



City of Hamilton PUBLIC WORKS COMMITTEE ADDENDUM

Meeting #: 20-004
Date: June 17, 2020
Time: 9:30 a.m.
Location: Due to the COVID-19 and the Closure of City Hall

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Alicia Davenport, Legislative Coordinator (905) 546-2424 ext. 2729

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6. WRITTEN DELEGATIONS	
*6.1 Written Delegation from Lynda Lukasik, Environment Hamilton, respecting Item 7.1 - Wastewater Treatment Plant Bypass and Combined Sewer Overflow Reporting (PW19091(a))	3
Recommendation: Be received and referred to the consideration of Item 7.1.	
*6.2 Written Delegations respecting Item 7.3 - COVID-19 Recovery Phase Mobility Plan (PED20100/PW20034):	
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June 16, 2020

To the Chair and Members of the Public Works Committee,

I am writing to you on behalf of Environment Hamilton regarding Item Number 7.1 '*Wastewater Treatment Plant Bypass & Combined Sewer Overflow Reporting*', included in the June 17th, 2020 agenda of the Public Works Committee to express support for the staff recommendations set out in this report.

Environment Hamilton strongly supports all measures being taken by the City of Hamilton to provide as much information as possible to the public regarding the nature and operation of the municipality's wastewater infrastructure system.

The addition of real time reporting of wastewater treatment plant and combined sewer overflow tank bypasses has already generated public interest as demonstrated by the fact that bypass details are regularly shared and discussed in on-line community networks. People are concerned about the health of our local waterways; ensuring people are aware of on-going challenges with wastewater discharges can only help to make more positive change happen into the future, particularly since some of that positive change depends on people adopting appropriate personal behaviours when it comes to what they 'flush' into the system.

We applaud very recent staff efforts to post signage at significant discharge points. The signs are customized for each discharge point, providing any community member who might observe issues near a discharge point with a name for the site and a city telephone number to call to report concerns. This small step can make all of the difference in the world by facilitating the ability of observant community members to report issues to the municipality when they see them. It can also enable the municipality to respond to problems in a timely manner. We all know that city wastewater staff cannot be everywhere all of the time. With the right information, community members can play an essential role as more 'eyes and ears on the street' or, more aptly, 'more eyes and ears along the creek or harbourfront'.

We also applaud the coming additional enhancements to the city's on-line wastewater discharge reporting system, with the addition of combined sewer discharges to the list of discharge points that will be reported to the public. Again, this is an essential step towards full openness and transparency. It is also an important way to educate Hamiltonians about the fact that we do still struggle with wastewater discharges into our natural waterways. Public understanding can generate public support for additional investment in improvements to the system over time.

Finally, we understand that there may be challenges in establishing ways to monitor discharges from every combined sewer in the system. We urge the city to continue to work to resolve this problem so

that we might reach a point where every combined sewer discharge point is not only monitored, but that information is provided publicly.

Thank you

A handwritten signature in black ink, appearing to read "L. M. Lukasik". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Lynda Lukasik, PhD
Executive Director

Environment Hamilton
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Hamilton, ON L8R 1C5
TEL: (905) 549-0900

From: Viv Saunders
To: [Davenport, Alicia](#)
Cc: [Merulla, Sam](#); [Danko, John-Paul](#); [Collins, Chad](#); [Farr, Jason](#); [Ferguson, Lloyd](#); [Jackson, Tom](#); [Nann, Nrinder](#); [Pauls, Esther](#); [Pearson, Maria](#); [VanderBeek, Arlene](#); [Whitehead, Terry](#); [Hollingworth, Brian](#); edward.solo@hamilton.ca
Subject: COVID-19 Recovery Phase Mobility Plan
Date: June 16, 2020 10:11:46 AM

Dear Members of the Public Works Committee

Please consider the @ 15,000 employees who work in the East Hamilton / Stoney Creek Business Park in your deliberations & phased recovery plans.

The staff report is silent on Transcab serviced area' roads/bike routes yet as per the Staff Report, the intent of the Mobility Plan is:

Most significantly, staff are anticipating the following changes to mobility patterns, which the City will need to plan for, and which this Report is intended to respond to:

- Overall reduction in trip demand across all modes;
- Capacity limitations in transit;
- Capacity limitations and reduced demand for taxis, shared vehicles and Personal Transportation Providers (e.g. Lyft, Uber);
- Loss of "choice trip" riders from transit; and,
- Competing demands for on-street parking and pick-up/delivery spaces in commercial areas.

