

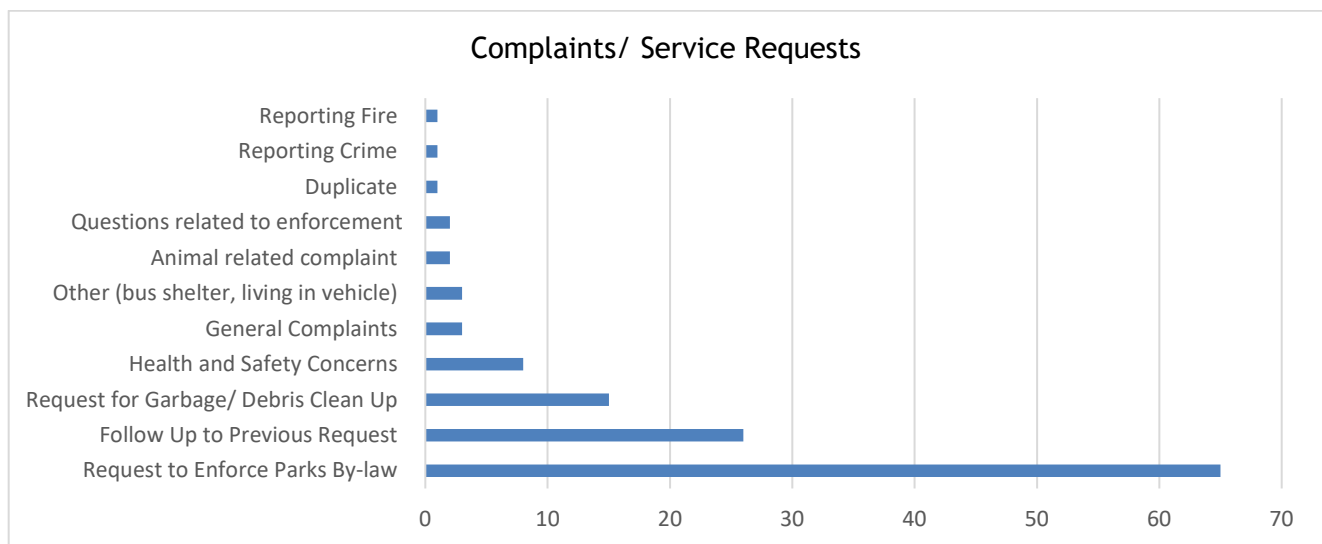
Complaints & Requests for Service

Total Complaints & Service Requests	Week 17	Previous Week	Previous Month Average
	127	85	N/A

Most Frequently Identified Locations		
Central Park	Rail Trail	Delta Parkette

Complaint/Service Request Type	
Request to Enforce Parks By-Law	51%
Follow Up to Previous Request	20%
Request for Garbage/ Debris Clean-up	12%
Health and Safety Concerns	6%
General Complaints/ Other	2%

Source of Complaint/Service Request	
Concerned Citizen	90%
Councillor's Office	2%
Internal - Public Works	2%
BIA or Local Business	1.5%
Community Partner	1.5%



Complaints/ Service Request Types

Some locations that are identified through complaint or service request may encompass more than one municipal address, a broad geographical area, a road allowance without a municipal address, or a private property location. As such, these locations are identified using broader categories, including: Private Property, Road Allowances, Rail Trail, the Keddy Trail, the Bruce Trail and the Red Hill Valley Trail. From April 21 - April 27, 2025, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Main St W, Woodend Dr, York Blvd, Rosslyn Ave S, Bold St
Road Allowances	Centennial Parkway North/ South Service Road, Hunter/ MacNab, 75 Macnab St S, 102 Queen St S, Longwood Rd N, Macklin St N, Charlton Ave E/ Victoria, 102 Queen St, MacNab Tunnel, Limeridge Rd E/ Upper Gage, Upper Gage, Meadow Lane, Main St E, Quigley Rd, 255 Kenilworth St S, James St S/ Hunter St, Catharine St S, Hess St S/ King St W, Strachan St E/ James St N, Ford St/ Grange St, 51 Strachan St W, Lamoreaux St, Strachan St West, Rymal Rd E
Rail Trail	East of Wentworth, Wentworth/ Kenilworth, near Wentworth Stairs, Near Victoria Ave, Near Cumberland Ave, Behind Traynor's Bakery
Keddy Trail	James St S, Ford St / Grange St
Bruce Trail	Near Charlton Ave E
Red Hill Valley Trail	Near Turtle Meeting Place, Near Brampton Street Entrance, Past Barton St before crossing the Bridge over the 403

