

SPECIAL UPDATE JULY 8



INTRODUCTION

On Tuesday, June 28, Council was provided with an update on the City's Community Social Safety Initiative (CSSI) from Chad Cowles, Manager of Community Safety. Mr. Cowles shared the news that the City's CSSI (Plan) has been fully operationalized and that this multi-faceted initiative has been attracting attention from around BC as the data continues to show the effectiveness on the front lines of the community.

Community Safety is one of Council's five Strategic Priorities and this update will focus on the highlights from Mr. Cowles' presentation and the great work that is underway in our community. Maple Ridge is a leader in applying new solutions to BC-wide challenges around homelessness, addictions and mental health.

Mayor Mike Morden

CSSI UPDATE HIGHLIGHTS



Action Plan 100% Operationalized

PLAN GOALS

- Citizens' well-being is supported
- Citizen Feel Safe and Are Engaged in the Community
- Citizens are Protected

There are 35 components of the CSSI Action Plan that have been implemented to date. The goals of the Plan call for citizens to feel safe and be engaged in the community. There has been a focus on clean streets and walkways, a vibrant and active downtown and enhanced volunteer programs. Another goal was to ensure that citizens are protected and the Plan has focused on visibility and rapid response from the Integrated Safety Ambassador Team (ISAT), Community Safety Officers (CSOs), City Bylaws staff, private security and as required, the RCMP. The City continues to look for collaborations on alternate forms of justice and health supports to support the well-being of citizens.



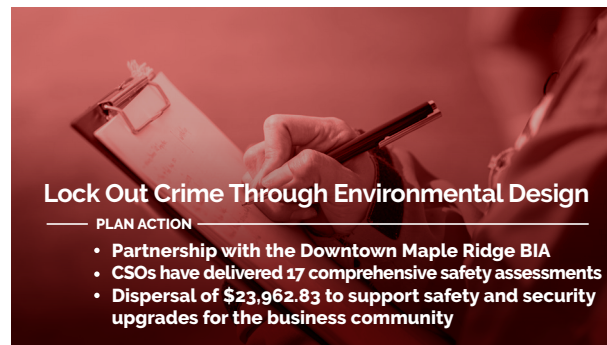
Community Safety Officers 2022 Update

PLAN ACTION

- 165 Homeless Encampment files resolved
- 195 Truckloads of Garbage Removed from public places
- 93% file closure rate within 48 hours
- Project Daylight Underway

The update noted that in 2022 CSOs resolved 165 homeless encampment files, removed 195 truckloads of garbage from public spaces and has achieved a 93% file closure rate within 48 hours.

Council heard about the joint 'Project Daylight' where CSOs and RCMP work throughout the community from 6:00 each day to ensure businesses and residents are not impacted by people blocking entrances and exits. This consistent approach has had a positive impact on downtown safety.



Lock Out Crime Through Environmental Design

PLAN ACTION

- Partnership with the Downtown Maple Ridge BIA
- CSOs have delivered 17 comprehensive safety assessments
- Dispersal of \$23,962.83 to support safety and security upgrades for the business community

The 'Lock Out Crime Through Environmental Design' program (LOCTED) is a program designed where City staff work with business owners to improve their site safety. In partnership with the Down Town Maple Ridge BIA, CSOs have conducted 17 comprehensive safety assessments. In turn, businesses have applied for grants to enact the recommended improvements to their sites and the City and DMRBIA have dispersed \$23,962.83 to support safety and security upgrades for the business community. This is a proactive program to create a strong sense of security for business owners and customers.



Sharing Our Expertise

PLAN ACTION

15 BC Communities have reached out to the City of Maple Ridge to understand how the CSSI program works. Homelessness, addiction and mental health are BC wide challenges.

15 BC communities have reached out to the City of Maple Ridge to better understand how the CSSI program works. These communities include Mission, Abbotsford, the Township of Langley, City of Langley, Quesnel, Williams Lake, Nanaimo, Vernon, Fort St. John, Terrace, Moncton, Prince George, Surrey, Port Moody and Summerland. Maple Ridge's demonstration

project is quickly becoming the 'best practice' in BC and is attracting attention from across Canada.



The Hub Changes Lives

PLAN ACTION

- 4294 participant visits
- 87 referrals for detox/treatment/ recovery
- 622 health/mental health referrals
- 97 housing/shelter referrals
- 21% drop in CSO calls while Hub is operating

The Community Resource Hub has been in operation since September of 2021 and has become the front door to services such as basic health care, food and showers. The Community Resource Hub has been the foundation of building trust and helping people access services that could literally change their lives.

The CSSI, at its heart, is about helping people who are dealing with homelessness, addiction and mental health issues. The Community Resource Hub program was funded by a \$1.3 million grant from the Federal and Provincial governments and operationalized by a network of local community organizations to serve people that are unhoused or under-served by social programs.

The report highlighted how the Community Resource Hub has had nearly 4,300 visits in the ten months since being in operation. More importantly, there have been 87 referrals to detox, treatment and recovery and 97 housing referrals. The report also noted that during The Community Resource Hub's hours of operations there was a 21% decline in calls for service from CSOs. Helping people is the right thing to do.

CONCLUSION

At the completion of the presentation, Mayor Morden and members of Council thanked front-line staff from the City and all partner agencies who have brought action to their vision for the CSSI. This innovative approach is delivering results in our community and other Cities have deployed similar programs to address challenges they are facing with homelessness, addiction and mental health.

The full Council presentation can be found on the City website at mapleridge.ca/2623 along with other CSSI information. If you have questions or comments about this update please email mayorandcouncil@mapleridge.ca.