Based on observations, the vast majority of Transcab trips to businesses in & around Grays Road travel from the westerly wards located outside of Ward 10. Please consider providing those (your) residents with a segregated bike route from the Bell Manor Loop, and down Grays Road.

Not only would this aid the employees, but I've also heard from many residents where I live that they are not comfortable travelling by Transcab presently. A segregated bike lane (which could also act as a quasi sidewalk) on Grays will also provide an alternative mode of transportation to the closest convenience store for me and my neighbours.

Respectfully,

Viv Saunders
City of Hamilton Ward 10 Resident

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Mobility Planning Within the Context of COVID-19, ANTI-RACISM and CLIMATE EMERGENCY

Written Delegation prepared by Beatrice Ekoko, Senior Manager, Environment Hamilton.

June 16, 2020

To the Chair & Members of the Public Works Committee:

Environment Hamilton has reviewed staff recommendations in their proposed COVID-19 Recovery Phase Mobility Plan (PED20100/PW20034: Staff Presentations, Item 7.3). While we support many of the recommendations, as advocates for the safety of everyone using active transportation on our sidewalks and roads - especially the most vulnerable users- we have noted that the plan is missing opportunities for inclusivity and equitability on our streets and in our public spaces.

The COVID-19 crisis has served to underscore the injustices that vulnerable road users face daily such as the prioritization of cars over their well-being and safety; the dangerous conditions of our streets for those who cycle, walk or use mobility devices to get around (large industrial trucks, 5 and 6 lane roadways through the city make things scary for anyone using active transportation methods to get around); the exposure to street-level air pollution like fine, respirable particulate pollution (PM2.5) - a confirmed cause of lung cancer in humans; insufficient urban tree canopies along most streets in the city, as highlighted in our Friendly Streets work. Now, too, recent weeks of global anti-racism demonstrations and conversations have centred on the systemic oppression faced routinely by Black, Indigenous and People of Colour (BIPOC). As concerns city building and planning, the planning sector can no longer ignore this long-overlooked reality: that the urban landscape, the streets, and public spaces are NOT neutral spaces; they are often unwelcoming spaces for BIPOC.

Therefore, we see both the COVID crisis and the Black Lives Matter crisis against the all-encompassing backdrop of a recently declared Climate Emergency as not only an opportunity but an obligation to address long-overdue inequities played out in the built environment.

It is imperative that Hamilton's COVID Recovery Mobility Response reflects the commitments made towards a sustainable, resilient, inclusive city, with neighbourhoods that are safe for everyone trying to get around on foot, by bike or with a mobility device -especially those who are most vulnerable. Notably, it should do more to uplift the safety of BIPOC on our streets and in

our public spaces and that moving forward, the City of Hamilton commits to applying an anti-racism lens in mobility planning.

If the City of Hamilton is truly aiming to be a community that is equitable and safe for all people at all times, to uphold its commitment to using a climate lens on all decision-making, not to mention the commitments made in both the Pedestrian and Cycling Master Plans, then the proposed Mobility Plan must embrace and act upon the following:

1. Utilize this unique pandemic moment, coupled with the Black Lives Matter/Anti-racism movement, to uplift friendly, welcoming streets in our neighbourhoods. In a recent Canadian Urban Institute webinar entitled “How do we respond to anti-Black racism in urbanist practices and conversations?” the panelists suggested that city-building conversations need to be informed by *specific experiences*. “We are all in this together, but we are in this together differently,” Toronto planner, Jay Pitter said during the panel. “We are all suffering, we’re all uncomfortable, but we are not suffering equally.”
2. Capitalize on expected changes in mobility patterns as a result of this pandemic and the current increase in both cycling and walking by implementing changes to the built form that will endure beyond the COVID emergency and become “normalized” forms of transportation.
3. Immediately increase space for pedestrians to practice proper social distancing. While we are excited that the proposed mobility plan uplifts cycling and protected cycling infrastructure, we would like to see more support demonstrated through actions to facilitate pedestrian mobility. Based on the Friendly Streets project work we perform, it seems like this is an ideal opportunity to widen and improve sidewalk space. For example, Wilson Street (Ward 2) is a prime location for such treatment. Residents have repeatedly expressed concern over the extremely narrow, and greatly used sidewalk that runs from James Street North to Ferguson Avenue in particular. They have asked for this minor arterial road to be removed from the truck route, and that this street receives a road diet all the way through Beasley (given that the most northerly westbound lane is extremely underused): that is, convert Wilson St., to three lanes--one eastbound, one westbound, one shared turning lane--and the extra space would be used for wider sidewalks which would also calm traffic. Other locations in the city that would benefit from wider sidewalks to accommodate safe passing when taking physical distancing requirements into consideration include Main Street and King Street--where the sidewalk is extremely narrow in many locations (example between Pearl and Dundurn on King Street). Meanwhile, vehicles enjoy plenty of space with 5 one-way lanes along this stretch.
4. Close certain streets to traffic so as to create more public space for pedestrians and businesses in the downtown core; King William Street is an easy one. Examples of cities already doing this in Canada include Montreal, Halifax, Kingston, Toronto, and their

