

The City's Homelessness/Urban Camping Impact Reduction Program takes complaints about camps, assesses site conditions, and removes trash and camps on City property.

We audited the program to see if it cleaned up sites well, if it met legal requirements, if crews were respectful to people during clean-ups, and if it was responsive to community complaints.

Findings

We found that the program improves living conditions for some people living in camps, but **communication and program data need improvement.**



Complaint Intake

People reporting camps were pleased with the ease of filing a report.

People also wanted more information about the status of their reports.



Clean-ups

Legal requirements for notice were met.

Crews engaged with people in the camps respectfully.

People in camps wanted better information on when clean-ups would occur.



Assessment

Highest priority camps may not be identified for cleanup because of inconsistent assessment of risks.



Program Data

The program is not monitoring the timeliness of clean-ups.



Property storage

People whose property was removed during a cleanup found it difficult to retrieve.

Recommendations

We recommend improving the program's communication, data, and internal policies.