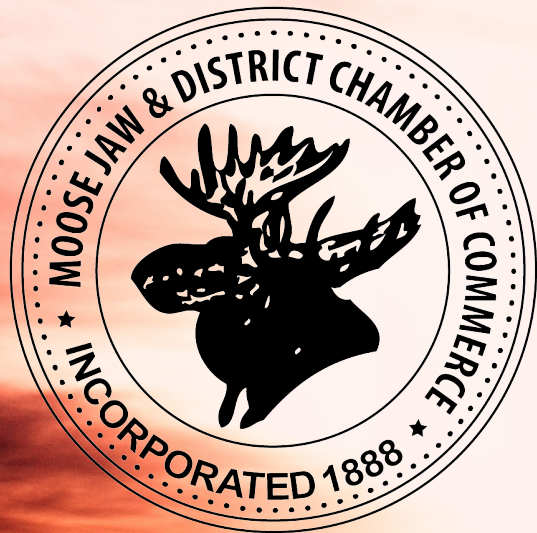


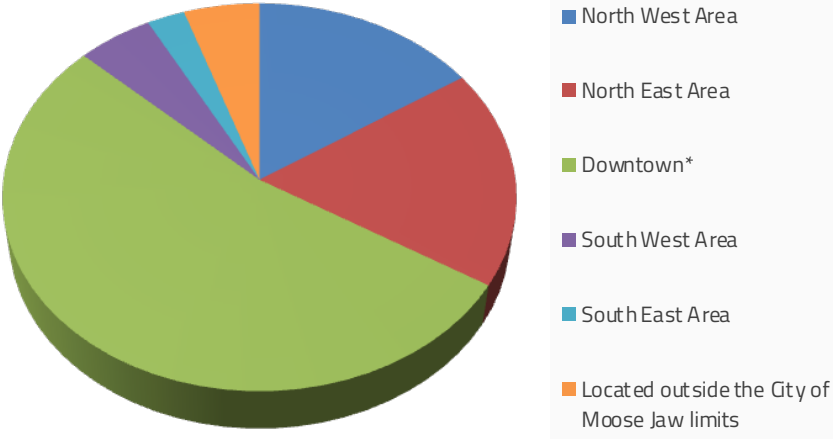
**BUSINESS  
IMPACT  
SURVEY  
RESULTS**

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The recent survey on business impacts conducted by the Moose Jaw Chamber of Commerce highlights the growing concerns among local businesses about safety, social issues, and their effects on daily operations. The findings underscore the challenges businesses face, such as increased incidents of loitering, vandalism, theft, and rising concerns about employee and customer safety. These social issues—rooted in homelessness, crime, mental health, and addiction—are having a tangible effect on the business community. By analyzing the data, the Chamber aims to advocate for meaningful solutions with stakeholders, ensuring that businesses in Moose Jaw can thrive in a safer, more supportive environment.



*\* includes 2 blocks west/east of Main St*

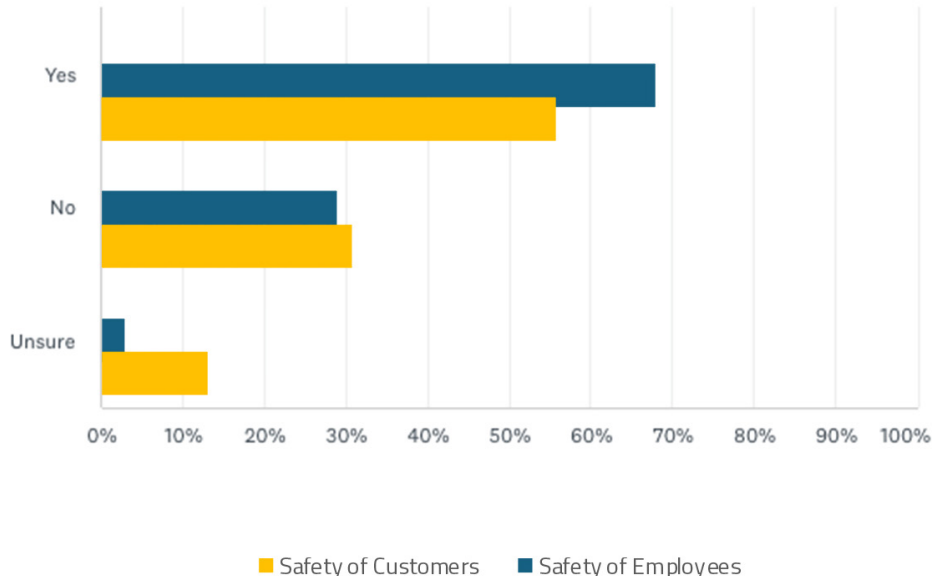
**Respondents:** The survey had 79 respondents, with most businesses located within the Moose Jaw city limits, predominantly in Downtown.

