

Encampments: Impacts on Businesses in Hamilton Survey Summary - Verbatim Responses for Open Ended Questions

Please describe the impacts that encampments have had on your business and/or customers.

(Note: text responses have not been modified in any way for grammar, spelling and/or content with the exception of references to names/personal identifiers that have been redacted.)

- 1. Employees very concerned about their safety. 2. Employees not wanting to be in downtown core. 3. Clients not wanting to travel to downtown core.
- accosting staff in and outside of the office and at parking areas - public defecation and urination - Racial slurs directed towards staff
- Aggressive drug addicts and homeless people are harassing our customers and staff. We had to invest thousands of dollars in security cameras, and a full time security guard overnights.
- Are customers always being asked for things. They create a unsafe zone as you are not sure how they are going to react. They are yelling (sometimes to themselves) and you never know what or if they have weapons.
- At my previous location 350 Kenilworth the impact was huge. A nearby encampment was cleared out and resulted in months of individuals sleeping on our front entry. Multiple calls to law enforcement to clear them from entry way or back parking lot.
- Bad first impressions when trying to attract new business to the City.
- Being directly across from Woodlands Park, at it's peak when there were 45+ tents, over 100 ppl in the park there were many impacts on the business. tenants, visitors, vendors feeling unsafe, violence, garbage, drug use, illicit activity etc... and the public bathroom building burning down. Since the encampment has been cleared out there have been very few short time stays, and for the most part have cleared out and cleaned up quickly. So the short answer is that historically the encampment issue had a BIG impact, and now it has dwindled since the protocol essentially deemed the park not suitable for any encampments.
- Business that used to service moved out of the area. Back alley constant garbage and also has become a washroom it seems.
- Clients and staff feel unsafe and don't want to come to our location.
- Clients are hesitant about coming to my place of business because of the unhoused people hanging around. They feel uncomfortable with the drug use that happens right outside my business and the harassment from being shouted at.
- Clients have been confronted by people while coming in to the Office and some are unwilling to now attend at the Office. Others are hesitant or fearful to come to the Office because of the downtown environment.

Please describe the impacts that encampments have had on your business and/or customers. (cont'd)

- Consistent panhandling at intersections and plaza entrances. Drug deals nearby, public nudity and sex acts. Sexual exploitation of female encampment/addiction residents. Garbage and needles everywhere near encampment sites. Human trafficking of new immigrants at intersections. Theft of personal property outside of businesses and personal addresses near encampments. Open burning at sites. Theft in stores by encampment residents. Fear and risk to customers and staff when attending for work requirements. Feeling unsafe near encampments and those who are panhandling etc.
- Constant cleaning up of drug paraphernalia, people sleeping at our entrance, multiple break ins, encampment belongings overflowing onto our property, encampments creating safety concerns for staff, public drug use
- Customer complaints, Urination & feces on building. open drugs use leading to frequent shootings downtown now. Staff are nervous and avoid areas - in particular stairwell's.
- Customer do not want to come downtown, they tell us they don't come as often because of how shitty the downtown has gotten. We have people openly smoking meth / crack in doorways. Walking down sidewalks, everywhere. Dirty needles, human feces on sidewalks and next to parked cars, vandalism, theft, etc. they come into our businesses and run into washrooms and lock themselves in to use drugs, they come in back doors and steal staff belongings, they come in and harass guests. Our staff has been assaulted, stolen from and some fear working in the city. While housing is an issue, let's be real here and say what's the real problem. This city openly allows addicts and criminals to roam free and do what they want when they want.
- Customers (especially from other countries) regularly comment on how startled and uncomfortable they feel being the city for any leisure or post-work hour activities - during their visits here.
- Customers afraid to come into store with people "hanging" around just outside. Theft increased substantially....we constantly were on guard for individuals shop lifting in store. We would attempt to stop them but they would walk off with merchandise and we would observe them going straight into one of the tents across the street
- Customers and employees are afraid for their safety, garbage, drug use near by, begging and pestering of customers
- Customers and employees being harassed.
- customers and staff have indicated that they felt unsafe when trying to get to our office
- Customers are afraid to come encampment occupiers and wondering around asking for money and on street corners??

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- Customers are discouraged from visiting. The neighbourhood is unsightly. There is trash, urine and drug paraphernalia. Homeless people and overdosing on the side walks and in nearby parks, on medians in the street. My revenue and foot traffic is gone.
- Customers are very leery about passing an encampment area for fear of possible danger
- Customers avoiding the area.
- Customers do not feel safe and are not coming down to shop. The encampments are bring drugs and crime into the business areas.
- Customers do not want to come to the core - concerns for safety and well being.
- customers do not want to have to deal with encampments so they go somewhere else, cancelled appointments etc.
- customers don't feel safe walking to the business
- Customers don't feel safe coming to the core of the city to just shop as once they did, they now clump their visits to when attending doctors appointments or other more important reasons to come to the core.
- Customers feel uneasy and unsafe when walking to our buildings and into our buildings (if there is anyone posted up in the lobby). It also makes things feel dirty - we've found a pile of poo in the lobby twice
- Customers feel unsafe or uncomfortable visiting areas with visible encampments, leading to decreased foot traffic and decreased demand for our services that we are offering downtown
- Customers from outside the City and region, including those from the Mountain, and even the lower City are scared to come to this area and are scared for their safety to shop in the area.
- Customers have outright told us they won't come downtown because of the fear of encampment members. The increase in drug related issues, garbage related issues, etc., has gotten out of control since the encampments have sprung up everywhere. The incidents of out of control people entering our store and harassing our customers has increased substantially. Our business is suffering and revenue is dropping.
- Customers refusing to come downtown for fear of harrassment or verbal assault.
- Customers that used to come from the mountain and outside the city no longer come to my premises citing lack of safety due to encampments. My property value has taken a significant downtown due to encampment proximity.
- customers unable to enter into establishment or being harassed when trying to. Garbage and substances left on premise.
- daily issues with people harassing our guests and staff. The incidents happen at all hours of the day. The concerns have lead to staff feeling unsafe in the restaurant.

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- Damage to building Crowding exits Attempted arson x 3 Theft Aggression
- Damage to our property and thievery of products
- damage to property, and customers uncomfortable coming to the area
- damaged property (parking gate barrier broken with a bat, locks, windows, parking lot, building graffiti,) - reputation. Bringing international clients to Hamilton and away from Toronto is hard enough but when they get here and wake up to go to an office with encampments garbage, drug use, needles and no security around - hard to recover from that image.
- defecation, urination, nudity, drug use, sexual abuse with a minor, deaths
- Deters commerce and makes residents feel unsafe.
- Difficulty in recruitment due to perception of unsafe environment. Those that we hired are unwilling to come to the office given the unsafe surrounding areas.
- Disruption to business
- doing drugs out front and behind location - walking in and out of location bothering guests (smell) - vandalism to staff vehicles (being broken into)
- Downtown is not safe or clean or pleasant for us, our employees and our clients. After more than 100 years downtown, we intend to move our business elsewhere with deep regret.
- Drug use, littering of drug paraphernalia, intrusive on families and businesses in the area. Loitering on steps of different businesses in the area. They burnt down the washrooms at Woodlands Park so now children and families can't even enjoy visiting the playground. Completely unfair to parents and children.
- Drug use, overdose, people exposing themselves, horrific sexual advances and awful language shouted at me through the door. Customers being harassed.
- Drugs and crime
- Due to safety concerns, we now keep the front doors of our business locked. Customers have to knock on the door to be let in, which is not very welcoming. We have had to hire security for our business, at our cost. Employees are concerned about their safety coming in and leaving work as well as at lunch. There are concerns over our ability to recruit talent, as many people do not want to come downtown. Many employees cite safety concerns as a reason to increase the number of days they are to work from home.
- Effects safety in area and deters customers from coming to the business. Customers leave bad online reviews for the business relating to the encampments.
- Employees and customers being accosted. Afraid to come to workplace. People using drugs and defecating on sidewalk outside. Terrible place to business in.

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- Employees are reporting more interaction with drug users, panhandlers, theft of our scrap or persons looking to steal. One incident we had a person gain access to our facility and walk through without any pants on. Employees are concerned for their safety.
- Encampments and presence of unhoused people has deeply affected our business. Lots of activity outside our restaurant. Unable to have a patio out front due to the disruptive nature of the area. Customers feel unsafe when coming down to the downtown area. Staff feel unsafe when leaving at night
- Encampments around the city make some employees, that have presence in the community feel uncomfortable, or fear for their safety when performing their duties.
- Encampments have devastated my business. Customers are scared of being downtown due to open drug use, theft and violence. Police refuse to respond and do nothing of value when they are forced to. My business has experienced vandalism, theft and lost sales. Nearby green spaces (bayfront) have been ruined for the same reason, everyone feels hopeless as these people openly destroy our city with no fear of consequences.
- Encampments have had meth labs across from our business, propane tanks have blown up. Delusional people walking the streets and trying to get into our doors.
- Encampments and large gatherings at Ferguson Station Park has:
 - Kept customers from attending our business stating discomfort of being in the area (particularly for our salon clients)
 - Drug paraphernalia, garbage, human waste, sleeping or semi-conscious people, and those actively doing drugs immediately outside our business has kept us from using the patio we have licensed for the summer due to unsafe and threatening situations
 - An increase in theft (blatant daytime & multiple times per week) has caused financial losses that are offsetting revenues in a negative way.
 - Medical and mental health emergencies have had to be attended to by ourselves, customers, and neighbours. Either administering first aid, calling 911 or mental health supports, has become regular event immediately outside our shop window.
 - A growing number of folks under the influence have entered the store more regularly - often attempting to light crack pipes inside.
 - We operate an expense / petty cash account to ensure we have bottled water, juice and pop, first aid, Noxolone, and hygiene products available at all times
 - The physical and emotional energy required to manage those under-served in the area is becoming more taxing and time consuming. Ultimately taking time away from building the business and spending time on more effective solutions that could help the community in need.
 - The Church group that offers meals on Wednesday nights at Ferguson Station has not been responsible for ensuring garbage and clean up is taken care of properly. In addition, they preach over loudspeaker which is offensive and in no-way assisting those they are feeding. The cleanup on Thursday mornings can take up to an hour on the outside of the shop - cleaning food off windows, glass pipes and needs, broken bottles, clothing, human waste, etc. immediately surrounding the shop.

