How Do We Get There?

This chapter describes how the policies described in Chapter Four may be accomplished. The chapter begins with an implementation table, which presents strategies and actions to support the plan's policies. This sets the work plan for the Planning and Zoning Commission, City Council, City staff and other possible actors and stakeholders necessary for the plan's implementation. In Phase V of the plan, the public vetted the strategies, actions, and participants presented in the table, and prioritized the strategies and actions they felt should be accomplished at specific milestones. By identifying the most pressing needs and opportunities, the public has additional oversight and ownership in the planning process. Following the implementation table, the schedule and process for reviewing and updating the plan itself is presented. How the plan is to be used and evaluated is also included in this section.

Finally, this chapter presents the Future Land Use Map (FLUM). The FLUM represents the implementation of the plan's proposed land use policies while considering issues such as projected population growth, land availability, environmental sensitivities, and planned infrastructure. The FLUM is a policy tool to guide land use decisions over the plan's 20-year horizon and represents how, where, and at what quality the city should grow based on the desires and expectations of the community.

Implementation Table

Policy	Strategy	Actions	Participants & Stakeholders	Public Prioritization			
Livable & Sustainable Communities							
Policy One: Support diverse and inclusive housing options	Encourage universal design and practices for aging in place	 Encourage universal design standards in residential building codes to ensure new housing stock meets the needs of all residents Create codes that allow for multigenerational housing and accessory dwelling units Create zoning that encourages a variety of housing options and services 	AlA Chapter, Boone County Center on Aging, Boone County Codes Commission, Board of Realtors, Builders' Assn., Chamber of Commerce, City Council, Developers, Disabilities Advocates/Community, Neighborhood Associations	Medium			
	Promote construction of affordable housing	 Incentivize creating a percentage of owner-occupied and rental dwelling units in new residential developments to meet affordable housing standards Follow the recommendations of the Affordable Housing Policy Committee report Require a mixture of housing types and price ranges within new subdivisions to provide options for integration of affordable housing and non-traditional family units (singles, one-parent households, etc.) 	AlA Chapter, Boone County Codes Commission, Builders' Assn., CHA, City Council, Developers, Habitat for Humanity, Mayor's Housing Policy Committee, Neighborhood Associations, University of Missouri	Medium			

