



# PUBLIC AGENDA STREET ACTIVITY STEERING COMMITTEE

Wednesday, November 18, 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

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 September 16, 2015 be adopted.

4. UNFINISHED BUSINESS

5. REPORT OF THE CHAIR

Verbal update - B. Penner

Recommendation

That the information be received.

5.1 Rotation of Chair [File No. CK. 225-74]

Recommendation

That the Committee provide direction.

6. COMMUNITY SUPPORT PROGRAM PILOT PROJECT - REVIEW FOR PERMANENT STATUS [FILE NO. CK. 5605-3]

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Attached is the public resolution from the minutes of meeting of City Council held on September 28, 2015.

City Council resolved, in part:

9. that the matter of public intoxication in Saskatoon be referred to the Board of Police Commissioners and Street Activity Steering Committee for a review; and

10. that the matter of the possibility of locating the Community Support Program head office in the Lighthouse be referred to the Administration to review with the Business Improvement Districts and the Lighthouse.

Information regarding Item 9 above forms part of the Community Support Program Supervisor's Report (Item 7.1).

**Recommendation**

That the Committee provide direction.

**7. COMMUNITY SUPPORT PROGRAM**

**7.1 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.

**7.2 Program Database [File No. CK. 5605-3]**

Verbal update - E. Miller

**Recommendation**

That the Committee provide direction.

**7.3 Service Provider Group Meetings [File No. CK. 5605-3]**

Verbal update - E. Miller

**Recommendation**

That the Committee provide direction.

**8. MEETING SCHEDULE FOR 2016 [File No. CK. 225-74]**

The following is a proposed schedule of meetings for 2016:

- Wednesday, January 20
- Wednesday, March 16
- Wednesday, May 18

- Wednesday, July 20
- Wednesday, September 21
- Wednesday, November 16

### **Recommendation**

That the meeting dates for the Street Activity Steering Committee for 2016 be approved.

### **9. ADJOURNMENT**

**PUBLIC RESOLUTION  
REGULAR BUSINESS MEETING OF CITY COUNCIL**

**Main Category:** 9. **REPORTS FROM ADMINISTRATION AND COMMITTEES**

**Sub-Category:** 9.9. **Standing Policy Committee on Planning, Development & Community Services**

**Item:** 9.9.1. **Community Support Program Pilot Project – Review for Permanent Status (File No. CK 5605-3 and PL 5400-125)**

**Date:** **September 28, 2015**

*Any material considered at the meeting regarding this item is appended to this resolution package.*

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Pursuant to earlier resolution, a letter from Brandon Nataway dated September 22, 2015, requesting to speak was added to this item.

Mr. Brandon Nataway spoke in support of the Community Support Program.

His Worship the Mayor called a recess at 3:02 p.m. during consideration of this item. The meeting reconvened at 3:13 p.m.

Mr. Brent Penner, Executive Director, The Partnership, Ms. Leslie Prefontaine, Community Support Officer Supervisor, and Senior Planner Miller responded to questions.

**Moved By:** Councillor Hill

**Seconded By:** Councillor Iwanchuk

1. That the Administration be directed to make the Community Support Program Pilot Project a permanent program;
2. That the funding for the Community Support Program, up to \$450,000 annually, continue to be drawn from the Streetscape Business Improvement District Reserve;
3. That the Downtown Business Improvement District continue to manage the program;
4. That the Street Activity Steering Committee continue to oversee the program;
5. That the City Solicitor be requested to update the Memorandum of Agreement between the City of Saskatoon and the Saskatoon Downtown Business Improvement District until December 31, 2018, including detailed budget allocations;

PUBLIC RESOLUTION  
REGULAR BUSINESS MEETING OF CITY COUNCIL  
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6. That the City Clerk's Office be requested to extend the term and support of the Street Activity Steering Committee on a permanent basis;
7. That the Street Activity Steering Committee report to City Council on an annual basis through the Community Services Department, including a comprehensive Community Support Program review in the fall of 2018;
8. That the City Administration contact the Provincial Government regarding the opportunity for provincial funding for the Community Support Officers;
9. That the matter of public intoxication in Saskatoon be referred to the Board of Police Commissioners and Street Activity Steering Committee for a review; and
10. That the matter of the possibility of locating the Community Support Program head office in the Lighthouse be referred to the Administration to review with the Business Improvement Districts and the Lighthouse.

