

# 310 Hub Report

Data Range: November 13, 2024 - January 25, 2025

This report summarizes information about clients (e.g., demographics) and service usage (e.g., number of client visits per day) of the 310 Hub. The data included is self-reported by the client upon arrival at the 310 Hub and compiled by 310 Hub staff. A total of 136 unique clients have visited the 310 Hub as of January 25, 2025. The majority of these clients (79%) reported that they were from somewhere in Northumberland County, with most specifying the Town of Cobourg (74% of Northumberland County clients) or the Municipality of Port Hope (14% of Northumberland County clients) as their affiliated location.

The Hub sees an average of 27 clients per day (minimum = 10, maximum = 38, median = 27). Note that client visits range in length and at no one time was there more than 21 individuals at the Hub at the same time (see 310 Hub Hourly Counts Dashboard). Most clients return to the Hub after their initial visit; 72% of clients had recorded visits in more than 1 reporting week. Most Hub clients (60%) reported experiencing chronic homelessness (6 months or more in the last year), and most reported a form of social assistance as their income source (36% Ontario Works, 36% Ontario Disability Support Program). Demographic measures show that Hub clients are predominantly men (60%), and most report their family structure as single (90%). Further, individuals identifying as Indigenous are overrepresented among Hub clients compared to Northumberland County as a whole (Statistics Canada, 2021).

Reference: Statistics Canada (2021). Census Profile, Northumberland County, Ontario, 2021 Census of Population Profile table.