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- Fear of their personal safety due to perceived use of drugs and mental health issues.
- Garbage not cleaned up Drug needles very visible on sidewalks
- Garbage, distractions and unsafe.
- GENERAL ASSUMPTIONS BY THE PUBLIC THAT HAMILTON DOWNTOWN IS FULL OF ENCAMPMENTS AND IS DANGEROUS. THIS BEING LARGELY UNTRUE FOR HUGE PORTIONS OF OUR BEAUTIFUL DOWNTOWN, THERE IS NOT ENOUGH POSITIVE COVERAGE AND/OR "MARKETING" TO EDUCATE THOSE THAT LIVE OUTSIDE OF THE CORE TO UNDERSTAND WHAT THE CITY HAS TO OFFER.
- General fear of safety affecting employees, customers, and the business at large. Customers are reluctant to come downtown into the area of business, affecting sales and revenue. Employees are reluctant to come into work (especially working later into the evening or independently) which affects the ability to run the business accordingly.
- Gross, unhygienic, and makes our city look like it is not taken care of. Clients and employees are afraid to walk down the streets.
- Have had people sleep in street-level stairwells beside my office building, or enter into my office building to use bathroom facilities. Some staff have had uncomfortable encounters with some of those who have entered our office building such that staff are now taking to locking the front office door at all times.
- Home renovation company. While no encampments directly near our business location, they are present near some of the houses we renovate. Risk of tool/equipment theft and damage to unoccupied houses during renovation.
- Hinders customers and employees entering and exiting our facility at different times of day. They tend to sit/sleep/shoot up on our stairs of the front entrance. We have to keep our garbage bins in a locked and gated area because they keep stealing our large city garbage bins (blue ones on wheels). This is inconvenient for garbage pick up, it has been missed occasionally because we have not unlocked the gate on time. On several occasions we have had to tend to those that have been at the front our building/or parking lot who are so high that they have required medical attention (we help until city fire/police/ambulance arrive). This takes time out of our staffs day, puts staff at risk. They pee and poop in our parking lots and front of the building. They keep trying to set up their encampments in the stoop of the building and or corners of the parking lots in the bushes. Customers and staff have noted that you cannot drive in Hamilton without having to dodge these people begging or just screaming and acting crazy in the middle of the street while trying to drive downtown. This puts motorists at risk of causing or being in a car accident while maneuvering around them. Many people have mentioned they are looking elsewhere to do business as it is sad, dirty and they feel unsafe at times coming downtown Hamilton.

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- homeless harassing customers for money/items as they come in and out. Homeless coming in and stealing, using bathrooms, leaving mess and drug paraphilia behind
- homeless have tried to use my property. leaving rubbish on my property and me getting charged for it. whatever the bylaw officer sees on my property I get charged for it. am eating like a garbage man to try AND NOT GET CHARGED.
- Horrible reviews for business left for something not within our control - encampments and the "street people" Patrons expressing disgust with "street people" opening doing drugs and refusing to return
- human excretion on private property, homeless persons sheltering in doorway(s), drug use in doorways(s), multiple solicitations for money when entering and exiting business.
- I FEEL THAT THE ENCAMPMENTS ARE A BLIGHT ON THE LANDSCAPE OF OUR COMMUNITY AND HAVE INCREASED THE COST OF THE CITY LOOKING AFTER THE BEAUTY OF MY CITY. THE EXTRA COSTS FOR PUBLIC SERVICE HAS PUT A BURDEN ON MYSELF AND MY CUSTOMERS. OUR MUNICIPAL GOVERNMENT HAS BEEN IN EFFECTIVE TO SOLVE THIS PROBLEM. HOW DO WE AS TAX PAYERS CHANGE THAT??
- I have had many regular clients tell me they no longer feel safe to park or come to my establishment and have lost them as repeat clients to my competitors. I have also lost 3 great employees who were either harassed, followed, yelled at, or felt unsafe leaving the premises to go to their car in fear that the people camped around the building would continue this erratic behaviour. Homeless and addicted people have also vandalized our property, and often leave their paraphernalia around the door, standing areas, and parking areas of our establishment. I have had to pay for cleanup several times and I am often calling the police for help to remove people who refuse to leave these areas.
- I operate a hotel that has multiple encampments near the QEW; the homeless people are constantly on my property, going through my dumpsters and leaving the garbage all over the ground; and trying to sleep in our stairwells. They do not want to leave when asked, and this causes undue stress to my staff as the police take normally 3-4 hours to respond.
- I have a lot of senior and marginalized customers and they have either disappeared regularly or are intimidated to walk certain routes to get to my store for their shopping. The parking lot is a constant dumpster and Overdoses are a common occurrence. I have enough to deal with this down economy and this is making me reconsider moving far out of the downtown core if I continue to be in business.
- I own a fitness studio that caters to women between the ages of 22-65 and have had an influx of reports about drug use, visible drug use on streets as they are parking, damages to the front of our building and panhandling.

Please describe the impacts that encampments have had on your business and/or customers. (cont'd)

- I had a shed at the back of my business with over \$5000 worth of equipment and it was broken into and everything was stolen when we looked on the video. It was folks that are in encampment spaces. After taking everything out of the space recently, just a couple days before getting the survey I found people were staying in my shed. Aside from that they're always people coming down the alleyway and doing drugs right beside our business, which is literally a part of the reason we got that prop so we could open our garage up out into the alleyway and do some programming but instead we're always seeing needles and drug paraphernalia which my staff have to clean at risk. Also, a large part of the reason I wanted to have a business that is close to the bayfront area is because the park is beautiful however, since the tents have gone up entering bayfront Park, we've seen a significant decrease in foot traffic as people want to avoid having to wal all of those tents. I have three businesses in the downtown corp and I can absolutely see how the encampments have impacted foot traffic. People do not want to walk around and have interactions with people who are struggling with addiction and are having explicit sexual and violent interactions and displays in the day much less at night.
- I live a block away from the Bayfront Park encampment. Our neighbourhood has had regular breakins and thefts. I am a carpenter, and have a lot of tools in a backyard shed, and also in my van. I wake up several times in the middle of the night most nights worried that the sound I heard was someone stealing tools. It's an uncomfortable lurking threat that's constantly at the front of my mind that I might wake up one morning and be several thousand dollars behind to replace stolen tools. We've had the propane tank from our barbecue stolen this month, and our upstairs neighbours have had their car window smashed multiple times to steal change. Thankfully there has been no direct impact on my business yet, but the lurking threat is constantly there, and if the encampments continue to terrorize our neighbourhood my wife and I will need to look into getting out, maybe leaving the city, as we can't afford to suffer some of the thefts and vandalism our neighbours have.
- I've had someone go up to my store front and pee at my door. During daylight hours at around 2:30pm
- Impeding customer access to business, encampments have also made customers not want to approach the business, unsanitary conditions that can't always be cleaned up due to repercussions from being too close to someone's belongings in an encampment.
- Increased crime including open drug use and vandalism resulting in increased costs.
- Increased levels of violence, harassment, drug use, disruptances, over-doses on the property and 911 calls since encampments appeared in the City. These issues do not exist at our other locations that do not have encampments.
- Increased litter, trash, needles on sidewalks

Please describe the impacts that encampments have had on your business and/or customers. (cont'd)

- Increased number of thefts from patio furniture and people wandering in the area and coming to business disturbing the operations.
- Increased the negative perception of Downtown Hamilton and discourages people from visiting the area. The blatant drug use on the sidewalks is shocking to see and both staff and customers often report feeling constantly on edge when walking around due to the harassment and frequent loud outbursts from people on the street. The amount of feces seen on the sidewalk is disturbing.
- Increased Theft and Violence towards staff, customer complaints on safety in the area. Relying on foot traffic to the location, customers need to walk through parks etc. which nobody wants to do when there are tents present.
- It creates a sense of danger and deters people from coming to my business
- It has become difficult to operate a business in downtown Hamilton
- It has caused concerns around security and defacing of property. We have also had a significant increase in the amount of garbage that is left
- It is concerning to see that encampments are out of control. I believe that the crime rate increase is also related to this protocol
- It's scary to know people have to resort to the encampments.
- Lack of Cleanliness, theft, drug usage, a very dire situation
- Lack of foot traffic in the area, clients afraid to visit downtown and harassment on a daily basis.
- Literal daily thefts
- Litter; drug use; drug users congregating and passed out; theft; unwelcoming and sometimes unsafe for customers and employees; generally encampments create a poor business environment
- loosing business due to extreme homelessness in downtown Hamilton. Constant issues and troubles created on a daily basis, especially for the hospitality industry. This has greatly affected the Tourism/Hospitality industry in Hamilton.
- Losers hanging out
- lots of shopping carts and garbage left lying around
- Many of our ATM hours of operation have been reduced due to unsafe and unsanitary conditions for staff and clients. As well as bricks being thrown through our windows at our James street location.
- Minor inconvenience, sleeping near street letter boxes

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- My Personal and business assets are at greater risk of damage. As well as a Plumber who's major market is Reno's and Legal multi unit dwelling conversion I've come to grips that the market has dried up and may not come back with the encampments and current leadership is downtown Wards.
- More than anything, optics and perception. No one from an encampment directly did anything negative to my business, but the large encampment at Woodlands Park last summer brought an influx of unhoused people to the area. As a result there were more people roaming around Barton Street and there was more trash on the street. Beyond that, it really affected people's perception of the area, seeing it as unsafe and unclean.
- My customers have vocalized that they felt uncomfortable getting from their car to my business: were approached by panhandler(s) or witnessed something disturbing such as someone taking drugs, behaving erratically, yelling (sometimes directly at them). They ask that I package their purchase discreetly as they do not feel safe carrying it from my store to their car. Cleanliness and perceived safety of the area have drastically declined. More than once there have been people sleeping/passed out in the entrances of my building. Our entrances have also been defecated on, vomited on, piles of garbage left behind. Increase in vandalism (ie: someone threw a bottle at front entrance breaking glass).
- Needles in the park, crime and garbage
- Negative experiences for customers and clients. Many report feeling unsafe, complain about garbage and cleanliness, staff having to clean up dangerous items like drug paraphernalia used needles, human waste etc.
- New customers less likely to come to the downtown. Does not impact existing customers that live and work in the area.
- no one comes to coession street anymore because it's a disgusting cesspool and looks like shit with meth heads lying dead everywhere
- No one wants to buy a building near an encampment.
- Occasional stolen item from outside the business.
- on July 15th, I had a business partner walking through doing a business tour, as we looked out one of our windows, there was a man leaning against our building openly doing crack cocaine, he was swaying back and forth, bent over, glass all around him. It was embarrassing. We called the police to deal with him.
- On occassions encampments have been setting up directly next to our outdoor event space on Commonwealth square. In addition to being unsightly (garbage, laundry, loitering, drug use, etc.) it also creates a disturbance and feeling of unease for visitors and guests.

