



City of Hamilton

GENERAL ISSUES COMMITTEE REVISED

Meeting #: 20-002(d)
Date: January 28, 2020
Time: 9:30 a.m.
Location: Council Chambers, Hamilton City Hall
71 Main Street West

Stephanie Paparella, Legislative Coordinator (905) 546-2424 ext. 3993

	Pages
1. APPROVAL OF AGENDA	
2. DECLARATIONS OF INTEREST	
3. APPROVAL OF MINUTES OF PREVIOUS MEETING	
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4. COMMUNICATIONS	
5. CONSENT ITEMS	
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7. DISCUSSION ITEMS	
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8. MOTIONS	
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10. PRIVATE & CONFIDENTIAL	
11. ADJOURNMENT	



**GENERAL ISSUES COMMITTEE
(2020 OPERATING BUDGET)
MINUTES 20-002(c)**

9:30 a.m.

Friday, January 24, 2020

Council Chambers

Hamilton City Hall

71 Main Street West

Present: Mayor F. Eisenberger, Deputy Mayor B. Clark (Chair)
Councillors M. Wilson, J. Farr, N. Nann, S. Merulla, C. Collins,
T. Jackson, E. Pauls, J.P. Danko, M. Pearson, L. Ferguson,
A. VanderBeek, J. Partridge

Absent: Councillor T. Whitehead – Personal
Councillor B. Johnson – Other City Business

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

- 1. Correspondence from Jessica Langdon, Communications Coordinator, Hamilton Technology Centre, respecting the Reinstatement of HSR Bus Service on Innovation Drive (Item 4.1)**

(Partridge/Eisenberger)

That the correspondence from Jessica Langdon, Communications Coordinator, Hamilton Technology Centre, respecting the reinstatement of HSR bus service on Innovation Drive, be received and referred to the Director of Transit for review and consideration as it relates to the (Re)envision project.

CARRIED

- 2. Correspondence from Jim Brown, Site Leader, Heritage Site, Maple Leaf Foods; and, Michele Defrain, People Leader, Employee Services, Heritage Site, Maple Leaf Foods respecting a Request for Increased Transit (Item 4.2)**

(Partridge/Eisenberger)

That the correspondence from Jim Brown, Site Leader, Heritage Site, Maple Leaf

Foods; and, Michele Defrain, People Leader, Employee Services, Heritage Site, Maple Leaf Foods respecting a request for increased transit, be received and referred to the Transit Area Rating Review Sub-committee for discussion.

CARRIED

3. Correspondence from Phillipe Murphy-Rheaume, Manager, Government Relations and Sustainability, Bimbo Canada, respecting a Request for Increased Transit (Item 4.3)

(Partridge/Eisenberger)

That the correspondence from Phillipe Murphy-Rheaume, Manager, Government Relations and Sustainability, Bimbo Canada, respecting a request for increased transit, be received and referred to the Transit Area Rating Review Sub-committee for discussion.

CARRIED

4. Correspondence from Ron J. McKerlie, President of Mohawk College, respecting a Request for Increased Transit (Item 4.4)

(Partridge/Eisenberger)

That the correspondence from Ron J. McKerlie, President of Mohawk College, respecting a request for increased transit, be received and referred to the Transit Area Rating Review Sub-committee for discussion.

CARRIED

5. (Re)envision the HSR Updates (PW20005) (City Wide) (Item 7.1)

(Nann/Wilson)

That Report PW20005, respecting the (Re)envision the HSR Updates, be received.

CARRIED

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 1)

The Committee Clerk advised of the following change to the agenda:

3. APPROVAL OF MINUTES OF PREVIOUS MEETING

3.1 January 23, 2020 Meeting Minutes

4. COMMUNICATION ITEMS

- 4.1 Correspondence from Jessica Langdon, Communications Coordinator, Hamilton Technology Centre, respecting the Reinstatement of HSR Bus Service on Innovation Drive

Recommendation: For consideration of Committee.

- 4.2 Correspondence from Jim Brown, Site Leader, Heritage Site, Maple Leaf Foods; and, Michele Defrain, People Leader, Employee Services, Heritage Site, Maple Leaf Foods respecting a Request for Increased Transit

Recommendation: For consideration of Committee.

- 4.3 Correspondence from Phillippe Murphy-Rheaume, Manager, Government Relations and Sustainability, Bimbo Canada, respecting a Request for Increased Transit

Recommendation: For consideration of Committee.

- 4.4 Correspondence from Ron J. McKerlie, President of Mohawk College, respecting a Request for Increased Transit

Recommendation: For consideration of Committee.

(Pearson/Partridge)

That the agenda for the January 24, 2020 General Issues Committee (Budget) meeting be approved, as amended.

Result: Motion CARRIED by a vote of 11 to 0, as follows:

YES - Ward 1 Councillor Maureen Wilson
 NOT PRESENT - Ward 2 Councillor Jason Farr
 YES - Ward 3 Councillor Nrinder Nann
 YES - Ward 4 Councillor Sam Merulla
 NOT PRESENT - Ward 5 Councillor Chad Collins
 NOT PRESENT - Ward 6 Councillor Tom Jackson
 YES - Ward 7 Councillor Esther Pauls
 YES - Ward 8 Councillor John-Paul Danko
 YES - Deputy Mayor - Ward 9 Councillor Brad Clark

YES - Mayor Fred Eisenberger
 YES - Ward 15 Councillor Judi Partridge
 NOT PRESENT - Ward 14 Councillor Terry Whitehead
 YES - Ward 13 Councillor Arlene VanderBeek
 YES - Ward 12 Councillor Lloyd Ferguson
 NOT PRESENT - Ward 11 Councillor Brenda Johnson
 YES - Ward 10 Councillor Maria Pearson

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 3)

(i) January 23, 2020 (Item 3.1)

(Merulla/Nann)

That the Minutes of the January 23, 2020 General Issues Committee (Budget) meeting be approved, as presented.

Result: Motion CARRIED by a vote of 11 to 0, as follows:

YES - Ward 1 Councillor Maureen Wilson
 NOT PRESENT - Ward 2 Councillor Jason Farr
 YES - Ward 3 Councillor Nrinder Nann
 YES - Ward 4 Councillor Sam Merulla
 NOT PRESENT - Ward 5 Councillor Chad Collins
 NOT PRESENT - Ward 6 Councillor Tom Jackson
 YES - Ward 7 Councillor Esther Pauls
 YES - Ward 8 Councillor John-Paul Danko
 YES - Deputy Mayor - Ward 9 Councillor Brad Clark
 YES - Mayor Fred Eisenberger
 YES - Ward 15 Councillor Judi Partridge
 NOT PRESENT - Ward 14 Councillor Terry Whitehead
 YES - Ward 13 Councillor Arlene VanderBeek
 YES - Ward 12 Councillor Lloyd Ferguson
 NOT PRESENT - Ward 11 Councillor Brenda Johnson
 YES - Ward 10 Councillor Maria Pearson

(d) PRESENTATIONS (Item 6)

(i) 2020 Transit Operating Budget Overview (Item 6.1)

Debbie Dalle Vedove, Director of Transit, addressed Committee and provided a PowerPoint presentation respecting the 2020 Transit Operating Budget.

(Partridge/VanderBeek)

That the presentation, respecting the 2020 Transit Operating Budget, be received.

CARRIED

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

(e) ADJOURNMENT (Item 8)

(Danko/Jackson)

That, there being no further business, the General Issues Committee (Budget), be adjourned at 12:57 p.m.

CARRIED

Respectfully submitted,

Deputy Mayor Brad Clark
Chair, General Issues Committee

Stephanie Paparella
Legislative Coordinator
Office of the City Clerk



PUBLIC WORKS 2020 OPERATING BUDGET

**General Issues Committee
January 28, 2020**

Public Works contributes towards the City of Hamilton's vision to be the best place to raise a child and age successfully.

The Public Works Department supports the City's vision by providing high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner. The department brings the City's vision and mission to life through its core services including corporate facility management, infrastructure rehabilitation, roads operations, parks and green space maintenance, transit, and waste management which are essential to the lives of residents and visitors to the City.

Public Works provides services that are central to the lives of Hamiltonians.

SERVICES AND SUB-SERVICES

Cemeteries

- Active Cemetery Management
- Dormant Cemetery Management
- Active Cemeteries Support Services

Corporate Security

Energy Initiatives

- Energy Engineering Services
- Utilities

Engineering Services

- Asset Management
- Construction Services
- Corridor Services
- Design Services
- Survey and Technical Services
- Waterfront Development Initiative

Facilities Management

- Accommodations
- Capital Planning and Project Management
- Facilities Operations and Maintenance
- Energy Engineering Services
- Facilities Planning and Business Support
- Stadium Operations

Fleet Services Management

- Capital Planning and Contract Management
- Fleet Maintenance
- Materials, Fuel and Systems Management
- Regulatory Compliance and Driver Training

Forestry

- Tree Maintenance
- Tree Planting
- Tree Maintenance and Planting Support Services

Horticultural Programs

- Beautification
- Beautification Support Services

Parks and Open Space Access

- Parks Maintenance
- Planning, Design, Development and Acquisition
- Natural Open Spaces
- Parks and Natural Open Space Support Services

Public Transportation

- Conventional Public Transit
- Rapid Transit
- Specialized Public Transit

Roadway Maintenance

- Right of Way Infrastructure Maintenance Support Services
- Right of Way Infrastructure Repairs and Maintenance
- Business Initiatives

Transportation Operations

- Traffic Engineering and Road Safety
- Traffic Signals, Traffic Signs and Traffic Pavement Markings

Solid Waste Management

- Cleanliness Services
- Organic Waste Collection
- Leaf and Yard Waste Collection Services
- Recycling Collection
- Bulk Waste Collection Services
- Garbage Collection
- Community Recycling Centres & Waste Transfer Facilities
- Organic Waste Processing
- Recycling Processing
- Landfill Operation
- Closed Landfill Monitoring
- Solid Waste Support Services

Storm Water Management

- Infrastructure Maintenance
- Storm Water Collection
- Storm Water Support Services
- Storm Water Treatment

Water Supply and Distribution

- Water Distribution
- Water Supply
- Water Support Services

Wastewater Collection and Treatment

- Wastewater Collection
- Wastewater Support Services
- Wastewater Treatment

BUDGET SCHEDULE: HAMILTON WATER & TRANSIT

Water – Rate Budget November 25, 2019

Capital Budget November 29, 2019

Transit Day January 24, 2020

Public Works January 28, 2020

- Energy, Fleet & Facilities
- Engineering Services
- Environmental Services
- Transportation Operations & Maintenance

2019 Highlights

Public Works



STRATEGIC PLAN

OUR PRIORITIES



COMMUNITY ENGAGEMENT & PARTICIPATION

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.



ECONOMIC PROSPERITY & GROWTH

Hamilton has a prosperous and diverse local economy where people have opportunities to grow and develop.



HEALTHY & SAFE COMMUNITIES

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.



CLEAN & GREEN

Hamilton is environmentally sustainable with a healthy balance of natural and urban spaces.



BUILT ENVIRONMENT & INFRASTRUCTURE

Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.



CULTURE & DIVERSITY

Hamilton is a thriving, vibrant place for arts, culture, and heritage where diversity and inclusivity are embraced and celebrated.



OUR PEOPLE & PERFORMANCE

Hamiltonians have a high level of trust and confidence in their City government.

Clean & Green 2019 Highlights



CLEAN & GREEN 2019 HIGHLIGHTS



40%



24,500



CLEAN & GREEN 2019 HIGHLIGHTS



34

vehicles downsized



169

vehicles replaced with lower tailpipe emissions

220,000

Plants Grown



6.5%

reduction in energy consumption since 2017



Beautified

325

floral traffic islands

70

roundabouts

133

perennial medians

94

civic buildings

739

hanging baskets

570

planters

6

new solar pedestrian crossovers



3

new solar School Zone flashing beacons



2.5 km

of new bike paths

CLEAN & GREEN 2019 HIGHLIGHTS



Parks and Cemeteries

- 12 pollinator gardens/sites recognized
- Protocol developed with Social Navigator team for the safe and ethical approach to handling homeless camps in City parks

Waste Programs

- Program change for green bin organics and yard waste to improve processing capacity
- Recycling program changes to reduce contamination

Energy

- LED lighting projects at arenas and recreation centres



York Blvd. Pollinator Garden
Photo credit: Hamilton Naturalists' Club



Yard waste collection

Built Environment & Infrastructure 2019 Highlights





BUILT ENVIRONMENT & INFRASTRUCTURE 2019 HIGHLIGHTS

Road Right-of-Way Infrastructure

30 Projects

Worth

\$74 Million



Infrastructure Inspections



123 km
Mainline sewers

7 km
Watermains

123 km
Sewer laterals

20,000
Catch basins inspected & cleaned

Infrastructure Rehabilitation

11 km
Sewers

274.9 lane km
Roads paved

88.1 lane km
Rural roads resurfaced

5.5 km
Watermains

10.5 km
Roads with crack sealing

5.0 lane km
Resurfaced cycle track lanes



BUILT ENVIRONMENT & INFRASTRUCTURE 2019 HIGHLIGHTS

Asset Management

- Strategic Asset Management Policy

Major Right-of-Way Projects

- Red Hill Valley Parkway resurfacing
- Arvin Avenue
- Cannon Street
- Locke Street
- Governors Road
- Parkdale Avenue
- Wilson Street (Ancaster)
- Neighbourhood resurfacing: Balfour, Buchanan, MacNab St., Mountview



Red Hill Valley Parkway



Locke Street



BUILT ENVIRONMENT & INFRASTRUCTURE 2019 HIGHLIGHTS



Arvin Ave.



Cannon St.



Parkdale Ave.



Rymal Rd.



