

2024

AUGUST



HELPSEEKER
TECHNOLOGIES

COMMUNITY SAFETY AND WELLBEING PLAN

EXECUTIVE SUMMARY

Submitted to
CITY OF VICTORIA





THE CITY OF VICTORIA HAS UNDERTAKEN A COMPREHENSIVE INITIATIVE TO DEVELOP A COMMUNITY SAFETY AND WELLBEING PLAN, AIMED AT ADDRESSING COMPLEX SOCIAL CHALLENGES AND ENHANCING QUALITY OF LIFE FOR ALL RESIDENTS.

To ensure an objective, data-driven approach, we contracted with HelpSeeker Technologies, a leading social data company, to analyze the extensive community feedback gathered during our consultation process. What follows is HelpSeeker's report on their findings.



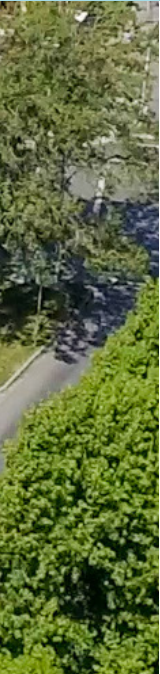


Introduction

By consolidating and analyzing the vast amount of qualitative data gathered through the City of Victoria's community engagement process for their Community Safety and Wellbeing Plan, the objective was to provide a third-party, impartial analysis that would offer robust, evidence-based insights to inform the city's decision-making process.

THE RECEIVED DATA ENCOMPASSED A WIDE RANGE OF COMMUNITY INPUT, COLLECTED THROUGH SURVEYS, FOCUS GROUP DISCUSSIONS, COMMUNITY CONSULTATION SESSIONS, AND ON-SITE OBSERVATIONS.

A sophisticated mixed-methods approach was employed to process and analyze this diverse dataset, centred on an innovative ontological framework and a custom-developed, multi-level taxonomy.



This approach uncovered not only the prevalent issues affecting Victoria's residents, but also the intricate relationships between these issues. It revealed a community that is deeply engaged with local challenges, demonstrating a sophisticated understanding of the interconnected nature of issues such as housing affordability, mental health, addiction, and public safety.

The following sections present the key findings of this analysis, exploring the primary themes that emerged from the consultation. It examines the challenges to community engagement and belonging, the prevailing safety concerns, and the innovative solutions proposed by the community. This analysis highlights the complex, interrelated nature of these issues and underscores the community's call for comprehensive, inclusive approaches to enhancing safety and wellbeing in Victoria.




Summary of Findings

The analysis of the community feedback reveals significant diversity in the perspectives, concerns, and aspirations for Victoria. The data shows a community that is deeply engaged, profoundly concerned, and cautiously hopeful about the future of their city. Their feedback reflects a nuanced understanding of how these issues intersect and compound one another, while also demonstrating a sophisticated understanding of these issues and a collective will to address them.

AT THE HEART OF THE COMMUNITY'S CONCERNS LIE THREE CORE, INTERRELATED ISSUES: HOUSING AFFORDABILITY AND HOMELESSNESS, MENTAL HEALTH AND ADDICTION, AND PUBLIC SAFETY.

Each of these areas provides insights into the community's experiences, perceptions, and aspirations, influencing residents' sense of belonging, perceptions of safety, and overall well being.



Community Engagement And Belonging

PRIMARY CHALLENGES TO SENSE OF BELONGING

COMMUNITY ENGAGEMENT AND WELLBEING

ECONOMIC BARRIERS

Respondents emphasized a lack of affordable housing and high cost of living as challenges to community engagement.

Other major concerns include the expense of social and cultural activities inhibiting participation, inequality and exclusion due to differences in socioeconomic status, and difficulty finding employment.

COMMUNITY ENGAGEMENT AND WELLBEING

SAFETY CONCERNS

Community members reported feeling uncomfortable and unsafe in public spaces because of the visible presence of homelessness and public substance use.

Other concerns included an increase in crime and violence, aggressive panhandling, and unpredictable behaviour from people with perceived mental health challenges.

COMMUNITY ENGAGEMENT AND WELLBEING

DISCRIMINATION

Respondents expressed concern about the prevalence of discrimination in Victoria, including classism, racism and xenophobia, discrimination based on gender, gender identity, and sexual orientation, ableism, and ageism.

COMMUNITY ENGAGEMENT AND WELLBEING

URBAN PLANNING AND INFRASTRUCTURE ISSUES

Community members identified inadequate public transportation, including for accessing public events, as a major challenge to community engagement.

Other concerns include a lack of accessibility, insufficient infrastructure for pedestrians and cyclists, and a perceived perception of tourists being favoured over residents.



"More bus stops and more frequent buses in front of parks and recreation areas and places like Crystal pool would make it easier for everyone to attend events, especially those who don't drive."

ONE PARTICIPANT NOTED



SAFETY AND SECURITY

Many respondents proposed mental health crisis response, management of public substance use, police presence and community policing, and crime prevention to improve community engagement. Other suggestions include community-based safety initiatives and emergency preparedness, as well as improving lighting, urban design, and maintenance of public areas.



HEALTH AND WELLNESS

The single most common suggestion by community members to enhance sense of belonging was enhanced mental health support and addiction treatment. Other proposals include community recreation programs and facilities, food security and nutrition programs, public health initiatives and education, and support for disabled and immunocompromised individuals.



COMMUNITY ENGAGEMENT AND SOCIAL CONNECTIONS

Many respondents suggested community and cultural exchange events and festivals to improve community engagement, as well as volunteer opportunities, intergenerational activities and mentorship programs, neighbourhood ambassador initiatives, and other measures to combat social isolation. Also suggested were support for immigrants, and the creation and maintenance of 'third spaces' for socialization.

Community Safety Concerns

PRIMARY BARRIERS AND CHALLENGES TO SAFETY AND SECURITY

COMMUNITY SAFETY CONCERNS

HOUSING AND HOMELESSNESS

Community members were concerned about the lack of options for affordable and adequate housing and long-term housing solutions.

They also addressed insufficient supportive housing and the risk of displacement for vulnerable populations. Finally, concerns about visible homelessness and encampments in public spaces were mentioned.

COMMUNITY SAFETY CONCERNS

MENTAL HEALTH AND ADDICTION

Respondents expressed concern that the number and accessibility of mental health services, and the number and comprehensiveness of addiction services, were inadequate. This included an inadequate number of mental health workers and supports.

They also mentioned unpredictable behaviour due to substance use, the risks of a toxic drug supply, and the value of harm reduction versus abstinence-based approaches.



“

“Too much stigma around people who are unhoused and using substances, Not enough, non-judgemental supports for people who are unhoused and using substances, Being too lenient on people who are committing acts of violence, destruction and theft.”

ONE PARTICIPANT NOTED

PRIMARY ROOT CAUSES OF SAFETY CONCERNS

COMMUNITY SAFETY CONCERNS

LACK OF SOCIAL SERVICES AND SUPPORT

Community members identified a range of social services they felt were insufficient or inadequate.

The categories mentioned included mental health, healthcare, and addiction services, the social safety net, and supports for unhoused individuals, vulnerable populations, youth and families, and those with complex needs.

COMMUNITY SAFETY CONCERNS

ECONOMIC FACTORS

Respondents reported a lack of affordable housing and high living costs, as major causes of safety concerns, as well as socioeconomic disparities and employment challenges.

COMMUNITY SAFETY CONCERNS

SOCIAL ISSUES

Homelessness was the most frequently mentioned social cause for safety concerns.

Community members were also concerned about crime associated with poverty and housing instability, untreated mental health challenges, marginalization and discrimination from communities, and intergenerational and childhood trauma.





PARKS AND GREEN SPACES

Respondents frequently cited parks with encampments, wooded areas, and trails as areas of safety concern, with particular mention of Beacon Hill Park.



DOWNTOWN AREAS

Community members mentioned safety concerns regarding areas with high concentrations of unhoused individuals, as well as areas near shelters and social services.



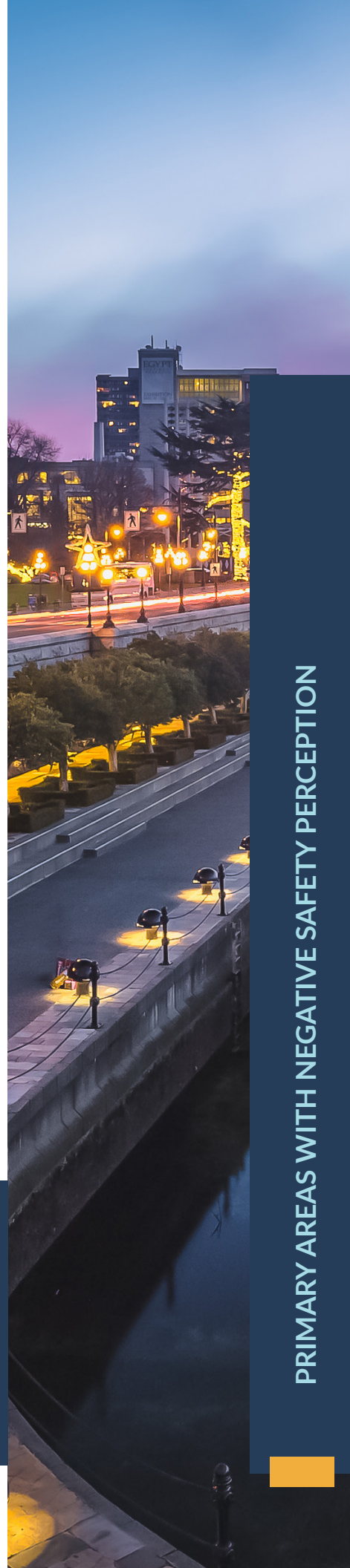
PUBLIC FACILITIES

Respondents reported safety concerns regarding municipal facilities, specifically mentioning libraries, public washrooms, and government buildings.



"Social insecurity usually happens when people do not feel safe in an area, on the streets, or in their ability to meet their basic needs of food, housing and employment."

ONE PARTICIPANT NOTED



PRIMARY AREAS WITH NEGATIVE SAFETY PERCEPTION

Proposed Solutions and Interventions

PRIMARY WELLBEING FACTORS CONTRIBUTING TO SOLUTIONS

SOLUTIONS AND INTERVENTIONS

URBAN PLANNING AND INFRASTRUCTURE

Urban infrastructure was the most frequently cited wellbeing factor, with community members particularly emphasizing the importance of green spaces and park maintenance, including outdoor recreational opportunities and an urban gardening initiative.

Other factors mentioned include design for pedestrians and cyclists, improved public transportation, and well-maintained, safe, and accessible public spaces for young people, people with disabilities, and older adults.

SOLUTIONS AND INTERVENTIONS

HEALTHCARE ACCESS

Respondents identified a need for improved access to family doctors and primary care, more urgent care clinics, shorter wait times, and support for people with chronic health conditions as crucial components of community health.

SOLUTIONS AND INTERVENTIONS

ARTS, CULTURE, AND RECREATION

Community members suggested the introduction of free community events and cultural programs, as well as support for local artists and performers, celebration and cultural programs for Indigenous and other cultures, and preservation of heritage buildings and cultural spaces.

SOLUTIONS AND INTERVENTIONS

ECONOMIC WELLBEING

Affordable food options represented nearly half of respondent suggestions to improve economic wellbeing.

Lower cost of living, job opportunities and economic growth, and support for local businesses were also mentioned.



"Resolutions to these issues that plague downtown Victoria would make me feel more welcomed into that particular community."

ONE PARTICIPANT NOTED



MENTAL HEALTH AND HEALTHCARE SYSTEM

The main proposed solution by community members was improvement to mental health services. This includes increased access to mental health and addiction services, healthcare, mental health services, family doctors, and addiction treatment programs. Other suggestions include crisis response for mental health emergencies, more preventative and community-based health initiatives, and specialized and trauma-informed care for vulnerable populations and individuals.



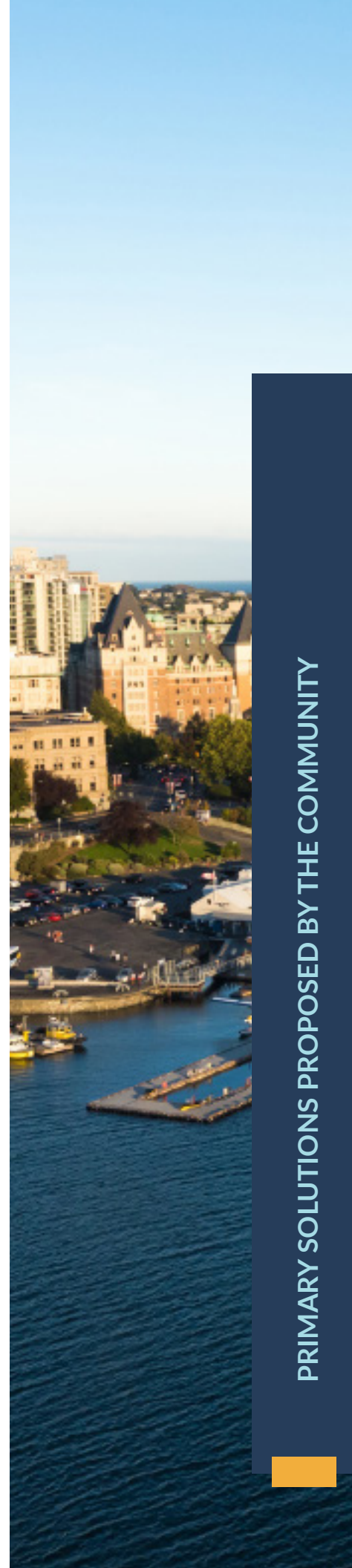
HOUSING AND HOMELESSNESS

Respondents proposed the creation of more affordable and subsidized housing, to ensure all community members can be housed. Other suggestions were for housing and shelter initiatives, including supportive housing with wraparound services, temporary shelter options, and sanctioned camping areas with facilities.



PUBLIC SAFETY AND EMERGENCY SERVICES

Community members proposed a range of solutions relating to law enforcement, including suggestions regarding police presence and visibility, the court system, security patrols, enforcement of drug-trafficking laws. Suggestions also include community-based policing initiatives, alternatives to incarceration, public safety measures and safety education, decriminalization of substance use, crime prevention, and rehabilitative correctional systems. Finally, community members proposed increases to ambulance and fire services.



Community Safety and Wellbeing Plan



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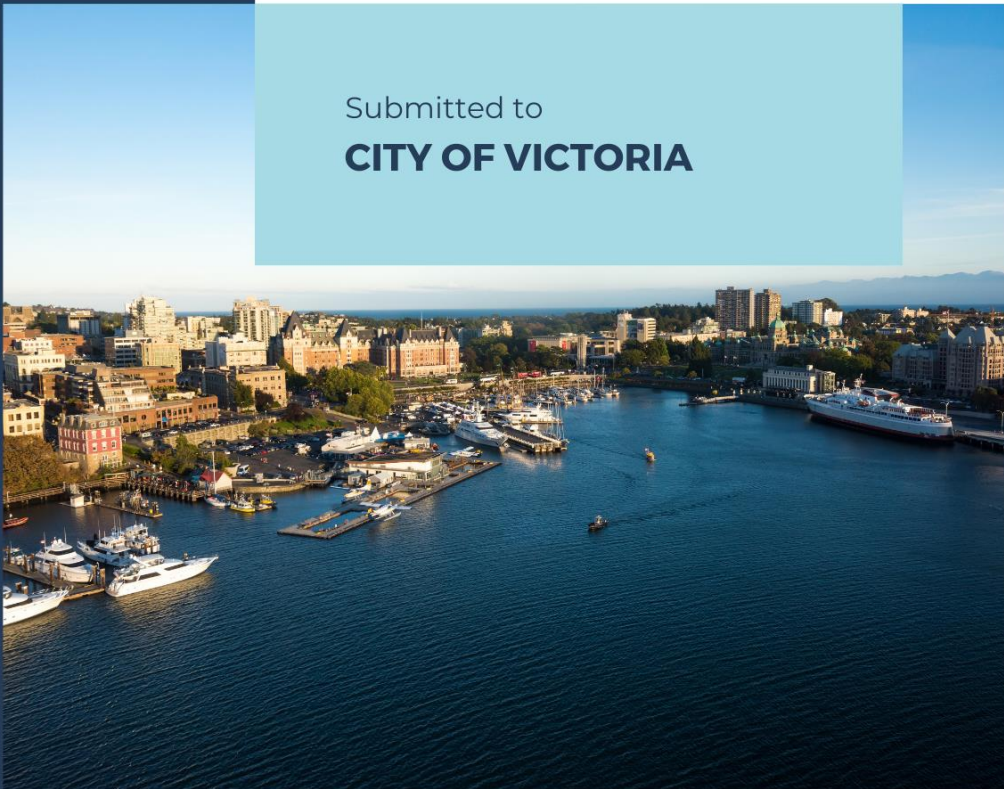
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COMMUNITY SAFETY AND WELLBEING PLAN

CONSULTATION REPORT

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Introduction

Background of the Project

The City of Victoria, British Columbia, has undertaken a comprehensive initiative to develop a Community Safety and Wellbeing Plan. This plan is intended to address a myriad of community concerns by addressing complex social challenges, including homelessness and addiction, while aiming at increasing opportunities for quality of life for all residents. Recognizing the interconnected nature of community safety and wellbeing, the City has embarked on an extensive data collection process through a variety of methodologies, such as surveys, focus group discussions, community consultation sessions, and observations, , engaging diverse segments of the population to ensure a holistic understanding of community needs and concerns.

Objectives and Scope

The City of Victoria commissioned HelpSeeker Technologies for its expertise in social sciences and applying advanced data analysis techniques to complex social challenges, to consolidate and systematically analyze the qualitative data gathered, thereby informing the development of the Community Safety and Wellbeing Plan. The objective of this engagement is to ensure that the plan is rooted in robust data and accurately reflects the community's concerns and aspirations following scientific methodologies.

The primary objectives of this project are:

1. To synthesize and analyze the vast amounts of qualitative data obtained through various community engagement methods, including surveys, focus group discussions, community consultation sessions, and observations.
2. To apply HelpSeeker Technologies' innovative ontological approach and advanced data processing techniques, including AI and machine learning, to extract meaningful insights from the community feedback.
3. To provide the City of Victoria with data-driven insights from the community consultations to inform decision-making and resource allocation for their Community Safety and Wellbeing Plan.

The scope of this project encompasses a wide range of social issues, including but not limited to mental health, addiction, homelessness, crime prevention, and community engagement. By leveraging HelpSeeker Technologies' advanced analytical capabilities, this project aims to:

1. Identify and prioritize key challenges affecting community safety and wellbeing.
2. Understand the root causes and interconnections of these challenges.
3. Explore potential solutions and interventions based on community input.
4. Provide a comprehensive, data-driven foundation for the City's Community Safety and Wellbeing Plan.

Report Structure

This report is structured to provide a comprehensive analysis of the community's feedback and insights derived from the data. The main sections include:

1. **Executive Summary:** Provides a concise overview of the report's key findings.
2. **Introduction:** Offers detailed background information and the purpose of the project.
3. **Methodology and Approach:** Describes the scientific methods and data analysis processes employed in the study.
4. **Analysis of Sense of Belonging:** Analyzes the community's sense of belonging, including both challenges and opportunities.
5. **Analysis of Community Safety Concerns:** Examines barriers, root causes, and safety perceptions as reported by the community.
6. **Analysis of Solutions and Interventions:** Presents proposed solutions by the community and the wellbeing factors contributing to these solutions.
7. **Insights and Interpretations:** Synthesizes the findings and identifies key themes and patterns.
8. **Conclusion**
9. **Appendices:** Includes the complete safety and wellbeing taxonomy, question-by-question data analysis, detailed tables, charts, and additional supporting material.

Each section aims to provide a detailed examination of the data, supported by qualitative discussions and quantitative analyses where appropriate.

Methodology and Approach

This project employed a mixed-methods approach, combining qualitative and quantitative data collection and analysis techniques. The methodology was designed to capture a comprehensive picture of community perspectives and experiences related to safety and wellbeing.

Description of the Scientific Methods Used

Description of the Scientific Methods Used

The methodology employed in this project leverages a comprehensive, mixed-methods approach, integrating both qualitative and quantitative data analysis techniques to capture the full spectrum of community perspectives related to safety and wellbeing. This approach is meticulously designed to ensure that the insights derived are robust, reliable, and representative of the diverse voices in the community.

Ontological Approach and Taxonomy Development

A key feature of the methodology used in this project was the application of an ontological approach to organize and make sense of the vast amount of qualitative data collected. In this context, an ontology refers to a formal representation of a set of concepts within a domain, and the relationships between those concepts. This approach is particularly effective in handling large volumes of unstructured data by providing a clear and consistent framework for categorization and analysis.

Central to this ontological approach was the development of a multi-level customized taxonomy. A taxonomy is a classification scheme that organizes concepts into a hierarchical structure. In social sciences, thematic categorization in making sense of complex qualitative data is crucial, and a well-developed taxonomy "provides a map of the terrain, helping researchers navigate the vast landscape of qualitative information."¹ In the context of this project, the taxonomy serves as a tool to systematically categorize and analyze the diverse range of community feedback received through various data collection methods. Therefore, it serves as a classification system that organizes data into a hierarchical structure, facilitating both broad thematic analysis and detailed examination of specific issues.

¹ Braun, V., & Clarke, V. (2006). *Using thematic analysis in psychology*. *Qualitative Research in Psychology*, 3(2), 77-101.

The community safety taxonomy customized for the City of Victoria consists of four levels:

LEVEL 1

Broad categories of community safety and wellbeing concerns. This level encapsulates the most general themes related to community safety and wellbeing, such as overarching concerns, barriers, or solutions identified by the community.

LEVEL 2

Subcategories within the broader category. At this level, the broad categories are broken down into subcategories, providing a more focused lens through which to view the data. For example, within the broad category of *Community Safety Concerns*, subcategories include *Barriers and Challenges* and *Proposed Solutions*.

LEVEL 3

Detailed aspects within each subcategory. The third level delves deeper into each subcategory, identifying detailed aspects that require attention. For example, under *Barriers and Challenges*, detailed aspects include *Governance and Policy Issues* and *Criminal Justice System*.

LEVEL 4

Specific concerns or examples under each detailed aspect. The final level provides the most granular analysis, capturing specific concerns or examples cited by the community. For example under *Governance and Policy Issues*, specific issues include *lack of coordinated strategies across government levels* and *need for municipal service amalgamation*.

This hierarchical structure allows for a nuanced understanding of the community's concerns and proposed solutions, facilitating both broad thematic analysis and detailed examination of specific issues.

Application Across Data Sources

The consistent application of this taxonomic structure across all data sources—including survey responses, focus group transcripts, and community consultation notes—ensures a holistic and

integrated analysis. This method allows for the identification of common themes and concerns that emerge across different data collection methods, facilitating a comprehensive understanding of the community's perspectives.

For example, while a survey response might explicitly mention "drug use in parks" as a concern, a focus group discussion might describe scenarios or experiences that, when analyzed through the taxonomic lens, align with the same theme but use different language or context. This approach ensures that all relevant data is captured and categorized, regardless of its original format or the terminology used by respondents.

In the course of the analysis, it was observed that certain themes naturally recur across multiple levels and categories within the taxonomic structure. For example, themes such as 'homeless encampments' or 'mental health and addiction' are multi-faceted, often appearing both as barriers to community safety and wellbeing and as focal points within proposed solutions. This recurrence highlights the complexity and interconnectivity of the issues at hand.

The dual categorization of such themes underscores their significance in the community discourse. As barriers, these themes represent critical challenges that affect the community's sense of safety and wellbeing. For instance, 'homeless encampments' are often cited as a visible manifestation of broader social and economic issues, while 'mental health and addiction' is identified as a pervasive challenge requiring immediate attention. However, these same themes also emerge as key elements in the proposed solutions, reflecting the community's recognition that addressing these barriers is essential to fostering a safer and more supportive environment.

This overlap within the taxonomy is intentional and serves a dual purpose. It allows for capturing the full spectrum of community perspectives—acknowledging both the challenges and the proposed pathways to resolution. Moreover, it enables a more nuanced analysis, where the interplay between barriers and solutions can be explored, providing deeper insights into the community's priorities and the potential impact of proposed interventions.

By structuring the taxonomy in this way, all relevant aspects of complex issues are captured, facilitating a comprehensive understanding of the community's concerns and aspirations. This approach not only enhances the robustness of the analysis but also supports the development of a Community Safety and Wellbeing Plan that is both responsive and holistic.

Definition Development for Level 3 Categories

A crucial step in the analytical process involved the creation of precise definitions for each Level 3 category within the taxonomy. Given the hierarchical nature of the taxonomic structure, it was imperative that these definitions accurately reflect their relationship to the broader categories at Level 1 and Level 2, while also capturing the specific nuances and distinctions at Level 3.

To achieve this, a methodical approach was employed, leveraging the power of AI to generate definitions that are both comprehensive and contextually relevant. The process began by establishing inclusion and exclusion criteria for each Level 3 category, ensuring that the definitions were robust and clearly delineated the boundaries of each concept. This step was essential to manage the inherent complexity of qualitative data, particularly given the recurrence of certain themes across different categories, as noted in the methodological framework.

Additionally, the process incorporated specific inputs from Level 4 categories, which provided granular examples and contextual details that enriched the definitions. By integrating these inputs, the AI was able to refine and contextualize each Level 3 definition, ensuring that it not only aligned with its respective Level 1 and Level 2 categories but also captured the unique aspects of the data represented at this level.

The use of artificial intelligence (AI) in this process was instrumental in maintaining consistency across the taxonomy while allowing for the necessary flexibility to accommodate the multifaceted nature of community feedback. The resulting definitions serve as a foundational element in the taxonomy, guiding the analysis by providing clear, standardized criteria for the categorization and interpretation of data across the various levels of the taxonomy.

Analytical Outcomes

By applying this consistent taxonomic structure across all data sources - including survey responses, focus group transcripts, and community consultation notes - we are able to:

- 1. Identify common themes and concerns that emerge across different data collection methods:** Taxonomy enhances thematic analysis by grouping related concepts together, which helps in identifying recurring themes across the dataset. This is particularly useful in large-scale qualitative research, where the sheer volume of data can obscure underlying patterns. For example, by categorizing all feedback related to "Governance and Policy Issues" under a single node, the taxonomy helps in recognizing how often and in what contexts this issue is raised, thereby highlighting its significance in the community's concerns.
- 2. Recognize nuanced variations in how issues are expressed or experienced by different community segments:** Qualitative data is often rich and varied, with different respondents expressing their concerns in diverse ways. Taxonomy helps manage this complexity by providing a structured framework that can accommodate different expressions and nuances within the data. By applying a taxonomic approach, researchers can capture the diversity of opinions and experiences without losing coherence in the analysis. This is especially important in projects like the Community Safety and Wellbeing Plan, where multiple voices and perspectives must be integrated into a cohesive narrative.

3. **Uncover latent or underlying themes that may not be explicitly stated but are implied through various related comments or discussions:** The use of taxonomy introduces a level of analytical rigor that is essential in qualitative research. It ensures that the analysis is not only comprehensive but also systematic, allowing for the identification of both explicit and implicit themes. This rigorous approach enables the researcher to uncover latent themes that may not be immediately apparent, providing deeper insights into the community's concerns and aspirations.
4. **Quantify the prevalence of specific concerns or ideas across the entire dataset, regardless of the original data source:** By quantifying the prevalence of specific concerns or ideas across the dataset, taxonomy provides a strong foundation for data-driven decision-making. It allows policymakers and stakeholders to prioritize issues based on their significance as reflected in the data

This approach is particularly valuable when dealing with qualitative data from diverse sources. It allows for systematic analysis and comparison feedback from structured surveys alongside more freeform discussions or observations, ensuring that insights from all community inputs are captured and considered in a cohesive analytical framework.

By employing this ontological and taxonomic approach, a coherent and comprehensive analytical framework is created for understanding the complex, interconnected issues related to community safety and wellbeing. This method provides the City of Victoria with a robust, data-driven foundation for developing their Community Safety and Wellbeing Plan, ensuring that it accurately reflects the multifaceted concerns and aspirations of the community.

Limitations

While the methodology employs advanced techniques to analyze vast amounts of community feedback, it is important to acknowledge certain limitations inherent in processing large-scale qualitative data using AI tools. Despite our best efforts to maintain accuracy and comprehensiveness, some nuances in individual responses may not be fully captured by the taxonomic categorization. The process of condensing diverse narratives into structured categories, while essential for identifying broad themes and patterns, may occasionally oversimplify complex or unique perspectives.

Additionally, while AI-driven analysis greatly enhances our ability to process large volumes of data efficiently, it may not always interpret context or emotion with the same nuance as human analysis. Furthermore, during the application programming interface (API) interaction, there is an approximate 10% data loss due to occasional instability and inconsistency in API responses.

Despite attempts to standardize the output format, some format errors still occur, contributing to this data loss. To mitigate these limitations, we implemented rigorous quality control measures, including manual reviews of sample data sets, to ensure the integrity of our findings. We believe that the insights gained through this approach provide a robust foundation for decision-making, while acknowledging that these should be considered alongside other forms of community engagement and expert knowledge in the development of the Community Safety and Wellbeing Plan.

Data Collection Processes

The City of Victoria employed a multifaceted approach to data collection, ensuring broad community representation and diverse perspectives. The amount of data obtained through community engagement is a testament to the city's commitment to inclusivity and thoroughness in understanding the needs and concerns of its residents. By using various methodologies, such as surveys, focus group discussions, community consultation sessions, and on-site observations, the City of Victoria has demonstrated a comprehensive and proactive approach to capturing a wide array of insights

HelpSeeker received the raw data from the City of Victoria in four different formats:

- **Surveys:** Two sets of structured questionnaires.
- **Focus Group Discussions Notes:** Notes from in-depth, facilitated discussions with specific demographic groups or around particular themes to gain nuanced insights into community concerns and proposed solutions.
- **Community Consultation Sessions Recordings:** Audio recordings from public meetings and workshops to gather collective input and foster community dialogue on safety and wellbeing issues.
- **Visual Data:** Photos of Post-It notes and written community feedback obtained during consultation sessions.

These varied data collection methods allowed for triangulation of findings and a comprehensive understanding of community perspectives.

Analysis Techniques

The analysis of the data combined qualitative and quantitative techniques to derive meaningful insights from the collected data.

- **Data Cleaning:** An initial assessment of the data was conducted to remove duplicates, correct errors, and standardize data formats. This step was crucial to ensure the quality and reliability of the dataset.
- **Data Mapping and Classification:** The data was systematically mapped and classified according to a developed ontology and taxonomy. This taxonomy comprised four levels of categorization, facilitating a detailed and nuanced analysis.
 - Qualitative Analysis:
 - Thematic analysis of open-ended responses and discussion transcripts was done.
 - Narrative analysis to understand personal experiences and stories was done.
 - There was thorough thematic analysis of the qualitative data to identify recurring themes and patterns. The data was systematically coded according to a predefined taxonomy, allowing for a structured and consistent analysis of the community's feedback.
 - Quantitative Analysis:
 - Frequency analysis was employed to quantify the prevalence of various themes in the dataset. By calculating the frequency of mention by community members of specific issues, the most pressing concerns and issues were prioritized.
 - Trend analysis was performed to detect patterns over time or across different community segments.
- **Data Visualization:**
 - Charts, graphs, and infographics were created to visually represent key findings.
 - Frequency analysis visualization was done to identify the prevalence of various factors under a given theme.
- **Comparative Analysis:**
 - There was cross-comparison to identify consistencies and discrepancies across different sources.
 - Analysis of different factors under the same theme was used for insights.



Analysis of Results

Based on the community feedback, three umbrella themes (level 1s) have been identified:

1	Community Engagement and Wellbeing
2	Community Safety Concerns
3	Solutions and Interventions

These broad themes are broken down into smaller taxonomic categories, to a level of granularity that covers all feedback without losing essential detail.²

The three Level 1 categories in our taxonomy - Community Engagement and Belonging, Community Safety Concerns, and Solutions and Interventions - were developed through a comprehensive analysis of the community consultation data. These categories emerged as the overarching themes that encompassed the full spectrum of community feedback, reflecting the interconnected nature of community safety and wellbeing issues.

"Community Engagement and Belonging" captures the broader aspects of community life, social cohesion, and overall quality of life. This category reflects the community's desire for active participation in shaping their environment and the factors that contribute to their collective wellbeing. It includes subcategories such as "Sense of Belonging/Challenges" and "Sense of Belonging/Solutions," which address issues ranging from safety concerns and economic barriers to cultural integration programs and inclusive community spaces.

"Community Safety Concerns" directly addresses the specific issues and challenges that residents perceive as threats to their safety and security. This category emerged from the recurring themes in the data that highlighted areas of concern within the community. It is further divided into subcategories like "Barriers and Challenges," "Safety Perception," and "Root Causes," allowing for a nuanced exploration of issues such as governance and policy, criminal justice system, mental health and addiction, and various location-specific safety concerns.

"Solutions and Interventions" represents the community's proposed strategies and actions to address the identified concerns and enhance overall safety and wellbeing. This category was crucial in capturing the proactive and solution-oriented aspects of the community feedback. It includes subcategories like "Proposed Solutions" and "Well-being factors," covering a wide range of areas such as mental health and healthcare, economic support, public safety, housing, and community infrastructure.

These Level 1 categories provide the foundational structure for our taxonomy, allowing for a logical organization of more specific subcategories at Levels 2 and 3. The definitions used in our qualitative analysis, particularly for Level 3 categories, were carefully crafted to align with these overarching themes while capturing the nuanced details from Level 4.

For example, when defining a Level 3 category like "Criminal Justice System" under the Level 1 "Community Safety Concerns," we ensured that the definition reflected not only the specific issues mentioned by the community (such as perceived leniency in law enforcement, calls for

² Please see the appendix for the complete four-level taxonomy.

stricter enforcement, and debates over drug criminalization) but also how these issues relate to the broader context of community safety concerns.

This approach allowed us to maintain consistency throughout our analysis while also preserving the rich, contextual information provided by the community. By linking our definitions back to these three fundamental Level 1 categories, we were able to create a cohesive framework for understanding and addressing the multifaceted aspects of community safety and wellbeing in Victoria.

The taxonomy's structure also highlights the interconnectedness of these issues. For instance, challenges identified in "Community Safety Concerns" often have corresponding solutions in the "Solutions and Interventions" category, while factors affecting "Community Engagement and Belonging" frequently overlap with both safety concerns and proposed solutions. This interconnected approach ensures a comprehensive understanding of the community's needs and aspirations, facilitating the development of holistic strategies to address complex social issues.

The subsequent sections provide analyses of each of these themes.

The frequency distribution of community feedback by level two categories are presented in the chart below:

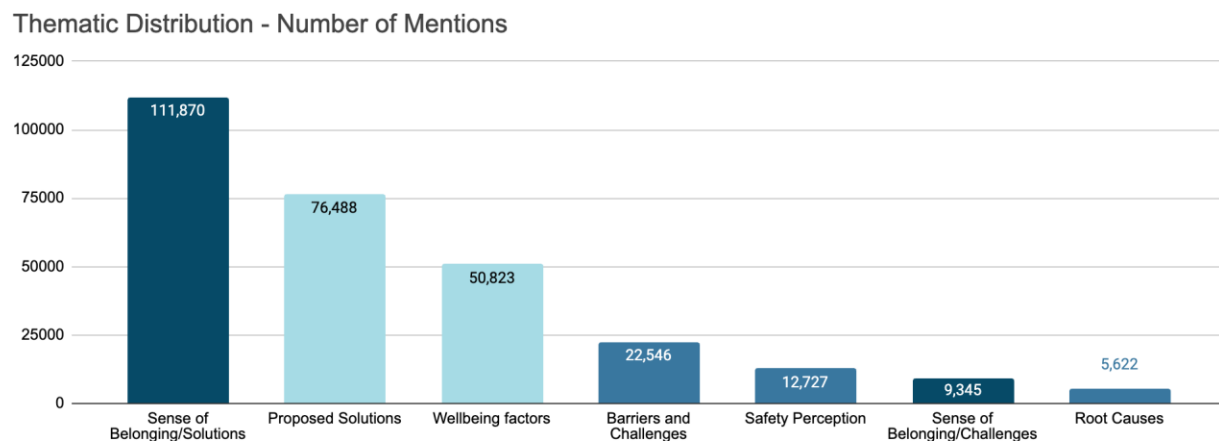


Figure 1: Frequency distribution of level 2 themes by number of mentions

The data reveals a community deeply engaged with various aspects of safety and wellbeing in Victoria. While important challenges are identified, particularly in areas such as housing, mental

health, and addiction, there is also substantial feedback on potential solutions and opportunities for improvement. This comprehensive engagement demonstrates the community's genuine interest in contributing to and enhancing the quality of life in their city. The balance of concerns and proposed solutions suggests a populace that is aware of issues and actively thinking about and proposing ways to address these issues.

Analysis of Community Engagement and Wellbeing

This section analyzes community engagement and sense of belonging in the City of Victoria, as identified through extensive community feedback. It categorizes concerns into a four-level taxonomy, systematically exploring issues from broad themes to specific examples, providing an in-depth understanding of residents' perceptions and experiences.

The section is organized into two key subsections: *Sense of Belonging/ Challenges* and *Sense of Belonging/Solutions*. By examining these aspects, the analysis provides insights into the social fabric of the city, identifying elements that influence community bonds. This is important information for enhancing community wellbeing and safety, as stronger connections contribute to a safer and more inclusive environment.

Sense of Belonging – Challenges



This section addresses the obstacles affecting community engagement, based on comprehensive community feedback, connecting broader themes of community engagement to specific challenges, and providing insight into issues hindering residents' integration and sense of value.

Barriers to a sense of belonging are categorized into the following themes:

- Economic Barriers
- Safety Concerns
- Discrimination
- Urban Planning and Infrastructure Issues
- Political and Civic Concerns
- Neighbourhood-specific Issues
- Social Isolation
- Lack of Community Engagement
- Health and Wellness Issues

- Cultural and Identity Challenges
- Generational Divides
- Work-Life Balance Struggles
- Demographic Changes
- Environmental and Climate Concerns
- Education and Skill Development
- Technology and Digital Divide

Sense of Belonging - Challenges

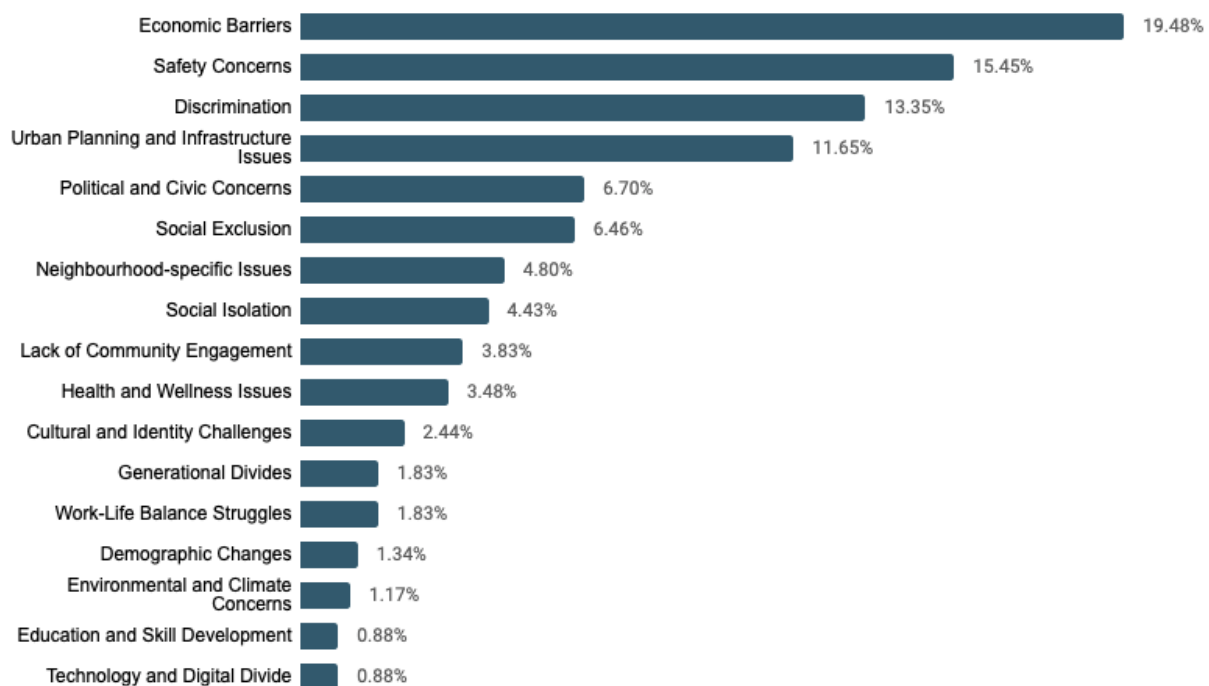
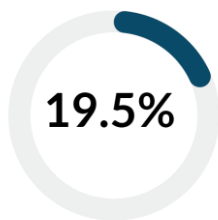


Figure 2: Frequency distribution of level 3 subthemes under “Sense of Belonging – Challenges” by proportion of mentions

Economic Barriers



of mentions under the level 2 theme *Sense of Belonging - Challenges* were related to the level 3 theme of *Economic Barriers*.

The theme of *Economic Barriers* contains seven level 4 subthemes, listed in frequency order of mentions:

- Lack of affordable housing, 457 mentions.
- High cost of living, 412 mentions.
- Inability to participate in community activities due to cost, 252 mentions.
- Expensive recreational activities and community events, 215 mentions.
- Income inequality, 199 mentions.
- Feeling excluded due to socioeconomic status, 162 mentions.
- Difficulty finding employment, 123 mentions.

This category includes various economic factors that influence how individuals connect with and participate in their community. From basic living expenses to engaging in local activities, these economic barriers highlight how economic disparities may affect the sense of community engagement and belonging.

It is important to address these economic barriers to ensure that all residents, regardless of financial status, feel secure, valued, and connected in their community.

Economic Barriers

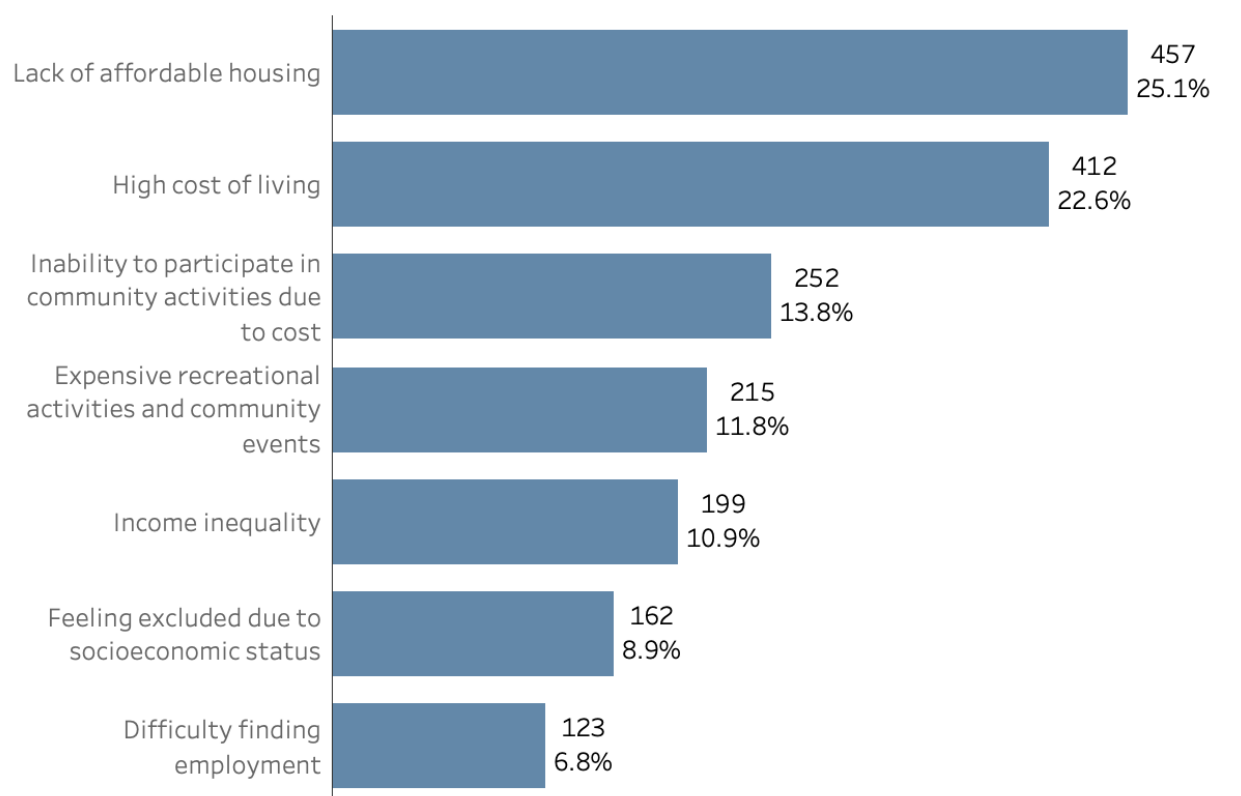
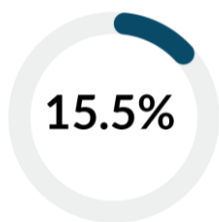


Figure 3: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Economic Barriers” by number and proportion of mentions

Safety Concerns



of mentions under the level 2 theme *Sense of Belonging - Challenges* were related to the level 3 theme of *Safety Concerns*.

The theme of *Safety Concerns* contains five level 4 subthemes, listed in frequency order of mentions:

- Presence of unhoused individuals, 393 mentions.
- Open substance use in public spaces, 388 mentions.
- Increased crime and violence, 288 mentions.
- Unpredictable behaviour from individuals with perceived mental health issues, 225 mentions.
- Aggressive panhandling, 150 mentions.

The frequency data reveals that *Safety Concerns* play a significant role in challenging residents' sense of belonging in Victoria.

These concerns encompass various aspects of public safety and social issues, including homelessness, substance use in public spaces, and aggressive panhandling, that affect community members' comfort and security in shared spaces.

For example, one survey respondent addressed public substance use:



“There are few things that the City of Victoria is doing well in terms of safety and wellbeing of those downtown. It was embarrassing to be at the Centennial Parkade last summer when a couple visiting from [redacted] asked if I used the Safe Walk program. I said that I usually finished work earlier and hadn't used the service.

They were very uncomfortable being around the open drug use at the parkade and didn't feel safe. I also felt uncomfortable by those around us, but tried to be positive because growing up, I was always so proud of my 'beautiful' hometown. I made a comment to imply that drug use was something to be expected due to being in a city and they replied that they live in a city but their city handles things much differently.”

While the data indicates homelessness affects a sense of belonging and safety for many, a larger number of community members expressed concern for the wellbeing and safety of those experiencing homelessness.

Those residents emphasized the need for compassionate solutions and support for individuals experiencing homelessness.

This concern is addressed in the *Proposed Solutions* section, highlighting the community's strong desire for initiatives to address these issues.

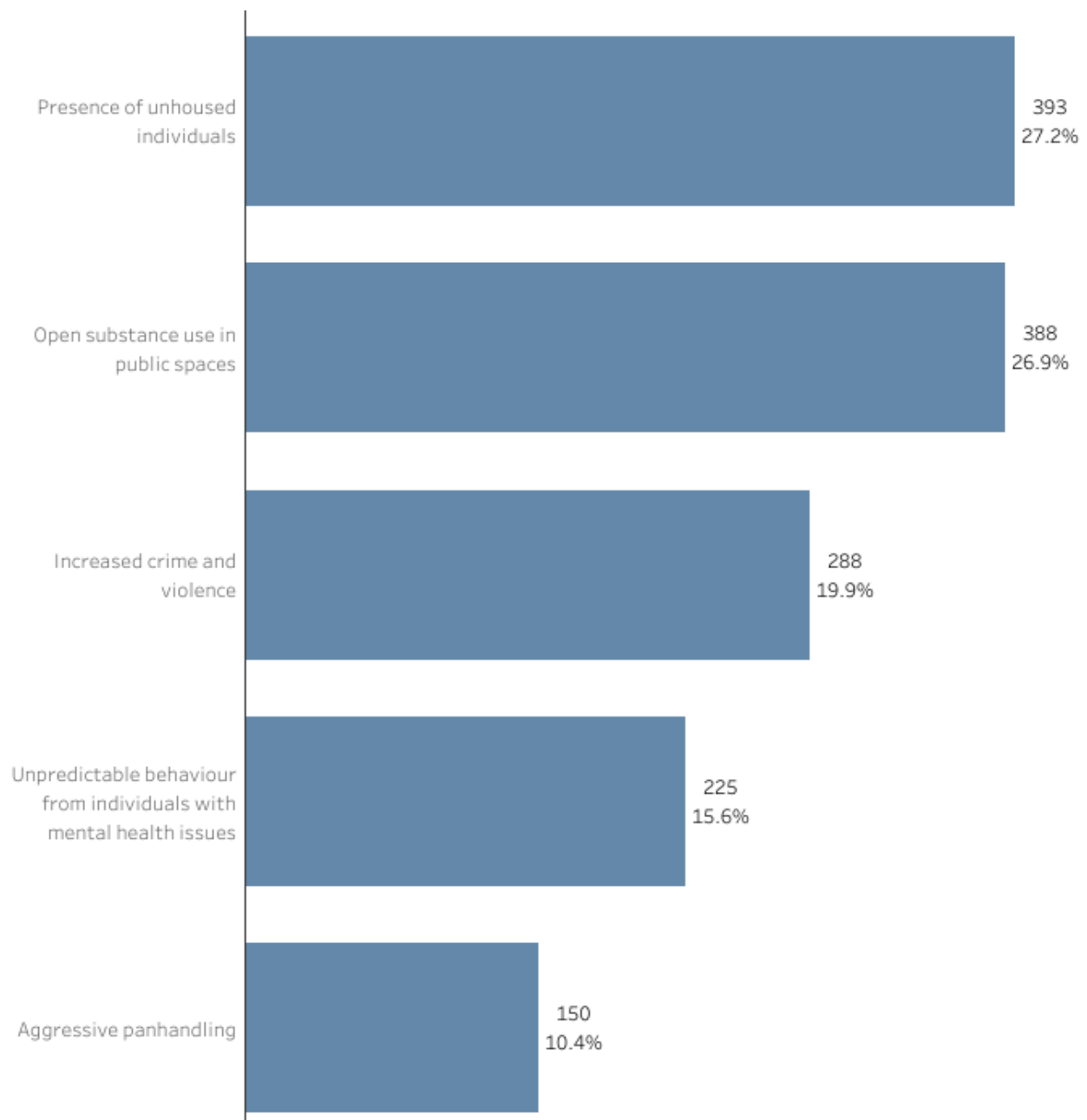
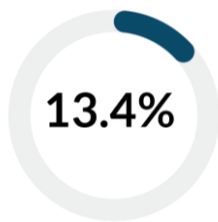


Figure 4: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Safety Concerns” by number and proportion of mentions

Discrimination



13.4% of mentions under the level 2 theme *Sense of Belonging - Challenges* were related to the level 3 theme of *Discrimination*.

The theme of *Discrimination* contains six level 4 subthemes, listed in frequency order of mentions:

- Classism (discrimination based on socioeconomic status), 283 mentions.
- Racism and xenophobia, 275 mentions.
- Discrimination based on sexual orientation or gender identity, 212 mentions.
- Gender-based discrimination, 208 mentions.
- Ableism (discrimination against people with disabilities), 179 mentions.
- Ageism, 91 mentions.

Discrimination was described as manifesting in various forms, with socioeconomic status, race, and sexual orientation/gender identity being the most frequently mentioned. The number of mentions indicates that discrimination is a widespread concern affecting diverse segments of the community.

These findings emphasize the need for an equity-based approach to address discrimination, which undermines both the sense of belonging and perceived safety in the community. Promoting inclusivity across economic, racial, sexual orientation, gender, ability, and age dimensions is essential.

Discrimination

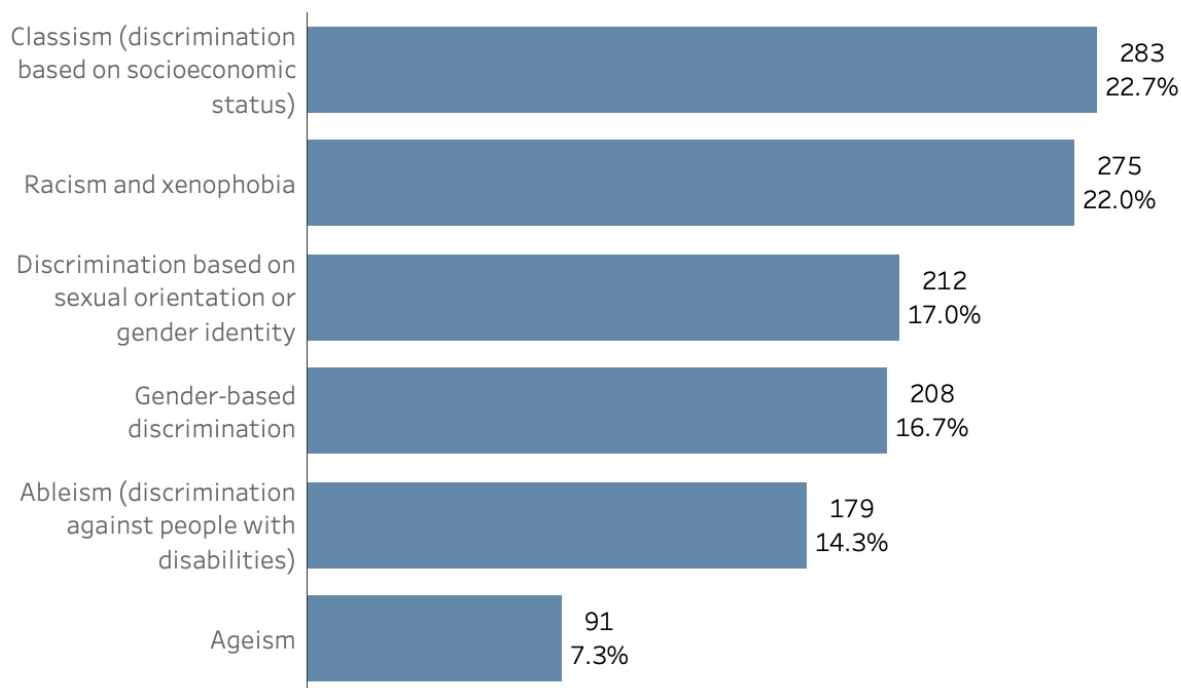
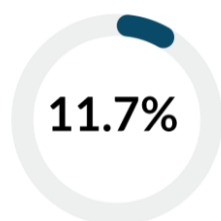


Figure 5: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Discrimination” by number and proportion of mentions

Urban Planning and Infrastructure Issues



11.7% of mentions under the level 2 theme *Sense of Belonging – Challenges* were related to the level 3 theme of *Urban Planning and Infrastructure Issues*.

The theme of *Urban Planning and Infrastructure Issues* contains five level 4 subthemes, listed in frequency order of mentions:

- Inadequate public transportation, 346 mentions.
- Lack of accessibility for people with disabilities, 227 mentions.
- Insufficient pedestrian and cycling infrastructure, 213 mentions.
- Perceived prioritization of tourists over residents, 162 mentions.
- Transportation challenges for accessing community events, 141 mentions.

The frequency that inadequate public transportation was mentioned underscores its critical role in shaping community belonging. The ability to move easily around the city is essential for residents' sense of connection to their community.

Urban planning challenges in Victoria range from broad transportation issues to specific concerns about accessibility and the balance between resident and tourist needs. The relatively high mentions of accessibility issues and insufficient pedestrian/cycling infrastructure reflect a strong desire for a more inclusive and diversified transportation network, as does the number of mentions that transportation issues may be hindering participation in community activities. In the focus group discussions, participants repeatedly mentioned that the lack of frequent and reliable public transportation options significantly limits their ability to attend community events, particularly those held in the evenings or in areas with limited transit service.

One participant noted,



"More bus stops and more frequent buses in front of parks and recreation areas and places like Crystal pool would make it easier for everyone to attend events, especially those who don't drive".

Another concern was the limited accessibility of transit routes that connect residential areas to event locations, particularly for people with disabilities or those living in neighborhoods with fewer transit services.

Addressing these challenges requires a comprehensive approach that enhances public transportation, improves accessibility, and ensures that urban planning decisions equally consider the needs of both residents and tourists.

Urban Planning and Infrastructure Issues

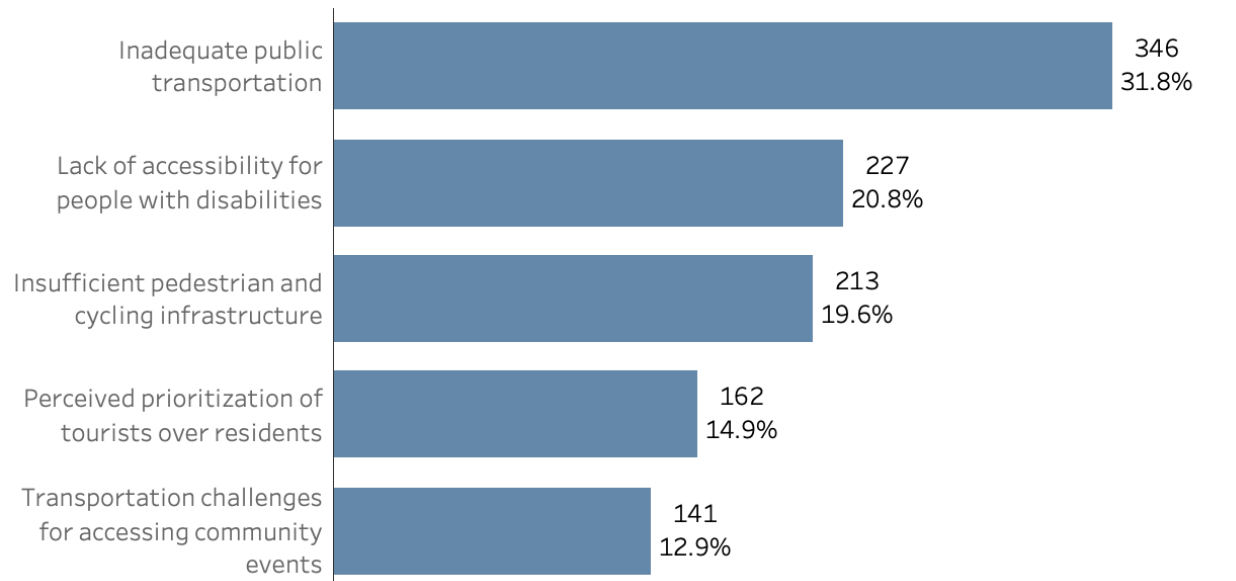
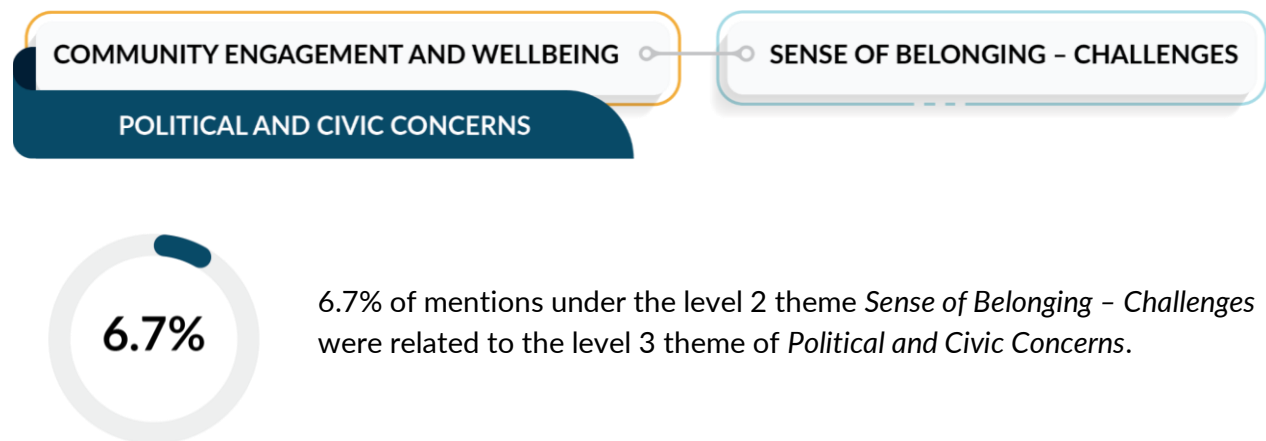


Figure 6: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Urban Planning and Infrastructure Issues” by number and proportion of mentions

Political and Civic Concerns



The theme of *Political and Civic Concerns* contains four level 4 subthemes, listed in frequency order of mentions:

- Feeling unheard by local government, 230 mentions.
- Perceived disconnect between elected officials and community needs, 155 mentions.
- Disagreement with city policies and priorities, 140 mentions.
- Lack of transparency in decision-making processes, 101 mentions.

Some residents feel disconnected from local governance primarily due to a perceived lack of voice in decision-making, which undermines trust and engagement. There is also a sense that elected officials are not aligned with community needs, leading to frustration and a sense of exclusion.

Disagreement with city policies suggests that municipal strategies may not resonate with residents, further exacerbating disenfranchisement. Concerns about transparency highlight the need for more open communication by the municipal government with residents.

To enhance civic engagement and sense of belonging, Victoria could focus on inclusive and transparent governance practices, and improve and diversify communication channels. This can foster a stronger connection between residents and their local government.

Political and Civic Concerns

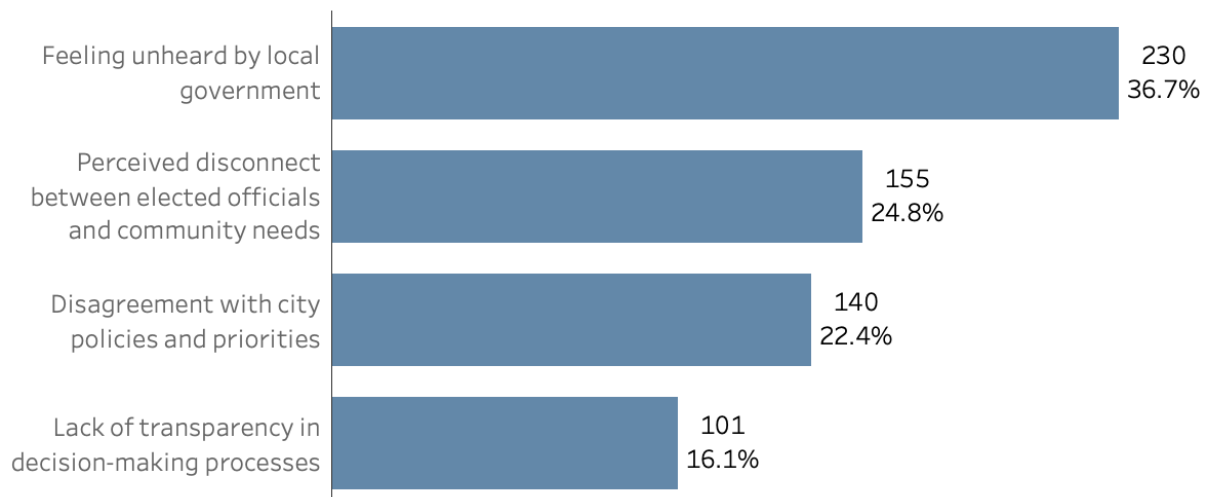
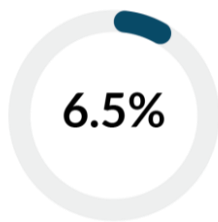


Figure 7: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Political and Civic Concerns” by number and proportion of mentions

Social Exclusion



6.5% of mentions under the level 2 theme *Sense of Belonging - Challenges* were related to the level 3 theme of *Social Exclusion*.

This theme contains three level 4 subthemes:

- Difficulty making friends or building social networks, 231 mentions.
- Perceived cliquishness of long-term residents, 192 mentions.
- Cultural differences between newcomers and established residents, 181 mentions.

This category focuses on the interpersonal and cultural dynamics that can lead to feelings of isolation or disconnection within the community. The data indicates barriers to social integration in Victoria exist on multiple levels, from personal challenges in forming connections to perceived social structures and cultural divides.

These findings suggest that social exclusion in Victoria is complex, involving both personal factors (such as the ability to make friends) and community dynamics (such as established social groups and cultural integration). The close frequency between the perceived silos of long-term residents and cultural differences implies these factors may be interconnected, creating compounded challenges for newcomers and those from diverse cultural backgrounds.

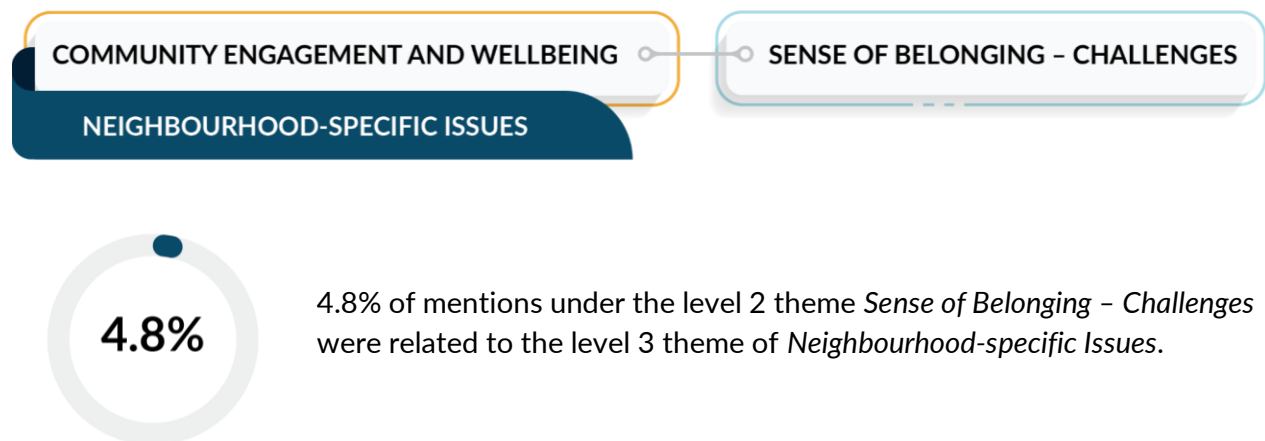
The data suggests that addressing social inclusion requires more than just providing communal spaces or events. It involves tackling ingrained social dynamics, fostering cultural integration, and meeting the diverse needs of different demographic groups in the community.

Social Exclusion



Figure 8: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Social Exclusion” by number and proportion of mentions

Neighbourhood-specific Issues



The theme of *Neighbourhood-specific Issues* contains four level 4 subthemes, listed in frequency order of mentions:

- Disparities in services and amenities between different areas of the city, 139 mentions.
- Lack of community cohesion in certain neighbourhoods, 111 mentions.
- Economic disparities between neighbourhoods, 103 mentions.

- Gentrification and displacement concerns, 96 mentions.

Victoria's diverse neighbourhoods shape residents' experiences of community life, with neighbourhood variations substantially affecting a sense of belonging across the city.

The distribution of these themes reveals a complex landscape of neighbourhood-specific challenges in Victoria. The prominence of concerns about service and amenity disparities, along with issues of community cohesion and economic inequality, suggests a city experiencing uneven development and social integration. This spatial inequality may create a patchwork of experiences in the city, where one's sense of belonging may be significantly influenced by the specific location.

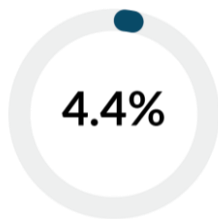
The relatively close mention counts across all four themes suggests these issues are interconnected, creating a multifaceted challenge to citywide cohesion. Gentrification concerns point to demographic shifts that may be reshaping the social fabric in some neighbourhoods.

Neighbourhood-specific Issues



Figure 9: Frequency distribution of level 4 subthemes under "Sense of Belonging – Challenges – Neighbourhood-specific Issues" by number and proportion of mentions

Social Isolation



4.4% of mentions under the level 2 theme *Sense of Belonging - Challenges* were related to the level 3 theme of *Social Isolation*.

The theme of *Social Isolation* contains two level 4 subthemes, listed in frequency order of mentions:

- Lack of community spaces, 255 mentions.
- Limited evening activities, 159 mentions.

While closely related to social exclusion, social isolation affects a sense of belonging by highlighting how certain aspects of community life, such as limited social interaction opportunities and fragmented support systems, contribute to feelings of disconnection among residents.

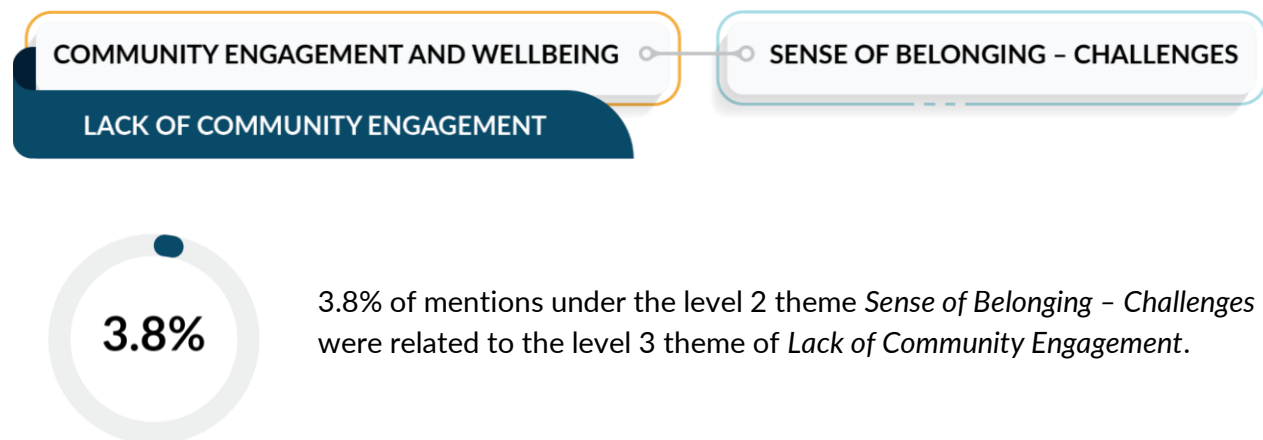
The data here indicates that social isolation in Victoria is influenced by both infrastructure and activity factors. The lack of community spaces (infrastructure) creates a physical barrier to social interaction, while limited evening activities represent an activity-related limitation on community engagement.

Social Isolation



Figure 10: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Social Isolation” by number and proportion of mentions

Lack of Community Engagement



The theme of *Lack of Community Engagement* contains four level 4 subthemes, listed in frequency order of mentions:

- Poor communication about community events and resources, 131 mentions.
- Limited opportunities for meaningful community involvement, 116 mentions.
- Insufficient spaces for community gatherings, 62 mentions.
- Lack of diverse cultural events and activities, 49 mentions.

A lack of community engagement influences residents' sense of belonging in Victoria. This category includes various aspects of participation and communication that shape how connected residents feel to their community.

The data highlights several challenges to community engagement, ranging from how effectively information is disseminated to how diverse engagement opportunities may be. Communication about community events and resources and limited opportunities to be involved in the community are identified as primary concerns.

While insufficient gathering spaces and a lack of diverse cultural events are also noted, these appear to be secondary concerns.

Addressing these issues through enhanced communication strategies and more inclusive, engaging community activities can markedly improve social inclusion and reduce feelings of isolation, thus cultivating a stronger sense of belonging among all residents.

Lack of Community Engagement

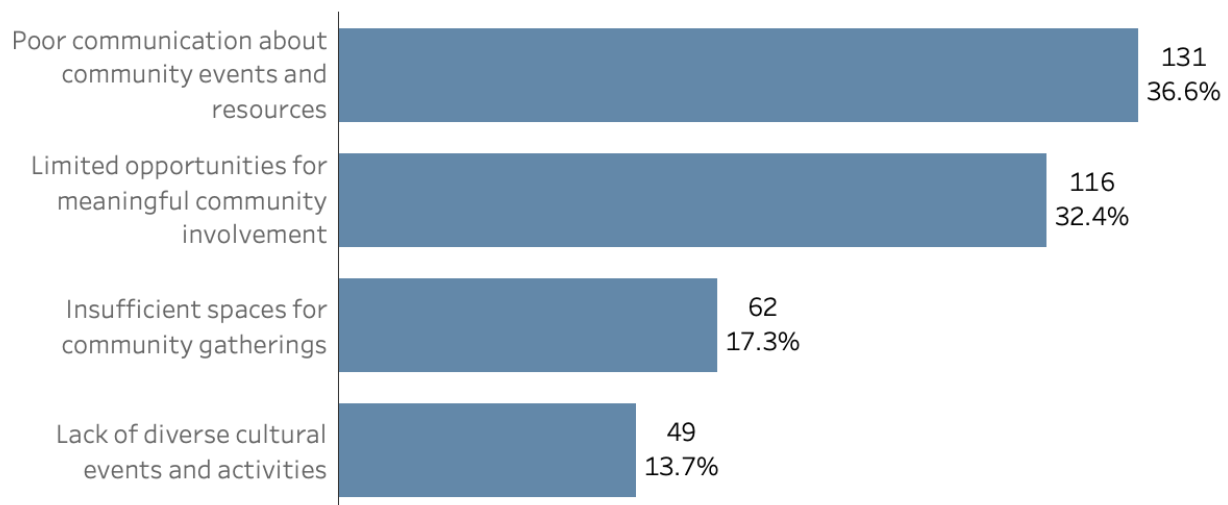
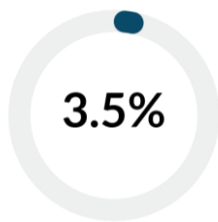


Figure 11: Frequency distribution of level 4 subthemes under "Sense of Belonging – Challenges – Lack of Community Engagement" by number and proportion of mentions

Health and Wellness Issues



3.5% of mentions under the level 2 theme *Sense of Belonging - Challenges* were related to the level 3 theme of *Health and Wellness Issues*.

The theme of *Health and Wellness Issues* contains four level 4 subthemes, listed in frequency order of mentions:

- Insufficient mental health support, 101 mentions.
- Limited access to healthcare services, 100 mentions.
- Lack of addiction treatment resources, 76 mentions.
- COVID-19 concerns and restrictions, 48 mentions.

Responses in this category encompass various aspects of physical and mental healthcare access, and concerns that influence how connected residents feel to their community in this area.

Health and wellness challenges are prominent barriers to residents' sense of belonging in Victoria. The data indicates that both mental and physical healthcare are critical to community wellbeing.

The emphasis on addiction treatment resources underscores the community's recognition of substance use issues and how these affect the overall sense of belonging and community health. While COVID-19 concerns and restrictions associated with the pandemic were mentioned less frequently, they still reflect the ongoing impact of the pandemic on residents' sense of community and wellbeing.

These health and wellness challenges are notable barriers to fostering a strong sense of belonging. In addition to being raised in the context of sense of belonging, they were raised in almost every other theme.

Improving access to mental health support, healthcare services, and addiction treatment resources appears to be of great importance to the community.

Health and Wellness Issues

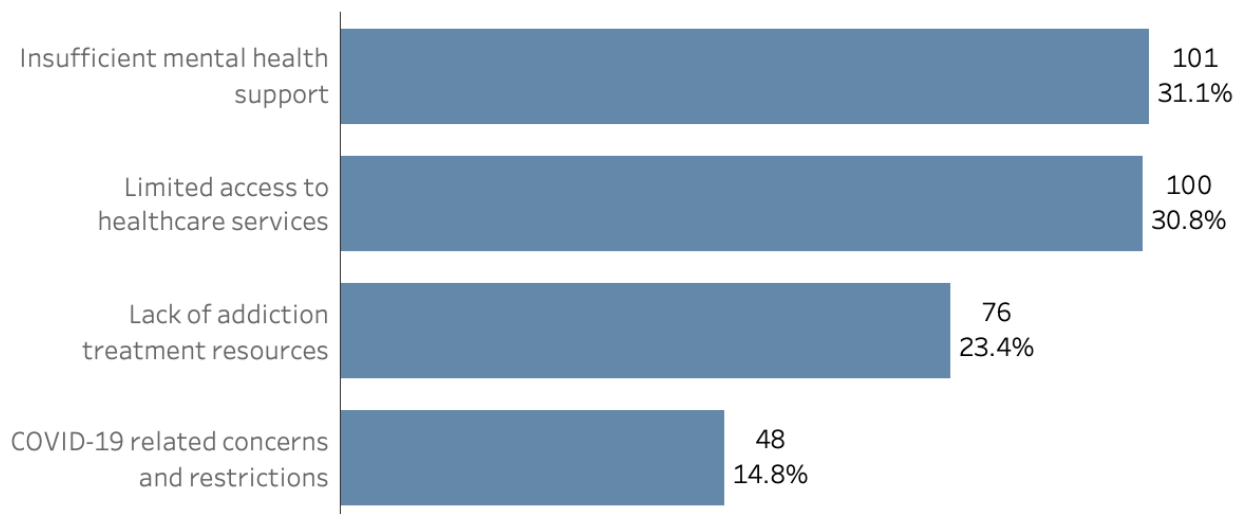
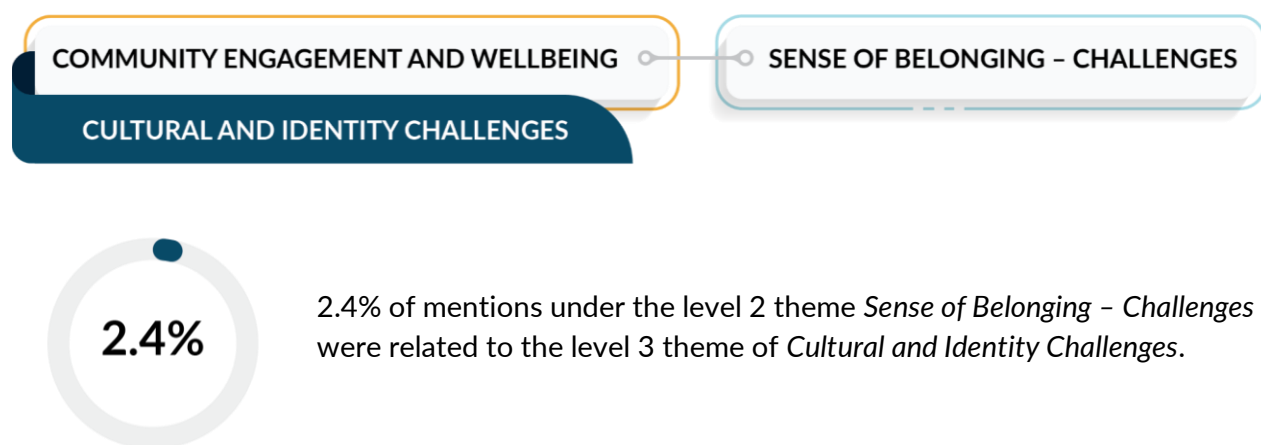


Figure 12: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Health and Wellness Issues” by number and proportion of mentions

Cultural and Identity Challenges



The theme of *Cultural and Identity Challenges* contains five level 4 subthemes, listed in frequency order of mentions:

- Feeling out of place due to different cultural backgrounds, 70 mentions.
- Lack of representation in community leadership and decision-making, 42 mentions.
- Cultural and linguistic barriers, 41 mentions.
- Lack of cultural awareness, 40 mentions.
- Limited opportunities to express or celebrate cultural identity, 35 mentions.

