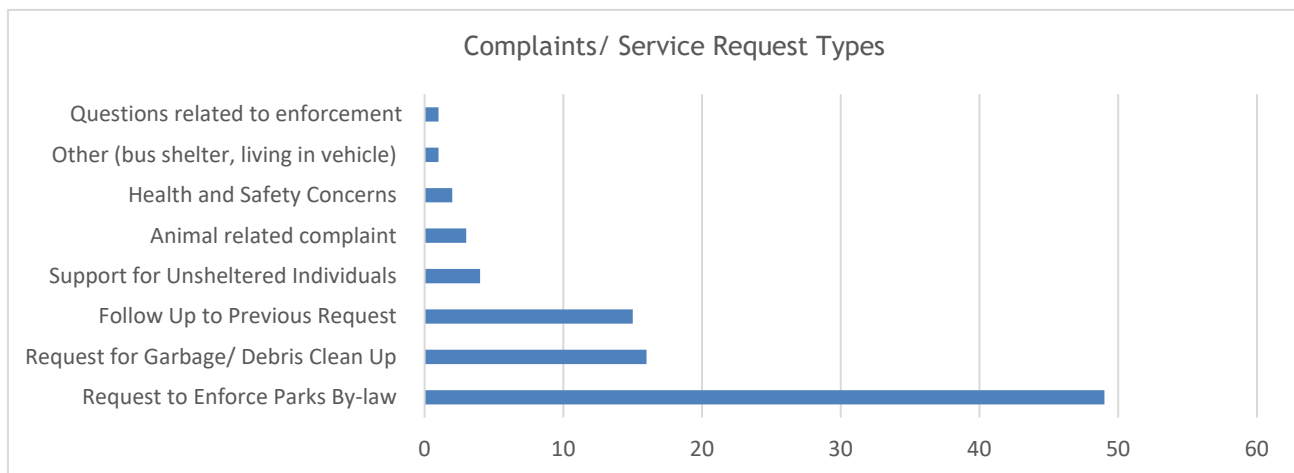


## Complaints &amp; Requests for Service

Total Complaints & Service Requests	Week 15	Previous Week	Previous Month Average	Most Frequently Identified Locations		
	91	113	N/A	Bayfront Park	Bruce Trail	Birge Park

Complaint/Service Request Type		Source of Complaint/Service Request	
Request to Enforce Parks By-law	54%	Concerned Citizen	78%
Request for Garbage/ Debris Clean Up	18%	Councillor's Office	10%
Follow Up to Previous Request	16%	BIA or Local Business	4%
Support for Unsheltered Individuals	4%	Internal - Public Works	3%
Animal Related Complaint	3%	Internal - Other	2%



## 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.

Ward	Location	Date Identified to CERT	Date Trespass Notice(s) Issued	Trespass Notices Issued	Status
5	Battlefield Park	07-Apr-25			Compliance achieved, file closed
2	Bayfront Park	02-Apr-25			Observation
2	Beasley Park	09-Apr-25			Compliance achieved, file closed
3	Birge Park	07-Apr-25	07-Apr-25	1	Trespass Notice(s) Issued
3	Bruce Trail	31-Mar-25			Coordinated Clean-Up
1	Cathedral Park	04-Apr-25			Coordinated Clean-Up
1	Cherry Heights Park	30-Mar-25			No violation found
2	Pier 4	24-Mar-25			Coordinated Clean-Up
4	Road Allowance	05-Apr-25			Referred to HFSO
4	Road allowance	24-Mar-25	07-Apr-25	1	Trespass Notice(s) Issued
2	Road allowance	24-Mar-25			Compliance achieved, file closed
4	Road Allowance	14-Mar-25			Compliance achieved, file closed

2	Road Allowance	07-Apr-25			Coordinated Clean-Up
4	Road Allowance	07-Apr-25	07-Apr-25	1	Trespass Notice(s) Issued
2	Salvation Army	18-Mar-25			Compliance achieved, file closed
2	Bayfront Park	02-Apr-25			Coordinated Clean-Up
3	Birge Park	07-Apr-25			Referred to HFSO
3	Bruce Trail	02-Apr-25			Coordinated Clean-Up
1	Cathedral Park	04-Apr-25			Coordinated Clean-Up
14	Mark Anthony Graham Park	25-Mar-25			No violation found
3	Private Property	08-Apr-25			No violation found
4	Private Property	05-Apr-25			No violation found
3	Road Allowance	08-Apr-25			Compliance achieved, file closed
1	Road Allowance	26-Mar-25			Coordinated Clean-Up
4	Road allowance	08-Apr-25			Coordinated Clean-Up

