

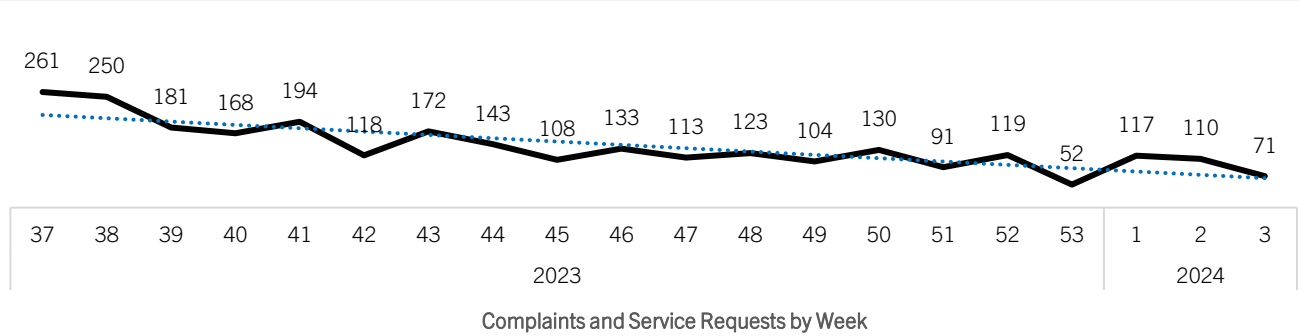


Complaints and Requests for Service

Total Complaints and Service Requests Received	Week 3	Prev Week	Prev Month Avg	2023 Weekly Avg	Most Frequently Identified Locations		
	71	110	98	145	JC Beemer	Lifesaver's Park	Montgomery Park

Complaint / Service Request Type	
Follow-up(s) to Previous Request	24%
Reported Garbage/Debris	21%
Supports for Unsheltered Individual(s)	15%
Reported Encampment	15%
Request to Enforce Protocol	13%

Source of Complaint / Service Request	
Concerned Citizen	54%
Internal-Public Works	10%
BIA or Local Business	7%
Internal-Other	7%
Internal-Municipal Law Enforcement	4%



Weekly Action Tracker

The Weekly Action Tracker includes all complaints and requests for service received by Housing Focused Street Outreach regarding prospective 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 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
3	Barton Central Library	1/15/2024	1/15/2024	1	1/18/2024
2	McLaren Park	1/15/2024	N/A - No tents observed	N/A	N/A
4	Montgomery Park	1/15/2024	1/16/2024	Engagement ongoing to achieve compliance.	
13	Martino Memorial Park (baseball diamond)	1/15/2024	N/A - Site is compliant	N/A	N/A
2	59 King St E	1/15/2024	N/A - No tents observed	N/A	N/A
2	East of 130 St Joseph's Dr (near Keddy Access Trail)	1/15/2024	N/A - Site is compliant	N/A	N/A
1	Ravine Road Trail	1/16/2024	N/A - No tents observed	N/A	N/A
2	Gore Park	1/18/2024	1/18/2024	Under investigation by MLE	

Note: Due to colder temperatures experienced over the course of last week, the focus of enforcement was on conducting wellness checks at known encampments throughout the City.

	Week 51	Prev Week	2023 Weekly Avg
Complaints and Requests for Service related to Transit Shelters	1	0	1

Additional Notes:
As per its mandate, HFSO engages with all individuals in the community who are unsheltered, including individuals temporarily living within transit stations. Given the temporary nature of the stay, these are triaged via a separate process.

Housing Focused Street Outreach Engagement Update

	Week 3	Prev Week	2023 Weekly Avg
Total interactions (non-unique) with unsheltered individuals by Housing Focused Street Outreach	91	76	113

Additional Notes:
HFSO engages with individuals who are unsheltered to help improve their access to basic needs and relevant supports and services in the community, including housing, health, food, and income supports.

Shower Program Update

	Week 3	Prev Week	2023 Weekly Avg
Total individuals (non-unique) who were provided access to encampment-specific shower programs	20	21	14

Additional Notes:
Data includes all instances that individuals who are unsheltered are provided access to any of the designated shower programs in the city.

Site Maintenance and Cleanups

	Week 3	Prev Week	2023 Weekly Avg
Total encampment sites/areas maintained and cleaned by Parks Section staff	29	38	28

Additional Notes:
Data may include cleanups that occur after the duration of a trespass order has been exceeded, cleanups of active sites as arranged with the occupants, and cleaning of sites deemed by the Coordinated Response Team to be abandoned.

