

Complaints & Requests for Service

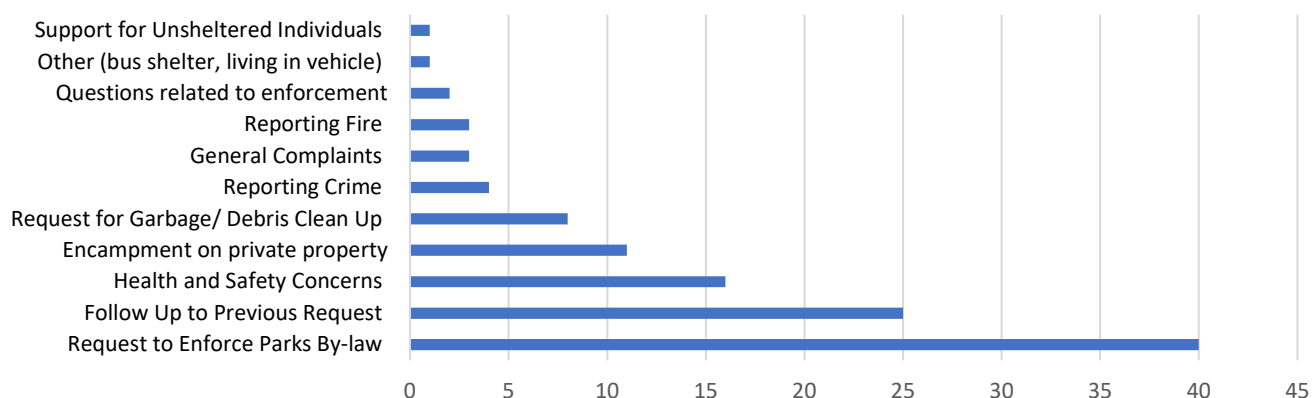
Total Complaints & Service Requests	Week 41	Previous Week	Previous Month Average
	114	128	115

Most Frequently Identified Locations		
Pinky Lewis Parkette	Claremont Access Parkettes	Mahoney Park

Complaint/Service Request Type	
Request to Enforce Parks By-law	35%
Follow Up to Previous Request	22%
Health and Safety Concerns	14%
Encampment on private property	10%
Request for Garbage/ Debris Clean Up	7%
Reporting Crime	4%
General Complaints	3%
Reporting Fire	3%
Questions related to enforcement	2%
Other (bus shelter, living in vehicle)	1%
Support for Unsheltered Individuals	1%

Source of Complaint/Service Request	
Concerned Citizen	83%
BIA or Local Business	7%
Internal - Public Works	5%
Community Partners	2%
Councillor's Office	1%
Hamilton Police Service	1%
Internal - Transit	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, Spring Creek, Red Hill Valley and the Rail Trail. From October 6 - October 12, 2025, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Mars Ave, James St N, James St S, West Ave S, Barton St E, Jackson St E, Charlton Ave W, Homestead Dr, Shaw St, Aikman Ave, Cannon St E, Main St W, Delena Ave N, Cannon St E, King St E
Road Allowances	Main St W/ Frid St, York Blvd, Wellington St N/ Ferrie St E, Wellington St N/ King St E, Wellington St N/ Hunter St E, alley on Aikman St btw Wentworth St S and Sanford Ave S, alley on Main St E btw Grant Ave and Wentworth St S, alley on Robert St between Wellington St N and Cathcart St, Caroline St N/ Napier St, Centennial Parkway N/ Barton St E, Haymarket St/ John St S, MacNab St S/ Hunter St W, MacNab St S/ Hurst Pl, Ottawa St N/ Campbell Ave, Strachan St E between Bay St N and MacNab St N, Strachan St W/ Bay St N, Strachan St W/ James St N, York Blvd/ Bay St N
City Owned and Public Properties	240 Burlington St E
Bus Shelters	Barton @ Victoria
Spring Creek	Near Old Ancaster Rd Trail
Red Hill Valley Trail	At the Queenston Rd entrance
Rail Trail	Between Gage Ave S and Wentworth St S, between Kenilworth Ave S and Gage 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 October 6 - 12, 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.

