

## Complaints & Requests for Service

### Total Complaints & Service Requests

Week 10	Previous Week	Previous Month Average
25	29	13

### Most Frequently Identified Locations

Bayfront Park	Martino Park	Claremont Access Parkettes
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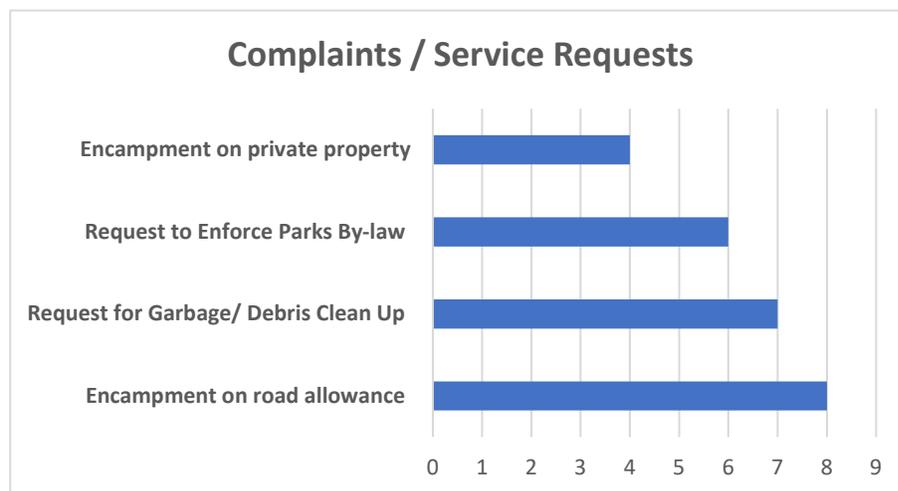
### Complaint/Service Request Type

Encampment on road allowance	17%
Request for Garbage/ Debris Clean Up	15%
Request to Enforce Parks By-law	13%
Encampment on private property	9%

### Source of Complaint/Service Request

Concerned Citizen	33%
Internal – Municipal Law Enforcement	15%
Internal - Public Works	7%

### 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, the Mary Street Bridge and Green Space. From March 9-15, 2026, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

