



April 8, 2024

Josh Bednarek
Planning and Development Director
City of Phoenix
200 W Washington Street, Second Floor
Phoenix, AZ 85003

Dear Mr. Bednarek:

Per Stipulation No. 16 on Z-SP-2-19-7, the below is submitted: "An annual report shall be provided to the Planning and Development Department, to include the following items:

- a. Number of people served by each organization.
- b. Number of positive exits for each organization.
- c. If permitted, number of beds contracted to entities other than the City of Phoenix.
- d. Meeting summaries as detailed in stipulation 15f.
- e. Summary of efforts to identify, pursue and implement regional solutions to homelessness that will reduce the service demand on providers and facilities within and near the Special Permit boundaries."

a. Number of people served by each organization:

In Calendar Year 2023, the Human Services Campus, Inc. dba Keys to Change. and its partner organizations served 11,538 unduplicated individuals. Of those 4,747 received shelter services in CASS' Single Adult Shelter.

b. Number of positive exits for each organization:

In Calendar Year 2023, Keys to Change at the Key Campus had 2,459 positive exits. Positive exits include permanent housing, rental by client with no ongoing housing subsidy, rental by client with other ongoing housing subsidy, and rental by client with Rapid Rehousing or equivalent subsidy. The number does not include diversions/reunification with family/friends/or other support network. The number also does not include positive exits out of other partner organizations.

In addition, the CASS Single Adult Shelter on the Key Campus has 210 exits from shelter to housing in the Calendar Year 2023.

c. If permitted, number of beds contracted to entities other than the City of Phoenix:

Central Arizona Shelter Services (CASS) has the following contracts for emergency shelter beds in the Single Adult Shelter at the Key Campus:

- Peoria two (2) beds
- Dignity Health hospital drop off beds, eight (8) beds
- Valleywise hospital drop off beds, 14 beds (8 for women; 6 for men)
- Town of Fountain Hills two (2) beds

Creating Solutions to End Homelessness

Human Services Campus, Inc. dba Keys to Change
204 S 12th Avenue | Phoenix, AZ 85007 | (602) 282-0853 | www.hsc-az.org

d. Meeting summaries:

- Each meeting summary shall include date, time, location; number of participants, questions or concerns that arose; and how the questions or concerns were addressed.
- See the meeting summaries as attached as Addendums for the quarterly community outreach meetings held February 7, 2023; May 2, 2023; August 1, 2023; November 14, 2023.

e. Summary of efforts to identify, pursue and implement regional solutions to homelessness that will reduce the service demand on providers and facilities within and near the Special Permit boundaries:

In the 12 months, calendar year 2023, Keys to Change has taken the following steps and actions pursuant to the efforts requested.

- Participated in and supported the MAG Regional Plan, including representation on the Continuum of Care Committee and multiple sub committees and work groups.
- Held six Project Connect events in various cities and neighborhoods including Surprise, North Phoenix, Sunnyslope, Mesa, Avondale, and Arcadia. Keys to Change also partners annually with the Arizona Housing Coalition on the Maricopa County Veteran StandDown by managing all volunteer recruitment and management for the event.
- The HSC multi-disciplinary street outreach team provided engagement services in the immediate area on a daily basis and conducted a weekly count of the unsheltered. In Calendar Year 2023, the outreach team completed more than 7,650 hours of outreach services, made over 77,800 connections to services, and engaged 12,848 duplicated clients. The team also assisted 63 by moving from the streets to permanent housing. The outreach team also supports the City of Phoenix during the enhanced street cleaning activities in the neighborhood around the HSC and was critical to the encampment phase down and relocation in 2023.
- Funded and supported the ASU Action Nexus to Address Homelessness, which provides invaluable contributions through internships at Keys to Change as well as leadership on a regional shared housing initiative and other strategies to address the shortage of housing in Maricopa County.
- In Calendar Year 2023, as the Maricopa Regional Continuum of Care Single Adult Coordinated Entry lead, Keys to Change increased the number of entry points by six. Across Maricopa County 8,872 unique individuals were served across the Single Adult Coordinated Entry System. Through HSC's Flex Fund program that makes financial assistance available through the family and single adult services system across the county to help people stay housed more than 1,130 households were served. At the Key Campus, Keys to change completed 927 successful diversions, meaning people were reunified with family, friends, or a support network.
- In December 2022, Keys to Change received news of an award of \$10M from the State of Arizona to implement services for unsheltered individuals in locations other than the Campus at 12th Avenue and Madison. Keys to change opened two Bridge Housing programs in 2023 and built out a larger multi-disciplinary street outreach team. The Bridge Housing programs are sheltering approximately 141 individuals. The Outreach Team is partnering with Maricopa County and valley-wide municipalities to provide complementary outreach and engagement coverage.