The data highlights cultural and identity challenges as factors influencing residents' sense of belonging in Victoria. This category reflects how cultural diversity, representation, and cultural expression affect community members' connection to their city.

Feeling out of place due to cultural differences and concerns about representation in community leadership highlights key issues of integration and inclusion.

Additionally, cultural and linguistic barriers and the need for greater cultural awareness present obstacles for those who do not share the dominant culture or language.

These issues are closely tied to social exclusion, as mentioned in the previous sections, when cultural differences between newcomers and established residents contribute to feelings of disconnection.

Cultural and Identity Challenges

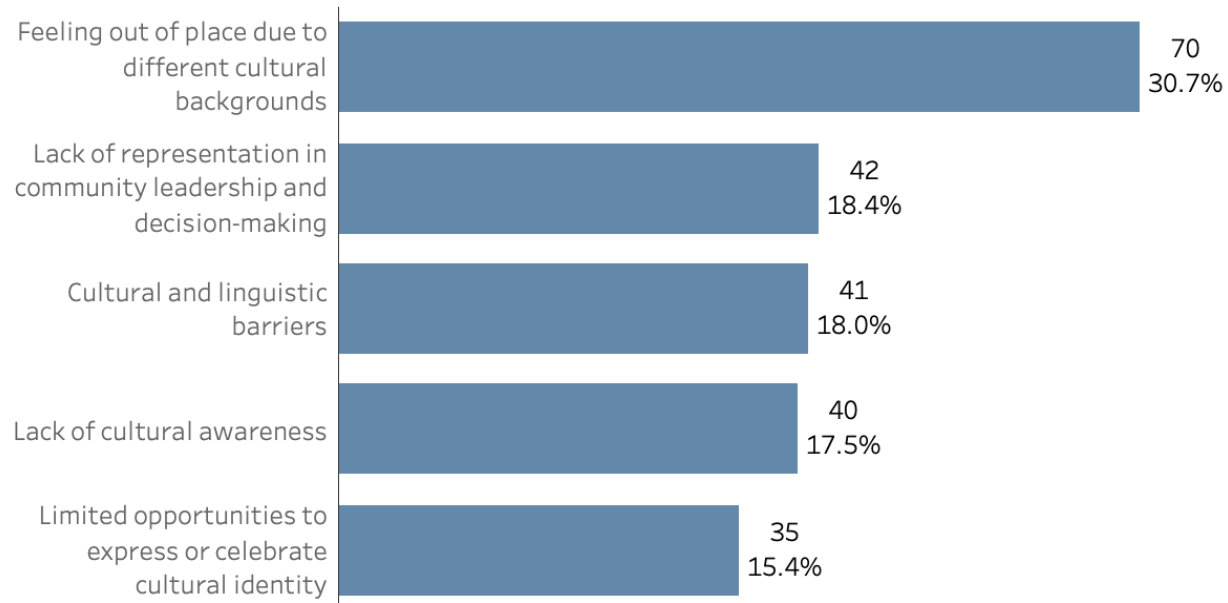
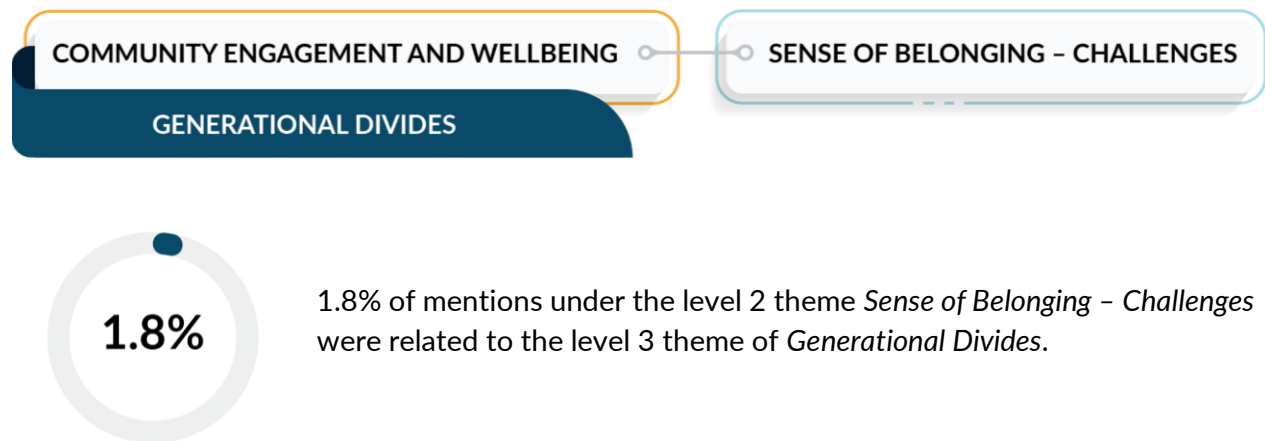


Figure 13: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Cultural and Identity Challenges” by number and proportion of mentions

Generational Divides



The theme of *Generational Divides* contains four level 4 subthemes, listed in frequency order of mentions:

- Different priorities and values across age groups, 57 mentions.
- Perceived conflicts between younger and older residents, 51 mentions.
- Lack of intergenerational community spaces and activities, 35 mentions.
- Generational differences in community engagement, 28 mentions.

This category reflects how age-related differences in perspectives, priorities, and engagement patterns affect community cohesion in Victoria. Different life stages and experiences lead to residents having differing views on community needs and values. This can result in tensions or misunderstandings between younger and older residents.

The shortage of intergenerational spaces and activities highlights a need for more opportunities for different generations to interact and connect.

Generational differences in community engagement may also suggest that different age groups have diverse approaches to participation in community life.

Generational Divides

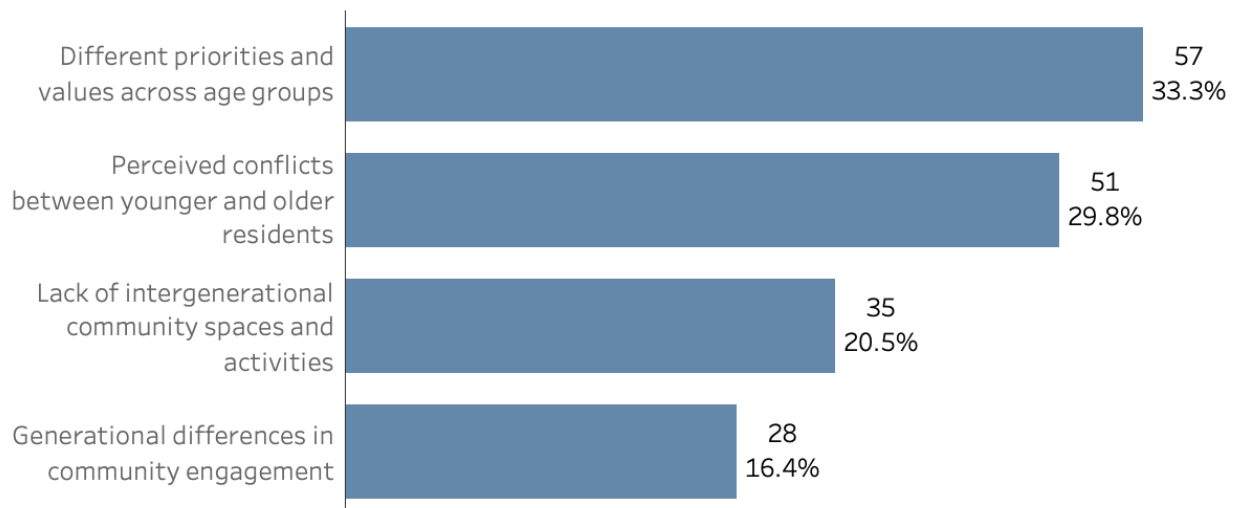
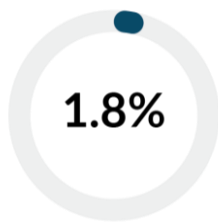


Figure 14: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Generational Divides” by number and proportion of mentions

Work-Life Balance Struggles



1.8% of mentions under the level 2 theme *Sense of Belonging - Challenges* were related to the level 3 theme of *Work-Life Balance Struggles*.

The theme of *Work-Life Balance Struggles* contains three level 4 subthemes, listed in frequency order of mentions:

- Long working hours limiting community participation, 66 mentions.
- Stress from high cost of living affecting social engagement, 57 mentions.
- Lack of flexible job opportunities, 48 mentions.

This category reflects how employment conditions and economic pressures influence community members' ability to connect with their community and foster a sense of belonging.

Employment conditions and economic pressures, including long working hours, financial stress, and inflexible work arrangements create substantial barriers to community engagement. These factors limit the time and energy residents can dedicate to building social connections and participating in community activities.

The relationship between work and home life, exacerbated by ongoing adjustments related to COVID-19, further complicates these challenges.

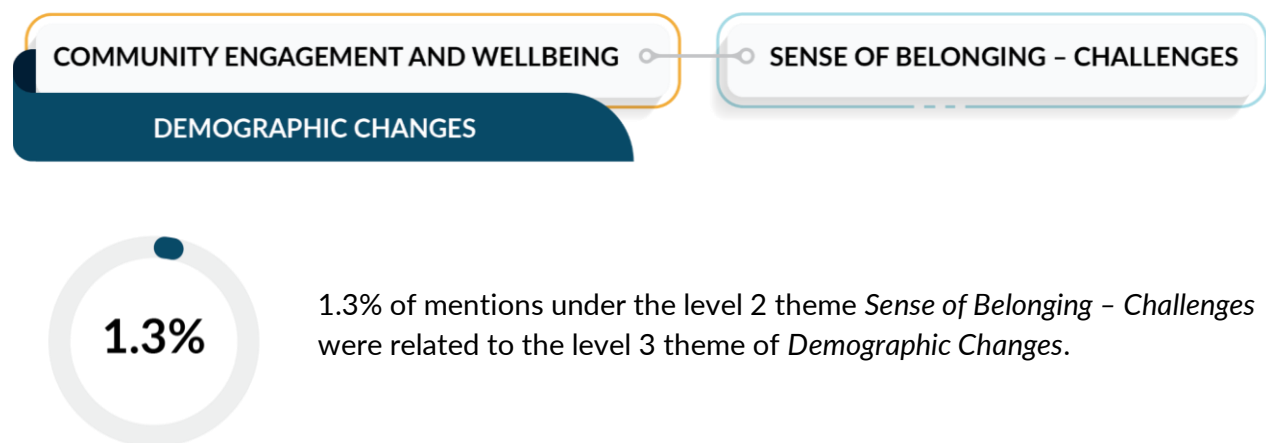
Individuals and families are still adapting to changes in work patterns and routines, which affects their ability to maintain a satisfying level of community involvement.

Work-Life Balance Struggles



Figure 15: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Work-Life Balance Struggles” by number and proportion of mentions

Demographic Changes



The theme of *Demographic Changes* contains three level 4 subthemes, listed in frequency order of mentions:

- Influx of newcomers, 54 mentions.
- Outmigration of youth, 39 mentions.
- Ageing population, 32 mentions.

The data reveals that demographic changes affect residents' sense of belonging in Victoria. This reflects how changes in population composition may influence social dynamics and community identity.

The greater number of mentions for the influx of newcomers suggests this is perceived as the most notable demographic change affecting sense of belonging. However, the presence of all three themes indicates that Victoria is experiencing multiple simultaneous demographic changes. The data suggests these changes present both challenges and opportunities for fostering a sense of belonging.

The combination of newcomer influx and youth outmigration indicates a possible change in community values, needs, and social dynamics, with an ageing population adding to this picture of demographic transition.

Demographic Changes

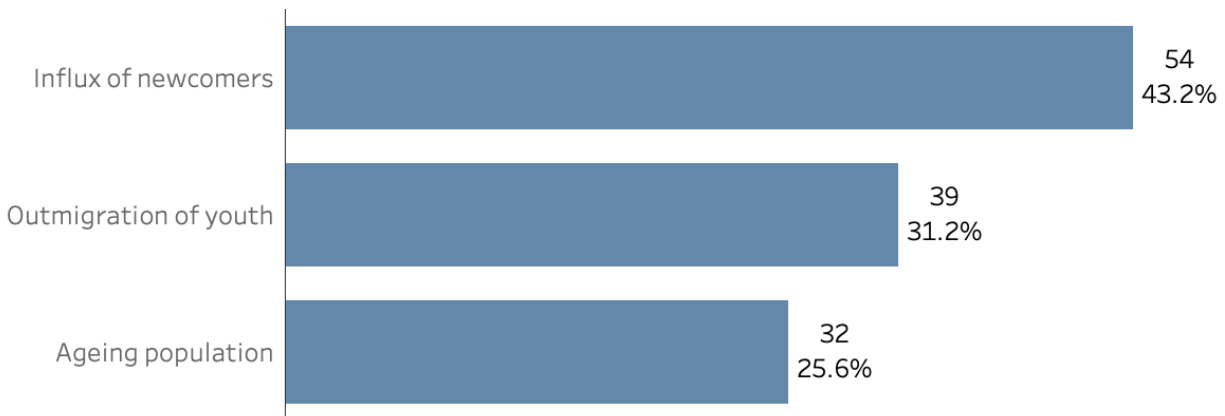
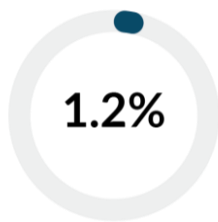


Figure 16: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Demographic Changes” by number and proportion of mentions

Environmental and Climate Concerns



1.2% of mentions under the level 2 theme *Sense of Belonging – Challenges* were related to the level 3 theme of *Environmental and Climate Concerns*.

The theme of *Environmental and Climate Concerns* contains three level 4 subthemes, listed in frequency order of mentions:

- Concerns about air quality and pollution, 48 mentions.
- Disagreement with environmental policies, 32 mentions.
- Anxiety about climate change impacts, 29 mentions.

While environmental and climate concerns are not prominently linked to a sense of belonging, they play a role in shaping residents' connection to their community.

The number of mentions for these themes suggests that while immediate environmental issues like air quality and pollution are slightly more pressing, broader environmental policies and climate change effects are also concerns for residents.

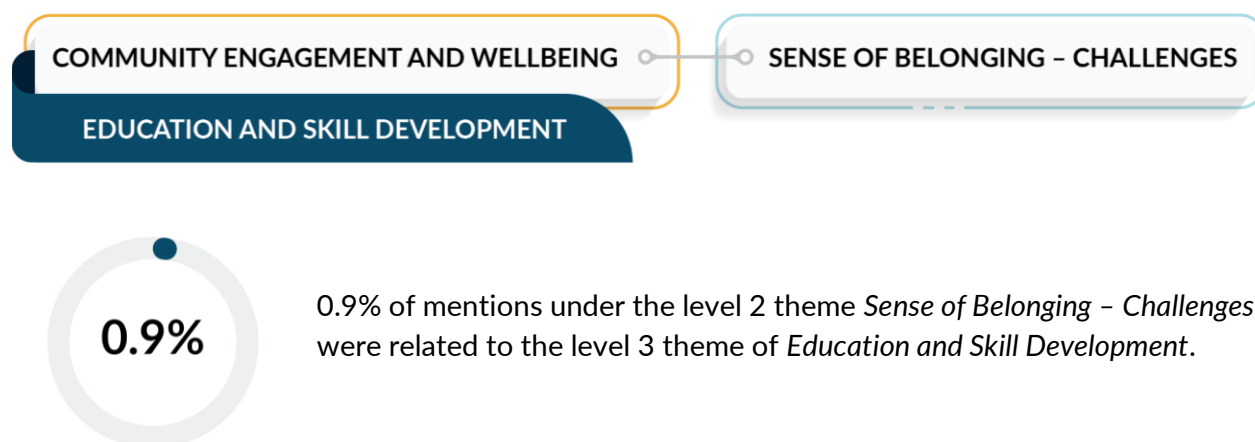
Although these concerns were not the most frequently mentioned under the sense of belonging, environmental solutions were discussed at length in *Sense of Belonging – Solutions – Environmental Sustainability* and in other category areas. This underscores the community's recognition of the importance of addressing environmental issues to enhance overall wellbeing.

Environmental and Climate Concerns



Figure 17: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Environmental and Climate Concerns” by number and proportion of mentions

Education and Skill Development



The theme of *Education and Skill Development* contains three level 4 subthemes, listed in frequency order of mentions:

- Limited access to educational opportunities, 40 mentions.
- Lack of skills training programs, 26 mentions.
- Difficulty in credential recognition for newcomers, 16 mentions.

Access to education and skill development emerges as a factor influencing residents' sense of belonging in Victoria, highlighting the relationship between learning, personal growth, and community integration.

The prominence of concerns about limited educational access, coupled with the perceived shortage of skills training programs, suggests a broader issue of insufficient learning opportunities tailored to diverse community needs. This gap may affect residents' ability to adapt to a changing economy and participate fully in community life. Mentions of difficulty having credentials recognized, while less frequent, adds another challenge, particularly for newcomers.

These issues point to a potential mismatch between the community's educational ecosystem and the varied needs of its residents, which may affect individual growth and the overall workforce in community engagement.

Education and Skill Development

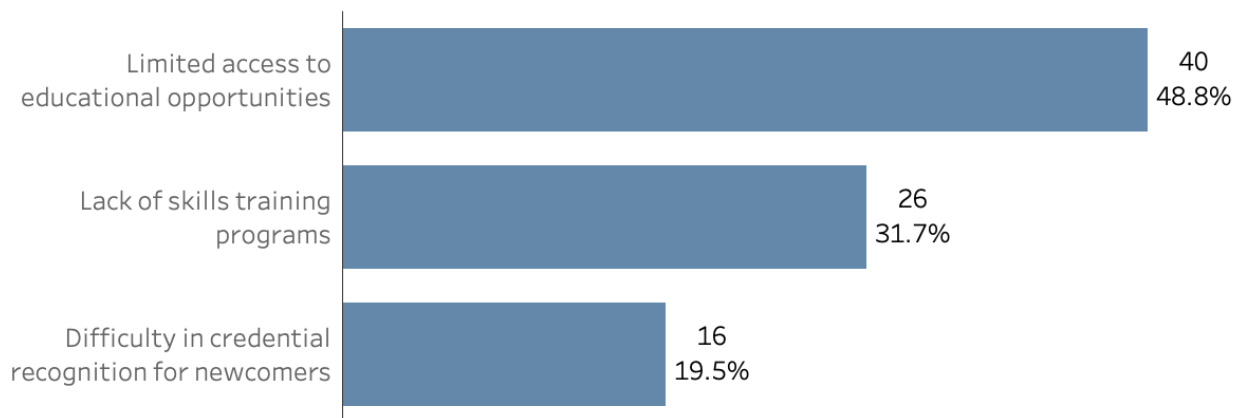
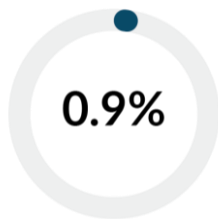


Figure 18: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Education and Skill Development” by number and proportion of mentions

Technology and Digital Divide



0.9% of mentions under the level 2 theme *Sense of Belonging – Challenges* were related to the level 3 theme of *Technology and Digital Divide*.

The theme of *Technology and Digital Divide* contains three level 4 subthemes, listed in frequency order of mentions:

- Unequal access to digital resources and information, 31 mentions.
- Over-reliance on digital communication excluding some community members, 28 mentions.
- Concerns about privacy and surveillance in public spaces, 23 mentions.

Access to and use of technology emerged as a barrier to a sense of belonging in Victoria, highlighting the complex relationship between digital connectivity and community inclusion.

The close relationship between access issues and concerns that over-reliance on digital communication excludes those without access points to a broader challenge: as digital tools become integral to community life, uneven distribution of these tools may reinforce existing socioeconomic disparities.

Privacy concerns about surveillance in public spaces were also mentioned.

This data suggested that, in an increasingly digital world, connectivity can both bridge and create gaps in community engagement.

Technology and Digital Divide



Figure 19: Frequency distribution of level 4 subthemes under “Sense of Belonging – Challenges – Technology and Digital Divide” by number and proportion of mentions

Sense of Belonging – Solutions



This section explores community-identified solutions and opportunities for enhancing a sense of belonging in Victoria. This data is based on extensive community feedback that connects broader themes of community engagement to specific proposals, providing insights into strategies that residents believe will foster integration, inclusivity, and a stronger sense of community. The analysis of these solutions offers a comprehensive view of how residents envision a more connected and inclusive Victoria.

Proposed solutions to enhance a sense of belonging are categorized into the following themes:

- Safety and Security
- Health and Wellness
- Community Engagement and Social Connections
- Transportation and Mobility
- Housing and Affordability
- Urban Planning and Public Spaces
- Economic Vitality and Opportunity
- Arts, Culture, and Heritage
- Education and Lifelong Learning
- Inclusive Community Spaces
- Governance and Civic Engagement
- Environmental Sustainability
- Family and Youth Support
- Cultural Diversity and Inclusion
- Accessible Community Activities
- Community Identity and Heritage
- Cultural Integration Programs
- Social Justice and Equity
- Technology and Digital Inclusion

Sense of Belonging - Solutions

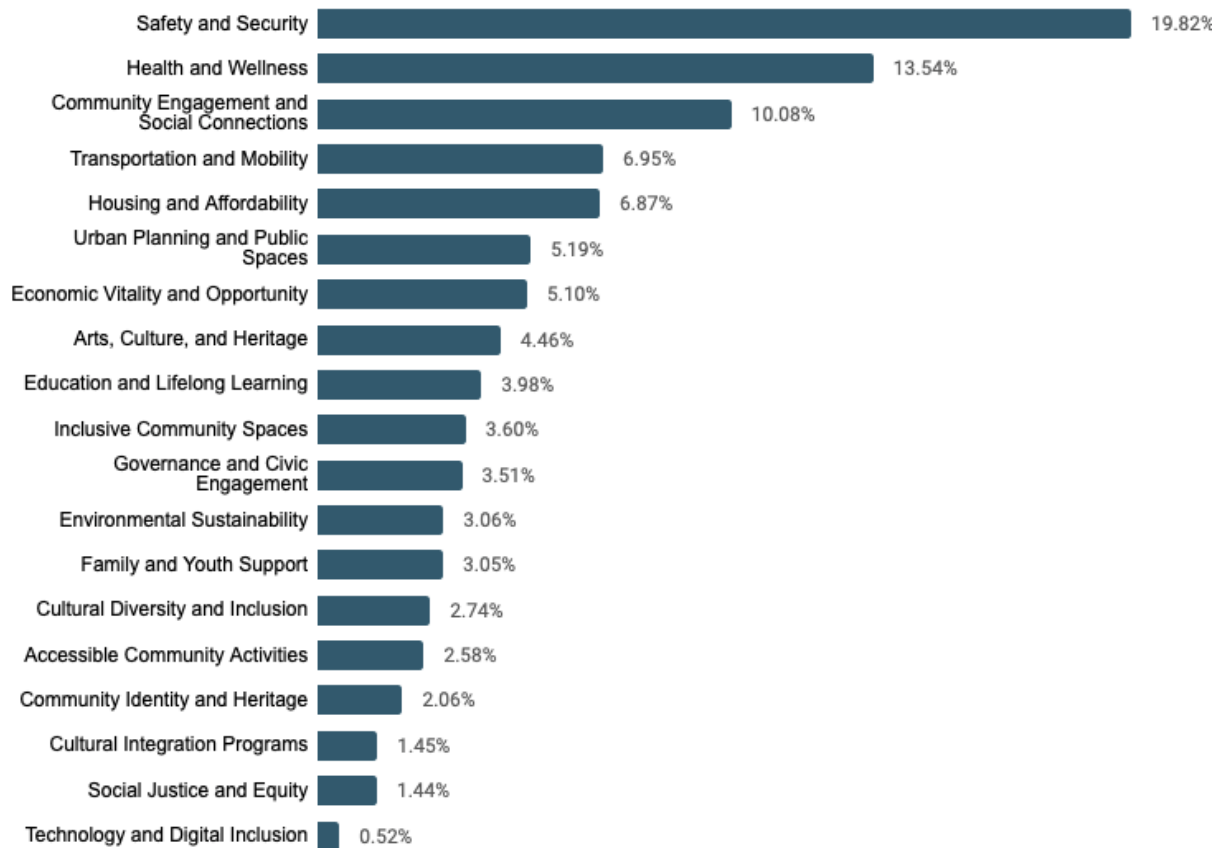
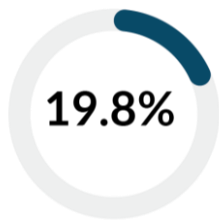


Figure 20: Frequency distribution of level 3 subthemes under “Sense of Belonging – Solutions” by proportion of mentions

Safety and Security





19.8% of mentions under the level 2 theme *Sense of Belonging – Solutions* were related to the level 3 theme of *Safety and Security*.

The theme of *Safety and Security* contains eight level 4 subthemes, listed in frequency order of mentions:

- Mental health crisis response, 4,402 mentions.
- Management of public substance use and homelessness, 4,150 mentions.
- Visible police presence and community policing, 3,919 mentions.
- Crime reduction and prevention, 3,465 mentions.
- Community-based safety initiatives, 1,826 mentions.
- Improved lighting and urban design for safety, 1,801 mentions.
- Emergency preparedness, 1,394 mentions.
- Cleaner streets and public areas, 1,213 mentions.

Safety and security emerge as the primary concerns influencing the sense of belonging in Victoria, with residents proposing a wide range of solutions to address this concern.

While the frequent mention of mental health crisis response and addressing public substance use and homelessness are about dealing with crises and ongoing existing issues, many of the other solutions proposed by the community focus on prevention, from safety initiatives, to improved lighting and urban design, to emergency preparedness.

The frequent mention of a visible police presence and community policing points to an ongoing desire for law-enforcement involvement, but with the mentions of community policing suggesting that residents value a police presence for crisis response, and also for engaging with the community to build relationships that will encourage turning to police for support.

Safety and Security

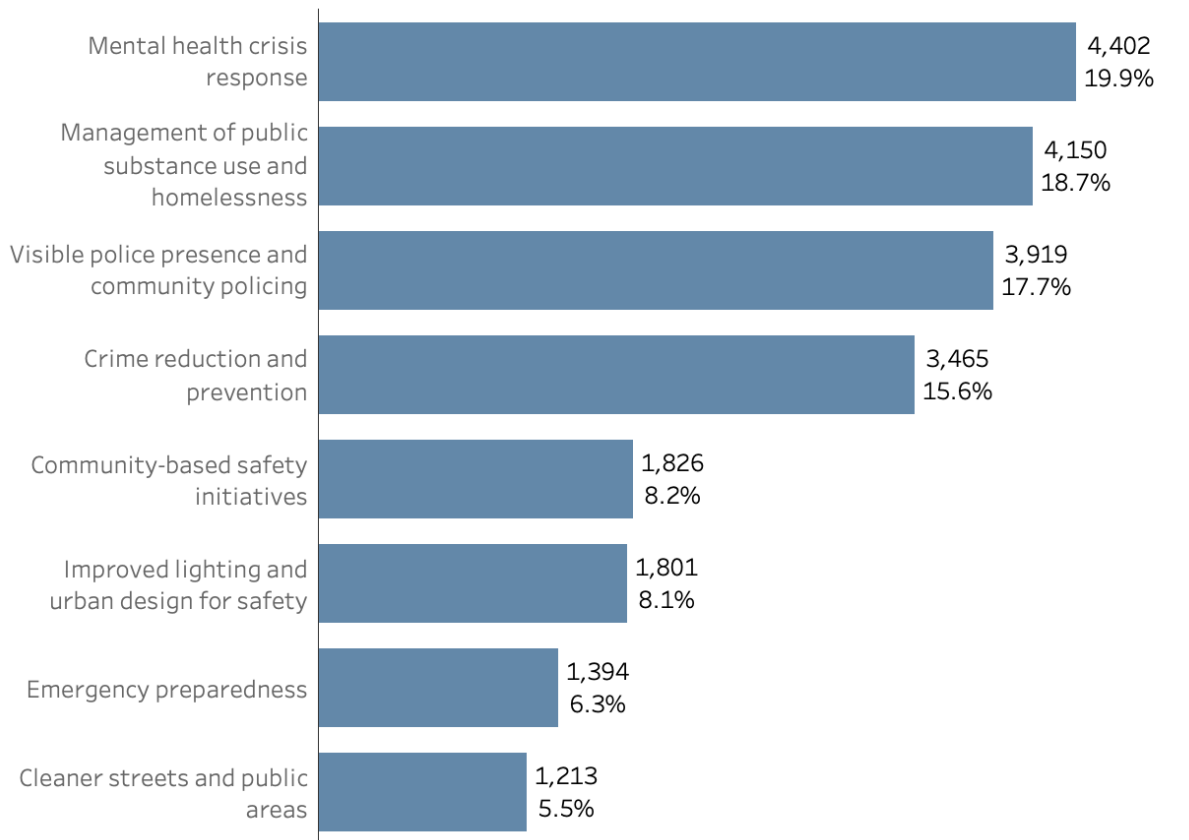
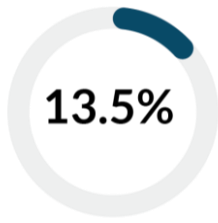


Figure 21: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Safety and Security” by number and proportion of mentions

Health and Wellness





13.5% of mentions under the level 2 theme *Sense of Belonging – Solutions* were related to the level 3 theme of *Health and Wellness*.

The theme of *Health and Wellness* contains five level 4 subthemes, listed in frequency order of mentions:

- Mental health support and addiction treatment, 7,049 mentions.
- Community recreation programs and facilities, 2,625 mentions.
- Food security and nutrition programs, 2,402 mentions.
- Public health initiatives and education, 1,855 mentions.
- Support for disabled and immunocompromised individuals, 1,214 mentions.

The overwhelming emphasis on mental health support and addiction treatment underscores the community's recognition of these issues as fundamental to individual and community wellbeing.

The support for community recreation, food security programs, and public health initiatives and education, reflects a holistic view of health that involves helping residents remain active and able to access health knowledge and other supports.

The inclusion of support for populations with different needs demonstrates support for diverse and inclusive approaches.

Health and Wellness

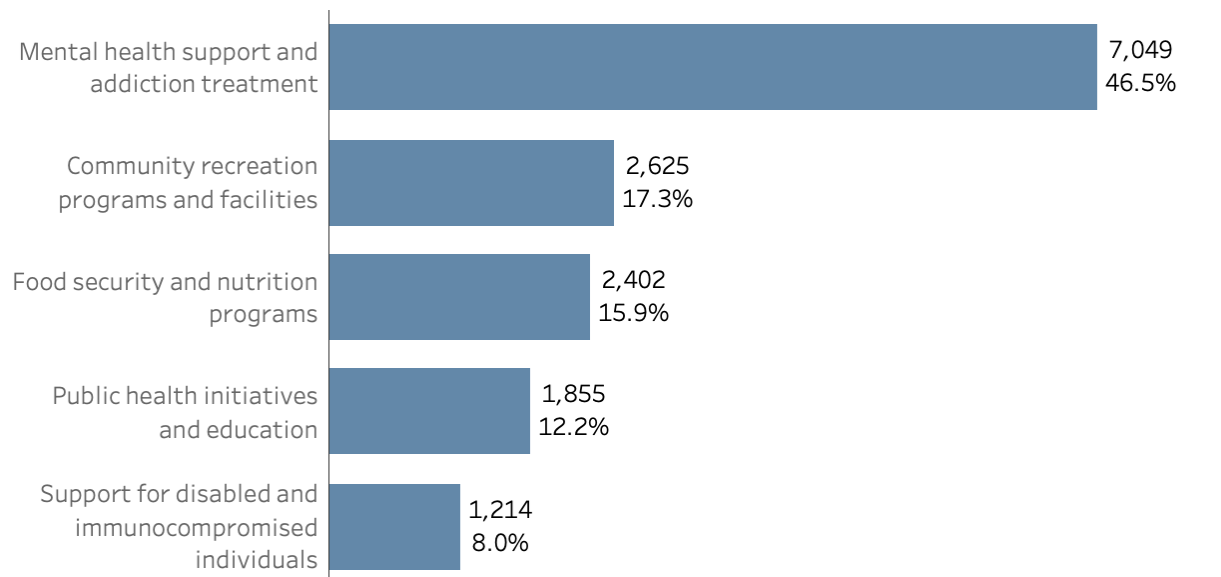
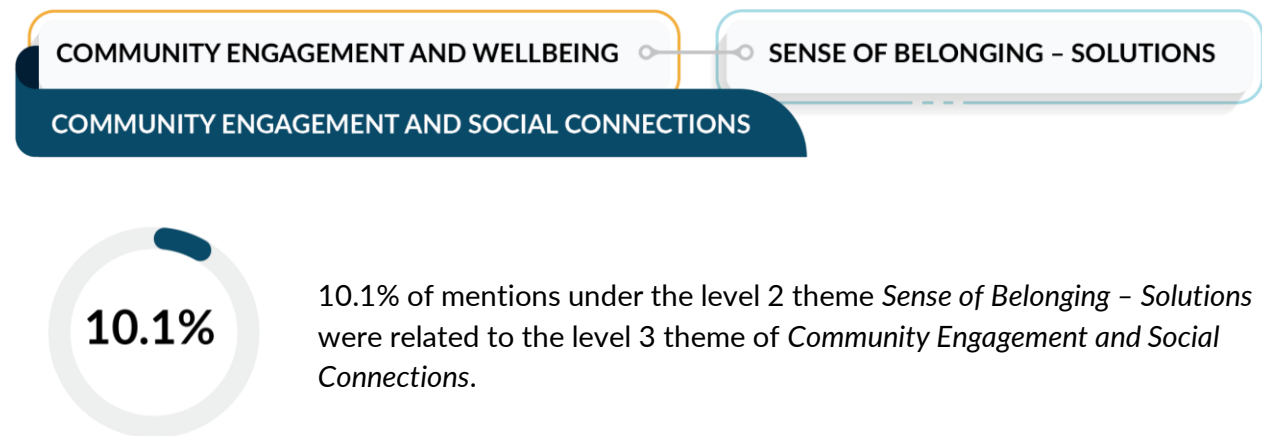


Figure 22: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Health and Wellness” by number and proportion of mentions

Community Engagement and Social Connections



The theme of *Community Engagement and Social Connections* contains nine level 4 subthemes, listed in frequency order of mentions:

- Inclusive community events and festivals, 2,775 mentions.
- Volunteer opportunities and civic participation, 1,565 mentions.
- Support for newcomers and immigrants, 1,513 mentions.
- Intergenerational activities and programs, 1,180 mentions.
- Creation and maintenance of 'third spaces' for socializing, 1,120 mentions.
- Combating social isolation, 1,077 mentions.
- Cultural exchange events 751 mentions.
- Neighbourhood ambassador initiatives, 683 mentions.
- Intergenerational mentorship programs, 608 mentions.

The strong emphasis on inclusive community events and festivals suggests that residents see these gatherings as important for community cohesion. These events serve as platforms for diverse community members to come together, celebrate shared experiences, and develop connections across barriers, offering opportunities to reduce social exclusion and discrimination.

The prominence of volunteer opportunities and support for newcomers reflects an understanding that belonging is cultivated through active engagement and intentional integration efforts. This attitude is also reflected in the support for intergenerational activities and 'third spaces' for socializing.

These engagement-focused solutions show community support for active, inclusive approaches to creating meaningful connections and reducing social barriers.

Community Engagement and Social Connections

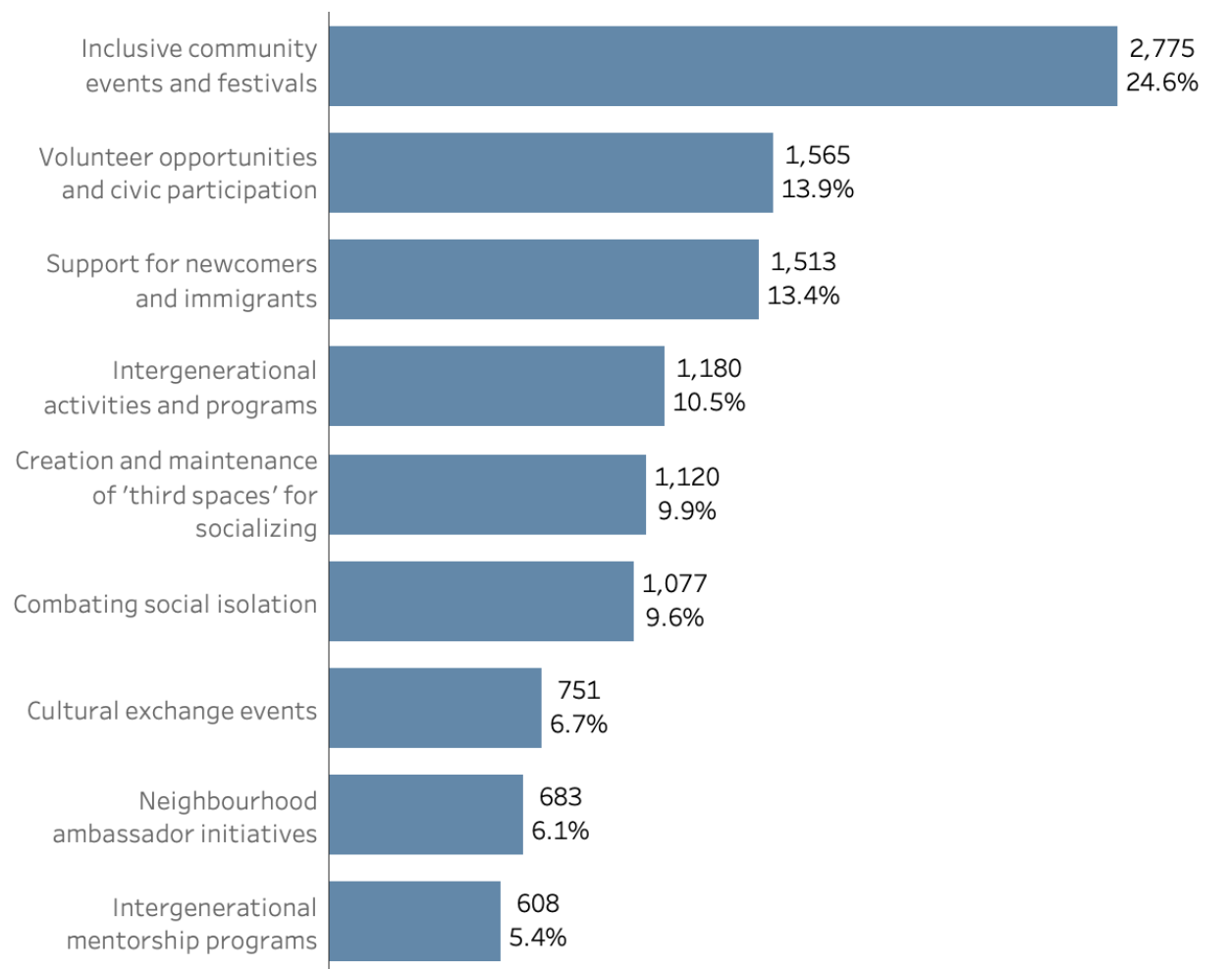
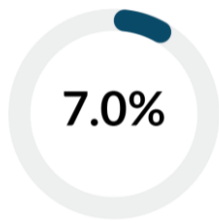


Figure 23: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Community Engagement and Social Connections” by number and proportion of mentions

Transportation and Mobility





7.0% of mentions under the level 2 theme *Sense of Belonging – Solutions* were related to the level 3 theme of *Transportation and Mobility*.

The theme of *Transportation and Mobility* contains six level 4 subthemes, listed in frequency order of mentions:

- Enhanced public transit systems, 2,707 mentions.
- Bike infrastructure and sharing programs, 1,960 mentions.
- Pedestrian-friendly street design, 1,709 mentions.
- Accessible transportation for seniors and people with disabilities, 830 mentions.
- Traffic-calming measures, 295 mentions.
- Balanced approach to various transportation modes, 275 mentions.

The large number of mentions of enhanced public transit systems, bike infrastructure and sharing programs, and pedestrian-friendly street design suggest that many residents see value in increasing access to the community without having to use a personal vehicle. This concept is also supported by a relatively large number of mentions for accessible transportation for seniors and people with disabilities.

Transportation and Mobility

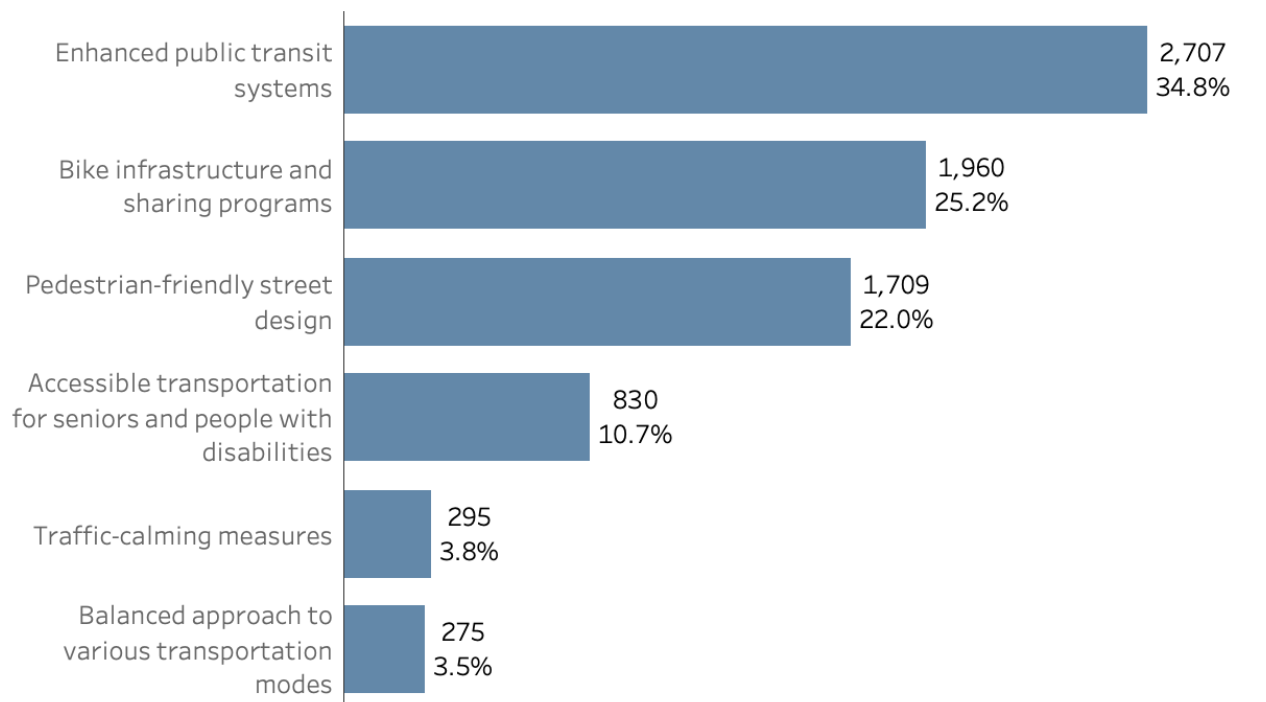
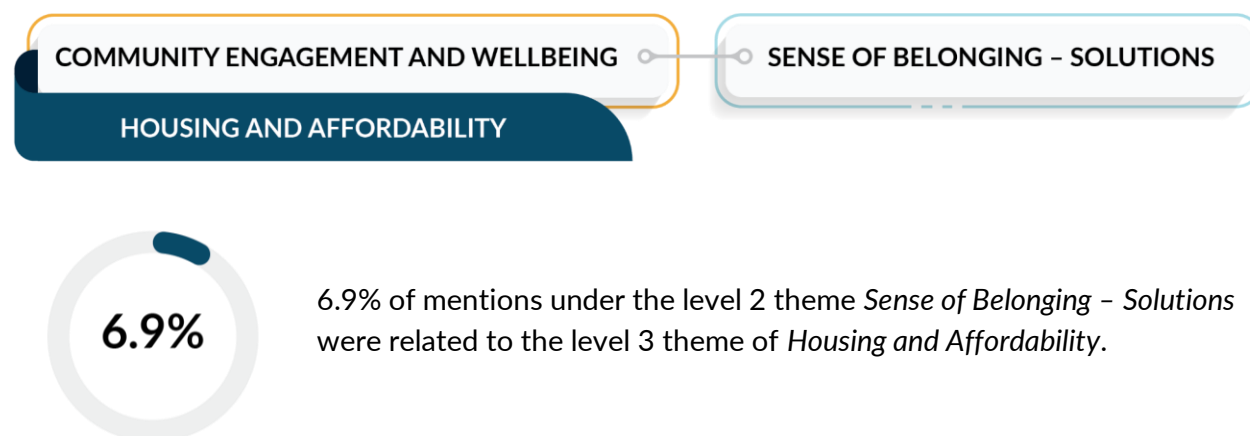


Figure 24: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Transportation and Mobility” by number and proportion of mentions

Housing and Affordability



The theme of *Housing and Affordability* contains six level 4 subthemes, listed in frequency order of mentions:

- Housing stability and anti-displacement measures, 2,799 mentions.
- Addressing the overall housing crisis, 1,328 mentions.
- Rent control and tenant protections, 1,042 mentions.
- Intergenerational and accessible housing, 863 mentions.
- Support for first-time homebuyers, 847 mentions.
- Pet-friendly housing options, 811 mentions.

The large number of responses focusing on housing affordability and accessibility indicates support for the idea of enhancing a sense of belonging through improved housing availability and stability. Recognizing the need for accessible housing for community members with disabilities shows a recognition of the importance of housing inclusivity for various levels of ability and across life stages.

In the context of intergenerational and accessible housing, participants emphasized the need for more mixed-population housing options that connect young and old, highlighting the importance of less polarization and more shared stories and experiences among generations. There was a clear call for housing solutions that not only support the physical needs of residents across different age groups but also promote social cohesion and a sense of belonging within the community

The strong emphasis on housing stability and anti-displacement measures suggests that residents see the ability to remain in their homes and communities as fundamental to fostering a sense of belonging. This priority, coupled with the focus on addressing the overall housing crisis, indicates a recognition that belonging is deeply tied to having secure and affordable housing options.

The inclusion of measures like rent control, support for first-time homebuyers, and intergenerational and pet-friendly housing suggests that residents view belonging not just in terms of having a place to live, but also having a home that aligns with their lifestyle and long-term housing goals.

Housing and Affordability

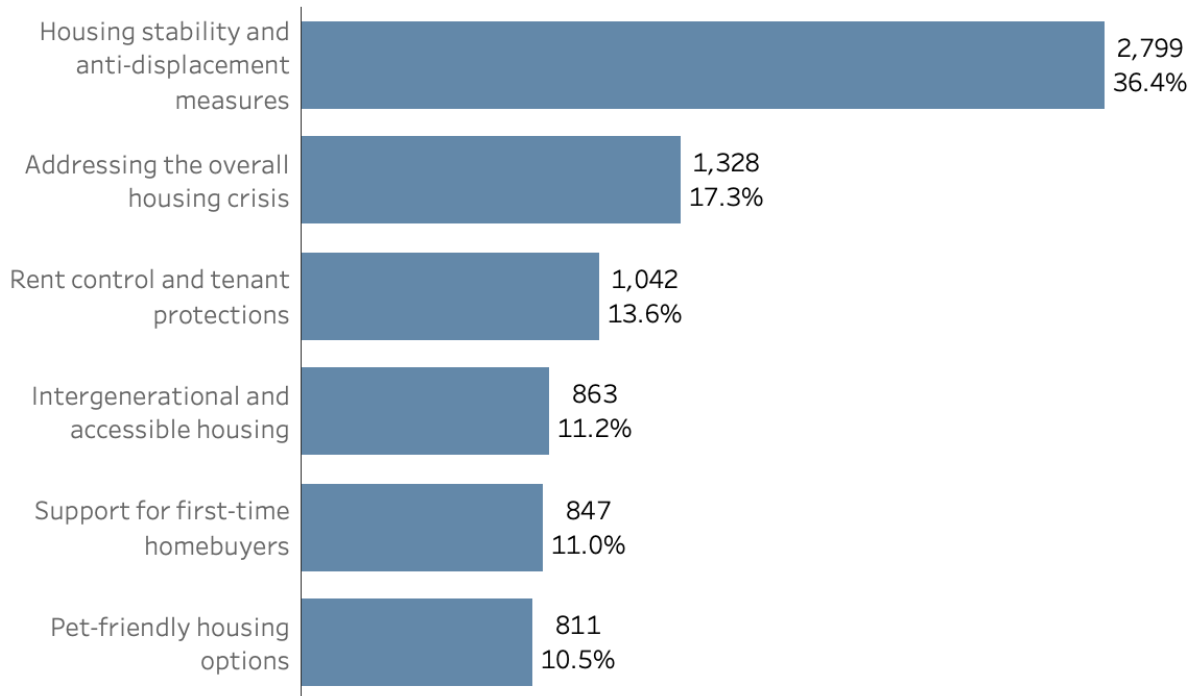
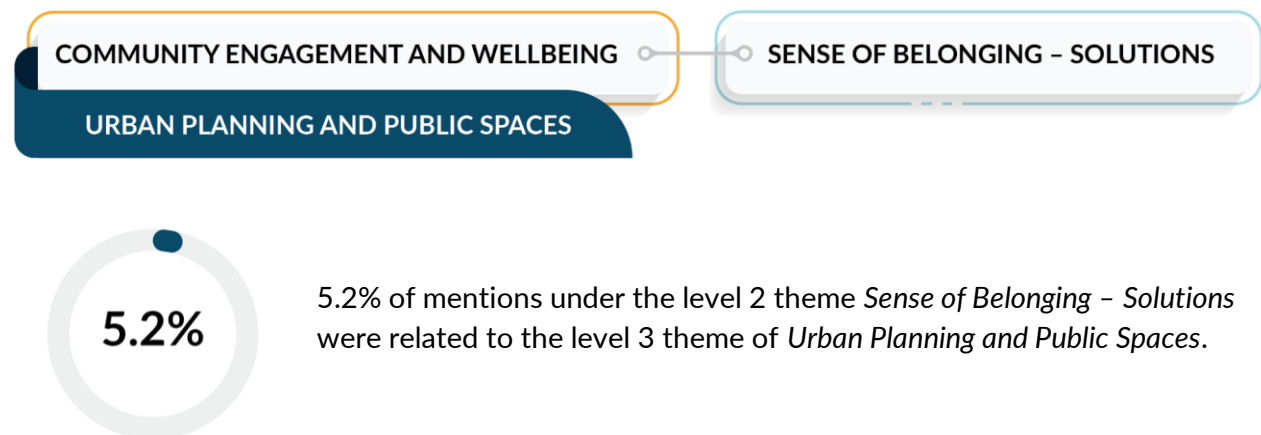


Figure 25: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Housing and Affordability” by number and proportion of mentions

Urban Planning and Public Spaces



The theme of *Urban Planning and Public Spaces* contains seven level 4 subthemes, listed in frequency order of mentions:

- Walkable neighbourhoods and 15-minute city concept, 1,652 mentions.
- Public gathering spaces, 1,227 mentions.
- Community gardens and urban agriculture, 981 mentions.
- Maintenance and beautification of public areas, 606 mentions.
- Accessibility improvements for all abilities, 573 mentions.
- Mixed-use developments, 404 mentions.
- Public art installations, 361 mentions.

The strong emphasis on walkable neighbourhoods and the 15-minute city concept reflects a desire for ease of access to essential services. This, combined with the focus on public gathering spaces and community gardens, suggests residents have a vision of neighbourhoods that foster both convenience and social connection.

Mentions of accessibility improvements and mixed-use developments is support for cultivating a sense of belonging across different groups. Suggesting attention to maintenance, beautification, and public art installations shows a recognition that the aesthetic quality of public spaces contributes to community pride and engagement.

Urban Planning and Public Spaces

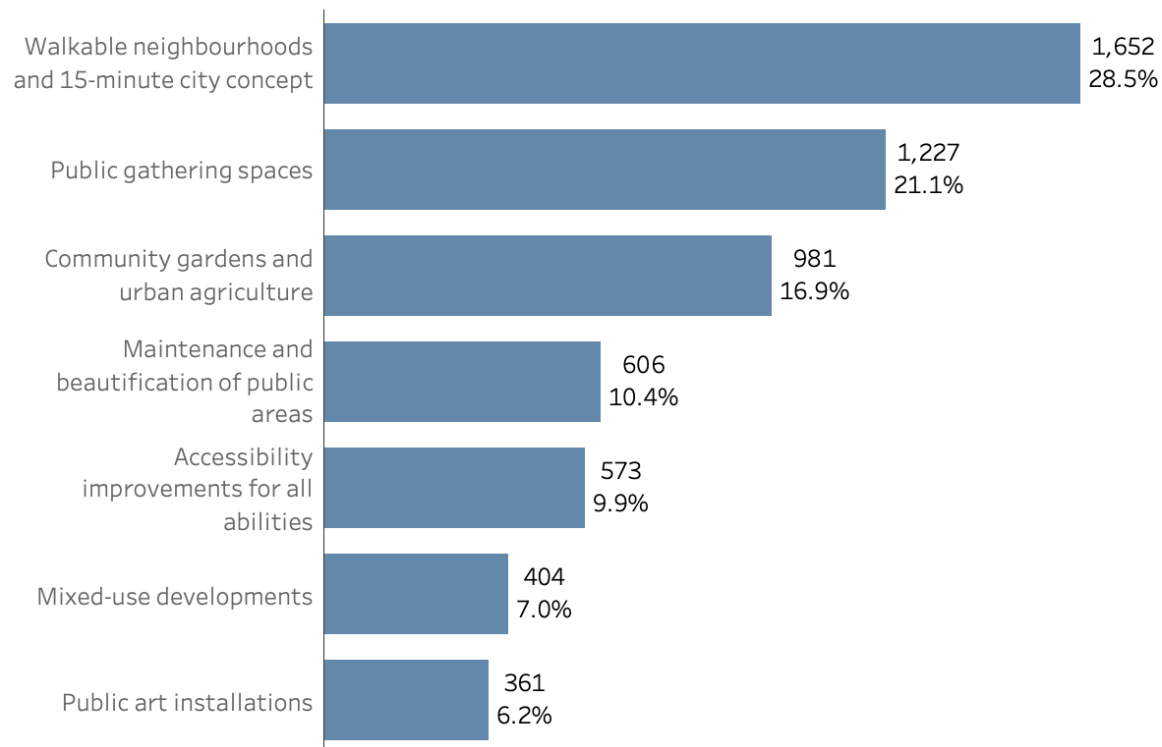
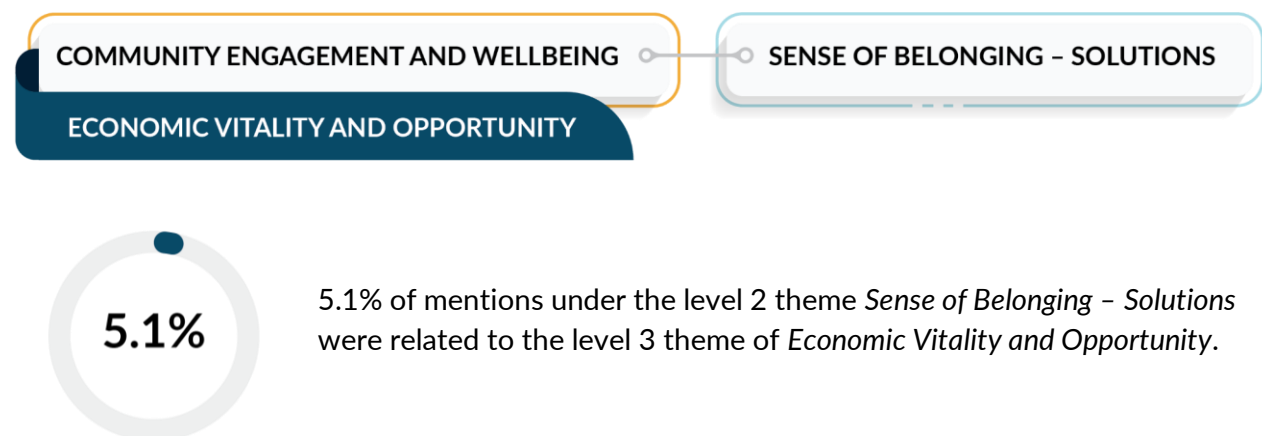


Figure 26: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Urban Planning and Public Spaces” by number and proportion of mentions

Economic Vitality and Opportunity



The theme of *Economic Vitality and Opportunity* contains six level 4 subthemes, listed in frequency order of mentions:

- Support for local businesses and entrepreneurs, 1,747 mentions.
- Job creation and diverse employment options, 1,616 mentions.
- Living-wage initiatives, 989 mentions.
- Skills development and job training programs, 504 mentions.
- Opportunities for young professionals and graduates, 498 mentions.
- Affordable commercial spaces, 350 mentions.

The strong focus on supporting local businesses and creating diverse employment options reflects an understanding that a vibrant local economy is fundamental to community wellbeing. This, coupled with the emphasis on living-wage initiatives, suggests residents see economic inclusion as important for fostering a sense of belonging.

The inclusion of skills development programs and opportunities for young professionals demonstrates an awareness of the need for long-term economic sustainability and talent retention. Meanwhile, the attention to affordable commercial spaces supports the notions of entrepreneurship and economic diversity.

Economic Vitality and Opportunity

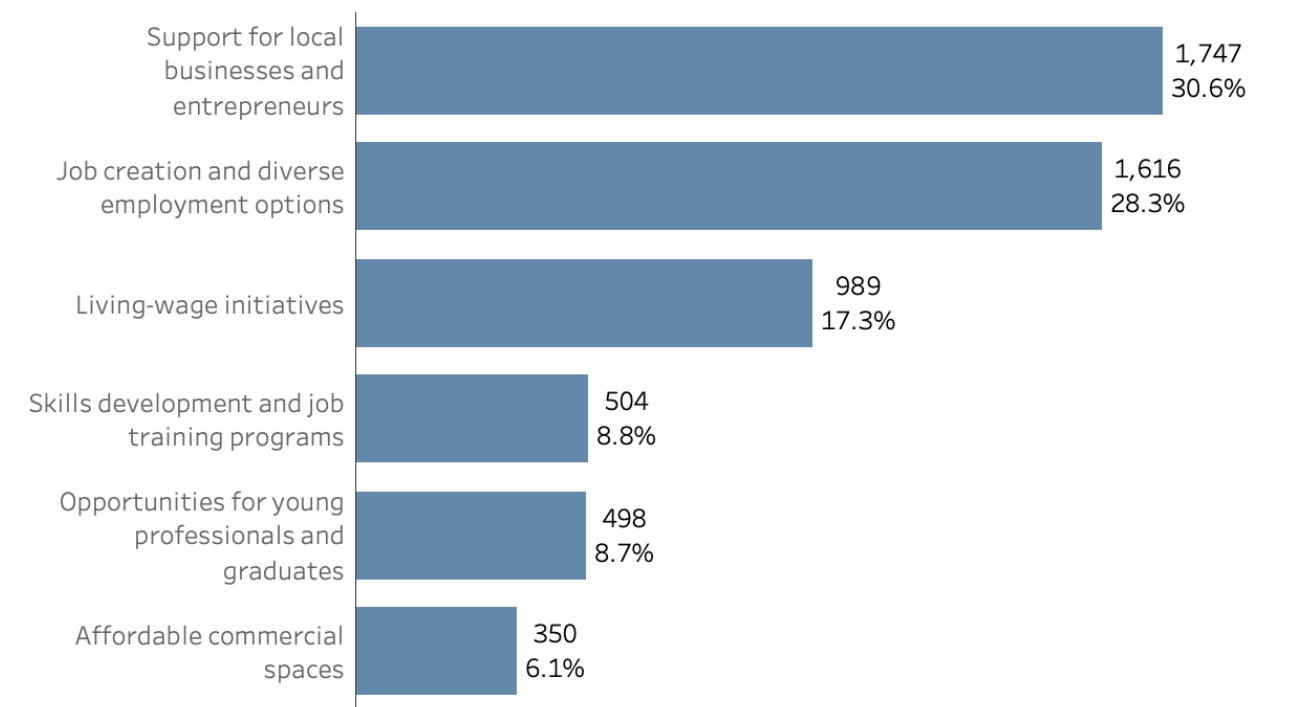
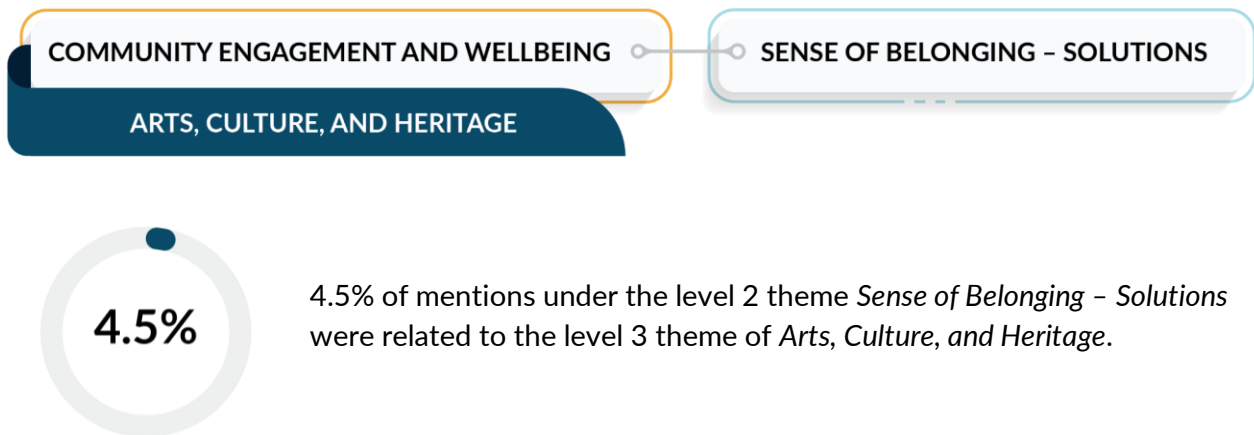


Figure 27: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Economic Vitality and Opportunity” by number and proportion of mentions

Arts, Culture, and Heritage



The theme of *Arts, Culture, and Heritage* contains six level 4 subthemes, listed in frequency order of mentions:

- Cultural events and festivals, 1,952 mentions.
- Diverse nightlife and entertainment options, 1,078 mentions.
- Music and art programs for all ages, 768 mentions.
- Support for local artists and performers, 582 mentions.
- Public art installations, 353 mentions.
- Cultural heritage preservation, 255 mentions.

The significantly higher number of mentions for cultural events and festivals and diverse nightlife and entertainment options suggests that many residents seek a more vibrant and engaging community atmosphere. The strong showing for music and art programs, and support for local artists, indicates belief in the value of art to community engagement and sense of belonging.

Arts, Culture, and Heritage

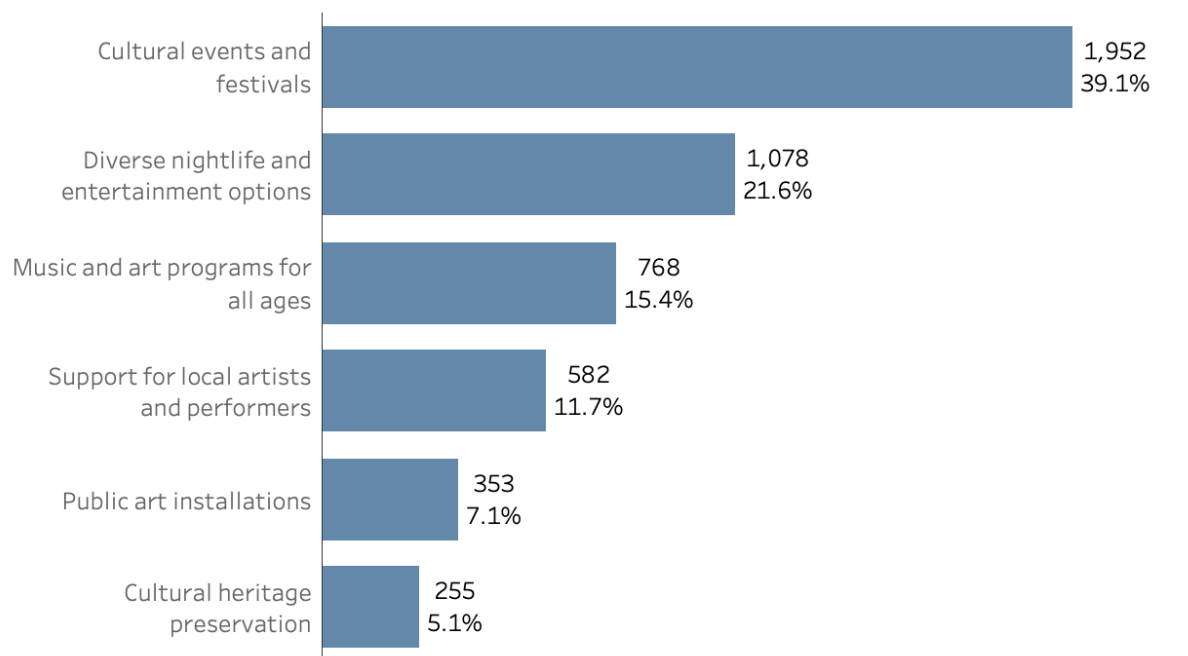
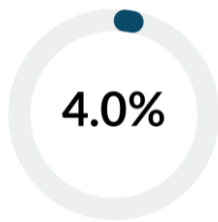


Figure 28: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Arts, Culture, and Heritage” by number and proportion of mentions

Education and Lifelong Learning



4.0% of mentions under the level 2 theme *Sense of Belonging - Solutions* were related to the level 3 theme of *Education and Lifelong Learning*.

The theme of *Education and Lifelong Learning* contains six level 4 subthemes, listed in frequency order of mentions:

- Affordable and accessible education options, 1,799 mentions.
- Youth mentorship and support, 972 mentions.
- Enhanced library services and programs, 840 mentions.
- Community workshops and skill-sharing programs, 381 mentions.
- Adult education opportunities, 274 mentions.
- Digital literacy and technology inclusion, 187 mentions.

The large number of mentions for affordable and accessible education options, followed by youth mentorship and support, and enhanced library services, suggests that many residents see these initiatives as important to an educated community.

Support for community workshops and adult education demonstrates seeing value in diverse educational resources and opportunities for lifelong learning.

Education and Lifelong Learning

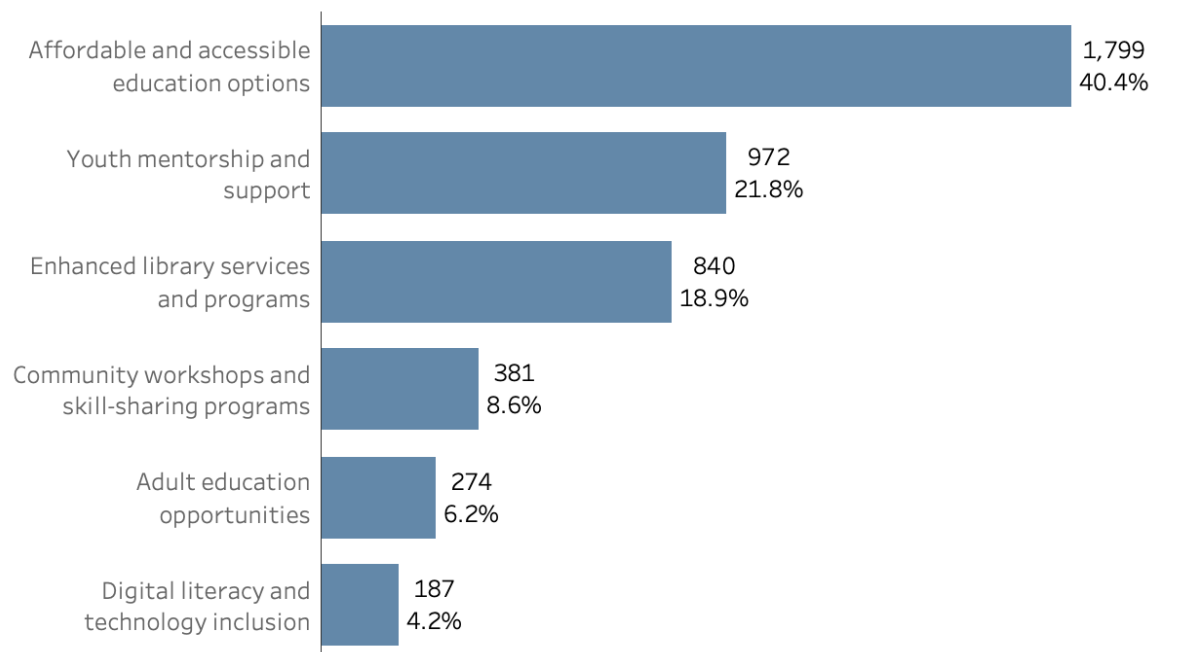
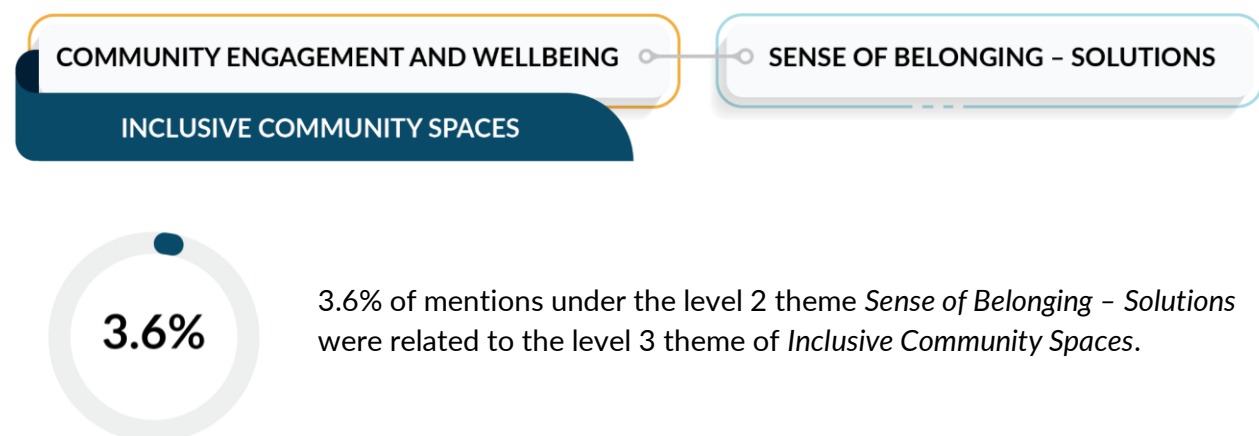


Figure 29: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Education and Lifelong Learning” by number and proportion of mentions

Inclusive Community Spaces



The theme of *Inclusive Community Spaces* contains five level 4 subthemes, listed in frequency order of mentions:

- Creation of public gathering areas, 1,409 mentions.
- Creation of multi-use community centres, 836 mentions.
- Development of accessible public spaces, 770 mentions.
- Establishment of cultural hubs, 561 mentions.
- Extended hours for businesses and services, 454 mentions.

Residents emphasized the importance of public spaces that foster social connections, a prominent theme in decisions about belonging for both barriers and solutions.

The focus on public gathering areas and multi-use community centres reflects a desire for flexible spaces that facilitate both spontaneous interactions and structured events.

Mentions of accessible spaces and cultural hubs speaks to a desire for inclusiveness across community groups.

Inclusive Community Spaces

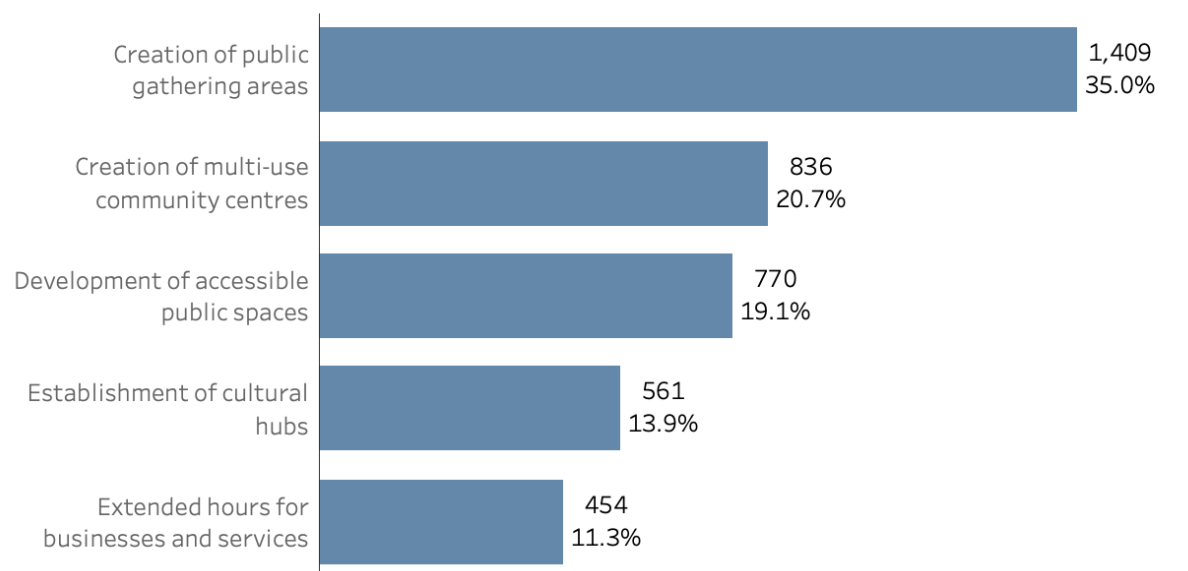
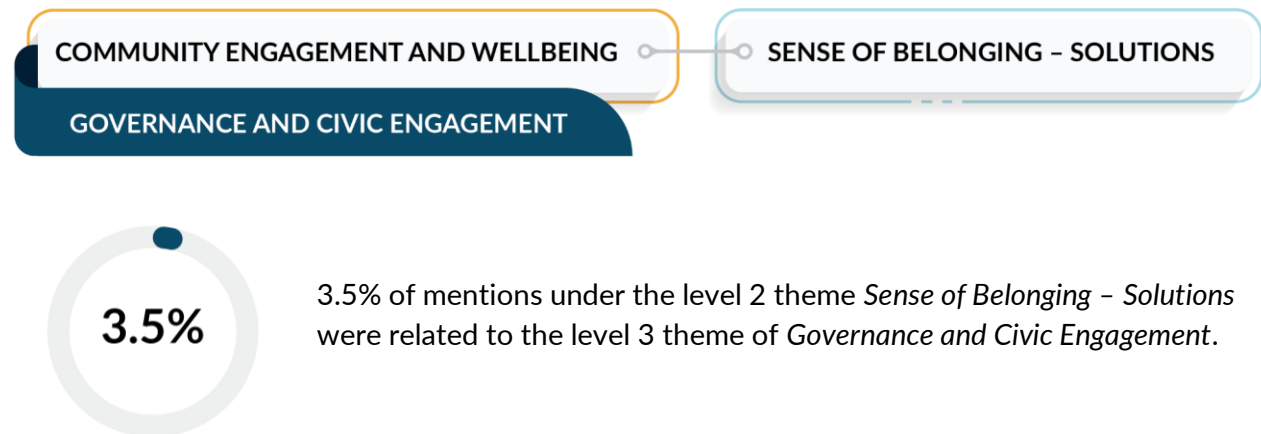


Figure 30: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Inclusive Community Spaces” by number and proportion of mentions

Governance and Civic Engagement



The theme of *Governance and Civic Engagement* contains eight level 4 subthemes, listed in frequency order of mentions:

- Enforcement of bylaws and regulations, 1,059 mentions.
- Responsive and transparent local government, 752 mentions.
- Improved communication between officials and residents, 582 mentions.
- Support for neighbourhood associations, 471 mentions.
- Participatory decision-making processes, 383 mentions.
- Balanced approach to development and community needs, 280 mentions.
- Regular community forums and town halls, 214 mentions.
- Multilingual community information, 189 mentions.

The much higher number of mentions for enforcement of bylaws and responsive and transparent local government suggests that many residents see effective governance and strong law enforcement as crucial for community wellbeing. The strong showing for improved communication and support for neighbourhood associations highlights the importance of building trust and engagement between the community and its leaders.

For example, one Victoria resident said: "*Effective communication from our leaders makes us feel heard and valued, which strengthens our community bonds.*"

A survey respondent said: "Community forums give us a platform to voice our concerns and stay informed about local issues."

