

# COMMUNITY CONNECT

## Pilot Update & Next Steps

(Darren Moss, Bob Moss, Doug Backhouse & Monica Briggs in partnership with OCQ Health and Safety Alliance)

18 Nov 2020

# COMMUNITY CONNECT

Pilot Update

## Initial Goals of the Pilot Program:

- Collaborative initiative to improve neighbourhood security and pride of place;
  - Make sure downtown occupants are heard and supported;
  - One number to call for safety and clean up challenges;
  - Private safety officers during nighttime;
  - Regular private cleaning forces (In partnership with John Howard Society);
- 
- 6 Month pilot period;
  - Light and scalable;
  - Partnership with City Bylaw, RCMP, OCQ Health & Safety Alliance;
  - July 1 2020 Start date.

## Implemented Action Items (To Date):

- **Incident Tracking Application:** document incidents with GPS coordinates;
- **Call Centre:** provides single telephone number for incidents;
- **Community Connect Brand:** Domain, Emails, Landing Page & Brochures;
- **Safety Patrols:** 7 days a week within the pilot response area;
- **Clean Up Patrols:** 7 days a week within the pilot response area;
- **Monthly Strategy Meetings:** City Staff, RCMP, Community Policing & Security Partner;
- **Sharps Training:** Safety Patrols have been trained to pick up sharps;
- **Conversations with Stakeholders:** better understand the challenges and existing efforts to support our homeless community;
- **Charrette:** In partnership with the United Way, we hosted a 1 day charrette to explore short & medium term action items and how property owners might play a role in supported our homeless community

## Summary of Pilot to Date

- **Safety Patrols:** In place since July
- **Clean Up Patrols:** In place since August
- **Incident Reporting App:** In place since August
- **Call Centre:** In place since September
- **Personal Incident Report Summary (August to Mid November):**
  - Suspicious Vehicle: 35
  - Crime in Progress: 5
  - Suspected Criminal Intent: 15
  - Active Drug Use: 51
  - Intimidating Behaviour: 21
  - Loitering: 344
  - Other: 42
  - Total: 513

## Funding Update:

	Budget	Projected
Private Property Owners:	\$58,500 (30%)	\$53,000 (30%)
City of Nanaimo:	\$136,500 (70%)	\$123,650 (70%)
Total:	\$195,000	\$176,650

(Expenses as of October 31 are 20% below budget)

## Participation Update:

Current property owner participation:

By Properties (Excl Strata Res): 47 of 58 (81%)

By Assessed Value (Excl Strata Res): \$50,000 of \$58,500 (85%)

## Property Owner Feedback on Participation:

- Monthly cost too high to be sustainable;
- Desire to be part of a solution, not just part of mitigating challenges;
- Frustration around lack of consultation ahead of funding request;
- More safety patrols preferred.

## Lessons Learned During Pilot:

- Pilot program **is improving safety** in study area (As perceived by Property/Business Owners)
- Nighttime Safety Patrols are key to discouraging illegal activities;
- Morning/Daytime Safety Patrol presence is necessary to support business owners/clients;
- Any meaningful strategy around homelessness will require collaboration and compromise between **all** stakeholders. Property Owners are critical partners;
- Security needs to remain a primary focus;
- Creative, **supported** housing options are **critical**;
- Safety needs to be a downtown wide strategy;
- Targeted initiatives could better leverage volunteer efforts;
- Sustained funding requires a Special Area Levy to ensure all Property Owners are participating equitably.

# COMMUNITY CONNECT

Proposed Next Steps



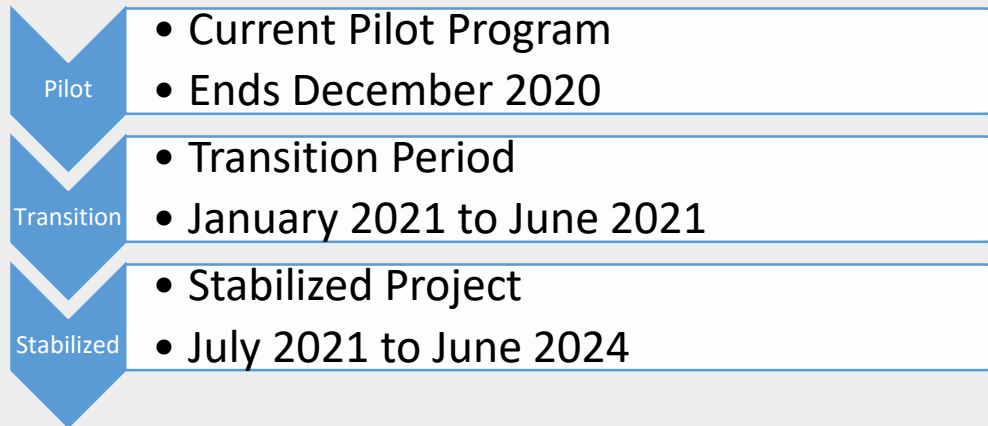
## Key Objectives Moving Forward:

