



March 27, 2026

County of Brant

Sent via email: clerks@brant.ca

Dear County of Brant:

Please be advised that Brantford City Council at its meeting held March 24, 2026 adopted the following:

12.1.3 City of Brantford Drinking Water System- Annual Summary Report, 2026-32

- A. THAT Report No. 2026-32 titled “2025 Annual Summary Report for the City of Brantford Water System” BE RECEIVED; and
- B. THAT the Clerk BE DIRECTED to forward this Report (No. 2026-32) to the Corporation of the County of Brant.

12.2.1 2025 Point in Time (PiT) Count [Financial Impact: None], 2026-75

- A. THAT report 2026-75, 2025 Point in Time (PiT) Count BE RECEIVED; and
- B. THAT the City Clerk BE DIRECTED to forward a copy of the final resolution and staff report to the Count of Brant.

12.2.2 Annual Centralized Housing Waitlist Update 2025 [Financial Impact- None], 2026-41

- A. THAT Report 2026-41 Annual Centralized Housing Waitlist Update 202 BE RECEIVED; and
- B. THAT the City Clerk BE DIRECTED to forward a copy of the final resolution and staff report to the County of Brant.

12.2.3 City of Brantford Encampment Network (COBEN) 2025 Annual Update [Financial Impact: None], 2026-74

- A. THAT Report 2026-74, City of Brantford Encampment Network (COBEN) 2025 Annual Update BE RECEIVED; and
- B. THAT the City Clerk BE DIRECTED to forward a copy of the final resolution and staff report to the County of Brant

I trust this information is of assistance.

Yours truly,

A handwritten signature in black ink, appearing to read 'CG' with a stylized flourish.

Chris Gauthier City Clerk,
cgauthier@brantford.ca



Alternative formats and communication supports available upon request. Please contact accessibility@brantford.ca or 519-759-4150 for assistance.

Date March 3, 2026 **Report No.** 2026-32

To Mayor and Members of City Council

From Selvi Kongara, M.S.(Eng.), P.Eng
Commissioner of Public Works

1.0 Type of Report

Consent Item

Item For Consideration

2.0 Topic **City of Brantford Drinking Water System- Annual Summary Report**

3.0 Recommendation

- A. THAT Report No. 2026-32 titled “2025 Annual Summary Report for the City of Brantford Water System” BE RECEIVED; and
- B. THAT the Clerk BE DIRECTED to forward this Report (No. 2026-32) to the Corporation of the County of Brant.

4.0 Executive Summary

The City of Brantford is committed to providing our customers with a safe and adequate supply of drinking water that either meets or surpasses applicable regulations and legislation in the Province of Ontario. The information in the Annual Summary Report is intended to inform members of Council and the public about the current state of the Drinking Water System and demonstrate that high quality drinking water is continually supplied to consumers.

The 2025 Annual Summary Report attached in Appendix A shows that the City met the drinking water regulatory requirements outlined in the Safe Drinking Water Act (2002) and Ontario Regulation 170/03. The drinking water was tested for various operational, biological and chemical (inorganic and organic) parameters using a certified lab and all the parameters were within the regulatory limits. Notably, no adverse water quality results were reported in 2025 – a first-time achievement for the City.

The quantity of raw water taken under the Permit to Take Water and the treated water produced under the Municipal Drinking Water License were in compliance with the Provincial regulations.

A gradual increase in nitrate levels in the source water (Grand River water) has been observed in recent years. The 2025 nitrate level in the raw water was in the range of 5-9.1 mg/L and in the point of entry in the winter months was in the range of 4.8-9.1 mg/L where the Provincial drinking water limit is 10 mg/L. In 2025, the City proactively evaluated treatment options to treat the water if the nitrate levels in the Grand River water reached the drinking water limit. Reverse Osmosis (RO) treatment process was selected as a suitable solution. The City installed temporary mobile reverse osmosis units to address high nitrate levels in the river water until the full-scale treatment process upgrade is constructed. The temporary reverse osmosis treatment process was installed from March to May 2025 and again starting at the end of November 2025 and continuing through the winter months of 2026. The City is continuing to collaborate with the Grand River Conservation Authority, Grand Erie Public Health and the Ministry of Environment, Conservation and Parks to keep the nitrate levels in the Grand River water lower than the drinking water limit.

The Ministry of Environment, Conservation and Parks (MECP) conduct an annual inspection of the City's water treatment plant and the distribution system. **Our Drinking Water System received a score of 100% in 2025.**

The Water and Wastewater Financial Plan is being completed in 2026. The update was started earlier than required in 2025 to provide efficiencies by combining the update with the Development Charges Study. This combined delivery of projects will address water and wastewater capital funding needs sooner and will enable delivery of the Financial Plan project more efficiently.

In accordance with Schedule 22 of Ontario Regulation 170/03 under the Safe Drinking Water Act, the City is required to inform Council of the status of drinking water compliance by March 31 of every year. A copy of this report will be available to the public at City Hall and the City's website upon Council

approval. A copy of this report will be provided to the Corporation of the County of Brant as it receives drinking water in bulk from the City to supply to the Cainsville area. It is recommended that the 2025 Annual Summary Report for the City of Brantford Water System, as prepared by the staff, be received.

5.0 Purpose and Overview

To inform Council about the operation and performance of the municipal water treatment and distribution system as required by Schedule 22 of Ontario Regulation 170/03 under *the Safe Drinking Water Act*. The 2025 performance is outlined in the attached report titled, “City of Brantford Drinking Water System-Annual Summary Report”.

6.0 Background

Schedule 22 of Ontario Regulation 170/03 under the *Safe Drinking Water Act* requires that a Drinking Water Annual Summary Report be prepared and submitted to the members of municipal Council by March 31st of each year relating to the operation and performance of the municipal drinking water system for the preceding calendar year. The report must list any non-compliance issues, which occurred in the previous year related to the drinking water regulation, drinking water works permit, municipal drinking water license and any orders applicable to the system. The report must also specify the duration of failure(s) and measures taken to correct the issue(s). Other information that must be featured in the report includes the quantity of water supplied for the purpose of enabling the owner of the system to assess the capability of the system to meet existing and future uses of the system. The regulation requires that a copy of the report be provided to The Corporation of the County of Brant, which is a municipality that receives water from the City.

7.0 Corporate Policy Context

The Water Operations 2023 Annual Summary Report documents how the division’s activities are in line with Council’s 2023-2026 priorities which is “Strategic Theme #10 –Building a Greener Brantford” by:

- Monitoring the raw water taking from the Grand River and the discharge of effluent from the Residual Management Facility to the Grand River to ensure the impact on the Grand River ecosystem is minimal; and

-
- Maintaining all equipment to ensure that the Water Treatment Plant, Pumping Stations and Reservoirs can operate to their full capabilities and minimize the carbon footprint.

8.0 Input From Other Sources

Staff from the Environmental Services and Finance Departments and the Climate Change Officer were consulted in the development of the Water Operations 2025 Annual Summary Report.

9.0 Analysis

The 2025 Annual Summary Report (Attached as Appendix 1) outlines the performance of the City of Brantford Water System (including the Water Treatment Plant & Distribution System) for the calendar year.

Specifically, the report outlines:

- Background and Description of Drinking Water System
- List of Water Treatment Chemicals Used
- Major Expenses
- Summary of Reporting Adverse Test Results and Other Problems (Schedule 16)
- Holmedale Water Treatment Plant Flows
- Summary of Test Results Required Under On. Reg. 170/03
- Summary of Test Results Required Under the Municipal Drinking Water License (MDWL)
- MECP Annual Inspection Summary: 100% final inspection rating achieved during the annual inspection, which occurred from September 29th, 2025 to October 15th, 2025.

Copies of this report will be available for the public at City Hall and the City's website upon Council approval. A copy of the report will be provided to the Corporation of the County of Brant by March 31, 2026.

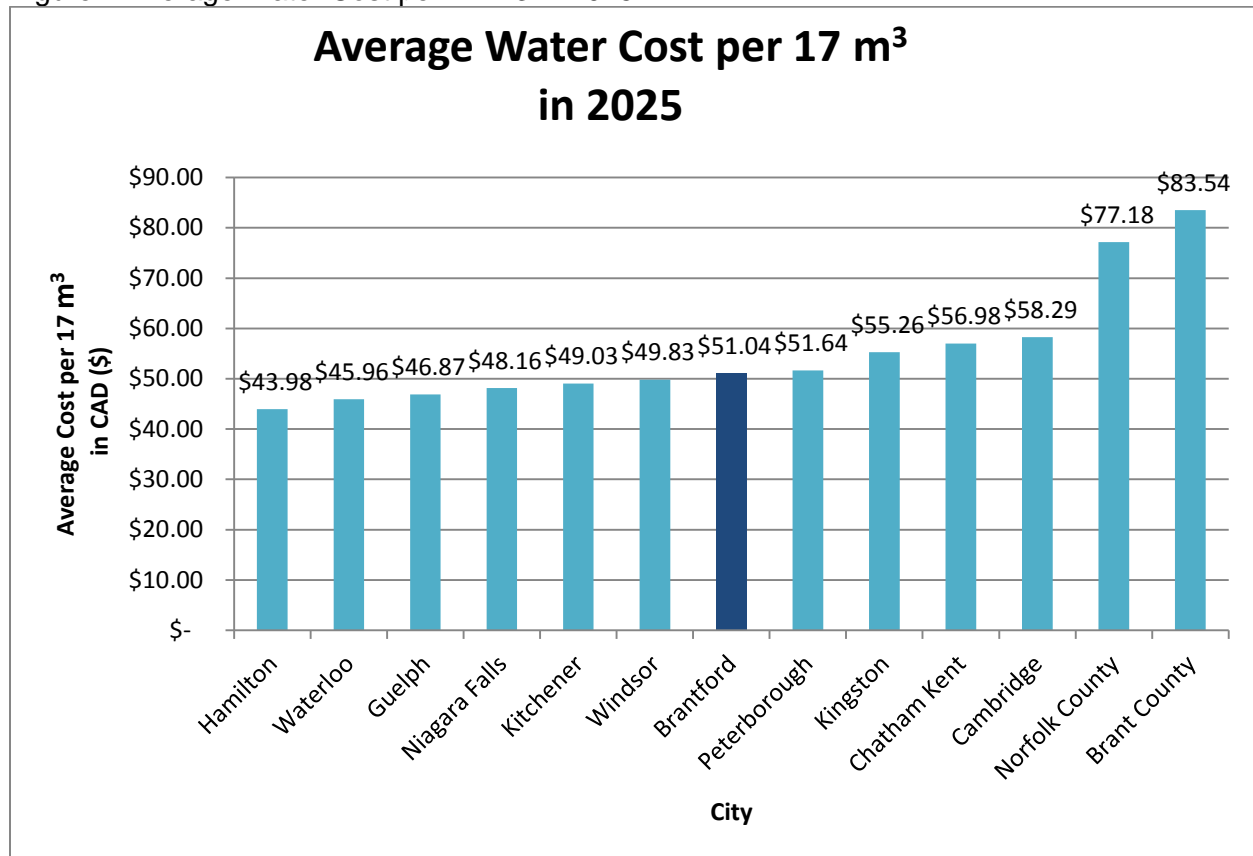
10.0 Financial Implications

There are no financial implications resulting from this report.

The Water Operations division is fully funded from the revenue generated from user fees and water rates. It does not receive any funding from the tax revenue. The 10-year forecast of capital and operating expenses shows that there will be a shortfall in funds available in the water reserves from 2029 onward. This shortfall is driven by increased labour, material costs and supply chain issues affecting many capital projects and operating contracts such as chemical supply and sludge hauling. The addition of the reverse osmosis treatment process to address the increasing nitrate levels and other potential contaminants in the Grand River will require an estimated \$125 million or greater within the next five to seven years. Staff are actively pursuing provincial and federal grant opportunities to help address the funding deficiency and minimize impact on the rate payers.

The Water and Wastewater Financial Plan must be updated once every 5 years. The last update of the Financial Plan was completed in 2022. In 2025, Council approved a project that incorporated developing the Water and Wastewater Financial Plan along with the Development Charges Study to address the financial needs sooner and more efficiently. This update is being undertaken in 2026. Council and stakeholders will be consulted at various stages of the process.

A comparison of Brantford's monthly average water cost for a single-family home (17 cubic meters per month) to other local municipalities is trended in Figure 1. The comparison shows that Brantford water rate is in the middle of the comparator municipalities.

Figure 1 Average Water Cost per 17 m³ in 2025

11.0 Climate and Environmental Implications

Water treatment and supply are important functions of a municipality. However, it is energy intensive to consistently provide safe drinking water throughout the City's Distribution System. In 2025, water treatment produced an estimated total of 1,319 T of carbon dioxide equivalent from electricity and natural gas usage. This is an increase in greenhouse gas emissions by approximately 9% compared to 2024. This increase is likely due to an increase in the emissions factor for electricity, a 19% increase in natural gas used, and an increase in the amount of water being pumped and consumed.

Water Treatment activities include administration, treatment, storage and pumping to the water distribution network. Water Operations continually monitors its processes and is committed to reducing energy consumption and carbon emissions through various optimization approaches such as investigating and implementing new pumping system strategies, replacing old equipment with new energy efficient alternatives and ensuring that capital projects take into account technologies that reduce energy consumption and carbon emissions. An energy audit was completed in 2024. The first

recommendation to be implemented is the Building Automation System (BAS) project that was started in 2025 with a targeted completion in the second quarter of 2026.

12.0 Conclusion

In accordance with Schedule 22 of Ontario Regulation 170/03 under the Safe Drinking Water Act, it is recommended that the 2025 Annual Summary Report for the City of Brantford Water System, as prepared by the Environmental Services Department be received.

Prepared By:
Amie Rutherford, DWQMS Specialist

Attachments:
Appendix A – City of Brantford Drinking Water System Annual Summary Report

In adopting this report, is a by-law or agreement required? If so, it should be referenced in the recommendation section.

By-law required yes no

Agreement(s) or other documents to be signed by Mayor and/or City Clerk yes no

Is the necessary by-law or agreement being sent concurrently to Council? yes no

20 25 City of Brantford Water System

Annual Summary Report



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2025 Annual Summary Report – Executive Summary

The City of Brantford is committed to providing our residents with a safe and adequate supply of drinking water that meets or surpasses applicable regulatory requirements in the Province of Ontario. The information in the Annual Summary Report is intended to inform the members of Council and the public about the current state of the City's Drinking Water System and to demonstrate the high quality of our drinking water.

The Brantford Water System is owned and operated by the Corporation of the City of Brantford. The raw water supply to produce drinking water is withdrawn from the Grand River through the Holmedale Canal. The raw water is treated at the Holmedale Water Treatment Plant before it is distributed through the extensive underground water pipe network. The water treatment plant is a state-of-the-art facility with the highest Class IV rating and is designed to produce up to 100 million liters per day (MLD) of drinking water. There are three reservoirs in the network in addition to an in-plant reservoir, one booster pumping station and two elevated tanks that are used in the distribution system to equalize water demand, to reduce pressure fluctuations and to provide adequate reserves for firefighting, power outages and other emergencies.

