



## City of Hamilton

# BUSINESS IMPROVEMENT AREA ADVISORY SUB-COMMITTEE REVISED SUB-COMMITTEE REVISED

**Meeting #:** 19-001  
**Date:** January 15, 2019  
**Time:** 8:00 a.m.  
**Location:** Room 192, 1st Floor  
71 Main Street West

Angela McRae, Legislative Coordinator (905) 546-2424 ext. 5987

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Pages

**1. CEREMONIAL ACTIVITIES**

1.1 Greetings from Mayor Eisenberger

**2. APPROVAL OF AGENDA**

(Added Items, if applicable, will be noted with \*)

**3. DECLARATIONS OF INTEREST**

**4. APPROVAL OF MINUTES OF PREVIOUS MEETING**

4.1 December 11, 2018

3

**5. COMMUNICATIONS**

**6. DELEGATION REQUESTS**

**7. CONSENT ITEMS**

**8. PUBLIC HEARINGS / DELEGATIONS**

**9. STAFF PRESENTATIONS**

9.1 2018 BIA Audits Update (No copy)

*9.1.a	Handout	7
9.2	Graffiti Management Strategy Update (To be distributed)	
*9.2.a	Presentation	9
9.3	Emergency Management and Preparedness Update (To be distributed)	
*9.3.a	Presentation	27
10.	<b>DISCUSSION ITEMS</b>	
11.	<b>MOTIONS</b>	
12.	<b>NOTICES OF MOTION</b>	
13.	<b>GENERAL INFORMATION / OTHER BUSINESS</b>	
13.1	Verbal Update from Julia Davis, Business Development & BIA Officer	
13.2	Statements by Members	
14.	<b>PRIVATE AND CONFIDENTIAL</b>	
15.	<b>ADJOURNMENT</b>	



# Hamilton

**BUSINESS IMPROVEMENT AREA ADVISORY COMMITTEE  
MINUTES 18-010  
8:00 a.m.  
Tuesday, December 11, 2018  
Room 264  
Hamilton City Hall  
71 Main Street West**

**Present:** Councillor Esther Pauls (Chair)  
Susan Pennie – Waterdown BIA (Acting Vice-Chair)  
Tony Greco – Locke Street BIA  
Susie Braithwaite – International Village BIA  
Cristina Geissler – Concession Street BIA  
Maggie Burns – Ottawa Street BIA  
Rachel Braithwaite – Barton Village BIA  
Lisa Anderson – Dundas BIA  
Bender Chug – Main West Esplanade BIA

**Absent:** Jennifer Mattern – Ancaster BIA  
Tracy MacKinnon – Westdale Village BIA and Stoney Creek BIA  
Anne Marie Bergen – King West BIA  
Kerry Jarvi – Downtown Hamilton BIA

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**THE FOLLOWING ITEMS WERE REFERRED TO THE GENERAL ISSUES COMMITTEE FOR CONSIDERATION:**

**1. Appointment of Chair and Vice-Chair (Item 1)**

**(Geissler/Greco)**

- (a) That Councillor E. Pauls be appointed as Chair; and,
- (b) That a rotating Vice-Chair, be approved.

**CARRIED**

**FOR INFORMATION:**

**(a) CHANGES TO THE AGENDA (Item 2)**

The Committee Clerk advised that there were no changes to the agenda.

**(R. Braithwaite/Pennie)**

That the agenda for the December 11, 2018 Business Improvement Area Advisory Committee meeting be approved, as presented.

**CARRIED**

**(b) DECLARATIONS OF INTEREST (Item 3)**

There were no declarations of interest.

**(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 4)**

**(i) November 13, 2018 (Item 4.1)**

**(Greco/S. Braithwaite)**

That the November 13, 2018 Minutes of the Business Improvement Area Advisory Committee be approved, as presented.