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	Date Trespass Notices issued	Compliance Date on Notice	Status	Date of Status Update
3	JC Beemer	Existing	Thurs Aug 31/2023	Mon Sept 4/2023 (4 days)	Active	9/18/2023
3	Tweedsmuir Park	Existing	Mon Oct 16/2023	Fri Oct 20/2023 (4 Days)	Active	12/8/2023
2	Jackie Washington (incl Nature's Inlet Sanctuary)	New	Mon Oct 16/2023	Fri Oct 20/2023 (4 Days)	Active	11/21/2023
2	Claremont Access Parkette	New	Wed Nov 1/2023	Sun Nov 5/2023 (4 days)	Active	11/21/2023

Ward	Location	New or Existing	Date Trespass Notices issued	Compliance Date on Notice	Status	Date of Status Update
2	John Rebecca Park	New	Tues Nov 14/2023 Thurs Nov 23/2023	Wed Nov 15/2023 (1 day) Fri Nov 24/2023 (1 day)	Active	1/15/2024
3	Stirton Tot Lot	New	Tues Nov 21/2023	Wed Nov 22/2023 (1 day)	Active	1/19/2024
3	Gage Park	New	Mon Dec 4/2023	Tues Dec 5/2023 (1 day)	Active	1/16/2024
3	Delta Parkette	New	Mon Nov 27/2023	Tues Nov 28/2023 (1 day)	Active	1/19/2024
1	Inchbury & Tecumseh (Dundurn Castle)	New	Mon Nov 27/2023	Tues Nov 28/2023 (1 day)	Active	1/15/2024
2	Commonwealth Square	New	Mon Nov 27/2023	Tues Nov 28/2023 (1 day)	Active	12/21/2023
1	Victoria Park	New	Thurs Dec 14/2023	Fri Dec 15/2023 (1 day)	Active	1/17/2024
3	Lifesfer's Park	New	Thurs Dec 14/2023	Fri Dec 15/2023 (1 day)	Active	12/14/2023
3	Corktown Trail (between Corktown Park and Wentworth)	New	Tues Jan 9/2024	Wed Jan 10/2024	Active	1/9/2024
2	Harbourfront Drive (north)	New	Thurs Jan 18/2024	Fri Jan 19/2024	Active	1/18/2024
2	Hutch's Parking Lot	New	Thurs Jan 18/2024	Fri Jan 19/2024	Active	1/18/2024
3	North Central Community Park	New	Thurs Jan 5/2024	Sat Jan 6/2024	Active	1/18/2024
2	Durand Park	New	Tues Jan 9/2024	Wed Jan 10/2024	Active	1/16/2024

Site-specific notes:
 JC Beemer Park: The site was escalated by Municipal Law Enforcement to Hamilton Police Services for enforcement on August 31, 2023. Notably, Hamilton Police do not have service levels associated with enforcement action, and develop specific enforcement plans for each site to gain compliance, which has not yet been achieved at this site.

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	Date Trespass Notices issued	Compliance Date on Notice	Status	Date of Status Update
2	Sir John A Macdonald (Bay st)	New	N/A	N/A	Inactive	1/2/2024
3	Norman Pinky Lewis Recreational Complex	New	Wed Jan 3/2024	Thurs Jan 4/2024	Encampment Cleared	1/12/2024
8	William Connell Park	New	N/A	N/A	Compliant	1/15/2024
5	Queenston & Nash (bus shelter)	New	N/A	N/A	Inactive	1/2/2024
2	Beasley Park (skatepark)	New	Tues Jan 2/2024	Wed Jan 3/2024	Encampment Cleared	1/8/2024

Ward	Location	New or Existing	Date Trespass Notices issued	Compliance Date on Notice	Status	Date of Status Update
4	Mahony Park	New	Fri Jan 5/2024	Sat Jan 6/2024	Encampment Cleared	1/11/2024
2	1 Summers lane & King Street W (Hamilton Convention Centre underpass)	New	N/A	N/A	Inactive	1/8/2024
2	Cathcart & Robert	New	N/A	N/A	Inactive	1/9/2024
3	Sanford Ave N & Barton St E (across from 276 Sanford Ave N)	New	N/A	N/A	Encampment Cleared	1/9/2024
6	Mohawk Sports Park	New	Mon Jan 15/2024	Tues Jan 16/2024	Encampment Cleared	1/18/2024