In Favour: His Worship the Mayor, Councillor Clark, Councillor Davies,  
Councillor Hill, Councillor Iwanchuk, Councillor Jeffries,  
Councillor Loewen and Councillor Lorje

Against: Councillor Olauson and Councillor Paulsen

**CARRIED**

# Report to the Street Activity Steering Committee November 18, 2015

## 1. Summary of Reporting Period - September – October, 2015

This was an important time for the Community Support Program (CSP) as the pilot project was reviewed at the Standing Policy Committee on Planning, Development and Community Services on September 8. Ten recommendations were made by the Committee to be discussed at the City Council meeting on September 28. City Council ultimately voted for the CSP to become a permanent program. City Council made several recommendations, some of which require follow-up action by the SASC. Some of those recommendations are dealt with in this report or will be on the agenda for the SASC at the next meeting. Attachment 1 is a summary of information as it relates to Section 9.9.1 recommendation 9.

In September, the *Street Activity Baseline Study Update 2015* was made public. Information from the study spoke favourably of the CSP and the work being accomplished. In the Executive Summary three primary recommendations were made:

- *There is a consensus that the Program should continue*
- *Consider changes or upgrades to the program; and*
- *Continue to track program effectiveness*

The CSP will consider information from the baseline study update in future planning. City Council also recommended the baseline study be updated again in 2018.

In the months of September and October 2015, CSP staff attended 292 calls for service, assisting 380 individuals. In addition to the calls for service, there were 1,001 connections made with individuals known to CSP staff. Throughout September and October the CSP team contacted 144 businesses to reinforce connections, collect information, and share any details on current or emerging issues. Business information and directions were provided 35 times, and there were 44 contacts that resulted in program information being shared.

In September and October the statistics indicated consistency in numbers with the previous reporting period. From September to October there was a decline in the number of calls to large groups of people drinking in public, causing disturbances, and panhandling. The CSP team worked diligently to attend and deter reported activity, encouraged positive behaviour at the onset of initial interactions, and when necessary gave warnings or tickets for any behaviour in violation of bylaw infractions. The Saskatoon Police Service was involved when concerns were beyond the scope of our duties.

CSP staff attend a number of community events and meetings including PotashCorp Fireworks Festival, Broadway Street Fair, Stuff the Bus, Take back the Night, Quint's 20<sup>th</sup> Anniversary, Light the Night, What's Up Saskatoon: Housing Gaps exposed, Poverty Awareness Week, etc.

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Following a vote for the CSP to be a permanent program in the city of Saskatoon a quarterly meeting was held and projected planning was done in topic area including programming, human resources including training, marketing strategies, and operational needs. Members also discussed the more immediate needs regarding winter requirements for staff and clients. Action items such as research and pricing of suggested uniform items, marketing options, winter and holiday season planning for clientele, Policy Manual and Training Manual updates, and HR recommendations. These actions items were assigned and all staff are following up on their assigned duties with results to be listed in the January report.

### 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		
<b>Calls Received by the Community Support Program</b>		
<b>Monthly Statistics</b>		
	<b>SEP</b>	<b>OCT</b>
<b>Number of Occurrences</b>	145	147
<b>Individuals Served</b>	198	182
<b>Involvement</b>		
Business Involvement	83	102
Community Involvement	90	79
Vulnerable Persons	179	158
<b>Call Origin</b>		
Office	106	95
Patrol	43	47
Police	30	27
Self-Initiated	14	9
Follow-up	5	4
<b>Outcome</b>		
Successful*	149	118
Could not locate	17	34
Not able to assist**	32	30
<b>Bylaw Enforcement</b>		
Information	88	62
Ticketed	12	10
Warned	4	3

Table 2		
<b>Call Type</b>	<b>SEP</b>	<b>OCT</b>
Addictions	82	74
Bylaw	22	26
Disturbance	23	32
Housing	10	5
Mediation	7	6
Other	12	14
Suspicious Person	42	25
<b>Referrals</b>		
On Scene/Immediate	49	68
Independent Referrals	12	13
<b>Organization</b>		
City Police	14	33
Community Support Program	3	4
EMS	7	8
Larson House	6	9
Lighthouse Shelter	0	5
Lighthouse Stabilization	25	17
Lighthouse Outreach	25	33
Mobile Crisis	1	4
MSS - Income Assistance	1	1
Transit Services	1	2
City of Saskatoon	0	0
Other	10	3