**Business Operations:** Many businesses have long-standing operations in Moose Jaw, with several reporting over 30 years in business. Key sectors represented include Agriculture, Business & Professional Services, and Health Care.

**Workforce Size:** The majority of businesses employ between 1-10 people (52%) and 11-25 people (23%).

## Concern for Safety

From 2021 to 2024, 68% of respondents reported increased concerns about employee safety, and 56% noted similar concerns from customers regarding the safety of business locations. Concerns include loitering, vandalism, drug use, and trespassing.



The survey provides detailed insights into the specific safety concerns raised by employees in various areas of the city. Here are some key points:

### North West Area

Employees in this area have reported concerns about increased incidents of theft and vandalism, which have made them feel unsafe, especially during late hours.

### North East Area

There have been reports of aggressive behavior from individuals loitering around business premises, causing employees to feel threatened.

### Downtown Area

Employees working in the downtown area, including the 2 blocks west/east of Main St, have expressed concerns about inadequate lighting and the presence of unsheltered individuals, which have contributed to a sense of insecurity.

### South West Area

Concerns in this area include a rise in break-ins and the lack of visible security measures, making employees feel vulnerable.

### South East Area

Employees have raised issues about the poor condition of infrastructure, such as broken sidewalks and poorly maintained parking lots, which pose safety hazards.

### Areas outside the City of Moose Jaw limits

Employees in these areas have mentioned the lack of regular police patrols and slow response times to incidents, which have heightened their safety concerns.

These concerns highlight the need for improved security measures and infrastructure maintenance to ensure the safety and well-being of employees across different areas of the city.

### Enhanced Security Measures

It is recommended to increase the presence of security personnel, especially during late hours, to deter theft and vandalism. Installing surveillance cameras in strategic locations can also help monitor and prevent criminal activities.

### Improved Lighting

Enhancing the lighting in areas such as parking lots, sidewalks, and around business premises can help reduce the feeling of insecurity among employees and customers.

### Regular Police Patrols

Increasing the frequency of police patrols, particularly in areas with higher reported incidents, can help improve response times and provide a sense of security.

### Community Engagement

Encouraging businesses to participate in community watch programs and collaborate with local law enforcement can foster a safer environment. Regular meetings between business owners and police can help address specific concerns and develop tailored solutions.

### Infrastructure Maintenance

Addressing issues such as broken sidewalks, poorly maintained parking lots, and other infrastructure problems can help reduce safety hazards and improve the overall environment for both employees and customers.

### Support for Unsheltered Individuals

Providing resources and support for unsheltered individuals can help reduce their presence around business premises and address some of the root causes of safety concerns.



## Incidents Experienced

Respondents were asked about the specific impacts they or their employees had experienced from 2021 to 2024. The most commonly reported issues were:

- Loitering/Trespassing (83%)
- Vandalism (47%)
- Theft (58%)
- Harassing Actions/Violence (56%)
- Needles/Hazardous Waste (49%)
- Drug Dealing and Open Drug Use were reported by a significant number of businesses as well.

Businesses reported multiple incidents of these issues, with loitering, vandalism, and theft occurring frequently.

## Estimated Financial Losses

Respondents were asked to estimate their financial losses due to criminality and social issues. Some businesses reported significant losses, with estimates ranging from small amounts (ex., \$500) to as high as \$300,000. The range of costs highlights the varying degrees to which different businesses have been affected, from minor damages to substantial financial setbacks.

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### 2021-2024

Losses during this period were substantial, with some businesses reporting losses as high as \$300,000. The survey revealed that many businesses faced repeated incidents of theft, vandalism, and loitering, contributing to significant financial setbacks. The range of losses varied widely, from minor damages of around \$500 to more severe cases in the tens and hundreds of thousands of dollars.