Addendums

Meeting Summaries of Quarterly community outreach meetings
Addendum 1 meeting of February 7, 2023
Addendum 2 meeting of May 2, 2023
Addendum 3 meeting of August 1, 2023
Addendum 4 meeting of November 14, 2023

Addendum 1 meeting of February 7, 2023

HSC Community Outreach Meeting Minutes – February 7, 2023

Human Services Campus, Inc. hosted a Quarterly Community Outreach Meeting on Tuesday, February 7, 2023 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 522 people, and hard copy, postcard mailed to 554 people.

Approximately 38 individuals participated.

The following is a report of the meeting:

CALL TO ORDER AND INTRODUCTIONS

HUMAN SERVICES CAMPUS UPDATE

Lisa Glow provided updates from CASS:

- Scaled up beds to 600 in mid-May and were at capacity in June.
- Services are available 24/7 and people are able to stay inside throughout the day.
- SB 1462 passed out of Senate Appropriations – this would give \$25 million into operating funds for homeless services. She encouraged neighbors and community leaders to sign in support of the bill.

Amy Schwabenlender provided updates from the HSC:

- The multidisciplinary outreach team is supporting the City of Phoenix with their enhanced street cleaning. The team has also started an unsheltered case conferencing where teams from HSC and other partners come together to go through as many people as possible to help people figure out next steps for a housing plan.
- There are almost 900 people a night sheltered on campus.
- HSC was recently awarded \$10 million for expanding efforts outside of the neighborhood to address unsheltered homelessness.
- Project Connect is scheduled for February 16 in Surprise, March 16 in Tempe, and will be partnering with the Arizona Housing Coalition for the Arizona StandDown on April 28.

PHOENIX CITY COUNCIL DISTRICTS 7 and 8 UPDATE

Vice Mayor Yassamin Ansari gave updates from Phoenix District 7:

- A new emergency, 280 bed shelter is being worked on at 27th Ave & Lower Buckeye and is intended to open during Summer 2023. Unsheltered individuals around the HSC are intended to get priority access to this shelter once it opens.
- On January 25, the Phoenix City Council voted to allocate \$15 million in American Rescue Plan funds for potential shelter and storage space.
- In 2022, Phoenix shelter capacity was increased by nearly 600 beds. In 2023, we are on track to gain another 800.
- More community space as well as more congregate and non-congregate spaces are needed, along with parks, storage, and spaces for pets.
- Workforce will be a major priority.
- Bathroom innovations, such as the Portland Loo, are being considered to help mitigate vandalism and drug use.
- Block by block cleanings are taking place and individuals are being engaged about services in the process.
- Behavioral health specialists and police officers have been recruited to help out in areas where there is significant drug use taking place, specifically fentanyl.
- A special sub-committee meeting will be held to discuss mobile home parks and conviction concerns.

CITY OF PHOENIX UPDATE

Rachel Milne gave an update on behalf of the City of Phoenix:

- The Office of Homeless Solutions ended strongly in 2022. This office was created within the City Manager's Department. Many positions were opened for the purpose of address homelessness.
- 800 new beds are in the queue over the next few years
- Enhanced cleanups started in December and three have been done so far. These cleanups are done block by block and individuals are engaged in the process and are offered help to move their belongings and seek services.