highly popular regular weekend closures of Lakeshore that offer everyone a chance to get out and enjoy the day, with plenty of space to do so.

5. In planning for Hamilton's economic recovery and the steps staff is proposing for curbside pick-up, etc, please also consider active transportation as an integral element of the economic recovery and prioritize the installation of bike racks and protected bike cages in prime locations so that people feel reassured that their bikes will be there when they return.

Finally, we note that there are no timelines attached to proposed action items, compared to other cities that are already making these necessary changes.

We appreciate the opportunity to share these reflections and further recommendations and hope they will be taken into deep consideration and lead to immediate action.

Thank you.

Beatrice Ekoko
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[Environment Hamilton](#)
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EH office: 905 549-0900

June 16, 2020

Dear Chair Danko and Members of Council,

I am a graduate student at McMaster University in the Master of Public Health program. My thesis research explores how the built environment in Hamilton (e.g., neighbourhoods, streets, parks, etc.) influences cycling, with a focus on route choice preferences. Over the past year, I have collected and analyzed data in Hamilton from travel surveys, street audits, and interviews to better understand how cyclists perceive the built environment and how they travel through the city.

I am writing today to share a policy brief in response to the *COVID-19 Recovery Phase Mobility Plan*. The purpose of this policy brief is to help the City of Hamilton better understand the needs and preferences of cyclists and to share local research findings that can inform mobility plans and actions moving forward, both in response to the COVID-19 pandemic and for future policies and infrastructure. Recommendations to support and encourage more cycling for transport in Hamilton are outlined as well.

Cities across Canada are implementing bold plans to prioritize cycling as a way for people to be physically active and get around while maintaining physical distance, particularly with reduced vehicular trips and public transit capacity. The City of Hamilton has a window of opportunity to do the same. It is crucial that the city ensure access to protected and connected infrastructure for Hamiltonians to make essential trips and to prevent an increase in private vehicle use.

Supporting and encouraging cycling as a viable mode of transport should be a priority for the City of Hamilton moving forward to our new reality and beyond.

Thank you for the opportunity to share findings from my research in Hamilton.

Best regards,

Elise Desjardins, BSc.
Master of Public Health (candidate)
Department of Health Research Methods, Evidence, and Impact
Faculty of Health Sciences
McMaster University
1280 Main Street West | Hamilton, ON L8S 4S4



Policy Brief – June 2020

Inviting More Cycling In Hamilton's New Normal: Action needed now to support and encourage cycling for transport

By: Elise Desjardins, BSc., MPH (candidate)

Key Points

- From 2011 to 2016, cycling levels increased two-fold in Hamilton. More than 35% of current trips can potentially be cycled.
- Cyclists in Hamilton prefer quiet streets with low volumes of cars, multi-use trails, and protected infrastructure that minimizes interactions with traffic.
- The City of Hamilton should promote and encourage cycling for transport in their COVID-19 recovery plans and future mobility plans through policy and infrastructure.
- Creating cycling routes that feature streets with low volumes of cars, multi-use trails, or protected infrastructure and that connect to essential destinations is a recommended strategy to make cycling safer and while ensuring physical distancing.
- Existing infrastructure should be upgraded with additional protection to make it safer for all ages and abilities.