**CARRIED**

**(d) STAFF PRESENTATIONS (Item 9)**

**(i) Digital Main Street Grant Program – Application Update (Item 9.1)**

Kristin Huigenbos, Co-ordinator, Small Business Enterprise Centre, addressed the Committee respecting Applications for the Digital Main Street Grant Program with the aid of a presentation. This presentation has been added to the official record.

**(R. Braithwaite/Pennie)**

That the staff presentation from Kristin Huigenbos, respecting Applications for the Digital Main Street Grant Program, be received.

**CARRIED**

A copy of the presentation is available on the City's website or through the Office of the City Clerk.

**(ii) Hamilton Immigration Partnership Council (HIPC) – 2018 Update (Item 9.2)**

Sarah Wayland, Senior Project Manager HIPC, addressed the Committee respecting an update on the Hamilton Immigration Partnership Council with the aid of a presentation. This presentation has been added to the official record.

**(R. Braithwaite/Chug)**

That the staff presentation from Sarah Wayland respecting an update on the Hamilton Immigration Partnership Council, be received.

**CARRIED**

A copy of the presentation is available on the City's website or through the Office of the City Clerk.

**(iii) 2019 Canadian Open Participation (Item 9.3)**

Mark Bowden, Senior Project Manager, Tourism and Culture, addressed the Committee respecting the 2019 Canadian Open, with the aid of a presentation. This presentation has been added to the official record.

**(Greco/Geissler)**

That the staff presentation from Mark Bowden respecting 2019 Canadian Open, be received.

**CARRIED**

A copy of the presentation is available on the City's website or through the Office of the City Clerk.

**(e) GENERAL INFORMATION/OTHER BUSINESS (Item 13)**

**(i) Update from Julia Davis, Business Development & BIA Officer (Item 13.1)**

Julia Davis welcomed Councillor Pauls to the BIA Advisory Committee.

Julia provided an update from the Accessible Ontario and Ontario BIA Association (OBIAA) presentation that happened in November at the Hamilton Public Library. She advised the Committee that a helpful Handbook has been created for the BIA's on Accessibility for Ontarians with Disabilities Act (AODA) Compliance. She also suggested visiting the [accessontario.com](http://accessontario.com) website as there are several resources there.

Julia requested that BIA members send her their Board meeting minutes from 2018 and to submit to her any nominations for the Property Excellence Awards. Additionally, Julia reminded the Committee to submit to her any receipts for the Christmas Grant Program.

Julia advised that the Open for Business Sub-Committee (O4B) requires one of their Official Advisors to be a member of the BIA Advisory Committee and Tony Greco offered to be the representative.

**(Geissler/Greco)**

That the verbal update from Julia Davis, Business Development & BIA Officer, be received.

**CARRIED**

**(ii) Statements by Members (Item 13.2)**

BIA Members used this opportunity to discuss matters of general interest.

**(f) ADJOURNMENT (Item 15)**

**(S. Braithwaite/Burns)**

That there being no further business, the Business Improvement Area Advisory Committee be adjourned at 9:44 a.m.

**CARRIED**

Respectfully submitted,

Councillor Esther Pauls, Chair  
Business Improvement Area  
Advisory Committee

Angela McRae  
Legislative Coordinator  
Office of the City Clerk

BIA Client Assistance Package

BIA Name \_\_\_\_\_

BIA Contacts      Lead Contact and Bookkeeper Contact

<b>Lead Contact for Audit Questions</b>		<b>Bookkeeper contact for accounting questions</b>	
Name	_____	Name	_____
Phone	_____	Phone	_____
Email	_____	Email	_____

Deadlines

- 1 Books and records to be prepared by client (as described below) for each BIA are to be delivered to Julia Davis (Julia.Davis@hamilton.ca) at the City of Hamilton by **February 28, 2019**. Please ensure that the information provided is complete based on this document before submission as it will be reviewed by City staff before submission to the auditor.
  
- 2 Once the information is provided to the auditors, they will be in contact with you to set up a date that works best with you for questions. This will most likely be within one week of the information being submitted to the auditors.
  