Action Tracker

The Action Tracker includes information with respect to the status of new or existing complaints and requests for service that have been received by Licensing and By-law Services. Occasionally, after a site has been designated by staff as cleared, different individual(s) may move into the same location and erect a new tent. Any time new tents are discovered in an area that has been previously cleared, the process will restart with officers attending to confirm the presence of an encampment and notifying HFSO of an individual that may require support. As such, a site may appear on the tracker more than once. Once a private property owner has been notified of the process, they are responsible for contacting the appropriate enforcement body. Please note that the Action Tracker does not reflect data collected by the Hamilton Police Service.

Ward	Location	Address (only applicable to private property and road allowances)	Date Identified to CERT	Date Trespass Notice(s) Issued	Compliance Date of Trespass Notice(s)	# of Trespass Notice(s) Issued	Status
4	Red Hill Valley Trail	Near Brampton Street Entrance	08-Apr-25	N/A	N/A	0	Compliance achieved, file closed
4	Bruce Trail	East of Kenilworth Stairs	18-Mar-25	N/A	N/A	0	Coordinated Clean-Up

4	Bruce Trail	West of Kenilworth Stairs	18-Mar-25	N/A	N/A	0	Coordinated Clean-Up
4	Bruce Trail	Bruce Trail/ Rail Trail	18-Mar-25	N/A	N/A	0	Coordinated Clean-Up
2	Bayfront Park		Proactive Investigation (Within 1km of Tiffany Barton Shelters)	N/A	N/A	0	No violation found
3	Bishop's Park		Proactive Investigation (Within 1km of Tiffany Barton Shelters)	N/A	N/A	0	No violation found
2	Carter Park		Proactive Investigation (Within 1km of Tiffany Barton Shelters)	N/A	N/A	0	No violation found
2	Claremont Access Parkette		Proactive Investigation (Within 1km of Tiffany Barton Shelters)	N/A	N/A	0	No violation found
3	Green Space	298 Hunter Street East	Proactive Investigation (Within 1km of Tiffany Barton Shelters)	N/A	N/A	0	No violation found
3	Myrtle Park		Proactive Investigation (Within 1km of Tiffany Barton Shelters)	N/A	N/A	0	No violation found
2	Pier 4 Park		Proactive Investigation (Within 1km of Tiffany Barton Shelters)	N/A	N/A	0	No violation found
2	Road Allowance	Tiffany / Barton	Proactive Investigation (Within 1km of Tiffany	N/A	N/A	0	No violation found

			Barton Shelters)				
1	Victoria Park		Proactive Investigation (Within 1km of Tiffany Barton Shelters)	N/A	N/A	0	No violation found
2	Beasley Park		09-Apr-25	N/A	N/A	0	Notified HFSO
2	Ferguson Station		Proactive Investigation (Within 1km of Tiffany Barton Shelters)	N/A	N/A	0	Notified HPS
2	Strachan Linear Park		Proactive Investigation (Within 1km of Tiffany Barton Shelters)	N/A	N/A	0	Observation - Violation Found
2	Beasley Park		09-Apr-25	22-Apr-25	22-Apr-25	4	Trespass Notice(s) Issued
2	Central Park		16-Apr-25	22-Apr-25	22-Apr-25	5	Trespass Notice(s) Issued
15	Road Allowance	Ryan's Way	14-Apr-25	22-Apr-25	23-Apr-25	1	Trespass Notice(s) Issued
13	Road Allowance	Osler Drive	22-Apr-25	22-Apr-25	22-Apr-25	1	Trespass Notice(s) Issued
2	Salvation Army		24-Mar-25	22-Apr-25	22-Apr-25	2	Trespass Notice(s) Issued
2	Beasley Park		09-Apr-25	N/A	N/A	0	Coordinated Clean-Up
3	Bishop's Park		23-Apr-25	N/A	N/A	0	Coordinated Clean-Up
2	Central Park		16-Apr-25	N/A	N/A	0	Coordinated Clean-Up
2	Ferguson Station		Continuous Enforcement	N/A	N/A	0	Coordinated Clean-Up
13	Road Allowance	Dundas Street	07-Apr-25	N/A	N/A	0	Coordinated Clean-Up
2	Salvation Army		Continuous Enforcement	N/A	N/A	0	Coordinated Clean-Up
2	Woolverton Park		08-Apr-25	N/A	N/A	0	Coordinated Clean-Up