### 2017-2020

In the earlier period, the financial losses reported by businesses were generally lower. While some businesses still faced notable losses, the scale did not seem as widespread or severe as in the more recent period. For example, the highest reported loss was \$200,000, but many businesses reported no significant losses or found it difficult to quantify the exact amounts. The sense of escalation in both the frequency and severity of incidents is clear when comparing these figures.

### Comparison

Between 2017-2020 and 2021-2024, there has been a noticeable increase in both the number of incidents and the financial losses businesses have incurred. The rise in theft, vandalism, and social issues, such as loitering and hazardous waste, has significantly impacted business operations, with more businesses reporting higher financial losses in the 2021-2024 period compared to the prior years. This trend points to growing concerns about safety and financial sustainability within the business community.

## Frequency of Reported Issues

The frequency of certain incidents such as defecation, graffiti, loitering, and vandalism was reported by many businesses, with some experiencing these issues up to 10 or more times over the three-year period.

### 2021-2024

The frequency of issues such as loitering/trespassing, vandalism, theft, and open drug use was significantly higher in this period. Over 80% of businesses reported loitering, and more than half experienced vandalism and theft. Some businesses reported encountering these issues multiple times, with certain incidents occurring up to 10 or more times. The sense of growing frustration and the regularity of these disruptions were evident in the responses.

### 2017-2020

During this earlier period, while businesses still faced safety challenges, the frequency was lower. Issues like loitering and vandalism were still prominent, but fewer businesses experienced them repeatedly. For example, incidents like defecation and drug use were reported less frequently, and only a smaller percentage of businesses faced these problems as regularly as they did in the 2021-2024 period.

### Comparison

Between the two periods, there was a clear escalation in both the frequency and severity of incidents. In 2021-2024, more businesses were affected by loitering, vandalism, theft, and drug-related activities on a more regular basis compared to 2017-2020. This uptick in disruptive activities indicates a worsening social environment, making the latter period more challenging for businesses.

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These responses reflect the growing concerns of business owners in Moose Jaw, with many facing regular disruptions and financial losses as a result of ongoing social issues. The survey underscores the need for improved security measures and community support to address these challenges effectively.

## Changes in Security Protocols

From 2021 to 2024, 75% of businesses had to adjust their security measures due to increased social and criminal issues. Businesses reported feeling the need to proactively protect their employees, customers, and property by implementing more robust security protocols.

### Changes Implemented

To combat rising security concerns, businesses implemented a variety of changes, including:

- Improved locks (67% of respondents)
- Lighting enhancements (50%)
- Fencing, gates, and barriers (29%)
- Onsite and offsite security services (31% and 10%, respectively)
- Security and staff training to better equip employees in handling incidents and threats (58%)
- Participation in local initiatives like the MJ Trespass Prevention Program offered by the Moose Jaw Police Service (54%)

These changes reflect businesses' growing concerns about ensuring their premises' safety and the need for consistent measures to prevent crime.

### Cost of Security Changes

The costs associated with these security upgrades varied significantly. Some businesses reported modest expenses (e.g., \$500), while others invested substantial amounts to secure their premises, with some costs reaching \$75,000 to \$100,000. Many businesses cited these expenses as necessary to safeguard against recurring vandalism, theft, and loitering. The data show that the financial burden of these security changes is yet another challenge businesses must contend with in response to rising social issues.

The survey results highlight the need for stronger engagement between businesses, law enforcement, and the City of Moose Jaw to address growing concerns around social and criminal issues. A majority of businesses reported regularly interacting with the Moose Jaw Police Service (MJPS), with many expressing satisfaction regarding professionalism and follow-up. However, there were calls for improvements in response times and prosecution outcomes, particularly to deter repeat offenders.

See how survey respondents rate overall engagement satisfaction with law enforcement and the city.

### **Moose Jaw Police Service (MJPS)**

#### **Police Interactions**

Approximately 68% of businesses reported calling the Moose Jaw Police Service (MJPS) within the past 12 months, with most interactions occurring on a monthly basis (60%). Businesses generally reached out for incidents such as loitering, theft, vandalism, and other safety concerns.

#### **Prosecution and Follow-up**

Some businesses expressed frustration regarding the outcomes of police interventions, with 60% feeling that prosecution efforts needed improvement. Business owners noted that repeat offenders often returned, diminishing the impact of police responses.

