

## Community Safety, Security and Well-Being in Oshawa's Downtown Area Action Plan

### Social Services

#	Item	Timeframe	Lead	Support
1	Investigate the support service model to ensure the model is coordinated and effective – and that services are available equitably across the Region of Durham.	Q4 2021	Region	City/ Community Partners/ GAP Committee
2	Review support services offered by the Region and community partners to identify service gaps and duplication of services and ensure activities support the Region's goal of ending homelessness by 2024.	Q4 2021	Region	Community Partners
3	Investigate a registration and/or regulation of community partners to ensure that they are providing services that supports the Region's goal of ending homelessness.	Q4 2021	Region	Community Partners
4	Develop a Community Values and Conduct Agreement for recipients of support services.	Q3 2021	Region	GAP Committee/ Community Partners
5	Expand the street outreach team, in addition to the PCOP team, to connect with unsheltered individuals struggling with mental health and addictions with the goal of placing them in supportive housing.	Q3 2021	Region/ Lakeridge Health	Community Partners
6	Create a day program with supports due to the increased number of unsheltered individuals struggling with mental health and addictions living on the streets, with a goal of placing them in supportive housing.	Q1 2022	Region/ Lakeridge Health	Community Partners
7	Advocate for support from upper levels of government to address the needs (addiction, opioids, mental health, poverty and housing) with continued and increased investment in Direct Service Provision.	On-going	Region	Mayor's Office
8	Advance a zoning review of social services establishments along the gateways to the downtown.	Q1 2022	Planning Services	

## Property Owner Support

#	Item	Timeframe	Lead	Support
9	Investigate the establishment of Property Value Protection to address increased operating costs (e.g. CPTED items), decreased revenue and loss of rental income resulting from the increased number of social service organizations and individuals with addiction and mental health issues and associated negative impact to the community (e.g. unlawful and criminal behaviour).	Q4 2021	Finance Services	Region
10	Investigate the establishment of a Vandalism Cleanup Support Grant Program for businesses within the downtown boundaries that have been directly affected by such matters as vandalism and graffiti.	Q4 2021	Finance Services	Oshawa Chamber of Commerce/ Downtown Businesses
11	Attract new and support existing businesses through financial incentives and business outreach (e.g. CIP incentives).	On-going	Development Services	Planning Services/ Region/ Downtown Businesses
12	Develop "Plan20Thirty Downtown Action Plan" for Council's endorsement.	Q4 2021	Economic Development Services	All

## Health and Safety

#	Item	Timeframe	Lead	Support
13	Advocate to the Region and Province the modification of the Project X-Change needle exchange program due to the thousands of discarded used needles found in Oshawa parks, trails and on downtown businesses and residential properties which is a public health and safety issue for all. For example: <ul style="list-style-type: none"> <li>• Modify the colour so that discarded needles are more easily found</li> <li>• Distribute retractable needles</li> </ul> That neither the Region or City provide any financial support to any agency dispersing needles unless they institute a firm one for one needle exchange policy.	Q3 2021	Mayor's Office	Region
14	Investigate the creation of a Downtown Staff Response Team to provide support to the residents and businesses to address issues as such as discarded waste, used needles, by-law issues after regular business hours.	Q4 2021	Operation Services	Corporate Services

#	Item	Timeframe	Lead	Support
15	Increase waste collection service levels to patrol/ pick up garbage, human waste and used needles daily from August until November 30 on public and private properties.	Q3 2021	Operation Services	Region to cost share
16	Request that the Region investigate the provision, maintenance and staffing of a portable sanitation services/washrooms and hand washing stations located in the downtown to address the urination and defecation on public and private property (e.g. trailer versus porta-potty).	Q3 2021	Region	
17	Advance the discussions regarding relocation of the downtown methadone clinic with the owner.	Q4 2021	Development Services	
18	Increase the daily maintenance in the downtown by providing increased sidewalk and road cleaning and trail patrol to address used needles, garbage, and graffiti.	Q3 2021	Operation Services	
19	Investigate the possibility of increasing the illumination of lights in downtown and on trails to enhance public safety.	Q4 2021	Corporate Services	Community Services/ OPUC