The municipal drinking water must satisfy the provincial requirements of O. Reg. 170/03 under the Safe Drinking Water Act, 2002 and additional requirements outlined in the Municipal Drinking Water License. The drinking water was tested for various operational, biological and chemical (inorganic and organic) parameters using a certified laboratory and all the parameters were within the regulatory limits. In 2025, 1688 bacteriological samples were tested in the distribution system and all of the samples complied with the regulation.

The quantity of raw water taken under the Permit to Take Water and the treated water produced under the Municipal Drinking Water License were in compliance with Provincial regulations.

The Ministry of Environment, Conservation and Parks (MECP) performs an annual inspection of the City's water treatment plant and the distribution system. Brantford's Drinking Water System received an impressive score of 100% in 2025.



A. Background

The information in the Annual Summary Report is intended to inform members of Council and the public about the current state of the Drinking Water System and demonstrate that high quality drinking water is continually supplied to consumers.

This report has been prepared in accordance with the terms and requirements set out in the Safe Drinking Water Act (2002), as Section 11 – Annual Reports and Schedule 22 – Summary Reports of Ontario Regulation 170/03. It covers the period from January 1st to December 31st, 2025.

The 2025 Annual Summary Report will be available to the public without charge, beginning March 31st, 2025. A copy of this report can be obtained via the Internet (www.brantford.ca) and at Brantford Customer Service by contacting (519)759-4150.

B. Description of Drinking Water System

Table 1: Description of the City of Brantford Drinking Water System

Water System Element	Details
Drinking Water System Number	#220003564
Owner	The Corporation of the City of Brantford
Classification	Large Municipal Residential
Treatment	Class IV
Distribution	Class III
Raw Water Supply	Grand River (Holmedale Canal)
DWS Location	324 Grand River Ave.
Municipal Drinking Water License (MDWL)	063-101 Issue # 9, Issued: October 30th, 2024
Drinking Water Works Permit (DWWP)	#063-201 Issue # 7, Issued: October 30th, 2024
Permit to Take Water	#2375-BLHMW5
Bulk Water Receiving Customer	The Corporation of the County of Brant. Town of Cainsville Distribution System (Drinking Water System #: 260002616, Class I) which is owned and managed by the County of Brant.

The City of Brantford Water System is owned and operated by the Corporation of the City of Brantford. The Drinking Water System is a Large Municipal Residential System consisting of a Class IV Water Treatment Plant (Holmedale Water Treatment Plant) and a Class III Distribution System.

The Holmedale Water Treatment Plant is located at 324 Grand River Avenue in Brantford, Ontario. The City's raw water supply is drawn from the Grand River through the Holmedale Canal. The City is responsible for the overall management of the production and distribution of Brantford's drinking water to homes and businesses across the city. Specifically, this includes treatment of Grand River water, maintenance of the plant, distribution and metering systems, expansion of the network systems and meeting and/or exceeding the applicable regulatory requirements. The water treatment plant is designed to produce drinking water up to 100 million liters per day (MLD). The volume of water permitted to be taken from the Grand River for drinking water supply is up to 260 million liters per day (MLD) (Permit to Take Water #2375-BLHMW5 Issued on May 8th, 2017, expires on May 31st, 2027). The water treatment plant contains the following process units:

Screening, coagulation, sand-ballasted flocculation (Violia's Actiflo®), sedimentation, ozonation, biological filtration, seasonal temporary reverse osmosis, UV disinfection, chlorination, chloramination and fluoridation.

Three reservoirs (in addition to an in-plant reservoir), one booster pumping station and two elevated tanks are used in the distribution system to equalize water demand, to reduce pressure fluctuations and to provide reserves for firefighting, power outages and other emergencies. A Residue Management Facility (RMF) treats the wastewater generated in the water production process for disposal in an environmentally sound manner. Wastewater treatment consists of concentrating the wastewater by three gravity settler thickeners and dewatering by two belt filter presses. Dewatered waste (sludge) is disposed at the Brantford Landfill.

The City of Brantford Water System is the water service provider to the Town of Cainsville Distribution System (Drinking Water System #:260002616, Class I) which is owned and managed by the County of Brant. Connection of the Tutela Heights area annexed by the City in 2017 to the City's water distribution system (disconnect from the Mount Pleasant well water system) was completed in January 2025.

C. List of Water Treatment Chemicals Used

Table 2: Water Treatment Chemicals

Chemical Name	Chemical Use
Polyaluminum chloride	Primary Coagulant
Flopam AN 934 PWG	Settling Aid
Microsand	Settling Aid
Liquid oxygen	Primary Chemical for Ozone Generation
Sodium Hydroxide	pH adjustment following Reverse Osmosis (RO)
Chlorine gas	Primary Disinfectant
Ammonia gas	Used in combination with free chlorine for secondary disinfection
Hydrofluosilicic Acid	Fluoridation
Sulfur dioxide gas	Dechlorination Chemical

D. Major Expenses

To maintain the water assets in optimal condition, the City regularly evaluates the condition and performance of the assets and plans upgrades accordingly with the 10-year capital program. Various critical capital projects delivered in 2025 are listed below.

Table 3: Major Expenses

Description of the Project	Cost
SCADA infrastructure, and process upgrades	\$200,000
Mobile Reverse Osmosis (March to May 2025)	\$1,107,377
Ozone Contact Chamber Cleanout	\$25,651
RMF Sludge Mixer Replacement	\$58,393
Reservoir Pump Rebuilds	\$86,402
High Lift Pump Station Electrical Upgrades	\$51,287
Reverse Osmosis Transformer Installation	\$850,084
Total Expenses	\$2,292,792

E. Summary of Test Results Required Under O.Reg 170/03

i) Operational Testing Required Under Schedule 7

Appendix A summarizes the Operational Testing required under Schedule 7. Water quality tests were conducted at the required frequency and all results were within compliance limits in 2025.

ii) Bacteriological Testing Required Under Schedule 10

Table 4 summarizes the Bacteriological Testing required under Schedule 10. Bacteriological tests were conducted at the required frequency.

Table 4: Results from Bacteriological Testing Required Under Schedule 10

Source	Number of Samples	Range of Total Coliform (colonies per 100mL)	Range of E.Coli (colonies per 100mL)	Range of Background (colonies per 100mL)	Range of HPC (colonies per mL)	Number of Samples Tested for HPC	Percentage of Samples Tested for HPC
Raw	53	120-31,000	5-1,160	310-51,000	40-2340	55	100%
Treated	54	0	0	0	0	54	100%
Distribution	1688	0	0	0-99	0-99	876	51.9%

*General bacteria population expressed as Background

**HPC – Heterotrophic Plate Count – General bacteria population expressed as colony counts on a heterotrophic plate count
Regulatory Limits for Treated and Distribution Samples: Total Coliform <1 colony/100mL, E. Coli - <1 colony/100mL

iii) Summary of Inorganic Results Required Under Schedule 23

Appendix B summarizes the Inorganic parameter testing results required under Schedule 23; Samples were tested at the required frequency and all results were within compliance limits in 2025.

Nitrates

The City has experienced a gradual rise in quarterly nitrate sampling results exceeding half of the Maximum Acceptable Concentration (MAC-10 mg/L, half-MAC 5 mg/L) in the drinking water source from the Grand River. In response to this observed trend, the City has undertaken proactive monitoring and planning measures to manage potential seasonal variability in nitrate levels. Data trending demonstrates that nitrate levels tend to be higher in the cold winter months due to the reduced biological activity in the river that would otherwise consume nitrate. The occurrence of nitrate in the Grand River is a result of the cumulative inputs from rural non-point sources (such as agricultural activities), urban runoff and wastewater discharges upstream of the City of Brantford water treatment plant.¹

The 2025 nitrate sampling data confirms the trends that have been observed in the past, showing that nitrate concentration in the river exceeded half of the MAC on regulated samples collected from January to April 2025 and again in December 2025. In 2025 the average nitrate concentration in the raw water was 7.37 mg/L, the maximum was 9.13 mg/L and the minimum was 3.05 mg/L. At the Point of Entry, the average was 7.00 mg/L, the minimum was 3.14 mg/L, and the maximum was 8.91 mg/L.

No corrective actions are required by the City when a water quality parameter level is between half its MAC and the MAC. However, as a proactive measure, City staff have been planning for the possibility that the nitrate concentration in the river could exceed the MAC at some point in the future. The City has procured a temporary Reverse Osmosis (RO) water treatment system to remove nitrate from a portion of the treated water to reduce the overall nitrate concentration in the treated water during the winter months.

An online nitrate analyzer was installed at the head gates in early 2025 to give the plant operator early notice when nitrate concentration is increasing in the river water. Increased nitrate monitoring was also implemented since January 2025 to ensure that the drinking water supply is safe.

A detailed summary of important information related to nitrate levels in drinking water and actions being taken to protect public health can be accessed at [Brantford.ca/Nitrate](https://brantford.ca/Nitrate).

1. GRCA Board Report – Update on Water Quality in the Grand River p. 3/5

iv) Summary of Organic Results required under Schedule 24

Appendix C summarizes the Organic parameters testing results required under Schedule 24; Samples were tested at the required frequency and all results were within compliance limits in 2025.

v) Summary of the results of tests required under the Municipal Drinking Water License (MDWL):

Under the City of Brantford Water System's Municipal Drinking Water License, several parameters are required to be tested at varying frequencies and locations throughout the water treatment process and distribution system. Parameters tested include Lead, N-Nitrosodimethylamine (NDMA), Bromate, Microcystin and Total Suspended Solids (TSS).

Health Related Parameter - Lead

Table 5 summarizes the lead samples tested before service line replacement and the regulatory lead sampling requirement detailed in the License. The distribution system lead sample result was representative of the drinking water with results well below the MAC of 10 µg/L, while the residential samples taken from homes supplied by lead water service pipes had variable results with some of the results exceeding the MAC.

The City's Lead Reduction Plan (LRP) main strategy for mitigating lead in tap water is replacing old lead water service pipes. After replacement, a lead sample is tested to assess the performance of this strategy. The results unequivocally demonstrate that replacing lead water services reduces the concentration of lead in the tap water well below the provincial limit. It is to be noted that the City provides free funding of up to \$1500 per water service to help with the cost of replacing a lead water service on the private property. The City also offers a low-interest loan of up to \$3,000 for eligible work. In 2025, seventy (70) lead service replacements were completed through the Lead Financial Incentive Program. A total of fifty-nine (59) grants were paid out in 2025 totaling \$88,500. Of the seventy residents who applied for the grant, only twelve (12) also opted for the loan with a total cost of \$33,864.27 paid in 2025.

Table 5: Lead Sampling Results Summary

Sampling Locations	Number of Sampling Points Tested	Number of Sampling Points Required by Licence	Minimum (µg/L)	Maximum (µg/L)	Average (µg/L)	pH	Alkalinity (mg/L as CaCO ₃)
Distribution	1	1	0.05	0.05	0.05	7.25	152
Non-residential	1	0	5.51	16.4	8.39	7.43	N/A*
Residential	121	20	0.02	59.1	5.11	7.48	N/A*
After Replacement	40	0	0.03	5.0	0.57	7.39	N/A*

* N/A =Not Applicable

Health Related Parameter – Bromate

The monthly bromate testing at the POE is a requirement under the License. The results are summarized in Table 6. All the results were within the regulatory limit.

Table 6: Summary of Bromate Test Results

Month	Bromate (mg/L)	Within Regulatory Limit?
January	0.005*	Yes
February	0.005*	Yes
March	0.005*	Yes
April	0.01*	Yes
May	0.008	Yes
June	0.005*	Yes
July	0.005*	Yes
August	0.005*	Yes
September	0.007	Yes
October	0.005*	Yes
November	0.005*	Yes
December	0.005*	Yes

*result was less than the method detection limit

Health Related Parameter – N-Nitrosodimethylamine (NDMA)

Quarterly NDMA testing in the distribution system is a requirement under the License. The results are summarized in Table 7 with the POE for comparison.

Table 7: Summary of NDMA Test Results

Quarter	POE (µg/L)	Distribution (µg/L)	Within Regulatory Limit?
First	0.003	0.0034	Yes
Second	0.004	0.0026	Yes
Third	0.0024	0.0032	Yes
Fourth	0.0011	0.0027	Yes

Algae Management Plan – Microcystin

Microcystin testing frequency is weekly on raw water and monthly at the POE from June 1 until October 31st as part of the City Algae Management Plan. All results for samples collected in 2025 had a microcystin concentration lower than the method detection limit.

Environmental Discharge Parameter - Residue Management Facility – Total Suspended Solids (TSS)

Under the City of Brantford Water System's License, the annual average concentration of TSS discharged from the RMF thickeners must be below 25 mg/L. Table 8 outlines the Monthly Average TSS for 2025. Each month was well below the 25 mg/L compliance limit with an annual average of 3.58 mg/L for 2025.

Table 8: Monthly Average TSS (mg/L)

Month	TSS (mg/L)	Within Regulatory Limit?
January	4.50	Yes
February	3.60	Yes
March	3.60	Yes
April	3.80	Yes
May	4.20	Yes
June	3.70	Yes
July	3.30	Yes
August	3.20	Yes
September	2.70	Yes
October	3.70	Yes
November	3.70	Yes
December	2.90	Yes
Annual Average	3.58	Yes

City staff respond to a water main break.



F. Summary of Reporting Adverse Test Results and Other Problems (Schedule 16)

i) Adverse Bacteriological or Combined Chlorine Residual Results and Corrective Actions Results

In 2025, 1688 bacteriological samples were collected and tested throughout the City. None of sample results were reported to be adverse by an accredited laboratory.

ii) Adverse Chemical Results and Corrective Actions

Sodium

Samples collected from treated water and distribution system had an annual sodium average of 81.0 mg/L & 77.8 mg/L respectively. According to O.Reg 170/03, despite an aesthetic objective of 200 mg/L, any concentration above 20 mg/L is considered an adverse result. The City of Brantford Water System is required to report the results to the Ministry of Environment, Conservation and Parks (MECP) and Grand Erie Public Health (GEPH) once every 57 months. The sodium results were reported to both agencies in August 2022. Sodium concentration in the City's drinking water supply reflects the level found in the Grand River and cannot be removed by conventional water treatment methods.

iii) Non-Compliance Events with Provincial Regulations, Municipal Drinking Water License, Municipal Drinking Water Works Permit, and Other Official Documents

No non-compliance events were reported in 2025.

After reviewing the Drinking Water System, the MECP issued a score of 100.00% for the 2025 Brantford Drinking Water System Annual Inspection.

G. Holmedale Water Treatment Plant Flows

i) Drinking Water Flows

According to the City of Brantford Water System's Municipal Drinking Water License (Schedule C), the maximum daily volume of treated water that flows from the Holmedale Water Treatment Plant into the distribution system must not exceed 100 MLD.

At the Holmedale Water Treatment Plant, the treated water flow is measured by continuous on-line flow meters and monitored and controlled via a Supervisor Control and Data Acquisition (SCADA) computer system. The daily average flow for 2025 was 34.15 MLD.

