

Complaints & Requests for Service

Total Complaints & Service Requests	Week 2	Previous Week	Previous Month Average
37	36	26	

Most Frequently Identified Locations		
Bishop's Park	JC Beemer Park	Mount Hope Park

Complaint/Service Request Type	
Request to Enforce Parks By-law	46%
Request for Garbage/ Debris Clean Up	9%
Encampment on private property	7%
Follow Up to Previous Request	7%
Animal related complaint	2%
Support for Unsheltered Individuals	2%

Source of Complaint/Service Request	
Concerned Citizen	43%
Community Partners	7%
Hamilton Police Service	4%
Internal - Other	4%
Internal - Transit	4%
Councillor's Office	2%
Internal - Healthy & Safe Communities	2%
Internal - Public Works	2%
Internal – Tourism & Culture	2%



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 Properties, Road Allowances, City Owned and Public Properties, Bus Shelters and the Rail Trail. From January 5-11, 2026, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Barton St E, King St E
Road Allowances	Jackson St W/ MacNab St S, Hess St S/King St W, near 94 York Blvd, near 65 York Blvd, Main St W/Summers Ln
City Owned and Public Properties	145 Main St E
Bus Shelters	Barton St W/Lottridge St, Victoria St S/Barton St W
Rail Trail	btw Kenilworth Ave S and Gage Ave S

Action Tracker

Ward	Location	Address*	Date Identified to CERT	Date Trespass Notice(s) Issued	Compliance Timeframe	# of Trespass Notice(s) Issued	Status	Date
3	298 Hunter Street East		Proactive				No violation found	5-Jan-26
12	Ancaster Little League Park		6-Jan-26	7-Jan-26	Immediate	1	Trespass Notice(s) Issued	7-Jan-26
2	Bayfront Park		Proactive				No violation found	5-Jan-26
2	Beasley Park		8-Jan-26				No violation found	8-Jan-26
3	Bishop's Park		Proactive				Observation - violation found	5-Jan-26

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Ward	Location	Address*	Date Identified to CERT	Date Trespass Notice(s) Issued	Compliance Timeframe	# of Trespass Notice(s) Issued	Status	Date
3	Bishop's Park		5-Jan-26	6-Jan-26	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	6-Jan-26
3	Bus Shelter	Barton St W and Victoria St S	6-Jan-26				No violation found	8-Jan-26
3	Bus Shelter	Barton St W and Lottridge St	6-Jan-26				No violation found	8-Jan-26
2	Carter Park		Proactive				No violation found	5-Jan-26
2	Central Park		Proactive				No violation found	5-Jan-26
2	Claremont Access Parkettes		Proactive				Observation - violation found	5-Jan-26
2	Dundurn Park		Proactive				No violation found	5-Jan-26
3	Gage Park	near Hamilton Children's Museum	6-Jan-26				No violation found	7-Jan-26
3	J.C. Beemer Park		Proactive	6-Jan-26	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	6-Jan-26
3	J.C. Beemer Park		6-Jan-26				No violation found	7-Jan-26
11	Mount Hope Park		9-Jan-26				No violation found	9-Jan-26
2	Municipal Parking Lot 7	near Main St E	5-Jan-26				Coordinated Clean-Up	7-Jan-26
3	Myrtle Park		Proactive				Observation - violation found	5-Jan-26
2	Pier 4 Park		Proactive				Observation - violation found	5-Jan-26

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Ward	Location	Address*	Date Identified to CERT	Date Trespass Notice(s) Issued	Compliance Timeframe	# of Trespass Notice(s) Issued	Status	Date
3	Rail Trail	btw Kenilworth Ave S and Gage Ave S	Proactive				No violation found	5-Jan-26
3	Rail Trail	btw Gage Ave S and Wentworth St S	Proactive				No violation found	5-Jan-26
4	Rail Trail	btw Wentworth St S and Corktown Park	Proactive				No violation found	5-Jan-26
2	Road allowance	near 65 York Blvd	5-Jan-26	5-Jan-26	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	5-Jan-26
2	Road allowance	near 75 MacNab St S	5-Jan-26	5-Jan-26	Immediate	5	Trespass Notice(s) Issued and Coordinated Clean-up	5-Jan-26
2	Road allowance	near 75 MacNab St S	7-Jan-26	7-Jan-26	Immediate	6	Trespass Notice(s) Issued and Coordinated Clean-up	7-Jan-26
2	Road allowance	near 75 MacNab St S	9-Jan-26	9-Jan-26	Immediate	9	Trespass Notice(s) Issued and Coordinated Clean-up	9-Jan-26
2	Road allowance	near 84 York Blvd	8-Jan-26	8-Jan-26	Immediate	2	Trespass Notice(s) Issued and Coordinated Clean-up	8-Jan-26
2	Road allowance	near 94 York Blvd	5-Jan-26				Coordinated Clean-Up	5-Jan-26
2	Road allowance	near 94 York Blvd	8-Jan-26				Coordinated Clean-Up	8-Jan-26

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Ward	Location	Address*	Date Identified to CERT	Date Trespass Notice(s) Issued	Compliance Timeframe	# of Trespass Notice(s) Issued	Status	Date
2	Road allowance	Summers Ln and King St W	6-Jan-26	7-Jan-26	Immediate	1	Coordinated Clean-Up	7-Jan-26
13	Spencer Creek	near Old Ancaster Rd.	7-Jan-26				Observation - violation found	7-Jan-26
2	Strachan Linear Park		Proactive				No violation found	5-Jan-26
1	Victoria Park		Proactive				Coordinated Clean-Up	6-Jan-26

Housing Focused Street Outreach Engagement Update

Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	Week 2	Previous Week	Additional Notes:
	98	284	
			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

Total individuals (non-unique) who were provided access to encampment- specific shower programs	Week 2	Previous Week	Additional Notes:
	12	14	
			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.

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Site Maintenance and Cleanups

Total encampment sites maintained and cleaned by Parks Section staff	Week 2	Previous Week	2025 Weekly Average
	21	34	26

Total encampment sites maintained and cleaned by an independent contractor or both Parks Section staff and an independent contractor	Week 2	Previous Week	2025 Weekly Average
	0	0	3

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.

January 5, 2026	Road allowance near 94 York Blvd, road allowance near 75 MacNab St
January 6, 2026	Bishop's Park, JC Beemer Park, Young St/ Victoria Ave S
January 7, 2026	Gage Park, Ancaster Little League Park, Municipal Parking Lot 7, road allowance near 75 MacNab St, Hess St N/Stuart St, Main St W/Summers Ln
January 8, 2026	Edgewater Park, Main St W/Summers Ln, Road allowance near 94 York Blvd, road allowance near 75 MacNab St

Hamilton Fire Department: Responses at Locations Involving Unsheltered Individuals

Response Type	Total Number of Incidents	Ward Breakdown	Additional Notes:
Burning Complaint	2	<ul style="list-style-type: none"> Ward 1: 1 incident Ward 2: 1 incident 	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.
Grass or Brush Fire	1	<ul style="list-style-type: none"> Ward 13: 1 incident 	Accumulated combustibles refer to any materials or belongings other than tents that may be on fire.
Accumulated Combustibles	1	<ul style="list-style-type: none"> Ward 3: 1 incident 	The data presented is between January 5-11, 2026.
Total	4	Injuries	
		0	

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