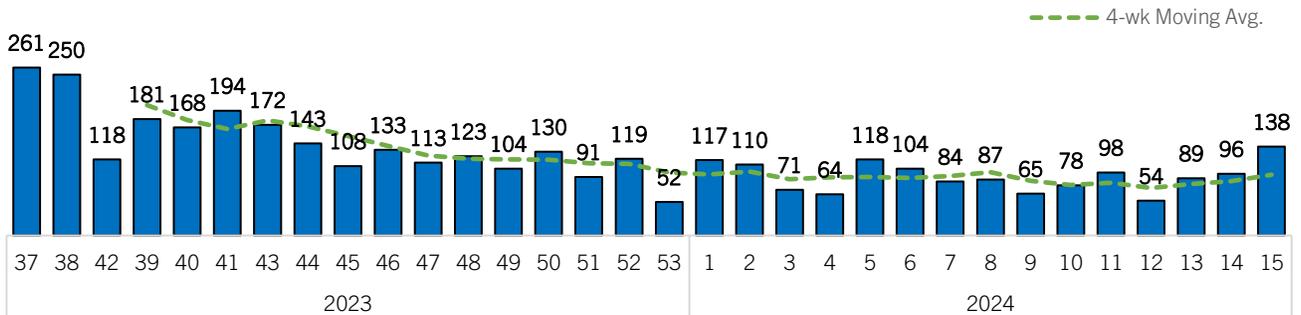


Complaints and Requests for Service

| Total Complaints and Service Requests Received | Week 15 | Prev Week | Prev Month Avg | 2023 Weekly Avg | Most Frequently Identified Locations | | |
|--|---------|-----------|----------------|-----------------|--------------------------------------|-----------|---------------------|
| | 138 | 96 | 98 | 145 | Delta Parkette | JC Beemer | Vincent Massey Park |

| Complaint / Service Request Type | |
|----------------------------------|-----|
| Request to Enforce Protocol | 27% |
| Follow-up(s) to Previous Request | 26% |
| Reported Encampment | 16% |
| Reported Garbage/Debris | 13% |
| Health & Safety Concerns | 8% |

| Source of Complaint / Service Request | |
|---------------------------------------|-----|
| Concerned Citizen | 84% |
| Community Stakeholders | 7% |
| Internal-Public Works | 6% |
| Encampment Resident | 1% |
| Councillor's Office | 1% |



Complaints and Service Requests by Week

Weekly Action Tracker

The Weekly Action Tracker includes all complaints and requests for service received by Housing Focused Street Outreach regarding potential encampment sites. Occasionally after a site has been designated by staff as cleared, different individual(s) may move into the same location and erect a new tent. To maintain clarity and ensure individuals are given an opportunity to be informed of the Encampment Protocol, anytime new tents are discovered in an area that has been previously cleared, the process will restart with Housing Focused Street Outreach attending to engage. All sites that have previously met compliance will be identified as a 'new' site when new tents begin to populate a non-compliant space, with the exception of previously escalated sites on private property, as once a property owner has been notified once of the process they will become responsible for contacting the appropriate enforcement body.

| Ward | Location | Date Identified by HFSO | Date Referred to Enforcement | Date Trespass Notices Issued | Trespass Notices Issued |
|------|------------------------------------|-------------------------|--|------------------------------|-------------------------|
| 13 | Sanctuary Park (Dundas) | 4/12/2024 | N/A - Private property owner informed | N/A | N/A |
| 3 | Century Street Park | 4/14/2024 | N/A - No tents observed | N/A | N/A |
| 8 | Sam Lawrence Park | 4/8/2024 | Ongoing engagement (confirming site is occupied) | | |
| 5 | Green Acres Park | 4/9/2024 | N/A - No tents observed | N/A | N/A |
| 14 | 145 Magnolia Dr (Sir Allen MacNab) | 4/11/2024 | N/A - No tents observed | N/A | N/A |

| Ward | Location | Date Identified by HFSO | Date Referred to Enforcement | Date Trespass Notices Issued | Trespass Notices Issued |
|------|---|-------------------------|------------------------------|------------------------------|-------------------------|
| 7 | Sackville Hill | 4/11/2024 | N/A - No tents observed | N/A | N/A |
| 7 | Eastmount Park | 4/11/2024 | N/A - No tents observed | N/A | N/A |
| 7 | Upper Wellington & Mohawk (transit shelter) | 4/9/2024 | 4/9/2024 | N/A - No encampment observed | N/A |
| 2 | Carter Park | 4/10/2024 | 4/11/2024 | 4/12/2024 | 1.00 |

Housing Focused Street Outreach Engagement Update

| Total interactions (non-unique) with unsheltered individuals by Housing Focused Street Outreach | Week 15 | Prev Week | 2023 Weekly Avg | Additional Notes: |
|---|---------|-----------|-----------------|-------------------|
| | 341 | 199 | 114 | |

