



City of Hamilton
GENERAL ISSUES COMMITTEE
AGENDA

Meeting #: 20-019
Date: November 18, 2020
Time: 9:30 a.m.
Location: Due to the COVID-19 and the Closure of City Hall

All electronic meetings can be viewed at:

City's Website:

<https://www.hamilton.ca/council-committee/council-committee-meetings/meetings-and-agendas>

City's YouTube Channel:

<https://www.youtube.com/user/InsideCityofHamilton> or Cable 14

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

1. APPROVAL OF AGENDA

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

2. DECLARATIONS OF INTEREST

3. APPROVAL OF MINUTES OF PREVIOUS MEETING

3.1. November 4, 2020

4. COMMUNICATIONS

5. DELEGATION REQUESTS

6. CONSENT ITEMS

7. PUBLIC HEARINGS / DELEGATIONS

- 7.1. Bryan Crawford, Tournament Director and Garrett Ball, Chief Financial Officer, both of RBC Canadian Open, Golf Canada, respecting the 2019 RBC Canadian Open (Via WebEx)
- 7.2. David Carter, Innovation Factory, respecting the Innovation Factory's Funding Request (Via WebEx)
- 7.3. Bryan Hayes, Orange Order, respecting a New Tax on Filming in Hamilton (Via WebEx)

8. STAFF PRESENTATIONS

- 8.1. COVID-19 Verbal Update
- 8.2. Our City Survey 2019 Results and Next Steps (CM20009) (City Wide)
- 8.3. City Manager's 2019-2020 Review (CM20008) (City Wide)

9. DISCUSSION ITEMS

- 9.1. Capital Projects Work-in-Progress Review Sub-Committee Report 20-003, November 2, 2020
- 9.2. Sidewalk Snow Removal (PW19022(b)) (City Wide)
- 9.3. Innovation Factory Request for Funding Renewal Option - 2020 (PED20197) (City Wide)
- 9.4. Virtual Commemoration of 175 Years of Hamilton's History (PED20199) (City Wide)
- 9.5. Business Improvement Area Advisory Committee Report 20-004, November 10, 2020
- 9.6. Advisory Committee for Persons with Disabilities Report 20-006, November 10, 2020

10. MOTIONS

- 10.1. Budgetary Plan to Address the Chedoke Creek Matter

11. NOTICES OF MOTION

12. GENERAL INFORMATION / OTHER BUSINESS

12.1. Amendments to the Outstanding Business List

12.1.a. Items to be removed:

- 12.1.a.a. Pier 8 Development Opportunity RFP - Summary of the 4 Proposals

(No longer required by the requesting Councillor)

- 12.1.a.b. Virtual Commemoration of 175 Years of Hamilton's History

(Addressed on this agenda as Item 9.2 - Report PED20199)

- 12.1.a.c. Sidewalk Snow Removal

(Addressed on this agenda as Item 9.2 - Report PW19022 (b))

13. PRIVATE AND CONFIDENTIAL

13.1. Potential for Major Events in 2022 and 2023 (PED20071(a)) (City Wide)

Pursuant to Section 8.1, Sub-section (k) of the City's Procedural By-law 18-270, as amended, and Section 239(2), Sub-section (k) of the *Ontario Municipal Act*, 2001, as amended, as the subject matter pertains to a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality or local board.

13.2. Animal Services Facility - 2465 Dartnall Road (PED20074) (City Wide)

Pursuant to Section 8.1, Sub-sections (a), (c), and (e) of the City's Procedural By-law 18-270, as amended, and Section 239(2), Sub-sections (a), (c) and (e) of the *Ontario Municipal Act*, 2001, as amended, as the subject matter pertains to the security of the property of the municipality or local board; a proposed or pending acquisition or disposition of land by the municipality or local board; and, litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board.


13.3. City Manager's 2019-2020 Review (no copy)

Pursuant to Section 8.1, Sub-sections (b) and (d) of the City's Procedural By-law 18-270, as amended, and Section 239(2), Sub-sections (b) and (d) of the *Ontario Municipal Act*, 2001, as amended, as the subject matter pertains to personal matters about an identifiable individual, including municipal or local board employees; and, labour relations or employee negotiations.

14. ADJOURNMENT



CITY OF HAMILTON
CITY MANAGER'S OFFICE
Digital, Innovation & Strategic Partnerships

TO:	Deputy Mayor and Members General Issues Committee
COMMITTEE DATE:	November 18, 2020
SUBJECT/REPORT NO:	Our City Survey 2019 Results and Next Steps (CM20009) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Louisa Wong 905 546-2424 ext. 6091 Brigitte Minard 905-546-2424 ext. 3107 Lisa Zinkewich 905-546-2424 ext. 5312
SUBMITTED BY:	Cyrus Tehrani Chief Digital Officer City Manager's Office
SIGNATURE:	

RECOMMENDATIONS

- (a) That Report CM20009, respecting the Our City Survey 2019, be received.
- (b) That the survey sample size be decreased to 1,500 to ensure survey costs and staff resources are accommodated within the existing budget. City level results would be accurate to +/-2.5% at the 95% confidence level which is well below the typical target survey sample margin of error of +/-5%. Ward level results would be accurate to +/-9.8% at the 95% confidence level; and
- (c) That the frequency of conducting the Our City Survey in the future be moved to a triennial (every three years) cycle as opposed to the current biennial (every two years) cycle, to provide sufficient time for results to be actioned and improvements made. With a triennial cycle, the next survey would be conducted in the second half of 2022.

EXECUTIVE SUMMARY

The Our City Survey was conducted in late 2019. Both a telephone and online survey were conducted. The telephone survey had 5,771 completed surveys. The phone

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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survey results are accurate within +/-1.3% at the City level, 19 times out of 20. The online survey had 3,374 respondents.

Most survey respondents (63%) were very satisfied or satisfied with City services overall. There has been no significant change to this result since the 2018 survey.

For the first time, detailed ward level analysis was able to be performed. Ward level data has been compared to city level data to highlight how each ward is different. The survey results varied between wards, which highlights that resident experiences differs across the city. The ward level analysis found that satisfaction with City services varied significantly by ward.

Alternatives for Consideration – See Page 13

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: If the recommended option is accepted, the existing annual operating budget for the Our City Survey would be maintained.

Should the recommended option not be accepted, to continue to undertake the Our City Survey at its existing ward level margin of error and biennial survey frequency, an annual increase of \$10,000 would be required. This increase does not include staffing costs required to manage and administer the survey or analyze the data (estimated at \$45,000 for the next survey cycle), which would require a separate budget enhancement.

Staffing: If the recommended option is accepted, the existing annual operating budget for the Our City Survey would accommodate required staff resourcing.

Should the recommended option not be accepted, and Council choose to maintain Option 2 (status quo), a separate budget enhancement to accommodate staff resource requirements would be required

Legal: None.

(Options analysed are highlighted in Table 2 on page 14 of Report CM20009).

HISTORICAL BACKGROUND

At the General Issues Committee Budget Meeting on February 28, 2019, the Our Citizen Survey Business Case (BC-08) was approved at \$130,000 on a biennial basis (\$65,000 annually) as part of the 2019 Operating Budget process. This funding was again approved as part of the 2020 Operating Budget process.

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Survey Name Change

The survey name has been changed from “Our Citizen Survey” to “Our City Survey” to be more inclusive of all Hamilton residents and illustrate a connection to City Services.

Background

The Our City Survey is a resident satisfaction survey, completed via telephone interviews and online, to:

- Understand resident satisfaction with City services and help identify areas for improvement
- Understand resident’s perception of quality of life in Hamilton and their interactions with the City
- Understand similarities and differences of Hamiltonian’s feedback across the 15 wards
- Measure trends over time

The 2019 Operating Budget approved funding to increase the sample size of telephone surveys so that a statistically valid sample with a margin of error of +/-5%, 19 times out of 20 could be achieved with the ward level results. The survey is to be completed on a biennial basis starting in 2019, with a target of about 5,775 (about 385 per ward) completed telephone surveys (subject to ongoing operating budget approval). The 2018 survey was completed at the City-wide level only with a smaller sample size of 550 completed telephone surveys.

Survey results are posted on the City’s web-based Trust and Confidence Report (www.hamilton.ca/trustandconfidence) and released as part of an open data-set (accessible via www.hamilton.ca/ourcitysurvey). Given the increase in the 2019 Survey sample size, ward-level results are included in this report (Appendix “A” to Report CM20009) and are also part of the open data-set that has been released, in addition to the City-wide data.

Due to COVID-19 Pandemic, and staff redeployments related to priority pandemic support, the data analysis and issuance of this report was unavoidably delayed to Q4 of 2020

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

None.

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RELEVANT CONSULTATION

The City Manager's Office, and the Healthy & Safe Communities departments worked collaboratively to execute this project. Feedback was received from the subject matter experts for the service areas. In addition to this, Procurement, and Information Management (Privacy) staff were consulted during the initial survey development and/or the 2019 Our City Survey.

ANALYSIS AND RATIONALE FOR RECOMMENDATIONS

2019 Survey Results Were Less Positive than 2018 Results

Overall, the City-wide results for the 2018 Our Citizen Survey were very positive, particularly regarding satisfaction with quality of life and with some of our city's most essential services.

Some areas of the 2019 Our City Survey had positive results, but overall the City-wide results were less positive when compared to 2018. Full, detailed results of the 2019 Our City Survey and a comparison with the 2018 Our Citizen Survey can be found in Appendix "A" to Report CM20009.

Survey and Methodology

The telephone survey (cellular and land line) was administered via random calls by a contracted third party, Metroline Research Group Inc., between September 9, 2019 and January 8, 2020. The targeted completion date for the telephone survey was December 15, but this timeline was extended so that all ward-level completion targets could successfully be achieved as some Wards required more contact calls to achieve the required survey counts.

To supplement the telephone interviews and allow more residents to participate in the survey, an online version of the survey tool was available on the City's website between September 9, 2019 and December 31, 2019.

Both the telephone and online versions of the survey were available in English and French.

The telephone survey had 5,771 completed surveys. The phone survey results are accurate within +/-1.3% at the City level, 19 times out of 20. To achieve this target, over 273,100 phone call attempts were made to 134,287 randomized Hamilton-based residential and cellular phone lines. To qualify for the survey, respondents had to be an adult age 18 years or older and residing in Hamilton.

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The telephone survey is a statistically representative sample of the Hamilton population. The 2019 Our City Survey telephone survey can provide ward-level results due to the increased sample size of the telephone survey. Ward level results have a margin of error of about +/-5%, 19 times out of 20.

The online survey results are a supplementary source of information, and results from the two data sources should not be compared due to differences in survey methodologies. The online survey may be subject to self-selection bias and the collected surveys cannot be determined to be a statistically representative sample of the population. The online survey collected 3,374 surveys where a response was provided for at least one (1) survey question.

The focus areas of the survey were:

- Quality of City services
- Well-being/Quality of Life in Hamilton
- Customer Service and Service Channel preferences

The survey also asked residents:

- Preferred method for communicating with City of Hamilton
- Experience and satisfaction with contacting the City
- Ways the City can improve

For more details on the survey methodology, please refer to the Our City Survey 2019 Report (Appendix “A” to Report CM20009).

Survey Results

For complete survey findings for both the telephone and online survey, please refer to the Our City Survey 2019 Report (Appendix “A” to Report CM20009). There were some differences between the telephone survey and the online survey, but generally the distribution of the results followed similar patterns. Results from the two data sources should not be compared due to differences in survey methodologies. **Results included below are from the telephone survey because it is a representative sample of Hamilton residents.**

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1. Quality of City Services

Most survey respondents (63%) were very satisfied or satisfied with City services overall. There has been no significant change to this result since the 2018 survey.

The services most rated excellent, very good or good by respondents were:

- Fire Department 97%
- Libraries and Bookmobiles 92%
- Paramedic Services 91%
- Cemetery 89%
- Parks and Open Space 87%

The services most rated poor by respondents were:

- Social Housing 45%
- Roads and Sidewalks 35%
- Services for Seniors including Long Term Care 30%
- Traffic Flow and Roadway Safety 27%
- Wastewater Management 26%
- Building Permits 26%

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The most notable changes between the 2018 and 2019 survey were:

Service	% rating service as good, very good or excellent		
	Phone 2019	Phone 2018	Change
Cemetery	89%	83%	+6%
Hamilton Street Railway (HSR) Buses	66%	60%	+6%
Arts, Culture and Heritage	83%	79%	+4%
Paramedic Services	91%	88%	+3%
Traffic Flow and Roadway Safety	47%	54%	-6%
Public Health	74%	79%	-6%
Child Care Services	57%	65%	-8%
Stormwater Management	58%	69%	-11%
Social Services	52%	65%	-13%
Wastewater Management	60%	75%	-15%
Services for Seniors (including Long-term Care)	44%	67%	-23%

Tax Level versus Service Levels

A strong majority of respondents indicated that the City should maintain taxes and current service levels.

In delivering services to you and the community, the City typically pays for them through taxes and user fees. Based on this, do you think the City should:

- Increase taxes, improve services 15%
- Maintain taxes/current service levels 72%
- Decrease taxes, deliver fewer services 13%

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2. Well-being/Quality of Life

Health

Results were steady between the 2018 survey and the 2019 survey for health. 89% of respondents self-assessed their health as good, very good or excellent. This was not a significant change from the 2018 survey.

Satisfaction with Life

87% of respondents indicated that they were satisfied or very satisfied with their life overall. This represents a significant decrease since 2018, where 92% of respondents indicated that they were satisfied or very satisfied with their life overall.

Quality of Life

Hamilton is a great place to... (% that agree or strongly agree)

- Live 84% (2018, 87%)
- Work 67% (2018, 69%)
- Play 78% (2018, 77%)
- Learn 85% (2018, 88%)

There have been no significant changes to these results since the 2018 survey, results are steady.

In the last two years, the quality of life in the city of Hamilton has...

- Improved 23% (2018, 35%)
- Stayed the same 45% (2018, 46%)
- Worsened 32% (2018, 18%)

In 2019, 68% of respondents said that quality of life has stayed the same or improved. This is a significant change from the 2018 survey, when 81% of respondents said that quality of life has stayed the same or improved. The results for this question are trending negatively over time.

Engaging with the City of Hamilton

Two new questions were included in the 2019 survey asking about resident engagement. The 2019 results are the City's baseline data and no trend analysis can be performed at this time.

- The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives 32% (agree or strongly agree)
- The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives 33% (agree or strongly agree)

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3. Customer Service and Service Channel Preferences

Most respondents who had contacted the City of Hamilton in the past year felt that their overall experience was positive (72%).

Overall positive experience 72% (2018 83%) *

Timely response received 74% (2018 79%)

Staff knowledgeable 79% (2018 81%)

Staff courteous 86% (2018 88%)

Question answered 74% (2018 80%) *

*denotes a significant change between the 2019 and 2018 survey

Resident service channel preferences were as follows:

- Residents prefer to use the phone when asking questions or making a complaint
- Residents most prefer to pay their property taxes through their bank or via a pre-authorized withdrawal
- For other interactions (registering and paying for recreation programs, applying for licenses, booking city facilities and parks), residents prefer to complete on the website or in person

Residents have a broad range of preferences for how they like to get information about the City of Hamilton's programs, initiatives, news and events. The top five methods are:

- Local television station
- Local newspaper
- www.hamilton.ca
- Internet search engines
- Local radio station

4. Ward Level Analysis

Ward level data has been compared to city level data to highlight how each ward is different. Detailed results are shared in the report (Appendix "A" to Report CM20009) and an infographic has been created for each of the 15 wards (Appendix "C" to Report CM20009). Ward level data is also part of the project's open data release (open data sets can be accessed via www.hamilton.ca/ourcitysurvey).

The survey results varied between wards, which highlights that resident experiences differs across the city. This year's results are the baseline ward-level data for the City of Hamilton. Trend analysis can be performed when the next survey is performed (subject to operating budget approval).



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The ward level analysis shows that satisfaction with City services varied significantly by ward.

- 63% of Hamilton residents were satisfied or very satisfied with City services overall.
- Eight (8) of the 15 wards had overall service satisfaction levels that were significantly different from the city.
- The overall service satisfaction levels by ward ranged from 46% to 72%.

Table 1 shows the services where ward level ratings varied the most from the city.

Table 1: Sample of ward level results

Service	% rating service as excellent, very good or good		Ward level result														
	City of Hamilton	Ward level range	 ward level result is significantly higher than COH  ward level result is significantly lower than COH														
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Hamilton Street Railway (HSR) Buses	66%	27% to 80%		↑			↑	↑	↑	↑		↓	↓	↓			↓
Emergency Management	79%	59% to 84%					↑	↑								↑	↓
Police Services	81%	62% to 87%					↑					↑				↑	↓
Traffic Flow and Roadway Safety	47%	33% to 56%					↑		↑		↓						↓
Building Permits	52%	41% to 61%							↑				↓		↓		
Recreation	84%	71% to 90%						↑				↓	↓			↑	↓
Snow Plowing and Salting of Roads	59%	52% to 69%			↓						↓		↑		↑		↓

Survey Costs

The total survey costs were \$145,000, consisting of procuring contractual services for the administration of the phone survey and a license fee for the online survey tool. Conducting live telephone interviews enables a random sample that can be statistically

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representative to be obtained but involves a lot of people power, this is the main driver of the contractual services costs associated with this project. The City of Hamilton does not operate an outbound call centre, so this project component was unable to be insourced. The survey development, data analysis and reporting work was all conducted in-house by staff to keep the costs as low as possible.

Following a competitive Request for Proposal (RFP) process, the successful proposal was \$143,000 for the administration of the telephone survey. The remainder of the costs (\$2K) was for the license fee for the online survey tool. The accepted bid was \$13,000 over the total original approved budget of \$130,000 for the survey (\$65,000 per year budgeted, survey occurring biennially). In accordance, with the Council-approved Budget Control Policy, the variance was addressed by re-allocating an uncommitted consulting budget line from within the survey's home Division (Strategic Partnerships and Communications Division) budget in order to ensure the successful delivery of the project.

The proposals received during the Request for Proposal procurement process had a wide range of variation in pricing. The proposals received ranged from \$143,000 to \$248,000. There are procurement/pricing risks associated with future survey editions, if the low range of pricing is unable to be obtained in the future.

Project Management

In-Sourcing Focus

The survey development, data analysis and reporting work was all conducted in-house by staff to keep the costs as low as possible. The 2019 Our City Survey project management staffing requirement was funded from the remaining 2018 survey capital (Citizen Engagement & Marketing capital - 3381757506) and the data specialist resource was accommodated within an existing resource assigned from Healthy & Safe Communities to the City Manager's Office temporarily to assist.

Social Procurement

The project team worked with the City of Hamilton's Procurement Section to include a social procurement component in the project's competitive RFP process. As a result, a small number of local jobs were created by the survey vendor, with a focus on improving the lives of single parents, people living with a disability, and people experiencing poverty in Hamilton.

Ten local Hamilton residents were hired by the survey vendor, and at the end of the project, four of these individuals were still working for the vendor. The vendor, Metroline Research, was planning to continue working with those four individuals after the Our City Survey project was completed.

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Sharing Results and Next Steps

Survey results have been shared with the Senior Leadership Team and results will also be shared broadly with all City staff via email, eNET, and in divisional team meetings.

From a resident-facing perspective, the survey findings will be incorporated into the City's web-based Trust and Confidence Report (www.hamilton.ca/trustandconfidence) and updated as future iterations of the survey are conducted (subject to budgetary approval). Ward specific results will be incorporated as part of the ward profiles: (<https://www.hamilton.ca/city-initiatives/strategies-actions/ward-profiles>). Open data files of the results can be found at www.hamilton.ca/ourcitysurvey.

A communications plan has also been created for further public outreach and includes a media release and social media posts.

A one-page infographic sheet has also been created as a quick-reference tool and can be utilized for a general snapshot of results. Please refer to Appendix "B" to Report CM20009 for the City-wide infographic. Ward level infographics were also created for each of the 15 wards to summarize ward-level results. Please refer to Appendix "C" to Report CM20009 for the ward-level infographics.

Next steps include the following actions:

- Regularly conduct this survey (biennially or triennially) with a sample size and margin of error and ward-level results as directed by Council (subject to operating budget approval)
- Linking strategic and business plans to survey results, demonstrating that the City is listening and acting on resident feedback
- Service owners reviewing and actioning results to improve resident satisfaction

Recommendation

In order to ensure that the existing operating budget accommodates the costs associated with undertaking future iterations of the Our City Survey, and that there is sufficient time to review the survey results and action improvements between survey cycles, it is recommended that the:

- Current margin of error at the ward level (+/- 5%) be increased to be in the range of +/- 9.8%

Increasing the margin of error reduces the required sample size for the telephone survey from 5,775 completed surveys to 1,500 surveys and the cost of the survey significantly (the difference in cost from the 2018 survey with a sample size of 550 to the 2019 survey with a sample size of 5,775) as a result of

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this change in the sample size and margin of error was about \$132,000).

- Frequency of conducting the Our City Survey in the future be moved to a triennial (every three years) cycle as opposed to the current biennial (every two years) cycle, to provide sufficient time for results to be actioned and improvements made.

With a triennial cycle, the next survey would be conducted in the second half of 2022.

ALTERNATIVES FOR CONSIDERATION

Future Budget Impact

The current approved operating budget funding is not sufficient to cover survey costs and staff resources required to complete the survey in its current format. Based on the 2019 competitive procurement process bids (Request for Proposal), the successful proposal was \$143,000. This was an increase of about \$130,000 from the 2018 survey. The increase can be attributed to expanding the sample size from 550 completed surveys to 5,775 completed surveys to achieve a low margin of error (about +/-5%) at the ward level. The 2018 survey results did not include ward level data. The additional cost of conducting this 2019 survey on a per ward basis was about \$9,700 per ward.

Although the original intention was to undertake the survey on an annual basis, due to the increased cost associated with achieving the desired margin of error at both a City-wide and ward level, the survey frequency was changed to biennial (every 2 years) as part of the 2019 Operating Budget: Our Citizen Survey Business Case (BC-08) Report CM19002.

Projecting forward, it is anticipated that the cost of the next Our City Survey will be \$150,000, based on 2019 costs and inflation. As such, the current annual operating budget, which only accounts for the cost of undertaking the survey itself, is inadequate by \$10K annually (from \$65K to \$75K). It is important to note that required staffing resources (a project manager and data specialist) to support the regular management and analysis of a biennial survey are not included in current the Our City Survey operating budget.

Therefore, the need to ensure an adequate survey operating budget and long-term resourcing requirements to support the management, administration and analysis requirements of the Our City Survey on an on-going basis needs to be addressed. In addition, having now completed the survey twice, with minimal time between surveys to action and implement improvements within the service areas to address community feedback, the most appropriate survey frequency has also been reviewed.

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Table 2 highlights the difference between the recommended option versus the status quo and the impact of margin of error (MOE) on sample size and subsequent impact on survey cost, is attached as Appendix D to Report CM20009.

Table 2: Our City Survey Options

Option	1 (Recommended)	2 (Status Quo)
Frequency	Triennial every 3yrs (match Our People Survey frequency)	Biennial every 2yrs
Next Survey Date	Q4 2022	Q4 2021
Total Sample Size	1,500	5,775
City-wide MOE	+/- 2.5%	+/- 1.3%
Ward-level MOE	+/- 9.8%	+/- 5%
Additional Annual Operating Budget Required	\$0K (no change)	+ \$10K (to existing)
Staff Resources	\$45K every survey cycle Accommodated within budget	\$45K every survey cycle Requires separate budget enhancement
Notes	Maintains reasonable ward-level MOE with existing budget accommodating staff resource requirements and provides sufficient time for results to be actioned and improvements made.	Additional budget required to cover cost to continue to obtain required sample size at ward level and requires additional budget enhancement to accommodate staff resource requirements. Does not provide sufficient time for results to be actioned and improvements made.

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ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

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.

Healthy and Safe Communities

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

Our People and Performance

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

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report CM20009: Our City Survey 2019 Summary Report
Appendix “B” to Report CM20009: Our City Survey 2019 Results City-Wide Infographic
Appendix “C” to Report CM20009: Our City Survey 2019 Results Ward Infographics
Appendix “D” to Report CM20009: Our City Survey Sample Size and Margin of Error
Information



Our City Survey 2019

Summary Report

Our City Survey 2019 Summary Report

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Our City Survey 2019 Summary Report

Background

In 2018, the City of Hamilton launched the Our Citizen Survey, the City's first resident satisfaction survey. The survey results provided a baseline measure and understanding of Hamiltonian's:

- perception of quality of life in the City of Hamilton
- perception of quality of City services
- perception of value for tax dollars
- experience and satisfaction with contacting the City
- preferred means of communicating and interacting with the City of Hamilton
- suggestions for ways the City can improve

The 2018 survey provided statistically sound resident feedback and suggested that feedback differed across the diverse geography of the city. To gain a better insight into differences across the city, the Our City Survey 2019 was launched.

The Our City Survey 2019 builds upon the Our Citizen Survey and aims to collect statistically sound data not only for the city but also for each of the 15 wards in Hamilton.

The collected data is used to identify and monitor what the City of Hamilton is doing well and areas for improvement at the city level and for each ward.

Our City Survey 2019 Summary Report

Survey Methods and Administration

The Our City Survey 2019 is an updated version of the Our Citizen Survey 2018. The original survey tool was developed by a team of City staff in consultation with department leaders to ensure City priorities, programs and services were appropriately represented in the survey. The project team also engaged City staff from the Privacy Office, Procurement, Information Technology Services and Communications to ensure City standards in these areas were met.

In 2019, a review of updated City priorities and objectives resulted in the original survey tool being enhanced with additional questions and minor revisions to questions or response options. Changes were kept to a minimal to ensure the 2019 data can be compared to the baseline data. The following is a summary of the major items added in the 2019 survey.

- Two (2) services were added to the City services rating question:
 - Snow Plowing and Salting of City-owned facilities
 - Social Housing
- Two (2) questions were added to gauge satisfaction with resident engagement:
 - The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.
 - The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

The Our City Survey 2019 tool can be found in Appendix A.

A third-party vendor, Metroline Research Group Inc. was contracted using a competitive procurement process to conduct the survey using Computer Assisted Telephone Interviews (CATI). Hamilton based residential and cellular phone lines were randomly called and phone respondents were invited to participate in the survey. To qualify for participation in the survey, the respondent had to be an adult age 18 years or over residing in Hamilton. The phone surveys were conducted between September 9, 2019 and January 8, 2020.

Our City Survey 2019 Summary Report

To supplement the phone surveys and allow more residents to participate in the survey, an online version of the survey tool was made available on the City of Hamilton website. The online survey was active between September 9, 2019 and December 31, 2019. A web banner with a link to the survey information page was placed on the most frequently visited web pages on www.hamilton.ca. A list of the web pages where the banner was placed can be found in Appendix B.

Both the phone and online version of the survey was available in English and French.

Local radio, television and social media were used to raise awareness about the survey and encourage participation from residents.

Survey Response

Metroline Research Group called 134,287 randomly selected Hamilton based phone numbers and collected 5,771 completed phone surveys. Approximately 66% of completed phone surveys were from a landline number and 34% were from a cellular number.

The results of the phone survey are accurate to $\pm 1.3\%$, 19 out of 20 times for the City of Hamilton level data. At the ward level, the margins of error for the phone survey ranges between $\pm 4.9\%$ and $\pm 5.1\%$, 19 out of 20 times. A detailed breakdown of the ward specific sample sizes and the associated margins of error is provided in Appendix C.

The online survey collected 3,374 surveys where a response was provided for at least one (1) survey question.

Our City Survey 2019 Summary Report

Report Notes

- This report primarily focuses on the findings from the statistically representative sample of the City of Hamilton population collected through the phone survey.
- The results of the online survey are provided as a supplementary source of information. While the online survey greatly expanded the opportunity for residents to participate in the survey, this survey methodology may be subject to self-selection bias. Multiple survey responses may also be submitted online by the same respondent. Hence, the online surveys cannot be determined to be a statistically representative sample of the population. The results from the phone survey and the online survey should not be compared due to the differences in survey methodologies.
- For both the phone and online survey, respondents did not always provide a response to every question or may have responded “don’t know”. For some analyses these missing or “don’t know” records have been removed. The survey also included skip patterns so respondents were not asked questions that did not apply to them. Hence, the universe of respondents (n) may vary for each question. The universe of respondents (n) is provided for all reported data and a full breakdown of responses including the missing and “don’t know” response counts are provided in Appendix D.
- The 2019 survey was conducted between September and early January whereas the 2018 survey was conducted between mid January to early February.
- Data shown may not add up to 100% due to rounding.
- For some questions, respondents could select multiple responses in which case the totals could exceed 100%.
- Data for subgroups of the total respondent universe would have larger margins of error.

Our City Survey 2019 Summary Report

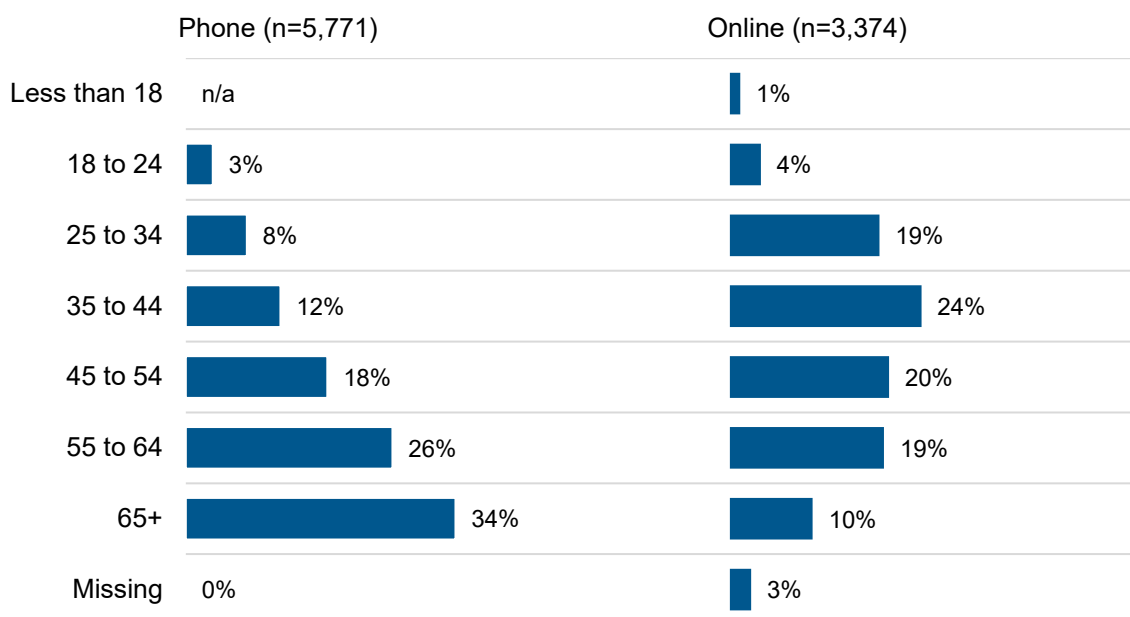
Key Findings

The Respondents

The following section provides some descriptors of the survey sample population such as age, gender, household composition, length of time living in the City of Hamilton, modes of transportation and self-perception of overall well-being. These respondent characteristics provide some context of collected responses and are helpful to keep in mind when reviewing survey results.

Approximately 60% of phone survey respondents were age 55 years or older which is significantly higher than the proportion of adults in the city of Hamilton that are age 55 years or older (39%). Conversely, the proportion of phone survey respondents age 18 to 34 years (11%) is much lower than the proportion of adults age 18 to 34 in the city of Hamilton (28%).

Age

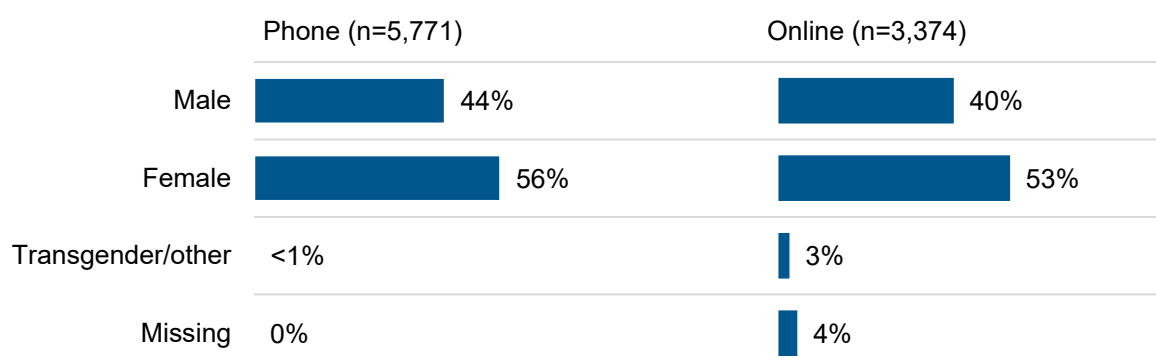


n/a – not applicable – phone surveys were only conducted with individuals age 18 or over

Our City Survey 2019 Summary Report

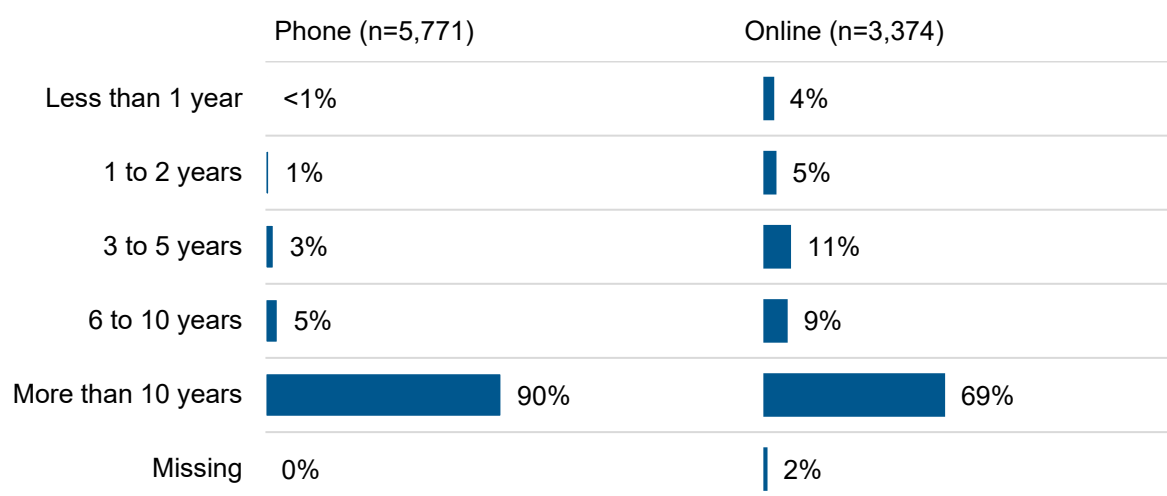
There were more females than males completing the phone survey. While there is generally more females than males in the city of Hamilton adult population, the proportion of female phone respondents (56%) was higher than the proportion of females in the city of Hamilton (52%).