- 3 Audited financial statements should be in a timely fashion in order to be included in the City's financial statements.

**Date for FS Approval**

4 **BIA Board Date for Statement approval**

\_\_\_\_\_

It is important that once the date is set, that should the date need to change, notice is given to KPMG

Data

Please note that KPMG's files are digital, so when available, we would appreciate receiving information in electronic format (i.e. Excel) via email or USB. We will scan any hardcopy documents provided.

**Revenue and Accounts Receivable**

- Accounts receivable reconciliation at December 31, 2018
- Access to Deposit books covering the period from January 1, 2019 to February 28, 2019 \*\*\*
- Listing of deferred revenue and supporting documentation

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**Expenses and Accounts Payable**

- Accounts payable reconciliation at December 31, 2018
- Access to invoices during the year\*\*\*
- Listing of payments (cheques, eft) from January 1, 2019 - February 28, 2019
- All HST forms for the fiscal year, if applicable

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**Tangible Capital Assets**

- Listing of significant capital asset additions and disposals during the year and supporting documentation
- Capital asset continuity schedule ending December 31, 2018

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**Audit Questions**

For each of the following questions, please answer and if more information is required in the response, attach as another document.

- Are you aware of any claims or litigations outstanding against the BIA
- Are you aware of any non-compliance with laws or regulations
- Are you concerned that the BIA would not be able to continue operations in 2019
- Are there any commitments or contingencies for 2019 (if so please provide)
- Are you aware of any fraud, internal or external, that occurred during the year

Y/N

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**Best Tips**

- Has the tax levy default been recorded to ensure ending Due to/from City agrees with City balance?
- Has a review been done of expenditures incurred to ensure capital assets are appropriately recorded?
- Have all adjustments from the prior period audit been recorded?
- Have invoices received after year end been reviewed to ensure they are recorded in the correct period?

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**These items will need to be requested from time to time, but are not required to be provided all at once. We just request that these items be available should we need to look at supporting invoices or deposits**



# B.I.A.A.C. Presentation

By: Rukhsor Khush Mohammad & Paige Paton

Jan 15, 2019

City Hall 192

# Program

- 2 year pilot program approved by Council
- Two co-op students in charge of a new proactive approach to graffiti management including victim assistance, education and community engagement
- Education consists of face-to-face engagements with the public on graffiti removal and prevention
- From these talks, can gain some information from the public on what they feel is the most concerning regarding graffiti as well as steer the program in a way to provide victims with the best form of assistance

# Progress

- Keep Hamilton Clean and Green Committee
- Gift cards
  - Through KHCGC, we have been given gift cards that are handed out to victims of graffiti
  - Victims are based on our discretion but usually fall under repeat victims or those who self-identify as being low-income
- Thank you Cards
  - Given to property owners who have complied with the order; give thanks for their appreciation
- Graffiti Angels
  - Program that is in the planning stages
  - Help victims of graffiti who are unable to abide by the by-law due to certain circumstances beyond their control
- Keep track of daily stats
- McMaster University Rental Housing Fair
  - Teach students about their rights as renters as well as educating them on the topic of graffiti

# STATS

<b>BIA</b>	<b># of Violation</b>
Ancaster	1
Barton Village	13
Concession	20
Downtown Hamilton	10
Downtown Dundas	23
International	2*
King Street West	7
Locke Street	17
Main Street Esplanade	N/A

Ottawa Street	24
Stoney Creek	1
Waterdown	1 (City asset)
Westdale	17

These were all collected in November 2018, these do not include the ones we had on file already beforehand.

