



PUBLIC AGENDA STREET ACTIVITY STEERING COMMITTEE

Wednesday, September 21, 2016, 12:00 p.m.

Committee Room E, Ground Floor, City Hall
Members

Mr. B. Penner (The Partnership), Chair
Ms. V. Charles (Saskatoon Anti-Poverty Coalition)
Inspector R. Huisman (Saskatoon Police Service)
Mr. R. Pshebylo (Riversdale Business Improvement District)
Senior Planner E. Miller (Neighbourhood Planning, Community Services Department)
Broadway Business Improvement representative

Pages

1. CALL TO ORDER

2. CONFIRMATION OF AGENDA

Recommendation

That the agenda be confirmed as presented.

3. ADOPTION OF MINUTES

Recommendation

That the minutes of regular meeting of the Street Activity Steering Committee held on July 20, 2016 be adopted.

4. UNFINISHED BUSINESS

5. REPORT OF THE CHAIR

6. REPORT OF PROGRAM MANAGER

7. COMMUNITY SUPPORT PROGRAM

Attached is a report of the Supervisor, Community Support Program, for the reporting period July and August 2016.

Recommendation

That the information be received.

8. ADJOURNMENT

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September 21, 2016 - Street Activity Steering Committee Meeting Program Report for July and August 2016

1. Executive Summary

July 2016 – In July, the CSP attended the highest number of calls year to date received by the program in a one month period. Consistent with this increase the Community Support Program (CSP) assisted the highest number of individuals to date totaling 390 individuals. The CSP staff also attended numerous events and festivals in the three BIDs to patrol as well as provided contact information and attend calls.

August 2016 – This month the CSP also achieved an exciting new milestone hiring a sixth Community Support officer to join our team. With the addition of an officer the CSP Supervisor will now have a partner while on duty. This will enhance the programs efficiency adding additional resources to assist with the steady abundance of calls that the program currently receives.

The summer months were both very busy and also record breaking for the CSP. In July the CSP reached a record breaking number of calls. We broke 300 calls attending a total of 317 occurrences. Then on August 9, the CSP created their 1000th client file. Client files are generated when we deal with an individual on any type of occurrence ranging from disturbances, suspicious persons, addictions, people in distress, medical, bylaw enforcement, and other safety concerns.

During this reporting period the numbers related to calls for service were all up. As a result there was a decrease in other duties that are typically achieved by the CSP staff. While dealing with calls it becomes difficult to maintain a consistent level of patrol duties ranging from bylaw enforcement, to community engagement, and business connections. This is reflected in the numbers reported in Table 3 below.

When it comes to trends the CSP continued to attend an increased number of calls reported in the addiction call type. In additions to that the number of needles picked up by the CSP was also higher than normal. With the data collected the CSP Supervisor continues to report concerns with this trend and advocate for the appropriate resource options that are relevant for the individual(s).

The upgraded radios with GPS tracking and the addition of SPS Channel 1 & 2 have now been actively operating for two months. This change has improved the efficiency of both organizations by triaging calls for service more effectively, enhancing the safety of the CSP staff, and allowing SPS patrol members to have a visual of the CSP officers' locations. The GPS locating device now allows for SPS communications staff to dispatch CSP officers to calls that are made by businesses or individuals who are in the vicinity which in turn improved the response times.



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2. Statistics

Table 1 – Calls for Service

2016	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Current Period	YTD Total
Number of occurrences	121	101	155	156	161	201	317	317					634	1529
Individuals served	148	123	201	184	214	244	390	381					771	1885
Involvement	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Current Period	YTD Total
Business	112	89	149	120	135	127	166	183					349	1081
Community	56	49	81	73	88	107	94	80					174	628
Vulnerable Person	140	115	186	171	200	221	200	223					423	1456
Call Origin	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total	% of Total
Office	103	85	129	111	143	122	189	177					1059	61%
Patrol	23	22	43	42	38	76	76	67					387	22%
Police Dispatch	10	8	18	22	23	25	30	41					177	10%
Self-initiated	12	4	11	9	9	16	16	28					105	6%
Follow-up	0	4	0	0	1	5	6	4					20	1%
Outcome	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total	% of Total
Successful*	98	81	151	127	153	184	252	240					1286	71%
Could not locate	34	21	33	45	38	40	45	48					304	19%
Not able to assist**	16	21	14	14	23	20	20	29					157	10%
Bylaw	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Current Period	YTD Total
Information	53	57	62	103	111	146	114	201					315	847
Ticketed	4	8	15	7	6	9	3	5					8	57
Warned	1	2	3	0	7	2	7	4					11	26

* 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.