136 unique individuals have visited the 310 Hub to date

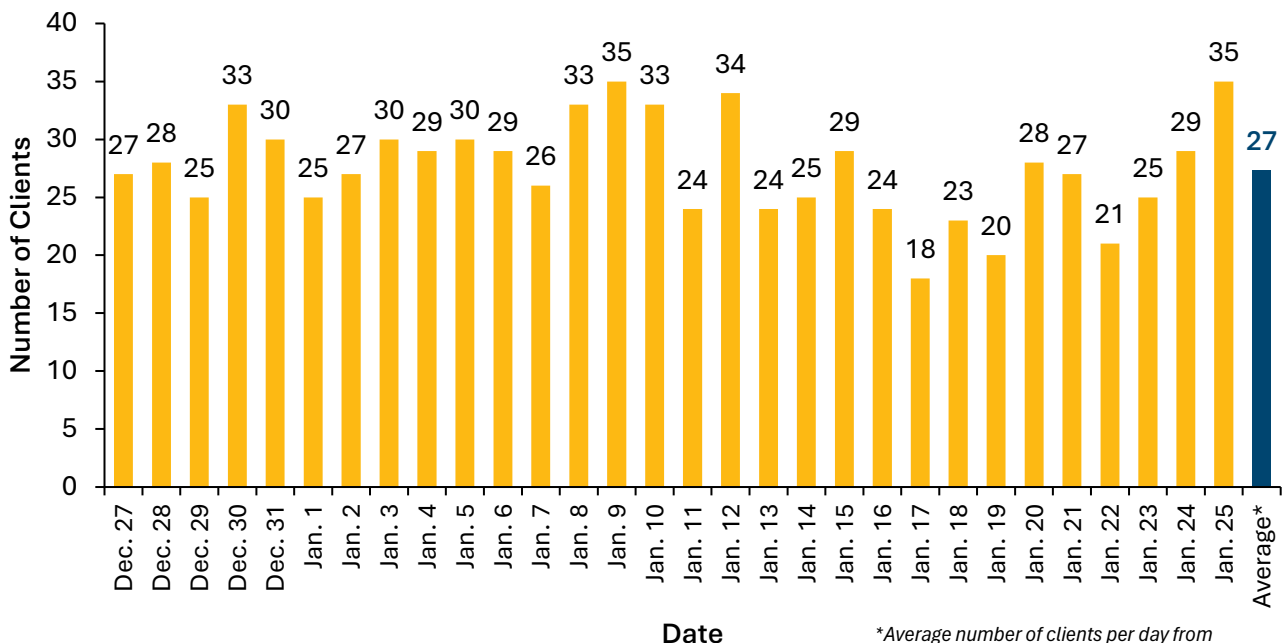


72% of unique clients have visited in at least 2 different reporting weeks



2020 total recorded visits to date

### Number of Clients Per Day (Last 30 Days)

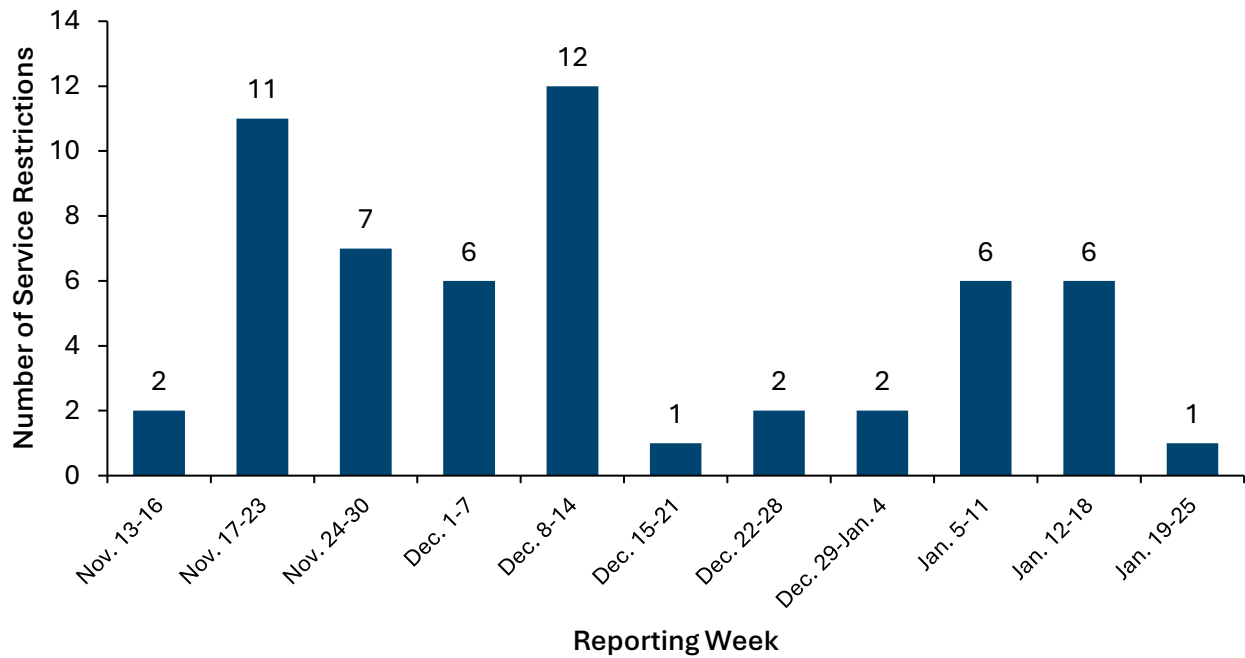


\*Average number of clients per day from November 13, 2024 to January 25, 2025

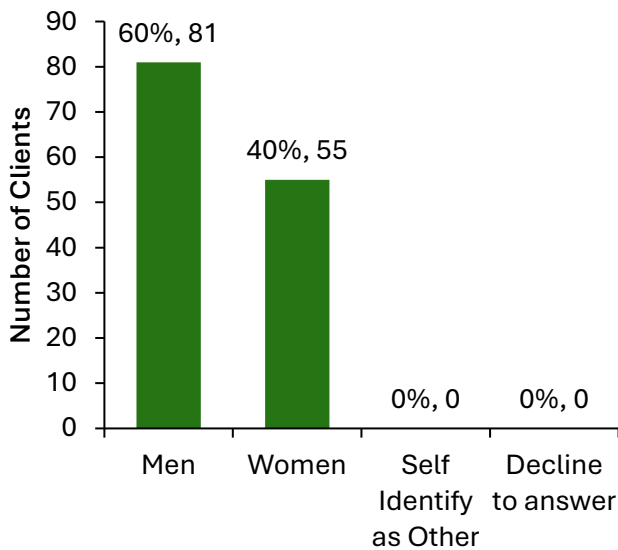
# 310 Hub Report

Data Range: November 13, 2024 - January 25, 2025

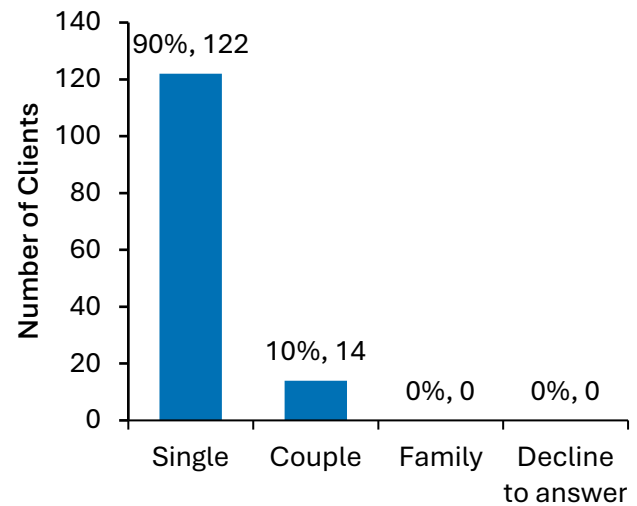
### Number of Service Restrictions by Reporting Week