# Investigations

	<b>Public</b>	<b>Proactive</b>	<b>Council</b>	<b>Rechecks</b>	<b>TOTAL</b>
<b>Sept</b>	3	36	0	61	100
<b>Oct</b>	54	179	2	89	324
<b>Nov</b>	110*	1	0	64	175
<b>Dec</b>	11	16	1	23	51
<b>TOTAL</b>	178	232	3	237	650

	<b>Public</b>	<b>Proactive</b>	<b>Council</b>	<b>Rechecks</b>	<b>TOTAL</b>
<b>TOTAL (2018)</b>	361	660	13	749	1783

# Hansen Calls

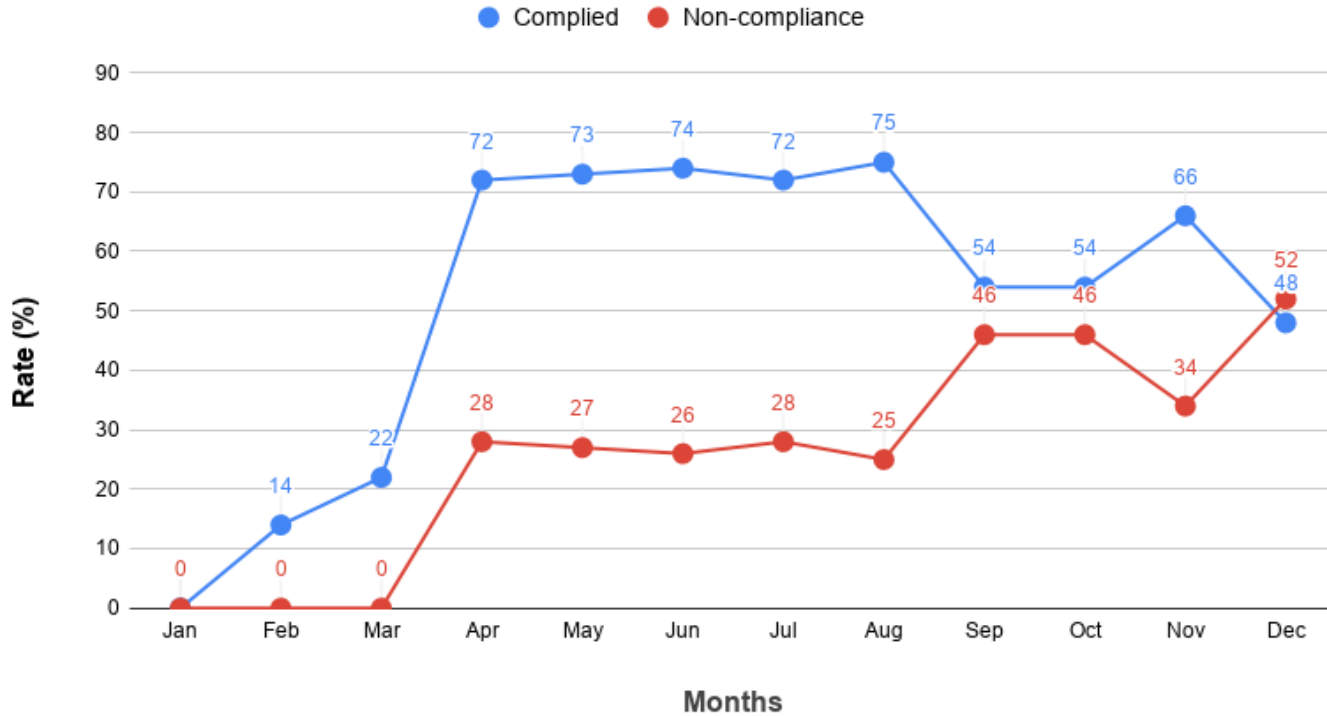
	<b>HEPPG</b>	<b>HECPG</b>	<b>HEPSG</b>	<b>TOTAL</b>
<b>TOTAL</b>	369	29	50	428

From January 15-December 21, there were a total of 448 Hansen calls. 380 are from Wards 1-4 making up about 85% of the calls from last year.



# Compliance Rate

## Compliance Rate for January - December 2018



# City Assets

City Assets and Utilities Violated are from between Oct 5, 2018 - Jan 4, 2019.

