

Complaints & Requests for Service

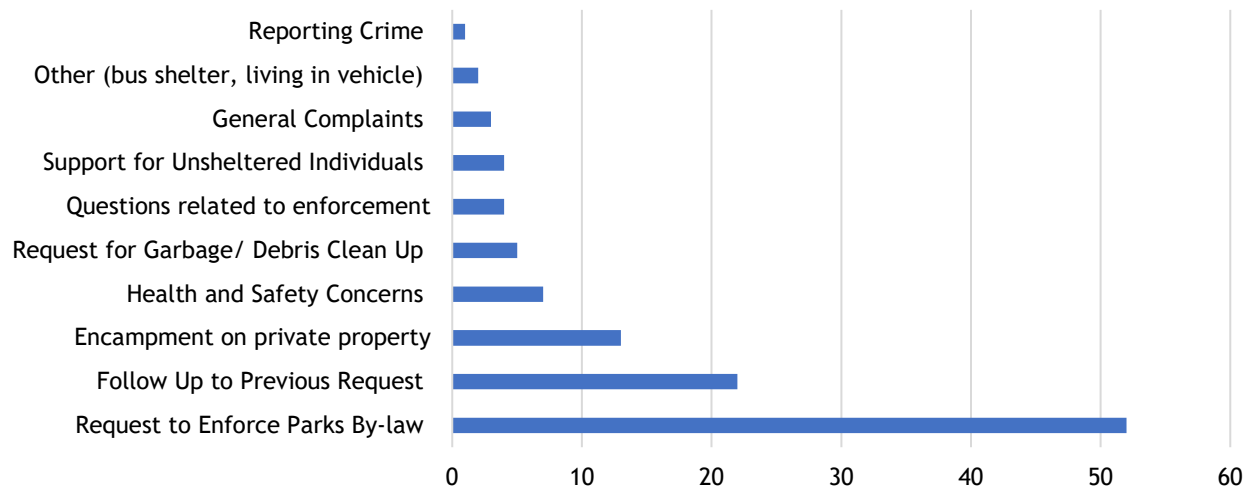
Total Complaints & Service Requests	Week 32	Previous Week	Previous Month Average
	113	131	117

Most Frequently Identified Locations		
Jackie Washington Rotary Park	Victoria Park	Central Park

Complaint/Service Request Type	
Request to Enforce Parks By-law	46%
Follow Up to Previous Request	19%
Encampment on private property	12%
Health and Safety Concerns	6%
Request for Garbage/ Debris Clean-Up	4%
Questions related to enforcement	4%
Support for Unsheltered Individual	4%
General Complaints	3%
Other (bus shelter, living in vehicle)	2%
Reporting Crime	1%

Source of Complaint/Service Request	
Concerned Citizen	80%
BIA or Local Business	8%
Internal - Healthy & Safe Communities	3%
Internal - Public Works	3%
Mayor's Office	2%
Councillor's Office	2%
Hamilton Police Service	1%
Individual Experiencing Homelessness	1%
Internal - Facilities	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, City Owned Property, Municipal Car Park, the Bruce Trail, and the Hamilton Barton Incline Trail. From August 4 - 10, 2025, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Parkdale Ave N, Upper Wellington St, Barton St E, Mountain Ave, Catharine St N, King St W, Cannon St E, Burlington St E/ Birch Ave, Wellington St N, John St N, Westinghouse Ave, Adriatic Blvd
Road Allowances	alley on Bristol St between Minto Ave and Sanford Ave N, Aurora St/ Charlton Ave E, Dundurn St S/ Main St W, Jackson St / MacNab St S, Aberdeen Ave, Main St E, York Blvd, Upper James St/ Mohawk Rd E, York Blvd/ Bay St N, Strachan St E/ James St N
City Owned Property	249 Hess St N
Municipal Car Park	263 King St W
Bruce Trail	Behind Dundee Dr
Hamilton Barton Incline Trail	Near James Mountain Rd/ Inglewood Dr

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 August 4-10, 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
*	Only applicable to private property and road allowances

Enhanced Service within 1km of the Tiffany/ Barton Temporary Outdoor Shelter and listed Parks in Ward 3 in the Proximity of Added Shelter Spaces

In recognition of the disproportionate impact of encampments within these communities and the staff attention that is required to maintain compliance with the Parks By-law within the specified City parks on an ongoing basis, effective March 6, 2025, Municipal Law Enforcement Officers will continue to proactively monitor the 1km radius area and the identified parks once per week to ensure ongoing compliance. Additional site visits will be conducted, Notices of Trespass issued and engagement with Hamilton Police Service will occur where necessary.