- Mitigate negative impacts of our homeless population on business owners & tenants while supported housing solutions are developed;
- Keep Property Owners engaged as stakeholders in strategies around homelessness, especially supported housing solutions;
- Extend Community Connect coverage to all of downtown;
- Not for Profit Society run by Volunteer Board;
- Full time administrative support to stabilize program;
- Encourage more volunteer engagement;
- Implement Special Area Levy to ensure all Property Owners are participating equitably.

## Transition Timeframe:

6 Month transition period required to:

- Maintain momentum gained in OCQ;
- Develop special area levy documentation;
- Gauge property owner support;
- Complete vote and implement special area levy;
- Tender security services/Engage Administration support



# Phase Comparison:

## Transition Phase

Response Area: OCQ  
Nighttime Safety Patrols: 1/night  
Daytime Safety Patrols: 1/day  
Dedicated Clean Up Patrols: None  
Administration Support: Volunteer



## Stabilized Project

Response Area: Downtown  
Nighttime Safety Patrols: 4/night  
Daytime Safety Patrols: 1/day  
Dedicated Clean Up Patrols: None  
Administration Support: Staff



## Definitions

Nighttime Safety Patrols:

- 2 Patrollers
- 8hr Shift

Daytime Safety Patrols:

- 1 Patroller (Vehicle)
- 8hr Shift

## Budget for Phases:

	<b>Transition Phase</b> (6 Month Period)	<b>Stabilized Project</b> (Annual for 3 Years)
• Administration:	\$10,000	\$100,000
• Nighttime Safety Patrols:	\$91,000	\$724,000
• Daytime Safety Patrols:	\$65,500	\$131,000
• Day Time Clean Up:	\$0	\$0
• Project Startup Capital:	\$0	\$100,000
• <u>Contingency:</u>	<u>\$8,500</u>	<u>\$55,000</u>
Sub Total:	\$175,000	\$1,110,000
<u>GST:</u>	<u>\$8,750</u>	<u>\$55,500</u>
Total:	\$183,750	\$1,165,500

## Proposed Cost Sharing Structure:

	<b>Transition Phase</b> (6 Month Period)	<b>Stabilized Project</b> (Annual for 3 Years)
• Property Owners:	\$36,750 (20%)	\$582,750 (50%)
• <u>City Grant:</u>	<u>\$147,000 (80%)</u>	<u>\$582,750 (50%)</u>
• Total:	\$183,750	\$1,165,500

### Notes:

- Property Owner contribution for transition phase to be raised by Community Connect;
- Property Owner contribution for stabilized project to be raised through special area levy;
- Property Owner contribution for transition phase set to be in range of stabilized project levy;
- Approximate levy rate = \$0.82/\$1,000 of assessed value (Based on combined assessed value of \$704,000,000)

## Requested Action Items:

That Finance and Audit Committee recommend that Council direct staff to:

1. Work with Community Connect and other key downtown stakeholders to develop options for a broader downtown safety and security initiative starting in July 2021 and report back in early 2021 for Council's consideration; and
2. Fund a grant of \$147,000 to Community Connect to continue enhanced neighbourhood safety program between January 1 2021 and June 30 2021.

## Parting Thoughts:

- Community Connect is one partner taking action to find solutions, but is not THE solution;
- Action & Inaction are both choices. We believe it is better to take action and adjust than suffer the cost of inaction;
  - Social:
    - Many more of our youth & community suffering through homeless and associated risks;
    - Continued degradation of safety and user experience of our downtown core;
  - Economic: Downtown property values are directly related rents paid by tenants and their desire to be downtown;
    - 5% decrease of assessed values = \$400,000 loss in annual property tax

End – Thank you for your time!