

Western Community Outreach Programs

A. Off-Campus Advisor program

- i. was 18 ... just increased to 20 paid student leaders trained to provide support to off-campus community with rental law, city bylaw, roommate disputes and other areas of concern when living off-campus.
- ii. On-call duty outside of regular office hours to relieve workload of full-time staff during academic year.
- iii. Areas of responsibility: Newsletter, presentations, information booths, house visits, promotional contests (photo contest, social media, quiz, etc) and community outreach initiatives (sandwich run, soup kitchen, street clean-up, etc).
- iv. Provides students with presentation, communication, dispute resolution, leadership and problem solving skills for direct transference to future jobs.
- v. 180-200 applications received each year proves it's an in demand student leadership job
- vi. Promotion: Social media. E-newsletter. Presentations. Information Booths. Contests.
- vii. Budget: \$32,000 (staff salaries, supplies, training & development), time of full-time staff member to supervise 20 student staff members.
- viii. TOTAL COST = \$32,000

B. Deliveries & Mail-outs

- i. Welcome bags delivered to 2200 homes in the near campus neighbourhood include educational information on rental law, City bylaws, being a good neighbour, our services & lifestyle information on recipes, local businesses, bike & walking trails, etc.
- ii. Mail-outs sent to 13,000 geographically specific homes including garbage schedule.
- iii. Facebook, Twitter, email, etc.
- iv. TOTAL COST = \$9,954.36

C. Information Packages, Sessions & Presentations

- i. Held in busy student areas or student residences with the purpose of educating students about rental law, city bylaws, making a smart decision when choosing their rental property & also promoting our service.
- ii. Information booths allow for answers to student questions, provide off-campus housing educational material, promote services we offer.
- iii. Presentations occur in all student residences where approximately 4,600 students live before moving off-campus for second year.
- iv. Promotion: E-mail to students. Social media. Website. Posters. Display boards in residence.
- v. Costs – \$1684

D. E-newsletter

- i. Emailed to all students at Western (36,000) six times during the academic year
- ii. Posted on website & shared through social media
- iii. Educational articles: tenant rights & responsibilities, city bylaws, resources, campus & community events & lifestyle articles.
- iv. Budget: Time of student staff & staff member to create & edit articles.
- v. TOTAL COST = Staff Time

E. Paid police presence

- i. Police hired to patrol high-density student neighbourhoods at certain times of year Fall & Spring
- ii. TOTAL COST = \$16,000

F. Adopt-a-Street

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- i. Students volunteer on their own or in groups to keep their adopted street clear of litter during the school year.
- ii. Volunteers receive time toward leadership program that accumulates their leadership & volunteer hours throughout the year in order to earn a certificate from University President.
- iii. Volunteer participation averages around 60-70 students each year.
- iv. Shows community engagement and care for environment.
- v. Promotion: Social media. E-newsletter. Website. Flyers hand delivered in September.
- vi. Budget: Printed flyer for delivery in September = \$57.66. Time of staff member to register volunteers & track progress.
- vii. COST = \$58

G. Photo Scavenger Hunt – PILOT PROJECT

- i. Contest for students in residence to explore new areas of London, utilize city transit while encouraging a reciprocal relationship between University and local businesses.
- ii. Tool to promote our service to students in residence
- iii. Participants worked through a photo & task checklist over the course of a week to be entered into a draw for grand and runner-up prizes.
- iv. Every participant received a participation prize (\$5 value).
- v. Grand prize was \$500 value.
- vi. Two runner-up prizes at \$100 each.
- vii. Promotion: Email to students. Social media. Signage in residence. Presentation at residence staff meetings.
- viii. Budget: All prizes donated by local businesses or campus services. Staff member time to organize prizes, promote to students, and track registered participant progress.
- ix. TOTAL COST = Staff Time

H. Winter Houses – PILOT PROGRAM



- i. Student volunteers living in high-density student areas have two shovels available for borrowing to other students when needed.
- ii. Volunteers receive time toward leadership program that accumulates their leadership & volunteer hours throughout the year in order to earn a certificate from University President.
- iii. Allows students to keep their walkway & driveway clear of ice & snow for safe passage of tenants and guests to and from house.
- iv. Promotion: Social media. E-newsletter. Website. Flyers hand delivered October – February.
- v. Budget: Shovels = \$14/ea (purchased 14; one time cost). Printed posters for volunteers' homes = \$33. Printed flyer for volunteers = \$50.
- vii. COST = \$280

