feel in the following scenarios:

Answered: 132 Skipped: 1

	UNSAFE	SOMEWHAT UNSAFE	SOMEWHAT SAFE	SAFE	TOTAL
▼ Entering or leaving your place of business before regular work hours (before 9AM)	36.64% 48	33.59% 44	19.08% 25	10.69% 14	131
▼ Conducting your daily business during regular work hours (9AM - 5PM)	16.79% 22	34.35% 45	24.43% 32	24.43% 32	131
▼ Making trips around the neighborhood during regular working hours (9AM - 5PM)	18.94% 25	38.64% 51	24.24% 32	18.18% 24	132
▼ Entering or leaving your place of business after regular work hours (after 5PM)	50.38% 66	27.48% 36	12.21% 16	9.92% 13	131

[Comments \(43\)](#)

Safety around the IH site

- **>50%** feel unsafe in their workplace **during the day**
- **>70%** feel unsafe **outside normal work hours**

Feeling Safe		
	Safe	Unsafe
Before 9AM	30%	70%
Between 9AM – 5PM	49%	51%
After 5PM	22%	78%

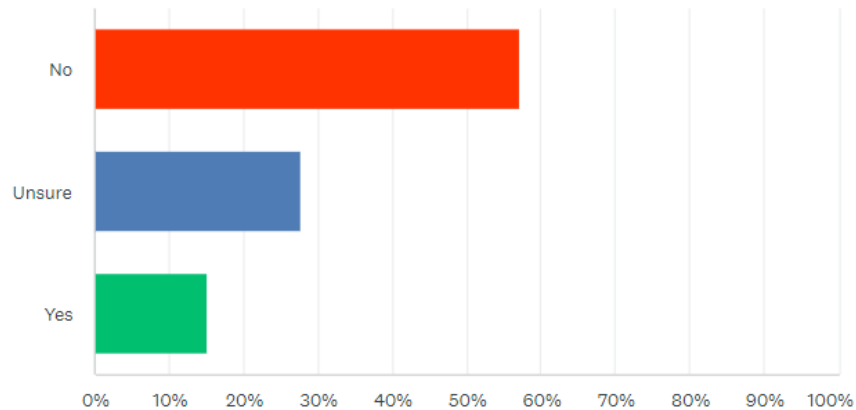
“We have customers who are afraid to visit downtown because of the people around the site and on our block. I now have 2 employees in the store at all times and have put toggle locks on both doors so we can lock them very quickly.”

“No one leaves at the end of the night alone, we leave in groups of 2 or more and walk together to our vehicles parked in the lot next door.”

Quality of Lighting Near the IH Pandosy Site

Do you feel Pandosy, Leon and Ellis near the Overdose Prevention site are adequately lit (streetlights) to provide a safe and welcoming environment for consumers and businesses after dark?

Answered: 133 Skipped: 0



Quality of Lighting

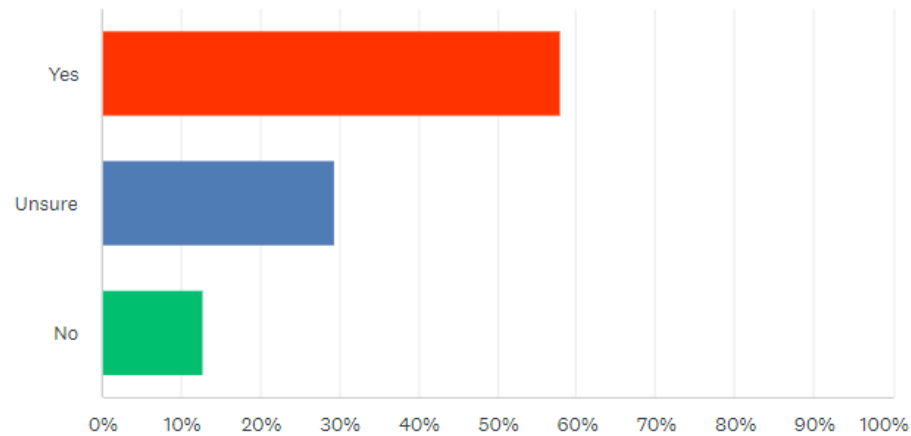
- **57%** feel lighting is inadequate

ANSWER CHOICES	RESPONSES
▼ No	57.14% 76
▼ Unsure	27.82% 37
▼ Yes	15.04% 20
TOTAL	133

IH Pandosy Site Attracting Gangs and/or Violent Groups

In your opinion, has the presence of the Overdose Prevention site attracted gangs and groups of individuals who engage in violent activities?