Gender



The majority (90%) of phone survey respondents indicated having lived in Hamilton for more than 10 years.

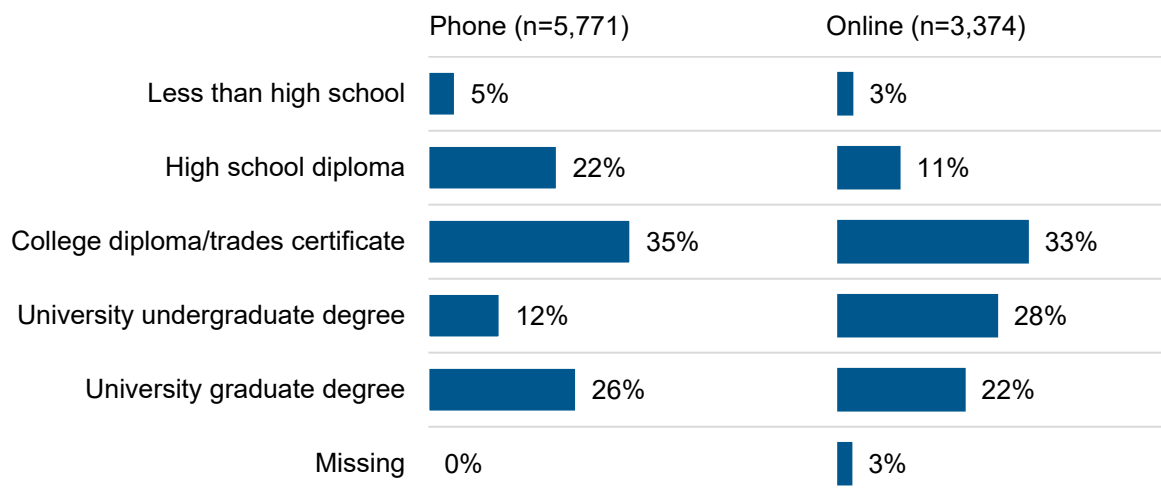
How long have you lived in the city of Hamilton?



Our City Survey 2019 Summary Report

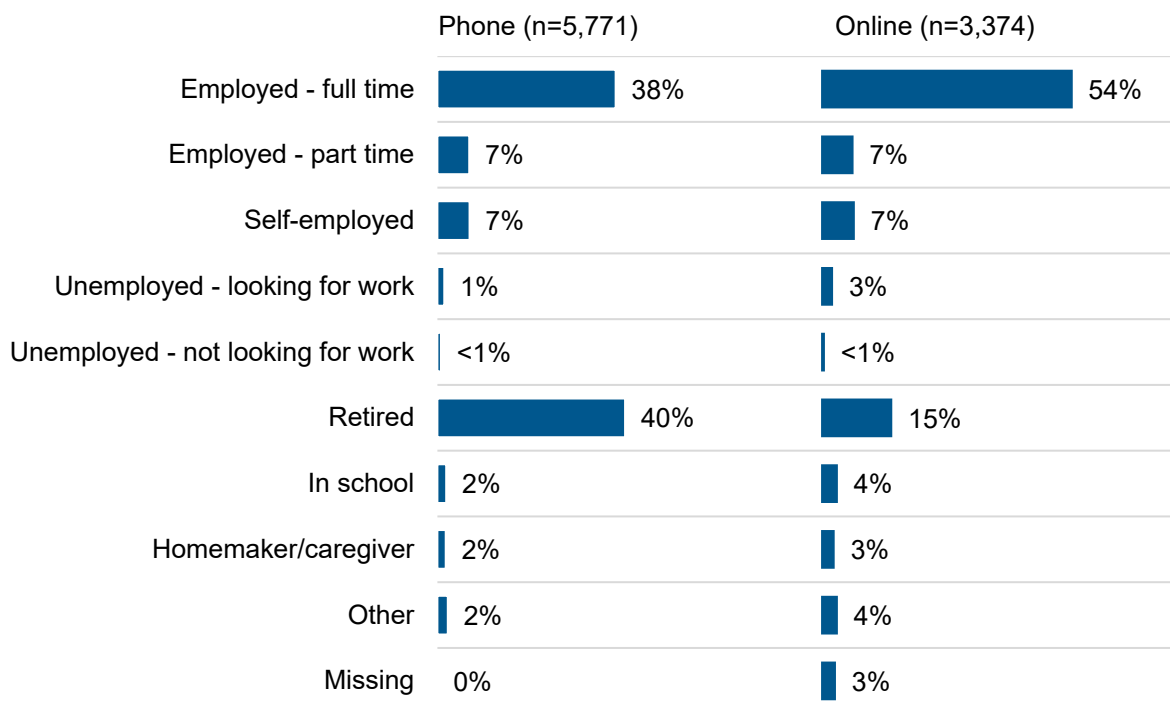
The majority (73%) of phone survey respondents have completed some education after high school.

Education



The majority of phone survey respondents were employed (52%) or retired (40%).

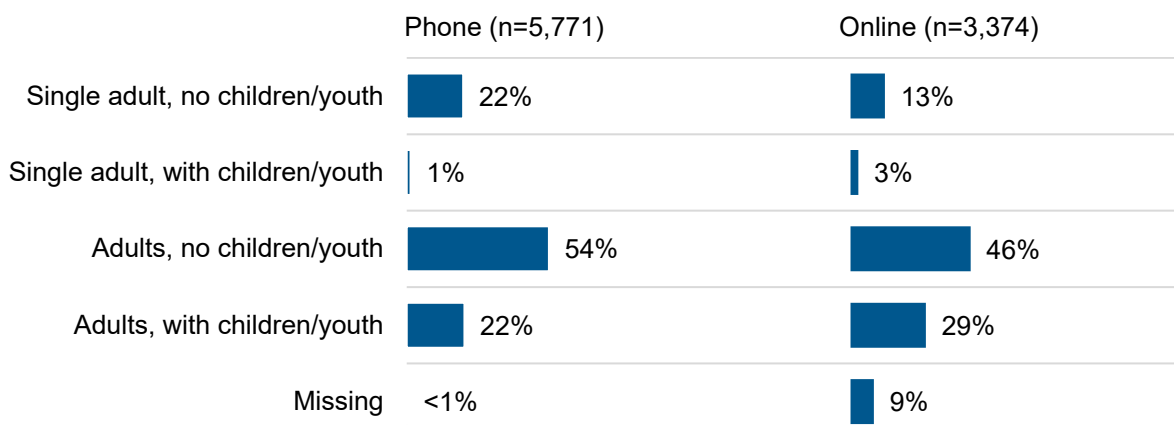
Employment



Our City Survey 2019 Summary Report

Over 76% of the phone survey respondents indicated that they were part of a household comprised only of adults age 18 years and over.

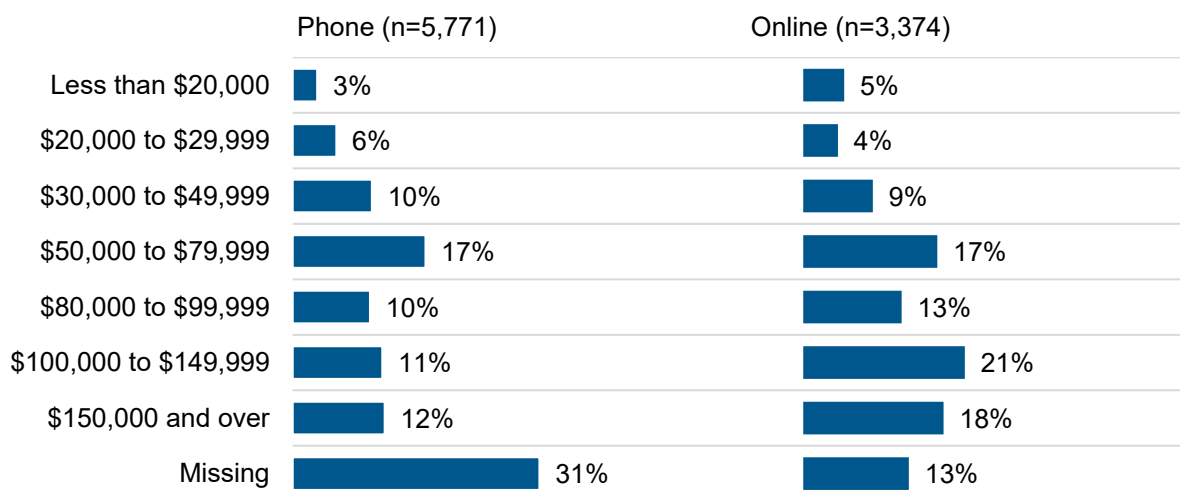
Household Composition



*Children/youth are those that are under the age of 18

The following is the distribution of reported household income of respondents.

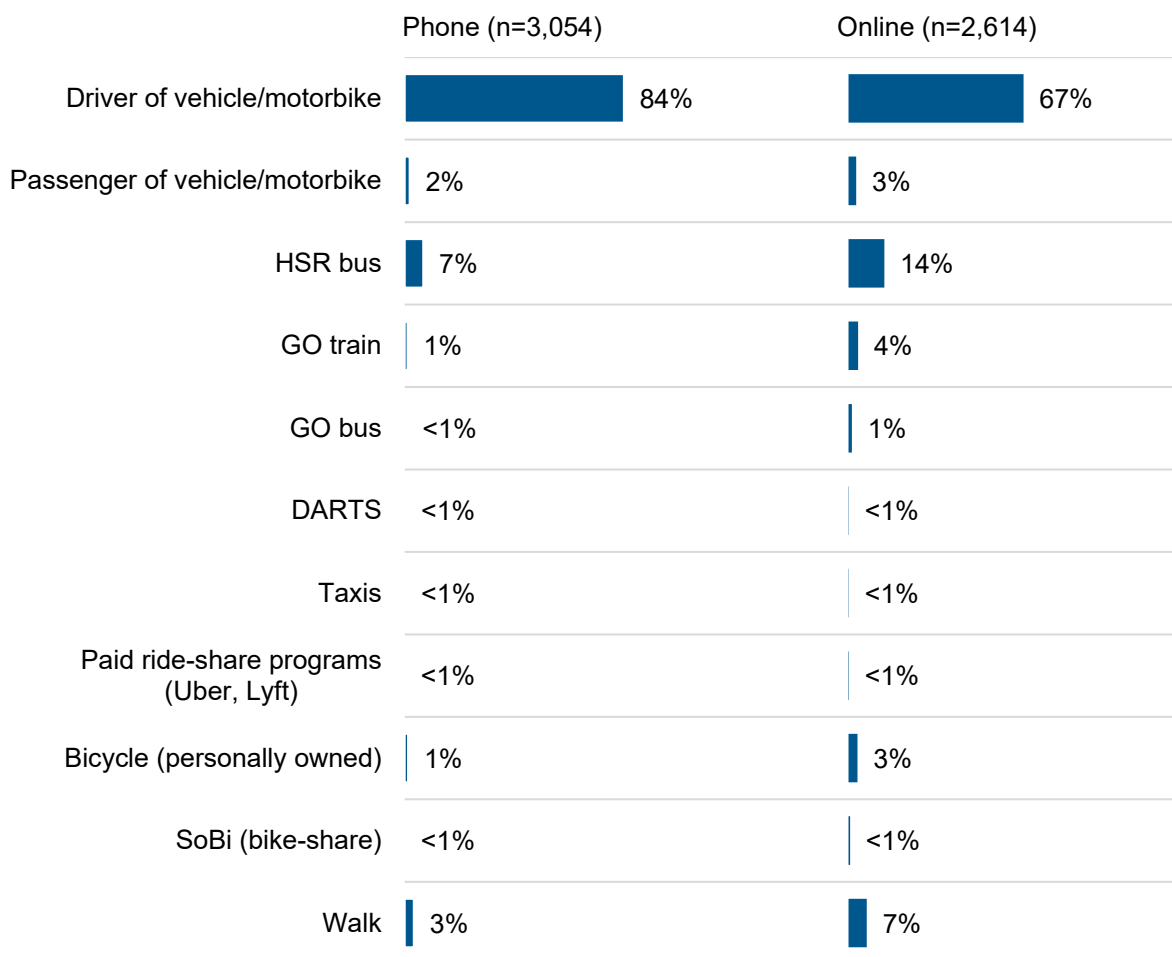
Total Household Income



Our City Survey 2019 Summary Report

The majority of the phone survey respondents that commute to work primarily commute to work by driving a vehicle or motorbike.























How do you usually commute to work?



Our City Survey 2019 Summary Report

For phone survey respondents that commute to school, the most common way of commuting to school is as a driver of a vehicle or motorbike (47%), by HSR bus (23%) or by walking (17%).










How do you usually commute to school?

	Phone (n=463)	Online (n=801)
Driver of vehicle/motorbike	 47%	 41%
Passenger of vehicle/motorbike	 6%	 6%
HSR bus	 23%	 27%
GO train	 2%	 1%
GO bus	 3%	 2%
DARTS	 <1%	 <1%
Taxis	 <1%	 <1%
Paid ride-share programs (Uber, Lyft)	 0%	 0%
Bicycle (personally owned)	 <1%	 3%
SoBi (bike-share)	 0%	 <1%
Walk	 17%	 19%

Our City Survey 2019 Summary Report

The majority of the phone survey respondents primarily drive a vehicle or motorbike to get around the city for things like groceries, shopping and activities.

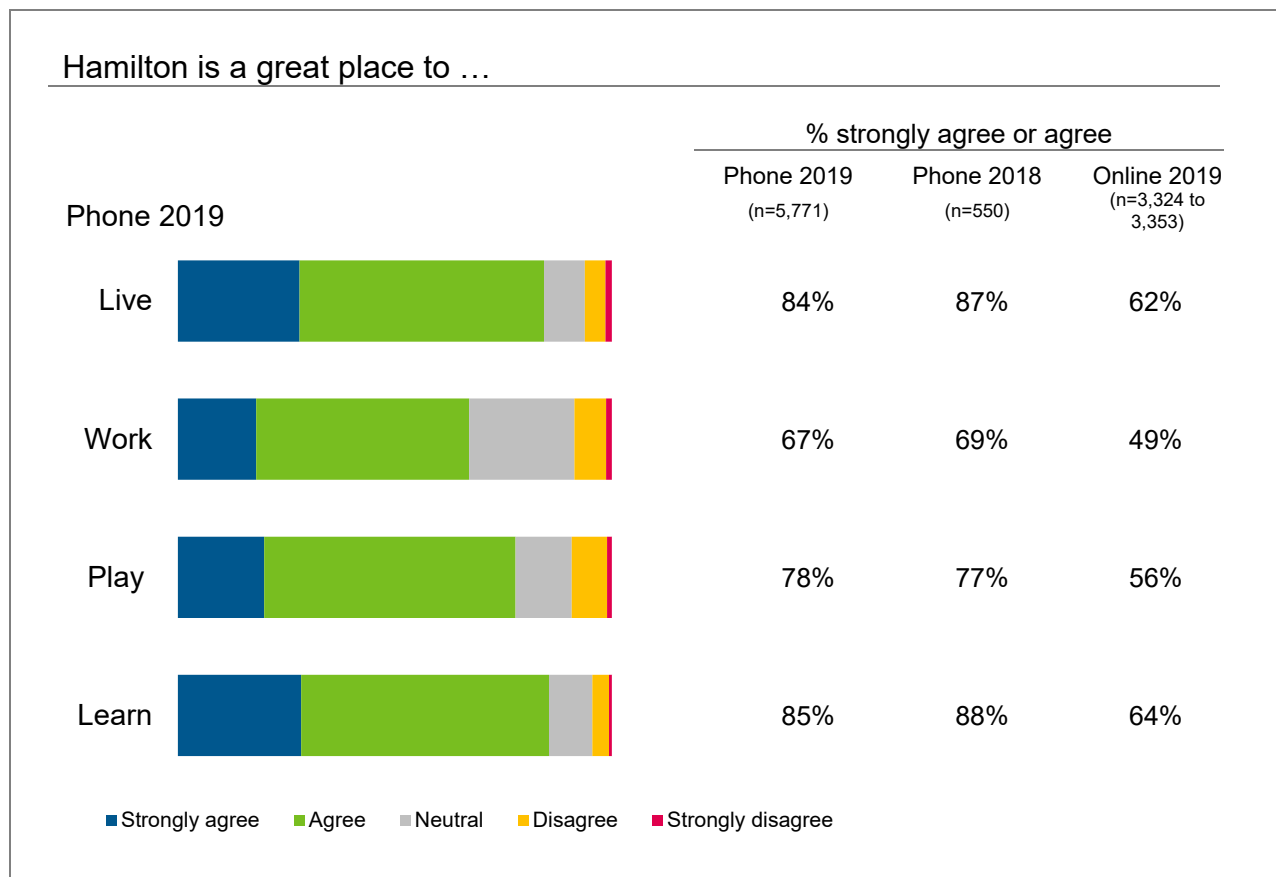
How do you usually get around the city for things like groceries, shopping, activities etc.?

	Phone (n=5,735)	Online (n=3,283)
Driver of vehicle/motorbike	 82%	 74%
Passenger of vehicle/motorbike	 4%	 6%
HSR bus	 7%	 8%
GO train	<1%	<1%
GO bus	<1%	<1%
DARTS	1%	<1%
Taxis	1%	<1%
Paid ride-share programs (Uber, Lyft)	<1%	<1%
Bicycle (personally owned)	<1%	 2%
SoBi (bike-share)	<1%	<1%
Walk	 3%	 8%

Our City Survey 2019 Summary Report

Quality of Life in Hamilton

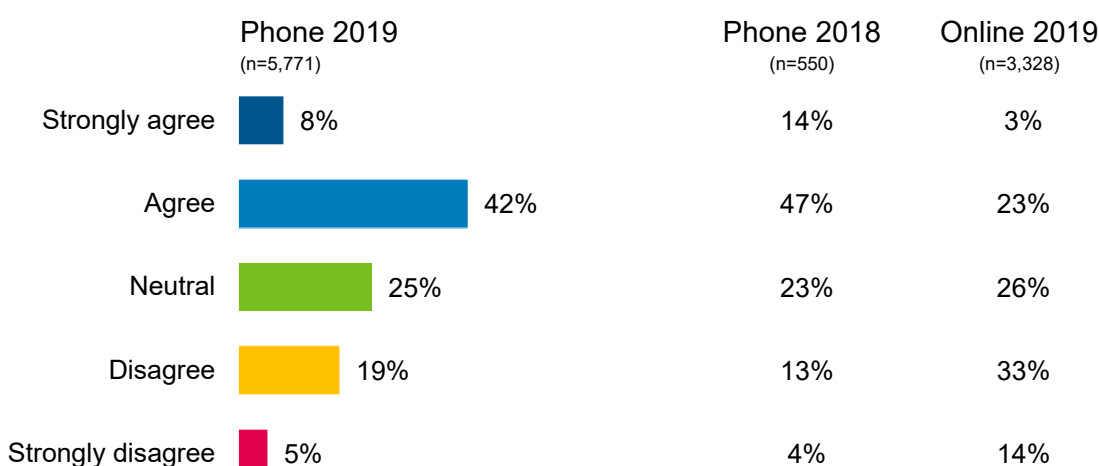
Phone survey respondents most commonly indicated that Hamilton is a great place to live (84%) and a great place to learn (85%). Agreement with Hamilton being a great place to play was significantly lower at 78% and agreement for Hamilton being a great place to work was even lower at 67%. There has been no significant change to this data since 2018.



Our City Survey 2019 Summary Report

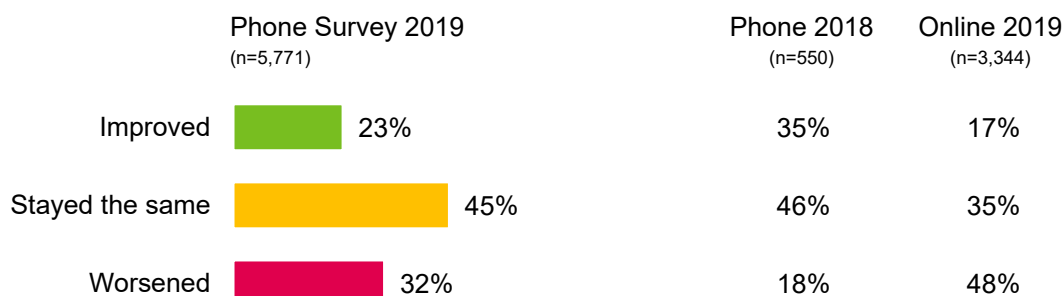
In 2018, approximately 61% of residents agreed or strongly agreed that Hamilton was on the right track towards the vision of being “the best place to raise a child and age successfully”. In 2019, this figure decreased significantly to being just half (50%) of phone survey respondents agreeing with the vision statement.

Hamilton is on the right track towards its vision of being “the best place to raise a child and age successfully.”



In 2018, 18% of phone survey respondents indicated feeling the quality of life in the city of Hamilton has worsened in the past two years. In 2019, this proportion has significantly increased to 32% of phone respondents feeling the quality of life in the city has worsened.






In the past two years, would you say the quality of life in the City of Hamilton has ...



Our City Survey 2019 Summary Report






The majority (87%) of phone survey respondents indicated being satisfied or very satisfied with their life overall. This represents a significant decrease since 2018 when 92% were satisfied or very satisfied with their life overall. The change is mostly attributed to an 8% decrease in those who were very satisfied with their life.

Overall, how satisfied are you with your life these days?

	Phone 2019 (n=5,771)	Phone 2018 (n=550)	Online 2019 (n=3,279)
Very satisfied	 40%	48%	23%
Satisfied	 47%	44%	49%
Neither satisfied nor dissatisfied	 7%	5%	14%
Dissatisfied	 4%	2%	9%
Very dissatisfied	 1%	1%	4%

Approximately 89% of phone survey respondents indicated that their health is excellent, very good or good. There has been no significant change to this data since 2018.

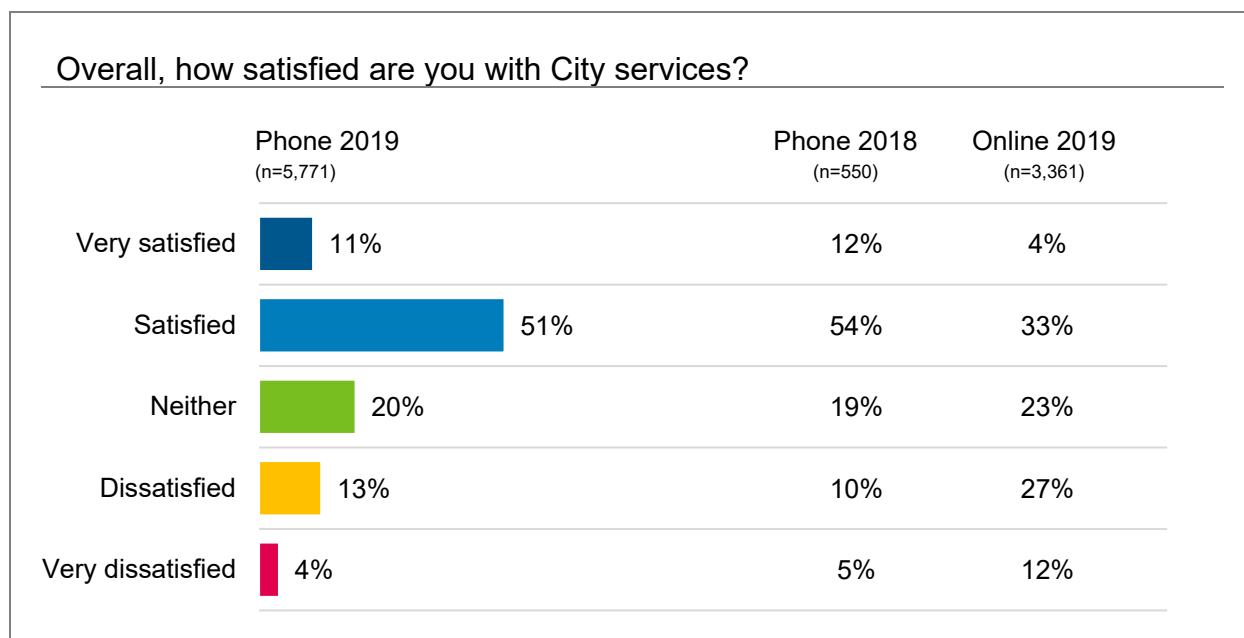
In general, would you say your health is ...

	Phone 2019 (n=5,771)	Phone 2018 (n=550)	Online 2019 (n=3,297)
Excellent	 24%	26%	18%
Very good	 37%	35%	34%
Good	 28%	27%	33%
Fair	 8%	8%	11%
Poor	 3%	3%	3%

Our City Survey 2019 Summary Report

Overall Satisfaction with City Services

The majority (63%) of phone survey respondents indicated being either satisfied or very satisfied with City services overall. There has been no significant change to this data since 2018.



Rating of City Services





























Respondents were asked to rate 28 services the City provides to residents. Respondents were excluded from rating a service if they indicated they did not know about the service. The services respondents most commonly did not know enough about to provide a rating include:

- Building permits (58%)
- Child Care Services (52%)
- Hamilton Street Railway (HSR) Buses (43%)
- Social Housing (34%)
- Legislative Services and Records Information (31%)

Our City Survey 2019 Summary Report

The following chart provides a summary of the “don’t know” responses for each service.

How would you rate the following services provided by the City of Hamilton?

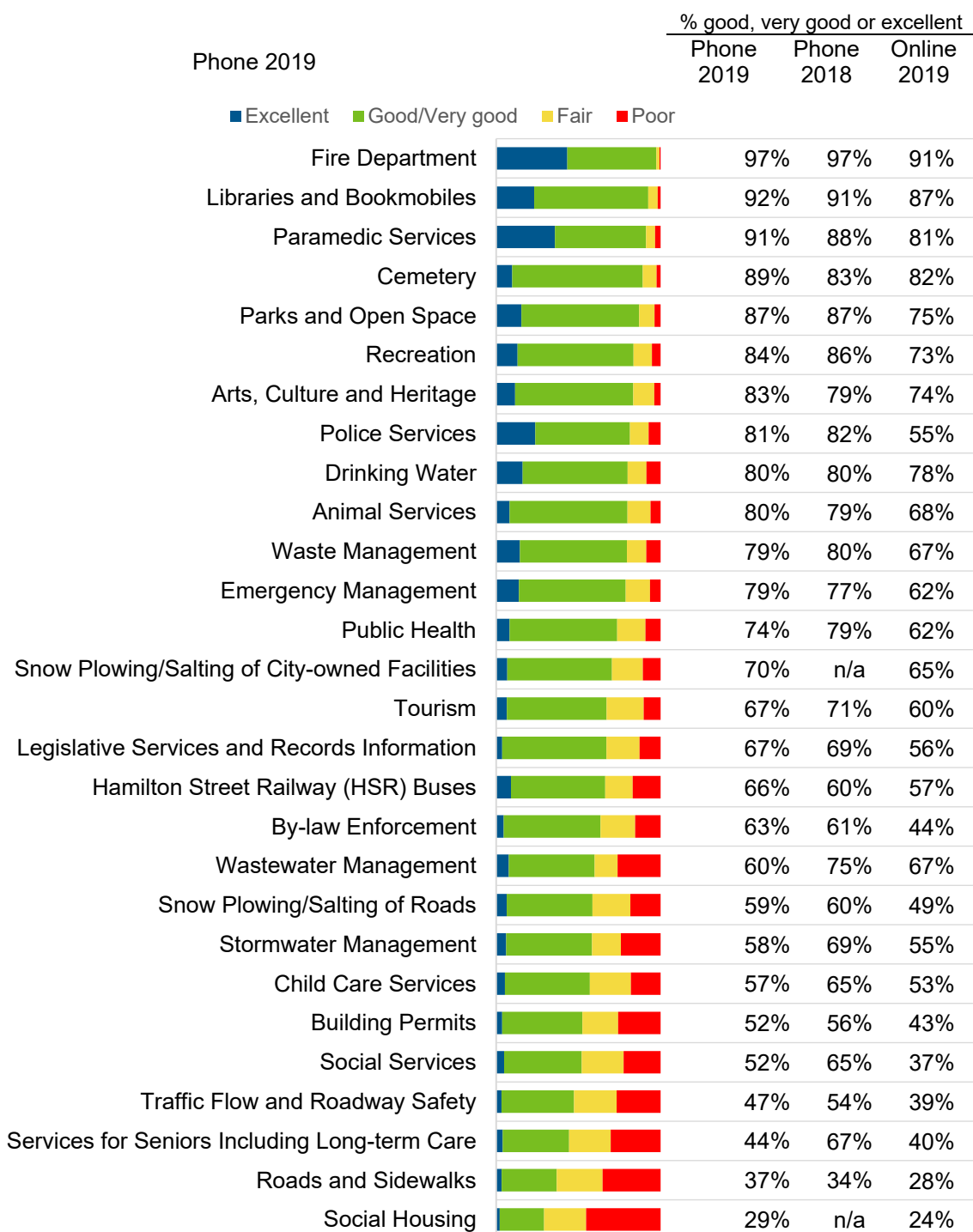
	Percent (%) “Don’t Know”		
	Phone 2019 (n=5,771)	Phone 2018 (n=550)	Online 2019 (n=3,374)
Building Permits	 58%	48%	51%
Child Care Services	 52%	42%	49%
Hamilton Street Railway (HSR) Buses	 43%	30%	32%
Social Housing	 34%	n/a	35%
Legislative Services, Records Information	 31%	27%	43%
Social Services	 26%	20%	28%
Cemetery	 25%	30%	49%
Services for Seniors Including Long-term Care	 25%	24%	46%
Animal Services	 23%	21%	30%
Tourism	 19%	19%	18%
Libraries, Bookmobiles	 17%	11%	19%
Recreation	 17%	11%	22%
Stormwater Management	 15%	12%	18%
By-law Enforcement	 14%	11%	14%
Wastewater Management	 14%	13%	16%
Arts, Culture, Heritage	 13%	9%	13%
Snow Plowing/Salting of City-owned Facilities	 13%	n/a	23%
Emergency Management	 12%	11%	21%
Fire Department	 12%	7%	31%
Paramedic Services	 11%	7%	27%
Public Health	 9%	n/a	17%
Police Services	 7%	n/a	12%
Drinking Water	 6%	3%	6%
Parks, Open Space	 4%	3%	5%
Waste Management	 2%	2%	2%
Traffic Flow, Roadway Safety	 2%	1%	2%
Snow Plowing/Salting of Roads	 1%	0%	3%
Roads, Sidewalks	 1%	0%	1%

n/a – not available – data was not collected in 2018

Our City Survey 2019 Summary Report

The following chart provides a summary of the ratings for each service.

How would you rate the following services provided by the City of Hamilton?



n/a – not available – data was not collected in 2018

Our City Survey 2019 Summary Report

The following are the services phone survey respondents most often rated as good, very good or excellent:

- Fire Department (97%)
- Libraries and Bookmobiles (92%)
- Paramedic Services (91%)
- Cemetery (89%)
- Parks and Open Space (87%)
- Recreation (84%)
- Arts, Culture and Heritage (83%)
- Police Services (81%)
- Drinking Water (80%)
- Animal Services (80%)

The following are the services phone survey respondents most often rated as poor.