CHAPTER 5 - IMPLEMENTATION PLAN

	·		CHAPTER 3	MPLEMENTATION PLAN
Policy	Strategy	Actions	Participants & Stakeholders	Public Prioritization
Policy One: Support diverse and inclusive housing options	Promote home ownership and affordable housing options, and encourage integrated residential densification via flexibility and dwelling unit options	 Amend Zoning Regulations to: Allow accessory dwelling units in the R-2 zoning district Introduce a cottage-style small-lot residential zoning district to accommodate single-family detached housing options that may be more affordable due to smaller lot and home sizes Allow zero lot line setbacks and narrower lot width standards in the R-2 district to accommodate single-family attached dwelling options (as opposed to duplexes, which necessitate rental vs. owner-occupied housing) 	AlA Chapter, Boone County Codes Commission, Board of Realtors, Builders' Assn., CHA, City Council, Developers, Neighborhood Associations	Low
Policy Two: Support mixed-use	Establish neighborhood scale commercial and service nodes	 Use planning tools and decision making to locate smaller-scale commercial and service businesses adjacent to neighborhoods Neighborhood plans should address desired locations and types of potential new businesses 	Columbia Board of Realtors, Developers, Neighborhood As- sociations, REDI, Small Business Incubators	High
	Adopt form-based zoning	 Use Metro 2020 Land Use District Design Guidelines as a basis for developing and applying form-based zoning 	Central MO Development Council, Columbia Home Builders Association, Developers, Downtown Associations, Historic Preservation Commission, Neighborhood Associations, Urban Land Institute	Low
	Identify service gaps and support zoning and development decisions to provide walkable local commercial service & employment nodes	 Incentivize mixed and desired/needed uses in key locations (zones and nodes) Build on <i>Metro 2020</i> guidelines to make land use compatibility decisions, and to determine when separation vs. integration of land uses is appropriate 	Bicycle & Pedestrian Commission, Developers, Energy & Environmental Studies (MU Extension), Neighborhood Associations, PedNet	High
Policy Three: Facilitate neighborhood planning	Facilitate the creation of neigh- borhood land use plans ahead of development/redevelopment pressure	 Work with HPC to prepare a Historic Preservation Plan, which surveys areas of historical significance and develops strategies for their preservation Develop local incentives to encourage/support historic preservation and mixed-use planning in neighborhoods Work with CPS to identify appropriate school sites based on growth projections, and coordinate zoning and capital improvement projects to support these sites. The City should work with neighborhoods to develop a planning process, then develop plans for 2-5 neighborhoods/year 	Colleges & Universities, Columbia Public Schools, Developers, DLC, Downtown Community Improvement District, Historic Preservation Commission, Neighborhood Associations	High
Policy Four: Promote community safety	Identify opportunities to pro- mote community safety through design, community policing and promotion, the siting of public safety facilities, and access to community resources	 Encourage CPTED principles in subdivision and zoning codes Support defensible neighborhoods through programs such as the Crime Free Housing, Neighborhood Watch, targeted code enforcement and property maintenance assistance programs Facilitate public safety facility and technology placement using population projections and growth management Increase access to community services and resources and promote neighborhood-based solutions to public safety 	Columbia Public Schools, Developers, Neighborhood Associations, Parks and Recre- ation Dept., Planning & Zoning Commission, Property Owners, Public Safety Providers, Social Service Providers.	To be deter- mined by the Council (policy added post- public prioritiza- tion) 144

CHAPTER 4 - GROWTH PATTERNS & POLICIES

Land Use Principles and Policies – Livable and Sustainable Communities

Policy One: Support Diverse and Inclusive Housing Options

Livable and sustainable communities provide housing options for residents at a variety of incomes, tastes, needs, abilities, and ages. How the built environment is designed, both in terms of personal and public spaces, impacts how people create community and social networks, how they get around, and where they choose to live. During the public input phase of the plan, participants expressed a desire to encourage healthy lifestyles, a sense of community, and a variety of housing options. Through diverse and inclusive housing options, the community will be able to meet the needs of the present population and respond to shifting demographic needs over time.

The demographic composition of the City reflects a need for a variety of housing options. Nearly one-third of the population is comprised of college students, the baby-boomer population

The Principles of Livable and Sustainable Communities

Principle: We value our health.

Columbia will be a healthy, diverse, and enriching community for all residents that promotes healthy people and families. Health will be promoted by preserving the quality of life; sustaining natural resources such as clean air, waterways, and natural areas. **Healthy lifestyles** will be encouraged by providing recreational opportunities and access to wholesome food and health care.

Columbia will be a regional leader in health care by providing high-quality, well-funded healthcare facilities. The community will promote easy access to healthcare, social services, mental health, elder care, and a variety of specialists to meet all health care needs. is aging, and one in ten residents report a disability.¹ Additional demographic and market research and public input identify other unmet needs in the forms of affordable housing and diversity of housing choices.

Strategies to support diverse and inclusive housing options include the promotion of **universal design**, **aging in place**, and **affordable housing**.

Universal design is the design of goods and environments to be usable by everyone, to the greatest extent possible, without the need for adaptation (see chapter 1.7 for more detail). Universally designed homes allow for people to live in homes for longer periods of time as their physical ability changes. A universally designed community allows for all citizens to enjoy the public realm, participate in community amenities and recreation opportunities, and access the services they need for living.

An inclusive community also considers policies to promote **aging in place**. The concept of **aging in place** means people will have access via proximity, transportation options, and universal design

¹ American Community Survey, 3-year (2009-2011), U.S. Census Bureau

Smart growth principles will be adopted to ensure that neighborhoods are **livable** and **walkable**. Development standards will encourage **compact** neighborhoods with access to work places, services and gathering places. **Mixed-use** neighborhoods with facilities and options to reduce the need for automobile travel will be supported. We will promote **density** and discourage sprawl.