Answered: 133 Skipped: 0



Gangs and/or Violent Groups

- **58%** feel the IH site has attracted gangs and other violent groups

ANSWER CHOICES	RESPONSES
Yes	57.89% 77
Unsure	29.32% 39
No	12.78% 17
TOTAL	133

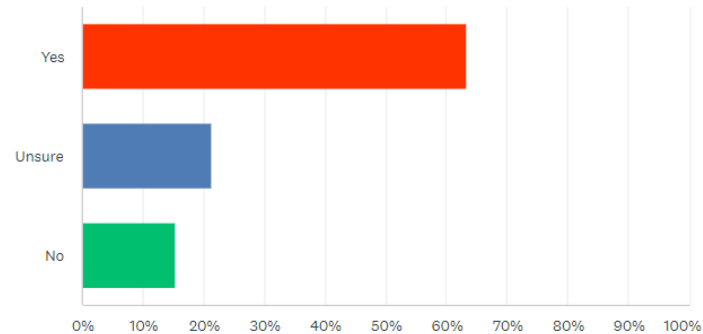
Individuals from the IH Pandosy Site Entering Businesses

Non-business entries

- **63%** have had non-business related entries
- **>50%** report this happening >6 times in the past 12 months (one or more times every other month)

Have any of the individuals who frequent or hang around the Overdose Prevention site clients of the site entered your place of business in the past 12 months for reasons other than the conduct of regular business?

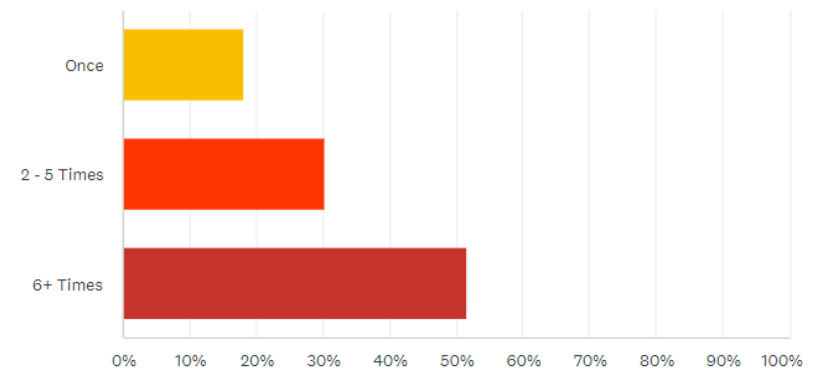
Answered: 131 Skipped: 2




ANSWER CHOICES	RESPONSES
▼ Yes	63.36% 83
▼ Unsure	21.37% 28
▼ No	15.27% 20
TOTAL	131

If yes, how often has this happened?

Answered: 99 Skipped: 34



ANSWER CHOICES	RESPONSES
▼ Once	18.18% 18
▼ 2 - 5 Times	30.30% 30
▼ 6+ Times	51.52% 51
TOTAL	99

An aerial, high-angle photograph of a city street scene, heavily faded. The image shows a large, multi-story building with a flat roof covered in numerous HVAC units. A white pickup truck is parked on the street in the foreground, and a red utility vehicle is visible further down the road. The overall scene is a typical urban environment.

IH and City Engagement

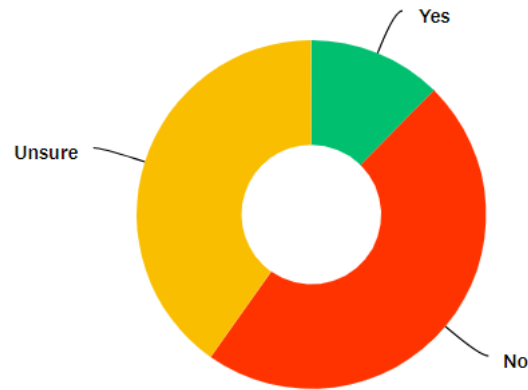
With Local Business Stakeholders

IH Engagement (Zone 1)

Notice of the IH Site opening

Did you receive notice of the planned Overdose Prevention site directly from Interior Health or the City of Kelowna in advance of the site opening?

