Community Support Program Key Indicators of Success Summary

The Community Support Program (CSP) tracks a large number of indicators through their reports and patrol counts. They also keep a written record of concerns or complaints, client information, developing trends, warnings or cautions that have already been issued, needed follow-ups, as well as other information. Other numbers are drawn from the Street Activity Baseline Study's (Baseline Study) most recent update and from Saskatoon Police Service (Police Service) data.

Key Indicators of Success - CSP Pilot Program Summary:

Program Outcomes	How To Measure	Indicators of Success	2015	2016	2017	2018 (Jan-Jun)	Change 2015-2017
ALL							
Increase perceptions of safety	Baseline Study Survey updates	• Increased perceptions of safety in BIDs (drawn from Baseline Study)	**87 %**	NA	NA	**85%**	**-2% (not significant)**
Establish a program database	Increased ability to target program resources	• Strategic use of data to identify hotspots and emerging issues geographically	Data collected and analyzed for program trends, identifying hotspots, and helping generate program reports	NA	November 2017 New database (Resolver-Perspective Mobile) comes on-line. This database allows for mobile reporting, as well as easier and more comprehensive program reporting	New database fully operational and all data updated	New database fully operational and all data updated

Program Outcomes	How To Measure	Indicators of Success	2015	2016	2017	2018 (Jan-Jun)	Change 2015-2017
BUSINESSES							
Liaise with businesses	Number of business contacts Frequency of business contacts	• Number of contacts rise • Frequency of contacts rise	**TOTAL: 749** **AVG: 62** contacts per month	**TOTAL: 986** **AVG: 82** contacts per month	**TOTAL: 1,337** **AVG: 111** contacts per month	**TOTAL: 1,831** **AVG: 153** contacts per month	**+79% (+588)** 2018 already exceeds 2017 contacts
Increase awareness of street activity concerns	Survey of business satisfaction (drawn from Baseline Study)	• Businesses more aware of CSP and when to call • Increased awareness among all staff • Businesses and staff feel safer • Businesses believe program is effective • Businesses asked if program should continue.	**67%** **58% aware on hire** **75% say program effective** in addressing their specific issues **55%** **90% support continuation**	**NA**	**NA**	**79%** **50%** **70% say program effective** in addressing their specific issues **51 %** **88% support continuation**	**+12%** **-8%** **-5%** **-4%** (not significant) **-2%** (not significant)
Collaborate with businesses to resolve issues	Number of interventions and/or mediations	• Number of collaborations increase • Number of successful mediations increase	**1,359 involve businesses** **TOTAL: 190** calls coded as mediation (11.2% of total call type)	**1,489 involve businesses** **TOTAL: 71** calls coded as mediation (3.8% of total call type)	**1,703 involve businesses** **TOTAL: 62** calls coded as mediation (3.0% of total call type)	**1,490 involve businesses** **TOTAL: 47** calls coded as mediation (3.7% of total call type)	**+25% (344)** **-67% (143)** Database coding changes affected these numbers

Program Outcomes	How To Measure	Indicators of Success	2015	2016	2017	2018 (Jan-Jun)	Change 2015-2017
GENERAL PUBLIC							
Reassures and responds to public	Uniformed foot patrol Support information attendance at public events	• Response time	**AVG: 8.7** minutes	**AVG: 8.3** minutes	**AVG: 9.2** minutes	**AVG: 15.1** minutes	**+6%** **+0.5** minutes
		• Time in attendance	**AVG: 16.8** minutes	**AVG: 16.8** minutes	**AVG: 14.6** minutes	**AVG: 14.6** minutes	**-13%** **-2.2** minutes
		• Number of events attended	**52**	**58**	**73**	**46**	**+40% (+21)**
Build trust with all people on the street	Number and frequency of general public contacts Origin and purpose of calls to CSP	• Patrol times increase	**TOTAL: 1,685** Hours	**TOTAL: 2,557** Hours	**TOTAL: 2,579** Hours	**TOTAL: 1,360** Hours	**+53% (+894)** hours
		• Calls for service increase	**TOTAL: 1,685** calls	**TOTAL: 1,873** calls	**TOTAL: 2,047** calls	**TOTAL: 1,315** calls	**+21%** **(+362** calls)
		• On-view calls decrease (On-view calls are incidents that the staff encounter while on patrol)	TOTAL: 578 (2.9% of total calls)	TOTAL: 525 (3.6% of total calls)	TOTAL: 420 (4.9% of total calls)	TOTAL: 249 (5.3% of total calls	**-40% (-158)** On view calls
VULNERABLE PERSONS							
Build trust with vulnerable people on the street	Connect people in need with appropriate services Identify successful interventions (number of near misses)	• Number and frequency of contacts	**TOTAL: 6,537**	TOTAL: 7,166	**TOTAL: 8,720**	**TOTAL: 5,063**	**+33% (+2183)**
		• Number of individuals served	**TOTAL: 2,314**	**TOTAL: 2,382**	**TOTAL: 2,554**	**TOTAL: 1,904**	**+10% (+240)**
		• Number of near misses	**TOTAL: 323**	**TOTAL: 32**	**TOTAL: 381**	**TOTAL: 198**	**+18% (+58)**
Maintain strong relationships with service providers	Participation in service provider partnerships	• Number and frequency of service provider connections (number from CSP on-scene/immediate data	**TOTAL: 1,017** connections	**TOTAL: 877** connections	**TOTAL: 790** connections	**TOTAL: 702** connections	**-31% (-315)**

Program Outcomes	How To Measure	Indicators of Success	2015	2016	2017	2018 (Jan-Jun)	Change 2015-2017
BYLAW ENFORCEMENT							
Bylaw enforcement	Number and frequency of bylaw enforcement contacts	• Number of tickets • Number of warnings • Number of educational stops	**TOTAL: 29** **TOTAL: 90** **TOTAL: 805**	**TOTAL: 30** **TOTAL: 74** **TOTAL: 1,097**	**TOTAL: 46** **TOTAL: 63** **TOTAL: 1,030**	**TOTAL: 37** **TOTAL: 56** **TOTAL: 483**	**+59% (+17)** **-30% (+27)** **+28% (+225)**
Strong connection with the Police Service	Police Service and CSP connections strengthened Improved collaboration for data sharing and recording	• Number of Police Service dispatches to CSP • Number of direct referrals to the Police Service	**TOTAL: 311** (5.4%) **TOTAL: 347** (4.9% of total calls for service) On-scene/ immediate	**TOTAL: 231** (8.1%) **TOTAL: 425** (4.4% of total calls for service) On-scene/ immediate	**TOTAL: 200** (10.2%) **TOTAL: 391** (5.2% of total calls for service) On-scene/ immediate	**TOTAL: 89** (14.8%) **TOTAL: 218** (6.0% of total calls for service) On-scene/ immediate	**-36%** **+13% (+44)**