Figure 1 outlines the monthly average daily flow and maximum total daily flow of treated water for the Holmedale Water Treatment Plant in 2025. The monthly average daily flow was calculated by averaging the total daily flows for a given month. The monthly maximum daily flow corresponds to the highest daily average flow for that month.

Figure 1 Drinking Water Flows (Million Liters per day or MLD)

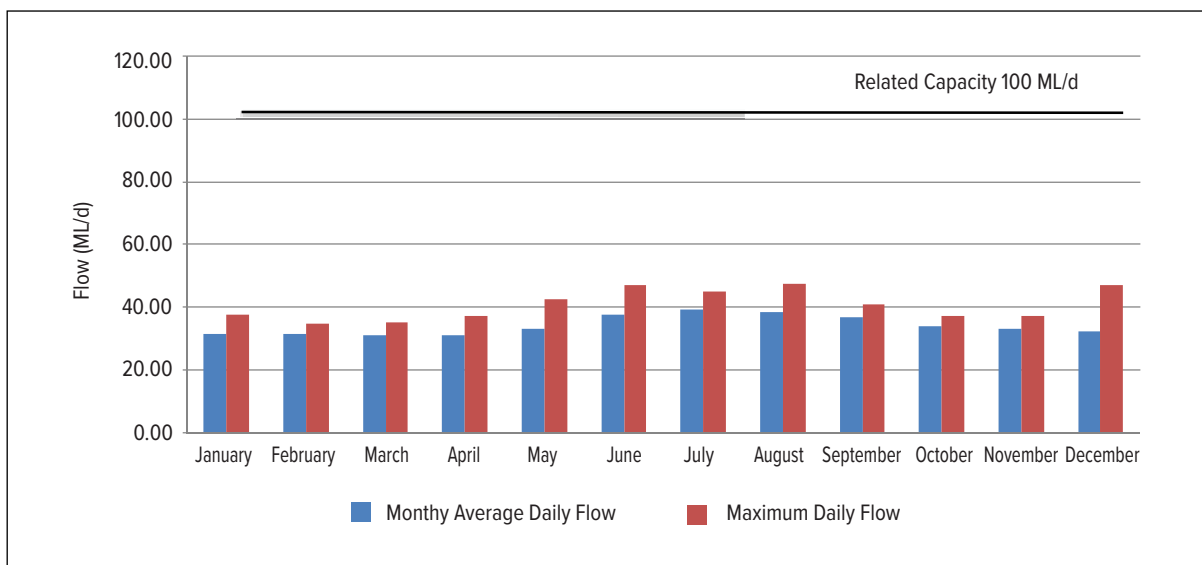


Figure 1 indicates that the monthly average daily flow and maximum total daily flow never exceeded the rated capacity in 2025. The highest monthly average daily flow was 39.37 MLD, which occurred in July. The highest maximum daily flow was 47.32 MLD, which occurred in August.

ii) Grand River Flow Intake

The City of Brantford Water System's Permit to Take Water (# 2375-BLHMW5) for the water treatment plant allows the City of Brantford to withdraw up to 260 MLD of raw water from the Grand River daily at a peak flow not to exceed 181,000 L/min. At the Holmedale Water Treatment Plant, the raw water flow is measured by continuous on-line flow meters and monitored and controlled via a SCADA computer system. The daily average raw water flow for 2025 was 37.82 MLD.

Figure 2 outlines the monthly average daily flow, maximum daily flow and % Grand River flow taken for the Holmedale Water Treatment Plant in 2025. The monthly average daily flow was calculated by averaging the total daily flows for a given month. The monthly maximum daily flow corresponds to the highest daily average flow for that month. The City's Permit to Take Water requires monitoring of the water taking impact has on the Grand River. To ensure there are no negative effects to the Grand River, the City monitors the percentage of Grand River Flow Taken. The Percentage of Grand River Flow Taken is calculated by dividing the daily average flow taken from the Grand River by the Grand River flow measured at the Grand River Conservation Authority (GRCA) Brant Park monitoring station.

Figure 2 Raw Water Flows (million liters per day or MLD)

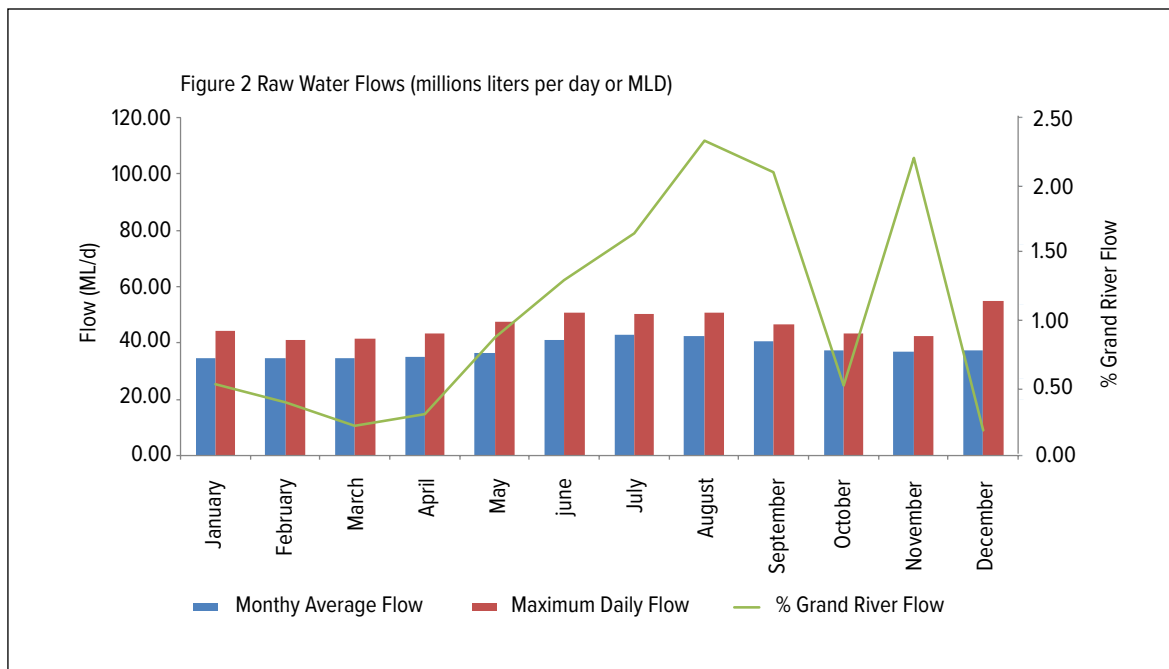


Figure 2 indicates that the highest monthly average daily flow was 42.93 MLD which occurred in July and the highest maximum daily flow was 54.98 MLD which occurred in December caused by a large water main break. The maximum daily flow was well below the daily flow limit of 260 MLD as outlined in the City's Permit to Take Water.

The peak percentage of river flow taken from the Grand River was at 2.33% in August followed by a second peak at 2.20% in November. The two peaks can be attributed to lower flows in the Grand River due to a very dry and warm summer and fall. There were no reported complaints to the City of Brantford as a result of its water taking activities.

Appendix A-Operational Parameter Summary

Table 9: Operational Parameter Summary-Water Treatment

Location	Parameter	Unit	MAC	O.Reg 170/03 Limit	Minimum	Maximum	Average	Within Regulatory Limit?
Grand River	Turbidity	NTU	N/A	N/A	2.69	30.86	7.53	N/A
Filter 1	Turbidity	NTU	N/A	less than 1.00	0.034	0.062	0.049	Yes
Filter 2	Turbidity	NTU	N/A	less than 1.00	0.024	0.051	0.040	Yes
Filter 3	Turbidity	NTU	N/A	less than 1.00	0.028	0.052	0.042	Yes
Filter 4	Turbidity	NTU	N/A	less than 1.00	0.033	0.064	0.049	Yes
Filter 5	Turbidity	NTU	N/A	less than 1.00	0.026	0.053	0.040	Yes
Filter 6	Turbidity	NTU	N/A	less than 1.00	0.034	0.065	0.044	Yes
Filter 7	Turbidity	NTU	N/A	less than 1.00	0.032	0.057	0.046	Yes
Filter 8	Turbidity	NTU	N/A	less than 1.00	0.037	0.067	0.052	Yes
CCC Effluent	Log Removal (Giardia)	N/A	N/A	more than 3.0	8.40	26.58	14.78	Yes
Brantford POE	Combined Chlorine	mg/L	3.00	N/A	2.50	2.65	2.57	Yes
Brantford POE	Turbidity	NTU	N/A	N/A	0.026	0.054	0.043	NRL
Brantford POE	Pressure	psi	N/A	more than 20	97.15	97.54	97.35	Yes
Brantford POE	Fluoride	mg/L	1.50	N/A	0.63	0.73	0.68	Yes

Definitions: POE - Point of Entry to the Distribution System (Treated Water)

CCC - Chlorine Contact Chambers

Log Removal – a shorthand term for \log_{10} removal, used in reference to the physical-chemical treatment of water to remove, kill, or inactivate pathogenic organisms.

Combined Chlorine -Combined chlorine residual is the chlorine species that exists in water in chemical combination with ammonia or other organic nitrogen compounds for the purpose of disinfection.

MAC - Maximum Acceptable Concentration

NTU - Nephelometric Turbidity Units

N/A - Not Applicable

NRL - No Regulatory Limit

Table 10: Operational Parameter Summary – Water Distribution

Location	Parameter	Unit	MAC	O.Reg 170/03 Limit	Minimum	Maximum	Average	Within Regulatory Limit?
Tollgate Reservoir	Total Chlorine	mg/L	3.00	N/A	1.98	2.52	2.24	Yes
Park Rd. Reservoir	Total Chlorine	mg/L	3.00	N/A	1.99	2.42	2.22	Yes
Northwest Reservoir	Total Chlorine	mg/L	3.00	N/A	2.25	2.53	2.40	Yes
Albion St. Booster	Pressure	psi	N/A	more than 20	90.18	90.97	90.57	Yes
Tollgate Reservoir	Pressure	psi	N/A	more than 20	57.96	58.95	58.52	Yes
Park Rd. Reservoir	Pressure	psi	N/A	more than 20	78.37	78.64	78.53	Yes
Northwest Reservoir	Pressure	psi	N/A	more than 20	84.23	86.69	85.26	Yes
Bell Lane	Pressure	psi	N/A	more than 20	50.10	50.44	50.27	Yes
Fifth Ave.	Pressure	psi	N/A	more than 20	96.12	96.74	96.49	Yes
Lawren Harris	Pressure	psi	N/A	more than 20	64.43	64.86	64.64	Yes
St. Andrews	Pressure	psi	N/A	more than 20	91.12	93.54	92.49	Yes
Empey St.	Pressure	psi	N/A	more than 20	76.50	82.51	81.89	Yes
Stauffer Rd.	Pressure	psi	N/A	more than 20	78.10	81.56	80.16	Yes

Definitions: Combined Chlorine - Combined chlorine residual is the chlorine species that exists in water in chemical combination with ammonia or other organic nitrogen compounds

MAC - Maximum Acceptable Concentration

PSI- Pounds per square inch

N/A - Not Applicable

The Grand River



Appendix B – Inorganic Parameter Summary

Table 11: Inorganic Parameter Summary

Parameter	Recent Sample	Unit of Measure	MAC	MDL	Treated Water	Within Regulatory Limit?
Bromate	13-August-25	mg/L	0.01	0.005	<MDL	Yes
Bromide	13-August-25	mg/L	N/A	0.001	0.083	NRL
Nitrite (as Nitrogen)	13-August-25	mg/L	1	0.003	<MDL	Yes
Nitrate (as Nitrogen)	13-August-25	mg/L	10	0.006	3.14	Yes
Antimony	13-August-25	ug/L	6	0.60	<MDL	Yes
Arsenic	13-August-25	ug/L	10	0.2	0.5	Yes
Barium	13-August-25	ug/L	1000	0.02	30	Yes
Boron	13-August-25	ug/L	5000	2	46	Yes
Cadmium	13-August-25	ug/L	5	0.003	0.005	Yes
Chromium	13-August-25	ug/L	50	0.08	0.19	Yes
Mercury	13-August-25	ug/L	1	0.01	<MDL	Yes
Sodium	13-August-25	mg/L	20	0.01	65.7	No
Selenium	13-August-25	ug/L	50	0.04	0.13	Yes
Uranium	13-August-25	ug/L	20	0.002	0.238	Yes

Definitions: MAC – Maximum Acceptable Concentration

MDL – Method Detection Limit

NRL - No Regulatory Limit

City staff make repairs to a broken water main.



Appendix C – Organic Parameter Summary

Table 12: Organic Parameter Summary

Parameter	Recent Sample	Unit of Measure	MAC	MDL	Treated Water	Within Regulatory Limit?
1,1-Dichloroethylene	13-August-25	µg/L	14	0.33	< MDL	Yes
1,2-Dichlorobenzene	13-August-25	µg/L	200	0.41	< MDL	Yes
1,2-Dichloroethane	13-August-25	µg/L	5	0.35	< MDL	Yes
1,4-Dichlorobenzene	13-August-25	µg/L	5	0.36	< MDL	Yes
2,3,4,6-tetrachlorophenol	13-August-25	µg/L	100	0.2	< MDL	Yes
2,4,6-trichlorophenol	13-August-25	µg/L	5	0.25	< MDL	Yes
2,4-dichlorophenol	13-August-25	µg/L	900	0.15	< MDL	Yes
2,4-dichlorophenoxyacetic acid (2,4-D)	13-August-25	µg/L	100	0.19	< MDL	Yes
Alachlor	13-August-25	µg/L	5	0.02	< MDL	Yes
Atrazine	13-August-25	µg/L	N/A	0.01	0.02	NRL
Atrazine + N-dealkylated metabolites	13-August-25	µg/L	5	0.01	0.06	Yes
Azinphos-methyl	13-August-25	µg/L	20	0.05	< MDL	Yes
Benzene	13-August-25	µg/L	1	0.32	< MDL	Yes
Benzo(a)pyrene	13-August-25	µg/L	0.01	0.004	< MDL	Yes
Bromoacetic Acid	13-August-25	µg/L	N/A	2.9	< MDL	NRL
Bromodichloromethane	13-August-25	µg/L	N/A	0.26	12	NRL
Bromoform	13-August-25	µg/L	N/A	0.34	0.60	NRL
Bromoxynil	13-August-25	µg/L	5	0.33	< MDL	Yes
Carbaryl	13-August-25	µg/L	90	0.05	< MDL	Yes
Carbofuran	13-August-25	µg/L	90	0.01	< MDL	Yes
Carbon tetrachloride	13-August-25	µg/L	2	0.17	< MDL	Yes
Chloroacetic Acid	13-August-25	µg/L	N/A	4.7	< MDL	NRL
Chloroform	13-August-25	µg/L	N/A	0.29	8.9	NRL
Chlorpyrifos	13-August-25	µg/L	90	0.02	< MDL	Yes
Desethyl atrazine	13-August-25	µg/L	N/A	0.01	0.02	NRL
Diazinon	13-August-25	µg/L	20	0.02	< MDL	Yes
Dibromoacetic Acid	13-August-25	µg/L	N/A	2	< MDL	NRL
Dibromochloromethane	13-August-25	µg/L	N/A	0.37	24	Yes
Dicamba	13-August-25	µg/L	120	0.2	< MDL	Yes
Dichloroacetic Acid	13-August-25	µg/L	N/A	2.6	4.6	NRL
Dichloromethane	13-August-25	µg/L	50	0.35	< MDL	Yes

