

Complaints & Requests for Service

Total Complaints & Service Requests	Week 23	Previous Week	Previous Month Average
	128	102	116

Most Frequently Identified Locations			
City Hall	Woodlands Park	Durand Park	East Kiwanis Place

Complaint/Service Request Type	
Request to Enforce Parks By-law	49%
Follow Up to Previous Request	14%
Encampment on Private Property	10%
Request for Garbage/ Debris Clean-Up	6%
Health and Safety Concerns	5%
General Complaints	4%
Other (living in bus shelter, living in vehicle)	3%
Questions related to enforcement	2%
Reporting Fire	1%

Source of Complaint/Service Request	
Concerned Citizen	80%
Councillor's Office	10%
BIA or Local Business	4%
Internal - Public Works	4%
City Manager's Office	1%
Hamilton Police Service	1%
Internal - Other	1%

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, the Chedoke Radial Trail, the Pipeline Trail, the Eramosa Karst Trail, Felker's Falls, the Keddy Trail and the Rail Trail. From June 2 - June 8, 2025, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Julian Ave, York Blvd, King St E, Lake Ave N, Quigly Rd, Strathearne Ave, Hunter St W, King St W,
Road Allowances	Jackson St W/ MacNab St S, near Salvation Army on York Blvd, alley near Francis St, Rymal Rd E/ Swayze Rd, Barton St E/ Woodward Ave, QEW exit near Centennial Parkway and the South Service Road, alley between Ferguson Ave and Wellington St, near the YWCA on MacNab St, Victoria Ave S/ Main St E, near 314 Mountain Brow Blvd, Main St W/ Queen St S, Wellington St N, near Good Shepherd Men's Centre & Venture Centre on Mary St

Bus Shelter	Cannon St E/ Wentworth St N
Chedoke Radial Trail	Near Scenic Dr
Pipeline Trail	Between Wexford Ave/ Graham Ave, near London St N, near Paling Ave, between London St N and Edgemont Dr
Eramosa Karst Trail	At Richdale Dr/ Fairhaven Dr
Felker's Falls	Off Hildegard Dr
Keddy Trail	At St. Joseph's Drive
Rail Trail	Between Gage Ave S and Wentworth Ave S, between Wentworth St S and Corktown Park

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 during the reporting period from June 2 - June 8, 2025. 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.

Please note the following:

HFSO	Housing Focused Street Outreach
HPS	Hamilton Police Service

Ward	Location	Address *	Date Identified to CERT	Date Trespass Notice(s) Issued	Compliance Date of Trespass Notice(s)	# of Trespass Notice(s) Issued	Status	Date
4	Andrew Warburton Park		02-Apr-25				No violation found	02-Jun-25
2	Bayfront Park		02-Apr-25				No violation found	03-Jun-25
2	Beasley Park		20-May-25				Coordinated Clean-Up	03-Jun-25
2	Beasley Park		05-Jun-25	06-Jun-25	06-Jun-25	4	Trespass Notice(s) Issued and Notified HFSO	06-Jun-25
3	Bishop's Park		03-Jun-25				No violation found	03-Jun-25

2	Carter Park		03-Jun-25				No violation found	03-Jun-25
2	Central Park		25-Apr-25				No violation found	03-Jun-25
2	City Hall		27-May-25				Observation - violation found, Notified HFSO, Notified HPS	02-Jun-25
2	Claremont Access Parkettes		10-Apr-25				No violation found	03-Jun-25
2	Durand Park		03-Jun-25				Notified HPS	06-Jun-25
4	East Kiwanis Place		31-May-25				Coordinated Clean-Up	06-Jun-25
5	Felker's Falls at Hildegard Dr trail entrance		04-Jun-25				No violation found	04-Jun-25
2	Ferguson Station		30-May-25				Coordinated Clean-Up	03-Jun-25
2	Ferguson Station		04-Jun-25				Coordinated Clean-Up	05-Jun-25
3	Gage Park		01-Jun-25				Notified HFSO	02-Jun-25
3	Green Space	298 Hunter St E	10-Apr-25				No violation found	03-Jun-25
1	Jackson Park		29-Apr-25	02-Jun-25	02-Jun-25	1	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	02-Jun-25
1	Jackson Park		29-Apr-25				No violation found	05-Jun-25
3	JC Beemer Park		29-Apr-25				No violation found	03-Jun-25
3	JC Beemer Park		05-Jun-25	05-Jun-25	05-Jun-25	1	Trespass Notice(s) Issued, Notified HFSO	05-Jun-25
4	Kenilworth Access		18-Mar-25				Coordinated Clean-Up	04-Jun-25
4	Kenilworth Access		05-Jun-25	05-Jun-25	05-Jun-25	1	Trespass Notice(s) Issued, Notified HFSO	05-Jun-25
3	Myrtle Park		03-Jun-25				No violation found	03-Jun-25

