

**PUBLIC AGENDA
STREET ACTIVITY STEERING COMMITTEE**

**Wednesday, July 15, 2015, 11:00 a.m.
Committee Room E, Ground Floor, City Hall
Members**

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

Pages

1. CALL TO ORDER

2. CONFIRMATION OF AGENDA

3. ADOPTION OF MINUTES

Recommendation

That the minutes of regular meeting of the Street Activity Steering Committee held on May 20, 2015 be adopted.

4. UNFINISHED BUSINESS

5. REPORT OF THE CHAIR

6. COMMUNITY SUPPORT PROGRAM

6.1 Community Support Program Supervisor's Report [File No. CK. 5605-3]

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Update attached - L. Prefontaine.

Recommendation

That the information be received.

7. ADJOURNMENT

Report to the Street Activity Steering Committee

July 15, 2015

1. Summary of Reporting Period May – June 2015

The Community Support Program (CSP) staff attended a total of 263 calls and assisted a total of 396 individuals in May and June. There were 848 connections and 5 updates completed on individuals that are known to the CSP staff. Patrol duty statistics also indicate that business information and directions were provided 35 times. The CSP officers contacted 105 businesses within the three Business Improvement Districts (BIDs) to reinforce connections, collect information, and share any information on current issues.

Numbers indicate that this reporting period the numbers have really balanced out and the work that the CSP engaged in was consistent with the work that has been done in the past. One area that has seen a notable increase was the number of calls involving bylaw enforcement. There were 38 calls coded as bylaw call type and of those calls CSP staff completed gave 3 written warnings and issued 20 tickets. Additionally there were 222 educational stops made for bylaw infractions that were witnessed.

With the change of seasons there tends to be an increase in pedestrian traffic and as a result there are some activities that also increase as a result. The bylaws that are impacted by this include the bicycle bylaw and the traffic bylaw including the jaywalking and skateboarding sections as conditions become more favourable for such activities. An increase in the panhandling bylaw also trends upward as the pedestrian traffic increases. The number of bylaw calls that the CSP dealt with reflect consistency with these activities.

The Insightrix 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.

On June 22 the point in time homelessness count was completed in Saskatoon. The CSP Supervisor was on the advisory committee and attended meetings leading up to the count. The Supervisor also completed three safety presentations at each of the volunteer orientations leading up to the count. The last count was completed in September of 2012 when the CSP was just starting to establish itself. This year the count was completed on a Monday and the CSP worked that day to attend any calls for service and the Supervisor was involved directly with the count.

In May all CSP staff attended Defensive Tactics training. This is a mandatory training that is completed every six months. All CSP staff also completed First Aid, CPR C & AED training in June. The certification will be valid until 2018. The CSP Supervisor also attended Excel pivot table training to analyze and report on the data being collected by the CSP database.

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2. Statistics

The following tables include information gathered from the calls for service attended in May and June 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.

| Table 1 | | |
|--------------------------------------------------------|------------|------------|
| Calls Received by the Community Support Program | | |
| Monthly Statistics | | |
| | MAY | JUN |
| Number of Occurrences | 121 | 142 |
| Individuals Served | 195 | 201 |
| Involvement | | |
| Business Involvement | 93 | 104 |
| Community Involvement | 77 | 84 |
| Vulnerable Persons | 155 | 169 |
| Call Origin | | |
| Office | 100 | 103 |
| Patrol | 79 | 51 |
| Police | 13 | 42 |
| Self-Initiated | 3 | 4 |
| Follow-up | 0 | 1 |
| Outcome | | |
| Successful* | 96 | 104 |
| Could not locate | 25 | 31 |
| Not able to assist** | 5 | 8 |
| Bylaw Enforcement | | |
| Information | 105 | 117 |
| Ticketed | 7 | 13 |
| Warned | 1 | 2 |

| Table 2 | | |
|---------------------------|------------|------------|
| Call Type | MAY | JUN |
| Addictions | 92 | 98 |
| Bylaw | 15 | 23 |
| Disturbance | 49 | 40 |
| Housing | 0 | 2 |
| Mediation | 6 | 3 |
| Other | 8 | 9 |
| Suspicious Person | 25 | 26 |
| Referrals | | |
| On Scene/Immediate | 57 | 41 |
| Independent Referrals | 18 | 10 |
| Organization | | |
| City Police | 16 | 26 |
| Community Support Program | 1 | 2 |
| EMS | 2 | 9 |
| Larson House | 4 | 1 |
| Lighthouse Shelter | 3 | 5 |
| Lighthouse Stabilization | 9 | 13 |
| Lighthouse Outreach | 33 | 25 |
| Mobile Crisis | 0 | 1 |
| MSS - Income Assistance | 0 | 1 |
| Transit Services | 2 | 1 |
| City of Saskatoon | 0 | 0 |
| Other | 5 | 5 |

* 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 May and June the following key indicators were captured:

- This reporting period 396 individuals were assisted including 203 (52%) calls for service directly to the CSP office followed by 130 (33%) on view or patrol calls, 55 (14%) police dispatches and 7 (1%) were self-initiated;

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- 288 (72%) of the individuals assisted this reporting period were cleared by the CSP with no additional assistance needed on scene;
- There were 98 (25%) individuals that required on scene or immediate referrals and there were 28 (7%) independent referrals recommended to individuals for their own follow-up;
- Of the 396 individuals 42 (11%) required Police assistance;
- A total of 105 business connections were made; to reinforce connections, collect information, and share any information on current issues; and
- By contacting and informing businesses about the importance of reporting hotspot areas there is an increasing number of businesses are collaborating with the CSP to alleviate the issues that are being experienced or witnessed by businesses, costumers or clients and the general public.

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:

- Preparations continue for the report being completed regarding the key indicators, program information, and statistical analysis that will be submitted to the City of Saskatoon as an attachment in the report to Committee and Council in the upcoming month;
- Working in collaboration with a number of businesses to identify and intervene in areas of concern and hotspots;
- Professional development will be prioritized for all staff who require certification 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.

July 9, 2015

Lesley Prefontaine, CSO Supervisor
Community Support Program