### Gender Identity Group



### Family Structure

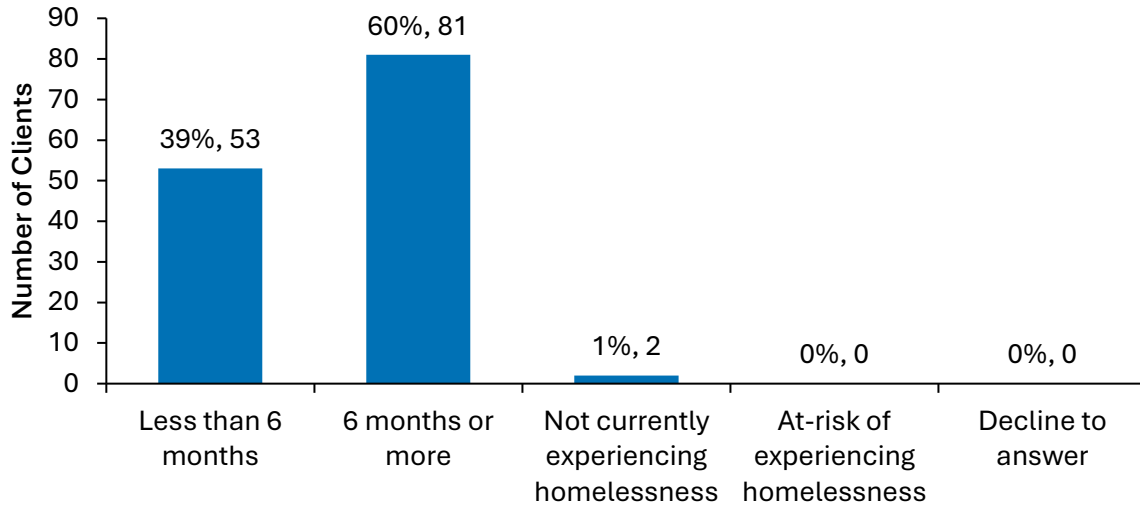


| HPP Demographic Category                | % Endorsing |
|---|-------------|
| Indigenous                              | 10%         |
| Veteran                                 | 1%          |
| Person of Colour                        | 2%          |
| Person with a Disability                | 30%         |
| LGBTQ+                                  | 1%          |
| New Immigrant/Refugee                   | 0%          |
| Recent stay in a Provincial Institution | 8%          |