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- Our business is on Lincoln St., and the Arcelor Mittal lot at the end of the street along with the CP rail tracks that run behind the building have been host to numerous encampments. The residents have definitely committed crimes on our property due to their proximity. The last one was directly behind us on the CP property, and 2 weeks ago it finally as expected went up in flames, very narrowly avoiding damage to our property. I personally had contacted the HPS, Hamilton Fire Department and CP rail about it, as in the winter they would have fires that the smoke would blow directly into our shop while our clients were loading their gear, and obviously I was worried that one of those fires would eventually get out of control and put our property in danger. But no one would do anything about it at all. Thankfully the fire that did happen, happened during the day and was dealt with quickly.
- Our clients do not want to come downtown to the office anymore. Our staff do not like coming into the office, as they feel unsafe walking alone in the downtown area. Staff cannot use the outdoor recreational areas anymore, such as Gore Park, Jackson Square Rooftop, and they do not like leaving the office at lunch to go for walks anymore, due to being accosted by the homeless. Staff have said they feel like prisoners in the office, which is unfair to them. We have had homeless people in our underground, which is not safe for our staff and they also come into our building lobby, which again makes staff and clients feel uneasy. We have also recently had the fire alarm pulled in our building by a homeless person, which seems to happen more frequently than it should.
- Our clients/customers are worried about coming to our office in the downtown core due to fear of being accosted. Visually the encampments make our downtown core look disgusting deterring staff from enjoying the downtown core and visitors and tourists from spending time in the city. The areas are a mess and are an embarrassment to those of us who were born and bred here.
- Our cost of enforcement, damage and day to day oversight has more than eclipsed our property taxes on a psf basis. Add to this the direct loss or inability to attract tenants on account of safety, visual optics amounts to millions of dollars in losses. The lack of effort and resolve by politicians that are funded from these property tax dollars is shocking. Politicians and employees alike are all conflicted and conveniently rationalize a deferred return to work timeline. People need to recognize that a lack of enforcement and urgency to clean up the core extends beyond just encampments. Punishment for everything from vandalism, B&E, graffiti, vagrancy, loitering etc. has been ignored for years and the culture is now so complacent that there will be no one left to pay into a broken system. Insulting that even the reassessment is deferred to the point where it has cheated relief to those that have remained loyal to the downtown.
- Our staff do not like coming in due to the encampments. Additionally, they do not feel safe walking to and from their cars or going for lunch during the day.

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- Our guests have told us they do not feel safe coming down to the core. We have had multiple people off the street stumble into my business and pass out in front of guests. Then we have to call emergency personell to come and take them out. They ask people on our patio for money every day while they are eating, and when they are parking. Terrible. The City has lost complete control and the businesses in the centre are struggling. Most will be gone within 1-2 years
- Our hotel guests are generally understanding, however there have been instances where guests have been harassed and intimidated. Our guests generally stay within a block or two of our location as they do not feel safe and so they do not frequent local businesses, choosing to stay in or at least close by. There have even been instances of people defecating directly outside of the hotel while guests look on in horror. The city has to come up with a workable plan.
- Our plaza has problems with people sleeping in front our businesses, doing drugs in the parking lot, harassing customers for cigarettes and money, threatening customers when they are denied cigarettes or money, people coming into the businesses demanding to use the phone, when denied they often scream and swear and hurl insults. When police are called they either don't show up or it takes them too long to arrive and by then the people causing the problem are gone.
- Our two restaurants have dropped 27% and 30% respectively over the past two years and the restaurant we own on Aberdeen, just outside of the core, is up 24% over the same period. We have experienced theft/vandalism of 30,000 dollars between the two downtown restaurants over 3 years (HVAC units, furniture, plants, planters and accessories, graffiti, merchandise) and no theft or vandalism outside the core. Customers generally speaking are avoiding businesses in the core and finding alternate solutions in the suburbs or elsewhere, where vagrancy is not apparent.
- outdoor events can be challenging, cleanup or encampments, and being aware of theft and security during before and after events
- Outside the business doors daily. Impacting customers.
- people across to my business gather drinking acholic beverages, smoking weed, swearing and slurring causing a bad reputation to business and loosing clients
- People are afraid to go on Concession Street because of the encampment at the end of the street
- People being in areas that were vacant before. Causing disturbances and stealing any scrap metal that is around.
- People do not want to book business with us based on their experience of the homelessness and safety concerns coming to our establishment.

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- People do not want to come to my shop as the encampment is next to it. Scares my customers
- People don't want to come downtown. They feel unsafe.
- People in the city are afraid to come to the downtown core to shop due to the people from encampments walking the streets of our core. The drug use and mental instability of these people are driving away potential and current customers.
- People living behind our building: Vandalism, theft, fires, garbage, concerns over safety . . . Vandalism currently under \$10k but at some point the vandalism or fires could be very significant. - 10-15 people have currently left from behind our building but others will probably be back at some point.
- People will not come to stores where homeless people and the encampments are. People are scared and feel threatened by there presence.
- Persistent vagrancy near our business has become a significant issue. We've had to involve area security and the police because individuals are sleeping in the front entrance, preventing our members from using the ATM. To address this, we installed a timed lock on our doors. Unfortunately, due to the nature of our business, we usually keep our blinds open, but the vagrancy outside has forced us to close them, impacting branch security and safety. Additionally, the noise from these individuals disrupts our meetings with clients."
- Picking through garbage, dumping in alley, rampant drug use in all/on property, needles and other drug items strewn about
- Poor customer image of the area
- Regular property damage; fences cut, equipment like air conditioners damages, wires cut, garage, needles, broken windows, aggressive behaviour
- Repeat customers refusing to return due to safety concerns, less foot traffic, threats to staff from encampment residents at downtown location, staff resigning due to feeling unsafe because of encampments, theft by encampment residents, exterior air conditioning unit damaged due to stolen copper piping, etc.
- Requests to use washroom facilities and services not provided
- Sad, messed up people vandalizing my building, trespassing and messing my property constantly, intimidating our staff and visitors.
- Safety concerns. Drug items around the property. People laid out on the grass on route to business. Have had to increase security at additional cost. Staff do not feel safe.
- Safety issues (people have gotten attacked and perceived unsafe environment that deters people from coming downtown) Increased theft

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- safety concerns for staff - have to locked themselves in bathroom. found people passed out behind building and in aisles. Weapons are very common. Staff are quitting or off on leave. Patrons advise they want to support us but they feel unsafe. Patrons have had their car broken into or windows smashed while they were in my store. Patrons and staff feel unsafe with open drug use and knives visible at encampment sites close to stores. theft is very common, and the encampment residents just walk right back into their encampment with stolen goods. This needs to change.
- safety issues for employees around the office. mentally unstable and drug addicts all around the office. open drug use on the streets.
- sense of unsafeness at the Catherine Street Location;
- Several comments from guests eating at our establishment they feel unsafe. Concerned for their well being. They've avoided it before and will again. We've lost business due to this from others saying they won't host people because of it.
- Sitting in front of the doors. Leaving a mess. Smells in the area.
- sleeping in front of business, leaving garbage and belongings in front of our business. Makes our area look unsafe and unappealing to our clientele. Some of the people from the encampments come into our business and ask to use our phones and tie up our phone lines. on occasion they have become aggressive towards staff
- Sleeping in the Royal Bank Vestibule, refusing to leave, threatening my staff, going through garbage cans and leaving a mess
- Slightly more debris behind 165-171 King St. E. Occasional, unnecessary encounters with odd characters who seem lost.
- Staff and clients feel unsafe and uncomfortable coming to our office
- Staff are fearful when finding parking and returning late at night. General unsightliness and litter strewn around. Creates traffic slowdowns.
- Spill over into parking lot of homeless; garbage including drug paraphrenalia; human urination and fecal matter at doorways, pkg areas and sidewalks. Tenants (commercial) cannot accept walk in customers; bldgs on full lock down outside narrow set of hours. Tenants and customers have been verbally abused and personal space breached; violent outbursts are commonplace. Cannot lease vacant space under these conditions
- Staff do not feel safe in the downtown core
- staff reluctant to spend more days in the office because of downtown travel through encampments near by and street parking staff feel unsafe

Please describe the impacts that encampments have had on your business and/or customers. (cont'd)

- Some of the day to day events include: very intoxicated people hanging around outside my shop, people smoking drugs in my doorway, human feces and drug paraphernalia found behind my business, people on the sidewalk yelling and acting aggressively toward myself and customers, intoxicated people/mentally unstable coming in my shop that refuse to leave, garbage and discarded clothing left on the sidewalk, minor property damage. As a whole, I often feel unsafe at work and I frequently lock my door when I see an unstable person on my block. I also worry that my customers don't feel safe while visiting my shop.
- Staff assaulted and accosted by groups within encampments while walking downtown and into work - Staff threatened with violence when asking those building encampments at our entryways to move along as to not block customers pathway - significant amount of drug paraphernalia, trash, fecal matter, and urine along pathways/sidewalks/alcoves that lead into our business - erratic behaviour and open drug use along the pathways that lead to our business - Overwhelming customer and staff feedback that they no longer feel safe or comfortable coming downtown - Staff no longer feel safe walking to and from their cars into work for evening shifts (approx. 50 staff)
- Stolen goods, defecation in public, extreme garbage, low morale, vandalism of the surroundings to the point that we would like to move the business out of Hamilton if would be feasible
- Street safety concerns.
- Tents all over our property Garbage strung about Feces and urination on our property daily Houseless folks arguing with staff and patrons Rare, but have been threats from houseless people to our staff
- The BIA resources have been severely drained trying to manage the day-to-day issues our businesses are facing from encampments.
- the customer feed back is not very nice
- The encampment people love hanging out at the back of our parking lot, we have seen some of them do drugs, looked lost. When we see them in the camera, we will send staff to tell them to leave, but not all of them will listen. We have had encounter that they were very rude and aggressive towards our staff when we tell them to leave the private property.
- The encampments downtown tend to make people shy away from supporting local businesses as they see the unhoused as a stereotype of beggars and criminals, but not as the victims of systemic poverty.
- The encampments in and around City Hall and Bayfront Parks are littered with litter, needles, garbage, open drugs use, terrible image for the City, downtown is a disaster, most citizens from the mountain will not go Downtown