I. Furniture Depot

- i. Students/public can donate or take gently used furniture from two depot locations for 1 ½ weeks at the end of April
- ii. Reduces amount of furniture/items left curbside for garbage collection or inside rentals after students move out
- iii. Allows for budget-conscious students to access furniture for free
- iv. Free furniture pick-up is offered to people who donate
- v. Promotion: Social media. E-newsletter. Website. Flyer & garbage bag hand delivered in April.
- vi. COST = \$1470

J. Online Garage Sale

- i. Garage sale service on our department's website



- ii. Free for students to place as many ads as they need
- iii. Students/public can purchase used items from students
- iv. Helps students earn some money on items
- v. Allows for budget-conscious students to purchase items at a low price
- vi. Potentially reduces amount of items sent to garbage
- vii. Promotion: Social media. E-newsletter. Website. Flyer & garbage bag hand delivered in April.
- viii. Budget: Two days' time required by IT staff to create online garage sale system. Staff member time during workday to activate/deactivate listings. Potential IT staff to conduct maintenance of online garage sale system.
- ix. COST = Staff Time

K. Neighbourhood clean-up

- i. Students hired to clean up near campus neighbourhoods.
- ii. Costs -- \$3000-4000

L. Dumpsters

- i. 4 dumpsters placed around local neighbourhoods ... emptied as needed
- ii. Dumpsters are placed near student-dense neighbourhoods to help reduce waste left curbside for garbage collection.
- iii. Costs - \$2000

M. Mad Vac

- i. Mad-vac hired to clean up after specific busy weekends.
- ii. Costs - \$3000 (used approximately 5 times per academic year)

N. Bin

- i. we paid city to install bin and city collects
- ii. \$1900

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August 2013

Dear Future Citizen of London:

On behalf of the London Police Service, we would like to welcome you to the City of London, Western University, and Fanshawe College. As part of a London Police Service initiative, this letter has been created to both welcome and educate you as you begin a very exciting stage of your life. With the freedoms of University / College life, comes a new set of responsibilities, particularly as this will be the first time that many of you have lived away from home. It is essential that as new residents in your respective neighbourhoods, you are conscious of the need to remain respectful and courteous to those who live around you. Responsibility to your community should, and must be, part of your post secondary experience.

It is hoped that the following information will help reduce the existing concerns and tensions between students and their surrounding community. Knowledge of community behavior expectations, and potential outcomes for negative behavior, will assist you in enjoying your educational experience this year.

As a result of past events, a heightened police presence and zero tolerance response now exist in our community. It is hoped that through this joint initiative, problems that exist or emerge within University / College neighbourhoods, will be reduced, allowing all members of our community to enjoy their property.

The following is a sample of applicable statutes associated to nuisance behaviours that have occurred in the past:

City of London Bylaws

Noise By-Law - "...any noise which disturbs another person.....or any unreasonable noise"

This applies 24 hours a day, seven days a week. It is **NOT** 11pm as is commonly believed. All occupants of the offending residence can be charged, even if not present at the time of the offence. There does not have to be a "complaint" made to police; police can initiate the investigation.

First offence: out of court set fine \$215 (each resident)

Second offence: court appearance, \$500 minimum fine, up to \$10,000 (each resident)

Nuisance By-Law—"No person shall sponsor, conduct, continue, host, create, attend, allow cause or permit a Nuisance Party." Police have the authority to order that a Nuisance Party cease. This is enforceable on the property of the involved residence and persons not residing there shall leave the premises.

Fines for this By-law range from \$500 to \$10,000.

Liquor License Act of Ontario

- a) Having an open bottle of liquor in a public place (which includes the parking lots and grassy areas of neighbourhood town home complexes) **\$125**
- b) Person under 19 years of age possessing or consuming liquor **\$125**

Criminal Code of Canada

Sec 63: Unlawful Assembly: Three or more persons who, with intent to carry out a common purpose, assemble or so conduct themselves when they are assembled as to cause persons in the neighbourhood of the assembly to fear, on reasonable grounds that they:

- a) will disturb the peace tumultuously, or
- b) provoke other persons to disturb the peace tumultuously.

This is an arrestable offence with compulsory criminal court appearances. A "criminal record" will be established upon conviction which can limit job opportunity and out of country travel.

It is anticipated that through this shared initiative between the London Police and your post secondary institution, a positive atmosphere can be achieved and maintained throughout the upcoming year. Good luck with your learning and enjoy yourself responsibly.