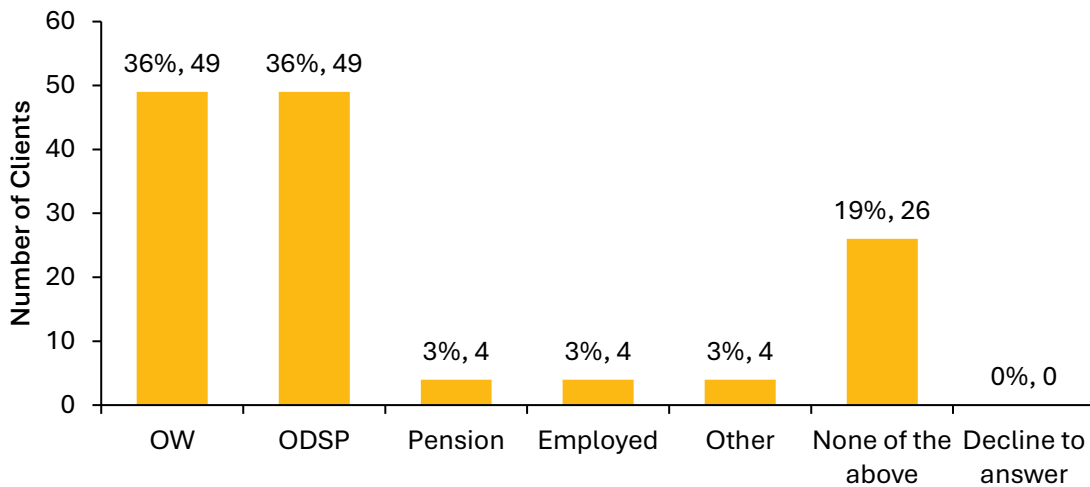
# 310 Hub Report

Data Range: November 13, 2024 - January 25, 2025

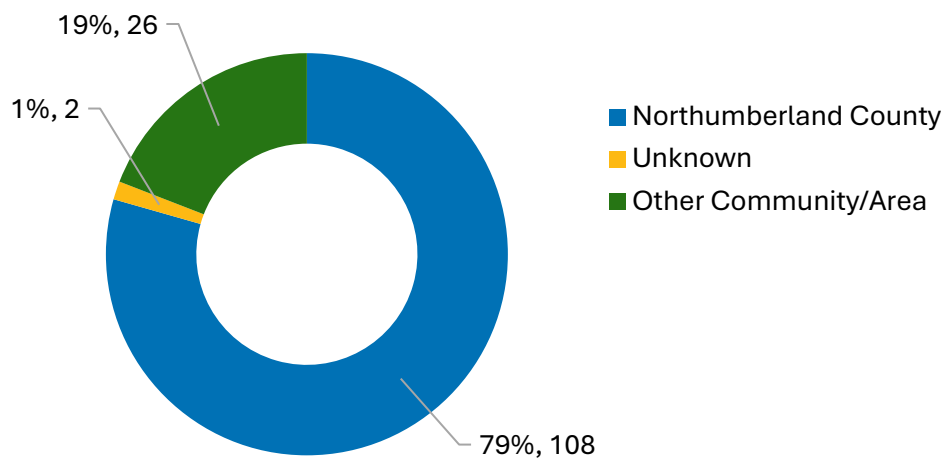
## Length of Homelessness



## Income Source



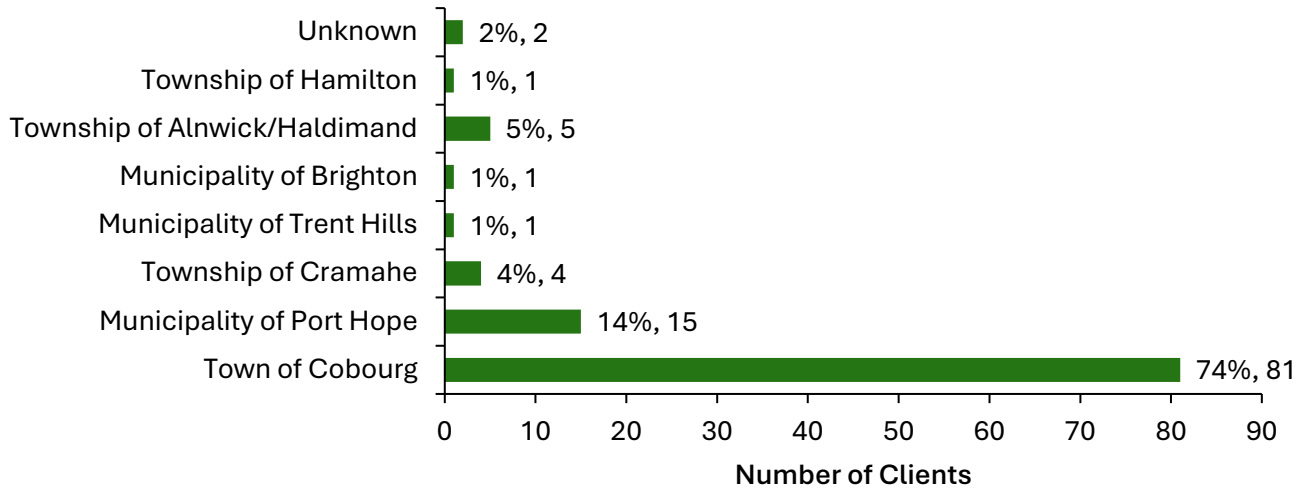
## Upper Tier Location Affiliation



# 310 Hub Report

Data Range: November 13, 2024 - January 25, 2025

## Lower Tier Location Affiliation



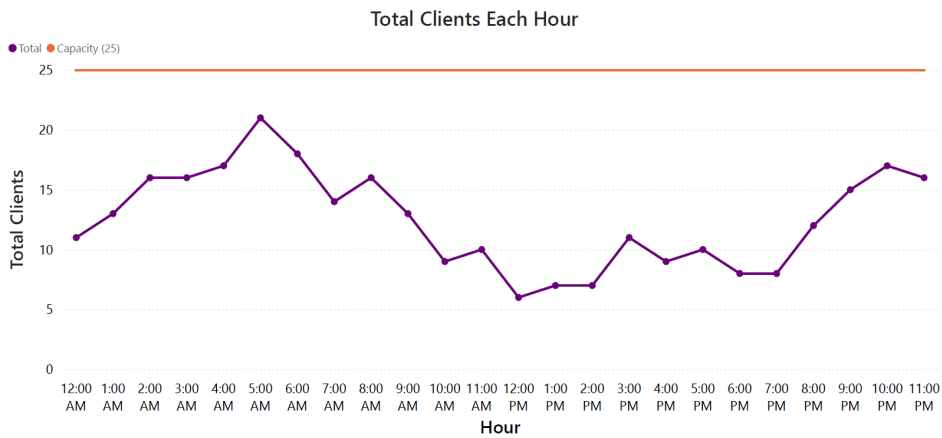
# 310 Hub Hourly Dashboard

Data Range: November 17, 2024 - January 25, 2025

This dashboard summarizes hourly counts of Hub clients conducted by Transition House staff. This data provides a more detailed look at the number of clients attending the hub at any given time during a specific date of operation. In tracking daily usage of the 310 Hub, hourly data are available for each day. The first two figures below demonstrate an example of the data that can be pulled and is being tracked. The total number of clients at a given time on the