Please describe the impacts that encampments have had on your business and/or customers. (cont'd)

- The garbage, aggressive panhandling, and open fire and propane tank usage is making it difficult to live and work here.
- The homeless sit outside my restaurant every morning and it scares people away. Tim Hortons left downtown Stoney Creek because of this problem and nothing is being done about it. Why not build supportive housing in the encampments around Walmart?
- The individuals in these encampments use our facilities for using the washroom and bathing. They unfortunately use our resources and is not cost effective for us to maintain. Many of them have also vandalized our property in some way to maintain their encampments.
- The more occupants at an encampment, the more frequent it's occupants populate the streets. This brings about a certain image, a certain behaviour, and overall experience net negative to the street. Actions include swearing, yelling, alcohol or drug use (even perceived), and much more.
- The neighboring property has co-operative housing units which should in theory, encourage affordable housing for those in need. It has however created inhabitants in several units that are housing encampment dwellers for overnight stays. This has resulted in regular destruction of the professional business surrounding fences, significant and regular garbage (including mattresses etc.) left in our professional parking lot for our clean up, used needles and other drug paraphernalia as well as the need to lock up our lobby during the evening hours, providing a lack of access to our member customers after hours.
- The people living in the encampment at Mountain Drive Park have broken into houses in broad daylight, stolen property and are out in our residential streets intimidating residents. The park is no longer enjoyable, it's scary.
- Theft, illegal dumping, panhandling, uprise in crime
- thefts, violence, break ins
- There are drug addicts every. Some look dead just lying on the street or behind my store. The have taking a shit on my building. One of them burnt down the building across from me. It's very unsafe and the police don't even stop them from smoking heroin, meth and crack right in public.
- There have been some safety concerns. mentally unstable, and /or in crisis individuals have frequented our building cause the tenants and staff to get upset. Garbage around our building has been a bit of an issue as well.
- There have been two shootings around the corner from our business. As a result, we are scared, and our employees are afraid to walk to their vehicles.
- These are eyesores to parks and businesses especially promoting beauty and cleanliness. It also affects the safety of people as they do cause trouble to others, especially to tourists.

Please describe the impacts that encampments have had on your business and/or customers. (cont'd)

- They have set up in our parking lots and are asking for money when are customers are trying to come in,
- They definitely make clients uneasy when coming in for meetings some of which make comments about it. We've also had issues with the the unhoused coming into the building/offices; as well we have had one camp out in our elevator over a weekend and it was a big mess.
- They occupy our parking lot, smoking drug pipes in the open in front of customers and children. They leave needles around and defecate in public. It is disgusting.
- They're along my walking route to my office, and I've witnessed countless activity of extreme drug usage, seen feces, general uncleanliness and overall it makes me feel unsafe as a small woman walking the streets alone (even in the daylight). We've received feedback from our neighbouring business that our clients are complaining and cancelling their contracts with us for the same reasons mentioned above. Further, we have employees who are requesting to work remotely to avoid the downtown.
- trash everywhere and unwanted individuals roaming around the hotel and sitting outside the hotel doing drunks and drinking, lot of mentally ill individuals threatening and harassing our guests non stop all around the hotel and sometimes inside the Jackson Square mall
- Trespassing / individuals feeling unsafe to walk by - due to drug impairment / needles / human waste / garbage
- Trespassing. Theft. Dirty needles. Confrontations with staff. Garbage and debris. Break-and-enters. Vehicle break-in attempts. Customer complaints and concerns.
- Undesirable for customers / don't feel safe
- unhoused persons have been found in our trucks and trailers various times including being found once we have arrived a customers. We are concerned for their safety riding in a moving vehicle without any way to be secured should there be an accident of sudden stop. Both the drivers and customers are startled when finding someone in the equipment and do not want to confront the person. The police must be called for assistance. Our properties are often used to relieve themselves and waste and garbage left scattered.
- Unruly patrons disrupting flo of business
- Unwillingness to have stakeholders meet downtown due to safety concerns.
- vandalism on our building broken into customers cars my car alone has been broken into three times staff not feeling safe walking to their cars
- Vandalism, Theft, Crime, Public Drug Use/ Dicarded needle risk, public urination/defecation on business property, intimidating Employees and Customers. Loss of sales due to decreased customer visits,

Please describe the impacts that encampments have had on your business and/or customers. (cont'd)

- Very simply, and in general, staff do not want to work in the downtown core, our clients do not want to attend our office in the downtown core, and neither group feels safe in the downtown core.
- Violence, mischief and property damage, thefts, open hard drug use, sex acts are all common occurrences now around our shops. The offenders are people that occupy encampments. Customers stay away because they are afraid of the area. Our business is in financial peril due to the encampments.
- Visible deterrent to client visits to my business, at least one occurrence of arson attempted on my building, visible drug use.
- visually unattractive to pedestrians, vehicle traffic, causing a fear of I don't want to come to this area wandering participants from tent cities, to walk streets, high on drugs, beg for money come into restaurants to beg for food aggressively, steal from table food sit in doorways obstruction patrons pass out on sidewalks from drug use
- We are aware of clients who live unhoused in the encampments but those clients are indistinguishable from other clients.
- We are experiencing ongoing inappropriate behavior, including the disposal of needles and feces, pipes for hard drugs, and other garbage around our business. Additionally, drug transactions are frequently occurring in the area.
- We are renovating the First Ontario Centre and all of our brand marketing sponsors and hospitality customers are asking about safety and security around the venue. We need the support of the local business leadership and city to help.
- We are starting to lose clients and staff because of their reluctance to come to the downtown core because of the encampments.
- We deal with the following on a daily basis - violence, drug usage in our bathroom, parking lot, witnessing overdose, theft, moving people belonging who are setting up in our private lot (more importantly drug needles) the list can keep on going
- we had an encampment right across the street. it stopped our tenants from doing test drives down the street. The encampment had a car there with the doors open. Transport trucks couldn't turn. Also the encampment were hanging clothes lines and things so they could go to the washroom in the grass
- We have had a few instances of tents being setup on our property. nothing that has stuck through sprinklers and staff asking them to leave. More of an overflow of encampment activity from downtown areas. The city drug issue makes its way into our hotel on occasion.

Please describe the impacts that encampments have had on your business and/or customers. (cont'd)

- We have had encampments around our building particularly on Fergusson Street. We've surveyed our patrons and the #2 reason they do not come to the theatre is due to "fear of going downtown".
- We have had people urinating and defecating outside our store during the day which has deterred walk-in customers. Additionally we have had to lock our store doors when mentally ill people have loitered in front of our store and/or tried to get in to ask for money who would not leave when asked kindly--they have no where to go. Our customers are kind hearted people, but they do not feel safe. We often find syringes and drug paraphernalia around our entrance. My employees don't feel safe walking to and from work.
- We have had to hire full time security.
- We have individuals who are setting up in vestibule area during close of business hours - leaving garbage, unsafe for people to use ABM machines located in vestibule areas - we have had to lock our vestibule doors thus impacting Member accessibility to their funds
- We have lost events, we have needed to add additional security at our cost. we have introduced a safety plan for our staffing groups.
- We have mainly had visitors mention the encampments and how it nearly dissuaded them from visiting till they recognized we are not near the major encampments.
- We have many incidents of homeless or drug influenced people hanging around our parking lot. Our customer did express concern about random people hanging out outside our business (not complaint as they know it is out of our control). Once in a while we will have to throw away some old clothes, we have had found some empty hand bag (we believe they were stolen because only wallet is missing).
- We have regularly had items stolen while working on jobsites
- We have routinely had to clean up broken crack pipes, needles and other unsanitary entrances from our shop entrance, one of our employees was trapped in the shop with a person high on drugs for over 45 minutes, we have been harassed while alone in the shop a number of times by a known individual with mental health/substance abuse issues, help is always very slow to arrive, foot traffic all but disappeared once the encampment set up at Woodland Park, many of our customers perceive the area as generally unsafe, and we have had to ask several people to stop smoking crack and/or injecting drugs right in front of our shop window. We are often unable to put garbage/recycling out as the bags are torn open and garbage scattered around the general area of the store overnight.
- We have seen a rise in displaced individuals panhandling, looking for shelter when weather is bad, increase in theft and violent incidents.
- we have to keep our doors locked and allow customers to enter only after being buzzed in.

Please describe the impacts that encampments have had on your business and/or customers. (cont'd)

- We hesitate to book film shoots in city parks and have looked for rural locations instead. We have also had our workday interrupted after witnessing an altercation at one of the encampments near our office and waiting for law enforcement to arrive.
- We often hear that people avoid the area due to the encampments. That fear for their safety. We have also had homeless people enter the store to steal whatever they can get their hands on, bullying my wife when she's alone.
- We recently have had many interactions with unhoused people. They come into our store asking to use the phone and yell very mean things to the staff when they say no. This morning there were two people sleeping in our doorway and we were unable to open the store. There have been people openly doing drugs at the back entrances. This has resulted in a lot of fear for our staff, many of them young woman who work until 8pm. We have had to incur the cost of adding additional staff to help everyone feel safe. We have lost customers because they are also scared of the profanities that are regularly yelled and the drug use they witness.
- We've had individuals sleeping in our foyer, using drugs in front and at the side of our business. We had a man defecate in front of our window as well as drug deals happening in broad daylight in front of the shop.
- We've had to lock our doors during business hours as homeless people on drugs would enter. It is a stain on our community. Unsightly. Unsafe. Unwelcoming. My children shouldn't have to see this. If you want to give them a place to set up their tents, give them a piece of land in the middle of no where so we don't have to see it.
- While the tents were allowed in Victoria Park our outdoor 3 & 5 ton a/c units were robbed of their copper resulting in an insurance claim for them both. Same was true for two other businesses within the Park area.
- Who wants to come to Hamilton anymore? I don't even feel safe walking down the street anymore. They are everywhere, constantly begging, in your way, in your face. Drunk, on drugs. Shooting up in front of children. Garbage is everywhere! It just furthers the dirty Hamilton narrative that plagues us. I never came downtown as a kid, and if I didn't work in the core of Hamilton, I would never come down here NOW. The mayor/council does absolutely NOTHING. They allow this by remaining completely complacent.