Columbia is a place that nurtures a strong sense of community and culture by supporting and providing access to art venues, library services, and community meeting spaces. Each neighborhood should have a **central gathering place** such as a park, school, library, or **neighborhood commercial district**. Central resources such as libraries, schools, recreational facilities, and community centers create environments that cultivate responsible citizenship and creative opportunities, and support a high quality of life.



Livability Vision

Columbians will live in well maintained, environmentally sound neighborhoods that include a range of housing options and prices; that are within walking distance of amenities such as schools, places of worship, and shopping and recreation facilities; and that are supported by citywide bicycle, pedestrian, and transit systems. Columbia will support urban design best practices, aesthetics, and environmentally friendly planning to increase a spirit of community and preserve its existing character.

The concept of **aging in place** means people will have access via proximity, transportation options, and universal design to medical, social, commercial, service, and housing options that will support their needs for living throughout their lifecycle.

As described in chapter 1.7, **Universal Design** describes the design of goods and environments to be usable by everyone, to the greatest extent possible, without the need for adaptation or custom fabrication.

Principle: We value a sense of community (small town feel).

Citizens expressed a strong desire for **mixed-use** development, which allows for further integration of commercial and residential land uses extending beyond the central business district and into both existing and new residential neighborhoods. This idea is reflected in many citizen comments that used the words "**livable**," "**walkable**," etc. to express their desire for complete neighborhoods.

Housing Vision

A diversity of housing choices will be dispersed throughout the community to achieve an adequate supply of safe, quality, affordable, energy efficient, and accessible housing.

Affordable housing was described by the City's Affordable Housing Policy Committee's 2008 Report as "Any housing where basic housing costs, including rent, utilities, mortgage payments, and home repairs necessary to maintain a reasonably safe and secure home in standard condition are less than 38% of household income for home occupants and 30% of household income for renters." to medical, social, commercial, service, and housing options that will support their needs throughout their life cycle. Policies promoting a variety of housing types and housing flexibility, combined with highly walkable places close to amenities, appeal to people who want to live in the same home or neighborhood as they age. An example is multigenerational designs that allow extended families to live together in comfortable arrangements. Creating homes like these requires looking at existing accessory dwelling unit policies, zoning policies, and possibly adjusting

The Principles of Livable and Sustainable Communities

Principle: We value attainable and diverse housing options.

Columbia promotes **affordable housing** and responsible home ownership by assisting with home ownership in older areas of the City, and supporting private nonprofit organizations that will develop, purchase, and manage affordable housing units in Columbia. Housing options should be diverse and attractive, and designed to integrate seamlessly into the surrounding neighborhood.

Maintenance and **rehabilitation** of deteriorating housing stock will be encouraged by providing assistance to owners and holding absentee landlords accountable in neighborhoods where the quality of housing is declining due to a lack of maintenance. Efforts will be made to maximize the environmental design capacities of existing housing stock, as older houses may need **energy efficiency**, storm water, and other upgrades.

Principle: We value attractive, vibrant, and diverse places.

Columbia will create memorable and **attractive** boulevards and streetscapes that incorporate landscape design, site amenities, art, and thematic elements.

Columbia will promote neighborhoods that are economically, aesthetically, and **socially varied**.

building codes to allow for neighborhood-compatible flexibility. These issues are discussed in the third policy in this section.

Affordable housing is the product of several factors. While typically describing housing for lower-income individuals, affordable housing may also mean residents can afford to live in a variety of locations which meet their needs, are safe, and allow for flexibility of choice. Flexibility in housing designs and types allows existing neighborhoods to provide options for a variety of incomes. Reducing energy costs through greater efficiency and transportation costs through proximity and alternatives are additional ways to increase affordability.