<b>Asset</b>	<b>Violation</b>	<b>Overall (%)</b>
Traffic Light Box	29	28%
Street Light Poles	24	23%
HSR Bus Stops	13	12%
Other	39	37%
<b>Total</b>	<b>105</b>	

# Utilities Violated

Utility	Violated	Overall (%)
Horizons/Alectra	5	12%
Bell	10	24%
Canada Post	12	29%
Garbage bins	14	33%
Other	1	2%
<b>TOTAL</b>	<b>42</b>	

# Contact Information

## **Horizons/Alectra Graffiti Removal**

905-540-3220

[graffiti@horizonsutilities.com](mailto:graffiti@horizonsutilities.com)

## **Bell**

1-866-213-1756

[anm.support@bell.ca](mailto:anm.support@bell.ca)

## **Canada Post**

1-866-607-6301

# Wrap Program

- A re-design of assets to counteract graffiti
- Boxes are covered in decal that proves to be not a good surface for graffiti
- Canada Post follows this with Traffic Light Boxes also in pursuit

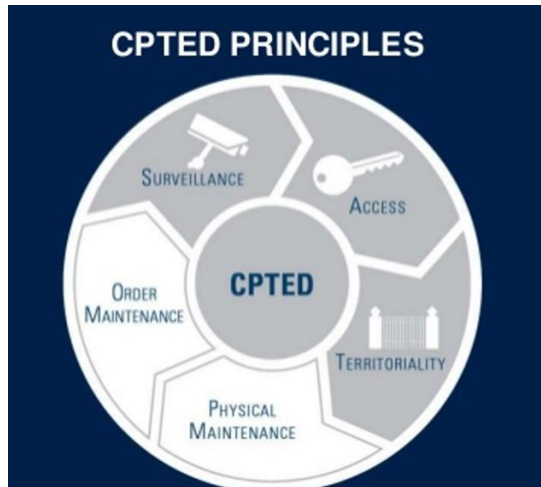


# Social Media Push

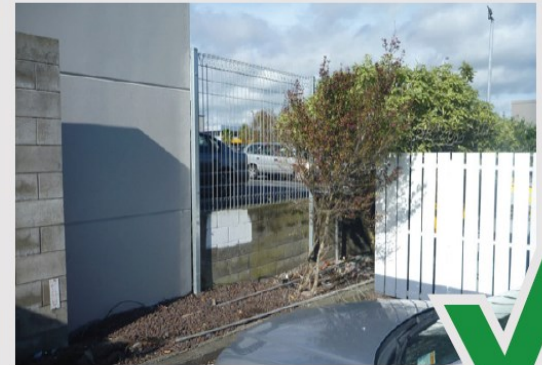
- Start reaching out to the community via social media
- Social media is the best tool to reach the mass audience
- Include contests, art pieces, advertisements, education, etc. that can be accessed at large by the community
- Focus on youths particularly since those who engage in graffiti are predominately youth based

# CPTED

- Crime Prevention Through Environmental Design
- Offer support to businesses and homeowners on how to protect your neighbourhood using environmental designs
- Main goal: to alter the physical space and design of the area, regardless of whether it's a business or home, to eliminate criminal activity in the community



## 1 Control access to your business



# Reporting Graffiti

## Reporting existing graffiti

- Phone: 905-546-CITY (2489) where individual will speak to a clerk who will then input the information into database
- Online form: [www.hamilton.ca/graffitiform](http://www.hamilton.ca/graffitiform)
- Asks for contact information and allows you to put photos up
- This goes for graffiti found on, but not limited to, city, commercial and residential properties

## Report graffiti in progress:

Call 9-1-1

## Provide an anonymous tip about a graffiti crime or active graffiti vandal:

Call Crime Stoppers at 1-800-222-8477



**Address or intersecting streets \***

Enter the nearest address or intersecting streets

**Graffiti Type \***

- Select -

**Property Type \***

- Select -

**Additional Location Information**

[Large text area for additional location information]

Include any additional information related to the location, such as the type of building, name of business/park/institution/monument or any other details.