The identified parks that are monitored once per week are:

Bayfront Park	Victoria Park	Bishop's Park	Dundurn Park
Central Park	JC Beemer/	Claremont Access	298 Hunter Street East (green space west of
Pier 4 Park	Tweedsmuir Park	Parkettes	Claremont Access)
Dundurn Park	Strachan Linear	Carer Park	Rail Trail between extension of Wellington St
	Park	Myrtle Park	S and Sherman Ave S

Parks that have been proactively monitored throughout the week will show up on the Action Tracker in red.

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 of Status Update
2	Bayfront Park		05-Aug-25				No violation found	05-Aug-25
2	Bayfront Park		Proactive				No violation found	07-Aug-25
2	Bayfront Park		08-Aug-25				Observation - violation found, notified HPS	08-Aug-25
2	Beasley Park		05-Aug-25				No violation found	05-Aug-25
2	Beasley Park		07-Aug-25	07-Aug-35	Immediate	3	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	07-Aug-25
3	Birch Avenue Park		28-Jul-25				No violation found	05-Aug-25
3	Bishop's Park		Proactive				No violation found	07-Aug-25
10	Bruce Trail	behind Dundee Dr	05-Aug-25				Coordinated Clean-Up	06-Aug-25
2	Central Park		Proactive	07-Aug-25	Immediate	2	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	07-Aug-25
2	Claremont Access Parkettes		Proactive				Observation - violation found	07-Aug-25
2	Claremont Access Parkettes		28-Jul-25				Coordinated Clean-Up	08-Aug-25
1	Dundurn Park		Proactive				No violation found	07-Aug-25
2	Durand Park		23-Jul-25				No violation found	06-Aug-25
2	Ferguson Station		07-Aug-25				Coordinated Clean-Up	07-Aug-25

3	Gage Park		25-Jul-25				No violation found	07-Aug-25
3	Green Space	298 Hunter St E	Proactive				No violation found	07-Aug-25
2	Jackie Washington Rotary Park		18-Jun-25				Observation - violation found	05-Aug-25
2	Jackie Washington Rotary Park		18-Jun-25	06-Aug-25	Immediate	38	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	06-Aug-25
2	Jackie Washington Rotary Park		18-Jun-25				Observation - violation found	07-Aug-25
2	Jackie Washington Rotary Park		18-Jun-25				Observation - violation found, notified HPS	08-Aug-25
3	JC Beemer/ Tweedsmuir Park		01-Aug-25	06-Aug-25	Immediate	4	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	06-Aug-25
3	JC Beemer/ Tweedsmuir Park		Proactive				No violation found	07-Aug-25
3	Lifesavers Park		05-Aug-25				No violation found	05-Aug-25
4	Montgomery Park		22-Jul-25	06-Aug-25	Immediate	1	Trespass Notice(s) Issued	06-Aug-25
3	Myrtle Park		05-Aug-25	05-Aug-25	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	05-Aug-25
3	North Central Community Park		05-Aug-25				Observation - violation found, Notified HFSO	05-Aug-25
13	Olympic Sports Park 1	70 Olympic Drive	02-May-25				Notified HFSO	05-Aug-25
2	Pier 4 Park		Proactive				No violation found	07-Aug-25
3	Pinky Lewis Parkette		31-Jul-25				No violation found	05-Aug-25
3	Powell Park		31-Jul-25				No violation found	05-Aug-25
3	Powell Park		31-Jul-25				Coordinated Clean-Up	07-Aug-25
4	Private Property	Glassco Ave N	11-Jun-25				Observation - violation found	08-Aug-25

