

Complaints & Requests for Service

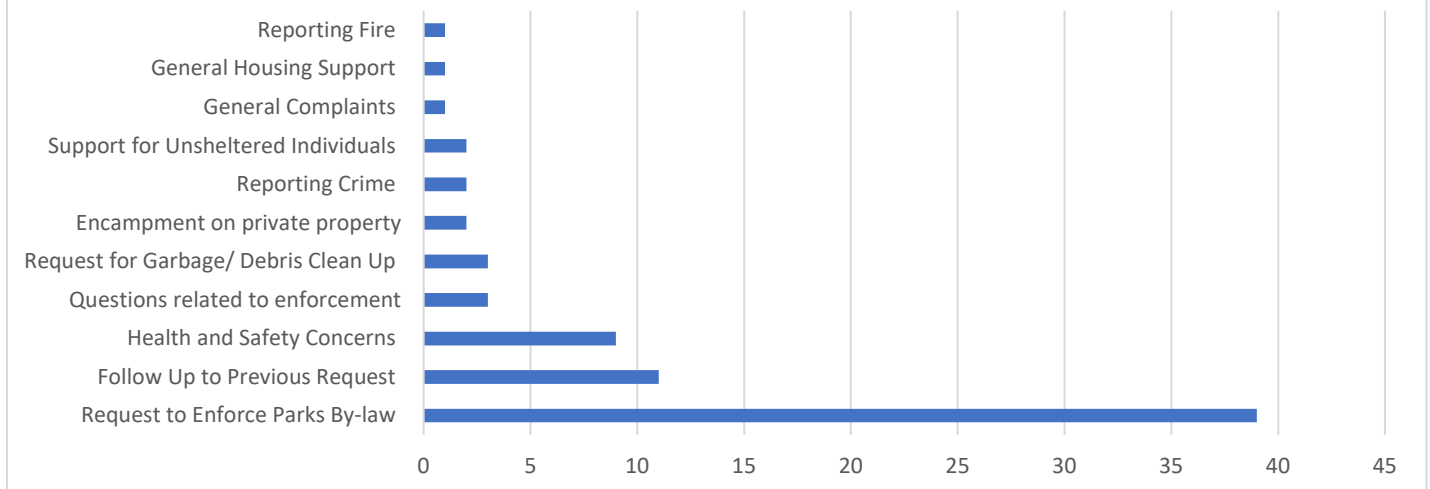
Total Complaints & Service Requests	Week 27	Previous Week	Previous Month Average
	74	62	115

Most Frequently Identified Locations			
City Hall	Former Sir John A. MacDonald Secondary School	Powell Park	St. Christopher's Park

Complaint/Service Request Type	
Request to Enforce Parks By-law	53%
Follow Up to Previous Request	15%
Health and Safety Concerns	12%
Questions Related to Enforcement	4%
Request for Garbage/ Debris Clean-Up	4%
Encampment on Private Property	3%
Reporting Crime	3%
Support for Unsheltered Individual(s)	3%
General Complaints	1%
General Housing Support	1%
Reporting Fire	1%

Source of Complaint/Service Request	
Concerned Citizen	76%
BIA or Local Business	8%
Internal - Other	4%
Internal - Public Works	4%
Community Partners	3%
Councillor's Office	1%
Hamilton Police Services	1%
Internal - Transit	1%
Other	1%

Complaints/ Service Requests



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 Shelter, the Chedoke Radial Trail, McAnulty Trail, the Rail Trail, and the Red Hill Valley Trail. From June 30 - July 6, 2025, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Sanford Ave N, King St E, Barton St E/ Adeline Ave
Road Allowances	York Blvd, Caroline St/ Market St N, Hunter St W Bike Lane at MacNab St S, Arrowhead Dr/ Conch Rd, Upper Gage St/ Lincoln Alexander Parkway Overpass, alley on Bristol St between Minto Ave and Sanford Ave N, James St N/ Vine St, Alley between Clinton St and Case St
Bus Shelter	Main at Emerald (South East Corner)
Chedoke Radial Trail	up the Rail Trail from Chedoke Golf course up to Scenic Dr
McAnulty Trail	At the Ottawa St. N entrance and at McAnulty Blvd.
Rail Trail	between Wentworth St S and Corktown Park
Red Hill Valley Trail	Adjacent to Charlotte St and at Central Ave

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 30 - July 6, 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
------	---------------------------------

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
2	Bayfront Park		30-Jun-25				No violation found	30-Jun-25
2	Bayfront Park		02-Jul-25				No violation found	02-Jul-25

