

From: [jess cruz](#)
To: [Amy Johnson](#)
Subject: Re: Crime and safety : Why are you all having such meeting when you already know why and where the problems are . Until this city have a place the homeless can go , this problem well continue . Northgate has being asking the council for such a pla
Date: Monday, August 11, 2025 2:25:43 PM

Ward is five , address is 2142 Stortz av. NE Salem and the last word is place in my post . Thank you .

On Monday, August 11, 2025, 01:59:13 PM PDT, Amy Johnson <ajohnson@cityofsalem.net> wrote:

Hello,

If you would like your comments included in the record, please provide your address or ward number.

Sincerely,

Amy Johnson

City Recorder

City of Salem |Legal Department

PO Box 14300 Salem OR 97309-3986

ajohnson@cityofsalem.net | 503-588-6097

From: jess cruz <jessrcruz@yahoo.com>
Sent: Monday, August 11, 2025 1:53 PM
To: citycouncil <citycouncil@cityofsalem.net>
Subject: Crime and safety : Why are you all having such meeting when you already know why and where the problems are . Until this city have a place the homeless can go , this problem well continue . Northgate has being asking the council for such a plac...

From: [Lynelle Wilcox](#)
To: [CityRecorder](#)
Cc: [Vanessa Nordyke](#); [Julie Hoy](#); [Linda Nishioka](#); [Shane Matthews](#); [Deanna Gwyn](#); [Dr. Irvin M Brown](#); [Micki Varney](#); [Mai Vang](#); [Paul Tigan](#)
Subject: Public comment for City Council meeting 081125 Agenda item 5a: Collateral damage
Date: Monday, August 11, 2025 2:25:15 PM

Common ground and collateral damage

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Mayor Hoy and City Councilors

My name is Lynelle Wilcox. I live on Norway Street in Ward 1.

**Common ground:** As I read and talk to people on this topic, I think there is a lot of common ground. Most people understand that it is not fair and it's hard for businesses to need to spend time cleaning up after people. Safety and livability matters on all ends.

Most people seem supportive of re-starting the bicycle cop team, and/or Salem's HST and Outreach and Livability Services (SOS) teams. Most people are very supportive of any options that have mental health professionals as first responders to people experiencing a mental health crisis. I hope these common ground options can be implemented.

**Livability:** I hope people might also become supportive of more actions that enable more basic human needs to be met – restrooms open 24//7, trash cans, water fountains, places where people can charge cell phones. More livability reduces livability crimes and enables more safety and livability for ALL.

*(Side note: Many shelters, detox, recovery, and other programs and services require that people call daily, until an opening is available. Many unsheltered people who are ready to do the next thing to move forward are not able to call daily – there is not a way to keep phones charged. It can so easily*

*look like someone isn't doing things to move forward, when it's often more true that the things aren't actually feasible when you have no place to live, sleep, exist, or charge your phone.)*

### **Some factors that affect downtown shopping:**

**Online shopping:** Downtown and across the country, many malls and stores are struggling because online purchases have grown. This has nothing to do with homelessness.

**Rising costs:** As rents are rising, more people are becoming homeless for the first time. Homeless or not, More people are barely getting by and don't have disposable income for shopping beyond the basics.

**Aging population:** As more people are aging, some health issues and disabilities may also happen, reducing some people's ability to get around.

**Collateral damage:** In Salem, we have the added aspect of collateral damage – as we removed benches so homeless people won't sleep on them, as we removed trash cans so homeless people won't sort through them, as we reduced public restrooms and reduced public restroom hours so homeless people wouldn't use them, we made things less and less livable for people experiencing homelessness.

Those changes made downtown less and less accessible for people who have grown to an age or developed a health issue or disability that leaves them now needing frequent restroom breaks, water to stay hydrated, and/or benches to stop and rest before they can walk another block.

Many of these individuals loved downtown, and shopped and

dined there often when they were younger. Many of these individuals were active and engaged community members, volunteers, and some even helped develop aspects of downtown.

