

Complaints & Requests for Service

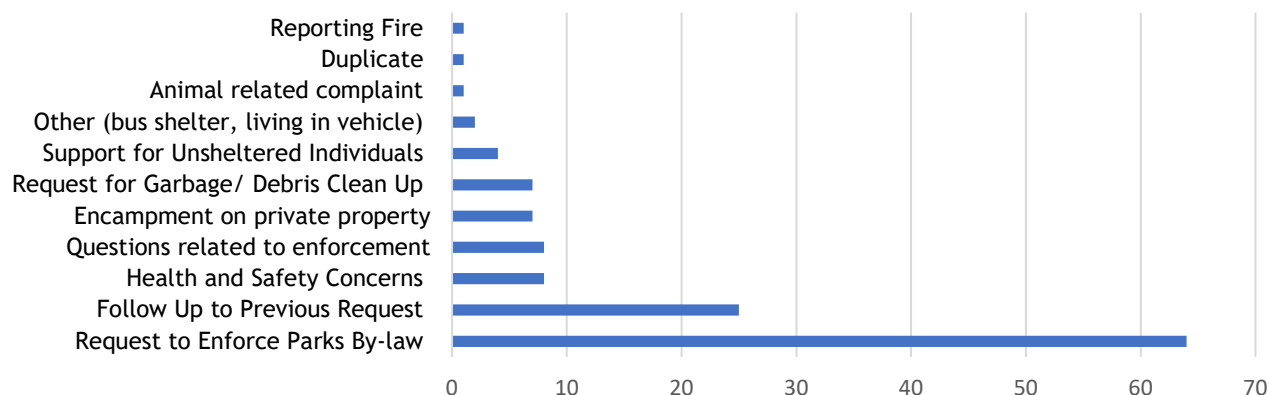
Total Complaints & Service Requests	Week 40	Previous Week	Previous Month Average
	128	129	115

Most Frequently Identified Locations		
Rail Trail	Shamrock Park	Pinky Lewis Parkette

Complaint/Service Request Type	
Request to Enforce Parks By-law	50%
Follow Up to Previous Request	20%
Health and Safety Concerns	6%
Questions related to enforcement	6%
Encampment on Private Property	5%
Request for Garbage/ Debris Clean Up	5%
Support for Unsheltered Individual	3%
Other (bus shelter, living in vehicle)	2%
Animal related complaint	1%
Duplicate	1%
Reporting Fire	1%

Source of Complaint/Service Request	
Concerned Citizen	76%
BIA or Local Business	6%
Internal - Public Works	5%
Internal - Other	4%
Councillor's Office	3%
Internal - Healthy & Safe Communities	2%
Internal - Transit	1.5%
Community Partners	1%
Internal - Facilities	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, City Owned and Public Properties, Bus Shelters, the Mary Street Bridge, the Park Corridor Trail Extension, Red Hill Valley and the Rail Trail. From September 29 - October 5, 2025, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Wellington St, Walnut St S, Princess St, Delena Ave N, Rutherford Ave, Head St, Clinton St, Julian Ave, Barton St E, Main ST E, MacNab St S, Barons Ave N
Road Allowances	alley on Barton St E between Westinghouse Dr and Milton Ave, alley on barton St E btw Milton Ave and Fullerton Ave, alley on Cannon St E between Sanford Ave N and Madison Ave, alley on Main St E btw Garfield Ave S and Sherman Ave S, alley on Robert St between Wellington St N and Cathcart St, West Ave S, Birch Ave/ Brant St, Caroline St N/ Napier St, Centennial Pkwy N/ Barton St E, York Blvd/ Bay St N, Jackson St E/ Walnut St S, King St E/ John St N, King St W/ Summers Lane, MacNab St S/ Bold St, MacNab St S/ Hunter St W, James St N, on Strachan St E btw MacNab St N and James St N, Strachan St W/ Bay St N, York Blvd/ Wilson St
City Owned and Public Properties	240 Burlington St E, 58 Fletcher Rd, Main St W/ Ramp 403 to Main East Bound, 12 York Blvd
Bus Shelters	Barton @ Victoria (westbound)
Mary Street Bridge	363 Mary St
Park Corridor Trail Extension	At Rexford Dr trail entrance
Red Hill Valley	Near Battlefield Creek/ Nash Rd N
Rail Trail	Between Wentworth St S and Corktown Park, between Wentworth St S and Gage Ave S, and between Gage Ave S and Kenilworth Ave S