Shower Program Update

| Total individuals (non-unique) who were provided access to encampment-specific shower programs | Week 15 | Prev Week | 2023 Weekly Avg | Additional Notes: |
|--|---------|-----------|-----------------|-------------------|
| | N/A | 14 | 14 | |

Site Maintenance and Cleanups

| Total encampment sites/areas maintained and cleaned by Parks Section staff | Week 15 | Prev Week | 2023 Weekly Avg | Additional Notes: |
|--|---------|-----------|-----------------|-------------------|
| | 34 | 22 | 29 | |

Active Sites Tracker

The Active Sites Tracker will maintain a log of all non-compliant sites (not including those in Weekly Action Tracker) with complaints and/or requests for service that are presently unresolved (i.e., enforcement and/or cleaning of site is in progress). Sites may remain active after enforcement due to unique or acute circumstances present at a particular site, staffing challenges, and/or delays as a result of lengthy voluntary compliance follow-ups. The number of individuals staying at any particular site can change quickly, and as a result the information in the chart may be outdated since the last noted status update.

| Ward | Location | New or Existing Site | Date Trespass Notices issued | Trespass Notices Issued | Status | Date of Status Update |
|------|----------------|----------------------|------------------------------|-------------------------|--------|-----------------------|
| 3 | Delta Parkette | Existing | 03/6/2024 03/21/2024 | 8 3 | Active | 4/4/2024 |

| | | | | | | |
|---|------------------------------------|----------|---|--------|--------|-----------|
| 2 | Cental Park | New | 04/10/2024 | 2 | Active | 4/17/2024 |
| 2 | Shamrock Park (north) | New | 04/11/2024 | 1 | Active | 4/17/2024 |
| 2 | Whitehern Alley | New | 04/10/2024 | 1 | Active | 4/10/2024 |
| 3 | Tweedsmuir Park | Existing | 04/11/2024 | 7 | Active | 4/17/2024 |
| 2 | Jackson St W (East of MacNab St S) | New | 04/10 - Observed multiple structures/tents in non-compliance. | | | |
| 2 | MacNab St S (West at Whitehern) | New | 04/10 - Observed multiple structures/tents in non-compliance. | | | |
| 3 | Gage Park (near Children's Museum) | Existing | 04/10/2024 | 2 | Active | 4/10/2024 |
| 1 | Churchill Park | New | 02/22/2024 | 1 | Active | 2/22/2024 |
| 3 | Pinky Lewis Parkette | New | 02/21/2024 | 2 | Active | 2/21/2024 |
| 3 | Bishop's Park | Existing | 02/26/2024 03/20/2024 | 6 1 | Active | 3/21/2024 |

Escalated Sites (previous three weeks) and Site Status Updates

The following chart maintains a log of all sites that were escalated to Municipal Law Enforcement from Housing Focused Street Outreach in the past three weeks, as well as sites that have experienced a change in status. Note, this does not include active sites nor sites identified in the past week. In addition, sites located on private property that have been escalated to the appropriate enforcement body (e.g., Hamilton Police Services), will be labeled as 'Private Property - Escalated.'

| Ward | Location | New or Existing Site | Date Trespass Notices issued | Trespass Notices Issued | Status | Date of Status Update |
|------|---|----------------------|---------------------------------------|-------------------------|-----------------------------|-----------------------|
| 3 | Century Street Parkette (between Steven & Ashley) | New | N/A - Site not active upon site visit | N/A | Encampment Cleared | 3/19/2024 |
| 2 | MacNab St S & Hunter St W | New | 03/20/2024 | 1 | Encampment Cleared | 3/20/2024 |
| 7 | Vincent Massey Park | New | 04/11/2024 | 1 | Compliant | 4/17/2024 |
| 5 | Sister's of St Joseph's Park | New | 03/27/2024 | 1 | Compliant | 4/17/2024 |
| 4 | Behind 29 Dunbar | New | N/A | N/A | Inactive - private property | N/A |
| 1 | Behind 133 George St | New | N/A | N/A | Inactive - private property | N/A |
| 1 | Victoria Park | New | N/A | N/A | Inactive | 4/10/2024 |
| 2 | Bay & Strachan | New | 04/10/2024 | 1 | Encampment Cleared | 4/12/2024 |

| Ward | Location | New or Existing Site | Date Trespass Notices issued | Trespass Notices Issued | Status | Date of Status Update |
|------|--|----------------------|---|---|--------------------|-----------------------|
| 3 | Birge Park | New | N/A | N/A | Inactive | 4/11/2024 |
| 2 | Commonwealth Square | New | 04/11/2024 | 7 | Encampment Cleared | 4/11/2024 |
| 13 | Dundas Valley (east of Sanctuary Park) | New | N/A - Encampment not located | N/A | N/A | N/A |
| 2 | City Hall | New | 03/25/2024 03/26/2024 | 52 Voluntary Compliance Notices; 47 Trespass Notices | Encampment Cleared | 4/9/2024 |
| 3 | Woodlands Park | New | N/A - No encampments observed upon visit. | N/A | Inactive | 4/9/2024 |
| | | | | | | |
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