

Complaints & Requests for Service

Total Complaints & Service Requests

Week 12	Previous Week	Previous Month Average
21	25	13

Most Frequently Identified Locations

Claremont Access	Gore Park	Keddy Trail
------------------	-----------	-------------

Complaint/Service Request Type

Request for Garbage/ Debris Clean Up	11%
Follow Up to Previous Request	9%
Encampment on road allowance	7%
Request to Enforce Parks By-law	7%
Support for Unsheltered Individuals	7%
Encampment on private property	7%

Source of Complaint/Service Request

Concerned Citizen	30%
Internal – Municipal Law Enforcement	7%
Community Partners	2%
Councillor's Office	2%
Internal - Public Works	2%
Internal - Other	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, Road Allowances, Alleyways and Cootes Drive Trail. From March 16-22, 2026, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Birch Ave N, John St N, Charlton Ave E, Lanark St, King St E, Hunter St E
City Owned and Public Properties	Main St W/ 403 Ramp Westbound
Road Allowances	Hess St N/Barton St W, Main St W/Queen St S, Napier St/Caroline St N, Catherine St S/Hunter St E, Hess St S/Hunter St W, Jackson St W/MacNab St S,
Alleyways	Rear of Oak Ave btw Barton St E and Cannon St E, Rear of Wentworth St N btw Barton St E and Cannon St E
Cootes Drive Trail	Cootes Dr / Westaway Rd

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 March 16-22, 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

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

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	# of Trespass Notice(s) Issued	Compliance Timeframe	Status	Date
2	298 Hunter Street East		Proactive				No violation found	16-Mar-26
3	Alleyway	Rear of Wentworth St N btw Barton St E and Cannon St E	16-Mar-26				No violation found	17-Mar-26
2	Alleyway	Rear of Oak Ave btw Barton St E and Cannon St E	19-Mar-26				No violation found	20-Mar-26
2	Bayfront Park		Proactive				No violation found	16-Mar-26
3	Bishop's Park		Proactive				No violation found	16-Mar-26
2	Carter Park		Proactive				No violation found	16-Mar-26
2	Central Park		Proactive				No violation found	16-Mar-26
2	Claremont Access Parkettes		Proactive				No violation found	16-Mar-26
13	Cootes Drive Trail	Cootes Dr / Westaway Rd	17-Mar-26				No violation found	17-Mar-26
2	Dundurn Park		Proactive				No violation found	16-Mar-26
2	Gore Park		Proactive	16-Mar-26	1	Immediate	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	16-Mar-26
3	J.C. Beemer Park		Proactive				No violation found	16-Mar-26

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

Ward	Location	Address*	Date Identified to CERT	Date Trespass Notice(s) Issued	# of Trespass Notice(s) Issued	Compliance Timeframe	Status	Date
2	Land Nature's Inlet Sanctuary		18-Mar-26				No violation found	18-Mar-26
3	Myrtle Park		Proactive				No violation found	16-Mar-26
2	Pier 4 Park		Proactive				No violation found	16-Mar-26
2	Private Property	Aberdeen Ave	Proactive	19-Mar-26	1	Immediate	Trespass Notice(s) Issued, Notified HFSSO and Coordinated Clean-up	19-Mar-26
11	Private Property	Homestead Dr	17-Mar-26				Observation - Violation Found	17-Mar-26
2	Private Property	John St S	18-Nov-25				Observation - Violation Found	18-Mar-26
2	Private Property	King St E	20-Mar-26				Observation - Violation Found	20-Mar-26
5	Private Property	Lanark St	10-Mar-26				Observation - Violation Found	17-Mar-26
3	Private Property	Shaw St	07-Oct-25				No violation found	18-Mar-26
4	Rail Trail - btw Kenilworth Ave S and Gage Ave S		Proactive				No violation found	17-Mar-26
3	Rail Trail - btw Gage Ave S and Wentworth St S		Proactive				No violation found	17-Mar-26
3	Rail Trail - btw Wentworth St S and Corktown Park		Proactive				No violation found	17-Mar-26
2	Road allowance	Bay St N / Napier St	17-Mar-26				No violation found	18-Mar-26
2	Road allowance	Hess St N / Barton St W	17-Mar-26				No violation found	17-Mar-26
2	Road allowance	Jackson St W / MacNab St S	16-Mar-26	16-Mar-26	3	Immediate	Trespass Notice(s) Issued, Notified HFSSO and Coordinated Clean-up	16-Mar-26
2	Road allowance	Jackson St W / MacNab St S	17-Mar-26				Observation - Violation Found	17-Mar-26