<b>Private Property</b>	Melvin Ave, Barton St E, Birge St, Homestead Dr
<b>City Owned and Public Properties</b>	55 York Blvd, Main St W/ 403 Ramp Westbound
<b>Road Allowances</b>	Jackson St/MacNab St S, Main St W/403, Hunter St W/MacNab St S, John St N/Strachan Ave E
<b>Green Space</b>	Mount Albion Rd / Greenhill Ave
<b>Mary Street Bridge</b>	363 Mary 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 March 9-15, 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	# of Trespass Notice(s) Issued	Compliance Timeframe	Status	Date
2	298 Hunter Street East		Proactive				No violation found	11-Mar-26
2	Bayfront Park		Proactive				Coordinated Clean-up	10-Mar-26
2	Bayfront Park		Proactive				No violation found	11-Mar-26
3	Birch Ave Dog Park		10-Mar-26				Coordinated Clean-up	12-Mar-26
3	Birge Park		09-Mar-26				Observation - Violation Found	09-Mar-26
3	Birge Park		09-Mar-26				Coordinated Clean-up	12-Mar-26
3	Bishop's Park		Proactive				No violation found	11-Mar-26
2	Carter Park		09-Mar-26				Observation - Violation Found	09-Mar-26
2	Carter Park		09-Mar-26	10-Mar-26	1	Immediate	Trespass Notice(s) Issued and Notified HFSO	10-Mar-26
2	Carter Park		Proactive				No violation found	11-Mar-26
2	Central Park		Proactive				No violation found	10-Mar-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
2	Claremont Access Parkettes		Proactive				No violation found	11-Mar-26
2	Dundurn Park		Proactive				No violation found	11-Mar-26
5	Green Space	Mt Albion Rd / Greenhill Ave	10-Mar-26				Observation - Violation Found	10-Mar-26
3	J.C. Beemer Park		Proactive				Observation - Violation Found	11-Mar-26
2	Jackie Washington Rotary Park		Proactive				Observation - Violation Found	11-Mar-26
13	Martino Park		09-Mar-26				Coordinated Clean-up	09-Mar-26
3	Myrtle Park		Proactive				No violation found	11-Mar-26
2	Pier 4 Park		10-Mar-26				No violation found	10-Mar-26
2	Pier 7 Boardwalk		11-Mar-26				No violation found	11-Mar-26
2	Pier 8 Park		10-Mar-26	10-Mar-26	1	Immediate	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	10-Mar-26
5	Private Property	Lanark St	6-Mar-26				Observation - Violation Found	11-Mar-26
2	Private Property	Charlton St E	12-Mar-26				Observation - Violation Found	12-Mar-26
3	Private Property	Barton St E	13-Mar-26				No violation found	13-Mar-26
5	Private Property	Queenston Rd	13-Mar-26				Observation - Violation Found. Notified HFSO.	13-Mar-26
4	Rail Trail btw Kenilworth Ave S and Gage Ave S		Proactive				No violation found	11-Mar-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	Rail Trail btw Gage Ave S and Wentworth St S		Proactive				No violation found	11-Mar-26
3	Rail Trail 3 btw Wentworth St S and Corktown Park		Proactive				No violation found	11-Mar-26
3	Road allowance	Burlington St E / Wellington St N	09-Mar-26				No violation found	09-Mar-26
2	Road allowance	Jackson St W / MacNab St S	09-Mar-26	09-Mar-26	6	Immediate	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	09-Mar-26
2	Road allowance	Jackson St W / MacNab St S	12-Mar-26				Observation - Violation Found	12-Mar-26
2	Road allowance	Jackson St W / MacNab St S	13-Mar-26				Observation - Violation Found	13-Mar-26
2	Road allowance	James St N/Colborne St	09-Mar-26				No violation found	09-Mar-26
2	Road allowance	James St N/Colborne St	09-Mar-26				No violation found	09-Mar-26
2	Road allowance	Hunter St W / MacNab St S	10-Mar-26				Observation - Violation Found	10-Mar-26
1	Road allowance	Main St W at 403 WB Ramp	05-Feb-26				Observation - Violation Found	09-Mar-26
1	Road allowance	Main St W at 403 WB Ramp	05-Feb-26				No violation found	12-Mar-26
1	Road allowance	Main St W / Queen St S	13-Mar-26	13-Mar-26	1	Immediate	Trespass Notice(s) Issued and Notified HFSO	13-Mar-26
2	Road allowance	York Blvd/Bay St N	10-Mar-26				Coordinated Clean-up	10-Mar-26
2	Road allowance	York Blvd/Bay St N	13-Mar-26				No violation found	13-Mar-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
2	Road allowance	York Blvd/Park St N	11-Mar-26				No violation found	11-Mar-26
2	Strachan Linear Park		Proactive				No violation found	10-Mar-26
1	Victoria Park		Proactive				No violation found	10-Mar-26

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## Hamilton Fire Department

### Responses at Locations Involving Unsheltered Individuals

Response Type	Total Number of Incidents	Ward Breakdown
Burning Complaint	3	Ward 2: 2 Incidents Ward 5: 1 Incident
Grass or Brush Fires	1	Ward 4: 1 Incident
Structure/Tent Fire	1	Ward 5: 1 incident
<b>Total</b>	<b>5</b>	<b>Ward 2: 2 Incidents</b> <b>Ward 4: 1 Incident</b> <b>Ward 5: 2 Incidents</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 March 9-15, 2026.</p>

<b>Injuries Reported</b>	<b>5</b>
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## Housing Focused Street Outreach Engagement Update

	Week 11	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSO	49	71

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>

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## Shower Program Updates

	Week 11	Previous Week
Total individuals (non-unique) who were provided access to encampment- specific shower programs	5	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 11	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	19	15	26

	Week 11	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>

March 9, 2026
March 10, 2026
March 11, 2026
March 12, 2026
March 13, 2026

Martino Park, Norman Pinky Lewis Recreation Centre, Jackson St W/MacNab St S
Bayfront Park, Pier 8, Carter Park, Hunter St W/MacNab St S, York Blvd/Bay St N
J.C. Beemer Park, Shamrock Park, York Blvd/Park St N
Carter Park, Birch Ave Dog Park, Birge St/Oak Ave, Rail Trail, Main St W at 403 WB ramp, Victoria Park
J.C. Beemer Park, Jackie Washington Rotary Park

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