




# COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	May 21, 2025
<b>SUBJECT:</b>	Licensing Section Extended Service Hours (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Dan Smith Acting Director, Licensing and Bylaw Services Planning and Economic Development Department
<b>SIGNATURE:</b>	

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

Effective June 1, 2025, Licensing Compliance Officers' hours of service will expand to enhance service levels to the community with respect to business licensing and enforcement. This extension of service is in response to ongoing changing business operations, mobile licensing trends, required evening inspections and complaint investigations. Licensing Compliance Officers' shifts will be extended to include the following hours:

	<b>Current level of service</b>	<b>New level of service</b>
Monday	7:00am-4:00pm	7:00am-9:00pm
Tuesday	7:00am-4:00pm	7:00am-9:00pm
Wednesday	7:00am-4:00pm	7:00am-9:00pm
Thursday	7:00am-4:00pm	7:00am-9:00pm
Friday	7:00am-4:00pm	7:00am-1:00am
Saturday	-	8:00am-1:00am
Sunday	-	-

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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.

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Licensing will continue to intake complaints and be available for in-person administrative assistance from Monday – Friday between the hours of 8:30am – 4:30pm. Complaints will be addressed on a priority basis during new extended operational hours.

This enhancement is not associated with the changes shared in the March 18, 2025, Communication Update that provided notice of Municipal Law Enforcement's new enhanced hours of service to assist with noise complaints and other by-law matters. The changes to the Licensing sections hours are in addition to that of Municipal Law Enforcements new operating hours.

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](mailto:Daniel.Smith@hamilton.ca).