

Making the Downtown Outreach Patrol Program Permanent

Prepared by the Downtown Winnipeg BIZ on January 19, 2011

Proposal

The Downtown Winnipeg BIZ Outreach Patrol Program is an innovative solution that deals with public intoxication in a manner that is both timely and compassionate.

All citizens are concerned with the safety of our city and downtown; therefore, the Outreach Patrol Program should become a permanent fixture in the downtown landscape.

Total operating costs for four years (2006-2010): \$2.21 million



There are currently pending contributions from the Downtown BIZ, Winnipeg Police Service and Winnipeg Fire Paramedic Service for 2011-2012 that are subject to approval.

Additional funding required for the next three years (2011-2013): \$1.28 million

Known Outcomes

- 3,000 people benefit from the Outreach Program each year
- Numerous lives have been saved
- Millions of dollars of government resources have been saved
- We have a safer and better city

Background

- In 2006 an innovative partnership between the City of Winnipeg, the downtown business community (BIZ) and the Province of Manitoba was created to assist intoxicated people off the street. The program operates quickly and in a way that helps manage public concerns as well the health and safety of the street people themselves.



- The initiative allows the BIZ's specially trained BIZ Watch staff (the Outreach) to provide outreach services for those at risk and to enforce the IPDA in downtown, which helps address some of the social issues that impact our downtown and our city.
- The Outreach is supported by the Winnipeg Police Service and Winnipeg Fire Paramedic Service.
- The program's initial pilot officially came to an end on December 31, 2009, but with the support of the Winnipeg Regional Health Authority, the City of Winnipeg and the Province of Manitoba, the program has continued one full year to allow a sustainable funding model to be developed and agreed upon by all the players.
- Because of its success, the BIZ has requested that the Department of Justice expand the BIZ Outreach boundaries to other areas of downtown as well as to the Health Science Centre.
- There is overwhelming community support for this initiative to continue.

Praise for the Outreach Patrol

"The Downtown Watch is a perfect example of relationships. Its members provide an essential service that assists the police and businesses, collaborating for the safety of those working and visiting downtown."

--Chief Keith McCaskill, Winnipeg Police Service

"Our partnership with the Downtown BIZ contributes to the City's goal of making the downtown safer and allows us to maximize the use of our emergency resources. The Outreach Patrol's commitment to the safety and wellness of individuals contributes to the betterment of our community, and their services are viewed as a valuable asset by our members."

--Chief Jim Brennan, Winnipeg Fire and Paramedic Service

Costs

Projected total cost for 10 Outreach Patrol members for 2011-2013 are:

2011	\$427,220
2012	\$427,220
2013	\$427,220

Total \$1,281,660

Plus in-kind City / WPS services (see attached budget)

Goal

To quickly assist intoxicated people in downtown and help them off the street and into safer environments, improving public safety as a result.



Results to Date

The primary goals of the program have been met. The details are as follows:

- Over 11,900 IPDA's have been assisted since April 2007 with an average of 3200 per year. This has re-directed between \$1.5-\$3.6 million in Fire Paramedic and Police resources. The lower range reflects the cost associated when only police respond (i.e. 2 people, one vehicle, 80 minutes, \$125 per hour), while the upper range reflects the costs associated when both police and paramedics respond (i.e. 4 people, 2 vehicles, 80 minutes, \$367 per hour). In many instances it is common to witness three vehicles or more at a public intoxication incident costing the city significantly and tying up resources that may be urgently needed elsewhere.
- 15% or almost 1,700 calls directly assisting WFPS with an average response time of less than 10 minutes (compares to previous response times of 80 minutes). This has saved the city resources as well as saving lives by freeing up ambulances.
- Over 26% of IPDA's have been diverted to alternative locations other than the Main Street Project, again saving the city money and freeing up resources for police.
- Individuals at-risk have been saved from the elements because of such timely response, especially during the cold winter months.
- BIZ Outreach Patrols have offered first aid and CPR, as well as transportation to intoxicated individuals—the point in time when a connection needs to be made.
- The city has a resource that is able to respond to public intoxication quickly.
- In addition to saving the city significant resources in providing this alternative service, emergency staff are no longer tied up for hours dealing with these minor level incidents, thus allowing them to be able to respond much quicker to more serious calls.
- The Outreach has freed up emergency services at hospitals allowing them to deal with more critical cases.
- The number of IPDA's undertaken by WPS are down compared to 2005 and yet, more intoxicated people are being helped off the street thanks to the Outreach.