Wilson St. (Ancaster)



Shorewall Reconstruction

BUILT ENVIRONMENT & INFRASTRUCTURE 2019 HIGHLIGHTS



Facilities

- \$24.2 M capital delivery for facilities (within Public Works budget)
- Major projects in 2019:
 - Grightmire Arena
 - Norman Pinky Lewis Recreation Centre
 - Hamilton Public Library window replacement
 - Locke Street Library
 - Bus port
 - 703 Highway 8 (new yard)
- Master Office Space Management Plan - approval of downtown office accommodations
- Space management solutions for Public Works Yards



Grightmire Arena



Norman Pinky Lewis Recreation Centre

15



BUILT ENVIRONMENT & INFRASTRUCTURE 2019 HIGHLIGHTS



Locke St Library



Bus Port



703 Hwy 8 (new yard)



Hamilton Public Library



Hamilton Convention Centre



500 MacNab St. – City Housing Hamilton



BUILT ENVIRONMENT & INFRASTRUCTURE 2019 HIGHLIGHTS

Disaster Mitigation and Adaptation Fund

- Shoreline protection
- Combined sewer outfall backflow valves

Waterfront Development:

- Pier 8 construction
- Macassa Bay



Pier 8 Development

Landscape Architecture:

- 13.2 hectares of new parkland
- 24 park and trail construction projects
- John Rebecca Park, Bookjans Park, Churchill Park
Rain Gardens, Crown Point Parkette, Shaver Estates
Trail, Tiffany Hills Park



Shaver Estates Trail



BUILT ENVIRONMENT & INFRASTRUCTURE 2019 HIGHLIGHTS



Bruce Park Spray Pad



Churchill Park Rain Gardens



Crown Point Parkette



John Rebecca Park



East Mountain Trail Loop



Tiffany Hills Park 18

Healthy & Safe Communities

2019 Highlights





HEALTHY & SAFE COMMUNITIES 2019 HIGHLIGHTS

15 Neighbourhoods added to Vision Zero speed reduction program

25

650

88



20,114

9

1500

10

Repainted

7,200



2,200



1,024



HEALTHY & SAFE COMMUNITIES

2019 HIGHLIGHTS



Security

- Corporate Security Office growth
- Development of security policies
- New security features at City Hall
- New trespassing by-law (corporate owned properties)

Road and Traffic Safety

- Vision Zero Action Plan
 - 20% decrease in injury collisions since 2016
- Neighbourhood Speed Reduction Program
- RHVP & LINC safety enhancements
- Rural intersection stop bar compliance audit
- Railway crossing safety audit and action plan



Neighbourhood Speed Reductions



Pedestrian Safety 21

Our People & Performance

2019 Highlights



OUR PEOPLE & PERFORMANCE 2019 HIGHLIGHTS



CVOR rating improvements

- Driver training, new reporting guidelines, collision toolkit

Technology improvements

- GIS mobile applications
- Fleet dash cam

Our People Survey

- Implementation of action plans
- 187 actions in Public Works

Leadership development

- Cutting Edge of Leadership program
- Green Belt training



Driver Trainer Simulator



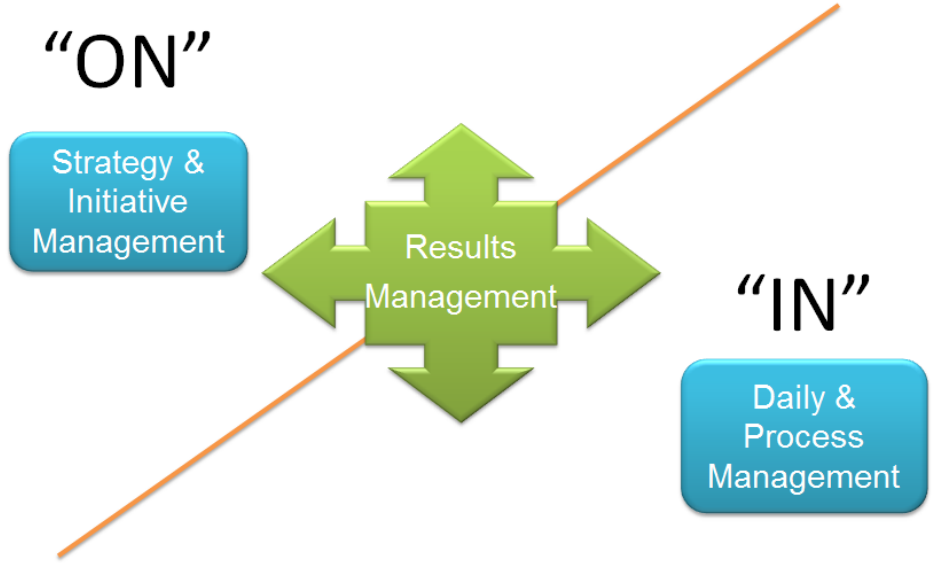
NAOSH Health & Safety Week 23

OUR PEOPLE & PERFORMANCE 2019 HIGHLIGHTS



Working on the business

- Business acumen/change management response to loss of corporate knowledge with staff departures (retirements, job changes)
- Process Standardization
 - (e.g. *Construction Act Prompt Payment*)
- Divisional/Sectional Annual Reports
- Developmental Senior Project Manager roles across divisions
- Divisional leadership programs



OUR PEOPLE & PERFORMANCE 2019 HIGHLIGHTS

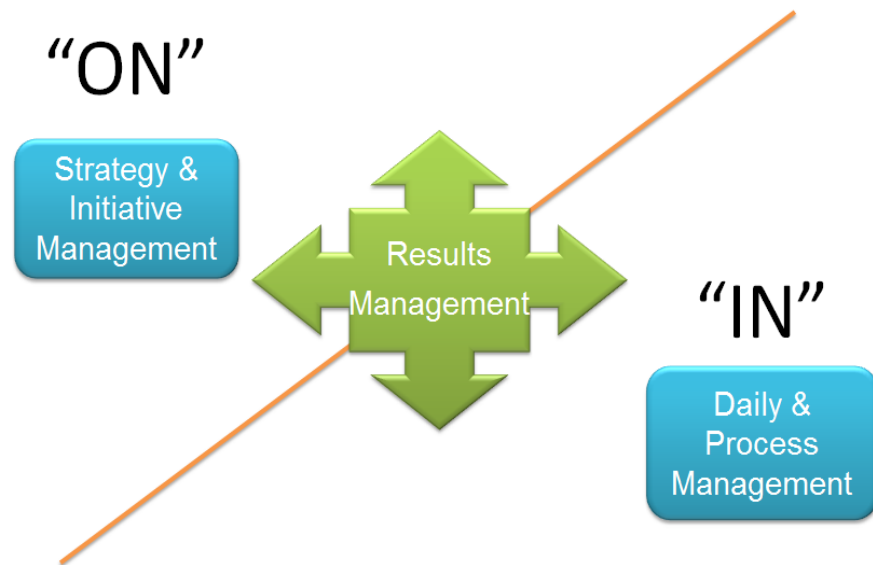


Departmental Strategic Planning

- Strategic framework/DLT mandate
- Quality management
- Workforce planning
- Common objectives for 2020-2023
- Balanced Scorecard/PW Analytics

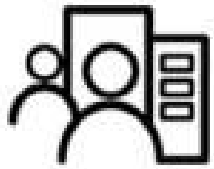
Project Management Standardization

- Approach aligned to project management body of knowledge
- Standard project charter and other templates for improved project performance and reporting



Community Engagement & Participation 2019 Highlights





COMMUNITY ENGAGEMENT & PARTICIPATION 2019 HIGHLIGHTS

Community Outreach

- Increased outreach with the public and community groups on major infrastructure projects
- Communications for Red Hill Valley Parkway resurfacing project, LINC maintenance weekends, and Locke Street reconstruction

Community Participation

- Community input in play structure design
- More than 22,000 registered participants for Team Up to Clean Up events
- \$51K traffic island sponsorship



Spring 2019 RHVP Construction



Team Up to Clean Up

Economic Prosperity & Growth 2019 Highlights





2019 HIGHLIGHTS

Open for Business

- Major Telco installation in progress
- Established the Bell Special Project team

Revenues

- Hamilton Forge Soccer at Tim Hortons Field
- Film shoots and leasing opportunities

Hamilton Youth in Construction

- Four classes graduated to date



Telco Roll Out



Culture & Diversity 2019 Highlights





CULTURE & DIVERSITY 2019 HIGHLIGHTS

- \$300k funding received for Inch Park redesign for Challenger Baseball
- Cemeteries consideration for cultural needs
- Installation of temporary commissioned artwork as vinyl wraps on 37 traffic signal and electrical boxes in Downtown Hamilton



Inch Park – Challenger Baseball

City Facilities

- Accessibility is broadening to inclusivity
- Delivering projects that support culture, e.g. Development of the Ancaster Memorial Arts & Culture Centre



Design by Charlit Floriano
Photo credit: Jocelyn Reynolds 31

Continuous Improvement 2019 Highlights



CONTINUOUS IMPROVEMENT 2019 HIGHLIGHTS

Ideas Generated



94

Since Program Inception

399

Projects Started



133

Since Program Inception

289

Projects Completed



78

Since Program Inception

171

Kaizen Events



13

Since Program Inception

35

Recovered Capacity

\$634k



Since Program Inception

\$2.05 M

Cost Reduction



\$719k

Since Program Inception

\$1.73 M

Cross-Dep. / Cross Div. Collaboration

20



Staff Involvement



630

Green Belts Trained



15

Since Program Inception

29

Metrics

Public Works



ASSET METRICS

Facilities Management

Manage

\$2.1 Billion

in Assets
>500 Facilities



1,196 km Sanitary Sewer
1,216 km Storm Sewer
574 km Combined Sewer
9 Combined sewer overflow tanks

Fleet Services

Manage and Maintain



Transportation Operations

Manage

45,385
Street Lights



600

Streetscape litter containers

Solid Waste Management

Operate:



- 3 Community Recycling Centres & Transfer Stations
- 1 Open Landfill
- 12 Closed Landfills
- 1 Material Recycling Facility
- 1 Central Composting Facility

2,101 km

of watermains



Manage **70**

Municipal Cemeteries



Manage and maintain

2,445 km
of sidewalks



Manage and maintain

389
Bridges and Structures



Parks and Open Spaces

283
Playgrounds



69
Spray pads



523
Park Locations

Road Maintenance

Manage

2,964
centerlane km
of Roads



230 lane km
Bike lanes



PERFORMANCE METRICS

215,000

km

of roadway patrolled for deficiencies

3500

Traffic signs repaired/replaced



395

metres of trails constructed



25,000

Pothole sites repaired



5,649

MWH Electricity produced

1250

Internments at Hamilton Cemeteries



Solid Waste Management

Manage

213,400

tonnes of residential waste



Over

27 Million

 Waste Pickups per year



54,803

Visitors to the new Gage Park Tropical Greenhouse

Winter Operations

Maintain

6,492

 Lane km of Road



Natural Open Space & Parkland

Manage

24,082

 hectares

3,804

 Play structure inspections ³⁶

PERFORMANCE METRICS

Web Analytics Tool

- Web-based tool allows staff to monitor performance in real-time
- Helps to demonstrate compliance, achieve efficiency and improve consistency



Reported By: Mckinnon, Daniel Stephen (GM Public Works)

Data for the Calendar Month of: December

Division: PublicWorksAdmin
Section: ALL

Year of: 2019
Variance Threshold: 5%

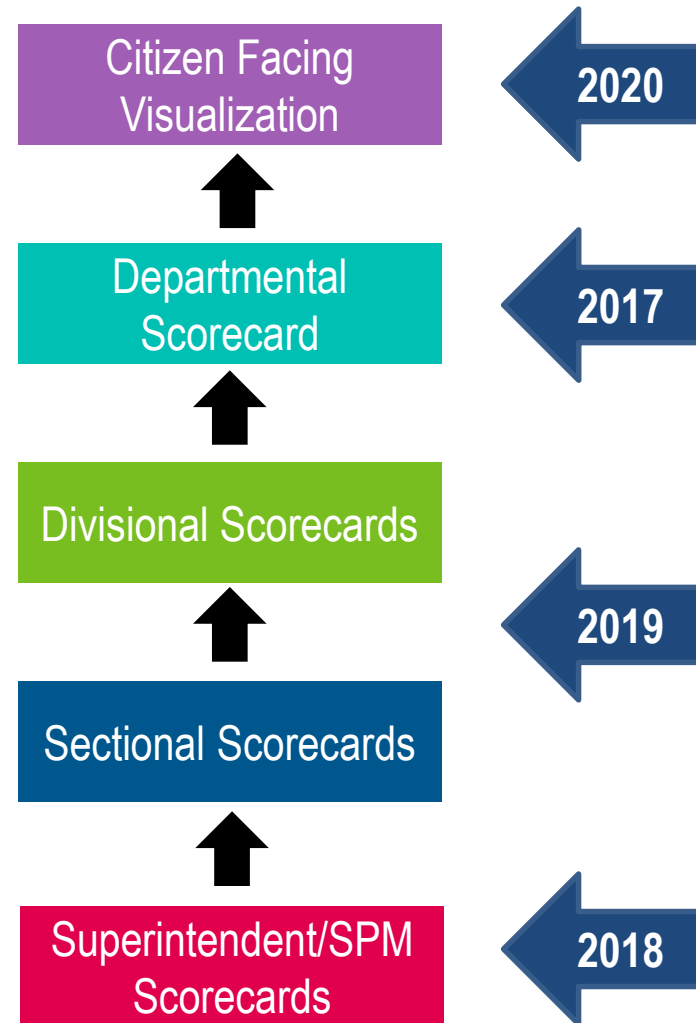
Printed Date: 09-Jan-2020

Priority	Division	Metric Name	Metric Description (Metric ID)	YE Target	Month Target	Month Actual	YTD Target	YTD Actual	Health Indicator	Trend To Target	Comments
Division: PublicWorksAdmin											
Section: Admin											
Reported by: Mckinnon, Daniel Stephen (GM Public Works)											
Category: Customer											
Built Environment & Infrastructure	PublicWorksAdmin	Transit - Cancelled service	Number of hours cancelled service (39)	5,784	482	3192	5,784	62.25	●	↘	Transit Metric ID 1925
Health & Safe Communities	PublicWorksAdmin	Small drinking water systems/wells	Number of adverse conditions from 50 wells tested (1089)	0	0	0	0	5	●	↔	EFFM Metric ID 11
Health & Safe Communities	PublicWorksAdmin	Water - Safe drinking water	Maintain zero confirmed adverse water quality incidents (AWQIs) (1090)	0	0	1	0	3	●	↘	HW Metric ID 1677
Health & Safe Communities	PublicWorksAdmin	Waste - Missed collections	Number of missed collections per 10,000 pickups (no bulk) (1111)	48	4	2.69	48	42.81	●	↘	ES Metric ID 1390
Health & Safe Communities	PublicWorksAdmin	Total Water Quality Complaints	Number of Water Quality Complaints (3982)	0	0	27	0	468	●	↘	HW Metric ID 1706
Category: Financial											
Economic Prosperity & Growth	PublicWorksAdmin	Revenue Generation (Fees and General)	Revenue (% of Plan) (13)	100	100	9.5	100	96.32	●	↘	Data from P/W analytics/FMW
Economic Prosperity & Growth	PublicWorksAdmin	Budget Expense	Expenses (% of Plan) (14)	100	100	73.1	100	94.01	●	↘	
Economic Prosperity & Growth	PublicWorksAdmin	Overtime Spending (Salary)	\$ Overtime as a % of Gross Salary (15)	1.94	2.05	3.08	1.94	2.4	●	↘	
Economic Prosperity & Growth	PublicWorksAdmin	Overtime Spending (Wage)	\$ Overtime as a % of Gross Wages (16)	5.48	7.62	22.26	5.48	10.62	●	↘	
Economic Prosperity & Growth	PublicWorksAdmin	Standby Trouble Callout	% of Plan (17)	100	100	112.7	100	100.65	●	↘	
Economic Prosperity & Growth	PublicWorksAdmin	Overtime Bank Paid	% of Plan (18)	100	100	960.2	100	438.37	●	↘	
Category: Process & Compliance											
Our People & Performance	PublicWorksAdmin	Continuous Improvement: Initiatives	Number of completed Continuous Improvement Projects/initiatives (76)	60	10	2	60	77	●	↘	P/W CI Folder
Our People & Performance	PublicWorksAdmin	Continuous Improvement: Shine Audit Scores	Average of Shine Audit scores where implemented (%) (77)	80.95	75	84	80.95	87.66	●	↘	Data source: Avg. of EFFM, Transit, HW & ES
Our People & Performance	PublicWorksAdmin	Resource Levels - Vacancy Fill Rate	Number of vacancies open > 16 wks from when position became vacant (78)	600	50		600		●	↘	2019 data is currently unavailable.
Our People & Performance	PublicWorksAdmin	Performance to Purchasing Policies	Total number of Policy 19 occurrences (79)	12	1		12	12	●	↘	Through Nancy
Built Environment & Infrastructure	PublicWorksAdmin	Emergency water response repairs	Repairs to watermain/water service complete < 2 days (%) (1091)	100	100	100	100	95.42	●	↘	HW Metric ID 2786
Built Environment & Infrastructure	PublicWorksAdmin	Emergency sewer lateral repair	Repairs complete < 4 days (%) (1092)	100	100	0	100	33.33	●	↘	HW Metric ID 1698
Clean & Green	PublicWorksAdmin	WWTP Regulatory Compliance	Number of instances effluent not compliant with regulatory standards (limit / daily loading) for Woodward	0	0	0	0	0	●	↘	HW Metric ID 2849
Clean & Green	PublicWorksAdmin	Spills response	% of spills responded on time (1094)	85	85		85	93.3	●	↘	HW Metric ID 94
Built Environment & Infrastructure	PublicWorksAdmin	Facilities Management	% Regulatory orders responded by due date (1101)	100	100		100	97.27	●	↘	EFFM Metric ID 63 & 2802
Built Environment & Infrastructure	PublicWorksAdmin	Fleet Services	% Regulatory orders responded by due date (1102)	100	100	100	100	100	●	↘	EFFM Metric ID 64
Clean & Green	PublicWorksAdmin	Forestry - Tree Canopy	Plant 7000 trees (Number) (1103)	6,400	0	0	6,400	7,259	●	↘	ES Metric ID 1466
Health & Safe Communities	PublicWorksAdmin	Waste - Glanbrook Landfill Waste to Soil ratio	Glanbrook Landfill Ratio of waste to soil to be 7:1 (1105)	5.63	5.5		5.63	6.06	●	↘	ES Metric ID 1580
Community Engagement & Participation	PublicWorksAdmin	Play structures safety inspections	Maintain 75% or greater for inspected play sites (1106)	75	75	100	75	100	●	↘	ES Metric ID 1377
Economic Prosperity & Growth	PublicWorksAdmin	Cemeteries - Pre-need sales	Amount of pre-need sales - Goal is to increase sales by 10% annually (1109)	1,320,000	190,000	212,674.22	1,320,000	1,154,659.76	●	↘	ES Metric ID 1530
Clean & Green	PublicWorksAdmin	Forestry - Tree trimming by gnd	Tree trimming per crew per day (cm/crew/day) (1110)	4,680	390	369	4,680	4,163	●	↘	ES Metric ID 1487
Clean & Green	PublicWorksAdmin	Parks - Trash can processing	4040 trash cans emptied per week in summer and 1399 trash cans emptied per week in winter (Number) (4066)	128,400	6,400	2,635	128,400	132,265	●	↘	ES (Metric ID 1393, 1439, 1361 & 1282)




