

Complaints & Requests for Service

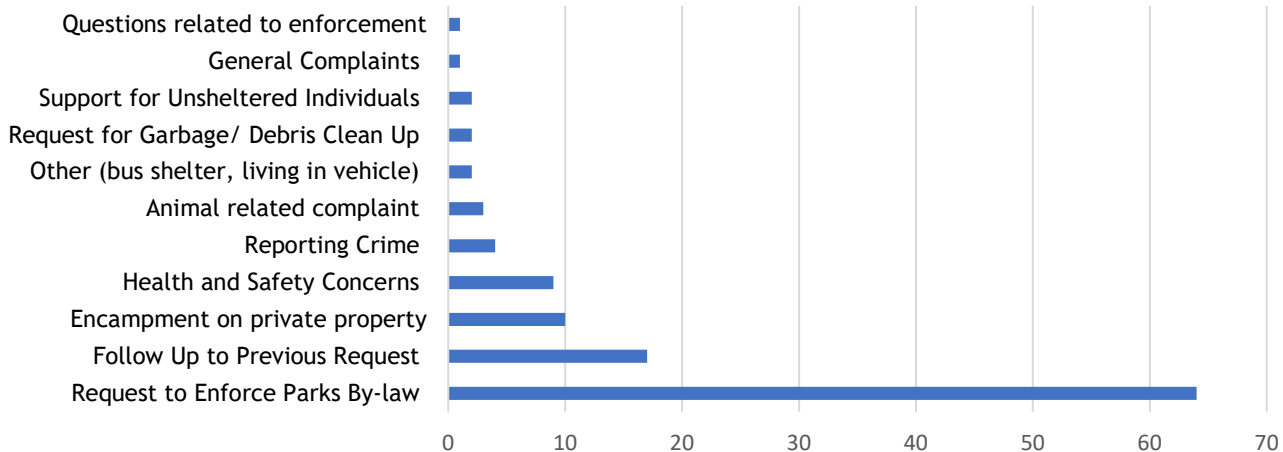
Total Complaints & Service Requests	Week 28	Previous Week	Previous Month Average
	115	74	115

Most Frequently Identified Locations		
Rail Trail	Central Park	Woodlands Park

Complaint/Service Request Type	
Request to Enforce Parks By-law	56%
Follow Up to Previous Request	15%
Encampment on Private Property	9%
Health and Safety Concerns	8%
Reporting Crime	3%
Animal Related Complaint	3%
Other (bus shelter, living in vehicle)	2%
Request for Garbage/ Debris Clean-Up	2%
Support for Unsheltered Individual(s)	2%
General Complaints	1%
Questions Related to Enforcement	1%

Source of Complaint/Service Request	
Concerned Citizen	81%
BIA or Local Business	10%
Councillor's Office	3%
Internal - Public Works	3%
Community Partners	2%
Hamilton Conservation Authority	1%
Internal - Other	1%
Mayor's Office	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, Confederation Park, the Rail Trail, and the Pink Tunnel. From July 7 - July 13, 2025, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Gage Ave N, Regalview Dr, East Ave S, Mars Ave, Burlington St E, Harmony Ave, Bay St N, Hess St S, Cluny Ave, Upper Wellington St
Road Allowances	Bay St N, Birmingham St/ Burlington St E, Market St/ Caroline St N, Hess St S/ King St W, Barton St E, alleyway between Clinton St and Case St, Lincoln Alexander Parkway WB/ Upper James, alley between Ashley St and Steven St on King William St, York Blvd, York Blvd/ Bay St N, Bay St N/ Cannon St W
Confederation Park	between the ramp Beach to QEW Toronto and Van Wagners Beach Rd and Waterfront Trail Parking Lot
Rail Trail	between Wentworth St S and Corktown Park
The Pink Tunnel	149 Ferguson Ave S

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 July 7 - July 13, 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 Services
*	Only applicable to private property and road allowances

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		26-Jun-25				No violation found	09-Jul-25
2	Bayfront Park		10-Jul-25				No violation found	10-Jul-25