Governance and Civic Engagement

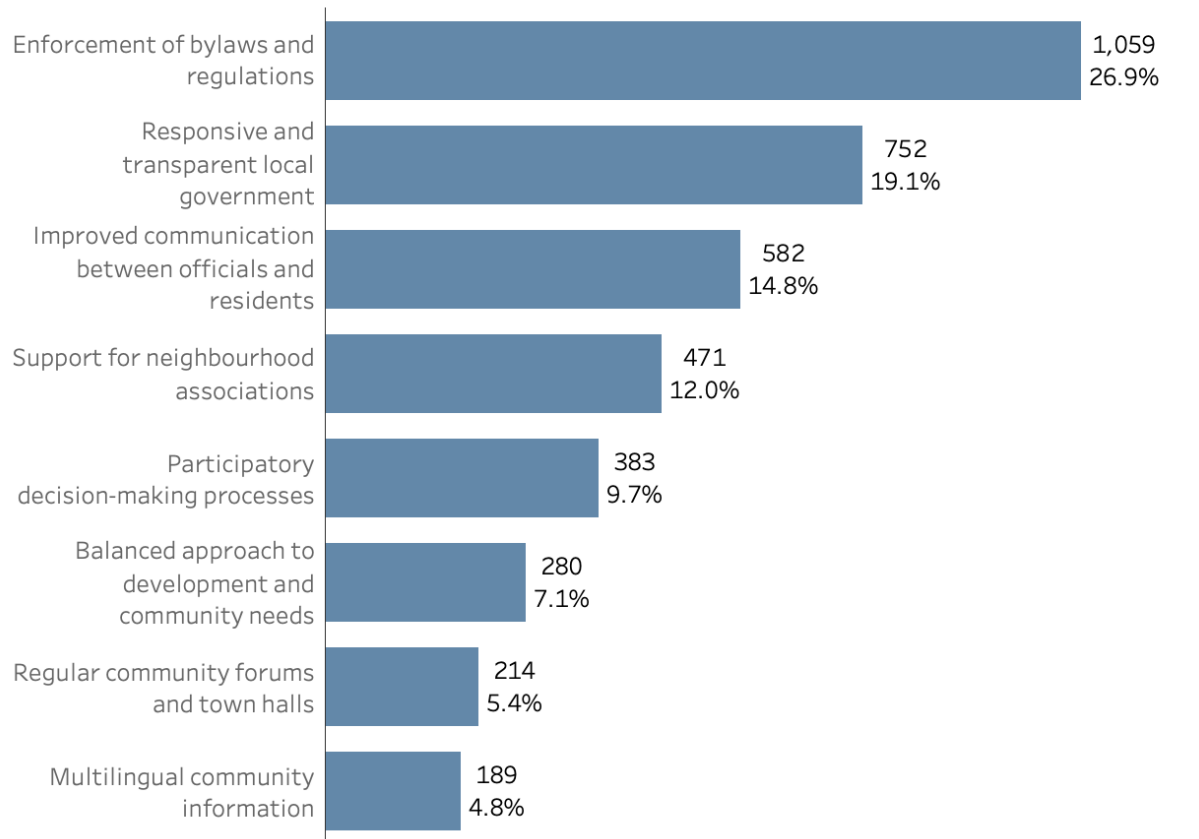
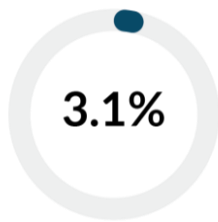


Figure 31: Frequency distribution of level 4 subthemes under "Sense of Belonging – Solutions – Governance and Civic Engagement" by number and proportion of mentions

Environmental Sustainability



3.1% of mentions under the level 2 theme *Sense of Belonging - Solutions* were related to the level 3 theme of *Environmental Sustainability*.

The theme of *Environmental Sustainability* contains five level 4 subthemes, listed in frequency order of mentions:

- Climate action programs and initiatives, 1,837 mentions.
- Support for urban agriculture and local food production, 876 mentions.
- Community clean-up events, 287 mentions.
- Environmental education and awareness, 234 mentions.
- Sustainable transportation options, 188 mentions.

The higher number of mentions for climate action programs and support for urban agriculture point to interest in community sustainability, responsibility, and resilience.

The mentions of community clean-up events, environmental education, and sustainable transportation indicate a willingness to work together to address climate change and promote sustainable practices now and into the future.

For example, a focus group participant said: "*Environmental education programs raise awareness about sustainability and encourage eco-friendly practices.*"

Environmental Sustainability

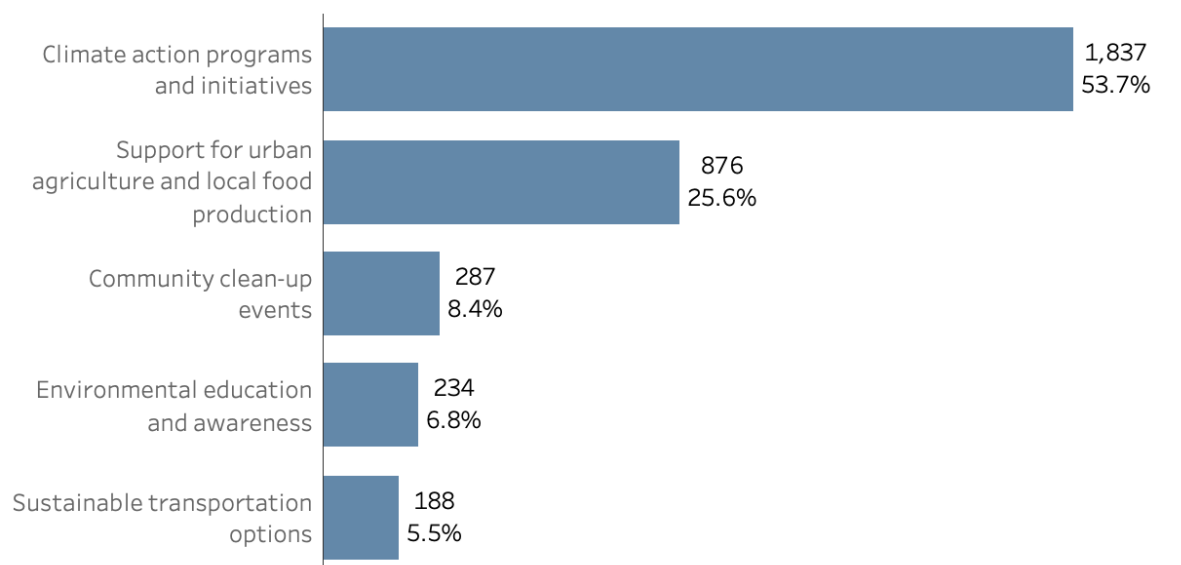
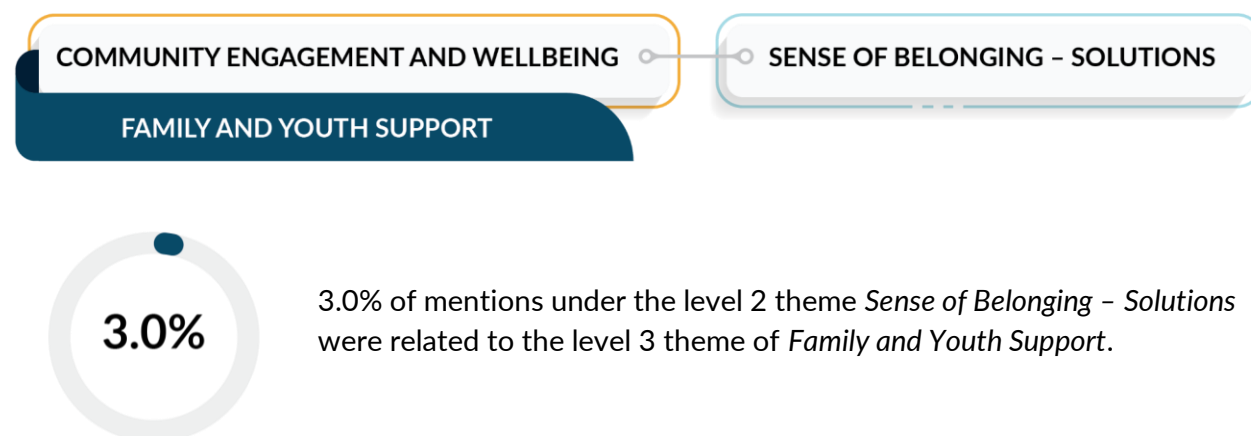


Figure 32: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Environmental Sustainability” by number and proportion of mentions

Family and Youth Support



The theme of *Family and Youth Support* contains five level 4 subthemes, listed in frequency order of mentions:

- Family-oriented community events, 945 mentions.

- Youth-focused spaces and programs, 758 mentions.
- Affordable childcare options, 668 mentions.
- Safe and well-maintained playgrounds, 523 mentions.
- Parenting support groups and resources, 516 mentions.

The support for family-oriented community events and youth-focused spaces and programs suggests that many residents see these initiatives as important to creating a sense of belonging for families, youth, and children. Mentions of affordable childcare options and safe playgrounds reflect concern for providing essential services and safe recreational spaces for families and young people.

In relation to a solution to address gang membership, one community member said: *"Spaces and programs dedicated to youth offer safe and engaging environments for young people."*

Family and Youth Support

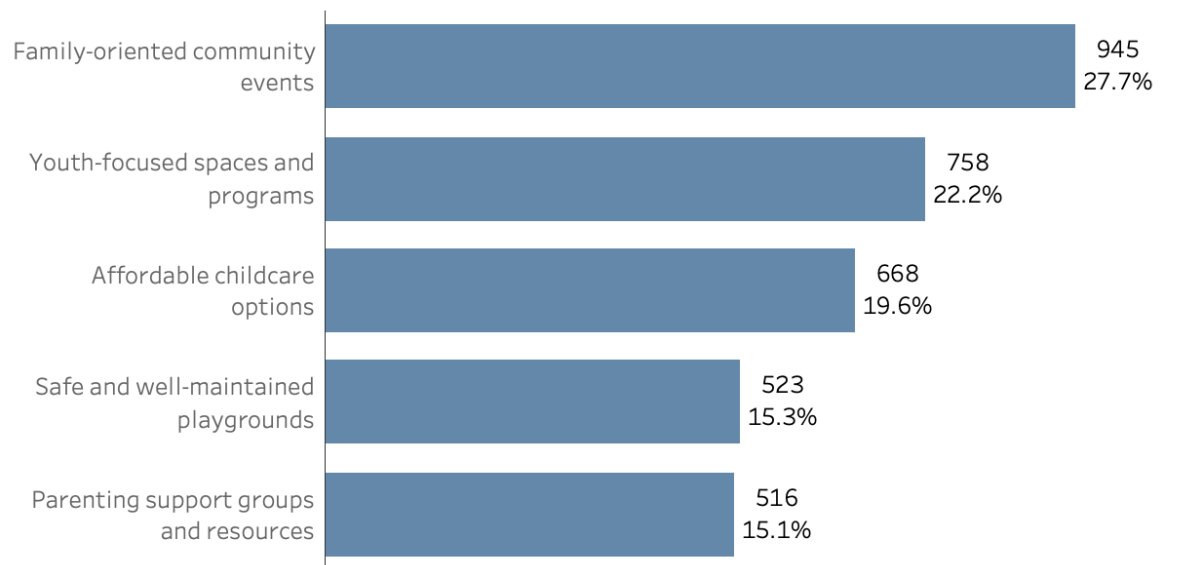
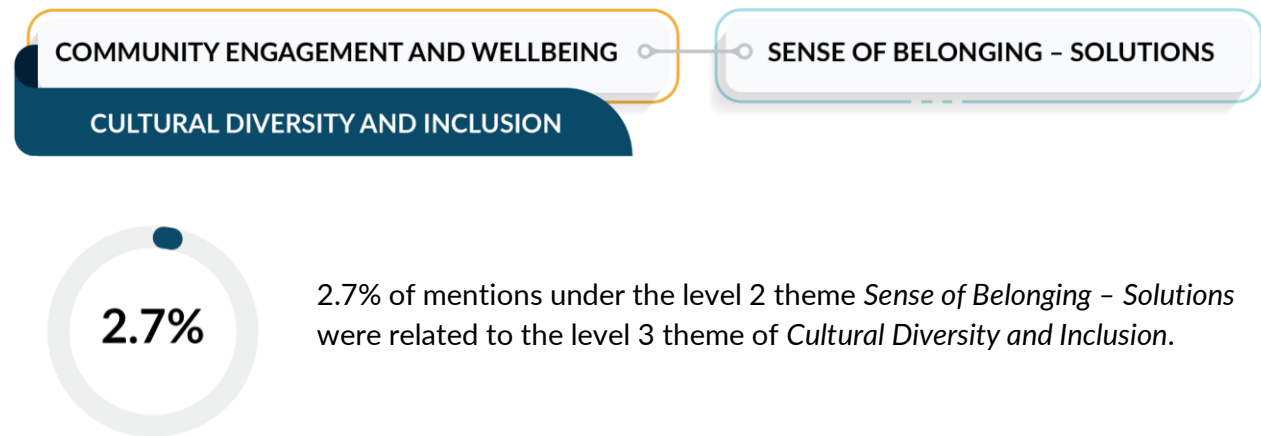


Figure 33: Frequency distribution of level 4 subthemes under "Sense of Belonging - Solutions - Family and Youth Support" by number and proportion of mentions

Cultural Diversity and Inclusion



The theme of *Cultural Diversity and Inclusion* contains nine level 4 subthemes, listed in frequency order of mentions:

- Programs to welcome and integrate newcomers, 580 mentions.
- Celebration of diverse cultures and traditions, 503 mentions.
- Support for marginalized communities, 491 mentions.
- Anti-discrimination initiatives and education, 395 mentions.
- LGBTQ2S+ inclusive spaces and programs, 300 mentions.
- Multicultural events and festivals, 277 mentions.
- Accessibility and inclusion for marginalized groups, 237 mentions.
- Indigenous-led events and reconciliation efforts, 175 mentions.
- Language support services, 107 mentions.

The larger number of mentions for programs to welcome and integrate newcomers and the celebration of diverse cultures and traditions suggests that many residents see the value in an inclusive community.

The strong showing for support for marginalized communities and anti-discrimination initiatives shows interest in creating a supportive and equitable environment for all residents.

Cultural Diversity and Inclusion

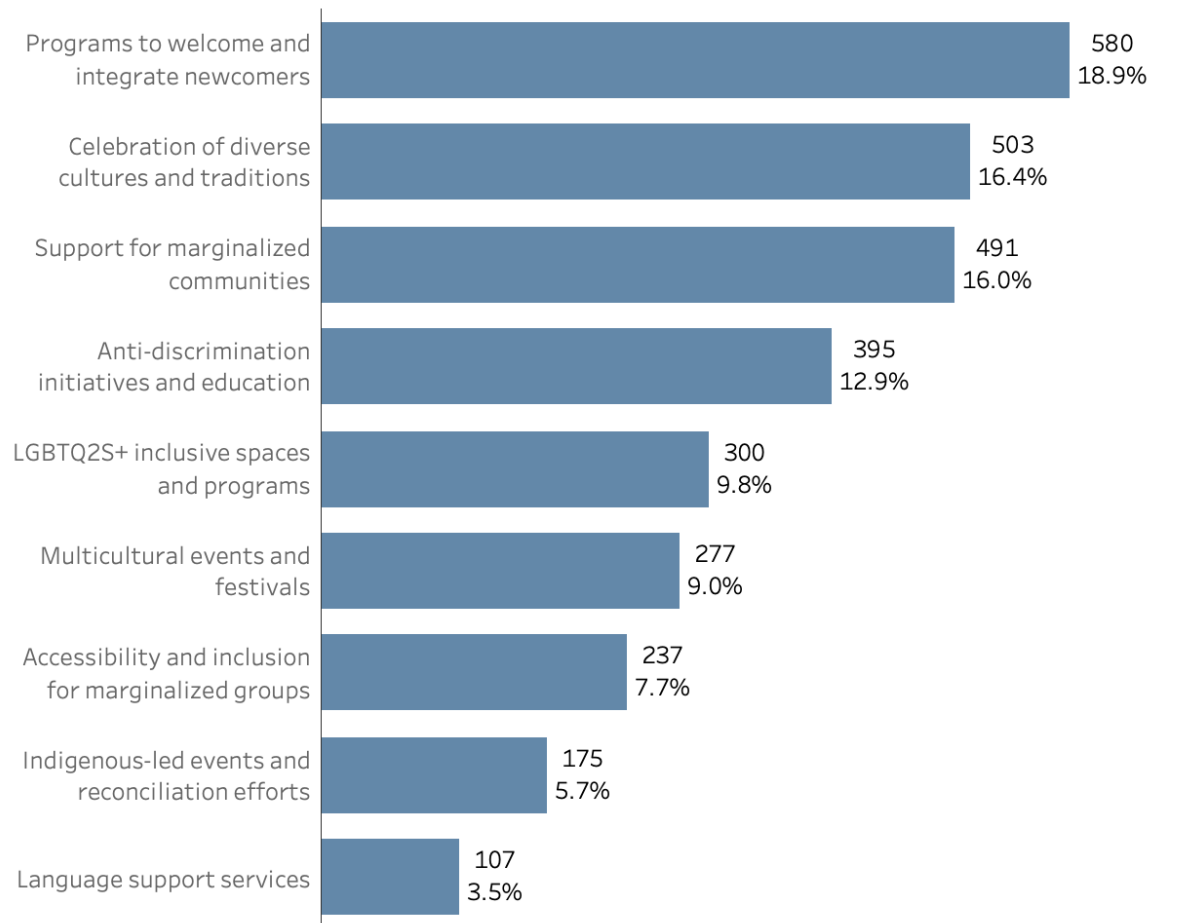
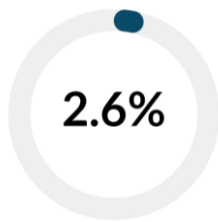


Figure 34: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Cultural Diversity and Inclusion” by number and proportion of mentions

Accessible Community Activities



2.6% of mentions under the level 2 theme *Sense of Belonging - Solutions* were related to the level 3 theme of *Accessible Community Activities*.

The theme of *Accessible Community Activities* contains two level 4 subthemes, listed in frequency order of mentions:

- Free or low-cost community events, 1,680 mentions.
- Diverse recreational programs, 1,209 mentions.

Responders prioritized financial accessibility of community events, recognizing that cost can be a significant barrier to participation and sense of belonging. The emphasis on diverse recreational programs reflects the understanding that diverse recreational options best serve a diverse community.

This sentiment is echoed by a participant who stated,



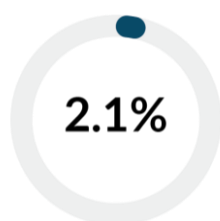
"We need recreational opportunities for all people. Not just those who can drive or bike to a park". Another participant echoed this sentiment, emphasizing the importance of "more programs for people who are homeless and those struggling with addiction, so they can engage in positive activities and feel part of the community".

Accessible Community Activities



Figure 35: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Accessible Community Activities” by number and proportion of mentions

Community Identity and Heritage



2.1% of mentions under the level 2 theme *Sense of Belonging – Solutions* were related to the level 3 theme of *Community Identity and Heritage*.

The theme of *Community Identity and Heritage* contains six level 4 subthemes, listed in frequency order of mentions:

- Promotion of positive community aspects, 584 mentions.
- Preservation of local landmarks and neighbourhood character, 461 mentions.
- Celebration of community history, 421 mentions.
- Storytelling and oral history projects, 294 mentions.
- Addressing negative perceptions of the city, 284 mentions.

- Initiatives to foster community pride, 261 mentions.

The community feedback on community identity and heritage solutions highlights the importance of promoting positive aspects of the community, preserving local landmarks, and celebrating the community's rich history to enhance a sense of belonging and pride.

As one resident expressed;



"Celebrating our history helps us appreciate our shared past and strengthens community ties."

Community Identity and Heritage

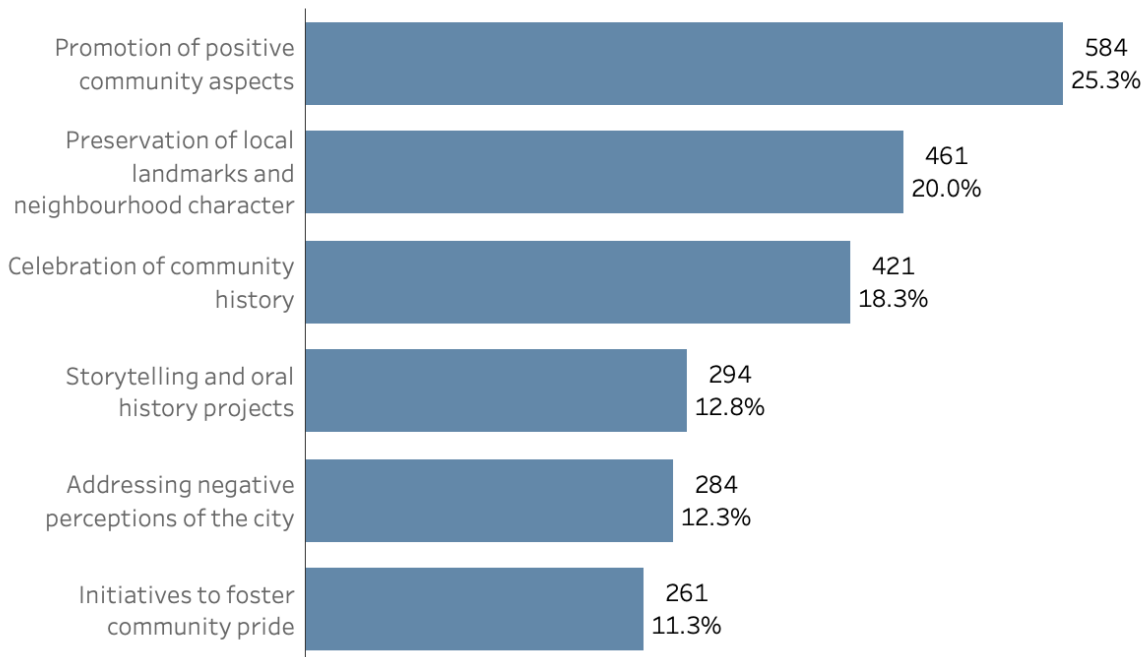
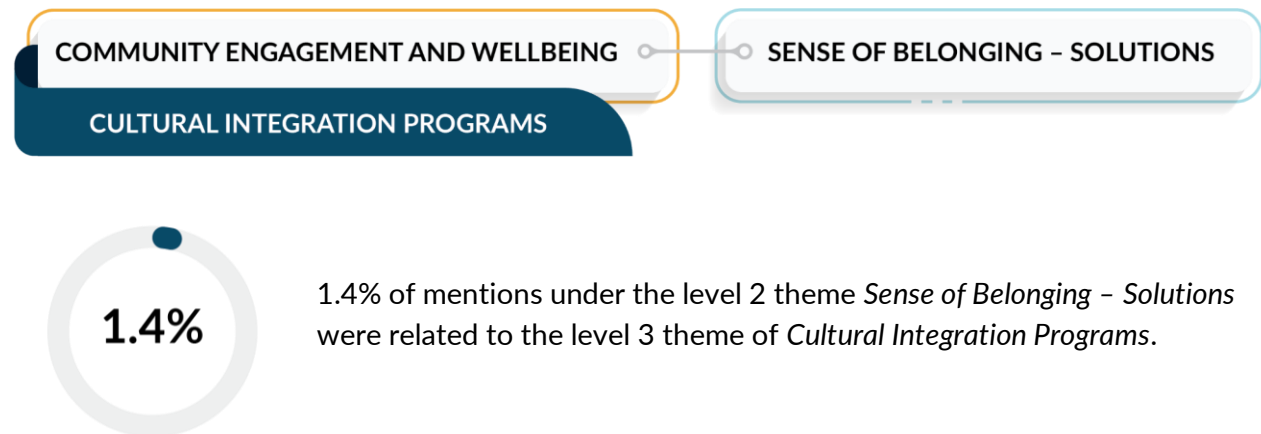


Figure 36: Frequency distribution of level 4 subthemes under "Sense of Belonging – Solutions – Community Identity and Heritage" by number and proportion of mentions

Cultural Integration Programs



The theme of *Cultural Integration Programs* contains two level 4 subthemes, listed in frequency order of mentions:

- Multicultural events and festivals, 1,053 mentions.
- Language support services, 569 mentions.

The many mentions of multicultural events and festivals is support for the idea of an inclusive and vibrant community atmosphere. The interest in language support services underscores the importance of breaking down language barriers to ensure that all community members can engage fully with their neighbours.

Cultural Integration Programs

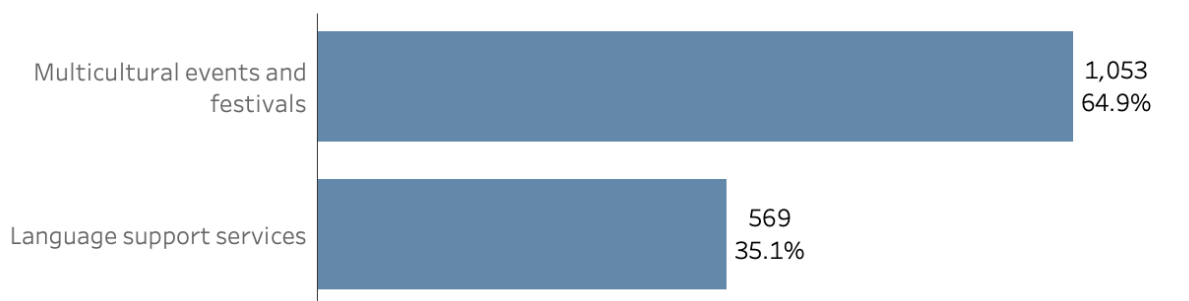
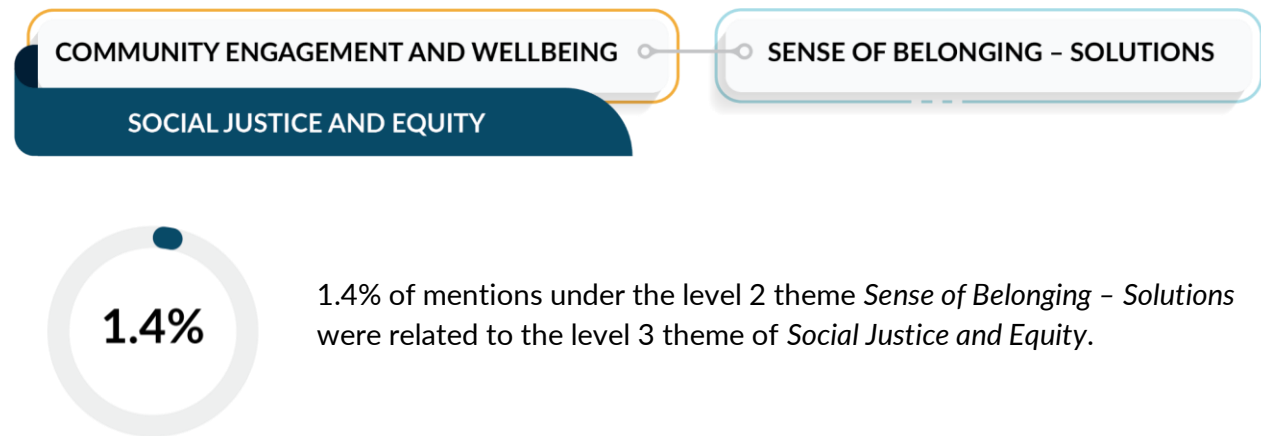


Figure 37: Frequency distribution of level 4 subthemes under “Sense of Belonging - Solutions - Cultural Integration Programs” by number and proportion of mentions

Social Justice and Equity



The theme of *Social Justice and Equity* contains six level 4 subthemes, listed in frequency order of mentions:

Six key themes emerge from the data:

- Support for vulnerable populations, 426 mentions.
- Equitable access to community resources, 331 mentions.
- Addressing income inequality, 269 mentions.
- Harm reduction programs, 244 mentions.
- Fair housing practices, 179 mentions.
- Conflict resolution services, 159 mentions.

The much higher number of mentions of support for vulnerable populations and equitable access to community resources suggests a desire for a just and inclusive community. The strong showing for addressing income inequality and harm reduction programs underscores concern for tackling systemic issues and promoting public health and safety.

For example, one survey respondent said: "*Supporting vulnerable populations ensures that everyone has access to necessary resources and opportunities.*"

Social Justice and Equity

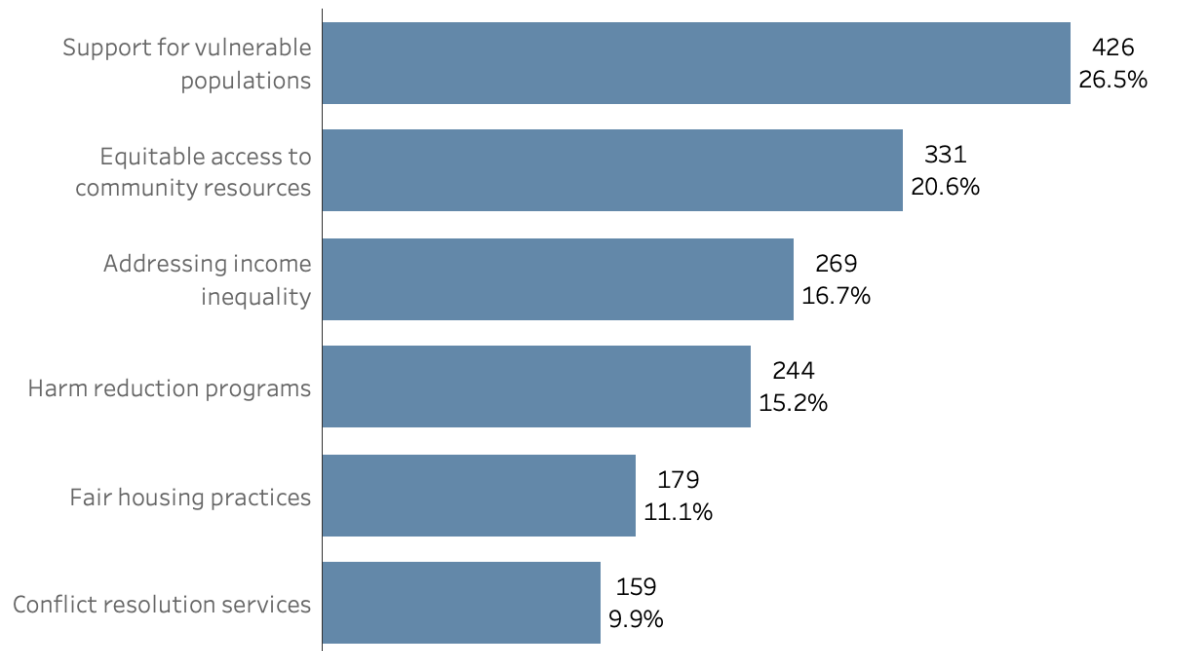
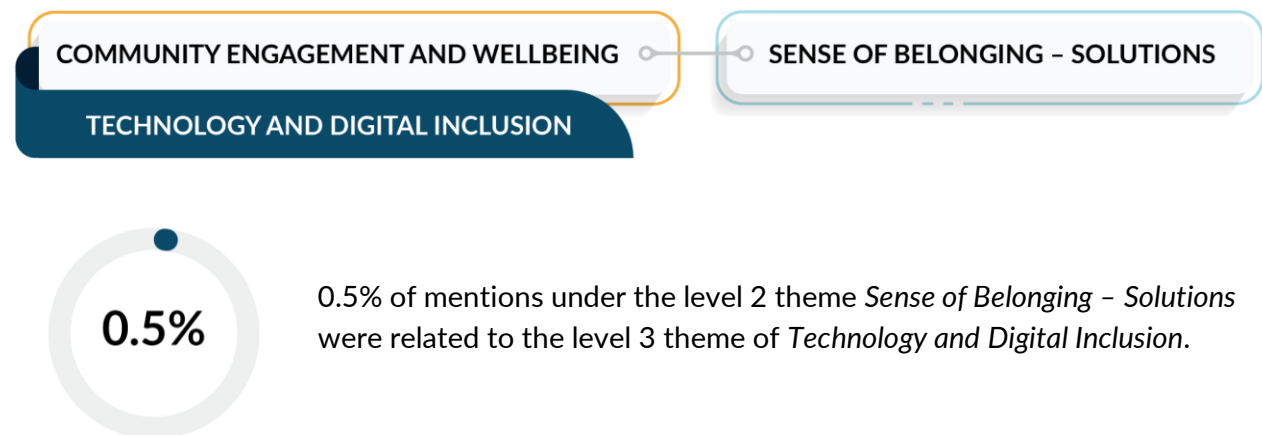


Figure 38: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Social Justice and Equity” by number and proportion of mentions

Technology and Digital Inclusion



The theme of *Technology and Digital Inclusion* contains five level 4 subthemes, listed in frequency order of mentions:

- Online community platforms, 236 mentions.

- Enhanced digital engagement platforms, 151 mentions.
- Free public Wi-Fi, 88 mentions.
- Tech-enabled community services, 80 mentions.
- Smart city initiatives, 32 mentions.

The community feedback on technology and digital inclusion solutions highlights the importance of leveraging digital tools and platforms to enhance community engagement and access to services.

The higher number of mentions for online community platforms and enhanced digital engagement platforms suggests that many residents see these digital tools as crucial for fostering community engagement and participation.

The strong showing for free public Wi-Fi and tech-enabled community services supports a goal of digital inclusion for all community members.

Technology and Digital Inclusion

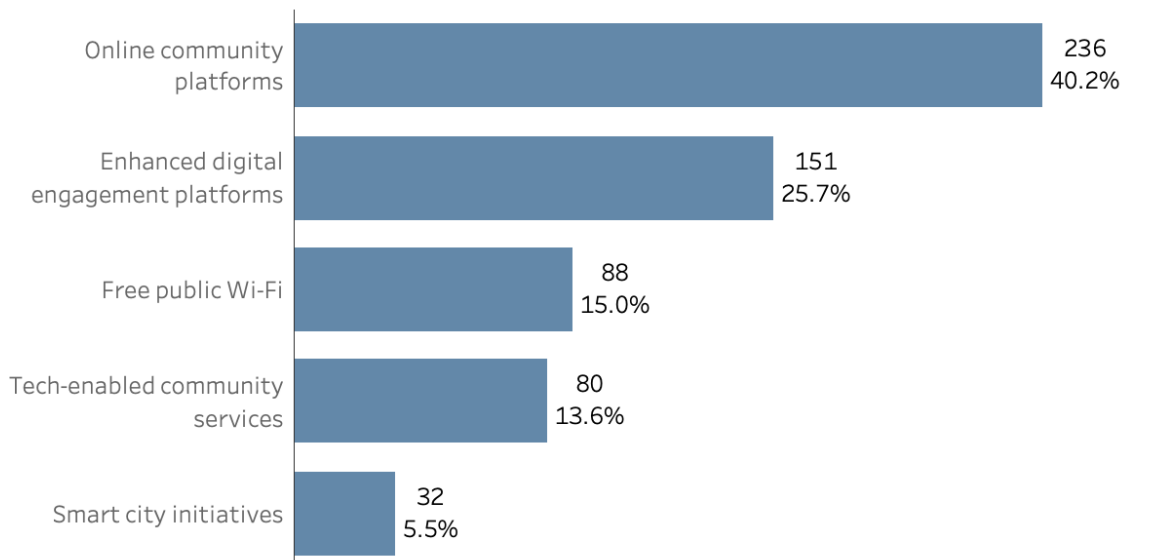


Figure 39: Frequency distribution of level 4 subthemes under “Sense of Belonging – Solutions – Technology and Digital Inclusion” by number and proportion of mentions

Analysis of Community Safety Concerns

This section examines core issues affecting community safety and wellbeing in the City of Victoria, as identified through extensive community feedback. It categorizes concerns into a four-level taxonomy, systematically exploring issues from broad themes to specific examples, providing an in-depth understanding of residents' perceptions and experiences.

The section is organized into three key subsections: *Barriers and Challenges*, *Root Causes*, and *Safety Perception*. Each subsection provides a detailed examination of community feedback, supported by frequency analyses to identify prevalence of topics. The discussion includes direct quotes from community members to complement the quantitative data.

Barriers and Challenges



This analysis of barriers and challenges, as identified by community feedback, connects the broader category of "Community Safety Concerns" to more specific themes, listed below. Community members highlighted several key barriers and challenges that fall under various aspects of governance, social services, housing, mental health, and more. These include:

- Housing and Homelessness
- Mental Health and Addiction
- Social Services and Support Systems
- Criminal Justice System
- Governance and Policy Issues
- Healthcare System
- Economic Factors
- Crime and Disorder
- Urban Planning and Development
- Systemic Inequalities
- Community Attitudes and Social Issues
- Traffic Safety
- Rights and Responsibilities
- Prevention and Early Intervention
- Education and Awareness
- Environmental Concerns

The frequency data (see below) provides insight into the community's perspectives on governance and policy issues related to safety and wellbeing. These perspectives can inform the development of a comprehensive and responsive Community Safety and Wellbeing Plan.

Community Safety Concerns - Barriers and Challenges

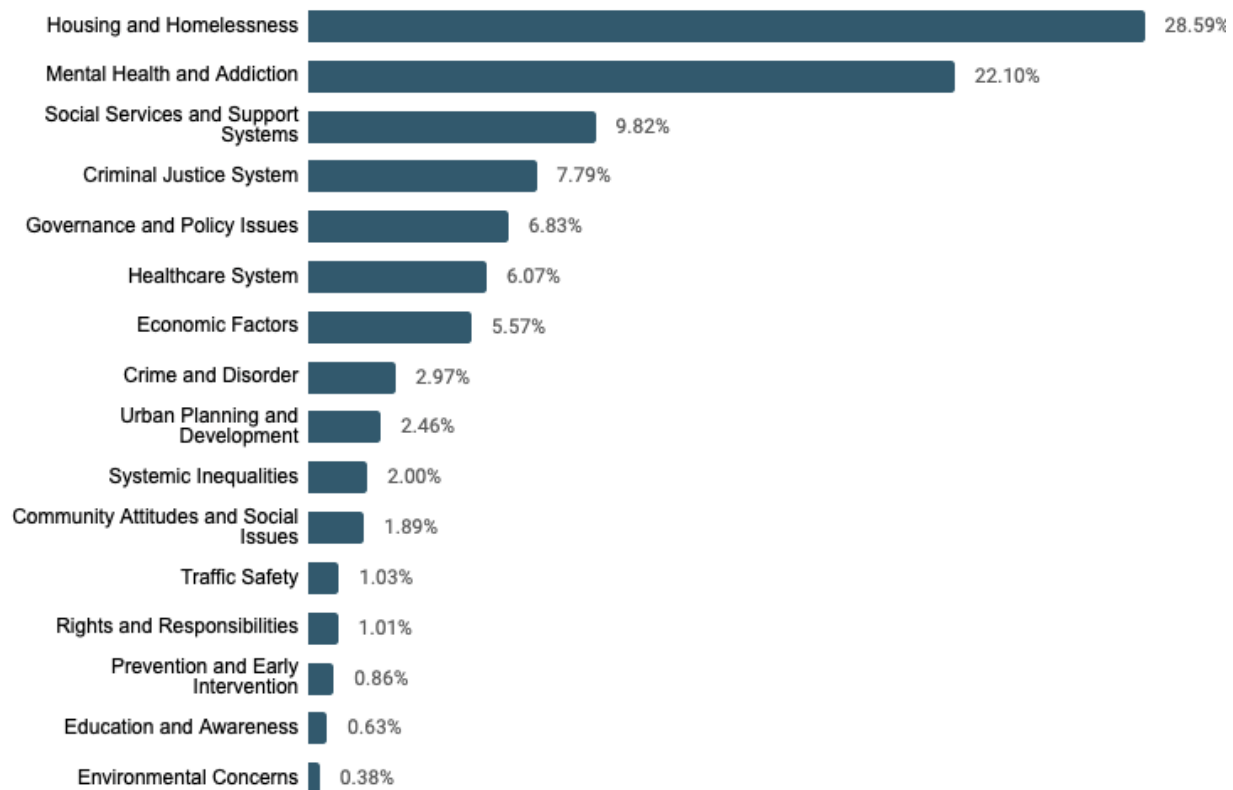
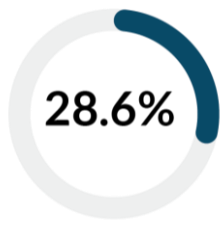


Figure 40: Frequency distribution of level 3 subthemes under “Community Safety Concerns – Barriers and Challenges” by proportion of mentions

Housing and Homelessness





28.6% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Housing and Homelessness*.

The theme of *Housing and Homelessness* contains seven level 4 subthemes, listed in frequency order of mentions:

- Lack of affordable housing options, 2,331 mentions.
- Insufficient supportive housing for vulnerable populations, 962 mentions.
- Lack of adequate shelter options, 745 mentions.
- Concerns about visible homelessness in public spaces, 676 mentions.
- Encampments in parks and public spaces, 596 mentions.
- Displacement of vulnerable populations, 572 mentions.
- Need for long-term housing solutions, 565 mentions.

Housing and homelessness emerged as concerns in community safety discussions, with substantial attention being given to affordable housing options and supportive housing for vulnerable populations. The community expressed strong interest in these areas, suggesting an opportunity for comprehensive housing strategies that address both affordability and support needs. The frequent mentions of visible homelessness and encampments highlight the complex nature of balancing housing needs with public-space management.

Effectiveness in addressing long-term housing solutions and preventing displacement also emerged as important themes.

Visible homelessness, particularly in public spaces and parks, was prominent in the feedback. This underscores the need for integrated policies that address the interconnections between housing, public space use, and community safety.

The feedback also revealed interest in diverse housing solutions, from affordable options to supportive housing with wraparound services. This may be an opportunity for Victoria to explore a range of housing strategies to address various community needs.

Taken together, the feedback in this area reinforces the community's interest in and need for a multifaceted approach to housing and homelessness, including increasing affordable housing stock, expanding supportive housing options, addressing visible homelessness compassionately, and developing long-term, sustainable housing solutions.

Housing and Homelessness

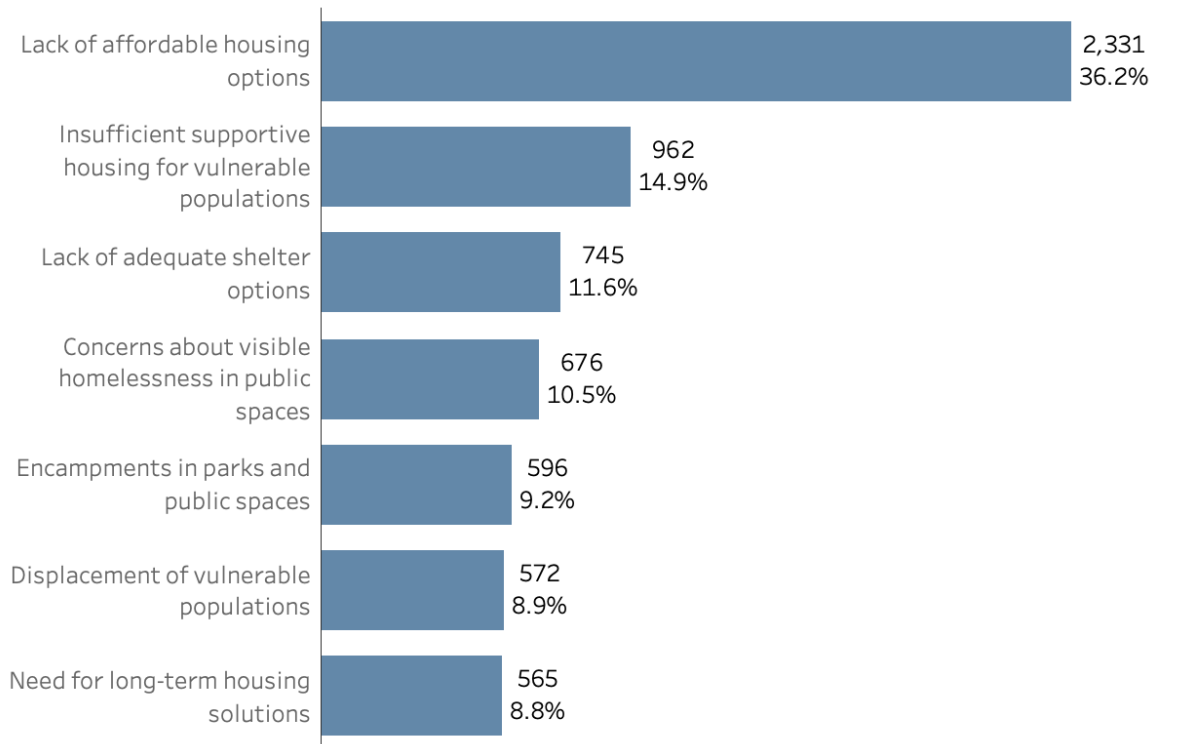
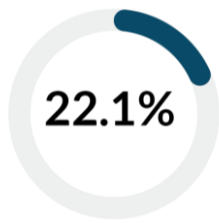


Figure 41: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Housing and Homelessness” by number and proportion of mentions

Mental Health and Addiction





22.1% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Mental Health and Addiction*.

The theme of *Mental Health and Addiction* contains eight level 4 subthemes, listed in frequency order of mentions:

- Insufficient resources for mental health treatment, 1,080 mentions.
- Need for more comprehensive addiction services, 1,020 mentions.
- Concerns about public substance use and its impacts, 626 mentions.
- Lack of accessible mental health services, 600 mentions.
- Unpredictable behaviour due to substance use, 592 mentions.
- Need for more mental health workers and supports, 438 mentions.
- Toxic drug supply, 345 mentions.
- Debate over harm reduction vs. abstinence-based approaches, 281 mentions.

Mental health and addiction emerges as a critical concern in community safety discussions, with many mentions of resources for mental health treatment and comprehensive addiction services. Community feedback showed strong interest in these areas, suggesting this would be an opportunity for enhanced mental health and addiction support systems. The frequent mentions of public substance use and accessibility of services highlight the balance needed to address mental health and addiction issues while maintaining community safety.

Effectiveness in approaches to service provision and policy also emerged as important themes, with residents encouraging approaches that more effectively address mental health and addiction issues in the community.

Public substance use and concerns about possible associated unpredictable behaviour were prominently featured in community feedback.

This underscores the need for integrated policies that address the interconnectedness of mental health, addiction, public safety, and community wellbeing. While mentioned less frequently, debates over harm reduction approaches were also noted.

There was also interest in increasing the number of mental health workers and supports. This suggests an opportunity to explore strategies for expanding mental health and addiction services.

Mental Health and Addiction

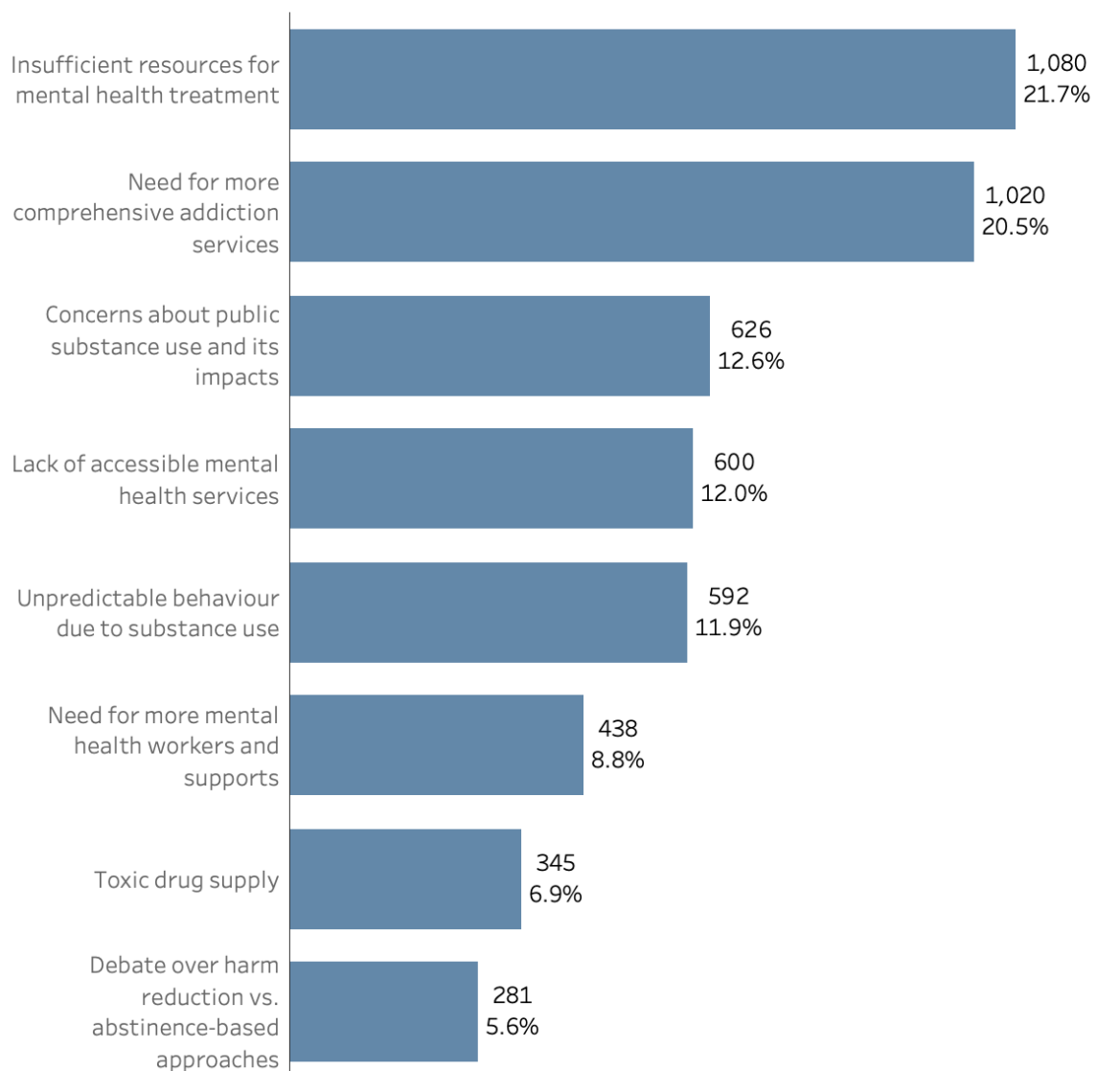
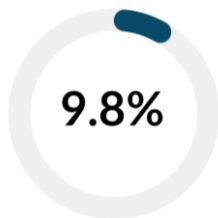


Figure 42: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Mental Health and Addiction” by number and proportion of mentions

Social Services and Support Systems



9.8% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Social Services and Support Systems*.

The theme of *Social Services and Support Systems* contains four level 4 subthemes, listed in frequency order of mentions:

- Calls for more integrated and collaborative approaches, 676 mentions.
- Seniors becoming homeless or at risk of homelessness, 609 mentions.
- Need for better information sharing between agencies, 531 mentions.
- Siloed approaches to service delivery, 397 mentions.

The community's emphasis on integration and collaboration underscores a pressing need for more cohesive service delivery and targeted support for vulnerable populations. The high number of mentions regarding senior homelessness highlights a critical intersection between aging, housing security, and community safety, calling for comprehensive policies that address these interconnected issues.

Focus group discussions unveiled several critical service gaps. Mental health services, particularly for crisis intervention and post-treatment follow-up, were found to be inadequate, often leading to recurring community safety and wellbeing issues. The shortage of supportive and long-term housing solutions, especially for vulnerable groups like seniors and individuals with mental health challenges, exacerbates the cycle of homelessness and related safety concerns.

Healthcare accessibility also emerged as a significant challenge, with participants citing difficulties in finding family doctors and affording necessary services. It was revealed that this gap not only affects individual wellbeing but also increases pressure on other social services ill-equipped to address health needs.

The prevalence of siloed service delivery was a recurring theme in focus groups and survey responses, manifesting in lack of coordination between agencies, ineffective information sharing, and duplication of services. According to the community feedback, this fragmented approach often results in inefficient resource use and complicates service navigation for those in need, sometimes requiring individuals to repeatedly recount their situations to different providers.

Social Services and Support Systems

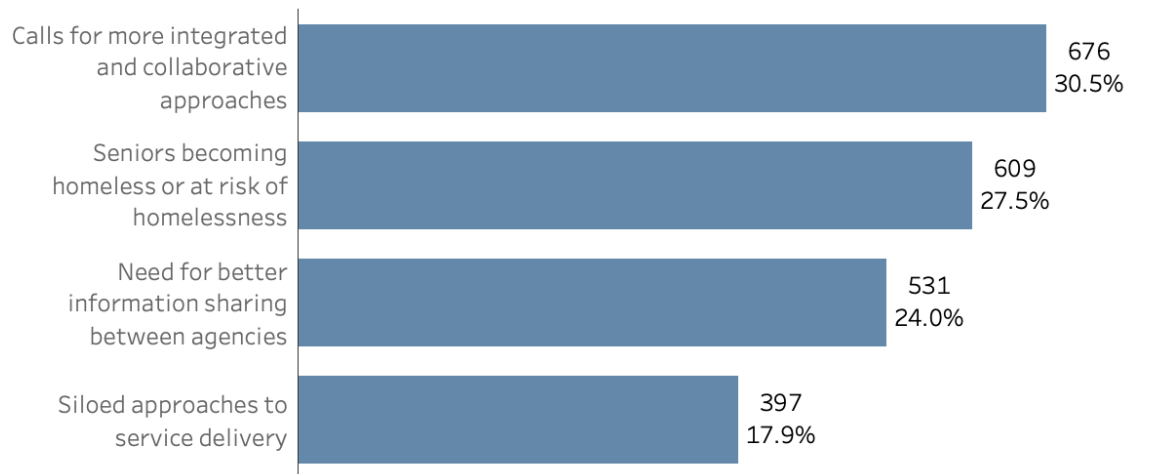
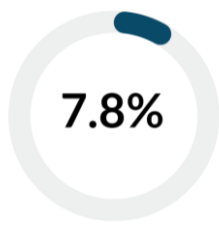


Figure 43: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Social Services and Support Systems” by number and proportion of mentions

Criminal Justice System





7.8% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Criminal Justice System*.

The theme of *Criminal Justice System* contains five level 4 subthemes, listed in frequency order of mentions:

- Concerns about inadequate police presence, 426 mentions.
- Perceived leniency in law enforcement ('catch and release'), 423 mentions.
- Calls for stricter enforcement and consequences for repeat offenders, 350 mentions.
- Debate over criminalization vs. decriminalization of substance use, 313 mentions.
- Need for reform in the judicial system, 245 mentions.

Feedback related to the criminal justice system emerges as a focus in community safety discussions, with substantial attention to police presence and law enforcement practices. The interest in these areas suggests an opportunity for increased dialogue between law enforcement agencies and the public, to maintain public safety while addressing diverse community needs.

Substance use issues, particularly those intersecting with law enforcement and public health, were prominent in community feedback. While mentioned less frequently, concerns about specific criminal activities were also noted.

The feedback also revealed an interest in judicial system reform, which may open the door for the City of Victoria to engage with provincial authorities to address community perspectives on legal processes.

The community feedback supports a need for enhanced communication about law enforcement strategies, collaborative approaches across different aspects of the justice system, consideration of diverse perspectives on drug policies, and holistic strategies that recognize the interconnectedness of social issues that affect community safety.

One resident, considering the criminal justice system in the context of social wellbeing and safety, said:



“Too much stigma around people who are unhoused and using substances, Not enough, non-judgemental supports for people who are unhoused and using substances, Being to lenient on people who are committing acts of violence, destruction and theft.”

Criminal Justice System

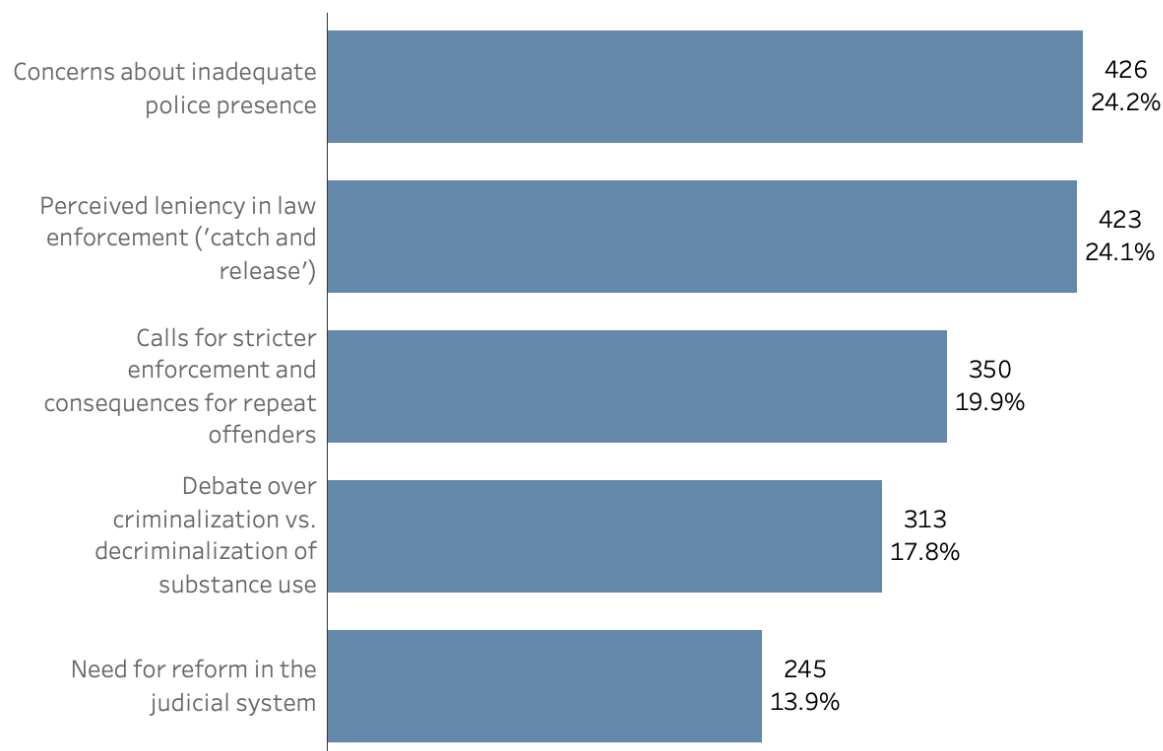
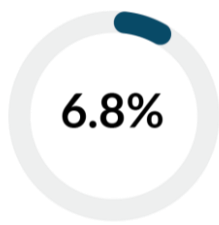


Figure 44: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Criminal Justice System” by number and proportion of mentions

Governance and Policy Issues





6.8% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Governance and Policy Issues*.

The theme of *Governance and Policy Issues* contains six level 4 subthemes, listed in frequency order of mentions:

- Criticism of current political leadership, 426 mentions.
- Lack of coordinated strategies across government levels, 285 mentions.
- Bureaucracy and inefficient government processes, 267 mentions.
- Inadequate funding and resource allocation, 231 mentions.
- Need for municipal service amalgamation, 169 mentions.
- Ineffective policies around substance use and homelessness, 161 mentions.

A substantial number of comments sought changes in local governance and showed interest in coordinated strategies across governments, suggesting an opportunity for increased public engagement in decision-making processes.

Responses about efficiency in government processes and resource allocation emphasized the need to streamline administrative procedures and optimize resource management.

The feedback also revealed an interest in enhanced regional cooperation on safety issues. This suggests an opportunity for the City of Victoria to seek collaboration with neighbouring municipalities to address shared safety concerns more effectively.

Governance and Policy Issues

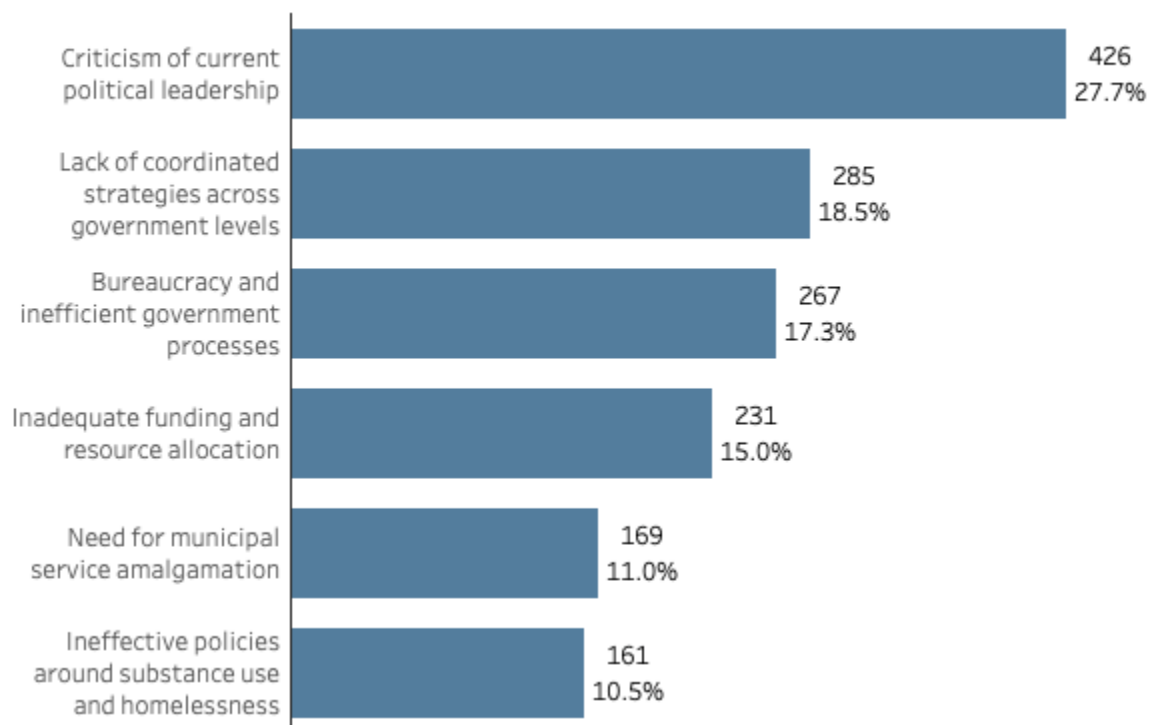
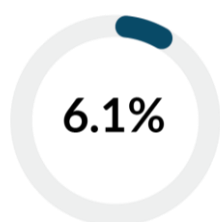


Figure 45: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Governance and Policy Issues” by number and proportion of mentions

Healthcare System



6.1% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Healthcare System*.

The theme of *Healthcare System* contains six level 4 subthemes, listed in frequency order of mentions:

- Lack of primary care providers, 422 mentions.
- Long wait times for medical services, 240 mentions.
- Insufficient resources for complex care needs, 197 mentions.
- Need for better integration of health and social services, 181 mentions.
- Limited access to family doctors, 175 mentions.
- Long wait times at emergency departments, 154 mentions.

There were many mentions of the lack of primary care providers and long wait times for medical services in the community feedback, indicating an interest in approaches that more effectively address access to care and wait times.

The frequent mentions of insufficient resources for complex care needs and the need for better integration of health and social services highlight the complex nature of healthcare challenges and their effects on community wellbeing.

Comments about healthcare reflected the need for integrated policies that support the interconnections between primary care, emergency services, and overall community health and safety.

One respondent said,



“Lack of access to family doctors, Lack of access to timely medical care in general (new moms with no maternity doctor is a huge issue).”

Healthcare System

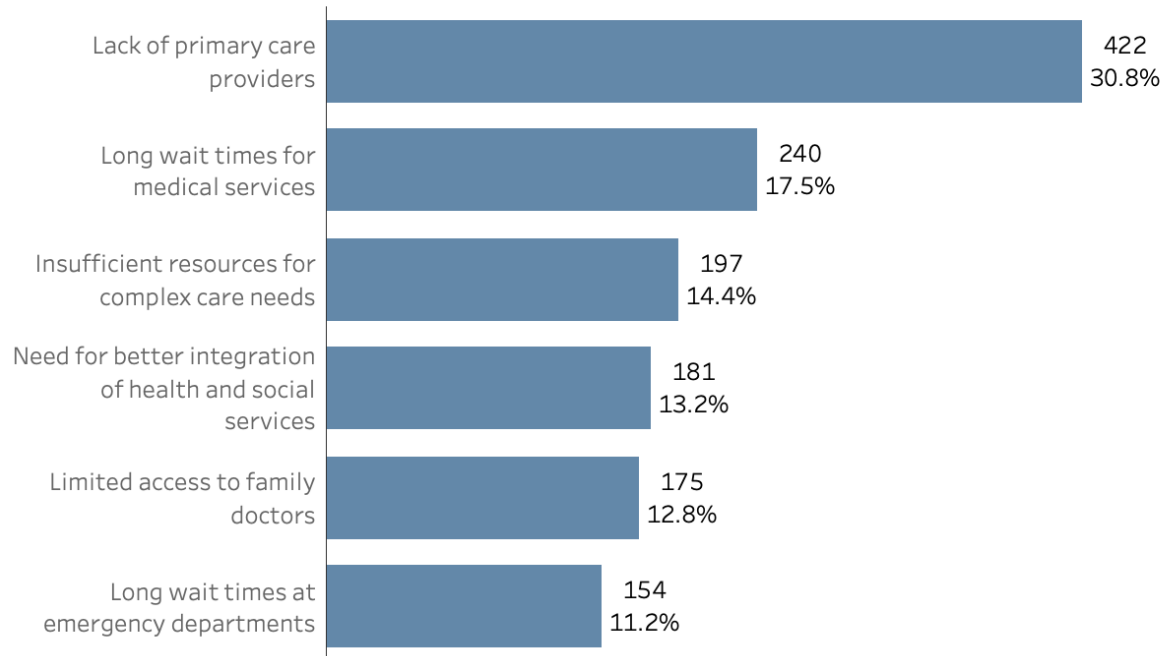
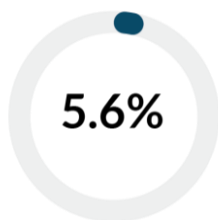


Figure 46: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Healthcare System” by number and proportion of mentions

Economic Factors



5.6% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Economic Factors*.

The theme of *Economic Factors* contains six level 4 subthemes, listed in frequency order of mentions:

- Economic barriers to accessing services and housing, 300 mentions.
- Rising cost of living, 262 mentions.
- Income inequality and poverty, 234 mentions.
- Lack of job opportunities for youth, 187 mentions.
- Insufficient wages for support workers and service providers, 160 mentions.
- Economic disparities between neighbourhoods, 112 mentions.

The mentions of economic barriers in accessing services and housing, income inequality at the personal and neighbourhood levels, and the lack of job opportunities all highlight the complex interplay between economic factors and community wellbeing. They underscore the need for integrated policies that address the interconnections between economic factors, housing security, and community safety. While mentioned less frequently, concerns about economic disparities between neighbourhoods were also noted, highlighting the importance of equitable development across the city.

The feedback also revealed an interest in addressing youth employment and wages for support workers, two demographic groups that commonly face economic barriers that affect wellbeing.

Economic Factors

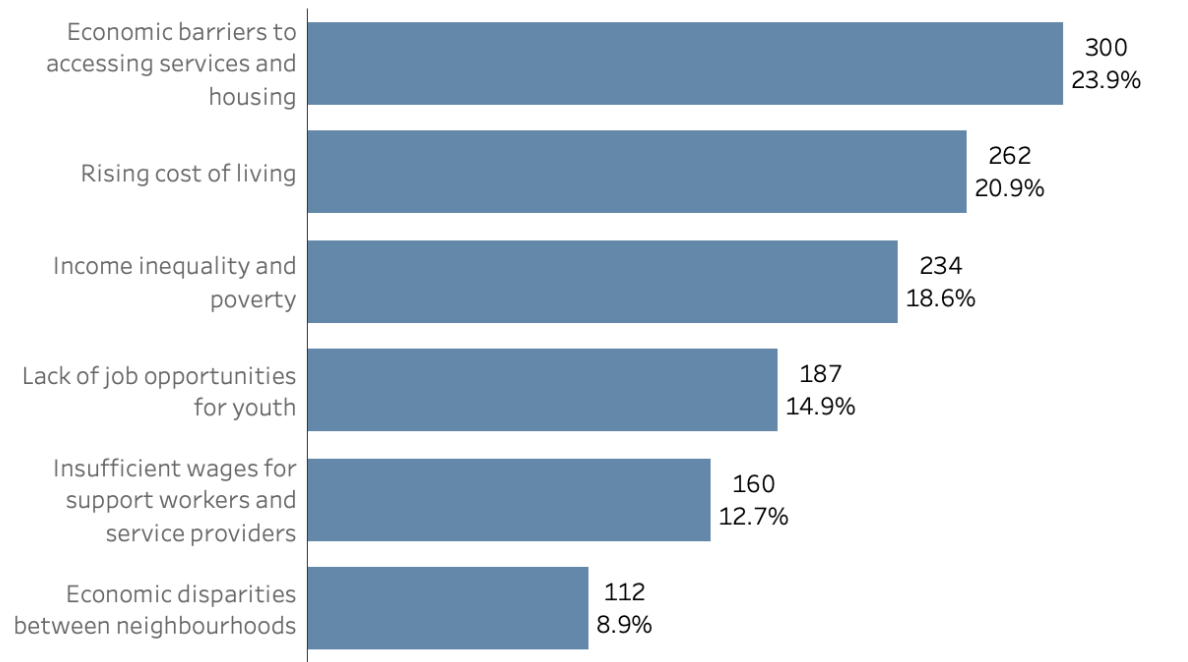
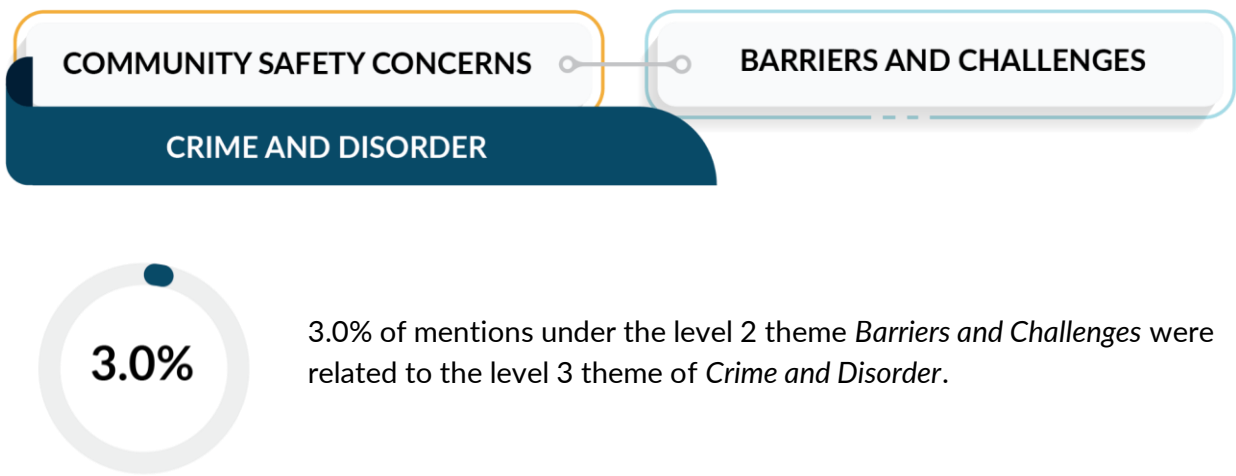


Figure 47: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Economic Factors” by number and proportion of mentions

Crime and Disorder



The theme of *Crime and Disorder* contains three level 4 subthemes, listed in frequency order of mentions:

- Shoplifting and petty crime, 244 mentions.
- Vandalism and graffiti, 236 mentions.
- Youth gang recruitment, 190 mentions.

The prevalence of mentions of shoplifting, petty crime, and vandalism indicates concern about the community's sense of safety and order, as well as a desire for strategies to address these common but disruptive criminal activities.

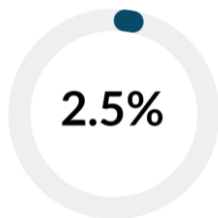
The focus on youth gang recruitment reflects worry about the vulnerability of young people to criminal influences and the potential long-term effects on community safety, with a need for targeted interventions to support at-risk youth.

Crime and Disorder



Figure 48: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Crime and Disorder” by number and proportion of mentions

Urban Planning and Development



2.5% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Urban Planning and Development*.

The theme of *Urban Planning and Development* contains six level 4 subthemes, listed in frequency order of mentions:

- Issues with transportation and infrastructure, 213 mentions.
- Need for better public spaces and community resources, 102 mentions.
- Concerns about downtown development and safety, 102 mentions.
- Inconsistent bike lane design and signage, 52 mentions.
- Poor road and sidewalk maintenance, 47 mentions.
- Lack of public washrooms, 39 mentions.

This section reflects the importance of the built environment in shaping safety and wellbeing outcomes. Community feedback identified a range of urban planning and development issues that affect safety and quality of life, confirming the interconnectedness of urban design, infrastructure, and community safety.

The prevalence of concerns about transportation, infrastructure, and public spaces indicates that these are key areas of focus for the community. The mention of issues like bike lane design, road maintenance, and public washrooms illustrate how urban planning decisions affect community members' sense of safety and wellbeing.

Urban Planning and Development

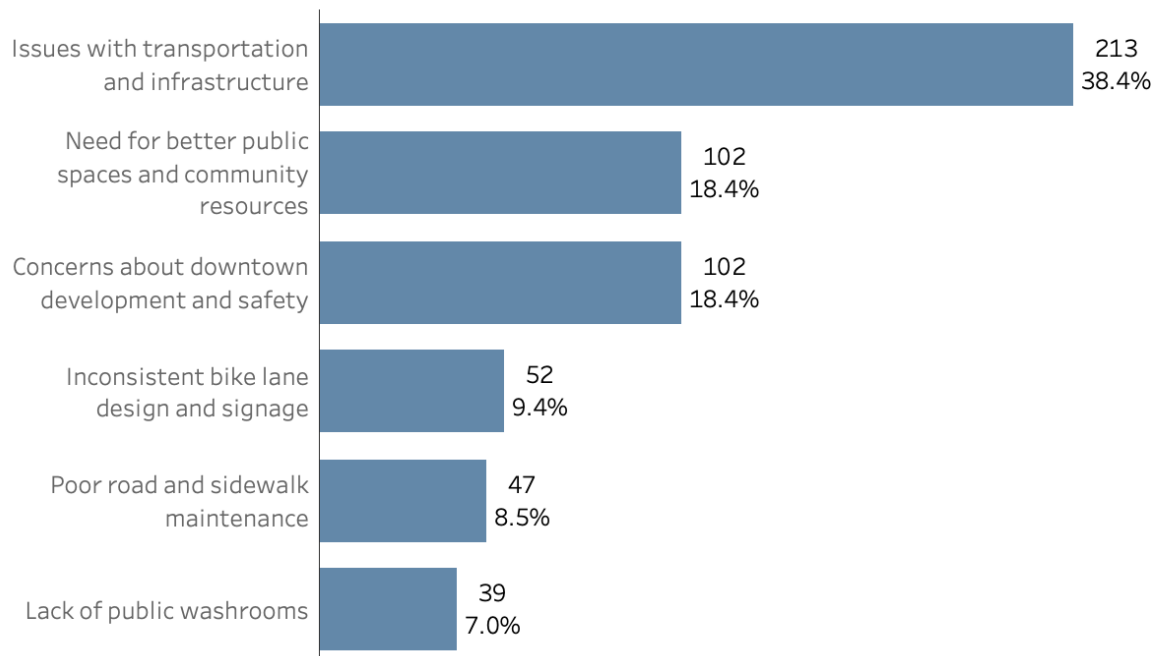
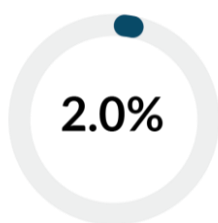


Figure 49: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Urban Planning and Development” by number and proportion of mentions

Systemic Inequalities



2.0% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Systemic Inequalities*.

The theme of *Systemic Inequalities* contains four level 4 subthemes, listed in frequency order of mentions:

- Racism and colonialism, 145 mentions.
- Classism and socioeconomic disparities, 121 mentions.
- Gender-based violence and inequality, 98 mentions.
- Ableism and discrimination against people with disabilities, 87 mentions.

Feedback on systemic inequalities touch on deep-rooted societal issues that impact various segments of the population.

The feedback identifies a range of inequalities, from racism and colonialism to socioeconomic disparities and discrimination based on gender and abilities.

The data suggests that respondents are concerned about various forms of systemic discrimination and inequality that can affect different segments of the population, and how these can affect community members and safety and sense of wellbeing.

Systemic Inequalities

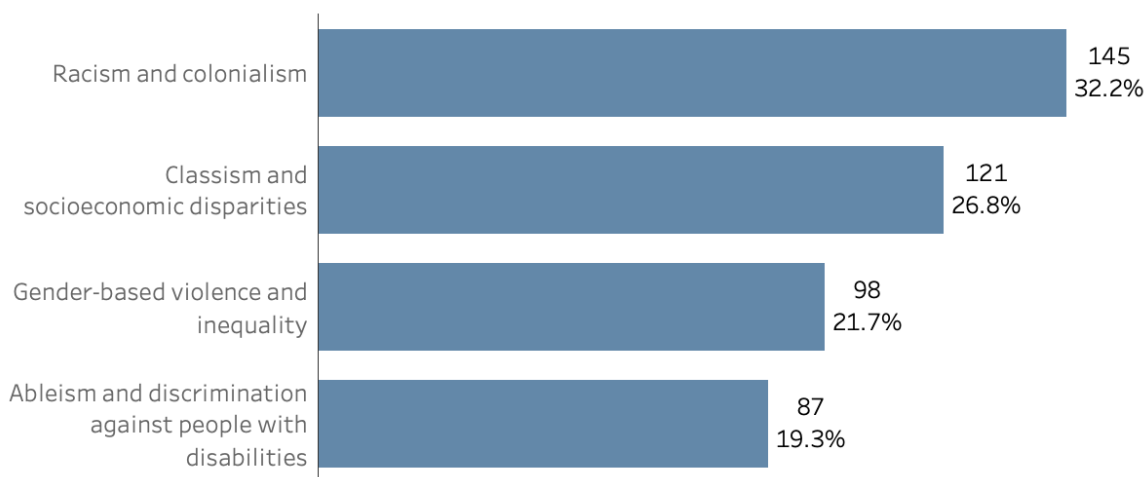
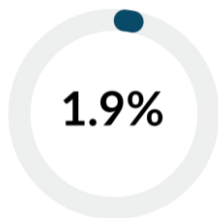


Figure 50: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Systemic Inequalities” by number and proportion of mentions

Community Attitudes and Social Issues



1.9% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Community Attitudes and Social Issues*.