LOOK AHEAD METRICS

Performance Metrics




- Enhancing web based performance monitoring tool
- Web-based analytics tool
- Review and optimize performance metrics
- Development of data trends and insights
- Ensure that customer and vendor management metrics are identified and monitored effectively



METRICS – KEY PERFORMANCE INDICATORS

Objective	Metric	Target	YTD	Health
Water - Safe drinking water	Maintain zero confirmed adverse water quality incidents (AWQIs)	0	0	
Greenhouse Gas Emissions	% Greenhouse Gas emission reduction (from 2005 baseline)	-20%	-38%	
Play Structure Safety Inspections	Maintain >75% inspected play sites as per regulation	75%	100%	

METRICS – KEY PERFORMANCE INDICATORS

Objective	Metric	Target	YTD	Health
Water – Emergency Response	Water main/water service repair within 2 days	100%	94%	
Development Application Response	# of applications processed within PED timeline	990	820	
Waste Diverted from Landfill	% Diversion	65%	40%	

Trends & Issues 2020-2023

Public Works



TRENDS AND ISSUES 2020 – 2023

Right-of-Way Capital Program Delivery

- Revised roads budget achieves re-investment rate of 1.1%
 - Below the recommended 2%-3% target
- Complete Streets – design & construction of multi-modal transportation systems
- Higher risk and complex projects (i.e. escarpment, tunneling, etc.)
- Road condition project to determine current Overall Condition Index and Level of Service – update in 2020



Escarpment Bin Wall damage



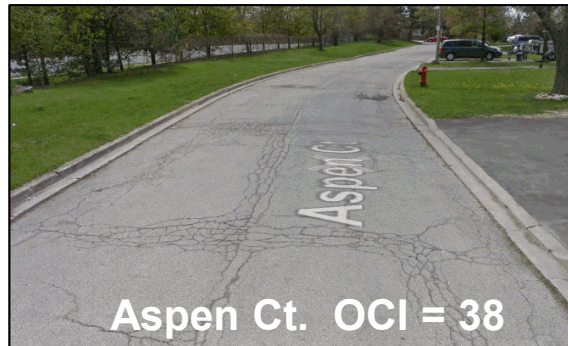
Multi-modal transportation

OVERALL CONDITION INDEX (OCI) RESULTS



Chapple St. OCI = 17

Reconstruction



Aspen Ct. OCI = 38

Major Rehab.



Birchcliff Blvd OCI = 57

Minor Rehab.



Muir Ave OCI = 85

Good

Overall network average OCI is 62 (Good)*


*From 2015 pavement condition assessment

Overall Condition Index

0-30%	30-45%	45-60%	>60%
Reconstruction	Major Rehab.	Minor Rehab.	Good

FACILITY CONDITION INDEX (FCI) RATINGS

Greensville Hall
FCI est. > 65%



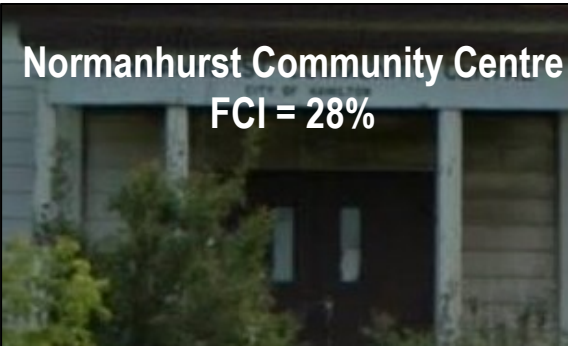
Critical

Tapleystown Yard
FCI = 41%



Critical

Normanhurst Community Centre
FCI = 28%



Poor

Hill Park Recreation Centre
FCI = 21%



Poor

Overall FCI across 500+ facilities is 9.5% (Fair)

Facility Condition Index

0-5%	5-10%	10-30%	>30%
Good	Fair	Poor	Critical

TRENDS AND ISSUES 2020 – 2023

Climate Change

- Building resiliency and taking action to mitigate and adapt to climate change
- Key areas: water quality, flood mitigation, greenhouse gas reduction, invasive species
- Public Works plays a major role in the City's Corporate Climate Change goals
- Prioritizing actions
 - Corporate Energy Policy and energy projects
 - Focus on green fleet/equipment
 - Support active and sustainable travel
 - Resiliency planning to promote climate focused approach



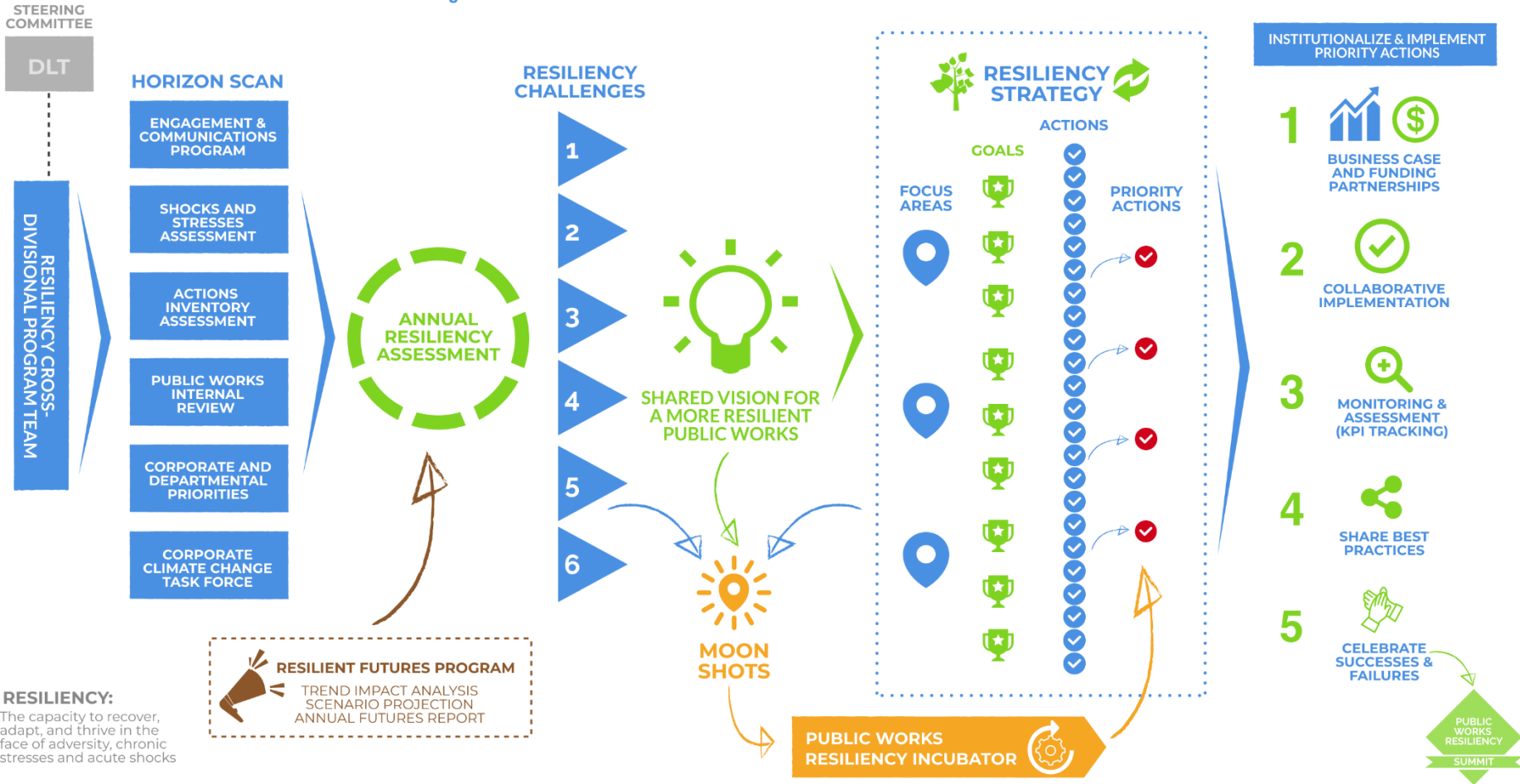
Solar panels-Wentworth Operations Centre



Compressed Natural Gas (CNG) Bus



CLIMATE RESILIENCY PROGRAM >>> PUBLIC WORKS



RESILIENCY:
The capacity to recover, adapt, and thrive in the face of adversity, chronic stresses and acute shocks

EXAMINE

ASSESS

ENVISION

ALIGN

IMPLEMENT

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TRENDS AND ISSUES 2020 – 2023

Urgent Request/Emergency Response

- Public Works is highly reactive to urgent requests and emergencies
- This reduces capacity to manage planned activities.
- Response to extreme weather events can result in unexpected budget deficits.
- Examples:
 - Escarpment slope failures (Hwy 8, McNeilly)
 - Liquid asphalt spill on Red Hill Valley Parkway
 - Significant storm response (downed trees, flooding, etc.)



Hwy 8 Dundas Escarpment Failure



Storm Damage

TRENDS AND ISSUES 2020 – 2023

Forestry

- Extreme weather events and climate change affect tree health
- Urban intensification and urban sprawl reduce existing tree canopy and limit potential planting sites for new trees
- Capital Block Funding has been static or declining over the last 10 years
- Program Initiatives:
 - Pest and disease monitoring, risk assessment and mitigation
 - Process improvements to monitor and increase health/survival of new trees
 - Implement field based technology
- An estimated 80,000 trees need to be planted annually over 40 years to meet the 30% canopy coverage target (3.2 million trees)

Current tree canopy is approx. 21.2%

TRENDS AND ISSUES 2020 – 2023

Contract Renewals

Contract	Timing	Budget Impact
Transfer Station / Community Recycling Centres	March 2020	↓ \$1.39 M
Landfill / Leaf & Yard Processing	March 2020	↑ \$0.97 M
Materials Recycling Facility	April 2020	↑ \$1.55 M
Waste Collections	2021	↑ Expected
Central Composting Facility	2021	↑ Expected
Winter Control	Fall 2020	↑ \$250,000
Salt procurement	2020	↑ \$1.50 M



Salt Storage



Waste Collections

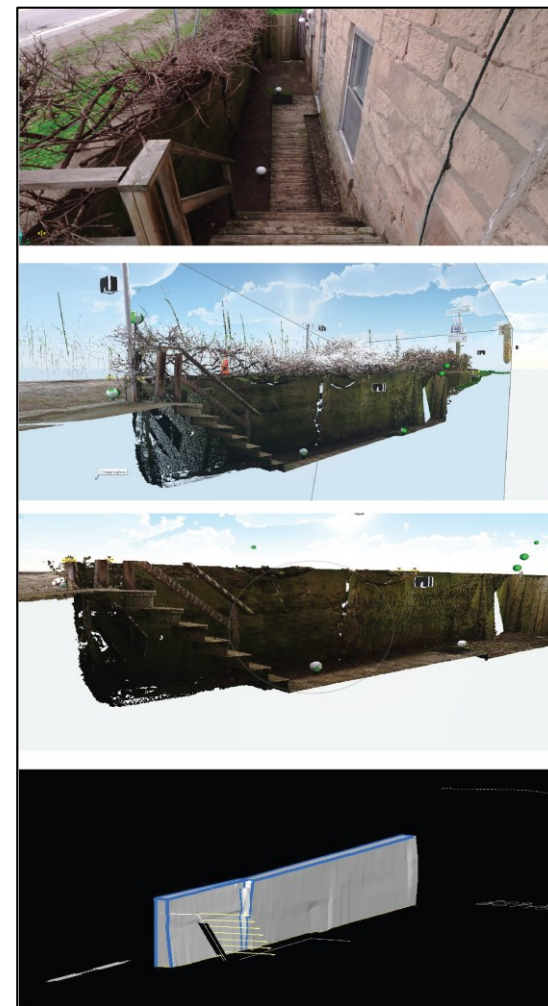
TRENDS AND ISSUES 2020 – 2023

Workforce Management

- Difficulty with filling skilled roles
- Creating a healthy, engaged and supportive workplace will attract and retain knowledgeable staff
- Plan for the departure of long standing and knowledgeable employees

Technology

- Must leverage technology and innovation to improve the delivery of projects and services



LIDAR Technology
(Hwy 8 & Brock Rd)

TRENDS AND ISSUES 2020 – 2023

Legislation

Changes to federal and provincial legislation have an associated impact on how the City delivers services:

- Bill 6 *Infrastructure for Jobs & Prosperity Act, 2015* – requirements for a strategic asset management plan
- Bill 47 *Making Ontario Open for Business Act, 2018* - impacts minimum wage standards, work scheduling, personal emergency leave
- Bill 66 *Restoring Ontario's Competitiveness Act, 2019* – declared municipalities as “non-construction employers”
- Bill 108 *More Homes, More Choice Act, 2019* - changed the structure of development charges and parkland acquisition
- Bill 142 *Construction Act, 2019* – liens, prompt payment, payment disputes
- Bill 151 *Waste-Free Ontario Act, 2016* – increasing waste diversion and building a circular economy

TRENDS AND ISSUES 2020 – 2023

Energy & Fuel Markets

- Electricity, diesel, gasoline and natural gas energy markets remain volatile and are impacted by factors such as global markets, supply and demand.
- Energy projects can lead to future savings
- Electricity incentives ending in 2020



LED Lighting Retrofit

Lease Contracts & Accommodations

- Master Accommodation Plan to consider expiring leases for office accommodations between 2020 to 2021.



