How the City and its partners respond to encampments on public land

**STEP ONE**
Citizens call 311 or use 311 App to report an encampment

**STEP TWO**
Park Rangers are notified by 311 to investigate site (within 3-5 days)

**STEP THREE**
The inactive site is added to the clean-up schedule

**STEP FOUR**
City crews clean up site as soon as possible

**ACTIVE**

**STEP THREE**
Park Rangers assess level of risk to determine closure and clean-up date. Location shared with Boyle Street Outreach

**STEP FOUR**
Housing and outreach workers from agencies visit site to connect people with essential services, resources and housing, where possible (within 24-48 hours)

**STEP FIVE**
Park Rangers provide closure and clean-up date to the encampment

**STEP SIX**
Park Rangers help people move, as needed. City staff clean up site on the date provided in Step 5

**RESOLVED**

**INACTIVE**

**STEP ONE**
Citizens call 311 or use 311 App to report an encampment

**STEP TWO**
Park Rangers are notified by 311 to investigate site (within 3-5 days)

**STEP THREE**
The inactive site is added to the clean-up schedule

**STEP FOUR**
City crews clean up site as soon as possible

**RESOLVED**

Edmonton Police Service, Fire Rescue Service and Emergency Medical Services are called as necessary

Agencies include: Boyle Street Community Services, Homeward Trust and Bissell Centre

*Closure and clean-up is prioritized by level of risk posed to the health and well-being of people in the encampment and the surrounding community

**Response times and closure decisions may be affected by COVID-19