figure can then be compared to the capacity of the Hub (25 clients; see figure reference line). The Gender page of the dashboard is structured similarly to the Total page, but with the data split by Hub client gender. The final page of the report, Daily Max and Min, shows the daily maximum and minimum number of clients reported at any given time during each day of operation. The highest daily maximum value was 21 clients (January 8), and the lowest daily minimum was 0 clients (December 30). Some days have missing data, which is likely the result of operational demands. Out of 1680 hourly time bins, only 129, or 8% were missing values.

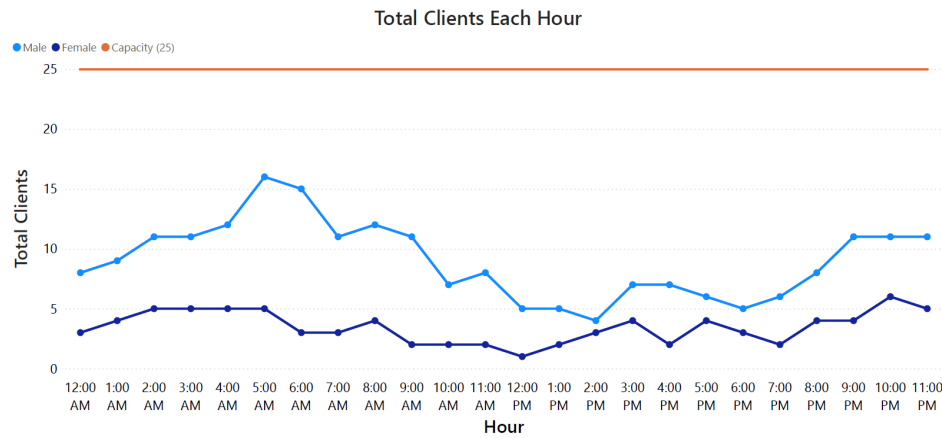
## 310 Hub Hourly Counts - Total

Date: January 8, 2025  
 Daily Minimum: 6  
 Daily Maximum: 21



## 310 Hub Hourly Counts - Gender

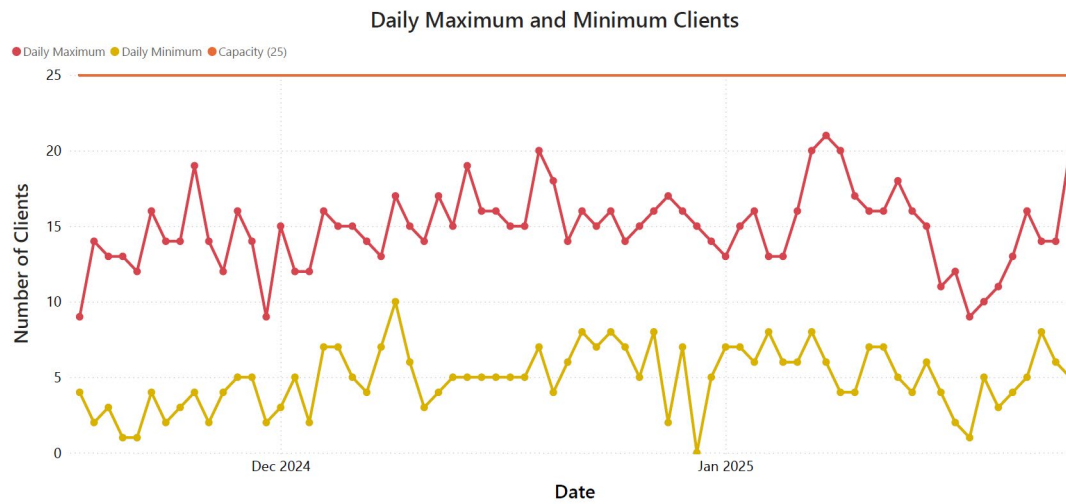
Date: January 8, 2025  
 Minimum (Male): 4  
 Maximum (Male): 16  
 Minimum (Female): 1  
 Maximum (Female): 6