- Social Housing (45%)
- Roads and Sidewalks (35%)
- Services for Seniors Including Long-term Care (30%)
- Traffic Flow and Roadway Safety (27%)
- Wastewater Management (26%)
- Building Permits (26%)
- Stormwater Management (24%)
- Social Services (22%)
- Snow Plowing and Salting of Roads (18%)
- Child Care Services (18%)
- Hamilton Street Railway (HSR) Buses (17%)
- By-law Enforcement (15%)

Our City Survey 2019 Summary Report




The following services have ratings that have significantly changed since 2018:

Service	% rating service as good, very good or excellent		
	Phone 2019	Phone 2018	Change
Cemetery	89%	83%	+6%
Hamilton Street Railway (HSR) Buses	66%	60%	+6%
Arts, Culture and Heritage	83%	79%	+4%
Paramedic Services	91%	88%	+3%
Traffic Flow and Roadway Safety	47%	54%	-6%
Public Health	74%	79%	-6%
Child Care Services	57%	65%	-8%
Stormwater Management	58%	69%	-11%
Social Services	52%	65%	-13%
Wastewater Management	60%	75%	-15%
Services for Seniors (including Long-term Care)	44%	67%	-23%

Willingness to Pay

The majority (72%) of phone survey respondents indicated they would prefer to maintain current taxes and current service delivery levels. Opinion about changing taxes and service delivery levels remain mostly unchanged from 2018.

In delivering services to you and the community, the City typically pays for them through taxes or user fees. Based on this, do you think the City should:






	Phone 2019 (n=5,771)	Phone 2018 (n=550)	Online 2019 (n=3,256)
Increase taxes, improve services	 15%	15%	26%
Maintain taxes/ current service levels	 72%	72%	51%
Decrease taxes, deliver fewer services	 13%	13%	23%

Our City Survey 2019 Summary Report

Resident Engagement

Approximately one-third (33%) of phone survey respondents felt that the City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.






The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.

	Phone 2019 (n=5,771)	Phone 2018	Online 2019 (n=3,349)
Strongly agree	 3%	n/a	3%
Agree	 30%	n/a	20%
Neutral	 28%	n/a	28%
Disagree	 28%	n/a	27%
Strongly disagree	 11%	n/a	22%

n/a – not available – new question added in 2019 survey, data was not collected in 2018

Approximately 32% of phone survey respondents felt the City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

	Phone 2019 (n=5,771)	Phone 2018	Online 2019 (n=3,337)
Strongly agree	 3%	n/a	3%
Agree	 29%	n/a	16%
Neutral	 28%	n/a	30%
Disagree	 29%	n/a	27%
Strongly disagree	 11%	n/a	24%

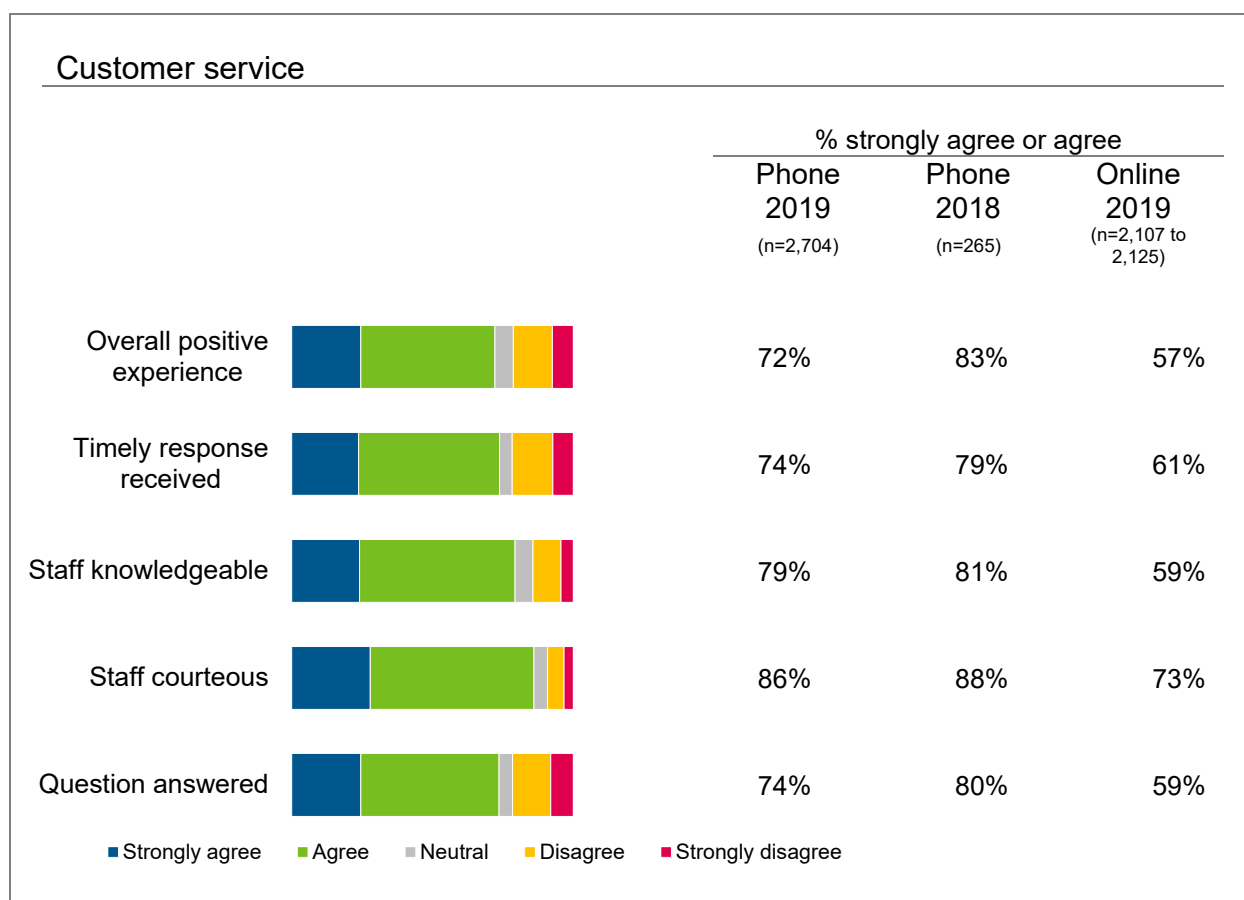
n/a – not available – new question added in 2019 survey, data was not collected in 2018

Our City Survey 2019 Summary Report

Customer Service

Approximately 47% of phone survey respondents indicated having contacted the City of Hamilton in the past year. The majority (72%) of phone survey respondents who had contacted the City of Hamilton in the past year felt that their overall experience was positive. Significantly more respondents thought staff were courteous (86%) compared to those that thought staff were knowledgeable (79%), those that felt their question was answered (74%) and those that felt they received a timely response (74%).

Although the overall response pattern for the customer service questions was similar between 2018 and 2019; agreement that overall experience was positive decreased significantly from 83% in 2018 to 72% in 2019 and feeling their question was answered decreased significantly from 80% to 74%.









Our City Survey 2019 Summary Report

Contacting the City of Hamilton

Phone survey respondents prefer to call the City of Hamilton to ask questions or get information. This has remained unchanged from 2018.







Preferred way of asking questions or getting information

	Phone 2019 (n=5,771)	Phone 2018 (n=550)	Online 2019 (n=3,341)
In person	 14%	18%	8%
Phone	 50%	51%	24%
Email	 14%	13%	26%
www.hamilton.ca	 18%	17%	35%
CityApp	 1%	n/a	3%
Social media	 2%	2%	5%

n/a – not available – response option added in 2019, data was not collected in 2018

Phone survey respondents prefer to call the City of Hamilton to make a complaint. This has remained unchanged from 2018.

Preferred way of making a complaint

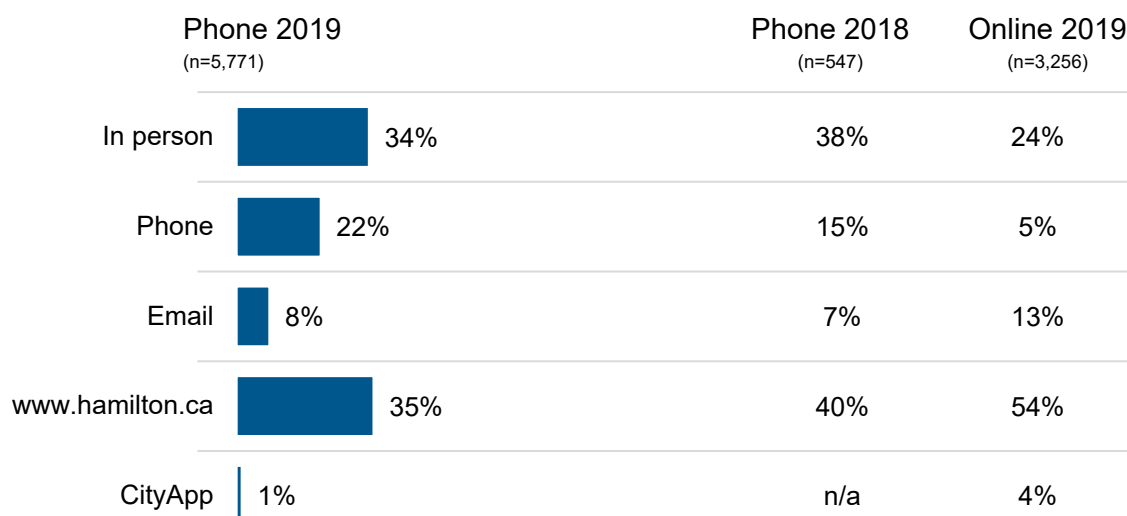
	Phone 2019 (n=5,771)	Phone 2018 (n=550)	Online 2019 (n=3,273)
In person	 15%	17%	8%
Phone	 59%	61%	33%
Email	 16%	15%	35%
www.hamilton.ca	 9%	7%	19%
CityApp	 <1%	n/a	2%
Social media	 <1%	<1%	3%

n/a – not available – response option added in 2019, data was not collected in 2018

Our City Survey 2019 Summary Report

Phone survey respondents prefer to register or pay for recreation programs either on the City of Hamilton website or in person. This has remained unchanged since 2018.

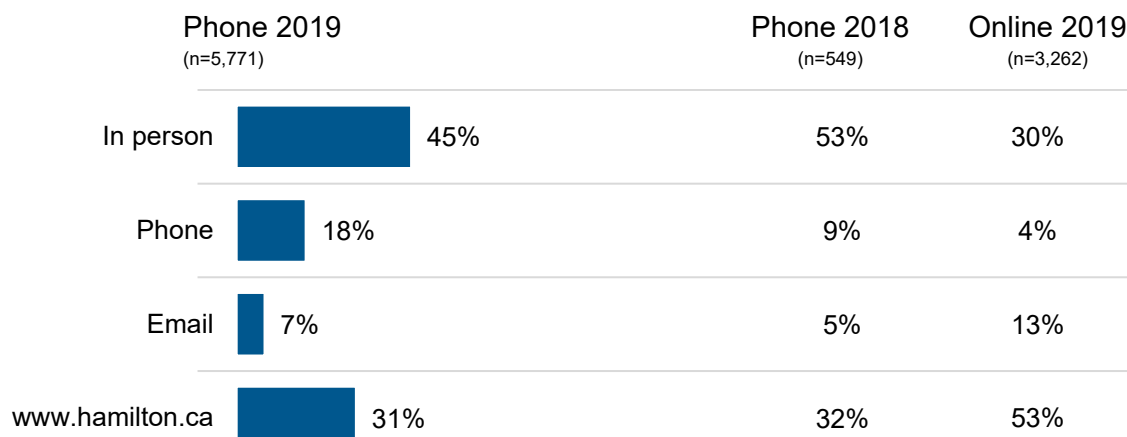
Preferred way of registering or paying for recreation programs



n/a – not available – response option added in 2019, data was not collected in 2018

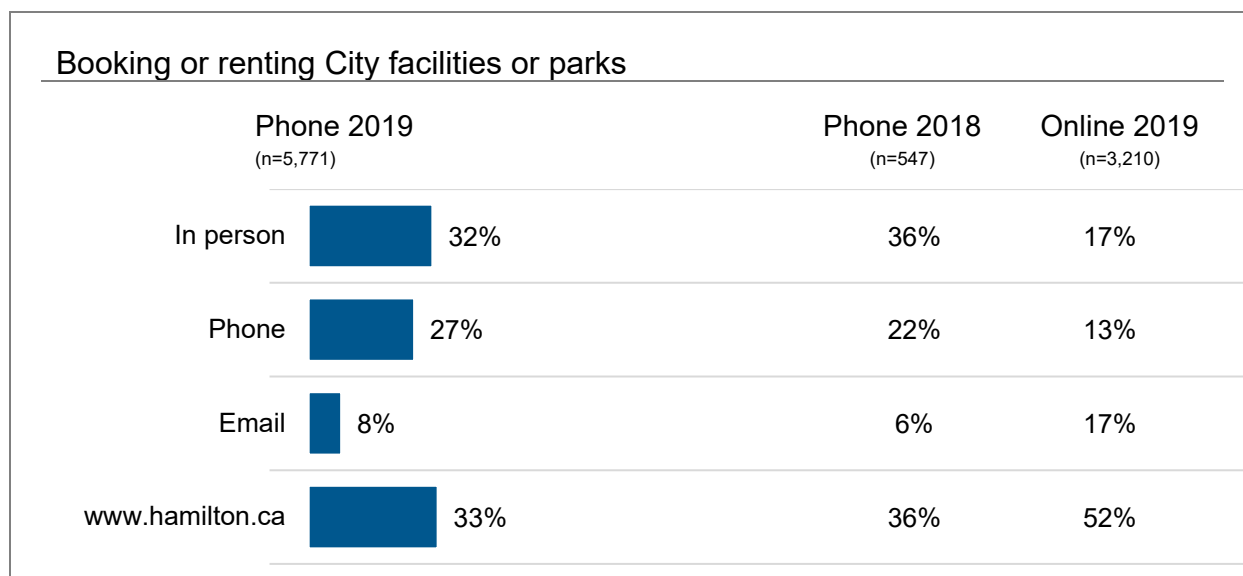
Phone survey respondents prefer to apply for licenses and permits in person. This has remained unchanged since 2018.

Applying for licenses and permits

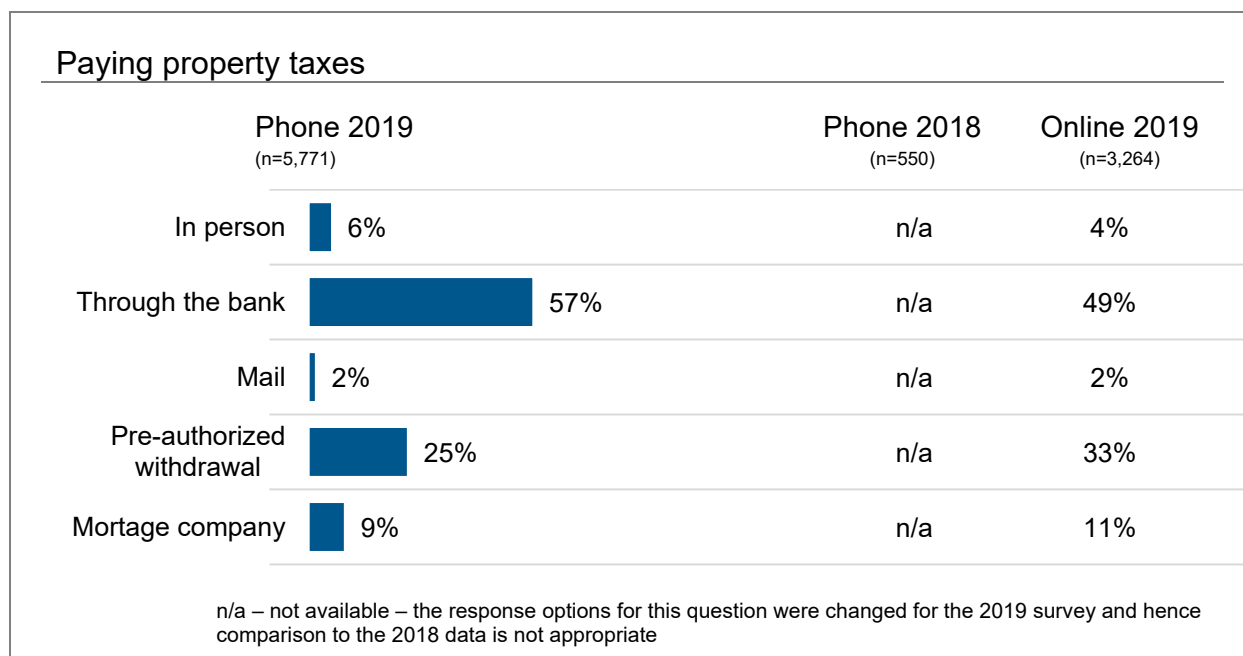


Our City Survey 2019 Summary Report

Phone survey respondents prefer to book or rent City facilities or parks either on the City of Hamilton website or in person. This has remained unchanged since 2018.



Phone survey respondents prefer to pay property taxes through the bank.

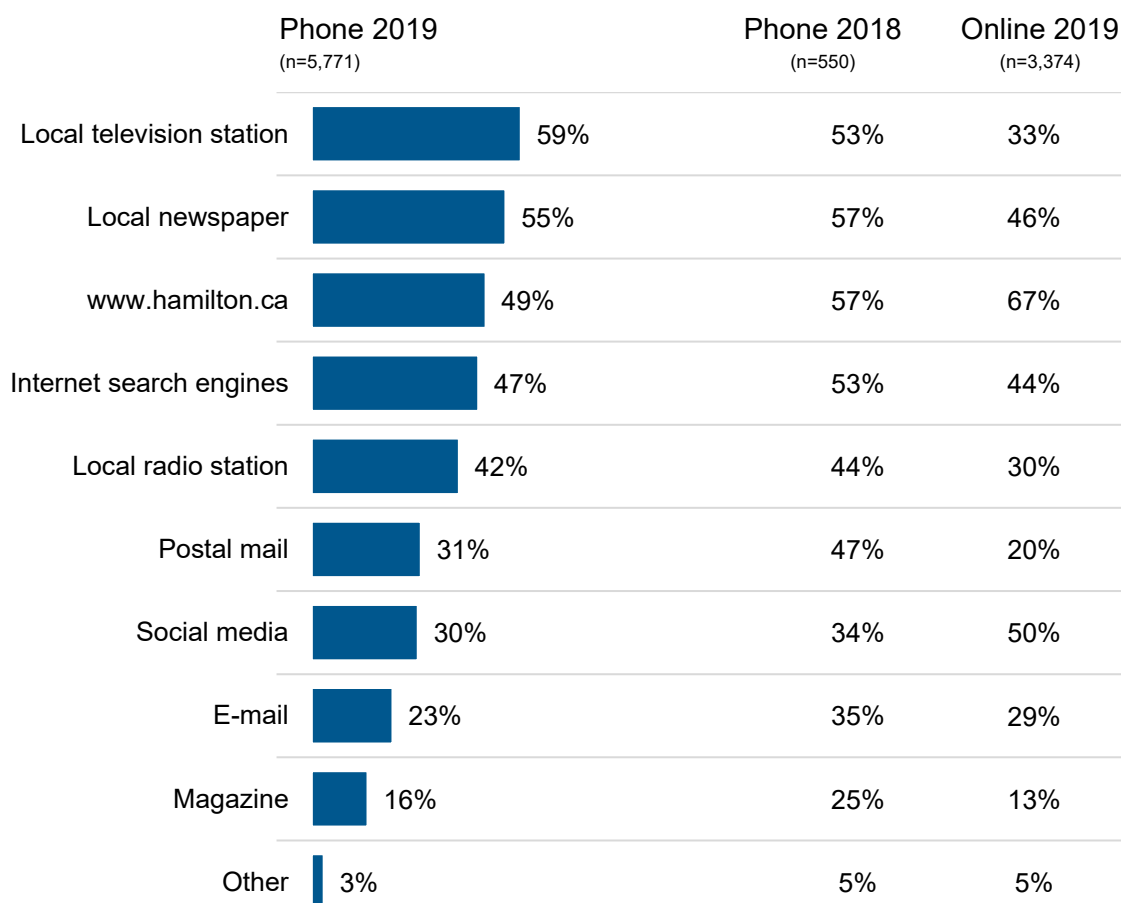


Our City Survey 2019 Summary Report

Getting Information about the City of Hamilton

The phone survey found that residents mostly prefer to get information about the City of Hamilton from local television stations, local newspapers and the City of Hamilton website.

How do you like to get information about the City of Hamilton's programs, initiatives, news and events?



Question is a multi response-select question where respondents were prompted to select all responses that apply.

Our City Survey 2019 Summary Report

Summary of Comments

The survey included one (1) open ended question that allowed respondents to comment on the one thing they feel the City of Hamilton should do to reach the vision of being ‘the best place to raise a child and age successfully’. Approximately 80% of respondents from both the phone and online survey provided a response to this question.

The following table provides a summary of the most common themes of responses to the open-ended question from both phone and online survey respondents. The themes are presented with the more common ones listed first.

Theme	Includes comments and concerns primarily related to ...
Community Safety	<ul style="list-style-type: none"> - safety, safe streets, safe communities etc. and public safety - decreasing crime, drugs, violence, guns, etc. - addressing/decreasing bullying
City of Hamilton Work Principles and Values	<ul style="list-style-type: none"> - transparency and accountability - the need to engage residents and the community - the need to listen to residents - increasing or improving communication from the City of Hamilton about projects, initiatives, services and programs offered - being strategic, prioritizing, planning and/or working towards a vision - making, acting on and following through on decisions in an efficient manner

Our City Survey 2019 Summary Report

Theme	Includes comments and concerns primarily related to ...
Housing	<ul style="list-style-type: none"> - the affordability of housing in Hamilton - increasing or improving housing or “affordable housing” - increasing or improving social/subsidized housing
Property Tax	<ul style="list-style-type: none"> - decreasing taxes and/or stopping the increase of taxes - controlled and accountable spending of tax dollars - value of service
Transit	<ul style="list-style-type: none"> - increasing or improving “public transit” - improving bus service, expanding routes and service areas, improving service schedule and frequency, etc. - the LRT
City of Hamilton – Mayor and/or Council	<ul style="list-style-type: none"> - changing/replacing Council members and the Mayor - transparency and accountability - making and acting on decisions in an efficient manner - working together with each other and not fighting
Police Services, Policing	<ul style="list-style-type: none"> - increasing or improving police services - increasing police presence in the community - increasing or improving law enforcement, particularly for driving related offences - harsher consequences/penalties for crime, offences, etc.
Schools and Education <small>(note: this item does not fall under the jurisdiction of the municipal government)</small>	<ul style="list-style-type: none"> - improving or investing in schools and/or education - class sizes - school buildings (closing of, repairs to, maintenance of, etc.)

Our City Survey 2019 Summary Report

Theme	Includes comments and concerns primarily related to ...
Investing In and Maintaining the City	<ul style="list-style-type: none"> - investing in, revitalizing and/or improving the general appearance of Hamilton, old/vacant buildings, abandoned factories, etc. - the need to “clean up” Hamilton, particularly the downtown area - cleaning up trash, litter, needles, graffiti, etc.
Recreation	<ul style="list-style-type: none"> - increasing or improving the variety and availability of recreation programs - increasing or improving the recreation facilities/centres
Roads and Sidewalks (infrastructure)	<ul style="list-style-type: none"> - improving, repairing and/or maintenance of roads - improving, repairing and/or maintenance of sidewalks
Homelessness	<ul style="list-style-type: none"> - addressing and reducing homelessness in Hamilton
Children and Youth	<ul style="list-style-type: none"> - increasing and/or improving programs, services and supports for children and youth such as after school programs, sports, activities, etc.
Traffic	<ul style="list-style-type: none"> - addressing and/or reducing traffic congestion and traffic flow issues - speed limits
Road Safety	<ul style="list-style-type: none"> - “road safety” and the safety of pedestrians - speeding, aggressive drivers, stunt driving etc.

Our City Survey 2019 Summary Report

Theme	Includes comments and concerns primarily related to ...
Seniors	<ul style="list-style-type: none"> - increasing and/or improving programs, services and supports for seniors - increasing and/or improving long term care, nursing homes, retirement homes and housing for seniors
Child Care	<ul style="list-style-type: none"> - increasing and/or improving child care centres, spaces and options - reducing child care costs - increasing the availability of child care subsidy
Parks Playgrounds and Greenspace	<ul style="list-style-type: none"> - improving, maintaining and/or investing in parks, greenspace, trails and/or open spaces - increasing parks - protecting existing parks, playgrounds and greenspace
Hate, Racism and Discrimination	<ul style="list-style-type: none"> - addressing or reducing hate, racism and discrimination in the community - addressing the protests at City Hall
Inequities Across the City	<ul style="list-style-type: none"> - ensuring consistent and equitable services are available across the City - ensuring that all areas (rural, suburbs etc.) are recognized as being part of the City of Hamilton

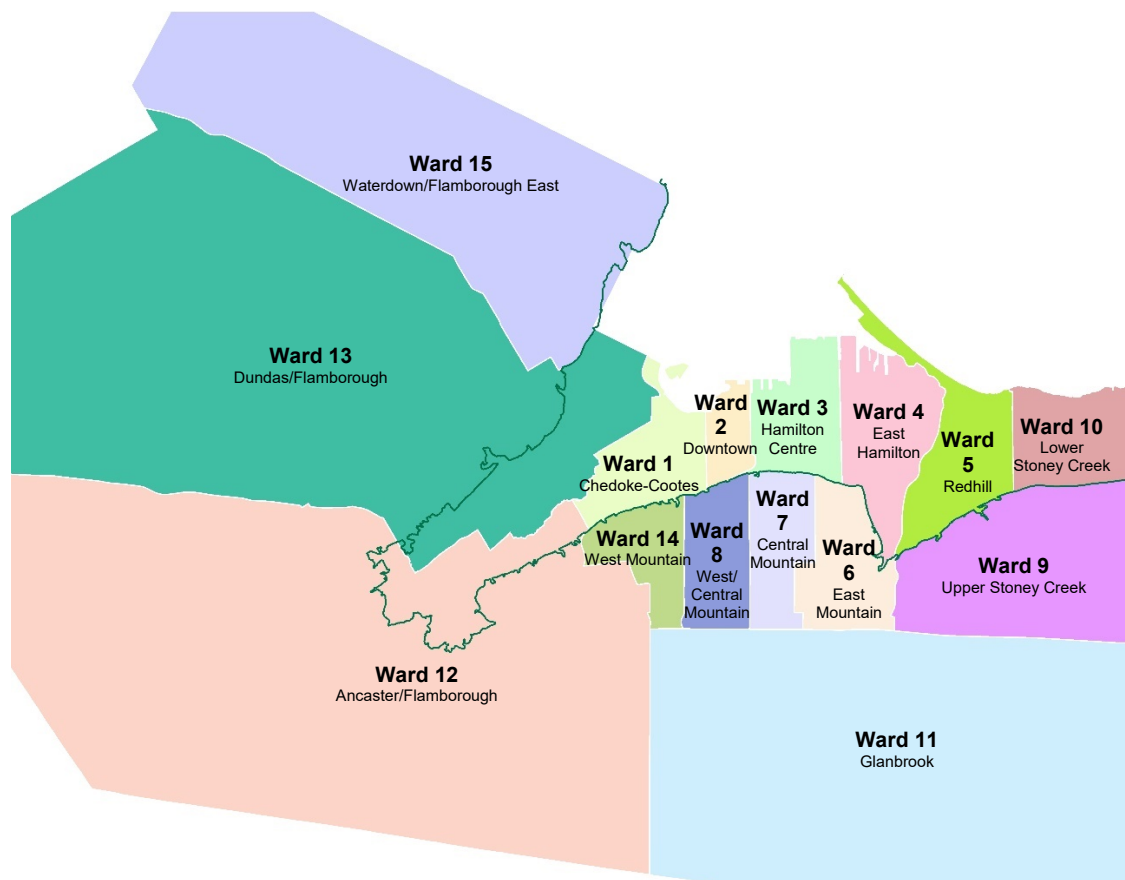
Many of the above themes were recurring themes from the 2018 survey comments. The following concerns either emerged in 2019 or were ideas in 2018 that have become much more prominent in 2019:

- City of Hamilton Work Principles, in particular, transparency and accountability
- Hate, Racism and Discrimination
- City of Hamilton – Mayor and/or Council
- Road Safety

Our City Survey 2019 Summary Report

Ward Level Analysis

The phone surveys were conducted to ensure all wards had a statistically representative survey sample. Sample sizes and associated margins of error for each ward are provided in Appendix C. The following is a map of the wards for reference.



The tables on the following pages provide the phone survey results by ward for select questions related to resident's quality of life and satisfaction with City services. Throughout the tables, the result of each ward is compared with the overall City of Hamilton result and differences are indicated as follows:

- **Red font** = ward level result is significantly lower than City of Hamilton
- Black font = no significant difference between ward level and City of Hamilton
- **Green font** = ward level result is significantly higher than the City of Hamilton



Our City Survey 2019 Summary Report

	% agree or strongly agree Hamilton is a great place to ...			
	Live	Work	Play	Learn
City of Hamilton Total	84%	67%	78%	85%
Ward 1	88%	68%	81%	91%
Ward 2	85%	65%	80%	83%
Ward 3	81%	62%	75%	79%
Ward 4	85%	68%	77%	83%
Ward 5	83%	66%	77%	84%
Ward 6	89%	76%	83%	87%
Ward 7	89%	78%	79%	87%
Ward 8	88%	72%	80%	89%
Ward 9	85%	69%	79%	86%
Ward 10	84%	68%	71%	84%
Ward 11	83%	68%	80%	86%
Ward 12	82%	67%	79%	89%
Ward 13	80%	59%	76%	84%
Ward 14	91%	72%	82%	90%
Ward 15	70%	47%	68%	78%

Our City Survey 2019 Summary Report

	Hamilton is on the right track towards its vision of being the best place to raise a child and age successfully	The quality of life in the City of Hamilton has improved in the past two years	Overall satisfaction with City services
	% agree or strongly agree	% agree or strongly agree	% satisfied or very satisfied
City of Hamilton Total	51%	23%	63%
Ward 1	48%	25%	64%
Ward 2	49%	26%	71%
Ward 3	46%	27%	56%
Ward 4	49%	18%	63%
Ward 5	54%	22%	66%
Ward 6	58%	24%	69%
Ward 7	59%	22%	70%
Ward 8	55%	26%	69%
Ward 9	52%	21%	60%
Ward 10	51%	23%	60%
Ward 11	47%	22%	55%
Ward 12	51%	24%	59%
Ward 13	44%	25%	60%
Ward 14	62%	20%	72%
Ward 15	39%	20%	46%

Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	Fire Department	Paramedic Services	Police Services	Emergency Management
City of Hamilton Total	97%	91%	81%	79%
Ward 1	98%	93%	80%	77%
Ward 2	98%	90%	78%	81%
Ward 3	97%	89%	78%	81%
Ward 4	99%	93%	84%	80%
Ward 5	98%	94%	86%	84%
Ward 6	99%	91%	85%	84%
Ward 7	99%	92%	85%	82%
Ward 8	97%	88%	82%	78%
Ward 9	97%	93%	85%	79%
Ward 10	98%	93%	86%	76%
Ward 11	96%	90%	79%	80%
Ward 12	96%	92%	82%	79%
Ward 13	96%	93%	80%	77%
Ward 14	99%	90%	87%	84%
Ward 15	93%	87%	62%	59%

Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	Roads and Sidewalks	Snow Plowing, Salting of Roads	Snow Plowing, Salting of City-owned Facilities	Traffic Flow, Roadway Safety
City of Hamilton	37%	59%	70%	47%
Ward 1	34%	59%	69%	48%
Ward 2	29%	63%	72%	46%
Ward 3	32%	53%	66%	48%
Ward 4	33%	60%	71%	48%
Ward 5	38%	59%	69%	56%
Ward 6	37%	59%	70%	49%
Ward 7	39%	55%	70%	53%
Ward 8	40%	58%	73%	51%
Ward 9	35%	52%	66%	41%
Ward 10	38%	54%	71%	51%
Ward 11	41%	66%	76%	45%
Ward 12	42%	63%	76%	45%
Ward 13	40%	69%	74%	48%
Ward 14	38%	55%	68%	49%
Ward 15	39%	53%	65%	33%

Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	HSR Buses	Recreation	Parks and Open Space	Libraries and Bookmobiles
City of Hamilton	66%	84%	87%	92%
Ward 1	69%	84%	91%	95%
Ward 2	76%	87%	87%	88%
Ward 3	69%	84%	82%	90%
Ward 4	70%	83%	86%	92%
Ward 5	80%	85%	88%	94%
Ward 6	76%	89%	91%	96%
Ward 7	73%	86%	89%	92%
Ward 8	74%	87%	88%	94%
Ward 9	64%	83%	85%	91%
Ward 10	54%	78%	86%	91%
Ward 11	55%	78%	88%	94%
Ward 12	58%	85%	86%	95%
Ward 13	62%	82%	86%	92%
Ward 14	68%	90%	91%	95%
Ward 15	27%	71%	83%	88%

Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	Tourism	Arts, Culture and Heritage	Public Health	Social Services
City of Hamilton	67%	83%	74%	52%
Ward 1	68%	87%	76%	51%
Ward 2	69%	86%	72%	54%
Ward 3	68%	81%	64%	46%
Ward 4	67%	83%	75%	50%
Ward 5	66%	84%	69%	52%
Ward 6	72%	85%	76%	56%
Ward 7	72%	86%	77%	53%
Ward 8	66%	81%	73%	55%
Ward 9	65%	80%	75%	52%
Ward 10	64%	80%	70%	52%
Ward 11	67%	83%	76%	48%
Ward 12	66%	83%	75%	54%
Ward 13	67%	87%	76%	55%
Ward 14	70%	85%	75%	55%
Ward 15	59%	78%	75%	44%

Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	Social Housing	Child Care Services	Services for Seniors including Long-term Care	Legislative Services and Records Information
City of Hamilton	29%	57%	44%	67%
Ward 1	27%	51%	42%	67%
Ward 2	28%	54%	46%	66%
Ward 3	25%	52%	35%	65%
Ward 4	24%	59%	45%	72%
Ward 5	31%	52%	43%	63%
Ward 6	33%	57%	46%	75%
Ward 7	30%	55%	45%	70%
Ward 8	30%	63%	47%	65%
Ward 9	30%	58%	40%	65%
Ward 10	34%	56%	47%	66%
Ward 11	27%	53%	44%	66%
Ward 12	33%	64%	43%	70%
Ward 13	29%	59%	50%	65%
Ward 14	33%	65%	52%	71%
Ward 15	23%	52%	39%	60%

Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	Animal Services	By-law Enforcement	Building Permits	Cemetery
City of Hamilton	80%	63%	52%	89%
Ward 1	75%	60%	46%	92%
Ward 2	83%	61%	46%	90%
Ward 3	77%	57%	59%	87%
Ward 4	79%	60%	60%	90%
Ward 5	76%	64%	56%	86%
Ward 6	83%	65%	56%	89%
Ward 7	79%	67%	61%	91%
Ward 8	85%	65%	59%	88%
Ward 9	81%	64%	57%	91%
Ward 10	78%	65%	56%	88%
Ward 11	81%	64%	41%	92%
Ward 12	85%	68%	49%	89%
Ward 13	81%	63%	43%	88%
Ward 14	85%	71%	57%	88%
Ward 15	71%	60%	47%	88%

Our City Survey 2019 Summary Report

% rating service as excellent, very good or good				
	Drinking Water	Wastewater Management	Stormwater Management	Waste Management
City of Hamilton	80%	60%	58%	79%
Ward 1	79%	60%	57%	77%
Ward 2	79%	54%	53%	81%
Ward 3	70%	57%	51%	76%
Ward 4	75%	57%	62%	79%
Ward 5	80%	60%	59%	76%
Ward 6	80%	63%	63%	81%
Ward 7	84%	66%	66%	78%
Ward 8	78%	59%	55%	77%
Ward 9	78%	55%	56%	78%
Ward 10	83%	65%	61%	77%
Ward 11	84%	56%	54%	84%
Ward 12	84%	65%	65%	85%
Ward 13	80%	60%	54%	80%
Ward 14	85%	69%	63%	80%
Ward 15	82%	51%	53%	84%

Our City Survey 2019 Summary Report

% prefer to			
	decrease taxes and have fewer services	maintain taxes and current service levels	increase taxes and improve services
City of Hamilton Total	13%	72%	15%
Ward 1	11%	64%	24%
Ward 2	9%	67%	24%
Ward 3	10%	72%	18%
Ward 4	10%	76%	14%
Ward 5	13%	70%	16%
Ward 6	13%	72%	16%
Ward 7	11%	75%	14%
Ward 8	11%	71%	18%
Ward 9	12%	79%	9%
Ward 10	13%	74%	13%
Ward 11	13%	75%	11%
Ward 12	17%	71%	12%
Ward 13	16%	68%	16%
Ward 14	13%	75%	12%
Ward 15	25%	67%	8%

Our City Survey 2019 Summary Report

% agree or strongly agree		
	The City of Hamilton <u>engages</u> residents in the decision-making process for City programs, services and initiatives	The City of Hamilton <u>uses</u> <u>input</u> from residents in decision-making about City programs, services and initiatives
City of Hamilton Total	33%	32%
Ward 1	38%	38%
Ward 2	38%	39%
Ward 3	28%	30%
Ward 4	37%	32%
Ward 5	33%	33%
Ward 6	40%	40%
Ward 7	34%	32%
Ward 8	30%	30%
Ward 9	29%	29%
Ward 10	32%	29%
Ward 11	32%	28%
Ward 12	35%	34%
Ward 13	27%	27%
Ward 14	39%	35%
Ward 15	25%	23%

Our City Survey 2019 Summary Report

Appendix A: Survey Tool

Please indicate your level of agreement with the following statements.

