

Appendix I
Evaluation of the Welcoming Streets Pilot Program

Program Outcomes

Program Outcomes	How Met?	Inputs/Data Measurements
More timely responses to businesses' request for assistance with loitering individuals	Met	<p>Welcoming Streets Leaders</p> <ul style="list-style-type: none"> • 701 total interactions with business owners • 301 total visits to vulnerable individuals by Welcoming Streets staff <p>Findings from survey issued to Downtown Brampton BIA, business owners and employees, residents, others The main challenge in downtown Brampton as reported by 45% of respondents was "individuals who appear to be under the influence of drugs and/or alcohol and/or displaying aggressive behaviour", followed by "individuals who appear to be loitering and/or soliciting", and "community safety" (e.g., property damage, theft, lack of crime prevention resources)(n=111).</p> <p>More than half of survey respondents (57%) were aware of Welcoming Streets, however only 36% accessed services. The top 3 services were (n=35):</p> <ol style="list-style-type: none"> 1. De-escalation of an individual on business premises; 2. Connecting street involved individual with Welcoming Streets staff; and, 3. Assistance with individuals sleeping or loitering on premises. <p>Additional survey findings:</p> <ul style="list-style-type: none"> • Of the 36% of respondents who accessed services, 69% indicated they had received services in a timely manner (n=35); • Of the 36% of respondents who accessed services, 68% indicated Welcoming Streets "almost always" or "frequently" addressed their concerns (n=28); • 31% of respondents indicated Welcoming Streets services provided other options for assistance other than contacting Peel Regional Police (n=106); • 46% of respondents indicated they would have called 911 for emergency police services for assistance if the Welcoming Streets Program did not exist (n=71); • Survey respondents appreciated how the program was rapidly able to respond to challenges in downtown Brampton. <p>Based on the findings above, the Welcoming Streets Program was successful in providing more timely responses to businesses' request for assistance with loitering individuals, outside of Peel Regional Police and emergency services.</p>
Enhanced communication and collaboration among stakeholders	Met	<p>Welcoming Streets Leaders</p> <ul style="list-style-type: none"> • 701 total interactions with business owners • 301 total visits to vulnerable individuals by Welcoming Streets staff • 143 total referrals to community supports

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		<p>Findings from survey issued to Downtown Brampton BIA, business owners and employees, residents, others</p> <ul style="list-style-type: none"> • 57% of respondents were aware of the Welcoming Streets Program in downtown Brampton (n=111); • 36% of respondents had accessed Welcoming Streets services (n=80); • Of the 36% of respondents who accessed Welcoming Streets services, 83% of survey respondents reported an increase in awareness of supports available through the Welcoming Streets Program (n=34); • 31% of respondents indicated Welcoming Streets services provided other options for assistance other than contacting Peel Regional Police (n=106); • 46% of respondents indicated they would have called 911 for emergency police services for assistance if the Welcoming Streets Program did not exist (n=71); <p>Findings from Peel Regional Police data</p> <p>Data from Peel Regional Police (PRP) indicates a downward trend in outreach calls to Peel Regional Police in the first six months of 2022 despite the reopening of public spaces. In the first 6 months of 2021, PRP received 268 outreach calls to downtown Brampton, compared to 182 outreach calls in the first 6 months of 2022. The low number of calls in 2022 could be attributed to the pandemic or they could also be as a result of Welcoming Streets, Peel Regional Police Initiatives, and/or other factors.</p> <p>Staff conducted further analysis to determine the overall impact of the Welcoming Streets Program throughout time. Following a spike in Welcoming Streets call, there is a highly significant drop in outreach calls to PRP (>95% confidence). This demonstrates that the use of the Welcoming Streets Program has a statistically significant effect in reducing overall Peel Regional Police outreach calls, and therefore, the workload of Peel Regional Police.</p> <p>The Welcoming Streets Program enhanced collaboration among program staff and community partners. The program increased awareness in supports available through the Welcoming Streets Program, provided more appropriate options for assistance for vulnerable individuals outside of police and security involvement, and had a statistically significant effect in reducing overall Peel Regional Police outreach calls. Survey respondents also appreciated how the program was able to rapidly respond to challenges in downtown Brampton.</p>
Improvements in cleanliness as well as perceptions of community safety and well-being	Somewhat met	<p>Findings from survey issued to Downtown Brampton BIA, business owners and employees, residents, others</p> <ul style="list-style-type: none"> • Despite a continued downward trend in calls to Peel Regional Police, more than half of survey respondents felt that aggressive behaviour, loitering, and vandalism had stayed the same or slightly decreased (n=106). • 78% of respondents answered the question about their sense of safety in the downtown, of which 43% said was fair and 19% said was poor. 26% and 12% of respondents indicated their sense of safety in the downtown was good and very good, respectively (n=106). <p>Findings from Peel Regional Police data</p> <p>Data from Peel Regional Police (PRP) indicates a downward trend in outreach calls to Peel Regional Police in the first six months of 2022 despite the reopening of public spaces. In the first 6 months of 2021, PRP received 268 outreach calls to downtown Brampton, compared to 182 outreach calls in the first 6 months of 2022. The low number of calls in 2022 could be attributed to the pandemic or they could also be as a result of Welcoming Streets, Peel Regional Police Initiatives, and/or other factors.</p> <p>Staff conducted further analysis to determine the overall impact of the Welcoming Streets Program throughout time.</p>