# 310 Hub Hourly Dashboard

Data Range: November 17, 2024 - January 25, 2025

## 310 Hub Hourly Counts - Daily Maximums and Minimums

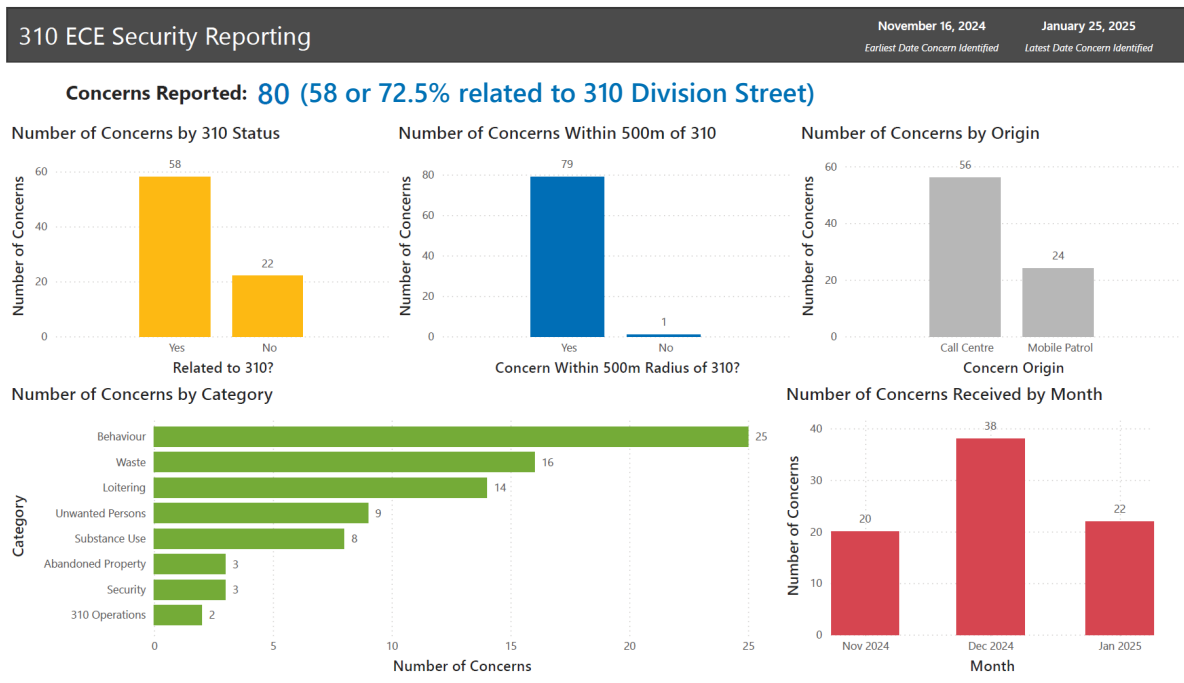


# ECE Security Reporting Dashboard

Data Range: November 16, 2024 - January 25, 2025

The ECE Security Reporting Dashboard summarizes information about concerns regarding compliance with the Town of Cobourg’s Emergency Care Establishment By-Law, and subsequent responses performed by security to address the concern. Reports from security that are compiled in this dashboard can originate from the call centre (e.g., after a resident has made a report), or proactively by security when on mobile patrol around the specified 500 metre radius of 310 Division Street. As of January 25, 2025, 80 concerns had been reported. Most concerns originate from the call centre (70% of concerns), and nearly all were located within the 500 metre radius of 310 Division Street (99%). Upon receipt or discovery by security (call centre or mobile patrol concerns, respectively) security determines whether the concern is related to 310 Division Street or not; 73% of concerns were determined to be related to 310, and 28% were not. Most concerns are related to behaviour (31%), and loitering (18%). Overall, December saw the most concerns reported, however this was not driven by increased calls from residents; 19% of the concerns reported in December originated from mobile patrol (i.e., were proactive responses), compared with 5% and 6% of concerns in November and January, respectively.

The time required to start and complete a response are calculated for each concern reported. It takes an average of 3.8 minutes for security to respond to a concern, and 12.5 minutes to resolve it. Both measurements are slightly faster for mobile patrol concerns (response latency = 2.6 minutes; time to resolution = 9.0 minutes) compared to call centre concerns (response latency = 4.4 minutes; time to resolution = 14.0 minutes). This is partially due to a greater proportion of mobile patrol concerns being identified and responded to at the exact same point in time (e.g., the response to the concern is addressed when it is discovered).