1	Victoria Park		23-Apr-25	N/A	N/A	0	No violation found
2	Beasley Park		09-Apr-25	N/A	N/A	0	Notified HFSO
2	Central Park		16-Apr-25	N/A	N/A	0	Notified HFSO
2	Road Allowance	Near YWCA on MacNab	21-Mar-25	N/A	N/A	0	Notified HFSO
2	Salvation Army		22-Apr-25	N/A	N/A	0	Notified HFSO
11	Turner Park		23-Apr-25	N/A	N/A	0	Notified HFSO
2	Central Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	Observation - Violation Found
2	Road Allowance	Hunter/ MacNab	Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
2	Beasley Park		16-Apr-25	23-Apr-25	23-Apr-25	1	Trespass Notice(s) Issued
2	Road Allowance	Near YWCA on MacNab	21-Mar-25	23-Apr-25	23-Apr-25	1	Trespass Notice(s) Issued
11	Turner Park		23-Apr-25	23-Apr-25	24-Apr-25	1	Trespass Notice(s) Issued
3	Delta Parkette		18-Mar-25	N/A	N/A	0	Compliance achieved, file closed
13	Fisher's Mill Park		25-Mar-25	N/A	N/A	0	Compliance achieved, file closed
13	Road Allowance	Dundas Street East	07-Apr-25	N/A	N/A	0	Compliance achieved, file closed
2	Salvation Army		Continuous Enforcement	N/A	N/A	0	Compliance achieved, file closed
2	Central Park		16-Apr-25	N/A	N/A	0	Coordinated Clean-Up
2	Claremont Access		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	Coordinated Clean-Up

2	Ferguson Station		Continuous Enforcement	N/A	N/A	0	Coordinated Clean-Up
2	Keddy Trail		23-Apr-25	N/A	N/A	0	Coordinated Clean-Up
7	Road Allowance	Limeridge Rd E/ Upper Gage	24-Apr-25	N/A	N/A	0	Coordinated Clean-Up
7	Road Allowance	Upper Gage	24-Apr-25	N/A	N/A	0	Coordinated Clean-Up
13	Road Allowance	Meadow Lane	03-Feb-25	N/A	N/A	0	Coordinated Clean-Up
3	Myrtle Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
3	Private Property	Main Street E	11-Nov-24	N/A	N/A	0	No violation found
3	Private Property	Main Street E	07-Nov-24	N/A	N/A	0	No violation found
3	Road Allowance	Between 400 and 360 Wentworth Street North	31-Oct-24	N/A	N/A	0	No violation found
2	Road Allowance	Caroline Street N /Barton Street W	31-Oct-24	N/A	N/A	0	No violation found
5	Road Allowance	4th Avenue at Beach Boulevard	24-Apr-25	N/A	N/A	0	No violation found
2	Whitehern Park		11-Nov-24	N/A	N/A	0	No violation found
2	Central Park		16-Apr-25	N/A	N/A	0	Notified HFSO
4	Red Hill Bowl		23-Apr-25	24-Apr-25	25-Apr-25	3	Trespass Notice(s) Issued
4	Red Hill Bowl		23-Apr-25	N/A	N/A	0	Notified HFSO
2	Road Allowance	MacNab/ Hurst	24-Apr-25	N/A	N/A	0	Notified HFSO
2	Jackie Washington Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	Observation - Violation Found
3	Private Property	Lawrence Street near Gage Park	Proactive Investigation	N/A	N/A	0	Observation - Violation Found

