



PUBLIC AGENDA

STREET ACTIVITY STEERING COMMITTEE

**WEDNESDAY, MAY 20, 2015, 11:00 A.M.
COMMITTEE ROOM "E"**

Mr. B. Penner, Chair
Mr. R. Pshebylo
Ms. V. Charles
Ms. S. Marchildon
Inspector R. Friesen
Ms. E. Miller, Senior Planner

1. **CALL TO ORDER**
2. **CONFIRMATION OF AGENDA**
3. **ADOPTION OF MINUTES**
 - 3.1 **Minutes of regular meeting of the Street Activity Steering Committee held on March 18, 2015.**
4. **REPORT OF THE CHAIR (File No. CK. 225-74)**
5. **COMMUNITY SUPPORT PROGRAM**
 - 5.1 **Community Support Program Supervisor's Report (File No. CK. 5605-3)**
Update attached – L. Prefontaine
6. **ADJOURNMENT**

Report to the Street Activity Steering Committee May 14, 2015

1. Summary of Reporting Period March – April 2015

In March and April the Community Support Program (CSP) staff attended a total of 240 calls and assisted a total of 352 individuals. From the previous reporting period the numbers indicate that the targeted patrols and focus on groups of panhandlers and coercive or aggressive panhandling had an impact. There was a 9 call difference from last reporting period but the number of individuals served dropped by 20% from 420 to a total of 352 in March and April.

This period there were 684 connections and 9 updates completed on individuals that are known to the CSP staff. The CSP team contacted 288 businesses within the three Business Improvement Districts (BIDs) to reinforce connections, collect information, and share any information on current issues. Patrol duty statistics also indicate that business information and directions were provided 35 times.

This reporting period the numbers indicated there was significant success made with regard to the number of calls for service categorized as bylaw call type. In March the calls recorded as bylaw type reached a high of 26 which by comparison doubled from the previous two months. However, by April the bylaw call type had decreased by 65% or 4 calls in total. Additional patrols and targeted actions involving collaborations with the businesses, Saskatoon Police Service (SPS) and proactive interventions with those individuals engaging in coercive panhandling and/or panhandling in groups started to have a visible impact in the reported area(s) of concern.

In March and April the CSP staff received and distributed window clings to the businesses within the 3 BIDs. This activity is part of the program's marketing plan to increase awareness of the program for the general public as well as business. The CSP staff delivered the entire order of 250 window clings along with their regular patrol duties. The window clings were well received by the businesses and a subsequent order was made to meet the demand.

This reporting period an employee resigned from the CSP. The job was posted and the hiring process was completed by the Supervisor and two members of the SASC. The new employee commenced employment May 8.

The Inshtrix interviews commenced in February with interviews and data being gathered through May 2015. Contact with various businesses, service providers and community members indicated an acknowledgement that they had been interviewed and willingly expressed their support of the program.

2. Statistics

The following tables include information gathered from the calls for service attended in March and April 2015. Table 1 lists the number and origin of calls for service that were generated and the individuals involved. Table 2 includes data specific to the individuals served and the types of actions taken.

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Table 1		
Calls Received by the Community Support Program		
Monthly Statistics		
	MAR	APR
Number of Occurrences	133	107
Individuals Served	203	149
Involvement		
Business Involvement	115	96
Community Involvement	80	34
Vulnerable Persons	158	137
Call Origin		
Office	117	105
Patrol	56	28
Police	10	12
Self-Initiated	17	4
Follow-up	3	0
Outcome		
Successful*	145	93
Could not locate	41	39
Not able to assist**	17	17
Bylaw Enforcement		
Information	88	49
Ticketed	11	3
Warned	5	2

Table 2		
Call Type	MAR	APR
Addictions	62	65
Bylaw	26	4
Disturbance	64	33
Housing	1	3
Mediation	9	1
Other	27	16
Suspicious Person	14	27
Referrals		
On Scene/Immediate	63	48
Independent Referrals	12	24
Organization		
City Police	33	14
Community Support Program	9	12
EMS	5	4
Larson House	2	1
Lighthouse Shelter	2	2
Lighthouse Stabilization	7	12
Lighthouse Outreach	12	15
Mobile Crisis	1	2
MSS - Income Assistance	2	1
Other	5	4

* Successful includes identifying specific issue that exist at the time, assessing the scenario and assisting the individual(s) the supports they need (i.e. housing or shelter, mental health concerns, nutrition, transportation, etc.);

**Not able to assist includes a call in which an individual refuses service, Police or other services providers are in attendance, there is concurrent calls.

3. Key Indicator update

In July 2014 the CSP Supervisor consulted with the City of Saskatoon CGIS department to create and implement a database system that would allow more efficient data management. A mobile app was developed for staff to use in the field as well as a database that tracks the key indicators identified in the July 2014 report to City Council. In November the CSP staff began to input call data into the new database system on a daily basis. When time allows, previous information will be entered into the database. Information from the database will be the basis for the CSP Supervisors' reports to the Street Activity Steering Committee and track the metrics of the CSP. This reporting period the data captured the following:

- Of the 352 individuals that were assisted 222 (63%) of the calls for service were calls to the directly to the CSP office followed by 84 (24%) on view or patrol calls, 22 (6%) police dispatches and 21 (6%) were self-initiated;

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- 281 (80%) of the individuals assisted this reporting period were cleared by the CSP with no additional assistance needed on scene;
- There were 71 individuals that required on scene or immediate referrals and there were 36 independent referrals recommended to individuals for their own follow-up;
- Of the 352 individuals 47 (13%) required Police assistance; In March there were 33 calls to SPS for assistance versus 14 in April which can be attributed to the initiative taken by the CSP aimed at targeting groups of panhandlers; dealing with aggressive panhandlers; drinking in public; and harassment;
- A total of 288 business connections were made; many of these contacts included distribution of the window clings and there were numerous positive comments provided; and
- With the change in the weather the hotspot areas identified by regular foot patrol duties as well as collaboration with the businesses in the 3 BIDs resulted in new and in some cases familiar areas of concerns surfaced.

4. Looking Forward

Based on the information gleaned from the last reporting period the CSP will be focused on the following activities in addition to their regular duties. These activities will include:

- Working in collaboration with a number of businesses to identify and intervene in areas of concern and hotspots;
- Following meetings with the property management companies as well as other key stakeholders within the 3 BIDs the CSP Supervisor will continue to make them aware of activities that are happening on their property as well as follow-up with the concepts that were recommended at a formal meeting held with the property management representatives, SPS and The Partnership.
- Professional development will be prioritized for all staff who require recertification and/or are new employees with the CSP;
- CSP staff will focus their effort on attending the upcoming events and festivals that are scheduled within the 3 BIDs as they continue to increase with summer nearing; and
- Stronger efforts will be placed on bylaw enforcement targeting the Bicycle Bylaw, the skateboarding and jaywalking sections of the Traffic Bylaw and the Panhandling Bylaw as the weather changes and the pedestrian traffic increases within the 3 BIDs.

May 14, 2015
Lesley Prefontaine, CSO Supervisor
Community Support Program