- Q1 Hamilton is a great place to live
- Q2 Hamilton is a great place to work
- Q3 Hamilton is a great place to play
- Q4 Hamilton is a great place to learn
- Q5 Hamilton is on the right track towards its vision of being "the best place to raise a child and age successfully."

Response options for Q1 to Q5 (choose **one**):

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither agree nor disagree
- ☐ Agree
- ☐ Strongly agree

- Q6 In the past two years, would you say the quality of life in the City of Hamilton has:

Response options (choose **one**):

- ☐ Worsened
- ☐ Stayed the same
- ☐ Improved

Our City Survey 2019 Summary Report

The following questions will focus on the different services the City of Hamilton provides to its residents. How would you rate each of the following services provided by the City of Hamilton?

	Service Name	Description
Q7	Fire Department	Emergency response, fire safety inspections, fire safety education
Q8	Paramedic Services	Emergency medical/trauma care, health education, community paramedic program
Q9	Police Services	Police services, safety, law enforcement
Q10	Emergency Management	Handling city wide emergencies such as power outages, ice storms, floods, etc.
Q11	Roads and Sidewalks	Maintenance and condition
Q12	Snow Plowing and Salting of Roads	
Q13	Snow Plowing and Salting of City-owned facilities	City-owned facilities include: arenas, recreation centres, libraries, and town halls
Q14	Traffic Flow and Roadway Safety	Traffic signal timing, street lighting, traffic signage, traffic calming measures, pavement makings, roadway safety issue identification
Q15	Hamilton Street Railway (HSR) Buses	Customer-focused service that is safe, reliable and inclusive
Q16	Recreation	Registered, drop in and rental programming in Recreation facilities including pools, arenas, seniors' centres, community halls and sports fields/parks

Our City Survey 2019 Summary Report

	Service Name	Description
Q17	Parks and Open Space	Maintenance of parks, play structures, spray pads and access to parks and natural open spaces
Q18	Libraries and Bookmobiles	Hamilton Public Library branches and Bookmobiles
Q19	Tourism	Visitor services; marketing, attracting, promoting and hosting conventions, sports tourism attractions and major events, i.e. Juno Awards
Q20	Arts, Culture and Heritage	Public art, museums, cultural programming, heritage properties maintenance
Q21	Public Health	Food safety inspections; pools and beaches inspections; rabies, West Nile, Lyme Disease, response to outbreaks; vaccinations and dental screening in schools; prenatal and parenting programs; alcohol, drugs, and gambling programs; help with quitting smoking and protection from second-hand smoke; air quality and extreme weather monitoring
Q22	Social Services	Ontario Works, homelessness prevention, home management services, health related benefits for low-income residents
Q23	Social Housing	Subsidized housing, subsidized housing waitlist and housing initiatives such as public housing, not-for-profit housing and rent supplements
Q24	Child Care Services	EarlyON Child and Family Centres, child care supports for operators and families
Q25	Services for Seniors including Long-Term Care	Long-term care (Macassa Lodge and Wentworth Lodge), Meals on Wheels, Adult Day Program

Our City Survey 2019 Summary Report

	Service Name	Description
Q26	Legislative Services and Records Information	Providing City by-law information; marriage licenses and death registrations; Council/committee agendas, reports and minutes; citizen appointments to sub-committees; delegation requests; accessing information under MFIPPA (Municipal Freedom of Information and Protection of Privacy Act); Commissioning of Government documents; waiver of immunization; foreign pensions; property assessment information
Q27	Animal Services	Dog Licensing, rabies response and wildlife, animal shelter, pound services including lost and found, dog parks and animal investigations
Q28	By-law Enforcement	Enforcement of parking by-laws, business licensing, property standards investigations, noise complaints, long weeds and grass by-laws, school crossings, smoking by-laws
Q29	Building Permits	Building permit applications to erect, install, extend, alter or repair, demolish all or part of a building
Q30	Cemetery	Grounds maintenance, burial services, customer service
Q31	Drinking Water	Production and supply of clean, safe and reliable drinking water
Q32	Wastewater Management	Collection and treatment of wastewater that leaves a building through a drain (e.g. from flushing toilets, doing laundry, washing dishes, etc.)
Q33	Stormwater Management	Collection and treatment of stormwater to support flood prevention, water quality and erosion control
Q34	Waste Management	Pick up of garbage, blue box, green bin, leaf and yard, bulk waste

Our City Survey 2019 Summary Report

Response options for Q7 to Q34 (choose **one**):

- ☐ Poor
- ☐ Fair
- ☐ Good
- ☐ Very good
- ☐ Excellent
- ☐ Don't Know

Q35 Overall, how satisfied are you with the services provided by the City of Hamilton?

Response options (choose **one**):

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Satisfied
- ☐ Very satisfied

Q36 In delivering services to you and the community, the City typically pays for them through taxes or user fees. Based on this, do you think the City should:

Response options (choose **one**):

- ☐ decrease taxes and deliver fewer services
- ☐ maintain taxes and current service levels
- ☐ increase taxes to improve services

Our City Survey 2019 Summary Report

How strongly do you agree with each of the following statements?

- Q37 The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.
- Q38 The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

Response options for Q37 and Q38 (choose **one**):

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither agree nor disagree
- ☐ Agree
- ☐ Strongly agree

What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

- Q39 Asking questions or getting information

Response options (choose **one**):

- ☐ In person
- ☐ Phone
- ☐ Email
- ☐ City of Hamilton website (www.hamilton.ca)
- ☐ City of Hamilton mobile app (CityApp)
- ☐ Social media

Our City Survey 2019 Summary Report

Q40 Making a complaint

Response options (choose **one**):

- ☐ In person
- ☐ Phone
- ☐ Email
- ☐ City of Hamilton website (www.hamilton.ca)
- ☐ Social media

Q41 Registering/paying for recreation programs

Response options (choose **one**):

- ☐ In person
- ☐ Phone
- ☐ Email
- ☐ City of Hamilton website (www.hamilton.ca)
- ☐ City of Hamilton mobile app (CityApp)

Q42 Applying for licenses and permits

Response options (choose **one**):

- ☐ In person
- ☐ Phone
- ☐ Email
- ☐ City of Hamilton website (www.hamilton.ca)

Q43 Booking/renting City facilities or parks

Response options (choose **one**):

- ☐ In person
- ☐ Phone
- ☐ Email
- ☐ City of Hamilton website (www.hamilton.ca)

Our City Survey 2019 Summary Report

Q44 Paying property taxes

Response options (choose **one**)

- ☐ In person
- ☐ Through your bank either in person or banking using the internet, mobile app or telephone
- ☐ Mail
- ☐ Preauthorized Withdrawal
- ☐ Mortgage Company

Q45 In the past year, have you contacted the City of Hamilton for information or to conduct any service transactions?

Response options (choose one):

- ☐ Yes (proceed to Q46)
- ☐ No (skip to Q51)

Thinking about your contact with the City of Hamilton in the past year, please tell us how strongly you agree with each of the following statements.

- Q46 I received a response in a timely manner.
- Q47 Staff were knowledgeable.
- Q48 Staff were courteous.
- Q49 I received the service I needed or my question was answered.
- Q50 Overall, my experience contacting the City of Hamilton was positive.

Response options for Q46 to Q50 (choose **one**):

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither agree nor disagree
- ☐ Agree
- ☐ Strongly agree

Our City Survey 2019 Summary Report

Q51 How do you like to get information about the City of Hamilton's programs, initiatives, news and events?

Response options (**choose all that apply**):

- ☐ Local Newspaper
(e.g. The Hamilton Spectator, Dundas Star News, Flamborough Review, Hamilton Mountain News, Stoney Creek News, The Sachem & Glanbrook Gazette, Bay Observer)
- ☐ Local Radio Station
(e.g. FM 102.9 KLite, FM CHML 900, 95.3 Fresh Radio)
- ☐ Local Television Stations
(e.g. CHCH, Cable 14)
- ☐ City of Hamilton website (www.hamilton.ca)
- ☐ Internet search engines
(e.g. Google, Bing)
- ☐ Social Media
(e.g. Twitter, Facebook, Instagram, YouTube)
- ☐ Postal Mail
- ☐ E-mail
- ☐ Magazine
(e.g. Hamilton Magazine, View, Snapd Hamilton, Best Start, Hamilton Recreation Guide)
- ☐ Other - please specify:

Our City Survey 2019 Summary Report

Q52 What is one thing you think the City of Hamilton should do to reach the vision of being "the best place to raise a child and age successfully"?

OPEN ENDED

Q53 Overall, how satisfied are you with your life these days?

Response options (choose **one**):

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Satisfied
- ☐ Very satisfied

Q54 In general, would you say your health is

Response options (choose **one**):

- ☐ Poor
- ☐ Fair
- ☐ Good
- ☐ Very good
- ☐ Excellent



Our City Survey 2019 Summary Report

If you're comfortable, please tell us a little about you and your household.

Q55 What is your postal code?

Q56 How long have you lived in the City of Hamilton?

Response options (choose **one**):

- ☐ Less than 1 year
- ☐ 1 to 2 years
- ☐ 3 to 5 years
- ☐ 6 to 10 years
- ☐ More than 10 years

Q57 What is your age?

Response options (choose **one**):

- ☐ Under 18
- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 or older

Our City Survey 2019 Summary Report

Q58 How do you describe yourself?

Response options (choose **one**):

- ☐ Male
- ☐ Female
- ☐ Transgender
- ☐ Other

Q59 What is your highest level of education?

Response options (choose **one**):

- ☐ Less than high school
- ☐ High school diploma
- ☐ College diploma/trades certificate
- ☐ University Undergraduate Degree
- ☐ University Graduate Degree

Including yourself, how many people living in your household fall into each of the following categories?

- Q60 Adult (age 18 or older)
- Q61 Youth (age 12 to 17)
- Q62 Child (under age 12)

Our City Survey 2019 Summary Report

Q63 What is your total household income before taxes?

Response options (choose **one**):

- ☐ Less than \$20,000
- ☐ \$20,000 to \$29,999
- ☐ \$30,000 to \$49,999
- ☐ \$50,000 to \$79,999
- ☐ \$80,000 to \$99,999
- ☐ \$100,000 to \$149,999
- ☐ \$150,000 and over

Q64 Which of the following best describes your situation?

Response options (choose **one**):

- ☐ Employed – full time
- ☐ Employed – part time
- ☐ Self-employed
- ☐ Unemployed - looking for work
- ☐ Unemployed – not looking for work
- ☐ Retired
- ☐ In school
- ☐ Homemaker/caregiver
- ☐ Other

Our City Survey 2019 Summary Report

How do you usually ...

- Q65 Commute to work
Q66 Commute to school
Q67 Get around the city for things like groceries, shopping, activities etc.

Response options for Q65 to Q67 (choose **one**):

- ☐ Driver of vehicle/motorbike
- ☐ Passenger of vehicle/motorbike
- ☐ HSR Bus
- ☐ Go Train
- ☐ Go Bus
- ☐ DARTS
- ☐ Taxis
- ☐ Paid rideshare programs (Uber, Lyft)
- ☐ Bicycle (personally owned)
- ☐ SoBi (bikeshare)
- ☐ Walk
- ☐ Not applicable

Our City Survey 2019 Summary Report

Appendix B: Online Survey Link on www.hamilton.ca

The online survey was promoted with a banner on select pages of the City of Hamilton website. The following is a list of web pages the online survey was accessed through.

Section	URL
hamilton.ca	www.hamilton.ca/
Animals & Pets	www.hamilton.ca/animals-pets www.hamilton.ca/animals-pets/adopt-pet/adoptions www.hamilton.ca/animals-pets/adopt-pet/animal-fostering www.hamilton.ca/animals-pets/adopt-pet/donate-animal-services www.hamilton.ca/animals-pets/cats www.hamilton.ca/animals-pets/lost-found-or-surrender/lost-pets www.hamilton.ca/animals-pets/wildlife
Attractions	www.hamilton.ca/attractions/culture/gage-park-greenhouse www.hamilton.ca/attractions/culture/public-art www.hamilton.ca/attractions/culture/traffic-box-wraps-public-art-project www.hamilton.ca/attractions/culture/waterdown-memorial-park-public-art-project www.hamilton.ca/attractions/culture/waterdown-memorial-park-public-art-project-public-opinion-survey www.hamilton.ca/attractions/events-calendar www.hamilton.ca/attractions/events-calendar/kringle-in-creek-0
Budget & Finance	www.hamilton.ca/budget-finance/2019-budget www.hamilton.ca/budget-finance/2019-budget/2019-tax-and-rate-budgets www.hamilton.ca/budget-finance/2020-budget/2020-budget www.hamilton.ca/budget-finance/development-charges

Our City Survey 2019 Summary Report

Section	URL
City Awards	www.hamilton.ca/city-awards/sport-volunteer-awards/about-sports-volunteer-awards www.hamilton.ca/city-awards/trillium-awards-program www.hamilton.ca/city-awards/trillium-awards-program/trillium-award-winners-2010-present
City Hall	www.hamilton.ca/city-hall
City Initiatives	www.hamilton.ca/city-initiatives www.hamilton.ca/city-initiatives/citizen-dashboard www.hamilton.ca/city-initiatives/citizen-dashboard/transit www.hamilton.ca/city-initiatives/citizen-dashboard/waste-collection-diversion-programs www.hamilton.ca/city-initiatives/citizen-dashboard/wastewater-treated www.hamilton.ca/city-initiatives/online-services-tools-apps/cityapp www.hamilton.ca/city-initiatives/priority-projects/2016-2025-strategic-plan www.hamilton.ca/city-initiatives/priority-projects/anti-racism-resource-centre www.hamilton.ca/city-initiatives/priority-projects/community-engagement www.hamilton.ca/city-initiatives/priority-projects/hamilton-anti-racism-resource-centre-survey www.hamilton.ca/city-initiatives/priority-projects/hamilton-public-engagement www.hamilton.ca/city-initiatives/priority-projects/light-rail-transit-lrt www.hamilton.ca/city-initiatives/priority-projects/listing-public-meetings-consultations-engagements www.hamilton.ca/city-initiatives/priority-projects/our-city-survey www.hamilton.ca/city-initiatives/priority-projects/our-future-hamilton www.hamilton.ca/city-initiatives/priority-projects/our-future-hamilton-summit

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Section	URL
City Initiatives (cont'd)	www.hamilton.ca/city-initiatives/priority-projects/waterfront-redevelopment-west-harbour www.hamilton.ca/city-initiatives/strategies-actions/age-friendly-hamilton www.hamilton.ca/city-initiatives/strategies-actions/hamilton-health-team www.hamilton.ca/city-initiatives/strategies-actions/homelessness-systems-planning www.hamilton.ca/city-initiatives/strategies-actions/neighbourhood-development www.hamilton.ca/city-initiatives/strategies-actions/open-data-program www.hamilton.ca/city-initiatives/strategies-actions/resources-seniors-and-older-adults
City Planning	www.hamilton.ca/city-planning www.hamilton.ca/city-planning/heritage-properties www.hamilton.ca/city-planning/heritage-properties/pre-confederation-buildings www.hamilton.ca/city-planning/master-plans-class-eas/ancaster-elevated-water-reservoir www.hamilton.ca/city-planning/master-plans-class-eas/birch-avenue-barton-street-burlington-street www.hamilton.ca/city-planning/master-plans-class-eas/city-wide-transportation-master-plan www.hamilton.ca/city-planning/master-plans-class-eas/environmental-assessments www.hamilton.ca/city-planning/master-plans-class-eas/hamilton-transit-bus-maintenance-and-storage-facility-design www.hamilton.ca/city-planning/master-plans-class-eas/highway-8-fruitland-road-fifty-road www.hamilton.ca/city-planning/master-plans-class-eas/lynden-communal-water-supply www.hamilton.ca/city-planning/master-plans-class-eas/parking-master-plan

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Section	URL
City Planning (cont'd)	www.hamilton.ca/city-planning/master-plans-class-eas/truck-route-master-plan www.hamilton.ca/city-planning/master-plans-class-eas/twenty-road-east-upper-red-hill-valley-parkway-extensions www.hamilton.ca/city-planning/master-plans-class-eas/waterdown-community-node-transportation-management-plan www.hamilton.ca/city-planning/official-plan-zoning-by-law www.hamilton.ca/city-planning/official-plan-zoning-by-law/grids-2-and-municipal-comprehensive-review www.hamilton.ca/city-planning/official-plan-zoning-by-law/interactive-zoning-mapping www.hamilton.ca/city-planning/official-plan-zoning-by-law/residential-zones www.hamilton.ca/city-planning/official-plan-zoning-by-law/zoning-by-law-no-05-200 www.hamilton.ca/city-planning/official-plan-zoning-by-law/zoning-by-laws-former-communities www.hamilton.ca/city-planning/planning-community/downtown-hamilton
Council & Committee	www.hamilton.ca/council-committee/council-committee-meetings/apply-serve-committee-or-board www.hamilton.ca/council-committee/council-committee-meetings/calendar www.hamilton.ca/council-committee/council-committee-meetings/committee-adjustment www.hamilton.ca/council-committee/council-committee-meetings/committee-meeting-calendar www.hamilton.ca/council-committee/council-committee-meetings/council-committee-live-stream www.hamilton.ca/council-committee/council-committee-meetings/general-issues-committee www.hamilton.ca/council-committee/council-committee-meetings/meetings-and-agendas

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Section	URL
Council & Committee (cont'd)	www.hamilton.ca/council-committee/council-committee-meetings/request-speak-committee-council www.hamilton.ca/council-committee/council-committee-meetings-0 www.hamilton.ca/council-committee/mayor-council www.hamilton.ca/council-committee/mayor-council/city-councillors www.hamilton.ca/council-committee/mayor-council/ward-1 www.hamilton.ca/council-committee/mayor-council/ward-2 www.hamilton.ca/council-committee/mayor-council/ward-3 www.hamilton.ca/council-committee/mayor-council/ward-4 www.hamilton.ca/council-committee/mayor-council/ward-6 www.hamilton.ca/council-committee/mayor-council/ward-8 www.hamilton.ca/council-committee/mayor-council/ward-10 www.hamilton.ca/council-committee/mayor-council/ward-14
Develop a Property	www.hamilton.ca/develop-property/natural-areas/natural-areas-in-hamilton www.hamilton.ca/develop-property/planning-applications/consent-sever-land www.hamilton.ca/develop-property/planning-applications/development-applications-mapping www.hamilton.ca/develop-property/planning-applications/minor-variance www.hamilton.ca/develop-property/planning-applications/site-plan-approval www.hamilton.ca/develop-property/policies-guidelines/sewer-and-water-permit-process-and-design-requirements
Doing Business	www.hamilton.ca/doing-business

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Emergency Services	www.hamilton.ca/emergency-services www.hamilton.ca/emergency-services/emergency-preparedness www.hamilton.ca/emergency-services/fire www.hamilton.ca/emergency-services/fire/about-hamilton-fire-department www.hamilton.ca/emergency-services/fire/camp-ffit-hamilton www.hamilton.ca/emergency-services/fire/fire-permits-and-services www.hamilton.ca/emergency-services/fire/fire-services-and-fees www.hamilton.ca/emergency-services/fire/home-fire-safety-education-program www.hamilton.ca/emergency-services/paramedics www.hamilton.ca/emergency-services/paramedics/hamilton-paramedic-service-customer-feedback
Garbage & Recycling	www.hamilton.ca/garbage-recycling www.hamilton.ca/garbage-recycling/blue-box-recycling www.hamilton.ca/garbage-recycling/blue-box-recycling/blue-box www.hamilton.ca/garbage-recycling/blue-box-recycling/recycling www.hamilton.ca/garbage-recycling/blue-box-recycling/what-can-be-recycled www.hamilton.ca/garbage-recycling/garbage-bulk-items www.hamilton.ca/garbage-recycling/garbage-bulk-items/bulk-items-and-furniture www.hamilton.ca/garbage-recycling/garbage-bulk-items/garbage www.hamilton.ca/garbage-recycling/garbage-bulk-items/illegal-dumping www.hamilton.ca/garbage-recycling/garbage-bulk-items/waste-collection-schedule www.hamilton.ca/garbage-recycling/garbage-bulk-items/what-are-bulk-items www.hamilton.ca/garbage-recycling/green-bin-composting

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Garbage & Recycling (cont'd)	www.hamilton.ca/garbage-recycling/green-bin-composting/compost-giveaways www.hamilton.ca/garbage-recycling/green-bin-composting/composting-your-green-bin www.hamilton.ca/garbage-recycling/green-bin-composting/green-bin www.hamilton.ca/garbage-recycling/waste-recycling-facilities www.hamilton.ca/garbage-recycling/waste-recycling-facilities/community-recycling-centre-locations www.hamilton.ca/garbage-recycling/waste-recycling-facilities/what-goes-community-recycling-centre www.hamilton.ca/garbage-recycling/yard-waste www.hamilton.ca/garbage-recycling/yard-waste/what-goes-in-yard-waste www.hamilton.ca/garbage-recycling/yard-waste/yard-waste trashtags.hamilton.ca/
Government Information	www.hamilton.ca/government-information www.hamilton.ca/government-information/accountability/city-organization www.hamilton.ca/government-information/accountability/fraud-and-waste-hotline www.hamilton.ca/government-information/by-laws-and-enforcement www.hamilton.ca/government-information/by-laws-and-enforcement/register-by-law-complaint www.hamilton.ca/government-information/news-centre/news-releases/city-hamilton-releases-2019-federal-priorities www.hamilton.ca/government-information/news-centre/news-releases/city-hamiltons-first-citizen-survey-results www.hamilton.ca/government-information/news-centre/news-releases/city-launches-down-payment-assistance-program-help www.hamilton.ca/government-information/news-centre/news-releases/first-cases-in-hamilton-west-nile-virus-in-one

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Government Information (cont'd)	www.hamilton.ca/government-information/news-centre/news-releases/hamilton-firefighters-win-north-american-vehicle www.hamilton.ca/government-information/news-centre/news-releases/hamilton-paramedic-service-hiring-primary-care www.hamilton.ca/government-information/news-centre/news-releases/hamiltons-public-works-department-2019-budget www.hamilton.ca/government-information/news-centre/news-releases/healthy-safe-communities-department-budget www.hamilton.ca/government-information/news-centre/news-releases/slower-speeds-safer-communities-city-hamilton www.hamilton.ca/government-information/news-centre/news-releases/time-have-your-say-city-launches-resident www.hamilton.ca/government-information/news-centre/news-releases/tips-proper-recycling-leaf-and-yard-waste www.hamilton.ca/government-information/news-centre/news-releases/useful-information-about-waste-collection-in-2018 www.hamilton.ca/government-information/site-policies/alphabetical-contact-listing www.hamilton.ca/government-information/site-policies/contact-us www.hamilton.ca/government-information/site-policies/municipal-service-centres www.hamilton.ca/government-information/trust-and-confidence-report www.hamilton.ca/government-information/trust-and-confidence-report/building-inspections-profile www.hamilton.ca/government-information/trust-and-confidence-report/engineering-services-profile www.hamilton.ca/government-information/trust-and-confidence-report/fleet-services-management-profile www.hamilton.ca/government-information/trust-and-confidence-report/hamilton-paramedic-service-profile www.hamilton.ca/government-information/trust-and-confidence-report/hamilton-transportation

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Government Information (con'td)	www.hamilton.ca/government-information/trust-and-confidence-report/housing-supports-profile www.hamilton.ca/government-information/trust-and-confidence-report/legal-services-profile www.hamilton.ca/government-information/trust-and-confidence-report/our-commitment-our-community www.hamilton.ca/government-information/trust-and-confidence-report/our-economy www.hamilton.ca/government-information/trust-and-confidence-report/our-people-survey www.hamilton.ca/government-information/trust-and-confidence-report/risk-management-profile www.hamilton.ca/government-information/trust-and-confidence-report/special-services-special-supports-low-income www.hamilton.ca/government-information/trust-and-confidence-report/trust-and-confidence-report
Hamilton Music & Film Office	www.hamilton.ca/hamilton-music-film-office/filming-in-hamilton
Home, Property and Development	www.hamilton.ca/home-property-and-development/building-renovating www.hamilton.ca/home-property-and-development/building-renovating/building-permit-classes-and-fees www.hamilton.ca/home-property-and-development/building-renovating/building-permit-search www.hamilton.ca/home-property-and-development/building-renovating/building-permit-status www.hamilton.ca/home-property-and-development/building-renovating/eplans-online-building-permit-application-process www.hamilton.ca/home-property-and-development/building-renovating/residential-fences www.hamilton.ca/home-property-and-development/building-renovating/swimming-pools

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Home, Property and Development (cont'd)	www.hamilton.ca/home-property-and-development/pest-control www.hamilton.ca/home-property-and-development/property-gardens-trees www.hamilton.ca/home-property-and-development/property-gardens-trees/design-and-construction-survey www.hamilton.ca/home-property-and-development/property-gardens-trees/property-use-by-laws www.hamilton.ca/home-property-and-development/property-gardens-trees/vacant-buildings-registry www.hamilton.ca/home-property-and-development/property-taxes www.hamilton.ca/home-property-and-development/property-taxes/changes-your-property-tax-bill www.hamilton.ca/home-property-and-development/property-taxes/current-tax-sale-property-listing www.hamilton.ca/home-property-and-development/property-taxes/property-information-taxes www.hamilton.ca/home-property-and-development/property-taxes/property-inquiry www.hamilton.ca/home-property-and-development/property-taxes/sale-properties-tax-arrears www.hamilton.ca/home-property-and-development/property-taxes/tax-calculator www.hamilton.ca/home-property-and-development/property-taxes/tax-impact-mapping www.hamilton.ca/home-property-and-development/property-taxes/tax-rates-by-property-class www.hamilton.ca/home-property-and-development/rental-properties/by-laws-rental-properties www.hamilton.ca/home-property-and-development/rental-properties/fire-safety-rental-properties www.hamilton.ca/home-property-and-development/rental-properties/short-term-rental-housing-survey

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Section	URL
Home, Property and Development (cont'd)	www.hamilton.ca/home-property-and-development/rental-properties/tenant-housing-contacts www.hamilton.ca/home-property-and-development/water-sewer www.hamilton.ca/home-property-and-development/water-sewer/basement-flooding www.hamilton.ca/home-property-and-development/water-sewer/corrosion-control www.hamilton.ca/home-property-and-development/water-sewer/frozen-pipes www.hamilton.ca/home-property-and-development/water-sewer/lead-water-service-pipes www.hamilton.ca/home-property-and-development/water-sewer/low-impact-development-lid-stormwater-management www.hamilton.ca/home-property-and-development/water-sewer/monitoring-wastewater-overflows-and-bypasses www.hamilton.ca/home-property-and-development/water-sewer/service-line-warranty-program www.hamilton.ca/home-property-and-development/water-sewer/sewer-system www.hamilton.ca/home-property-and-development/water-sewer/stormwater-management-ponds www.hamilton.ca/home-property-and-development/water-sewer/unflushables-damage-homes-neighbourhoods www.hamilton.ca/home-property-and-development/water-sewer/water-leaks-in-your-home
HSR Bus Schedules & Fares	www.hamilton.ca/hsr-bus-schedules-fares www.hamilton.ca/hsr-bus-schedules-fares/fares www.hamilton.ca/hsr-bus-schedules-fares/fares/cash-tickets-and-passes www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/detours-and-service-updates

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HSR Bus Schedules & Fares (cont'd)	www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/pdf-bus-schedules www.hamilton.ca/hsr-bus-schedules-fares/schedule-routes-maps/stoney-creek-trans-cab
Jobs at the City	www.hamilton.ca/jobs-city www.hamilton.ca/jobs-city/current-opportunities www.hamilton.ca/jobs-city/current-opportunities/applying-job www.hamilton.ca/jobs-city/current-opportunities/bus-operator-recruitment www.hamilton.ca/jobs-city/current-opportunities/current-job-postings www.hamilton.ca/jobs-city/current-opportunities/full-time-firefighter-recruitment www.hamilton.ca/jobs-city/current-opportunities/part-time-recreation-recruitment www.hamilton.ca/jobs-city/current-opportunities/recruitment-opportunities www.hamilton.ca/jobs-city/current-opportunities/school-crossing-guard-recruitment www.hamilton.ca/jobs-city/student-youth-opportunities www.hamilton.ca/jobs-city/training-certification www.hamilton.ca/jobs-city/volunteer-opportunities
Living in Hamilton	www.hamilton.ca/living-in-hamilton
Mapping & Business Reporting	www.hamilton.ca/mapping-business-reporting/activity-reports/building-demolition-permits-activity www.hamilton.ca/mapping-business-reporting/activity-reports/citys-annual-employment-survey
Moving to Hamilton	www.hamilton.ca/moving-hamilton/economic-development

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Municipal Election	www.hamilton.ca/municipal-election/election-information/ward-boundary-changes
Municipal Incentive Programs	www.hamilton.ca/municipal-incentive-programs/brownfieldserase-programs
Operating a Business	www.hamilton.ca/operating-business/commercial-water-sewer/backflow-prevention-program www.hamilton.ca/operating-business/commercial-water-sewer/sewer-use-by-law www.hamilton.ca/operating-business/health-requirements-inspections
Parks & Recreation	www.hamilton.ca/parks-recreation www.hamilton.ca/parks-recreation/community-environmental-initiatives www.hamilton.ca/parks-recreation/improving-our-parks/andrew-warburton-memorial-park www.hamilton.ca/parks-recreation/inclusive-recreation-services www.hamilton.ca/parks-recreation/outdoor-fitness/free-outdoor-fitness-programs www.hamilton.ca/parks-recreation/parks-trails-and-beaches/beach-water-quality-in-hamilton www.hamilton.ca/parks-recreation/parks-trails-and-beaches/parks-listing www.hamilton.ca/parks-recreation/recreation www.hamilton.ca/parks-recreation/recreation/55-programming www.hamilton.ca/parks-recreation/recreation/ancaster-aquatic-centre www.hamilton.ca/parks-recreation/recreation/ancaster-rotary-centre www.hamilton.ca/parks-recreation/recreation/aqua-finning www.hamilton.ca/parks-recreation/recreation/badminton www.hamilton.ca/parks-recreation/recreation/basketball www.hamilton.ca/parks-recreation/recreation/bennetto-community-centre