Dispatched Calls for Service IPDA calls from HSC, 75 Martha Street (Main Street Project) and Division 11 2005-2009 (first quarter)

	2005	2006	2007	2008	2009 (1st Quarter)
HSC	654	488	314	323	81+
75 Martha	151	241	159	89	32+
Division 11	1513	1493	1176	1144	241+

Source WPS, 2009

- As a result, perceptions are changing, “The city, the province and the BIZ are doing something about public intoxication”.
- The BIZ has heard from the public that they notice fewer intoxicated people lying on the sidewalks downtown. We believe this is largely because of the quick response time of the Outreach Patrol.

The Human Element and Accomplishments

- The Outreach has developed strong relationships and trust with their clients. Our staff have come to know them and take the time to listen to their concerns. As a result the Outreach knows:
 - if they have a place to live and who they live with
 - who their friends and relatives are
 - where they might be and when they are coming back
 - if they have an addiction (and to what)
 - if they have a mental health issue or just looking for a hand up
 - in some cases, they know their medical history
 - how sincere certain people are about getting in recovery programs
 - who is legally barred from downtown
- Street clients know the Outreach patrols are concerned about their safety and well being, and as such they are comfortable coming to them with their concerns, anything from asking for a band-aid to asking for help in getting a job or off the street.
- The Outreach is aware of who the bullies are and can deal with bullying behavior, which can create reprisal for other street people who are seeking help.
- The program has established credibility with other service providers who know what we offer and are able to help connect people to these services, e.g. Main Street Project, Salvation Army, Siloam Mission, Union Gospel, Lighthouse, Agape Table, Holy Trinity, Macdonald Youth Services, and others.



New Partnerships and Sharing Resources

The Outreach covers downtown allowing us to deal with street clients in buildings, at bus shelters, and the riverwalk. This has allowed us to partner with groups like the Main Street Project, and the Health Sciences Centre to better coordinate our resources and create a single delivery mechanism recognizable by the community.

In partnership with the Community Court Prosecutor Susan Helenchilde we help identify the chronically misbehaving individuals and work with the Crown to deal with them more effectively.

The Outreach is also well connected to our BIZ members who call us for assistance. We assist with security in many places. With CCTV we are able to work with businesses to help identify those who are creating the problems. We also listen to our members concerns and provide resources via our safety presentations.

Mentoring and Preparing Future Emergency Services Employees

We are finding the Outreach Program has become a further tool to train our staff, progressing them from our volunteer pool, to our Watch and eventually to our Outreach Program.



This progression has created even stronger patrols out on the street for the BIZ, and as a result, is better preparing our staff as they transition into policing careers. They are generally more ready and more capable than your typical WPS applicant.

What would have happened if the Outreach Program was not in existence, and if the city did not absorb this work volume?

- The death of people who are intoxicated during harsh seasons would no doubt increase
- Calls for fire and paramedics would increase
- Downtown safety challenges would increase

Going Forward: Making the Outreach Permanent

The business community went outside the box to address this serious social issue, and through the Downtown BIZ and supported by our partners, launched the Outreach Patrol as a pilot program in 2006. We discovered after running the program that there is indeed a huge need for this type of service. In fact, this is a bigger issue than we had realized, and it's bigger than the BIZ. We are not able to single-handedly fund the program at the level that is necessary, and in reality, dealing with this social issue is the responsibility of everyone, not just the business community.

We are hoping you will join us to continue to deliver this important service and to make a difference in our city and our downtown.

For the 2011 budget requirements please see the attached document.