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Table 2 – Calls Attended & Action Taken 1748

Call Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total	% of Total
Addictions	69	58	95	98	85	120	144	129					798	46%
Suspicious Person	18	14	29	28	39	30	63	83					304	17%
Disturbance	26	19	29	25	43	35	55	38					270	15%
Bylaw	8	15	25	12	13	17	11	16					117	7%
Housing	3	1	1	1	2	5	6	4					23	1%
Mediation	10	1	8	6	5	8	2	15					55	3%
Other	14	15	14	14	27	29	36	32					181	10%
Referrals	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Current Total	YTD Total
On scene/immediate*	63	50	70	72	85	87	101	94					195	622
Independent**	20	15	16	12	15	12	29	55					84	174
Organization	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Current Total	% of Total
City Police	43	15	29	32	48	46	52	46					98	15%
CSP	12	12	11	2	6	8	16	20					36	6%
Ambulance	7	6	10	6	7	10	7	8					15	2%
Larson House	17	14	19	19	22	21	25	35					60	9%
Lighthouse Shelter	2	2	2	3	4	8	10	3					13	2%
Lighthouse Stabilization	18	11	23	9	9	19	19	22					41	6%
Lighthouse transport	26	28	24	34	22	41	41	36					77	12%
Salvation Army	2	1	0	0	2	3	2	1					3	1%
Mobile Crisis	1	2	2	2	3	6	2	3					5	1%
MSS Income Security	1	1	2	1	0	5	3	6					9	1%
Transit Services	2	4	10	8	5	5	3	7					10	2%
Other	9	11	16	12	15	19	10	26					36	6%

* On scene/immediate referrals are contacts made directly on scene to assist an individual(s) with immediate needs;

**An independent referral occurs when staff recommends information about a service provider or contact information about the CSP to follow-up with after a call for service is completed, the referral is made with the understanding that the initiative is to be taken by the client.



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Table 3 – Patrol Statistics

2016	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total
Directions	13	14	11	12	12	14	16	23					115
Business information	3	13	11	12	32	23	14	11					119
Program information	16	17	36	28	27	27	21	29					201
Business connection	69	90	116	39	94	184	40	52					684
Safety	4	2	4	3	5	3	2	4					27
Connections	447	390	645	583	694	758	735	856					5108
New person	15	24	20	9	7	11	16	19					121
Needles	4	25	43	3	0	44	36	51					206
Other	0	2	7	5	11	15	9	23					72

3. Key Indicator Update: Table 4 – Key Indicators

Business	
Business connections	92 business connections completed in Downtown, Broadway, and Riversdale BIDs
Collaborate with businesses to resolve issues	17 mediations completed
Vulnerable Persons	
Addictions	273 (43%) of calls received during the current period 87 needles properly disposed by CSP
Referrals	279 (44%) of individuals assisted required referrals made by the CSP
SPS involvement	98 (15%) required Police assistance
General Public	
Patrol statistics	39 individuals received directions 25 individual(s) received business information 50 descriptions of the CSP were shared
Presentations	4 presentations completed
Bylaw Enforcement	
Tickets	8 Tickets issued
Warnings	11 warnings issued
Informational Stops	315 people provided with appropriate bylaw information



4. Highlights & Challenges

The following highlights and challenges were in July & August:

- In July and August the main focus was on the increased number of calls that the program received;
- Following the completion of SPS parade presentations and the addition of GPS radios this reporting period calls from Police dispatch increased and staff have observed the calls are often received in accordance to their current location;
- In June the Supervisor attended SPS parades to provide information about the CSP and discuss the way that we can work together collaboratively;
- There continues to be an observed increase in drug use among the individual(s) on the street and self-reported updates as well as increased needle pick-up support this trend;
- In July the CSP Supervisor met with representatives from the Saskatoon Correctional Centre to build capacity when dealing with a similar client group and network when better supporting individuals at all levels;
- Referrals to service providers was very high this reporting period and can be attributed to the reductions in some services, the number of new individual(s) who require supports, and the number of individuals who have been banned.

4. Looking Forward

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

- With an increasing number of new people being encountered and numerous requests for assistance in dealing with issues of poverty, addictions and homelessness the CSP staff will continue to connect clients to services as well as evaluate and provide feedback on these processes;
- The addition of a sixth CSO team member teams will be continuing the distribution of the marketing material including brochures, tent cards, and business cards;
- Upcoming personnel changes will include one staff member commencing maternity leave in October and the position has been conditionally offered to an interviewee from the hiring process completed in July; and
- The CSP staff will be preparing for the upcoming winter months at the staff meeting in September.

5. Action Items

Nothing to report at this time.