The theme of *Community Attitudes and Social Issues* contains eight level 4 subthemes, listed in frequency order of mentions:

- Stigma and discrimination toward marginalized groups, 106 mentions.
- Concerns about public safety and perceptions of danger, 81 mentions.
- Youth engagement and activities, 57 mentions.
- Disconnect between different community groups, 46 mentions.
- Loss of public empathy due to ongoing issues, 40 mentions.
- NIMBYism (Not In My Back Yard) attitudes, 36 mentions.
- Social isolation, 33 mentions.
- Intergenerational divides, 26 mentions.

The frequency data highlights a range of issues, from stigma and discrimination to public safety and youth engagement. These concerns underscore the interconnectedness of social attitudes, community cohesion, and perceptions of safety.

The data suggests that residents are concerned about various social dynamics that can impact community safety and wellbeing. The prevalence of concerns about stigma, public safety perceptions, and youth engagement indicates that these are key areas of focus for the community.

Community Attitudes and Social Issues

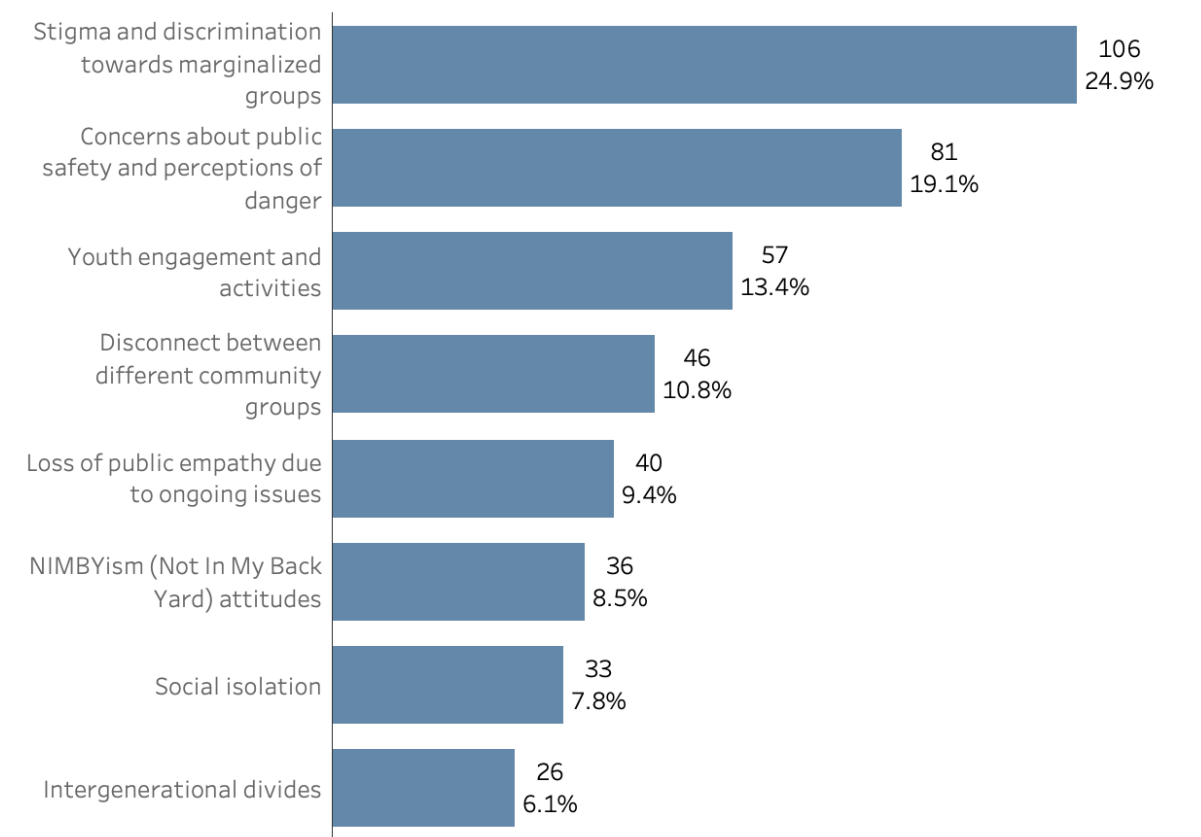


Figure 51: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Community Attitudes and Social Issues” by number and proportion of mentions

Traffic Safety





1.0% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Traffic Safety*.

The theme of *Traffic Safety* contains three level 4 subthemes, listed in frequency order of mentions:

- Speeding in residential areas, 84 mentions.
- Lack of traffic law enforcement, 81 mentions.
- Unsafe intersections, 68 mentions.

The data suggests that residents are concerned about driver behaviour (speeding), policing (lack of traffic law enforcement), and infrastructure (unsafe intersections).

Traffic Safety



Figure 52: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Traffic Safety” by number and proportion of mentions

Rights and Responsibilities



1.0% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Rights and Responsibilities*.

The theme of *Rights and Responsibilities* contains three level 4 subthemes, listed in frequency order of mentions:

- Concern over individual rights vs. community safety, 89 mentions.
- Need for accountability in service provision, 70 mentions.
- Concerns about balancing different community needs, 68 mentions.

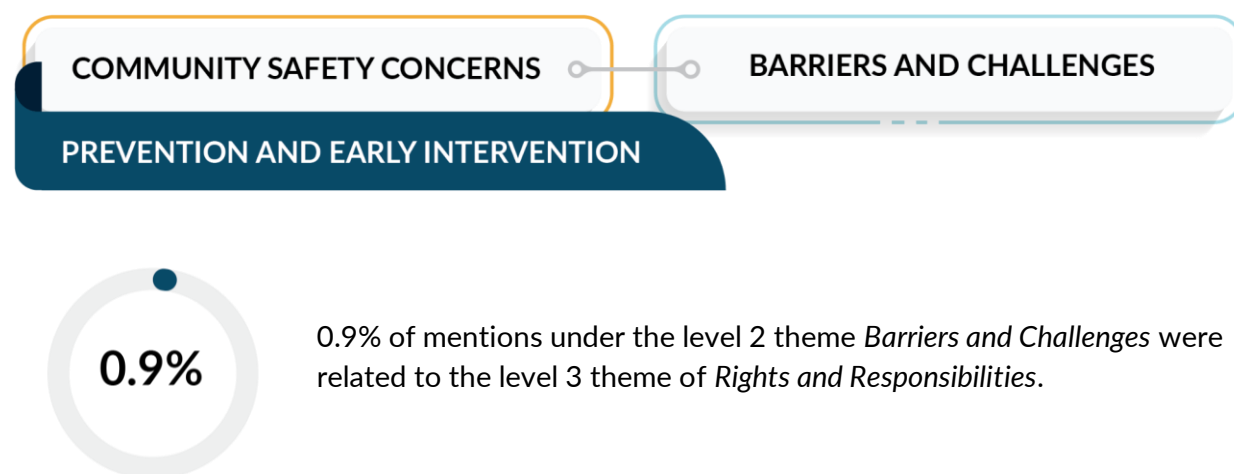
The data suggests that residents recognize the challenges inherent in balancing individual freedoms with community needs, diverse perspectives, and safety concerns. The mentions related to accountability in service provision underscores the community's desire for responsible and effective management of services that support safety and wellbeing.

Rights and Responsibilities



Figure 53: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Rights and Responsibilities” by number and proportion of mentions

Prevention and Early Intervention



The theme of *Rights and Responsibilities* contains four level 4 subthemes, listed in frequency order of mentions:

- Need for more focus on preventive measures, 68 mentions.
- Importance of early childhood support and education, 54 mentions.
- Calls for poverty reduction strategies, 45 mentions.
- Need for trauma-informed approaches, 28 mentions.

The frequency data highlights a range of preventive measures and early intervention strategies that community members believe could have a positive effect on overall safety and wellbeing. These concerns underscore the importance of proactive approaches in addressing community safety issues before they escalate.

Prevention and Early Intervention

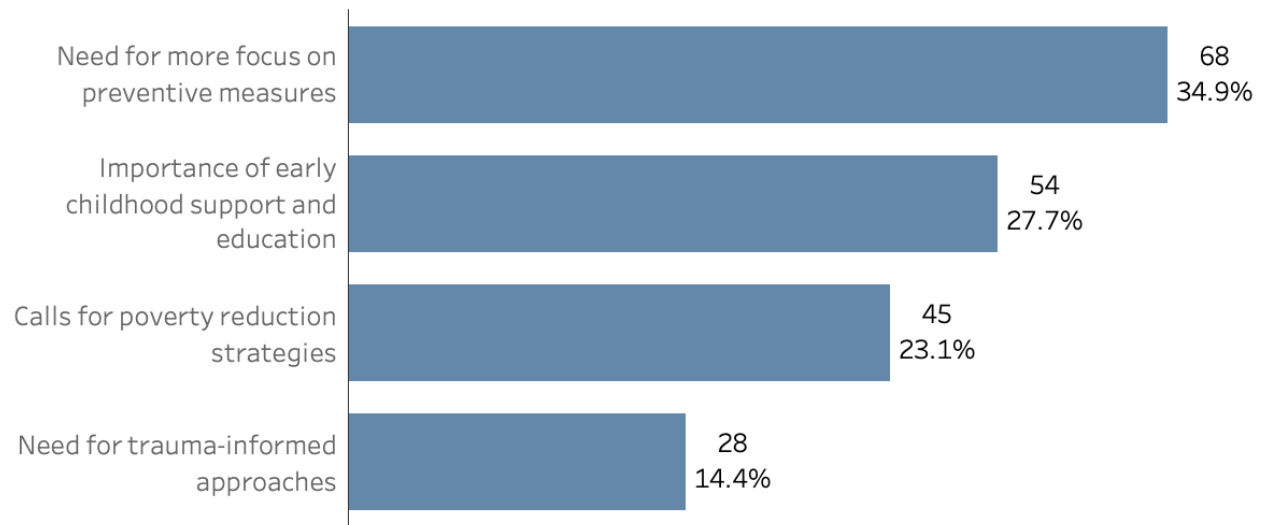
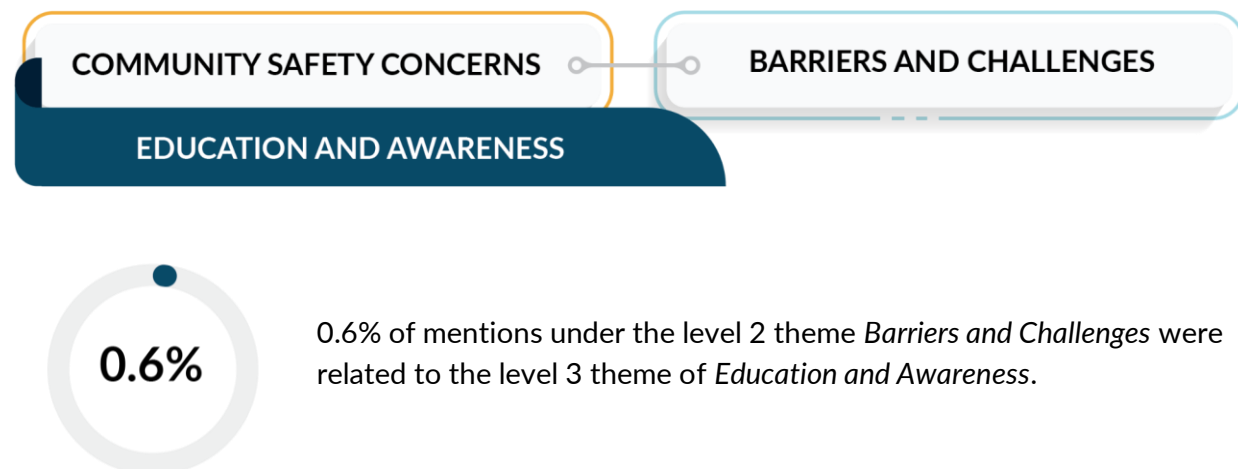


Figure 54: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Prevention and Early Intervention” by number and proportion of mentions

Education and Awareness



The theme of *Education and Awareness* contains three level 4 subthemes, listed in frequency order of mentions:

- Calls for better training for service providers and first responders, 53 mentions.
- Need for public education on social issues, 45 mentions.
- Importance of cultural awareness and sensitivity, 45 mentions.

These findings highlight an interest in education and awareness as tools for improving safety and wellbeing in Victoria. The data suggests that residents see value in investing in knowledge and understanding at multiple levels, from professional training for service providers and first responders to public education and cultural awareness.

The equal emphasis on cultural awareness and public education about social issues indicates a recognition that these factors contribute to safety concerns.

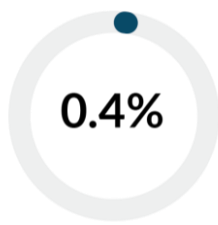
Education and Awareness



Figure 55: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Education and Awareness” by number and proportion of mentions

Environmental Concerns





0.4% of mentions under the level 2 theme *Barriers and Challenges* were related to the level 3 theme of *Environmental Concerns*.

The theme of *Environmental Concerns* contains two level 4 subthemes, listed in frequency order of mentions:

- Need for sustainable urban development, 51 mentions.
- Climate emergency and its impacts on community wellbeing, 34 mentions.

The data suggests that residents see a connection between environmental sustainability and community safety. Concerns about sustainable urban development suggest a desire for growth and development practices that take into account long-term environmental impacts and their implications for safety and quality of life. Mentions related to climate emergency show an awareness of climate change as a factor influencing safety and wellbeing.

Environmental Concerns



Figure 56: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Barriers and Challenges – Environmental Concerns” by number and proportion of mentions

Root Causes



Root Causes emerges as a critical dimension in the analysis of community safety concerns in Victoria, reflecting the community's understanding of the underlying factors that contribute to safety and wellbeing. This category explores the fundamental drivers of community challenges, ranging from economic factors to social dynamics, systemic issues, and policy frameworks, all providing insight into the community's perception of safety and wellbeing.

The analysis of root causes includes a diverse array of themes:

- Lack of Social Services and Support
- Economic Factors
- Social Issues
- Criminal Justice System
- Mental Health and Addiction
- Government Policy and Leadership
- Urban Planning and Environment
- Cultural and Demographic Factors
- Policing and Law Enforcement
- Limited Education and Opportunity
- Economic Systems and Inequality
- Societal Values and Norms
- Technological Influences

Community Safety Concerns - Root Causes

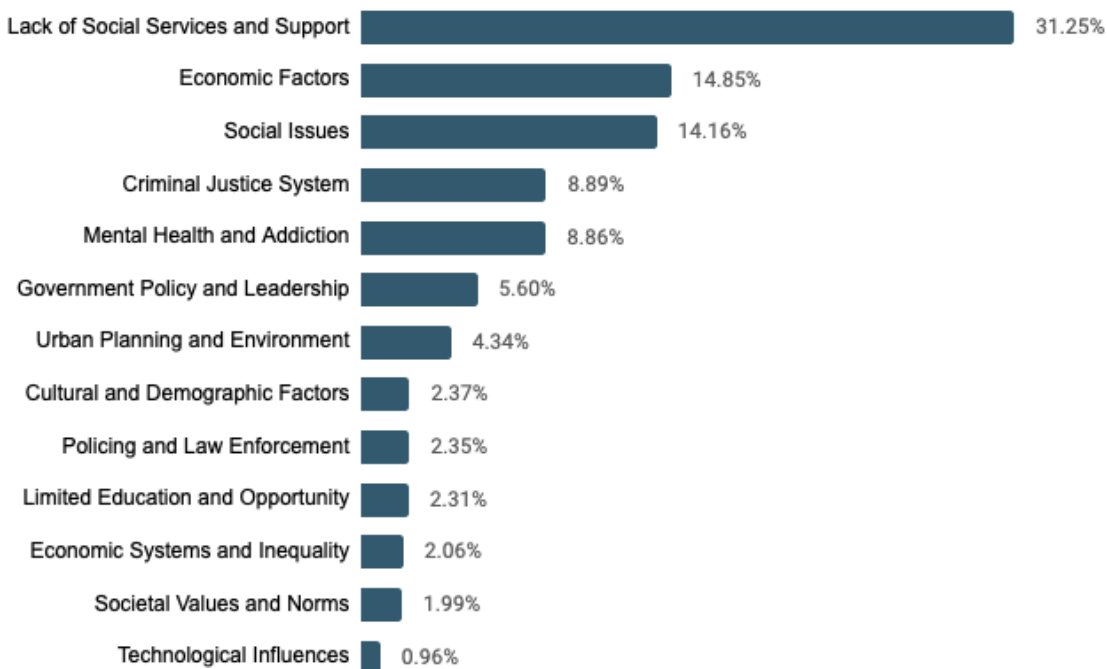


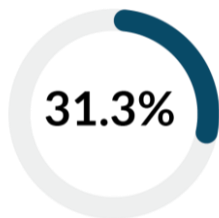
Figure 57: Frequency distribution of level 3 subthemes under “Community Safety Concerns – Root Causes” by proportion of mentions

Addressing the interconnectedness of root causes affecting safety and wellbeing, one Victoria resident said:



“If I could answer this, I might have an answer for world peace as well. To be serious, wherever there is drug dealing in opioids happening, you will have increased crime. The housing situation is very limited, meaning more homelessness (not all are addicts). The cost of living is high, but people continue to come here because of the climate. Some even if they don't have employment, but in a number of cases, they might have employment, but you need a higher salary. However, many businesses can't afford higher salaries (note the number of closures). Social insecurity usually happens when people do not feel safe in an area, on the streets, or in their ability to meet their basic needs of food, housing and employment.”

Lack of Social Services and Support



31.3% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Lack of Social Services and Support*.

The theme of *Social Services and Support* contains fourteen level 4 subthemes, listed in frequency order of mentions:

- Lack of accessible mental health services, 211 mentions.
- Inadequate addiction treatment options, 166 mentions.
- Inadequate supports for unhoused individuals, 159 mentions.
- Insufficient support for vulnerable populations, 153 mentions.
- Lack of affordable and accessible healthcare, 134 mentions.
- Inadequate social safety net, 130 mentions.
- Lack of addiction treatment options, 129 mentions.
- Insufficient mental health support, 121 mentions.
- Limited resources for youth and families at risk, 118 mentions.
- Lack of early childhood support, 109 mentions.
- Insufficient youth programs and services, 95 mentions.
- Limited access to healthcare services, 91 mentions.
- Gaps in services for those with complex needs, 78 mentions.

- Lack of mental health services, 63 mentions.

One respondent said service challenges include:



“Clients that are beyond our level of care,; more appropriate planning for the proper placing for care for those who have multiple mental illness barriers; consideration and planning before evicting them back onto the streets; [and] need to be more clear with policy and procedure, rather than just exiting them all.”

The data suggests that residents see a strong connection between robust social services and a thriving, safe community. The prevalence of concerns about mental health and addiction services underscores the community's recognition of these issues as central to community as well as individual wellbeing.

The significant attention to support for unhoused people and vulnerable populations reflects an understanding that community wellbeing is dependent on ensuring that all members of the community have access to necessary services and support.

Lack of Social Services and Support

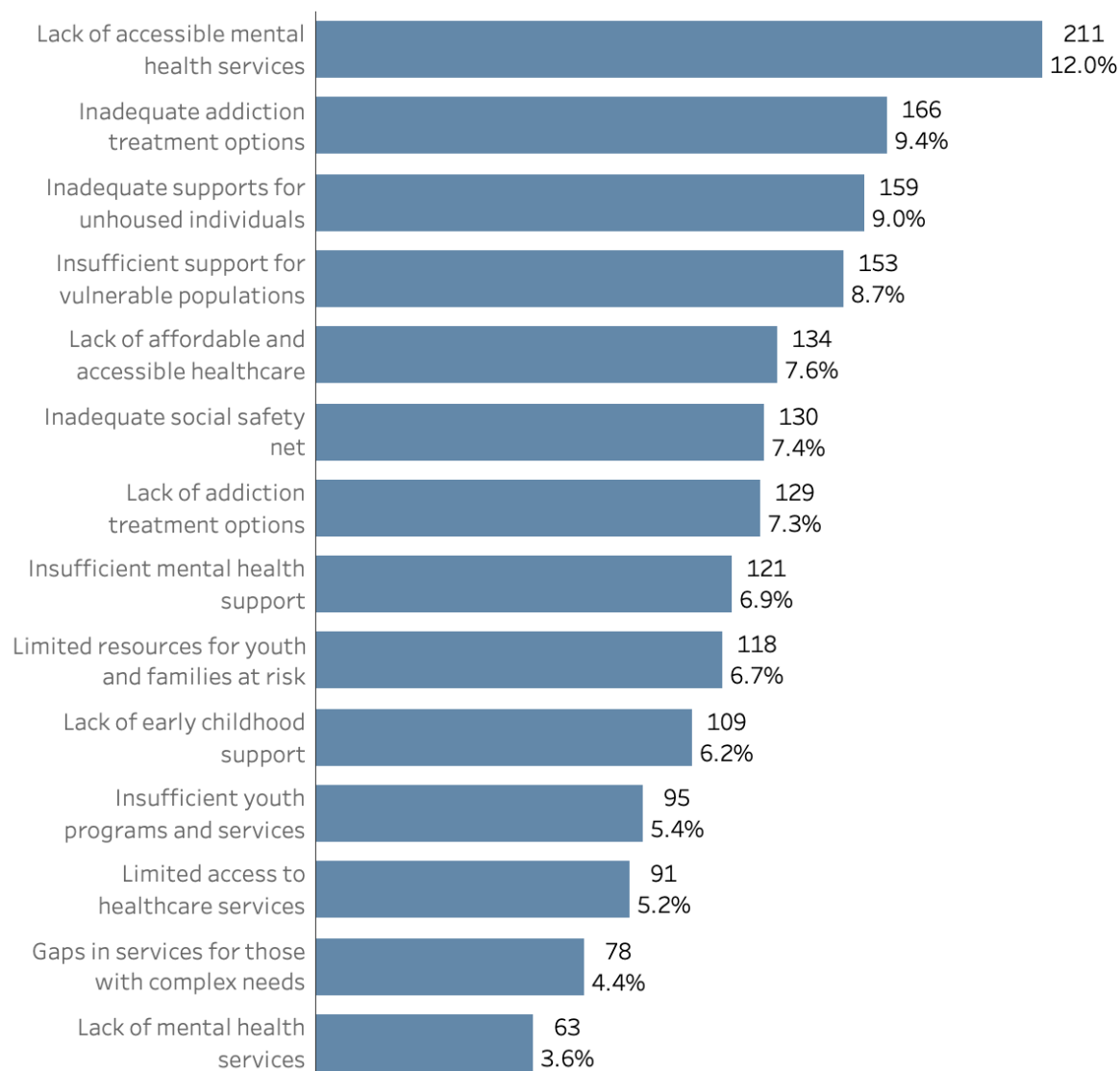
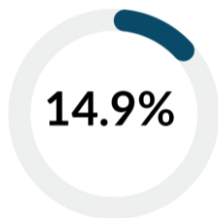


Figure 58: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Lack of Social Services and Support” by number and proportion of mentions

Economic Factors



14.9% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Economic Factors*.

The theme of *Economic Factors* contains six level 4 subthemes, listed in frequency order of mentions:

- Lack of affordable housing, 285 mentions.
- Income inequality and poverty, 160 mentions.
- High cost of living, 143 mentions.
- Economic desperation, 97 mentions.
- Unemployment and underemployment, 76 mentions.
- Limited job opportunities for certain groups, 74 mentions.

The prevalence of concerns about affordable housing underscores the central role that stable, accessible housing plays in community wellbeing. The substantial number of mentions of income inequality, poverty, and the high cost of living reflects an understanding that economic pressures and disparities can contribute to safety and wellbeing issues. The mentions of economic desperation, unemployment, and limited job opportunities highlight awareness of how lack of economic stability and opportunity can also lead to safety concerns.

This suggests an understanding that creating economic opportunities and support systems could be an important component in improving community safety.

Economic Factors

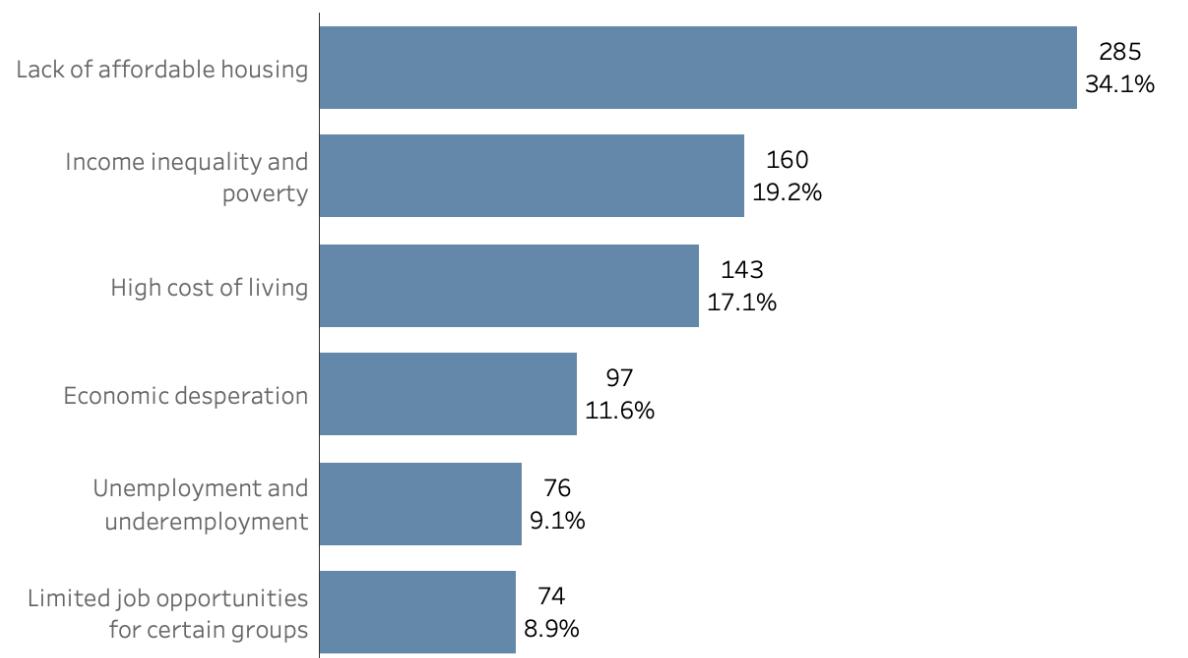
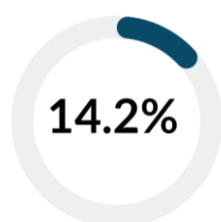


Figure 59: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Economic Factors” by number and proportion of mentions

Social Issues



14.2% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Economic Factors*.

The theme of *Economic Factors* contains nine level 4 subthemes, listed in frequency order of mentions:

- Homelessness, 168 mentions.
- Intergenerational poverty and crime, 101 mentions.
- Untreated mental health issues, 99 mentions.
- Connection between housing instability and crime, 99 mentions.
- Social marginalization and exclusion, 77 mentions.
- Racism and discrimination, 69 mentions.
- Lack of community cohesion, 65 mentions.
- Intergenerational trauma, 59 mentions.
- Childhood adversity and trauma, 59 mentions.

One resident, addressing a social issue in Victoria, said, “*Shortage of social support for people with disabilities, insufficient affordable housing.*”

The prevalence of concerns about homelessness and housing instability underscores the community's recognition of stable housing as fundamental to overall wellbeing and safety.

Considerable attention to intergenerational issues, such as poverty, crime, and trauma, reflects an understanding of how social challenges can persist over time and across generations, impacting long-term community wellbeing.

The mentions of mental health issues, social marginalization, racism, and lack of community cohesion highlight awareness of how these social factors can influence individual and collective wellbeing.

Social Issues

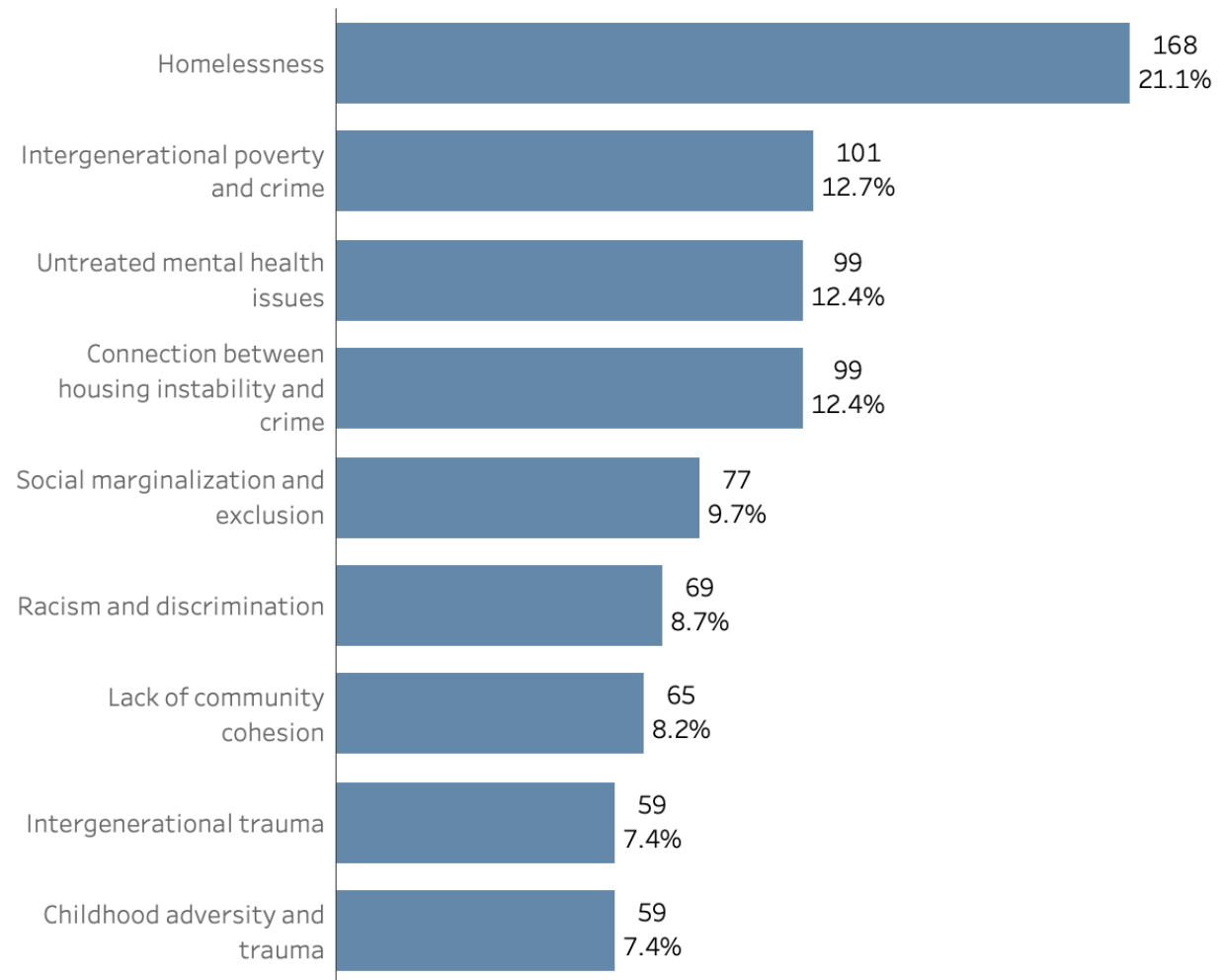
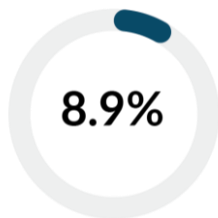


Figure 60: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Social Issues” by number and proportion of mentions

Criminal Justice System



8.9% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Criminal Justice System*.

The theme of *Criminal Justice System* contains five level 4 subthemes, listed in frequency order of mentions:

- Criminalization of substance use and homelessness, 151 mentions.
- Perceived lack of consequences, 138 mentions.
- Revolving door effect, 73 mentions.
- Punishment vs. rehabilitation, 72 mentions.
- Ineffective rehabilitation programs, 66 mentions.

The prevalence of concerns about the criminalization of substance use and homelessness underscores the community's recognition of the intersectionality between social issues and the justice system.

The mentions of the balance between punishment and rehabilitation highlight awareness of the role that post-conviction support and programs play in overall community safety and wellbeing.

Criminal Justice System

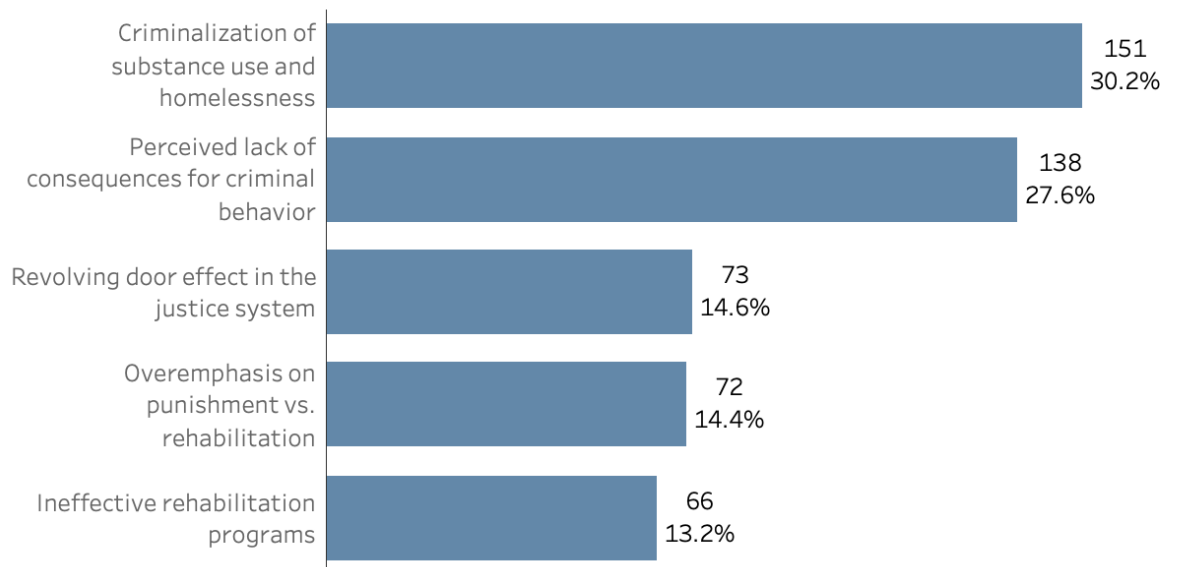
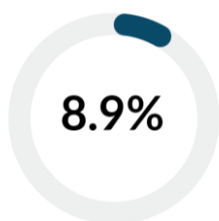


Figure 61: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Criminal Justice System” by number and proportion of mentions

Mental Health and Addiction



8.9% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Mental Health and Addiction*.

The theme of *Mental Health and Addiction* contains four level 4 subthemes, listed in frequency order of mentions:

- Ineffective drug policies, 159 mentions.
- Need for safe supply and supervised consumption sites, 123 mentions.
- Impact of drug decriminalization, 108 mentions.
- Debate over harm reduction vs. abstinence approaches, 108 mentions.

The prevalence of concerns about ineffective drug policies underscores the community's recognition of the challenges in current strategies to address issues around substance use. Mentions of safe supply and supervised consumption sites reflect community awareness of harm-reduction approaches in addiction support. Mentions of harm reduction versus abstinence and the effects of drug decriminalization highlight an awareness of ongoing discussions about the most effective approaches to addressing perceptions of safety around substance use in the community.

Mental Health and Addiction

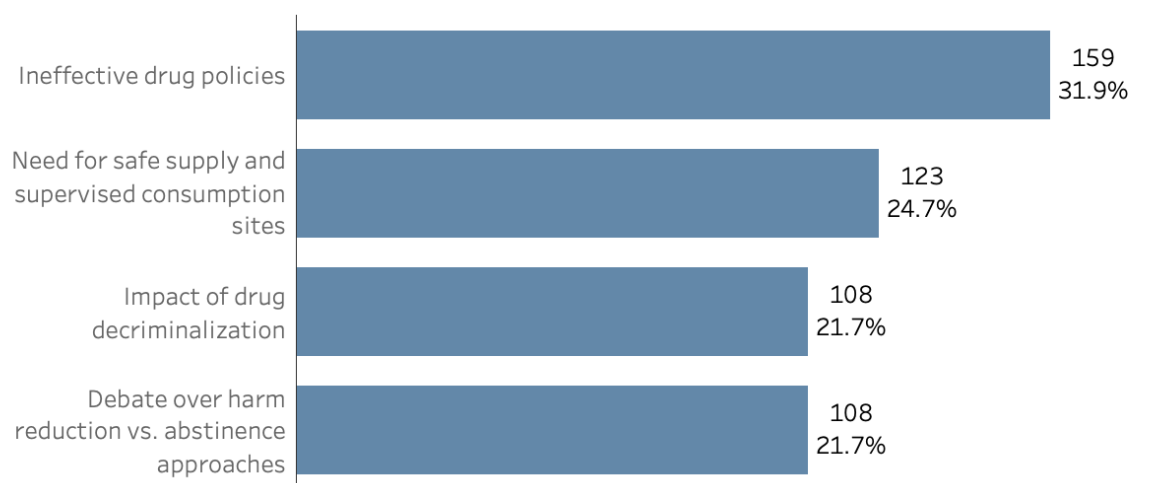
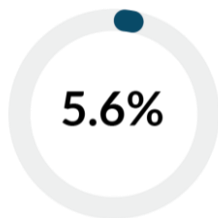


Figure 62: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Mental Health and Addiction” by number and proportion of mentions

Government Policy and Leadership



5.6% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Government Policy and Leadership*.

The theme of *Government Policy and Leadership* contains three level 4 subthemes, listed in frequency order of mentions:

- Criticism of current policies and approaches, 128 mentions.
- Calls for systemic change, 103 mentions.
- Lack of political will or understanding, 84 mentions.

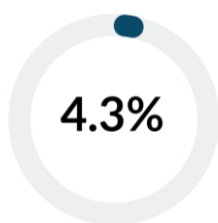
Comments about current policies and approaches underscore the focus on existing strategies for addressing safety and wellbeing. Calls for systemic change reflect community interest in comprehensive reforms in governance and policy.

Government Policy and Leadership



Figure 63: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Government Policy and Leadership” by number and proportion of mentions

Urban Planning and Environment



4.3% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Urban Planning and Environment*.

The theme of *Urban Planning and Environment* contains six level 4 subthemes, listed in frequency order of mentions:

- Lack of safe public spaces, 54 mentions.
- Concentration of services in specific areas, 51 mentions.
- Concentration of poverty in certain areas, 40 mentions.

- Insufficient public spaces for community engagement, 34 mentions.
- Environmental factors influencing criminal behaviours, 33 mentions.
- Lack of mixed-income neighbourhoods, 32 mentions.

The number of mentions of safe public spaces underscores the community's recognition of the importance of shared areas that are accessible and secure for all residents. Mentions of community engagement spaces, environmental factors influencing crime, and mixed-income neighbourhoods highlight awareness of how urban design can influence social interactions, behaviour, and socioeconomic integration.

Urban Planning and Environment

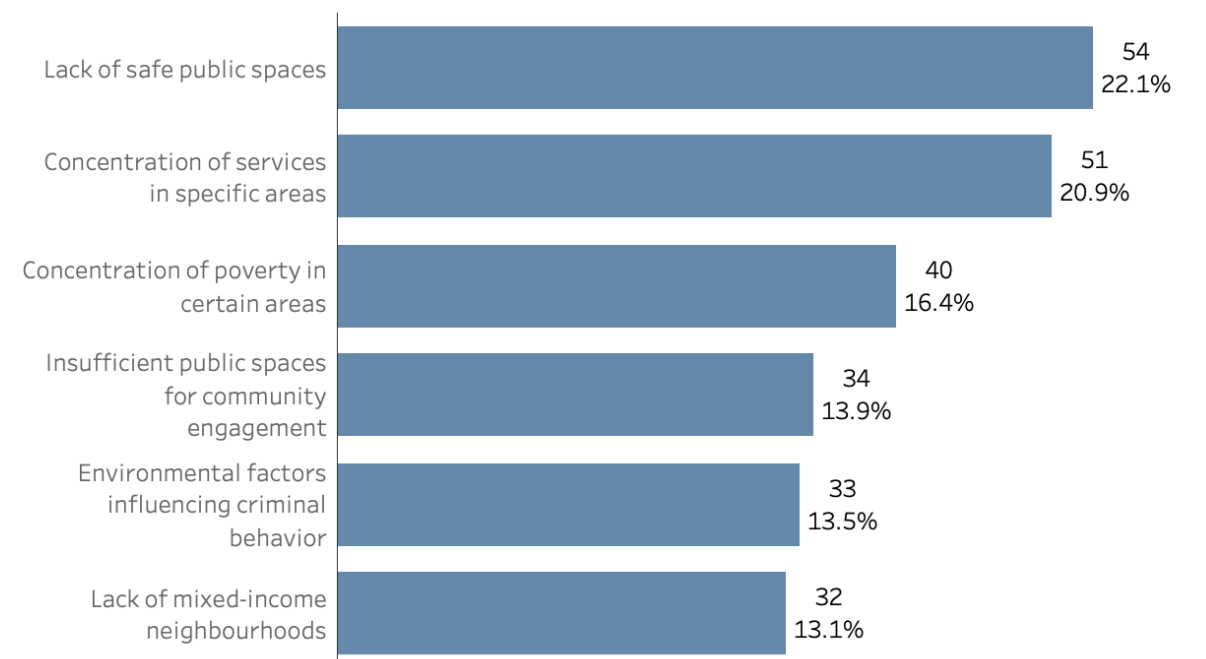
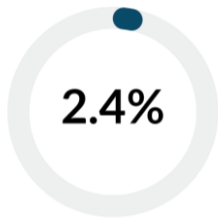


Figure 64: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Urban Planning and Environment” by number and proportion of mentions

Cultural and Demographic Factors





2.4% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Cultural and Demographic Factors*.

The theme of *Cultural and Demographic Factors* contains four level 4 subthemes, listed in frequency order of mentions:

- Age-related concerns (youth and elderly), 44 mentions.
- Gender-based issues and violence, 35 mentions.
- Immigration and integration challenges, 27 mentions.
- Cultural differences in perceptions of crime and justice, 27 mentions.

The higher number of mentions for age-related concerns underscores the community's recognition that some demographic groups may both be and feel more vulnerable around safety issues.

These findings indicate that cultural and demographic factors play a substantial role in community safety discussions, something of which community members are aware.

Cultural and Demographic Factors

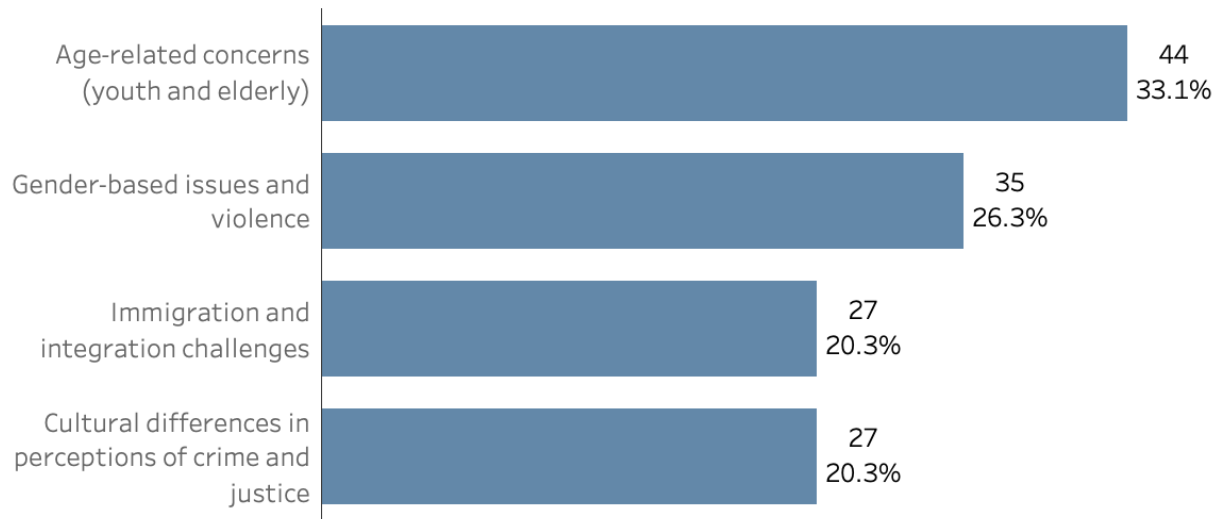
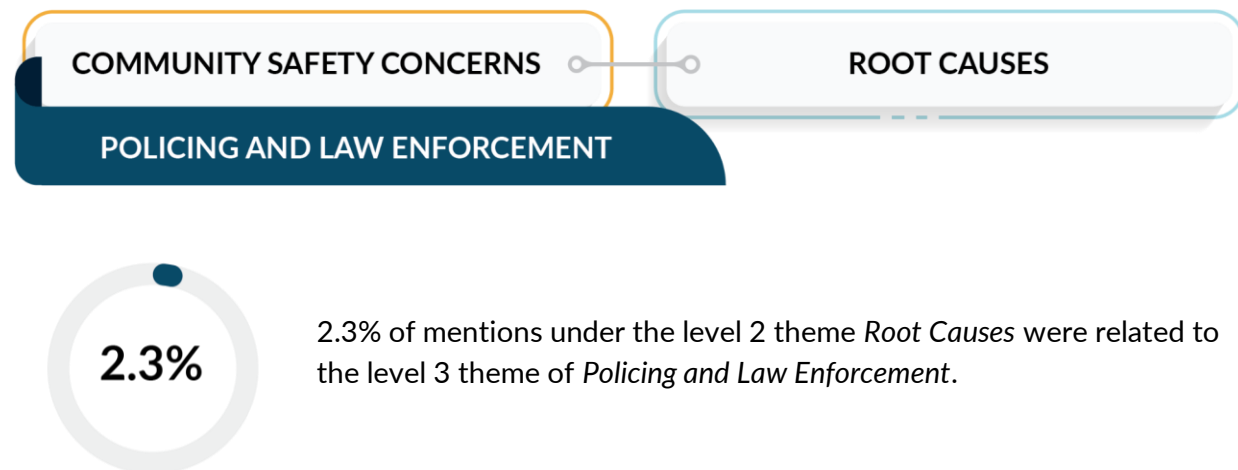


Figure 65: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Cultural and Demographic Factors” by number and proportion of mentions

Policing and Law Enforcement



The theme of *Policing and Law Enforcement* contains four level 4 subthemes, listed in frequency order of mentions:

- Community-police relations, 40 mentions.
- Perceived inadequacy of police presence, 38 mentions.
- Unclear police role in addressing social issues, 28 mentions.
- Debate over police funding and resource allocation, 26 mentions.

These findings highlight the community's nuanced understanding of how policing and law enforcement can affect safety and overall wellbeing. The data suggests that residents see a strong connection between law enforcement practices, community relations, and safety outcomes. Concerns about the relationship between police and community underscores a recognition of the importance of trust and effective communication between law enforcement and residents.

Policing and Law Enforcement

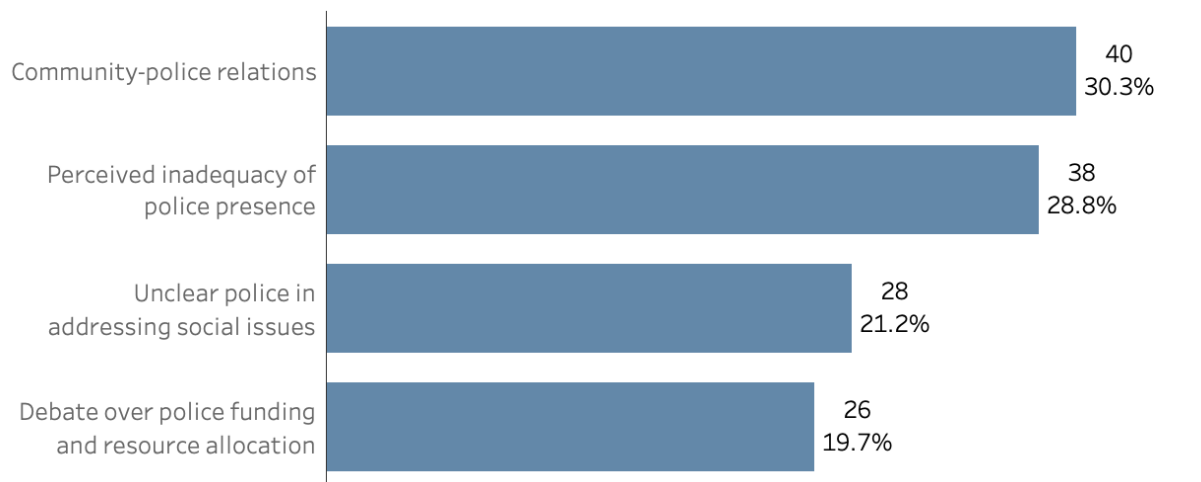
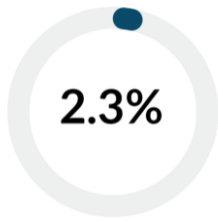


Figure 66: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Policing and Law Enforcement” by number and proportion of mentions

Limited Education and Opportunity





2.3% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Limited Education and Opportunity*.

The theme of *Limited Education and Opportunity* contains four level 4 subthemes, listed in frequency order of mentions:

- Barriers to employment for marginalized groups, 43 mentions.
- Limited access to quality education, 41 mentions.
- Lack of job training and skills development, 27 mentions.
- Limited opportunities for social mobility, 19 mentions.

The data suggests that residents see a strong connection between education and economic factors and community safety and wellbeing outcomes. The prevalence of concerns about employment barriers for marginalized groups underscores the community's recognition of the challenges faced by certain populations in accessing economic opportunities.

The interest in access to quality education reflects community awareness of the foundational role education plays in personal development and future opportunities. Mentions of job training, skills development, and social mobility highlight an awareness of the benefits of lifelong learning to improve one's economic situation.

Limited Education and Opportunity

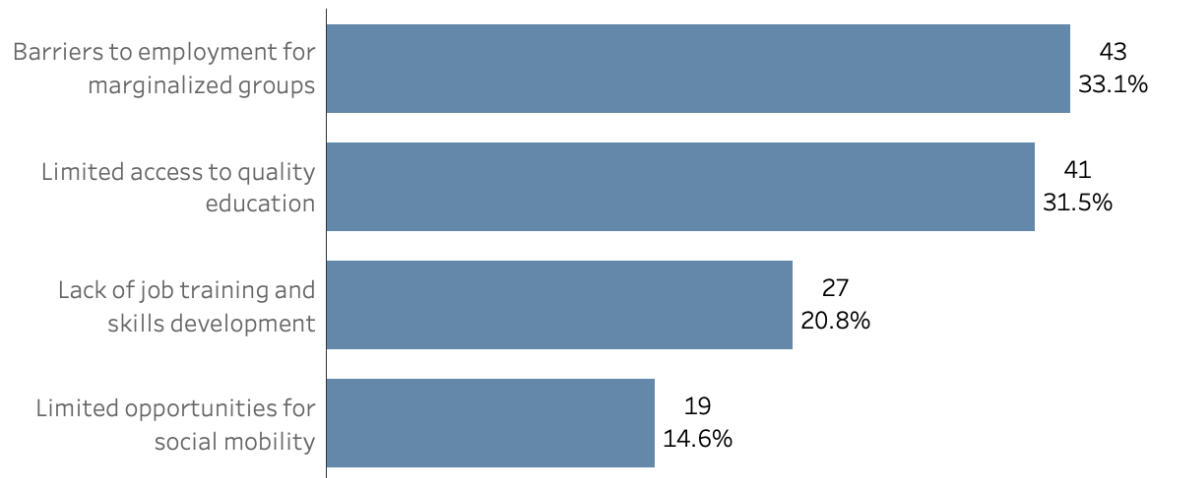
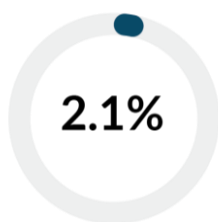


Figure 67: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Limited Education and Opportunity” by number and proportion of mentions

Economic Systems and Inequality



2.1% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Economic Systems and Inequality*.

The theme of *Economic Systems and Inequality* contains three level 4 subthemes, listed in frequency order of mentions:

- Critique of capitalism and wealth concentration, 45 mentions.
- Impact of economic policies on social outcomes, 36 mentions.

- Connection between economic systems and crime, 35 mentions.

Feedback on the critique of capitalism and wealth concentration underscores the community's recognition of systemic economic issues as factors affecting safety and wellbeing. Mentions of the impact of economic policies on social outcomes, and the connection between economic systems and crime, highlight the perceived importance of economic decision-making in shaping community safety.

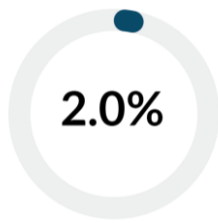
Economic Systems and Inequality



Figure 68: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Economic Systems and Inequality” by number and proportion of mentions

Societal Values and Norms





2.0% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Societal Values and Norms*.

2.0% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Societal Values and Norms*. The theme of *Societal Values and Norms* contains four level 4 subthemes, listed in frequency order of mentions:

- Changing perceptions of crime and deviance, 35 mentions.
- Erosion of community responsibility, 28 mentions.
- Individualism vs. collectivism, 27 mentions.
- Shift in social values and expectations, 22 mentions.

Concerns about changing perceptions of crime show a recognition of evolving attitudes toward what constitutes criminal behaviour. Attention to erosion of community responsibility reflects awareness of changes in how individuals view their role and obligations in the broader community context.

The mentions of individualism vs. collectivism and shifts in social values highlight awareness of fundamental changes in societal attitudes and expectations that may influence community cohesion and perceptions of safety.

Societal Values and Norms

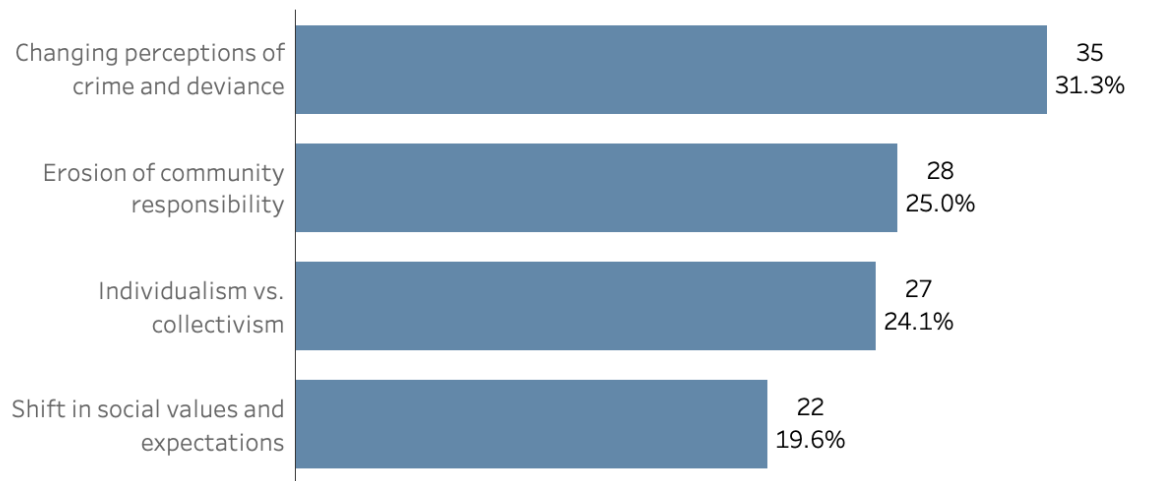
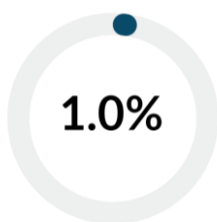


Figure 69: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Societal Values and Norms” by number and proportion of mentions

Technological Influences



1.0% of mentions under the level 2 theme *Root Causes* were related to the level 3 theme of *Technological Influences*.

The theme of *Technological Influences* contains three level 4 subthemes, listed in frequency order of mentions:

- Social media influence on perceptions of crime, 22 mentions.
- Impact of technology on criminal behaviour, 16 mentions.

- Cybercrime and online security, 16 mentions.

The data suggests that residents see a connection between the ubiquity of information technology and how the community is perceived. The themes observed show the community's recognition of how digital platforms not only directly affect criminal behaviour, but can also shape public opinion about safety issues.

Technological Influences



Figure 70: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Root Causes – Technological Influences” by number and proportion of mentions

Safety Perception



Safety Perception is the last umbrella category identified as an aspect of community safety concerns in Victoria, offering insights into how residents experience and interpret safety in various contexts of daily life. This category explores the multifaceted nature of perceived safety across different physical spaces, timeframes, and social situations.

One resident said, about what brings joy in Victoria: *“Recently, nothing. It's dirty. Crime is out of control. I am on constant alert just trying to commute to work on the bus.”*

The analysis of safety perceptions encompasses a wide range of areas and factors:

- Parks and Green Spaces
- Downtown Areas
- Public Facilities
- Transportation-related Areas
- Commercial Areas
- Areas with Open Substance Use
- Residential Areas
- Time-specific Concerns
- Specific Demographic Concerns
- Healthcare Facilities
- Specific Buildings or Landmarks
- Areas with Environmental Concerns
- Areas with Police Presence
- Visibility of Social Issues
- Online Spaces
- Negative Media Portrayal
- Industrial Areas
- Educational Institutions
- Areas of Economic Disparity

Community Safety Concerns - Safety Perception

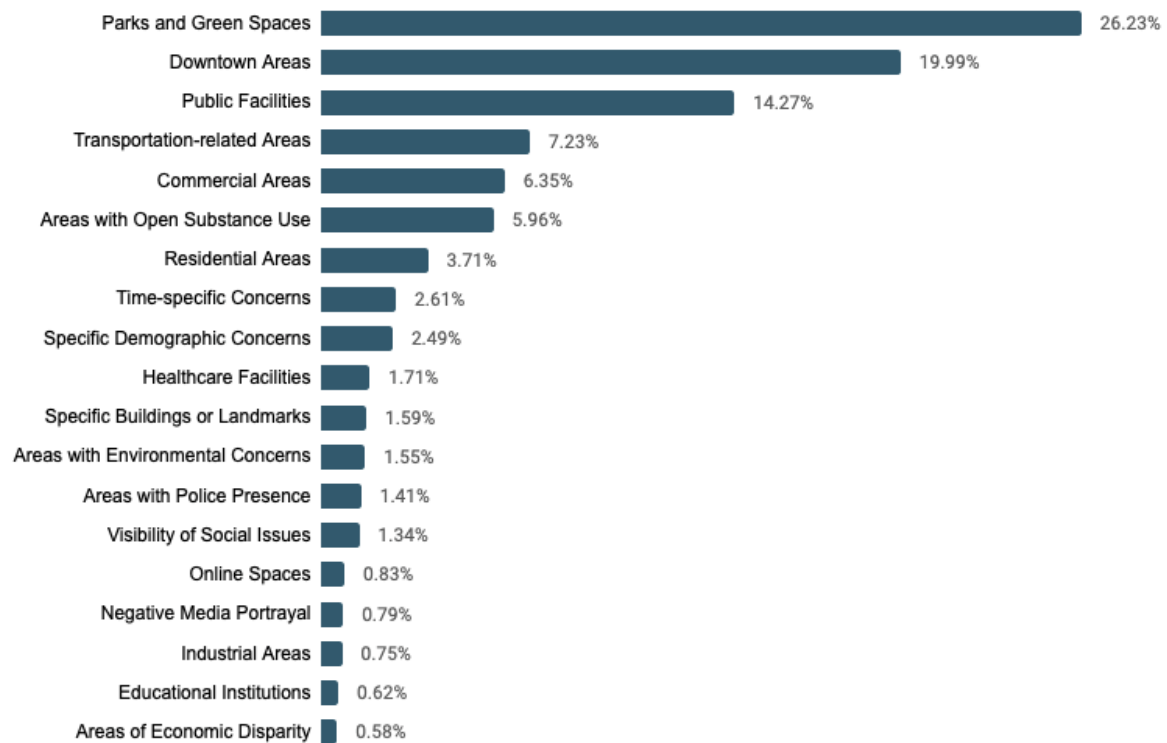
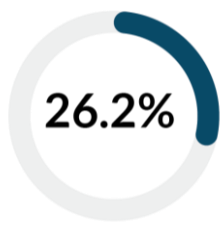


Figure 71: Frequency distribution of level 3 subthemes under “Community Safety Concerns – Safety Perception” by proportion of mentions

Parks and Green Spaces





26.2% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Parks and Green Spaces*.

The theme of *Parks and Green Spaces* contains three level 4 subthemes, listed in frequency order of mentions:

- Parks with encampments, 1,220 mentions.
- Beacon Hill Park, 1,088 mentions.
- Wooded areas and trails, 1,030 mentions.

The large number of mentions for all three issues underscores the community's concern about safety in parks and green spaces.

The relatively close count between these factors suggests that safety perceptions in these areas are influenced by various visible social issues (such as encampments), specific locations (like Beacon Hill Park), and the physical characteristics of the spaces (such as wooded areas and trails).

Parks and Green Spaces



Figure 72: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Parks and Green Spaces” by number and proportion of mentions

Downtown Areas



20.0% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Downtown Areas*.

The theme of *Downtown Areas* contains two level 4 subthemes, listed in frequency order of mentions:

- Areas with high concentrations of unhoused individuals, 1,318 mentions.
- Areas around shelters and social services, 1,226 mentions.

One resident expressed their feelings about the downtown:



"I feel welcomed in my home and work communities. Downtown Victoria has become a frightening and hostile wasteland that I frequent less and less due to unsafe conditions and the sadness everywhere. Add to the increased cost to park vehicles, the challenges that bike lanes have created with lane sizes, and the fact that riding my bike anywhere would result in it being stolen. Resolutions to these issues that plague downtown Victoria would make me feel more welcomed into that particular community."

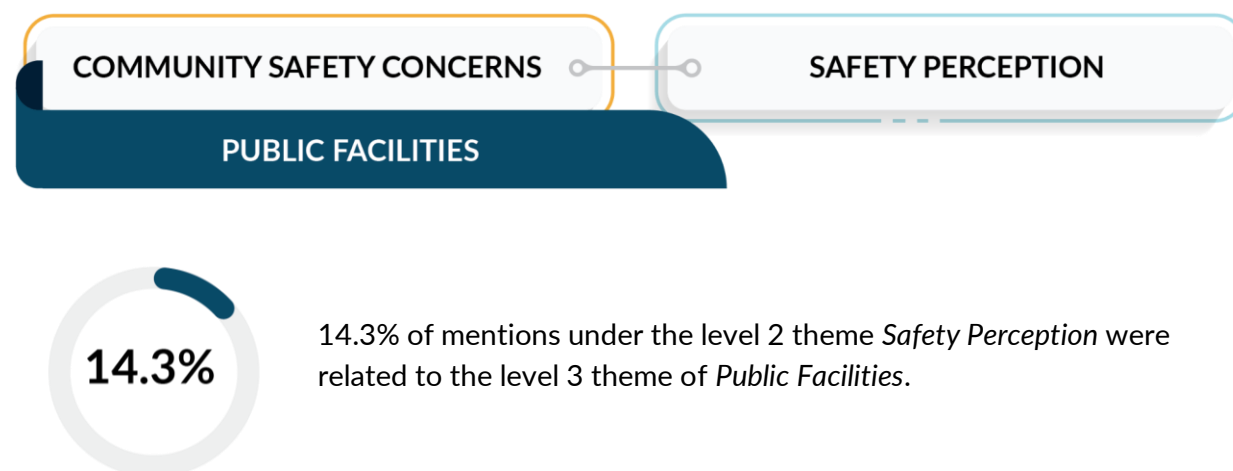
The feedback underscores the community's acute awareness of the challenges related to homelessness and social service provision in downtown areas. These findings indicate that perceptions of safety in downtown areas are strongly tied to visible social issues, particularly homelessness and the distribution of social services.

Downtown Areas



Figure 73: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Downtown Areas” by number and proportion of mentions

Public Facilities



The theme of *Public Facilities* contains three level 4 subthemes, listed in frequency order of mentions:

- Libraries, 767 mentions.
- Public washrooms, 542 mentions.
- Government buildings, 507 mentions.

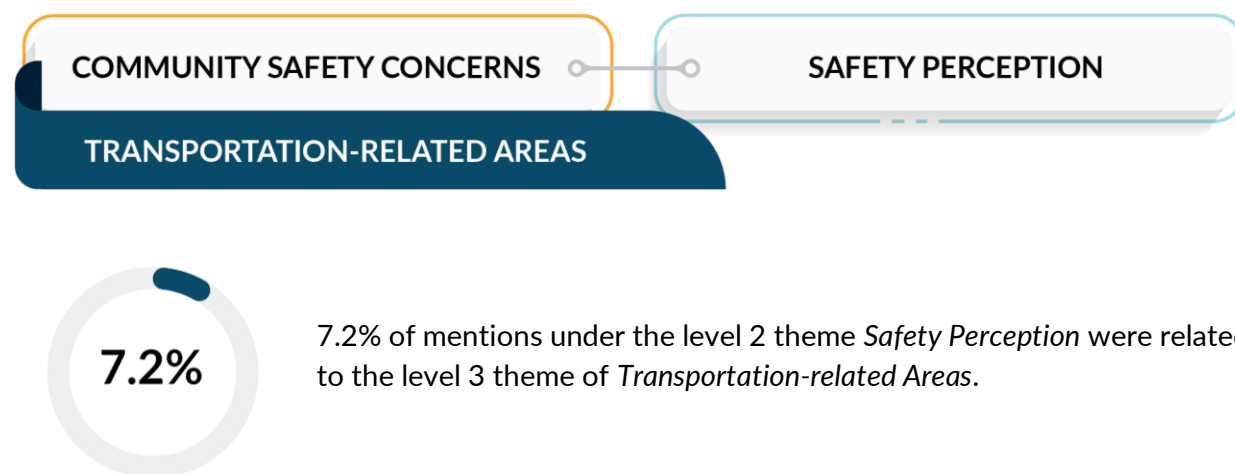
The relatively large number of mentions for all three types of public facilities underscores their importance in community life, and the attention given to safety in these spaces. The higher number of mentions for libraries compared to other facilities may reflect their role as frequently used community hubs.

Public Facilities



Figure 74: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Public Facilities” by number and proportion of mentions

Transportation-related Areas



The theme of *Transportation-related Areas* contains three level 4 subthemes, listed in frequency order of mentions:

- Bus stops, 345 mentions.
- Cycling routes without protected lanes, 295 mentions.
- Areas with high-speed traffic, 280 mentions.

The relatively large number of mentions for all three issues underscores the community's concerns about safety in various transportation contexts. The distribution of mentions across these factors suggests that safety perceptions in transportation areas are influenced by a range of elements, from public transit infrastructure to cycling facilities and traffic management.

These findings indicate that perceptions of safety in transportation-related areas encompass stationary points (like bus stops), dynamic spaces (such as cycling routes and high-traffic areas), and different modes of transportation.

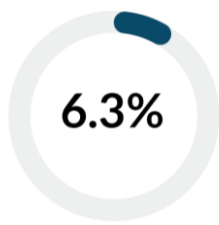
Transportation-related Areas



Figure 75: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Transportation-related Areas” by number and proportion of mentions

Commercial Areas





6.3% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Commercial Areas*.

The theme of *Commercial Areas* contains one level 4 subtheme:

- Nightclubs and bars, 808 mentions.

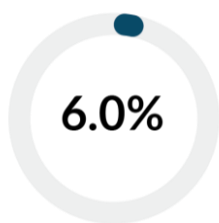
The frequency data suggests concerns about commercial areas focuses on nightlife venues.

Commercial Areas



Figure 76: Frequency distribution of level 4 subtheme under “Community Safety Concerns – Safety Perception – Commercial Areas” by number and proportion of mentions

Areas with Open Substance Use



6.0% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Areas with Open Substance Use*.

The theme of *Areas with Open Substance Use* contains two level 4 subthemes, listed in frequency order of mentions:

- Specific street corners known for substance use, 430 mentions.
- Areas near safe injection sites, 329 mentions.

The substantial number of mentions for both issues underscores the significant effect visible substance use and related services have on perceptions of community safety. The higher number of mentions for specific street corners known for drug activity suggests that informal, unregulated substance use areas are of particular concern.

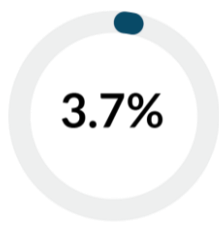
Areas with Open Substance Use



Figure 77: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Areas with Open Substance Use” by number and proportion of mentions

Residential Areas





3.7% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Residential Areas*.

The theme of *Residential Areas* contains two level 4 subthemes, listed in frequency order of mentions:

- Poorly-lit residential streets, 241 mentions.
- Areas near supportive housing or shelters, 231 mentions.

Feedback reveals how physical infrastructure, particularly lighting in residential areas, and the presence of certain social services affect perceptions of safety in residential settings.

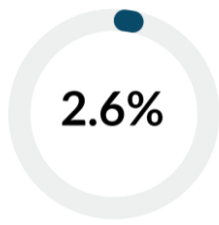
Residential Areas



Figure 78: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Residential Areas” by number and proportion of mentions

Time-specific Concerns





2.6% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Time-specific Concerns*.

The theme of *Time-specific Concerns* contains four level 4 subthemes, listed in frequency order of mentions:

- Nighttime in general, 110 mentions.
- Early morning hours, 86 mentions.
- Crowded areas during bar closing times, 71 mentions.
- When bars close, 65 mentions.

The distribution of mentions across these time periods shows a clear focus on nighttime and early morning hours, with particular emphasis on times associated with nightlife activities. The higher number of mentions for nighttime in general (110) suggests that darkness itself is a significant factor in safety perceptions.

Notably, the data reveals a nuanced perspective on bar closing times, captured in two distinct but related categories. "Crowded areas during bar closing times" (71 mentions) specifically addresses safety concerns related to the presence of intoxicated crowds emerging as bars close. This suggests that the behavior and density of people leaving nightlife venues are perceived as potential safety issues. In contrast, "When bars close" (65 mentions) focuses more on the temporal aspect, indicating that this specific time of night is perceived as a period of heightened risk, regardless of crowd presence.

The prominence of early morning hours (86 mentions) in the data also indicates that safety concerns extend beyond the immediate nightlife period, possibly reflecting worries about reduced activity and visibility in the hours before dawn.

Time-specific Concerns

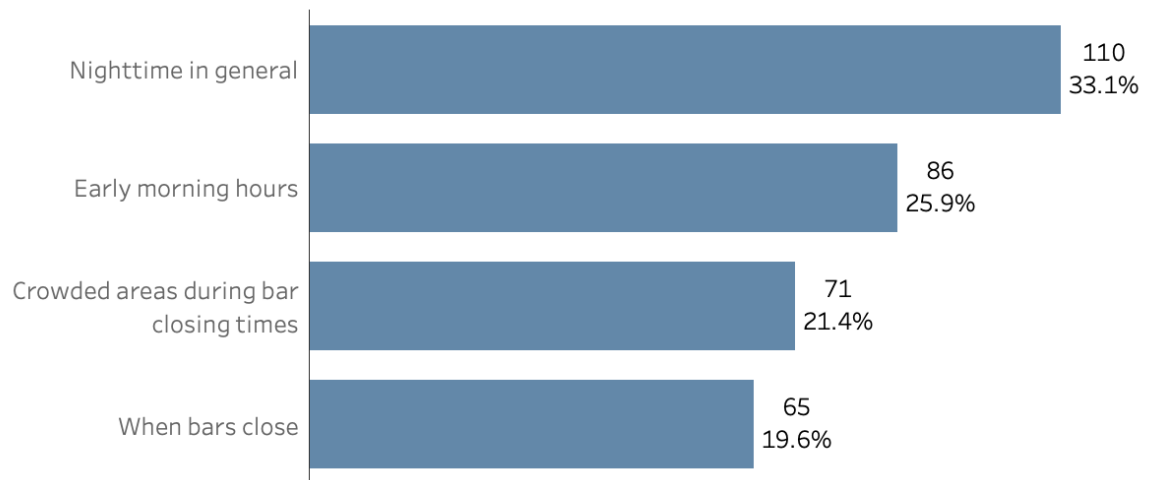
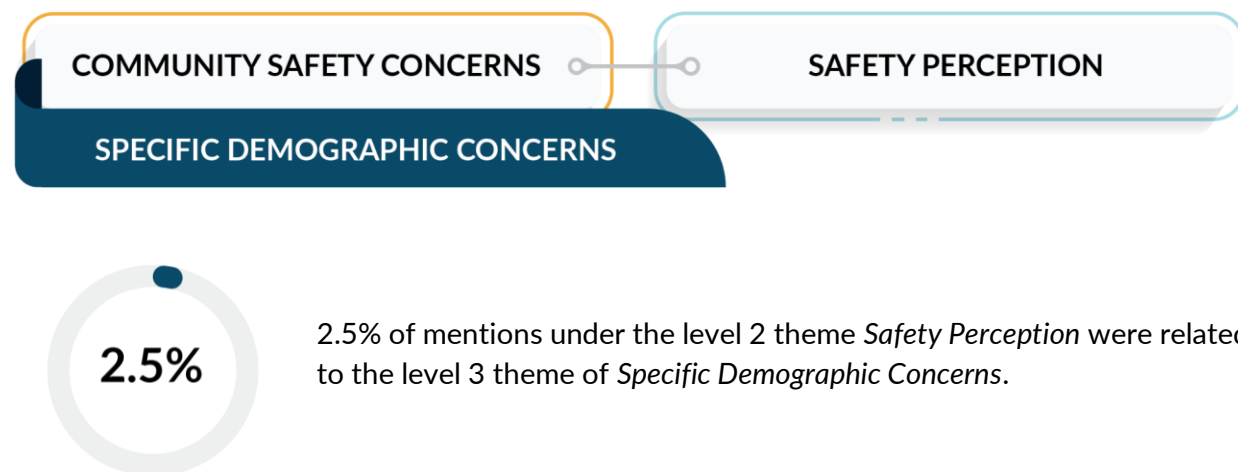


Figure 79: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Time-specific Concerns” by number and proportion of mentions

Specific Demographic Concerns



The theme of *Specific Demographic Concerns* contains three level 4 subthemes, listed in frequency order of mentions:

- Women feeling unsafe walking alone, 115 mentions.
- Concerns for children's safety in certain areas, 105 mentions.

- LGBTQ2S+ individuals feeling unsafe in certain spaces, 97 mentions.

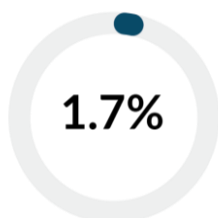
The data implies that effective safety strategies may need to consider the specific needs and experiences of different demographic groups, recognizing that perceptions and realities of safety can be influenced by factors such as gender, age, and sexual orientation, and gender identity.

Specific Demographic Concerns



Figure 80: Frequency distribution of level 4 subthemes under "Community Safety Concerns – Safety Perception – Specific Demographic Concerns" by number and proportion of mentions

Healthcare Facilities



1.7% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Healthcare Facilities*.

The theme of *Healthcare Facilities* contains three level 4 subthemes, listed in frequency order of mentions:

- Hospitals (mentions of open substance use), 89 mentions.
- Areas around mental health facilities, 70 mentions.
- Emergency departments, 58 mentions.

The frequency data shows that Healthcare Facilities are a notable area of concern in community safety perceptions. These essential spaces, designed to provide medical care and support, are associated with specific safety concerns among community members.

Regarding the distinction between hospitals and emergency departments:

Hospitals (mentions of open substance use) with 89 mentions refers to general hospital premises and surrounding areas. The specific mention of open substance use suggests that community members are particularly concerned about substance-related activities occurring in or around hospital grounds. The concern here seems to extend beyond the immediate medical environment to the broader hospital campus and its impact on the surrounding community. *Emergency departments* with 58 mentions specifically targets the acute care sections of hospitals. These are typically high-stress environments dealing with urgent medical situations. The separate categorization suggests that emergency departments present unique safety concerns distinct from the general hospital environment. These might include issues such as overcrowding, long wait times, potentially aggressive patients in crisis, or the concentration of high-acuity cases that might make some community members feel unsafe or uncomfortable.

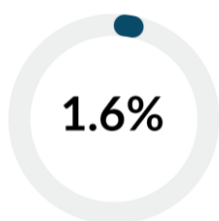
These findings indicate that perceptions of safety in healthcare facilities are influenced by factors beyond just medical care, including social issues like substance use and mental health.

Healthcare Facilities



Figure 81: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Healthcare Facilities” by number and proportion of mentions

Specific Buildings or Landmarks



1.6% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Specific Buildings or Landmarks*.

The theme of *Specific Buildings or Landmarks* contains two level 4 subthemes, listed in frequency order of mentions:

- City Hall, 109 mentions.
- Victoria Conservatory of Music, 93 mentions.

This data reveals an interesting pattern in how community members perceive safety in relation to specific, prominent locations in the city. The emergence of City Hall as the most frequently mentioned landmark suggests that perceptions of safety are closely tied to centres of local governance and civic engagement. This could indicate concerns about security in public administrative spaces or reflect broader sentiments about the effectiveness of local government in addressing safety issues.

The Victoria Conservatory of Music's close second position in mention frequency is particularly significant given its role as the epicenter of homeless encampments in Victoria. This context provides crucial insight into why this cultural and educational institution features so prominently in safety perceptions. The high number of mentions likely reflects community concerns about the concentration of homeless individuals in the area and the associated impacts on perceived safety, access to the facility, and the surrounding environment.

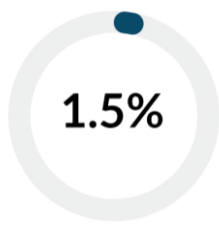
Specific Buildings or Landmarks



Figure 82: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Specific Buildings or Landmarks” by number and proportion of mentions

Areas with Environmental Concerns





1.5% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Areas with Environmental Concerns*.

The theme of *Areas with Environmental Concerns* contains three level 4 subthemes, listed in frequency order of mentions:

- Cleanliness of public areas, 68 mentions.
- Areas with poor air quality, 65 mentions.
- Spaces without proper ventilation (COVID-19 concerns), 64 mentions.