Appendix C – Organic Parameter Summary

Table 12: Organic Parameter Summary (continued)

Parameter	Recent Sample	Unit of Measure	MAC	MDL	Treated Water	Within Regulatory Limit?
Diclofop-methyl	13-August-25	µg/L	9	0.4	< MDL	Yes
Dimethoate	13-August-25	µg/L	20	0.06	< MDL	Yes
Diquat	13-August-25	µg/L	70	1	< MDL	Yes
Diuron	13-August-25	µg/L	150	0.03	< MDL	Yes
Geosmin	13-August-25	µg/L	N/A	3	< MDL	NRL
Glyphosate	13-August-25	µg/L	280	1	< MDL	Yes
Malathion	13-August-25	µg/L	190	0.02	< MDL	Yes
MCPA	13-August-25	µg/L	0.1	0.00012	< MDL	Yes
Metolachlor	13-August-25	µg/L	50	0.01	0.05	Yes
Metribuzin	13-August-25	µg/L	80	0.02	< MDL	Yes
MIB	13-August-25	µg/L	N/A	3	< MDL	NRL
Monochlorobenzene	13-August-25	µg/L	80	.30	< MDL	Yes
NDMA N-Nitrosodimethylamine	13-August-25	µg/L	0.009	0.0009	< MDL	Yes
Paraquat	13-August-25	µg/L	10	1	< MDL	Yes
Pentachlorophenol	13-August-25	µg/L	60	0.15	< MDL	Yes
Phorate	13-August-25	µg/L	2	0.01	< MDL	Yes
Picloram	13-August-25	µg/L	190	1	< MDL	Yes
Polychlorinated Biphenyls (PCBs) - Total	13-August-25	µg/L	3	0.04	< MDL	Yes
Prometryne	13-August-25	µg/L	1	0.03	< MDL	Yes
Simazine	13-August-25	µg/L	10	0.01	< MDL	Yes
Terbufos	13-August-25	µg/L	1	0.01	< MDL	Yes
Tetrachloroethylene	13-August-25	µg/L	30	0.35	< MDL	Yes
THMs (total)	13-August-25	µg/L	100	0.37	59	Yes
Total Haloacetic Acids (HAA5)	13-August-25	ng/L	80	5.3	11.1	Yes
Triallate	13-August-25	ng/L	230	0.01	< MDL	Yes
Trichloroacetic Acid	13-August-25	µg/L	N/A	5.3	< MDL	NRL
Trichloroethylene	13-August-25	µg/L	5	0.44	< MDL	Yes
Trifluralin	13-August-25	µg/L	45	0.02	< MDL	Yes
Vinyl Chloride	13-August-25	µg/L	1	.17	< MDL	Yes

Definitions: MDL – Method Detection Limit MAC – Maximum Acceptable Concentration
 NRL – No Regulatory Limit N/A – Not Available



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Date March 4, 2026 **Report No.** 2026-75

To Chair and Members
Social Services Committee

From Katie Maas, Director
Housing and Homelessness Services

1.0 Type of Report

Consent Item [x]
Item For Consideration []

2.0 Topic **2025 Point in Time (PiT) Count [Financial Impact: None]**

3.0 Recommendation

- A. THAT Report 2026-75, 2025 Point in Time (PiT) Count BE RECEIVED; and
- B. THAT the City Clerk BE DIRECTED to forward a copy of the final resolution and staff report to the Count of Brant.

4.0 Executive Summary

Reaching Home: Canada's Homelessness Strategy (RH) is a community-based program aimed at preventing and reducing homelessness by providing direct support and funding to Designated Communities (urban centres), Indigenous communities, territorial communities and rural and remote communities across Canada.

The City of Brantford is the designated Community Entity for the Federal Reaching Home program and is responsible for ensuring that Reaching Home

funds are used for activities that contribute to the objectives of the program while reflecting local realities and community needs and opportunities.

Conducting the Point in Time (PiT) Count¹ on the schedule prescribed by the federal government is a requirement of receiving these funds.

Traditionally, the PiT Count has been comprised of two components: an enumeration of those who are homeless conducted through system data analysis, visual identification, and conversations; and a survey to better understand the stories, experiences, and needs of people experiencing homelessness.

Reaching Home program requirements have been updated so that the survey component is now only required every three years. As a result, the 2025 and 2026 PiT Counts will only require enumeration components.

The 2025 PiT Count was conducted over the evening of October 14, 2025, and the morning of October 15, 2025. The City of Brantford asked the single mandatory question and added three additional local questions to aid in program planning (Appendix A).

Core partners completed the count at their agencies and by walking routes in locations across the City of Brantford and the County of Brant. Shelter data was also collected from participating agencies and from the Homeless Individuals and Families Information System (HIFIS)².

The 2025 PiT Count enumerated 379 individuals experiencing homelessness in Brantford-Brant on the night of October 14, 2025.

5.0 Purpose and Overview

This report provides a summary of the 2025 PiT Count that was conducted in the City of Brantford and the County of Brant.

6.0 Background

Reaching Home: Canada's Homelessness Strategy (RH) is a federal community-based program overseen by Housing, Infrastructure and

¹ A Point in Time (PiT) Count is an enumeration method that seeks to identify the number of people experiencing homelessness at one specific point in time.

² HIFIS is a comprehensive federal software tool in Canada used by service providers to collect, manage, and share real-time data on homelessness.

Communities Canada (HICC). The City of Brantford is the designated Community Entity for the Reaching Home Program.

Community Entities across Canada must lead a Point-in-Time (PiT) count as a funding requirement, which the City of Brantford has participated in since its inception in 2016. A PiT Count is a national standardized approach used to measure the extent of homelessness in a community on a single night. All Reaching Home communities are required to complete a PiT Count as part of Canada's National Homelessness Strategy.

Previously, the PiT Count consistently had two primary components: an enumeration (count) of individuals visibly or known to be experiencing homelessness on the night of the count and an anonymous voluntary survey that provided valuable insight into the lives of those experiencing homelessness. In 2024, the Government of Canada announced that they will only be requiring surveys to be conducted every three years, with the next full enumeration and survey year being in 2027. As a result, the 2025 PiT Count was an enumeration-only year, with a single required question, and three local questions added.

The PiT Count has mandatory questions which have been provided by HICC. These questions are consistent across Canada and provide the opportunity to benchmark collected data. All communities use a similar PiT Count approach which includes a core set of survey questions. A consistent methodology is encouraged that helps guide communities in gathering essential information in an unbiased and non-judgmental manner.

All information collected in the PiT Count is anonymous and cannot be traced back to any specific person. PiT homeless data only represents people staying in participating facilities and those who are approached by an interviewer and consent to participating.

The PiT Count methodology is unable to capture everyone experiencing homelessness in a community. The PiT Count should be viewed as an estimated minimum number of people experiencing homelessness on a given date and the data provided in this report is an estimate and potentially an undercount of the number of people experiencing homelessness. Many individuals experience "hidden homelessness", which includes those who are couch surfing, staying with family temporarily, or underhoused and self-paying. These individuals are typically not encountered in the shelter system or during a PiT Count and so their data is not included.

While PiT Count data should be considered a minimum estimate, the information collected provides local and national governments with invaluable data to inform decision makers, planner, and service providers to help end homelessness in Canada.

7.0 Corporate Policy Context

Brantford City Council 2023-2026 Strategic Priorities Theme 6. b. Invest in a long-term strategy and plan to manage the homelessness crisis, inclusive of the related issues of mental health and addiction issues and safety and security concerns.

County of Brant 2024-2027 Strategic Priorities 2. Focused Growth and Infrastructure and 3. Healthy, Safe, and Engaged Communities

[Brantford-Brant Housing Stability Plan \(2014-2024\)](#)

City of Brantford [Community Safety and Well-Being Plan \(2021-2025\)](#)

County of Brant [Community Safety and Well-Being Plan \(2025-2029\)](#)

8.0 Input From Other Sources

Housing, Infrastructure and Communities Canada

[Reaching Home: Canada's Homelessness Strategy](#)

Brantford Native Housing

Community Advisory Board (CAB)

9.0 Analysis

9.1 Participation

The 2025 PiT Count was conducted over the night of October 14, 2025 and into the morning of October 15, 2025.

Similar to the 2024 PiT Count, the 2025 PiT Count was co-led between the City of Brantford and Brantford Native Housing. Three local questions were added to support program planning and data trends.

To support the enumeration, data was pulled from all emergency shelter locations regarding overnight stays on October 14, 2025.

2025 PiT Count surveys and/or data collection were conducted by staff and volunteers from the following participating community agencies:

- Brantford Native Housing;
- Brantford Public Library;
- Canadian Mental Health Association;
- City of Brantford:
 - Housing Stability Division,
 - Ontario Works Division, and
 - The Live Well Brantford-Brant Supportive Housing program;
- Grand Erie Family and Children’s Services;
- Grand River Community Health Centre;
- Nova Vita;
- Rosewood House;
- SOAR Community Services; and
- The Salvation Army – Brantford Booth Centre.

Staff from Brantford Native Housing and the City of Brantford also attended known encampments and walked routes in areas within the City of Brantford and the County of Brant where those experiencing homelessness are often located.

Everyone who agreed to participate in the survey was offered an honorarium for their valuable input.

9.2 Data Validity

The PiT Count methodology is unable to capture everyone experiencing homelessness in a community and should be viewed as an estimated minimum number of people experiencing homelessness on a given date.

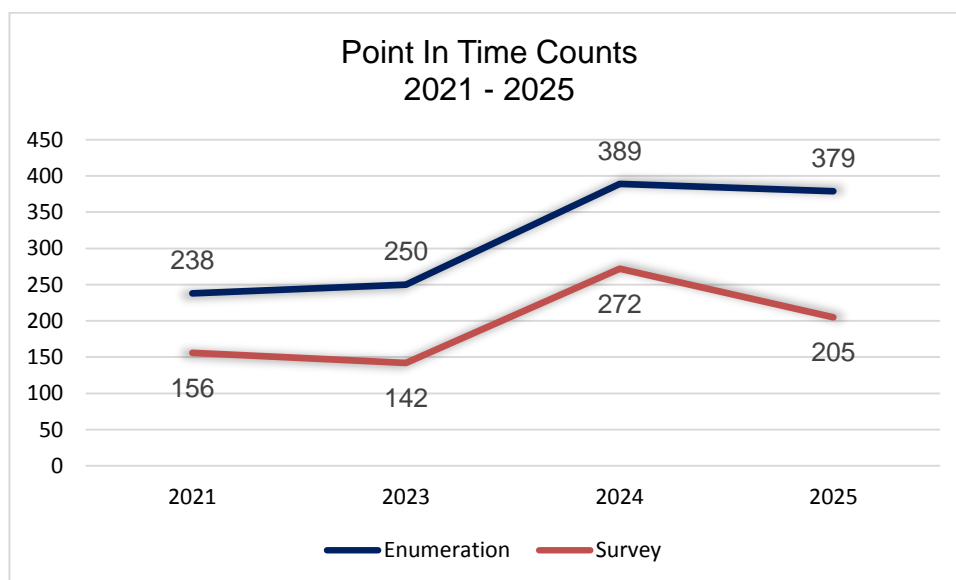
Certain demographics within the homeless population are often harder to connect with during outreach activities due to their increased vulnerability,

systemic barriers, and the experiences of hidden homelessness. This includes Indigenous peoples, women fleeing violence, 2SLGBTQI+ Youth, people living temporarily with others without guarantee of continued residence or access to permanent housing, and people accessing temporary rental accommodations without security of tenure. These groups are often overrepresented in populations experiencing homelessness but underrepresented in data collection.

The 2025 PiT Count enumeration completed in October 2025 identified 379 individuals experiencing homelessness.

Of these 379 individuals, 205 participants (54%) consented to completing a survey. The 2025 PiT Count enumeration results are a slight decrease from 2024 (Chart 1).

Chart 1 - Brantford-Brant Point In Time Count Results, 2021-2025



The 2025 PiT Count figure is 43% lower than the City's By Name List data³ which had 665 unique individuals identified as experiencing homelessness in October 2025.

The City of Brantford, as the Reaching Home Community Entity, has been nationally recognized for having Quality By-Name List (BNL) Data to provide an accurate and detailed measure of homelessness in Brantford-Brant.

³ A By-Name List is a real-time list of all people experiencing homelessness in a community. It includes a robust set of data points that support coordinated access and prioritization at a household level and an understanding of homeless inflow and outflow at a system level.

The difference between the By-Name List (BNL) data from October 2025 and the results of the 2025 Point-in-Time (PiT) Count is expected. The BNL captures all known individuals experiencing homelessness in Brantford-Brant who have engaged with the homelessness system and have agreed to ongoing case management and is a more accurate measurement of all types of homelessness.

The PiT Count is a one-day snapshot that provides a broader overview of homelessness in the community. It includes individuals who may not access services, who avoid contact with support agencies, who are staying in unsheltered locations that are less frequently monitored, or who are experiencing hidden homelessness.

The findings from the PiT Count can help identify areas where people are not yet connected to the service system. This information supports targeted outreach efforts aimed at engaging these individuals and, where appropriate, adding them to the By-Name List so they can receive coordinated and long-term housing supports.

9.3 Findings

The mandatory enumeration question required by HICC requested individuals to disclose where they spent the night of the PiT Count.

Of the 379 individuals enumerated:

- 35% (n=131) spent the night in an unsheltered location,
- 27% (n=102) were in an emergency shelter, and
- 15% (n=58) reported to be in an encampment.

The remaining 16% of respondents declared to be residing homeless in various locations (Table 1).

Table 1 - Where People Spent the Night, 2025 PiT Count Findings

	Number	Percentage
Unsheltered in a Public Space	131	34.6%
Homeless Shelter	102	26.9%
Encampment	58	15.3%
Transitional Shelter / Housing	28	7.4%
Someone Else's Residence	17	4.5%
DV Shelter (not funded by City)	16	4.2%
Hotel/Motel (self-funded)	14	3.7%
Vehicle	8	2.1%
Jail, Prison, Remand Centre	2	0.5%
Treatment Centre	1	0.3%
Hospital	1	0.3%
Did Not Answer	1	0.3%
Total	379	100%

In the 2024 PiT Count, 43% of respondents declared they were residing unsheltered in a public space, 23% were residing in an emergency shelter and 13% were sleeping outdoors including in vehicles, encampments, and makeshift shelters.

The 2025 PiT Count results show a decrease in the percentage of individuals residing unsheltered and an increase in the percentage of individuals accessing emergency shelter services.

