

Complaints & Requests for Service

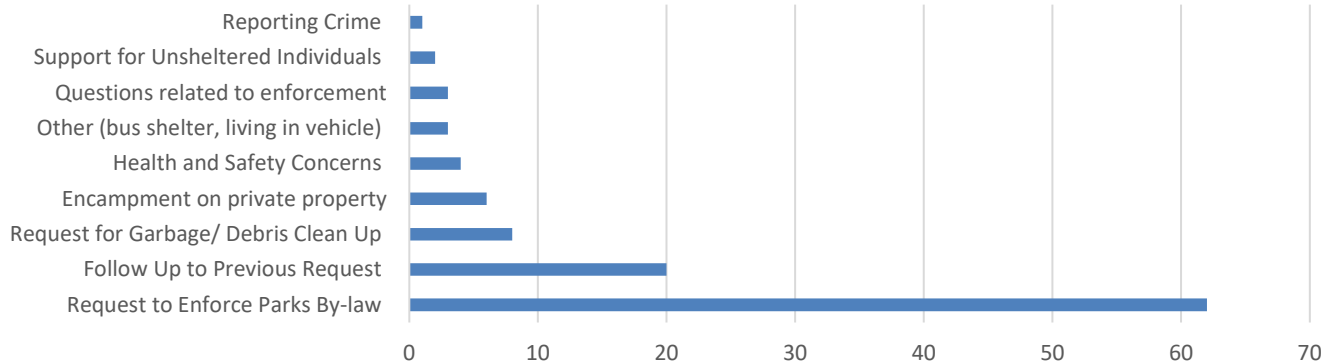
Total Complaints & Service Requests	Week 20	Previous Week	Previous Month Average
	109	138	104

Most Frequently Identified Locations		
Rail Trail	Strachan Linear Park	Pinky Lewis Parkette

Complaint/Service Request Type	
Request to Enforce Parks By-law	57%
Follow Up to Previous Request	18%
Request for Garbage/ Debris Clean Up	7%
Encampment on Private Property	6%
Health and Safety Concerns	4%

Source of Complaint/Service Request	
Concerned Citizen	85%
BIA or Local Business	4%
Internal -Public Works	4%
Councillor's Office	2%
Internal -Other	2%

Complaint/ Service Request Type



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, Bus Shelters, Pipeline Trail, the Rail Trail, and the Red Hill Valley Trail. From May 12 - May 18, 2025, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Old Guelph Road/ Highway 403, John St S, Barton St E, King St W, Centennial Parkway N
Road Allowances	Ottawa St N, Jackson St E/ MacNab St S, John St S/ Hunter St E, Catharines St S/ Young St, King ST W/ Dundurn St N, near Hollybush Dr and Ryan's Way, Milton St, Hess St S, South Dr, Ryan's Way, Strachan St E between James St N and MacNab St N, Sanford Ave N, Queen St S/ Young St, Macnab St S, Cannon St E, Strachan St E/ James St N, Garth St/ Lincoln Alexander Parkway Westbound Ramp
Bus Shelters	Bay St N/ King St W, Main St E/ Emerald St N
Pipeline Trail	Paling Ave/ Strathearne Ave
Rail Trail	between Gage St S and Wentworth St S, between Wentworth St S and Corktown Dog Park
Red Hill Valley Trail	At Melvin Ave, near Red Hill Parkway Southbound and Queenston Road

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
3	Bus Shelter	Victoria St/ Ferrie St	22-Apr-25	N/A	N/A	0	Coordinated Clean-Up
3	Delta Parkette		12-May-25	N/A	N/A	0	No violation found
13	J.L. Grightmire Market St Arena		02-May-25	N/A	N/A	0	No violation found
3	Kenilworth Access		24-Apr-25	N/A	N/A	0	Coordinated Clean-Up