Answered: 97 Skipped: 0



- **12%** report having received notice from IH or the City of Kelowna

**This stat reflects the 97 respondents from within a 250-meter walking distance from the site (Zone 1).*

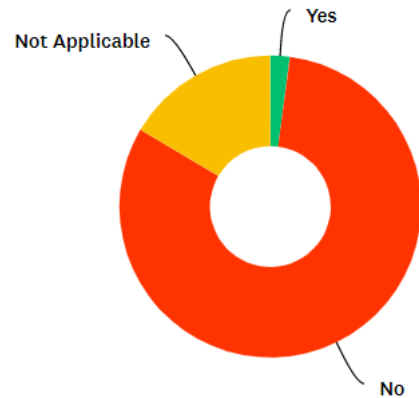
ANSWER CHOICES	RESPONSES	
▼ Yes	12.37%	12
▼ No	47.42%	46
▼ Unsure	40.21%	39
TOTAL		97

IH Engagement (Zone 1)

Advance Consultation Related to the IH Site opening

Were you directly consulted by any representatives from Interior Health or the City of Kelowna with respect to potential neighborhood impacts in advance of the Overdose Prevention site opening?

Answered: 97 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	2.06% 2
No	81.44% 79
Not Applicable	16.49% 16
TOTAL	97

- **Only 2 of 97 Zone 1 respondents** report having had direct consultation from the City or IH about potential impacts of the site.

Respondent Comments:

“Many promises were made that the impact would be minimal on the area. We were told that users of the site would not be able to congregate outside.”

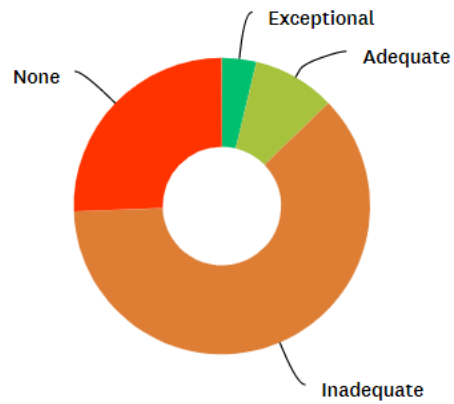
“We were assured there would be no overnight camping and there would be security on site”

**This stat reflects the 97 respondents from within a 250-meter walking distance from the site (Zone 1).*

IH Engagement (Zones 1 & 2)

What level of engagement do you feel Interior Health has taken to mitigate possible negative impacts of the Overdose Prevention site on the local business community?

Answered: 133 Skipped: 0



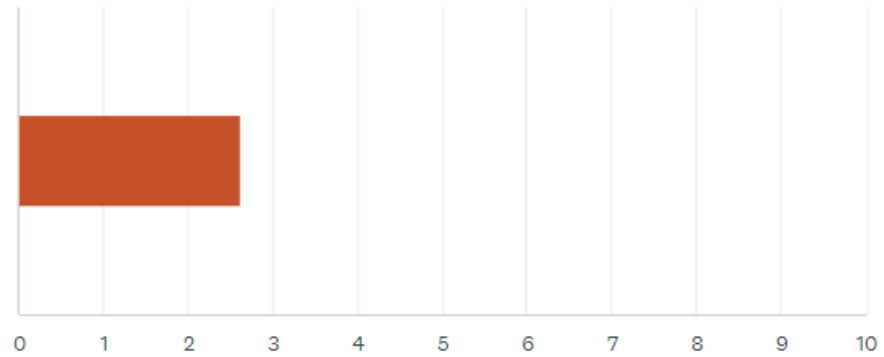
Perceived IH Engagement		
	Responses	% Responses
Adequate or Exceptional	17	13%
Inadequate or None	116	87%

ANSWER CHOICES	RESPONSES	
▼ Exceptional	3.76%	5
▼ Adequate	9.02%	12
▼ Inadequate	61.65%	82
▼ None	25.56%	34
TOTAL		133

Quality of IH as a Neighbor (Zones 1 & 2)

How would you characterize 1649 Pandosy St. as a neighbor. (Scale of 1 - 10...
1 = worst imaginable / 10 = best imaginable)