In addition to the single mandatory question, three additional local questions were added to the survey to aid in program planning:

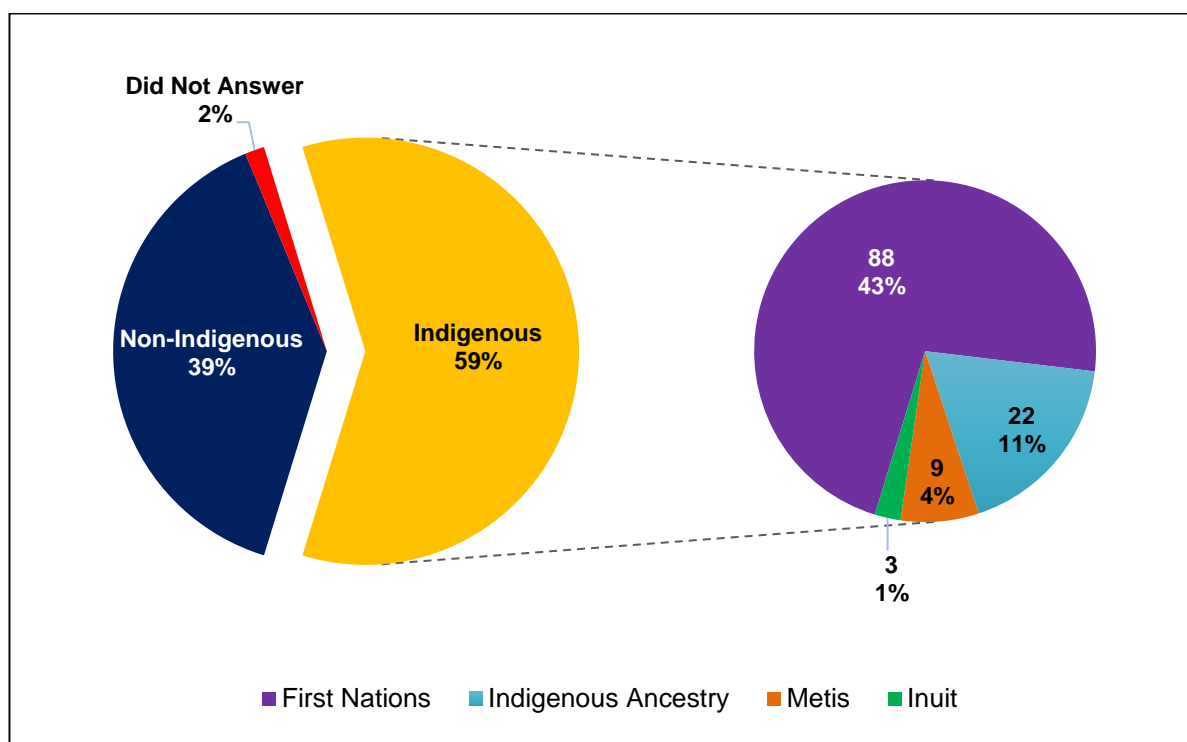
1. Do you identify as First Nations (with or without status), Métis, or Inuit, or do you have North American Indigenous ancestry?
2. Have you ever served in the Canadian Military or RCMP?
3. What gender do you identify with?

These questions were added because certain demographic groups are disproportionately represented within the homeless population, despite being underrepresented in the general community. Having accurate information from people with lived experience helps ensure that programs, policies, and services are informed by the realities of those most affected and allows staff to identify

unique barriers, understand patterns of inequity and design more equitable, culturally responsive supports that reflect the needs of the community.

Of the 205 people who completed the additional survey questions, 59% (n=122) identified as Indigenous or having Indigenous Ancestry (Chart 2). The 2025 PiT Count results are congruent with previous PiT Counts: in 2024 64% of survey respondents identified as being Indigenous or having Indigenous Ancestry.

Chart 2 - Indigenous Identity, 2025 PiT Count



Addressing Veteran homelessness directly supports the Canadian Alliance to End Homelessness (CAEH) mission, which emphasizes coordinated, data-driven community responses and has already helped several communities reach *functional zero*⁴ for veteran homelessness through Built for Zero Canada. This work also aligns with Reaching Home: Canada's Homelessness Strategy, which requires communities to use coordinated access, real-time data, and

⁴ Functional zero is a measurable milestone indicating that a community has *effectively ended homelessness for a specific population* by ensuring it is rare, brief, and non-recurring. In practical terms, this means the number of people experiencing homelessness at any given time is lower than the community's demonstrated ability to house them in a month, supported by real-time, by-name data systems that track every person experiencing homelessness.

targeted supports to reduce homelessness and improve housing stability for vulnerable groups, including veterans.

Brantford-Brant has consistently identified a small percentage of the homeless population identifying as Veterans of the Canadian Armed Forces (CAF) or the Royal Canadian Mounted Police (RCMP).

In the 2025 PiT Count, 4% (n=8) of the 205 respondents declared that they were veterans.

Of the 205 respondents in the 2025 PiT Count, 59% (n=121) identified as men. Women accounted for 40% (n=81) of the respondents and three individuals (1%) chose not to identify.

9.4 National and Local Trends

[Everyone Counts 2024 – Highlights Report Part 2](#) published by Housing, Infrastructure, and Communities Canada (HICC), presents the national findings from the 2024 coordinated Point-in-Time (PiT) Count.

The report shows that communities nationwide are experiencing similar patterns in homelessness, including significant variation in where people stay overnight, diverse demographic profiles, and persistent themes such as long-term homelessness, early onset of housing instability, and complex health and disability-related needs. It also identifies consistent systemic drivers such as income insecurity, movement between communities, and the disproportionate overrepresentation of Indigenous peoples, newcomers, 2SLGBTQI+ individuals, and racialized groups within the homeless population.

These national trends closely mirror those observed in local PiT Counts, including the one conducted in Brantford-Brant. The same factors influencing homelessness across Canada; chronic homelessness, mental and physical health challenges, and the need for coordinated, system-level responses are evident at the municipal level. HICC's published report reinforces that Brantford-Brant's experiences align with broader national patterns in the drivers, demographics, and service needs surfaced through local enumeration and survey efforts.

10.0 Financial Implications

There are no direct financial implications associated with this report.

11.0 Climate and Environmental Implications

There are no direct climate and environmental implications associated with this report.

12.0 Conclusion

The PiT Count is an annual Reaching Home funding requirement from Housing Infrastructure and Communities Canada. The findings of the 2025 PiT Count support ongoing service and program planning for the Brantford-Brant Coordinated Access System.

Per: Marsha Potvin, Manager of Housing Stability

Prepared by:

Karen Babcock, Senior Project Manager

Harpreet Buttar, Data and Program Analyst

Attachments:

Appendix A - 2025 PiT Count Survey

Copy to: n/a

In adopting this report, is a by-law or agreement required? If so, it should be referenced in the recommendation section.

By-law required yes no

Agreement(s) or other documents to be signed by Mayor and/or City Clerk yes no

Is the necessary by-law or agreement being sent concurrently to Council? yes no

PiT 2025 Questions

Screening Question A

Hi, I'm ___[your name]_____, I'm conducting the PiT count to better understand homelessness. Have you already spoken to someone this morning with this sticker?

Yes/No

If they answer "no," proceed with the informed consent script:

Consent Script

- We're talking to people experiencing housing insecurity or homelessness in Brantford-Brant. We expect more than twenty thousand people across Canada to participate.
- Participation is voluntary and we won't write down your name.
- You can choose to skip any question or to stop the survey at any time.
- This will only take a couple of minutes, and you'll receive a gift card for your time.
- Your responses will be confidential and anonymous.
- The survey results are shared with the community and our federal partners to improve our understanding of homelessness across the country.
- Results will help develop programs and services that prevent and stop homelessness.
- Your participation and answers will not have an impact on the services you're offered or receive.

Screening Question B

Are you willing to answer a few brief questions about housing and homelessness in our community?

Yes/No

no: stop

yes: conduct survey and provide gift card at the end.

Question 1

Where did you sleep last night?

- DECLINE TO ANSWER
- OWN APARTMENT/HOUSE
- SOMEONE ELSE'S PLACE
- MOTEL/HOTEL SELF-FUNDED
- HOSPITAL
- TREATMENT CENTRE
- JAIL, PRISON, REMAND CENTRE
- HOMELESS SHELTER (e.g. emergency, family or domestic violence shelter, warming centre, drop-in)
- HOTEL/MOTEL FUNDED BY CITY OR HOMELESS PROGRAM
- TRANSITIONAL SHELTER/HOUSING
- UNSHELTERED IN A PUBLIC SPACE (e.g., street, park, bus shelter, forest or abandoned building)
- ENCAMPMENT (e.g., group of tents, makeshift shelters or other long-term outdoor settlement)
- VEHICLE (e.g., car, van, recreational vehicle [RV], truck, boat)

IF UNSURE: Ask follow-up questions and indicate probable location from the options above.

Question 2

Do you identify as First Nations (with or without status), Métis, or Inuit, or do you have North American Indigenous ancestry? (If yes, please specify)

- No
- Don't know
- Decline to answer
- Yes (please specify):
 - First Nations
 - Inuit
 - Metis
 - Indigenous Ancestry
 - Other: _____

Question 3

Have you ever served in the Canadian Military or RCMP?

Military includes all branches of the Canadian Armed Forces including the Navy, Army, and Air Force, both Regular and Reserve, and Canadian Army Rangers. *Military members must have successfully completed basic training.*

- No
- Don't know
- Decline to answer
- Yes (please specify):
 - RCMP
 - Military
 - RCMP & Military

Question 4

What gender do you identify with? (Show list or read list)

- Man
- Woman
- Two-Spirit
- Trans Woman
- Trans Man
- Non-Binary (Genderqueer)
- Other / Not listed: _____
- Don't know
- Decline to answer



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Date March 4, 2026 **Report No.** 2026-41

To Chair and Members
Social Services Committee

From Katie Maas, Director
Housing and Homelessness Services

1.0 Type of Report

Consent Item [X]
Item For Consideration []

2.0 Topic Annual Centralized Housing Waitlist Update 2025 [Financial Impact- None]

3.0 Recommendation

- A. THAT Report 2026-41, Annual Centralized Housing Waitlist Update 2025 BE RECEIVED; and
- B. THAT the City Clerk BE DIRECTED to forward a copy of the final resolution and staff report to the County of Brant.

4.0 Executive Summary

The City of Brantford is designated as the Service Manager (CMSM) by the [Housing Services Act, 2011 \(HSA\)](#) and is responsible for the administration and delivery of housing and homelessness services for the City of Brantford and the County of Brant.

Under the HSA, Service Managers are required to administer and oversee a centralized waitlist system for rent-geared-to-income (RGI) housing units.

As of December 31, 2025, there were 1,050 active households on the centralized housing wait list. This represents a slight increase from 2024; however, waitlist levels have remained relatively similar over the past few years and continue to reflect the lowest levels observed in the last 10 years.

5.0 Purpose and Overview

The report is the 2025 annual update regarding the Service Manager's centralized housing waitlist.

6.0 Background

The centralized housing waitlist for Rent-Geared-To-Income (RGI) housing (also referred to as Community Housing) is managed and administered by the City of Brantford in its role as the Service Manager for both the City of Brantford and the County of Brant. The centralized waitlist is a legislative requirement under the [Housing Services Act, 2011](#).

In most cases, RGI rent is calculated as 30% of a household's monthly adjusted Family Net Income (AFNI). AFNI is assessed annually based on each household member's Notice of Assessment issued by the Canada Revenue Agency (annual income tax return). For households receiving social assistance, rent is determined using the shelter benefit amount set by the Ontario government.

Individuals may apply for RGI housing as long as they meet the following criteria:

- At least one household member is 16 years of age or older;
- At least one household member is able to live independently, with or without support services; and
- Each household member can verify their legal status in Canada as one of the following:
 - a Canadian citizen;
 - a permanent resident of Canada;
 - an applicant for Canadian permanent resident status; or
 - a refugee claimant or Convention refugee.

Applicants are required to submit their Notice of Assessment (NOA) annually for the current taxation year while they remain on the centralized housing waitlist. This information is used to confirm ongoing eligibility for Rent Geared to Income

(RGI) assistance and must also be provided prior to accepting an offer of housing.

When applying for RGI housing, if any member of the household owns residential property, this must be disclosed at time of completing application and the applicant must agree to sell the property (or their share of property) within six months of moving into subsidized housing. For individuals applying without income, it is a requirement to pursue all sources of income such as Ontario Works.

Each Service Manager is responsible for maintaining their own centralized housing waitlist for their Service Manager area. Households can apply to RGI waitlists in multiple municipalities but cannot transfer their RGI application for housing between municipalities.

Eligible households can apply to any RGI units in the City of Brantford and the County of Brant as well as Rent Supplement units made available through private sector landlords, through the centralized housing waitlist. If eligible, applicants can also choose to stay in their current unit and receive a temporary rent allowance if their landlord is willing to enter into an agreement with the City of Brantford.

On the RGI application, eligible households can select as few or as many buildings and can update their building selections whenever they wish.

5.0 Corporate Policy Context

This report supports:

City Council's 2023-2026 Strategic Theme 6 (b): invest in a long-term strategy and plan to manage the homelessness crisis, inclusive of the related issues of mental health and addiction issues and safety and security concerns.

County of Brant's 2024-2027 Strategic Plan, Priority 2. Focused Growth and Infrastructure.

[Brantford Brant Housing Stability Plan \(2014-2024\)](#)

6.0 Input From Other Sources

[Housing Services Act, 2011](#)

7.0 Analysis

To manage and administer the centralized wait list, staff implemented a new database in 2023: Arcori (IHS) *Integrated Housing System*. Throughout 2025, ongoing system improvement implementation continued to roll out in phases.

The online portal functionality of IHS was enabled in 2025 allowing individuals and households to create a unique account and:

- Submit applications online;
- monitor their application's status; and
- update application information at any time.

Staff continue to work with current and new applicant households to support use of the IHS online portal.

Staff also continue to work closely with Arcori to implement ongoing system improvements to applicant communications, reports, and statistical data extraction, and to continuously customize the system to meet local needs.

