



PANHANDLING

Panhandling is a reality in our community. Whether it be panhandlers, the chronically homeless, or perpetual inebriates, it may be difficult to know how to handle various situations regarding these individuals.

YOUR ROLE AS A BUSINESS

1. Do not give money to panhandlers, homeless individuals, or perpetual inebriates. This could lead to them continuously coming back to ask for more money or assistance. If they are in dire need of services such as food or shelter, please direct them to the Poverello Center (406-728-1809) or the Salvation Army (406-549-7825).
2. Should you observe any incidences, record the location(s) and descriptions of what the subject is doing (i.e. approaching vehicles, preventing entry/exit to businesses, aggressively asking for money, etc.). If you feel they are becoming too aggressive or are becoming a nuisance, please call 9-1-1.
3. If you feel comfortable and safe to do so, communicate with the person panhandling that they are not welcome to panhandle in front of your business if they are not abiding by the City of Missoula ordinances (see Pedestrian Interference or Solicitation and Aggressive Solicitation Acts for distances they are required to stay away from entrances).
4. Do not permit a person who is panhandling to provide a service for you (i.e. washing windows, dishes, etc) as this could lead to that individual or others wanting a similar agreement and then loitering in front of your business waiting for an opportunity to earn money.

WHAT TO DO IF.....

- A person is illegally panhandling within 10 feet of your store, you ask them to leave politely and they leave – no action required
- A person is illegally panhandling and/or is intoxicated and harassing pedestrians outside your business. If it is safe to do so, you politely ask them to leave or they become aggressive or confrontational and refuse to leave - Call 9-1-1

IMPORTANT PHONE NUMBERS

Downtown Police Officer	(406) 396-3188
Downtown Ambassador	(406) 396-7806
Homeless Outreach Team	(406) 493-7955

All of these individuals are here to answer your questions if you are unsure of any situations regarding panhandlers, inebriates, or homeless individuals. Their highest priority is your safety, so please do not hesitate to call if you are ever in need of assistance. If they are not available, please call 9-1-1 for assistance.

CITY OF MISSOULA ORDINANCES

Missoula Pedestrian Interference Act

1. Used to protect the health, safety, and welfare of the citizens of and

WHEN TO CALL 911 (AND WHY)

- If activity is known to be illegal
- If you want an officer to respond
- To create a history of activities
- If downtown officer is unavailable

Dispatch will prioritize calls according to urgency so do not hesitate to call!

When to call ambassadors -

- If unsure if activity is illegal
- Questions about anything related to downtown

When to call homeless outreach team

- If a person is in need of social services

When to call a Downtown police officer

- Anytime police assistance is needed or questions need to be answered. If unavailable, PLEASE call 911 if you would like an officer to respond.

visitors to the city by prohibiting acts of aggression or interference toward pedestrians. This includes prohibiting actions that intentionally obstruct pedestrian passage on public bridges, streets, sidewalks, parks, and other publicly held or owned lands.

For example: It is unlawful for any person to sit, lie or sleep (between 6am & 11pm) on a sidewalk within ten (10) feet of a public entrance

Missoula Solicitation and Aggressive Solicitation as Acts of Disorderly Conduct Act

1. Used to protect the health, safety, and welfare of the citizens of and visitors to the city by prohibiting acts of aggression or interference towards pedestrians.

Examples include:

- No person shall solicit within twenty (20) feet of any entrance or exit of banks or ATMs
- No person shall solicit in any public transportation vehicle, within ten (10) feet of any bus or bus station/stop, or any public or private parking lot/structure
- No person shall solicit within ten (10) feet of any outdoor patio or sidewalk café
- No person shall solicit on or within ten (10) feet of any entrance/exit to any pedestrian foot bridge or pedestrian tunnel