### Enforcement

#	Item	Timeframe	Lead	Support
20	Meet with D.R.P.S. Police Board, as a follow up to the Mayor's September 2020 meeting, requesting that they request that the Province return the DRAVIS funding to address drug related crimes in the downtown and support their vision of the safest community for people to live, work and play.	Q3 2021	Mayor's Office/ D.R.P.S. Police Board	
21	Request that the D.R.P.S. 2022 budget includes a dedicated, consistent presence in the downtown as public safety is of the utmost importance and to support their vision of the safest community for people to live, work and play.	Q3 2021	Mayor's Office/ D.R.P.S. Police Board	Region
22	Request that D.R.P.S. has an increased response for all criminal behaviour.	Q3 2021	Mayor's Office/ D.R.P.S. Police Board	Downtown Stakeholders
23	Investigate a higher-level response from D.R.P.S. for those experiencing mental health and addiction issues (e.g. D.R.P.S. Mental Health Unit).	Q3 2021	D.R.P.S. Police Board	Lakeridge Health
24	Request proactive patrolling by D.R.P.S. Mental Health Unit in downtown to assist individuals experiencing mental health and addiction issues will be connected to appropriate services.	Q3 2021	Mayor's Office/ D.R.P.S. Police Board	Lakeridge Health

<b>#</b>	<b>Item</b>	<b>Timeframe</b>	<b>Lead</b>	<b>Support</b>
25	Investigate the development of a property beautification by-law that would address property standards and lot maintenance, and have a shorter service level timeline.	2022	Municipal Law Enforcement	Legal Services
26	Report on the inclusion of tiered and escalating Administrative Monetary Penalties in the Lot Maintenance By-law 127-2007, Boulevard By-law 136-2006, and Waste Collection By-law 113-2008 to address repeat offences.	Q4 2021	Municipal Law Enforcement	Legal Services/ I.T. Services
27	Investigate the establishment of a vacant buildings registry to track vacant buildings as they can affect the character of a neighbourhood and can have a negative effect on property values, and detract from future investments.	2022	Municipal Law Enforcement	Legal Services
28	Increase Municipal Law Enforcement staffing on weekends dedicated to the downtown to provide a consistent presence in the downtown to enforce municipal by-laws including properties with property standards and lot maintenance infractions.	Q2 2021	Municipal Law Enforcement	
29	Increase Corporate Security foot patrol to ensure a consistent presence in the downtown.	Q2 2021	Facilities Management Services	
30	Conduct proactive enforcement of lodging homes to ensure compliance with by-law.	Q4 2021	Municipal Law Enforcement/ Fire Services	Region
31	Investigate establishing a new by-law that retail stores must submit a management plan for retrieval and return of abandoned shopping carts found outside their property boundaries to address the number of discarded shopping carts found throughout the city.	Q4 2021	Municipal Law Enforcement	Legal Services

### **Revitalization/ Image**

<b>#</b>	<b>Item</b>	<b>Timeframe</b>	<b>Lead</b>	<b>Support</b>
32	Investigate the distribution of bags (including a tag that provides information on social services supports) to reduce the use of shopping carts beyond retail establishments.	2022	Oshawa C.A.O.'s Office	Region/ Community Partners
33	Investigate the establishment of additional lockers.	2022	Oshawa C.A.O.'s Office	Region/ Community Partners/ Downtown Stakeholders

#	Item	Timeframe	Lead	Support
34	Investigate the use of the Municipal Accommodation Tax to provide funding to enhance the downtown streetscape and maintenance to support tourism.	Q4 2021	Finance Services	
35	Investigate increasing the revitalization of the downtown landscape, such as: <ul style="list-style-type: none"> <li>• Place flower planters along the southern gateway</li> <li>• More murals</li> <li>• Widening of sidewalks</li> <li>• Replacement of furniture</li> </ul>	2022	Community Services/ Engineering Services	Downtown Stakeholders
36	Investigate the number of public special events and activities to be held in the downtown to support the revitalization of the downtown.	Q3 2021	Community Services	Economic Development Services
37	Revitalize downtown Oshawa image through a Downtown Oshawa web section, Instagram account and Twitter profile. Promote downtown public events and enhancements, including other business events on these channels. Promote downtown Oshawa as a positive, vibrant, and inclusive place.	Q1 2022	Economic Development Services	Region/ Downtown Stakeholders