Protecting existing affordable housing is another concern moving forward as market factors drive development. While downtown has more housing than ever before, increased desire to live downtown is driving up prices. As land becomes valuable, existing affordable housing, often in the form of older structures, is being replaced by new, higher-rent structures. As the community prioritizes infill development, conversations about the value of the existing housing stock, affordable housing, and historic preservation will need to take place.

Affordable housing may also be encouraged through incentives less directly tied to land use policies, like reducing regulatory barriers and partnerships with affordable housing organizations. The City's Affordable Housing Policy Committee report defines and describes such policies and strategies to encourage affordable housing. Addressing neighborhood compatibility and affordability is further discussed in policy three of this section.

Policy Two: Support Mixed-Use

Citizens have expressed a strong desire for **mixed-use** development, which allows for further integration of commercial and residential land uses beyond the central business district into both existing and new residential neighborhoods. This idea is reflected in many citizen comments using the words "**livable**" and "**walkable**" to express their desire for complete neighborhoods.

Building on many of the strategies described in policy one, complete neighborhoods have safe and convenient access to the

goods and services needed in daily life. This includes a variety of **housing options**, **universal design** of public and private spaces, access to grocery stores and other commercial services, quality public schools, public open spaces and recreational facilities, affordable transportation options, and civic amenities.

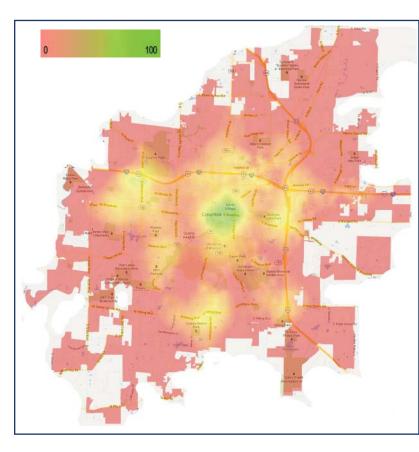
An important element of a complete neighborhood is its construction at a **walkable** and **bikeable** human scale and meets the needs of people of all ages and abilities. Walkable, bikeable neighborhoods also encourage **healthy lifestyles** for community members.

The lack of mixed-use and walkable neighborhoods is apparent in the existing land use pattern. Today, Columbia is composed primarily of homogeneous single-family neighborhoods and large regional shopping centers, rather than neighborhoods with neighborhood-scale shopping and services within walking distance. This can be seen in the low **walk scores** throughout most of the City in Map 4-8.

While only proximity to amenities is used to calculate walk scores, facilities for walking and biking—like sidewalks, crosswalks, and trails—are another component of complete neighborhoods. These elements of the built environment can be retrofitted into the existing urban fabric and provided in new developments.

A few simple changes can achieve new mixed-use neighborhoods and **enhance existing commercial nodes to include residential opportunities**. One such change is incentivizing **higher densities** in new development areas. As development densities decrease, reliance on automobiles to reach services increases, and regional, auto-oriented commercial "big box" development becomes the model for providing these services.

In order to sustain truly local **neighborhood commercial** service centers, higher densities of residential development must be built around them to supply enough local clientele to support the businesses within them. Five minutes (one quarter mile) is widely considered to be a reasonable walking time to reach services. Therefore, new neighborhood commercial nodes, or **"urban villages,"** should ideally be spaced approximately one-half