2	Private Property	Ford St	28-Apr-25	N/A	N/A	0	No violation found
3	Private Property	Barton St E	12-May-25	N/A	N/A	0	Coordinated Clean-Up
2	Private Property	John St S	12-May-25	N/A	N/A	0	Notified HFSO
13	Private Property	Olympic Dr	02-May-25	N/A	N/A	0	Notified Hydro One Security
3	Rail Trail	between Gage St S and Wentworth St S	05-May-25	N/A	N/A	0	Coordinated Clean-Up
3	Rail Trail	Between Wentworth St S and Corktown Dog Park	05-May-25	N/A	N/A	0	Coordinated Clean-Up
4	Red Hill Valley Parkway On-Ramp	near King Street East	23-Apr-25	N/A	N/A	0	Notified HFSO
4	Red Hill Valley Parkway On-Ramp	near King Street East	23-Apr-25	12-May-25	13-May-25	1	Trespass Notice(s) Issued
4	Redhill Valley Trail	at Melvin Ave	24-Mar-25	N/A	N/A	0	Observation - Violation Found
3	Road Allowance	Main St E/ King St E	24-Apr-25	N/A	N/A	0	No violation found
15	Road Allowance	Don Rd	12-May-25	N/A	N/A	0	No violation found
5	Road allowance	Kenora Ave/ Nash Rd N	31-Mar-25	N/A	N/A	0	Notified HFSO
5	Road allowance	Kenora Ave/ Nash Rd N	31-Mar-25	N/A	N/A	0	Notified Hydro One Security
4	Road Allowance	Redhill Valley Parkway and King St E	23-Apr-25	N/A	N/A	0	Observation - Violation Found
5	Road Allowance	Kenora Ave/ Nash Rd N	31-Mar-25	12-May-25	19-May-25	4	Trespass Notice(s) Issued
5	Stoney Creek Cemetery		25-Apr-25	N/A	N/A	0	Notified HFSO
5	Stoney Creek Cemetery		25-Apr-25	12-May-25	14-May-25	1	Trespass Notice(s) Issued

3	Beasley Park		29-Apr-25				No violation found
15	Borer's Creek Trail	near Don Rd	14-Apr-25	N/A	N/A	0	Notified HFSO
15	Borer's Creek Trail	near Don Rd	14-Apr-25	13-May-25	14-May-25	1	Trespass Notice(s) Issued
13	Centennial Park		07-May-25	N/A	N/A	0	No violation found
1	Dundurn Castle	behind Cockpit Theatre	13-May-25	N/A	N/A	0	Coordinated Clean-Up
14	Green Space	Garth St/ Lincoln Alexander Parkway Westbound	07-May-25	13-May-25	14-May-25	1	Trespass Notice(s) Issued
2	Jackie Washington Rotary Park		02-May-25				No violation found
2	John Rebecca Park		14-Apr-25				No violation found
2	McClaren Park		12-May-25				Observation - Violation Found
13	Olympic Park		02-May-25	13-May-25	14-May-25	1	Trespass Notice(s) Issued
2	Pier 4 Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
2	Pier 4 Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
3	Powell Park		12-May-25				Observation - Violation Found
5	Private Property	Centennial Pkwy N	13-May-25	N/A	N/A	0	Notified HFSO
13	Private Property	King St W	13-May-25	N/A	N/A	0	Notified HFSO
13	Private Property	Olympic Dr	02-May-25	N/A	N/A	0	Notified Hydro One Security

3	Rail Trail	between Gage Ave S and Wentworth Ave S	05-May-25	N/A	N/A	0	Coordinated Clean-Up
3	Rail Trail	between Kenilworth Ave S and Gage Ave S	05-May-25	N/A	N/A	0	Coordinated Clean-Up
4	Red Hill Valley Trail	at Melvin Ave	24-Mar-25	13-May-25	14-May-25	1	Trespass Notice(s) Issued
1	Road allowance	Main St W/ Queen St S	13-May-25	N/A	N/A	0	Notified HFSO
8	Road allowance	Upper James and Lincoln Alexander Parkway north of Westbound Ramp	13-May-25	13-May-25	14-May-25	1	Trespass Notice(s) Issued
13	Sheldon Manor Park		29-Apr-25	N/A	N/A	0	No violation found
8	Southam Park		29-Apr-25	13-May-25	14-May-25	1	Trespass Notice(s) Issued
2	Strachan Linear Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
2	Strachan Linear Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	Observation - Violation Found
3	Bishop's Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	Observation - Violation Found
15	Borer's Creek Trail	near Don Rd	14-Apr-25	N/A	N/A	0	Notified HFSO
2	Central Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found

