

Complaints & Requests for Service

Total Complaints & Service Requests

Week 13	Previous Week	Previous Month Average
22	21	13

Most Frequently Identified Locations

Kenilworth Access	Woodlands Park	Eastlawn Cemetery
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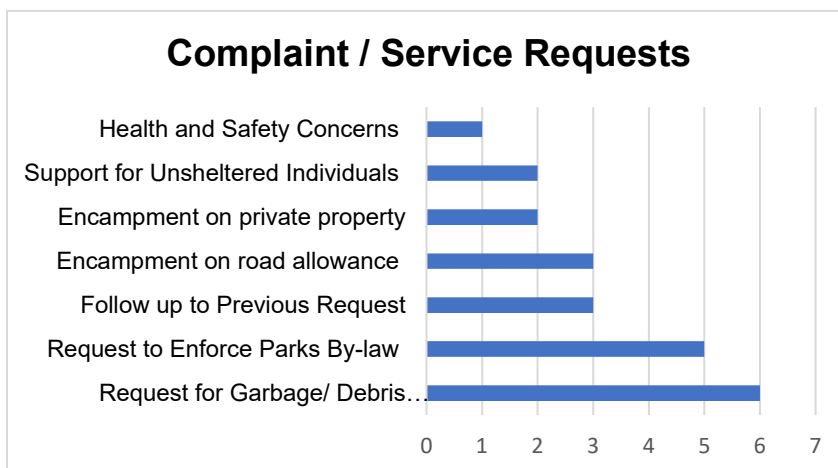
Complaint/Service Request Type

Request for Garbage/ Debris Clean Up	13%
Request to Enforce Parks By-law	11%
Encampment on road allowance	7%
Follow Up to Previous Request	7%
Encampment on private property	4%
Support for Unsheltered Individuals	4%
Health and Safety Concerns	2%

Source of Complaint/Service Request

Concerned Citizen	30%
Internal – Public Works	7%
Councillor's Office	4%
Internal – Municipal Law Enforcement	4%
Community Partners	2%

Complaint / 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, and Kenilworth Access. From March 23-29, 2026, Municipal Law Enforcement received complaints and service requests about the following specific locations that are identified below.

Private Property	Stuart St, Lanark St, Dewitt Rd, Charlton Ave E
City Owned and Public Properties	35 York Blvd
Road Allowances	Mary St / Strachan St E, Queen St S / Canada St, Hess St N / Barton St W, Jackson St W / MacNab St S, Woodward Ave / Beach Blvd
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
Kenilworth Access	at Kimberly Dr

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 23-29, 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 bold.