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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 September 29 - October 5, 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 S
	Park	Myrtle Park	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
2	249 Hess St N		26-Sep-25				No violation found	01-Oct-25
3	298 Hunter St E		Proactive				No violation found	02-Oct-25
2	Bayfront Park		Proactive				No violation found	02-Oct-25
2	Beasley Park		26-Sep-25				No violation found	29-Sep-25

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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
3	Bishop's Park		30-Sep-25				No violation found	01-Oct-25
3	Bishop's Park		Proactive				No violation found	02-Oct-25
2	Carter Park		27-Sep-25	29-Sep-25	Immediate	1	Trespass Notice(s) Issued, Notified HPS and HFSO and Coordinated Clean-up	29-Sep-25
2	Carter Park		Proactive				Observation - violation found, Notified HPS	02-Oct-25
2	Central Park		26-Sep-25				Coordinated Clean-Up	29-Sep-25
2	Central Park		28-Sep-25				No violation found	01-Oct-25
2	Central Park		Proactive				No violation found	02-Oct-25
2	Claremont Access Parkette		Proactive				Observation - violation found, Notified HPS	02-Oct-25
1	Dundurn Park		Proactive				No violation found	02-Oct-25
3	Gage Park		27-Aug-25				No violation found	29-Sep-25
2	Jackie Washington Rotary Park		16-Sep-25				No violation found	01-Oct-25
2	Jackie Washinton Rotary Park		02-Oct-25				No violation found	02-Oct-25

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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
3	JC Beemer Park		26-Sep-25				No violation found	29-Sep-25
3	JC Beemer Park		30-Sep-25				No violation found	01-Oct-25
3	JC Beemer/ Tweedsmuir Park		Proactive				Observation - violation found, Notified HPS	02-Oct-25
3	JC Beemer/Tweedsmuir Park		02-Oct-25	03-Oct-25	Immediate	1	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	03-Oct-25
2	John Rebecca Park		25-Jul-25				No violation found	02-Oct-25
4	Mahoney Park		27-Aug-25				Notified HFSO	03-Oct-25
2	McLaren Park		19-Sep-25				No violation found	29-Sep-25
3	Myrtle Park		29-Sep-25				No violation found	29-Sep-25
3	Myrtle Park		Proactive				No violation found	02-Oct-25
3	North Central Park		23-Sep-25				No violation found	01-Oct-25
2	Pier 4 Park		Proactive				No violation found	02-Oct-25
3	Powell Park		29-Sep-25				No violation found	29-Sep-25
3	Powell Park		02-Oct-25				No violation found	02-Oct-25

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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	Private Property	Kingsway Dr	16-Jul-25				No violation found	29-Sep-25
4	Private Property	Harmony Ave	11-Jul-25				No violation found	29-Sep-25
3	Private Property	Studebaker Pl	01-Oct-25				Observation - violation found	01-Oct-25
2	Private Property	Augusta St	23-Jul-25				No violation found	02-Oct-25
3	Private Property	Cannon St E	07-Aug-25				No violation found	02-Oct-25
14	Private Property	Mohawk Rd	03-Oct-25				Observation - violation found, Notified HPS	03-Oct-25
3	Rail Trail	btw Wentworth St S and Corktown Park	17-Sep-25				No violation found	29-Sep-25
3	Rail Trail	btw Wentworth St S and Gage Ave S	12-Sep-25				No violation found	29-Sep-25
3	Rail Trail	btw Wentworth St S and Gage Ave S	24-Sep-25	01-Oct-25	24 Hours	5	Trespass Notice(s) Issued and Coordinated Clean-up	01-Oct-25
3	Rail Trail	btw Wentworth St S and Gage Ave S	24-Sep-25				Notified HFSO	02-Oct-25