# ECE Security Reporting Dashboard

Data Range: November 16, 2024 - January 25, 2025

310 ECE Security Reporting November 16, 2024 Earliest Date Concern Identified    January 25, 2025 Latest Date Concern Identified

Use the drop downs to filter data by Concern Origin and/or Category:

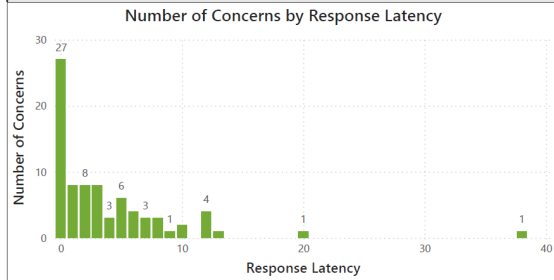
Concern Origin

Category



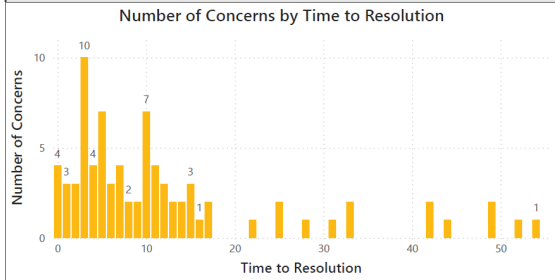
## Response Latency

|                                  |                     |                        |                        |                       |
|----------------------------------|---------------------|------------------------|------------------------|-----------------------|
| <b>Average Response Latency:</b> | <b>3.84 minutes</b> | 0                      | 38                     | 2                     |
|                                  |                     | <small>Minimum</small> | <small>Maximum</small> | <small>Median</small> |



## Time to Resolution

|                                    |                      |                        |                        |                       |
|------------------------------------|----------------------|------------------------|------------------------|-----------------------|
| <b>Average Time to Resolution:</b> | <b>12.48 minutes</b> | 0                      | 54                     | 9                     |
|                                    |                      | <small>Minimum</small> | <small>Maximum</small> | <small>Median</small> |



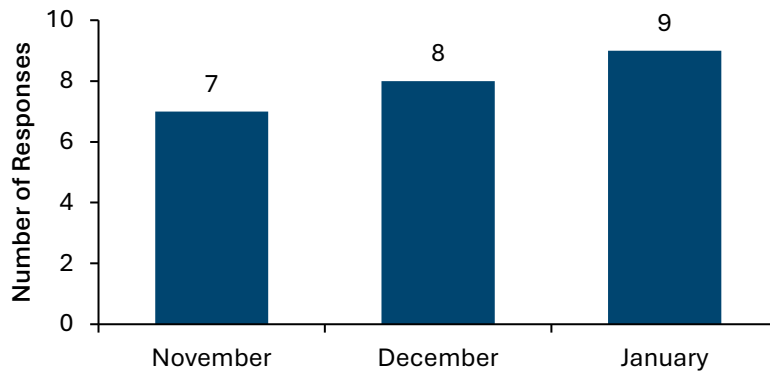


# 310 Paramedic Response Analysis

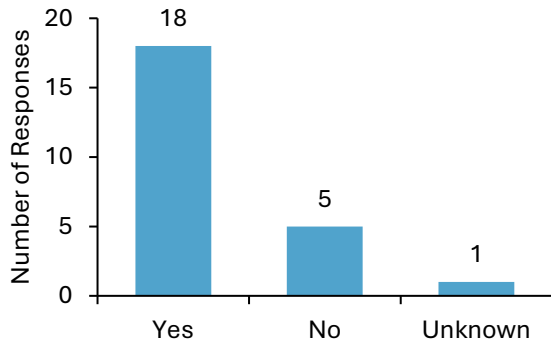
Data Range: November 14, 2024 - January 26, 2024

This report outlines an analysis of emergency responses made by Northumberland County Paramedics to 310 Division Street since the opening of the 310 Hub. A total of 24 Paramedic responses in relation to 310 Division were carried out from November 14, 2024 to January 26, 2025 (a span of 74 days). Most responses resulted in a client being provided transport (75%). Additionally, half of all responses resulted in an Allied Response (Police, Fire, or both). Responses were categorized based on main concern. General symptoms made up 33% of responses, and mental health/behavioural concerns made up 25%.

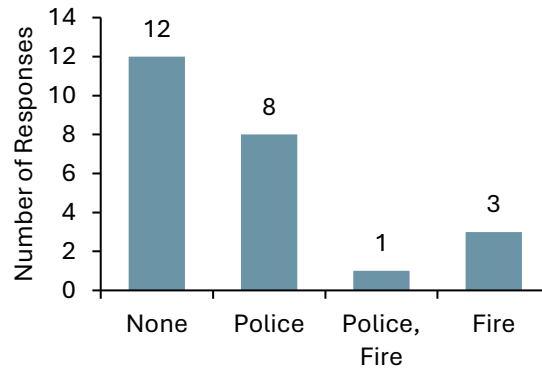
Paramedic Responses to 310 Division Street