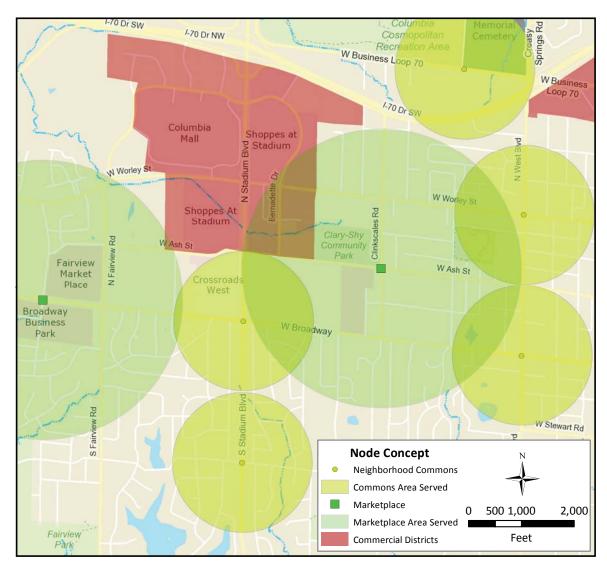


Using a 0 (auto-dependent) to 100 (highly walkable) point scale, walk scores indicate the abilityor lack thereof— for residents of various neighborhoods to walk to services, amenities, shopping, and jobs. Encouraging walkability—both in new and established neighborhoods—has health, affordability, accessibility, and other quality-of-life benefits for residents.

Map 4-8: Walk Score Map Source: Walkscore.com

mile apart to provide walkable goods and services to surrounding residents. This spacing pattern coincides with city-wide roadway connectivity goals, which recommend intersections of public collector and arterial streets every half mile. Map 4-9 shows an area of Columbia that follows this walkable, mixed-use development pattern, with the existing nodes highlighted.

This policy has positive implications for public transportation services by encouraging the location of high-density residential and commercial services along major road corridors that are easily We might lose the most attractive aspects of our community: walkable neighborhoods.



Map 4-9: Illustration of the node concept Source: City of Columbia

An **urban village** is a medium-density development that includes mixed-use residential and commercial property, good public transit, and pedestrian-oriented urban design. In urban villages, everything you need is within walking distance (e.g. grocery stores, services, entertainment, and restaurants), including public squares to relax and meet people. These urban villages are a contrast to auto-centric, fringe development. served by public transit, thereby decreasing reliance on automobiles as a means of accessing basic commercial services.

Introducing walkable, **mixed-use** nodes at neighborhood edges also presents an opportunity to integrate new housing options into neighborhoods that are mostly homogeneous, thus providing opportunities to accommodate greater demographic diversity and creating neighborhoods that are more economically, aesthetically, and **socially varied**.

The concept of mixing land uses to create more complete, **livable**, and **walkable** neighborhoods should not be limited to residential environments. Mixed-use principles and policies are applicable to new and existing commercial and **employment centers**, which traditionally have lacked residential components. Most notably, Columbia's **downtown**, which is home to a diverse range of commercial and industrial uses, has historically been void of residential opportunities. This trend has been changing with the introduction of several apartment buildings over the past few years. However, there remains a strong demand for more downtown residential units and a greater variety of unit types to meet the needs of diverse demographics and incomes.

Bringing residents to commercial areas has different challenges than bringing commercial services into established residential neighborhoods. The challenges associated with introducing com-

The node concept is a good way to think about how we can mix residential, employment, and commercial uses. Map 4-9 shows an area of Columbia that has three levels of commercial development:

- **Neighborhood-scale commercial** is a walkable center located within a residential neighborhood; it can include a small market, day care, and small professional offices.
- A **marketplace** provides for the sale of day-to-day needs and should be built around a primary tenant, ideally, a grocery store.
- A commercial district is a regional shopping destination built at an automobile scale. It can also include high-density apartments and large office buildings. Columbia Mall and Shoppes at Stadium are examples of this type of commercial.

mercial uses and development into residential areas are discussed in the following section.

Policy Three: Facilitate Neighborhood Planning

One of the most controversial issues in land use allocation is development and redevelopment in established neighborhoods, also known as **infill development**. It can be particularly challenging when commercial uses are proposed in or near residential neighborhoods. Traditional land use planning has resulted in a landscape of homogeneous and segregated land uses. As Columbia strives to achieve a greater mixture of uses, it is important to recognize and respect unique neighborhood characteristics.

How can the City achieve successful integration of commercial uses into established neighborhoods? There are two strategies that help create a climate where residential neighborhood stakeholders become more accepting of infill redevelopment. The first strategy is early neighborhood engagement. The second is addressing land use compatibility issues.