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments?

(Note: text responses have not been modified in any way for grammar, spelling and/or content with the exception of references to names/personal identifiers that have been redacted.)

- 1. Move people into housing first The most critical issue facing all homeless people—the lack of permanent housing—must be addressed first. Other services and programs directed at homeless people and families can support and maintain homeless people in this permanent housing. Reduce or eliminate DC's and take a pro-development stance so that developers can and will develop within and around the city. This is the first step to any successful plan around housing as demonstrated by the cities of Portland, Calgary and several others. 2. Emphasize permanent solutions Too many are using the shelter system as temporary housing. 3. Economic Development Emphasize that Hamilton is open for business. The only long-term solution will involve public-private partnerships and private money goes where there is opportunity. 4. Greater police presence. In order to attract businesses and visitors as well as permanent residents, the city must provide a safe community and there is currently an undercurrent that no one at the city cares or is doing anything about both homelessness and security.
- 1) spread community support services throughout the city rather than having so many in the downtown core, 2) have a greater police presence, 3) consult other municipalities which have made successful downtown revitalizations (ex. Kitchener), 4) attract businesses to the downtown (ex. provide financial incentives), 5) make improvements to the downtown streetscape, 6) provide businesses with incentives to improve buildings/facades, 7) provide free downtown parking, 8) provide incentives to builders to build residential apartment/condos, 9) consult downtown businesses for their input and work with them, 10) and finally get the LRT built (how many years has it been! Get it done!).
- 1. Stop anyone from coming into Hamilton to access services and end up in encampments. 2. Send anyone that is not from Hamilton back to where they came from. 3. SUPPORT the police when they arrest offenders involved with ANY criminal acts under our laws in the encampments. There is organized crime and sex violence in these encampments. 4. involuntarily commit individuals into treatment to break the opioid addiction and follow them closely after release to ensure that they comply and stay clean. They are unable to be housed until clean 5. Stop funding non profits that advocate for harm reduction. Stop harm reduction. This is enabling the addict with no end game in site. 6. Let campground providers set up housing in their facilities. Away from the city. Ensure that people that can be housed are protected. 7. Get rid of all woke councillors for dereliction of duty. [redacted name] and [redacted name] should be first.

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- 1) DEFUND THE POLICE. Provide appropriate budget for housing and public health supports vs. Policing problems after they have happened. 2) Actually do the math: How much does it cost every time an encampment is cleared? At Ferguson Station I see 2-6 Uniform Officers, at least 1 city garbage truck, 1-2 city maintenance trucks, and up to 10 city workings handling cleanup. Attending an encampment to "shoo" people away while giving them no place to go, no offer to transport them or their possessions, and having no public health, addictions, or housing support on site is atrocious. This is an inhumane practice that needs to end. 3) Actually do the work to budget what is required to take our citizens off the streets and put them in safe housing situations with proper supports. I'd guess it's similar to what you spend on clearing and policing encampments (as above) - for real though y'all. 4) Mobile Health and Harm Reduction units available 365 days per year. Lead by actual research and data that shows successful management of support for our people reduces crime and police budgets a lot more than ignoring it like you're doing now. 5) Give us some of the police money to keep our businesses open. Being 150 feet away from the Station makes a glaring spectacle of dozens of uniform cars driving by people in distress every single day.
- Actually deal with the issue and stop pussy footing around it
- Additional police presences in the entertainment district. We need our clients/guests to feel safe
- Approve initiatives like the Hamilton Alliance for Tiny Homes to quickly provide stable housing for some individuals.
- Arrest the drug dealers. Many of these people have drug addiction issues. Do not allow encampments and open more shelters. It's gotten worse.
- assign/designate an encampment location. In order for communities/families to thrive in a business district, safety should not be compromised
- Ban the construction of structures including tents in public parks.
- Ban them
- Be firm on not allowing encampments anywhere in the City. We are in the real estate business and the encampment practice has a profound effect on the business and the way people perceive the City. People do not want to rent downtown and overall in Hamilton if they have other options. The level of leaving and enjoyment of the City is greatly impacted.
- Better enforcement and reallocation of these individuals. Collaborate with the proper groups to ensure they are located in an area where it does not impact the greater community.
- Better support for the homeless is needed and faster approval and funding of affordable housing. Bring in more events to the downtown core, create more jobs, add security.

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- Build more temporary (emergency stockpile of pre-built homes) and permanent affordable housing
- build proper shelters away from the downtown business core
- By getting out of their own way and prioritizing new residential development. Both market and affordable. Too many bureaucrats making work for themselves to justify their role instead of doing the right thing and getting more housing units built.
- Centralize the encampments in one particular area. A centralized compassionate approach to provide out houses and or shower trailer - a centralized area would also support the lien police services so that the community is safe for all. Police presence walking the core - engaging with people, moving them along.
- Class streets and sidewalks along king, main, cannon
- Clean up alleys instead of blaming businesses
- Clean up our city, uphold the laws, help relocate the encampments
- Clean up. Proactive approach to disposing waste/garbage
- Cleanup. Unfortunately, encampments seem to leave a trail of garbage and debris beyond the immediate area.
- Clear the encampments
- Clear them out . More police presence.
- Close encampments, but provide support to unhoused, by way of affordable housing, mental health supports, and more support for those recently released from incarceration.
- Consideration for community toilet systems (minimum payment option). Increased police presence and interaction, or security through the various BIA's. Engagement with encampment support groups for shared solutions.
- Create a encampments and habitat in the industrial areas from EACH from each Wards and ONLY homeless cannot camp anywhere else. Use existing budgets of (158m) to fund these industrial buildings
- Create an area outside the core of the industrial and commercial sector such as the upper mountain. This area could include facilities to provide showers and low income food marts and housing
- Create infrastructure and supports for these people
- create safe and accessible camp areas in areas removed from the city center. for example, on trails areas, etc

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- Create tiny house communities to be inclusive of the unhoused in society and foster an environment where they can thrive instead of dealing with encampments.
- Crisis intervention staff????
- danko is right we shouldn't be giving away free air conditioners!!! we need to be clearing these encampments!!! bring back the stocks!!!
- Divest and cut all ties with Israel and all other entities committing genocide.
- Do not allow encampment
- Do not allow encampments in parks or residential areas. Try to reduce the appeal Hamilton has to the unhoused and limit places where people can freely camp. Provide a specific area where people can camp and no where else. Make sure this area is away from residential areas
- Do not allow encampments to exist all over the City. Provide an area where the unhoused are allowed to be and provide resources. This will eliminate the option to be unhoused all throughout the City and ensure the individuals who need resources have access to them.
- do not allow them to be established near any business, enforce bylaws promptly
- Do something to gather them into tiny home projects, where they could get the services they need to keep them and the community safe and perhaps get them into regular housing again. It is ENFURIATING to see the amount of wasted time the council is spending on this issue. Stop discussing, start doing.
- Don't allow them in or near BIAs
- Don't allow encampments and offer proper solution such as adapt habitats that include medical care
- Education and resources proactively shared, mailed, posted etc... I found that I had to communicate to BIA area businesses, and my tenants on how to report, get help & resources. It would also be good to know what updates there are to the housing crisis and how people can help.
- Eliminate all encampments in a newly created tourism and business zone(s). Eliminate the 5 tent bylaw and introduce sanctioned encampments with wrap around services and introduce no less than 6 police on foot in tourism and business zones operating from 8am to 11pm.
- ENCAMPMENTS MUST ONLY BE PERMITTED IN AREAS THAT DO NOT ADVERSLEY AFFECT BIA'S, RESIDENTIAL AREAS AND SCHOOLS. A KEY ASPECT OF THE SUPPORT IS TO STOP AND PROHIBIT THE USE OF ILLICIT DRUGS ON THE STREET AS THIS IS A MAJOR STICKING POINT FOR MANY HESITANT VISITORS TO THE CORE.

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- Encampment people need help. The sites need to be serviced. Best to help them before encampments get too big. [redacted name]
- Encampments are an unacceptable solution. Removing them is the solution (replacing with appropriate city-run shelters).
- Encampments are inhumane. There needs to be institutions for those incapable of caring for themselves. Those committing crimes need to be incarcerated. For the rest, there needs to be a designated space, far from downtown. A designated encampment would provide safety and services to the residents. It would allow the services to come to them rather than spread out around our city.
- Encampments need to be dismantled, not only is it dangerous it is a terrible optic for newcomers to our city
- Encampments need to be taken down. Need more police patrolling in the downtown area
- Encampments should not be permitted in/near a BIA. The city should create/offer 1) low income housing for those who are homeless strictly due to economic difficulties and 2) institutional residences with social services/care offered for those who are homeless on account of mental health/addiction issues. Neither of which should be concentrated in the core but spread out across the city. Social services, methadone clinics should also be spread out instead of crammed into the downtown area.
- Encourage law enforcement/ by law officers to respond to calls.
- End encampments.
- enforce current Bi-Laws and close all camps
- Enforce the law. Hamilton has been not only soft but openly encouraging this behaviour. Other cities are sending their homeless here to invade and destroy our public spaces. The tyranny of a few hundred have destroyed a city that deserves to be enjoyed by 300000 others. Police and city council DO NOTHING.
- Enforce the laws
- Establish designated areas with adequate facilities (toilets, waste disposal) for encampments to minimize their impact on business areas and public parks. Implement regular sanitation schedules to keep public areas clean and reduce health hazards. Provide grants or subsidies for businesses to enhance their security measures, such as installing cameras or hiring additional security personnel. Offer financial assistance or city services to help businesses with property maintenance and cleanup efforts related to encampments.
- Faster response times from the City when concerns are raised. ie police presence and dismantling camps breaking rules.