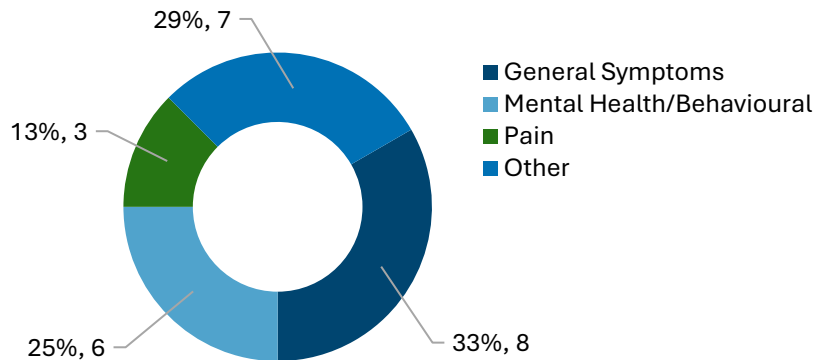
Transport Provided



Allied Response



Call Type Category



# Emergency Shelter Occupancy Analysis

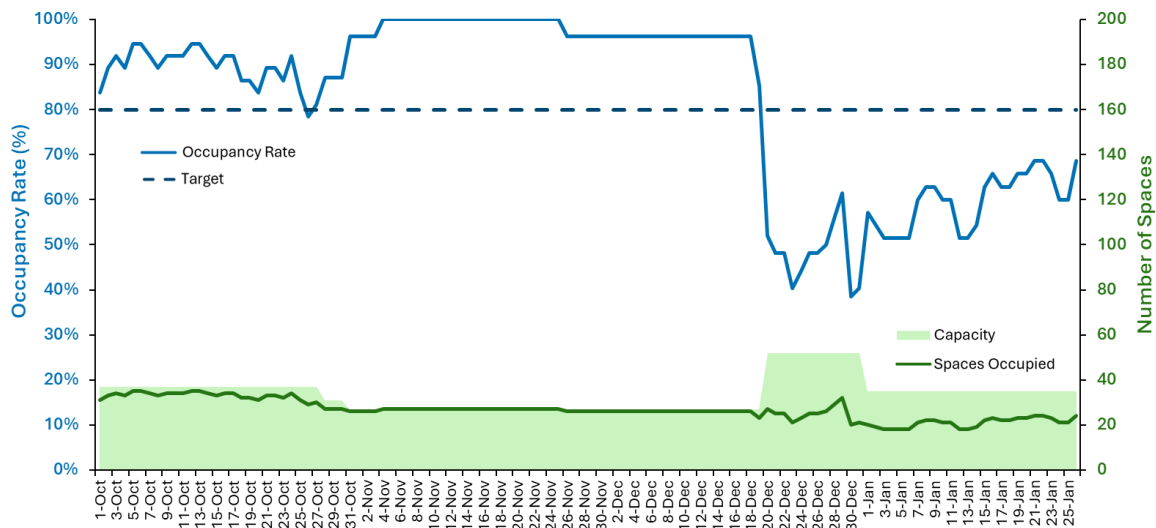
Data Range: October 1, 2024 - January 26, 2025

This analysis examines changes in emergency shelter availability and occupancy between October 1, 2024 and January 26, 2025. This data is compiled and reported weekly by Transition House staff.

On October 1, 2024, emergency shelter capacity was made up of 22 spaces at 10 Chapel Street and 15 overflow spaces at motels. On October 28, 2024, capacity at 10 Chapel Street was reduced to 16 spaces, and on October 31, 2024, further reduced to 10 spaces. Additional motel spaces were added on October 31, 2024 to increase shelter capacity. From November 4, 2024 to December 18, 2024, occupancy rate was greater than 95%, with little to no shelter availability during this timeframe. On December 20, 2024, Transition House capacity increased to 35 spaces with the opening of emergency shelter spaces at 310 Division Street. During the gradual transfer of shelter operations to 310 Division Street, motel spaces remained available (until December 31, 2024). On January 1, 2025, total shelter capacity was 35 spaces, all available at the 310 Division Street location.

The 2023 Homelessness Support System Review suggested a target shelter occupancy rate of 80% (Vink Consulting, 2023). Although current occupancy rates are below this target, they have risen steadily since January 1, 2025 (minimum = 51.4%, maximum = 68.6%). Additionally, shelter occupancy rate prior to the opening of the 310 Division Street location was generally above this target, even before the capacity reductions that occurred in October (average 89.3% occupancy rate between October 1 and October 27, 2024).

Reference: Vink Consulting (2023). County of Northumberland Homelessness Support System Review.



Left axis (Occupancy Rate) depicts overall emergency shelter occupancy rates with blue solid and dashed lines; right axis (Number of Spaces) depicts the actual number of emergency shelter spaces with green shaded areas and lines.