Downtown Outreach Patrol:
A Downtown Safety Initiative

City of Winnipeg
2011 Partnership Proposal

THE BIZ DOWNTOWN OUTREACH

A Great Partnership...
A Great Community Initiative

downtown WINNIPEG BIZ CAN WE GET YOU ANYTHING?

Winnipeg

Manitoba

Under the
Winnipeg Partnership Agreement

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A Great Partnership

The Outreach Program has run from October 6, 2006 to December 31st 2010

for 4 Years

Fully trained and operational and program is still operating

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A Great Partnership

Community stakeholders came together with the **City, Province and Federal Government** to address the social issue of **public intoxication**

Under a 3 year
$1.5 million (cash + in kind)
program

WINNIPEG PARTNERSHIP AGREEMENT
ENTENTE DE PARTENARIAT DE WINNIPEG
Canada Manitoba Winnipeg

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The Program was extended in 2010, for 1 Year

Manitoba

Winnipeg

downtown WINNIPEG BIZ CAN WE GET YOU ANYTHING?

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Support from all sectors of our City

- Winnipeg Police and Winnipeg Fire Paramedics Services
- Main Street Project, and Social Service Providers
- Our Aboriginal Community
- The General Public and Tourists
- Downtown Businesses
- Crown Corporations
- Residents
- **Grass Roots Support**

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Why Partnership with the BIZ?

- The Downtown BIZ is a legal entity of the City of Winnipeg
- Created by the City of Winnipeg
- Mandated by the City of Winnipeg to Improve Downtown Winnipeg
- Governed by an elected Board of Directors (16) with a 20 year history of working with the City and those at-risk.

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Outreach Patrol Goal



To provide <u>prevention</u>, <u>intervention</u> and <u>enforcement</u> services to at-risk street persons

*currently not a WPS or Fire/Paramedic/Cadet function or service

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Outreach Patrol Objectives

1. To create and improve perception of Downtown safety
2. To improve response times to incidents of public intoxication and public nuisance
3. To link at-risk people with appropriate services and resources
4. To reduce the number of public intoxication calls for City Services

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Why the Outreach Patrol is needed?

A Downtown Issue

- **Public intoxication**
  - Concern about public safety, and the safety of the street people
  - Concern about Downtown economic development



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Outreach Patrol, what do we do?

- 10 Outreach Patrol members, properly trained in community outreach and under the Intoxicated Persons Detention Act (IPDA)
- Granted Special Constable Status to enforce IPDA by the Province
- Develop relationships and engage in prevention, intervention and enforcement strategies with homeless, mental health, at-risk people



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Outreach Patrol, what do we do?

- Assist individuals who are intoxicated, off the street and into a safer environment, in a timely & compassionate manner
- Provision of first aid, CPR and transportation
- Responds to concerns of **all citizens**, 958 SAFE Campaign, **and not just business people.**
- Work closely with Chez Soi Housing Initiative, helping those mentally ill off the street (300 to supportive housing)



Outreach Patrol, what do we do?

- Providing clothes, water, food, mitts.... anything those at-risk require to survive
- Providing motivation to help people change their habits and choices and at key moments.
- Connecting those at-risk with:
  - Social Service Providers
  - Mental Health Workers
  - Housing Providers
- **Collectively, we are helping the most disadvantaged of our society, and in a comprehensive and compassionate manner**



DOWNTOWN OUTREACH

Outreach Patrol, what do we do?

- Runs almost 7 days a week
- Almost 24 hours per day
- Dedicates patrols.
- This is the singular focus of this program.
- Best practice in helping people off the street, permanently
- 4 Years of experience, 4 years of relationships with those most vulnerable in our City



DOWNTOWN OUTREACH

Outreach Patrol Results... Hard

- Over **12,000 IPDAs** / at-risk people helped since April 2007
- WPS (vehicles, staff), values this at approximately $200 per incident:
  - **$2.4 million re-directed in WPS services**
- Ambulance, and Fire vehicles and staff are also freed up for more urgent calls, **millions more in resources being re-directed.**
- **Reducing waiting times at HSC** and freeing up doctors and nurses for other serious health issues
- **15% calls directly assisting WFPS**



Outreach Patrol Results... Hard

- Over **26% of IPDAs diverted to alternative locations** other than Main Street Project: homes, transitional housing, churches, Salvation Army, Siloam Mission, other
- Average **response time less than 10 minutes** (vs. 65 minutes before program; when response was provided)



Outreach Patrol Results... SOFT

- **Create a more vibrant and healthier Downtown**
- **A more caring and tolerant City**
- **Numerous lives of those less fortunate saved from the weather elements**
- **Public perceives Downtown is safer, during day**
- **<u>Overwhelming</u> community support**

Outreach Patrol Results... SOFT

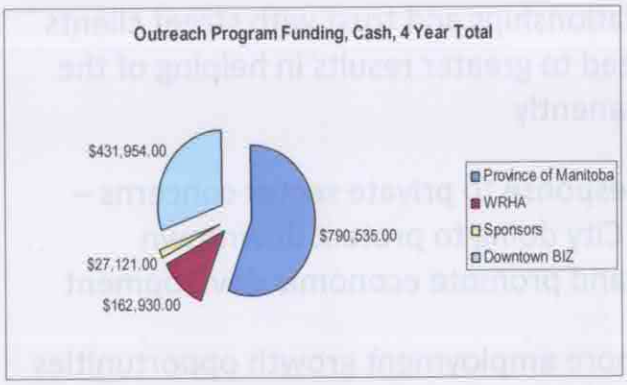
- Stronger relationships and trust with street clients which will lead to greater results in helping of the street permanently
- Provides a response to private sector concerns – What is the City doing to protect downtown investment and promote economic development
- Allows for more employment growth opportunities for BIZ staff who become police officers