MADISON PIONEERS COALITION UPDATE

Diane Langmade gave an update on behalf of Madison Pioneers Coalition (MPC):

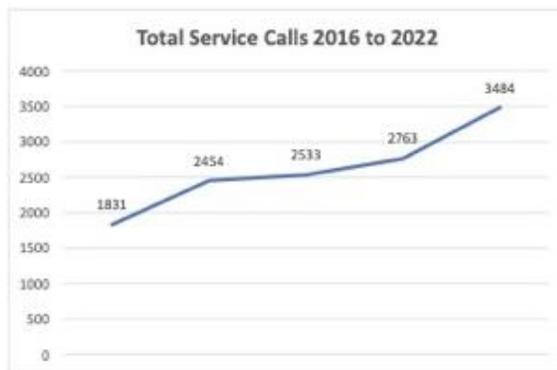
- MPC appreciates the City of Phoenix and the Police Department for their work in the neighborhood.
- There is a huge concern regarding fires and fire extinguishers are not helping.
- Requested "action items" for the HSC to be acted upon and reported out, including to stop all fires.
- Diane shared the 2022 service call crime data and asked what the HSC is doing to mitigate crime. Lt. David Seitter explained that the increase in crime can be explained by an increase in population as well as a policy change that occurred in March 2022. 901 calls are now corresponded with the Fire Department. Rachel Milne added that the City is working proactively with the Fire Department to solve issues related to fire.

- MPC would like to request follow up and action on a Fire Abatement Plan, right of way issues, and improvements to street lighting in the neighborhood.

15-Nov-22

Citizen Generated Calls for Service in Grid BA26 for Police

Year	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Total	AV/Day
2018	178	167	190	189	189	142	136	122	142	124	132	120	1831	5
2019	126	161	216	230	209	187	234	209	193	245	232	212	2454	7
2020	251	228	255	214	213	225	167	195	183	200	184	218	2533	7
2021	230	250	273	260	229	215	184	248	174	220	232	248	2763	8
2022	255	235	332	451	313	282	280	256	246	253		estimated:	3484	10



Source: <https://www.phoenixopendata.com/dataset/calls-for-service>

Summary Crime Data for Jan to 14 Nov 2022

Crime	Code	Quantity
Armed Robbery	210 & 211	25
Fight or Assault	239 & 240	573
Aggravated Assault	245	49
Sexual assault	261	13
Theft	487	140
Injured/Sick Person	901	1097
Insane	918	33
Shots Fired	415G	28
Trespassing	418T	236
Dead body	901H	14

(5) in July

COMMUNITY QUESTIONS AND RECAP

Question – Stacey Champion: What is the plan for heat mitigation this year and what is being done proactively?

Answer – Rachel Milne: The City is focused on indoor shelter spaces and several hundred will be available this year prior to the heat of the Summer. The Office of Heat Mitigation is also working on some solutions and securing funding for implementation.

Amy Schwabenlender: The HSC is looking into putting up cooling stations, bringing people inside and maximizing indoor space, and setting up tents on the lawn

Stacey Champion suggested rolling out services and activities at cooling stations to bring more people in.

Question – Diane Langmade: Is there any update on streetlights being repaired or replaced?

Answer – Fernando Felix: Neighborhood Services has been working with the Streets Department to address the streetlights. An issue with some of the streetlights is a line issue and various departments are coordinating an effort to fix these lights.

The next meeting is May 2, 2023. Updates will include report outs on fire abatement, right of way issues, and street lighting improvements.

Addendum 2 meeting of May 2, 2023

HSC Community Outreach Meeting Minutes – May 2, 2023

Human Services Campus, Inc. hosted a Quarterly Community Outreach Meeting on Tuesday, May 2, 2023 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 555 people, and hard copy, postcard mailed to 406 people.

Approximately 32 individuals participated.