2	Pier 4 Park		02-Apr-25		No violation found	03-Jun-25
3	Pinky Lewis Parkette		02-Apr-25		No violation found	02-Jun-25
4	Pipeline Trail	at Dunsmur e Rd	12-May-25		Notified HPS	02-Jun-25
4	Pipeline Trail	btw Wexford Ave N and Houghto n Ave N	12-May-25		No violation found	05-Jun-25
3	Powell Park		27-May-25		No violation found	02-Jun-25
2	Public Works Building	btw 200 Caroline St N and 125 Barton St W	06-Jun-25		Notified HFSO	06-Jun-25
4	Queenston Road Bridge		03-Jun-25		Coordinated Clean-Up	03-Jun-25
3	Rail Trail	Btw Wentwo rth St S and Corktow n Park	05-May-25		Coordinated Clean-Up	03-Jun-25
4	Red Hill Valley Trail	at Queenst on Rd	16-May-25		Coordinated Clean-Up	04-Jun-25
4	Red Hill Valley Trail	at Queenst on Rd	05-Jun-25		Coordinated Clean-Up	05-Jun-25
14	Road allowance	Garth St at Lincoln Alexand er Parkway	04-Jun-25		Coordinated Clean-Up	04-Jun-25
3	Road allowance	Main St E/ Victoria Ave S	05-Jun-25		No violation found	06-Jun-25
2	Road allowance	Mary St	02-Jun-25		Coordinated Clean-Up	02-Jun-25
2	Road allowance	Mary St	03-Jun-25		Coordinated Clean-Up	03-Jun-25
2	Road allowance	Mary St	05-Jun-25		Coordinated Clean-Up, Notified HPS	05-Jun-25

8	Road allowance	near 1065 Upper James St	30-May-25				Observation - violation found	06-Jun-25
1	Road allowance	near 130 York Blvd.	22-Apr-25				Coordinated Clean-Up	02-Jun-25
1	Road allowance	near 130 York Blvd.	04-Jun-25	04-Jun-25	04-Jun-25	2	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	04-Jun-25
1	Road allowance	near 130 York Blvd.	04-Jun-25				Coordinated Clean-Up, Notified HPS	05-Jun-25
1	Road allowance	near 130 York Blvd.	06-Jun-25				No violation found	06-Jun-25
2	Road allowance	near 84 York Blvd	28-Apr-25				Coordinated Clean-Up	03-Jun-25
2	Road allowance	near Good Shepherd Men's Centre	02-Jun-25	02-Jun-25	02-Jun-25	2	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	02-Jun-25
15	Road allowance	near Ryan's Way	14-Apr-25				Notified HFSO	02-Jun-25
2	Road allowance	near Salvation Army on York Blvd	02-Jun-25				Observation - violation found	02-Jun-25
2	Road allowance	near Salvation Army on York Blvd	03-Jun-25				Coordinated Clean-Up	03-Jun-25
2	Road allowance	near Salvation Army on York Blvd	04-Jun-25				Coordinated Clean-Up	04-Jun-25
2	Road allowance	near Salvation Army on York Blvd	06-Jun-25				Coordinated Clean-Up	06-Jun-25
2	Road allowance	near YWCA on MacNab St S	02-Jun-25				Coordinated Clean-Up	02-Jun-25
2	Road allowance	near YWCA on	03-Jun-25				Coordinated Clean-Up	03-Jun-25

