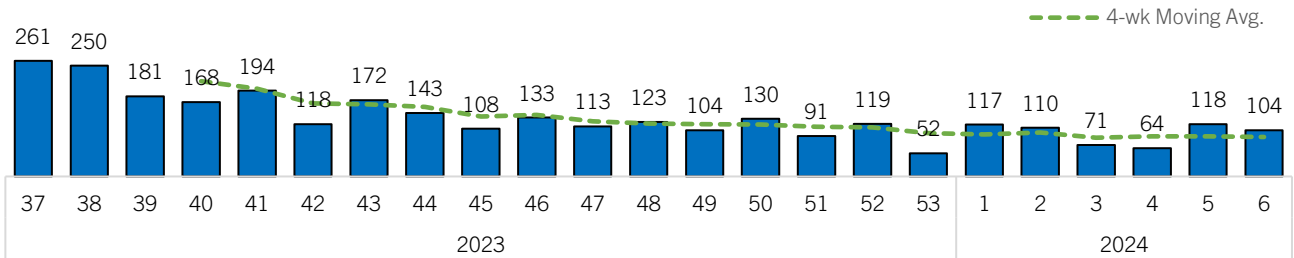


### Complaints and Requests for Service

Total Complaints and Service Requests Received	Week 6	Prev Week	Prev Month Avg	2023 Weekly Avg	Most Frequently Identified Locations		
	104	118	91	145	Kenilworth Access Parkette	Bishop's Park	Tiffany Barton

Complaint / Service Request Type	
Follow-up(s) to Previous Request	26%
Reported Encampment	20%
Request to Enforce Protocol	20%
Reported Garbage/Debris	16%
Health & Safety Concerns	6%

Source of Complaint / Service Request	
Concerned Citizen	63%
Internal-Public Works	11%
BIA or Local Business	4%
Internal-Other	4%
Councillor's Office	4%



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
3	Barton & Cheever	2/5/2024	N/A - No tents observed	N/A	N/A
5	Centennial Pkwy N & North Service Rd (south)	2/5/2024	Engagement ongoing		
2	Woolverton Park	2/5/2024	N/A - No tents observed	N/A	N/A
3	Bishop's Park	2/5/2024	N/A - Site is compliant	N/A	N/A
3	Pinky Lewis Parkette	2/6/2024	N/A - No tents observed	N/A	N/A
3	Gage Park (near greenhouse)	2/6/2024	N/A - Site is compliant	N/A	N/A
3	Woodlands Park	2/7/2024	2/9/2024	2/9/2024	3

Ward	Location	Date Identified by HFSO	Date Referred to Enforcement	Date Trespass Notices Issued	Trespass Notices Issued
2	Central Park	2/7/2024	2/9/2024	2/12/2024	2
3	Myrtle Park	2/9/2024	2/9/2024	2/12/2024	1
3	Wellington Park	2/8/2024	2/13/2024	Investigation in progress	
2	Ferguson Station	2/9/2024	N/A - No tents observed	N/A	N/A
3	422 Barton St E (back of property)	2/9/2024	2/13/2024	Investigation in progress	
3	298 Hunter St E	2/9/2024	N/A - No tents observed	N/A	N/A
4	Montgomery Park	2/10/2024	N/A - Site is compliant	N/A	N/A
3	Delta Parkette	2/11/2024	N/A - Site is compliant	N/A	N/A
2	MacNab & Hurst	2/11/2024	2/13/2024	Investigation in progress	
5	Sam Manson Park	2/11/2024	N/A - No tents observed	N/A	N/A

	Week 6	Prev Week	2023 Weekly Avg
Complaints and Requests for Service related to Transit Shelters	0	1	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 6	Prev Week	2023 Weekly Avg
Total interactions (non-unique) with unsheltered individuals by Housing Focused Street Outreach	105	89	114

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 6	Prev Week	2023 Weekly Avg
Total individuals (non-unique) who were provided access to encampment-specific shower programs	18	27	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 6	Prev Week	2023 Weekly Avg	
	Total encampment sites/areas maintained and cleaned by Parks Section staff	29	31	28

## 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	Corktown Trail (between Corktown Park and Wentworth)	New	01/09/2024	1/10/2024	Active	2/12/2024

## 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	Date Trespass Notices issued	Compliance Date on Notice	Status	Date of Status Update
3	Barton Central Library	New	01/18/2024	1/19/2024	Encampment Cleared	1/29/2024
3	240 Lottridge	New	N/A - Private property	N/A	Inactive - Private Property	1/15/2024
4	Montgomery Park	New	02/01/2024	2/2/2024	Compliant	2/6/2024
2	Strachan & James	New	N/A - No encampment present	N/A	Encampment Cleared	1/29/2024
2	Gore Park	New	01/29/2024	1/30/2024	Encampment Cleared	1/30/2024
3	King & Sanford (bus shelter)	New	02/01/2024	Immediately	Encampment Cleared	2/1/2024
2	134 Mary St	New	02/01/2024	Immediately	Encampment Cleared	2/8/2024
1	Stroud Road Park	New	02/02/2024	2/3/2024	Compliant	2/5/2024
3	Century Park	New	02/07/2024	2/8/2024	Encampment Cleared	2/8/2024

Ward	Location	New or Existing	Date Trespass Notices issued	Compliance Date on Notice	Status	Date of Status Update
3	JC Beemer	Existing	08/31/2023	9/4/2023	Compliant	2/5/2024
3	Tweedsmuir Park	Existing	10/16/2023	10/20/2023	Compliant	2/5/2024
2	Harbourfront Drive (north)	New	01/18/2024	1/29/2024	Compliant	2/6/2024
2	Hutch's Parking Lot	New	01/18/2024	1/19/2024	Encampment Cleared	2/7/2024
3	North Central Community Park	New	01/05/2024	1/6/2024	Encampment Cleared	2/8/2024