5	Private Property	Berkindal e Dr	08-Aug-25				Observation - violation found, notified HPS	08-Aug-25
3	Private Property	Wellington St N	28-Jul-25				Observation - violation found	08-Aug-25
3	Private Property	Wellington St N	05-Aug-25				No violation found	08-Aug-25
2	Road allowance	near 75 MacNab St S	05-Aug-25				Coordinated Clean-Up	05-Aug-25
2	Road allowance	near 75 MacNab St S	07-Aug-25				Coordinated Clean-Up	07-Aug-25
3	Road Allowance	Birch Ave/ Barton St E	29-Jul-25				Coordinated Clean-Up	07-Aug-25
2	Road allowance	near 94 York Blvd	07-Aug-25				Coordinated Clean-Up	07-Aug-25
2	Road allowance	Bay St N/ York Blvd.	08-Aug-25				Coordinated Clean-Up	08-Aug-25
2	Road Allowance	Charlton Ave E/ Aurora St	08-Aug-25				Coordinated Clean-Up	08-Aug-25
3	Road Allowance	Birch Ave/ Princess St	29-Jul-25				Observation - violation found	05-Aug-25
1	Road allowance	Longwood Rd N	22-Apr-25				Coordinated Clean-Up	07-Aug-25
5	Road allowance	Pottruff Rd N	08-Aug-25				Coordinated Clean-Up	08-Aug-25
8	Southam Park		29-Jul-25				Observation - violation found	07-Aug-25
8	Southam Park		29-Jul-25	08-Aug-25	Immediate	1	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	08-Aug-25
2	Strachan Linear Park		28-Jul-25				No violation found	05-Aug-25
2	Strachan Linear Park		Proactive				No violation found	07-Aug-25
2	Strachan Linear Park		28-Jul-25	08-Aug-25	Immediate	2	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	08-Aug-25
6	Trenholme Park						No violation found	07-Aug-25
1	Victoria Park		Proactive				No violation found	07-Aug-25
1	Victoria Park		10-Jul-25				No violation found	08-Aug-25

2	Ward 2 Temporary Dog Free Running Area	371 Wellington St N	23-Jul-25		No violation found	08-Aug-25
3	Woodlands Park		30-Jul-25		Coordinated Clean-Up	06-Aug-25

Housing Focused Street Outreach Engagement Update

	Week 32	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	302	445

Additional Notes:
<p>HFSO engages with unsheltered individuals to improve access to basic needs and community supports such as housing, healthcare, food and income supports.</p> <p>Interaction data is taken from the HIFIS database.</p>

Shower Program Update

	Week 32	Previous Week
Total individuals (non-unique) who were provided access to encampment- specific shower programs	18	25

Additional Notes:
<p>Data includes unique visits of unsheltered individuals to any of the designated shower programs in the city.</p> <p>Currently, the shower programs are located at Pinky Lewis Rec Centre and Bennetto Community Centre.</p>

Site Maintenance and Cleanups

	Week 32	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	25	34	N/A

	Week 32	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by both Parks Section staff and an independent contractor	2	5	N/A

Additional Notes:
<p>Data may include cleanups that occur after the duration of a trespass order has been exceeded, clean- rounds of active sites (as arranged with occupants), and cleaning of sites deemed abandoned by the Coordinated Response Team.</p> <p>As of June 10th, 2024, the cleanups and site maintenance activities performed by independent contractors will be reported.</p> <p>Locations visited by contractors or both contractors and Parks are specifically noted in bold below.</p>

August 5, 2025	Lifesaver Park, Jackie Washington Rotary Park, Road allowance near 75 MacNab St S, Ferguson Station, Lucy Day Park, Woodlands Park
August 6, 2025	Ferguson Station, JC Beemer Park, Durand Park, Woodlands Park, Montgomery Park, Dewitt Rd, Jackie Washington Rotary Park
August 7, 2025	Ferguson Station, Road allowance near 75 MacNab St S, Beasley Park, Jackie Washington Rotary Park, Woodlands Park, Pinky Lewis Parkette, Central Park, Princess Point
August 8, 2025	York Blvd, Strachan St E, Liuna Station, Southam Park

Hamilton Fire Department: Responses at Locations Involving Unsheltered Individuals

Response Type	Number of Incidents	Ward Breakdown	Additional Notes:
Accumulated Combustibles	1	<ul style="list-style-type: none"> Ward 3: 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 August 4-10, 2025</p>

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

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