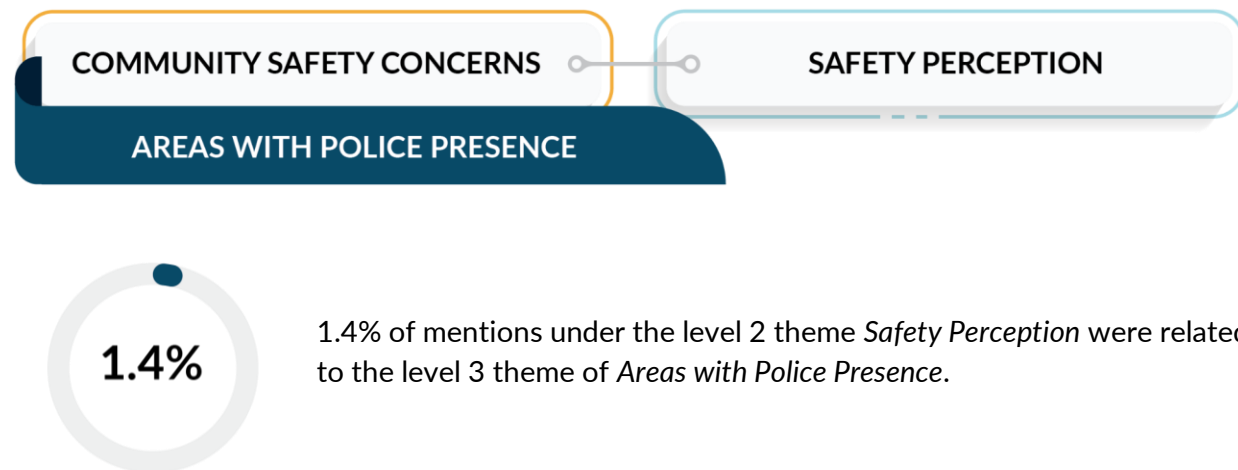
The data illuminates community perceptions of safety in relation to environmental factors. This category reveals how physical conditions and public health considerations contribute to residents' sense of security and wellbeing in various spaces.

Areas with Environmental Concerns



Figure 83: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Areas with Environmental Concerns” by number and proportion of mentions

Areas with Police Presence



The theme of *Areas with Police Presence* contains one level 4 subtheme:

- Some respondents felt less safe with increased police presence, 179 mentions.

These results suggest that perceptions of safety in relation to law enforcement presence may vary, potentially influenced by a variety of factors and personal experiences. For example, as seen in the *Policing and Law Enforcement* category under *Root Causes*, and *Criminal Justice System* under *Barriers and Challenges*, other members of the community would feel safer with an increased police presence.

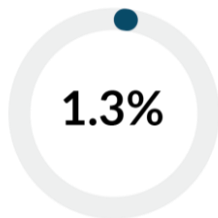
This insight highlights the importance of considering diverse community perspectives when discussing public safety strategies, and suggests that approaches to community safety may benefit from incorporating a range of initiatives.

Areas with Police Presence



Figure 84: Frequency distribution of level 4 subtheme under “Community Safety Concerns – Safety Perception – Areas with Police Presence” by number and proportion of mentions

Visibility of Social Issues



1.3% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Visibility of Social Issues*.

The theme of *Visibility of Social Issues* contains three level 4 subthemes, listed in frequency order of mentions:

- Concentration of homeless population downtown, 90 mentions.
- Public substance use and intoxication, 81 mentions.

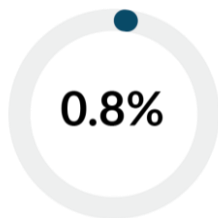
This data highlights the community's concerns regarding visible social challenges and their effects on perceptions of safety. The concentration of homelessness in downtown areas emerges as the most frequently mentioned issue, closely followed by public substance use and intoxication. These findings suggest that residents' sense of safety is substantially influenced by their encounters with visible manifestations of social issues in public spaces.

Visibility of Social Issues



Figure 85: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Visibility of Social Issues” by number and proportion of mentions

Online Spaces



0.8% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Online Spaces*.

The theme of *Online Spaces* contains one level 4 subtheme:

- Social media platforms mentioned as unsafe spaces, 106 mentions.

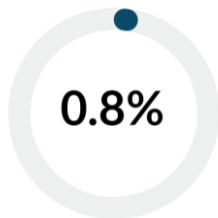
These results suggest that perceptions of safety in the community are not limited to physical environments, but also include virtual spaces. As online platforms become increasingly integrated into daily life, the data suggests they are being recognized as areas where safety and wellbeing need to be considered.

Online Spaces



Figure 86: Frequency distribution of level 4 subtheme under “Community Safety Concerns – Safety Perception – Online Spaces” by number and proportion of mentions

Negative Media Portrayal



0.8% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Negative Media Portrayal*.

The theme of *Negative Media Portrayal* contains two level 4 subthemes, listed in frequency order of mentions:

- Sensationalized crime reporting, 54 mentions.
- Lack of positive local stories, 46 mentions.

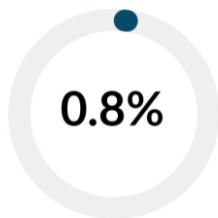
This data reveals the community's awareness of media influence on safety perceptions. A perception of sensationalized crime reporting emerges as the most frequently mentioned concern, closely followed by a perceived lack of positive local stories. These findings suggest that residents feel the media's role in shaping public perception of safety skews toward the negative, influencing the community's sense of safety and wellbeing.

Visibility of Social Issues



Figure 87: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Negative Media Portrayal” by number and proportion of mentions

Industrial Areas



0.8% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Industrial Areas*.

The theme of *Industrial Areas* contains two level 4 subthemes, listed in frequency order of mentions:

- Industrial areas with encampments, 52 mentions.
- Near recycling centres and bottle depots, 44 mentions.

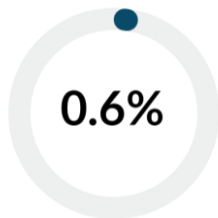
The data suggests that industrial areas, while not typically associated with regular public use, may still factor into community safety considerations when they are accessed by the public for specific purposes.

Industrial Areas



Figure 88: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Industrial Areas” by number and proportion of mentions

Educational Institutions



0.6% of mentions under the level 2 theme *Safety Perception* were related to the level 3 theme of *Educational Institutions*.

The theme of *Educational Institutions* contains one level 4 subtheme:

- Some mentions of feeling unsafe on university campuses, 79 mentions.

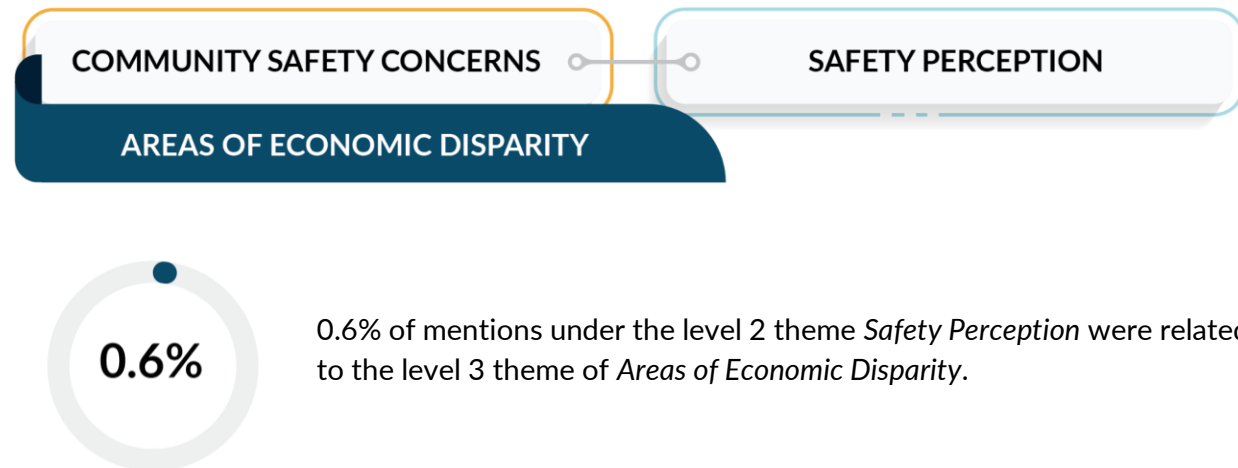
This data highlights a specific concern around the safety of university campuses. Despite being a small percentage of overall perceptions of safety mentioned, a total of 79 mentions indicates a noteworthy level of concern about campus safety. This may reflect issues such as safety late at night or in isolated areas on campus, or specific incidents that have influenced students' sense of safety.

Educational Institutions



Figure 89: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Educational Institutions” by number and proportion of mentions

Areas of Economic Disparity



The theme of *Areas of Economic Disparity* contains one level 4 subtheme:

- Contrasts between affluent and impoverished areas, 74 mentions.

This data sheds light on how economic inequality influences perceptions of safety. Although representing a small percentage of overall mentions under the category of safety, the 74 references to contrasts between affluent and impoverished areas indicate a notable awareness of socioeconomic divisions and their effects on the perception of community safety.

These mentions suggest that residents perceive a connection between increased safety risks in geographic areas of economic hardship versus seeing affluent areas as potentially safer. This perception could be rooted in factors like differences in infrastructure, police presence, social services, or attitudes about the relative safety of different neighbourhoods .

Areas of Economic Disparity



Figure 90: Frequency distribution of level 4 subthemes under “Community Safety Concerns – Safety Perception – Areas of Economic Disparity” by number and proportion of mentions

Analysis of Solutions and Interventions

This section analyzes solutions and interventions to address safety and wellbeing concerns, as identified through extensive community feedback. The section categorizes concerns into a four-level taxonomy, systematically exploring issues from broad themes to specific examples, providing an in-depth understanding of residents' perceptions and experiences.

The section is organized into two key subsections: *Wellbeing Factors* contributing to solutions and *Proposed Solutions* by the community. Each subsection provides a detailed examination of community feedback, supported by frequency analyses to identify prevalence of topics. The discussion includes direct quotes from community members to complement the quantitative data.

Wellbeing Factors



The subsection Wellbeing Factors offers helpful feedback in planning for the Community Safety and Wellbeing Plan in Victoria. This category reflects the community's insights into the key elements that can positively affect quality of life and foster a safer environment, encompassing a wide range of areas that residents believe are fundamental to enhancing overall community wellbeing.

The analysis of these factors spans a diverse array of themes, from immediate safety elements to broader social initiatives:

- Urban Planning and Infrastructure
- Healthcare Access
- Arts, Culture, and Recreation
- Economic Wellbeing
- Education and Lifelong Learning
- Environmental Initiatives
- Public Safety and Crime Reduction
- Mental Health and Addiction Support
- Community Development and Social Cohesion
- Social Services and Support
- Social Support Systems
- Economic Opportunities

- Public Spaces and Cleanliness
- Traffic and Parking Management
- Civic Engagement and Governance
- Work-Life Balance
- Environmental Health

Solutions and Interventions - Wellbeing Factors

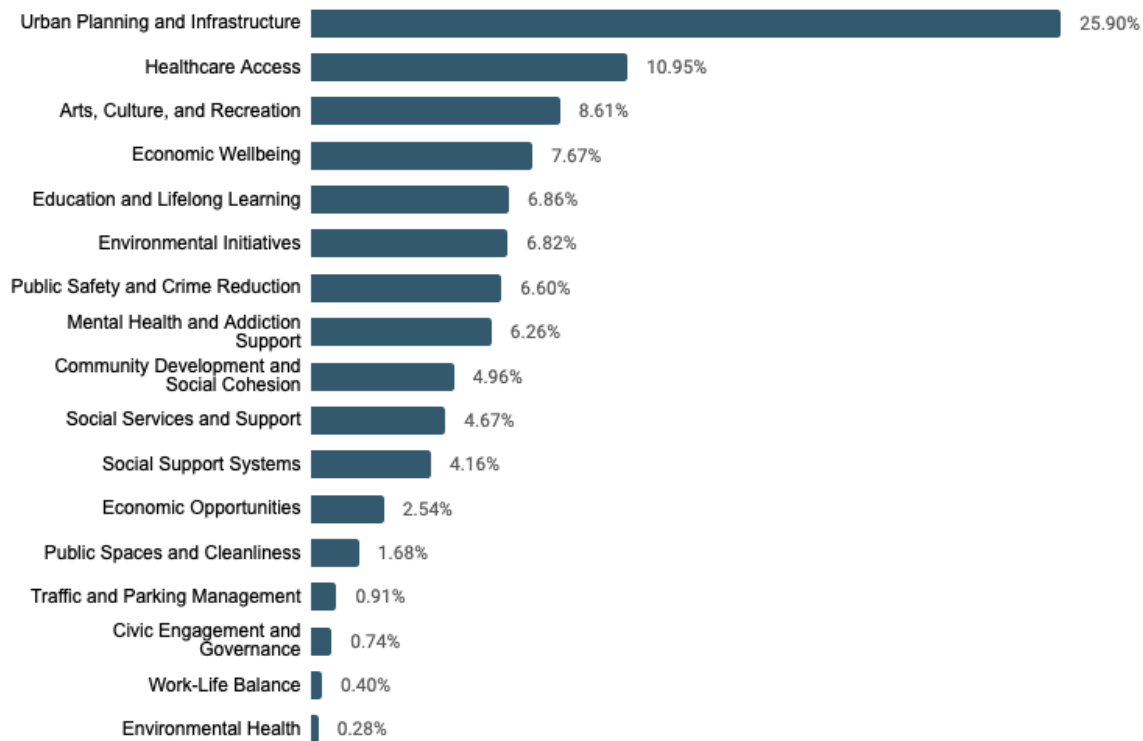
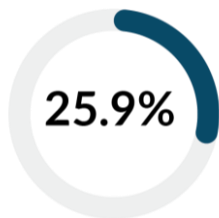
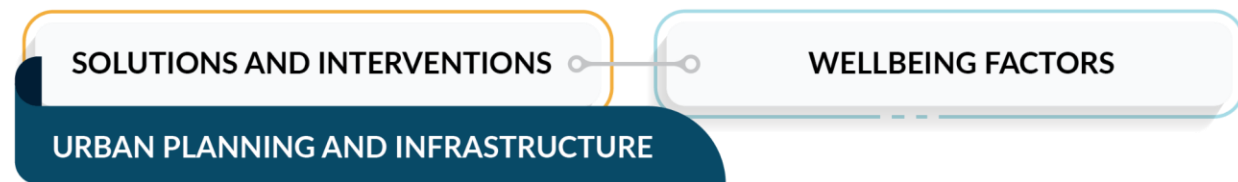


Figure 91: Frequency distribution of level 3 subthemes under “Solutions and Interventions – Wellbeing Factors” by proportion of mentions

Urban Planning and Infrastructure



25.9% of mentions under the level 2 theme *Wellbeing Factors* related to the level 3 theme of *Urban Planning and Infrastructure*.

The theme of *Urban Planning and Infrastructure* contains ten level 4 subthemes, listed in frequency order of mentions:

- Green spaces and park maintenance, 2,911 mentions.
- Pedestrian and bike-friendly infrastructure, 1,825 mentions.
- Better cycling infrastructure and pedestrian-friendly areas, 1,718 mentions.
- Improved public transportation (including light rail options), 1,315 mentions.
- Outdoor recreational opportunities, 1,216 mentions.
- Urban gardening initiative, 976 mentions.
- Clean and well-maintained public areas, 867 mentions.
- Safe spaces for young people to gather, 827 mentions.
- Accessible design for people with disabilities, 782 mentions.
- Accessible transportation options for older adults, 724 mentions.

The notably greater number of mentions for green spaces and park maintenance suggests that access to nature is a top priority for residents' sense of wellbeing.

The strong showing for pedestrian and cycling infrastructure indicates a desire for a more walkable and bikeable city.

Pedestrian and bike-friendly infrastructure (1,825 mentions) refers to the general concept of creating infrastructure that accommodates both pedestrians and cyclists. It encompasses a broad range of elements that make the urban environment more conducive to walking and cycling. This includes wider sidewalks, dedicated bike lanes, crosswalks and pedestrian signals, bike parking facilities, traffic calming measures, and shared-use paths. The high number of mentions indicates a strong desire for a city that prioritizes non-motorized transportation in its overall infrastructure planning.

Better cycling infrastructure and pedestrian-friendly areas (1,718 mentions) focuses more specifically on improvements to existing infrastructure and the creation of dedicated areas for pedestrians and cyclists. This might involve upgrading existing bike lanes to protected bike lanes, creating car-free zones or pedestrian-only streets, implementing complete streets policies, enhancing connectivity between existing bike routes, improving sidewalk conditions in specific neighborhoods, and developing pedestrian plazas or promenades. The significant number of mentions here suggests a desire for targeted enhancements to make specific areas of the city more accessible and safe for pedestrians and cyclists. The strong showing for both of these subthemes indicates a multi-faceted approach to improving non-motorized transportation in the city. Residents seem to value both the overall integration of pedestrian and cycling considerations into city planning (as indicated by the "Pedestrian and bike-friendly infrastructure" subtheme) and specific, targeted improvements to create more pedestrian and cyclist-oriented spaces (as shown by the "Better cycling infrastructure and pedestrian-friendly areas" subtheme).

Urban Planning and Infrastructure

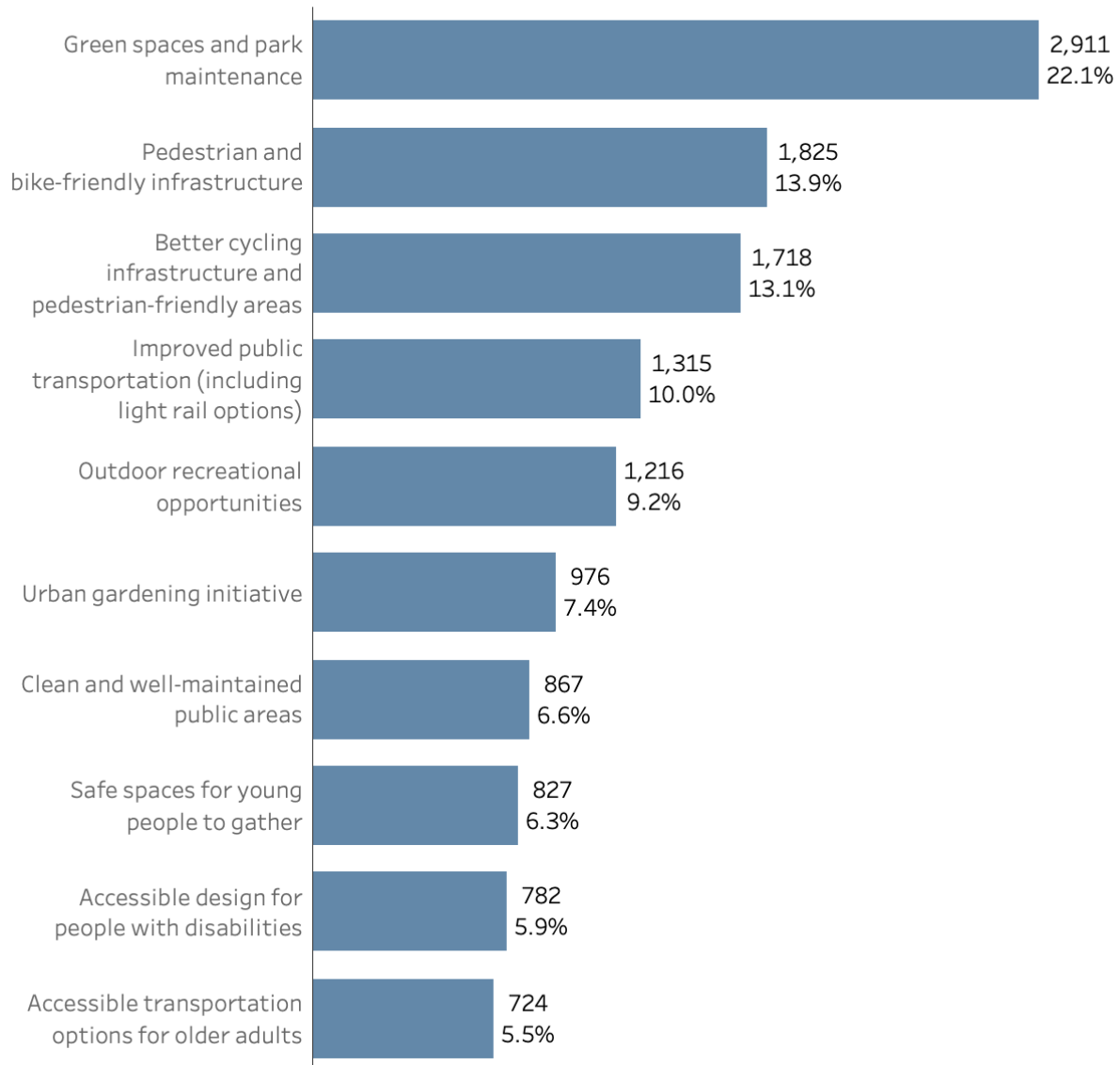


Figure 92: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Urban Planning and Infrastructure” by number and proportion of mentions

Healthcare Access



10.9% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Healthcare Access*.

The theme of *Healthcare Access* contains four level 4 subthemes, listed in frequency order of mentions:

- Improved access to family doctors and primary care, 2,658 mentions.
- More urgent care clinics, 1,022 mentions.
- Shorter wait times for medical services, 958 mentions.
- Support for people with chronic health conditions, 926 mentions.

The large number of mentions of improved access to family doctors and primary care indicates that this is seen as a fundamental healthcare need in the community. This may also reflect difficulties in finding or maintaining relationships with primary care providers.

The relatively close counts among the other three factors suggest that residents see a need for improvements across various aspects of healthcare access, from urgent care availability to wait times and support for chronic conditions.

Healthcare Access

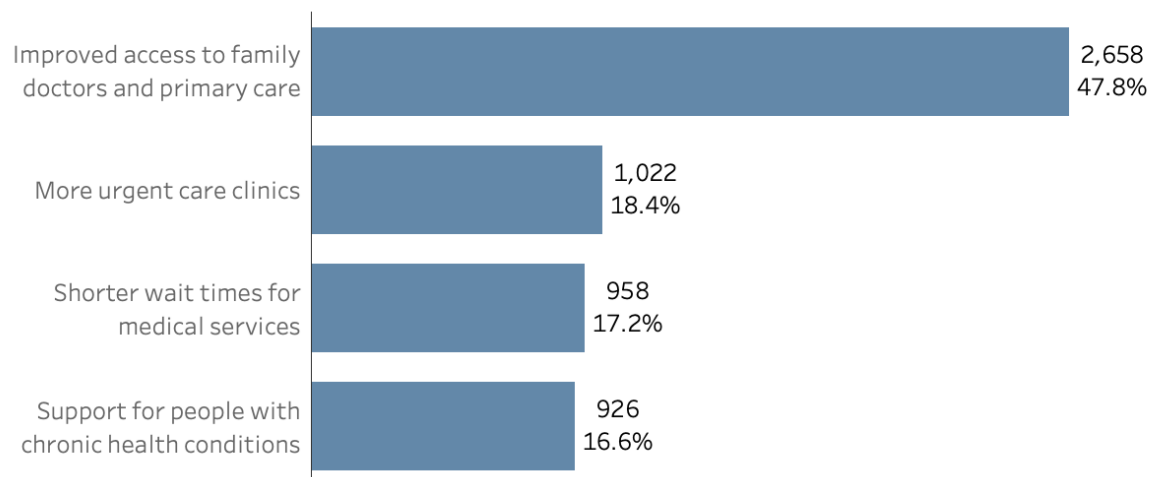
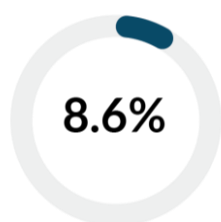


Figure 93: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Healthcare Access” by number and proportion of mentions

Arts, Culture, and Recreation



8.6% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Arts, Culture, and Recreation*.

The theme of *Arts, Culture, and Recreation* contains five level 4 subthemes, listed in frequency order of mentions:

- Free community events and cultural programs, 1,668 mentions.
- Support for local artists and performers, 903 mentions.

- Celebration of different cultures / Multicultural events, 747 mentions.
- Indigenous cultural programs, 579 mentions.
- Preservation of heritage buildings and cultural spaces, 480 mentions.

The strong showing for free community events and cultural programs indicates a desire for inclusive opportunities that allow all community members to participate in cultural activities, regardless of financial constraints.

Arts, Culture, and Recreation

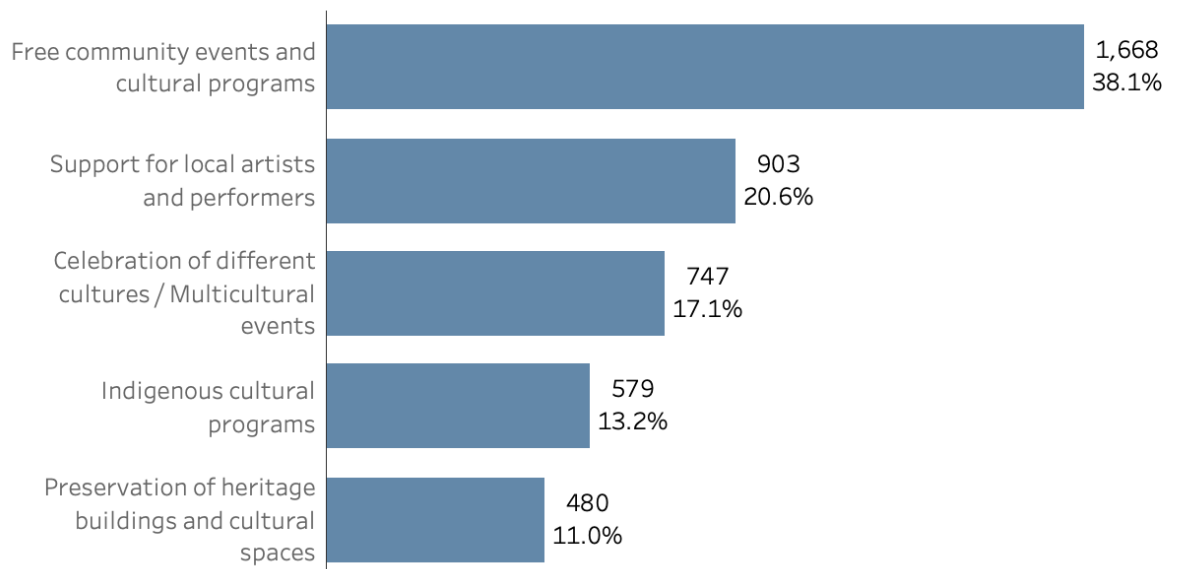
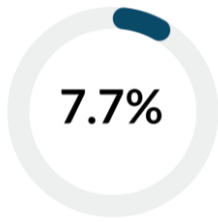


Figure 94: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Arts, Culture, and Recreation” by number and proportion of mentions

Economic Wellbeing





7.7% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Economic Wellbeing*.

The theme of *Economic Wellbeing* contains four level 4 subthemes, listed in frequency order of mentions:

- Affordable food options, 1,792 mentions.
- Lower cost of living, 742 mentions.
- Job opportunities and economic growth, 733 mentions.
- Support for local businesses, 632 mentions.

The much larger number of mentions for affordable food options suggests that food security and nutrition affordability are top economic priorities for the community. This may indicate concerns about rising food costs or limited access to affordable, healthy food options.

The relatively close count between lower cost of living and job opportunities indicates that residents see both expense reduction and income generation as important factors in economic wellbeing, while support of local businesses recognizes the role small businesses play in both the local economy and community vitality.

Economic Wellbeing

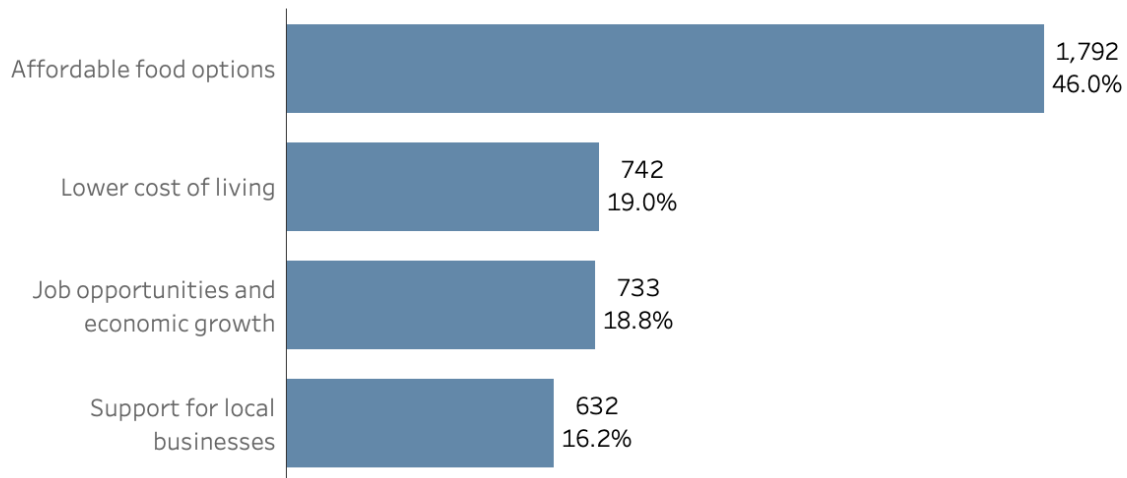
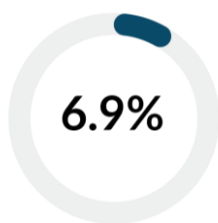


Figure 95: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Economic Wellbeing” by number and proportion of mentions

Education and Lifelong Learning



6.9% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Education and Lifelong Learning*.

The theme of *Education and Lifelong Learning* contains eight level 4 subthemes, listed in frequency order of mentions:

- Affordable and accessible education options, 633 mentions.
- Adult education programs, 463 mentions.

- Library services and resources, 460 mentions.
- Youth mentorship and support, 446 mentions.
- Enhanced library services and programs, 400 mentions.
- Community workshops and skill-sharing programs, 398 mentions.
- Digital literacy and technology inclusion, 367 mentions.
- Adult education opportunities, 318 mentions.

The emphasis on affordable and accessible education suggests that residents view financial and logistical barriers to learning as important concerns. The strong showing for adult education and library services indicates that learning is seen as a lifelong pursuit, not just a concern for youth. The mentions of digital literacy reflect an understanding of the evolving nature of essential skills in the modern world.

Overall, these responses demonstrate a desire for a rich, diverse educational ecosystem that serves learners of all ages and backgrounds, with a focus on accessibility, community-based learning, and adaptation to changing technological needs.

Education and Lifelong Learning

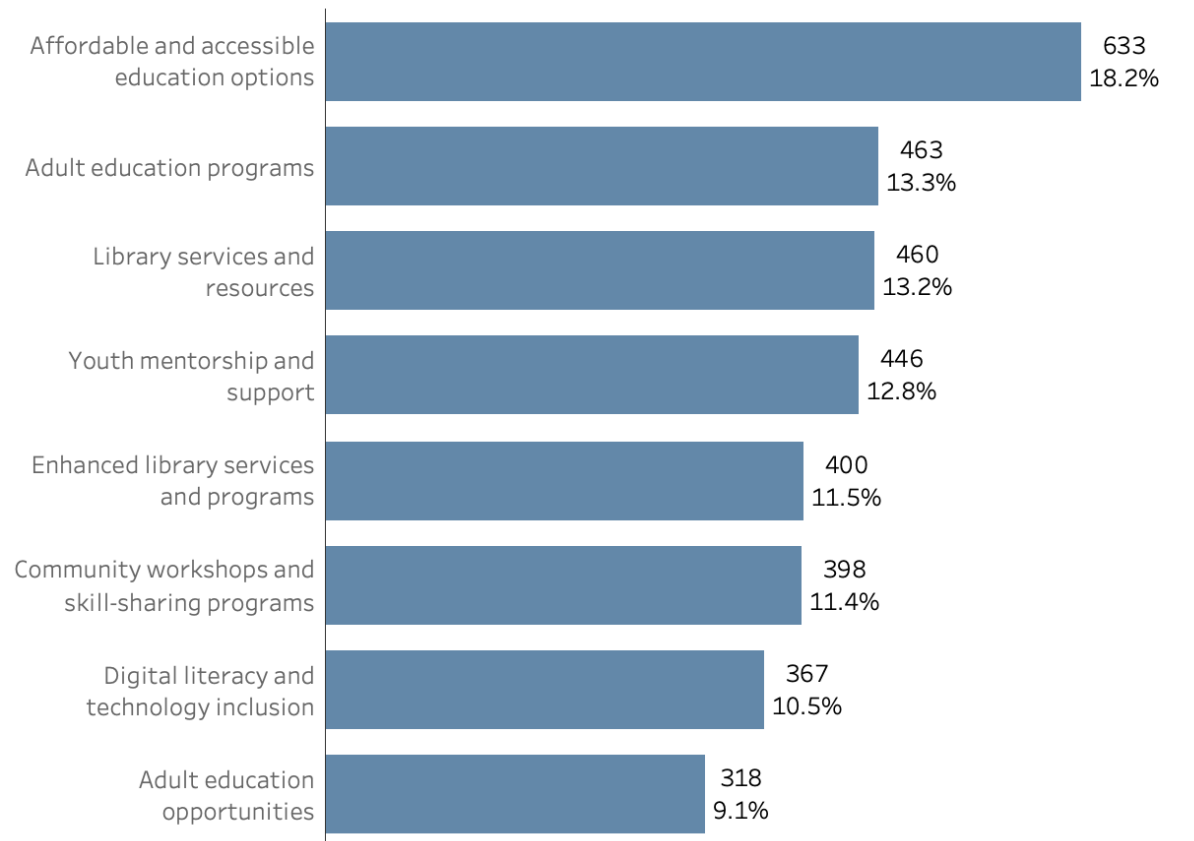
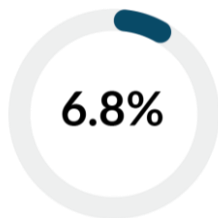


Figure 96: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Education and Lifelong Learning” by number and proportion of mentions

Environmental Initiatives



6.8% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Environmental Initiatives*.

The theme of *Environmental Initiatives* contains five level 4 subthemes, listed in frequency order of mentions:

- Climate action initiatives, 1,212 mentions.
- Green spaces and urban forests, 1,066 mentions.
- Climate action plans, 528 mentions.
- Sustainable development practices, 378 mentions.
- Reduction of cruise ship impacts, 282 mentions.

The prominence of climate action initiatives and green spaces in the data suggests that residents view active measures against climate change and the preservation of natural urban environments as key priorities. The inclusion of sustainable development practices indicates an awareness of the link between urban planning and environmental wellbeing.

The mention of cruise ship impacts highlights a local concern, reflecting the city's coastal location and role in the tourism industry.

Environmental Initiatives

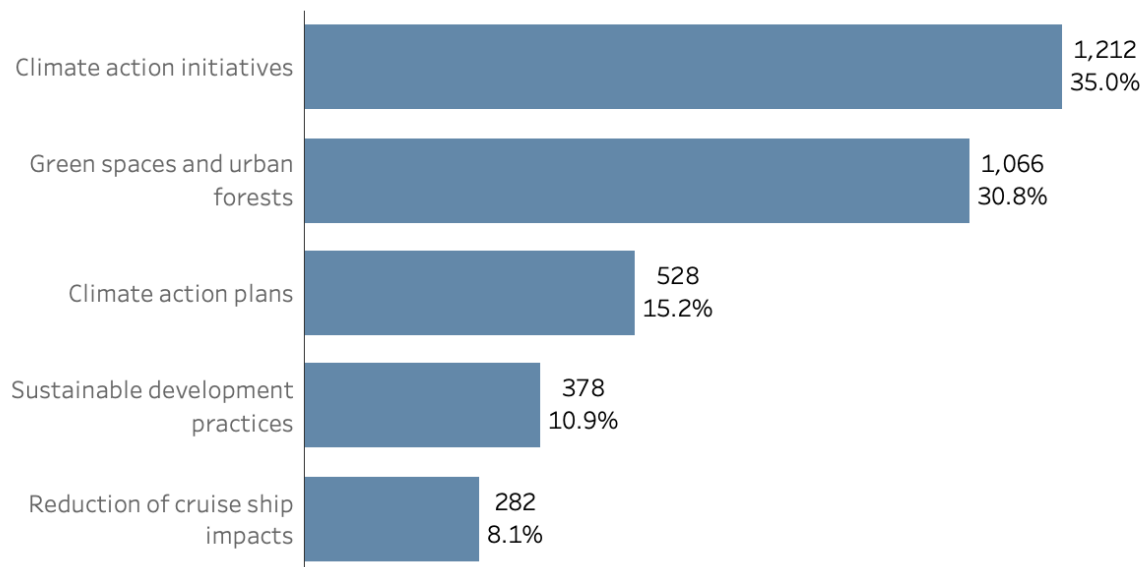
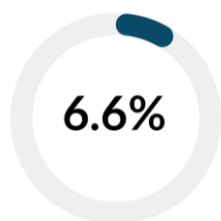


Figure 97: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Environmental Initiatives” by number and proportion of mentions

Public Safety and Crime Reduction



6.6% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Public Safety and Crime Reduction*.

The theme of *Public Safety and Crime Reduction* contains six level 4 subthemes, listed in frequency order of mentions:

- Improved lighting in public spaces, 676 mentions.

- Addressing homelessness and its impact on public safety, 638 mentions.
- Addressing open substance use in public spaces, 589 mentions.
- Improving safety in parks and public spaces, 562 mentions.
- Neighbourhood Watch programs, 484 mentions.
- Community policing efforts, 407 mentions.

The data indicates support for a multifaceted approach to safety, combining environmental design (lighting), social issues (addressing homelessness and substance use), community involvement (Neighbourhood Watch), and law enforcement strategies (community policing).

The slightly higher emphasis on improved lighting and addressing homelessness suggests that these are seen as particularly effective or necessary interventions. The inclusion of community-based initiatives like Neighbourhood Watch and similar programs indicates a desire for active resident participation in safety efforts.

Public Safety and Crime Reduction

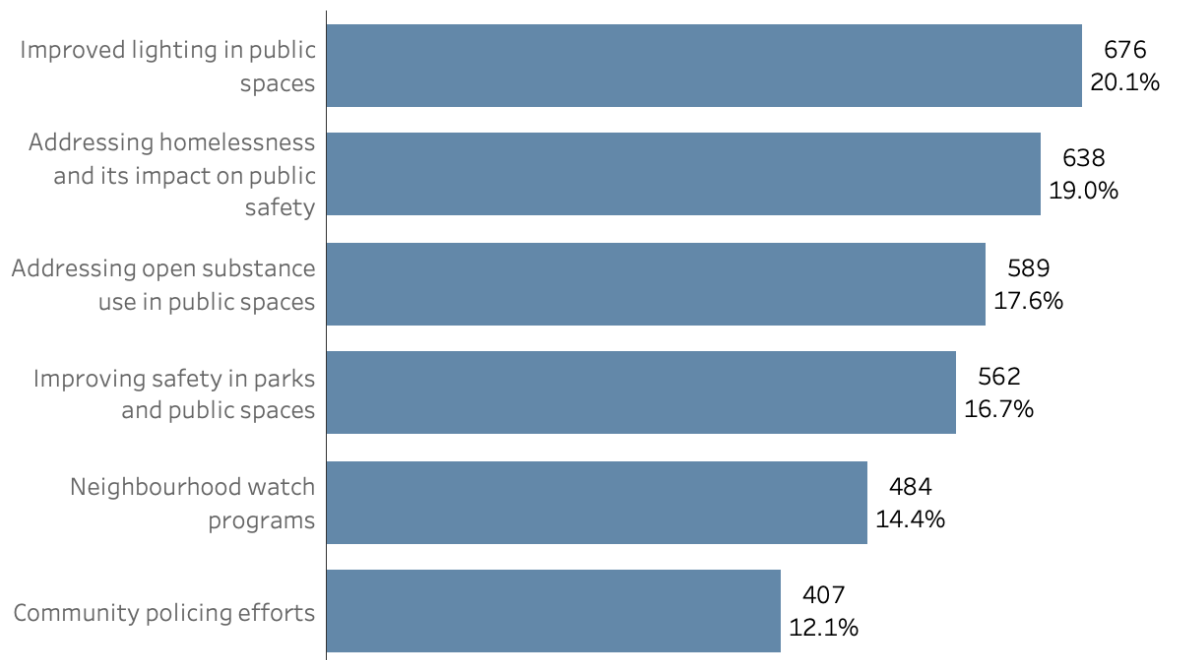
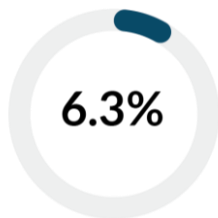


Figure 98: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Public Safety and Crime Reduction” by number and proportion of mentions

Mental Health and Addiction Support



6.3% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Mental Health and Addiction Support*.

The theme of *Mental Health and Addiction Support* contains four level 4 subthemes, listed in frequency order of mentions:

- Increased access to mental health services, 1,316 mentions.
- Addiction support and treatment programs, 1,056 mentions.
- Harm reduction initiatives, 436 mentions.
- Safe consumption sites, 371 mentions.

The much larger number of mentions for increased access to mental health services and addiction support programs suggests these are seen as primary needs in the community.

The inclusion of harm reduction initiatives and safe consumption sites shows community awareness of the need for diverse approaches to addressing substance use issues.

Mental Health and Addiction Support

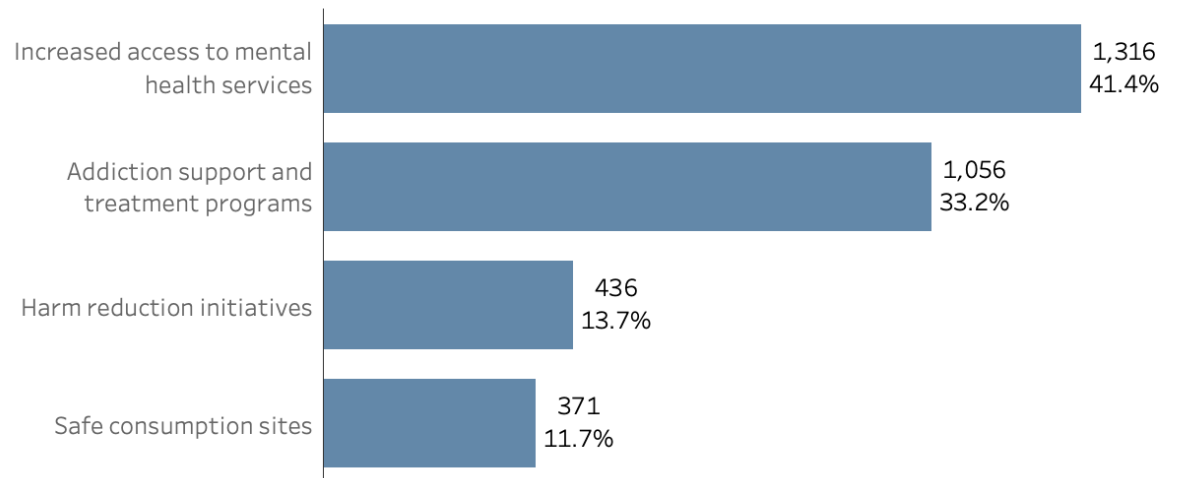


Figure 99: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Mental Health and Addiction Support” by number and proportion of mentions

Community Development and Social Cohesion



5.0% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Community Development and Social Cohesion*.

The theme of *Community Development and Social Cohesion* contains six level 4 subthemes, listed in frequency order of mentions:

- Neighbourhood events and block parties, 584 mentions.
- Community gardens and shared spaces, 535 mentions.

- Neighbourhood events and gatherings, 448 mentions.
- Cultural diversity and inclusion programs, 349 mentions.
- Community-based support networks, 308 mentions.
- Intergenerational activities, 296 mentions.

The number of mentions for block parties, general gatherings, and community-based support networks suggests a strong preference for in-person interactions as a means of building community cohesion, whether through celebrations (block parties) or support and shared community action (gatherings). The interest in community gardens and shared spaces shows appreciation for the role physical environments play in fostering social connections. Mentions of cultural diversity programs and intergenerational activities support the need for community inclusiveness.

The data suggests a preference for a mix of structured programs (like diversity initiatives) and less formal grassroots approaches (like block parties and community gardens).

Community Development and Social Cohesion

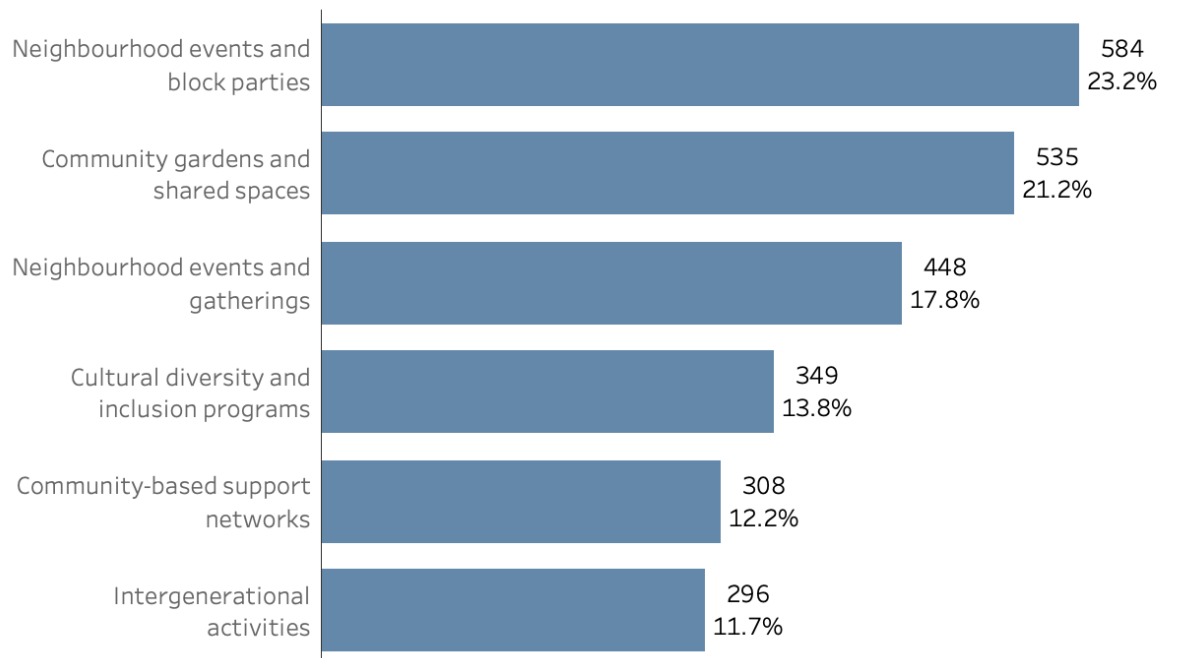
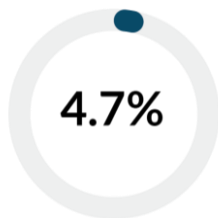


Figure 100: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Community Development and Social Cohesion” by number and proportion of mentions

Social Services and Support



4.7% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Social Services and Support*.

The theme of *Social Services and Support* contains six level 4 subthemes, listed in frequency order of mentions:

- Food security initiatives, 677 mentions.
- Childcare services and family support, 456 mentions.
- After-school activities, 320 mentions.
- Programs to support ageing in place, 317 mentions.
- Social activities for seniors, 314 mentions.
- Youth employment initiatives, 288 mentions.

This category includes specialized services like food security initiatives, childcare, and programs for specific age groups, aimed at supporting various demographic groups and addressing specific social needs.

The prominence of food security initiatives in the data suggests that ensuring access to nutritious food is viewed as a fundamental aspect of community wellbeing.

The strong showing for childcare and family support indicates recognition of the challenges faced by families in balancing work and caregiving responsibilities.

The inclusion of both youth-focused (after-school activities, employment initiatives) and senior-focused (ageing in place, social activities) programs in the top mentions reflects a community mindful of the needs of residents across the age spectrum.

These findings paint a picture of a community that values comprehensive social support systems addressing diverse needs, from basic nutrition to age-specific programs and from immediate concerns like food security to longer-term issues like youth employment and ageing in place.

Social Services and Support

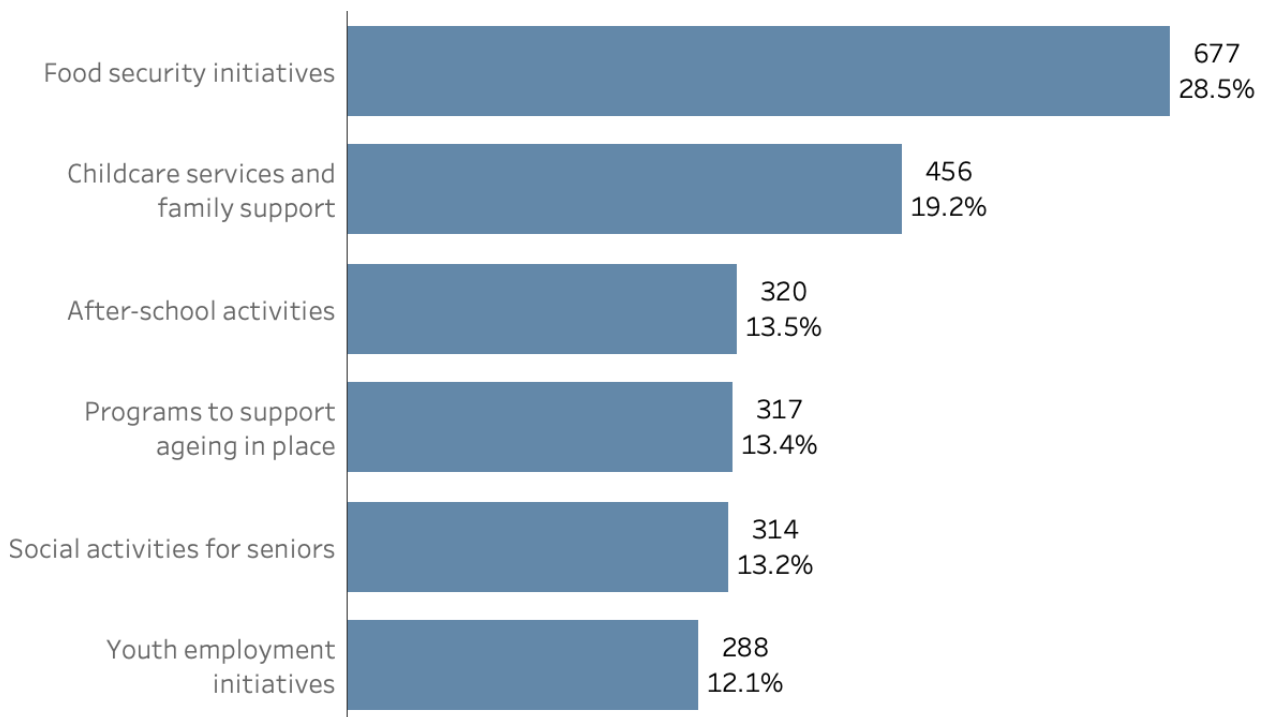
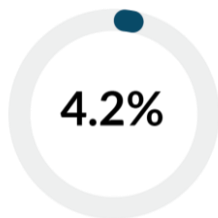


Figure 101: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Social Services and Support” by number and proportion of mentions

Social Support Systems



4.2% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Social Support Systems*.

The theme of *Social Support Systems* contains three level 4 subthemes, listed in frequency order of mentions:

- Community centres and programs, 814 mentions.
- Intergenerational activities, 667 mentions.
- Support groups for various needs, 635 mentions.

While *Social Services and Support* encompassed a broader range of targeted interventions addressing specific needs, *Social Support Systems* focuses primarily on community-based programs and facilities, including community centres and intergenerational activities.

Many mentions of community centres and programs indicate residents view these as crucial hubs for accessing services and building community connections. The interest in intergenerational activities suggests a desire to bridge age gaps and promote a more cohesive community across generations, something that was recognized as a barrier in previous sections of this report.

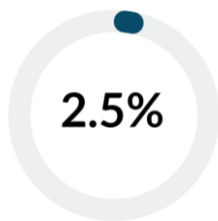
The strong showing for support groups indicates recognition of the value of peer-to-peer assistance and the importance of addressing diverse needs in the community, ranging from mental health support to groups for new parents or seniors.

Social Support Systems



Figure 102: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Social Support Systems” by number and proportion of mentions

Economic Opportunities



2.5% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Economic Opportunities*.

The theme of *Economic Opportunities* contains three level 4 subthemes, listed in frequency order of mentions:

- Job creation initiatives, 493 mentions.
- Diverse local businesses, 480 mentions.
- Skills development programs, 318 mentions.

While *Economic Wellbeing* focuses on broader issues of affordability and financial stability, such as affordable food options and lower cost of living, *Economic Opportunities* emphasizes specific pathways to economic advancement. The *Economic Opportunities* category highlights more targeted initiatives aimed at creating jobs, fostering diverse business models, and developing individual skills, suggesting a focus on long-term economic growth and personal development, rather than immediate financial relief.

The close count between job creation initiatives and diverse local businesses suggests that residents see both direct job creation and a thriving, diverse business environment as essential for economic opportunity.

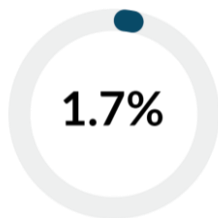
The lower but still notable number of mentions for skills development programs indicates an awareness of the role of personal growth and education in accessing economic opportunities. This could suggest support for vocational training, continuing education, or other forms of skills-based learning.

Economic Opportunities



Figure 103: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Economic Opportunities” by number and proportion of mentions

Public Spaces and Cleanliness



1.7% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Public Spaces and Cleanliness*.

The theme of *Public Spaces and Cleanliness* contains three level 4 subthemes, listed in frequency order of mentions:

- Clean streets and public areas, 350 mentions.
- Well-maintained parks and recreational areas, 337 mentions.
- Graffiti removal programs, 168 mentions.

The close count between clean streets and public areas and well-maintained parks and recreational areas suggests that residents view upkeep of public and community spaces as important.

These two factors, along with mentions of graffiti removal, indicate that clean, well-maintained public areas likely contribute to a sense of civic pride, safety, and overall quality of life.

Public Spaces and Cleanliness

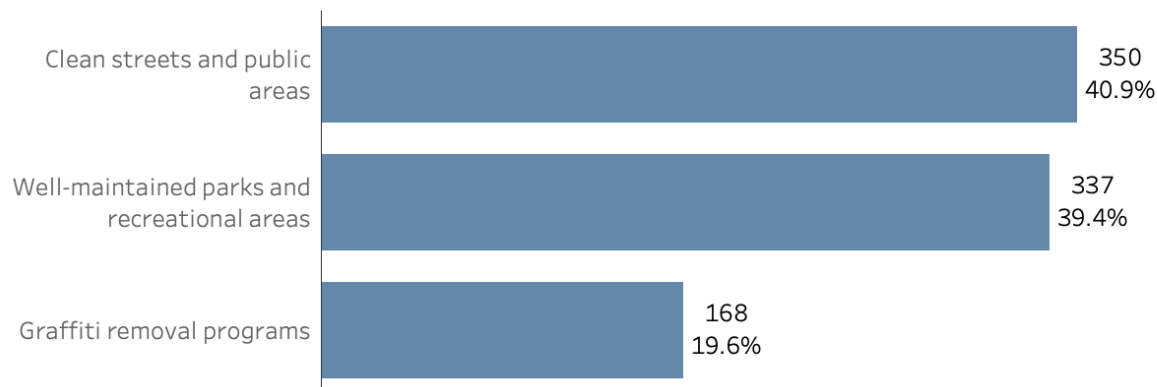
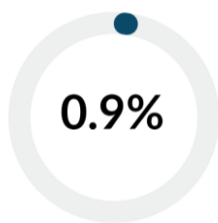


Figure 104: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Public Spaces and Cleanliness” by number and proportion of mentions

Traffic and Parking Management



0.9% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Traffic and Parking Management*.

The theme of *Traffic and Parking Management* contains two level 4 subthemes, listed in frequency order of mentions:

- Improved traffic flow, 270 mentions.
- Better road maintenance, 192 mentions.

The higher number of mentions for improved traffic flow indicates that congestion or inefficient traffic management are frustrations that may reflect higher commute times or limited access by vehicle to areas of the community.

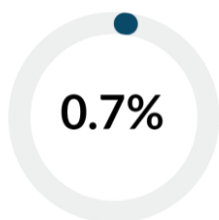
Mentions of better road maintenance, which may include concerns about road surfaces, signage, or other aspects of street infrastructure, shows awareness of the link between infrastructure and both safety and convenience.

Traffic and Parking Management



Figure 105: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Traffic and Parking Management” by number and proportion of mentions

Civic Engagement and Governance



0.7% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Civic Engagement and Governance*.

The theme of *Civic Engagement and Governance* contains three level 4 subthemes, listed in frequency order of mentions:

- Opportunities for community input in decision-making, 145 mentions.
- Transparency in local government, 116 mentions.
- Responsive city services, 113 mentions.

The mentions of community input in decision-making suggests that residents want their voices heard in local policy-making processes. This could indicate a desire for more town halls, community consultations, or participatory budgeting initiatives. The mentions of transparency and responsiveness speak to support for government accountability to the community.

While the overall mention counts in this category are lower compared to some other wellbeing factors, their presence indicates that residents see civic engagement and good governance as integral to community wellbeing.

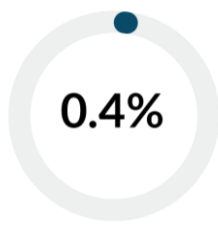
Civic Engagement and Governance



Figure 106: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Civic Engagement and Governance” by number and proportion of mentions

Work-Life Balance





0.4% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Work-Life Balance*.

The theme of *Work-Life Balance* contains three level 4 subthemes, listed in frequency order of mentions:

- Flexible work options, 82 mentions.
- Support for remote work infrastructure, 64 mentions.
- Initiatives to reduce commute times, 58 mentions.

Mentions of flexible work options and initiatives to reduce commute times indicate support for work-life balance, with possible interest in exploring options like adjustable hours, compressed work weeks, and job-sharing arrangements.

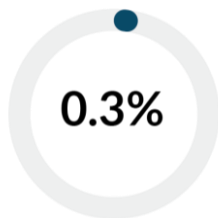
Support for working remotely may indicate interest in improved internet connectivity, co-working spaces, and other resources that facilitate remote work.

Work-Life Balance



Figure 107: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Work-Life Balance” by number and proportion of mentions

Environmental Health



0.3% of mentions under the level 2 theme *Wellbeing Factors* were related to the level 3 theme of *Environmental Health*.

The theme of *Environmental Health* contains two level 4 subthemes, listed in frequency order of mentions:

- Air quality improvements, 84 mentions.
- Noise reduction initiatives, 58 mentions.

Mentions for air quality improvements could be related to issues such as vehicle emissions, industrial pollution, or seasonal factors like wildfire smoke.

The inclusion of noise reduction initiatives indicates that sound pollution, possibly caused by traffic noise, construction, or other urban noise, is also recognized as a factor affecting quality of life.

Environmental Health



Figure 108: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Wellbeing Factors – Environmental Health” by number and proportion of mentions

Proposed Solutions



Drawing from extensive community feedback, these proposals reflect the collective wisdom and wishes of the community. The solutions span a wide spectrum of topics, from mental health and economic support to environmental initiatives and policy reforms, demonstrating the multifaceted approach residents envision for enhancing their city's quality of life.

The proposed solutions encompass both targeted interventions in specific sectors and broader systemic changes, indicating a nuanced understanding of the complex factors influencing community wellbeing. By examining these community-driven proposals, we gain valuable insights into the priorities, values, and innovative ideas of Victoria's residents. The grassroots perspective offers a unique opportunity to align future initiatives with the expressed needs and desires of the community:

- Mental Health and Healthcare System
- Housing and Homelessness
- Public Safety and Emergency Services
- Social Services and Education
- Economic Support
- Community Infrastructure and Activities
- Transportation and Mobility
- Harm Reduction Strategies
- Social Service Integration
- Community Development
- Food Security Initiatives
- Environmental and Sustainability Measures
- Policy Reforms
- Coordination and Collaboration
- Peer Support and Community Building
- Diversity and Inclusion Efforts
- Indigenous-led Initiatives
- Senior Care and Support
- Specialized Programs
- Systemic Improvements
- Infrastructure and Urban Planning

- Technology and Innovation
- Service Relocation

Solutions and Interventions - Proposed Solutions

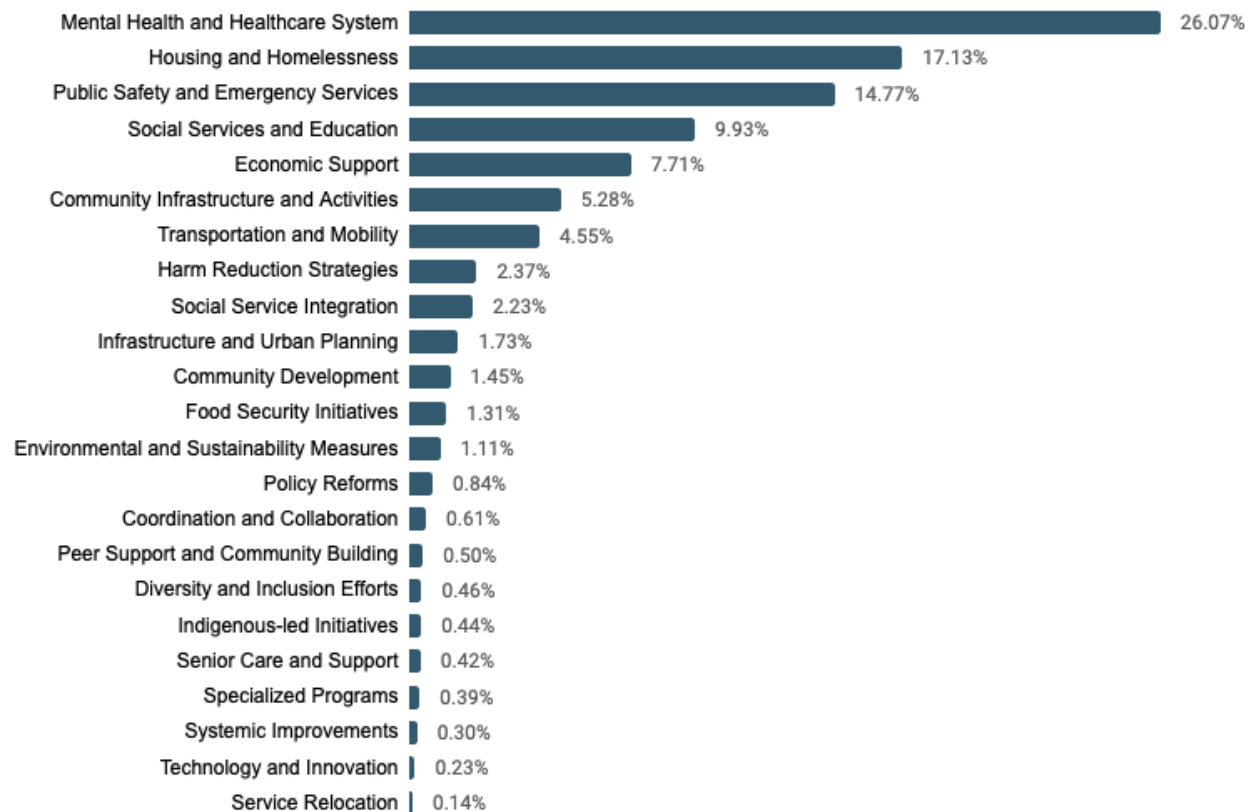
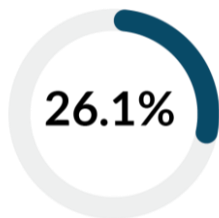


Figure 109: Frequency distribution of level 3 subthemes under “Solutions and Interventions – Proposed Solutions” by proportion of mentions

Mental Health and Healthcare System



26.1% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Mental Health and Healthcare System*.

The theme of *Mental Health and Healthcare System* contains thirteen level 4 subthemes, listed in frequency order of mentions:

- Increased access to mental health and addiction services, 4,339 mentions.
- Increased access to healthcare, 3,312 mentions.
- Accessible mental health services, 2,167 mentions.
- Increased access to family doctors, 1,830 mentions.
- Expanded addiction treatment programs, 1,502 mentions.
- Universal access to mental health services, 1,170 mentions.
- Crisis response teams for mental health emergencies, 1,023 mentions.
- Increased resources for primary care and prevention, 871 mentions.
- Integration of social determinants of health in care, 879 mentions.
- Community-based healthcare delivery models, 785 mentions.
- Specialized healthcare for vulnerable populations, 748 mentions.
- Need for trauma-informed care, 728 mentions.
- Develop community-based health initiatives, 489 mentions.

Victoria's residents have offered a comprehensive array of suggestions for enhancing the *Mental Health and Healthcare System*, reflecting a deep engagement with health-related issues. The proposals range from broad accessibility improvements to specialized service enhancements, highlighting the multifaceted nature of healthcare concerns in the community.

The data also shows support for more specialized or innovative approaches.

The large number of mentions across multiple mental health and addiction-related solutions suggests that residents see these as critical areas for improvement. The inclusion of both broad access issues and specific delivery models indicates a nuanced understanding.

The community's proposals paint a picture of a desired healthcare landscape that is more inclusive, proactive, and attuned to the diverse needs of Victoria's population.

The strong emphasis on mental health and addiction services, coupled with calls for innovative delivery models, suggests a forward-thinking approach to health and wellbeing. They point towards a system that not only treats illness but also promotes overall community wellness through accessible, integrated, and responsive care. The data suggests a vision for a healthcare system that addresses immediate access concerns while also incorporating broader concepts of health determinants and community-based care.

Mental Health and Healthcare System

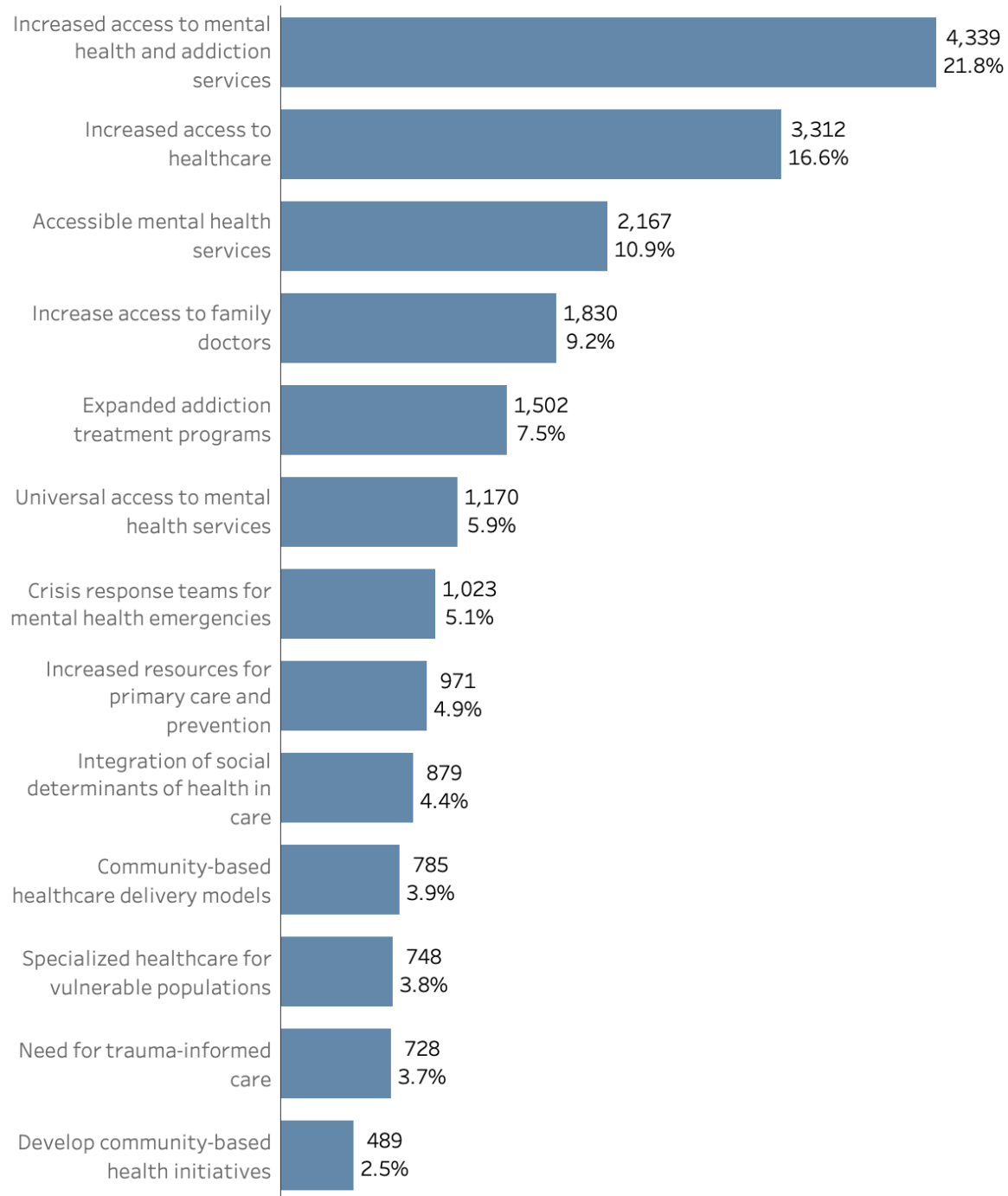
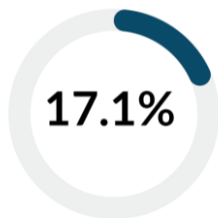


Figure 110: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Mental Health and Healthcare System” by number and proportion of mentions

Housing and Homelessness



17.1% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Housing and Homelessness*.

The theme of *Housing and Homelessness* contains seven level 4 subthemes, listed in frequency order of mentions:

- More affordable housing options, 5,187 mentions.
- Everyone housed (no homelessness), 2,649 mentions.
- Housing and shelter initiatives, 1,353 mentions.
- Supportive housing with wraparound services, 1,175 mentions.
- Temporary shelter options, 942 mentions.
- Create sanctioned camping areas with facilities, 899 mentions.
- Co-op and subsidized housing development, 897 mentions.

As seen throughout this report, *Housing and Homelessness* are significant areas of concern for Victoria's residents, with a range of proposed solutions reflecting diverse approaches to addressing these issues.

The large number of mentions for affordable housing options and the goal of housing everyone suggests these are seen as primary priorities in addressing housing and homelessness issues in Victoria. The variety of proposed solutions shows a recognition that addressing those challenges may require a combination of approaches, ranging from providing immediate shelter to long-term affordable housing development.

Housing and Homelessness

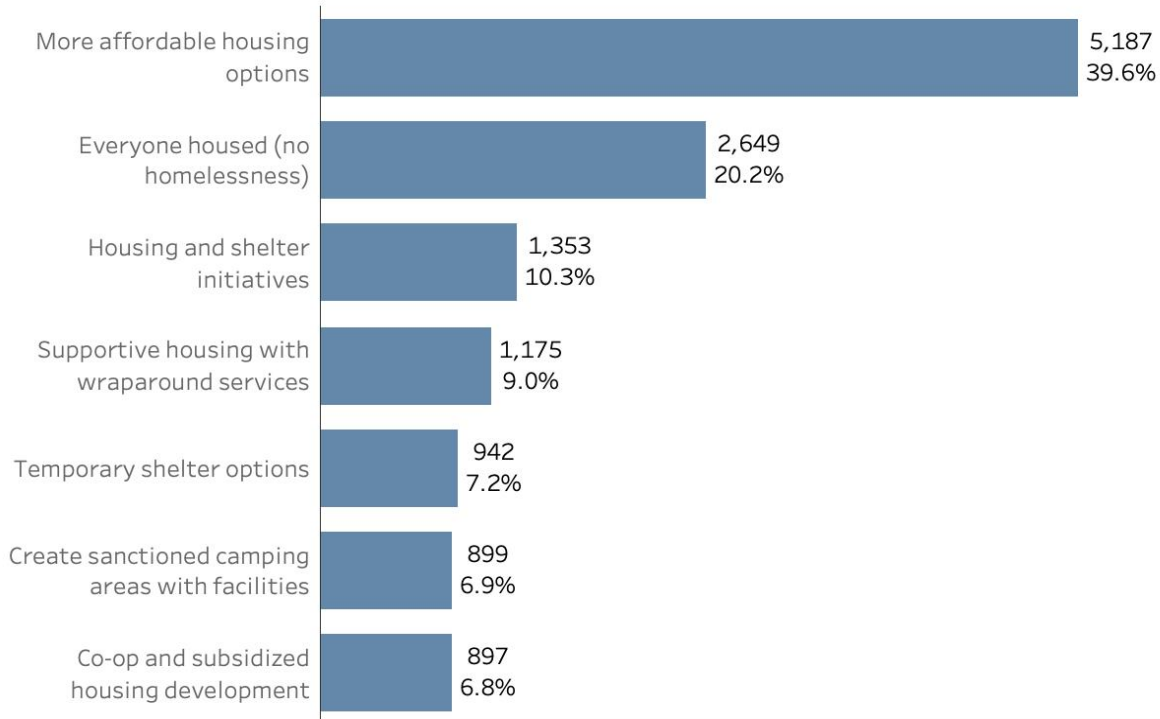
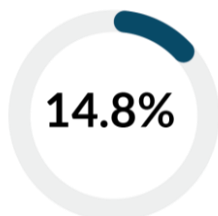


Figure 111: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Housing and Homelessness” by number and proportion of mentions

Public Safety and Emergency Services



14.8% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Public Safety and Emergency Services*.

The theme of *Public Safety and Emergency Services* contains sixteen level 4 subthemes, listed in frequency order of mentions:

- Police presence (increased), 1,411 mentions.
- Improved court system, 1,243 mentions.
- Increased police visibility (foot and bike patrols), 1,133 mentions.
- Security patrols, 1,033 mentions.
- Police presence (decreased), 770 mentions.
- Stronger laws and enforcement, 703 mentions.
- Increased ambulance services, 669 mentions.
- Community-based policing initiatives, 611 mentions.
- Stricter enforcement of laws against drug trafficking, 543 mentions.
- Alternative approaches to incarceration, 533 mentions.
- Enhanced public safety measures, 527 mentions.
- Decriminalization of substance use coupled with support services, 522 mentions.
- Crime prevention, 499 mentions.
- Rehabilitation-focused correctional systems, 496 mentions.
- Public safety education programs, 475 mentions.
- Increase fire service levels, 131 mentions.

Suggestions for this category range from traditional law enforcement approaches to more innovative solutions. The data also reveals support for various specialized interventions.

The diversity of proposals reflects the complex nature of public safety concerns in Victoria. For example, the number of mentions for both increased and decreased police presence suggests a community carefully considering the role and extent of law enforcement in ensuring public safety.

Proposals for improved court systems, alternative approaches to incarceration, and rehabilitation-focused corrections indicates a desire for a more holistic approach to justice.

Public Safety and Emergency Services

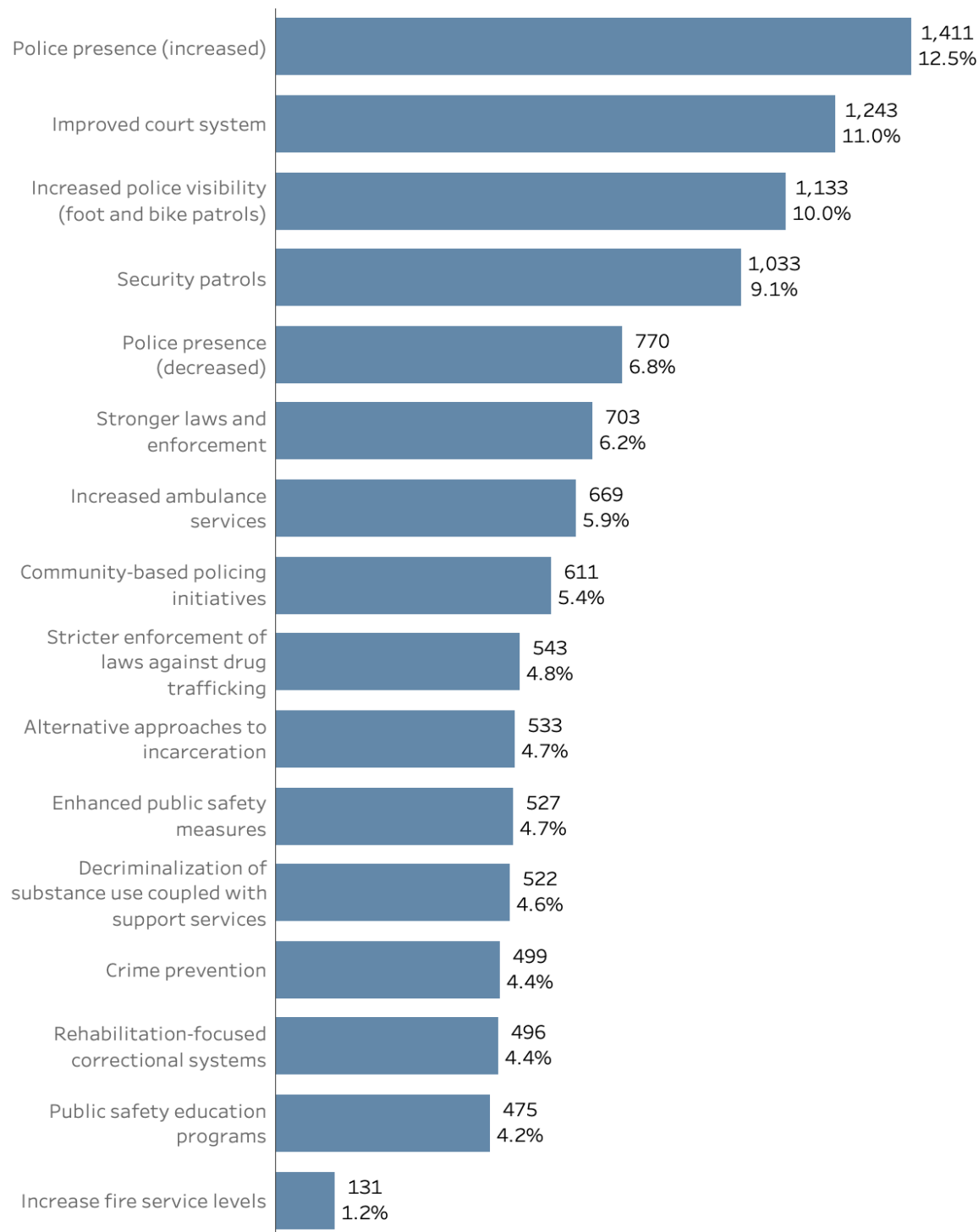


Figure 112: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Public Safety and Emergency Services” by number and proportion of mentions

Social Services and Education



9.9% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Social Services and Education*.

