

Complaints & Requests for Service

Total Complaints & Service Requests

Week 5	Previous Week	Previous Month Average
6	10	26

Most Frequently Identified Locations

Red Hill Valley

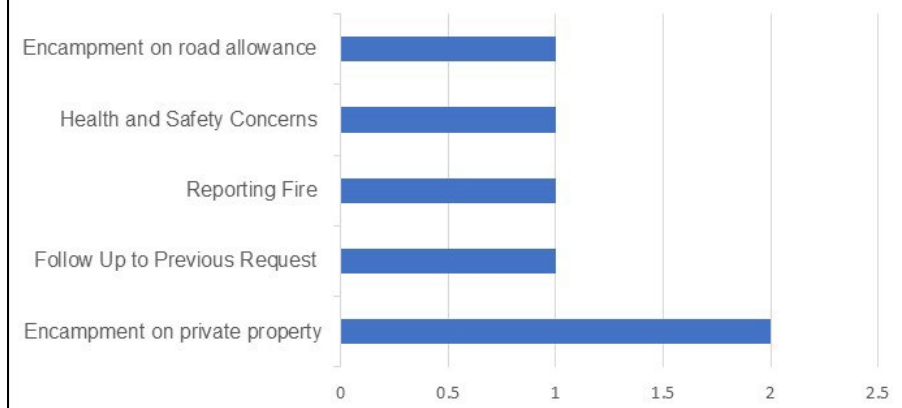
Complaint/Service Request Type

Encampment on private property	4%
Follow Up to Previous Request	2%
Reporting Fire	2%
Health and Safety Concerns	2%
Encampment on road allowance	2%

Source of Complaint/Service Request

Concerned Citizen	10%
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, City Owned and Public Properties, and Red Hill Valley. From January 26 - February 1, 2026, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Cannon St E, Nash Rd N, James St N
Road Allowances	Jackson St W/ MacNab St S, Roxborough Ave/Glassco Ave N
Red Hill Valley	near Brampton St

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 January 26 – February 1, 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

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.

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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
2	298 Hunter Street East		Proactive				No violation found	27-Jan-26
2	Bayfront Park		Proactive				No violation found	27-Jan-26
2	Beasley Park		26-Jan-26				No violation found	26-Jan-26
2	Beasley Park		27-Jan-26				No violation found	27-Jan-26
2	Beasley Park		28-Jan-26				No violation found	28-Jan-26
3	Bishop's Park		Proactive				No violation found	27-Jan-26
2	Bus Shelter	Burlington St E @ Mary St	7-Nov-25				No violation found	27-Jan-26
2	Carter Park		Proactive				No violation found	27-Jan-26
2	Central Park		Proactive				No violation found	27-Jan-26
1	Chedoke Radial Trail		31-Oct-25				Observation - Violation Found	29-Jan-26
2	Claremont Access Parkettes		Proactive				No violation found	27-Jan-26
5	Confederation Park		21-Oct-25				No violation found	27-Jan-26
2	Dundurn Park		Proactive				No violation found	27-Jan-26
2	Durand Park		5-Nov-25				No violation found	27-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
10	Hunter Estates Park		4-Nov-25				No violation found	27-Jan-26
3	J.C. Beemer Park/Tweedsmuir Park		26-Jan-26				No violation found	26-Jan-26
3	J.C. Beemer Park/Tweedsmuir Park		Proactive				No violation found	27-Jan-26
4	Kenilworth Access		13-Nov-25				No violation found	29-Jan-26
3	Land Nature's Inlet Sanctuary		26-Jan-26				No violation found	26-Jan-26
3	Myrtle Park		Proactive				No violation found	27-Jan-26
2	Pier 4 Park		Proactive				No violation found	27-Jan-26
3	Private Property	Studebaker PI	20-Jan-26				Coordinated Clean-up	26-Jan-26
2	Private Property	Charlton Ave E	28-Oct-25				No violation found	27-Jan-26
2	Private Property	Mulberry St	20-Oct-25				No violation found	27-Jan-26
8	Private Property	Upper James St	13-Nov-25				No violation found	29-Jan-26
3	Road allowance	Barton St E / Wentworth St N	5-Nov-25				No violation found	27-Jan-26
2	Road allowance	near 75 MacNab St S	26-Jan-26	26-Jan-26	Immediate	7	Issued Trespass Notice(s) and Coordinated Clean-up	26-Jan-26
2	Road allowance	near 75 MacNab St S	28-Jan-26				No violation found	28-Jan-26
2	Road allowance	York Blvd / Bay St N	24-Oct-25				No violation found	27-Jan-26
3	Road allowance	alley off Hunter St btw Victoria Ave S and East Ave S	7-Nov-25				No violation found	27-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	alley off Duke St btw MacNab St S and James St S	24-Nov-25				No violation found	28-Jan-26
2	Road allowance	James St S / Bold St	20-Nov-25				No violation found	28-Jan-26
2	Road allowance	Caroline St N / Napier St	19-Nov-25				No violation found	28-Jan-26
2	Road allowance	near 94 York Blvd	28-Jan-26				No violation found	28-Jan-26
2	Road allowance	James St S / Hunter St E	6-Nov-25				No violation found	29-Jan-26
6	Road allowance	LINC @ Dartnall Rd exit	5-Dec-25				No violation found	29-Jan-26
2	Road allowance	James St S / Charlton Ave E	12-Nov-25				Observation - Violation Found	29-Jan-26
2	Road allowance	Hughson St S / Forest Ave	13-Nov-25				No violation found	29-Jan-26
3	Road allowance	Victoria Ave S / King St E	24-Nov-25				No violation found	29-Jan-26
3	Road allowance	Main St E / Sanford Ave S	14-Nov-25				No violation found	29-Jan-26
1	Road allowance	Hwy 8 / Main St W	14-Nov-25				No violation found	29-Jan-26
2	Strachan Linear Park		Proactive				No violation found	27-Jan-26
1	Victoria Park		Proactive				No violation found	27-Jan-26

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Housing Focused Street Outreach Engagement Update

	Week 5	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	59	62

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 5	Previous Week
Total individuals (non-unique) who were provided access to encampment- specific shower programs	8	11

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 5	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	8	14	26

	Week 5	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. Locations visited by contractors or both contractors and Parks are specifically noted in bold below.

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January 26, 2026	Road allowance near 75 MacNab St S, road allowance near 94 York Blvd *Weather Event – Cold Advisory – impacted remainder of cleanup operations
January 27, 2026	Beasley Park, road allowance near 94 York Blvd *Weather Event – Cold Advisory – impacted remainder of cleanup operations
January 28, 2026	JC Beemer Park, Jackie Washington Rotary Park *Weather Event – Cold Advisory – impacted remainder of cleanup operations
January 29, 2026	Road allowance near 75 MacNab St S *Weather Event – Cold Advisory – impacted remainder of cleanup operations
January 30, 2026	JC Beemer Park *Weather Event – Cold Advisory – impacted remainder of cleanup operations

Hamilton Fire Department

Responses at Locations Involving Unsheltered Individuals

Response Type	Total Number of Incidents	Ward Breakdown
Burning Complaint	3	Ward 2: 3 Incidents
Total	3	Ward 2: 3 incidents

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 26 – February 1, 2026.</p>

Injuries Reported	0
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