**Photo Upload**

Upload a photo of the graffiti

Files must be less than **2 MB**.

Allowed file types: **jpg jpeg png**.

Choose File No file chosen

Upload

Small section of the form

# Questions?

## **Cindy Heuck**

Student Coordinator

Phone: 905-546-2424 x2731

Email: [Cindy.Heuck@hamilton.ca](mailto:Cindy.Heuck@hamilton.ca)

## **Rukhsor Khush Mohammad**

MLE Officer

Phone: 905-973-3283

Email: [Rukhsor.KhushMohammad@hamilton.ca](mailto:Rukhsor.KhushMohammad@hamilton.ca)

## **Paige Petton**

MLE Officier

Phone: 905-973-0642

Email: [Paige.Paton@hamilton.ca](mailto:Paige.Paton@hamilton.ca)



# BIA Advisory Committee

Connie Verhaeghe

Kirsten Marples

Emergency Management Coordinators

January 15<sup>th</sup>, 2019

# Today's Presentation

1. Trends in Emergency Management
2. Emergency Response – How the city responds to emergencies
3. Business Continuity – How to continue your critical business functions
4. Q&A

What is the #1 type of emergency in Ontario?









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until two women were declared dead. And suggestion that 37-year-old Lucie Aylwin, as long as 39 hours, waiting to be rescued.

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made the devastating underneath the concrete for

Like man 'collapse was one of human failure,' damning inquiry report says

Hamilton

# Current Trends in Emergency Management

- Increase in weather related events
  - Longer and hotter summers (increase in heat exposures, forest fires and drought)
  - Increase in freezing and melting cycles (more ice storms)
  - More precipitation days increasing in the winter and spring with less precipitation days in the summer
  - Increasing rain intensity and flooding
  - Increase in extreme weather events with shorter periods between events
  
- Increase in cyber attacks
  - Disruption to businesses
  - Loss of services
  
- Increase in availability of chemicals, radioactive and hazardous materials
  - Increase in explosions – particularly house explosions





## What do we prepare for?

Flooding

Power Outages

Hazardous Materials Incidents

Extreme Ice Storms

Human Health Emergencies (Pandemics)

Explosions and Fire

Large Transportation Emergencies

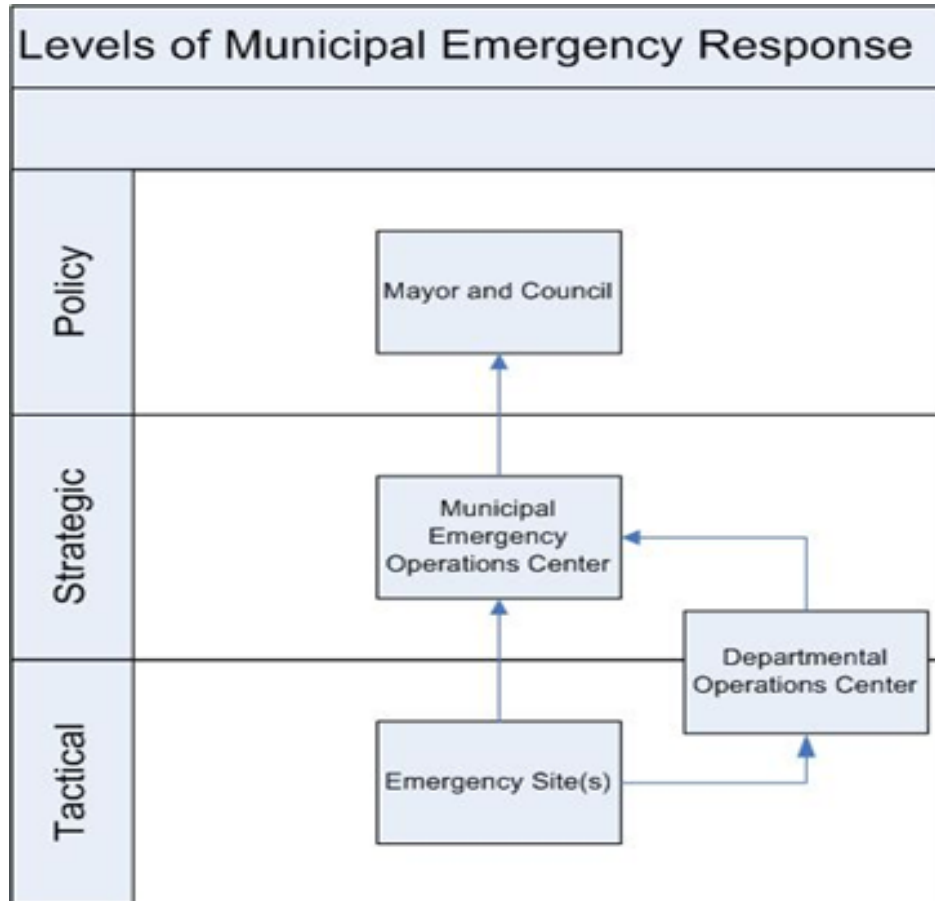
Critical Infrastructure Failure (e.g. Telecom)