The theme of *Social Services and Education* contains seven level 4 subthemes, listed in frequency order of mentions:

- More investment in youth programs, 1,586 mentions.
- More investment in family programs, 1,456 mentions.
- More investment in seniors' programs, 1,158 mentions.
- Quality childcare, 1,114 mentions.
- Newcomer programs, 1,019 mentions.
- Schools and educational institutions, 818 mentions.
- Life skills training, 447 mentions.

The data highlights *Social Services and Education* as an important area of focus for Victoria's residents, with proposals relating to various demographic groups and types of services.

The large number of mentions for youth, family, and seniors' programs indicates a desire for comprehensive social services that address the needs of various age groups. The strong showing for childcare and newcomer programs suggests recognition of these services as valuable supports for these groups.

Social Services and Education

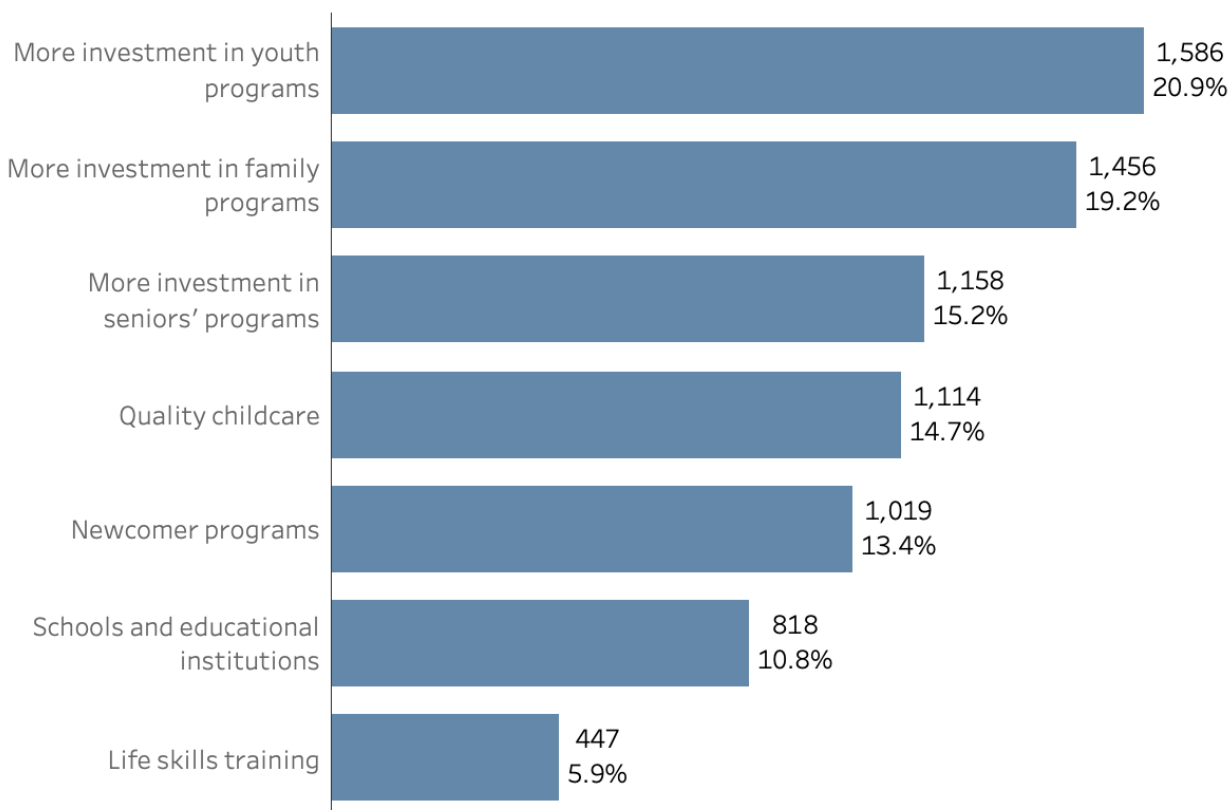
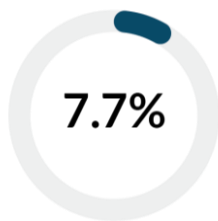


Figure 113: Frequency distribution of level 4 subthemes under "Solutions and Interventions – Proposed Solutions – Social Services and Education" by number and proportion of mentions

Economic Support



7.7% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Economic Support*.

The theme of *Economic Support* contains nine level 4 subthemes, listed in frequency order of mentions:

- Affordable food programs, 1,525 mentions.
- Increased income to meet costs of living, 1,276 mentions.
- Job creation initiatives, 717 mentions.
- Increased access to education and learning opportunities, 632 mentions.
- Economic support for vulnerable populations, 424 mentions.
- Regulations on corporate profits and price controls, 353 mentions.
- Need for more equitable distribution of resources, 353 mentions.
- Universal Basic Income (UBI) implementation, 312 mentions.
- Living wage policies, 307 mentions.

The suggestions address both immediate relief efforts and long-term structural changes, indicating a desire for comprehensive economic reform.

Frequent mentions of food programs and cost of living suggest that many residents are struggling with basic expenses.

The inclusion of job creation and access to education education proposals indicates a desire for solutions that provide long-term economic stability, not just short-term relief. The data indicates a vision for an economic system that prioritizes meeting basic needs, promotes equitable resource distribution, and provides opportunities for personal and professional growth.

Economic Support

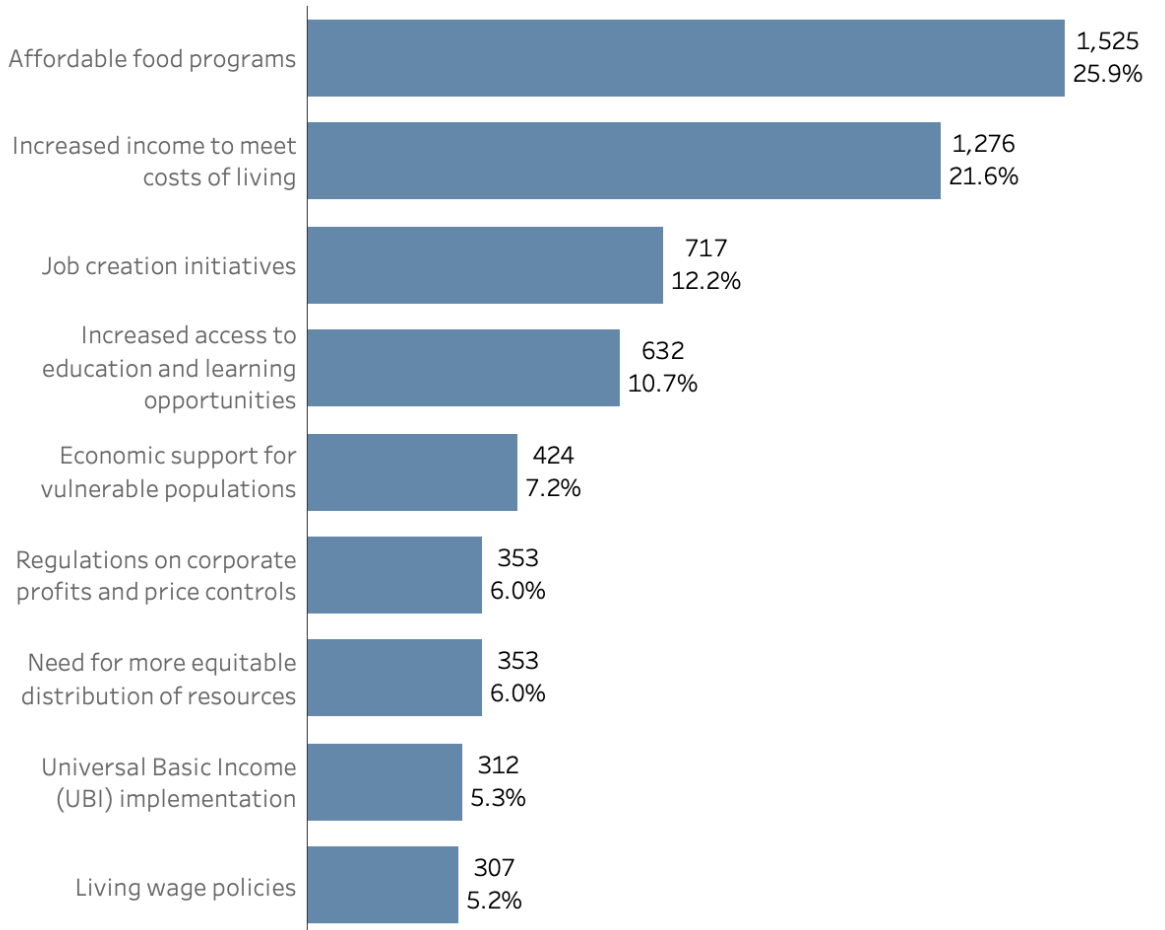
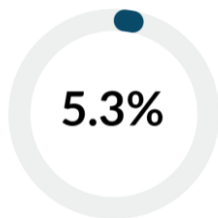


Figure 114: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Economic Support” by number and proportion of mentions

Community Infrastructure and Activities



5.3% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Community Infrastructure and Activities*.

The theme of *Community Infrastructure and Activities* contains eight level 4 subthemes, listed in frequency order of mentions:

- Enhanced street and pathway lighting (functional and decorative), 939 mentions.
- More community events, 673 mentions.
- Community events and activities, 468 mentions.
- Community-led initiatives, 426 mentions.
- Neighbourhood Watch programs, 421 mentions.
- Youth engagement programs, 420 mentions.
- Community engagement and support, 412 mentions.
- Create intergenerational community spaces, 279 mentions.

The very large number of mentions for enhanced lighting suggests that visibility in public spaces is seen as a priority safety concern. The strong showing for various types of community events and activities indicates a desire for more opportunities for social interaction and community-building. The variety of proposed solutions demonstrates a recognition that enhancing community life involves both physical improvements to public spaces and increased opportunities for social engagement and community participation.

Regarding community events and activities, it's important to distinguish between two related but distinct concepts:

More community events (673 mentions): This subtheme refers to events organized for the community, typically by municipal authorities or established organizations. These could include city-sponsored festivals, concerts in public spaces, or official holiday celebrations. The high number of mentions indicates a strong desire for more structured, large-scale events that bring the community together.

Community events and activities (468 mentions): This subtheme encompasses events and activities organized by the community itself. These are grassroots initiatives that emerge from within neighborhoods or interest groups. Examples might include block parties, community gardens, or local art shows organized by residents. The significant number of mentions here suggests a desire for more bottom-up, community-driven events that reflect the specific interests and needs of local groups.

Community Infrastructure and Activities

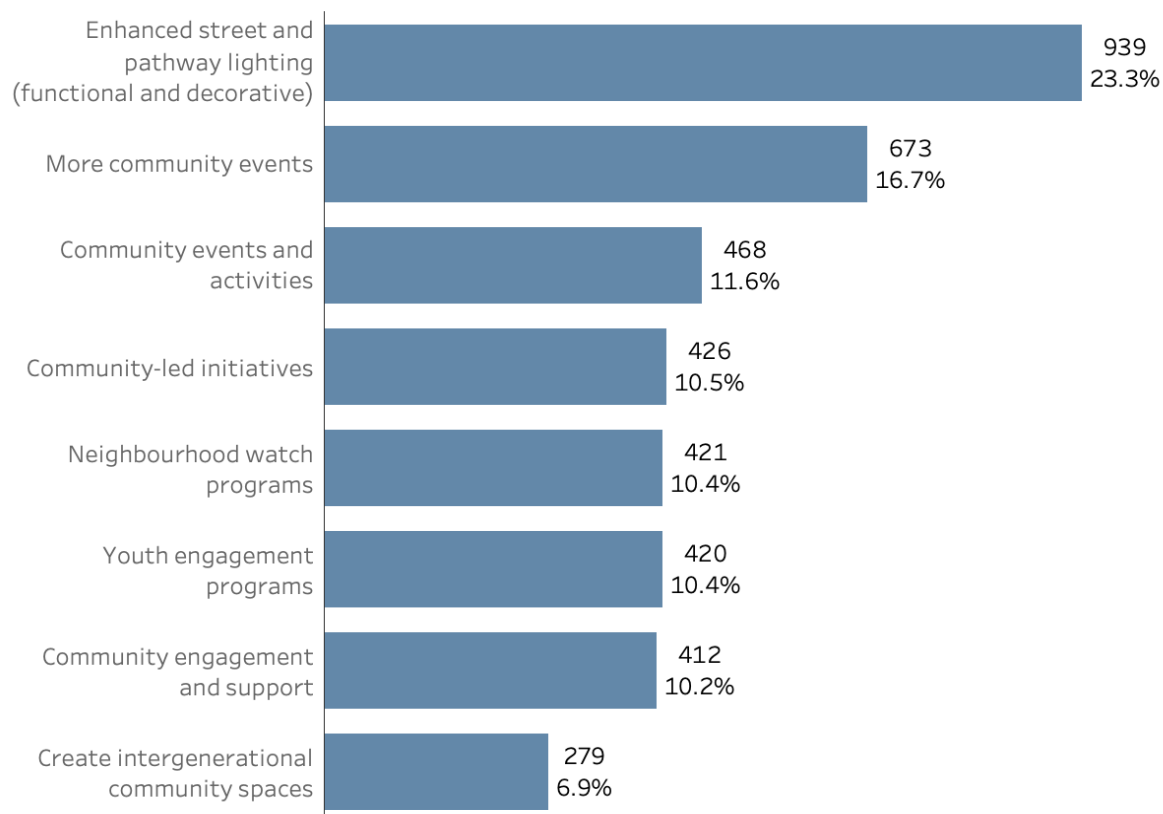
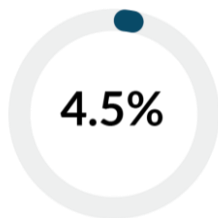


Figure 115: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Community Infrastructure and Activities” by number and proportion of mentions

Transportation and Mobility



4.5% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Transportation and Mobility*.

The theme of *Transportation and Mobility* contains four level 4 subthemes, listed in frequency order of mentions:

- Improved transit and transit amenities, 1,466 mentions.
- Cycling infrastructure, 888 mentions.
- Pedestrian infrastructure, 754 mentions.
- Enhance public transportation, 370 mentions.

The data reveals that *Transportation and Mobility* are significant areas of concern for Victoria's residents, with proposals focusing on improvements to various modes of transportation and aspects of infrastructure.

The very large number of mentions for improved transit and transit amenities suggests that public transportation is seen as a critical area for improvement. The strong showing for both cycling and pedestrian infrastructure indicates support for modes of transportation other than personal vehicles.

Transportation and Mobility

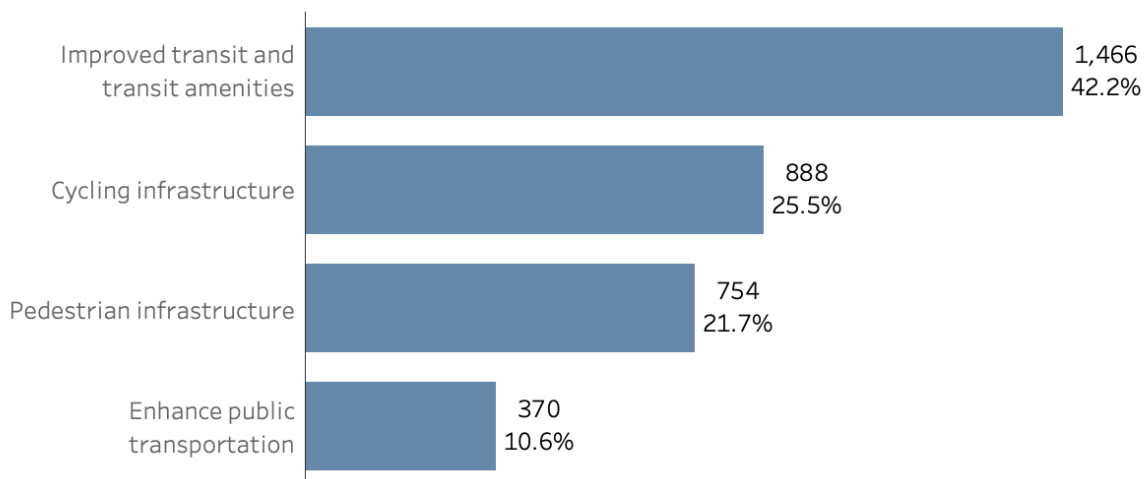
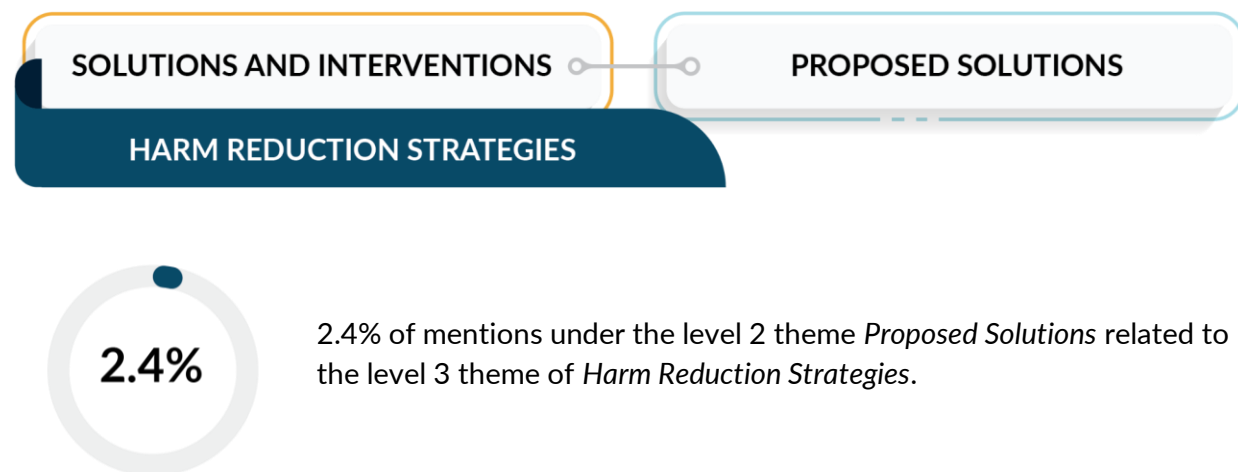


Figure 116: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Transportation and Mobility” by number and proportion of mentions

Harm Reduction Strategies



The theme of *Harm Reduction Strategies* contains five level 4 subthemes, listed in frequency order of mentions:

- Expanded safe injection sites, 494 mentions.
- Public education on harm reduction, 388 mentions.

- Safe supply programs, 381 mentions.
- Naloxone distribution, 299 mentions.
- Drug testing services, 249 mentions.

Proposed harm-reduction strategies in Victoria indicate the community recognizes the complex nature of substance use issues and the need for diverse approaches to mitigating the associated risks.

The larger number of mentions of expanded safe injection sites is an acknowledgement of the need for practical and immediate harm reduction support, while the strong showing for public education supports longer-term prevention strategies.

Harm Reduction Strategies

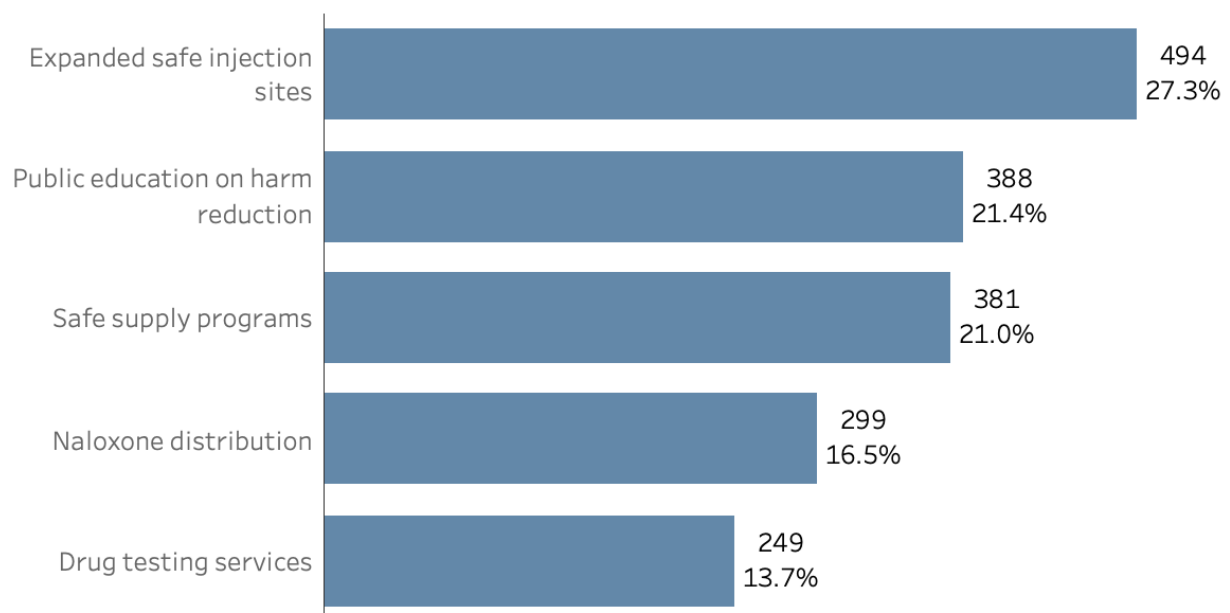
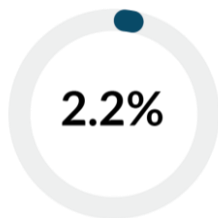


Figure 117: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Harm Reduction Strategies” by number and proportion of mentions

Social Service Integration



2.2% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Social Service Integration*.

The theme of *Social Service Integration* contains five level 4 subthemes, listed in frequency order of mentions:

- Improved coordination between agencies, 455 mentions.
- Centralized social service hubs, 393 mentions.
- Holistic approach to service delivery, 326 mentions.
- One-stop-shop for accessing multiple services, 300 mentions.
- Integrated case management systems, 230 mentions.

The feedback on *Social Service Integration* in Victoria reflects a desire for a more cohesive and efficient delivery of community support services.

Mentions of improved coordination, centralized hubs, and one-stop and integrated case management all support the notion of making it easier and more seamless to access services. Mentions of a holistic approach demonstrate a desire for service delivery to recognize service users' entire range of life circumstances.

Social Service Integration

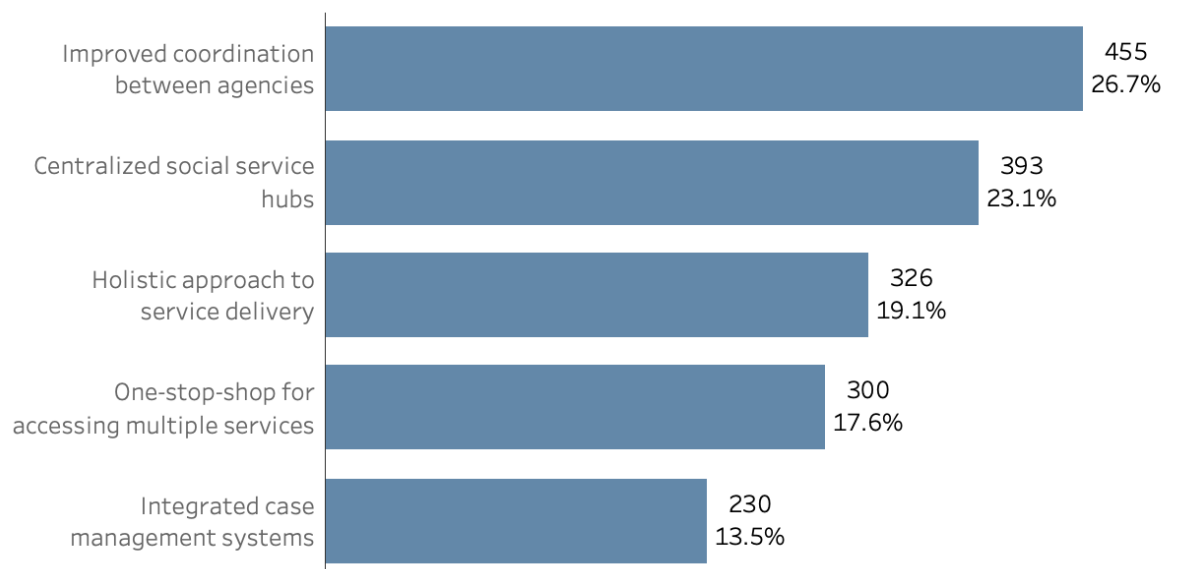
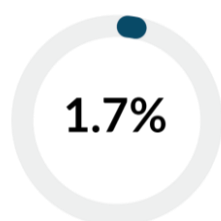


Figure 118: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Social Service Integration” by number and proportion of mentions

Infrastructure and Urban Planning



1.7% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Infrastructure and Urban Planning*.

The theme of *Infrastructure and Urban Planning* contains six level 4 subthemes, listed in frequency order of mentions:

- Green spaces and community gardens, 359 mentions.
- Improve road and sidewalk maintenance, 257 mentions.
- Create more public washrooms, 245 mentions.
- Redesign of public spaces for safety and inclusivity, 187 mentions.
- Creation of purpose-built facilities for vulnerable populations, 147 mentions.
- Accessibility improvements in urban design, 132 mentions.

The proposed solutions under this theme span a range of urban design elements, from green spaces to practical amenities in the built environment.

The larger number of mentions for green spaces and community gardens suggests that many residents value these in an urban environment. The strong showing for practical improvements like road maintenance and public washrooms indicates a desire for a well-functioning basic infrastructure.

Infrastructure and Urban Planning

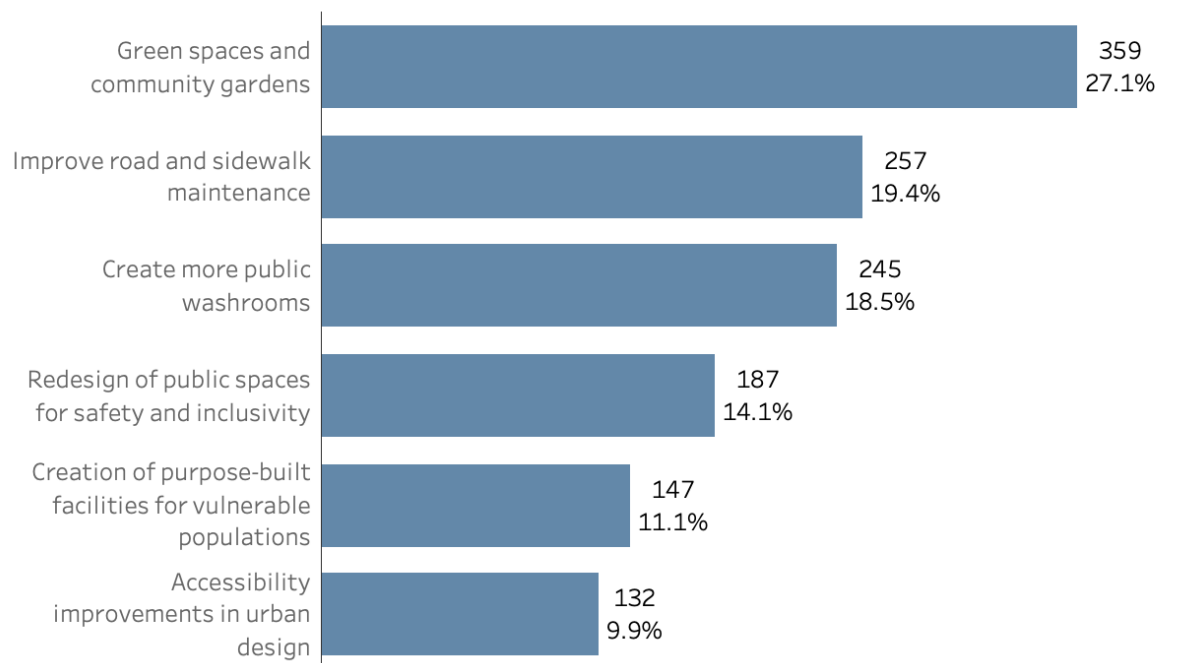
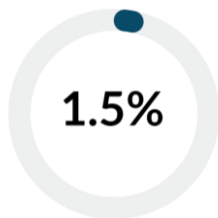


Figure 119: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Infrastructure and Urban Planning” by number and proportion of mentions

Community Development



1.5% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Community Development*.

The theme of *Community Development* contains four level 4 subthemes, listed in frequency order of mentions:

- Cultural and recreational programming, 400 mentions.
- Public spaces and parks, 337 mentions.
- Downtown revitalization, 213 mentions.
- Arts and cultural facilities, 161 mentions.

Victoria's residents have suggested several ideas for enhancing community life and urban spaces. These proposals span a range of initiatives, from cultural programming to infrastructure improvements, reflecting diverse perspectives on how to foster a vibrant and engaging community environment.

The mentions reflect a multifaceted approach to community development, encompassing both programs and physical infrastructure, suggesting a recognition that community development involves a combination of cultural offerings, public space improvements, and urban revitalization.

Community Development

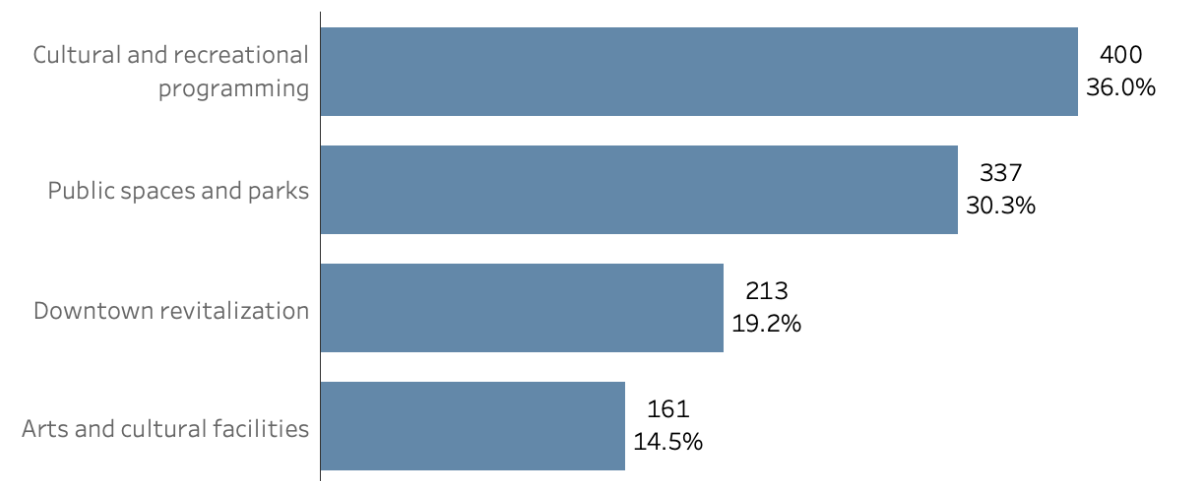
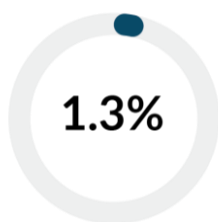


Figure 120: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Community Development” by number and proportion of mentions

Food Security Initiatives



1.3% of mentions under the level 2 theme *Proposed Solutions* related to the level 3 theme of *Food Security Initiatives*.

The theme of *Food Security Initiatives* contains five level 4 subthemes, listed in frequency order of mentions:

- Community food programs, 396 mentions.
- Urban farming projects, 318 mentions.

- Food banks and meal services, 148 mentions.
- Nutritional education and support, 82 mentions.
- Regulations on food pricing and accessibility, 59 mentions.

The feedback on food security reflects a concern that all residents have access to adequate nutrition.

More mentions of community food programs and urban farming projects suggests that many residents see local, community-based solutions as key to addressing food security. Mentions of food banks and meal services support the importance of immediate food assistance as needed.

Food Security Initiatives

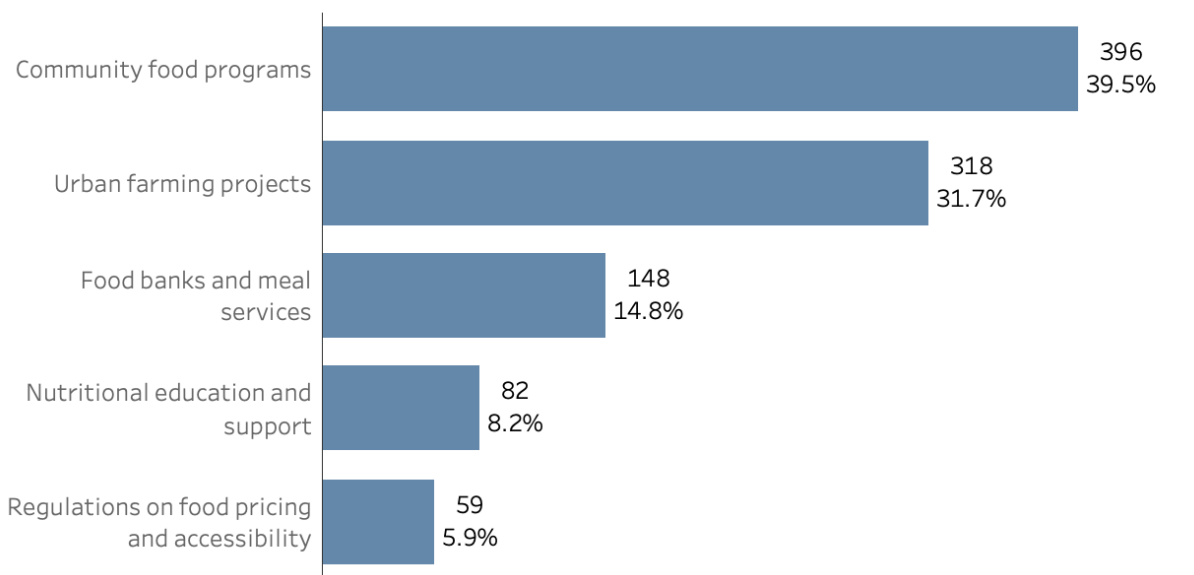
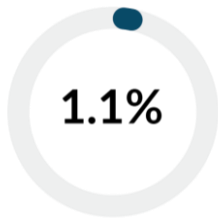


Figure 121: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Food Security Initiatives” by number and proportion of mentions

Environmental and Sustainability Measures





1.1% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Environmental and Sustainability Measures*.

The theme of *Environmental and Sustainability Measures* contains five level 4 subthemes, listed in frequency order of mentions:

- Climate change adaptation strategies, 374 mentions.
- Urban agriculture initiatives, 149 mentions.
- Environmental justice programs, 125 mentions.
- Green job creation, 107 mentions.
- Sustainable housing developments, 97 mentions.

Feedback reflects interest in addressing climate change and promoting sustainable environmental support.

The much larger number of mentions for climate change adaptation strategies suggests that many residents see this as a critical priority.

Mentions of urban agriculture and environmental justice programs shows support for sustainability measures that also address food security and social equity.

Environmental and Sustainability Measures

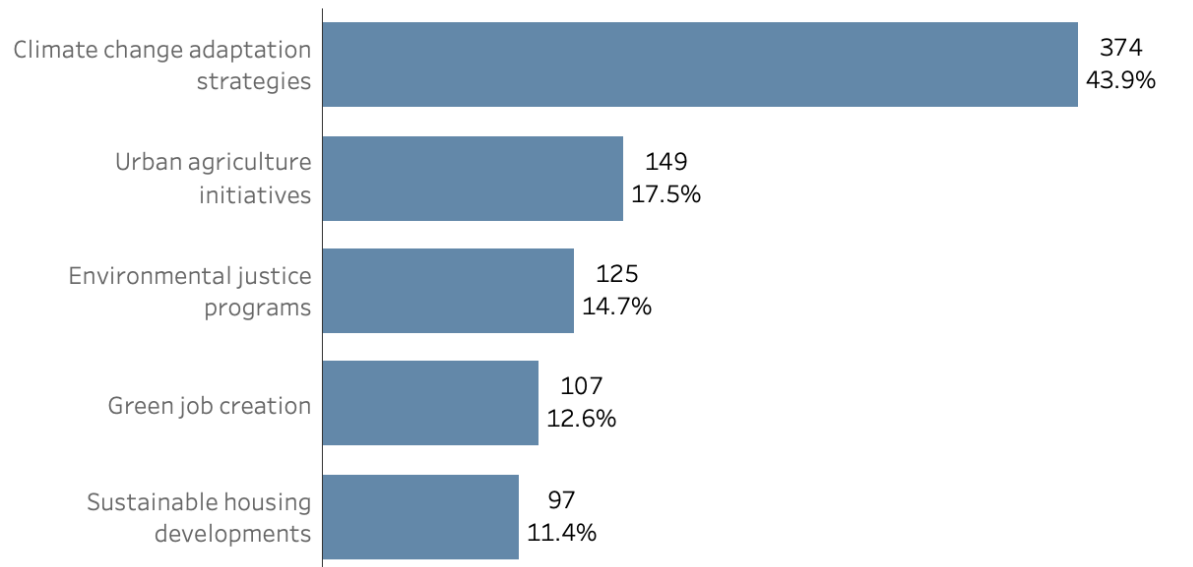
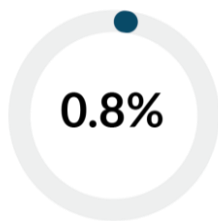


Figure 122: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Environmental and Sustainability Measures” by number and proportion of mentions

Policy Reforms



0.8% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Policy Reforms*.

The theme of *Policy Reforms* contains three level 4 subthemes, listed in frequency order of mentions:

- Policy reform for addiction and homelessness, 283 mentions.
- Mandatory treatment programs, 182 mentions.
- Stricter laws and enforcement for certain offenses, 177 mentions.

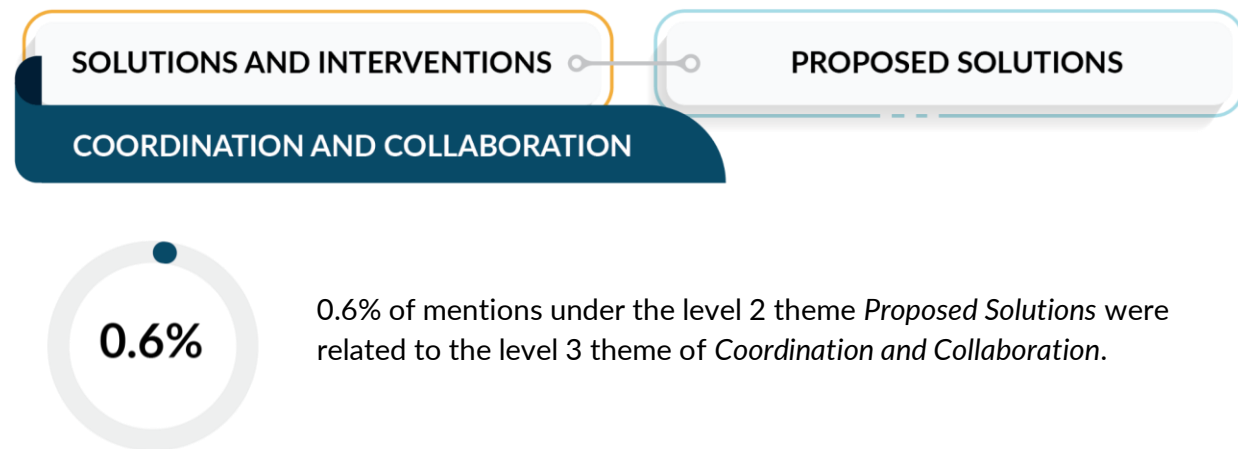
This data reflects the complex and sometimes conflicting perspectives in the community for addressing challenging social issues. The proposed solutions suggest that residents identify a role for both policy change and law in attempting to shape outcomes, but have diverse views on the most effective approaches.

Policy Reforms



Figure 123: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Policy Reforms” by number and proportion of mentions

Coordination and Collaboration



The theme of *Coordination and Collaboration* contains three level 4 subthemes, listed in frequency order of mentions:

- Improved coordination between services, 208 mentions.
- Cross-sector collaboration and policy alignment, 182 mentions.
- Participatory budgeting and resource allocation, 79 mentions.

The larger number of mentions for improved coordination and cross-sector collaboration reflects a desire for more integrated approaches to addressing community issues.

Coordination and Collaboration

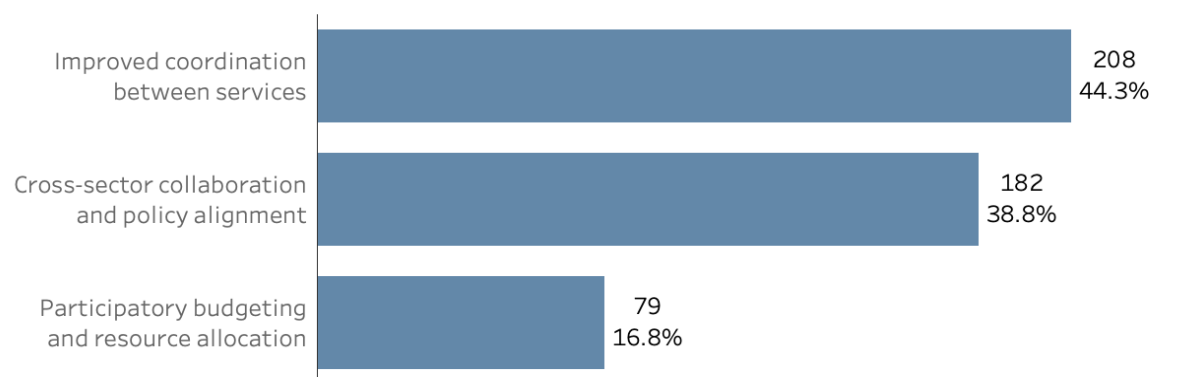
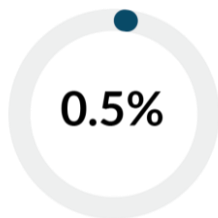


Figure 124: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Coordination and Collaboration” by number and proportion of mentions

Peer Support and Community Building



0.5% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Peer Support and Community Building*.

The theme of *Peer Support and Community Building* contains five level 4 subthemes, listed in frequency order of mentions:

- Neighbourhood support networks, 84 mentions.
- Expansion of peer support programs, 83 mentions.
- Community-led safety initiatives, 80.
- Community mentorship initiatives, 72 mentions.
- Social cohesion-building activities, 66 mentions.

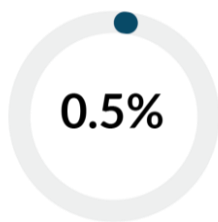
The feedback reflects a desire for grassroots, community-driven approaches to enhancing social connections and mutual assistance among residents. The relatively close number of mentions among all five themes suggests balanced interest in various aspects of peer support and community-building. The slightly higher number of mentions for neighbourhood support networks may indicate a particular interest in fostering connections at the most local level.

Peer Support and Community Building



Figure 125: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Peer Support and Community Building” by number and proportion of mentions

Diversity and Inclusion Efforts



0.5% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Diversity and Inclusion Efforts*.

The theme of *Diversity and Inclusion Efforts* contains five level 4 subthemes, listed in frequency order of mentions:

- Support for marginalized communities, 115 mentions.
- Cultural competency training for service providers, 63 mentions.
- Anti-discrimination policies and enforcement, 63 mentions.
- Celebration of diversity in community programming, 57 mentions.
- Inclusive policy-making processes, 52 mentions.

The feedback on diversity and inclusion efforts reflects a community interest in fostering a more equitable and inclusive environment for all residents, with proposals including various approaches to addressing discrimination and promoting diversity.

The much larger number of mentions of support for marginalized communities suggests that many residents see this as a priority area. The equal number of mentions of anti-discrimination policies and cultural competency training indicate recognition of the need for both formal regulations and education in addressing inclusivity.

Diversity and Inclusion Efforts

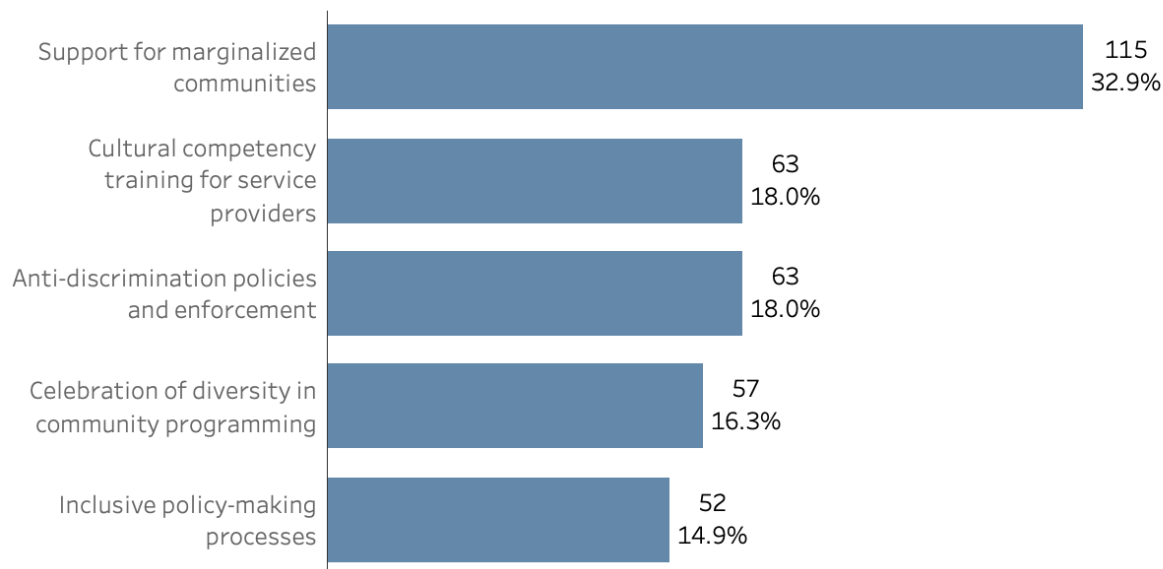
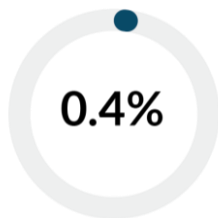


Figure 126: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Diversity and Inclusion Efforts” by number and proportion of mentions

Indigenous-led Initiatives



0.4% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Indigenous-led Initiatives*.

The theme of *Indigenous-led Initiatives* contains five level 4 subthemes, listed in frequency order of mentions:

- Indigenous-led social services, 86 mentions.
- Cultural healing programs, 71 mentions.
- Recognition of traditional knowledge in policy-making, 64 mentions.
- Decolonization of existing systems, 61 mentions.
- Return of land and governance to Indigenous communities, 57 mentions.

The feedback on Indigenous-led initiatives reflects awareness of the importance of Indigenous perspectives and leadership in shaping services, cultural programs, and knowledge-sharing by and for Indigenous community members.

There were also mentions of how colonization continues to affect systems and governance.

Indigenous-led Initiatives

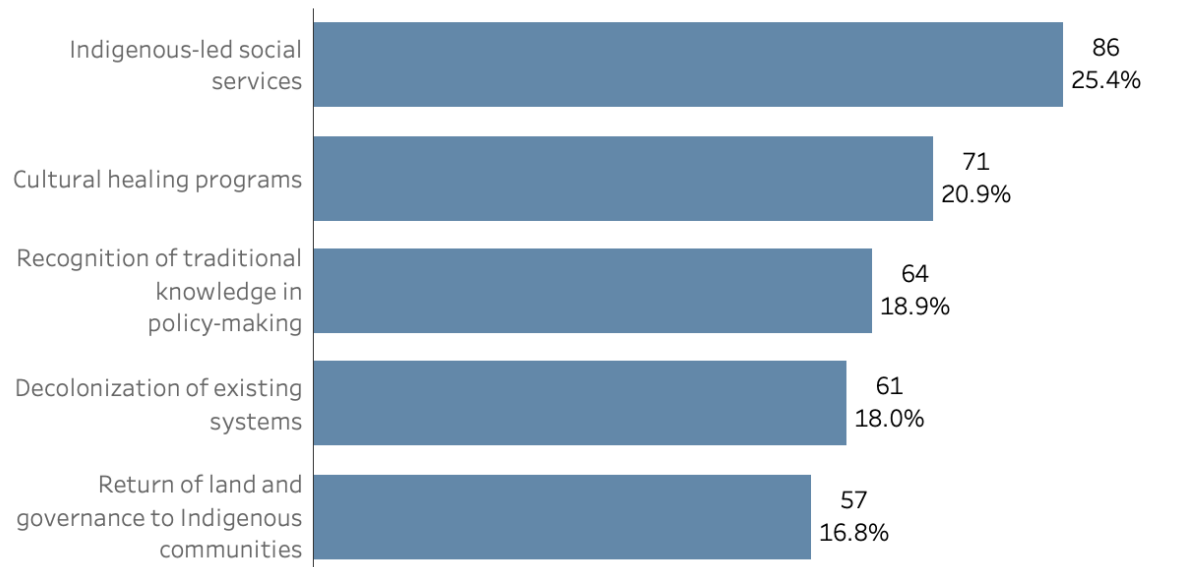
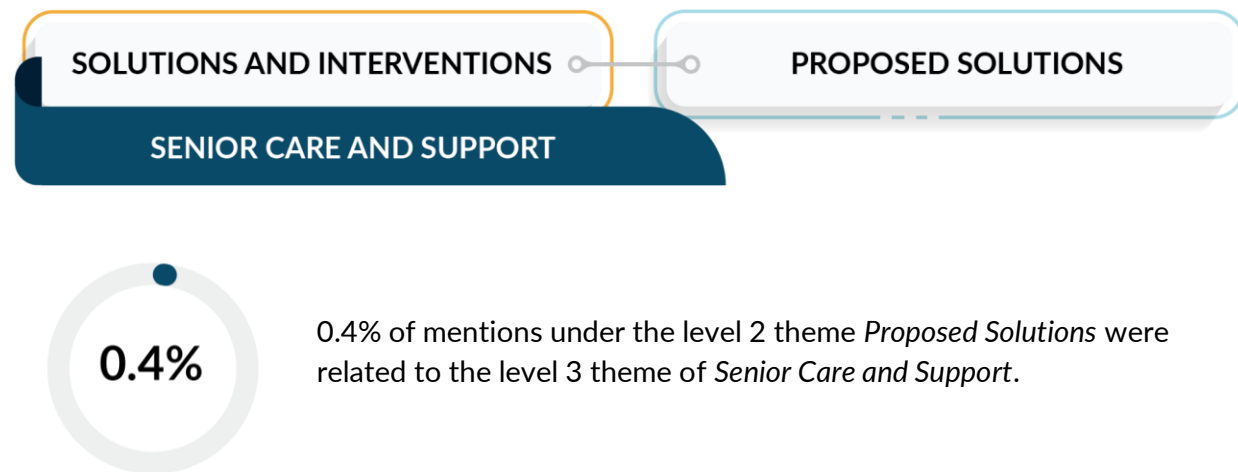


Figure 127: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Indigenous-led Initiatives” by number and proportion of mentions

Senior Care and Support



The theme of *Senior Care and Support* contains five level 4 subthemes, listed in frequency order of mentions:

- Enhanced home care services for seniors, 82 mentions.
- Social inclusion programs for older adults 78 mentions.
- Specialized housing options for seniors, 67 mentions.
- Age-friendly community design, 51 mentions.
- Intergenerational community initiatives, 47 mentions.

The feedback on senior care and support reflects a range of approaches to enhancing the quality of life for seniors.

The relatively close number of mentions of enhanced home care services and social inclusion programs suggest that both practical support for daily living and social engagement are seen as important aspects of senior support. The presence of specialized housing options in the data indicates recognition that some older adults may need various accessibility supports to be able to age in place.

Senior Care and Support

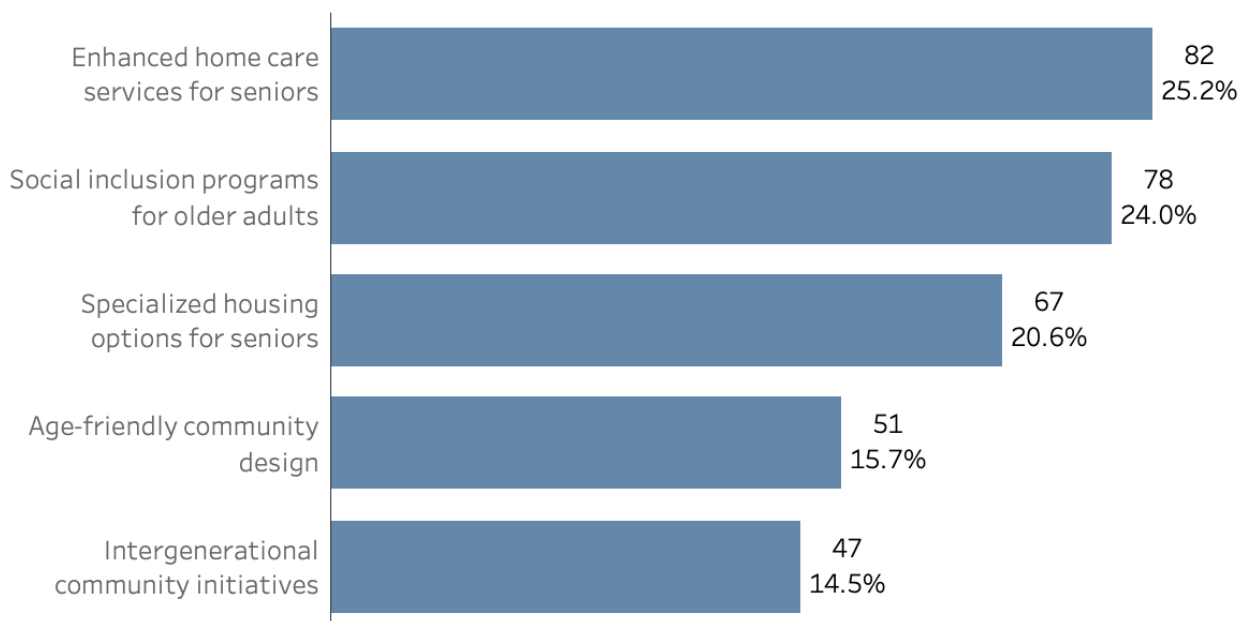
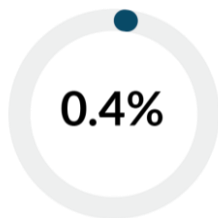


Figure 128: Frequency distribution of level 4 subthemes under "Solutions and Interventions – Proposed Solutions – Senior Care and Support" by number and proportion of mentions

Specialized Programs



0.4% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Specialized Programs*.

The theme of *Specialized Programs* contains two level 4 subthemes, listed in frequency order of mentions:

- Programs for marginalized communities, 193 mentions.
- Reconciliation efforts, 107 mentions.

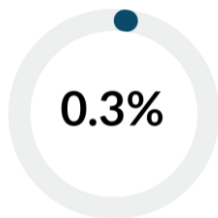
Mentions of programs for marginalized communities and reconciliation efforts indicate that residents see the importance of support for groups that may face specific challenges and barriers, as well as for acknowledging and addressing historic issues and inequities as a step toward Reconciliation.

Specialized Programs



Figure 129: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Specialized Programs” by number and proportion of mentions

Systemic Improvements



0.3% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Systemic Improvements*.

The theme of *Systemic Improvements* contains two level 4 subthemes, listed in frequency order of mentions:

- Increased accountability for public institutions, 135 mentions.
- Long-term strategic planning for social issues, 95 mentions.

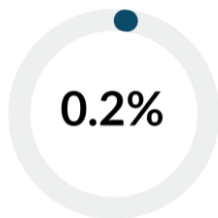
The larger number of mentions for increased accountability suggests community members see a need for more transparent governance, while interest in long-term strategic planning is an acknowledgement of the complexity of social issues.

Systemic Improvements



Figure 130: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Systemic Improvements” by number and proportion of mentions

Technology and Innovation



0.2% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Technology and Innovation*.

The theme of *Technology and Innovation* contains five level 4 subthemes, listed in frequency order of mentions:

- Digital platforms for service coordination, 41 mentions.
- Telemedicine and remote support services, 39 mentions.
- Use of data analytics for predictive interventions, 36 mentions.
- Smart city technologies for community safety, 35 mentions.
- Innovation incubators for social solutions, 23 mentions.

The feedback indicates an interest in leveraging modern technological solutions to address community challenges, with proposals reflecting a range of approaches to using digital tools and data-driven strategies to improve various aspects of community life. Digital platforms for service coordination, with 41 mentions, indicate a recognized need for more efficient and integrated mechanisms to improve the effectiveness of interventions.

Similarly, the 39 mentions of telemedicine and remote support services reflect a growing acceptance of remote technologies to expand access to health and social services, especially in areas where physical access is challenging. Data analytics for predictive interventions, mentioned 36 times, further emphasize the community's proactive approach to using data-driven methods for early identification and mitigation of social issues. Smart city technologies, with 35 mentions, underscore the community's focus on integrating advanced technologies into urban environments to create safer, more responsive spaces.

Finally, the 23 mentions of innovation incubators for social solutions highlight a critical aspect of the community's forward-thinking approach—emphasizing the importance of fostering and scaling creative solutions to address both current and emerging social challenges, ensuring that the community remains adaptable and resilient.

Innovation incubators are specialized environments designed to foster creativity, collaboration, and the development of new ideas, particularly in addressing complex social challenges. The inclusion of this sub theme suggests that the community recognizes the importance of creating spaces where innovative social solutions can be conceived, tested, and scaled.

The relatively close count between the top four themes suggests a balanced interest in various technological approaches across various sectors, from healthcare to public safety.

Technology and Innovation

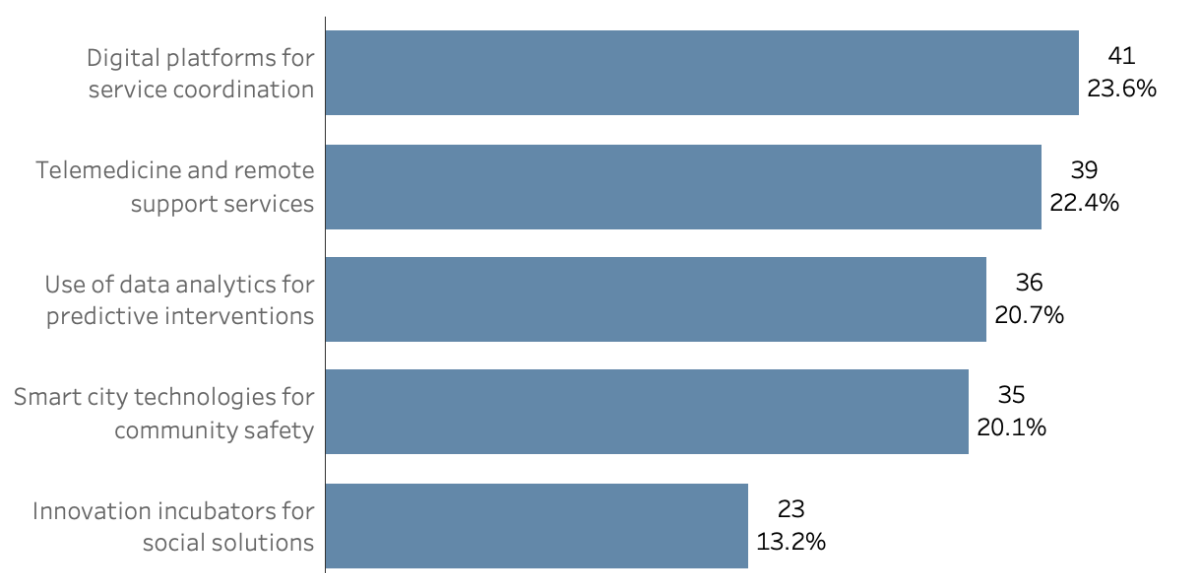
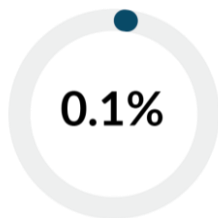


Figure 131: Frequency distribution of level 4 subthemes under “Solutions and Interventions – Proposed Solutions – Technology and Innovation” by number and proportion of mentions

Service Relocation



0.1% of mentions under the level 2 theme *Proposed Solutions* were related to the level 3 theme of *Service Relocation*.

The theme of *Service Relocation* contains one level 4 subtheme:

- Relocation of services outside downtown, 109 mentions.

The feedback on service relocation focused on a specific proposal to address the distribution of services in the city. The data indicates some interest in redistributing services to reduce their concentration in the downtown area.

Service Relocation



Figure 132: Frequency distribution of level 4 subtheme under “Solutions and Interventions – Proposed Solutions – Service Relocation” by number and proportion of mentions

Insights and Interpretations

Synthesis of Findings

The community feedback gathered for Victoria's Community Safety and Wellbeing Plan reveals a complex tapestry of concerns, priorities, and proposed solutions. Residents articulated a wide range of issues affecting their sense of safety and wellbeing, from immediate concerns about public spaces to broader systemic challenges. The data suggests a community that is deeply engaged with local issues and eager for comprehensive, multifaceted approaches to addressing them.

Several overarching themes emerge from the analysis.

Interconnectedness of Issues: There is a clear recognition that many community challenges are interrelated. For instance, housing affordability, mental health, addiction, and public safety are frequently discussed as interconnected issues rather than isolated problems. This interconnectedness is evident in the frequent co-occurrence of these themes in community responses, suggesting residents understand the complex web of factors contributing to community safety and wellbeing.

Desire for Holistic Solutions: While residents identify specific and focused concerns, there is a consistent call for integrated, comprehensive approaches to addressing community challenges. This is evidenced in the support for initiatives that span multiple sectors and address root causes. For example, proposals for supportive housing with wraparound services (1,175 mentions) demonstrate an understanding that housing alone is not sufficient to address homelessness, but must be coupled with other support services. Frequency analysis reinforces this by identifying the considerable support for initiatives that span multiple sectors and address root causes.

Emphasis on Accessibility and Inclusivity: Across various domains—from healthcare to public spaces—there is a recurring emphasis on making services and spaces accessible and inclusive for all community members. This is reflected in calls for improved accessibility in urban design (132 mentions), culturally competent service provision, and support for marginalized communities (115 mentions). The data suggests that there is a community value of equity and inclusion.

Balance of Immediate and Long-term Strategies: The community expresses a need for both immediate interventions to address pressing concerns and long-term, systemic changes to create sustainable improvements. This is evidenced in support for both short-term solutions like temporary shelter options (942 mentions) and long-term strategies like affordable housing development (5,187 mentions).

Community Engagement and Empowerment: There is strong support for initiatives that involve residents in decision-making processes and foster community connections. This is seen in calls for community-led initiatives (426 mentions), participatory budgeting (79 mentions), and various forms of community programming and events.

Focus on Youth and Seniors: Special attention to both younger and older populations is apparent throughout the data, with calls for programs for youth (1,586 mentions) and for seniors (1,158 mentions). This indicates recognition of the importance of support for community members of all ages.

Innovation and Technology: Responses showed an openness to innovative solutions, including the use of technology to address community challenges. Proposals for digital platforms for service coordination (41 mentions) and smart city technologies (35 mentions) suggest a forward-thinking approach to community problem-solving. Even though relative to the above mentioned themes, innovation and technology has less frequency, interestingly, this theme has been present in different analyses, whether in barriers and challenges with the lack of, or in proposed solutions, which entail that the community sees innovation and technology as an emerging need for wellbeing and safety.

Identification of Key Themes and Patterns

In analyzing the community feedback for Victoria's Community Safety and Wellbeing Plan, two interconnected themes emerge as central to residents' concerns and proposed solutions: homelessness/housing and mental health/addictions. These issues are deeply intertwined, often exacerbating one another and collectively impacting community perceptions of safety and wellbeing.

Homelessness and Housing

The housing situation in Victoria emerges as a critical concern to the community, with lack of affordable housing mentioned 2,331 times. This housing crisis manifests visibly through encampments in parks (596 mentions) and homelessness in public spaces (676 mentions), directly affecting residents' sense of safety and community wellbeing. The data reveals a nuanced understanding of homelessness, with recognition that homelessness not merely a matter of shelter, but also of support. This is evident in the 962 mentions of insufficient supportive housing for vulnerable populations, indicating an awareness of the complex needs of individuals experiencing homelessness.

The community's proposed solutions reflect a comprehensive approach to addressing homelessness and housing insecurity. The overwhelming support for creating more affordable housing options (5,187 mentions) suggests a strong belief that increasing housing accessibility is

fundamental to addressing the issue. However, the community recognizes that a one-size-fits-all approach is insufficient. The support for diverse housing initiatives, including supportive housing with wraparound services (1,175 mentions), temporary shelter options (942 mentions), and co-op and subsidized housing development (897 mentions), indicates an understanding of the need for a spectrum of housing solutions to meet diverse needs.

Importantly, the community aspires to ambitious goals, with 2,649 mentions supporting the idea of housing everyone, suggesting a desire for comprehensive, systemic solutions to homelessness. This aligns with the broader pattern observed in the data of residents favouring holistic, long-term strategies, as well as immediate interventions.

Mental Health and Addiction

The mental health and addiction challenges facing Victoria are closely linked to the housing crisis, with each challenge often compounding the other. Community members identified insufficient resources for mental health treatment (1,080 mentions) and lack of accessible mental health services (600 mentions) as primary concerns. These service gaps likely contribute to substance use in public spaces, with 626 mentions.

That addressing mental health and addiction is complex was acknowledged by 1,020 mentions of the need for comprehensive addiction services, and the challenges posed by unpredictable behaviour due to drug use had 592 mentions. These concerns intersect with housing issues: people struggling with mental health or addiction may find it more challenging to maintain stable housing, while those experiencing homelessness may face exacerbated mental health and addiction challenges.

In response to these interconnected issues, the community strongly supports enhanced mental health and addiction services, with 4,339 mentions calling for increased access. This large number suggests that residents see mental health and addiction support as crucial to overall community wellbeing and safety. Proposed solutions that were mentioned reflect a nuanced, compassionate approach to these challenges. Support for harm reduction strategies, including expanded safe injection sites (494 mentions), safe supply programs (381 mentions), and public education on harm reduction (388 mentions), indicates an understanding that addressing addiction requires multifaceted, compassionate, and evidence-based approaches.

The community also recognizes the need for systemic, integrated approaches to mental health and addiction. Proposals for crisis response teams for mental health emergencies (1,023 mentions) suggest a desire for a healthcare focus instead of a law-enforcement focus to address mental health crises. The support for integrating social determinants of health in care (879 mentions) demonstrates an understanding that mental health and addiction issues are influenced by broader socioeconomic factors, including housing stability.

The interconnectedness of housing, mental health, and addiction is further emphasized in proposals for supportive housing with wraparound services, indicating recognition that stable housing, when combined with accessible mental health and addiction support, can create a foundation for improved community safety and individual wellbeing.

Frequency count disaggregated by Survey Responses and Focus Groups

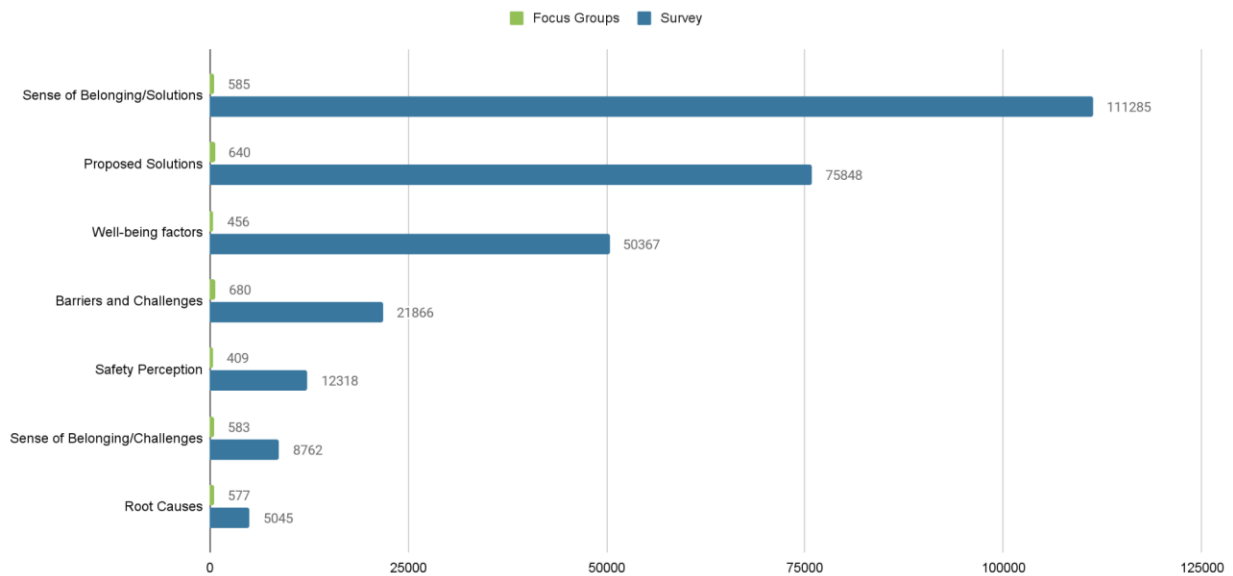


Figure 133: Frequency count of level 2 themes by source (focus groups or survey respondents)

Conclusion

The data reveals a community deeply concerned about the visible effects of homelessness, housing unaffordability, and mental health and addiction issues on overall quality of life. There is a sense of urgency in addressing these challenges, with many residents viewing them as fundamental to community safety and wellbeing.

Perceptions of safety are closely tied to visible social issues, particularly in downtown areas and parks. The large number of mentions of encampments, public substance use, and unpredictable behaviour suggests these are important factors in shaping residents' sense of security, particularly in public spaces.

The community's proposed solutions reflect a nuanced understanding of these complex issues. There is strong support for compassionate, comprehensive approaches that address root causes rather than simply managing visible symptoms. The emphasis on affordable housing, supportive services, and accessible mental health and addiction treatment shows recognition that long-term solutions involve addressing underlying socioeconomic and health factors.

The data also suggests a community grappling with balancing immediate needs and long-term solutions. While there are calls for addressing visible issues in public spaces, there is also substantial support for systemic changes and investments in preventive measures.

Overall, the community feedback paints a picture of citizens who are engaged, informed, and seeking multifaceted, inclusive approaches to enhancing safety and wellbeing.

The interconnectedness of the proposed solutions suggests that community members believe that addressing these complex challenges requires coordinated efforts across multiple sectors and stakeholders.

Appendices

Complete Safety and Wellbeing Taxonomy

Please see attached Excel sheet.

Question-by-question Data Analysis

1. Please rate the following statement on a scale from 1 to 10, with 1 being not ready at all and 10 being very ready.

The community is ready for systemic changes around community safety and wellbeing in Victoria.

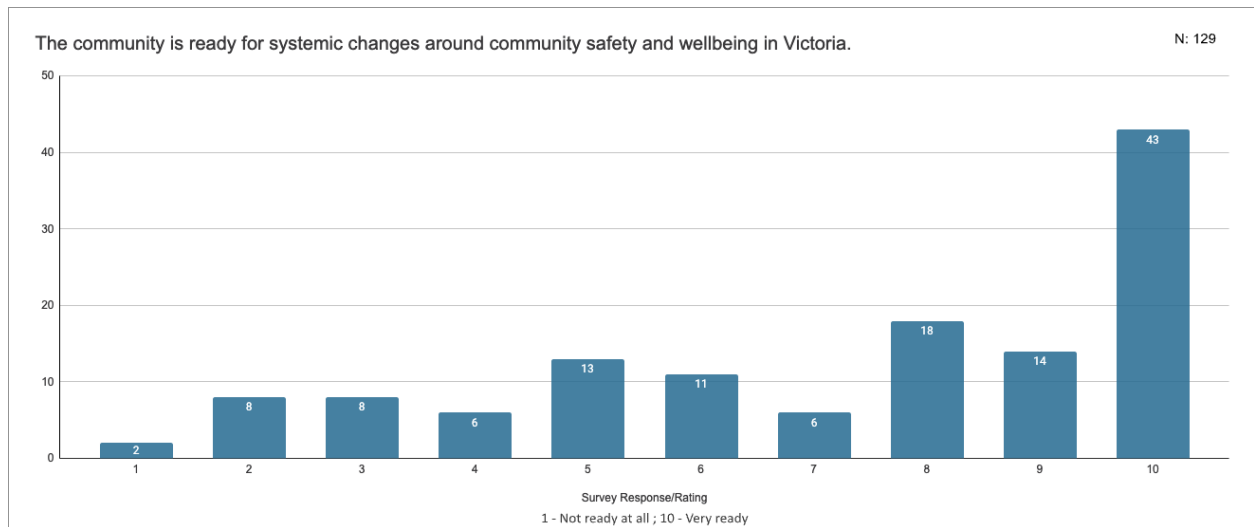


Figure 134: Distribution of respondents' level of agreement with the statement "The community is ready for systemic changes around community safety and wellbeing in Victoria"

2. Please rate the following statement on a scale from 1 to 10, with 1 being not ready at all and 10 being very ready.

Your sector or the organization you represent is ready for systemic changes around community safety and wellbeing in Victoria.

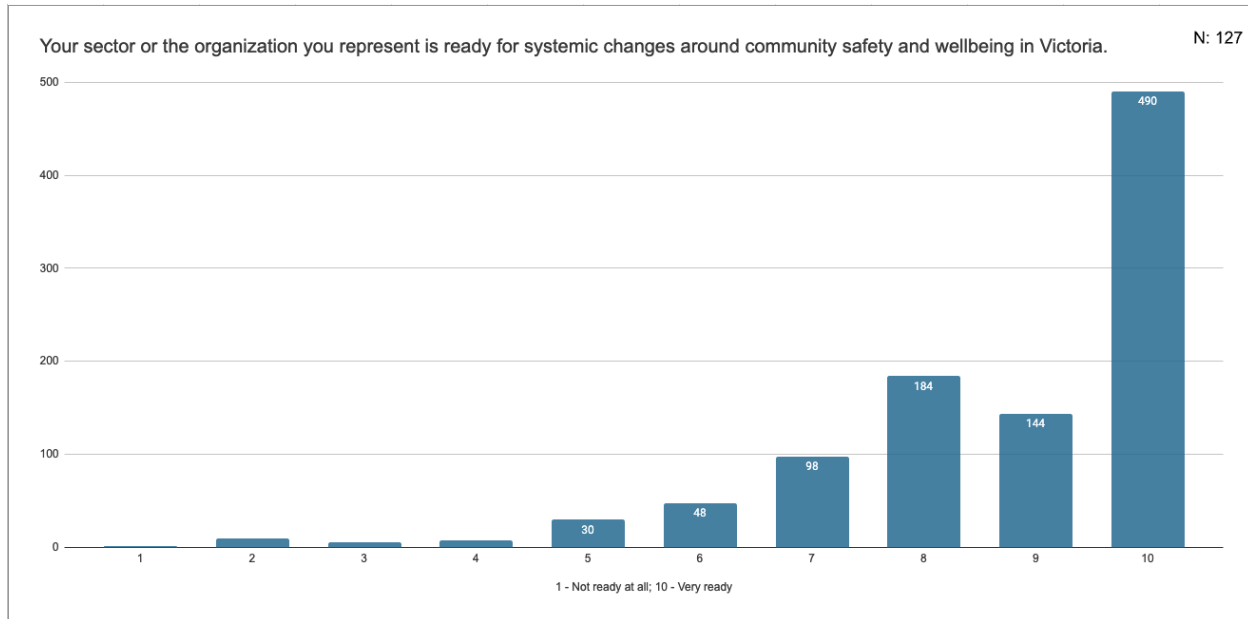


Figure 135: Distribution of respondents' level of agreement with the statement "Your sector or the organization you represent is ready for systemic changes around community safety and wellbeing in Victoria"

3. Please review the following list of potential barriers to systemic change to community safety and wellbeing and select the FIVE MAIN BARRIERS to systemic change within the sector or organization you represent.