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- figure out the shelter system and housing issues to reduce the amount of encampments. why are encampments not allowed outside/around city hall but allowed around any other businesses?
- Find a solution for the homeless. They seem to come all at once out of nowhere. Were they bused here?
- Find areas of the city outside of BIAs to allow encampments.
- Find brown space to house them. There's plenty of it.
- Fix homelessness first before kicking the encampments out, they are just people trying to live
- Fix the problem rather than putting a bandaid on it.
- Form a strong plan with the city, police and local business to create an actionable plan.
- garbage pick up, prompt response to by-law calls, remove encampments to monitored sites. more monitoring/supervision of encampments
- Get rid of encampments altogether. If necessary, relocate encampments to where there are no homes or businesses. Get addicts into rehab, where they can get clean. Provide housing for the unaddicted immediately.
- get rid of the encampments
- Get rid of the encampments. How much tax are they paying for the land?
- Get rid of the encampments. We live in a society of laws, and property rights.
- Get rid of them
- GET RID OF THEM WE PAY TAXES TO RUN THIS CITY!! DO YOUR JOB THAT YOU ARE PAID TO DO.....IF I AS A TAX PAYING CITIZEN WERE TO PARK MY RV IN A PUBLIC PARK ... HOW LONG BEFORE I WOULD BE CHARGED AND TOWED AWAY.
- Get rid of them, start policing again, too many counselors (like the ward 2 councilor) are afraid to stand up for the city as they don't want to be cancelled for saying we need policing - we have had business in downtown for 9years.it got better but then it got worse. We know many other businesses and staff that are talking about defending themselves as they can't count on the city to do so
- get them out!!!!!!1
- Give people housing who need it so there are no encampments
- give us a BIA deduction for every meth head who lives on the street for free
- Glad to see 1 week of July tents are finally gone. Feel like a promising start. Place feeling more welcoming

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- Go to the physical office. Get out to the areas you are responsible for and experience what the working community experiences day to day. There should be 100% attendance in the office and there should be a commitment to stabilizing the cleanliness and appearance of the community. Hamilton is a 3rd world community which has arrogantly proclaimed itself as the Ambitious City without basis. Turn your heads to safety, appearance and foot traffic before you go broke.
- Government shouldn't have any involvement in business.
- Have a police presence actively walking around the core, assist us with breaks on our taxes to get through this impacted time, press Councillors to bring in new rules that assist in stopping these encampments, have councillors come down and eat dinner once in a while in the core.
- Have better area and strict policies for implementing laws for people from encampments.
- Have bylaw move them. City needs to find a safe place for them. Away from businesses, and kids.
- Have encampments in remote areas so they can be monitored and assessed in one spot away from areas as to not promote fear in people
- Have one area in the city that everyone can set up camp that is not around the local business , so we don't have to pay all these security guards at all the different site.
- Have them removed.
- Have to be more strict, need to move them out as soon as they start moving in.
- Having a more visible roaming police patrol downtown - Shorter response times to incidents (we are averaging 12-24 hours before getting a response, at which point the time for intervention has passed) - Task force that works between the unhoused and business community to help understand needs
- Help more people find homes. Provide better supports (food, healthcare, shelter, employment)
- higher police presence between 8-9am, noon and 4-530 pm
- Horse back patrols in the past, naturally descalled street tension; a short term relief not a solution. City should open its doors to social services that can take in homeless during the day as relief; with City staff not in the office full time, space in the bldg can be used as command and service cental for the addicts at least. City has to take this in hand.
- House the unhoused. It is ridiculous that this community cannot provide safe, equipped and supportive shelter for the desperate folks who are unhoused. So many options & facilities could be repurposed to provide basic amenities and support.

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- Honestly, force them to leave. They should not be allowed to simply build a home in any area they want. Could you imagine If i built a small home in the middle of a park and decided this is where I am going to live? Would never happen, but somehow this is being allowed. Nonsense, especially in parks where children play. Force them to leave please. It's illegal or should be and if it is, then enforce the very law that is in place.
- House them. Build housing. Housing first!!!! Knowing that will never happen, I have a suggestion. Do not allow them to be wherever the person wants to be. I feel that if there were designated areas then enforcement would be much easier to justify when one is found outside the designated area. If people knew where to expect encampments they would be more comfortable planning a route to avoid them. I mean for goodness sakes, if I can't camp on crown land for more than two weeks why can people stoop in our public space for an indefinite period of time?
- How about remove the encampments. The City runs several programs offering shelter to those in need. Loitering is not allowed in a basic park so why are people able to take over and set up tents anywhere they want now? The only support the City needs to provide is clearing out the encampments and continuing to provide options to those without shelter.
- I don't know what the solution is. Police being able to respond immediately would be helpful, more shelter beds, more drug addiction services such as rehab. Making it illegal again to do drugs in public as the situation has gotten out of control. Possibly funding for subsidized security in plazas.
- I believe people are sympathetic to the cause but I don't believe this is just an encampment issue. There are a lot of social and substance issues to go along with. Unfortunately you can't conquer it all so I believe it needs to start with bite size pieces. Start with the small population that can be helped. Give them a centralized place to go and access services efficiently. Is so difficult these days to get help all the services departments etc etc. I do understand for some options are minimal, but there are some that can be helped they just need the proper direction but we make those services hard to obtain.
- I feel it would be better to support the people in the encampments rather than the businesses. If there are no persons in encampments then there is no need to support corporate endeavors that cause encampments.
- I haven't really thought about it - I know it's just the unfortunate circumstance of today's economic climate with many factors at play. We've also talked about increased security to remove people if possible.
- I really don't. If our essential services won't help, I don't see what the city can do, and with the fact it takes on average an hour to get hold of anyone there, who has time to even try?

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- I have seen cities that have utilized city parking lots to house the tent cities. They have clean rest rooms, and BBQs to allow them to prepare their food. We need to make sure that the Canadians have their dignity. I have walked down our Hamilton city and there is human feces, and the garbage in our city is horrendous. This is just a band aid for the severe issue we have. There is a ton of land in Hamilton. I recommend money be spent in housing that allows Canadians live with dignity. The housing market has caused many families to be impacted. We MUST take care of our own. City needs to visit these individuals and understand what They need.
- I operated my business for 3 years in downtown Hamilton. Over the course of this time I saw the issue with encampments continue to the point where people were living in vacant units around my business. I've moved to protect myself and my clients as these issues have continued with no end in sight. The only support I got well in downtown was from my BIA staff that went above and beyond to advocate for my business when the city was unable or unwilling to do anything. If the city had acted sooner I might not have left downtown.
- I think designated areas would help until better housing is available. I think encampments need to be far enough from businesses to not impede or deter customer traffic.
- I think the encampments were a terrible idea to begin with. Public parks and land should be safe places for the community to visit and, while we're compassionate about the issues surrounding unhoused community members, this feels like a band-aid fix that makes living in Hamilton less safe and does not really help the underlying issues with the unhoused community. They need facilities that provide resources and safety for their needs as well. It has really impacted the quality of overall life for Hamilton residents.
- I think you're working hard to tackle housing affordability with your new Housing Secretariat Department. Please keep up that effort.
- I wish I did. I do not envy the 'decision makers' on this issue. Communicating clearly as to where tents are permitted and where they are not. Emphasis on where they are Not permitted.
- I would like to see encampments prohibited within the borders of BIAs and within 100 meters of any business. It would be helpful if the city provided crisis workers to patrol areas where homeless are known to congregate, especially in the core where a large number of small businesses operate.
- I'm not sure at this point
- I'm sorry I don't, not an easy thing
- If the city is going to allow encampments they need to designate areas far out from business, homes and schools/parks. I believe it was Kitchener made used a piece of land out of the city and then provided shuttles into the centres for services. Or being services out to them

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- I've been in downtown Hamilton for over 6 years. People do not want to work, live, or visit downtown anymore if they do not have to. I've heard many times from new residents in condos afraid to leave their buildings and regretting moving here. The city, Councillors, and Mayor have not done enough to support small businesses in the core. Multiple emergencies have been declared, with no actual urgent actions being taken. For years businesses in the core have been promised more support (cleaner streets, upgraded sidewalks, grants, new developments, LRT, HSR Improvements etc.). While there have been some advances, we are being left behind in the region compared to other cities. Sidewalks are crumbling, public art/murals always have graffiti on them, parks are unsafe to use, it is not safe to open or even walk outside at night, and foot traffic is down to almost zero on a daily basis. The impacts from encampments have been extreme, though the mismanagement of these crisis by the city has had a more extreme impact on the sustainability of businesses in the core.
- If we could have more street cleaning services either offered from the city OR as additional funds offered to businesses so we could hire staff to clean the surrounding areas of our building. Some of our current staff do not feel safe cleaning around the building. Wondering if there are specially trained city staff that could take this on?
- Increased garbage cleanup on the streets
- Increased placement of garbage cans and garbage collection
- Increased police presence in the downtown core. Properly staffed public washrooms. No tolerance of hard drug use on City sidewalks. Dedicated bylaw officer for the downtown core.
- increased walking police presence at all hours when businesses are open
- incredibly complex situation. Not sure what City of Hamilton and do to deal with this situation with involvement from Province and other Community stake holders.
- Invest in more shelters, mental health services, and addiction support to address the root causes of encampments (stop these methadone clinics). Implement programs to engage with and support individuals living in encampments, helping them transition to more stable living situations. Offer financial assistance or tax incentives to businesses that are significantly impacted by these issues.
- Invest in safe shelters. Stop encampments. It's cruel to the people living in it, especially in winter. And cruel to the kids around it, the business and just not a good thing. It's what you see slums in third world countries!!! Please ask federal government to reduce immigration to Ontario till infrastructure can catch up. Pleased
- Is it not possible for the City to work with partners/collaborators to find suitable housing for those that have no choice but to live in a tent?