4	Road allowance	24-Mar-25			Referred to HFSO
2	Road Allowance	24-Mar-25			Compliance achieved, file closed
4	Road Allowance	08-Apr-25			Referred to HFSO
1	Road Allowance	26-Mar-25			Referred to HPS
3	Bruce Trail	02-Apr-25			Encampment Removed
3	Myrtle Park	Proactive Investigation			Proactive Investigation (1km Radius to Tiffany Barton)
3	Private Property	Proactive Investigation			Proactive Investigation (1km Radius to Tiffany Barton)
3	Private Property	08-Apr-25			Referred to CP Police
1	Road Allowance	04-Apr-25			Observation
4	Road Allowance	Proactive Investigation			Proactive Investigation (1km Radius to Tiffany Barton)
6	Road Allowance	Proactive Investigation			Proactive Investigation (1km Radius to Tiffany Barton)
1	Road Allowance	Proactive Investigation			Proactive Investigation (1km Radius to Tiffany Barton)

3	Sherman Access	25-Mar-25			Observation
7	TB McQuesten Park	12-Mar-25	09-Apr-25	2	Compliance achieved, file closed
2	Barton Tiffany Shelters	10-Apr-25			Coordinated Clean-Up
3	Bruce Trail	02-Apr-25	10-Apr-25	3	Trespass Notice(s) Issued
3	Bruce Trail	02-Apr-25			Referred to HFSO
2	Claremont Parkette	10-Apr-25			Compliance achieved, file closed
2	Road Allowance	24-Mar-25			Compliance achieved, file closed
2	Road Allowance	10-Apr-25			Compliance achieved, file closed
1	Road allowance	04-Apr-25			Referred to HFSO
1	Road Allowance	09-Apr-25			Referred to HFSO
2	Salvation Army	18-Apr-25			Compliance achieved, file closed
7	TB McQuesten Park	12-Mar-25			Referred to HFSO
2	Bayfront Park	02-Apr-25			Compliance achieved, file closed

2	Bayfront Park	02-Apr-25			Compliance achieved, file closed
2	Bayfront Park	02-Apr-25			Compliance achieved, file closed
15	Joe Sam's Park	18-Mar-25			No violation found
4	Red Hill Valley Trail	10-Apr-25	11-Apr-25	2	Referred to HPS
1	Road Allowance	04-Apr-25	11-Apr-25	1	Trespass Notice(s) Issued
13	Road Allowance	07-Apr-25	11-Apr-25	1	Trespass Notice(s) Issued
1	Stroud Road Park	24-Mar-25			No violation found
2	Road Allowance	08-Apr-25			Referred to HFSO
4	Red Hill Valley Trail	10-Apr-25			Referred to HFSO
1	Road Allowance	04-Apr-25			Referred to HFSO
13	Road Allowance	07-Apr-25			Referred to HFSO

## Housing Focused Street Outreach Engagement Update

	Week 15	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	137	140

### 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 15	Previous Week
Total individuals (non-unique) who were provided access to encampment-specific shower programs	8	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 15	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	11	22	N/A

	Week 15	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by an independent contractor	9	0	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 7, 2025	Rosedale Diamonds, King Street at Redhill, Battlefield Park, Road Allowance, YWCA, Beasley Park, Salvation Army
April 8, 2025	Bruce Trail near the North Side of Charlton Road East, YWCA, Pinky Lewis Parkette, Gage Park, Road Allowance
April 9, 2025	Jackie Washington Rotary Park, North Side of Bruce Trail near Charlton Road East and Vista Condos
April 10, 2025	Bruce Trail near Charlton Road East, YWCA, Salvation Army
April 11, 2025	Bayfront Park, Bruce Trail near Charlton Road East

### Hamilton Fire Department: Responses at Locations Involving Unsheltered Individuals

Response Type	Number of Incidents	Ward Breakdown	Additional Notes
Burning Complaint	2	<ul style="list-style-type: none"> <li>Ward 3: 1 incident</li> <li>Ward 13: 1 incident</li> </ul>	<p>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.</p> <p>Accumulated combustibles refers to any materials or belongings other than tents that may be on fire.</p> <p>The data presented is between April 7 - April 13, 2025.</p>
<b>TOTAL</b>	<b>2</b>		

Ward	Number of Fire-Related Incidents
3	1
13	1
Total	2

Injuries
0