Now many of these people and others are no longer able to hang out downtown to shop and dine and window shop because the very things we did to reduce the presence of equitable fellow human beings who are experiencing homelessness also excludes sheltered individuals who now need the very things we took away.

This is similar to the converse reality that when we increase disability access, we ALSO increase access to people who don't have a disability – families with kids in strollers, skateboarders, bicyclists, all benefit from curb cuts, graded entrances to stores, accessible restrooms, etc.

As we do things that will supposedly increase the safety, livability, and bustling-ness of downtown, it's crucial to also consider the collateral damage of our decisions. If we make things less livable for people experiencing homelessness, we are also reducing who ELSE can participate in downtown activities. Livability and safety for ALL reduces livability crimes and reduces the collateral damage that businesses are also experiencing, whether they realize it or not.

Please consider that as you decide what safety and livability options to pursue.

Lynelle Wilcox

**From:** [Lynelle Wilcox](#)  
**To:** [CityRecorder](#)  
**Cc:** [Julie Hoy](#); [Vanessa Nordyke](#); [Paul Tigan](#); [Linda Nishioka](#); [Shane Matthews](#); [Deanna Gwyn](#); [Dr. Irvin M Brown](#); [Mai Vang](#)  
**Subject:** Public comment for City Council meeting 081125 angle item 5a: 6: Resources  
**Date:** Monday, August 11, 2025 2:31:50 PM  
**Attachments:** [CANDO Good Neighbor Guide \(1\).pdf](#)

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Resources

## Mayor Hoy and City Councilors

My name is Lynelle Wilcox. I live on Norway Street in Ward 1.

**Business support:** I care about livability and safety for all. I have invested deeply in most of my jobs; I've helped some people start new businesses, and in past and current jobs, there is not enough time to get all the work done and to meet deadlines, and that's without also needing to ask someone to leave the doorway, and without having to clean up messes before doing the actual work I was there to do.

I've worked with/for some business owners who have invested so much time and money to build something, to create their dream, to serve the community, to create jobs, to contribute to the vitality of their town. I've seen them risk financial security and lose family time to create something. Those dreams and investments matter.

I have written mostly about the need for more safety, livability, and basic needs to be met for people experiencing homelessness. I come from that direction because like "Black lives matter", things are out of balance – all lives DO matter, but the inequity has been so deep for so long, that "all lives matter" doesn't reflect the imbalance.

Similarly, safety and livability for all does matter, yet safety and livability for people experiencing homelessness is so deeply lacking, that the disparity needs to be called out. Most of these conversations have come from how we can help businesses, and I don't support the one-sidedness of that perspective, yet that doesn't negate that businesses AND people experiencing homelessness can each use some support.

Years ago, CANDO created a resource flyer, and advocates used to have that flyer, pasted below, to share with businesses, to offer ideas, resources, and support. In general, building relationships and offering kindness can make a huge positive difference. Yet the CANDO flyer shares specifics and resources that can also help.

I'd love to work with people to update that resource and to also see what other support we can offer. I look forward to opportunities to work together to enable more ease, livability, and safety for all.

Thank you each for all you do.

Lynelle Wilcox

## THE BASICS

### Do

- Make eye contact and talk kindly to people.
- If someone appears to be struggling to meet basic needs, refer to **ARCHES (503) 399-9080** (9-4 M-F) or call Northwest Human Services **Crisis & Information Hotline 503-581-5535** (24/7).
- If someone is being disruptive, try to de-escalate the situation if comfortable.
- If someone is threatening harm to self or others, acting recklessly or violently, or having delusions, call 911.
- Install good lighting around your building; lock or turn off exterior power outlets.
- Let people know your property boundaries. If someone is doing something illegal and won't leave, call the non-emergency police line 503-588-6123 or 911 if the situation is dangerous.
- Keep the area in front of the business clean and well maintained. This encourages others to respect the area.