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- Invest in more social services for houseless people. Provide a safe and secure place for houseless people to go that isn't on the busiest street corners and surrounding the downtown core. Understanding it sounds like a NIMBY complaint, but other than a few pockets on James Street, downtown sucks to be in. Without major events, why would anyone want to go downtown? I've been harassed. Numerous coworkers have been injured from attacks by houseless people. The city has to provide an alternative to its houseless people. Otherwise nothing will change. The city needs to limit landlord evictions, institute a rent freeze, and help people stay in their places. Take back housing for people. No one needs property management companies with such limited quality housing available.
- it's really 2 fold. Provide the mental health support to those in need as well provide a place / space for safe encampments to happen so those living there can try to get back on their feet. We supported many during COVID in hotels, we should be able to do similar with those who are "working" towards getting out of encampments. At the same time, clean up city housing and get the abandoned infrastructure working at reasonable rents for those in need. If Indwell can do this, the city should be able to as well.
- Jail
- john said it right - giving away free air conditioners when the city is in this state!!! we need to be clearing these encampments!!! bring back the stocks!!!
- Larger police presence in the area. More shelters available for the unhoused to go to.
- Limits on location set up. No established encampments should be set up (ie. no longer than one week
- Low income housing. Get these people off the streets. Encampments are not the solution.
- Make them move somewhere else. We did no Canada day activities in Hamilton this year because we didn't want to see the tents at gage park and the Bayfront. It was refreshing to go to the Burlington harborfront and not see one tent. If they can do it, why can't we?
- Making Camping in parks illegal again and instruct police to enforce drug and loitering laws in problem areas.
- Maybe City staff should go to work instead of working from home and be effective and contribute to making our city and economy better. Since this is not of interest to them, we should eliminate all these positions supposedly working on housing and homelessness and use these funds to fix infrastructure, City staff have done nothing to deal with homelessness. The actions around the TinyHomes Proposal and the current Barton Tiffany and Bayfront encampments show City staff and management to be shameful, uncaring and incredibly inept !!
- moneyyyyyyyyy

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- More cleanup of debris within encampments.
- More core patrol. Centralize the encampments / support services to certain areas - Don't allow a free for all throughout the entire city.
- More housing, supportive policing and support of police officers
- More officers for Core Patrol. Safe use spaces that are not located right in the downtown core. Have port-o-potties and clean drinking water available. And more affordable housing instead of building unnecessary things like pickleball courts.
- more police patrols needed and hopefully moving all unfortunate people away from the downtown core
- More police presence from 6am-9pm would help
- More police presence in the BIAs. Workers leaving stores on their own late at night are scared sometimes to go out by themselves. Making sure people are not loitering in front of store fronts for extended periods.
- More police presence please. I understand people are there because they have nowhere else to go, but asking our neighbourhood to be victimized by the encampments is unjust. We know where the stolen bikes and propane tanks and barbecues and tools are being taken to, and we know the police have made it clear they're not going to do anything about it. Please more police presence, more officers on the ground in the neighbourhood. At least then maybe people will think twice about getting caught in the act.
- More police presence, removal of encampments all together and create housing for the people that need a place. No one should be living in a tent in a City that want to call themselves inclusive, our Ward 2 Councilor should be ashamed and resign due to this situation and not wave the compassion flag left and right. He has no compassion for his fellow citizens, he would rather have people live in tents than help them get out of that situation, and i know the response would be not his responsibility
- more police presence, resources such as the salvation army moved out of the downtown core that is affecting business and tourism
- more police walking the downtown core
- More police. Cameras. Enforce drug, loitering, and other laws. Enforce!
- More policing of the streets -Keeping open drug use away from the core
- More policing, enforcement, presence and support for the unhoused.
- More policing. And ensuring safety for our clients and staff.

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- More police presence. Prompt response to new sites being created. Pressing charges for theft, panhandling and drug trafficking, public intoxication, public nudity and sex acts, destruction of property, trespassing, littering, open fires...etc Lobby the federal and provincial government for a solution and funding for the crisis they created without dumping the burden on businesses and home owners. Make it difficult for encampments to be created and maintained. Eventually most of those will return to becoming partial contributors to society, and focus can then be on helping those who truly have no options and need the help rather than those choosing this lifestyle and clogging up the services.
- Move encampments to countryside
- More security patrol, especially in large commercial parking lot, keep them out of core business area because we have many customers coming from different town, and we don't want them to feel unsafe or have bad impression of us. We also heard of our neighbor arguing with encampments, we just feel it is becoming a lot of drama where sometimes we become peace maker, when we just want to focus on our business.
- move somewhere else remote and far from the city where you have revenue generating businesses, creating jobs and generating revenue
- Move the encampment to the First Nation area and let them deal with it They will just get more government handouts from Trudeau
- Move the encampments. I understand that they are people should be treated as such and not be pushed aside and ignored but there has to be some place to house them. What about the empty schools? A roof over their head. Water supply. Showers. Rooms that can be divided into spaces. Offices for people to be on-sight and manage the place.
- Move them out of the City in an area outside of the City or in an area that will not impact local residents and businesses. Then one by one find them the help they need at that area (mental, health, housing) and get them housing. What kind of downtown is it, when residents don't want to visit or go there. Also have more police presence walking downtown. It was never like this a few years back.
- Move them to the mayor's front lawn.
- move them to the QEW underpass, stop providing them drugs. perhaps we need more shelters. shouldn't be allowed near parks where our children play.
- Move them, spend money to accommodate them instead of the LRT. Have police patrol the street not just drive by people smoking crack
- Move them.
- n/a
- no

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- No
- No Suggestions, does not apply
- No suggestions, the impact is low to most businesses. Put the money towards assisting the people living with homelessness.
- No, provide regular services to encampments.
- nope sorry
- Not allow the encampments, the overall appearance of them have negative impact on other people (shoppers) wanting to come downtown.
- Not allow/permit encampments especially within city More frequent patrols and policing of area
- Once the basic needs of each resident is met -- like the right to housing affirmed in the National Housing Strategy Act -- the City can turn its attention to the opinions of the capitalist class.
- Outlaw all encampments and enforce this measures swiftly and efficiently. Enough is enough.
- PAY ATTENTION AND FOLLOW UP ON COMPLAINT. IF THE CITY WOULD TAKE CARE OF ONE BUSINESS. THE CITY MIGHT LEARN HOW TO DEAL WITH SITUATIONS. THIS IS WASTE OF SURVEY
- Please move encampments away from business areas / BIA's. Running a small business is already hard enough. It's unclear why small business should be paying the cost for lack of affordable housing and mental health support. We hire employees who live in Hamilton and bring people to the city who come specifically to visit our store and then ask for restaurant or coffee shop recommendations.
- Please redirect the encampments and set up proper homeless shelters to provide the right level of support for those in need.
- Please send more police to patrol the area. They also leave a lot of trash everywhere, I think additional cleaning service/attention is required!!
- police presence encouraging them to move away from hanging out in front of the business. Encourage them to clean up after themselves and not leave garbage in front of the businesses
- Preventing people from living in the laneway and providing other areas within the city where they can set-up tents. I realize this is a challenging problem and that people need a place to stay but the theft, vandalism & fires can't be allowed to continue (with the encampments being allowed or encouraged to stay).
- Promotions and awareness

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- Provide housing.
- Provide more housing for the unhoused. Then remove the encampments from all city parks. For the remaining individuals that are being brought to our city to camp. City provide a designated area that will have the necessary services.
- Provide more Police presence to the downtown core and/or provide security. Ensure that the homeless are not allowed to congregate on the rooftop of Jackson Square and Gore Park. Just because they are homeless does not mean that they can run free in the City and prevent tax payers from enjoying the elements of the downtown that they once did. Having a designated area for the homeless would be nice, so that the workers in the downtown could once again enjoy the City and all it has to offer.
- provide options to those in the encampments to relocate
- Provide safe accommodations even in a temporary basis at closed schools or other closed buildings
- Provide social services support on a broader basis across the city. Currently it seems most of the social support is concentrated in the downtown core.
- Provide support workers that can investigate what the real reason is for living in an encampment. Is it addiction, in ability to find work or work, rent and food too costly. If places like Indwell could be utilized more in order to get them out of these encampments and with that placing them in a safer environment that would be good but an investigation into the why would be crucial.
- Public bathrooms and shelters for the homeless so they have somewhere to go and are able to receive treatment and supplies.
- public executions?!
- Put the homeless in some form of housing. It should be a crime to allow homeless people in encampments because of 'lack of funding'. People are a priority!
- Raise the bar on homelessness, make them meet criteria to be given food, resources etc. Make them productive member of society buy offering jobs, such as park clean up, roads etc.
- Reaction time when businesses need support. We need to feel like someone has our back in these troubling times.
- Reduce taxes
- Reduce taxes. Reduce Business fees. More police control and enforcement. Enforce bylaws. Work with the social service agencies and get the homeless off the streets.

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- Regular cleaning of the of the sidewalks, alleys, parking lots private and public. Beside them peeing and pooping all over these areas they leave behind dirty cloths and random things from their broken down encampments and/or their garbage bins, grocery carts or whatever mode they are transporting their home/belongings in. Provide bathrooms/porta potty's that are cleaned and maintained for them to use and maybe teach them how to maintain and clean their own facilities. Is their not an area away from the majority of businesses/homes in the city where they can set up a self sufficient encampment with bathroom facilities/a garden form them to grow their own vegetables. Designate one area for them to build and grow instead of taking over all the cities parks and public areas that those paying taxes can not longer enjoy.
- Relocate encampments to less impact areas. Focus on the root cause of drug addiction and homelessness.
- Remove all encampments from around local businesses. This have never been a major issue until recently. Absolutely unacceptable.
- Remove all encampments, and do not allow them to beg for money at traffic intersections. It makes our city look like terrible. Guests do not feel safe walking down the street in Hamilton.
- Remove encampments and house them on Stelco lands.
- Remove encampments from public property, increase enforcement of bylaws and allow strict enforcement of shoplifting theft crimes.
- Remove encampments. There is plenty of shelter space the city funds through tax payer dollars. This is unacceptable and as a business owner I am extremely disappointed with how the city has handled this issue.
- Remove encampments. Are they paying rent or taxes on those lands? But our money has to go towards cleaning them?
- Remove the encampments
- Remove the encampments
- Remove the encampments, support local businesses and the struggles they have to encourage customers to visit their business. It's appalling the support the city provides to encampments at the risk of local business shutting down.
- Remove the encampments.
- remove the encampments. They are a mess and hurt Hamiltons name
- Remove the homeless from city limits like other cities have done. Kitchener is an example

