

Complaints & Requests for Service

Total Complaints & Service Requests		
Week 9	Previous Week	Previous Month Average
13	15	13

Most Frequently Identified Locations		
Birge Park	Spencer Creek	Martino Park

Complaint/Service Request Type	
Encampment on road allowance	11%
Request to Enforce Parks By-law	9%
Request for Garbage/ Debris Clean Up	4%
Support for Unsheltered Individuals	2%
Follow up to Previous Request	2%

Source of Complaint/Service Request	
Concerned Citizen	15%
Internal - Other	9%
Councillor's Office	2%
Internal - Public Works	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, and Spencer Creek. From February 23 – March 1, 2026, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Cannon St E, Main St W/Frid St
Road Allowances	Jackson St W/MacNab St S, Hunter St W/ Hess St S, Pottruff Rd N/ Queenston Rd, Queen St S/Hunter St W, Main St W at 403 Ramp
Spencer Creek	Old Ancaster 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 February 23 – March 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.

The identified parks that are monitored once per week are:

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Bayfront Park	Victoria Park	Bishop's Park	298 Hunter Street East (green space west of Claremont Access)
Central Park	JC Beemer/ Tweedsmuir Park	Claremont Access	Rail Trail between extension of Wellington St S and Sherman Ave S
Pier 4 Park	Carter Park	Parkettes	Strachan Linear Park
Dundurn Park		Myrtle 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	23-Feb-26
2	Bayfront Park		Proactive				No violation found	23-Feb-26
	Beasley Park		26-Feb-26				No violation found	26-Feb-26
3	Birch Ave Dog Park		24-Feb-26				Coordinated Clean-up	24-Feb-26
3	Bishop's Park		Proactive				No violation found	23-Feb-26
3	Brenda Duke Greenspace	171 Birch Ave	24-Feb-26				Coordinated Clean-up	24-Feb-26
2	Carter Park		Proactive				No violation found	23-Feb-26
2	Central Park		Proactive				No violation found	23-Feb-26
2	Claremont Access Parkettes		Proactive				No violation found	23-Feb-26
5	Confederation Beach Park		22-Feb-26				No violation found	23-Feb-26
2	Dundurn Park		Proactive				No violation found	23-Feb-26
5	Glow Park		27-Feb-26				Coordinated Clean-up	27-Feb-26
3	J.C. Beemer Park/Tweedsmuir Park		Proactive				No violation found	23-Feb-26
3	Myrtle Park		Proactive				No violation found	23-Feb-26
5	Optimist Club of Stoney Creek Park		27-Feb-26				No violation found	27-Feb-26
2	Pier 4 Park		Proactive				No violation found	23-Feb-26
1	Private Property	Main St W/Frid St	20-Oct-25				Observation - Violation Found	24-Feb-26

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Ward	Location	Address*	Date Identified to CERT	Date Trespass Notice(s) Issued	# of Trespass Notice(s) Issued	Compliance Timeframe	Status	Date
3	Private Property	Birge St / Oak Ave	26-Feb-26				Observation - Violation Found	25-Feb-26
3	Rail Trail	btw Gage Ave S and Wentworth St S	Proactive				No violation found	23-Feb-26
3	Rail Trail	btw Wentworth St S and Corktown Park	Proactive				No violation found	23-Feb-26
2	Road allowance	Hess St S / Hunter St	23-Feb-26	23-Feb-26	1	Immediate	Trespass Notice(s) Issued and Notified HFSO	23-Feb-26
2	Road allowance	Hess St S / Hunter St	24-Feb-26	25-Feb-26	1	Immediate	Observation - Violation Found, Notified HFSO	25-Feb-26
13	Road allowance	Thorpe St at Dundas St	20-Feb-26				Observation - Violation Found	23-Feb-26
13	Road allowance	Thorpe St at Dundas St	21-Feb-26				Coordinated Clean-up	24-Feb-26
5	Road allowance	Nash Rd N / Barton St E	19-Feb-26				No violation found	24-Feb-26
5	Road allowance	Nash Rd N / Barton St E	19-Feb-26				No violation found	27-Feb-26
2	Road allowance	near 75 MacNab St S	23-Feb-26	23-Feb-26	9	Immediate	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	23-Feb-26
5	Road allowance	Queenston Rd & Potruff Rd N	26-Feb-26				No violation found	25-Feb-26
2	Road allowance	King William St btw John St N and Hughson St N	20-Feb-26				No violation found	25-Feb-26
2	Road allowance	near 94 York Blvd	27-Feb-26				Coordinated Clean-up	27-Feb-26

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Ward	Location	Address*	Date Identified to CERT	Date Trespass Notice(s) Issued	# of Trespass Notice(s) Issued	Compliance Timeframe	Status	Date
13	Spencer Creek		24-Feb-26	24-Feb-26	1	24 Hour	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	24-Feb-26
13	Spencer Creek		26-Feb-26				Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	26-Feb-26
2	Strachan Linear Park		Proactive				No violation found	23-Feb-26
1	Victoria Park		Proactive				No violation found	23-Feb-26

Hamilton Fire Department
Responses at Locations Involving Unsheltered Individuals

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

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 refer to any materials or belongings other than tents that may be on fire.

The data presented is between February 23 – March 1, 2026.

Injuries Reported	0
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Housing Focused Street Outreach Engagement Update

	Week 9	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	51	32

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 Updates

	Week 9	Previous Week
Total individuals (non-unique) who were provided access to encampment- specific shower programs	14	8

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

	Week 8	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.

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February 23, 2026	Hunter St / Hess St N, Jackson St / MacNab St S
February 24, 2026	Birch Ave Park, Spencer Creek, Main St W/Ogilvie St
February 25, 2026	Birge Park, Hunter St/ Queen St S
February 26, 2026	Spencer Creek
February 27, 2026	Glow Park, road allowance near 75 MacNab St S

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