### Don't

- Don't assume people know your expectations.
- Don't offer food or money, unless you are equipped and willing to handle repeat requests
- Don't permit anyone to camp or store things on your property

## COMMON SCENARIOS:

### Someone is sleeping/loitering at your front door:

- Odds are, this won't be a one-off interaction, so it's good to establish a friendly relationship. Introduce yourself. Ask for the person's name.
- Politely and kindly ask them to leave in a way that deflects the request from yourself to a third party (e.g. the property owner asks them to leave, even if that person is you). This reduces the power dynamic, and will help in future interactions.
- Let them know where they can be, such as ARCHES , HOAP or Union Gospel Mission (limited hours/days), as opposed to only where they cannot be.
- If they are not cooperative, tell them you are going to call the police, *but would rather not*. Avoid confrontation and keep a safe distance if you feel threatened in any way. Call the non-emergency police line at 503-588-6123. If they become disruptive or dangerous call 911.
- If advice is needed on what to do about belongings, debris or potentially hazardous material left behind, call Public Works Dispatch (503-588-6333).

### Someone exhibiting disruptive mental health symptoms has walked into the business

- If they buy something, treat them like any other customer. If they don't, let them know this area is for customers, and politely ask them to leave, *only if you would do the same for any other customer not making a purchase*.
- If they are symptomatic and disruptive: Ask them to leave clearly and politely. Your safety, and the safety of your patrons is your priority. If they remain in the facility, call the non-emergency police line. If the situation feels dangerous, call 911.

### WHAT TO DO WHEN YOU WANT TO HELP SOMEONE:

- Get to know your neighbors living on the streets.
- Encourage/help them call services like Northwest Human Services or ARCHES.

### Northwest Human Services:

**503-581-5535** (24/7) Info/Crisis Intervention, Emergency Rent, Utility and Prescription Assistance, Access to Food Boxes, Cherriots Day Passes, Counseling Services

**ARCHES: 503-399-9080** (9-4 M-F) Referral Services, Drop-In Day Center (8:30-3 M-F), Housing Programs.

## KEEP IN MIND:

- Many organizations help people experiencing homelessness and work to increase affordable housing. Find an organization that you want to support, and ask them what they need.
- Salem's homeless service providers know how to help our homeless neighbors. The more you support them, the more they can help people get off the streets and into stable housing.
- Avoid perpetuating stereotypes, stigma and myths. People experiencing homelessness are not defined by their housing status. It's likely they've sought housing and/or shelter and there was none available. Likewise, people are not defined by any mental or physical health conditions, including addiction, they might be experiencing. It's likely they've sought treatment, but their conditions are made worse by their lack of stable housing.
- Advocate within your circle of influence to help make things better for neighbors who are homeless. This will help the business community, too.

- Your neighborhood association is here for you. CANDO meets from 6 to 7p the 3rd Wednesday of each month at First Christian Church on the corner of Marion and Cottage Streets. Here you can speak informally with your neighbors, your City Councilor, and members of the Downtown Enforcement Team, and weigh in on problems, plans, projects and trends.

- Follow CANDO's FB page, CANDO Archive blog and Twitter account to stay up on local news and politics affecting people experiencing homelessness downtown.

- Josh Lair and Matt Maciera with **Be Bold Street Ministries** have relationships with many who live downtown, and they are ready and willing to help you and your business when you have a difficult situation that doesn't warrant a police call. Josh can be reached at 503-576-9388, Matt at 971-273-8086.

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October 2019

## Downtown Salem GOOD NEIGHBOR GUIDE

In every city in the U.S., people are living outdoors and in places not fit for human habitation for extended periods. The vast majority are long-time residents of the area. Many suffer from addiction and poor mental and physical health. Legally, they are "homeless." They are also neighbors.

- \* Dos and Don'ts
- \* Common Scenarios
- \* How to Help



Download this Guide

<https://youcandosalem.blogspot.com/2019/10/cando-good-neighbor-guide.html>