2	Bayfront Park		11-Jul-25				No violation found 11-Jul-25
2	Beasley Park		02-Jul-25				Coordinated Clean-Up 09-Jul-25
2	Beasley Park		02-Jul-25				Observation - violation found 10-Jul-25
2	Beasley Park		02-Jul-25				Observation - violation found 11-Jul-25
6	Berrisfield Park		03-Jul-25				No violation found 07-Jul-25
3	Birch Avenue Park		07-Jul-25				Observation - violation found 09-Jul-25
3	Birch Avenue Park		07-Jul-25				Observation - violation found 10-Jul-25
3	Birch Avenue Park		07-Jul-25				Observation - violation found 11-Jul-25
8	Captain Cornelius Park		02-Jul-25				No violation found 07-Jul-25
2	Central Park		27-Jun-25				Observation - violation found 07-Jul-25
2	Central Park		08-Jul-25				No violation found 09-Jul-25
2	Central Park		09-Jul-25				Observation - violation found 10-Jul-25
2	Central Park		09-Jul-25				Observation - violation found 11-Jul-25
2	City Hall		27-May-25	08-Jul-25	Immediate	7	Trespass Notice(s) Issued and Coordinated Clean-up 08-Jul-25
2	City Hall		27-May-25				Observation - violation found 09-Jul-25
6	Fay Avenue Park		25-Jun-25				No violation found 07-Jul-25
6	Fay Avenue Park		02-Jul-25				No violation found 10-Jul-25
2	Ferguson Station		04-Jul-25				Coordinated Clean-Up 09-Jul-25
	Fernwood Park		10-Jul-25				No violation found 10-Jul-25

2	Former Sir John A. MacDonald Secondary School		07-Jul-25	07-Jul-25	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	07-Jul-25
2	Former Sir John A. MacDonald Secondary School		07-Jul-25				Notified HFSO	08-Jul-25
4	Green Space	Woodward Ave	03-Jul-25				No violation found	07-Jul-25
4	Green Space	near Ramp King EB to Kenilworth SB	31-Mar-25				No violation found	11-Jul-25
15	Green Space	between Margaret Street Park and Edith Crt	10-Apr-25				Coordinated Clean-Up	11-Jul-25
6	Huntington Park		08-Jul-25				No violation found	10-Jul-25
2	Jackie Washington Rotary Park		18-Jun-25				No violation found	09-Jul-25
2	Jackie Washington Rotary Park		11-Jul-25				Coordinated Clean-Up	11-Jul-25
3	JC Beemer Park		10-Jul-25				No violation found	10-Jul-25
3	JC Beemer Park		10-Jul-25				No violation found	11-Jul-25
3	Lifesaver's Park		10-Jul-25				No violation found	10-Jul-25
3	Lucy Day Park		04-Jul-25				No violation found	07-Jul-25
7	Mountain Drive Park		12-Jun-25				No violation found	10-Jul-25
3	Myrtle Park		05-Jun-25				No violation found	10-Jul-25
7	Peace Memorial Park		18-Mar-25				No violation found	11-Jul-25
3	Pinky Lewis Parkette		17-Jun-25				No violation found	11-Jul-25
3	Powell Park		02-Jul-25				Notified HFSO	09-Jul-25
3	Powell Park		02-Jul-25				Coordinated Clean-Up	10-Jul-25