7.1 Applications

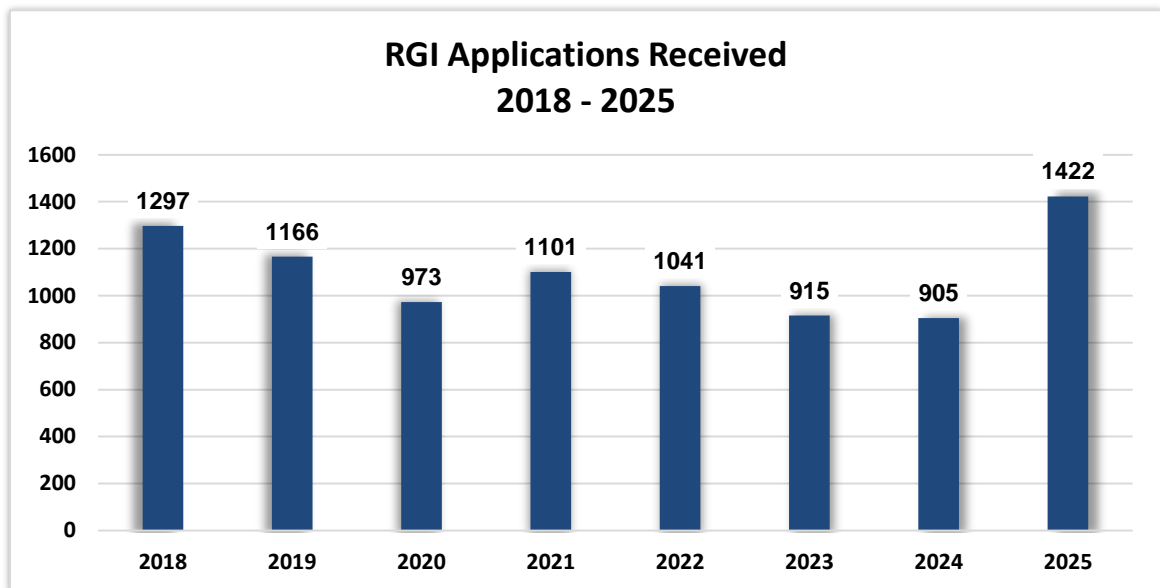
In 2025, staff received and processed 1,422 new applications for RGI housing.

This is a 57% increase in comparison to 2024 and the most applications received and processed in a 12-month period since 2018 (Chart 1).

Staff attribute the implementation of the online application portal to the increase in applications. Starting in 2025 applicants have been able to apply for RGI housing faster and more conveniently, decreasing the amount of staff time required to process an application.

Of the 1,422 applications received, 403 (28%) were deemed eligible and placed on the centralized waitlist. An application is deemed eligible once all required documentation has been submitted and legislated requirements have been met.

Chart 1 - RGI Applications Received, 2018-25



Once a household is placed on the centralized housing waitlist, estimated wait times vary based on several factors, including the number of preferred locations selected, the unit size required, and the number of applicants on the centralized housing waitlist.

Estimated approximate wait times for community housing remain unchanged from 2024:

- Seniors aged 60 and older – between 3-5 years;
- Families with dependents – between 4-8 years; and
- Non-senior applicants with no dependents – 8-12 years.

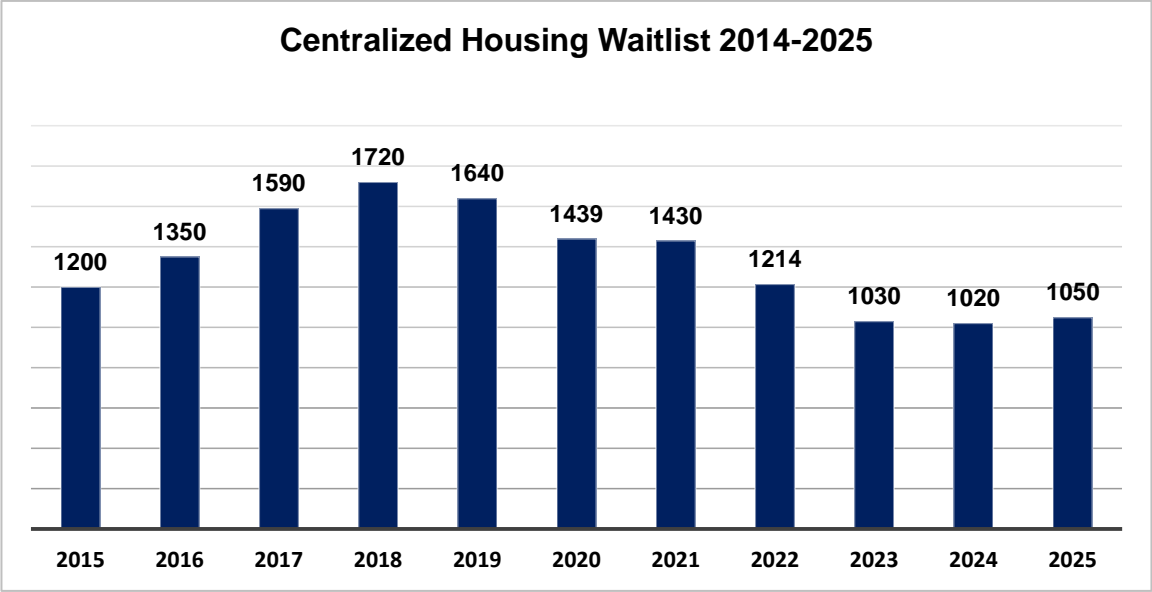
Wait times vary depending on the type and size of unit selected. Applicants who limit their housing choices to fewer locations or specific unit types can expect longer waiting times.

A key factor contributing to extended wait time is the continued increase in home prices and private market rents. These market conditions have resulted in fewer households transitioning out of RGI housing, which subsequently reduces unit turnover and limits the number of RGI units available to new applicants.

7.2 Centralized Housing Waitlist Data

As of December 31, 2025, there were 1,050 active households on the centralized housing wait list. While this represents a slight increase from 2024, the waitlist remains significantly lower than historical levels over the past decade.

Chart 2 - Centralized Housing Waitlist, 2015-2025



Most applicant households currently reside in the City of Brantford (Chart 3), and the majority of the 1,050 households on the waitlist are families with dependents (Chart 4).

It is important to note that bachelor/one-bedroom units are still the highest in demand in order to provide adequate housing options for singles, couples without dependents, and seniors:

Chart 3 - Current Residency

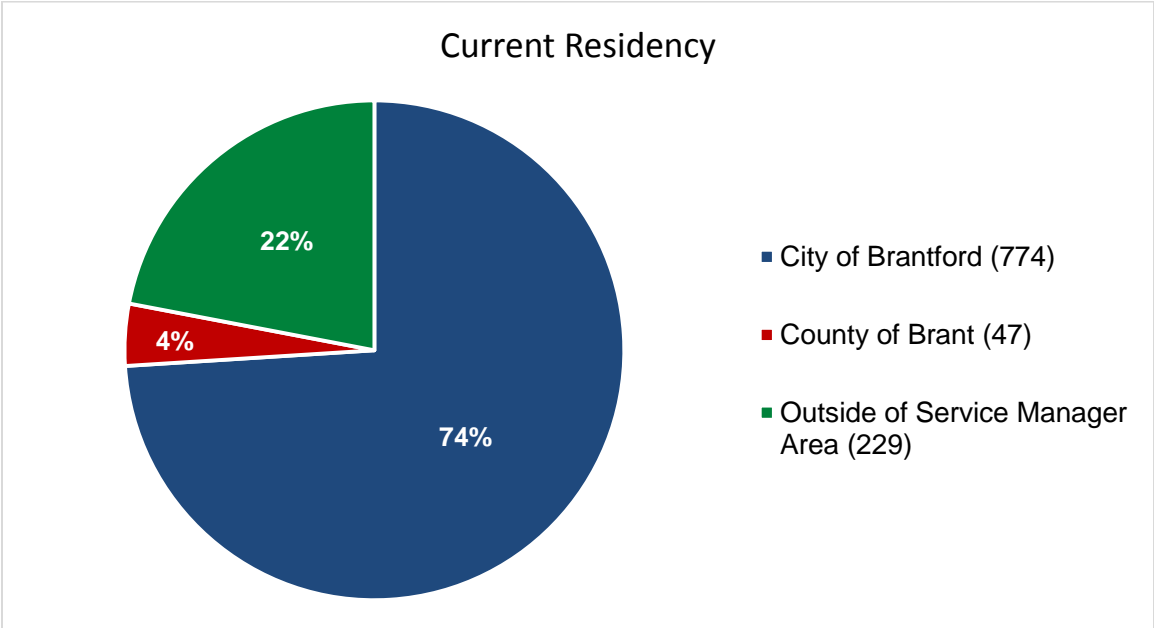
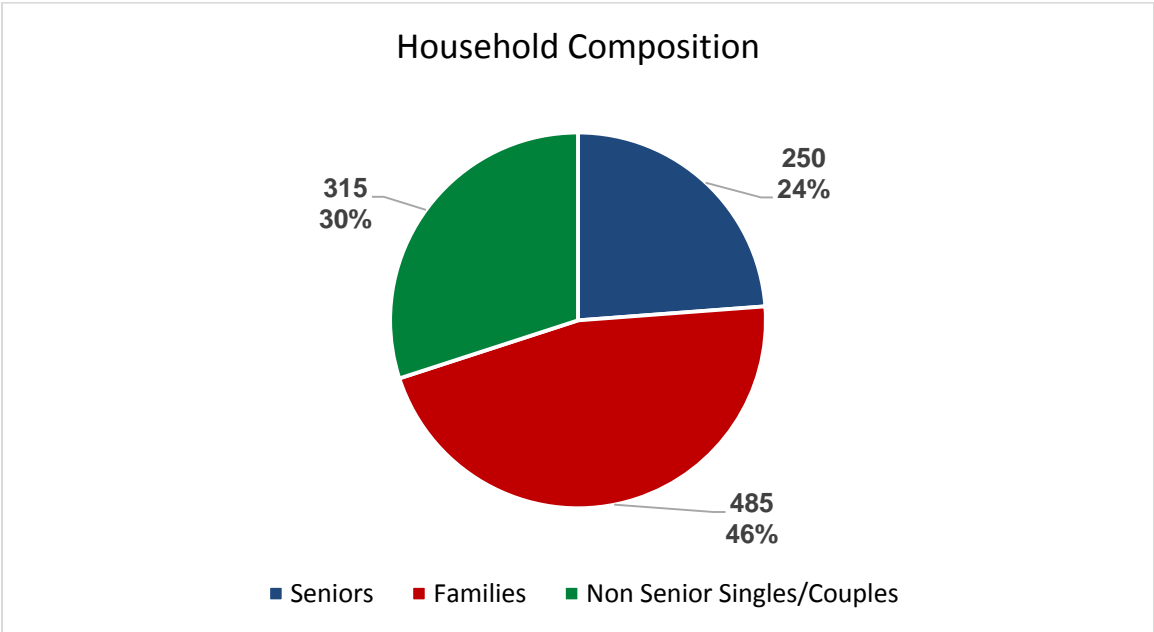


Chart 4 – Household Composition



9.3 Priority Status

The Special Priority Program (SPP) established Under the *Housing Services Act*, 2011 is available to households with current or recent experience of abuse or human trafficking. Where applicable, SPP status provides priority access to Rent-Geared-to-Income (RGI) housing and/or Portable Housing Benefits.

Applicants approved for SPP status are ranked ahead of all other households on the centralized waiting list for the community housing and are typically housed more quickly. Placement timelines may vary depending on factors such as the number of housing selections made by the applicant and unit turnover within the requested communities. Housing staff rely on documentation from qualified professionals to confirm eligibility and ensure that SPP status is granted only to households that meet the program criteria.

Households at imminent risk of or experiencing homelessness are provided with Urgent Priority status.

Households that qualify for Urgent Priority status are eligible for priority consideration for one in ten vacancies on the waiting list if the unit is of the appropriate size for the household.

All other households on the centralized waiting list are ranked in chronological order according to their application date and are offered housing based on this sequence.

Of the 1,050 households currently active on the centralized waiting list:

- 117 (11%) have Special Priority Status: this is a slight increase from 2024 when 10% of households (n=107) on the waiting list had SPP status; and
- 229 (22%) households have Urgent Priority status: which is also a slight increase from 2024 when 17% of households (n=175) on the waiting list had Urgent Priority status.

7.4 Canada Ontario Housing Benefit

The Canada Ontario Housing Benefit (COHB) is a portable housing benefit that applicants can access if they are active on the centralized housing waitlist.

Housing staff support and facilitate applications to the Canada-Ontario Housing Benefit where appropriate to assist households in securing affordable housing in the private rental market. COHB funding is provided through the National Housing Strategy. Applications are administered by the Ministry of Finance and are accepted on a fiscal year cycle (April 1- March 31). Staff continue to actively promote this housing benefit to eligible households and community partners working with families experiencing housing instability.

The City of Brantford was allocated \$266,000 (41 households) for Fiscal Year (FY) 2025-26, which is the lowest base funding allocation amount since FY 2021-22 and represents an overall decrease of \$15,600 from FY 2024-25 and \$368,000 from the total COHB allocation from FY 2023-24, when one time funding was provided. (Figure 6).

A total of twenty-seven (27) applications for the Canada Ontario Housing Benefit were submitted in the 2025 calendar year as of December 31, 2025. This reflects a decrease of approximately 60% compared to the 67 applications submitted in 2024.

Staff continue to match eligible households to the COHB program in Q1 2026 and will fully exhaust the 2025-26 allocations.

Figure 1 - COHB Allocations by Fiscal Year

Fiscal Year	Base Funding	Increase / (Decrease) to Base Funding from previous FY	One Time Additional Funding	Total COHB	Increase / (Decrease) to total COHB from previous FY
2020-21	\$ 275,381	\$ -	\$ -	\$ 275,381	\$ -
2021-22	\$ 85,450	\$ (189,931)	\$ -	\$ 85,450	\$ (189,931)
2022-23	\$ 447,600	\$ 362,150	\$ -	\$ 447,600	\$ 362,150
2023-24	\$ 317,000	\$ (130,600)	\$ 317,000	\$ 634,000	\$ 186,400
2024-25	\$ 281,600	\$ (35,400)	\$ -	\$ 281,600	\$ (352,400)
2025-26	\$ 266,000	\$ (15,600)	\$ -	\$ 266,000	\$ (15,600)

As of December 31, 2025, there were 145 households on the wait list for COHB.

7.1 Housed

Over the past year, fewer applicants were housed from the centralized Rent-Geared-to-Income (RGI) waitlist compared to previous reporting periods. 135 households were housed from the centralized housing waitlist in 2025.

This total number includes households that have accepted:

- an offer of tenancy in community (RGI) housing;
- a Rent Supplement;
- a Portable Housing Benefit; or
- placement in a supportive housing site.

This is a significant decrease from 2024 when 212 households were housed and is comparable to 2022 when 145 applicant households received offers of tenancy.

This decline is the result of several factors including:

1. Reduced turnover within the existing RGI housing stock.

More tenants are choosing to remain in their units due to rising market rents and limited affordable alternatives in the private rental market. With fewer units becoming vacant, fewer opportunities existed to place applicants from the waitlist.

2. The increasingly complex needs of applicants.

Many households on the centralized housing waitlist require specific features such as accessible units or large family-sized units of four or more bedrooms that are in short supply across the RGI housing system.

Many applicants are also experiencing homelessness or are transient in nature. This resulted in applicants who could not be located by staff in order to make an offer of housing. This results in a process delay to ensure staff do their full due diligence before removing the application from the waiting list and moving on to the next eligible household.