#### **Satisfaction with MJPS**

was generally positive, 95% of respondents agreed that officers were professional, and 67% said that reports were followed up on effectively. However, there were some calls for improvement in response times and follow-up procedures.

#### **RCMP**

Businesses outside the jurisdiction of MJPS, who interact with the RCMP, expressed similar concerns. Fewer businesses regularly called the RCMP, but some engaged them for issues like trespassing or theft. Though the call frequency was lower than MJPS, businesses emphasized the need for more consistent follow-up. Survey results show 87.5% of businesses did not change their call frequency, but when changes occurred, they were often due to dissatisfaction with response times and service.

#### **City of Moose Jaw**

Opinions were divided on the City of Moose Jaw's handling of social and criminal issues. Only 33% of respondents felt the city engaged effectively with businesses on these issues, while 40% felt more needed to be done, particularly regarding homelessness and safety concerns in high-traffic areas like downtown. Businesses emphasized the need for the city to take a more active role in addressing the root causes of crime and increasing police patrols in vulnerable areas.

The current efforts are appreciated but there is a strong demand for more proactive and collaborative measures to create a safer, more supportive environment for businesses and the broader community.



## **Suggestions for Improvement**

Respondents emphasized the need for increased policing, quicker actions on homelessness, and better collaboration between businesses, the city, and social organizations to address root causes and create a safer environment

### **Form a Task Force**

Establish a dedicated task force comprising representatives from businesses, local law enforcement, and community organizations to oversee the implementation of the recommendations.

### **Develop an Action Plan**

Create a detailed action plan that outlines specific steps, timelines, and responsibilities for each recommendation. This plan should include measurable goals and regular progress reviews.

### **Secure Funding**

Identify and secure funding sources to support the implementation of security measures, infrastructure improvements, and community engagement initiatives. This may involve applying for grants, seeking sponsorships, or allocating budget resources.

### **Engage Stakeholders**

Conduct regular meetings with business owners, employees, customers, and community members to gather feedback, address concerns, and ensure that the implemented measures are effective and well-received.

### **Monitor and Evaluate**

Establish a monitoring and evaluation framework to track the progress of the implemented measures. Regularly assess the impact of the recommendations on safety concerns and make necessary adjustments based on feedback and data.

### **Promote Awareness**

Launch awareness campaigns to inform the community about the new safety measures and encourage active participation in maintaining a safe environment. This can include workshops, informational sessions, and promotional materials.

## **Potential funding sources to support the implementation of the increased safety measures**

### **Government Grants**

Various levels of government, including federal, provincial, and municipal, often provide grants for community safety and infrastructure improvement projects. These grants can be a significant source of funding for enhancing security measures and maintaining infrastructure<sup>1</sup>.

### **Business Improvement Districts (BIDs)**

BIDs are areas where businesses pay an additional tax or fee to fund improvements within the district's boundaries. These funds can be used to enhance security, improve lighting, and maintain infrastructure.

### **Public-Private Partnerships**

Collaborating with private sector companies can provide additional funding and resources. Businesses may be willing to invest in safety measures that benefit their employees and customers.

### **Community Fundraising**


Engaging the community through fundraising events and campaigns can generate funds for safety initiatives. This approach also helps raise awareness and foster a sense of community involvement.

### **Corporate Sponsorships**

Local businesses and corporations may be interested in sponsoring specific safety projects in exchange for recognition and positive publicity. This can include funding for security personnel, surveillance cameras, and other safety measures.

### **Non-Profit Organizations**

Non-profits focused on community safety and development may offer grants or funding opportunities. Partnering with these organizations can provide additional resources and support.



In conclusion, the survey results shed light on the significant challenges Moose Jaw businesses face due to rising social issues like crime, homelessness, and vandalism. While there is clear appreciation for the efforts of law enforcement, businesses are calling for more consistent follow-up, quicker response times, and increased engagement from the City of Moose Jaw in addressing root causes.

However, with only 13% of local businesses registered with the Chamber, these results may not fully capture the scope of challenges faced by our business community. To ensure that the Chamber can truly advocate on behalf of all businesses, we encourage more local enterprises to join us.

**By working together, we can better represent your concerns, drive meaningful change, and foster a safer, more supportive environment for everyone.**

[View the full survey results here.](#)