2	Central Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
4	Globe Park		08-Apr-25	N/A	N/A	0	Coordinated Clean-Up
14	Green Space	Garth St/ Lincoln Alexander Parkway Westbound	07-May-25	N/A	N/A	0	Notified HFSO
3	Mountain Brow West Park		14-May-25	N/A	N/A	0	No violation found
3	Myrtle Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
13	Olympic Park		02-May-25	N/A	N/A	0	Notified HFSO
7	Peace Memorial Park		14-May-25	N/A	N/A	0	No violation found
3	Pinky Lewis Parkette		02-Apr-25	N/A	N/A	0	Notified HFSO
3	Pinky Lewis Parkette		02-Apr-25	14-May-25	14-May-25	1	Trespass Notice(s) Issued
3	Powell Park		12-May-25	N/A	N/A	0	Notified HFSO
3	Powell Park		12-May-25	14-May-25	14-May-25	1	Trespass Notice(s) Issued
10	Private Property	Highway 8	14-May-25	N/A	N/A	0	No violation found
3	Rail Trail	Between Wentworth St S and Corktown Dog Park	05-May-25	N/A	N/A	0	Coordinated Clean-Up
3	Rail Trail	between Gage St S and Wentworth St S	05-May-25	N/A	N/A	0	Coordinated Clean-Up
3	Rail Trail	between Gage St S and Wentworth	05-May-25	N/A	N/A	0	Notified HFSO

		St S					
3	Rail Trail	between Gage St S and Wentworth St S	05-May-25	14-May-25	15-May-25	2	Trespass Notice(s) Issued
4	Red Hill Valley Trail	at Melvin Ave	24-Mar-25	N/A	N/A	0	Notified HFSO
8	Road allowance	Upper James and Lincoln Alexander Parkway north of Westbound Ramp	13-May-25	N/A	N/A	0	Notified HFSO
8	Southam Park		29-Apr-25	N/A	N/A	0	Notified HFSO
7	TB McQuesten Park		18-Mar-25	N/A	N/A	0	No violation found
1	Victoria Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
1	Victoria Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
2	Woolverton Park		18-Mar-25	N/A	N/A	0	Notified HFSO
2	Bayfront Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
3	Beasley Park		15-May-25	N/A	N/A	0	Coordinated Clean-Up
3	Beasley Park		15-May-25	15-May-25	15-May-25	0	Coordinated Clean-Up
3	Beasley Park		15-May-25	15-May-25	15-May-25	3	Trespass Notice(s) Issued
3	Beasley Park		15-May-25	N/A	N/A	0	Notified HFSO
3	Beasley Park		15-May-25	N/A	N/A	0	Notified HFSO
3	Bishop's Park		01-May-25	15-May-25	15-May-	2	Trespass

					25		Notice(s) Issued
3	Bishop's Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	Coordinated Clean-Up
3	Bishop's Park		03-Apr-25	N/A	N/A	0	Coordinated Clean-Up
3	Bishop's Park		01-May-25	N/A	N/A	0	Notified HFSO
2	Carter Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
2	Claremont Access Parkettes		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	Observation - Violation Found
2	Commonwealth Square		03-Apr-25	N/A	N/A	0	Coordinated Clean-Up
2	Commonwealth Square		03-Apr-25	15-May-25	15-May-25	1	Trespass Notice(s) Issued
2	Commonwealth Square		03-Apr-25	15-May-25	15-May-25	1	Trespass Notice(s) Issued
2	Commonwealth Square		03-Apr-25	N/A	N/A	0	Notified HFSO
2	Ferguson Station		10-Mar-25	N/A	N/A	0	No violation found
4	Globe Park		08-Apr-25	N/A	N/A	0	Coordinated Clean-Up
3	Green Space	298 Hunter St E	Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
3	JC Beemer Park		Proactive Investigation (1km Radius to Tiffany Barton)	N/A	N/A	0	No violation found
3	Rail Trail	Between Wentworth St S and Corktown	05-May-25	15-May-25	15-May-25	3	Trespass Notice(s) Issued