The following is a report of the meeting:

CALL TO ORDER AND INTRODUCTIONS

HUMAN SERVICES CAMPUS UPDATE

Amy Schwabenlender provided updates from the HSC:

- HSC is working on identifying indoor space and respite areas for heat relief. A Thirst Aid campaign is also being launched to collect donations of heat relief items such as bottled water, baseball caps, and lip balm.
- In June, HSC will be renovating some spaces for offices and meeting rooms using funds received from Maricopa County at the 1214 W. Madison building.
- HSC has a tour open to the public the first Wednesday of each month at 10:00 a.m.
- The two-year review from the Planning Hearing Officer stipulated by the City of Phoenix has been requested by the HSC to the City of Phoenix. No changes are being proposed and mailings with more information will be sent out at the end of May. The first meeting will take place on June 12 with the Central City Village Planning Committee at the Convention Center and the second meeting will take place on June 21 with the Planning Hearing Officer virtually. The review to continue the stipulations as written will then either be seen by the Planning Commission and the City Council or just the City Council. Notices for the June meetings will be mailed by the end of May.

Lisa Glow provided updates from CASS:

- The shelter has been consistently at 600 beds since scaling up.
- Restroom renovations are underway and should be completed in the next month.
- The Haven, which is a temporary shelter option for seniors, will undergo renovations soon.
- CASS is conducting tours of a collaborative navigation model that is located in Glendale that helped reduce homelessness in the city by over 50%.

PHOENIX CITY COUNCIL DISTRICTS 7 & 8 UPDATE

None.

CITY OF PHOENIX UPDATE

Rachel Milne gave an update on behalf of the City of Phoenix:

- There have been five coordinated partner engagement events with HSC and CBI to target one block at a time to offer services at a more granular level. The next engagement has been set for May 10 and each individual who is reached will be offered an indoor space to move to. After this engagement, this street will be closed for camping.
- The City is looking to add 800 new beds in the next year around the valley.

Brian Freudenthal gave an update on behalf of the Police Department

- The Police Department has deployed new technology to help identify those that are committing violent crimes.
- Several arrests have been made for homicides and other violent crimes.

Lisa Huggins-Hubbard gave an update on behalf of Neighborhood Services:

- Twelve new streetlights were stalled around the campus – six brand new poles and six mast heads.

MADISON PIONEERS COALITION UPDATE

Diane Langmade gave an update on behalf of Madison Pioneers Coalition:

- She expressed concerns about fires, crime, and medical emergencies.
- She thinks that Circle the City should be equipped to handle minor medical emergencies to relieve police and first responders.

23-Apr-23

Qty	Call for Services Fire Dept non-fire Jan - Mar 2023 for "2xx S. 12th Ave" (HSC)
18	abdominal pain
3	adult medical code (non-drowning, non-trauma)
2	allergic reaction
17	altered level of consciousness
2	animal bite
19	assault
3	back injury
2	check welfare
48	chest pain
4	code
1	cutting
1	debris fire
14	diabetic problem
50	difficulty breathing
1	eye injury
12	fall injury
1	gunshot wound
2	headache
8	heart problems
59	ill person
26	injured person
3	internal bleeding
1	lockout
2	maternity problem
1	medical alarm
2	nosebleed
10	overdose
1	poison ingestion
1	police crisis care
13	seizure
1	service call
1	stabbing
2	stroke
1	taser application
1	TLO operations
5	unconscious person
1	unknown medical
339	Total number of calls responded to

Note this list is only for 2xx S. 12th Ave, and not the complete BA26 area for the Zone.
What use to be listed as Code 901, Injured/Sick Person

<https://www.phoenixopendata.com/dataset/calls-for-service-fire/resource/e832854c-6537-4223-ba26-674a7b799f49>

- She wanted to know what the schedule is for removing encampments from right-of-ways.
- She would like to see more stipulations be considered for the HSC to address the community's concerns.
- She commented about the lack of City Council and County presence on the meeting.

David Schwartz noted that City Council has been very engaged in the majority of these community meetings.

Rachel Milne stated that the City of Phoenix is looking to revise its policy on fires, so that issues surrounding fires can be better addressed. Tim Kreis will be attending the next community meeting to give an update and answer questions pertaining to fire. She mentioned that there is not yet a set schedule for the outreach and cleanings because the City wants to be sure that each individual has a place to go.

Commander Freudenthal commented that not every fire started is from warming or cooking and an arson assessment is done for each case.

