

Cost of City Services Related to Homelessness

July 1, 2022 - June 30, 2023 (FY23 - Year End)

DEPARTMENT	AREA	TYPE	TOTAL	OUTCOMES
Provision of Human Services				
Library	All Library Staff	Service Referral and Local Agency Support	\$ 518,695	Provided accurate and immediate information to homeless individuals through daily inquiry assistance and proactive referrals that connects individuals and families to needed resources such as veteran's benefits, local human services agencies, and other related services.
Library	Library Staff	Library On the Go Outreach	\$ 25,252	Outreach to Neighborhood Navigation Centers and other local agencies 8 hours per week providing charging station and printing, library card, workforce development and literacy intakes, assistance obtaining vital documents or applying for government benefits.
Library	Preventative	SBPL Works! Job Placement	\$ 40,248	Staff in SBPL Works! support clients in reaching workforce readiness goals and attaining employment. In Fiscal Year 22, 212 consultation sessions were held.
Library	Contracted Staff-FSA	Social Services Support	\$ 101,204	Support services and outreach to individuals experiencing homelessness.
Police Department	Co-Response	Mental Health Outreach in Partnership with Behavioral Wellness	\$ 101,856	Responded to calls involving people in mental health crisis. Provided Crisis Intervention Training.
Public Works	Ambassadors	Engagements	\$ 118,753	Cost of operating the Downtown Ambassador program (salaries, supplies, and administration) to engage with homeless community downtown and report issues.
			\$ 906,007	
Public Safety and Enforcement				
Fire Department	Firefighters	Firefighters, Fire Inspectors, Fire Investigators	\$ 580,064	Response to medical emergencies, hazardous conditions, accidents, fires and other calls for service. 75% of responses are medical emergencies.
Library	Librarians	Responding to Security Incidents	\$ 8,622	Response to 156 documented incidents and provided assistance with 23 calls to 911.
Library	Security Guards	Responding to Security Incidents	\$ 48,625	Supported staff and library patrons by monitoring the exterior and interior library grounds, enforcing rules of conduct and calling law enforcement as needed.
Sustainability and Resilience	Creeks	Enforcement - Code Enforcement Officer	\$ 25,273	35% of 1 FTE Code Enforcement Officer.
Parks & Recreation	Parks	Enforcement - Park Rangers	\$ 407,567	Staff costs associated with park ranger enforcement of homeless-related park issues.
Police Department	Daily Patrol Calls	Enforcement	\$ 1,287,144	The Department responded to 8,496 related to homelessness calls and issues, including encampments and disturbances.
Police Department	Community Action Team	Enforcement	\$ 925,267	The team's mission is to deal with homeless related challenges including camp clean-ups and reoccurring disturbances.
Sustainability and Resilience	Environmental Services	Enforcement - Code Enforcement Officer	\$ 201,218	Staff costs associated with code enforcement officers to manage citywide encampment reporting system and coordination of clean-ups (including outreach), the City's Encampment Response Team and work with partnering agencies.
Waterfront Department	Harbor Patrol	Medical Responses	\$ 10,500	Approximately 60 medical calls responding to homeless individuals. Includes response time, patient assessment and treatment, and report writing (70 hrs).
Waterfront Department	Harbor Patrol	Enforcement	\$ 30,000	Approximately 200 calls for service involving homeless individuals. These include welfare checks, enforcement of illegal entrants into locked marinas and facilities, and contacting illegal campers on beaches and in city maintained properties.
			\$ 3,524,280	