		Dog Park					
2	Road allowance	near Salvation Army on York Blvd	15-May-25	N/A	N/A	0	Coordinated Clean-Up
2	Road Allowance	near YWCA on MacNab St S	21-Mar-25	N/A	N/A	0	Coordinated Clean-Up
2	Road Allowance	near YWCA on MacNab St S	21-Mar-25	15-May-25	15-May-25	3	Trespass Notice(s) Issued
2	Shamrock Park		29-Apr-25	N/A	N/A	0	No violation found
2	Shamrock Park North		12-May-25	15-May-25	15-May-25	2	Trespass Notice(s) Issued
2	Shamrock Park North		12-May-25	N/A	N/A	0	Notified HFSO
3	Century Park		14-Apr-25	N/A	N/A	0	No violation found
2	Claremont Access		15-Apr-25	N/A	N/A	0	Coordinated Clean-Up
2	Commonwealth Square		03-Apr-25	N/A	N/A	0	No violation found
2	Ferguson Station		16-May-25	N/A	N/A	0	No violation found
1	Hill Street Park		29-Apr-25	N/A	N/A	0	Notified HFSO
1	Hill Street Park		29-Apr-25	N/A	N/A	0	Notified Parking Enforcement
4	Hillcrest Park		07-May-25	N/A	N/A	0	No violation found
4	Mahoney Park		25-Mar-25	N/A	N/A	0	No violation found
3	Pinky Lewis Parkette		02-Apr-25	N/A	N/A	0	No violation found
3	Powell Park		12-May-25	N/A	N/A	0	No violation found
3	Rail Trail	Between Wentworth St S and Corktown Dog Park	05-May-25	N/A	N/A	0	Coordinated Clean-Up
2	Road allowance	near YWCA on MacNab St S	21-Mar-25	N/A	N/A	0	Coordinated Clean-Up
2	Strachan Linear		25-Apr-25	N/A	N/A	0	Observation

	Park						- Violation Found
2	Strachan Linear Park		25-Apr-25	N/A	N/A	0	Notified HPS
2	Strachan Linear Park		25-Apr-25	N/A	N/A	0	Notified Private Property Owner
2	Woolverton Park		18-Mar-25	N/A	N/A	0	Observation - Violation Found
2	Woolverton Park		18-Mar-25	N/A	N/A	0	Coordinated Clean-Up
2	Woolverton Park		18-Mar-25	N/A	N/A	0	Observation - violation found
2	Woolverton Park		18-Mar-25	N/A	N/A	0	Coordinated Clean-Up

Housing Focused Street Outreach Engagement Update

	Week 20	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	279	288

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 20	Previous Week
Total individuals (non-unique) who were provided access to encampment-specific shower programs	18	14

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 20	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	19	24	N/A

	Week 20	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.

May 12, 2025	Rail Trail - Wentworth St S to Kenilworth Stairs
May 13, 2025	Jennie Florence Parker Sports Complex, Rail Trail - Wentworth St S to Kenilworth Stairs
May 14, 2025	Bayfront Park, Rail Trail - Wentworth ST S to Kenilworth Stairs
May 15, 2025	York Blvd, MacNab St S, Beasley Park, Shamrock Park North and South, Ferguson Station, Commonwealth Square
May 16, 2025	Charlton Rd E, Bishop's Gate, MacNab St S, Beasley Park, York Blvd, Ferguson Station

Hamilton Fire Department: Responses at Locations Involving Unsheltered Individuals

Response Type	Number of Incidents	Ward Breakdown	Additional Notes
Burning Complaint	1	<ul style="list-style-type: none">Ward 5: 1 incident	
Structure/ Tent Fire	2	<ul style="list-style-type: none">Ward 3: 1 incidentWard 5: 1 incident	
Total	3		

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 May 12 - May 18, 2025

Ward	Number of Fire Related Incidents	Injuries
3	1	0
5	2	
Total	3	