3	Powell Park		02-Jul-25				No violation found	11-Jul-25
4	Private Property	Near McAnulty Trail	03-Jul-25				Coordinated Clean-Up, Notified Private Property Owner	07-Jul-25
5	Private Property	Quigley Road	04-Apr-25				No violation found	07-Jul-25
3	Rail Trail	between Wentworth Ave S and Corktown Park	05-May-25				No violation found	10-Jul-25
5	Road allowance	between Battlefield Creek and Nash Rd N	19-Jun-25				Observation - violation found, Notified HPS	10-Jul-25
3	Road allowance	Minto Ave/ Bristol St	03-Jul-25				No violation found	07-Jul-25
6	Road Allowance	Upper Gage Ave/ Lincoln Alexander Parkway	07-Apr-25				Coordinated Clean-Up	07-Jul-25
2	Road allowance	Ferguson Ave N/ Cannon St E	25-Jun-25				No violation found	09-Jul-25
3	Road Allowance	Charlton Ave E/ Victoria Ave S	05-May-25				Observation - violation found, Notified HPS	10-Jul-25
3	Road allowance	Avondale St	07-Apr-25				No violation found	11-Jul-25
1	Road allowance	Delbrook Crt near Chedoke Crossway	14-Apr-25				Coordinated Clean-Up	11-Jul-25
2	Road allowance	near 75 MacNab St S	07-Jul-25	07-Jul-25	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	07-Jul-25
2	Road allowance	near 75 MacNab St S	07-Jul-25				Notified HFSO	08-Jul-25
2	Road allowance	near 94 York Blvd	07-Jul-25				Coordinated Clean-Up	07-Jul-25
7	Sackville Hill Memorial Park		11-Jul-25				No violation found	11-Jul-25
2	Shamrock Park		25-Jun-25	07-Jul-25	Immediate	1	Trespass Notice(s) Issued and	07-Jul-25

							Coordinated Clean-up	
2	Shamrock Park		25-Jun-25	07-Jul-25	24 Hours	1	Trespass Notice(s) Issued and Coordinated Clean-up	07-Jul-25
2	Shamrock Park		25-Jun-25				Notified HFSO	08-Jul-25
2	Shamrock Park		25-Jun-25				Observation - violation found, Notified HPS	09-Jul-25
4	St. Christopher's Park		02-Jul-25				No violation found	07-Jul-25
3	Stirton Tot Lot		10-Jul-25				Observation - violation found, Notified HPS	10-Jul-25
2	Strachan Linear Park		09-Jul-25				Observation - violation found	09-Jul-25
2	Strachan Linear Park		09-Jul-25				No violation found	10-Jul-25
2	Strachan Linear Park		09-Jul-25				No violation found	11-Jul-25
1	Stroud Road Park		24-Mar-25				No violation found	11-Jul-25
7	TB McQuesten Park		10-Jul-25				No violation found	10-Jul-25
7	TB McQuestion Park		11-Jul-25				No violation found	11-Jul-25
11	Turner Park		10-Jul-25				No violation found	10-Jul-25
11	Turner Park		11-Jul-25				No violation found	11-Jul-25
7	Vincent Massey Park		25-Jun-25				Notified HFSO	07-Jul-25
7	Vincent Massey Park		25-Jun-25				No violation found	10-Jul-25
3	Woodlands Park		02-Jul-25				Coordinated Clean-Up	07-Jul-25
3	Woodlands Park		02-Jul-25				Observation - violation found	10-Jul-25
3	Woodlands Park		09-Jul-25				Observation - violation found	11-Jul-25

Housing Focused Street Outreach Engagement Update

	Week 28	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	72	308

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 28	Previous Week
Total individuals (non-unique) who were provided access to encampment- specific shower programs	17	9

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 28	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	26	18	N/A

	Week 28	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by an independent contractor	4	13	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.

July 7, 2025

Ottawa St N/ McAnulty Blvd, Road allowance near 94 York Blvd., Former Sir John A. MacDonald, Secondary School, Central Park, Road allowance near 75 MacNab St S, MacNab St S, Shamrock Park (North), Shamrock Park (South), Mary St, Beasley Park, Woodlands Park, Pinky Lewis Parkette

July 8, 2025	Red Hill Valley Trail, City Hall
July 9, 2025	Ferguson Station, Beasley Park, Central Park, Jackie Washington Rotary Park, Woodlands Park, Pinky Lewis Parkette, MacLaren Park, Radial Park, City Hall
July 10, 2025	City Hall , Ferguson Station
July 11, 2025	City Hall

Hamilton Fire Department: Responses at Locations Involving Unsheltered Individuals

Response Type	Number of Incidents	Ward Breakdown	Additional Notes:
Grass or Brush Fire	1	<ul style="list-style-type: none"> Ward 8: 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 July 7 - July 13, 2025</p>

Ward	Number of Fire Related Incidents	Injuries
Ward 8	1	0
Total	1	

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