Amy Schwabenlender spoke about Circle the City, mentioning their medical respite program which is intended for individuals who are released from the hospital and need continuing care. The healthcare clinic operates as a primary care facility with walk-in hours but is primarily appointment-based, which is a requirement to receive Federal funding. They also have mobile medical units across Maricopa County and do outreach, but they are not equipped for emergency response. It isn't possible to prevent an individual from calling 911 if that is what they choose to do.

COMMUNITY QUESTIONS AND RECAP

Question – Ashley Harder: I am interested to learn about the relocation sites and where people will be relocated to on May 10th?

Answer – Scott Hall: Shelter providers, mental health and substance abuse treatment providers, and half-way houses have all partnered for this outreach to ensure that individuals are given access to as many services as possible.

Question – John Delaney: What are the plans for cleaning our neighborhood after May 10th?

Answer – Rachel Milne: The M-W-F will continue after the engagement effort on May 10th. After everybody has moved out of the area, a deep cleaning will take place.

Question – Dianne Langmade: If the individual does not want to move into a shelter but remain in a tent, where do they go?

Answer – Scott Hall: The goal is to make sure that all individuals get to a shelter and it is very rare that they turn down that opportunity. The City of Phoenix is still working on details of enforcement for the areas that are being closed to camping.

Addendum 3 meeting of August 1, 2023

HSC Community Outreach Meeting Minutes – August 1, 2023

Human Services Campus, Inc. hosted a Quarterly Community Outreach Meeting on Tuesday, August 1, 2023 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 550 people, and hard copy, postcard mailed to 466 people.

Approximately 42 individuals participated.

The following is a report of the meeting:

CALL TO ORDER AND INTRODUCTIONS

HUMAN SERVICES CAMPUS UPDATE

Lisa Glow provided updates from CASS:

- The single adult shelter scaled up last summer to 600 beds and 24/7 services.
- In July, there has been an average of 609 people nightly.
- Some renovations were done in the shelter and bathrooms thanks to funding from the City of Phoenix.
- Recently some new water heaters were installed and HVAC units have been repaired.

Amy Schwabenlender provided updates from the HSC:

- Every organization that has indoor space on the campus is letting as many people inside as possible during the day and overnight.
- The Thirst Aid bottled water drive continues with 120,000 bottles handed out monthly, including through the outreach team that engages with unsheltered individuals.
- The Planning Hearing Officer meeting took place last June and we are awaiting the report from the Planning Hearing Officer because a recommendation was not made during the hearing.
- The HSC will be renovating in the 1214 building and permits will be submitted to the City of Phoenix. The building will be used for administrative offices, training space, and meeting room space.
- The HSC outreach team continues to regularly engage people within a mile radius. The total count this morning was 706 with 524 in the immediate area and 182 in the expanded area up to a mile.

PHOENIX CITY COUNCIL DISTRICTS 7 & 8 UPDATE

Not represented.

CITY OF PHOENIX UPDATE

Commander Brian Freudenthal gave an update from the Phoenix Police Department:

- 79 arrests have been made in the last three months, 300 reports were taken, over 100 field interrogations were conducted, and 25 citations were given.
- One gun was recovered and incidents involving guns have decreased.
- Calls for service are still high due to the heat and calls made to the fire department.

Chief Tim Kreis gave an update from the Phoenix Fire Department:

- He reminded the group that the International Fire Code does not prohibit warming or cooking fires and it does not contemplate urban camping.
- There is guidance regarding these fires being located away from combustibles or construction.
- This code allows the Fire Marshall to draft explanatory policies to apply to fire code's intent in the community.
- The fire department has drafted a policy explaining what a non-compliant fire is and this policy is currently in effect. This includes fires that are more than 3 feet in diameter, fires that cause thermal damage to surrounding objects, and fires burning rubbish. Fires must be in an approved container such as a fireplace, fire pit, or barbecue grill.

Rachel Milne gave a presentation on the Safe Outdoor Space (presentation attached).

Scott Hall discussed heat relief and water around the campus.