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

Ward	Location	Address*	Date Identified to CERT	Date Trespass Notice(s) Issued	# of Trespass Notice(s) Issued	Compliance Timeframe	Status	Date
2	Road allowance	Jackson St W / MacNab St S	18-Mar-26				Observation - Violation Found	18-Mar-26
2	Road allowance	Jackson St W / MacNab St S	19-Mar-26	19-Mar-26	4	Immediate	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	19-Mar-26
2	Road allowance	Jackson St W / MacNab St S	20-Mar-26				Observation - Violation Found	20-Mar-26
1	Road allowance	Main St W / Queen St S	17-Mar-26				Observation - Violation Found	17-Mar-26
1	Road allowance	Main St W at 403 Ramp WB	06-Mar-26				No violation found	17-Mar-26
2	Road allowance	Napier St/ Caroline St N	18-Mar-26				Observation - Violation Found	18-Mar-26
2	Road allowance	Summers Ln /King St W	05-Mar-26				No violation found	17-Mar-26
2	Road allowance	York Blvd / Bay St N	16-Mar-26				Observation - Violation Found	16-Mar-26
2	Road allowance	York Blvd / Bay St N	17-Mar-26				Observation - Violation Found	17-Mar-26
2	Road allowance	York Blvd / Bay St N	18-Mar-26	18-Mar-26	1	Immediate	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	18-Mar-26
2	Road allowance	York Blvd / Bay St N	18-Mar-26				No violation found	19-Mar-26
2	Road allowance	York Blvd / Bay St N	20-Mar-26				No violation found	20-Mar-26
12	Shaver Estates Park		17-Mar-26				Observation - Violation Found	17-Mar-26
2	Strachan Linear Park		Proactive				No violation found	16-Mar-26
1	Victoria Park		Proactive				No violation found	16-Mar-26

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

Hamilton Fire Department

Responses at Locations Involving Unsheltered Individuals

Response Type	Total Number of Incidents	Ward Breakdown
Burning Complaint	1	Ward 5: 1 Incident
Accumulated Combustibles	1	Ward 2: 1 Incident
Total	2	Ward 2: 1 Incident Ward 5: 1 Incident

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 March 16-22, 2026.</p>

Injuries Reported	0
--------------------------	---

Housing Focused Street Outreach Engagement Update

	Week 12	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	47	49

Additional Notes:
<p>HFSO engages with unsheltered individuals to improve access to basic needs and community supports such as housing, healthcare, food, and income supports.</p> <p>Interaction data is taken from the HIFIS database.</p>

Shower Program Updates

	Week 12	Previous Week
Total individuals (non-unique) who were provided access to encampment- specific shower programs	5	5

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 12	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	10	19	26

	Week 12	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- arrounds 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.

March 16, 2026	Gore Park, Montgomery Park, Jackson St W/MacNab St S, York Blvd/Bay St N, Hess St N/Barton St W
March 17, 2026	Cleanup operations not scheduled due to staff participation in internal training.
March 18, 2026	Cleanup operations not scheduled due to staff participation in internal training.
March 19, 2026	Chedoke Park, Jackson St W/MacNab St S, York Blvd/Bay St N
March 20, 2026	Main St W/Queen St S, York Blvd/Bay St N

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