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Parks & Recreation (cont'd)	www.hamilton.ca/parks-recreation/recreation/bernie-morelli-recreation-centre www.hamilton.ca/parks-recreation/recreation/best-fit-you-fitness-series www.hamilton.ca/parks-recreation/recreation/camp-kidaca www.hamilton.ca/parks-recreation/recreation/carlisle-arena www.hamilton.ca/parks-recreation/recreation/central-memorial-recreation-centre www.hamilton.ca/parks-recreation/recreation/chedoke-twin-pad-arena www.hamilton.ca/parks-recreation/recreation/coronation-arena www.hamilton.ca/parks-recreation/recreation/dalewood-recreation-centre www.hamilton.ca/parks-recreation/recreation/dominic-agostino-riverdale-community-centre www.hamilton.ca/parks-recreation/recreation/dundas-community-pool www.hamilton.ca/parks-recreation/recreation/dundas-lions-memorial-community-centre www.hamilton.ca/parks-recreation/recreation/facilities-recreation-centres-indoor-pools www.hamilton.ca/parks-recreation/recreation/flamborough-senior-centre www.hamilton.ca/parks-recreation/recreation/glanbrook-arena-auditorium www.hamilton.ca/parks-recreation/recreation/hg-brewster-pool www.hamilton.ca/parks-recreation/recreation/hill-park-recreation-centre www.hamilton.ca/parks-recreation/recreation/huntington-park-recreation-centre www.hamilton.ca/parks-recreation/recreation/jimmy-thompson-pool www.hamilton.ca/parks-recreation/recreation/jl-grightmire-market-st-arena www.hamilton.ca/parks-recreation/recreation/leisure-swim www.hamilton.ca/parks-recreation/recreation/leisure-swim-18length

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Parks & Recreation (cont'd)	www.hamilton.ca/parks-recreation/recreation/leisure-swim-55 www.hamilton.ca/parks-recreation/recreation/length-swim www.hamilton.ca/parks-recreation/recreation/mountain-arena-dave-andreychuk www.hamilton.ca/parks-recreation/recreation/open-skate www.hamilton.ca/parks-recreation/recreation/open-skate-55 www.hamilton.ca/parks-recreation/recreation/pickleball www.hamilton.ca/parks-recreation/recreation/recreation-customer-service-hours www.hamilton.ca/parks-recreation/recreation/rental-spaces www.hamilton.ca/parks-recreation/recreation/rosedale-arena www.hamilton.ca/parks-recreation/recreation/ryerson-recreation-centre www.hamilton.ca/parks-recreation/recreation/sackville-hill-seniors-recreation-centre www.hamilton.ca/parks-recreation/recreation/shinny-55 www.hamilton.ca/parks-recreation/recreation/sir-allan-macnab-recreation-centre www.hamilton.ca/parks-recreation/recreation/skating-arenas www.hamilton.ca/parks-recreation/recreation/sports-fields www.hamilton.ca/parks-recreation/recreation/sports-fitness www.hamilton.ca/parks-recreation/recreation/spray-pads www.hamilton.ca/parks-recreation/recreation/stick-puck www.hamilton.ca/parks-recreation/recreation/stoney-creek-recreation-centre www.hamilton.ca/parks-recreation/recreation/supie www.hamilton.ca/parks-recreation/recreation/swim-lesson-progression-chart www.hamilton.ca/parks-recreation/recreation/swimming-pools

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Parks & Recreation (cont'd)	www.hamilton.ca/parks-recreation/recreation/tim-hortons-free-skate-program www.hamilton.ca/parks-recreation/recreation/valley-park-community-centre www.hamilton.ca/parks-recreation/recreation/volleyball www.hamilton.ca/parks-recreation/recreation/walker-outdoor-pool www.hamilton.ca/parks-recreation/recreation/waterfit www.hamilton.ca/parks-recreation/recreation/westmount-recreation-centre www.hamilton.ca/parks-recreation/recreation/winona-community-centre www.hamilton.ca/parks-recreation/registered-rec-programs www.hamilton.ca/parks-recreation/registered-rec-programs/how-register-programs www.hamilton.ca/parks-recreation/registered-rec-programs/recreation-assistance-program
Public Health	www.hamilton.ca/public-health www.hamilton.ca/public-health/clinics-services www.hamilton.ca/public-health/clinics-services/alcohol-drug-and-gambling-clinics-programs www.hamilton.ca/public-health/clinics-services/alcohol-drug-gambling-services www.hamilton.ca/public-health/clinics-services/public-health-services-downtown-dental-clinic www.hamilton.ca/public-health/clinics-services/sexual-health-clinics www.hamilton.ca/public-health/clinics-services/smoking-treatment-ontario-patients www.hamilton.ca/public-health/health-inspection-results www.hamilton.ca/public-health/health-topics www.hamilton.ca/public-health/public-health-inspections

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Section	URL
Public Health (cont'd)	www.hamilton.ca/public-health/public-health-inspections/public-health-inspection-results www.hamilton.ca/public-health/reporting/hamilton-opioid-information-system www.hamilton.ca/public-health/reporting/public-health-annual-report
Social Services	www.hamilton.ca/social-services www.hamilton.ca/social-services/early-years-and-child-care-services www.hamilton.ca/social-services/early-years-and-child-care-services/apply-financial-support-child-care www.hamilton.ca/social-services/early-years-and-child-care-services/child-care-affordability-plan www.hamilton.ca/social-services/early-years-and-child-care-services/child-care-subsidy-calculator www.hamilton.ca/social-services/early-years-and-child-care-services/earlyon-child-and-family-centres-locations www.hamilton.ca/social-services/early-years-and-child-care-services/early-years-programs-services www.hamilton.ca/social-services/early-years-and-child-care-services/financial-support-child-care www.hamilton.ca/social-services/early-years-and-child-care-services/finding-child-care www.hamilton.ca/social-services/housing www.hamilton.ca/social-services/housing/domiciliary-hostels-emergency-shelters www.hamilton.ca/social-services/housing/homelessness-prevention www.hamilton.ca/social-services/housing/homeownership-down-payment-assistance-program www.hamilton.ca/social-services/housing/housing-stability-benefit www.hamilton.ca/social-services/housing/how-waitlist-works www.hamilton.ca/social-services/housing/point-in-time-connection

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Section	URL
Social Services (cont'd)	www.hamilton.ca/social-services/housing/social-housing www.hamilton.ca/social-services/long-term-care www.hamilton.ca/social-services/long-term-care/macassa-lodge www.hamilton.ca/social-services/long-term-care/wentworth-lodge www.hamilton.ca/social-services/ontario-works www.hamilton.ca/social-services/ontario-works/apply-ontario-works www.hamilton.ca/social-services/ontario-works/receiving-ontario-works www.hamilton.ca/social-services/support-programs www.hamilton.ca/social-services/support-programs/affordable-transit-pass-program www.hamilton.ca/social-services/support-programs/christmas-registry www.hamilton.ca/social-services/support-programs/home-management-program www.hamilton.ca/social-services/support-programs/how-apply-affordable-transit-pass
Starting a Small Business	www.hamilton.ca/starting-small-business www.hamilton.ca/starting-small-business/business-licences www.hamilton.ca/starting-small-business/one-stop-business/zoning-verification
Streets & Transportation	www.hamilton.ca/streets-transportation www.hamilton.ca/streets-transportation/biking-cyclists www.hamilton.ca/streets-transportation/biking-cyclists/cycling-groups-shops www.hamilton.ca/streets-transportation/driving-traffic www.hamilton.ca/streets-transportation/driving-traffic/dynamic-speed-signs www.hamilton.ca/streets-transportation/driving-traffic/hamiltons-truck-route-network

Our City Survey 2019 Summary Report

Section	URL
Streets & Transportation (cont'd)	www.hamilton.ca/streets-transportation/driving-traffic/neighbourhood-speed-limit-reductions www.hamilton.ca/streets-transportation/driving-traffic/potential-changes-traffic-control-upper-james-street www.hamilton.ca/streets-transportation/driving-traffic/red-light-cameras www.hamilton.ca/streets-transportation/driving-traffic/request-traffic-signal-timings-and-drawings www.hamilton.ca/streets-transportation/driving-traffic/road-closures www.hamilton.ca/streets-transportation/driving-traffic/roundabouts www.hamilton.ca/streets-transportation/school-zones-safety-tips www.hamilton.ca/streets-transportation/school-zones-safety-tips/back-school-safety www.hamilton.ca/streets-transportation/streets-sidewalks www.hamilton.ca/streets-transportation/streets-sidewalks/road-sidewalk-maintenance www.hamilton.ca/streets-transportation/tickets-parking www.hamilton.ca/streets-transportation/tickets-parking/ministry-transportation-ontario-mto-accessible-parking-permit www.hamilton.ca/streets-transportation/tickets-parking/municipal-parking-by-laws www.hamilton.ca/streets-transportation/tickets-parking/parking-meters www.hamilton.ca/streets-transportation/tickets-parking/pay-your-ticket www.hamilton.ca/streets-transportation/tickets-parking/residential-boulevard-parking www.hamilton.ca/streets-transportation/tickets-parking/residential-parking-private-property www.hamilton.ca/streets-transportation/tickets-parking/street-parking

Our City Survey 2019 Summary Report

Appendix C: Population, Sample Size and Margins of Error

The following table provides the population figures for the city and each of the 15 wards, the phone sample collected and the associated margin of error for each ward.

Geography	2016 Population*	2019 Phone Surveys Collected	Margin of Error at 95% CI
City of Hamilton Total	536,920	5,771	+/- 1.3%
Ward 1	29,850	385	+/- 5.0%
Ward 2	33,600	385	+/- 5.0%
Ward 3	41,205	387	+/- 5.0%
Ward 4	38,595	385	+/- 5.0%
Ward 5	41,855	390	+/- 4.9%
Ward 6	38,650	385	+/- 5.0%
Ward 7	47,460	385	+/- 5.0%
Ward 8	34,485	388	+/- 4.9%
Ward 9	28,760	390	+/- 4.9%
Ward 10	37,215	390	+/- 4.9%
Ward 11	25,415	366	+/- 5.1%
Ward 12	42,560	387	+/- 5.0%
Ward 13	35,365	389	+/- 4.9%
Ward 14	34,230	387	+/- 5.0%
Ward 15	27,675	372	+/- 5.0%

*Source: Data is derived from custom tabulations of Statistic Canada's 2016 Census obtained by the City of Hamilton as a consortium member of the Canadian Community Economic Development Network's Community Data Program.

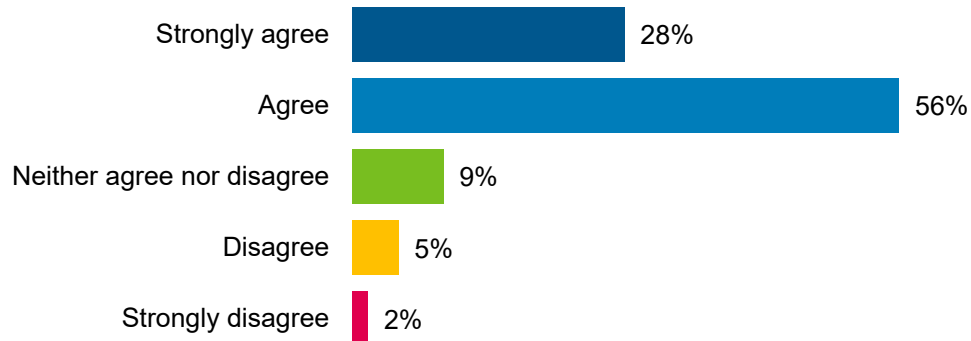
Appendix D: Detailed Response Summary

This section provides the detailed response breakdowns for both the phone and online 2019 Our City Survey.

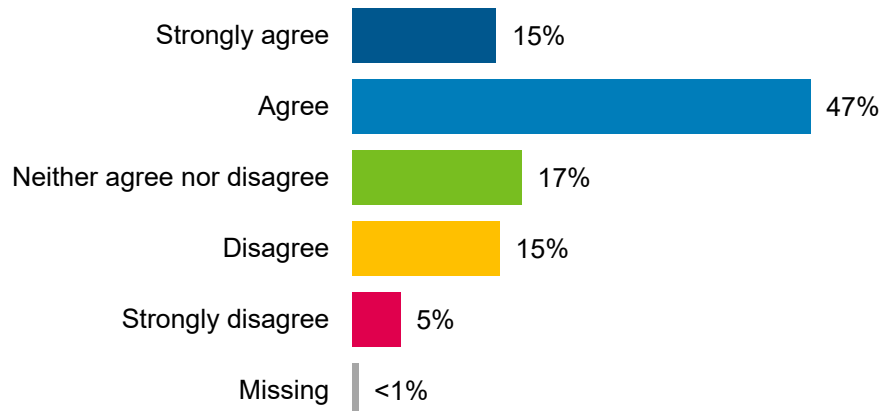
Our City Survey 2019 Summary Report

Hamilton is a great place to live

Phone (n=5,771)



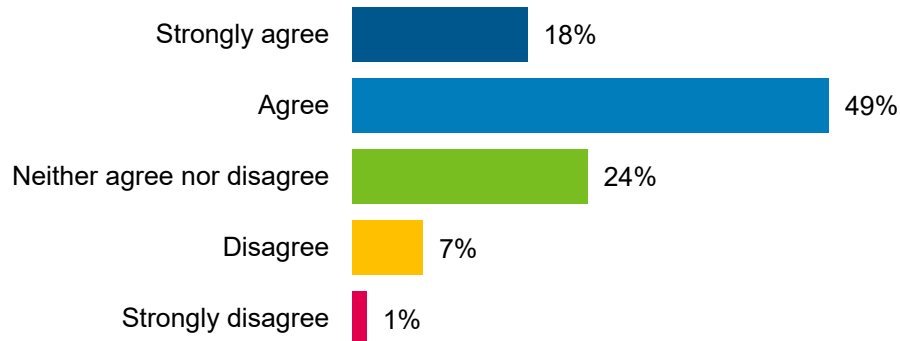
Online (n=3,374)



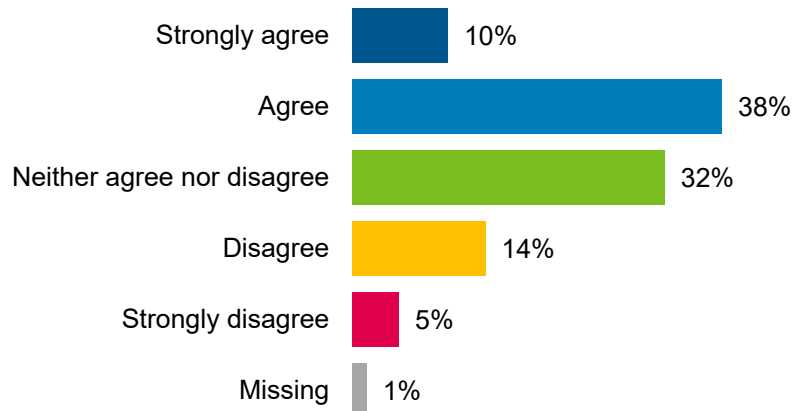
Our City Survey 2019 Summary Report

Hamilton is a great place to work

Phone (n=5,771)



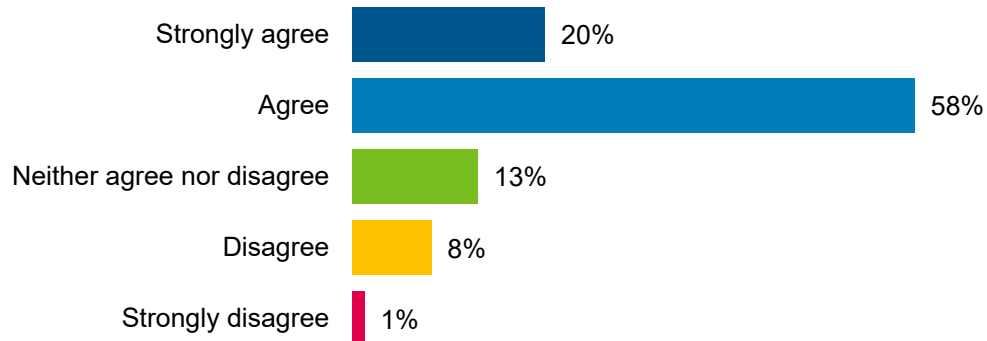
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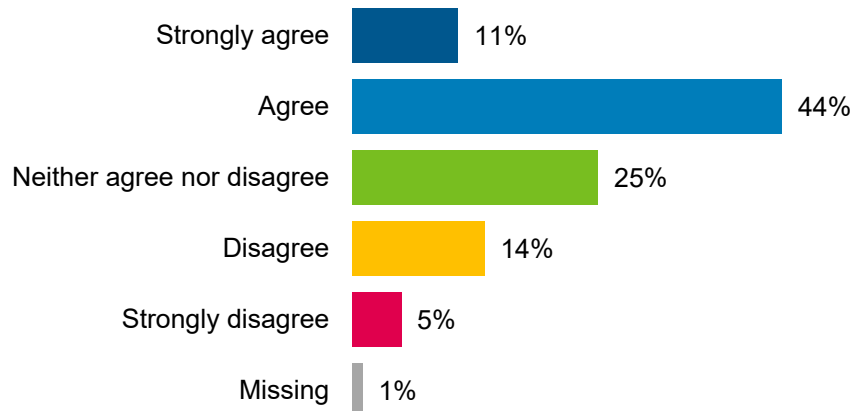
Our City Survey 2019 Summary Report

Hamilton is a great place to play

Phone (n=5,771)



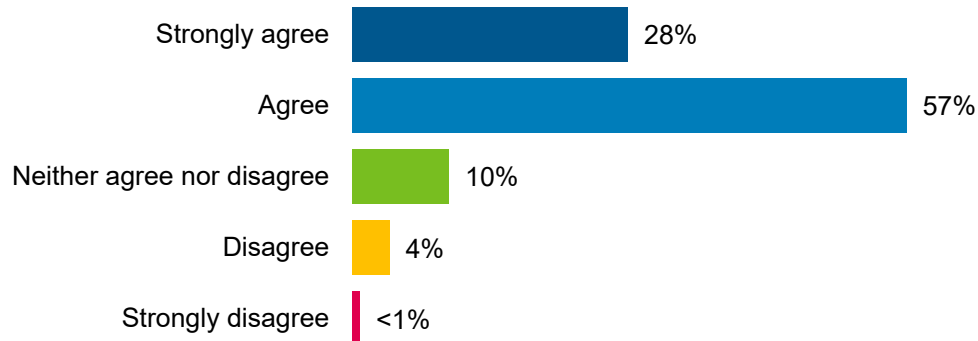
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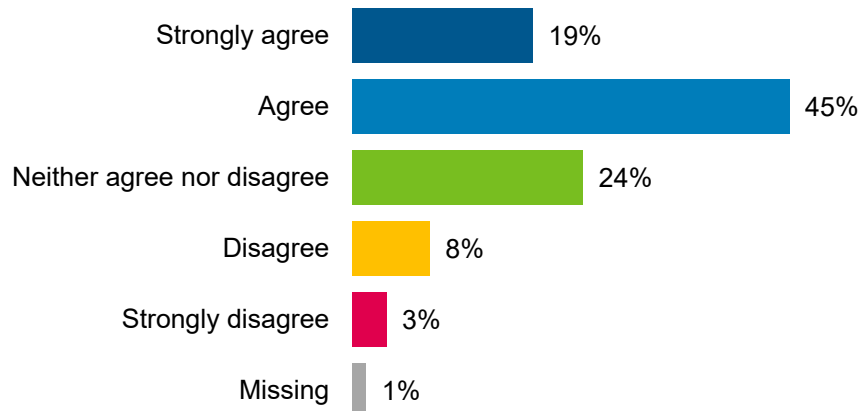
Our City Survey 2019 Summary Report

Hamilton is a great place to learn

Phone (n=5,771)



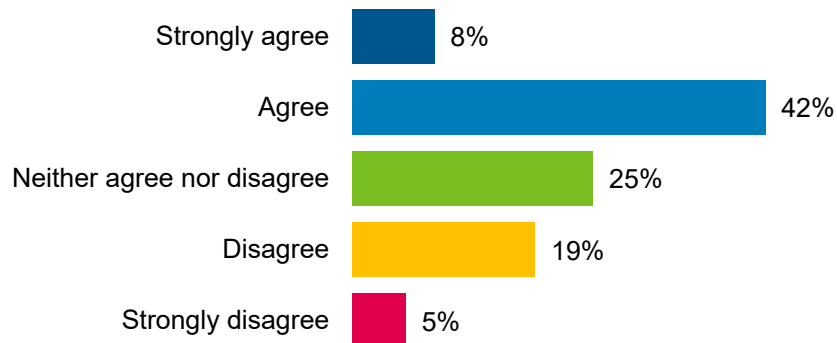
Online (n=3,374)



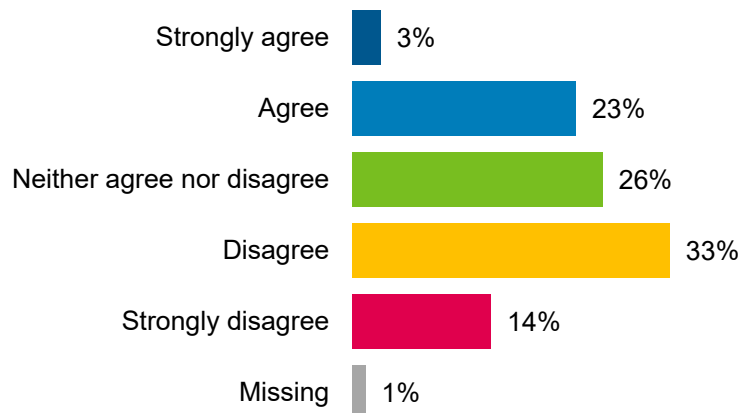
Our City Survey 2019 Summary Report

Hamilton is on the right track towards its vision of being “the best place to raise a child and age successfully”

Phone (n=5,771)



Online (n=3,374)



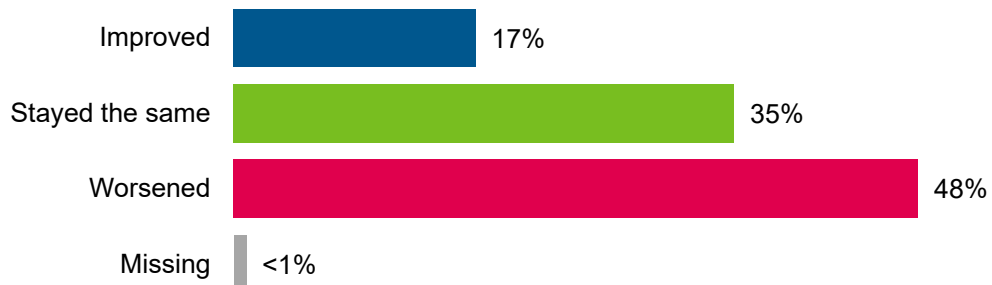
Our City Survey 2019 Summary Report

In the past two years, would you say the quality of life in the City of Hamilton has ...

Phone (n=5,771)



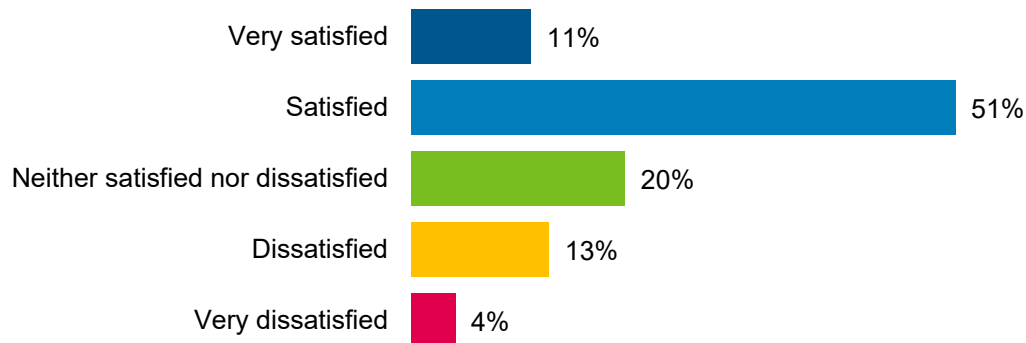
Online (n=3,374)



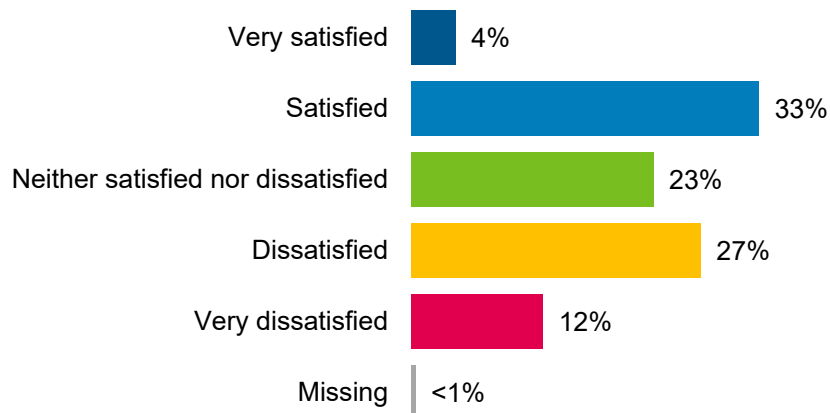
Our City Survey 2019 Summary Report

Overall, how satisfied are you with the services provided by the City of Hamilton?

Phone (n=5,771)



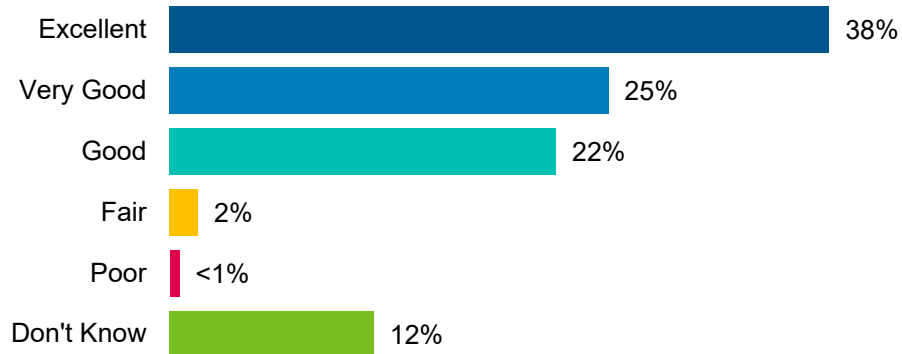
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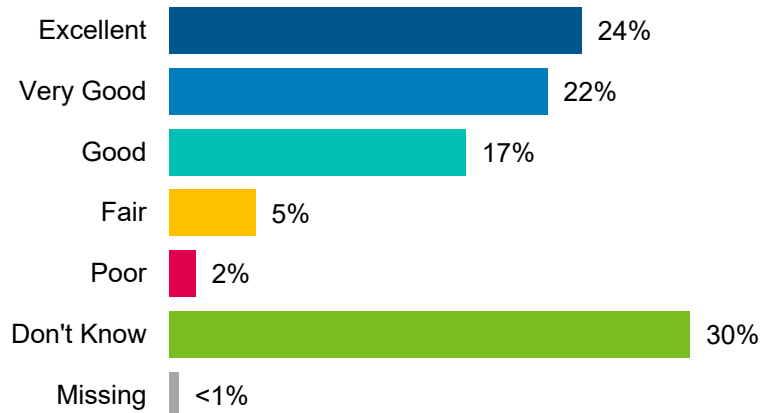
Our City Survey 2019 Summary Report

Fire Department

Phone (n=5,771)



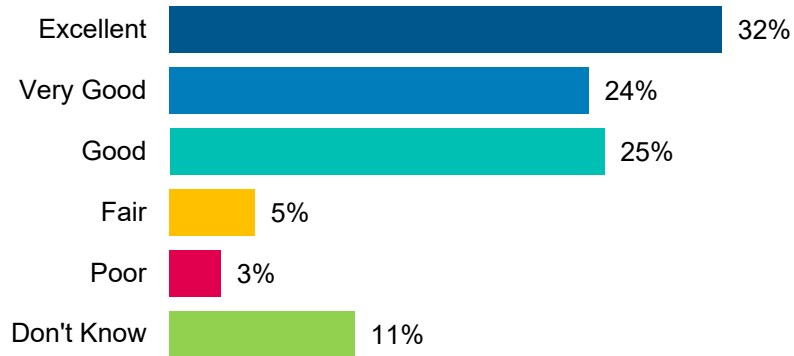
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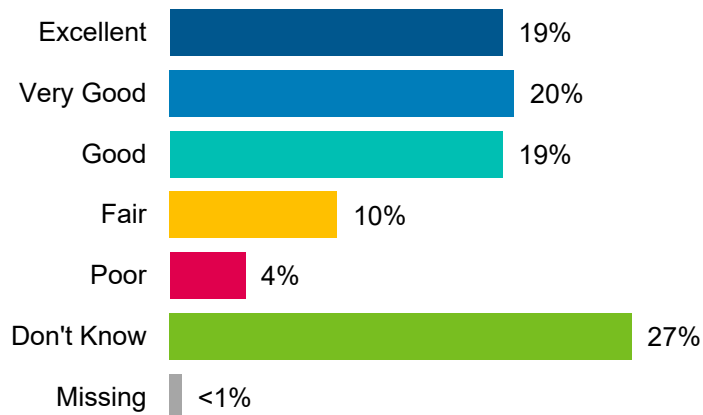
Our City Survey 2019 Summary Report

Paramedic Services

Phone (n=5,771)



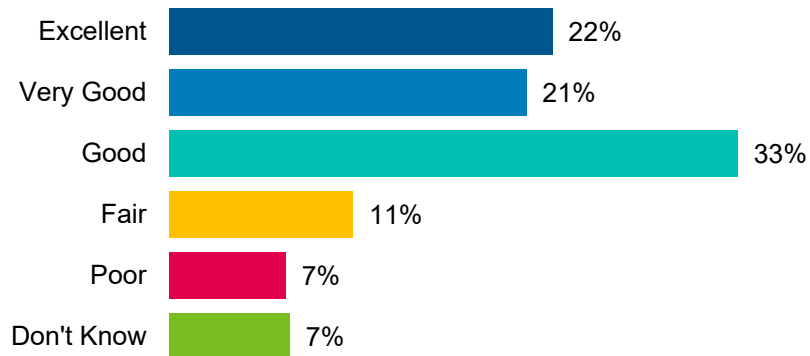
Online (n=3,374)



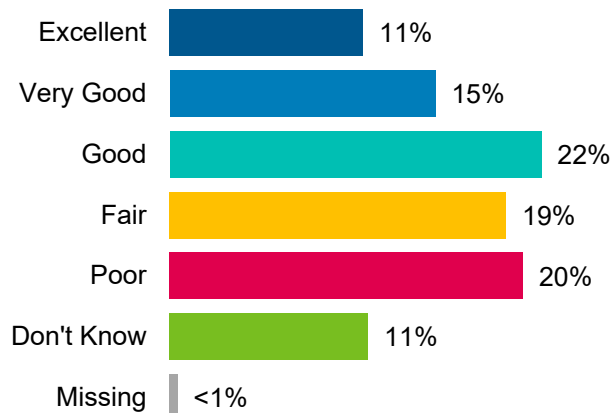
Our City Survey 2019 Summary Report

Police Services

Phone (n=5,771)



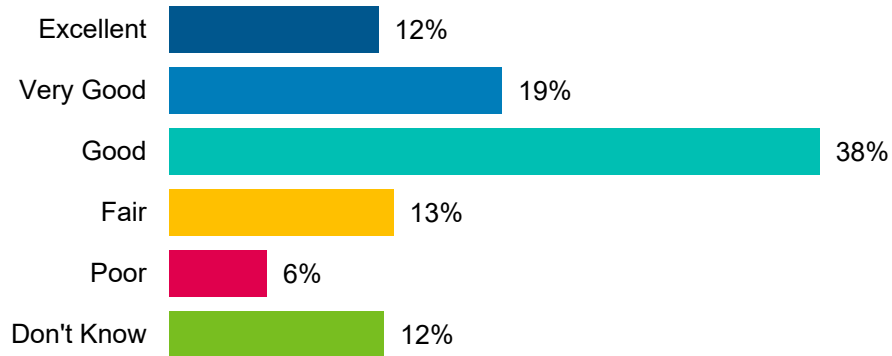
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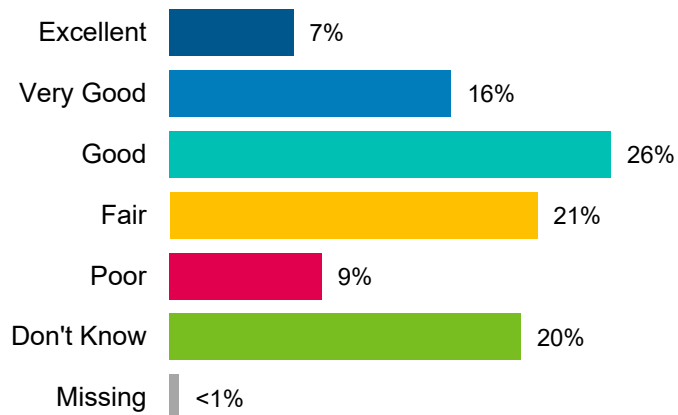
Our City Survey 2019 Summary Report