Answered: 131 Skipped: 2

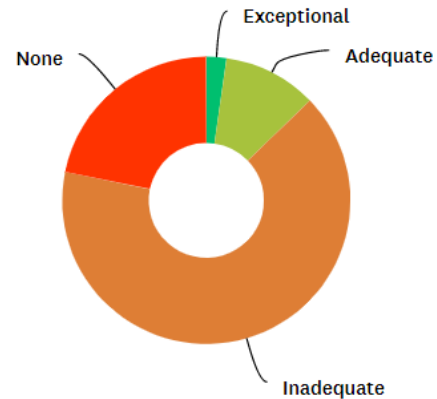


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	3	343	131
Total Respondents: 131			

City Engagement (Zones 1 & 2)

What level of engagement do you feel the City of Kelowna has taken to mitigate possible negative impacts of the Overdose Prevention site on the local business community?

Answered: 133 Skipped: 0



ANSWER CHOICES	RESPONSES
Exceptional	2.26% 3
Adequate	10.53% 14
Inadequate	65.41% 87
None	21.80% 29
TOTAL	133

Perceived City Engagement

	Responses	% Responses
Adequate or Exceptional	17	13%
Inadequate or None	116	87%

An aerial photograph of a large, multi-story building with a flat roof. The roof is densely packed with numerous HVAC units and other mechanical equipment. The building's facade is light-colored with several windows. Below the building, a street scene is visible, including a white pickup truck parked on the side, a red utility vehicle, and some people walking on the sidewalk. The overall image has a slightly faded, semi-transparent appearance.

Sample of Survey Comments

Q 40: Notable Experiences

“Fire started near an entrance, rock thrown through windows, sexual act in elevator”

“Constant theft, open intoxication , open drug use on sidewalks and parking lot alleys, store break-ins, littered streets “

“When arriving at work each morning, the **parking lot is littered with drug paraphernalia, human excrement, garbage and people sleeping in the doorways.** [My organization] had to **hire a dedicated security guard** to deal with the homeless and drug addicts **to ensure the safety of the staff.** **Every day there is some sort of damage done to the building** such as broken windows, key readers yank off the walls, fires burning in door alcoves...the list goes on.”

Q 40: Notable Experiences

Cont.

“Coming in to keep warm, **stealing** items, **spat at us** and **threatened to stab us** (no visible weapon), **passing out/shooting up in the changeroom** “

“I’ve been **threatened, scared , feel very unsafe** we have to use our parking lot right in front of rear injection site entrance. People are there all the time. **Urine, feces, needles, garbage, constant.** We work alone and are **constantly having to phone bylaw, law enforcement and red coats.** I’m worried about our vehicles all the time checking many times throughout the day. We were just **threatened yesterday again by people who piled up their carts and garbage in our lot.** It’s a menace and is **not safe for anyone coming into our establishment** not to mention all the **customers we have lost due to this site opening.** Trying and find staff who will work here is also a concern. The owner is amazing, and I would have left this job long ago if it wasn’t for him. **I can’t stand driving into work anymore.** My feelings of what I will find daily is affecting my well being. **Interior health needs to help all those in need but not in an area where it is causing others harm to our health and safety.** I have been closing the building, alarm set and leaving the rear when I was blocked from leaving with a man holding the door making no sense at all and **I have never been so scared. This is not right.”**

Q 40: Notable Experiences

Cont.

“We have seen a **huge rise in thefts and public intoxication since it launched**. Our unhomed population is more **unpredictable** than ever. They are **camping in parking lots, starting fires** (our neighbours had a fire two weeks ago caused by the unhomed) and it is **no longer safe to walk downtown**. It **happens all day long, day/evening**. Businesses are targeted, the RCMP have little power due to the Mayor not implanting a strategy and the likelihood for these people to re-offend is almost 100%. It is **unsafe for these people to be so intoxicated and entering public business, we can't ask them to leave as they cause a scene, we call 911 but are not taken seriously** because the RCMP are limited to what they can do and are so busy with other related calls. By the time someone gets to our location our **customers have been scared away. We see \$1000's of loss each week.**”

Q 40: Notable Experiences

Cont.