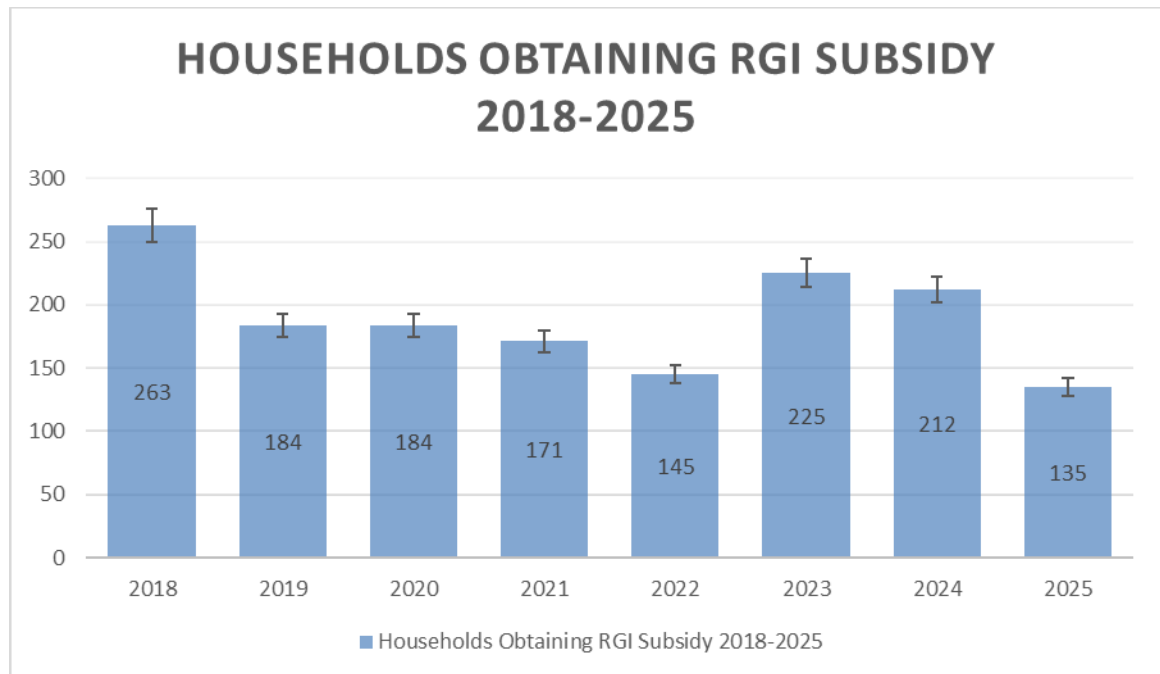
3. Declined offers of housing.

76 offers of housing were declined by applicants in 2025 which further limited successful placements. Some applicants declined the offer for an RGI unit due to location, accessibility, or suitability concerns.

Together, these factors reflect a broader context in which demand for RGI housing continues to grow while community supply remains constrained,

resulting in fewer households being housed from the waitlist despite ongoing efforts to optimize unit turnover and placement processes.

Figure 1 - Households Obtaining RGI Subsidy, 2018-2024



8.0 Financial Implications

There are no direct financial implications associated with this report.

9.0 Climate and Environmental Implications

There are no direct climate and environmental implications associated with this report.

10.0 Conclusion

The centralized housing waitlist continues to reflect ongoing need for affordable housing across the Service Manager area. Improvements to the system structure, including the implementation of the Integrated Housing System and online application portal, have enhanced transparency and streamlined access to the application process.

As of December 31, 2025, 1,050 households were active on the waitlist. While this represents a modest increase over 2024, waitlist volumes remain below peak levels experienced earlier in the past decade. Simultaneously, application

activity increased, and the proportion of households requiring Special or Urgent priority consideration has grown, indicating rising complexity among applicants.

Looking ahead, maintaining an efficient waitlist system, preserving existing housing stock, and leveraging available funding streams for Rent Supplements will be essential to supporting housing stability in the Brantford-Brant communities.

Per: Katie Wilkes, Manager of Housing Programs

Prepared By:

Jamie Bagni, Administrative Programs Coordinator

Ryan Curley, Housing Programs Coordinator

Attachments: n/a

Copy to: n/a

In adopting this report, is a by-law or agreement required? If so, it should be referenced in the recommendation section.

By-law required yes no

Agreement(s) or other documents to be signed by Mayor and/or City Clerk yes no

Is the necessary by-law or agreement being sent concurrently to Council? yes no



Alternative formats and communication supports available upon request. Please contact accessibility@brantford.ca or 519-759-4150 for assistance.

Date March 4, 2026 **Report No.** 2026-74

To Chair and Members
Social Service Committee

From Katie Maas, Director
Housing and Homelessness Services

1.0 Type of Report

Consent Item [X]
Item For Consideration []

2.0 Topic **City of Brantford Encampment Network (COBEN) 2025 Annual Update [Financial Impact: None]**

3.0 Recommendation

- A. THAT Report 2026-74, City of Brantford Encampment Network (COBEN) 2025 Annual Update BE RECEIVED; and
- B. THAT the City Clerk BE DIRECTED to forward a copy of the final resolution and staff report to the County of Brant.

4.0 Executive Summary

The *Housing Services Act*, 2011 (HSA) designates the City of Brantford as the Service Manager responsible for the administration and delivery of housing and homelessness services and programs in the City of Brantford and the County of Brant.

The City of Brantford Encampment Network (COBEN) coordinates and leads encampment response in the City of Brantford and the County of Brant. Current

COBEN partner organizations are: Brantford Native Housing, Grand River Community Health Centre, Gihekdagye Friendship Centre, City of Brantford's Family and Income Stability Division (Ontario Works), Ontario Disability Support Program, SOAR Community Services including staff from the Housing Resource Centre and Emergency Intake, Brantford Rapid Access to Addiction Medicine Clinic (RAAM), Crisis Outreach and Support Team (COAST), Mobile Crisis Response Team (MCRT), and Brantford Public Library.

Identified gaps in previous encampment outreach service delivery led to the Housing-Bylaw Pilot Project, launched in July 2023, to provide outreach services to people residing in encampments. This program was subsequently made permanent, effective April 2025.

Key findings for 2025:

- The City's encampment team visited a total of 278 encampments;
- The team encountered 249 unique individuals, 96% of whom were known to the system; and
- Permanent independent or supportive housing was secured for 25 (10%) of the unique individuals supported.

5.0 Purpose and Overview

The purpose of this report is to provide the 2025 program outcomes update for the City of Brantford's Encampment Network.

6.0 Background

The *Housing Services Act, 2011* (HSA) designates the City of Brantford as the Service Manager responsible for the administration and delivery of housing and homelessness services and programs in the City of Brantford and the County of Brant.

The City of Brantford Encampment Network (COBEN) coordinates and leads encampment response in the City of Brantford and the County of Brant. COBEN launched on July 4, 2023 to address identified gaps in service delivery and to provide housing stability support to people residing in encampments. It was subsequently made permanent effective April 1, 2025. This enables prompt responses to community concerns and coordination of efforts between the bylaw team, housing stability team, and community partners. COBEN also ensures

those experiencing homelessness are offered appropriate support and resources, while applicable bylaws continue to be enforced.

A coordinated and trauma-informed response is essential when engaging with individuals experiencing homelessness. People experiencing homelessness in general, and encampment residents in particular continue to face significant stigma. Vulnerable populations remain overrepresented among those experiencing homelessness and are at heightened risk of housing instability. The needs of unhoused individuals are shaped by intersecting and often compounding systemic barriers, emphasizing the importance of the City of Brantford's collaboration with relevant community partners to ensure the provision of comprehensive and coordinated support.

6.1 Staffing

Throughout 2025, the City's Encampment Outreach Response Team consisted of two Community Initiatives Coordinators (CICs) working in partnership with designated Bylaw staff. Together, this team conducts joint visits to reported encampments within the community and provides coordinated interventions and pathways to support individuals in transitioning from living outdoors to more appropriate and safer accommodations.

The Community Initiatives Coordinators are primarily dedicated to encampment outreach within the City of Brantford, with support provided to the County of Brant on an as-needed basis. CICs collaborate closely with community partners to ensure that individuals receive comprehensive, client-centered supports that address their immediate needs and facilitate longer-term stability.

6.2 Encampment Response

Encampments within the City of Brantford may be reported by anyone through the City's Customer Contact Centre. The response to each report is based on the encampment's location.

If individuals at an encampment identify as Indigenous, Brantford Native Housing is the designated outreach provider and leads the coordination of supports.

For encampments on private property, Bylaw staff contact the property owner to request permission to engage with individuals on site. With permission, the Housing–Bylaw team attends, offers supports, and provides information on available services. If individuals decline assistance, property owners are advised

on how to work with Brantford Police Services to enforce the Trespass to Property Act.

For encampments on public property, the Housing–Bylaw team attends to engage with residents, offer services, and provide information on community resources, including food programs and medical supports. When suitable space is available within the emergency shelter system, it is offered as part of the City’s compassionate response. If appropriate accommodation is available but declined, Bylaw staff advise residents that the encampment cannot remain and that the site will be scheduled for cleanup.

Appropriate notice is provided before any encampment cleanup to ensure residents have sufficient time to gather their belongings. During this period, staff continue engaging with residents and offer additional connections to support.

When individuals or households accept assistance, the Housing–Bylaw team coordinates the necessary services. For those placed in emergency shelters, staff complete a warm handoff so shelter staff can begin intensive case management and develop individualized housing plans.

For individuals or households accommodated in motels, Community Initiatives Coordinators provide ongoing support with the goal of securing permanent housing. This includes assistance with housing applications, obtaining identification, accessing medical care, and ensuring food security.

COBEN partner agencies meet weekly to review case management and the current needs of all households receiving support. These meetings enhance communication, improve information sharing, and coordinate resources effectively, reducing duplication of effort and maximizing the number of individuals and families who can be assisted.

7.0 Corporate Policy Context

City Council’s 2023-2026 Strategic Theme 6. b) Invest in a long-term strategy and plan to manage the homelessness crisis, inclusive of related issues of mental health and addiction issues, and safety and security concerns.

County Council’s 2024-2027 Strategic Priority 3. Healthy, Safe, and Engaged Communities

[Brantford-Brant Housing Stability Plan \(2014-2024\)](#)

City of Brantford [Community Safety and Well-Being Plan \(2021-2025\)](#)

County of Brant [Community Safety and Well-Being Plan \(2025-2029\)](#)

8.0 Input From Other Sources

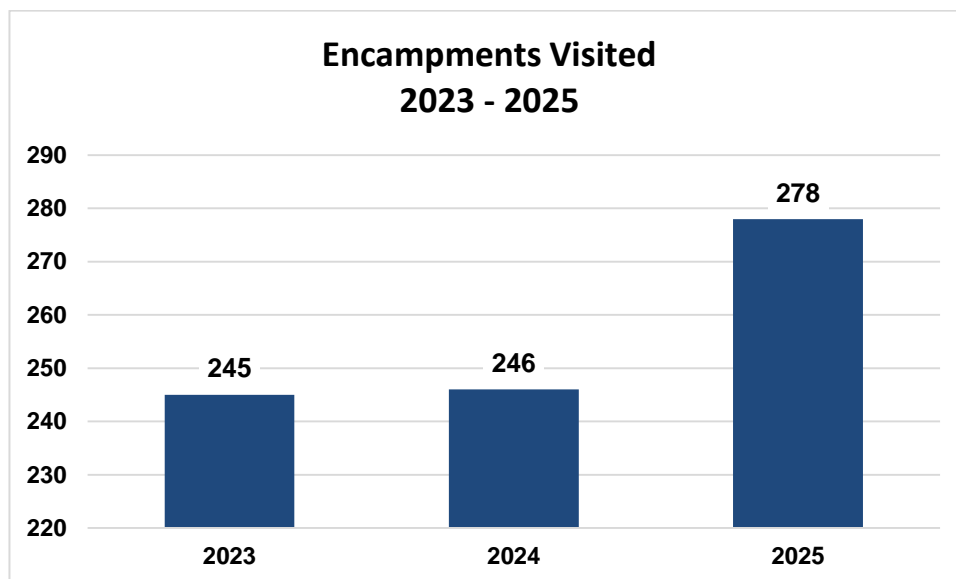
City of Brantford By-Law and Security Services Department

9.0 Analysis

9.1 2025 Outcomes

In 2025, a total of 278 encampments were visited. This is a 13% increase in comparison to the past two years.

Figure 1 - Encampments Visited



Encampment outreach staff had 249 unique encounters, of which 238 people (96%) were identified as known to the system. Staff had 223 repeat encounters, meaning staff met individual(s) in an encampment that they had already engaged with previously in the year.

Of the 249 unique clients encountered:

- 238 (96%) were known/connected with the system;
- 11 (4%) chose not to identify/connect;
- 50 (20%) self-identified as Indigenous;
- 35 (14%) self-identified as non-Indigenous; and

- 164 (66%) did not disclose self-identification.