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

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
3	298 Hunter St E		Proactive				No violation found	09-Oct-25
2	Bayfront Park		08-Oct-25				No violation found	08-Oct-25
2	Bayfront Park		Proactive				No violation found	09-Oct-25
2	Beasley Park		09-Oct-25				Observation - violation found	09-Oct-25
3	Birch Avenue Park		07-Oct-25	08-Oct-25	Immediate	1	Trespass Notice(s) Issued, Notified HPS and Coordinated Clean-up	08-Oct-25
3	Birch Avenue Park		07-Oct-25				Notified HFSO	09-Oct-25
3	Bishop's Park		Proactive				No violation found	09-Oct-25
2	Carter Park		Proactive				No violation found	09-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	Central Park		07-Oct-25				No violation found	08-Oct-25
2	Central Park		Proactive				No violation found	09-Oct-25
2	Claremont Access Parkettes		02-Oct-25	08-Oct-25	Immediate	2	Trespass Notice(s) Issued, Notified HPS and Coordinated Clean-up	08-Oct-25
2	Claremont Access Parkettes		Proactive				Observation - violation found, Notified HFSO	09-Oct-25
1	Dundurn Park		08-Oct-25				No violation found	08-Oct-25
2	Dundurn Park		Proactive				No violation found	09-Oct-25
2	Gore Park		06-Oct-25	07-Oct-25	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	07-Oct-25
2	Gore Park		06-Oct-25				Notified HFSO	08-Oct-25
3	J.C. Beemer Park/Tweedsmuir Park		Proactive				No violation found	09-Oct-25
1	Kay Drage Park		25-Aug-25				Observation - violation found, Notified HPS	08-Oct-25
2	Keddy Access Trail		03-Jul-25	08-Oct-25	Immediate	2	Trespass Notice(s) Issued and Coordinated Clean-up	08-Oct-25
2	Keddy Access Trail		03-Jul-25				Notified HFSO	09-Oct-25
4	Mahoney Park		27-Aug-25				Observation - violation found, Notified HPS	07-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
4	Mahoney Park		27-Aug-25				Observation - violation found, Notified HPS	10-Oct-25
2	Mary Street Bridge	Mary St	22-Sep-25				Coordinated Clean-Up	07-Oct-25
3	Myrtle Park		Proactive				No violation found	09-Oct-25
3	North Central Park		09-Oct-25				No violation found	09-Oct-25
2	Pier 4 Park		Proactive				Observation - violation found	09-Oct-25
3	Pinky Lewis Parkette		19-Sep-25	07-Oct-25	Immediate	2	Trespass Notice(s) Issued and Coordinated Clean-up	07-Oct-25
3	Pinky Lewis Parkette		19-Sep-25				Observation - violation found, Notified HFSO	08-Oct-25
3	Pinky Lewis Parkette		19-Sep-25				Trespass Notice(s) Issued and Coordinated Clean-up	09-Oct-25
3	Private Property	Birge St	25-Aug-25				No violation found	08-Oct-25
14	Private Property	Mohawk Rd W	03-Oct-25				No violation found	09-Oct-25
2	Private Property	John St N	06-Aug-25				No violation found	08-Oct-25
2	Private Property	James St N	02-Sep-25	10-Oct-25	Immediate	2	Trespass Notice(s) Issued and Coordinated Clean-up	10-Oct-25
3	Private Property	King St E	25-Aug-25				No violation found	07-Oct-25
3	Private Property	Wentworth St N	25-Aug-25				No violation found	08-Oct-25
3	Private Property	Wellington St N	26-Aug-25				No violation found	08-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
5	Private Property	Nash Road N	23-Jul-25				Observation - violation found	08-Oct-25
5	Private Property	Nash Road N	26-Aug-25				No violation found	08-Oct-25
3	Private Property	Grant Ave	26-Sep-25				No violation found	08-Oct-25
2	Private Property	King St E	21-Aug-25				Observation - violation found	07-Oct-25
3	Private Property	Birge St	25-Aug-25				No violation found	08-Oct-25
5	Private Property	Nash Rd N/ Keefer Crt	08-Oct-25				Observation - violation found	08-Oct-25
3	Road allowance	alley on Wentworth St S btw Aikman Ave and Main St E	18-Aug-25				No violation found	07-Oct-25
2	Road allowance	alley on Robert St btw Wellington St N and Cathcart St	03-Oct-25	07-Oct-25	Immediate	1	Trespass Notice(s) Issued	07-Oct-25
2	Road allowance	alley on Robert St btw Wellington St N and Cathcart St	03-Oct-25				Observation - violation found	08-Oct-25
2	Road allowance	Alley on Robert Street btw Victoria Ave and West Ave N	26-Sep-25				No violation found	08-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	Alley on Robert Street btw Victoria Ave and West Ave N	26-Sep-25				Observation - violation found	09-Oct-25
2	Road allowance	Alley on Robert Street btw Victoria Ave and West Ave N	26-Sep-25				Coordinated Clean-Up	10-Oct-25
1	Road allowance	Barton St W/ Queen St N	07-Oct-25				No violation found	07-Oct-25
2	Road allowance	Caroline St N/ Napier St	26-Sep-25				Notified HPS	06-Oct-25
2	Road allowance	Caroline St N/ Napier St	26-Sep-25				Notified HPS	08-Oct-25
2	Road allowance	Caroline St N/ Napier St	26-Sep-25	09-Oct-25	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	09-Oct-25
2	Road allowance	Haymarket St/ John St S	08-Oct-25	10-Oct-25	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	10-Oct-25
2	Road allowance	MacNab St S/ Hunter St W	03-Oct-25	06-Oct-25	Immediate	4	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	06-Oct-25
2	Road allowance	MacNab St S/ Hurst Pl	08-Sep-25	07-Oct-25	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	07-Oct-25
2	Road allowance	MacNab St S/ Hurst Pl	08-Sep-25				Notified HFSO	08-Oct-25