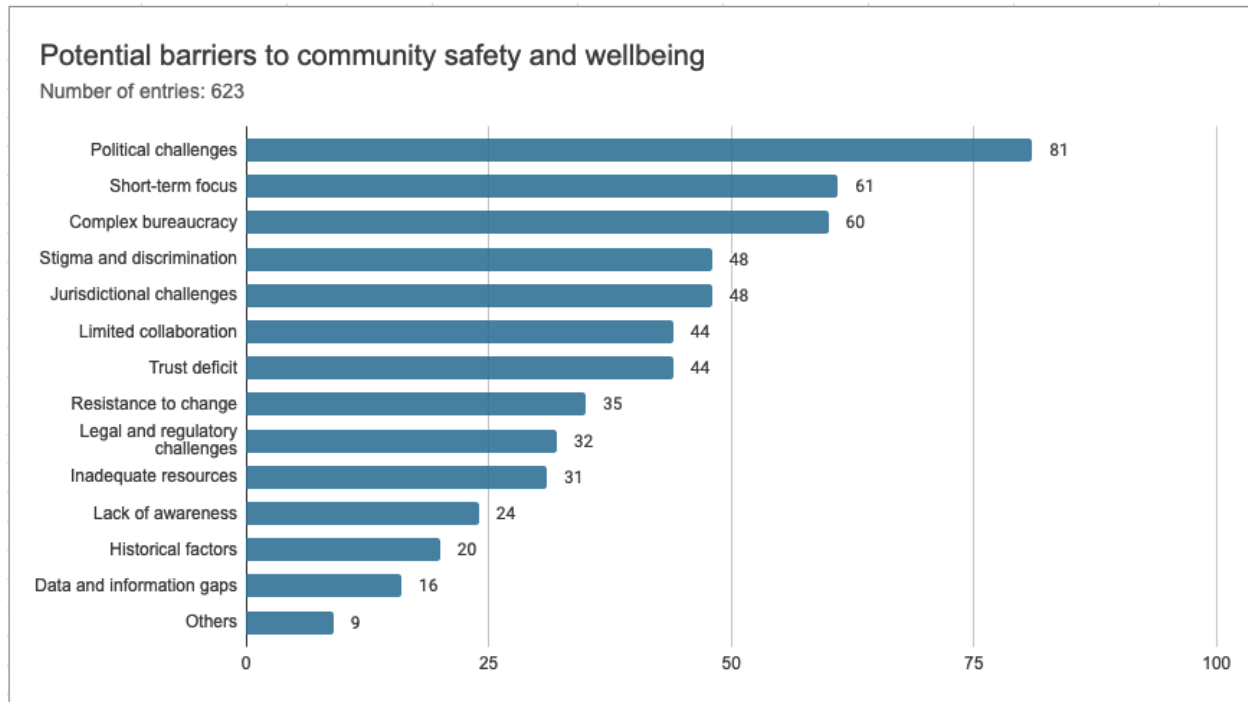


Figure 136: Frequency of respondents' selection of top five potential barriers to community safety and wellbeing as barriers to systemic change

4. How do you currently experience Victoria? (Select all that apply.)

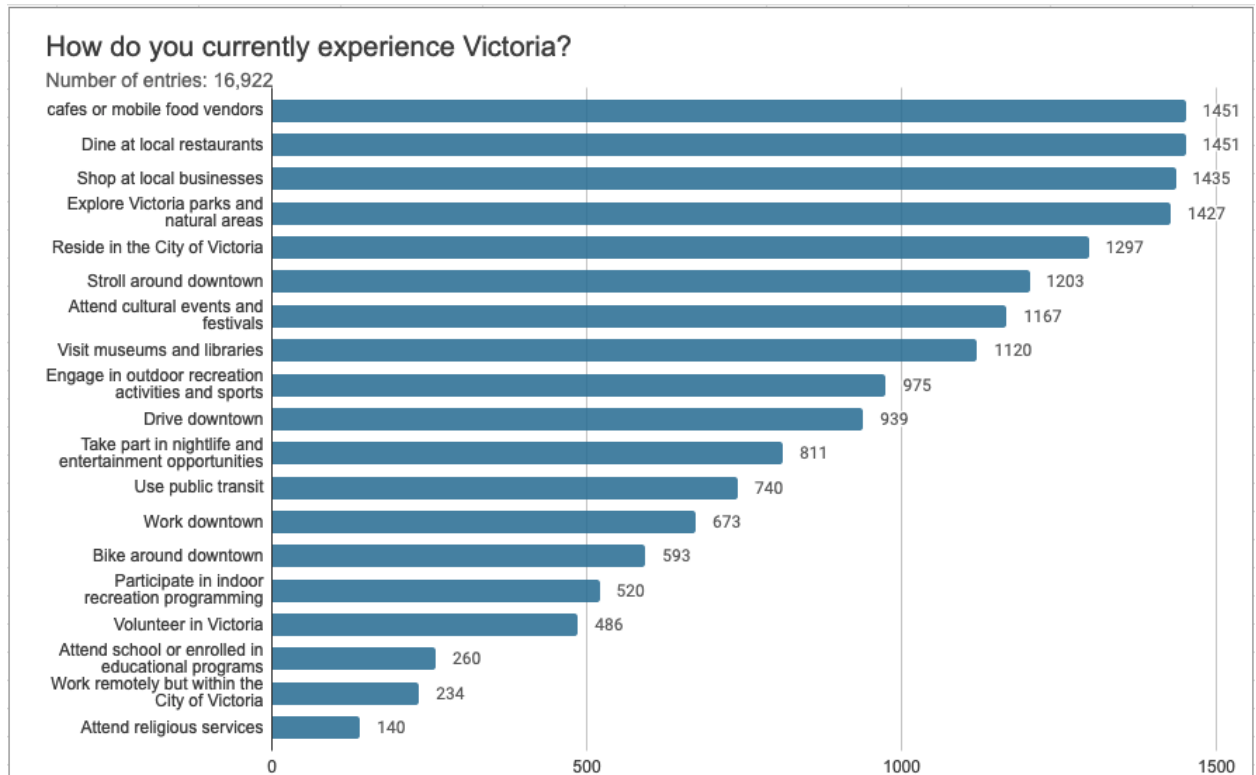


Figure 137: Frequency of respondents' selection of means by which they experience Victoria

5. How strongly do you feel a sense of belonging in the community?

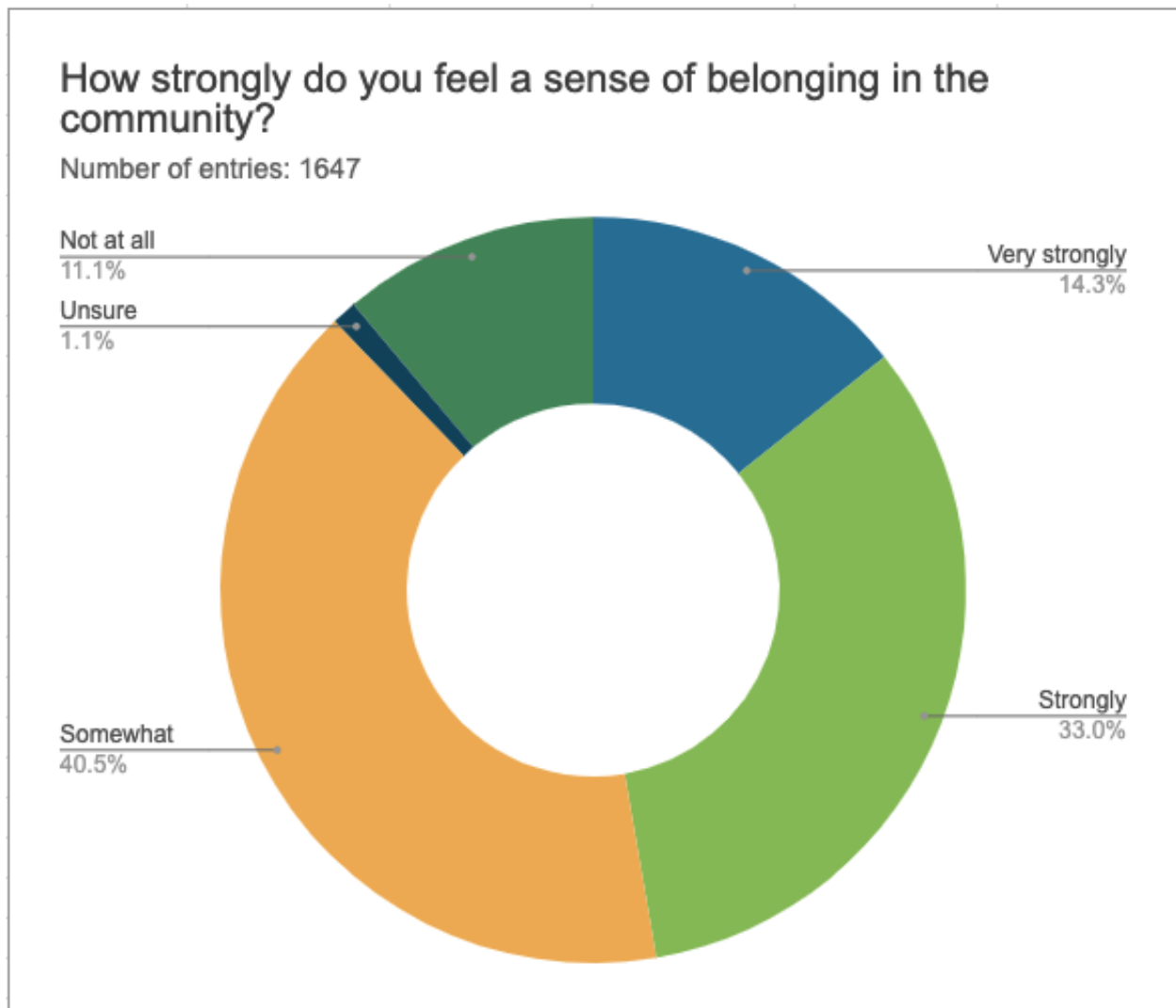


Figure 138: Distribution of degree of respondents' sense of belonging in the community of Victoria

6. Where do you experience a sense of belonging? (Select all that apply.)

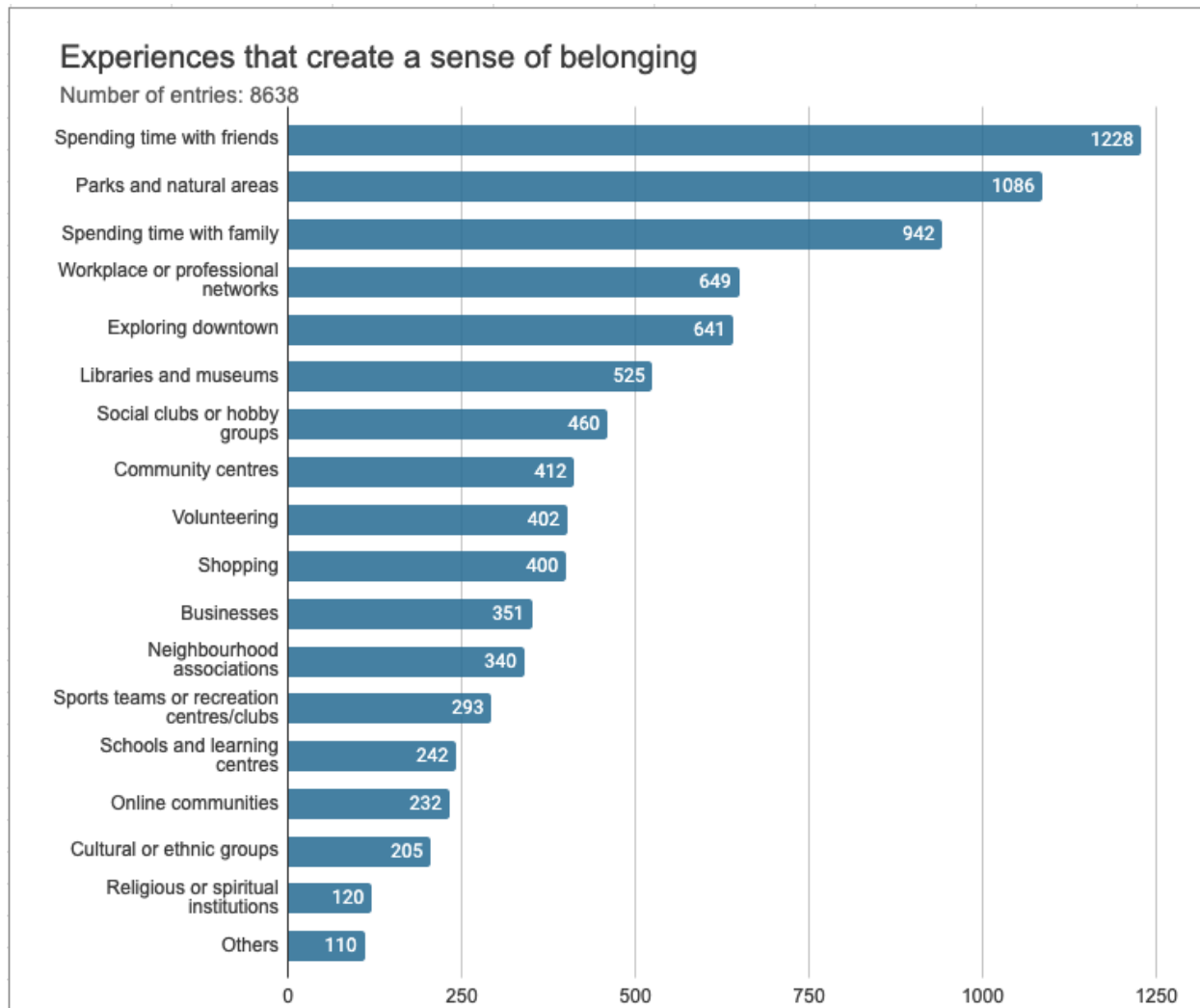


Figure 139: Frequency of respondents' selection of experiences that create a sense of belonging

7. Which of the following do you believe is most important to your overall wellbeing in Victoria? (Select your TOP FIVE from the list below.)

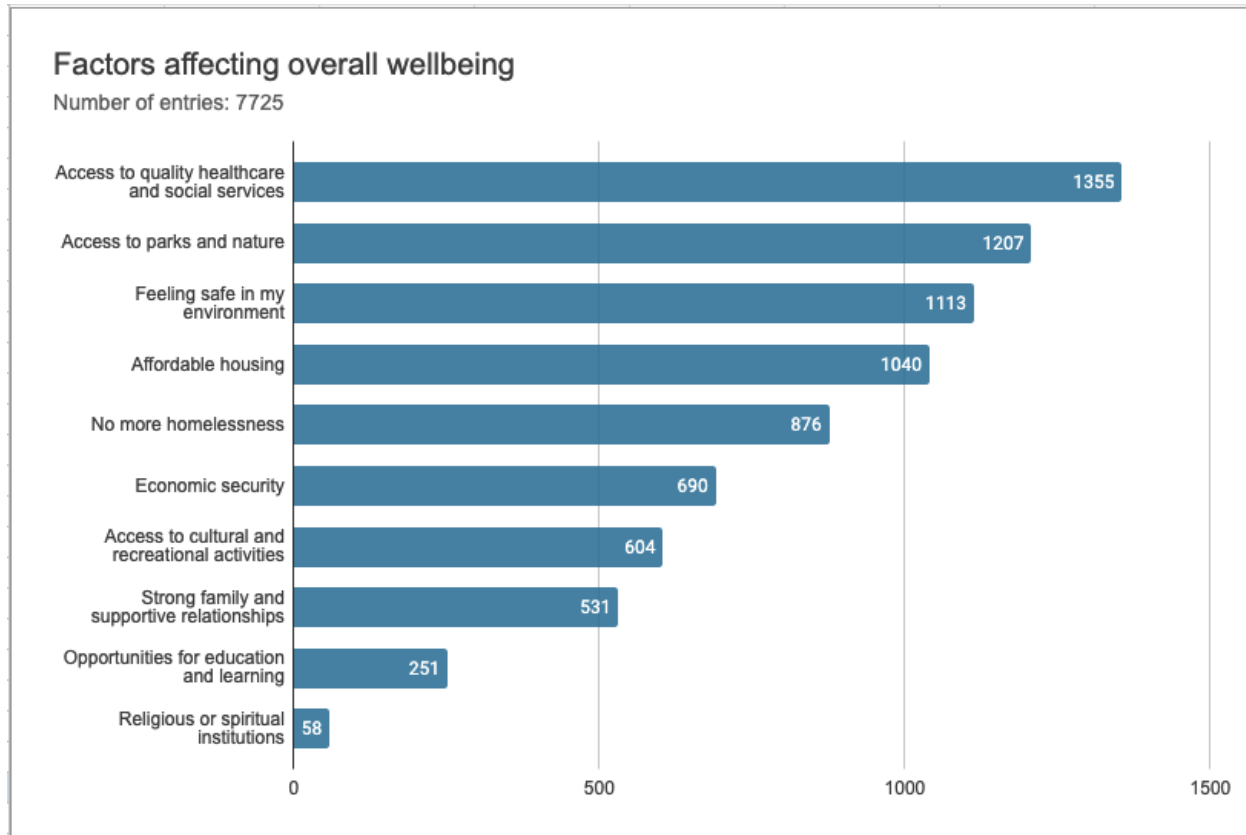


Figure 140: Frequency of respondents' selection of top five factors affecting overall wellbeing in Victoria

8. Which initiatives do you believe would be most helpful to your overall wellbeing? (Select all that apply.)

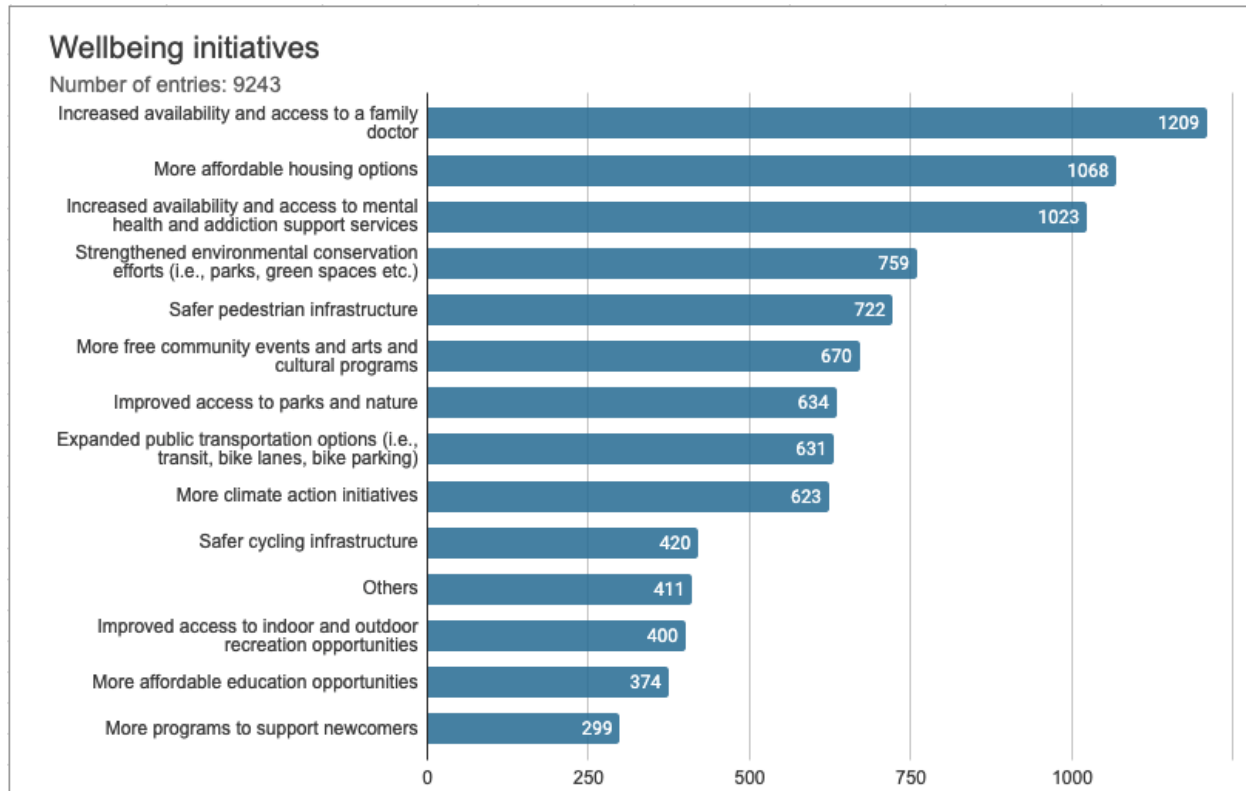


Figure 141: Frequency of respondents' selection of wellbeing initiatives that would be helpful to them

9. What would make it easier for you to access affordable and nutritious food in Victoria?
(Select all that apply.)

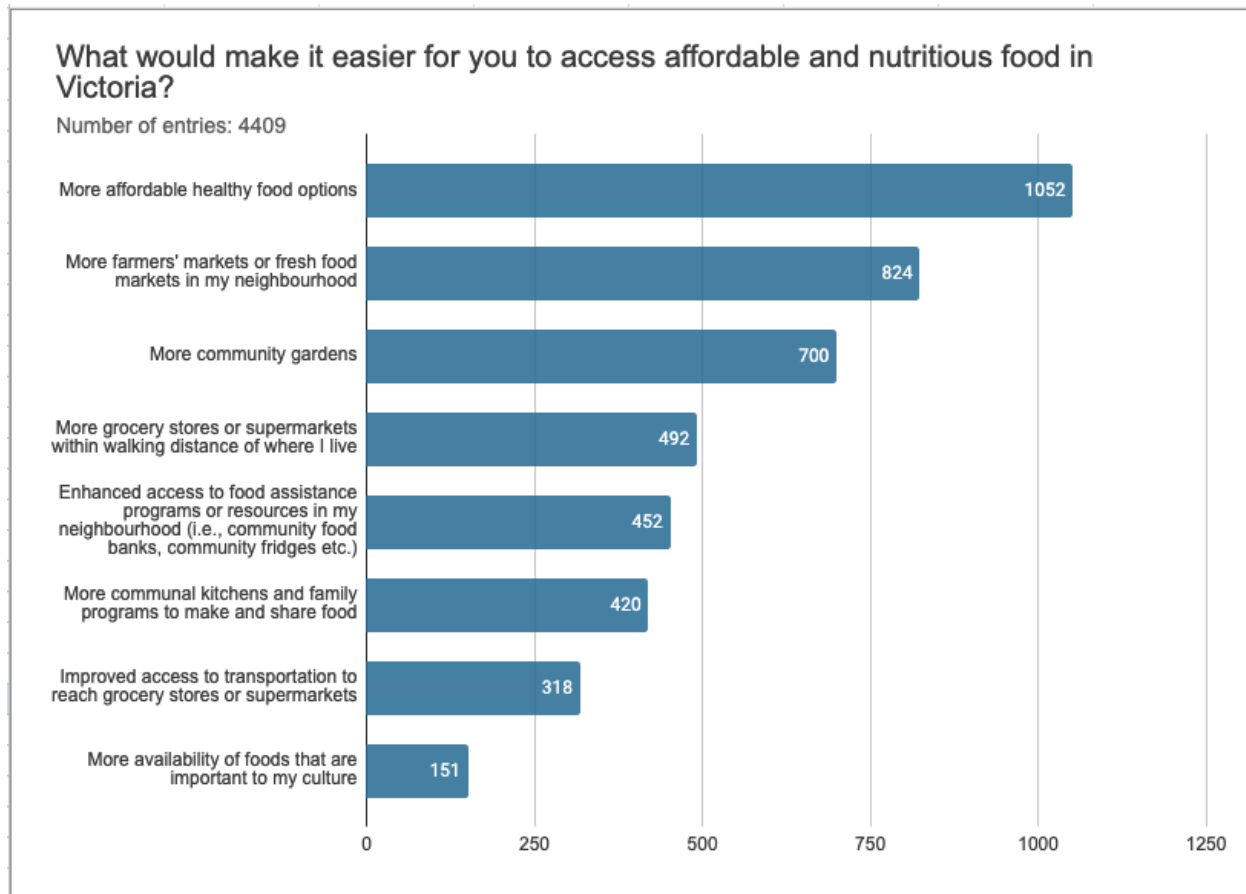


Figure 142: Frequency of respondents' selection of ways to make it easier to access affordable and nutritious food in Victoria

10. Does your current housing/shelter meet your needs (i.e., affordable, safe, clean, etc.)?

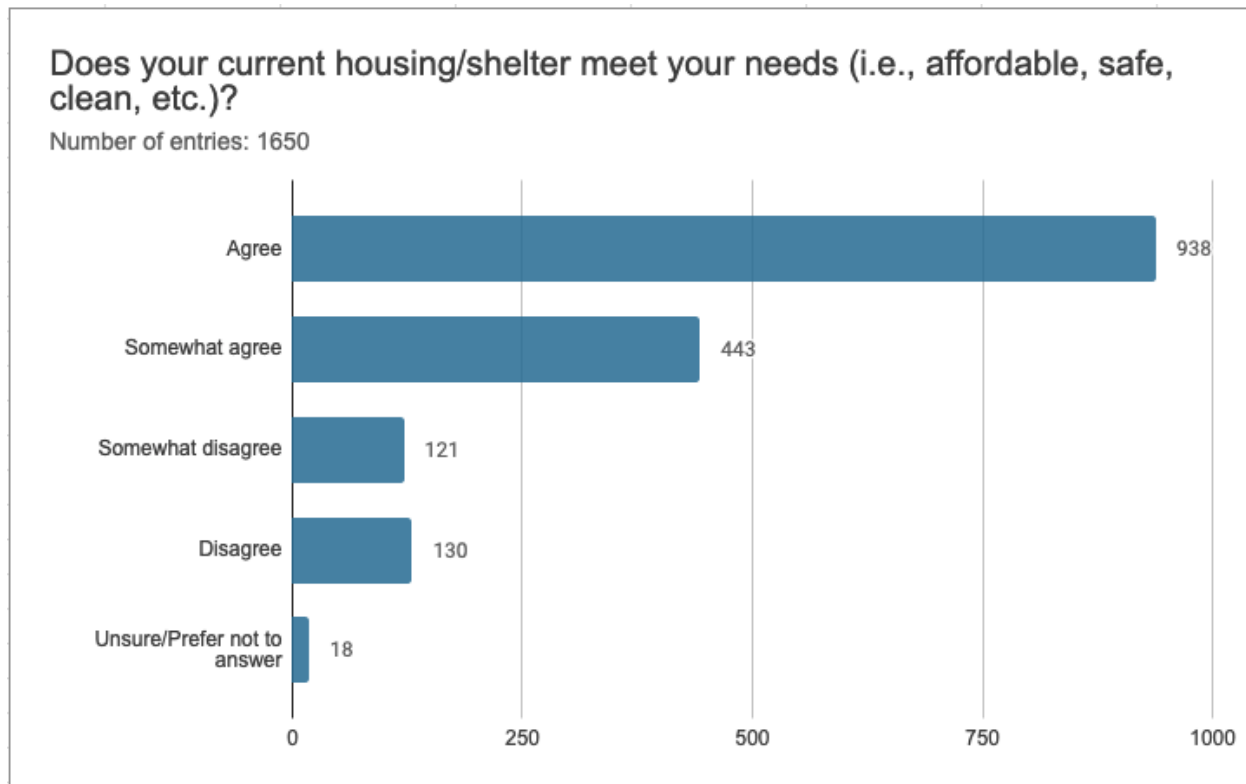


Figure 143: Distribution of degree of respondents' housing meeting their needs

11. Has finding housing been a challenge for you?

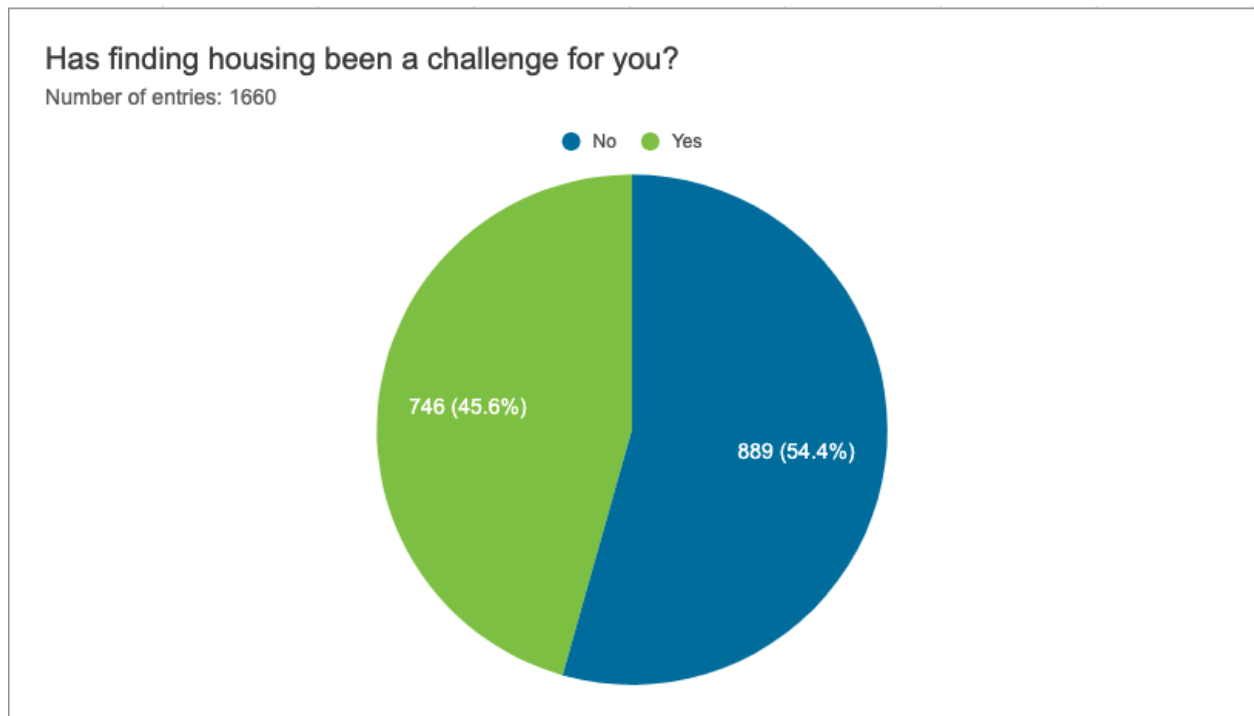


Figure 144: Distribution of respondents' answer to the question "has finding housing been a challenge for you?"

12. If yes, which of the following make it challenging to find a suitable place to live? (Please select all that apply.)

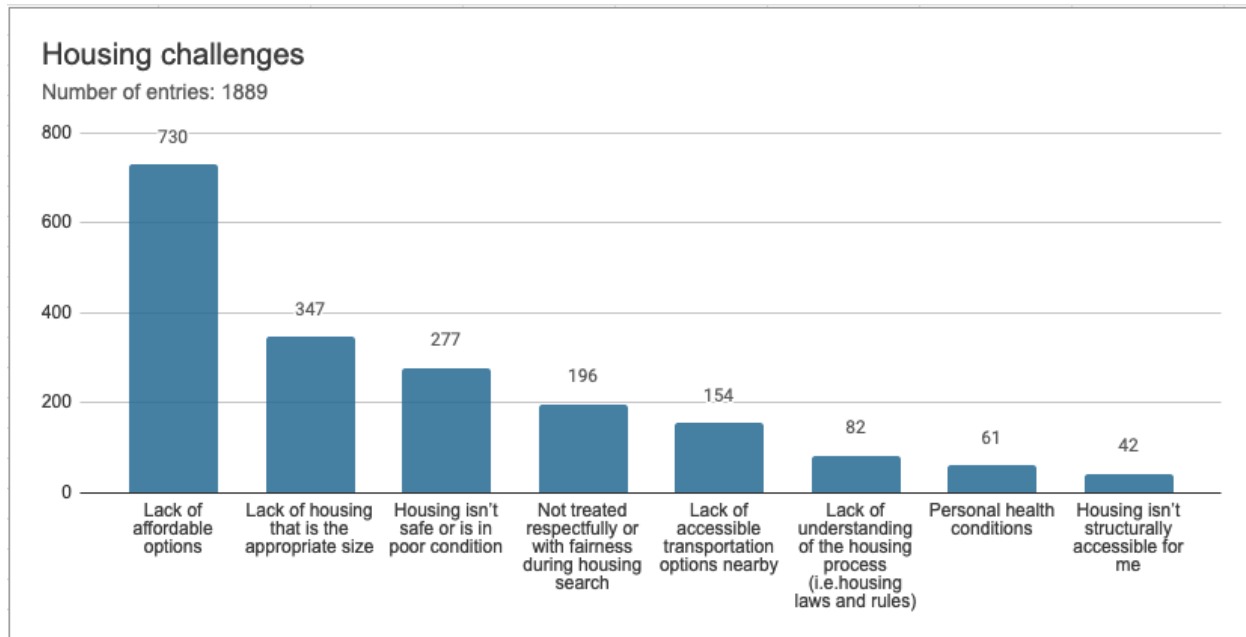


Figure 145: Frequency of respondents' selection of ways of challenges to finding a suitable place to live

13. In general, how would you rate:
- a. Your physical health:
 - b. Your mental health:

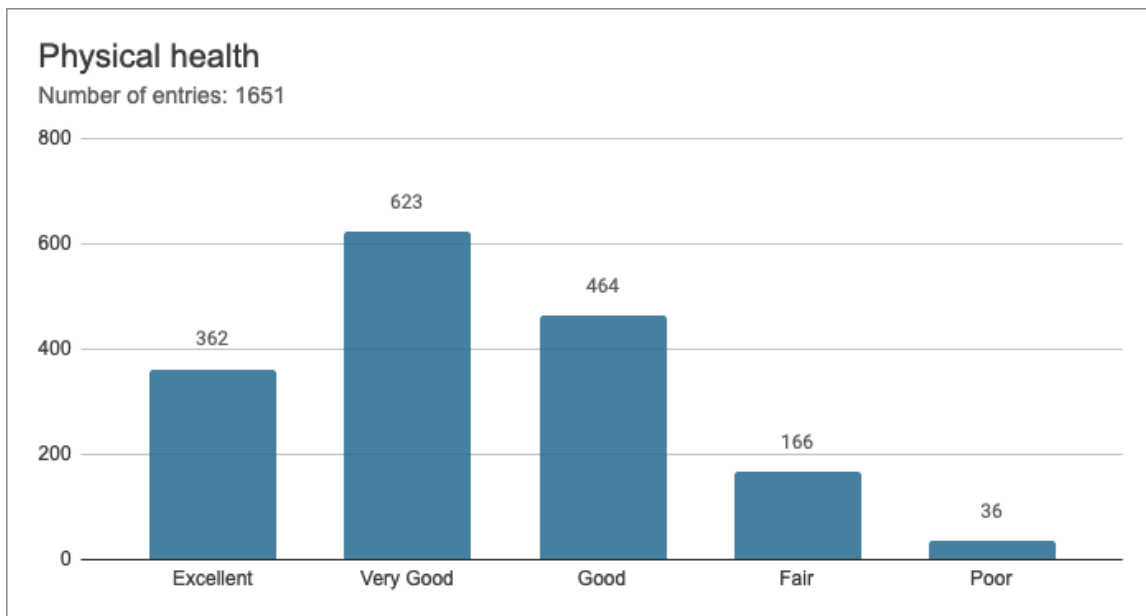


Figure 146: Distribution of respondents' assessment of their physical health

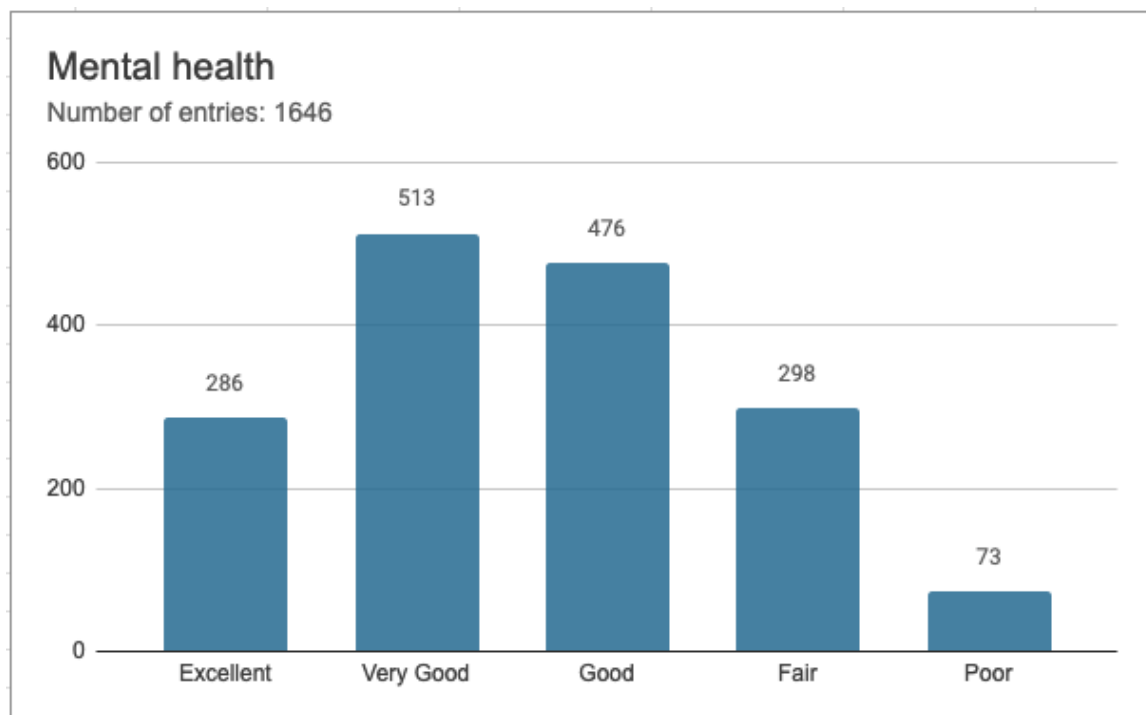


Figure 147: Distribution of respondents' assessment of their mental health

14. Which of the following social supports do you have in your life? (Select all that apply.)

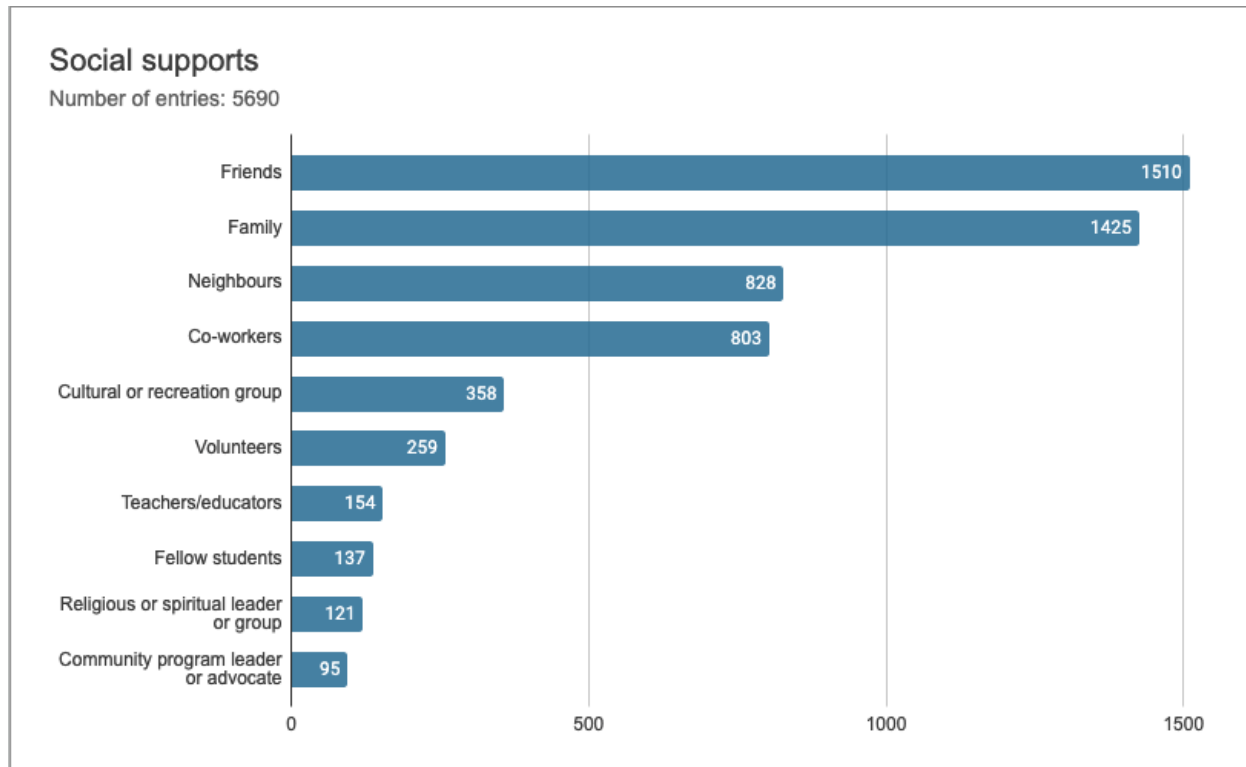


Figure 148: Frequency of respondents' selection of what sorts of social supports they have

15. How much do you feel welcomed in your community?

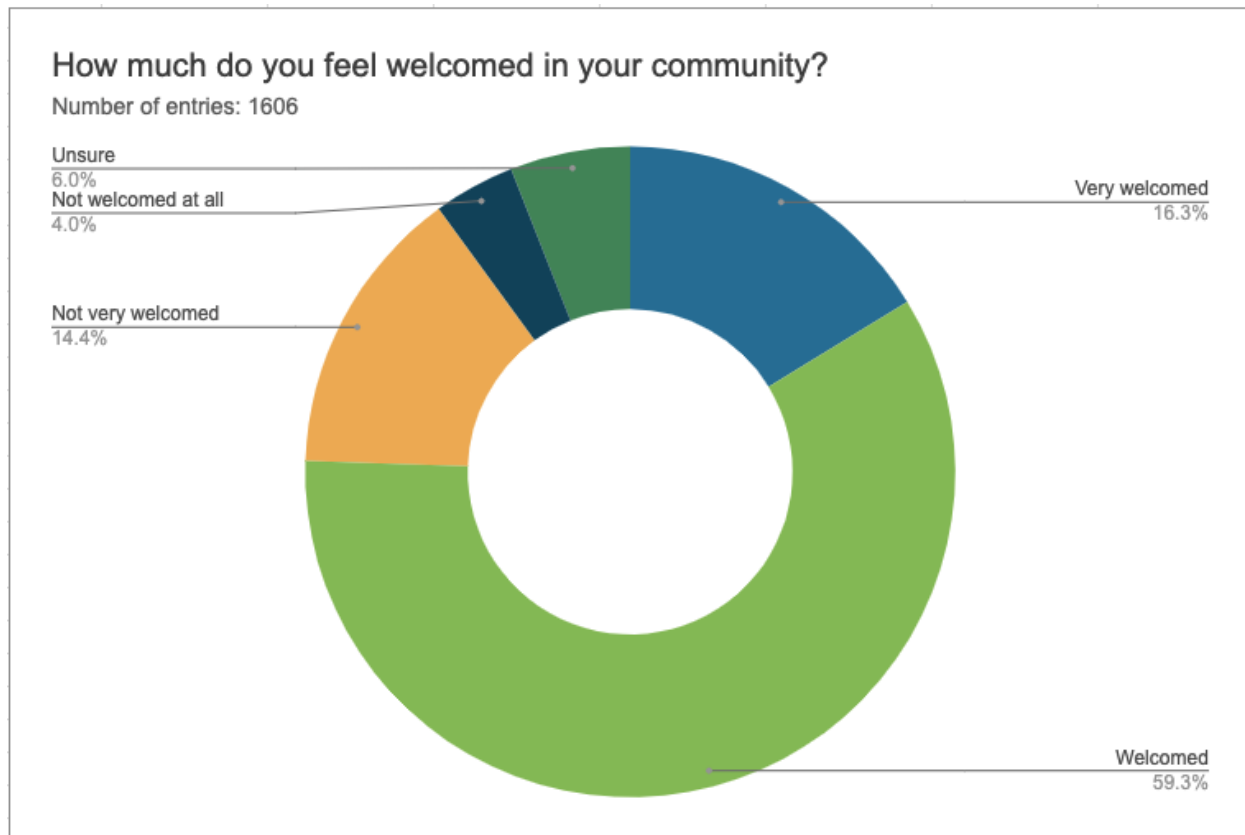


Figure 149: Distribution of degree to which respondents feel welcomed in their community

16. What are the main reasons you feel unwelcomed or excluded in Victoria? (Please select all that apply.)

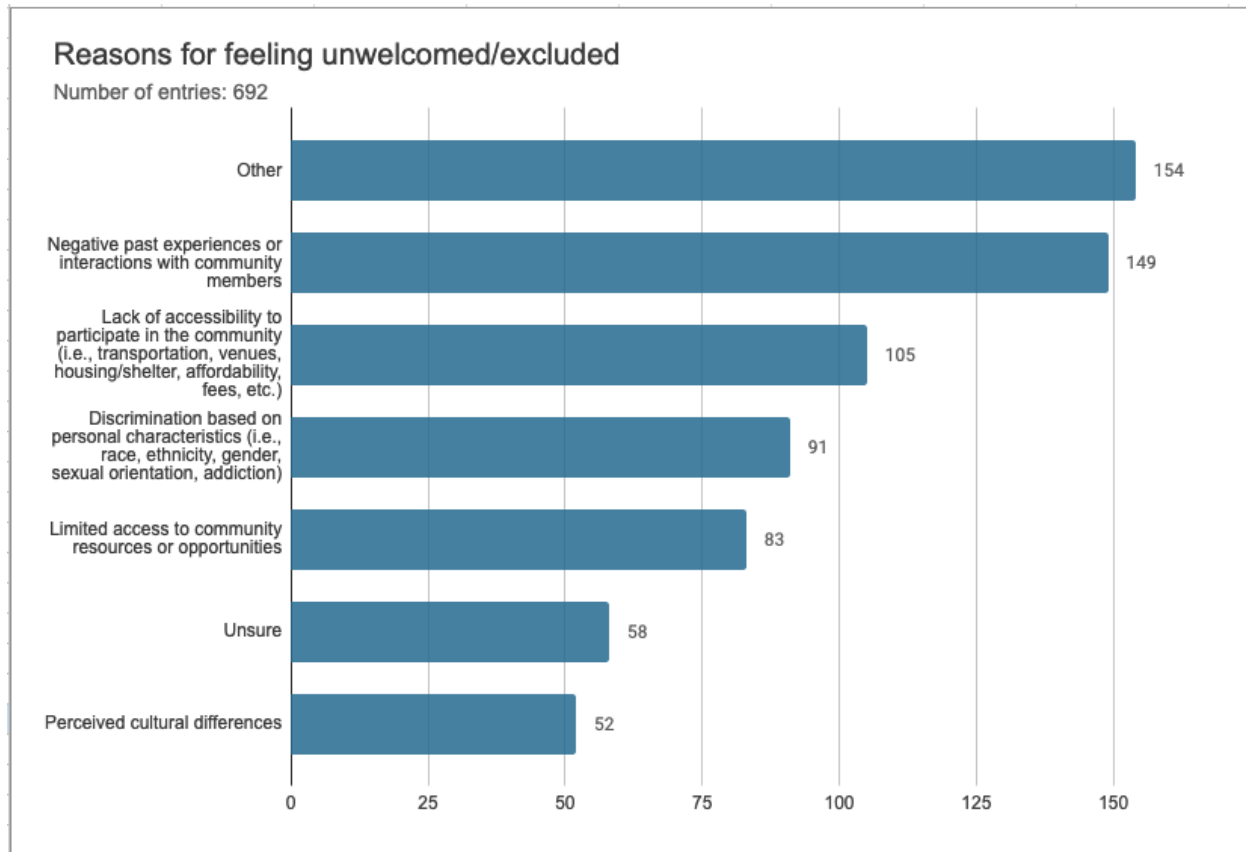


Figure 150: Distribution of reasons for respondents feeling unwelcomed or excluded in Victoria

17. How likely are you to participate in community events or activities in your neighbourhood?

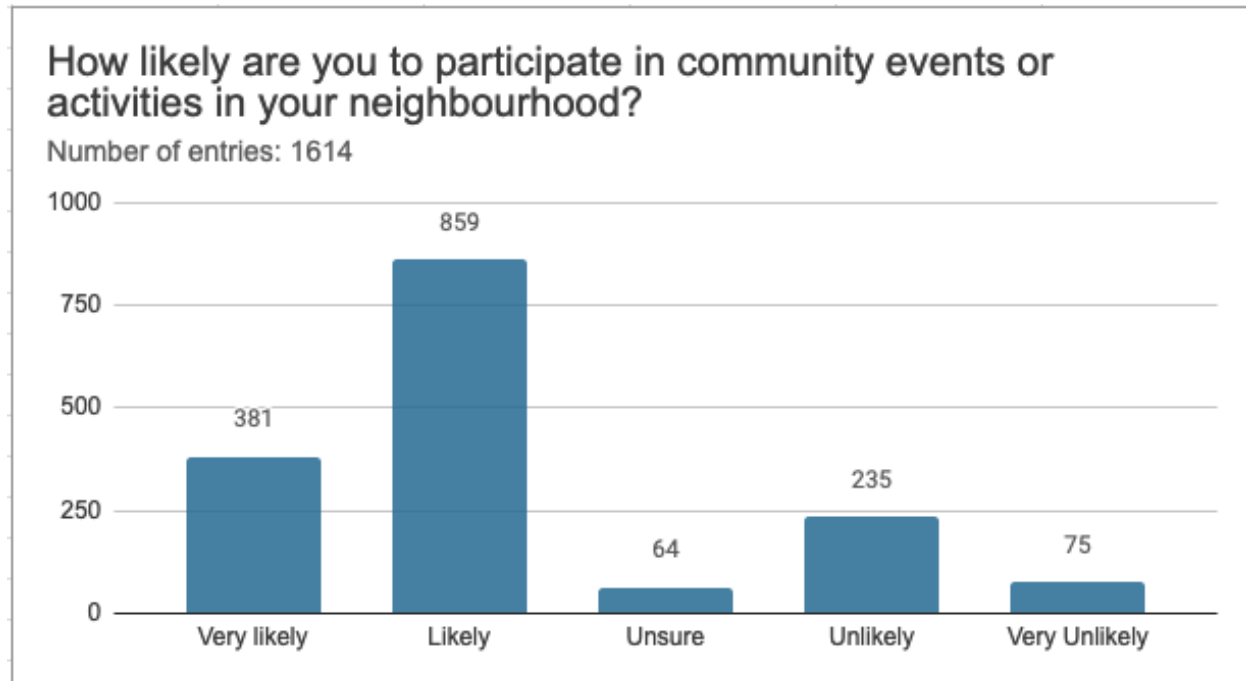


Figure 151: Distribution of how likely respondents are to participate in community events or activities in their neighbourhood

18. How likely are you to participate in community events or activities in downtown Victoria?



Figure 152: Distribution of how likely respondents are to participate in community events or activities in downtown Victoria

19. Have you experienced any challenges participating in community groups, recreation activities, community events, etc.?

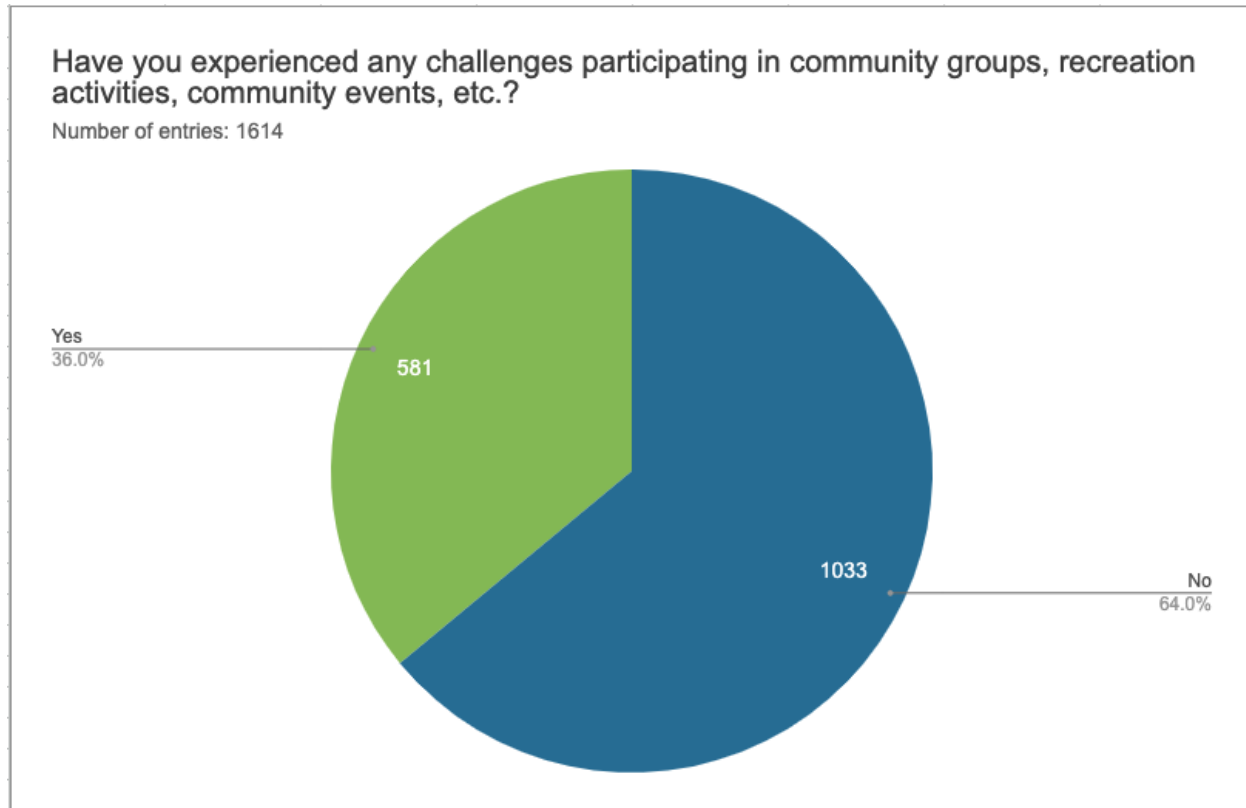


Figure 153: Distribution of respondents' answer to the question "have you experienced any challenges participating in community groups, recreation activities, community events, etc.?"

20. What would make it easier for you to participate? (Select all that apply.)

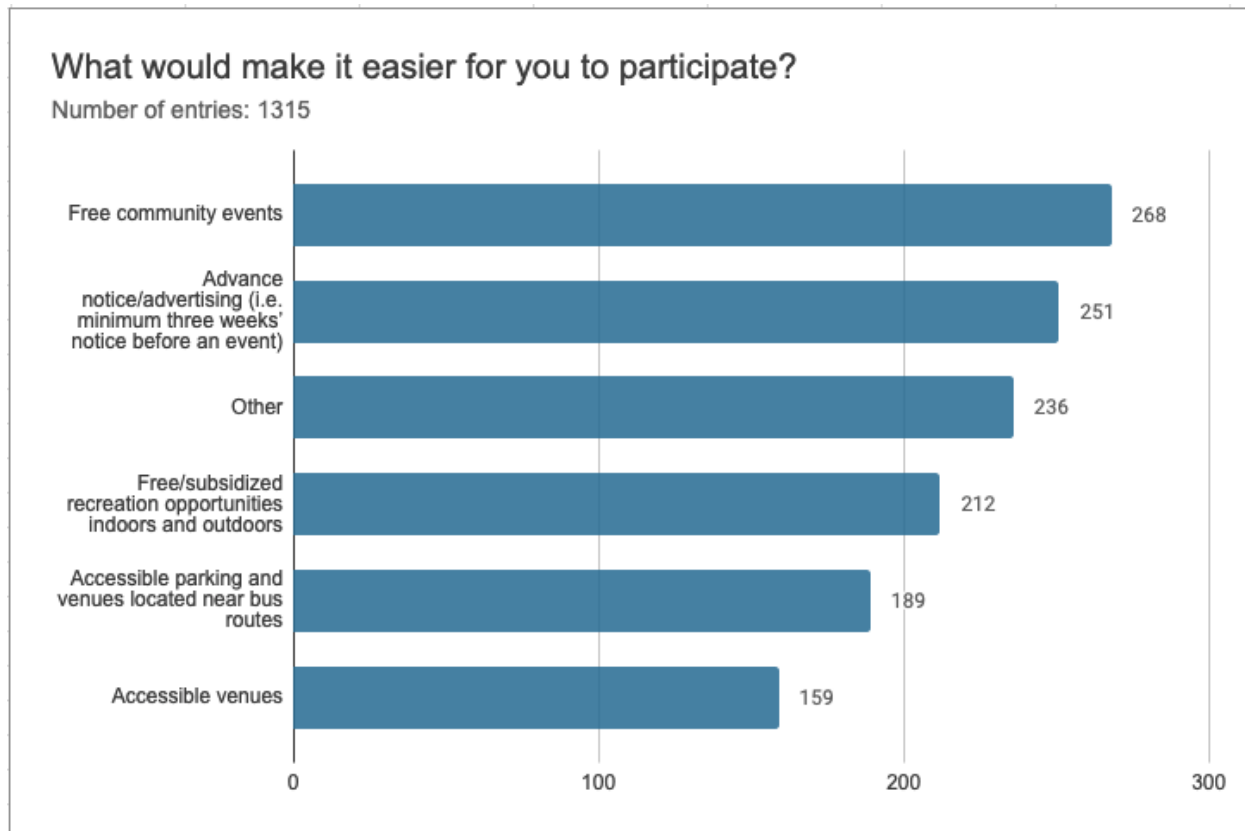


Figure 154: Frequency of respondents' selection of what would make it easier to participate in community events or activities

21. How safe or unsafe do you feel in Victoria during the day?

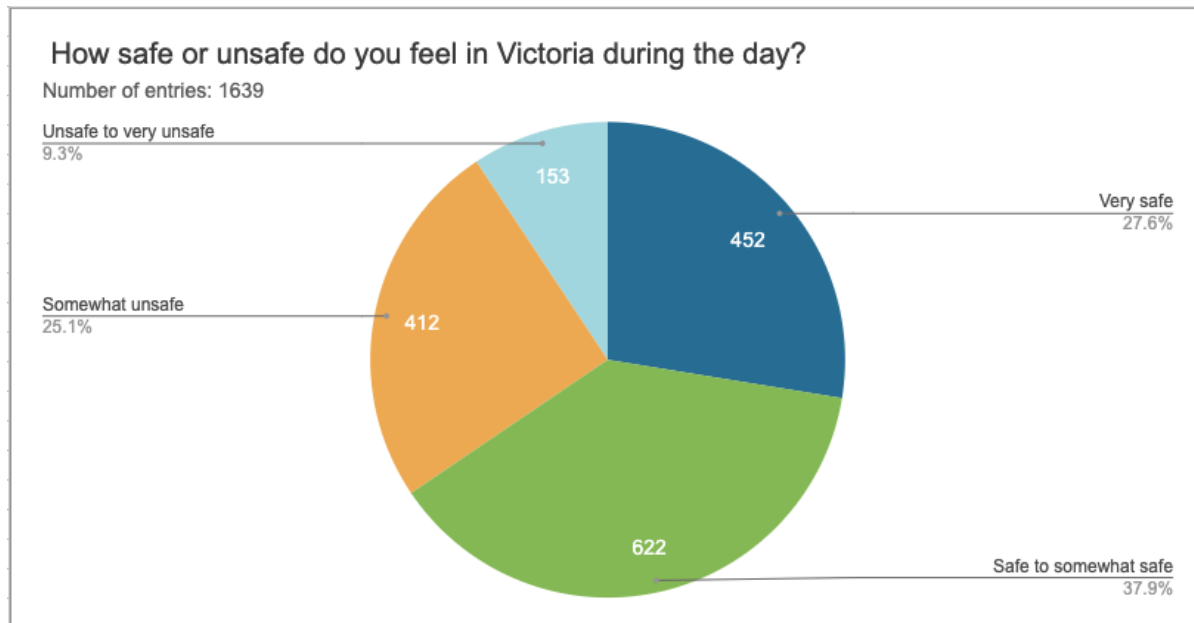


Figure 155: Distribution of degree to which respondents feel unsafe in Victoria during the day

22. How safe or unsafe do you feel in Victoria at night?

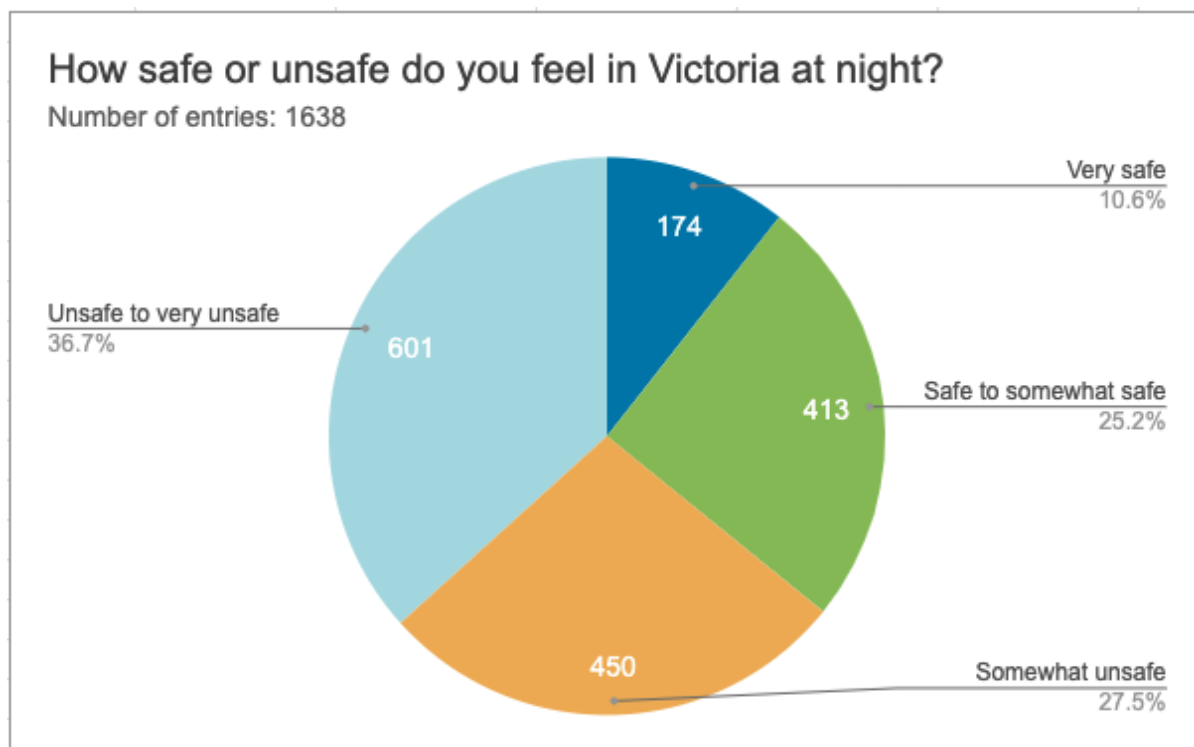


Figure 156: Distribution of degree to which respondents feel unsafe in Victoria during the night

23. Which areas feel safe for you in your community? (Select all that apply.)

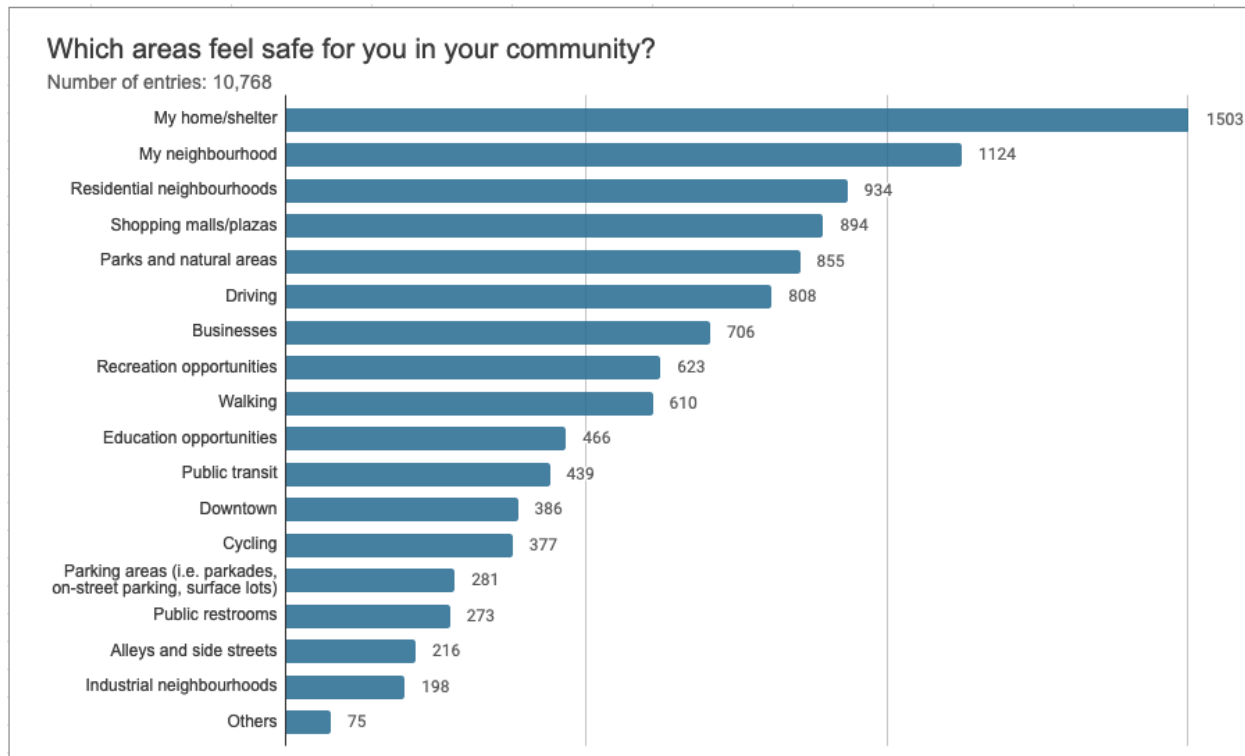


Figure 157: Frequency of respondents' selection of what areas feel safe for them in their community

24. Which areas feel unsafe for you in your community? (Select all that apply.)

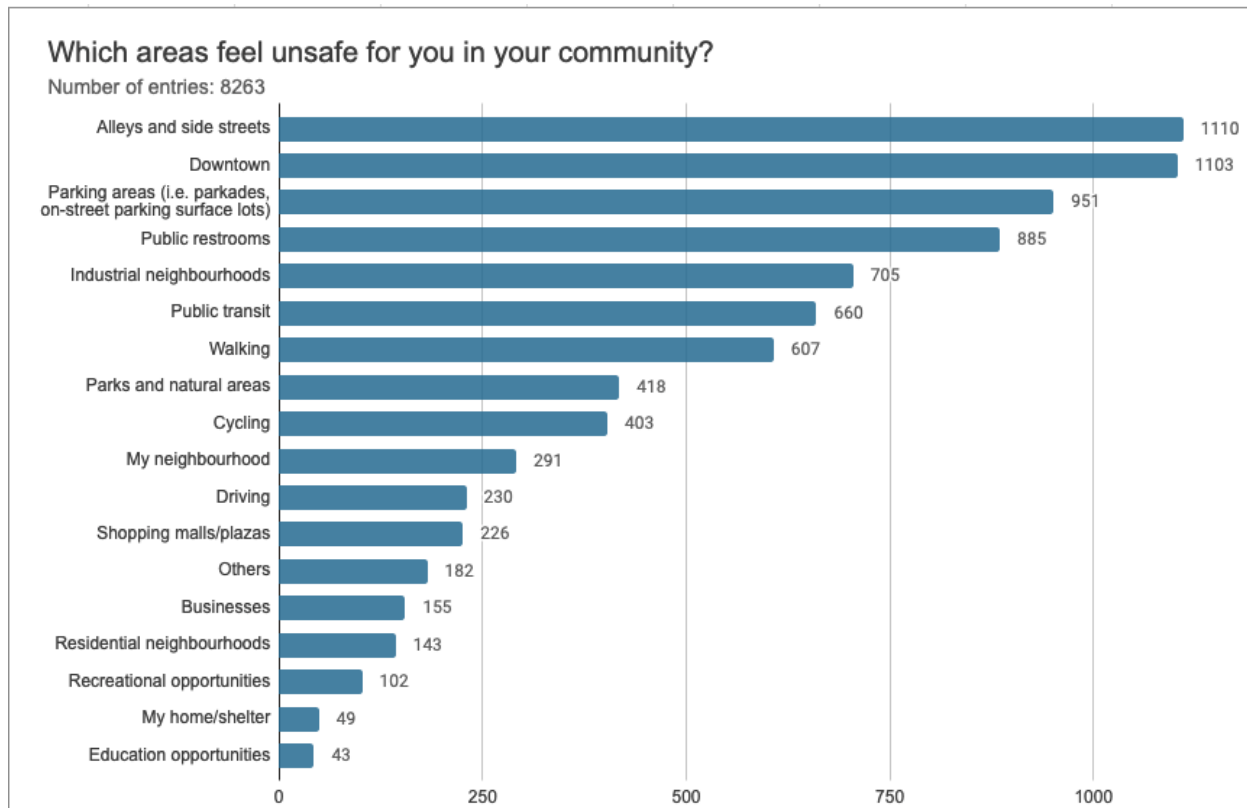


Figure 158: Frequency of respondents' selection of what areas feel unsafe for them in their community

25. Which of the following solutions would help you feel safer in your community? (Select all that apply.)

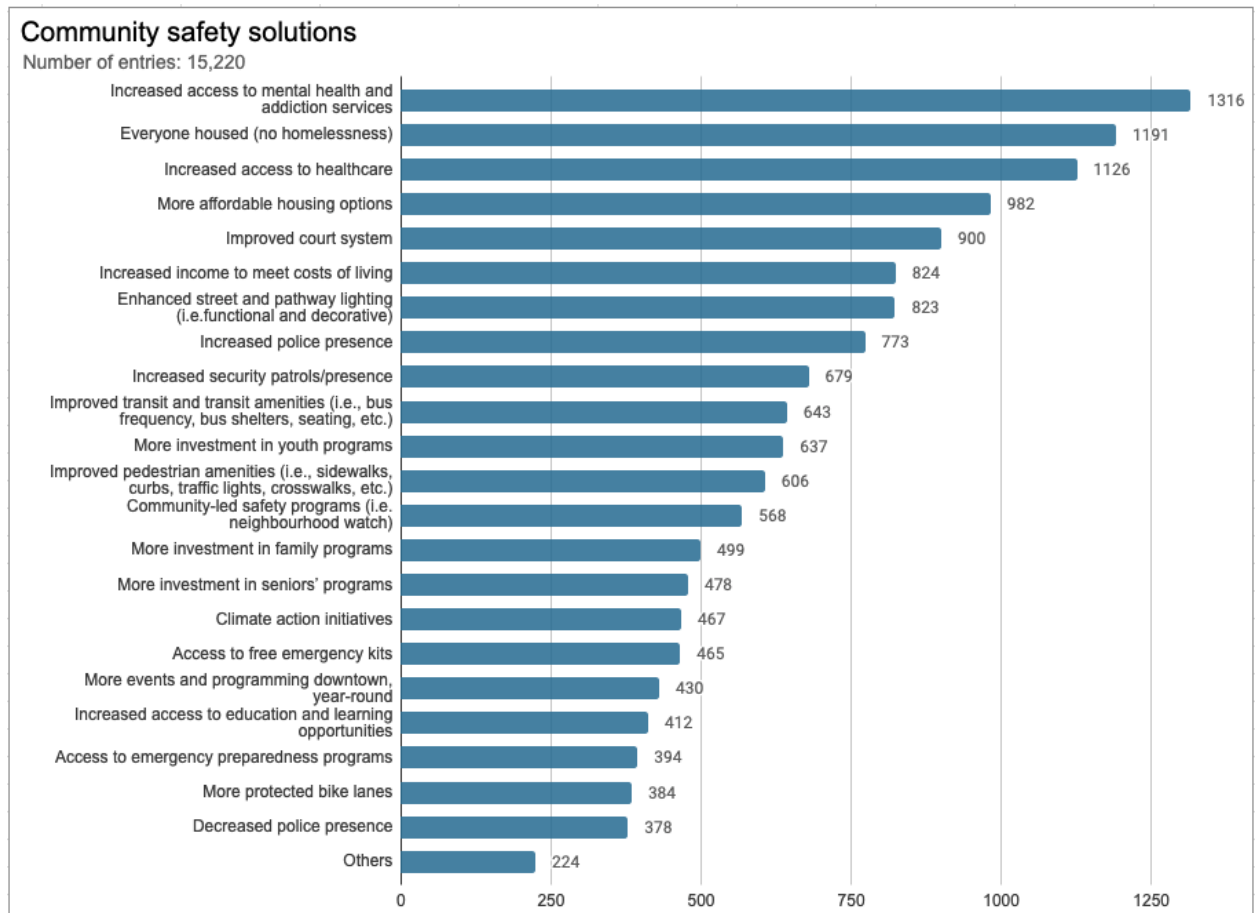


Figure 159: Frequency of respondents' selection of what solutions would help them feel safer

26. How concerned are you about experiencing the following in Victoria?

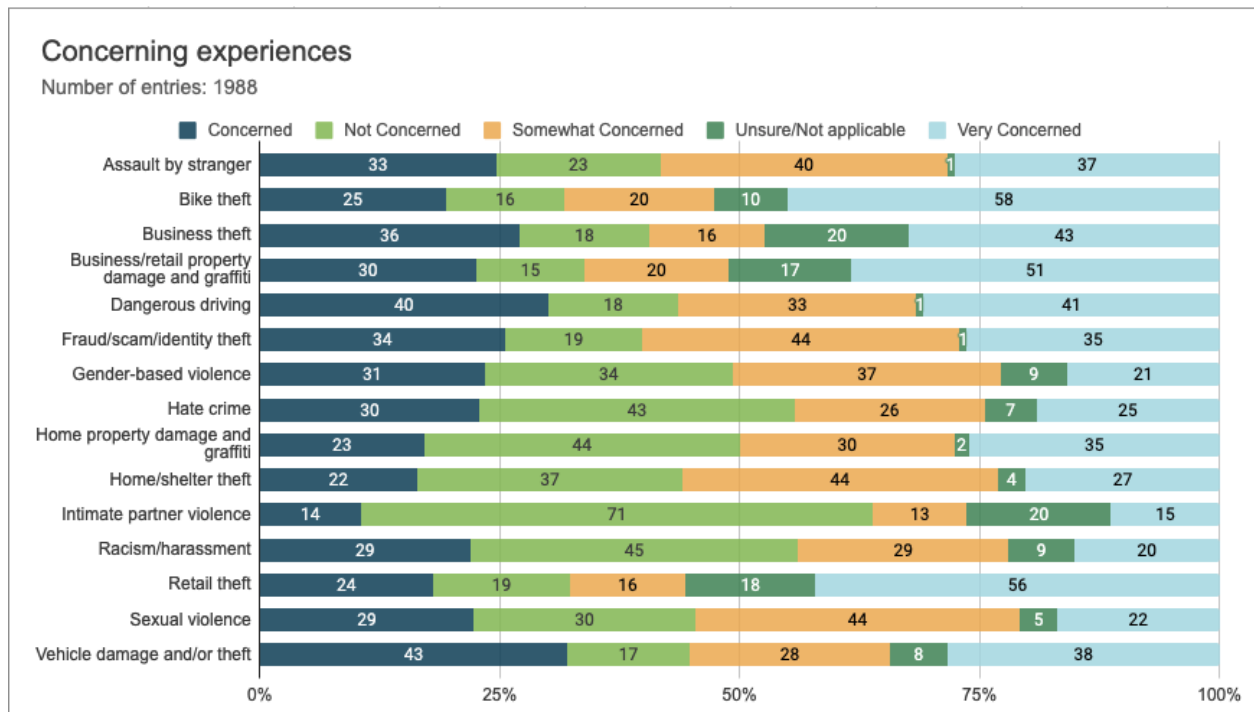


Figure 160: Distribution of how concerned respondents are about concerning experiences in Victoria

27. Have you experienced any of the following in Victoria?

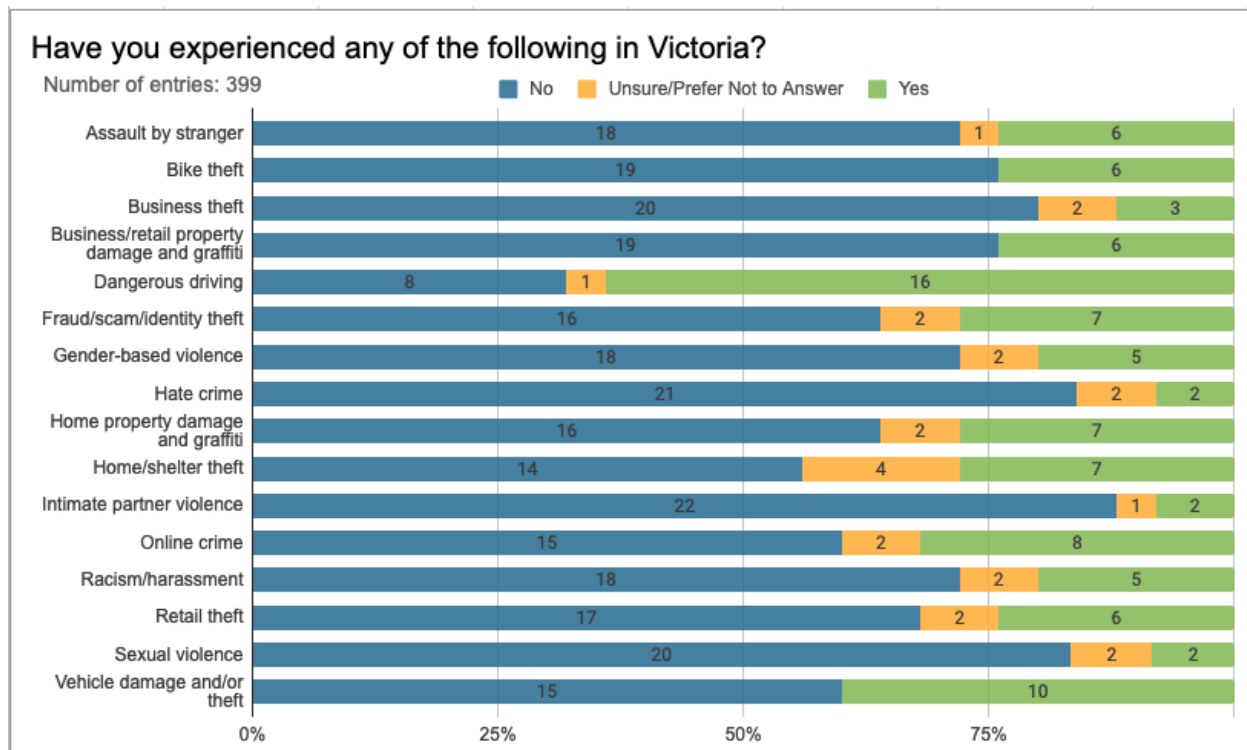


Figure 161: Distribution of whether respondents have experienced concerning experiences in Victoria

28. Does your worry about any of the above keep you from doing things you would like to do?

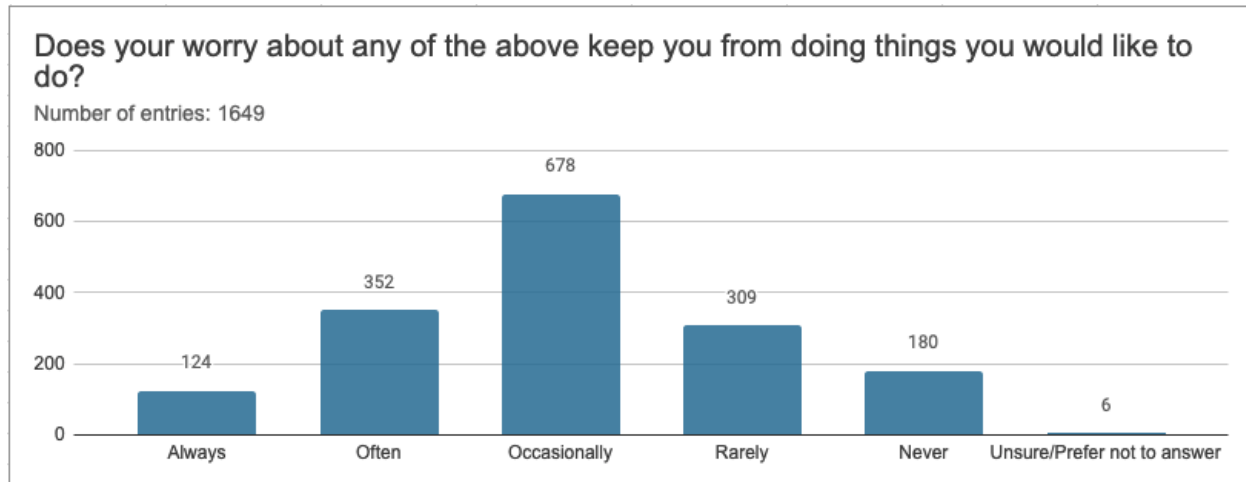


Figure 162: Distribution of how often the aforementioned concerning events keep respondents from doing things they would like to do

29. Do you think Victoria has a higher crime rate than other municipalities in B.C.?

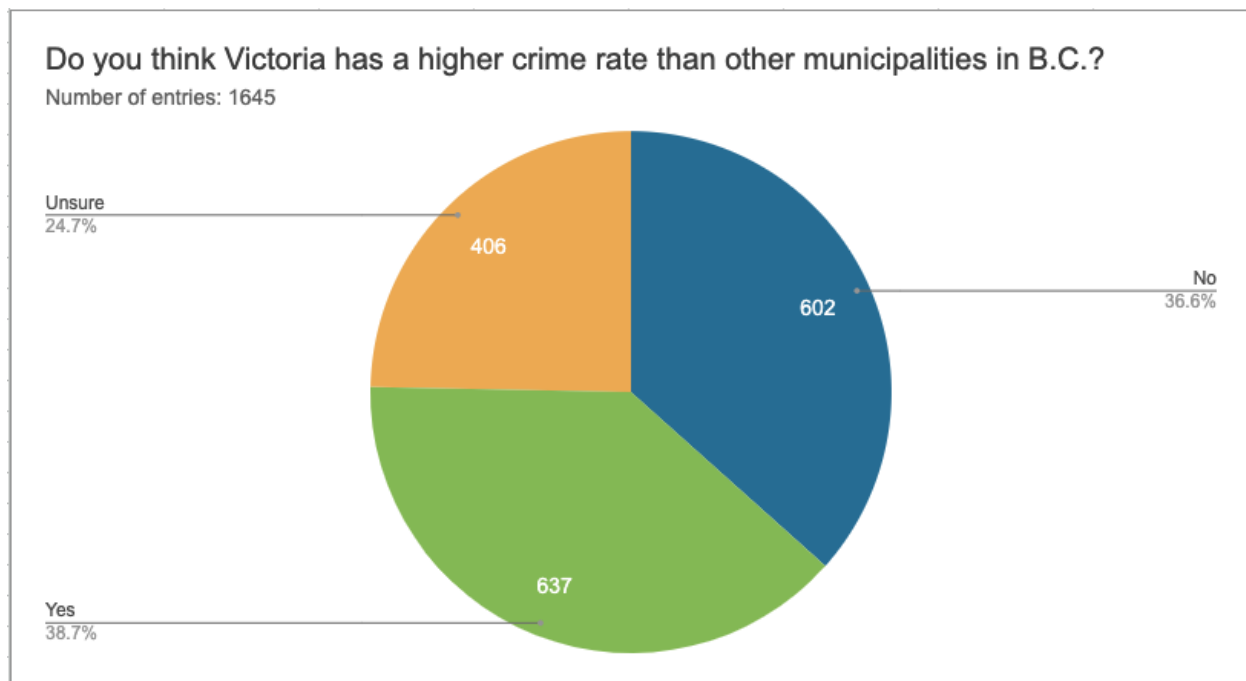


Figure 163: Distribution of whether respondents believe Victoria has a higher crime rate than other municipalities in B.C.