		MacNab St S						
2	Road allowance	near YWCA on MacNab St S	04-Jun-25				Coordinated Clean-Up	05-Jun-25
2	Road allowance	near YWCA on MacNab St S	06-Jun-25				Coordinated Clean-Up	06-Jun-25
1	Road allowance	Queen St S/Main St W	27-May-25				Coordinated Clean-Up	02-Jun-25
1	Road allowance	Queen St S/Main St W	02-Jun-25				Notified HFSO	03-Jun-25
9	Road allowance	Rymal Rd E/Swayze Rd	05-Jun-25				No violation found, Notified HFSO	06-Jun-25
4	Road allowance	Woodward Ave/Barton St E	04-Jun-25				No violation found	04-Jun-25
7	Sam Lawrence Park		30-May-25	05-Jun-25	05-Jun-25	1	Trespass Notice(s) Issued, Notified HFSO	05-Jun-25
5	Sam Manson Park		29-May-25				Observation - violation found, Notified HPS, Coordinated Clean-Up	02-Jun-25
5	Sam Manson Park		29-May-25				No violation found	04-Jun-25
2	Strachan Linear Park		25-Apr-25	03-Jun-25	03-Jun-25	1	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	03-Jun-25
1	Victoria Park		23-May-25				No violation found	03-Jun-25
3	Woodlands Park		03-Jun-25	03-Jun-25	03-Jun-25	2	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	03-Jun-25
3	Woodlands Park		04-Jun-25	05-Jun-25	05-Jun-25	1	Trespass Notice(s) Issued	05-Jun-25
3	Woodlands Park		04-Jun-25				Notified HFSO	06-Jun-25
2	Woolverton Park		18-Mar-25	05-Jun-25	05-Jun-25	1	Trespass Notice(s)	05-Jun-25

							Issued, Notified HFSO and Coordinated Clean-up	
2	Woolverton Park		18-Mar-25	06-Jun-25	06-Jun-25	2	Trespass Notice(s) Issued, Notified HFSO	06-Jun-25

*Only applicable to private property and road allowances.

Housing Focused Street Outreach Engagement Update

Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	Week 23	Previous Week	Additional Notes:
	490	316	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

Total individuals (non-unique) who were provided access to encampment- specific shower programs	Week 23	Previous Week	Additional Notes:
	18	30	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

Total encampment sites maintained and cleaned by Parks Section staff	Week 23	Previous Week	2025 Weekly Average	Additional Notes:
	31	47	N/A	
Total encampment sites maintained and cleaned by an independent contractor	Week 23	Previous Week	2025 Weekly Average	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.
	6	0	N/A	

June 2, 2025	Road allowance near Salvation Army on York Blvd., Road allowance near 84 York Blvd., Road allowance near 130 York Blvd., Road allowance near YWCA on MacNab, Mary Street, Beasley Park, Jackson Park, Queen Street, Andrew Warburton Park, Sam Manson Park
June 3, 2025	Road allowance near Salvation Army on York Blvd., Road allowance near 84 York Blvd., Road allowance near 130 York Blvd., Road allowance near YWCA on MacNab, Mary Street, Beasley Park, Woodlands Park, Bruleville Nature Park, Sam Lawrence Park, Jackie Washington Rotary Park, Strachan St E
June 4, 2025	Road allowance near Salvation Army on York Blvd., Road allowance near 84 York Blvd., Road allowance near 130 York Blvd., Road allowance near YWCA on MacNab, Queenston Bridge @ Redhill
June 5, 2025	Road allowance near Salvation Army on York Blvd., Road allowance near 84 York Blvd., Road allowance near 130 York Blvd., Road allowance near YWCA on MacNab, Ferguson Station, Mary Street, Beasley Park, Woodlands Park, Pipeline Trail at Wexford Ave, Queenston Bridge @ Redhill
June 6, 2025	Bridgeworks, Central Park, Road allowance near Salvation Army on York Blvd., Road allowance near 84 York Blvd., Road allowance near 130 York Blvd., Woolverton Park, Road allowance near YWCA on MacNab, East Kiwanis Place, Montgomery Park, Durand Park

Hamilton Fire Department: Responses at Locations Involving Unsheltered Individuals

Response Type	Number of Incidents	Ward Breakdown
Structure/ Tent Fire	1	<ul style="list-style-type: none"> Ward 2: 1 incident
Total	1	<ul style="list-style-type: none"> Ward 2: 1 incident

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

Additional Notes:
<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 June 2 - June 8, 2025</p>

If you have any questions related to this week's Encampment Weekly Update please email encampments@hamilton.ca