

Communication Update

To: Mayor and Members of City Council

Date: August 12, 2026

Subject/Report No.: My.Hamilton Portal Update

Ward(s) Affected: City Wide

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Summary

This Communication Update provides Council with an update on the growth, adoption and continued success of the My.Hamilton portal (my.hamilton.ca).

Since the launch of the refreshed portal in early 2026, My.Hamilton has become an increasingly important digital service channel for residents, businesses and community partners. The platform has experienced strong user adoption, with more than 176,000 accounts created and over 302,000 online applications and transactions submitted.

Background

My.Hamilton provides residents, businesses and community partners with a single, consistent and secure way to access City services online. The portal supports Council's 2022–2026 priority of Responsiveness and Transparency, specifically Council's direction to “modernize City systems” and “prioritize customer service and proactive communication.” My.Hamilton makes it easier to access information, submit applications and complete transactions online.

Details

Strong Adoption

Adoption of My.Hamilton remains strong, demonstrating continued growth in awareness and use of the portal across the community. As of July 2026:

- 176,393 user accounts have been created, averaging almost 6,000 per month during the first half of 2026.
- 301,185 applications and service requests have been submitted through the platform, with over 100,000 submitted in 2026.
- The highest volume services include Vacant Unit Tax, Request for Bulk Pickup, Request for Additional Trash Tags, and License Permit Payments.

The significant volume of transactions completed online demonstrates residents' willingness to adopt digital channels when services are accessible, intuitive and easy to use as a complement to existing telephone and in-person services.

Expanding Digital Service Offerings

The portal continues to support a growing range of City services, providing residents with convenient self-service options available anytime and from any device. As of July 2026:

- 26 online forms and services are currently available through my.hamilton.ca, including recently added Freedom of Information Request and Utility Certificate Request forms.
- 24 curated links to external services allow users to easily access commonly used services and tools, such as Ontario Works, Report a Truck Route Violation, Building Permits, Planning and Development Applications, Hamilton Utility Billing and more.

Next Steps

Ongoing promotion of my.hamilton.ca continues through digital, social, and in-person channels to increase awareness and adoption, including a new [promotional video](#). These efforts help residents understand the benefits of my.hamilton.ca and encourage ongoing use of the portal as a convenient way to access City services.

Through 2026 and beyond, staff will:

- Continue to expand the number of services available through My.Hamilton.
- Improve the user experience by enabling users to browse services without logging in and complete select transactions without authentication.
- Transition online forms and fillable PDFs currently hosted on Hamilton.ca to My.Hamilton, to provide a more consistent and user-friendly digital experience.
- Enhance document sharing capabilities.

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- Continue to enhance the portal based on customer feedback, service metrics and portal analytics.

Council will be kept informed as the portal evolves and additional services are brought online.

Appendices and Schedules Attached

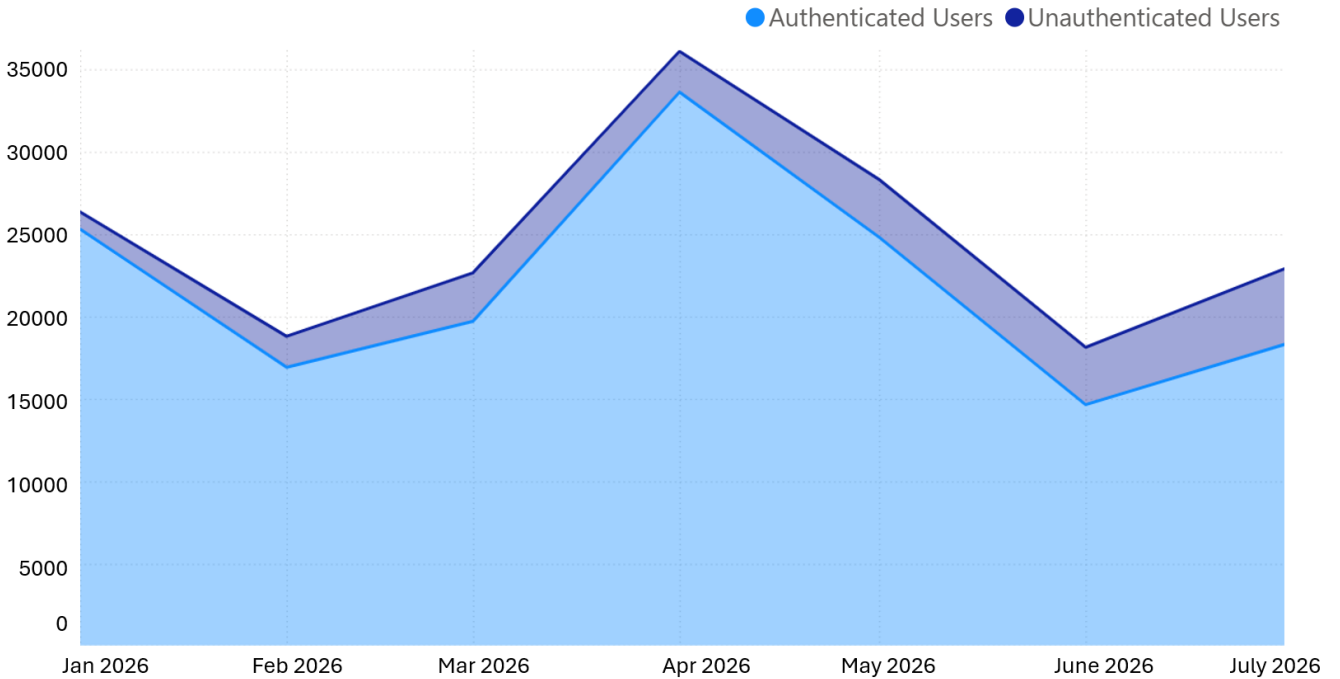
Appendix A: Portal Service Metrics and Portal Traffic – January 1, 2026 to July 31, 2026

Appendix A

Portal Service Metrics: January 1, 2026 – July 31, 2026

Service Name	Applications
Vacant Unit Tax	85835
Request for Bulk Pick Up	10986
Request for Additional Trash Tags	7187
Licence Permit Payment	4178
Request a new or replacement Green Bin	3078
Special Consideration Request	946
Temporary Regulation Enforcement Form	293
Utilities Billing Certificate Request Application	276
Animal Donation Payment	221
Cemeteries Family History Search	210
Driveway Access and Residential Boulevard Application	174
Traffic Data Request Form	131
Missed Waste - Regular Garbage	96
Missed Waste	85
Reserved Accessible On Street Permit Application	78
Stormwater Infrastructure Credit Application	61
Bike Parking Application	57
Temporary Outdoor Patio Application - Private Property	56
Vacant Unit Tax - Notice of Complaint	51
Stormwater Re-Assessment	46
Temporary Outdoor Patio Application – Municipal Gov.	42
Vacant Unit Tax - Request for Review	33
Harbourfront Credit Application	32
Missed Waste - Leaf and Yard Waste	32
Missed Waste - Organics (Green bin)	29
Reserve Banner Space Application	27
Temporary Outdoor Patio Application - On Street Structure	27
Waste Outreach Management Request	25
Home Care Services Permit	22
Sport Volunteer Award Nomination	22
Missed Waste - Bulk Item Pick Up	7
Vacant Unit Tax - Additional Information	4
Total	114347

Portal Traffic: January 1, 2026 – July 31, 2026



Note: Certain services such as Report a Problem and Ask a Question do not require authentication / an account on my.hamilton.ca to access those services and are represented as Unauthenticated Users in the graph above.