

BOMA DOWNTOWN EDMONTON SAFETY SURVEY

Data compares the start of the COVID-19 Pandemic March 2020 to Winter 2022/23 (November 2022 January 2023)

Note: respondents state that safety issues downtown started before the Pandemic and continue post-Pandemic

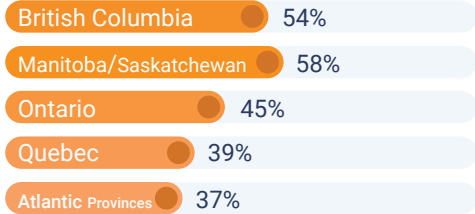
THE NUMBERS

PUBLIC PERCEPTIONS OF THE STATE OF DOWNTOWN IN CANADA AND ALBERTA

Source: Leger's North American Tracker, August 2022

CANADIANS ARE MORE LIKELY TO SAY THE STATE OF THE **downtown core of the closest major city to where they live has declined** **45%** compared to Americans **31%**

47% ALMOST ONE-HALF OF ALBERTANS BELIEVE THE STATE OF THE DOWNTOWN CORE OF the closest major city to where they live has declined compared to



The top factors Albertans believe have contributed to the decline of downtown cores are



HOMELESSNESS



DRUG ADDICTION



RISING CRIME RATES

"I don't ask my clients to come downtown anymore. I will go see them."

BOMA EDMONTON MEMBERS' AND TENANTS' FEEDBACK ON THE STATE OF DOWNTOWN IN EDMONTON

Source: BOMA Edmonton online survey of 110 owners/managers/security and tenants | BOMA Edmonton interviews of 27 owners/managers and tenants

RETURN TO WORK DOWNTOWN **72%** of tenants and businesses surveyed note that safety concerns are a barrier to encouraging employees to return to working downtown

MOVE DOWNTOWN OFFICES **1/3** of respondents say they are likely to leave downtown due to safety concerns



Additional Costs Related to Safety in Downtown Edmonton

\$199,896

average increase/year for property owners/managers since March 2020

\$29,628

average increase/year for tenants/businesses since March 2020

"Innovate! Collaborate! Do things differently! You can't just keep pointing fingers at each other and doing the same thing. Work with us - the private sector. What can we do that is BOLD together?"

"Spent \$10,000-\$15,000 on Narcan."

SAFETY AS AN INDUSTRY AND NORTH AMERICAN ISSUE



In October 2022, BOMA locals from across Canada and the US gathered for strategic planning. They identified public safety as the number one threat to the commercial real estate industry, and not just in downtown cores.

Public safety was followed by threats of rising costs, talent shortages, low occupancy rates, and excess space. Participants saw public safety as the most urgent and difficult to address in this post-pandemic world.

"Ultimately, I'd like to see that our staff and patients are safe; moreover, I would like to see this underserved population receive the support they desperately need."

"As a business owner, I wonder why my café is still here. If things keep going the way they are, why would we keep it open..."

TENANTS/BUSINESSES
REPORT AN AVERAGE
INCREASE OF

\$2,469

monthly due to safety
issues since March 2020

44% OF PROPERTY OWNERS/MANAGERS
said their monthly security costs more
than doubled since March 2020

26% OF PROPERTY OWNERS/MANAGERS
said their monthly repair, cleaning, and
maintenance costs more than doubled
since March 2020

35% OF PROPERTY OWNERS/MANAGERS
said their monthly additional costs more
than doubled since March 2020

"I had 11 store windows broken in the last three months. They cost \$5,000 each, which I can't recover from insurance."

THE CONSEQUENCES

- Difficulty attracting tenants/businesses to the core
- Difficulty attracting people - customers/clients, staff, and visitors
- Increased costs and declining revenue for businesses and properties
- Negative perceptions of downtown and the city
- Confusing vulnerable populations with criminals
- Tax burden shift to other businesses outside of the core and to residents as property values decrease

THE BEST PRACTICES

HIGHLY COMMON	MODERATELY COMMON	LESS COMMON
Increased security	Opioid overdose treatment kits (Narcan/Naloxone)	Resources and support directly to vulnerable populations – water, hot dogs, hats, snacks, de-escalation, case management, public washrooms
Increased repairs	Working with community orgs. – connecting people to social services	Parkade parking for staff
Safe walk program	Respectful and helpful security – how to work with vulnerable populations	Check-in programs for after hours or when working alone
Limited access (bathrooms, pedway, etc.)	Additional security measures – cameras, gates, bike cages, alarms	Tenant newsletter with safety tips
		Info sessions with police for staff
		Addiction awareness training
		Bathroom attendants
		Overdose response team onsite

MONTHLY BREAKDOWN OF AVERAGE COSTS INCREASE

Property owners/managers report the following increases in costs since March 2020:

- Monthly security costs have risen on average **\$6,533**
- Monthly repair, cleaning or maintenance costs have risen on average **\$3,358**
- Other costs (training to work with vulnerable populations, drug kits, art, innovative solutions, shuttle services, parking, etc.) have risen by **\$6,767**

TOTAL AVERAGE: \$16,658
per month

BIGGEST CONCERNS ABOUT DOWNTOWN EDMONTON

The top factors BOMA Edmonton survey respondents are most concerned about are: crime and harassment, feelings of not feeling safe, drug addiction issues and open use, and homelessness.

"I had these prospective tenants...their deciding factor moving away from the core was downtown safety. They went south of the city."