“We've always had transient populations come into our store but in the last few years it's just been this **huge up tick of strung out people almost passing out in the store because they are so high.** We have Naloxone in the shop and know how to use it if needed. We have **larger groups of these obviously high people coming in and trying to steal.** **When confronted** about their stealing some **individuals become irate** and tell us off. To keep ourselves safe we just ask them to leave. **Some times we can recover the product, some times we can't.** At the care home we have more **people coming into the parking lot and trying to get into employees cars. Some of the bikes that the employees use have been messed with.”**

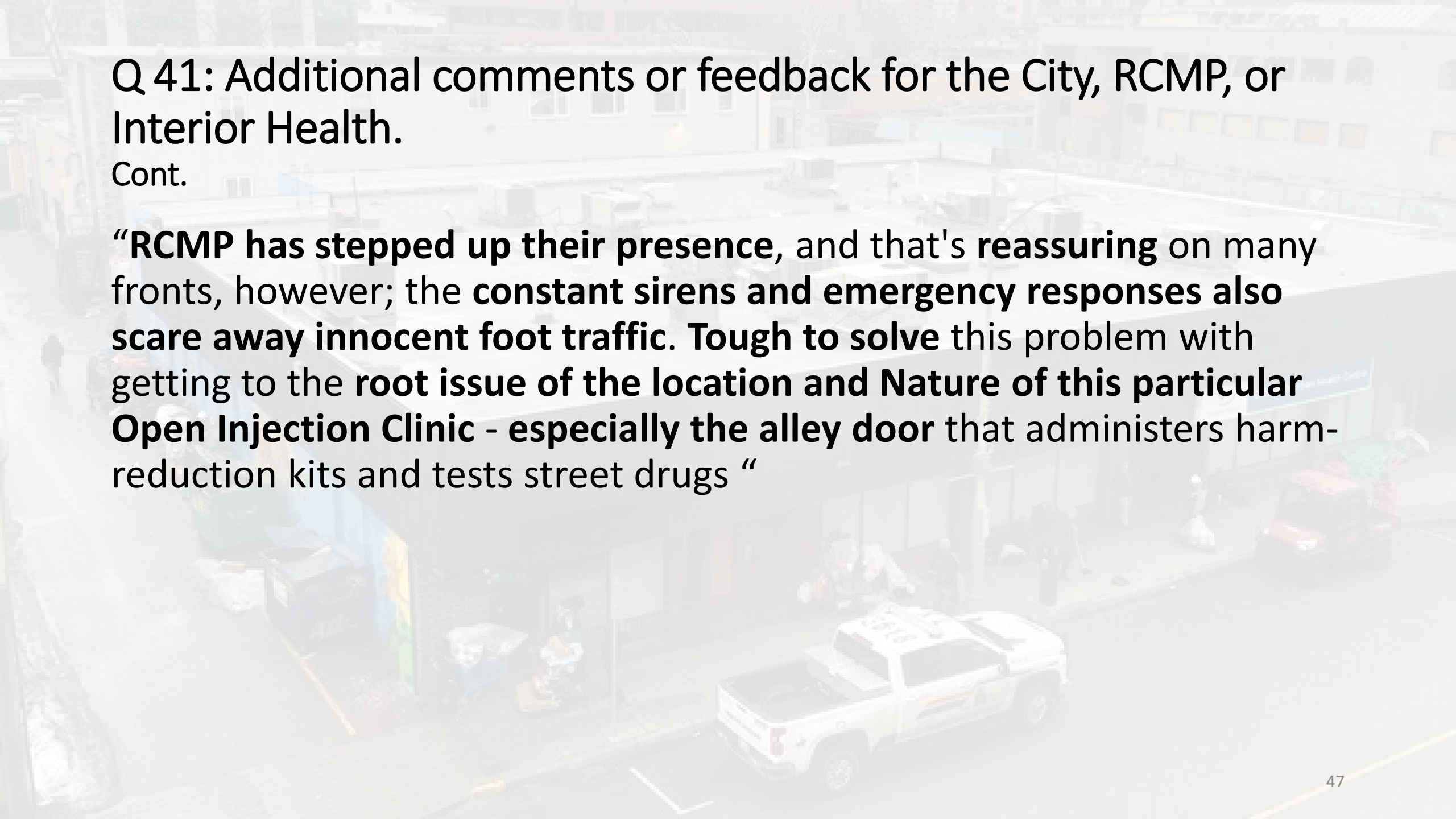
Q 41: Additional comments or feedback for the City, RCMP, or Interior Health.