Violent Situations

# The Emergency Operations Centre (EOC)



# Activating the EOC



## Also - Departmental Emergency Operations Centres

- Public Health EOC
- Public Works EOC
- Emergency Social Services EOC

## When to Activate

- Need for site support
- Large-scale complex response
- Significant population impact/at risk
- Uncertain conditions/risk of escalation
- Information management issues
- Major planned event
- Potential threat to be monitored
- A Departmental Emergency Operations Centre requires assistance with their response activities



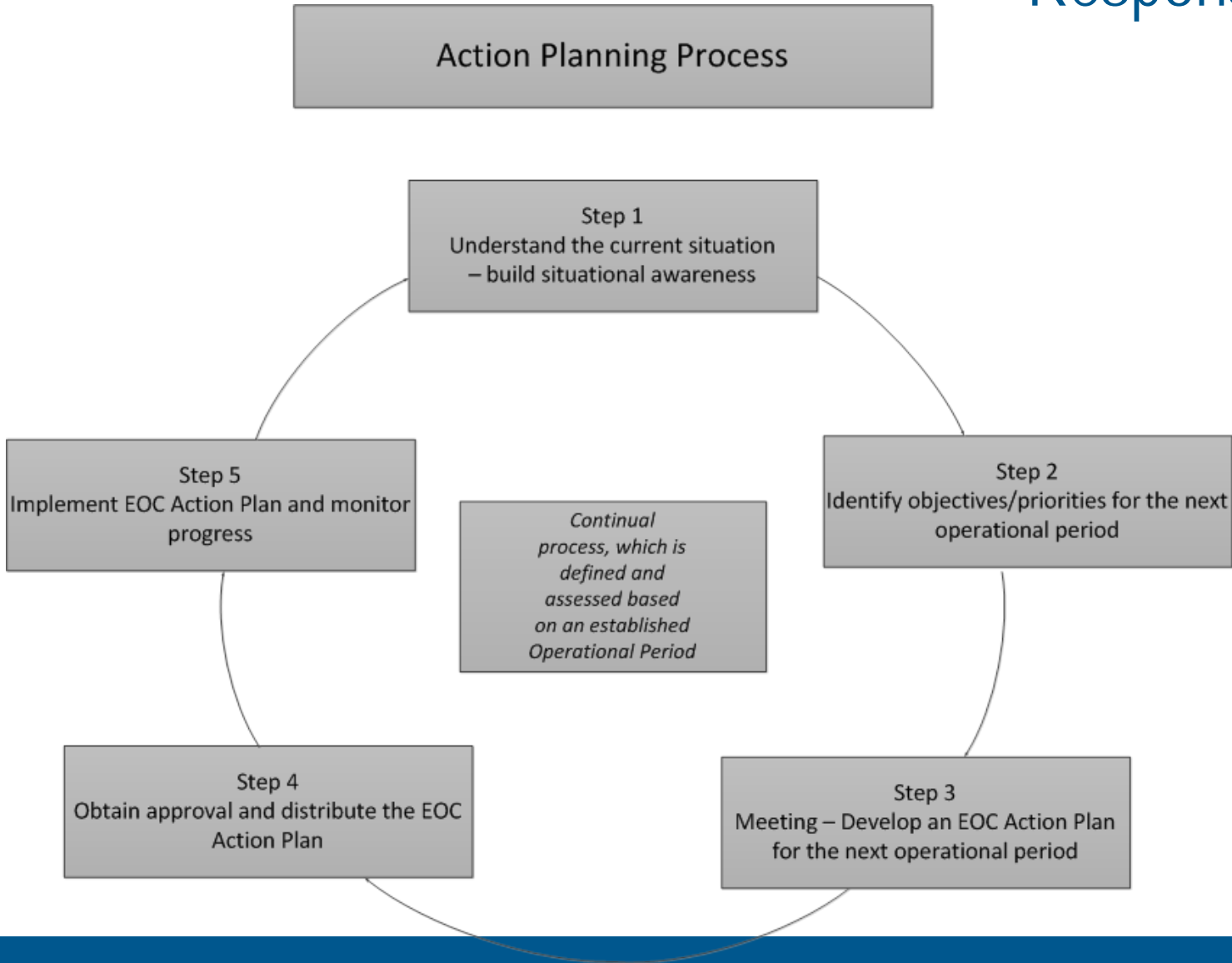


# EOC Responsibilities

- Strategic direction
- Site support and consequence management
- Information collection, evaluation, and distribution
- Coordination of agencies/departments
- Resource management
- Internal and external communications



# Response Cycle



# Recovery – Post Event

EOC transitions to recovery - could continue for weeks, months or even years

- Recovery Team established
  - Animal care
  - Construction & repair
  - Counselling
  - Damage assessment
  - Debris removal
  - Economic support and Financial assistance
  - Funds management
  - Goods management
  - Healthcare
  - Housing relocation
  - Sanitation services
  - Transportation
  - Volunteer management
  - Warehousing



# Shelter in Place



# Business Continuity Planning



# Which Sign Does the Community Expect



# Business Continuity Planning

- A process to minimize the impact of a major disruption to normal business operations

Consider:

- Loss of Facility
- Loss of Staff