Leased Space

TRENDS AND ISSUES 2020 – 2023

Growth

- There is currently no mechanism to identify operating impacts from growth related activities in departmental budgets
- Budgetary constraints make it a challenge to accommodate these growth impacts
- Development application approvals
- Intensification challenges for Public Works



City Growth



Waterfront Servicing Project

Major Initiatives 2020

Public Works



MAJOR INITIATIVES 2020

Corporate Plan Initiatives



Climate change strategic plan

Enterprise Asset Management System (EAM)

Asset management strategic planning process

Continuous improvement priorities



Quality Management System



Standard project management practices



“Our People Survey” action plans

MAJOR INITIATIVES 2020

Right-of-Way projects

- Rymal Road
- Regional Road 56
- Neighbourhood resurfacing: Westdale, Homeside, Kentley

Facility projects

- Beverley Community Centre (HWDSB) (Fall)
- Lister Annex Offices (Spring)
- First Ontario Centre vertical transportation system (Summer)
- Macassa & Wentworth Lodges – Roof Replacement (Fall/Winter)



Beverley Community Centre - Construction



Lister Annex

MAJOR INITIATIVES 2020

Transportation Operations & Maintenance:

- Development of the RHVP / LINC Operational Strategy
- Vision Zero Initiatives:
 - Neighbourhood Speed Reduction Program
 - Automated Speed Enforcement



Neighbourhood Speed Reductions

Space management solutions

- Office leases
- New developments
- Yard rationalization

Energy

- 5-Year review of the Corporate Energy Policy in 2020



Expiring Office Leases: City Centre

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MAJOR INITIATIVES 2020

Waste Programs

- Solid Waste Management Master Plan review
- Waste collection contract award
- Transition operating contracts for the waste management facilities including Transfer Stations, Community Recycling Centres, and Landfill



Mountain Community Recycling Centre

Other Major Initiatives

- Biosolids
- Year 8 of the 10-Year Emerald Ash Borer Management Plan
- Year 5 of 10-Year Transit Strategy
- Our People Survey action implementation and launch of new OPS Survey (2020-2023)

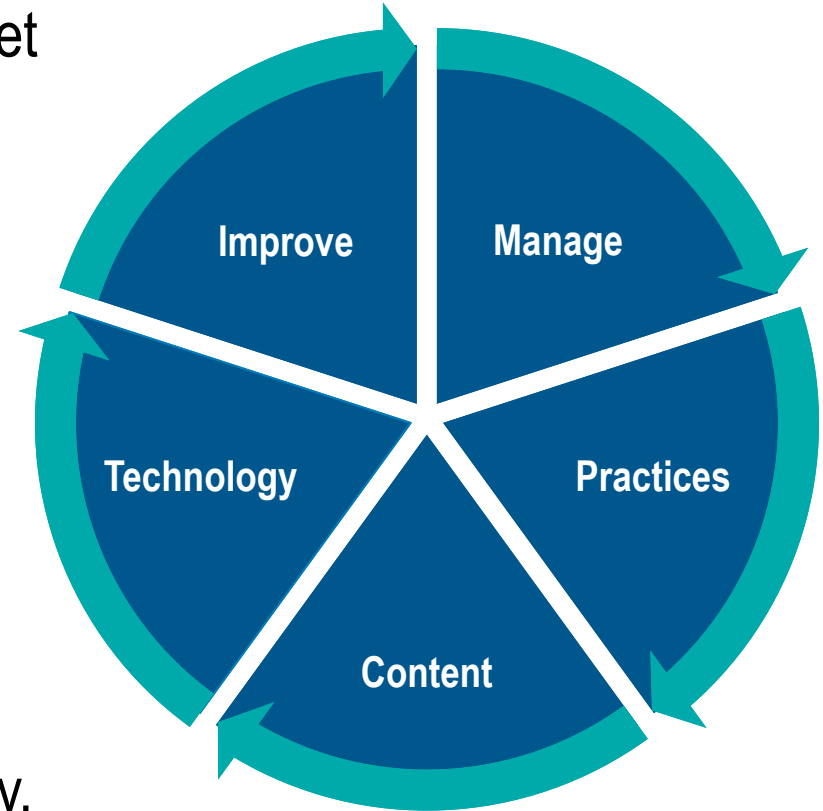


Emerald Ash Borer Tree Damage

MAJOR INITIATIVES 2020

Enterprise Asset Management (EAM)

- Significant opportunity for improved asset management and higher quality service delivery
- Business case focused on redesigning EAM practices and processes with associated system workflows
- 11+ software systems in Public Works cost \$1.06M annually
- Opportunity to reduce costs and align with IT strategy
- Goal to increase discipline and efficiency, enable mobility, promote engagement and community self-service and allow for open data



**Enterprise Asset
Management**

MAJOR INITIATIVES 2020

Quality Management System (QMS)

- The PWQMS seeks to meet the minimum standards as prescribed by ISO 9001:2015
- The system will support delivering services according to detailed policies, procedures and methods
- Quality Resource Centre provides staff access to controlled policies and procedures
- Cross-functional collaboration in the review and development of a PWQMS Policy, Health & Safety and operational procedures
- Assessment of record control methodology to ensure compliance



Major Initiatives 2021 – 2023

Public Works



MAJOR INITIATIVES 2021 – 2023

Corporate Plan Initiatives

Climate change workplan

Implementation of EAM System

Asset Management Plan (O. Reg 588/17)

Investment in transportation systems

Project management best practices

Our People & Performance Plan

Corporate Energy Policy implementation



MAJOR INITIATIVES 2021 – 2023

Right-of-Way Infrastructure

- Explore technology applications to address the need for more cost effective road rehabilitation strategies
- Implementation of the strategic road safety strategy that focuses on Vision Zero and the Complete Livable Better Streets principles
- Identifying the reconstruction requirements for the LINC
- Investigate infrastructure requirements for autonomous vehicles



Road Rehabilitation



Cycling Infrastructure

MAJOR INITIATIVES 2021 – 2023

Major Right-of-Way Projects

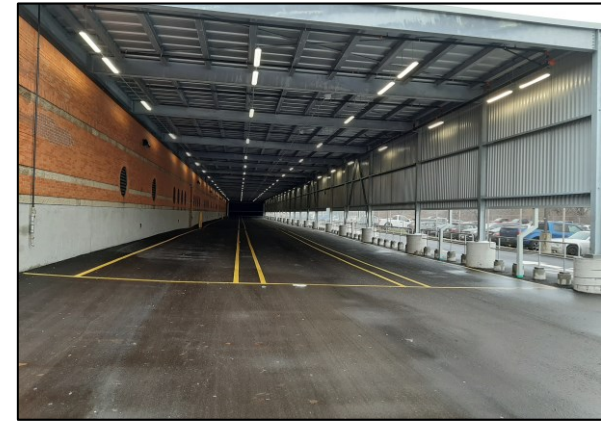
- Stone Church Road – feeder-main
- Rymal Road
- Nebo Road

Transit

- Continue with the implementation of the 10-Year Transit Strategy with a focus on modal split and growth

Waste

- Continue to monitor, participate in and prepare for the potential transition of the Blue Box Program to comply with the Waste-Free Ontario Act (Bill 151)



New Bus Port at Mountain Transit Centre



Waste Collection

MAJOR INITIATIVES 2021 – 2023

Facilities

- 2021 Grey Cup at Tim Hortons Field
- Collaboration with HWDSB on Greensville Library and Community Centre (2021)
- Ancaster Arts Centre (2022)
- Stadium Precinct Park Facilities (2022)
- Riverdale Community Hub (2023)
- Sir Wilfred Laurier Gymnasium Expansion (2023)
- Parkdale Pool (2021)
- Valley Park Community Centre (2021)
- Transit Maintenance and Storage Facility
- Woodward Wastewater Treatment Plant Upgrades



Future Ancaster Arts Centre



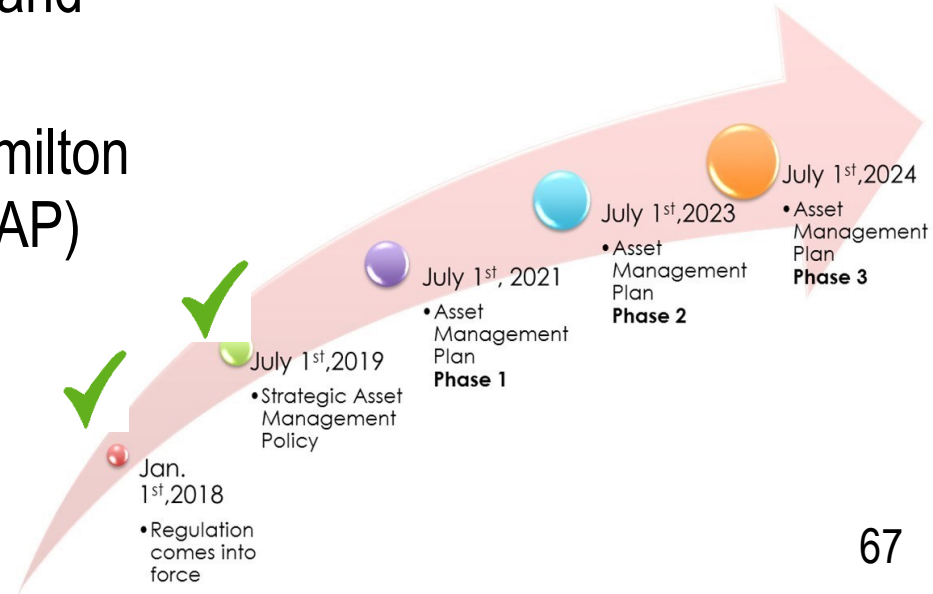
Future Riverdale Community Hub

MAJOR INITIATIVES 2021 – 2023

- Develop asset management plans for core assets and green infrastructure to comply with the *Infrastructure for Jobs and Prosperity Act* (Bill 6)
- Undertake projects for parks Waterfront Trail redevelopment, shoreline protection and erosion control
- Participate in the evolution of the Hamilton Harbour Remedial Action Plan (HHRAP)
- Ongoing City projects related to the Waterfront Development



Waterfront Shore Wall Construction

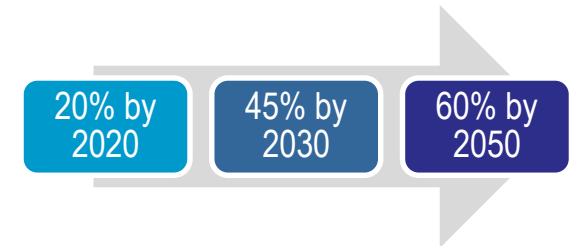


MAJOR INITIATIVES 2021 – 2023

Energy Initiatives

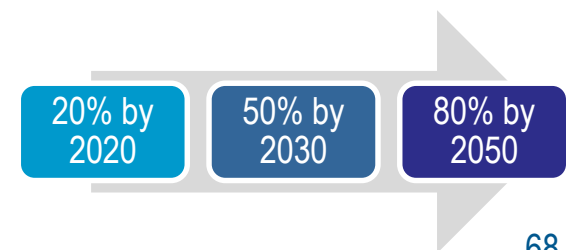
- Energy Policy last updated in 2014 – review ongoing in 2020
- Steps to advance toward our energy targets
 - 1) Improving efficiency
 - 2) Renewable energy
 - 3) Carbon credits
- Upcoming energy projects: Westmount Solar Thermal, Norman Pinky Lewis Passive Solar Wall, LED lighting upgrades at City Hall, various libraries and recreation centres

Corporate Energy Reduction Targets



25% Cumulative Energy Intensity Reduction as of 2018

Corporate Emissions Reduction Target (GHG)