Introduction

Cycling for transport provides health, environmental, and economic benefits to cities in the Greater Toronto-Hamilton area [1]. A city's built environment, which includes among many factors its neighbourhoods, streets, parks, buildings, and infrastructure, is known to influence cycling. As such, the design of our communities has direct impacts on health and transport choices [2]. Cycling represents approximately 1.2% of all trips in Hamilton [3]. This is a two-fold increase from 2011, confirming that cycling is on the rise in Hamilton. More than 35% of current trips in our city can potentially be cycled [4].

The City of Hamilton's *COVID-19 Recovery Plan* notes "there has been a significant decline in traffic congestion, fewer people using public transit, a lower demand for parking, and less use of taxis and ride share programs" as a result of the pandemic [5]. It is encouraging that the City acknowledges that the pandemic may lead to modal shifts – restrictions on the number of customers on HSR transit, for example, may prompt more people to cycle in Hamilton. The City now has a window of opportunity to rebalance streets and ensure access to protected and connected infrastructure that will enable residents to practice physical distancing while cycling for essential trips and also prevent an increase in private vehicle use.

The purpose of this policy brief is to help the City of Hamilton better understand the needs and preferences of cyclists and to share local research findings that can inform mobility plans and actions moving forward, both in response to the COVID-19 pandemic and for future policies and infrastructure. Recommendations to support and encourage more cycling for transport are outlined below.





Inviting More Cycling in Hamilton's New Normal: Action needed now to support and encourage cycling

Research Questions and Approaches

*What built environment factors influence cycling in Hamilton?
How do cyclists perceive and navigate the built environment?*

A travel behaviour model was estimated to investigate the influence of specific built environment variables on cycling trips. Interviews were also conducted with Hamiltonians who regularly cycle to understand and describe their experiences.

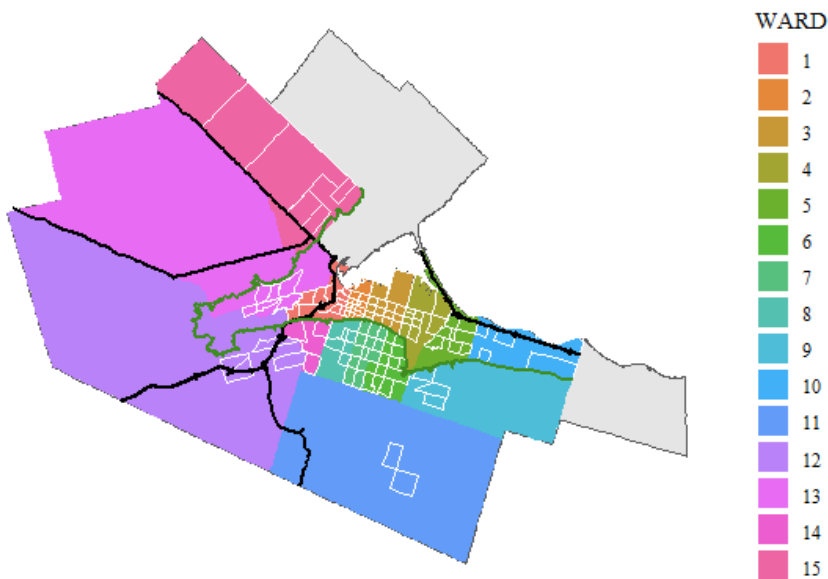


Figure 1. Traffic zones in Hamilton (outlined in white) that generated at least one bicycle trip according to the 2016 *Transportation Tomorrow Survey* responses. Ward boundaries are also indicated.