Early neighborhood engagement means involving neighbors in the process well before specific development proposals are submitted, to **identify potential infill sites** in their neighborhoods and to discuss how these properties could and should be used. Early engagement provides an opportunity to evaluate options without the immediate threat of change. It allows neighbors to contribute ideas, **build consensus**, and prepare for the fact that a vacant lot or dilapidated building may be a sign of change to come. Neighbors may also identify business types of benefit to residents and seek to match desired uses with ideal locations.

Creating **neighborhood land use plans** may be the best method of identifying what transitional parcels should be used for in the future. City staff should work with established neighborhood and homeowners' associations to develop neighborhood plans especially in areas where older housing stock or poor building conditions may present opportunities for redevelopment. The goal is to create neighborhood land use plans that identify sitespecific redevelopment concepts and outline conditions that mitigate particular land use compatibility concerns of neighbors. This represents a proactive approach to infill development and mixed use and was a strong recommendation that emerged from public input.

Public input also indicates considering **historic preservation** and community character, as well as property maintenance and aesthetic considerations, is important in neighborhood planning. This may be achieved through regulatory policy, incentives, or guidance, such as design compatibility standards developed by neighborhoods themselves.

Planning will also help neighborhoods encourage attainable and diverse housing and home ownership options while preserving their neighborhood's character. Residents can identify goals for their neighborhood—perhaps flexible zoning options or overlays to encourage or incentivize certain housing options or mixed-use **Infill development** refers to the development or redevelopment of vacant or underutilized land in established areas. It is the opposite of sprawl.

Principle: We value historical character.

The vibrancy, historic integrity, and eclectic character and composition of the greater downtown will be preserved and enhanced. Neighborhoods and historic areas with a unique character will be protected by promoting **historic preservation** of significant structures rather than demolition. Sensitive redevelopment will be supported within historic neighborhoods.

Principle: We value neighborhood planning.

Columbia citizens will celebrate a sense of community through strong neighborhood planning. **Neighborhood land use plans** should be prepared to support positive development and redevelopment in both new and old neighborhoods. The personality and character of established neighborhoods should be preserved. School enrollment needs should be anticipated with new residential development, and schools should continue to be the focal point of new neighborhoods. Many of the ideas expressed in this section closely align with **smart growth principles:**

- 1. Mix land uses
- 2. Take advantage of compact building design
- 3. Create a range of housing opportunities and choices
- 4. Create walkable neighborhoods
- 5. Foster distinctive, attractive communities with a strong sense of place
- 6. Preserve open space, farmland, natural beauty, and critical environmental areas
- 7. Strengthen and direct development towards existing communities
- 8. Provide a variety of transportation choices
- 9. Make development decisions predictable, fair, and cost effective
- 10. Encourage community and stakeholder collaboration in development decisions

Source: U.S. EPA, "What is Smart Growth?" 2010.

strategies (multigenerational housing, accessory dwelling units, urban agriculture, etc.), district or destination branding (such as seen in the East Campus Historic District or the North Village Arts District), or infrastructure upgrades. These plans can enhance the amenities and identity of neighborhoods. Neighborhood planning is as much about promoting desired changes as protecting existing neighborhood character from undesired changes. Successful neighborhood plans can serve as good examples for new policies, incentives, and regulations that could be considered for city-wide adoption.

Neighborhood plans can define how **affordable housing** can be integrated into the neighborhood and how to work with private, nonprofit organizations that develop, purchase, and manage affordable housing units. Neighborhood plans can help coordinate maintenance and **rehabilitation** of deteriorating housing stock, as well as retrofit older houses so they are more **energy efficient**. In the planning process, the neighborhood will get to build consensus about its collective values and what direction it would like to

develop in the future.