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		<p>Following a spike in Welcoming Streets call, there is a highly significant drop in outreach calls to PRP (>95% confidence). This demonstrates that the use of the Welcoming Streets Program has a statistically significant effect in reducing overall Peel Regional Police outreach calls, and therefore, the workload of Peel Regional Police.</p> <p>While the Welcoming Streets Program had a statistically significant effect in reducing overall outreach calls to Peel Regional Police for the downtown area, sense of community safety and well-being in the area vary.</p>
More options to resolve issues outside of police involvement and security responses	Met	<p>Welcoming Streets Leaders</p> <ul style="list-style-type: none"> • 701 total interactions with business owners • 301 total visits to vulnerable individuals by Welcoming Streets staff • 143 total referrals to community supports <p>Findings from survey issued to Downtown Brampton BIA, business owners and employees, residents, others The main challenge in downtown Brampton as reported by 45% of respondents was “individuals who appear to be under the influence of drugs and/or alcohol and/or displaying aggressive behaviour”, followed by “individuals who appear to be loitering and/or soliciting”, and “community safety” (e.g., property damage, theft, lack of crime prevention resources)(n=111).</p> <p>More than half of survey respondents (57%) were aware of Welcoming Streets, however only 36% accessed services. The top 3 services were (n=35):</p> <ul style="list-style-type: none"> • De-escalation of an individual on business premises; • Connecting street involved individual with Welcoming Streets staff; and, • Assistance with individuals sleeping or loitering on premises <p>Additional survey findings:</p> <ul style="list-style-type: none"> • Of those who accessed Welcoming Streets, most indicated they had accessed the services once or twice over the term of the pilot. They were satisfied with the services, found them easy to access, and felt that the services were provided in a timely manner (n=35). • Of the 36% of respondents who accessed services, 69% indicated they had received services in a timely manner (n=35); • Of the 36% of respondents who accessed services, 68% indicated Welcoming Streets “almost always” or “frequently” addressed their concerns (n=28); • 31% of respondents indicated Welcoming Streets services provided other options for assistance other than contacting Peel Regional Police (n=106); • 46% of respondents indicated they would have called 911 for emergency police services for assistance if the Welcoming Streets Program did not exist (n=71); • Survey respondents appreciated how the program was able to rapidly respond to challenges in downtown Brampton. <p>Findings from Peel Regional Police data Data from Peel Regional Police (PRP) indicates a downward trend in outreach calls to Peel Regional Police in the first six</p>