Emergency Management

Phone (n=5,771)



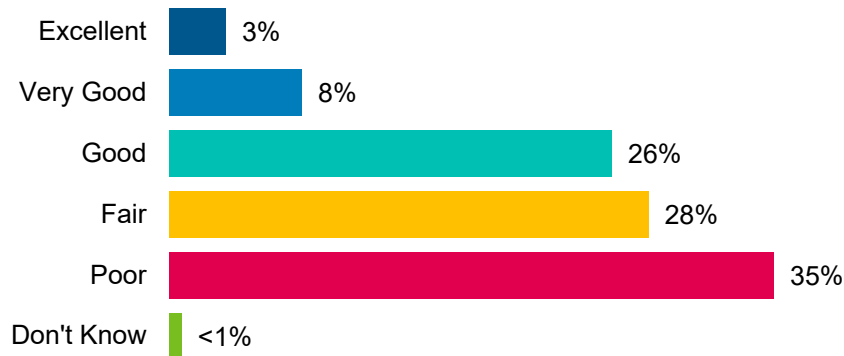
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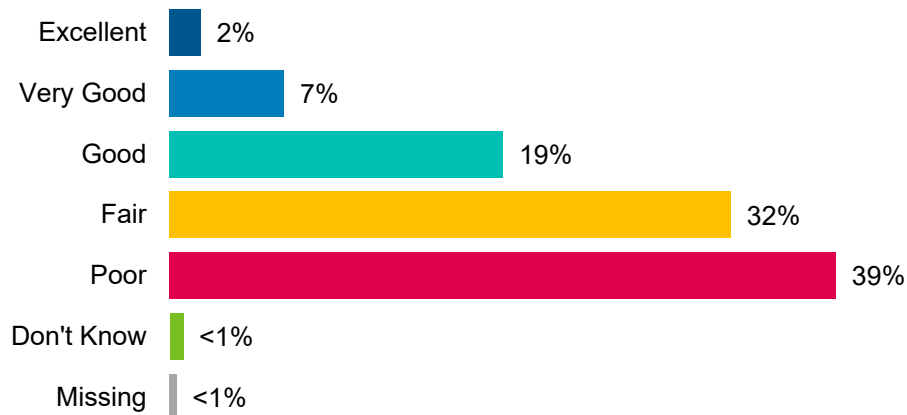
Our City Survey 2019 Summary Report

Roads and Sidewalks

Phone (n=5,771)



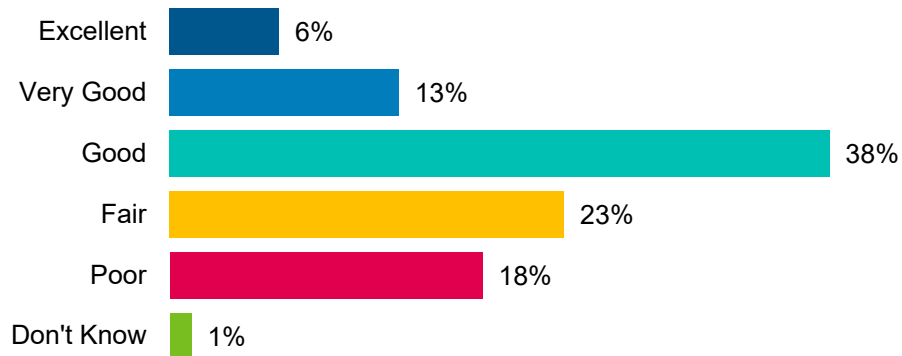
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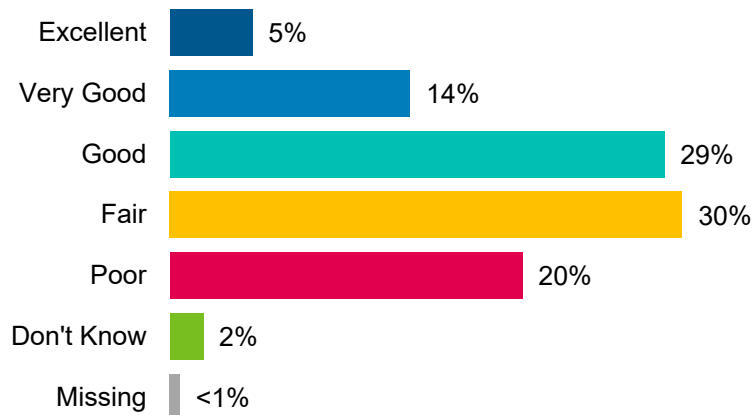
Our City Survey 2019 Summary Report

Snow Plowing and Salting of Roads

Phone (n=5,771)



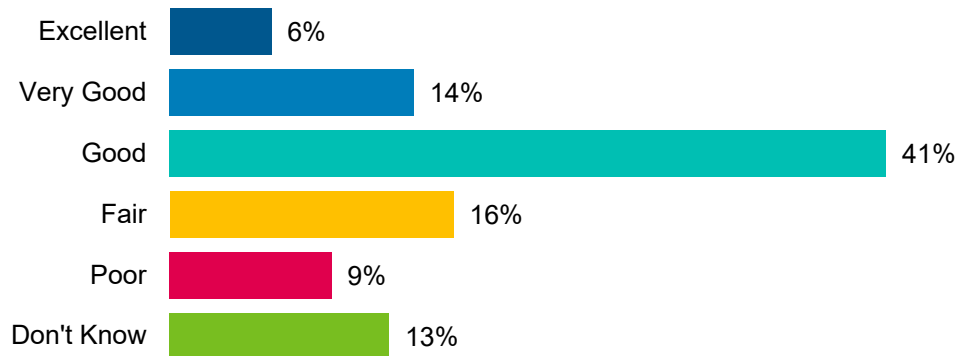
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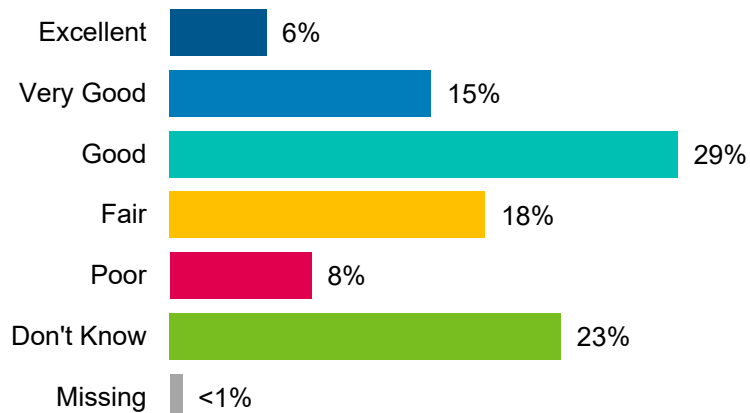
Our City Survey 2019 Summary Report

Snow Plowing and Salting of City-owned Facilities

Phone (n=5,771)



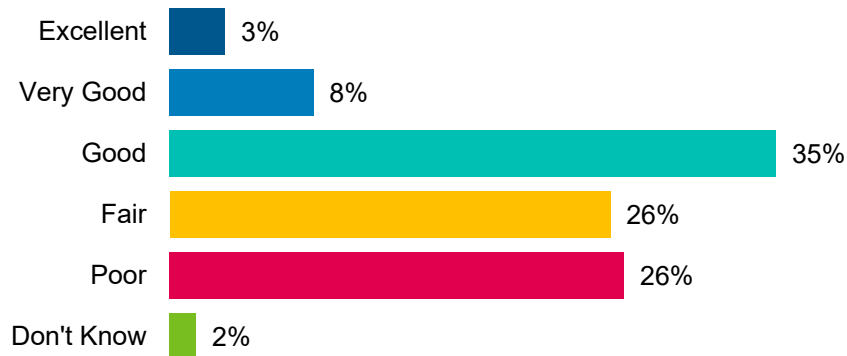
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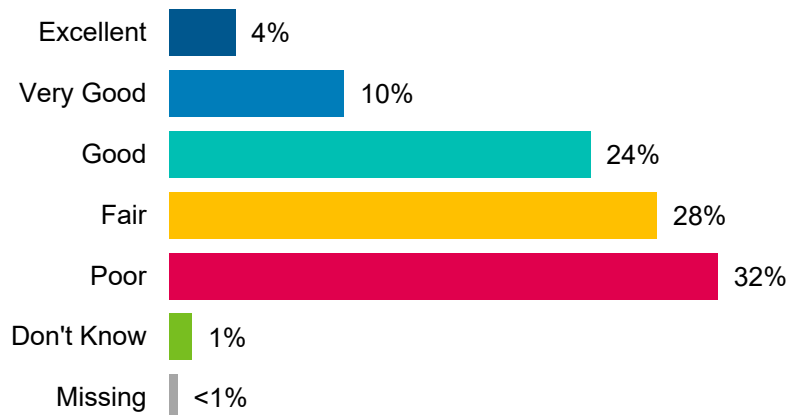
Our City Survey 2019 Summary Report

Traffic Flow and Roadway Safety

Phone (n=5,771)



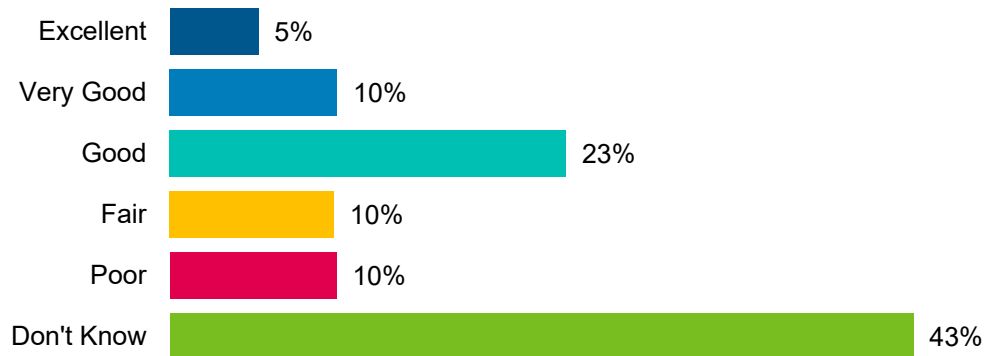
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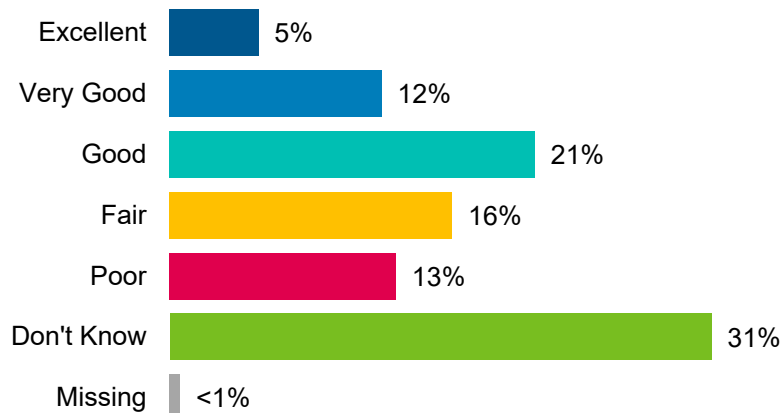
Our City Survey 2019 Summary Report

Hamilton Street Railway (HSR) Buses

Phone (n=5,771)



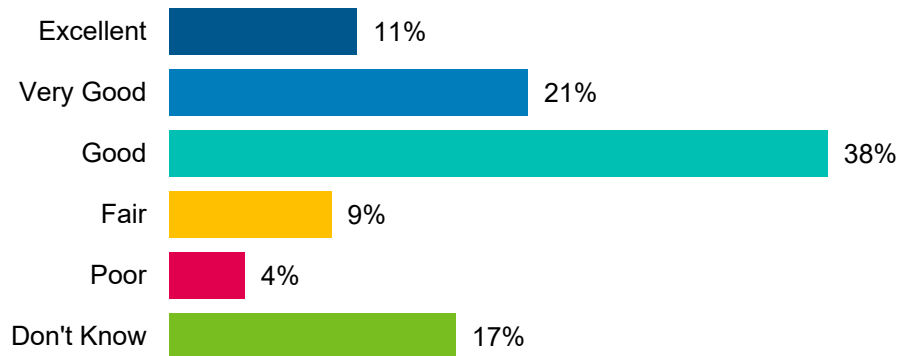
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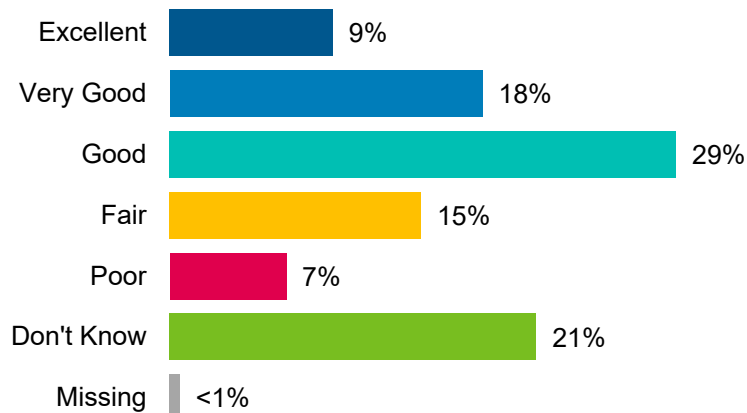
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Recreation

Phone (n=5,771)



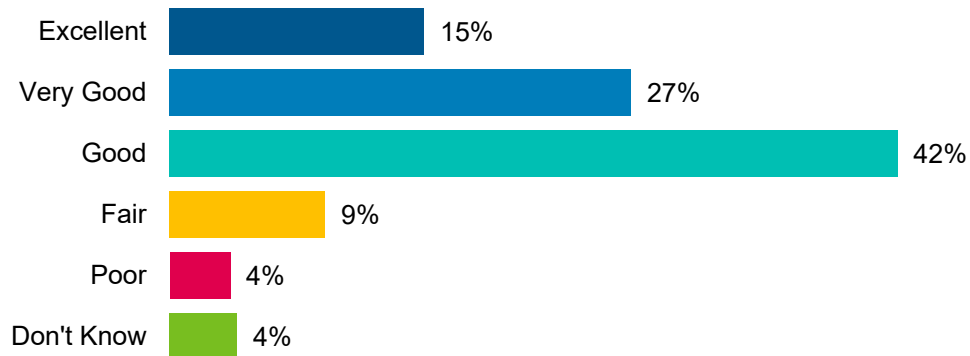
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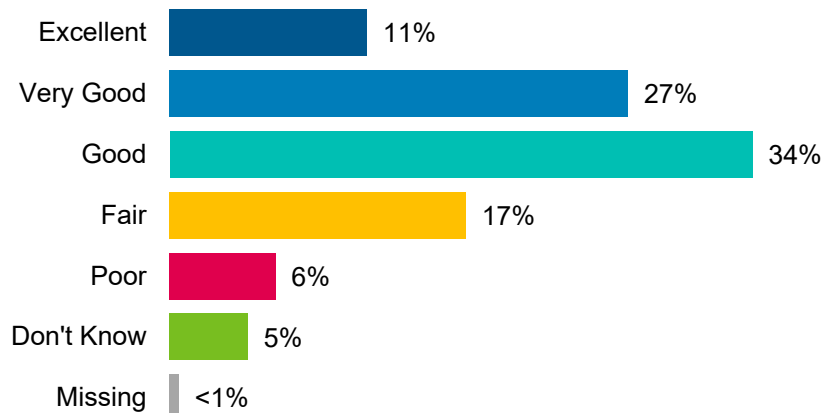
Our City Survey 2019 Summary Report

Parks and Open Space

Phone (n=5,771)



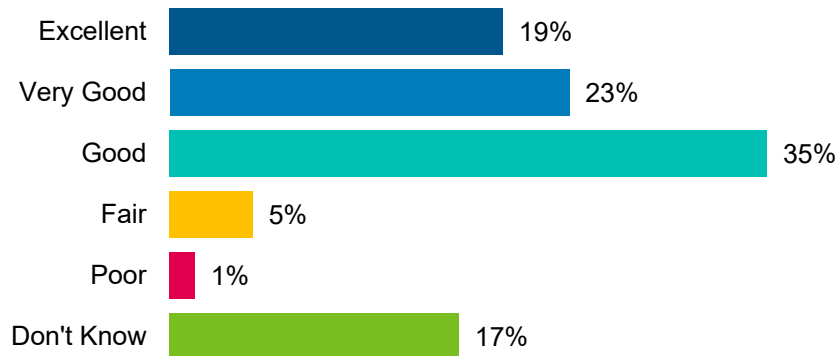
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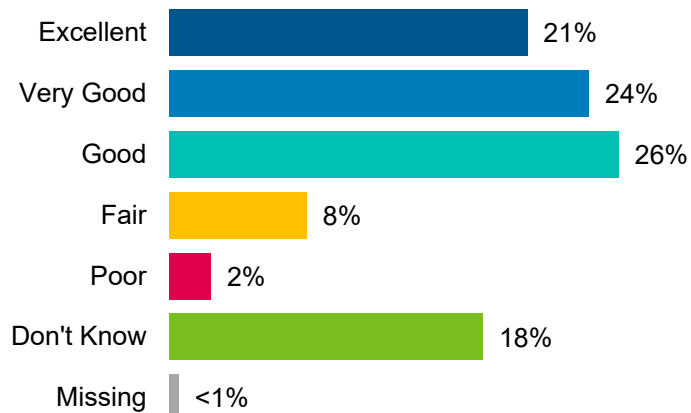
Our City Survey 2019 Summary Report

Libraries and Bookmobiles

Phone (n=5,771)



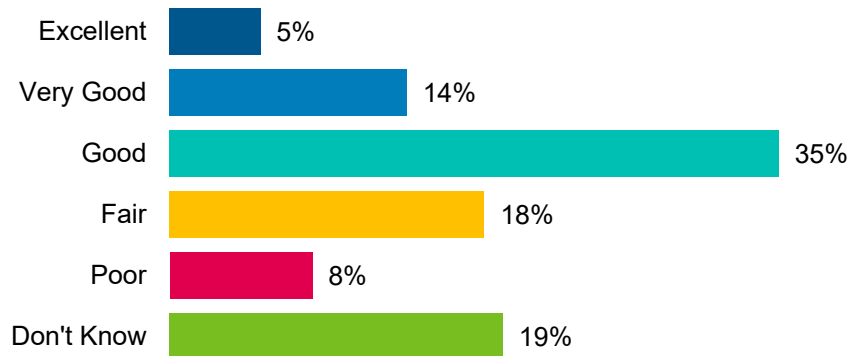
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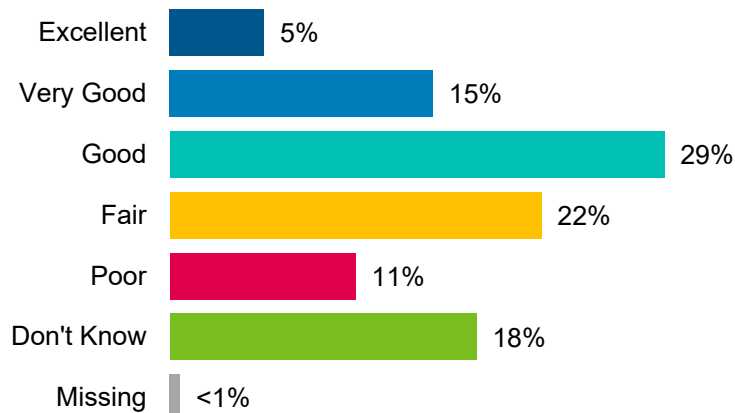
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Tourism

Phone (n=5,771)



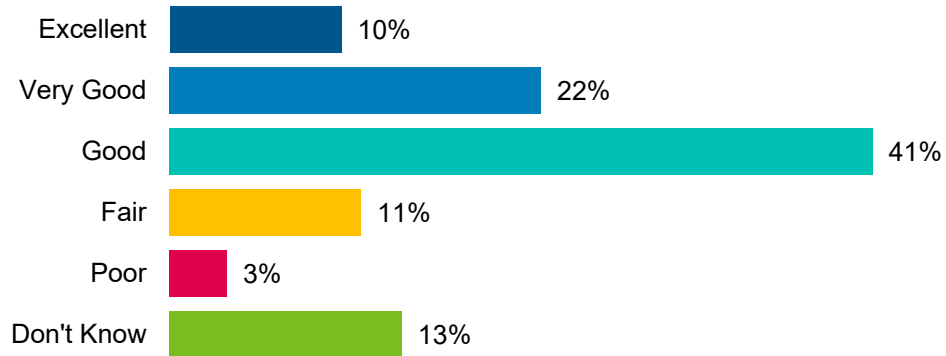
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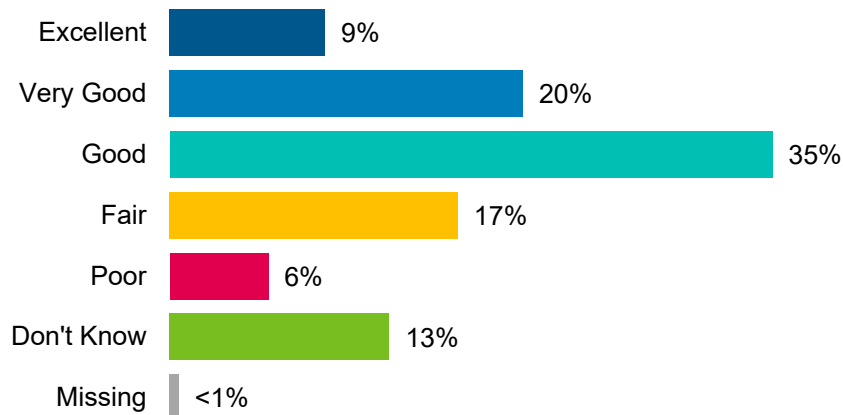
Our City Survey 2019 Summary Report

Culture

Phone (n=5,771)



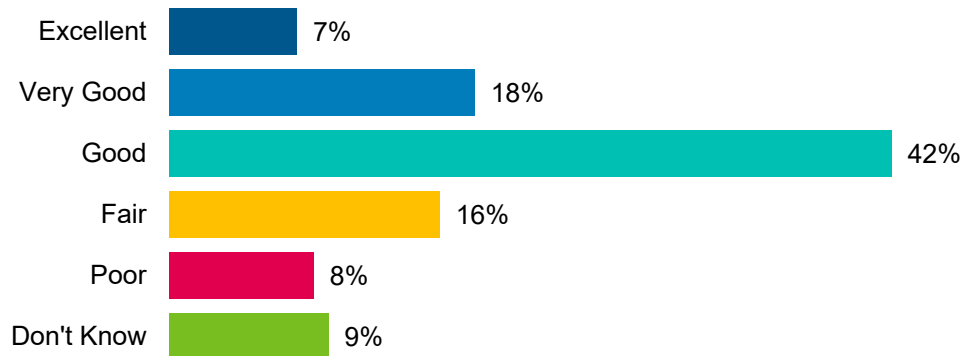
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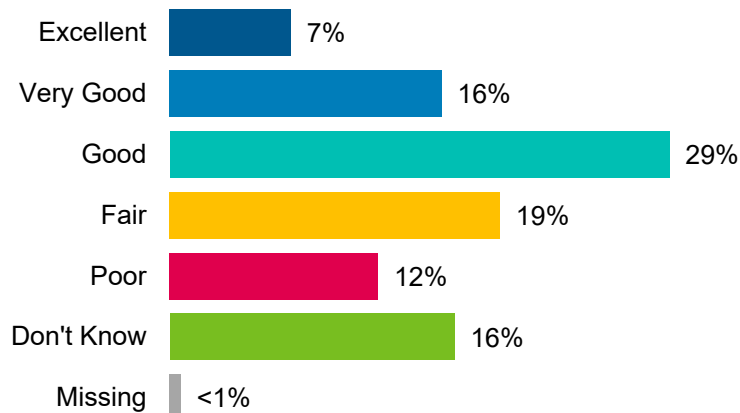
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Public Health

Phone (n=5,771)



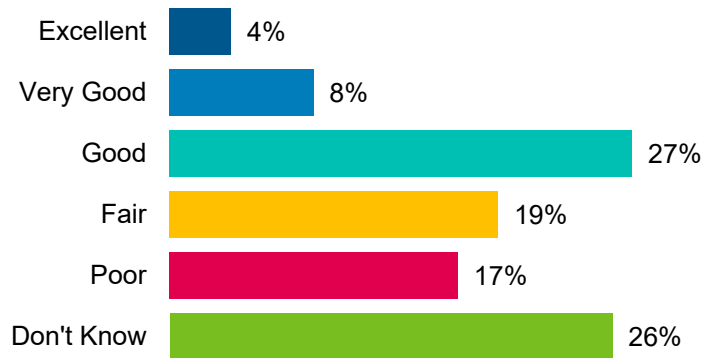
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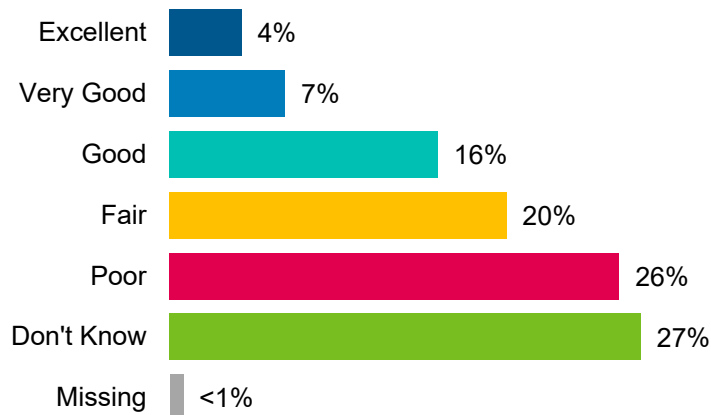
Our City Survey 2019 Summary Report

Social Services

Phone (n=5,771)



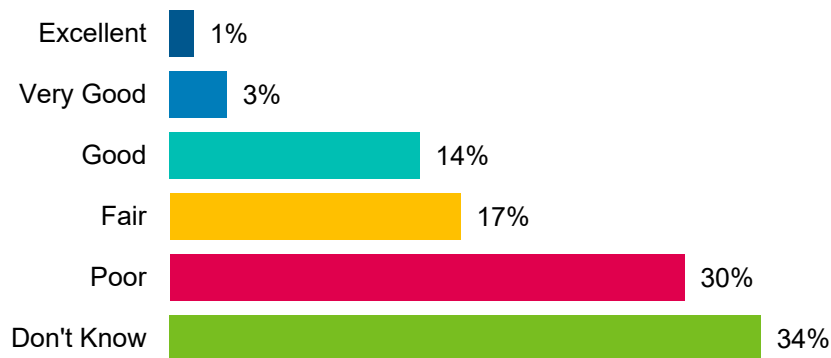
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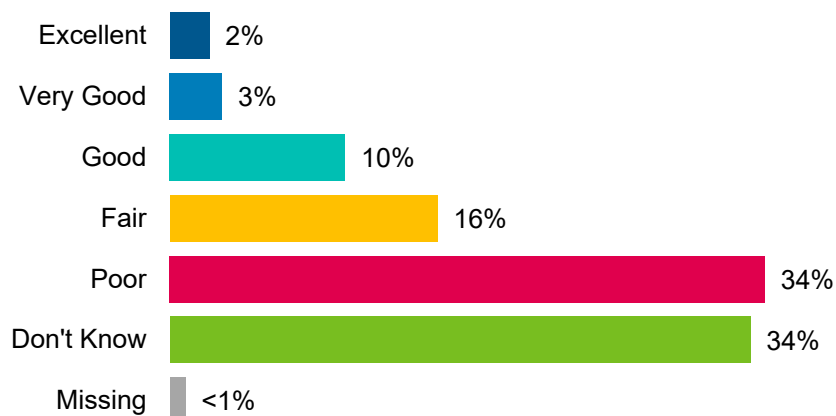
Our City Survey 2019 Summary Report

Social Housing

Phone (n=5,771)



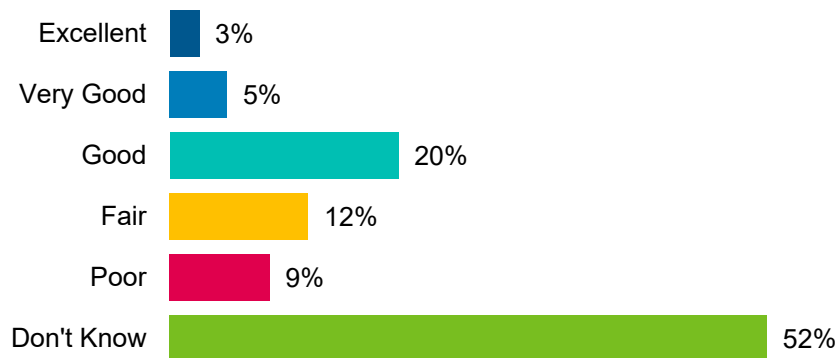
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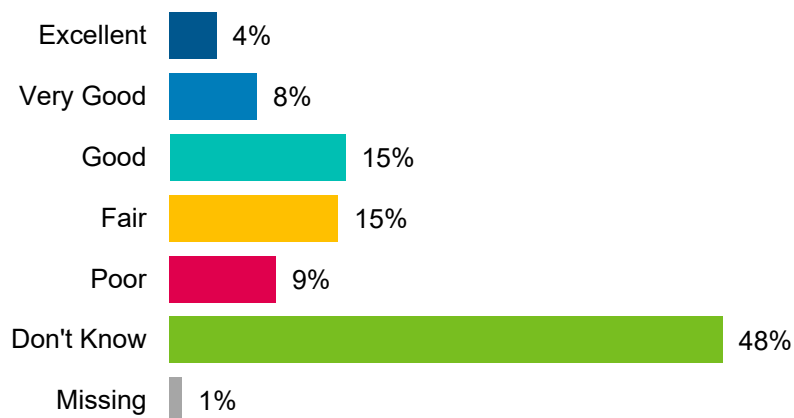
Our City Survey 2019 Summary Report

Child Care Services

Phone (n=5,771)



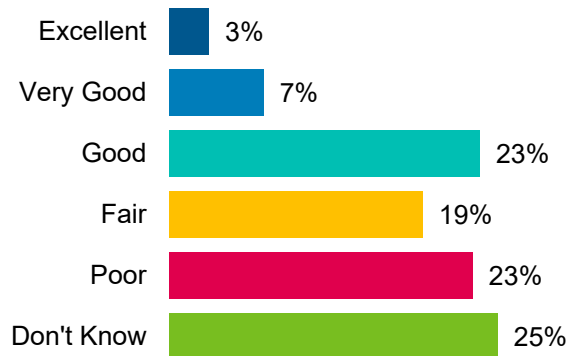
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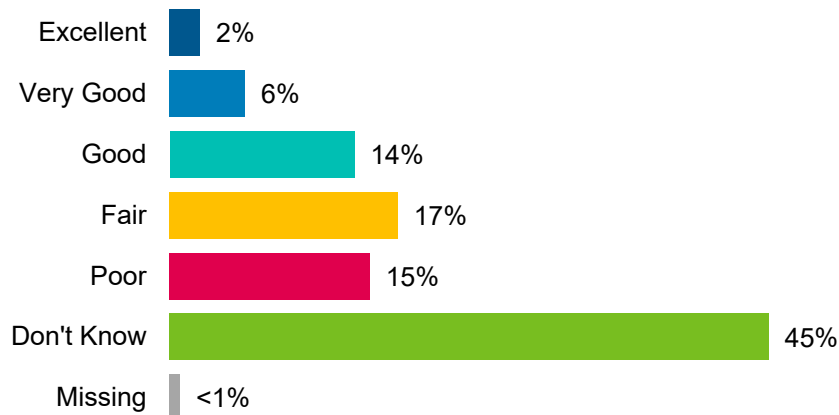
Our City Survey 2019 Summary Report

Services for Seniors Including Long-term Care

Phone (n=5,771)