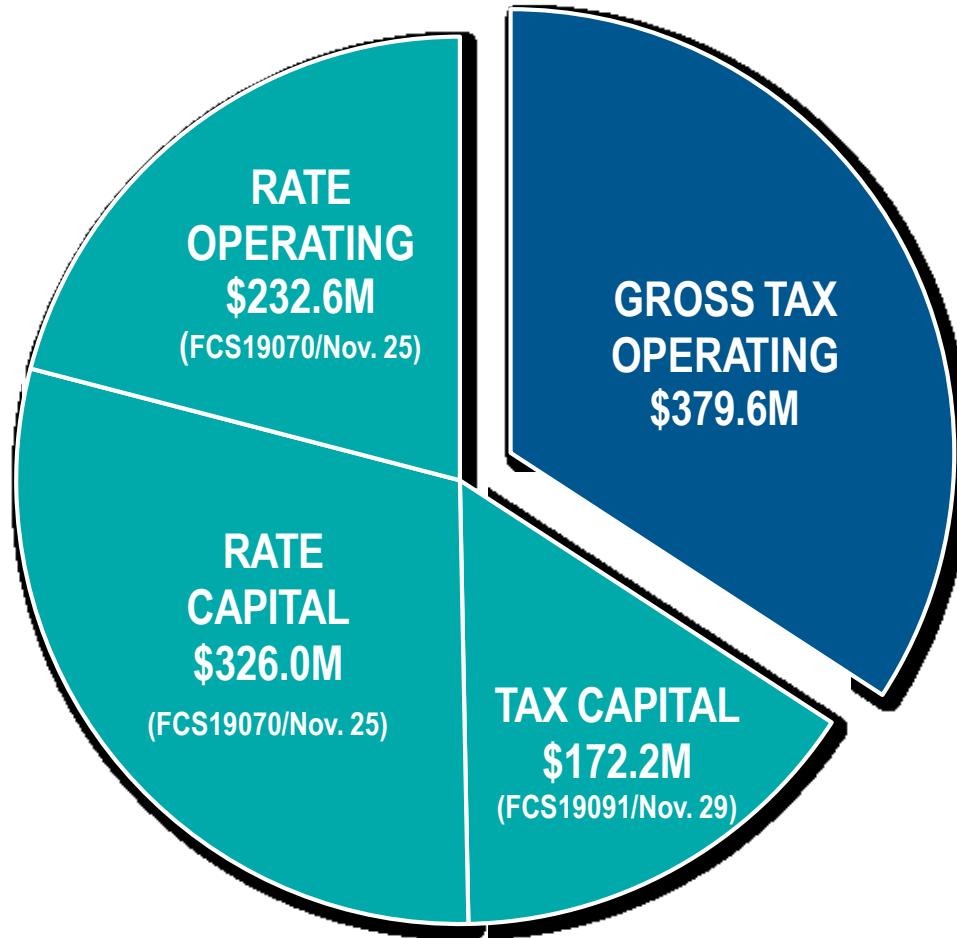


2020 PRELIMINARY TAX OPERATING BUDGET

Public Works Department

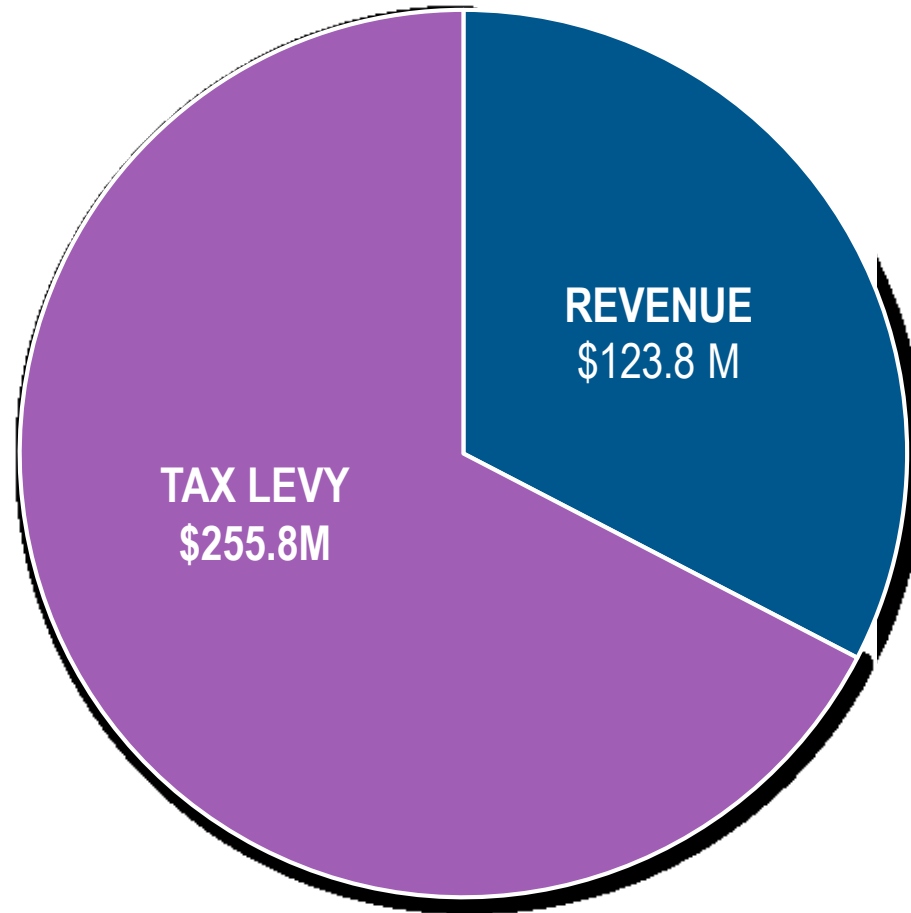
2020 GROSS BUDGET

2020 Gross Capital and Operating Budgets
\$1.110 billion

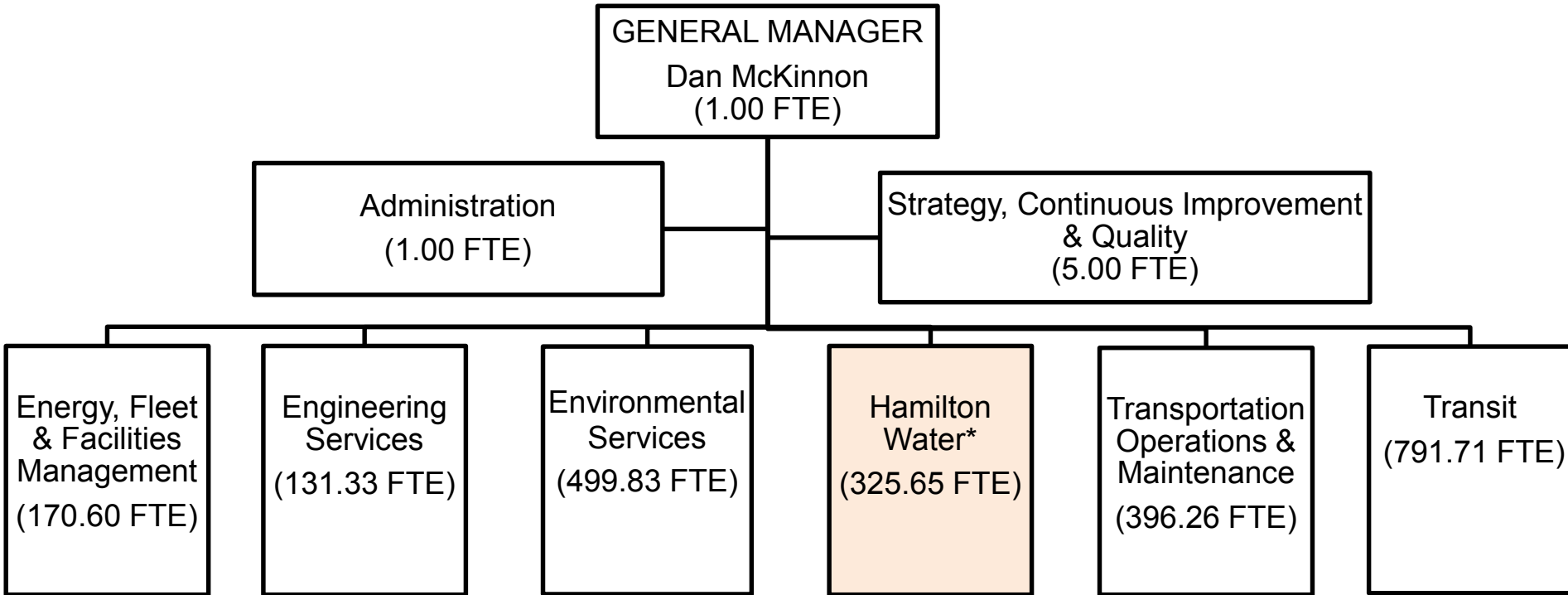


GROSS TAX OPERATING BUDGET

Gross Expenditures
\$379.6 million



ORGANIZATIONAL CHART



Complement (FTE)	Management	Other	Total	Staff to Mgt. Ratio
2019	32.00	1929.73	1961.73	60.30:1
2020	32.00	1964.73	1996.73	61.40:1
Change	0.00	35.00	35.00	

* Complement excludes Hamilton Water

2020 OPERATING BUDGET BY DIVISION

Public Works - Tax

	2019 Restated Net	2020 Preliminary Gross	2020 Preliminary Net	-2020 vs 2019 Net Change-	
				\$	%
PW-General Administration	874,810	903,540	903,540	28,730	3.3%
Energy Fleet and Facilities	8,718,820	19,433,110	9,297,360	578,540	6.6%
Engineering Services	-	20,572,580	-	-	-
Environmental Services	79,243,370	104,040,500	82,794,430	3,551,060	4.5%
Transit	74,298,880	141,439,580	81,395,710	7,096,830	9.6%
Transportation Operations & Maintenance	78,920,680	93,190,760	81,440,570	2,519,890	3.2%
Total Public Works - Tax	242,056,560	379,580,070	255,831,610	13,775,050	5.7%
Amendments - January 17, 2020 Budget GIC				(740,350)	(0.3%)
Total Public Works - Tax Less Amendments				13,034,700	5.4%

- Note: Recycling revenues has a \$2.4 M pressure as a result of a world-wide collapse of mixed fiber commodities
- This risk has been mitigated in 2020 by a budgeted transfer from reserve

EFFORTS TO REDUCE BUDGET IMPACT

HIGHLIGHTS

Transfer Station / Community Recycling Centres – New Contract	\$ 1,392,730
Reduced Energy Costs LED Streetlighting	\$426,000
Continued Conversion Diesel Transit Fleet to Natural Gas	\$390,000
Right Sizing Budget	\$ 1,109,400

Amendments – January 17, 2020 Budget GIC:

PW Portion: Fuel rate update (diesel & unleaded)	\$ 195,350
Environmental Services: Contractual savings at landfill	\$75,000
Environmental Services: Contractual savings from diversion	\$370,000
Environmental Services: Increased minimum vehicle fee to \$10 at Transfer Station / Community Recycling Centres (APPROVED)	\$ 100,000

2020 KEY COST DRIVERS

TOTAL 2020 PRELIMINARY NET LEVY INCREASE

5.4%

Departmental Key Drivers

TRANSIT	10 Year Strategy (Net) Year 5 of 10	\$688,220	0.3%
	PRESTO Operating Agreement	\$875,000	0.4%
	Transit Fleet Reserve Year 8 of 8	\$628,000	0.3%
	DARTS Ridership Growth	\$2,664,130	1.1%
Without Key Transit Drivers			3.4%
TOM	Road Salt Contract (New Contract)	\$1,500,000	0.6%
ENVIRO	Materials Recycling Facility (New Contract)	\$1,551,570	0.6%
	Waste Collection (Change in Leaf & Yard Program)	\$316,000	0.1%
	Leaf & Yard Disposal (New Contract)	\$506,970	0.2%
	Glanbrook Site Operations (New Contract)	\$458,620	0.2%
Without Key Transit Drivers + New Contracts			1.6%
EFFM	New Vacant School Properties	\$240,440	0.1%
	Security (PW17083)	\$134,530	0.1%
	Insurance Premiums (Direct Charges)	\$1,130,350	0.5%
NET LEVY EXCLUDE ALL KEY COST DRIVERS			1.0%

75

HISTORICAL BUDGET INCREASES

2017 Approved		2018 Approved		2019 Approved	
\$ Change from 2016	% Change from 2016	\$ Change from 2017	% Change from 2017	\$ Change from 2018	% Change from 2018

Total Net Levy Increase	5,002,510	2.2%	8,486,320	3.8%	11,163,190	4.8%
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Key Drivers:

	2017 Approved	% Change from 2016	2018 Approved	% Change from 2017	2019 Approved	% Change from 2018	
TRANSIT	10 Year Strategy (Net)	361,000	0.2%	2,188,000	1.0%	1,784,000	0.8%
	PRESTO Operating Agreement			356,000	0.2%	642,000	0.3%
	Transit Fleet Reserve	577,000	0.3%			616,000	0.3%
	DARTS Ridership Growth			1,680,000	0.8%	4,284,000	1.9%
EFFM	Tim Hortons Field	1,593,000	0.7%				
	Levy Exclude Key Drivers	2,471,510	1.1%	4,262,320	1.9%	3,837,190	1.6%

Guideline	2.00%	1.50%	1.50%
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2020 BUSINESS CASES

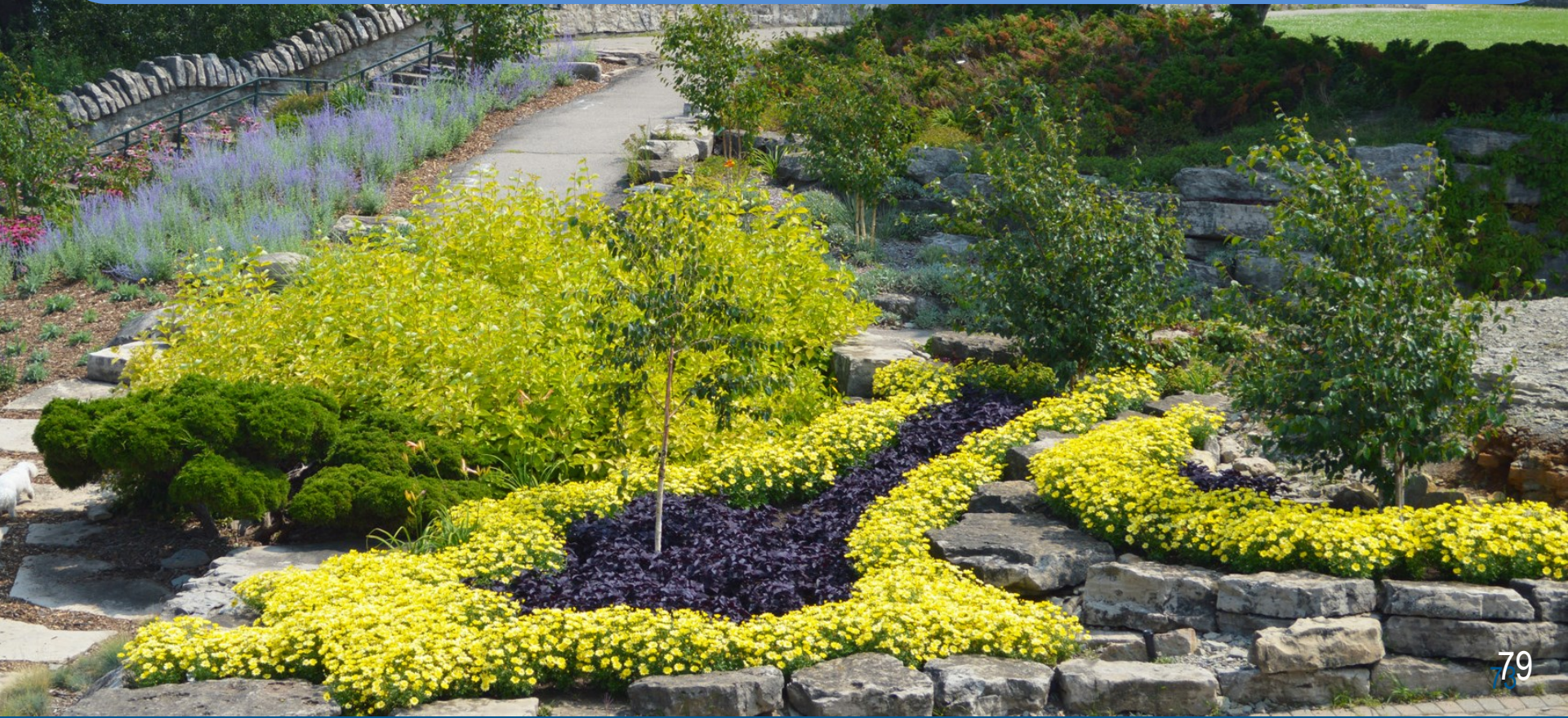
Service/ Program	Description	Gross \$(000's)	Net \$(000's)	FTE Impact
Transportation Operations & Maintenance	Bring Inspectors In-House (savings to contractual services)	\$285	(\$89)	4.4
Tim Hortons Field	Assistant Stadium Technicians needed to handle addition of Forge FC Soccer games (fully offset by additional revenue)	\$140	\$0	2.3
DEPARTMENT TOTAL		\$425	(\$89)	6.7