If you have any questions please do not hesitate to contact the London Police C.O.R. Unit at (519) 661-5983.

Bradley S. Duncan, M.O.M.
Chief of Police



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Memo

Relates to
Agenda Item #6

To: Chair & Members, Town & Gown Committee
From: Jay Stanford, Director, Environment, Fleet & Solid Waste
Date: September 12, 2013
RE: Litter/Garbage Pickup – Students Areas

Background Thoughts:

1. Litter . . it is generally created by:

- People throwing items on the ground while they walk, wait for others or from vehicles
- From pickup trucks and trailers (materials not secured)
- People that overstuff Blue Boxes or garbage containers
- From recycling and garbage collectors as they move quickly from stop to stop

City Action:

- Very grateful for action taken by Western Housing Mediation Services
- Placement of litter containers on Richmond (Western) and Oxford (Fanshawe)
- Education for residents, students, and recycling and garbage collectors

2. Student Move-in Garbage Challenges (Late August - early September)

- Start planning in August – work closely with By-law Enforcement and their contact network
- Garbage and recyclables at the curb - usually about a week long challenge

City Action:

- Send City information to key areas in addition to details provided by Western and/or Fanshawe
- Provide extra (unscheduled) pickup service, where required. Notify tenants/property owners
- Will invoice property owners for pickup service if they have been notified previously (generally two occasions)

3. Garbage & Recycling Challenges During the School Year

- Biggest challenge is getting landlords and students to read our information materials
- The student areas often require more staff resources than we can offer
- We have run Pilot Projects in the past to help change behaviours

City Action:

- NEW – 3 YouTube videos have been produced and released in early September 2013 with a key focus on students:
 - 10 Things you need to know about garbage and recycling in London
 - Who's in charge of Blue Box recycling at your place?
 - The "Garbage Rant"
- Waste Reduction & Conservation Calendar (3rd and 4th week of September) delivered door-to-door by Canada Post follows the delivery of details from Western
- Work with "problem" properties; coordinate activities with Western Housing Mediation Services or act independently
- Will invoice property owners for pickup service if they have been notified previously (generally two occasions)

4. Student Move-out Garbage & Recycling Challenges (late April)

- The most challenging time of the year – can last about 2 to 3 weeks; however there is a one week concentration
- When students are done – they empty the house to the curb. The pickup schedule does not matter. Often good behaviours learned fall apart . . basically Schools Out!!

City Action:

- Work closely with Western Housing Mediation Services
- Provide extra (unscheduled) pickup service – the goal is to clean the area as quickly as possible – can take 5 to 7 days
- Deal with problem landlords one on one

Key Questions/Comments Brought to Our Attention:

Can more litter bins be added to the student areas of Western in particular Huron Street, Cheapside Street and Richmond Street. Possibly a one year pilot project?

A – Some additional litter bins can be added. We could set up a basic monitoring program as part of a Pilot Project.

Request the London Transit Commission place receptacles on all major bus routes

A – The City is responsible for litter bins at bus stops. Most major bus stops have them. Have specific missing locations been identified?

Placing more information in the community about littering - possibly placing a poster on the receptacles relating to putting garbage in its place

A – Yes in the community and on campus. Current lower cost bins do not have messaging space on container. EnviroBins have large advertising space (currently controlled by the City) but they are costly to purchase at \$1,900 each.

Request special arrangements be made for the abundance of boxes left behind when students move in.

A – Special arrangements can be made. There is a cost to special arrangements.

Are there depots where furniture/mattresses may be dropped off?

A – Not from the City. Homes with curbside collection can place furniture/mattresses at the curb each pickup (this is a very high level of service). Tenants in highrise buildings and townhome complexes work with their property manager. Goodwill and others accept reasonable/good quality used items at specific locations.

Are there depots where TVs, electronics and hazardous waste can be dropped off as they sit around for weeks

A – Yes; all details are on-line at London.ca and in the Waste Reduction & Conservation Calendar.

Is it possible to enlist student volunteers to help remove the waste?

A – For certain projects. This is already being done, primarily for litter via Western Housing Media Services.

Who can a resident contact if someone puts their Blue Box out long before garbage pick-up or leaves it out after the garbage is collected?

A – 519 661-4570 or es@london.ca

Is there an education program that can be done?

A – Several different ones already exist. NEW for 2013 are three YouTube videos being promoted through social media with a specific focus on students.