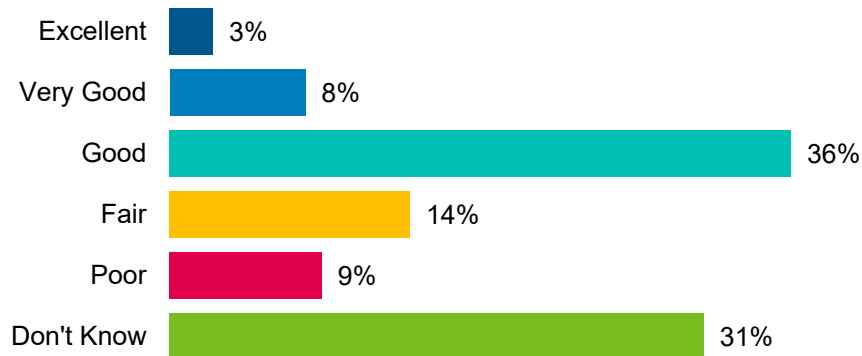
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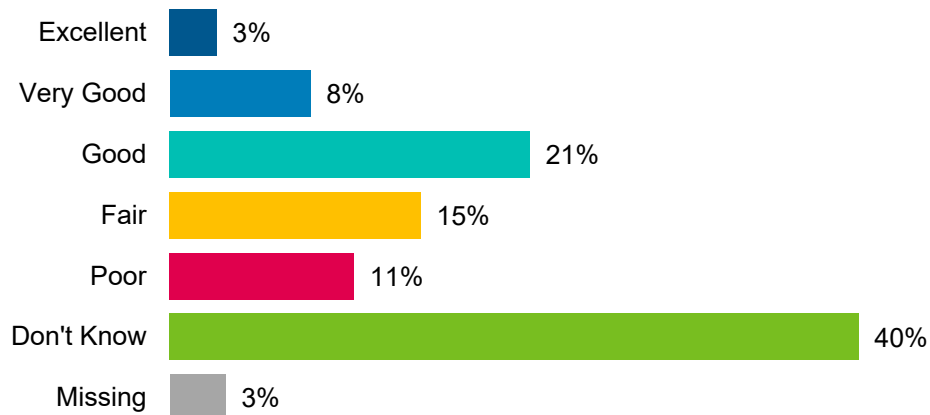
Our City Survey 2019 Summary Report

Legislative Services and Records Information

Phone (n=5,771)



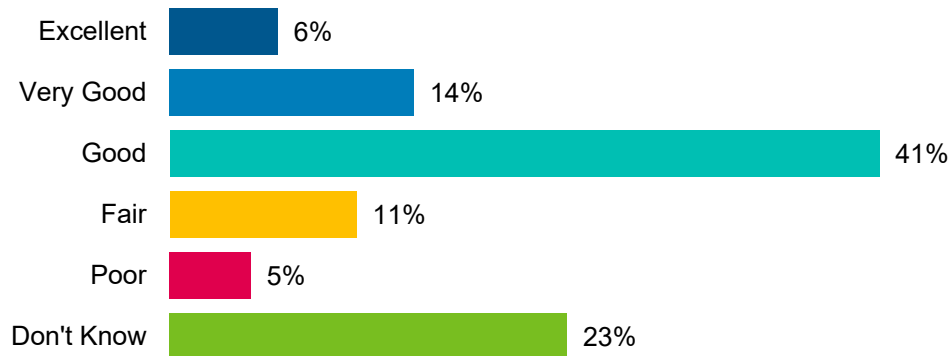
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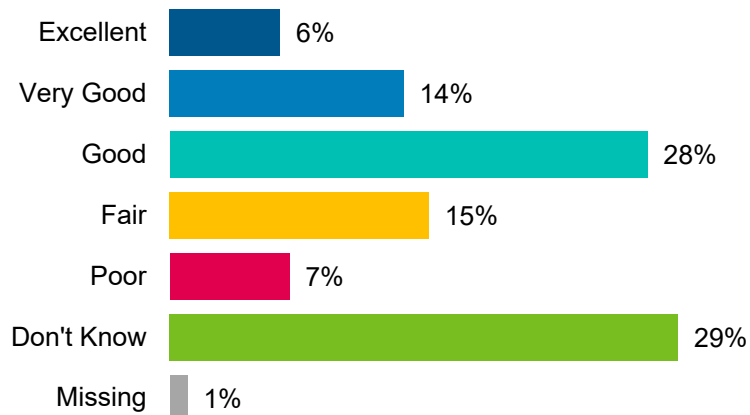
Our City Survey 2019 Summary Report

Animal Services

Online (n=5,771)



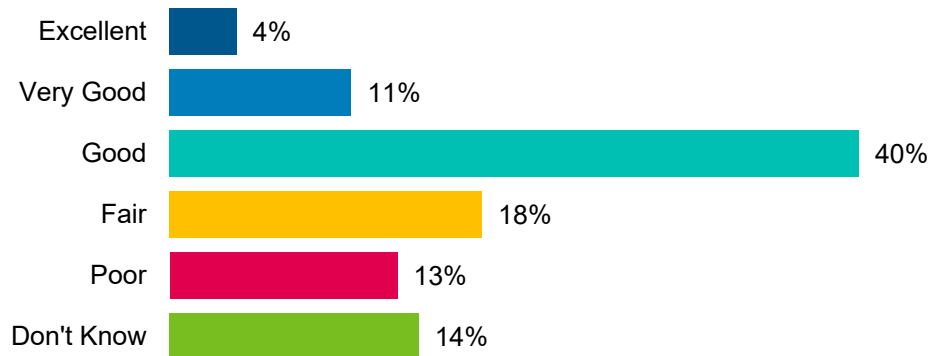
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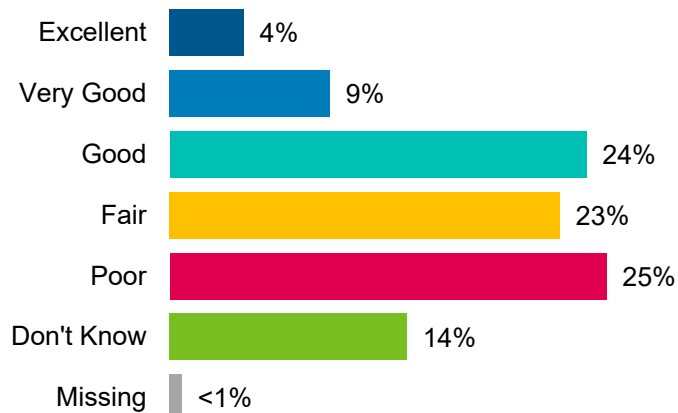
Our City Survey 2019 Summary Report

By-law Enforcement

Phone (n=5,771)



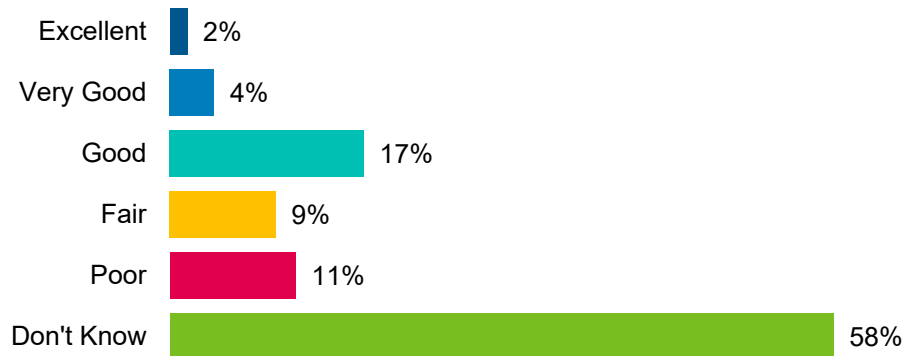
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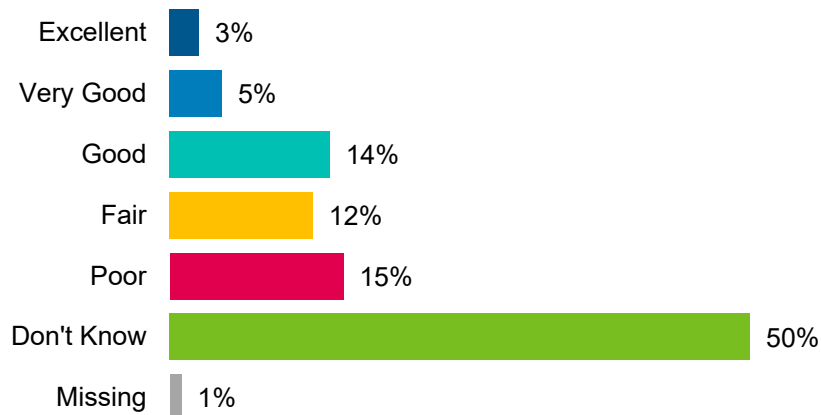
Our City Survey 2019 Summary Report

Building Permits

Phone (n=5,771)



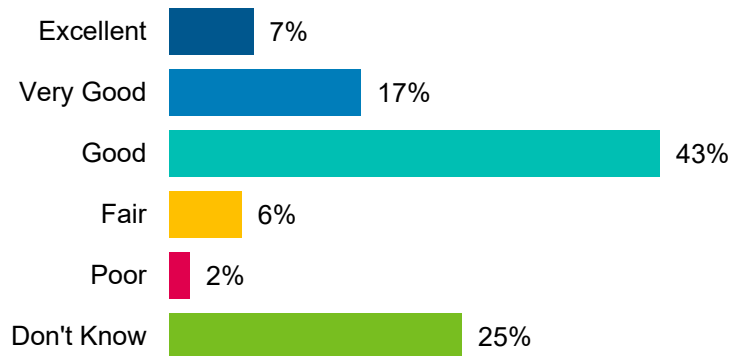
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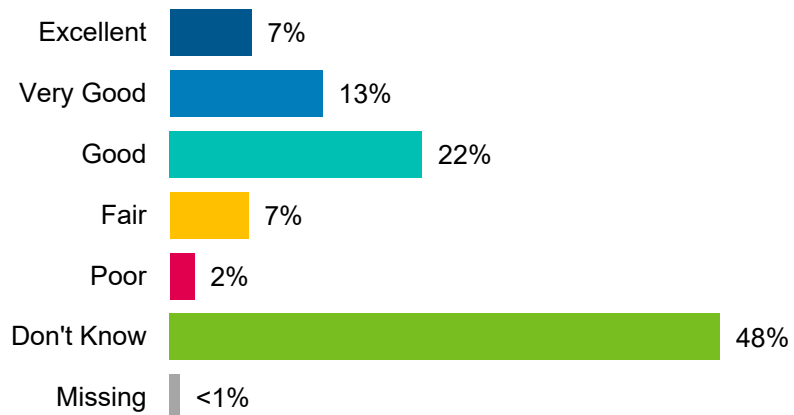
Our City Survey 2019 Summary Report

Cemetery

Phone (n=5,771)



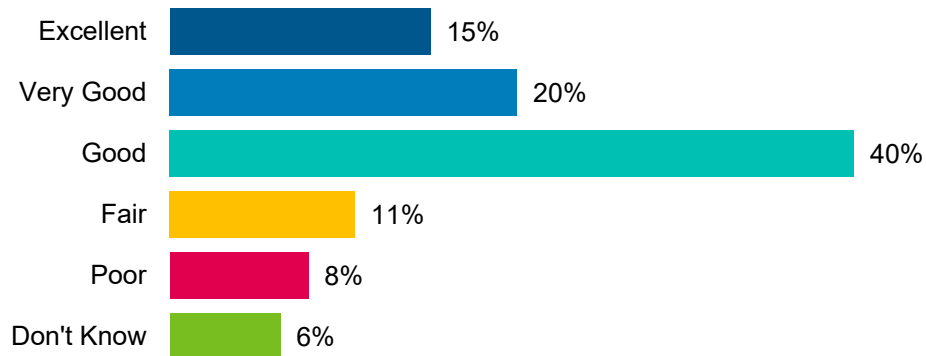
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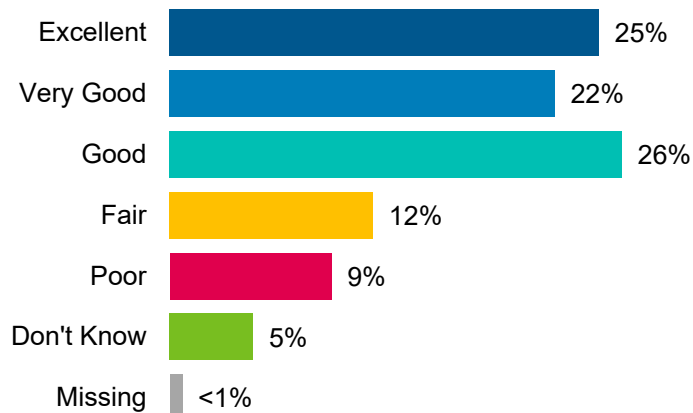
Our City Survey 2019 Summary Report

Drinking Water

Phone (n=5,771)



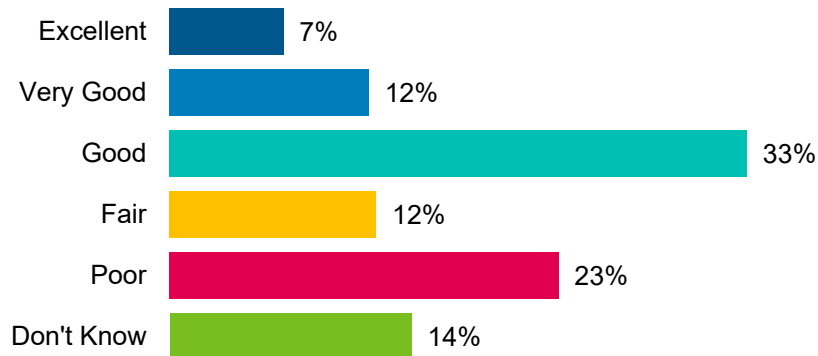
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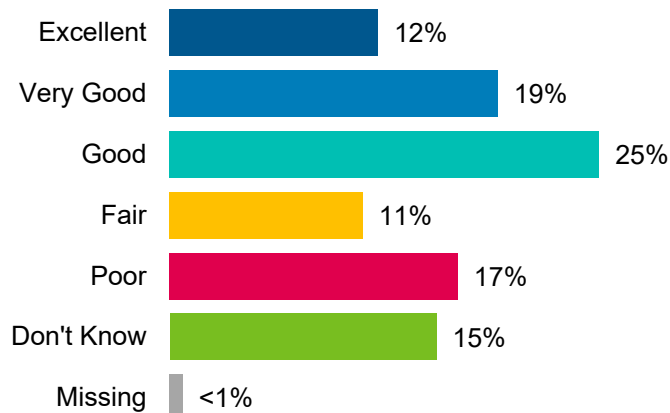
Our City Survey 2019 Summary Report

Wastewater Management

Phone (n=5,771)



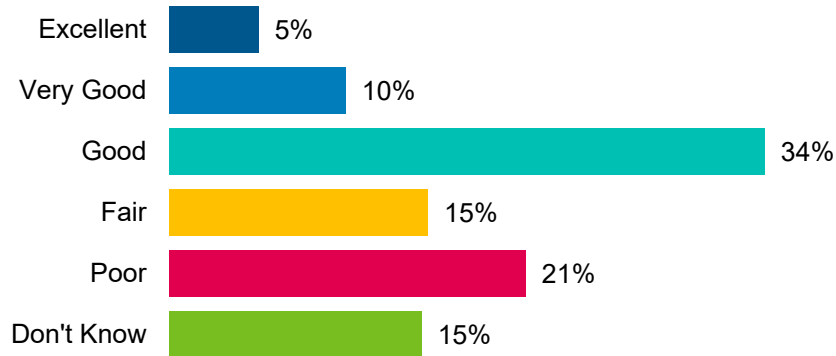
Online (n=3,374)



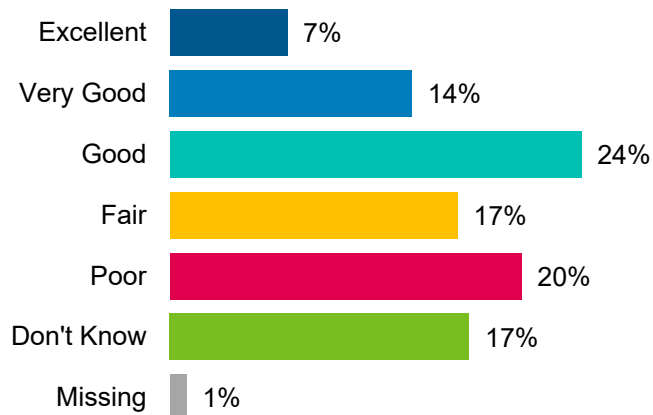
Our City Survey 2019 Summary Report

Stormwater Management

Phone (n=5,771)



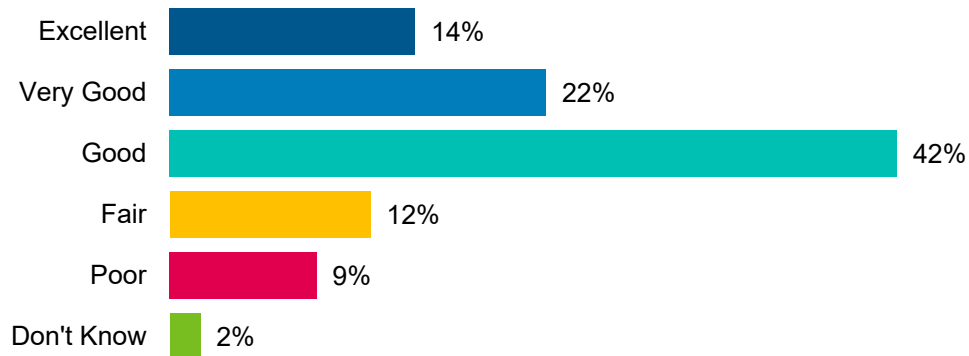
Online (n=3,374)



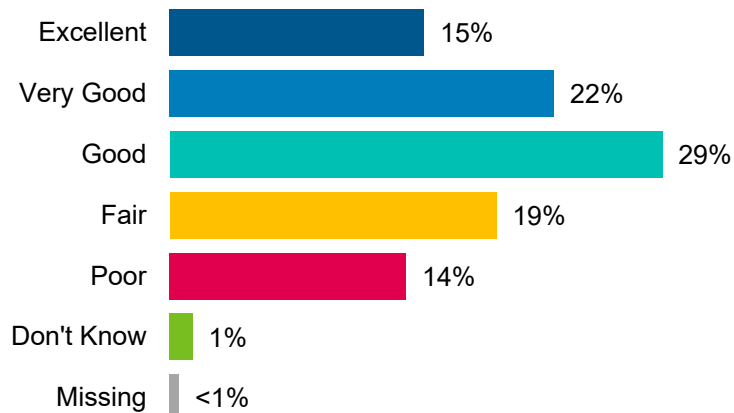
Our City Survey 2019 Summary Report

Waste Management

Phone (n=5,771)



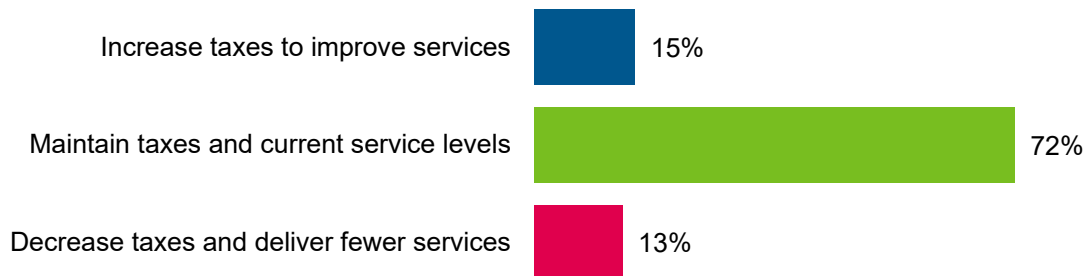
Online (n=3,374)



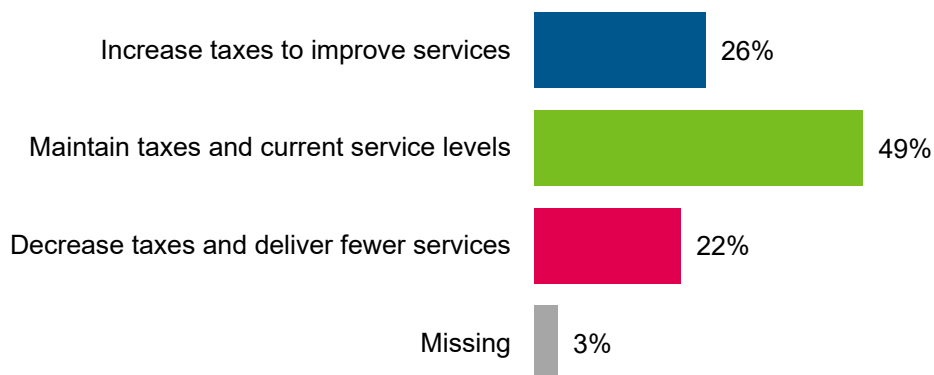
Our City Survey 2019 Summary Report

In delivering services to you and the community, the City typically pays for them through taxes or user fees. Based on this, do you think the City should:

Phone (n=5,771)



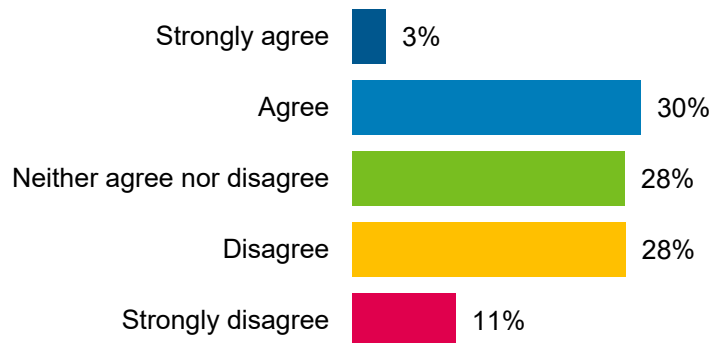
Online (n=3,374)



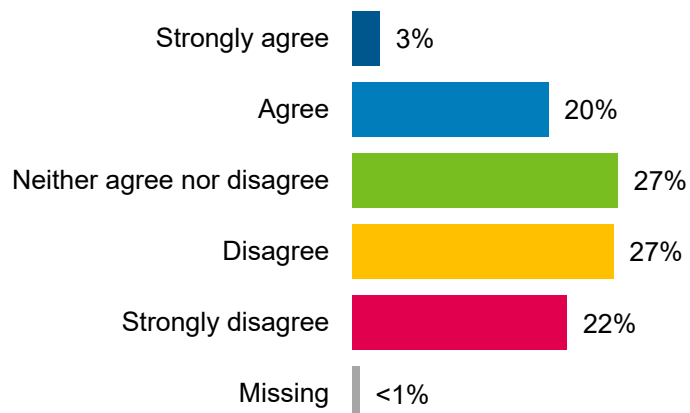
Our City Survey 2019 Summary Report

The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.

Phone (n=5,771)



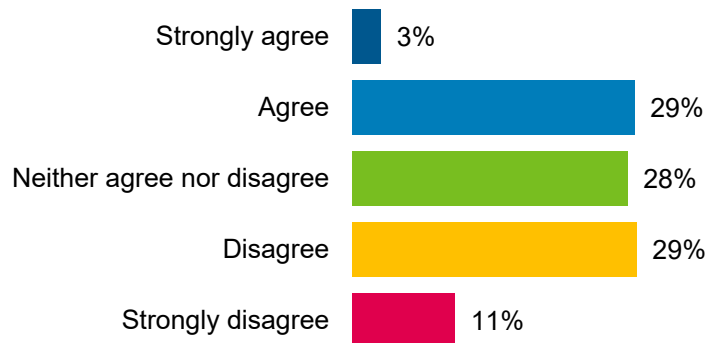
Online (n=3,374)



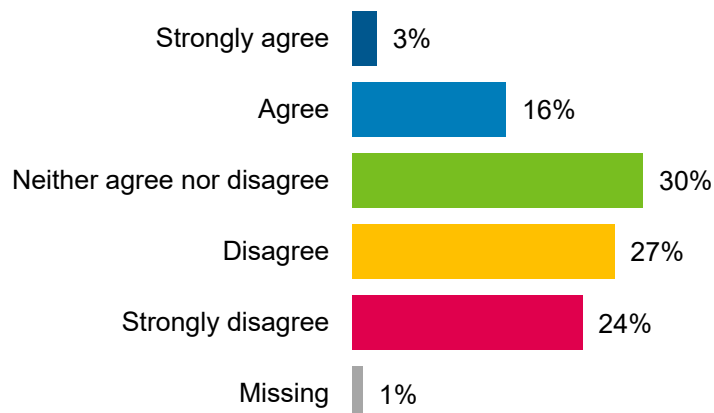
Our City Survey 2019 Summary Report

The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

Phone (n=5,771)



Online (n=3,374)

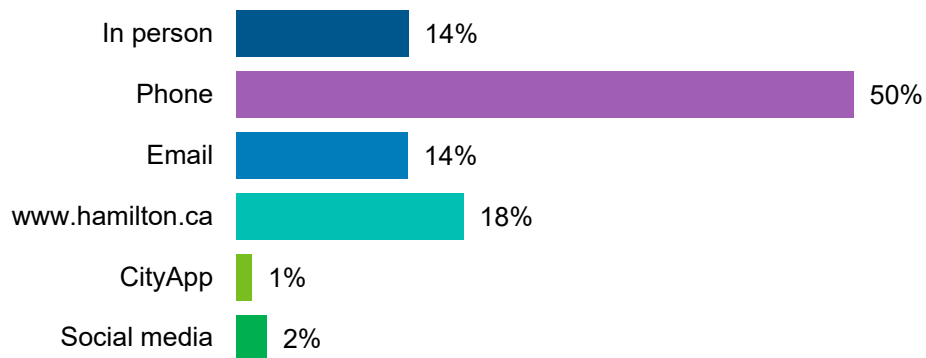


Our City Survey 2019 Summary Report

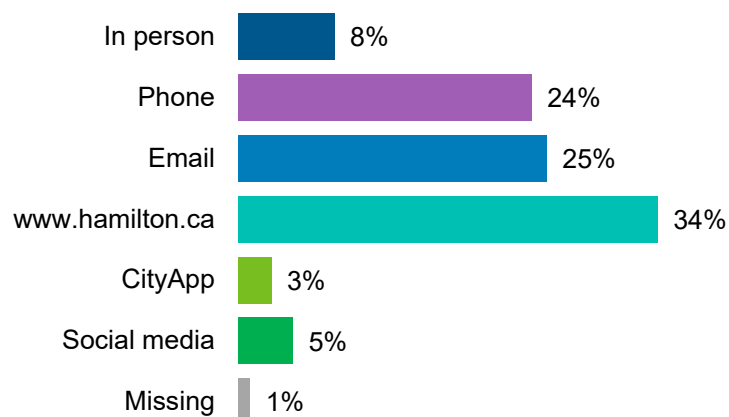
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Asking questions or getting information

Phone (n=5,771)



Online (n=3,374)

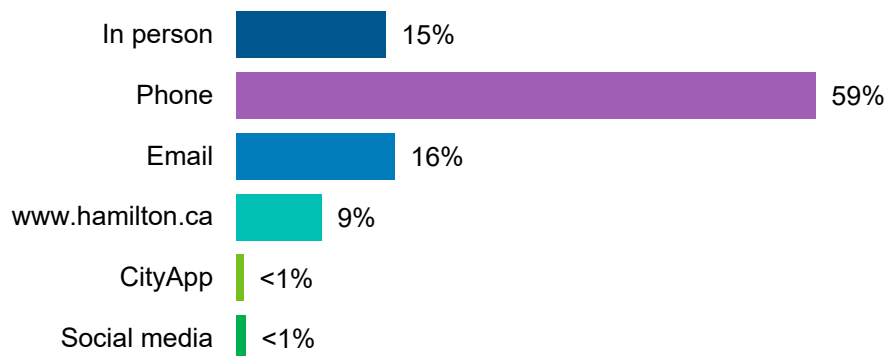


Our City Survey 2019 Summary Report

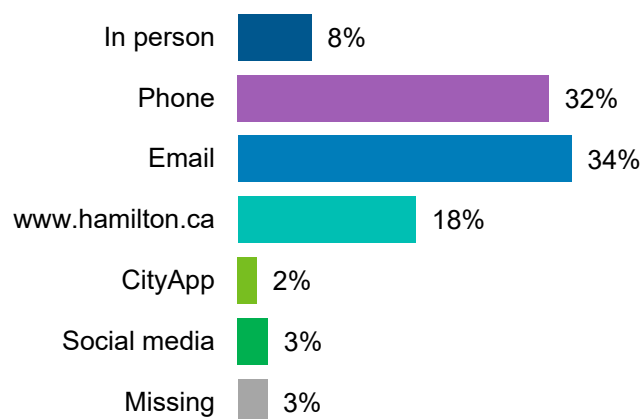
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Making a complaint

Phone (n=5,771)



Online (n=3,374)

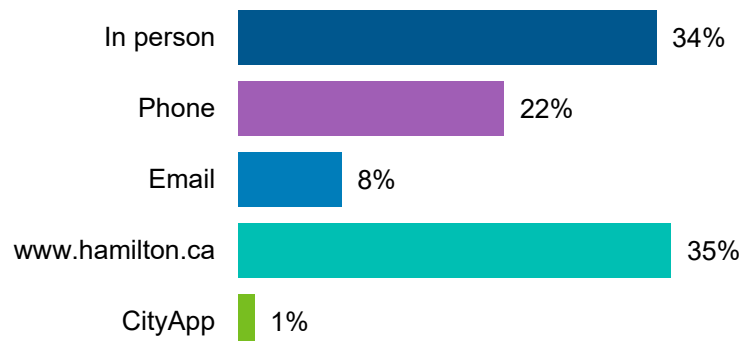


Our City Survey 2019 Summary Report

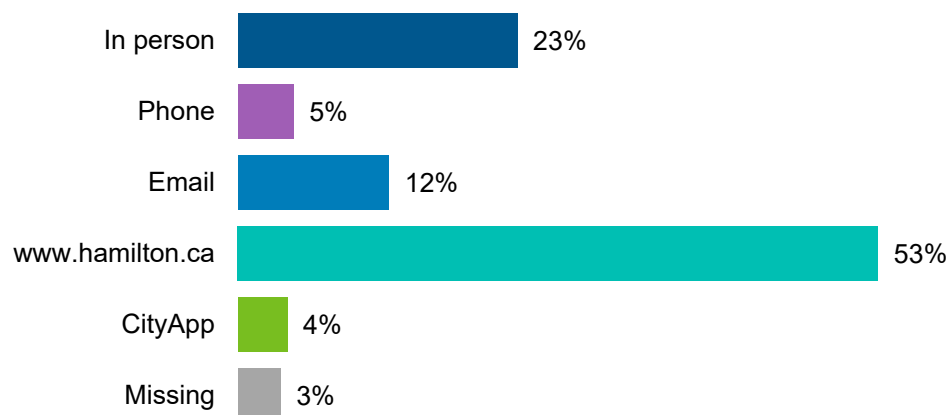
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Registering/paying for recreation programs

Phone (n=5,771)



Online (n=3,374)

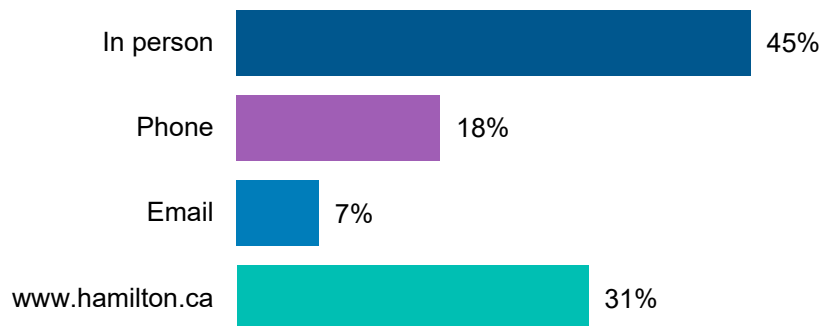


Our City Survey 2019 Summary Report

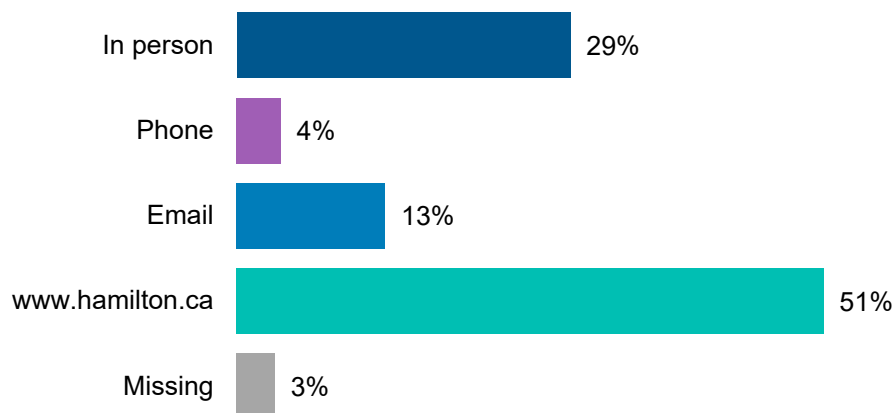
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Applying for licenses and permits

Phone (n=5,771)



Online (n=3,374)

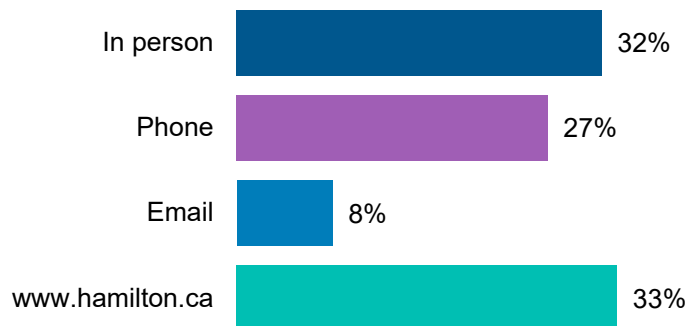


Our City Survey 2019 Summary Report

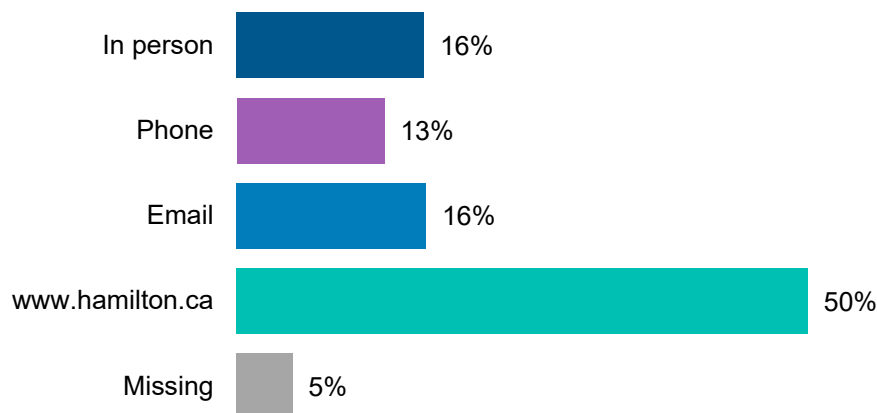
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Booking/renting City facilities or parks

Phone (n=5,771)



Online (n=3,374)

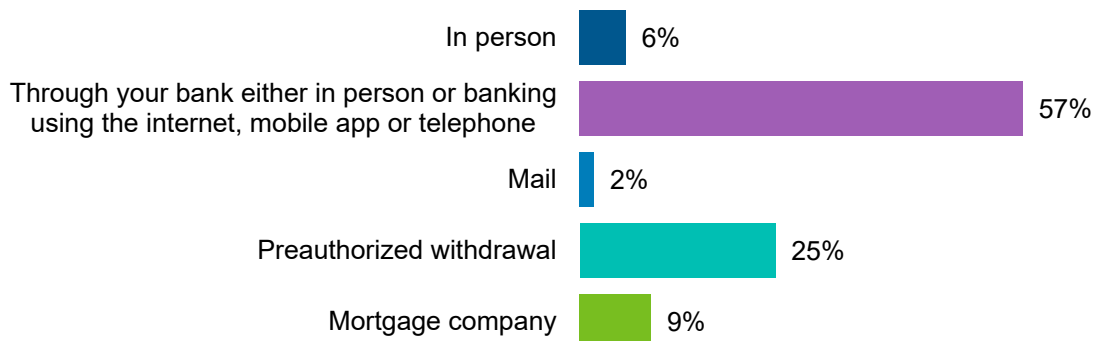


Our City Survey 2019 Summary Report

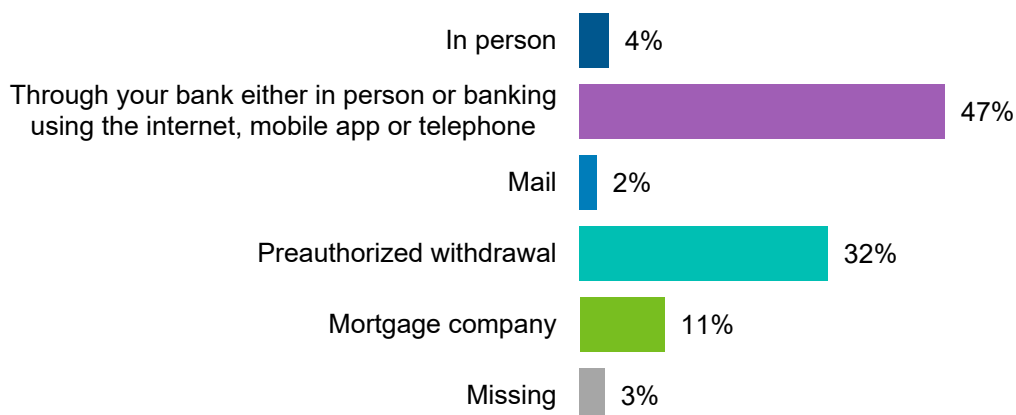
What is your preferred way of conducting each of the following types of interactions with the City of Hamilton?