MULTI-YEAR OUTLOOK

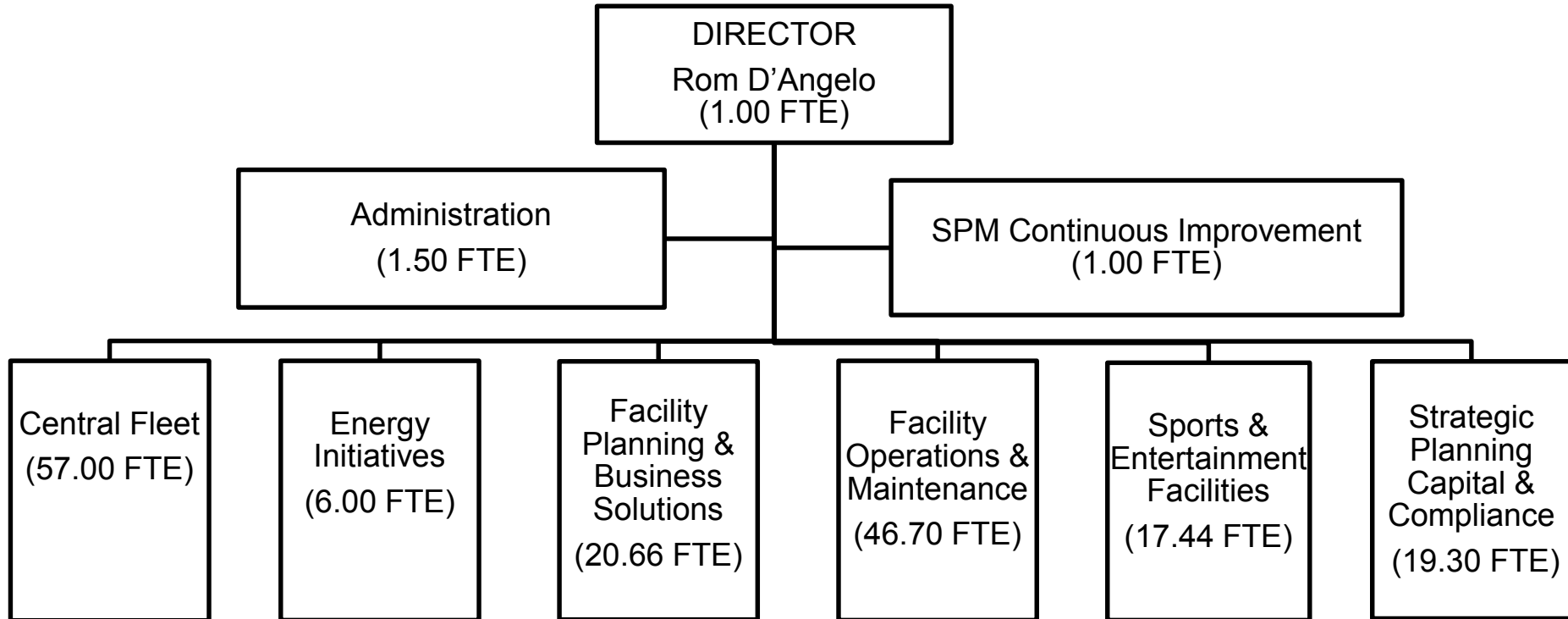
Preliminary	Multi-Year Outlook					
2020	2021		2022		2023	
Budget \$	Budget \$	% Change from 2020	Budget \$	% Change from 2021	Budget \$	% Change from 2022

Public Works (Excludes Key Transit Drivers)	250,976,260	262,387,710	2.6%	273,587,151	1.6%	283,074,463	1.4%
Key Transit Drivers:							
DARTS Ridership Growth	2,664,130	1,720,000		1,820,000		1,950,000	
Annual 10 Year Strategy (Net)	688,220	3,154,000		3,315,000		3,085,000	
PRESTO Maintenance Agreement	875,000	1,722,000		189,000		208,000	
Transit Fleet Reserve	628,000	207,000		230,000		253,000	
Total Public Works - Tax	255,831,610	269,190,710	5.2%	279,141,151	3.7%	288,570,463	3.4%

2020 PRELIMINARY TAX OPERATING BUDGET- Divisions



ENERGY, FLEET & FACILITIES MANAGEMENT



Complement (FTE)	Management	Other	Total	Staff to Mgt. Ratio
2019	7.00	163.60	170.60	23.37:1
2020	7.00	163.60	170.60	23.37:1
Change	0.00	0.00	0.00	

2020 OPERATING BUDGET

ENERGY FLEET & FACILITIES

Energy Fleet and Facilities

	2019 Restated Net	2020 Preliminary Gross	2020 Preliminary Net	-2020 vs 2019 Net Change-	
				\$	%
Fleet Services	170,550	2,024,220	25,530	(145,020)	(85.0%)
Corporate Facility Ops & Tech	1,359,670	3,312,360	1,905,120	545,450	40.1%
Facilities Planning and Business Solutions	681,610	1,651,190	895,470	213,860	31.4%
Community Facility Ops & Tech Serv	3,164,410	3,258,090	3,258,090	93,680	3.0%
Sports & Entertainment Facilities	3,002,660	5,979,730	2,907,610	(95,050)	(3.2%)
Director EFF	305,310	327,550	305,750	440	0.1%
Energy Initiatives	36,120	818,550	-	(36,120)	(100.0%)
Strategic Plan & Capital Compliance	(1,510)	2,061,420	(210)	1,300	(86.1%)
Total Energy Fleet and Facilities	8,718,820	19,433,110	9,297,360	578,540	6.6%

Amendments - January 17, 2020 Budget GIC:

Reduction to Fuel Assumptions (diesel & unleaded)

(14,450)

Total Energy Fleet and Facilities Less Amendments

564,090

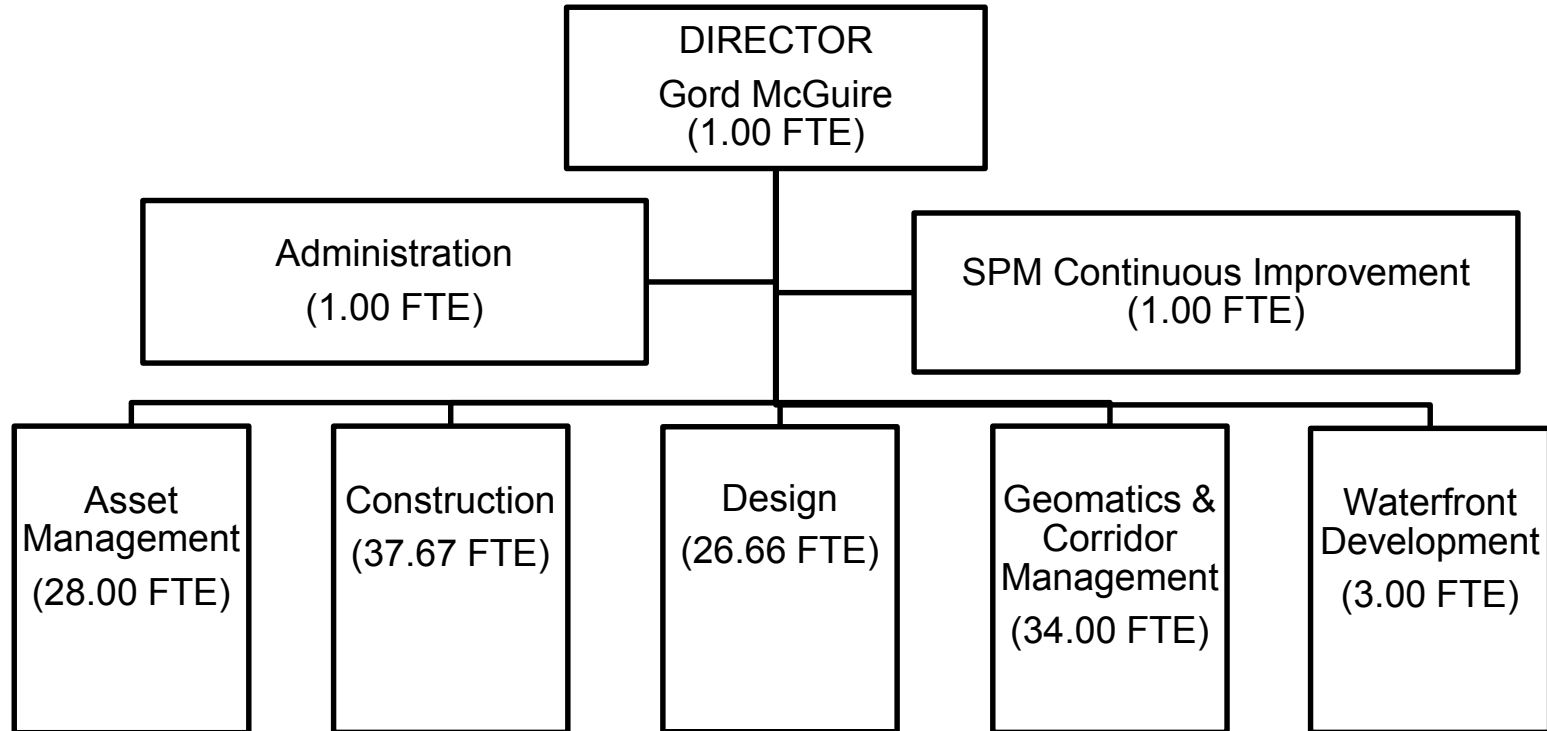
6.5%

2020 BUDGET DRIVERS

ENERGY, FLEET & FACILITIES

Item	Cost (\$000)
Hold Vacant Properties (Mainly due to King George & Mountain Schools)	\$240
Increase in Security costs (PW17083)	\$135
Employee Related Costs	\$203

ENGINEERING SERVICES



Complement (FTE)	Management	Other	Total	Staff to Mgt. Ratio
2019	6.00	125.33	131.33	20.89:1
2020	6.00	125.33	131.33	20.89:1
Change	0.00	0.00	0.00	

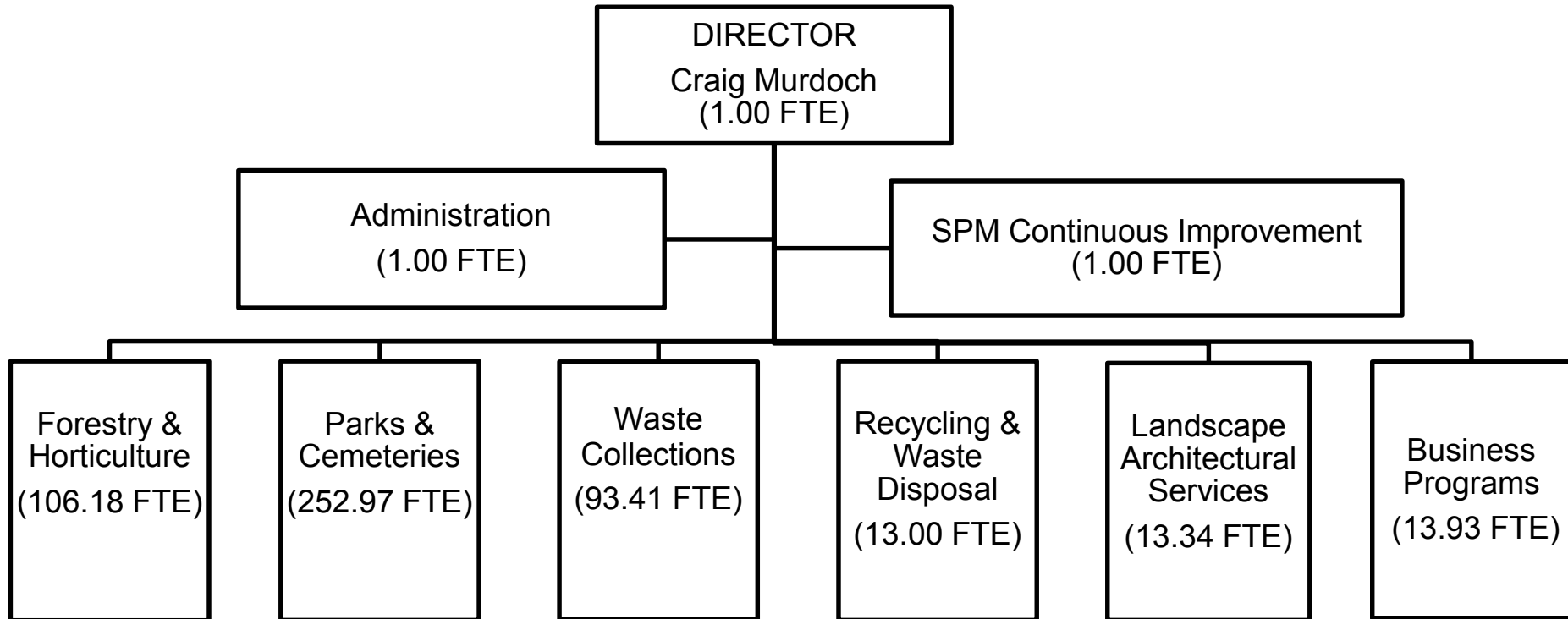
2020 OPERATING BUDGET ENGINEERING SERVICES

Engineering Services

	-2020 vs 2019 Net Change-				
	2019 Restated Net	2020 Preliminary Gross	2020 Preliminary Net	\$	%
Asset Management	-	3,474,180	-	-	0.0%
Construction	-	4,690,090	-	-	0.0%
Design Services	-	3,001,480	-	-	0.0%
Director of Engineering Services	-	1,681,310	-	-	0.0%
Geomatics and Corridor Management	-	6,992,680	-	-	0.0%
Waterfront Development	-	732,840	-	-	0.0%
Total Engineering Services	-	20,572,580	-	-	-

- Costs are mainly recovered from Capital

ENVIRONMENTAL SERVICES



Complement (FTE)	Management	Other	Total	Staff to Mgt. Ratio
2019	7.00	492.83	499.83	70.40:1
2020	7.00	492.83	499.83	70.40:1
Change	0.00	0.00	0.00	

2020 OPERATING BUDGET SERVICES

Environmental Services

	-2020 vs 2019 Net Change-				
	2019	2020	2020	\$	%
	Restated Net	Preliminary Gross	Preliminary Net		
Recycling & Waste Disposal	6,906,870	22,961,590	7,816,720	909,850	13.2%
Waste Collections	31,889,180	32,866,100	32,823,100	933,920	2.9%
Business Programs	2,076,090	2,281,510	2,166,850	90,760	4.4%
Director Environmental Services *	(701,070)	(701,070)	(701,070)	-	-
Forestry & Horticulture	12,941,860	14,609,580	13,221,460	279,600	2.2%
Landscape & Architectural Services	98,710	2,004,300	102,630	3,920	4.0%
Parks & Cemeteries	26,031,730	30,018,490	27,364,740	1,333,010	5.1%
Total Environmental Services	79,243,370	104,040,500	82,794,430	3,551,060	4.5%

Amendments - January 17, 2020 Budget GIC:

Fuel rate update (diesel & unleaded)	(28,700)
Contractual savings at landfill	(75,000)
Contractual savings from diversion	(370,000)
Increased minimum vehicle fee to \$10 at Transfer Station/Community Recycling Centres (APPROVED)	(100,000)
Total Environmental Services Less Amendments	2,977,360 3.8%

Exclude Key Drivers:

New Contract Pressures	(2,517,160)
	460,200 0.6%

- Note: Recycling revenues has a \$2.4 M pressure as a result of a world-wide collapse of mixed fiber commodities
- This risk has been mitigated in 2020 by a budgeted transfer from reserve