- Loss of Technology (including power outage)

What risks exist for my business, and what is the likelihood of them occurring?

# Benefits of Business Continuity Planning

- Protects employee safety
- Provide products and services even during adverse conditions
- To ensure survival of the entity
- Maintain public image and reputation
- Minimize confusion and enable effective decision-making in a time of crisis



- <http://www.fema.gov/media-library/assets/videos/80069>



# Types of Threats to Consider

## External

- Natural/Mother Nature:
  - Flooding, Tornadoes, Wind Storms
- Utilities and other suppliers:
  - Power, telecom, fuel
- Human:
  - Hackers, Terrorists, Violent Persons

## Internal

- Facility problems (e.g. Leaky pipes)
- Equipment failures (e.g. server crash)
- Pandemic outbreak affecting staff

# Questions to Ask

**What are the worst things that can happen to my organization?**

**What can we prevent?**

**What are we willing to do to prevent the event/incident?**

**Can we afford the risk?**

**How will we deal with it?**

**What is the reporting and communication process during the crisis?**



# Business Continuity Planning

Steps in developing your business continuity plan:

1. Assess the risks
2. Do a business impact analysis (what is your MAD)
3. Understand your dependencies (up-stream and down-stream)
4. Develop your business continuity plan
5. Practice your plan

Business continuity is not static – it's a dynamic process

# What does this tell our customers?





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# Thank You

## Questions?