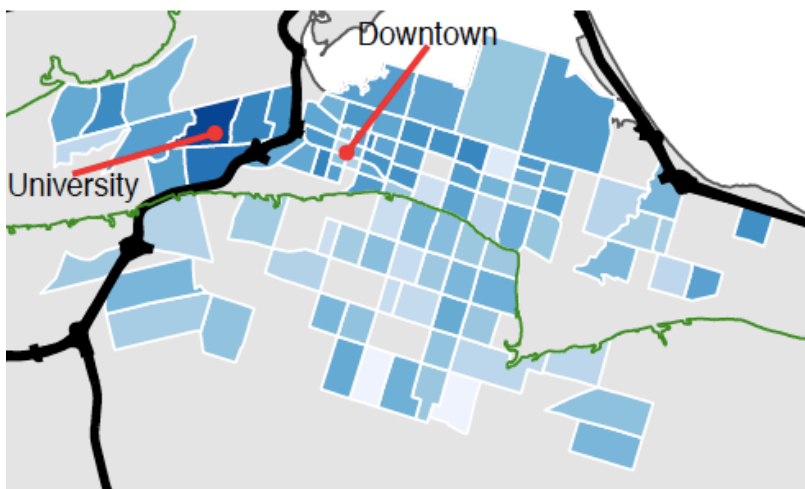


Figure 2. Number of trips produced by each traffic zone (outlined in white), according to the 2016 *Transportation Tomorrow Survey* responses, included in the analysis. Zones with darker shades of blue indicate a greater number of bicycle trips recorded. Conversely, zones with lighter shades of blue had fewer bicycle trips recorded.

Results

Responses from the 2016 *Transportation Tomorrow Survey* [4] were analyzed to explore cycling patterns in Hamilton and answer the first research question. All wards generated cycling trips [Figure 1]. Cycling is particularly popular in the lower city, on the mountain, and in areas of Dundas and Ancaster [Figure 2]. The model that estimated the influence of built environment variables (such as population density, commercial locations, etc.) on the level of cycling found that availability of jobs attracted bicycle trips. Likewise, the model also showed that the number of trips increases with institution and residential land use at the destination.

The model suggests that shortest distance quiet routes best explain travel by bicycle in Hamilton. This means that bicyclists usually select routes that allow them to avoid traffic while using residential streets. In addition, the analysis revealed that approximately 78% of bike trips are 5 km or less and nearly half of all trips are 2.5 km or less. Finally, the analysis suggests that there are two distinct zones of cycling given the topography of the city. Cycling trips tends to happen in two self-contained regions, namely the lower-city and mountain/rural areas. Regardless of the area where cycling trips occur, cycling is a mode of transport that Hamiltonians choose to use across the city.

Bicyclists who were interviewed report that they cycle for different trip purposes – to work, for errands, to visit friends and family, and to bring their children to school or daycare. Participants in this study report that they have experience cycling in Wards 1 to 8, and 12 to 14. All agreed or strongly agreed that the built environment influences the routes they choose to travel. The interviews confirmed what our model suggested – that bicyclists usually select routes that allow them to avoid traffic while using residential streets that have pleasant environments.



Inviting More Cycling in Hamilton's New Normal: Action needed now to support and encourage cycling

Cyclists report choosing routes that feature quiet streets with low volumes of cars, multi-use trails, or protected infrastructure that enable them to minimize interactions with traffic. Some participants report going out of their way to take a preferred route, like the Waterfront Trail or one with protected infrastructure, or to avoid streets that have a lot of cars. Streets that have separated infrastructure, connect to destinations, have green space, or little traffic are perceived to be safe and enjoyable to cycle. Streets that are one-way, have three or more lanes, high volume of cars, or zero cycling infrastructure are perceived to be unsafe or unpleasant. Cyclists reported avoiding similar roads. Many arterial roads, for instance King St., Main St., and Aberdeen Ave., were identified by several participants as "highways" and unpleasant places to cycle because there is no space for them to do so safely. Parents who cycle with their children report that most streets are not safe and that protected infrastructure should be enhanced for their children to use it. As such, parents cycle with their children predominantly on residential streets or trails because there are no safer alternatives. Some female cyclists report that adequate lighting is important to increase their visibility and safety. Although bike share was not a focus of this study, one third of participants reported using SoBi to get to work or for one way trips. This highlights that bike share is an important component of the city's cycling infrastructure.



Figure 3. A positively perceived cycle route segment with a separated bicycle lane on a traffic-calmed street.

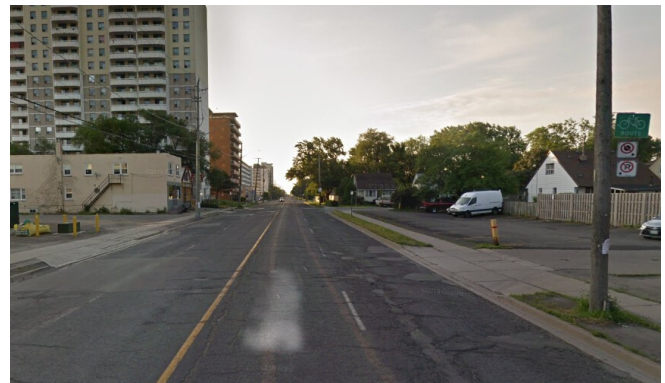


Figure 4. A negatively perceived cycle route segment with a signed route on a four-lane minor arterial road.