2	Beasley Park		02-Jul-25				Observation - violation found, Coordinated Clean-Up	02-Jul-25
3	Bishop's Park		04-Jun-25				No violation found	02-Jul-25
2	Bridgeworks	200 Caroline St N	06-Jun-25				No violation found	02-Jul-25
2	Central Park		27-Jun-25				Observation - violation found	02-Jul-25
2	City Hall		27-May-25	03-Jul-25	Immediate	60	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	03-Jul-25
2	City Hall		27-May-25				Observation - violation found, Coordinated Clean-Up	04-Jul-25
2	Claremont Access		30-Jun-25				Coordinated Clean-Up	30-Jun-25
2	Ferguson Station		27-Jun-25				Coordinated Clean-Up	02-Jul-25
2	Former Sir John A. MacDonald Secondary School		27-Jun-25				Notified HFSO	02-Jul-25
2	Former Sir John A. MacDonald Secondary School		27-Jun-25	02-Jul-25	Immediate	4	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	02-Jul-25
5	Henry & Beatrice Warden Park		06-Jun-25				No violation found	30-Jun-25
2	Hess Street Elementary School		30-Jun-25				Notified HFSO	02-Jul-25
2	Jackie Washington Rotary Park		18-Jun-25				No violation found	02-Jul-25
2	Keddy Trail		03-Jul-25				Notified HFSO	03-Jul-25
14	Mark Anthony Graham Olympic Park		11-Jun-25				Observation - violation found, Notified HPS	30-Jun-25
2	Pier 4 Park		30-Jun-25				No violation found	30-Jun-25

3	Pinky Lewis Parkette		17-Jun-25				Observation - violation found, Coordinated Clean-Up	02-Jul-25
4	Pipeline Trail	London St S/ Edgemont Dr	12-May-25				No violation found	30-Jun-25
3	Powell Park		02-Jul-25				Coordinated Clean-Up	02-Jul-25
1	Private Property	Norfolk St N	25-Jun-25				No violation found	30-Jun-25
5	Private Property	Quigley Rd	24-Apr-25				Coordinated Clean-Up	30-Jun-25
3	Private Property	Main St E/ East Ave S	09-May-25				No violation found	30-Jun-25
15	Private Property	Dundas St E	28-May-25				No violation found	02-Jul-25
3	Private Property	Sanford Ave N	04-Jul-25				Notified HFSO	04-Jul-25
2	Road allowance	Hunter St W/ Bold St	09-Jun-25				No violation found	30-Jun-25
2	Road allowance	near 75 MacNab St S	25-Jun-25				Coordinated Clean-Up	30-Jun-25
2	Road allowance	near 75 MacNab St S	02-Jul-25				Coordinated Clean-Up	02-Jul-25
2	Road allowance	near 84 York Blvd	02-Jul-25				No violation found	02-Jul-25
3	Road allowance	Barton St E/ Sherman Ave N	02-Jul-25				No violation found	02-Jul-25
9	Road allowance	Fairhaven Dr/ Richdale Dr	09-Jun-25				No violation found	02-Jul-25
2	Road allowance	near 94 York Blvd	02-Jul-25				No violation found	02-Jul-25
15	Rockcliffe Gardens Park		25-Jun-25				No violation found	30-Jun-25
4	St. Christopher Park		02-Jul-25	02-Jul-25	Immediate	1	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	02-Jul-25
7	Vincent Massey Park		25-Jun-25				Observation - violation found	02-Jul-25

* Only applicable to private property and road allowances.

Housing Focused Street Outreach Engagement Update

	Week 27	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	308	372

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 27	Previous Week
Total individuals (non-unique) who were provided access to encampment- specific shower programs	9	28

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 27	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	18	39	N/A

	Week 27	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by an independent contractor	13	9	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 or both contractors and Parks are specifically noted in bold below .

June 2, 2025

Park St N/ Vine St, Road allowance near 84 York Blvd., Road allowance near 94 York Blvd., Former Sir John A. MacDonald Secondary School, Central Park, Road allowance near 75 MacNab St S, Ferguson Station, Mary St, Beasley Park, Woodlands Park, Pinky Lewis Parkette, Powell Park

June 3, 2025	City Hall
June 4, 2025	City Hall, Commonwealth Square, Vincent Massey Park, Wellington Parkette, Wellington Square

Hamilton Fire Department: Responses at Locations Involving Unsheltered Individuals

Response Type	Number of Incidents	Ward Breakdown	Additional Notes:
Burning Complaint	1	Ward 2: 1 incident	<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 30 - July 6, 2025</p>

Ward	Number of Fire Related Incidents	Injuries
Ward 2	1	0

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