“Question number 35 is almost laughable (*Do you feel Pandosy, Leon and Ellis near the Overdose Prevention site are adequately lit (streetlights) to provide a safe and welcoming environment for consumers and businesses after dark?*). **I don't think lighting or anything else is going to make that area welcoming for consumers or businesses unless that area is cleaned up. We used to have a mobile drug testing site and that seemed to be a much better idea as they would only be hanging out in the area when the motorhome was there and then they would move along. I don't think anyone moves from the tent city on Leon anymore.”**

Q 41: Additional comments or feedback for the City, RCMP, or Interior Health.

Cont.

“It is encouraging to see that the new Mayor of Kelowna has been trying to change things by having the bylaw officers out often. The previous administration did nothing, absolutely nothing to mitigate these issues. All of these issues will continue to plague this area as long as the IHA site is there. We have owned our office in suite 304, directly across from the site and I have had a front row seat that entire time to what has taken place. The problems in this area have grown exponentially and continue to get worse. “



Q 41: Additional comments or feedback for the City, RCMP, or Interior Health.

Cont.

“RCMP has stepped up their presence, and that's reassuring on many fronts, however; the constant sirens and emergency responses also scare away innocent foot traffic. Tough to solve this problem with getting to the root issue of the location and Nature of this particular Open Injection Clinic - especially the alley door that administers harm-reduction kits and tests street drugs “

Q 41: Additional comments or feedback for the City, RCMP, or Interior Health.

Cont.

“Downtown has become a war zone, business are fighting to stay open but one broken window or fire has a huge impact on insurance rates and safety. You can look in any direction and see an unhomed person running with stolen goods, the bus loop is filled with thieves trying to escape fast. **The RCMP are at their breaking point, these people coming from the injection site have zero cares, they have nothing to lose.** It is only a matter of time before something happens that we can’t come back from. I am not sure what it will take, a tourist being stabbed? A business being fully lit on fire, an employee of one of these business losing their life? What will it take? How is the government turning a blind eye to this? **Something needs to give, our beautiful city has turned into a dangerous, drug induced horror scene.”**

Next Steps

Business Community Impact Survey – Next Steps

Interior Health Pandosy Site

- Share findings with decision making authorities and landlord (City of Kelowna, RCMP, Interior Health, BC Minister of Health, Welbec Properties)
- Recommend use of survey as baseline data to support decision making
- Advocate to establish ownership of issue and clear mandates moving forward to support Downtown businesses and the people who rely on them
- Advocate for creation of a multijurisdictional task force to create a better solution for the individuals in need of IH services

An aerial, high-angle photograph of a city street scene. The image is semi-transparent, serving as a background for the text. In the foreground, a white pickup truck is parked on the street. To its right, a red car is also visible. The middle ground features a large, multi-story building with a flat roof covered in numerous air conditioning units. A sign on the building reads "Overseas Urban Health Center". The background shows other city buildings and a street with a few pedestrians.

Survey Methodology

Survey Methodology

- Created with Survey Monkey for ease of distribution, responses and analysis
- Question Design based on:
 - Multiple interviews with downtown business owners with locations close to the IH Site
 - Input from the Downtown Kelowna Association
 - Personal experience doing business downtown close to the IH Site
- Circulation Dates
 - Released Feb 22, 2023
 - Closed March 3, 2023
- Distribution (objective to maximize response rate and inclusion):
 - Shared via weblink and email distribution
 - Canvassed downtown businesses over multiple days (knocking on doors)
 - Downtown Business Association distributed link to members
 - Castanet and Capital New shared the link on their news feeds
 - [Castanet article](#)
 - [Capital News article](#)
 - On Feb 27, Phil Johnson discussed the survey on AM 1150

Analysis

- Filtered results to include only the intended survey area
 - Zone 1 = approx. 250 meters walking distance from site
 - Zone 2 = approx. 500 meter radius of site

Question	Selection Criteria	Filtered Responses	Remaining Responses
Q1: Do you work near IH Pandosy site?	Yes	11	176
Q4: What is your business address	Zone 1 and Zone 2	43	133

- Total survey responses = 187
- Total responses used for analysis = 133
- Comments from **ALL** respondents who stated they work near the IH site are included