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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	Road allowance	Napier St/ Caroline St N	26-Sep-25				Notified HPS	01-Oct-25
2	Road allowance	Hunter St W/ MacNab St S	24-Sep-25	01-Oct-25	Immediate	2	Trespass Notice(s) Issued and Coordinated Clean-up	01-Oct-25
2	Road allowance	Hunter St W/ MacNab St S	24-Sep-25				Notified HFSO	02-Oct-25
2	Road Allowance	Strachan St E/ Bay St N	29-Sep-25				Observation - violation found, Notified HPS	01-Oct-25
2	Road allowance	in front of 108-114 York Blvd	16-Jul-25				Observation - violation found, Notified HPS	02-Oct-25
3	Road allowance	Minto Ave/ Sanford Ave N	02-Oct-25				Coordinated Clean-Up	02-Oct-25
2	Road allowance	near 252 James St N	04-Oct-25				Notified HFSO	06-Oct-25
3	Road allowance	alley on Barton St E between Westinghouse Dr and Milton Ave	25-Sep-25				Observation - violation found, Notified HPS	29-Sep-25
3	Road allowance	alley on Barton St E btw Westinghouse Dr and Milton Ave	25-Sep-25	03-Oct-25	Immediate	1	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	03-Oct-25

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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	Road allowance	Bay St N/ Vine St	17-Jun-25				No violation found	29-Sep-25
2	Road allowance	Hunter St E/ Catharine St S	16-Jul-25				No violation found	29-Sep-25
4	Road allowance	Strathearne Ave/ Britannia Ave	25-Sep-25				Coordinated Clean-Up	30-Sep-25
3	Road allowance	Birch Ave/ Princess St	29-Jul-25				No violation found	02-Oct-25
2	Road allowance	York Blvd/ Bay St N	25-Sep-25	03-Oct-25	Immediate	3	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	03-Oct-25
2	Strachan Linear Park		25-Sep-25				Coordinated Clean-Up	29-Sep-25
2	Strachan Linear Park		Proactive				Observation - violation found, Notified HPS	02-Oct-25
2	The Pink Tunnel	149 Ferguson Ave S	29-Sep-25				No violation found	29-Sep-25
1	Victoria Park		01-Oct-25				Observation - violation found, Notified HPS	01-Oct-25
1	Victoria Park		Proactive				No violation found	02-Oct-25
2	Ward 2 Temporary Dog Free Running Area	371 Wellington St N	02-Oct-25				No violation found	02-Oct-25

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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
3	Woodlands Park		26-Sep-25	29-Sep-25	Immediate	3	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	29-Sep-25
3	Woodlands Park		01-Oct-25				Observation - violation found, Notified HPS	01-Oct-25
3	Woodlands Park		01-Oct-25	03-Oct-25	Immediate	1	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	03-Oct-25
2	York Boulevard Parkette		01-Oct-25	03-Oct-25	Immediate	1	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	03-Oct-25

Housing Focused Street Outreach Engagement Update

	Week 40	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	476	217

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.

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Shower Program Update

	Week 40	Previous Week
Total individuals (non-unique) who were provided access to encampment- specific shower programs	22	17

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 40	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	34	38	N/A

	Week 40	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by an independent contractor or both Parks Section staff and an independent contractor	0	0	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.

September 29, 2025	Waterdown Trail, JC Beemer Park, Woodlands Park, Carter Park, McIntosh Ave, Strachan St E, Central Park
September 30, 2025	Keddy Access Trail, JC Beemer Park, Woodlands Park, Stirton Tot Lot, Bishop's Park, Young St/ Victoria Ave S, MacNab St S/ Hunter St W
October 1, 2025	Fletcher Rd, Woodlands Park, Road allowance near 75 MacNab St N
October 2, 2025	Keddy Access Trail, Wellington Square, JC Beemer Park, John Rebecca Park, Gore Park, York Blvd/ Bay St N, Strachan St E, Bayview Park, Eastwood Park, Jackie Washington Rotary Park, Road allowance near 84 York Blvd, Road allowance near 94 York Blvd
October 3, 2025	York Blvd/ Bay St N, JC Beemer Park, Woodlands Park, Waterdown Trail, alley on Barton St E between Westinghouse Dr and Milton Ave

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Hamilton Fire Department: Responses at Locations Involving Unsheltered Individuals

Response Type	Total Number of Incidents	Ward Breakdown
Burning Complaint	2	- Ward 2: 1 incident - Ward 3: 1 incident
Accumulated Combustibles	1	Ward 3: 1 incident
Total	3	Injuries
		0

Additional Notes:
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. Accumulated combustibles refers to any materials or belongings other than tents that may be on fire. The data presented is between September 29 - October 5, 2025

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