MADISON PIONEERS COALITION UPDATE

Bill Morlan gave an update on behalf of the Madison Pioneers Coalition:

- Bill acknowledged that the enhanced outreach engagements have been successful and that the number of people outside has reduced.
- He commended the pressure that has been put on the city to help with these improvements.
- Several members of the Madison Pioneers Coalition and some of the service providers came up with a plan similar to what will be implemented in the Safe Outdoor Space program in late 2021. The members are happy to see many of these recommendations are going to be put into place.
- He noted that he was happy to see that the setup is meant to be temporary.

COMMUNITY QUESTIONS AND RECAP

Question – Jing Curtiss: How many tents can be accommodated in the Safe Outdoor Space?

Answer – Scott Hall: Several mockups of the area have been done and the estimation is 200-230 tents.

Question – Pamela Fitzgerald: Of those who have accepted services, how many have remained in services?

Answer – Scott Hall: The City is preparing for an in-depth analysis of the people that we have worked with but it will take some time and a collaborative effort because there are several different projects and services available with varying measurements of success.

Question – Eva Olivas: What is the plan for after the three years and who will be accountable for following this plan? How can we ensure that stipulations are enforced so that the community can feel confident with this plan?

Answer – Scott Hall: A lot of coordination and resources go into sun setting a program and the City of Phoenix and the Human Services Campus plan to work together to ensure the placement of people into alternative shelter spaces once the program concludes.

Rachel Milne: The resources to help people find alternative placements are currently being used, so we are not waiting until the end of the program to make sure that people receive the services they need.

Question – Bill Morlan: What is the mechanism that guarantees the sunset of this program?

Answer – Rachel Milne: There are several mechanisms in place and the city does not plan to deviate from these stipulations. City Council voted for approval with the caveat that the program would not extend over three years.

Gina Montes: The City would need to go through a process to extend the program beyond three years and there is no desire to do so.

Question: Angela Ojile: I could use more trash bags at my property. The neighborhood wants a guarantee that things will be done.

David Schwartz asked Ms. Ojile to clarify what she was referring to.

Angela Ojile: Things are supposed to be done that are not being done and the neighborhood wants assurance that the promises that are made to them will be honored.

Answer - David Schwartz: The Human Services Campus does have stipulations that are enforced and has put in a lot of effort to work with the community to improve the neighborhood.

Question – Rob Anderson: Has the city considered prioritization for the neighborhoods surrounding the campus for the GAP program, community grants, or additional cleanings?

Answer – Spencer Self: The City Council did allocate funding for the GAP program a couple of years ago and those neighborhoods are being prioritized. Fernando Felix with Neighborhood Services is a great contact to get more information on that program. Additional funding has also been allotted for private property cleanup and Neighborhood Services is coordinating with other departments to look into other issues such as right of ways.

Question – John Westerdale: There are some concerns about the Safe Outdoor Space being considered inhumane due to high heat of the asphalt. Will that area be used for outdoor camping? Why is the timeframe three years and how does the cost of this project compare to the cost of an indoor shelter?

Answer – Rachel Milne: The intention is to have people camping in the shaded areas and create a turf area to protect from the heat of the asphalt. Cooling fans will also be brought in. Throughout the duration of this program, the intention is to create more indoor shelter options.

Question – Dianne Langmade: Are the streetlights all repaired and have the new ones been put in place?

Answer – Brian Freudenthal: Yes, repairs have been made and new streetlights have been installed.

Addendum 4 meeting of November 14, 2023

HSC Community Outreach Meeting Minutes – November 14, 2023

Human Services Campus, Inc. hosted a Quarterly Community Outreach Meeting on Tuesday, November 14, 2023 at 6:00 pm via ZOOM. This report is submitted per Ordinance G-6799.

Invitations were emailed to 520 people, and hard copy, postcard mailed to 637 people.

Approximately 30 individuals participated.

The following is a report of the meeting:

CALL TO ORDER AND INTRODUCTIONS

HUMAN SERVICES CAMPUS UPDATE

Lisa Glow provided updates from CASS:

- Two weeks ago, with the help of the City of Phoenix, CASS was able to relocate 60 of its most vulnerable seniors to a nearby hotel for 4-5 months and part of the reason for opening this now is to be a pre-cursor to opening the 170 permanent senior shelter, which has had some construction delays.

