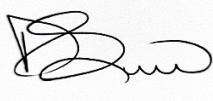




COMMUNICATION UPDATE

TO:	Mayor and Members City Council
DATE:	March 18, 2025
SUBJECT:	Licensing and By-law Services Extended Service Hours (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Dan Smith Acting Director, Licensing and Bylaw Services Planning and Economic Development Department
SIGNATURE:	

The purpose of this Communication Update is to advise the Mayor and Members of Hamilton City Council on the extended service hours for Licensing and By-law Services.

To enhance service to the community related to noise enforcement and the increasing demands associated with evening complaint investigation, commencing April 1, 2025, Municipal Law Enforcement Officers will be extending hours of operation. Municipal Law Enforcement Officers' shifts will be extended and fulfill the following hours:

	Current level of service	New level of service
Monday	8:00am-9:00pm	8:00am-4:00pm
Tuesday	8:00am-9:00pm	8:00am-4:00am
Wednesday	8:00am-9:00pm	8:00am-4:00am
Thursday	8:00am-9:00pm	8:00am-4:00am
Friday	8:00am-1:00am	8:00am-4:00am
Saturday	5:00pm-1:00am	1:00pm-4:00am
Sunday	Not applicable	4:00pm-12:00am

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

**SUBJECT: Licensing and By-law Services Extended Service Hours (City Wide)
(City Wide) - Page 2 of 2**

Municipal Law Enforcement will continue to take complaints from Monday – Friday between the hours of 8:30am – 4:30pm. After 4:30pm and on weekends, residents can report complaints by contacting the City of Hamilton Customer Contact Centre at 905-546-2489. Noise complaints outside of scheduled shifts can be directed to the Hamilton Police Services non-emergency line 905-546-4925 and response times will be set by the Hamilton Police Services Priority Response System.

If you have any questions respecting this communication, please contact Dan Smith, Acting Director, Licensing and By-law Services, by phone at (905) 546-2424 Ext. 6435 or by email at Daniel.Smith@hamilton.ca.

APPENDICES AND SCHEDULES ATTACHED

Not applicable.