Policy and Infrastructure Recommendations

Responding to COVID-19

- Upgrade existing separated bike lanes with additional protective measures and lighting.
- Create temporary bike lanes or close quiet streets to local traffic only to allow Hamiltonians to cycle while practicing safe distance. These changes can be implemented on parallel routes to busy corridors as a way to relieve pressure.
- Continue offering bike share as an essential service in the existing area.
- Enhance connections to trails. These are assets in the city's transportation network that also connect cyclists to nature.

Permanent Solutions

- Adopt *All Ages & Abilities* guidelines for planning and building cycling infrastructure. *Share the Road Cycling Coalition* made similar recommendations to the City of Hamilton's Public Works Committee in September 2019 for the city to get to the gold level of the Bicycle-Friendly Community award [6].
- Commit to building only protected infrastructure that is safe for all residents, particularly children and older adults.
- Ensure adequate supply of bike parking at essential destinations.



Inviting More Cycling in Hamilton's New Normal: Action needed now to support and encourage cycling

Implications

This research suggests that Hamilton is still transitioning to a more bike-friendly city and that there are concrete actions that the City can take to support and encourage more cycling. The increased modal share of bike trips from 2011 to 2016 indicates that the city's current actions to grow the cycling network and offer bike share have been effective but more can be done to continue this growth. Innovative programs like *Mountain Climber* facilitate the ability to cycle between the lower city and mountain area, which already addresses one main finding of this study. This is one example of the city making positive changes in right direction.

The preferences of cyclists in this study align with the preferences of people who cycle less frequently or who are interested in cycling but are concerned for their safety [7, 8]. A survey conducted in Ottawa found that 33% of people fall into that latter category [8], which would be a reasonable estimate for Hamilton as well. Therefore, the policy and infrastructure recommendations outlined above will likely be appealing to both people who currently cycle in Hamilton and people who may be inclined to switch modes in our new reality during and after the COVID-19 pandemic. This is a positive finding because it suggests that planning with these needs in mind will have a large impact. Such changes could prove to be effective in facilitating the 35% of current trips that could

potentially be cycled in the city. The recommendations are also feasible city-wide. Inviting more Hamiltonians of all ages and abilities to cycle is an important step to achieve the City's vision.

Conclusion

Supporting and encouraging cycling as a viable mode of transport should be a priority for the City of Hamilton moving forward to our new reality and beyond. This policy brief has offered key direction to inform how the City can respond to and support changing mobility trends during a physically distanced time, as well as how the City can rebalance our streets for a healthier and more sustainable future.

Areas Needing Enhancements

This a selection of areas that have been identified by cyclists in this study as needing to be safer, upgraded to protected infrastructure, or more connected to the cycling network to facilitate essential trips:

- King St. cycle track crossing at Hwy 403
- Dundurn St. between Main & King
- Lawrence Rd. bike lanes
- Stinson St. between Victoria & Wellington
- Hunter St. gap in the bike lane
- Longwood Rd. S. bridge over 403
- Bay St. bike lanes

References

- [1] Mowat, D et al. (2014). *Improving Health by Design in the Greater Toronto-Hamilton Area: A Report of the Medical Officers of Health in the GTHA*. <https://bit.ly/36yXEQI>
- [2] Tam, T. (2017). *The Chief Public Health Officer's Report on the State of Public Health in Canada, 2017: Designing Healthy Living*. <https://bit.ly/3c0knpC>
- [3] University of Toronto - Data Management Group. (2016). *Transportation Tomorrow Survey*. <https://bit.ly/2APsW9Z>
- [4] City of Hamilton. (2020). *Hamilton Reopens: A roadmap to our new reality*. <https://bit.ly/2ASApOJ>
- [5] Mitra, R et al. (2016). *Cycling Behaviour and Potential in the Greater Toronto-Hamilton Area*. <https://bit.ly/2A01bMZ>
- [6] Share the Road Cycling Coalition. (2019). *Hamilton is a Bicycle-Friendly Community*. <https://bit.ly/2A2KMgc>
- [7] Winters, M et al. (2010). *Route Preferences Among Adults in the Near Market for Bicycling: Findings of the Cycling in Cities Study*. <https://bit.ly/2yvbMO9>
- [8] R. A. Malatest & Associates Ltd. (2013). *City of Ottawa Commuter Attitudes Survey*. <https://bit.ly/3es3olt>



HEALTH SCIENCES

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Added Item 10.1

CITY OF HAMILTON

NOTICE OF MOTION

Public Works Committee: June 17, 2020

MOVED BY COUNCILLOR M. PEARSON.....