Figure 2 - Unique Clients Encountered

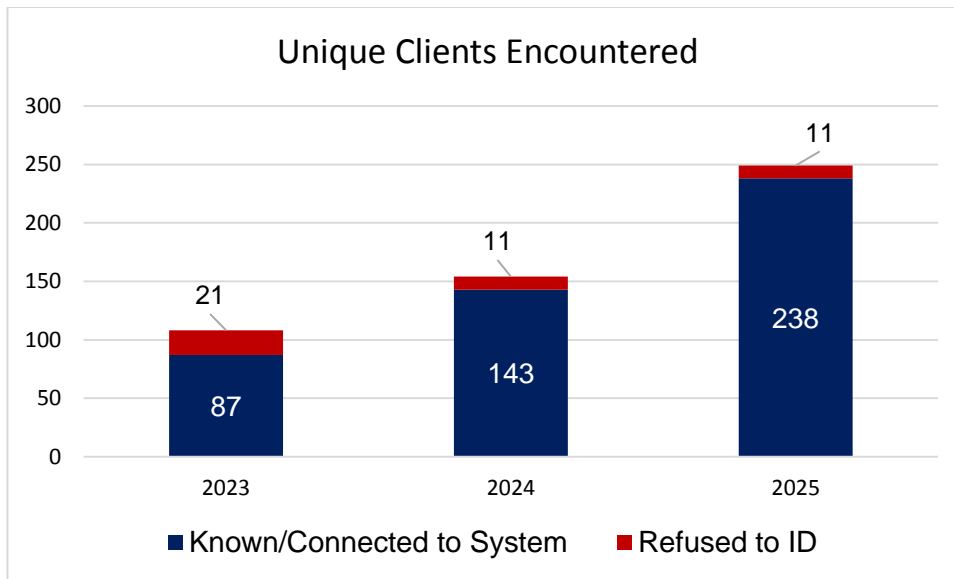
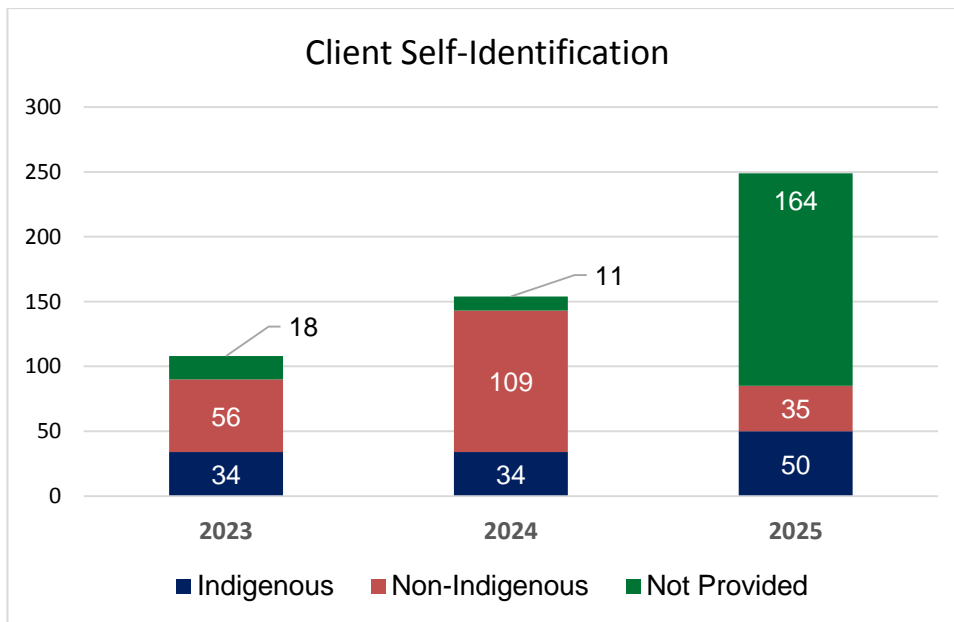
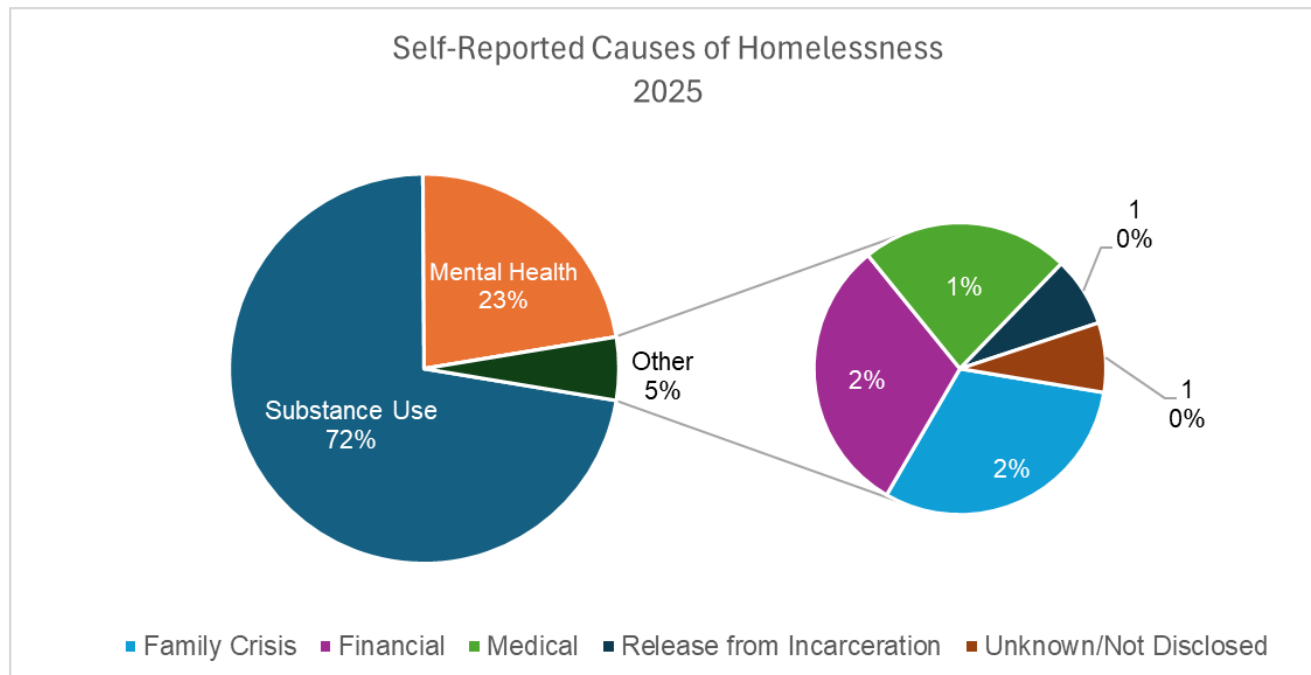


Figure 3 - Client Self-Identification



Similar to the previous year, substance use (n=180, 72%), mental health (n=56, 23%), and family crisis (n=4, 2%) were the top three self-reported primary causes of homelessness by those living in an encampment.

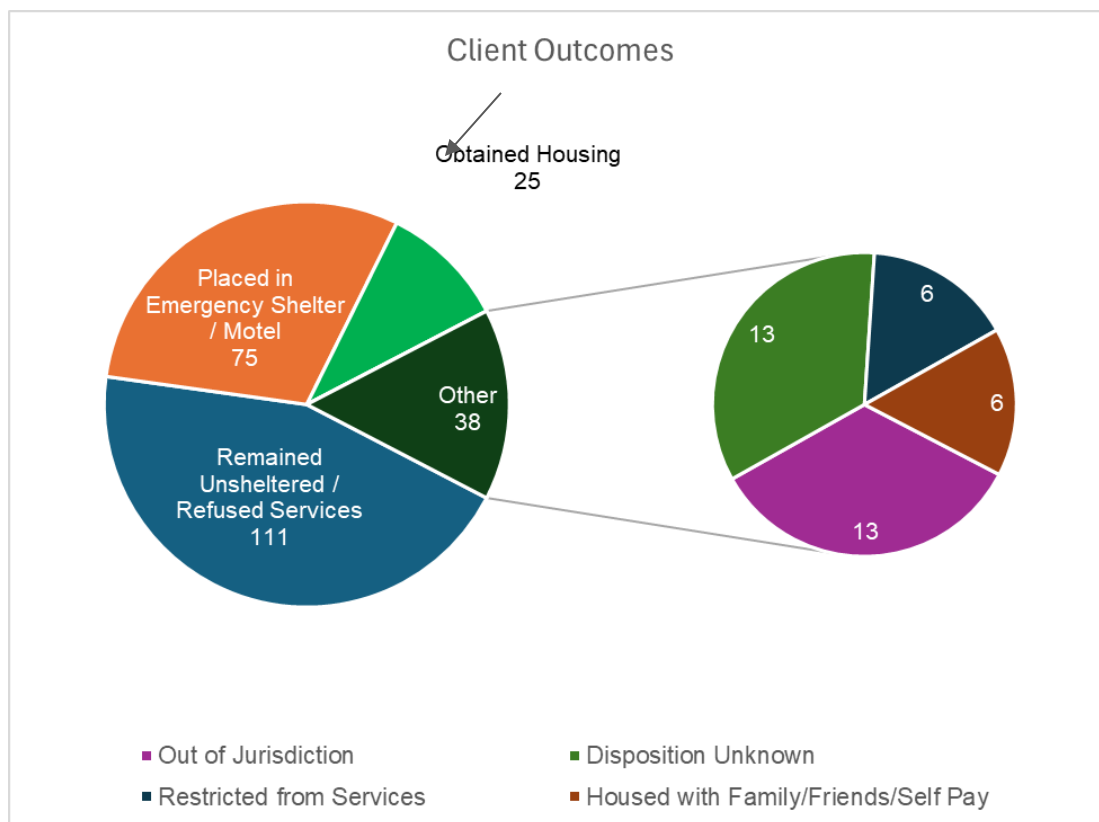
Figure 4 - Self-Reported Causes of Homelessness



Of the 249 individuals encountered in encampments in 2025:

- 111 (45%) chose to remain unsheltered / refused services.
- 75 (30%) individuals were placed in emergency sheltering/motel - a significant increase from 2024.
- 25 (10%) individuals obtained housing – another significant increase from 2024.
- 13 (5%) were out of jurisdiction individuals who were offered support to return to home communities.
- 6 (2%) were diverted to housing with family/friends.
- 6 (2%) were restricted from services.
- 13 (5%) individuals' disposition is unknown.

Figure 5 - Client Outcomes



In 2025, staff observed a greater willingness among encampment residents to engage with support.

This is reflected in the reduction in service refusals from 51% in 2024 to 45% in 2025 and an increase in acceptance of emergency shelter/motel placements by encampment residents from 10% in 2024 to 30% in 2025.

Table 1 – Annualized Encampment Data, 2023-2025

	2023		2024		2025	
Encampments Visited	245		246		278	
Total Unique Clients Encountered	108		154		249	
Known (connected)	87	81%	143	93%	238	96%
Unknown (refused to ID)	21	19%	11	7%	11	4%
Self-Identification by Clients:						
Indigenous	34	31%	34	22%	50	20%
Non-Indigenous	56	52%	109	71%	35	14%
Not Provided	18	17%	11	7%	164	66%
Primary Self-Reported Cause(s) of Homelessness:						
Substance Use	58	54%	100	65%	180	72%
Mental Health	15	14%	21	14%	56	22%
Family Crisis	17	16%	22	14%	4	2%
Financial	10	9%	4	3%	4	2%
Medical	2	2%	2	1%	3	1%
Release from Incarceration	6	6%	4	3%	1	0%
Unknown/Not Disclosed	0	0%	1	1%	1	0%
Outcomes						
Remained Unsheltered / Refused Services	44	41%	79	51%	111	45%
Placed in Emergency Shelter / Motel	26	24%	16	10%	75	30%
Obtained Housing	2	2%	10	6%	25	10%
Out of Jurisdiction	0	0%	0	0%	13	5%
Disposition Unknown	2	2%	1	1%	13	5%
Restricted from Services	0	0%	16	10%	6	2%
Housed with Family/Friends/Self Pay	0	0%	0	0%	6	2%
Diverted from Shelter	0	0%	20	13%	0	0%
Discharged (Non-Participation)	11	10%	5	3%	0	0%
Discharged to Other Services	22	20%	4	3%	0	0%
Incarcerated	0	0%	3	2%	0	0%
Voluntary Withdrawal from Services	1	1%	0	0%	0	0%

9.2 Encampment Activity (Monthly)

Monthly encampment activity in 2025 peaked in August, September, and October, consistent with trends observed in 2024. In December 2025 the system experienced a significant decline in reported encampments when compared to encampment activity in November and December 2024.

Many people experiencing homelessness tend to relocate to indoor spaces during cold weather months including formal emergency shelters or temporary accommodation that may be unsuitable for permanent housing. Staff are anticipating an increase in reported encampments by Q2 2026.

Table 2 – Encampments Attended, By Month, 2025

Encampments Attended	
Month	Number
January	11
February	8
March	12
April	25
May	28
June	23
July	32
August	36
September	43
October	40
November	17
December	3
Total	278
Monthly Average	23
Most Active Month	September

9.3 Successful Interventions

9.3.1 Client 1

This individual had been living in an encampment and faced significant barriers to safety and stability. Community Initiatives Coordinators (CICs) supported them in securing a motel room using their ODSP shelter allowance. Although the stay was self-funded, it provided a safe and stable environment where this person could begin planning next steps.

During this period, staff recognized this individual's strong motivation to secure housing and supported them in meeting the requirements for the Centralized Waitlist. Staff assisted in locating their Permanent Residency Card, completing multiple years of income tax filings, and obtaining the documentation needed for housing eligibility. Without a phone, this person struggled to track appointments and access services, so regular case management by the CIC team ensured consistent follow-up. Staff also accompanied them to Service Ontario to obtain a new Health Card, enabling access to essential medical care.

One of the most significant outcomes of this support was this person's ability to obtain new dentures and eyeglasses, which improved their confidence and further increased their motivation to address other areas of their life. As housing and health needs stabilized, this individual began reconnecting with family, experienced improved mental health, and significantly reduced their substance use. This person became stable enough to attend the Rapid Addiction Medicine (RAAM) Clinic daily and actively engage in recovery supports.

This individual is now successfully housed in long-term supportive housing. Their journey demonstrates the meaningful impact of consistent, compassionate outreach and stabilization services, and highlights how targeted investments in these areas lead to lasting improvements in people's lives.

9.3.2 Client 2

During the CICs' initial engagement with the client in an encampment, staff identified significant safety concerns. The client reported that they could not use shelter services due to safety issues and limited capacity. Given the urgency, CIC staff arranged a motel stay, which provided a safe environment and allowed for consistent, comprehensive case

management. During this time, the client accessed essential medical services, supported through ODSP-funded transportation. CICs also worked with the client to complete all documentation required for the Centralized Waitlist, including obtaining identification and filing outstanding taxes.

While in the community, the client later experienced gender-based violence. CIC staff responded immediately, assisting with medical reporting, developing a safety plan, and connecting the client with resources for ongoing support. This response ensured the client felt heard, protected, and supported throughout the process.

CIC staff then assisted the client in navigating the steps toward long-term supportive housing. Support included completing referrals, securing tenant insurance, arranging transportation, preparing for interviews, and coordinating move-in logistics. Access to on-site security in supportive housing has provided the client with a sense of safety and stability.

Now fully stabilized in long-term supportive housing, the client reports increased feelings of safety, dignity, and hope for the future. Their experience demonstrates the impact of individualized support, advocacy, and trauma-informed care, and highlights the critical role of community-based outreach in helping individuals achieve housing stability and improved well-being.

9.4 Planned Activities for 2026

As a result of the approved 2026 Shared Social Services Operating Budget, two (2) additional permanent CIC positions have been authorized, and recruitment activities are currently underway. The primary function of these positions will be to enhance encampment outreach throughout the City of Brantford and expand services into County of Brant. This expansion will also allow for concentrated street outreach in the downtown areas of Brantford and Paris.

The growth of the CIC team will increase organizational capacity to deliver education and resources, promote safety, and facilitate connections to housing, health, and general wellness support. This additional capacity will also enhance the CICs' ability to support shelter diversion and coordinate linkages to appropriate community resources.

10.0 Financial Implications

There are no direct financial implications associated with this report.

11.0 Climate and Environmental Implications

There are no climate or environmental implications associated with this report.

9.0 Conclusion

Since the launch of City- led housing outreach for encampments, there have been notable improvements in coordinated service delivery and communication across both internal teams and external partners.

In 2025, the City's encampment team visited 278 encampments, including 249 unique clients. There was a considerable increase in engagement, resulting in a 190% increase in shelter/motel placements, and a 4% increase in housing rates.

The collaboration between Housing Stability and Bylaw in responding to encampments continues to see greater efficiencies and a more effective approach to meeting the needs of individuals and households experiencing homelessness and living outdoors. The program offers intensive, tailored supports that align with each client's level of readiness. Comprehensive wraparound services are provided to address client needs and help them work toward improving their circumstances. An expansion to the program in the near future will provide further capacity for staff to increase outreach services to the County of Brant and the downtown core.

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Attachments (if applicable): N/A

Copy to: N/A

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In adopting this report, is a by-law or agreement required? If so, it should be referenced in the recommendation section.

By-law required yes no

Agreement(s) or other documents to be signed by Mayor and/or City Clerk yes no

Is the necessary by-law or agreement being sent concurrently to Council? yes no