

Complaints and Service Requests

The following is a total of complaints and service requests that have been sent to the unsheltered@hamilton.ca email address related to encampments. While Housing Focused Street Outreach staff have reviewed each voicemail received, the complaint and service request data from the previous week does not include voicemails. A process is being developed to track this data.

Week number	Week	Total complaints / service requests received	Top 3 locations identified:
37	09-04-2023 – 09-10-2023	261	Montgomery Park, JC Beemer Park / Tweedsmuir Park, Durand Park

Encampment Response Service Levels

The following sites were managed by the Coordinated Response Team during the week of 09/04/2023 – 09/10/2023:

Ward	Location	New or Existing Encampment Site	Date identified by HFSO	Date referred to enforcement stage	Date Trespass Notices issued	Trespass Notices Issued
5	Battlefield Park	New	2023-08-18	2023-09-07	2023-09-08	2
3	Century Park	New	2023-09-07	2023-09-07	2023-09-09	2
2	North Central Community Park	New	2023-08-24	2023-09-07	Not issued, site clear	N/A
3	Lifesaver's Park	New	2023-09-05	2023-09-07	2023-09-08	1
2	Shamrock Park (North)	Existing	2023-09-05	2023-09-07	2023-09-08	2

Note: Green = Met Service Level, Red = Did not Meet Service Level

Existing encampment sites are being prioritized based on health and safety, proximity to parks and playgrounds, and proximity to schools. Once the team prioritizes an existing site or receives a request to visit a new encampment site, Housing Focused Street Outreach attends and provides education regarding the protocol and resources. If, within 72 hours the site is still non-

compliant, Housing Focused Street Outreach will report the site to Municipal Law Enforcement, who will respond within four (4) business days.

Municipal Law Enforcement Officers will determine compliance timelines depending on the presenting circumstances, for the issuance of notices or actions to be taken in respect to the encampment, temporary shelter, or tent, within a maximum of four (4) total days from the issuance of notice, unless exceptional circumstances exist.

Parks staff will coordinate the clean-up, to be completed either by Parks staff, Roads staff, or the contractor, depending on the location, within 72 hours, with discretion for extenuating circumstances such as inclement weather.

Housing Focused Street Outreach Update

As part of a housing-led response, Housing Focused Street Outreach is responsible for engaging with individuals who are unsheltered to help improve their access to basic needs and relevant supports and services in the community. The following chart tracks the non-unique engagements that were conducted over the previous week with individuals who are unsheltered in the community.

Week Number	Week	Provision of Basic Need Supports	Provision of Housing Needs Support	Total individuals support (not unique)
37	09-04-2023 – 09-10-2023	15	113	128

Abandoned Sites / Encampment-related Garbage/Debris Update

As part of its cleanup and maintenance response, Parks section staff are notified by the Coordinated Response Team of when a site is ready to be cleaned. This 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.

Week Number	Week	Active site cleanups	Abandoned site cleanups	Total cleanups
37	09-04-2023 – 09-10-2023	4	10	14

Measuring Success

Given the short time period since the Protocol has been enacted, and with several large sites existing at the time the Protocol was ratified, it is difficult to set appropriate performance measures at this time. More information is required to reasonably infer baselines for performance, particularly when existing encampments are still to be addressed.

In the next weekly report, week-over-week comparisons will be added to provide short-term comparisons while in the coming weeks the Coordinated Response Team will be assessing the data to implement key performance indicators to be used to evaluate the success of encampment response efforts in the city.

Washroom Update

Staff from Housing Focused Street Outreach, Recreation, and Corporate Security have worked to identify and operationalize 24/7 washroom access, shower access, and drinking water access throughout the city for individuals who are unsheltered. The following locations have been identified to support washroom and shower programming (subject to change over time):

Location	Programming	Hours of Service	Start Date
Eastwood Arena	Washrooms and Showers	M-F 8am -4pm	September 18, 2023
JC Beemer Park	Washrooms	24/7 access	September 6, 2023
Myrtle Park	Washrooms	24/7 access	September 14, 2023
Norman Pinky Lewis Recreational Centre	Washrooms and Showers	Varied daily hours. Total of 14 hours weekly.	September 6, 2023

Future reporting will include weekly totals on number of individuals accessing each service.