Outreach Patrol Funding

Total cash costs for four years
(October, 2006 –December 31, 2010)
$1.4 million + in kind



Outreach Patrol Funding



WRHA – One Time Special Project Award

Bulk of Provincial Funding under the WPA

In-Kind Support

City of Winnipeg

- Van for Transport, and annual maintenance costs
- Staff intake / Training
- Per diem, Main Street Project

Downtown BIZ

- Administration
- Office Space, New Locker and Training Rooms
- Project Management - No fees charged to deliver the program – 100% of funds flow to the street.
- Staff Intake
- Training

Outreach Patrol Funding, going forward



- 2011 $384,000
- 2012 $384,000
- 2013 $384,000

TOTAL: $1,153,500

Plus in-kind

Plus in-kind City / WPS / BIZ services

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Outreach Patrol Funding, going forward

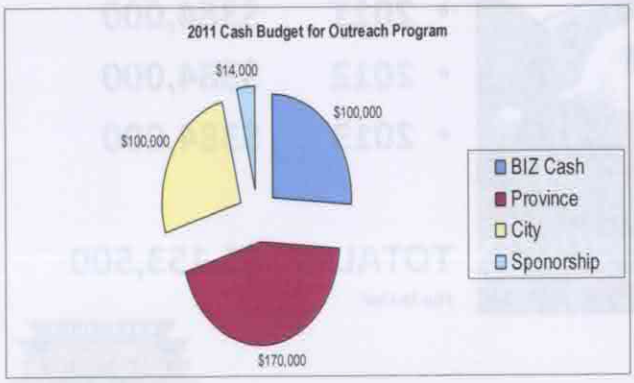


$384,000 per year

- Dedicated patrols, sole purpose
- 6 to 7 day a week program
- 3 shifts per day
- $17.50 per hour (supervisor $19.50)
- 20-24 hours per day
- Best Practice Approach – Intervention / Prevention and Enforcement
- Integrated with a support team, the Watch
- Includes all equipment, radio, uniforms

Plus in-kind City / WPS / BIZ services

Outreach Patrol Funding, going forward



In-Kind Support

City of Winnipeg

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Outreach Patrol... Challenges

- There is no longer a Tri-Partite Agreement, WPA to access funding from all levels of government, in a partnership based approach. **Feds are no longer interested**
- While the perception of safety has improved dramatically during the day (public surveys), it has decreased during the evening
- This is a **bigger issue than the Downtown BIZ**, there is a growing need, the partnership based approach needs to continue.

Outreach Patrol... Challenges

- **WPA agreement called for a maximum of 2000 IPDA per year. Program has had to respond to over 3000 IPDA's**
  - Goal was to create 2 shifts, run the program 5 days per week
  - Within months of start, Program has to adjust to the need and expanded to 6-7 days a week – 3 shifts
  - BIZ called upon the Watch to provide more supports
  - We know have an integrated program of 30 Watch, 200 Watch Volunteers and 10 Outreach working together
  - BIZ did not request for additional support in the 1st 3 years – the BIZ adjusted its resources.

Outreach Patrol... Challenges

- **From year 1 to year 4, BIZ has been increasing its contribution, but...**

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Outreach Patrol... Challenges

- **BIZ not able to sustain this program ourselves right now. Program was extended into Year 4, with the support of the City and Province.**
  1. Total budget for this Program represents almost 1/3 of the BIZ levy Budget.
  2. BIZ ARV decline over the 4 years of the program.

Outreach Patrol... Challenges

- In 2011, the BIZ ARV did increase, and as an effective means in expanding the Outreach Program and further improving downtown safety, 10 new Watch Ambassadors were hired. BIZ will be now capable of helping more at-risk people off the street, but the core Program must continue. **Collectively we MUST do more.**
- In essence the **BIZ is contributing $350,000 in our 2011 Budget** to grow the Outreach and Watch programs.

Outreach Patrol... Going Forward

- The BIZ board is very open to transferring over the program to the Cadet Program, if it can achieve the program goals.
- Police Chief has publicly stated his concerns.
- We have an effective, comprehensive and grass-roots driven program, the costs are being covered for the most part by other partners.

OUTREACH

Outreach Patrol Funding, going forward

BIZ requests the City provide:

1. **Continued commitment** towards addressing the issue of public intoxication, through this comprehensive community based approach

2. **$100,000 financial assistance for 2011**
   1. $1 City Dollar will Leverage, $2.84 from partners
   2. Extremely cost-effective

OUTREACH

Outreach Patrol Funding, going forward

BIZ requests the City provide:

- Direct City administration to help us identify sustainable funding mechanism / agreement for 2012 and thereafter; **or**

- Develop an alternative service to the levels established by the current Outreach Agreements, at a total cost of $384,000 or less
  - **10 dedicated patrols**
  - **3 shifts – 20-24 hours per day 6-7 days per week.**
  - **10 min. response time**
  - **Intervention / prevention focus, as well as enforcement**
  - **Minimum 3000 ipda's per year**

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Outreach Patrol

