

## Complaints & Requests for Service

### Total Complaints & Service Requests

Week 3	Previous Week	Previous Month Average
17	37	26

### Most Frequently Identified Locations

JC Beemer Park	Keddy Access Trail	Dundurn Park
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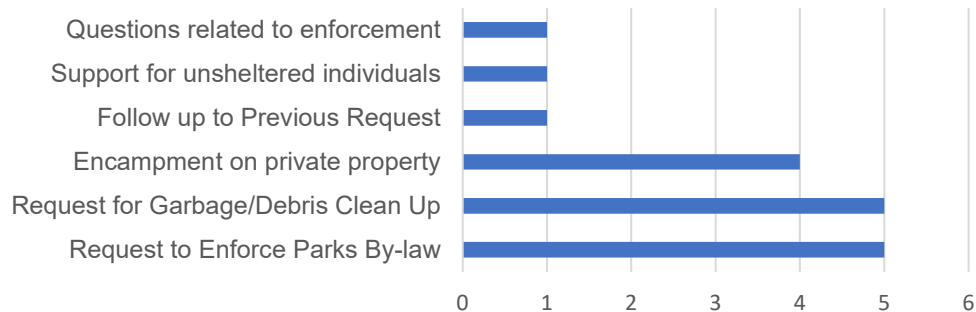
### Complaint/Service Request Type

Request to Enforce Parks By-law	11%
Request for Garbage/ Debris Clean Up	11%
Encampment on private property	9%
Follow Up to Previous Request	2%
Support for Unsheltered Individuals	2%
Questions related to enforcement	1%

### Source of Complaint/Service Request

Concerned Citizen	28%
Councillor's Office	7%
Internal - Public Works	2%

### 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 Properties, Road Allowances, City Owned and Public Properties, and the Rail Trail. From January 12-18, 2026, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

<b>Private Property</b>	Hardale Cres, Homestead Dr, Dundee Dr, Barton St E, Main St W, Upper Ottawa St
<b>Road Allowances</b>	Jackson St W/ MacNab St S, near 94 York Blvd, alleyway between Hess St S and Caroline St
<b>City Owned and Public Properties</b>	27 Hess St S, James St N and Guise St E
<b>Rail Trail</b>	btw Gage Ave S and Wentworth St S
<b>Rail Trail</b>	btw 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 December 15, 2025 to January 4, 2026. 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**

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

**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 Timeframe	# of Trespass Notice(s) Issued	Status	Date
3	298 Hunter Street East		Proactive				No violation found	12-Jan-26
2	298 Hunter Street East		Proactive				No violation found	16-Jan-26
3	Road allowance	571 Barton St E	13-Jan-26				No violation found	14-Jan-26
2	Bayfront Park		Proactive				No violation found	12-Jan-26
2	Bayfront Park		Proactive				No violation found	16-Jan-26
3	Bishop's Park		Proactive				No violation found	12-Jan-26
3	Bishop's Park		Proactive				No violation found	16-Jan-26
2	Carter Park		Proactive				No violation found	12-Jan-26
2	Carter Park		Proactive				No violation found	16-Jan-26
2	Central Park		Proactive				No violation found	12-Jan-26
2	Central Park		Proactive				No violation found	16-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	Claremont Access Parkettes		Proactive				No violation found	12-Jan-26
2	Claremont Access Parkettes		Proactive				No violation found	16-Jan-26
2	Dundurn Park		Proactive				No violation found	12-Jan-26
2	Dundurn Park		14-Jan-26	14-Jan-26	Immediate	1	Trespass Notice(s) Issued	14-Jan-26
2	Dundurn Park		Proactive				No violation found	16-Jan-26
3	J.C. Beemer Park		Proactive				No violation found	12-Jan-26
3	J.C. Beemer Park		Proactive				Observation - Violation Found	16-Jan-26
3	J.C. Beemer Park		16-Jan-26		Immediate	1	Trespass Notice(s) Issued	16-Jan-26
2	Keddy Access Trail		13-Jan-26	13-Jan-26	24 Hour	2	Trespass Notice(s) Issued and Coordinated Clean-up	13-Jan-26
2	Keddy Access Trail		14-Jan-26				Coordinated Clean-up	14-Jan-26
11	Mount Hope Park		12-Jan-26	12-Jan-26	24 Hour	1	Trespass Notice(s) Issued and Coordinated Clean-up	12-Jan-26
3	Myrtle Park		Proactive				No violation found	12-Jan-26
3	Myrtle Park		Proactive				No violation found	16-Jan-26
2	Pier 4 Park		Proactive				No violation found	12-Jan-26
2	Pier 4 Park		Proactive				No violation found	16-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
4	Rail Trail	btw Kenilworth Ave S and Gage Ave S	Proactive				Observation - Violation Found	12-Jan-26
3	Rail Trail	btw Gage Ave S and Wentworth St S	Proactive				Observation - Violation Found	12-Jan-26
3	Rail Trail	btw Wentworth St S and Corktown Park	Proactive				No violation found	12-Jan-26
2	Road allowance	near 15 Hess St S	12-Jan-26				Coordinated Clean-up	12-Jan-26
2	Road allowance	near 75 MacNab St S	13-Jan-26	13-Jan-26	Immediate	7	Trespass Notice(s) Issued and Coordinated Clean-up	13-Jan-26
2	Road allowance	near 75 MacNab St S	16-Jan-26	16-Jan-26	Immediate	7	Trespass Notice(s) Issued and Coordinated Clean-up	16-Jan-26
2	Road allowance	near 84 York Blvd	13-Jan-26	13-Jan-26	Immediate	1	Trespass Notice(s) Issued and Coordinated Clean-up	13-Jan-26
2	Road allowance	near 94 York Blvd	13-Jan-26				Coordinated Clean-up	13-Jan-26
2	Strachan Linear Park		Proactive				No violation found	16-Jan-26
1	Victoria Park		Proactive				No violation found	12-Jan-26
1	Victoria Park		Proactive				No violation found	16-Jan-26

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## Housing Focused Street Outreach Engagement Update

	Week 3	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	119	98

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 3	Previous Week
Total individuals (non-unique) who were provided access to encampment- specific shower programs	10	12

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 3	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	14	21	26

	Week 3	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	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. <b>Locations visited by contractors or both contractors and Parks are specifically noted in bold below.</b>

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January 12, 2026	Mount Hope Park, alleyway btw Hess St S and Caroline St, Bus shelter at Upper James St and Mohawk Rd W, Dundee Dr/Dewitt Rd
January 13, 2026	Keddy Trail, road allowance near 75 MacNab St S, road allowance near 65 York Blvd, road allowance near 94 York Blvd,
January 14, 2026	Keddy Trail, Dundurn Park, Pinky Lewis Parkette, road allowance near 94 York Blvd
January 15, 2026	Significant Weather Event – No Cleanup
January 16, 2026	JC Beemer Park, road allowance near 75 MacNab St S

## Hamilton Fire Department Responses at Locations Involving Unsheltered Individuals

Response Type	Total Number of Incidents	Ward Breakdown
Accumulated Combustibles	2	Ward 3: 1 Incident Ward 5: 1 Incident
Burning Complaints	1	Ward 3: 1 Incident
<b>Total</b>	<b>3</b>	<b>Ward 3: 2 incidents</b> <b>Ward 5: 1 Incident</b>

Additional Notes:
<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 refer to any materials or belongings other than tents that may be on fire.</p> <p>The data presented is between January 12-18, 2026.</p>

<b>Injuries Reported</b>	0
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