Central Composting Facility Request for Proposal Options (City Wide)

WHEREAS, the current contract for the operation and maintenance of the City of Hamilton’s Central Composting Facility commenced in June 2006;

WHEREAS, the current operation and maintenance contract for the Central Composting Facility will expire December 31st, 2020;

WHEREAS, staff were authorized and directed to prepare and issue Request for Proposal C11-09-20 for the operation and maintenance of the Central Composting Facility under the same terms and conditions of the current contract;

WHEREAS, staff were directed to prepare and submit an in-house bid;

WHEREAS, Request for Proposal C11-09-20 was issued on May 25th, 2020 and is set to close July 20th, 2020;

WHEREAS, staff received a request from a proponent to include offsite third-party processing of organic material collected through the green bin program as an alternative proposal to Request for Proposal C11-09-20; and,

WHEREAS, a further option for the operation and maintenance of the Central Composting Facility can be considered; however it, would be a material change to recently issued Request for Proposal C11-09-20;

THEREFORE, BE IT RESOLVED:

- (a) That staff be directed to cancel Request for Proposal C11-09-20, Operation and Maintenance of the Central Composting Facility;
- (b) That staff modify Request for Proposal C11-09-20, Operation and Maintenance of the Central Composting Facility to include the option for offsite third-party processing of organic waste collected through the green bin program while operating the Central Composting Facility as a transfer station;

**Notice of Motion respecting Request for Proposal C11-09-20, Operation and Maintenance
of the Central Composting Facility
Page 2 of 2**

- (c) That staff reissue Request for Proposal C11-09-20 to obtain proposals for both the operations and maintenance of the Central Composting Facility and offsite third-party processing of organic material;
- (d) That staff still prepare and submit an in-house bid for the operation and maintenance of the Central Composting Facility; and,
- (e) That staff be directed to enter into negotiations with Maple Reinders Constructors Ltd. for the purpose of extending current contract C11-105-03 for the Operations and Maintenance of the Central Composting Facility for a time period of up to six months to allow for the re-issuing of RFP C11-09-20.

Added Item 10.2

CITY OF HAMILTON

NOTICE OF MOTION

Public Works Committee: June 17, 2020

MOVED BY COUNCILLOR T. JACKSON.....

Credit for HSR Pass Products Purchased for the Timeframe in which Fare Revenue Collection was Paused due to the State of Emergency (City Wide)

WHEREAS, on March 17, 2020, the Province of Ontario declared a state of emergency pursuant to s. 7.0.1 of the Emergency Management and Civil Protection Act as a result of an outbreak of a communicable disease namely Coronavirus Disease 2019;

WHEREAS, on March 19, 2020, physical distancing measures were expanded to include rear door boarding for customers which simultaneously resulted in a pause of fare revenue collection for both conventional and para transit services;

WHEREAS, April monthly passes were available for sale through PRESTO, the vendor network and the customer service center located at Hunter GO Station with approximately 100 passes being purchased by customers before March 19, 2020;

WHEREAS, seniors in the City of Hamilton can purchase an annual pass which is valid for 12 months from date of purchase and as a result of the pause in fare revenue collection paid in full for 12 months access to transit; and,

WHEREAS, the estimated credit to be issued as per above passes is \$66,000.00;

THEREFORE, BE IT RESOLVED:

- (a) That given that April 2020 HSR monthly passes and senior annual passes were purchased with the intent to use Transit and notwithstanding the state of emergency would have been used for that purpose, that:
 - (i) Credits be issued to those customers who purchased an April 2020 monthly pass for future use on Transit; and,
 - (ii) Seniors be issued credits, for the applicable months that their Senior Annual Pass was valid during the pause of fare revenue collection, to be applied against their next Senior Annual Pass purchase.