* Includes divisional gapping target of \$701 K

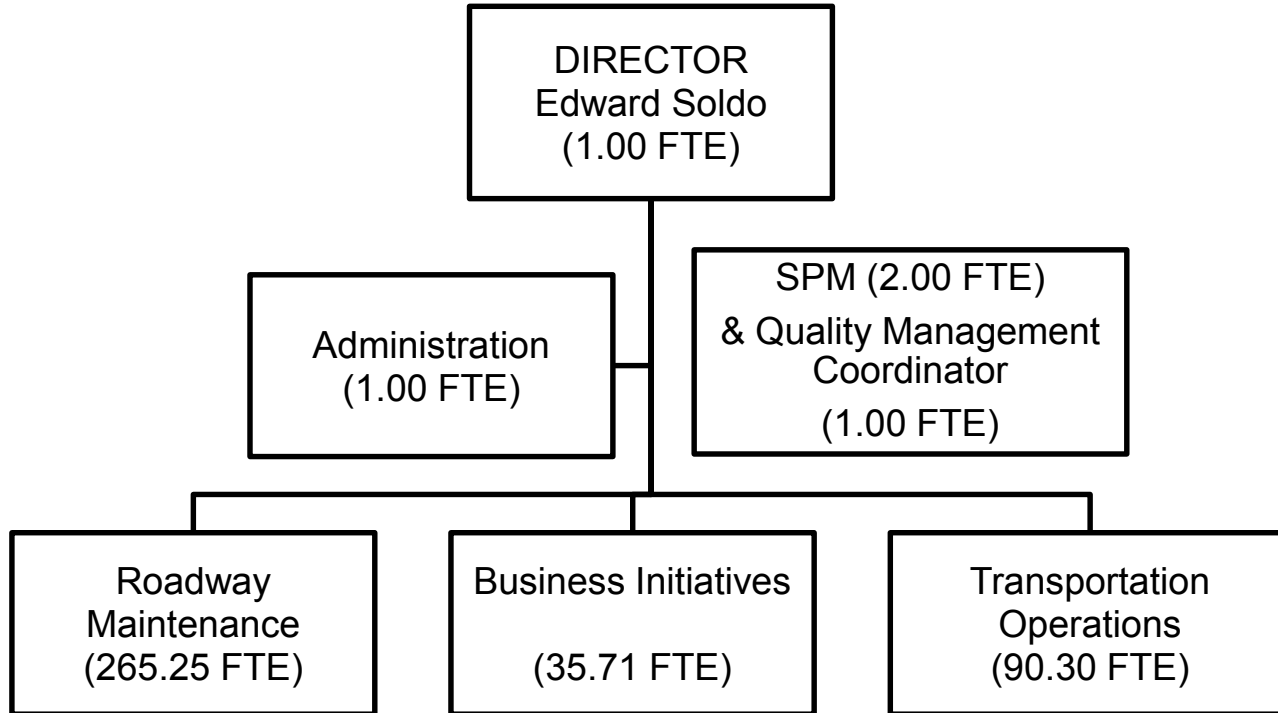
2020 BUDGET DRIVERS

ENVIRONMENTAL SERVICES

Item	Cost (\$000)
New Contract - Pressures	\$2,517
New Contract – Savings (Transfer Station and Community Recycling Centers)	(\$1,393)
Waste Collection (Change in Leaf & Yard program)	\$316
Central Composting Facility (Change in Leaf & Yard program)	(\$259)
Employee Related Costs	\$767
Water Utility	\$507
Blue Box Recycling Collection	\$247
Fleet Reserve Contribution	\$340
In Year Approval	\$126

- Note: Recycling revenues has a \$2.4 M pressure as a result of a world-wide collapse of mixed fiber commodities
- This risk has been mitigated in 2020 by a budgeted transfer from reserve

TRANSPORTATION OPERATIONS & MAINTENANCE



Complement (FTE)	Management	Other	Total	Staff to Mgt Ratio
2019	4.00	392.26	396.26	98.07:1
2020	4.00	392.26	396.26	98.07:1
Change	0.00	0.00	0.00	

2020 OPERATING BUDGET

TRANSPORTATION OPERATIONS & MAINTENANCE

Transportation Operations & Maintenance

	-2020 vs 2019 Net Change-				
	2019	2020	2020	\$	%
	Restated	Preliminary	Preliminary		
	Net	Gross	Net		
Roadway Maintenance	62,229,330	65,724,580	63,936,340	1,707,010	2.7%
Director – Trans Ops & Mtce *	(629,950)	(629,950)	(629,950)	-	-
Transportation Operations	13,753,490	24,235,020	14,372,510	619,020	4.5%
Business Initiatives	3,567,810	3,861,110	3,761,670	193,860	5.4%
Total Transportation Operations & Maintenance	78,920,680	93,190,760	81,440,570	2,519,890	3.2%

Amendments - January 17, 2020 Budget GIC:

Reduction to Fuel Assumptions (diesel & unleaded) (37,000)

Total Transportation Operations & Maintenance Less Amendments	2,482,890	3.1%
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Exclude Key Drivers:

Road Salt Contract (New) (1,500,000)

Insurance Premiums (Direct Charges) (576,000)

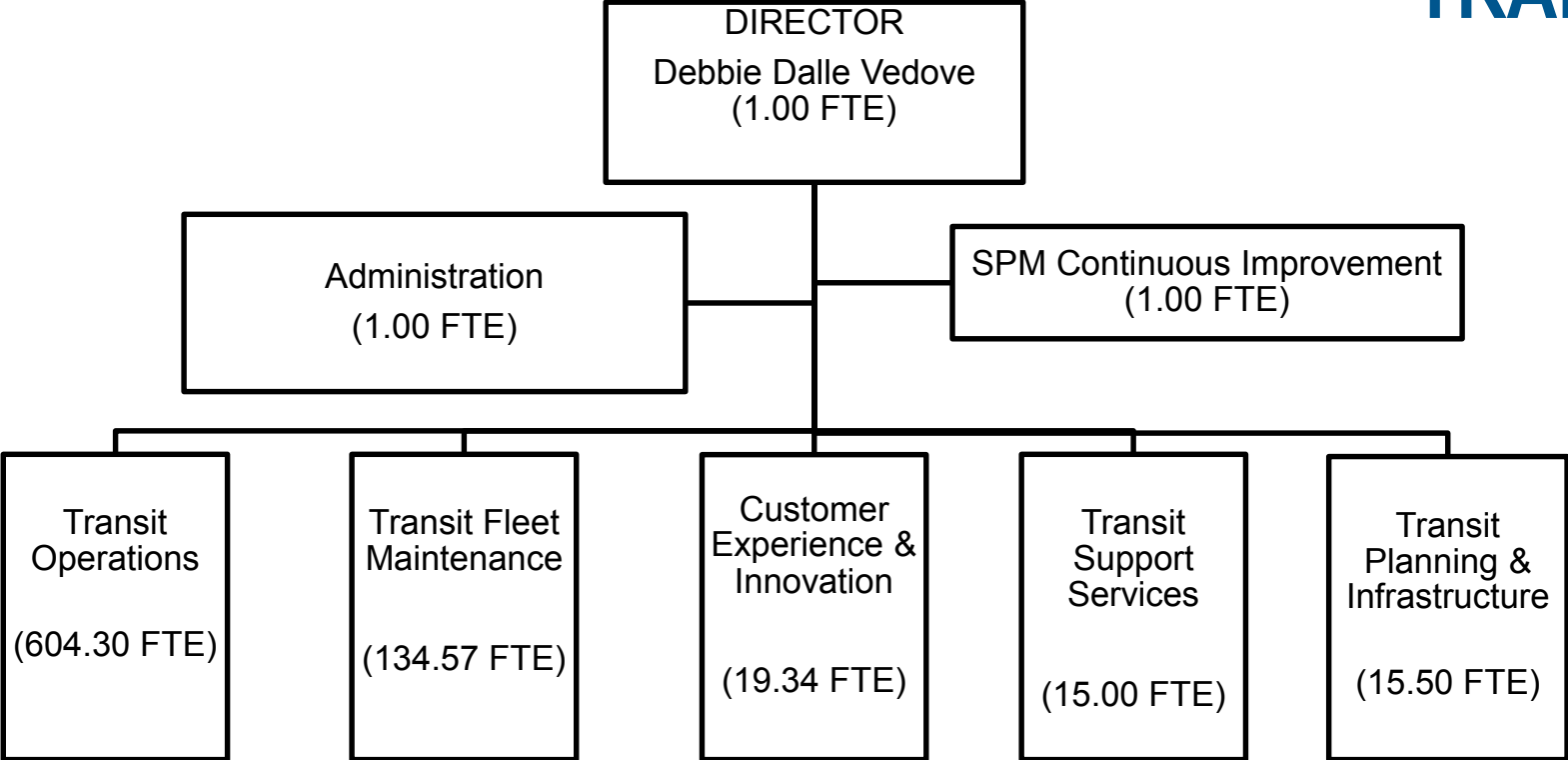
406,890	0.5%
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* Includes divisional gapping target of \$630 K

2020 BUDGET DRIVERS

TRANSPORTATION OPERATIONS & MAINTENANCE

Item	Cost (\$000)
Road Salt – New Contract	\$1,500
Fleet Reserve Contribution	\$668
Insurance Premiums (Direct Charges)	\$576
Fuel	\$379
Employee Related Expenses	\$180
Right Sizing Budget	(\$531)
Savings in Energy / Streetlighting Costs	(\$426)



Complement (FTE)	Management	Other	Total	Staff to Mgt Ratio
2019	6.00	750.71	756.71	125.12:1
2020	6.00	785.71	791.71	130.95:1
Change	0.00	35.00	35.00	

2020 OPERATING BUDGET

ANSIT

Transit

-2020 vs 2019 Net Change-

	2019 Restated Net	2020 Preliminary Gross	2020 Preliminary Net	\$	%
Customer Experience and Innovation	3,541,660	5,537,410	4,187,210	645,550	18.2%
Transit Planning and Infrastructure	23,490,180	27,536,190	26,190,090	2,699,910	11.5%
Support Services	2,105,120	2,130,050	2,129,050	23,930	1.1%
Director of Transit	124,890	134,200	134,200	9,310	7.5%
Financial Charges & General Revenue	(33,597,270)	15,708,680	(34,527,690)	(930,420)	2.8%
Operations HSR	46,980,520	57,671,540	50,771,180	3,790,660	8.1%
Transit Fleet	31,653,780	32,721,510	32,511,670	857,890	2.7%
Total Transit	74,298,880	141,439,580	81,395,710	7,096,830	9.6%

Amendments - January 17, 2020 Budget GIC:

Reduction to Fuel Assumptions (diesel & unleaded)	(115,200)
Total Transit Less Amendments	6,981,630 9.4%

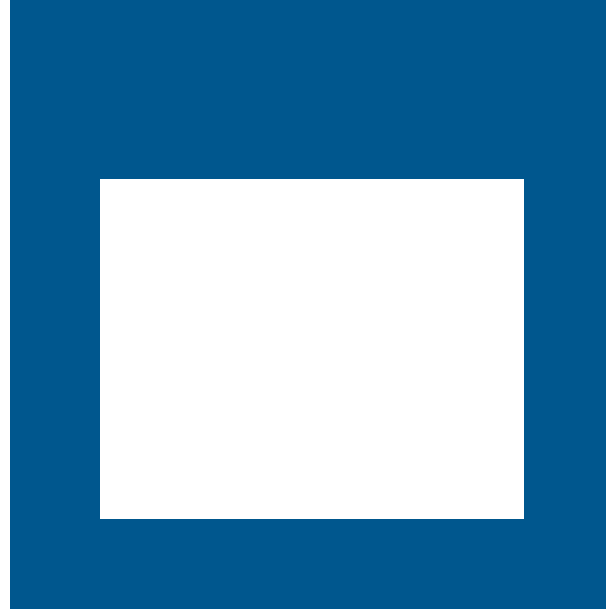
Exclude Key Drivers:

DARTS Ridership Growth	(2,664,130)
Annual 10 Year Strategy (Net) Year 5	(688,000)
PRESTO Maintenance Agreement	(875,000)
Transit Fleet Reserve Year 8 of 8	(628,450)
Insurance Premiums (Direct Charge)	(424,000)
	1,702,050 2.3%

2020 BUDGET DRIVERS

TRANSIT

Item	Cost (\$000)
DARTS Ridership Growth	\$2,664
Employee Related Costs	\$1,396
PRESTO Operating Agreement	\$875
Year 5 of 10 Year Strategy (Net)	\$688
Fleet Reserve Contribution: Year 8 of 8 loss of OBRP Funding	\$628
Insurance Premiums (Direct Charges)	\$424
Conversion Diesel Transit Fleet to Natural Gas	(\$390)



THANK YOU

APPENDIX "A" to REPORT PW19022(a)

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Municipal Service Level Comparison

Municipality	Features	Service Level	Completion Time	Comments
Mississauga	<p>Priority sidewalks on major routes, bus stops and pedestrian crossings</p> <p>Residents are responsible for clearing non-priority sidewalks which is any road/sidewalk not on a major route, transit route of school</p>	<p>Less than 8 cm - Salt only</p> <p>8 -15 cm plow and salt</p> <p>15 -30 cm plow and salt</p> <p>30 cm or more plowing and salting</p>	<p>24 hours from the end of the event</p> <p>36 hours from the end of the event</p> <p>More than 36 hours after the event</p>	<p>Damaged equipment and damage to City infrastructure i.e. curb and sidewalk as a result of uneven surfaces</p>
St. Catharines	<p>Sidewalks cleared on City owned property only</p> <p>Downtown walkways plowed when road plowing operations are started on secondary routes</p> <p>Property owners are responsible for all sidewalks adjacent to their property</p>	<p>After any accumulation</p>	<p>Within 24 hours of snow falling</p>	<p>Present cost \$2,100/lane km</p>

APPENDIX "A" to REPORT PW19022(a)

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Municipality	Features	Service Level	Completion Time	Comments
Burlington	City plows all sidewalks on Arterial, Collectors and residential roads Only after the adjacent road has been plowed	Plowing starts at a minimum 5 cm accumulation	Within 24 hours from the end of snow falling Larger events 12- 30 cm of snow – 36 hours from the end of the snow	Spring cleanup costs associated with sod replacement Balancing the workforce between road plowing and sidewalk plowing
Oakville	Primary and secondary sidewalks Residential sidewalks	Plowing starts after 5 cm of accumulation and once roads are cleared Plowing starts at 8 cm of accumulation and once roads are cleared	Material application is only placed on primary and secondary sidewalks	
London	City plows all sidewalks on arterials, collectors and residential roads	Plowing starts at 8 cm accumulation and plowed to a snow packed service level	City must clear within 48 hours after a snow event	Present cost \$1350/lane km
Toronto	Clear all sidewalks where it is mechanically possible to do so No service on local streets downtown. All arterials downtown receive mechanical clearing	Plowing starts at 2 cm accumulation on high volume sidewalks i.e. arterials, bus routes 8 cm on low volume sidewalks	Toronto has developed a sliding scale based upon accumulation and road classification	Toronto offers a program to seniors and the disabled in the Downtown area where they do not provide the mechanical sidewalk plowing service. Staff will report to Council later this year to formally change the activation of sidewalk snow clearing equipment to 2 cm accumulation for all sidewalks



CITY OF HAMILTON
PUBLIC WORKS DEPARTMENT
Transportation Operations and Maintenance Division

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	January 28, 2020
SUBJECT/REPORT NO:	Sidewalk Snow Removal (PW19022(a)) (City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Bob Paul (905) 546-2424 Ext. 7641
SUBMITTED BY:	Edward Soldo Director, Transportation Operations & Maintenance Public Works Department
SIGNATURE:	

RECOMMENDATIONS

- (a) That staff expand existing communications initiatives regarding winter storm activities to include additional information about By-law No. 03-296 and on-street parking during snow events; and
- (b) That the Sidewalk Clearing Program, Snow Angels Program, Pro-Active Sidewalk Snow Removal Enforcement and Regular Maintenance of Canada Post Community Mailbox Locations, be removed from the General Issues Committee Outstanding Business List.