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- Remove the law that homeless people can live in tents in the park! They do not even follow that 5 tents rule anyway, nor will this ever happen!!! Parks were not designed to house homeless (and usually mentally ill) people. They are paid for children to play and people to relax in. Neither can happen now.
- remove them
- Remove them
- Remove them.... .
- respond to clearing in an appropriate timely matter. support the residents of encampments and work towards providing shelter, and affordable housing.
- Reverse the encampment protocol and see that tents are removed from public spaces, increase police presence in affected wards.
- Sanctioned Area for Unhoused Individuals: Please establish a sanctioned area where unhoused individuals from Hamilton can safely stay. We oppose the legalization of encampments. Increase Police Budget: Allocate additional funds to increase police presence downtown. The current situation is unsafe despite previous efforts by the council. Enhance Mental Health Crisis Response: Hire more social service workers to assist during mental health crises, working in collaboration with the police to ensure adequate support and safety for all residents. Building Trust and Making Necessary Changes: Acknowledge the community's concerns and implement effective changes promptly. It is crucial to regain public trust and ensure a safe environment for everyone in Hamilton.
- Sanctioned sites
- Separate the "campers" from the ACTUAL HOMELESS and from the drug dealers and addicts.
- set up red zones around business areas that are illegal to camp near, open closed/empty buildings and turn them into small apts/homes/rooms for the homeless (use their welfare/disability \$ to help pay for it), more outreach to the homeless to get them help they need. Certainly there are enough smart people in Hamilton that can join together to solve this dilemma!
- Shut down the encampments and clean up our streets. You're not helping the homeless by allowing encampments. Time for the city to make some tough choices rather than just pandering to activists.
- Similar to smoking bylaws i.e. within X number of feet from a business entrance, no encampments should be allowed. Encampments should be dealt with in a more timely manner upon set up so residents don't get comfortable in an area that directly effects a business. Ultimately, it comes down to enforcement and there has been a lack thereof.

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- Similar by-laws to schools, parks, etc. Limiting the proximity and amount of encampments that can be close to a business and ACTUALLY enforcing them instead of playing 'Pass the Buck to a different entity' like I've witnessed so far throughout the city. In fact, that makes me realize to add; make it clear to the public, if this is the service you need, this is EXACTLY who you contact to follow up....bylaw-EMS-City Hall-local councillors-specifically police, handoffs are getting old
- so wait where do I get my free giftcard?
- specific localities with police presence for safety, portable washroom and shower facilities - short term - building tiny home communities, using unoccupied buildings for housing (closed schools, office areas, shopping centres)
- Stop condoning and tolerating the encampments. I don't propose to have a solution, but simply ignoring it and hiding behind the politically-correct soundbites is not helping. When restaurant clientele are no long comfortable coming to your establishment for diner, revenues decrease; decreased revenues result in reduced hours and ultimately layoffs; layoffs result in more people unable to pay rent; this leads to increased presence and population of encampments; repeat.
- Stop spending money on graffiti removal programs and other boutique incentives that do nothing to address the current issues in downtown that businesses face on a regular basis.
- Stop the panhandling, doesn't send a good message to anyone new visiting Hamilton, Have City public works Clean up the areas close to highway access (Centennial and QEW),
- support and listen to patrons and business owners that live downtown, instead of making us feel demonized for not being "accepting" of those down on our luck. The City had to put out this survey because business owners and employees are too scared to delegate to council publicly for fear of being shamed by some councillors and encampment residents. It is easy the City needs to start standing up for law abiding citizens. do not tolerate criminal behaviour, stop a housing first approach it is clearly not working. enforce laws. make the community feel safe, make patrons and employees that are the backbone of the community feel safe. How many money is going to homelessness and housing compared to small businesses? The downtown core is being destroyed
- Support business by reducing their presence
- Take actions to find solutions. John A McDonald High School and other areas are perfect locations. Get past the "not my jurisdiction" and deal with school boards and the province to get things done.
- Take control back. Remove encampments.
- Take crime seriously. Ban encampments, tents, sleeping on sidewalks.

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- take the encampments away
- tax cuts?
- thanks for hearing me out john, hope that \$50 gets ya a nice meal
- The city could support them by helping obtain proper housing and job resources, unfortunately they go hand in hand and there doesn't seem to be that unison. There are several areas of the city that have abandoned properties/empty land. Housing could be made on these sites for them.
- The city needs to find homes or shelters for them. We could use more policing (but that comes with a costs that might not be in the budget) They could educate them on services available to help get them back on their feet.
- The city needs to put more resources towards helping these people that are living in the encampments. There is no use constantly making them move from one spot to another; or the city needs to consider better locations from them to live
- The city of Hamilton can permanently house the people who are in encampments. And the city can provide safety measures for tenants to prevent more encampments in the future.
- The city of Hamilton can support our business by not having any encampments! I think it is one of the lowest forms of human acknowledgement is to allow people to have tense outside. And encampments and tents say that you do not care about the physical lives inside of the tent and you do not care about the psychological lives of the people who have to see the tents. It's incredibly disappointing that a city that could be so robust and healthy is allowing what they believe to be social supports to the people who don't pay taxes don't support the cities economic development are not contributing financially to the growth of the city in anyway shape or form, but have the opportunity to have their garbage collected at the side of the street have tents up outside. It's really really upsetting. The city of Hamilton has failed drastically in this area. If allowing drug addicts were having sex during the day in the park while my kids and my family members walk-through, it is Goodwill then humanity is suffering.
- The City of Hamilton could do something PROACTIVE and help these unhoused people instead of wasting tax dollars making their lives even more harder and stripping them of what little they have. The lack of unhoused means there would be no impact of encampments.but that would be too logical.
- the city of hamilton has to stop the encampments before they get going. we have taken our grandchildren for the walk at bayfront park. yes there were a lot of police and the encampments stayed in the tents. but we wont be taking the grandchildren down to the bayfront park anymore. and it is a shame because its a nice park.
- The city of Hamilton should do all it can to provide shelter for people, either permanent housing, supportive housing or temporary housing as required.

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- The city should invest in removing public encampments since its affecting families and children of the community. Homeless people are wandering around the city stealing things from backyards or breaking into cars. It is obvious that this protocol didn't do anything good to this city.
- The city of Hamilton should be supporting those who are currently unhoused, instead of attempting to remove these people without any support of helping them. Many of these people face mental health issues and with the price of living sky rocketing it is being made impossible for people to remain "on there feet". Without the proper care for those who are suffering this issue is only going to get worse. It is understandable that the city is thinking of business that are being affected but more importantly the city should be thinking of the humans that are being affected. It is devastating that as the weather gets more extreme we will see more death in these encampments, these deaths are affecting those who are in dire need of our help. Without a proper plan put into action we will slowing see these encampments taking over streets and it will become harder to police and will cause crime rates to continue to increase. If the city of Hamilton would like to support business with the impact of the encampments they should start by actually fixing the root of the problem, and that is mental health issues. As seen in many of the East cost provinces and states it is very easy for issues like this to become massive problems over the course of a decade i.e Skid row.
- The encampments must be removed period. there needs to be real affordable housing otherwise this will never go away. Why do building permits continue to be allowed for luxury condos and luxury homes when thousands of people need simple affordable housing? Being in the construction industry it is more than apparent nothing needs to be as expensive as it is being touted. There are economical solutions to be achieved but unfortunately as soon as government is involved there is a long list of people who line up to steal the show and take advantage of the money being spent. We need strong un corrupted leadership. Hell I dont even care if its corrupted... just dont be so selfish as to bury the city in squalor. Money can be made if the city is successful as well! imagine that. Most people want to improve themselves if given a chance. We need zero tolerance of street peddling and real housing (not encampments or slum housing) End the million dollar ++ home building.
- The word on the street is that encampments know they will not be charged or suffer consequences for their actions which is emboldening them in disrespecting personal & City property.
- There should not be encampments close to businesses unless they can be kept tidy and the residents are mindful of their impact.
- they need help to move off the streets - are there programs that can support a monthly financial support for a year or so to help these people move towards housing decency?

Do you have any suggestions for how the City of Hamilton could support businesses with the impacts of encampments? (cont'd)

- They have an abandoned townhouse complex at the foot of James St, Convert into simple one bed one bath kitchenette units, perform products such as that, social work the encampments as to why they are there, not always money and refer them to the agency that best suites there needs. By doing nothing you are just enabling the problem. Sometimes you have to perform tough love in order to motivate the person to make a change
- This is a tricky question, without the support of affordable housing projects, that these individuals would actually attend, I cannot see this issue going away. I understand the cost of living crisis make that near impossible to avoid.
- This is a significant issue not just here in Hamilton, however, one person's rights shouldn't interfere with anothers. Long-term it will create business who do not want to maintain addresses therefore impacting tax revenues. If tax revenues are to maintain, that proactive supports AND controls need to be part of the strategic design. Reactive is only burdening the city staff and residents while the causal inhabitants are simply moving on and replicating the actions elsewhere daily with no accountability.
- Unfortunately my suggestions are perhaps old fashioned. Crack down on public drug use, arrest and detain people and force treatment for addiction, dont let the encampments get started.
- We need the encampments to be removed, or some remedy for housing to be reached. We need more involvement downtown - whether it be police, or outreach programs, etc.
- Well the obvious choice is to move the encampment to a different location, but that's hardly a permanent solution. Strictly speaking from Concession BIA perspective, they just need to be gone from our location. Ethically speaking, I don't know to solve the issue.
- Work with the police instead of against each other (stop finger pointing). Take action - identify quick wins and implement expediently instead of soapboxing; spending more time hypothesizing and describing an ideal scenario that never gets implemented. We've all hit our limit, no patience left regarding ineffectiveness
- Yeah. Get RID OF THEM.
- Yes remove the Encampments and stop allowing illegal use on public owned lands. This in itself allows more encampments to pop up where ever the people see fit. This disrupts the pleasure of parks and the safety to all.
- Yes, remove them and have the police arrest people for stealing, drug use, loitering etc.
- Zero tolerance for public drug use and encampments outside designated area. There is enough land in Canada. Designate an area away from the main business and residential. Centralize the issue and offer support from a contained area.