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		<p>months of 2022 despite the reopening of public spaces. In the first 6 months of 2021, PRP received 268 outreach calls to downtown Brampton, compared to 182 outreach calls in the first 6 months of 2022. The low number of calls in 2022 could be attributed to the pandemic or they could also be as a result of Welcoming Streets, Peel Regional Police Initiatives, and/or other factors.</p> <p>Staff conducted further analysis to determine the overall impact of the Welcoming Streets Program throughout time. Following a spike in Welcoming Streets call, there is a highly significant drop in outreach calls to PRP (>95% confidence). This demonstrates that the use of the Welcoming Streets Program has a statistically significant effect in reducing overall Peel Regional Police outreach calls, and therefore, the workload of Peel Regional Police.</p> <p>The top 3 services accessed by survey respondents could have resulted in contacting police or security services. The Welcoming Streets Program provided those who accessed services with more options and timely responses to resolve these challenges outside of police or security services. This is further supported by additional analysis conducted by staff which shows that the use of the Welcoming Streets Program had a statistically significant effect in reducing overall Peel Regional Police Outreach calls.</p>
Improved support to vulnerable populations in accessing programs and services to improve their outcomes	Somewhat met	<p>Welcoming Streets Leaders</p> <ul style="list-style-type: none"> • 301 total visits to vulnerable individuals by Welcoming Streets staff • 143 total referrals to community supports <p>Findings from survey with street-involved population</p> <p>Staff surveyed 5 street-involved individuals. All 5 respondents had spoken with Welcoming Streets leaders and most indicated they had a favourable experience with the leaders, with one respondent indicating they were “unsure”. The respondents indicated they do not contact Welcoming Streets for help, but typically access supports through other service providers in the system.</p> <p>It is difficult to evaluate the impact of the program from the street involved clients’ perspective with such a small sample size, and it is indicative of the challenges of soliciting feedback from a vulnerable and transient population. However, the Welcoming Streets Program was successful in referring vulnerable populations to community supports and services, completing 143 referrals during the pilot phase. Although it is difficult to track the outcomes of these referrals, increased access points to programs and services can help support vulnerable and transient populations to improve their outcomes.</p>
Business owners have an increased awareness of supports available through the Welcoming Streets Program	Somewhat met	<p>Welcoming Streets Leaders</p> <ul style="list-style-type: none"> • 701 total interactions with business owners <p>Findings from survey issued to Downtown Brampton BIA, business owners and employees, residents, others</p> <ul style="list-style-type: none"> • Of the 36% of respondents who accessed Welcoming Streets services, 83% of survey respondents reported an increase in awareness of supports available through the Welcoming Streets Program (n=34); <p>Based on the responses received from the survey conducted by Region of Peel staff and ongoing tracking by the Welcoming Streets leaders, business owners in downtown Brampton feel Welcoming Streets staff have increased their level of awareness and supports available through the Welcoming Streets Program.</p>

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		<p>However, survey responses also indicated there was a challenge with program awareness. Although more than half of survey respondents were aware of the program (57%), only 36% of survey respondents had accessed Welcoming Streets services (n=80). The majority of those who had not accessed the program were unaware of the program. In addition, survey respondents indicated in an open response that “the program should be communicated more widely”.</p>
Vulnerable individuals have an increased awareness of supports available through the Welcoming Streets Program	Somewhat met	<p>Welcoming Streets Leaders</p> <ul style="list-style-type: none"> • 301 total visits to vulnerable individuals by Welcoming Streets staff • 143 total referrals to community supports <p>Findings from survey with street-involved population</p> <p>Staff surveyed 5 street-involved individuals. All 5 respondents had spoken with Welcoming Streets leaders and most indicated they had a favourable experience with the leaders, with one respondent indicating they were “unsure”. The respondents indicated they do not contact Welcoming Streets for help, but typically access supports through other service providers in the system.</p> <p>Similar to the desired program outcome above, “improved support to vulnerable populations in accessing programs and services to improve their outcomes”, it is difficult to evaluate the impact of the program from the street involved clients’ perspective. Over time, through continued meaningful engagement with this population, it is hoped the program will continue to build connections with this population in downtown Brampton.</p>