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1	Road allowance	Main St W/ Frid St	26-Aug-25				No violation found	07-Oct-25
2	Road allowance	Main St W/ MacNab St S	29-Jul-25	09-Oct-25	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	09-Oct-25
2	Road allowance	near 252 James St N	04-Oct-25				Notified HFSO	06-Oct-25
2	Road allowance	near 75 MacNab St S	07-Oct-25	07-Oct-25	Immediate	4	Trespass Notice(s) Issued and Coordinated Clean-up	07-Oct-25
2	Road allowance	near 75 MacNab St S	07-Oct-25				Notified HFSO	08-Oct-25
2	Road allowance	near 75 Macnab St S	08-Oct-25				Coordinated Clean-up	09-Oct-25
12	Road allowance	Roberts on Rd/ Beasley Grove	07-Oct-25				No violation found	07-Oct-25
2	Road allowance	Strachan St W/ Bay St N	29-Sep-25				Observation - violation found, Notified HPS	07-Oct-25
2	Road allowance	Strachan St W/ Bay St N	29-Sep-25	08-Oct-25	Immediate	1	Trespass Notice(s) Issued, Notified HPS, Coordinated Clean-Up	08-Oct-25
2	Road allowance	Strachan St W/ Bay St N	29-Sep-25				Notified HFSO	09-Oct-25
3	Road allowance	West Ave S/ Hunter St E	02-Oct-25	10-Oct-25	Immediate	1	Trespass Notice(s) Issued, Notified HPS	10-Oct-25
2	Road allowance	York Blvd/ Bay St N	06-Oct-25				Coordinated Clean-Up	06-Oct-25
2	Road allowance	York Blvd./ Bay St N	07-Oct-25	08-Oct-25	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	08-Oct-25

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2	Road allowance	York Blvd. / Bay St N	07-Oct-25				Notified HFSO	09-Oct-25
2	Road allowance	York Blvd. / Bay St N	10-Oct-25				Coordinated Clean-Up	10-Oct-25
2	Shamrock Park		16-Sep-25	09-Oct-25	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	09-Oct-25
2	Simcoe Street Lot	209 Simcoe St E	08-Oct-25				No violation found	08-Oct-25
2	Strachan Linear Park		Proactive				No violation found	09-Oct-25
1	Victoria Park		Proactive				No violation found	09-Oct-25
3	Woodlands Park		06-Oct-25				Observation - violation found, Notified HPS	07-Oct-25
3	Woodlands Park		06-Oct-25	09-Oct-25	Immediate	1	Trespass Notice(s) Issued, Notified HPS	09-Oct-25
2	York Boulevard Parkette		07-Oct-25				Observation - violation found	07-Oct-25
2	York Boulevard Parkette		07-Oct-25	08-Oct-25	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	08-Oct-25
2	York Boulevard Parkette		07-Oct-25				Notified HFSO	09-Oct-25

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Housing Focused Street Outreach Engagement Update

	Week 40	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	261	476

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 41	Previous Week
Total individuals (non-unique) who were provided access to encampment- specific shower programs	15	22

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 41	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	28	34	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.

October 6, 2025	Road allowance near 75 MacNab St S, Central Park, MacNab St S/ Hurst Pl, road allowance near 94 York Blvd
October 7, 2025	Road allowance near 75 MacNab St S, Gore Park, MacNab St S/ Hunter St W, Woodlands Park, Pinky Lewis Parkette
October 8, 2025	York Blvd/ Bay St N, York Boulevard Parkette, Keddy Access Trail, Birch Avenue Park, road allowance near 94 York Blvd
October 9, 2025	Road allowance near 75 MacNab St S, John St S/ Jackson St E, Napier St, Woodlands Park, Wellington Square, Pinky Lewis Parkette, Shamrock Park (North), Wellington Parkette
October 10, 2025	York Blvd/ Bay St N, alley on alley on Robert St between Wellington St N and Cathcart St, Napier St/ Caroline St N, John St S/ Haymarket St, Catharine St S/ Jackson St E

Hamilton Fire Department: Responses at Locations Involving Unsheltered Individuals

There were no fire related incidents at encampments between October 6 - 12, 2025.

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 October 6 - October 12, 2025

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