Ward	Location	Address*	Date Identified to CERT	Date Trespass Notice(s) Issued	# of Trespass Notice(s) Issued	Compliance Timeframe	Status	Date
13	298 Hunter Street East		Proactive				No violation found	24-Mar-26
13	298 Hunter Street East		Proactive				No violation found	26-Mar-26
13	Bayfront Park		Proactive				No violation found	24-Mar-26
13	Bayfront Park		Proactive				No violation found	26-Mar-26
13	Beasley Park		Proactive				No violation found	26-Mar-26
13	Bishop's Park		Proactive				No violation found	24-Mar-26
13	Bishop's Park		Proactive				No violation found	26-Mar-26
13	Carter Park		Proactive				No violation found	24-Mar-26
13	Carter Park		Proactive				No violation found	26-Mar-26
13	Central Park		Proactive				No violation found	26-Mar-26
13	Claremont Access	near James Mountain Rd	23-Mar-26	23-Mar-26	1	Immediate	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	23-Mar-26
13	Claremont Access Parkettes		Proactive				No violation found	24-Mar-26
13	Claremont Access Parkettes		Proactive				No violation found	26-Mar-26
13	Dundurn Park		Proactive				No violation found	24-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
13	Dundurn Park		Proactive				No violation found	26-Mar-26
13	J.C. Beemer Park		Proactive				No violation found	24-Mar-26
13	J.C. Beemer Park		Proactive				No violation found	26-Mar-26
13	Kenilworth Access	at Kimberly Dr	25-Mar-26				Observation - Violation Found	25-Mar-26
13	Kenilworth Access	at Kimberly Dr	26-Mar-26				Observation - Violation Found	27-Mar-26
13	Myrtle Park		Proactive				No violation found	24-Mar-26
13	Myrtle Park		Proactive				No violation found	26-Mar-26
13	Pier 4 Park		Proactive				No violation found	24-Mar-26
13	Pier 4 Park		Proactive				No violation found	26-Mar-26
13	Private Property	Barton St E	24-Mar-26				No violation found	25-Mar-26
13	Private Property	Mary St	23-Mar-26				Observation - Violation Found	25-Mar-26
13	Private Property	Stuart St	26-Mar-26				Observation - Violation Found	27-Mar-26
13	Rail Trail	btw Gage Ave S and Wentworth St S	Proactive				Observation - Violation Found	24-Mar-26
13	Rail Trail	btw Gage Ave S and Wentworth St S	Proactive				Observation - Violation Found	26-Mar-26
13	Rail Trail	btw Kenilworth Ave S and Gage Ave S	Proactive				No violation found	24-Mar-26
13	Rail Trail	btw Kenilworth Ave S and Gage Ave S	Proactive				Observation - Violation Found	26-Mar-26
13	Rail Trail	btw Wentworth St S and Corktown Park	Proactive				No violation found	24-Mar-26
13	Rail Trail	btw Wentworth St S and Corktown Park	Proactive				No violation found	26-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
13	Road allowance	Hunter St E / Catharine St S	23-Mar-26				No violation found	23-Mar-26
13	Road allowance	Jackson St W / MacNab St S	23-Mar-26				Observation - Violation Found, Coordinated Cleanup	23-Mar-26
13	Road allowance	Jackson St W / MacNab St S	24-Mar-26				Coordinated Clean-up	24-Mar-26
13	Road allowance	Jackson St W / MacNab St S	25-Mar-26				Observation - Violation Found, Coordinated Cleanup	25-Mar-26
13	Road allowance	Jackson St W / MacNab St S	26-Mar-26				Coordinated Clean-up	26-Mar-26
13	Road allowance	Jackson St W / MacNab St S	27-Mar-26				Observation - Violation Found, Coordinated Cleanup	27-Mar-26
13	Road allowance	Jackson St W / MacNab St S	28-Mar-26	28-Mar-26	2	Immediate	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	28-Mar-26
13	Road allowance	Main Street W / Queen St S	25-Mar-26				No violation found	27-Mar-26
13	Road allowance	Queen St S / Canada St	24-Mar-26				Observation - Violation Found	25-Mar-26
13	Road allowance	York Blvd / Bay St N	23-Mar-26				Coordinated Clean-up	23-Mar-26
13	Road allowance	York Blvd / Bay St N	23-Mar-26	24-Mar-26	1	Immediate	Trespass Notice(s) Issued, Notified HFSO and Coordinated Clean-up	24-Mar-26
13	Road allowance	York Blvd / Bay St N	23-Mar-26				Coordinated Clean-up	26-Mar-26
13	Road allowance	York Blvd / Bay St N	23-Mar-26				Observation - Violation Found	27-Mar-26
13	Strachan Linear Park		Proactive				No violation found	24-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
13	Strachan Linear Park		Proactive				No violation found	26-Mar-26
13	Victoria Park		Proactive				No violation found	24-Mar-26
13	Victoria Park		Proactive				No violation found	26-Mar-26
13	Woodlands Park		25-Mar-26				Observation - Violation Found	25-Mar-26
13	Woodlands Park		26-Mar-26				Observation - Violation Found	27-Mar-26

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Hamilton Fire Department

Responses at Locations Involving Unsheltered Individuals

Response Type	Total Number of Incidents	Ward Breakdown
Accumulated Combustibles	1	Ward 5: 1 Incident
Burning Complaints	2	Ward 5: 3 Incidents
Grass or Brush Fires	1	Ward 3: 1 Incident
Total	4	Ward 3: 1 Incident Ward 5: 3 Incidents

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 March 23 - 29, 2026.

Injuries Reported	0
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Housing Focused Street Outreach Engagement Update

	Week 13	Previous Week
Total <i>non-unique</i> Interactions with Unsheltered Individuals by HFSSO	28	47

Additional Notes:

HFSSO 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 13	Previous Week
Total individuals (non-unique) who were provided access to encampment- specific shower programs	7	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 13	Previous Week	2025 Weekly Average
Total encampment sites maintained and cleaned by Parks Section staff	11	10	26

	Week 13	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 23, 2026	Claremont Access, Jackson St W / MacNab St S, York Blvd / Bay St N
March 24, 2026	Jackson St W / MacNab St S, York Blvd / Bay St N
March 25, 2026	Jackson St W / MacNab St S
March 26, 2026	Jackson St W / MacNab St S, York Blvd / Bay St N
March 27, 2026	Jackson St W / MacNab St S
March 28, 2026	Jackson St W / MacNab St S

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