EXECUTIVE SUMMARY

At the March 27, 2019 Council Meeting, staff were asked to prepare a report that integrated an Equity, Diversity and Inclusion (EDI) framework into the development of a new service standard related to snow removal from sidewalks during the winter. Three scenarios were identified, ranging from \$3.06 to \$5.36 million. It should be noted that any enhancements could not be implemented prior to the 2020/2021 winter season.

Should Council wish to further consider the development of a municipal winter sidewalk maintenance program, as per the EDI framework, staff recommend the engagement of consulting services to prepare a detailed program based on an assessment of the

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SUBJECT: Sidewalk Snow Removal (PW19022(a)) (City Wide) – Page 2 of 9

existing inventory, routing and staffing needs, with recommendations for service levels and a delivery model. This information would be used to develop a request for proposal which would provide more definitive costing and implementation timing.

To enhance existing sidewalk snow removal compliance, staff recommend expanding the existing winter storm communications activities to focus more heavily on residents' responsibilities regarding removing snow from sidewalks adjacent to their property, and to request they avoid parking on the road during snow events.

Alternatives for Consideration – N/A**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: To enhance this service level to include priority 1 and 2A roadways would result in an additional 783 km of sidewalks cleared at a cost in the range of \$1.48 to \$1.78 million, bringing the total budget to between \$3.06 and \$3.36 million. If the service level enhancement was expanded further to include all 2,445 km of sidewalks on city roadways, it would require an increase in the range of \$3.53 to \$3.78 million, bringing the total budget to between \$5.11 and \$5.36 million.

Staffing: N/A

Legal: N/A

HISTORICAL BACKGROUND

At the March 27, 2019 Council meeting, the following directions were approved:

(iv) Sidewalk Clearing Program (Item 6.8)

That staff be directed to prepare a report for consideration during the 2020 budget that would include, but not be limited to, integrating an Equity, Diversity and Inclusion (EDI) framework of removing snow on sidewalks in high pedestrian areas, around parks, day care and childcare facilities, senior housing and eldercare facilities and provide connectivity to transit routes.

(v) Snow Angels Program, Pro-Active Sidewalk Snow Removal Enforcement and Regular Maintenance of Canada Post Community Mailbox Locations (Item 6.8)

That staff be directed to report back to either before or to the General Issues Committee during the 2020 Operating Budget process respecting the following:

(a) The feasibility of ways and means to enhance the Snow Angel program;

SUBJECT: Sidewalk Snow Removal (PW19022(a)) (City Wide) – Page 3 of 9

- (b) The feasibility of greater proactive sidewalk snow removal enforcement; and
- (c) Communications with Canada Post for regular maintenance (snow and ice removal) of the Community Mailbox locations.

At the February 28, 2019 General Issues Committee (GIC) meeting, staff provided through Report PW19022, a consolidated summary and financial update regarding previous reports related to winter sidewalk maintenance in the City.

The City maintains Municipal roadways as per Ontario Regulation 239/02 - Minimum Maintenance Standards for Municipal Highways - made under the Municipal Act, 2001 (MMS).

The City has a 24/7 winter response team equipped with; over 500 total pieces of winter equipment (in-house and contracted), which includes 161 road plow salt/sanders and 22 sidewalk plows. The response team maintains the City's 6,478 lane-kilometres of roadway, approximately 1,100 cul-de-sacs, and over 2,300 bus stops.

The City currently provides partial snow clearing winter control for sidewalks using City staff in conjunction with contracted services to clear 397 km of the approximate 2,445 km of sidewalks across Hamilton. The response standard for snow clearing is within 24 hours of the end of a winter event.

By-law No. 03-296 requires that every occupant or owner shall, within 24 hours of the cessation of a winter storm event, or within 24 hours of the cessation of a series of consecutive winter storm events, remove and clear all snow and ice from sidewalks abutting the highways in front of, or alongside, or at the rear of any occupied or unoccupied lot or vacant lot.

The City does not offer individual snow removal services for seniors or individuals with disabilities. In 2005, the City approved the development of the Snow Angels Program that is coordinated through the Healthy & Safe Communities Department. This program involves the recruitment of volunteers to clear snow on sidewalks, walkways and driveway entrances left by snow plows for eligible seniors and individuals with disabilities in the Hamilton area.

RELEVANT CONSULTATION

The following City of Hamilton Departments/Divisions have been consulted in the development of this report:

- Healthy & Safe Communities: Children's Services and Neighbourhood Development;

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- Planning & Economic Development: Licensing & By-law Enforcement
- Public Works: Transportation Operations & Maintenance: Business Initiatives;
- Corporate Services: Finance; and
- City Manager's Office: Corporate Communications.

The following external parties have been consulted for this report:

- Canada Post

ANALYSIS AND RATIONALE FOR RECOMMENDATIONS**Alternative Sidewalk Winter Maintenance Service Levels**

The integration of an Equity, Diversity and Inclusion (EDI) framework into decisions related to transportation can be challenging as there are many potential impacts to consider, different ways to measure impacts and multiple ways to categorize users of the system.

Transportation affordability, housing affordability, impacts on low income communities, transit availability and service quality, AODA design, mobility needs, parking and service quality for non-vehicle drivers are all considerations that need to be taken into account when reviewing service delivery levels related to transportation infrastructure.

The integration of the EDI framework into transportation service levels will promote fairness that ensures residents of all identities are treated fairly by removing barriers and creating equal opportunities, promoting diversity through the understanding of different user group experiences and being inclusive by creating an environment in which all people are respected through the identification and removal of barriers.

To integrate an EDI framework for removing snow on sidewalks a review of alternative sidewalk winter service level scenarios was undertaken.

The target areas are located throughout the community. Developing sidewalk clearing routes that encompass every location that meets the criteria was not possible. Staff were able to analyse the known locations of the areas of interest and overlay their locations onto the present Hamilton Street Railway transit routes. It was determined that most of the relevant sidewalks are located on the City's priority 1 and 2A winter control snow clearing roadways. Based upon this analysis it is estimated that an additional 783 km of sidewalk would need to be incorporate into the City of Hamilton's sidewalk snow clearing program.

SUBJECT: Sidewalk Snow Removal (PW19022(a)) (City Wide) – Page 5 of 9

Using this approach, three scenarios were developed for analysis:

Scenario 1 – Base Case (existing Service) – Maintaining sidewalks on municipally-owned property, along reverse frontage lots, formerly Ward 12 in its entirety, and sidewalks adjacent to school property, owned by either the Public or Separate School Board, in conjunction with By-law No. 03-296 on a charge-back basis.

Scenario 2 – Priority 1 and 2A Roadways – Maintaining sidewalks in the base case plus the addition of an estimated 783 km of sidewalk.

Scenario 3 – City Wide Roadways – Maintaining all sidewalks in the city.

The estimated costs for scenario 2 and 3 are based on the approach identified in Report PW19022 Winter Sidewalk Maintenance which used the former Ancaster Ward 12 service delivery model and is an average of the past five (5) winter seasons. These costs include standby contractual sidewalk plowing units, in-house manpower and material costs.

Winter Control Program – Sidewalk Snow Clearing

Scenario	Sidewalk (km)	Percentage of Inventory (%)	Activation Trigger	Service Level	Estimated Costs (million)
1	397	16.2	Snow covered	Clear and application of salt	\$1.58* *Budgeted
2	1,180	48.2	5.0 cm accumulation on City sidewalks on priority 1 and 2A roadways plus the existing inventory	Snow packed condition with de-icing material application	\$3.06 - \$3.36
3	2,445	100	5.0cm accumulation on all City sidewalks	Snow packed condition with de-icing material application	\$5.11 - \$5.36

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Not included in the above-mentioned cost estimate are the restoration costs to damaged property as a result of the program. These include costs relate to items within the road allowance such as parked cars, fences, posts, hedges, plantings, in-ground lawn sprinklers, driveway curbs or other obstructions within the right-of-way as a result of the plowing or blowing operations. Sod damage is a significant source of concern in other municipalities and a budget for sod repair following the winter control season would be required. In conversation with municipalities that provide a similar service, the costs of restoration for a typical winter season may run between \$75,000 to \$100,000 per season.

To provide the level of service in Scenario 2 or 3 based on current in-house staffing levels, the City of Hamilton will need to contract the additional service out to the private sector. Additional supervisory staff will be required to oversee the program and those requirements will be identified in a future budget. The enhancements would not be implemented prior to the 2020/2021 winter season as the appropriate sidewalk snow clearing resources are currently not available within the marketplace.

Council should be aware that bare pavement condition can only be achieved through the application of de-icing material. The use of de-icing material will increase the costs associated with manpower, equipment time and materials, which will increase the overall program costs.

As mentioned in Report PW19022, the City of Hamilton has a Salt Management Plan which was approved in 2003. Under the Canadian Environmental Protection Act, 1999, the Government of Canada published a Code of Practice for the Environmental Management of Road Salts on April 3, 2004. The Code is designed to help municipalities and other road authorities better manage their use of road salt in a way that reduces their impacts on the environment while maintaining road safety. The use of road salt, in sufficient concentrations, poses a risk to plants, animals and the aquatic environment.

The use of road salt on sidewalks is not recommended from an environmental perspective and may also damage the concrete sidewalks contributing to the deterioration of other assets, and damage sod adjacent to the sidewalk.

Municipal Service Comparison

Sidewalk plowing is typically triggered for most municipalities at the 5 cm threshold, with target pavement conditions varying from bare pavement to the more typical snow packed condition. A comparison is attached to Report PW19022(a) as Appendix “A”.

Completion time for the sidewalk snow clearing program for most municipalities is 24 hours from the end of the event, to 72 hours after commencement of the sidewalk snow clearing operations (Toronto), to five working days from commencement of the

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residential sidewalk clearing operations (Winnipeg). In most cases, municipalities that do service their entire sidewalk network do so only after the adjacent street or all of the roads within the city or town have been maintained.

Snow Angels

Snow Angels is a volunteer supported initiative where residents are geographically matched with low income seniors or those with disability who require assistance to shovel their own properties within 24 hours of a snowfall. Since resuming oversight of the program in 2015, the Healthy and Safe Communities Department have been able to match between 80% to 95% of the residents on the list with a Snow Angel volunteer.

However, given that matches are made geographically in their neighbourhoods, some residents go without a Snow Angel as recruitment within certain neighbourhoods is not as successful. For the 2018/2019 season, approximately 9 residents went without a match.

As a volunteer-based program, success is based on the numbers and geographical location where recruitment can match the needs. The number of volunteers can fluctuate on a daily, monthly and yearly basis based on desire, injuries, other commitments, reliability and the working conditions. Given the environmental working conditions, cold and physical work, throughout the year there is turnover of volunteers affecting the number of residents matched as well as the continued desire to take on this role - compassion fatigue does set in with the volunteers in harsher winters. Snow clearing occurs when over 3 cm of snow has fallen, which historically has resulted in shovelling events varying from 5 to 20 times per winter season.

Every year, calls are received from residents who would like to receive a Snow Angel, and in some cases offer to pay for snow clearing but cannot find willing and affordable help. Not all residents that request a Snow Angel may be qualified under the eligibility review.

Given that the Snow Angels program is volunteer based, enhancing it is entirely tied to how many residents can be recruited.

Pro-Active Sidewalk Snow Removal Enforcement

As referenced in the Information Update to Council on March 26, 2019, “Snow and Ice By-law Enforcement Update – 2019”:

From January 1 to March 15, 2019, Licensing & By-law received 2,786 complaints of By-law infractions for failing to remove snow from sidewalks. Of these complaints 55% were found to be infractions and 1,240 Orders to Comply were issued to property owners. There was a 94% compliance rate once the order was issued with 1,163

SUBJECT: Sidewalk Snow Removal (PW19022(a)) (City Wide) – Page 8 of 9

residents clearing their snow. Licensing and By-law Services found 77 non-compliant properties that were sent to contractors for clearing. Sidewalk snow clearing is the top priority of Municipal Law Enforcement when a winter snow or ice event occurs.

It should be noted that Licensing & By-law Services does not proactively enforce sidewalk snow removal, but enforcement is based on a reactive model that responds to public complaints. During snow events, all other service levels are suspended so the team can focus on responding to calls for service in relation to sidewalk snow removal.

Regular Maintenance of Canada Post Community Mailbox Locations

Snow clearing activities will begin at CMB (Community Mailbox) sites once snow accumulation reaches 5 cm and should be completed within 24 hours:

- Snow clearing activities will take place during the hours of 6:00 a.m. to 8:00 p.m.;
- Snowdrift or plough back areas will be cleared within 24 hours of it being reported to Canada Post;
- Canada Post is responsible for clearing the area immediately in front of the CMB and paved access ways across boulevards that lead to the site;
- Canada Post will not clear snow from a grass boulevard to avoid damaging sod within the City's boulevard; and
- Should a resident have a concern about snow or ice at a particular CMB site, they are asked to call 1-866-607-6301 or submit a snow clearance request at <https://www.canadapost.ca/web/en/pages/support/default.page> (under Community Mailbox click on Request Snow Clearance).

It is important that customers contact Canada Post through their customer contact number or via their website as this will launch a service ticket and allows Canada Post to track the response.

Any residents who feel snow or ice may inhibit their ability to safely retrieve their mail should contact Canada Post as described above and retrieve their mail after the site is cleared and conditions have improved.

Winter Storm Communications

Public Works and Corporate Communications already have a robust communications protocol during winter storm events, with regular updates to Council, posts on www.hamilton.ca and at @cityofhamilton on Twitter. During large storm events updates are shared with our local media partners, radio, print, online ads are published to provide residents with information about the City's response to the storm, tips on clearing their snow from their property, and more.

SUBJECT: Sidewalk Snow Removal (PW19022(a)) (City Wide) – Page 9 of 9

For the coming season, staff recommend expanding the existing winter storm communications activities even further to focus more heavily on residents' responsibilities regarding removing snow from sidewalks adjacent to their property, and to request they avoid parking on the road during snow events to allow space for plows to safely clear the snow.

ALTERNATIVES FOR CONSIDERATION

N/A

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**Economic Prosperity and Growth**

Hamilton has a prosperous and diverse local economy where people have opportunities to grow and develop.

Healthy and Safe Communities

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

Built Environment and Infrastructure

Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report PW19022 (a) – Municipal Service Level Comparison