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Encampment Cleanup				
Parks & Recreation	Parks	Encampment Cleanup	\$ 60,100	DFP, several small encampments on the beach, Shoreline, Skate Park beach side, Pershing and removal of several shopping carts left abandoned filled with expired bags of food at the Promenade, Dolphin fountain area, Cabrillo Blvd, West Beach, Skate Park, Plaza Del Mar and Chase Palm Park.
Sustainability and Resilience	Creeks	Encampment Cleanup	\$59,400	The Creeks Division has a contract with Southern Coastal Janitorial to perform cleanups in creeks and beach areas.
Sustainability and Resilience	Environmental Services	Encampment Cleanups	\$187,910	Encampment clean-ups in public spaces, restoration of landscaping in areas impacted by encampments, and rental of storage container for personal property.
			\$ 307,410	
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Staff Support				
City Administrator's Office	Administration Staff	Staff Support	\$ 87,428	Support for implementation of new strategies to address homelessness per the CAO, liaison to Council and Council Ad Hoc Committee, County coordination, participation in internal City team meetings, cross-agency collaborative meetings, and addressing daily concerns regarding homelessness and its impacts citywide
Community Development	Community Vitality Initiatives	Staff Support	\$ 177,362	Administration special projects, such as SB ACT Collaborative, City Net outreach services, rental assistance grants, and staff support to various City initiatives to address homelessness. Participate in inter-agency collaborative meetings to ensure coordination of service delivery.
Library	Administration Staff	Local Agency Support	\$ 5,681	Participated in meetings with SB Act and other local agencies and working groups to share, collaborate, and problem solve issues impacting those experiencing homelessness.
Parks & Recreation	Parks & Recreation Facilities	Staff Support	\$ 38,186	Permanent and hourly staff receiving phone calls, responding to unsafe conditions, calling in support, coordinating resources.
Sustainability and Resilience	Environmental Services	Staff Support	\$ 62,403	Administration of multi-department centralized clean-up program.
			\$ 283,632	
Other Impacts				
Library	All Library Staff	Training	\$ 45,266	Staff training on homelessness services, resource navigation, and rule enforcement.
Library	Custodial	Restroom/Facility Cleaning	\$ 46,361	Required cleaning/maintenance to maintain clean restrooms, library grounds, and furniture throughout the Library due to high use by individuals experiencing homelessness.
Library	Library Donations	Lost Revenue - Fear of misuse	\$ 100,000	Santa Barbara Public Library Foundation reports that potential major donors have declined to contribute to the Plaza Campaign for fear of misuse of the revitalized space by people experience homelessness, due to previous history and lack of alternative gathering spaces.
Library	Library Facilities	Misuse impact to facility and users	\$ 7,739	Attributing 10-15 percent of all facility repairs and maintenance to this population.
Library	Library Facilities	Lost Revenue - Deterrent Costs	\$ 10,000	Community members have stated they will not rent spaces within the Central Library due to the extensive number of people experiencing homelessness.

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Parks & Recreation	Creeks	Three (3) Portable Toilets and Fencing	\$8,000	These costs have increased over the previous year due to additional restrooms and more frequent service being added.
Parks & Recreation	Parks & Recreation Facilities	Security at Cabrillo Pavilion	\$ 77,938	Contract to ensure staff, patrons, and the public are safe entering and exiting the facility during early morning and closing hours (year-round).
Parks & Recreation	Parks	Restroom Cleaning and Supply Stocking	\$ 23,978	Cost of additional cleaning and supplies required for restrooms related to misuse and vandalism.
Parks & Recreation	Parks	Misuse impact to parks	\$ 10,000	Cost to repair / replace vandalized irrigation equipment, fencing, restrooms, lights, signage, and other park amenities.
Parks & Recreation	Parks	Powerwashing Parks restrooms and Hardscape	\$ 3,842	Cost of contract to powerwash park restrooms and hardscape. Does not include in-house powerwashing.
Parks & Recreation	Parks	Security Fencing at Various Parks	\$ 4,000	Cost of contract for additional security fencing.
Public Works	Downtown Parking Maintenance	Janitorial Services	\$ 13,610	Extra cleaning, odor removal, removal of debris and abandoned property, cleaning stairwells
Public Works	Downtown Parking Maintenance	Pressure washing	\$ 38,705	Extra pressure washing to remove odors, stains, and messes.
Public Works	Downtown Parking Maintenance	Hazardous waste cleanup	\$ 745	Removal of sharps and bio waste.
Public Works	Downtown Parking Maintenance	Electrical repairs	\$ 5,841	Repairs to electrical pedestals and lights caused by vandalism and misuse.
Public Works	Downtown Parking Maintenance	Plumbing & Restroom Repairs	\$ 4,209	Plumbing and repairs due to restroom vandalism and misuse.
Public Works	Facilities Division	Waste Cleanup, Facility Break-Ins; Electrical box break-ins.	\$ 8,000	Building Maintenance Work Orders for services with City Electricians, Carpenters, and Custodials to repair city-owned buildings related to homelessness.
			\$ 408,233	
Total			\$ 5,429,562	