Amy Schwabenlender provided updates from the HSC:

- The services and amenities at 9th Ave and Jackson will be open through November 30th. Some of this equipment will be moved to the Safe Outdoor Space.
- There is still no report available from the Planning Hearing Officer from the hearing that took place in June.
- HSC has been leading Project Connect events, which take services to different areas of Maricopa County. The next events will be in January and February.
- HSC is supporting Healthy Giving Council where possible as the holidays approach.
- The next Community Outreach meeting will be on February 6, 2024.

PHOENIX CITY COUNCIL DISTRICTS 7 & 8 UPDATE

Maria Lopez from Vice Mayor Ansari's office stated that they had toured the Safe Outdoor Space recently and welcomed the group to send any questions or comments specific to District 7 to her.

CITY OF PHOENIX UPDATE

Rachel Milne gave a general update on behalf of the City of Phoenix:

- The City of Phoenix has been permanently closing blocks surrounding the Campus to camping since May 10 through an enhanced engagement program.
- 718 individuals were engaged and 590 individuals went to an indoor location.

- The City is working on gathering some data on progress, i.e. where those individuals are now.
- The City is proactively engaging individuals who are still out near the Campus and encouraging them to connect with services.
- The Safe Outdoor Space opened on November 1 and currently has 26 guests and is still about one month out from operating at full capacity.

Commander Brian Freudenthal gave an update on behalf of the Police Department:

- Since last quarter, over 70 arrests were made, 170 reports have been made, 117 interrogations have taken place, and 45 citations have been issued.
- A decrease in crime is noted since the conclusion of the enhanced engagements by the City, resulting in fewer felony arrests.
- A two officer unit was assigned specifically to the area around the Campus for patrol to help increase visible police presence and alleviate calls made to the fire department.
- The Police Department has continued its enforcement efforts for vendors around the Campus.
- The Police Department will also continue cleanup efforts in the neighborhood.

Fernando Felix gave an update on behalf of Neighborhood Services:

- Biohazard cleanup in the area has continued.
- A graffiti cleanup effort has been pushed in areas where private property has been vandalized.
- Neighborhood Services has been working with the Police Department to ensure all Authority to Arrest are up to date on private property.
- Another street light audit will be taking place within the next few weeks, as well as an audit for street signs.
- Efforts to engage the neighborhood on concerns and issues has continued.

Spencer Self added to the Neighborhood Services update:

- The department is excited to be engaging and partnering with the community on neighborhood solutions and beautification.

MADISON PIONEERS COALITION UPDATE

Dianne Langmade gave an update on behalf of the Madison Pioneers Coalition:

- Noted the lack of participation from the Madison Pioneers Coalition.
- States that problems are not addressed as they are brought up.
- The lawsuit was a success for the neighborhood and no improvements would have been made without it.
- The Office of Homeless Solutions was also a success for the neighborhood.
- States that the real issues of crime and drugs are not be addressed.
- Neighborhood is concerned that the Safe Outdoor Space will be permanent.

COMMUNITY QUESTIONS AND RECAP

Comment – Jerome Parker: People are unhappy because things are not being done fast enough. Community members and organizations should do their part and work in unison with the City of Phoenix and focus on solutions

Question – Jing Curtiss: Why has the Planning Hearing Officer not responded since June to the HSC regarding permits and stipulations? How do we set a deadline for reporting?

Answer – Amy Schwabenlender: The Planning Department does not have an answer yet and as the applicant, we do not have the ability to set a deadline.

Racelle Escolar with the City of Phoenix Planning Department reiterated this.

Comment – Jessica Berg: Echo what Jerome said and thank you to the City of Phoenix and HSC for all of the efforts.

Question – Michelle McCormick: We have noticed an increase in unsheltered people in the neighborhoods a few blocks away from the HSC since the area has been closed to camping.

Answer – Rachel Milne: The City has noted the addresses and wants to address the increase in unsheltered people. Encouraged the use of the Phoenix CARES system. Call 602-262-6251. Or report online at: <https://phxatyourservice.dynamics365portals.us/phxcares/>