2	Central Park		16-Apr-25	24-Apr-25	24-Apr-25	2	Trespass Notice(s) Issued
2	Road Allowance	MacNab/Hurst	24-Apr-25	24-Apr-25	24-Apr-25	1	Trespass Notice(s) Issued
2	Salvation Army		Continuous Enforcement	N/A	N/A	0	Coordinated Clean-Up
2	Jackie Washington Park		21-Mar-25	N/A	N/A	0	Coordinated Clean-Up
2	Private Property	York Boulevard	22-Apr-25	N/A	N/A	0	Coordinated Clean-Up
2	Road Allowance	Near YWCA on MacNab	21-Mar-25	N/A	N/A	0	Coordinated Clean-Up
2	Road Allowance	John St S/Hunter St W	25-Apr-25	N/A	N/A	0	Coordinated Clean-Up
2	Central Park		25-Apr-25	N/A	N/A	0	Coordinated Clean-Up
2	Beasley Park		23-Apr-25	N/A	N/A	0	Coordinated Clean-Up
2	Ferguson Station		18-Mar-25	N/A	N/A	0	No violation found
2	Jackie Washington Park		21-Mar-25	N/A	N/A	0	Notified HFSO
2	Central Park		25-Apr-25	N/A	N/A	0	Notified HFSO
2	Road Allowance	Near YWCA on MacNab	21-Mar-25	N/A	N/A	0	Notified HPS
2	Jackie Washington Park		21-Mar-25	25-Apr-25	25-Apr-25	1	Trespass Notice(s) Issued
2	Central Park		25-Apr-25	25-Apr-25	25-Apr-25	2	Trespass Notice(s) Issued

Housing Focused Street Outreach Engagement Update

	Week 17	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	302	330

Additional Notes:

HFSO engages with unsheltered individuals to improve access to basic needs and community supports such as housing, healthcare, food and income supports.

Interaction data is taken from the HIFIS database.

Shower Program Update

	Week 17	Previous Week
Total individuals (non-unique) who were provided access to encampment-specific shower programs	4	8

Additional Notes:

Data includes unique visits of unsheltered individuals to any of the designated shower programs in the city.

Currently, the shower programs are located at Pinky Lewis Rec Centre and Bennetto Community Centre.

Site Maintenance and Cleanups

	Week 17	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	24	13	N/A

	Week 17	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by an independent contractor	0	1	N/A

Additional Notes:

Data may include cleanups that occur after the duration of a trespass order has been exceeded, clean- arounds of active sites (as arranged with occupants), and cleaning of sites deemed abandoned by the Coordinated Response Team.

As of June 10th, 2024, the cleanups and site maintenance activities performed by independent contractors will be reported.

Locations visited by contractors are specifically noted below.

April 22, 2025	Sam Lawrence Park, Ferguson Station, Salvation Army, Hunter/ Macnab, Jackson St, Mary St at Beasley Park, Central Park
April 23, 2025	Salvation Army, Central Park, Beasley Park, Red Hill Valley Trail at Brampton St
April 24, 2025	Central Park, Salvation Army, Delta Parkette, Beach Rd, Red Hill
April 25, 2025	Salvation Army, York Ave, Young St, Jackie Washington Rotary Park, YWCA, Ferguson Station, Mary St at Beasley Park, Central Park

Hamilton Fire Department: Responses at Locations Involving Unsheltered Individuals

Response Type	Number of Incidents	Ward Breakdown
Burning Complaint	1	<ul style="list-style-type: none"> Ward 1: 1 incident
Total	1	

Ward	Number of Fire Related Incidents	Injuries
1	1	
Total	1	0

Additional Notes

As of December 2024, the Hamilton Fire Department will report on weekly responses at locations involving unsheltered individuals. These responses will be broken down by response type and ward.

Accumulated combustibles refers to any materials or belongings other than tents that may be on fire.

The data presented is between April 21 - April 27, 2025.