30. In your opinion, who or what has a role to play in creating a safer community? (Select all that apply.)

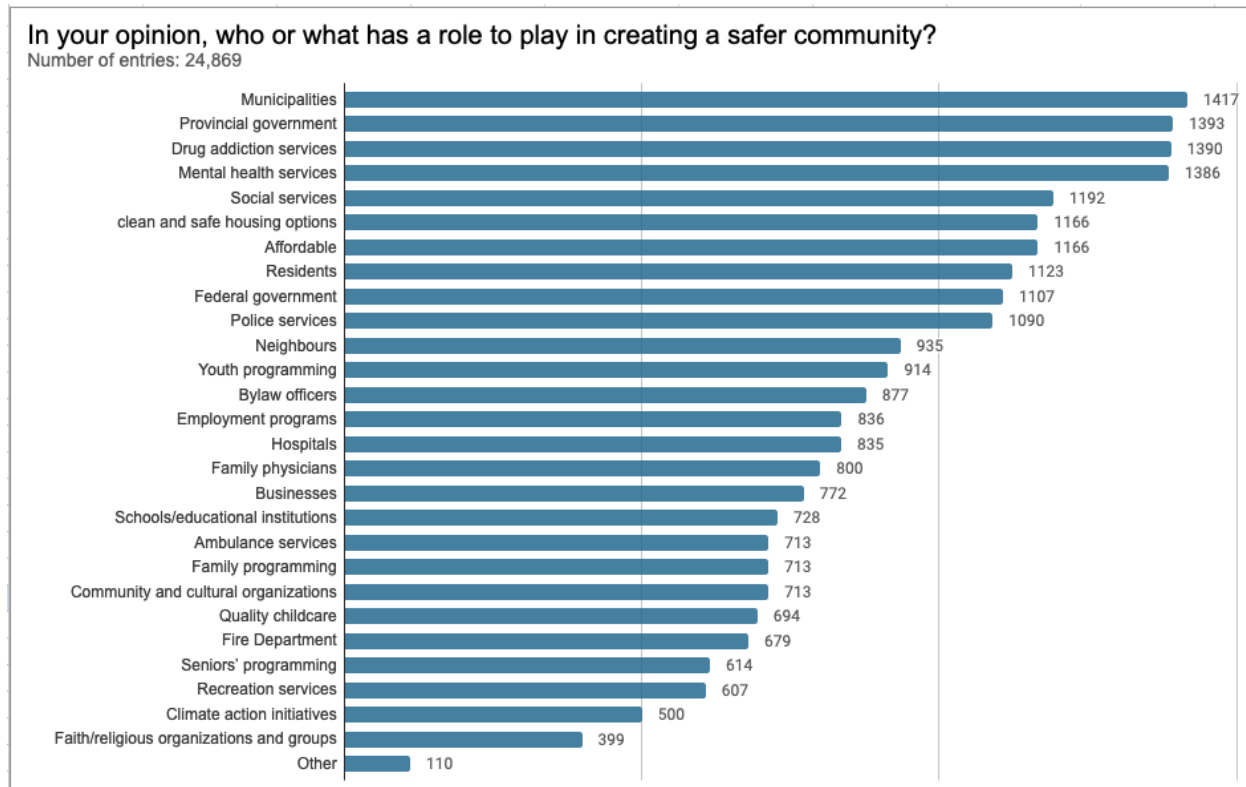


Figure 164: Frequency of respondents' selection of who or what has a role to play in creating a safer community

31. Which categories below do you think levels of governments should invest more taxpayer dollars in to improve safety and wellbeing in the community? (Select your TOP THREE CHOICES.)

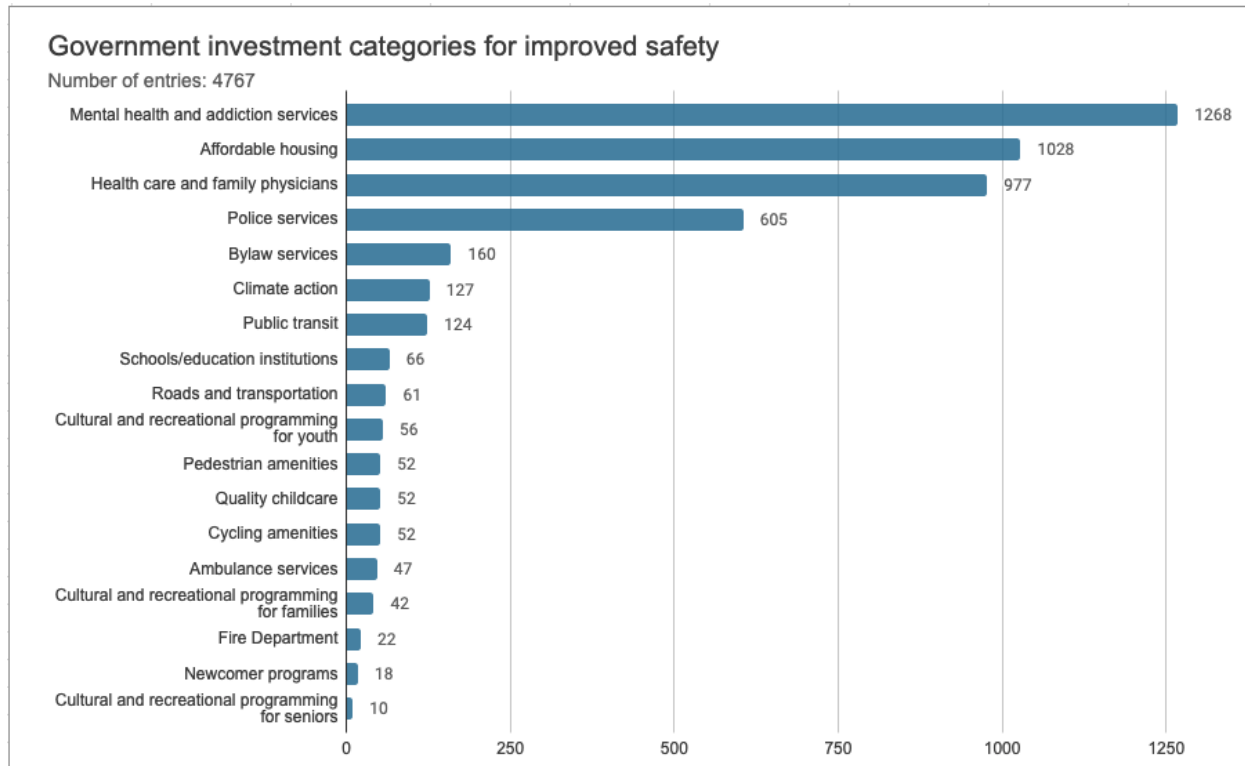


Figure 165: Frequency of respondents' selection of which categories they believe governments should invest in to improve safety and wellbeing in the community

32. Which Victoria neighbourhood do you live in? (Choose any one option.)

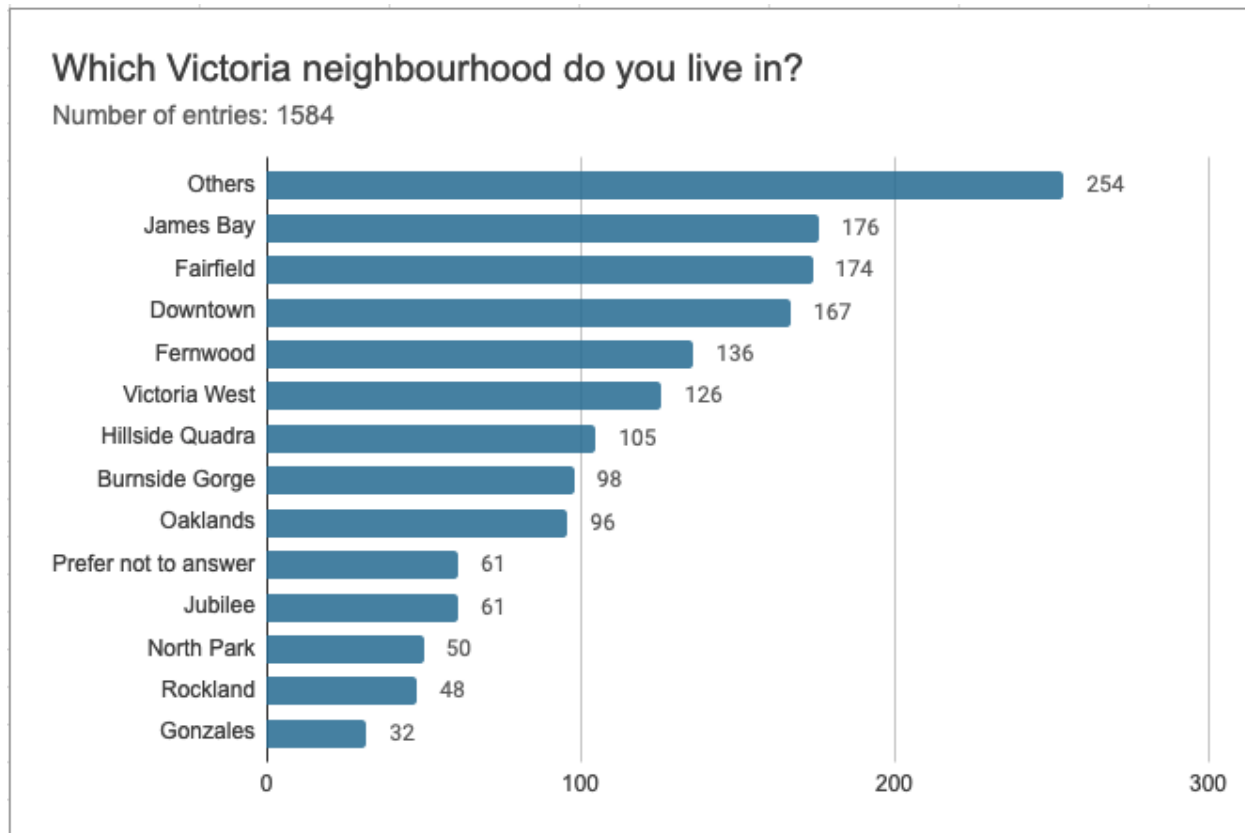


Figure 166: Distribution of the Victoria neighbourhood in which respondents live

Detailed Tables and Charts

In addition to creating charts below, we have included a Tableau Public dashboard that allows you to explore and customize various charts based on the data analyzed in this report. This interactive tool provides the flexibility to delve into specific themes or issues at a granular level, enabling you to create custom visualizations that suit your specific needs and preferences.

You can access the dashboard here: [Tableau Public Dashboard](#).

How to Create Custom Graphs on Tableau Public

Customize the Chart

By default, the chart displays all level 4 sub-themes together. You can customize the chart to change which sub-themes are displayed.

1. Use the dropdown menus to modify the data displayed in the chart. You can change the categories being compared, adjust the time frame, or focus on specific subcategories or levels.
2. You can choose the desired Level 3 category from the upper left dropdown menu titled “Themes” and the relevant Level 4 category from the right dropdown menu titled “Sub-categories” to display the desired chart.

Download or Share your Custom Chart

After customizing your chart, you can download it as an image, PDF, or PowerPoint file.

1. Clicking on the "Download" button located at the bottom or top of the dashboard. Use the menu to select what format you want for your downloaded chart.
2. You can also share your customized chart directly by clicking on the "Share" button. This will provide an option for sharing via a link, and for embedding the visualization in other documents or websites.

Customized Charts on Frequency Count – Survey versus Focus Group Respondents

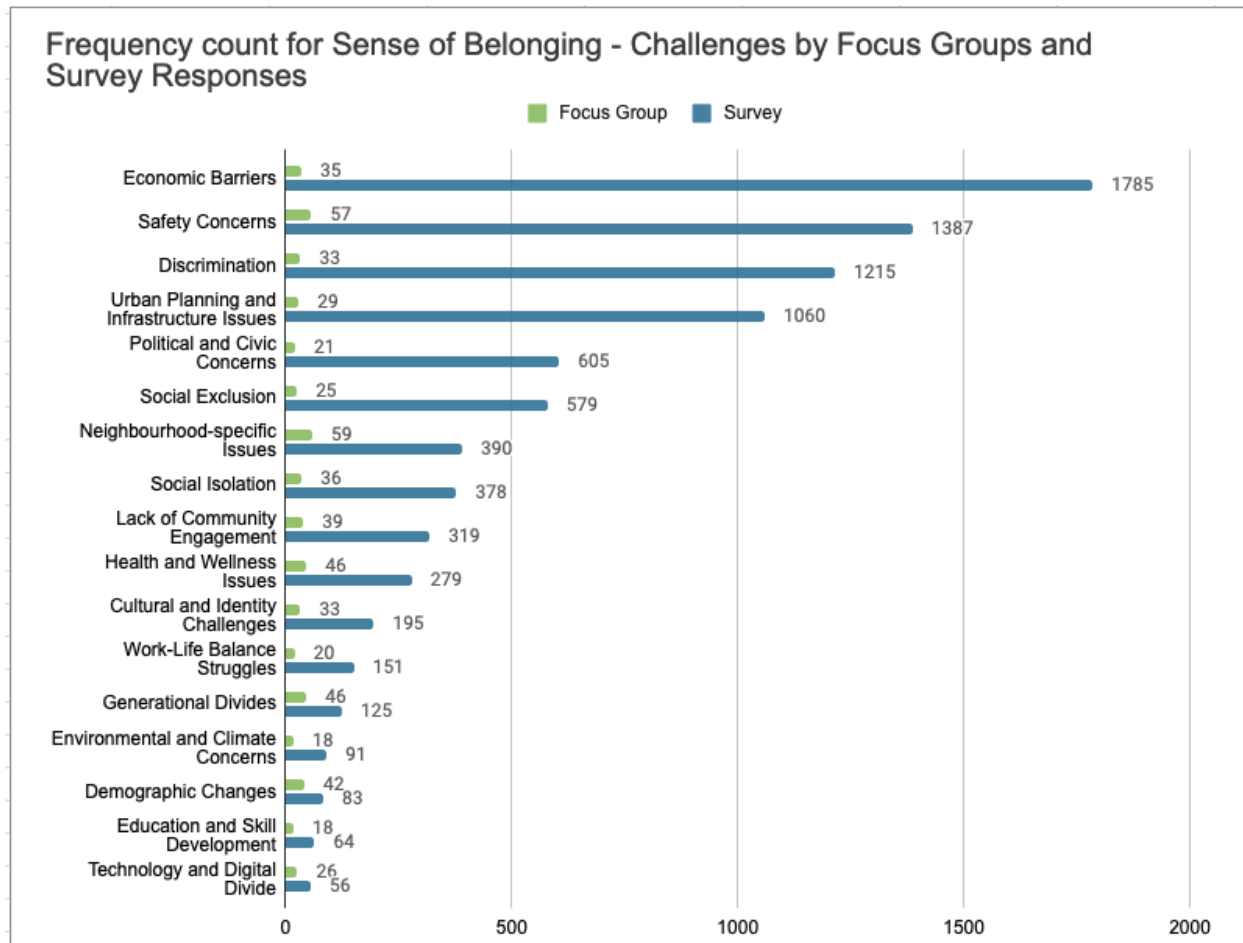


Figure 167: Frequency distribution of level 3 subthemes under “Sense of Belonging – Challenges” by source (audio or survey)

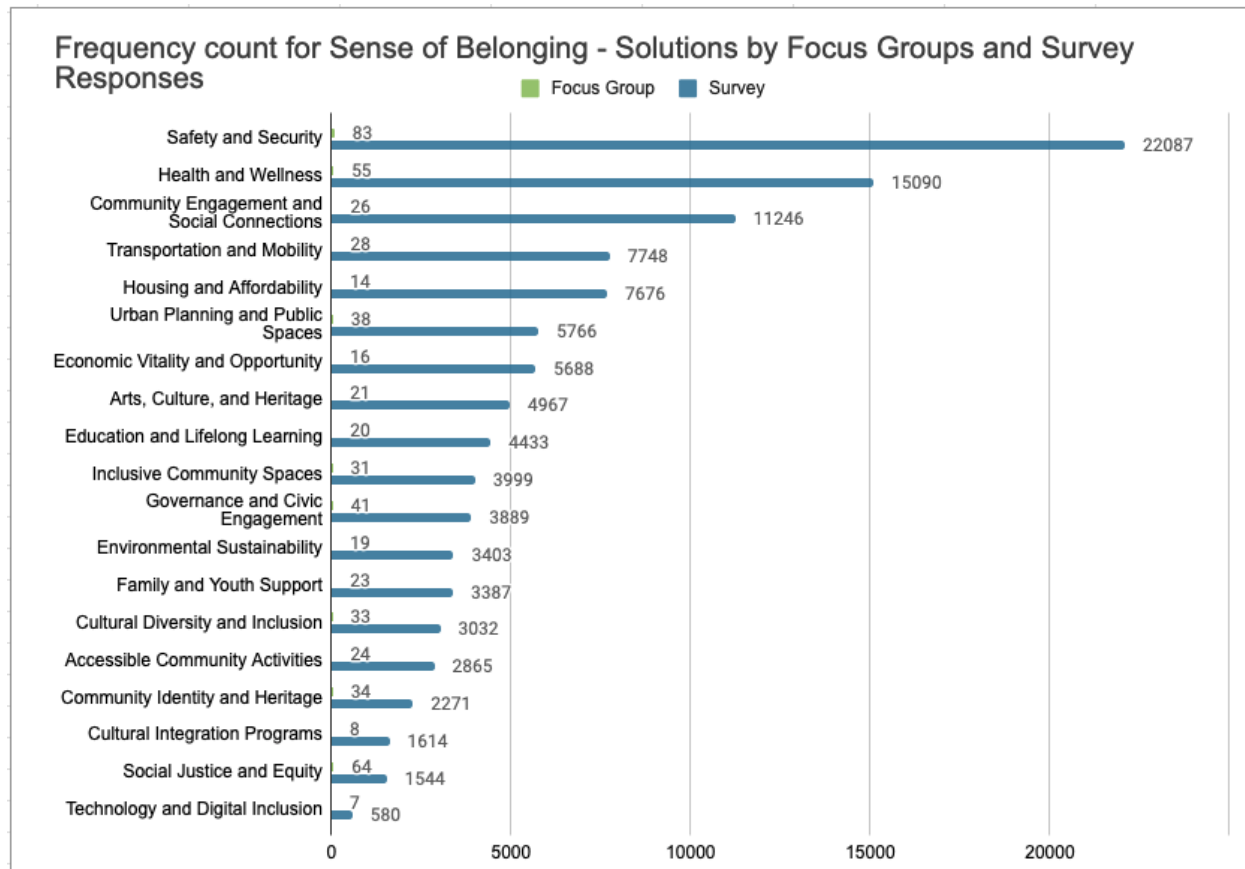


Figure 168: Frequency distribution of level 3 subthemes under “Sense of Belonging – Solutions” by source (audio or survey)

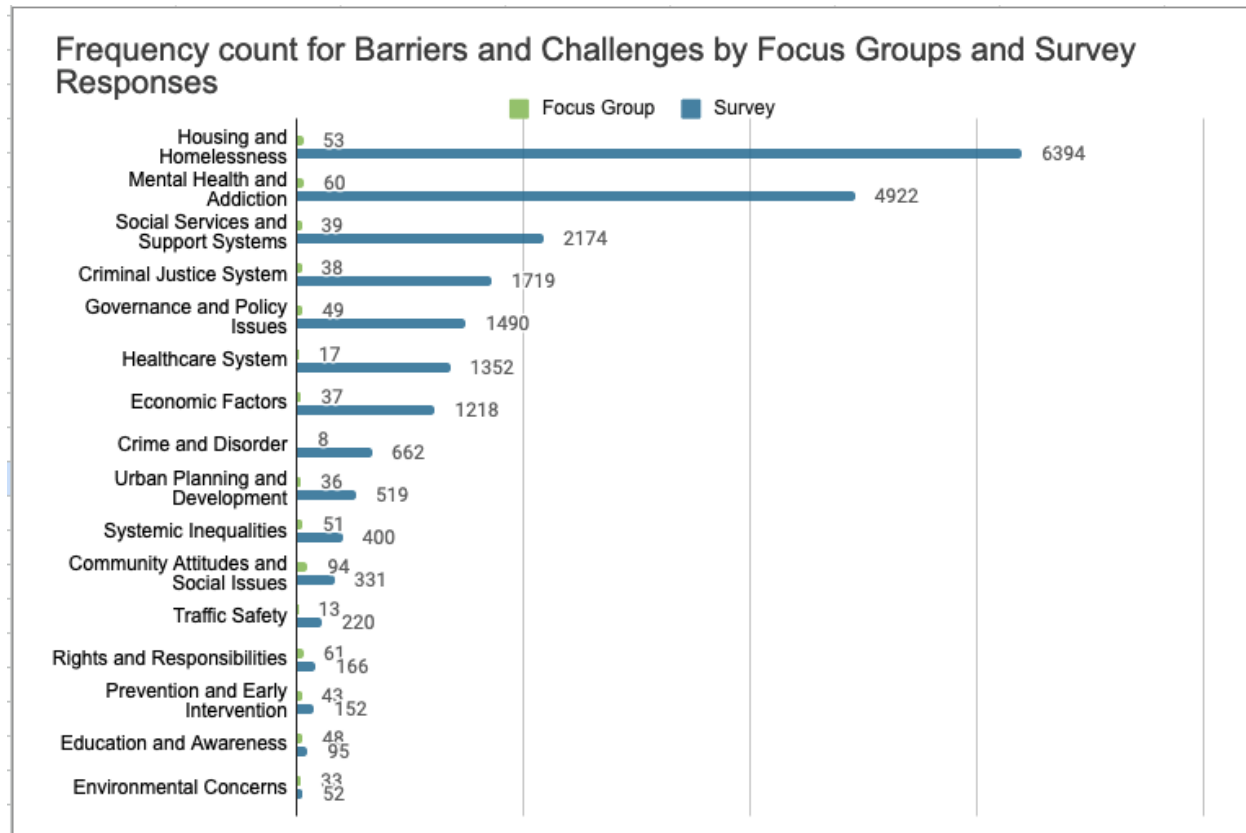


Figure 169: Frequency distribution of level 3 subthemes under “Community Safety Concerns – Barriers and Challenges” by source (audio or survey)

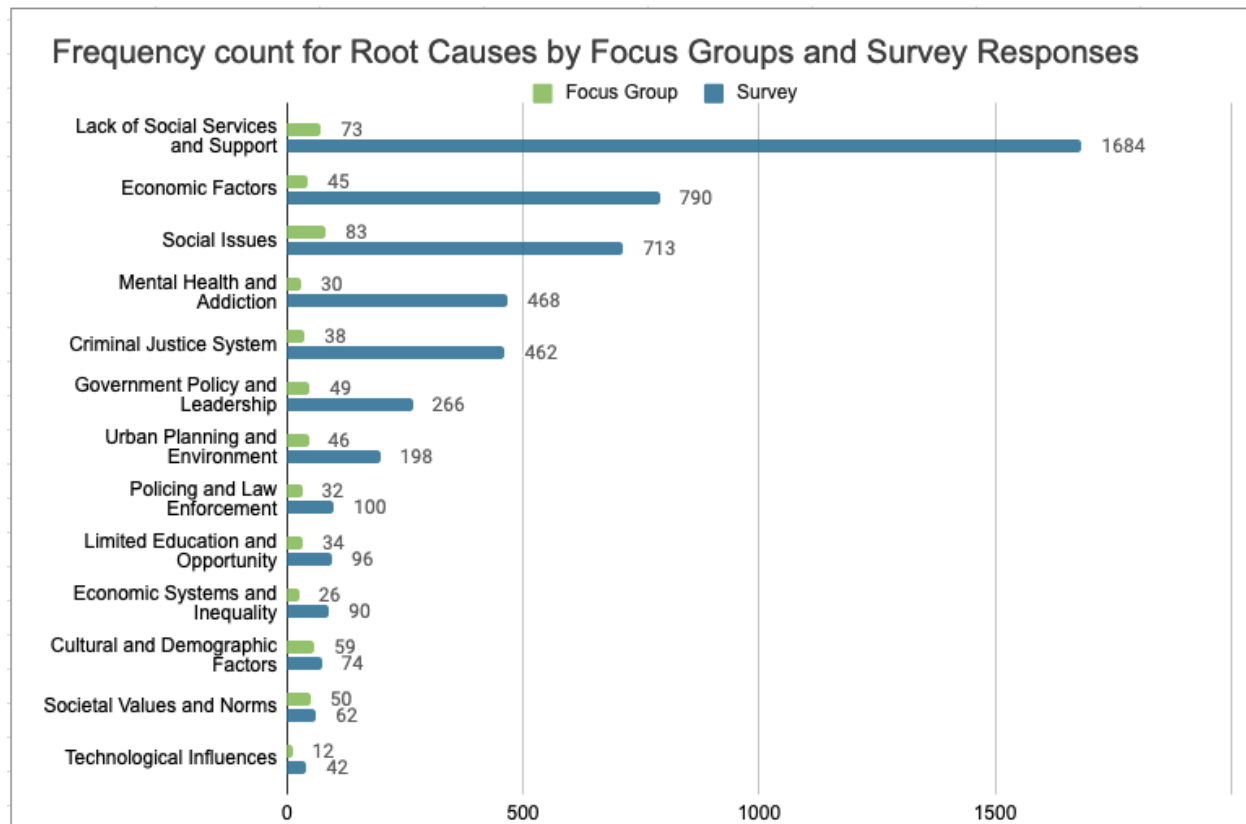


Figure 170: Frequency distribution of level 3 subthemes under “Community Safety Concerns – Root Causes” by source (audio or survey)

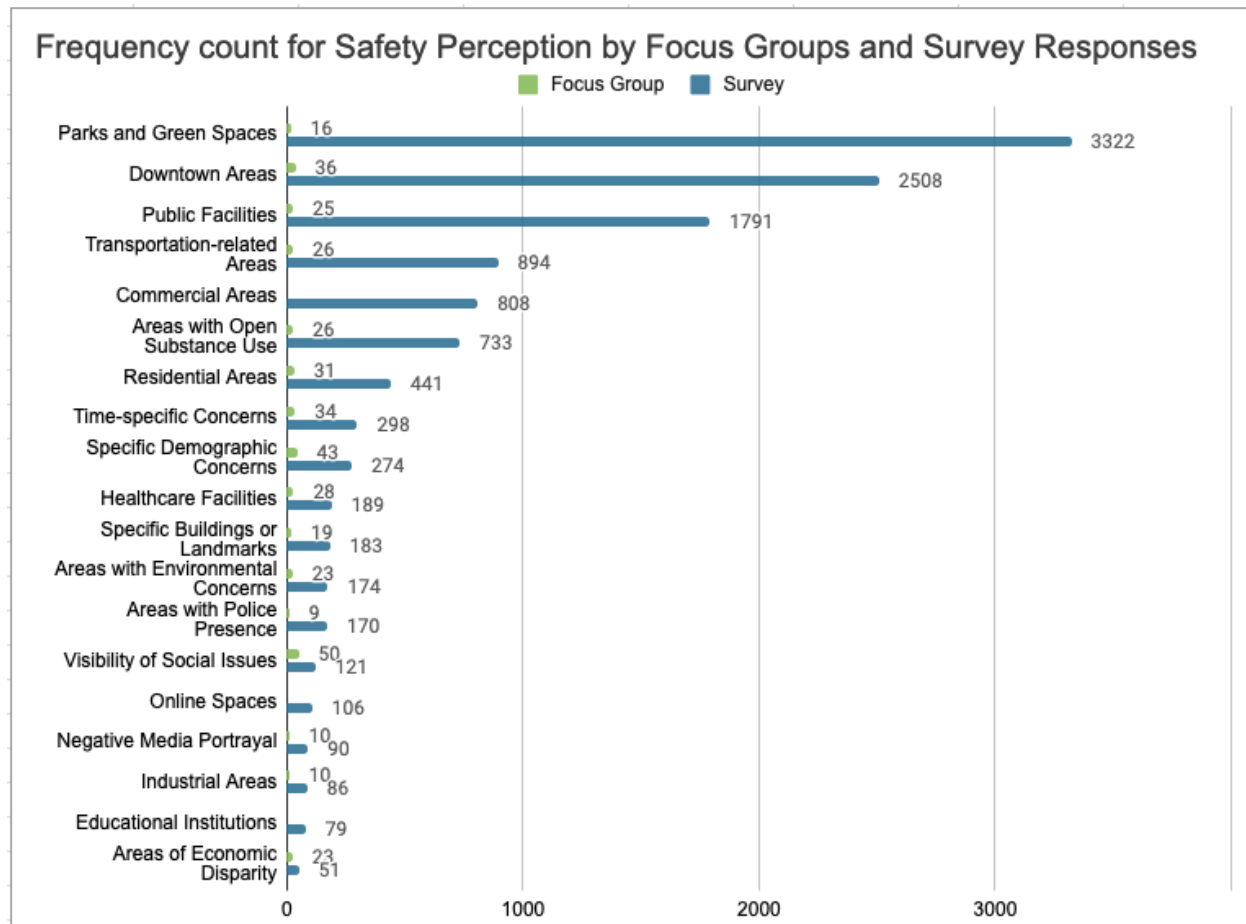


Figure 171: Frequency distribution of level 3 subthemes under “Community Safety Concerns – Safety Perception” by source (audio or survey)

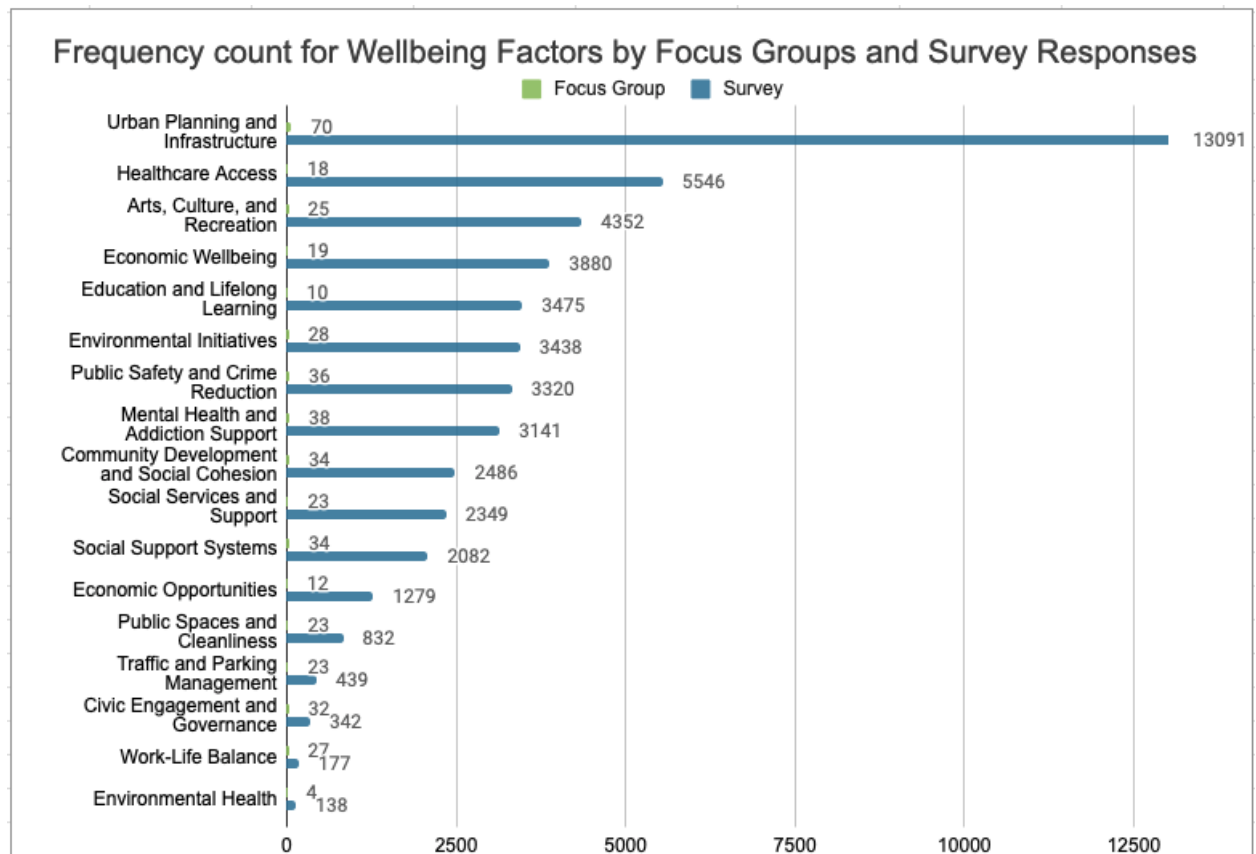


Figure 172: Frequency distribution of level 3 subthemes under “Solutions and Interventions – Wellbeing Factors” by source (audio or survey)

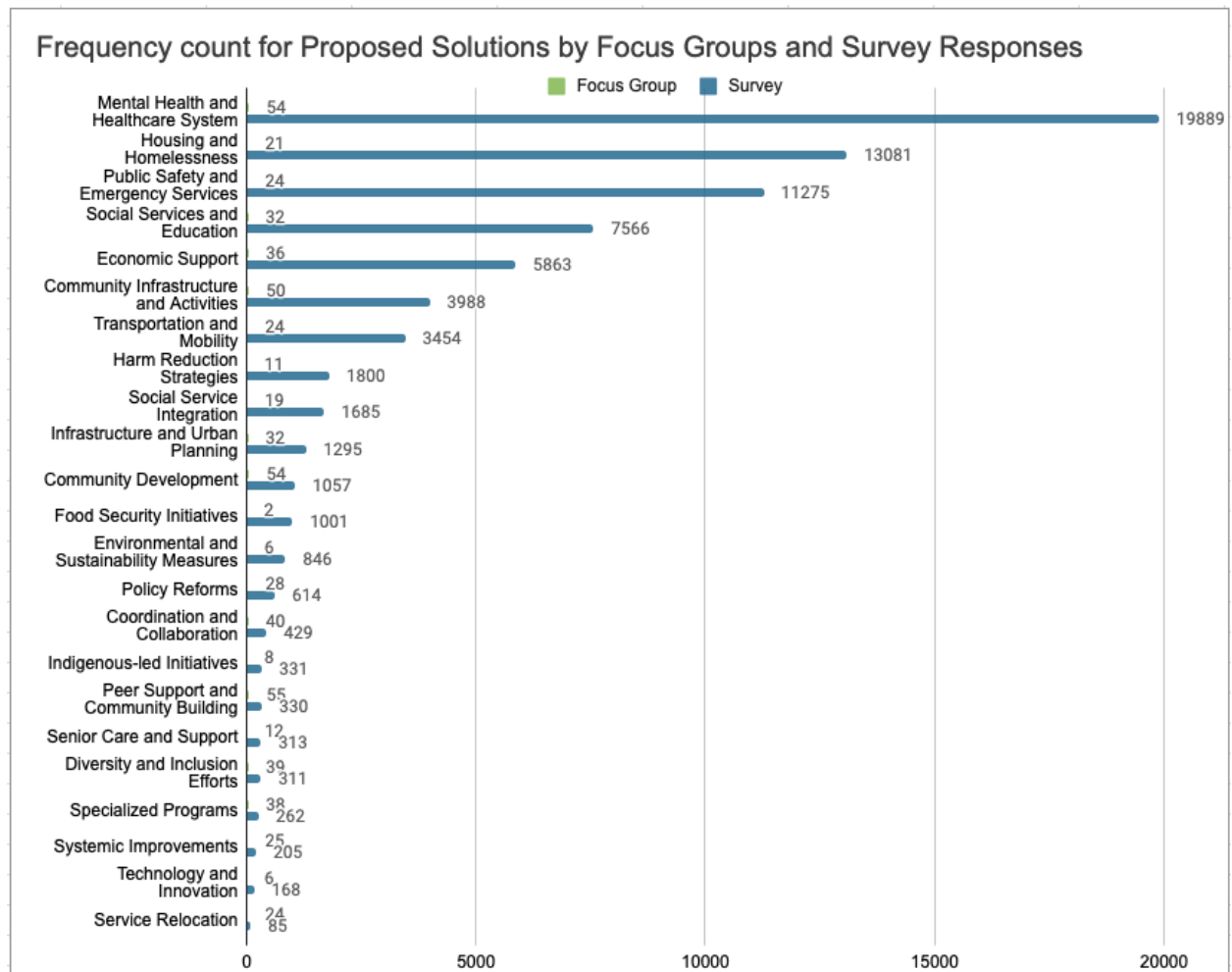


Figure 173: Frequency distribution of level 3 subthemes under “Solutions and Interventions – Proposed Solutions” by source (audio or survey)

Socio-economic Composition of Survey Respondents

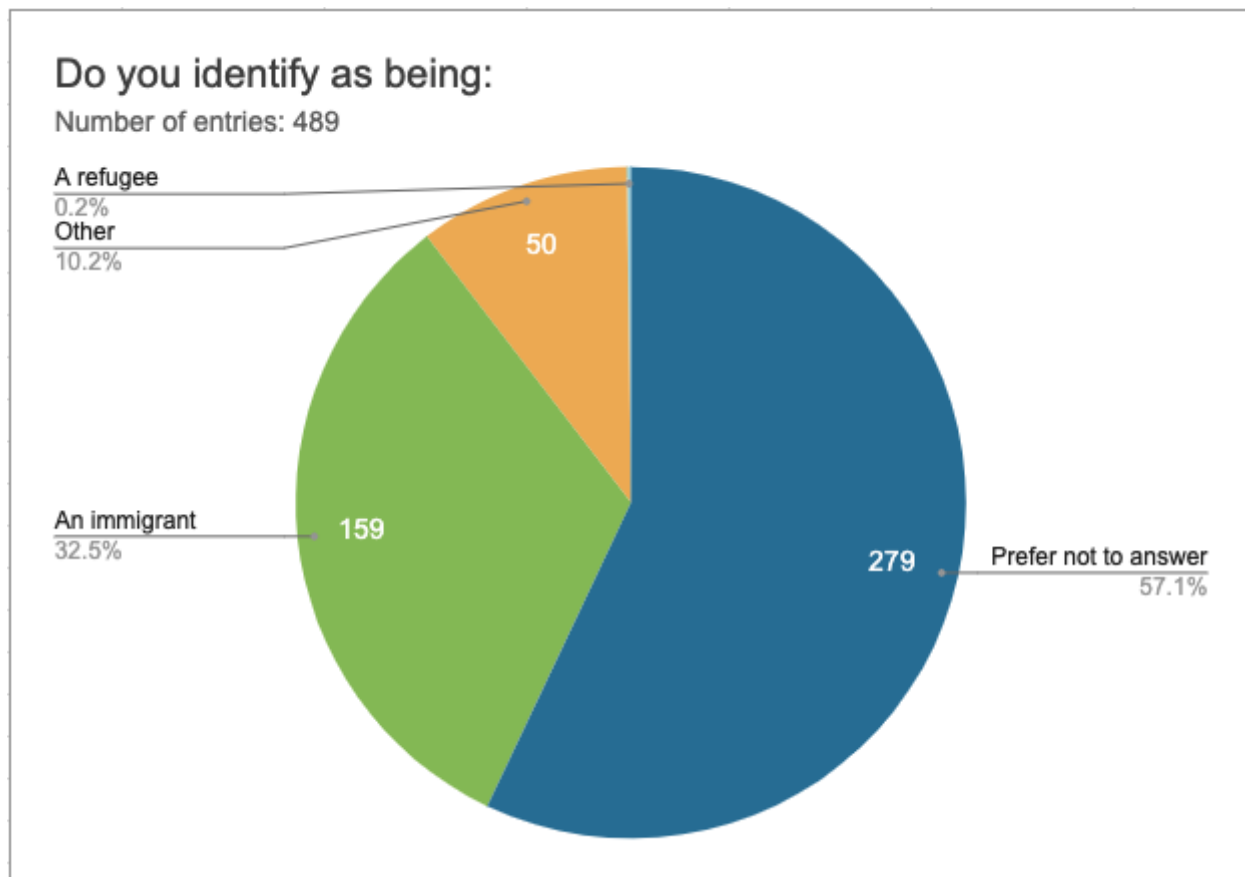


Figure 174: Frequency distribution of survey respondents by self-identified citizenship status

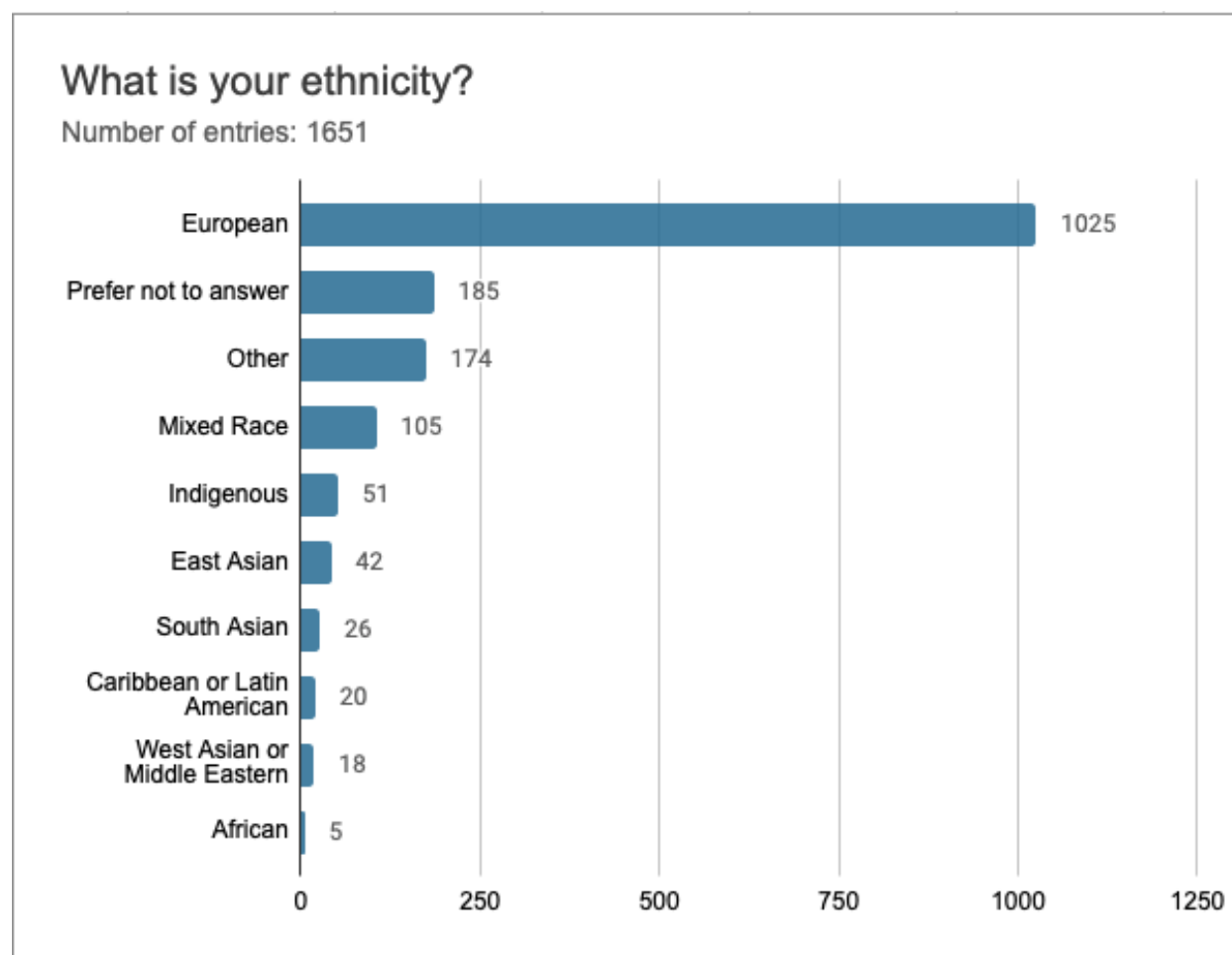


Figure 175: Frequency distribution of survey respondents by self-identified ethnicity

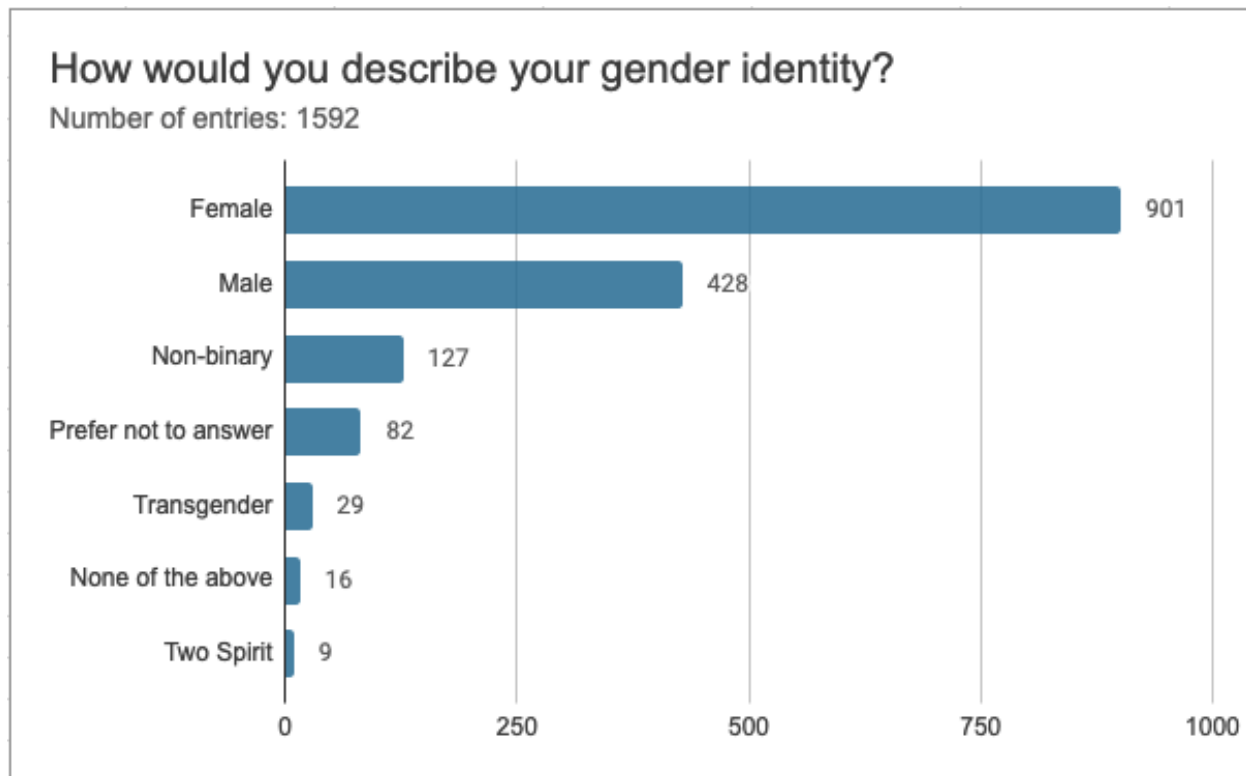


Figure 176: Frequency distribution of survey respondents by self-identified gender identity

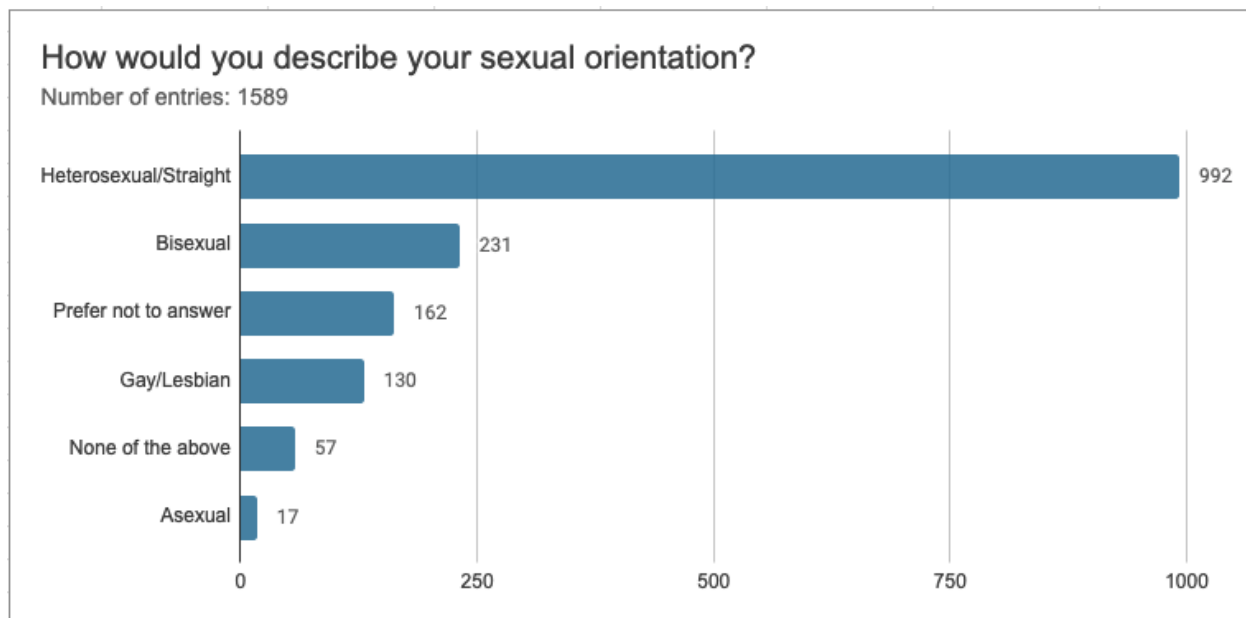


Figure 177: Frequency distribution of survey respondents by self-identified sexual orientation

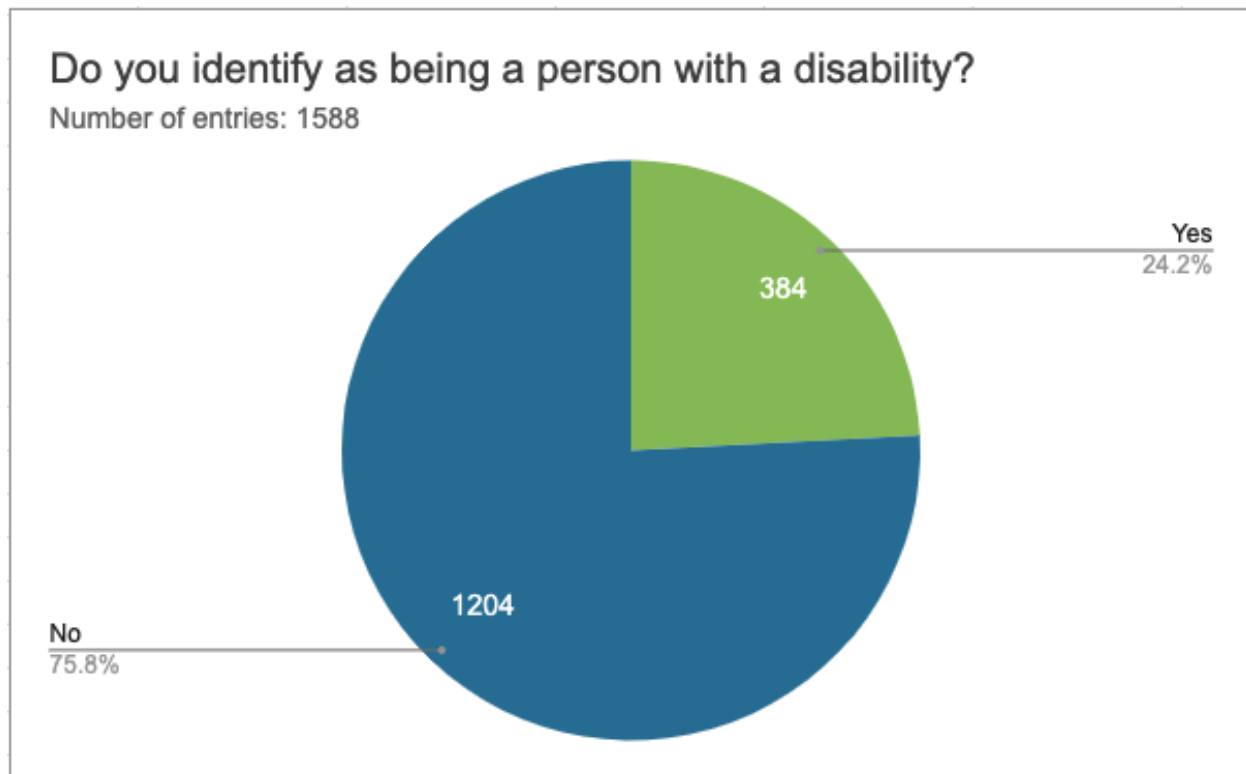


Figure 178: Frequency distribution of survey respondents by self-identified status as a person with a disability

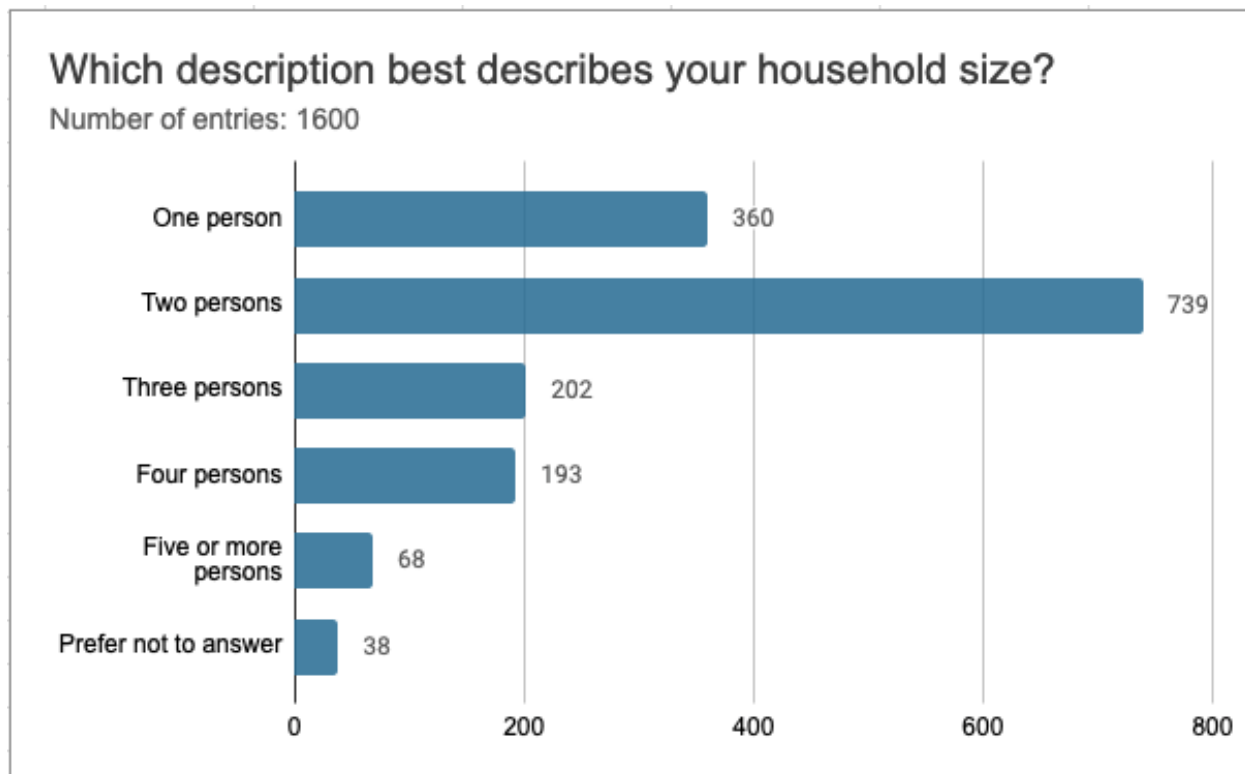


Figure 179: Frequency distribution of survey respondents by households size

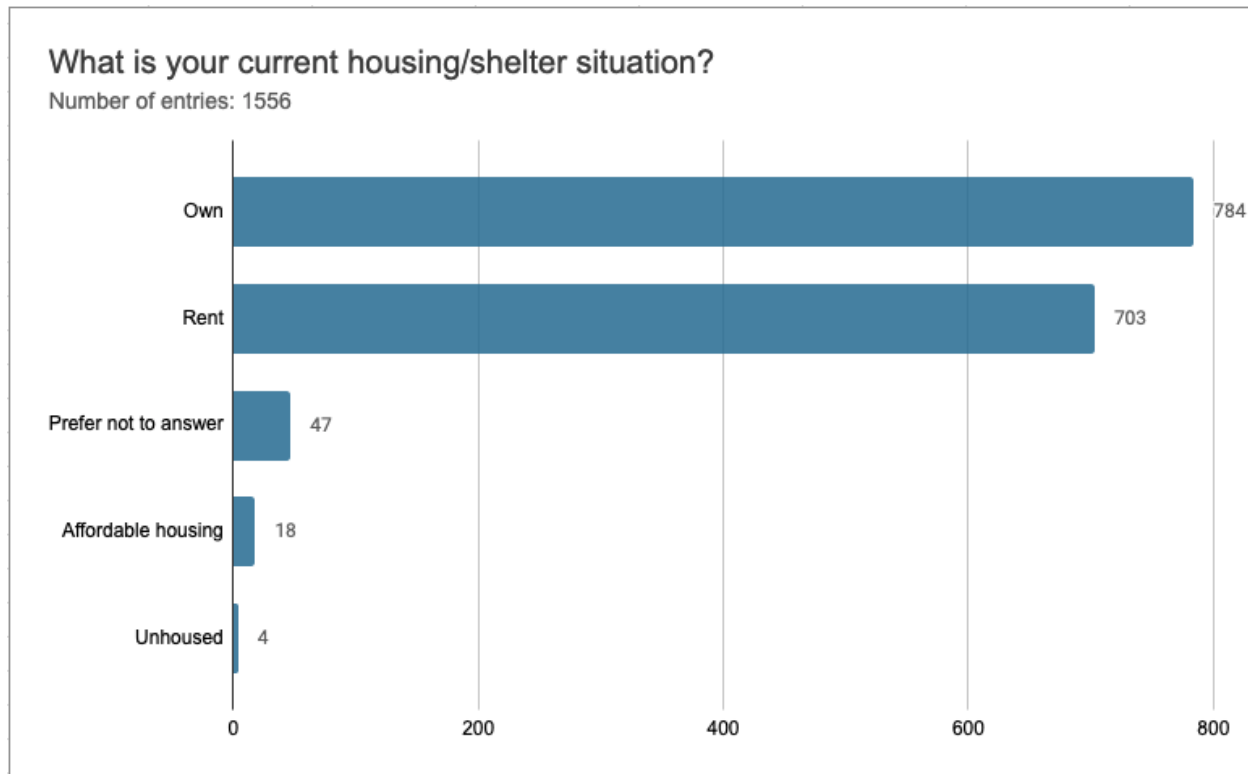


Figure 180: Frequency distribution of survey respondents by housing or shelter situation

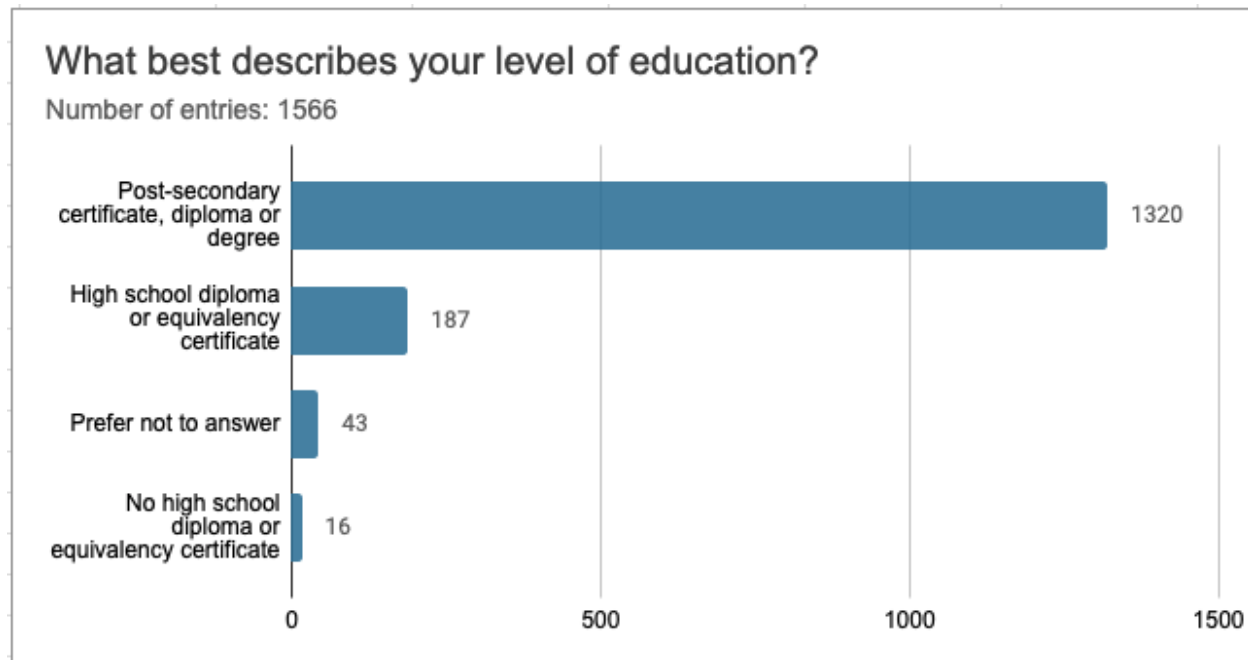


Figure 181: Frequency distribution of survey respondents by level of education

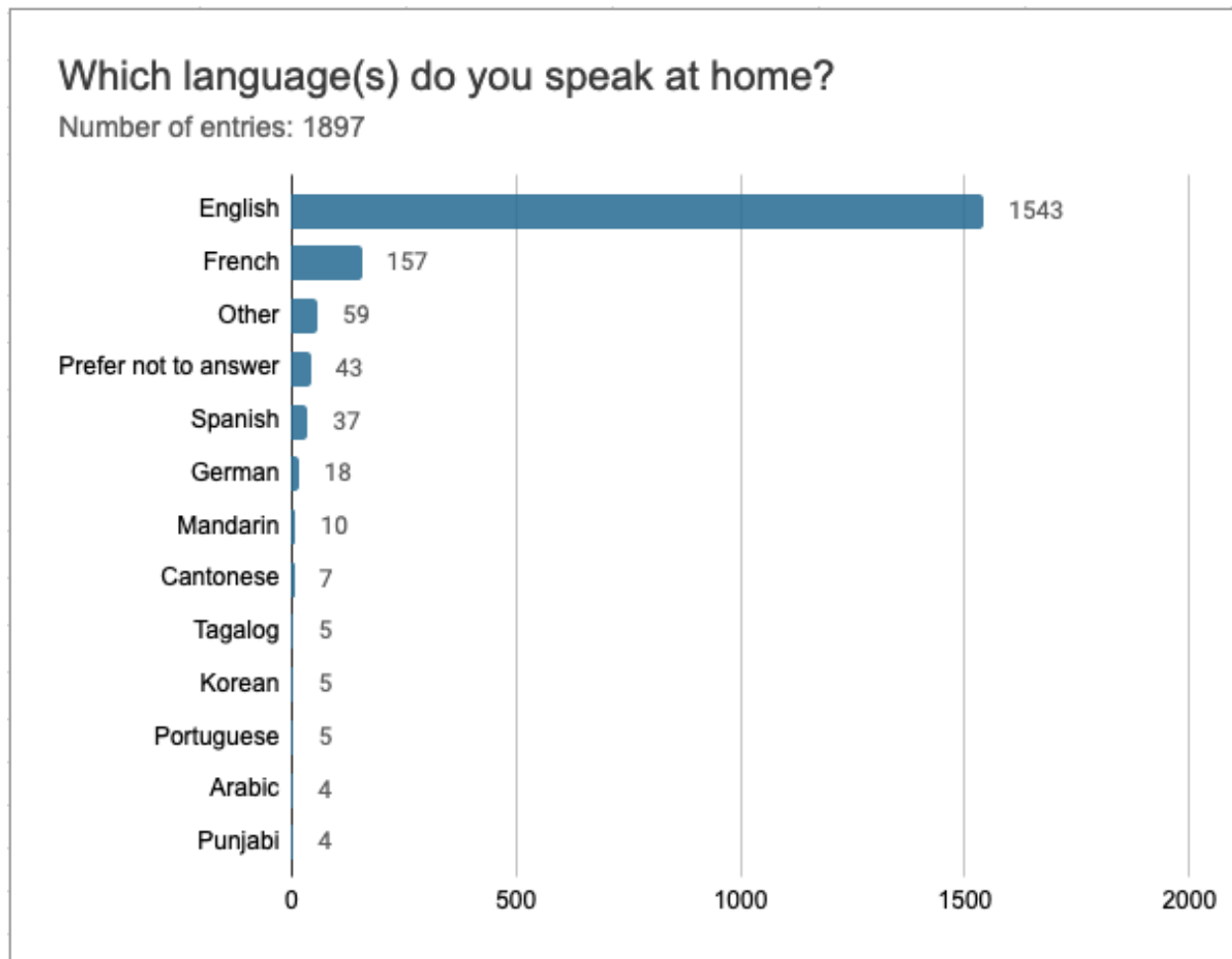


Figure 182: Frequency distribution of survey respondents by languages spoken at home

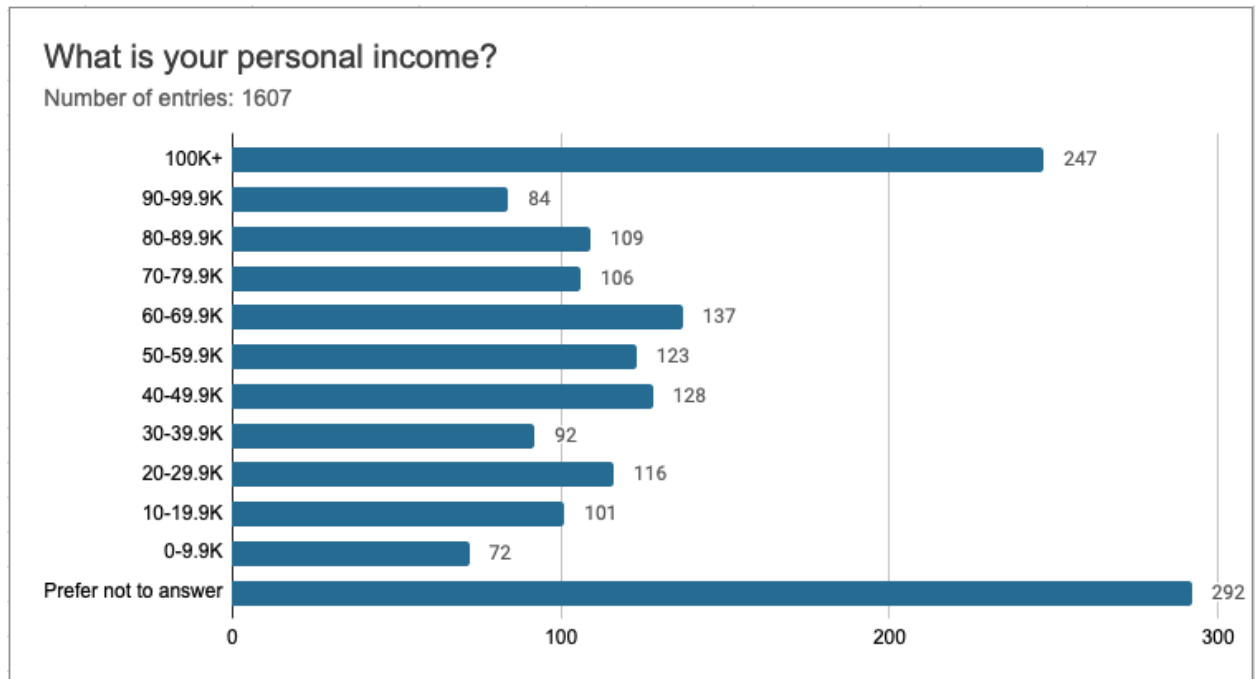


Figure 183: Frequency distribution of survey respondents by personal income

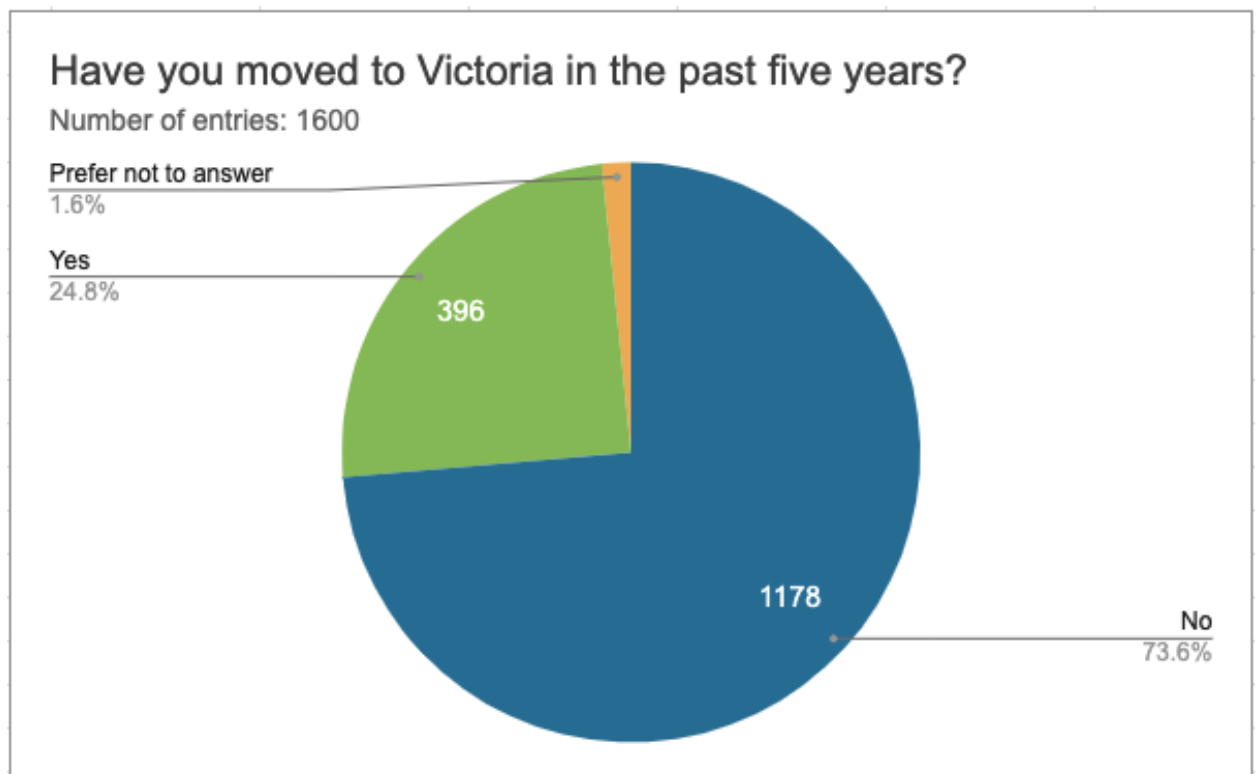


Figure 184: Frequency distribution of survey respondents by mobility status within the past five years

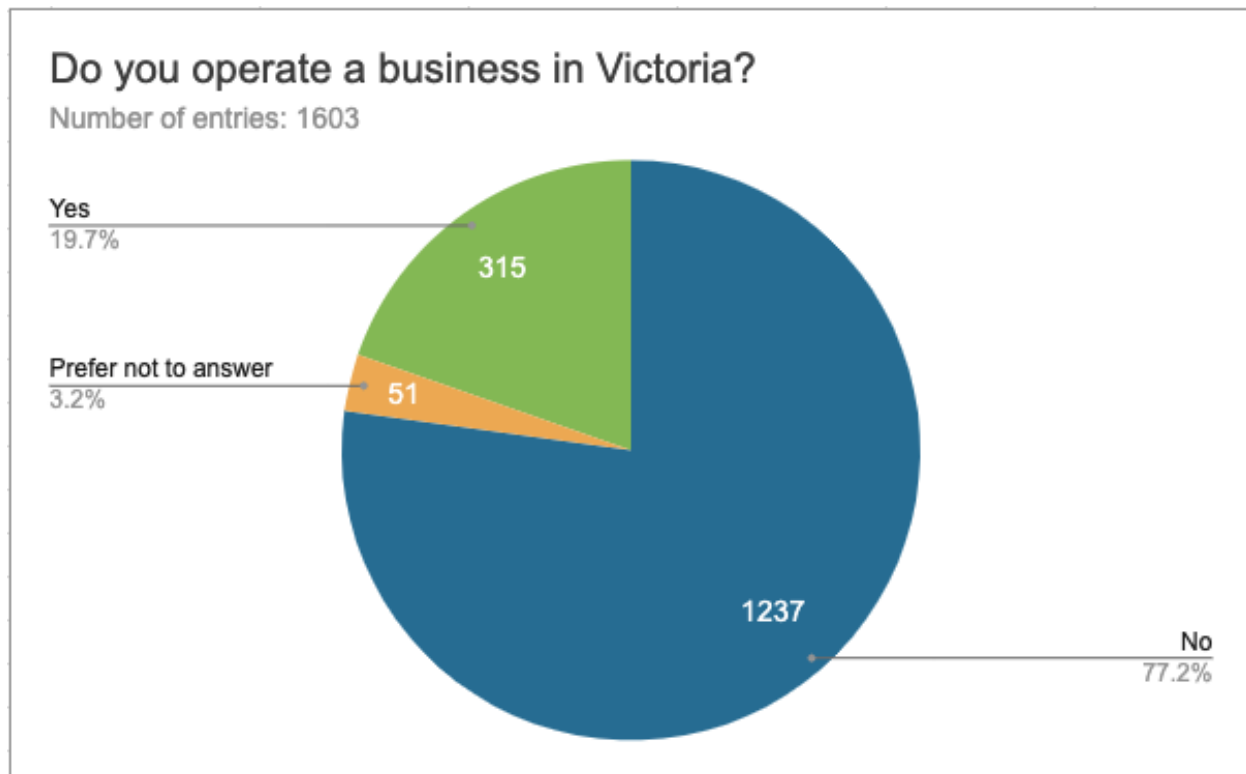


Figure 185: Frequency distribution of survey respondents by business-owner status