Policy Four: Promote Community Safety

Livable and sustainable communities are places where people feel safe in their homes and neighborhoods, and while shopping, working, and recreating. The following land use principles can encourage or discourage how safe a community is and how it feels:

- The physical design of the built environment— lighting, layout, and physical and visual access
- The message a place conveys to residents and visitors— upkeep and investment
- The spatial distribution of public safety resources—the location of police stations, fire stations and safe zones
- Availability of community services— access to resources such as affordable housing, education, transportation, employment and services

Places that are highly walkable and mixed use offer inherent benefits for public safety. Building upon policy two of this chapter, public places with a variety of mixes generate activity and "eyes on the street" at various times of day. Walkability also allows for more people to be on the street which may deter criminal activity by decreasing opportunity and heightening visibility. This may be enhanced by the incorporation of **Crime Prevention Through Environmental Design (CPTED)** principles.

CPTED principles are rooted in environmental psychology studies which study the built environment and crime. These principles, which focus on the lighting, layout, condition and visual and physical access of the built environment, may be incorporated into subdivision review, zoning codes, and neighborhood planning. Section 1.7 of the existing conditions chapter describes a public forum suggestion to establish design guidelines addressing height, setbacks, materials, parking, and the use of street level commercial space (with windows on the street) in buildings in accordance with CPTED principles to help build a safe city.

CPTED principles are related to the **Broken Windows and Defensible Space theories** which suggest that property maintenance, visual cues of investment and natural surveillance make neighborhoods and the public realm safer. Simply put, visitors and residents feel safer in places that look safe and residents with personal investment discourage crime in their own neighborhoods (this is often called community policing). Additional investment in the Crime Free Housing, Neighborhood Watch, targeted code enforcement and property maintenance assistance programs support these principles.

The land use and growth management planning principles in this plan can also enhance public safety as growth management and population projections allow for more efficient and proactive siting of police and fire stations, emergency response and disaster preparedness technology, safe zones and disaster shelters, and mitigation of environmental hazards. Road layout and subdivision design affects emergency, fire and police response times, and compact and contiguous growth allows for efficiency in the spatial locations of public safety providers.

The livable and sustainable communities policies described in this chapter (Support Diverse and Inclusive Housing Options, Support Mixed-Use, Facilitate Neighborhood Planning and Promote Community Safety) build upon one another and other policies proposed in this plan to offer strategies for increasing access to community resources and promoting neighborhood-based solutions to public safety.

In policy two of this section, complete neighborhoods are described as having safe and convenient access to the goods and services needed in daily life, including: housing options, universal design of public and private spaces, access to grocery stores and other commercial services, quality public schools, public open spaces and recreational facilities, affordable transportation options, and civic amenities.

Neighborhood planning encourages thoughtful and contextsensitive placement of goods and services, infill development, affordable housing, and transportation options. Common space built in new development and retrofitted into existing neighborhoods– such as pocket parks, community gardens, community centers or neighborhood schools – builds a sense of community, reflects investment, and contributes to placemaking.

Neighborhood-oriented safety programs, such as evacuation plans and neighborhood watch, are another outgrowth of neigh-



Crime Prevention through Environmental Design (CPTED) is a set of principles for defensible space and other environmental design elements conducive to the reduction of fear and incidence of crime.

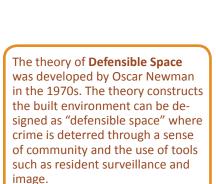
CPTED is based on three overlapping strategies:

- 1. Natural access control
- 2. Natural surveillance
- 3. Territorial reinforcement

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borhood planning and inclusive housing. Highly walkable neighborhoods and mixed use districts put eyes on the street, increase pedestrian safety, and allow for neighbors to get to know one another and work towards collective goals. Mixed housing and affordable transportation options near jobs and services also have the potential to address the lack of choice which contributes to concentrated poverty and a lack of upward mobility.

A safer, more livable and sustainable community will rely upon the policies and principles in this section (Livable and Sustainable Communities), but will also build upon the policies and principles described in the following sections of this chapter.



Broken Windows Theory holds that when neighborhoods appear to be broken down, disordered, and generally unfriendly, they serve as a magnet to delinguent behavior and crime.