\* 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.);

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*\*\*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 and August the following key indicators were captured:

- This reporting period 380 individuals were assisted including 201 (53%) calls for service directly to the CSP office followed by 90 (24%) on view or patrol calls, 47 (12%) police dispatches and 23 (6%) were self-initiated;
- 263 (69%) of the individuals assisted this reporting period were cleared by the CSP with no additional assistance needed on scene or subsequent to CSP involvement;
- There were 117 (31%) individuals that required on scene or immediate referrals and there were 25 (7%) independent referrals recommended to individuals for their own follow-up;
- Of the 380 individuals 49 (13%) required Police assistance which was higher than usual as the CSP referred an increasing number of calls for public intoxication, drinking in public, and causing disturbances to SPS when the activity was beyond the scope of the CSP responsibilities.
- A total of 144 business connections were made to reinforce connections, collect information, and share any information on current issues.

### 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:

- Projected planning will be completed in topic areas including programming, accountability and human resources, marketing strategies, operational needs, and training. Further details will be provided on each of these topics in the next report.
- Follow-up work is being done with the SPS to discuss more efficient ways to collaborate when dealing with occurrences;
- In celebration and thanks for the CSP becoming a permanent program we are organizing and hosting a complimentary hot chocolate stand on November 19, 2015 from 12:00 – 2:00 p.m. at the corner of 21<sup>st</sup> Street and 2<sup>nd</sup> Avenue for all to attend;
- Professional development will be prioritized for all staff who require certification;
- Meetings with SPS and service providers will be scheduled to follow-up and evaluate the work completed to deal with the concerns related to groups of people causing disturbances, aggressive panhandling, and drinking in public;
- Marketing planning meetings have been held to enhance the awareness of the CSP to the businesses, general public, and the vulnerable people;

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- Work is being done to prepare both the staff with winter gear for the upcoming season as well as discuss and plan for additional needs that we need to prepare to serve the clientele; and,
- The next report will be broken out to include a monthly summary for November and a monthly summary for December.

November 12, 2015  
Lesley Prefontaine, CSO Supervisor  
Community Support Program

## **A Review into the Matter of Public Intoxication**

When the Community Support Program (CSP) attends a call for an intoxicated person(s) every attempt is made to get them to a safe and appropriate accommodation to stay for the night. The usual process is to assess for their wellbeing and if they are deemed to be able to make good decisions and care for themselves they are then provided with transportation to their own home. When there is an option of family or friends who are able to care for them and an address is provided transportation is arranged. In cases where neither of those are an option preparations are made to get the individual to either the Lighthouse Stabilization Unit or the Larson House. However, there are occasions when a person is not allowed to receive service because they have been banned.

If the information regarding a ban is received verbally from the person we are assisting we call to inquire if that is still the case and try and receive any details on the ban that they will provide. We then try the other facility and inquire if they are welcome to stay there. If neither place are an option the Saskatoon Police Service (SPS) are notified to assist and all information received is provided to the attending officer(s) to ensure that the person is then taken off the streets for their safety.

However, there are occasions when the individual being assisted might refuse service or has been dropped off safely at an appropriate facility or provided transport but is later witnessed back on the street by CSP staff. In this circumstance the person is still intoxicated but is not willing to cooperate with the plan initially set out for them. At this point the CSP will either give the individual another opportunity to make the right decision and return or need to contact SPS to arrest someone for public intoxication.

When Police arrive on scene background information is offered to the arresting officer. However, on occasion the individual may tell the officer that they will just walk to one of the intoxication bed facilities and with officer discretion maybe allowed to do so. What the CSP learned in this situation is that some individuals who state this may in fact already be banned.

As a result the CSP Supervisor met with SPS Staff Sergeant for Central Division to discuss the incidents and observations related to drinking in public and public intoxication. After sharing the above information and concerns the CSP Supervisor and Staff Sergeant went for a beat walk where the opportunity was provided to see what the CSP are dealing with at the street level. Following the meeting and beat walk the CSP officer arranged for a subsequent meeting with the GM of the Lighthouse to inform them and work together with all three parties involved. Staff at all organizations were informed of the concerns and plans to work collaboratively to address the issues took effect immediately.

Lesley Prefontaine, CSO Supervisor  
Community Support Program