– Paying property taxes

Phone (n=5,771)



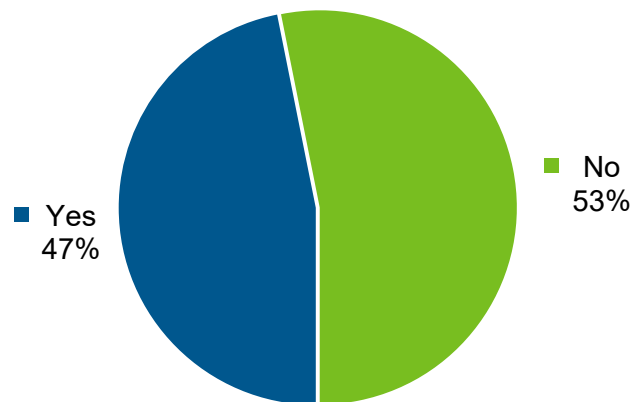
Online (n=3,374)



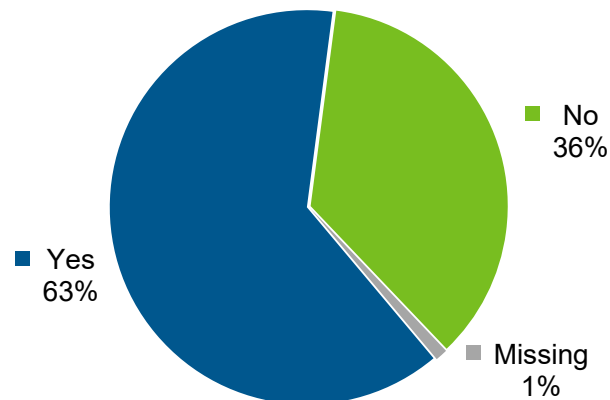
Our City Survey 2019 Summary Report

In the past year, have you contacted the City of Hamilton for information or to conduct any service transactions?

Phone (n=5,771)



Online (n=3,374)

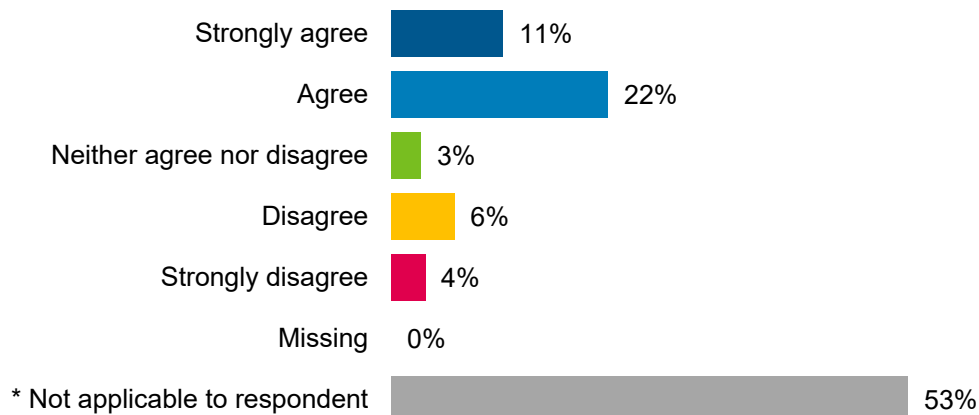


Our City Survey 2019 Summary Report

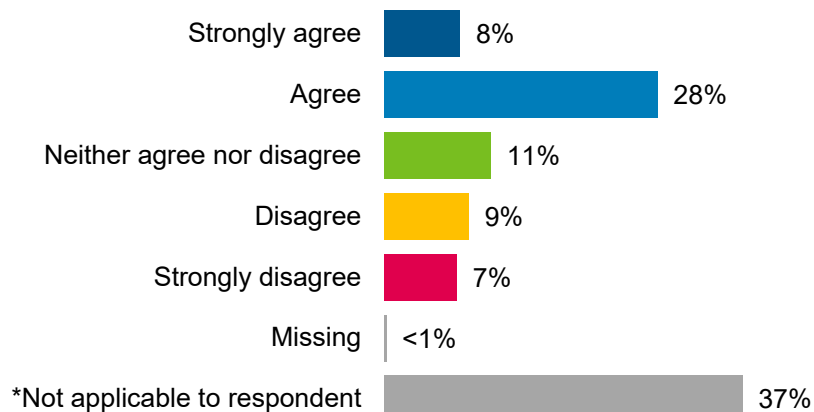
Overall, my experience contacting the City of Hamilton was positive.

* Respondents that did not contact the City of Hamilton in the past year were not asked this question.

Phone (n=5,771)



Online (n=3,374)

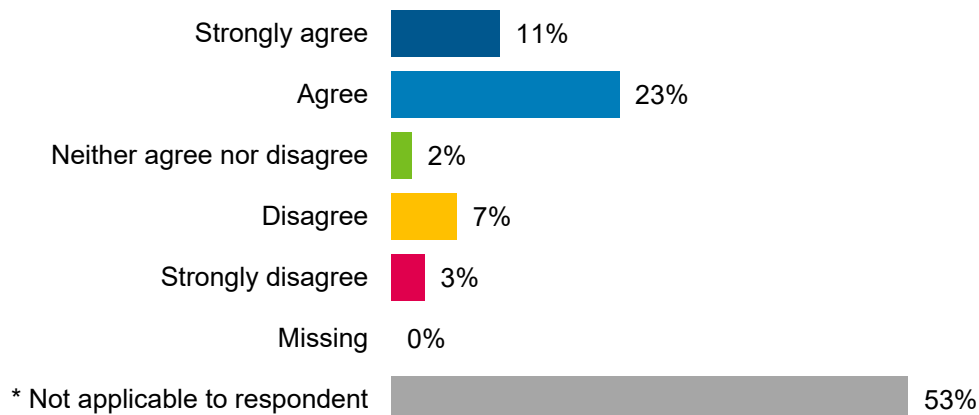


Our City Survey 2019 Summary Report

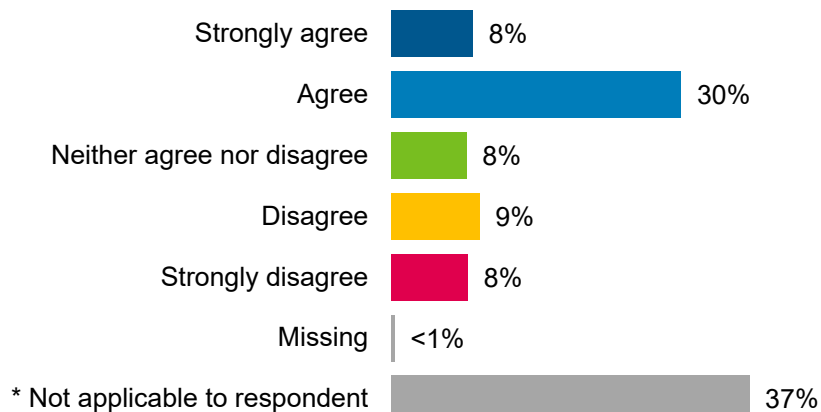
I received a response in a timely manner.

* Respondents that did not contact the City of Hamilton in the past year were not asked this question.

Phone (n=5,771)



Online (n=3,374)

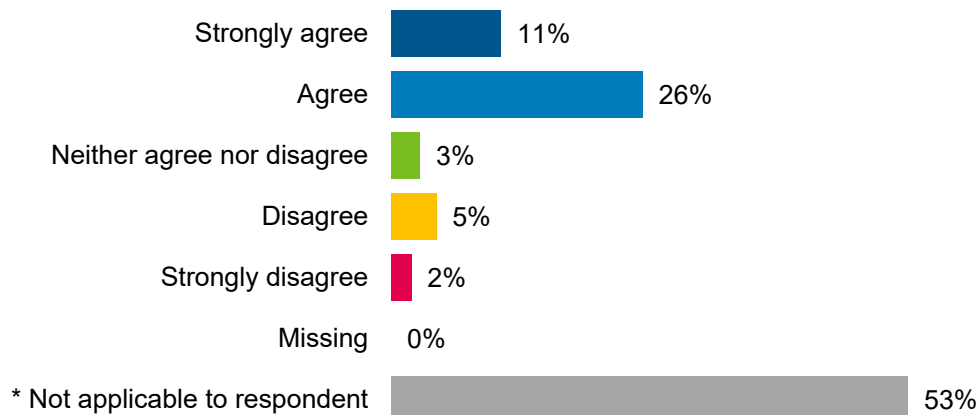


Our City Survey 2019 Summary Report

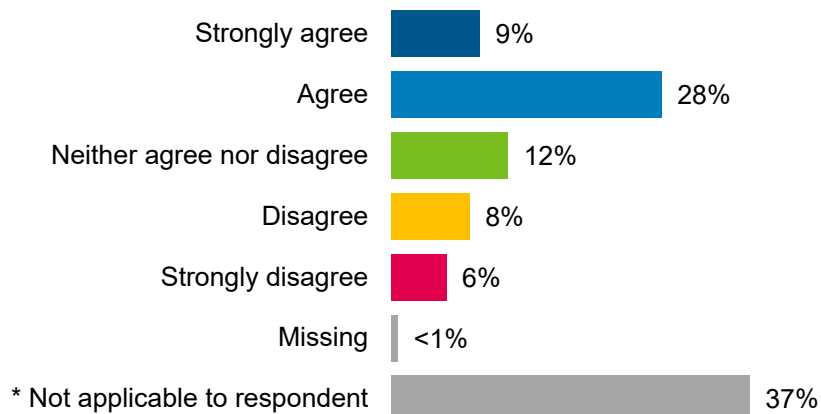
Staff were knowledgeable.

* Respondents that did not contact the City of Hamilton in the past year were not asked this question.

Phone (n=5,771)



Online (n=3,374)

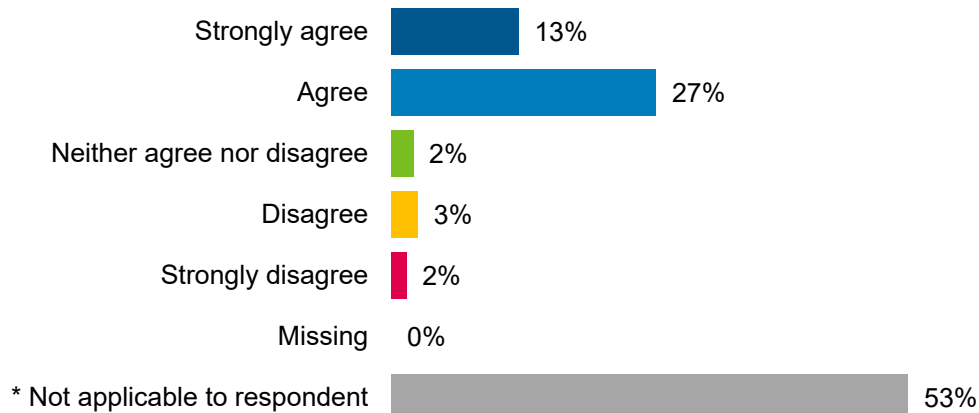


Our City Survey 2019 Summary Report

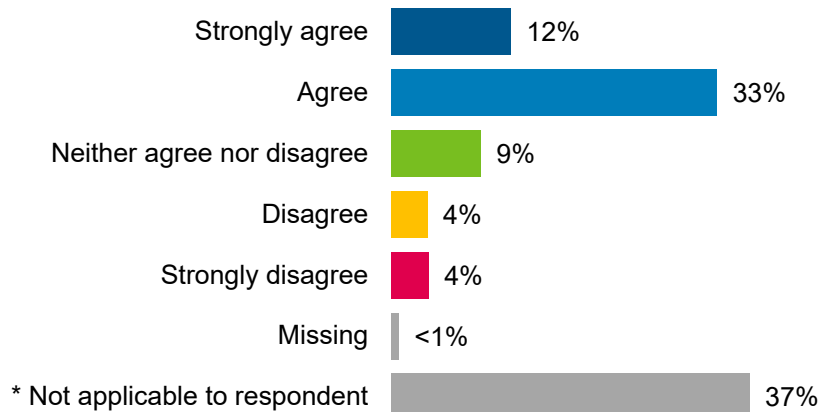
Staff were courteous.

* Respondents that did not contact the City of Hamilton in the past year were not asked this question.

Phone (n=5,771)



Online (n=3,374)

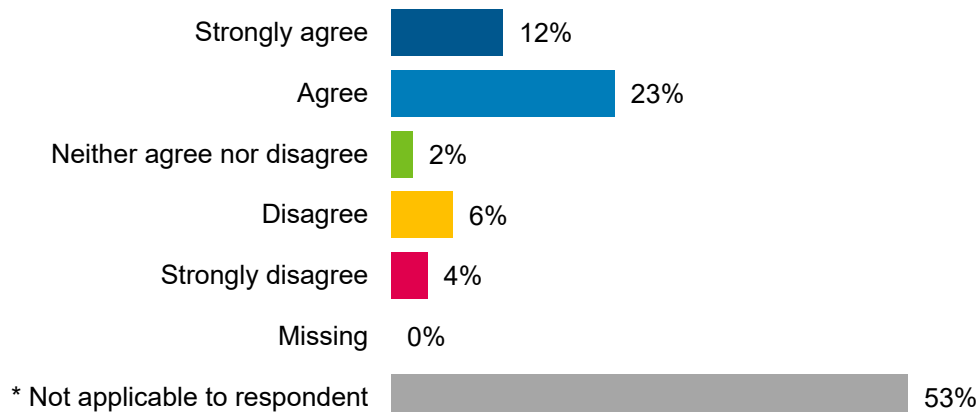


Our City Survey 2019 Summary Report

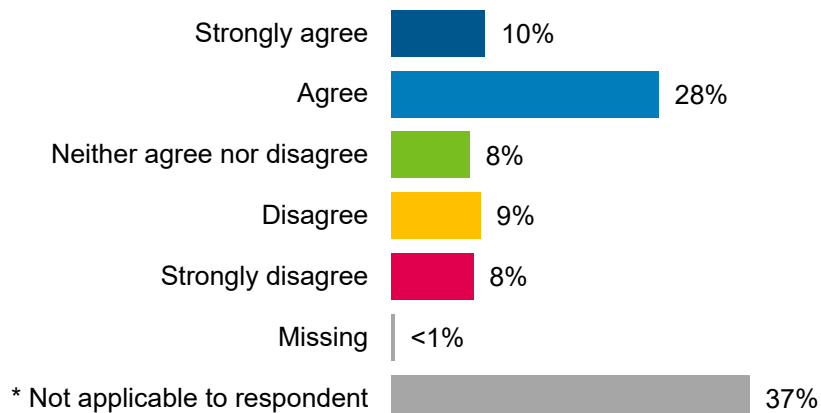
I received the service I needed, or my question was answered.

* Respondents that did not contact the City of Hamilton in the past year were not asked this question.

Phone (n=5,771)



Online (n=3,374)

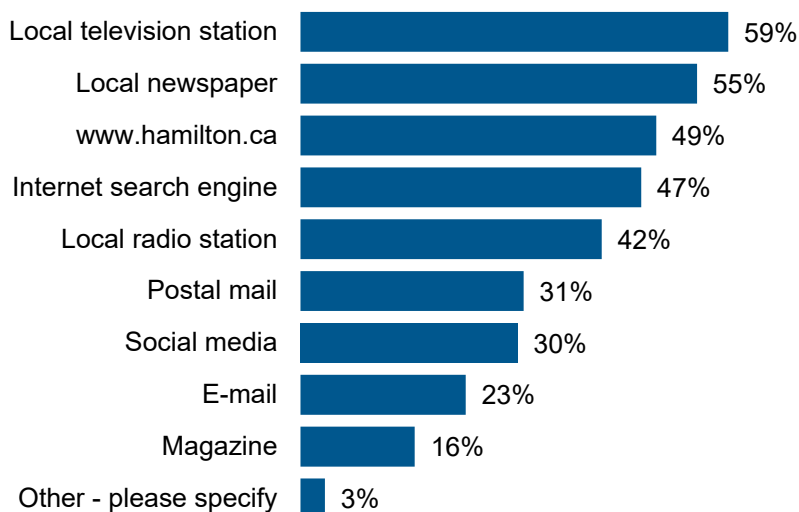


Our City Survey 2019 Summary Report

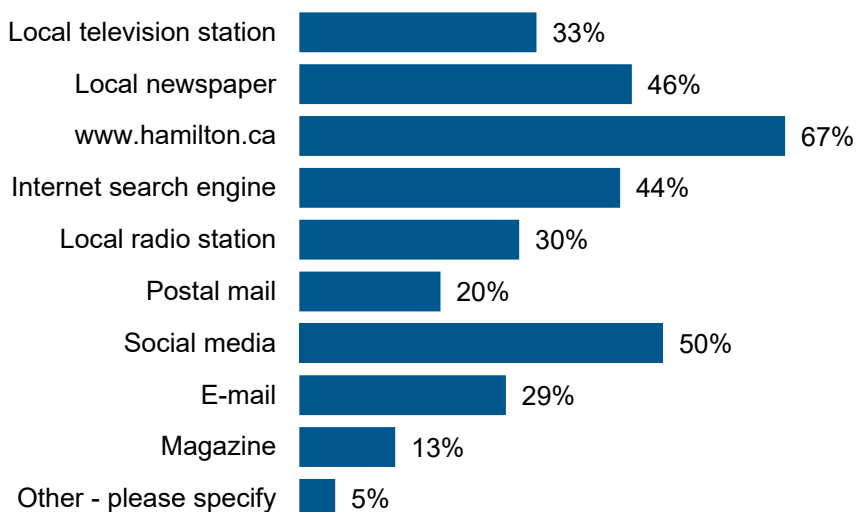
How do you like to get information about the City of Hamilton's programs initiatives, news and events?

* Multi response question – respondents were prompted to select all responses that apply

Phone (n=5,771)



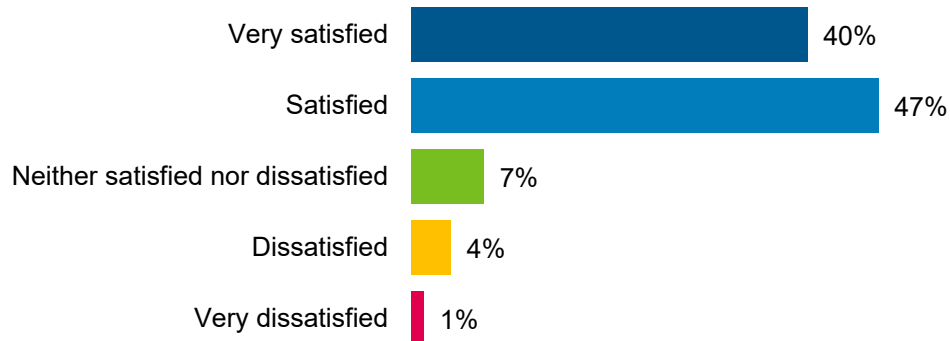
Online (n=3,374)



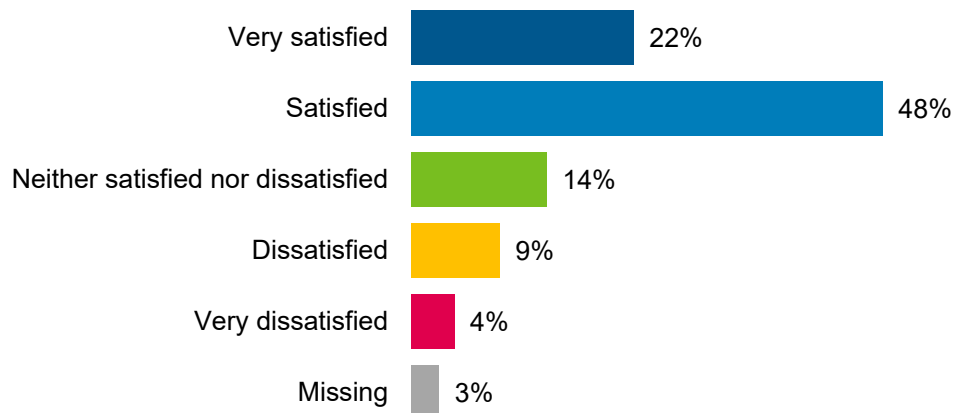
Our City Survey 2019 Summary Report

Overall, how satisfied are you with your life these days?

Phone (n=5,771)



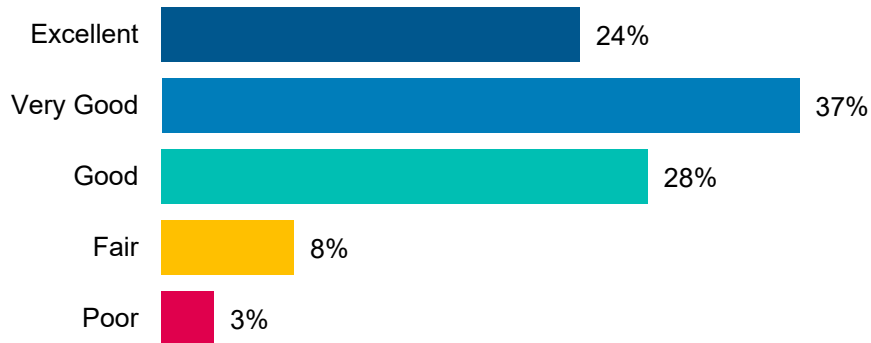
Online (n=3,374)



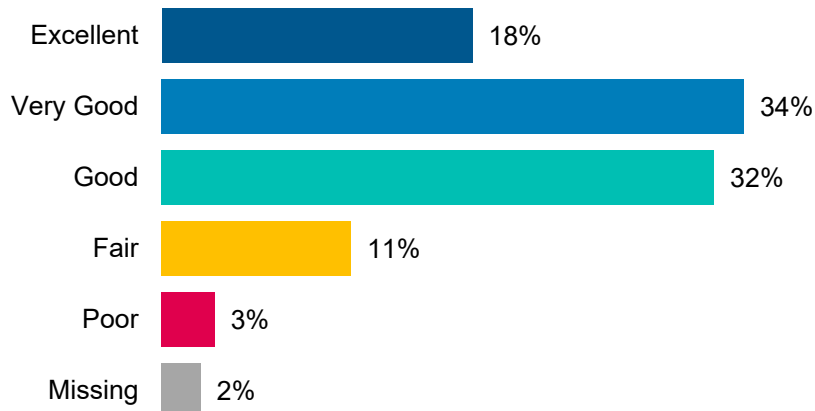
Our City Survey 2019 Summary Report

In general, would you say your health is ...

Phone (n=5,771)



Online (n=3,374)



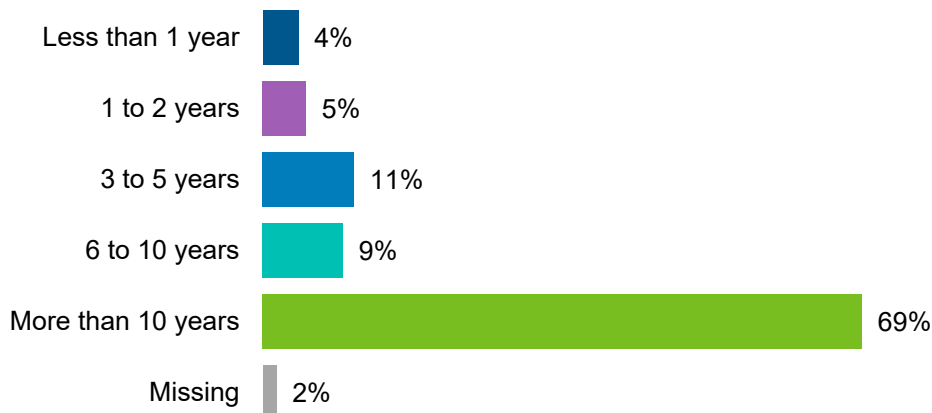
Our City Survey 2019 Summary Report

How long have you lived in the City of Hamilton?

Phone (n=5,771)



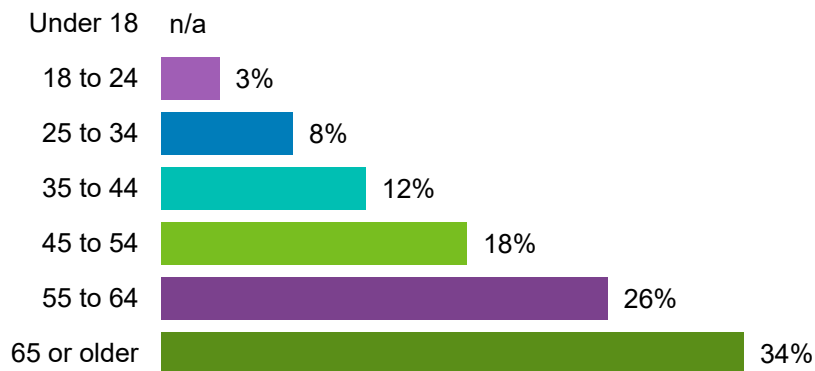
Online (n=3,374)



Our City Survey 2019 Summary Report

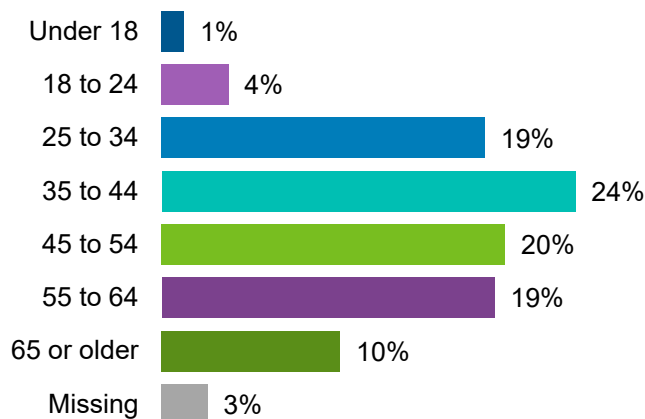
What is your age?

Phone (n=5,771)



n/a – not applicable – phone surveys were only conducted with individuals age 18 or over

Online (n=3,374)



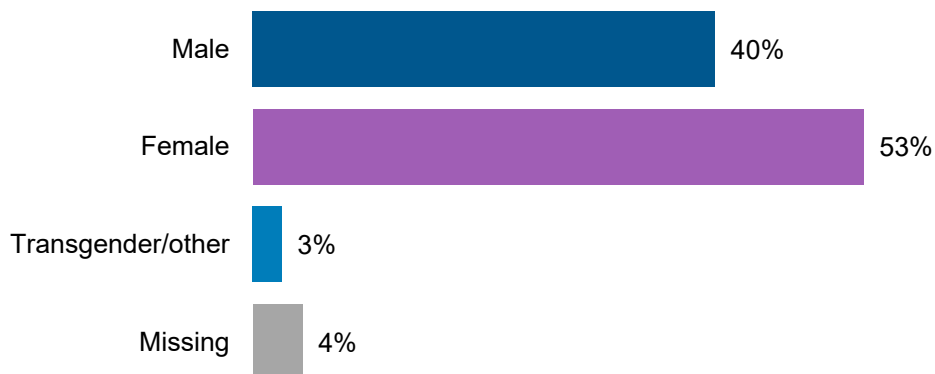
Our City Survey 2019 Summary Report

How do you describe yourself?

Phone (n=5,771)



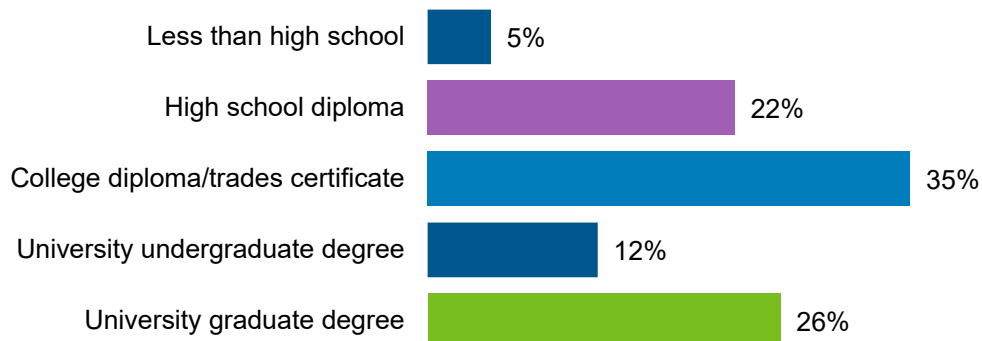
Online (n=3,374)



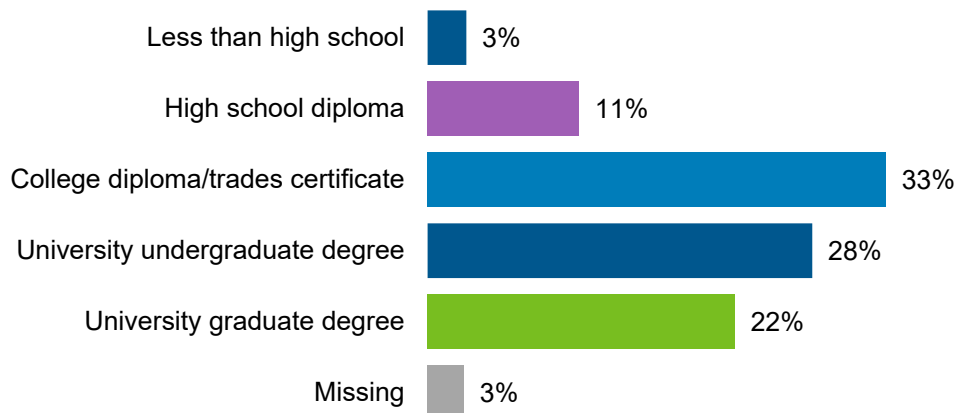
Our City Survey 2019 Summary Report

What is your highest level of education?

Phone (n=5,771)



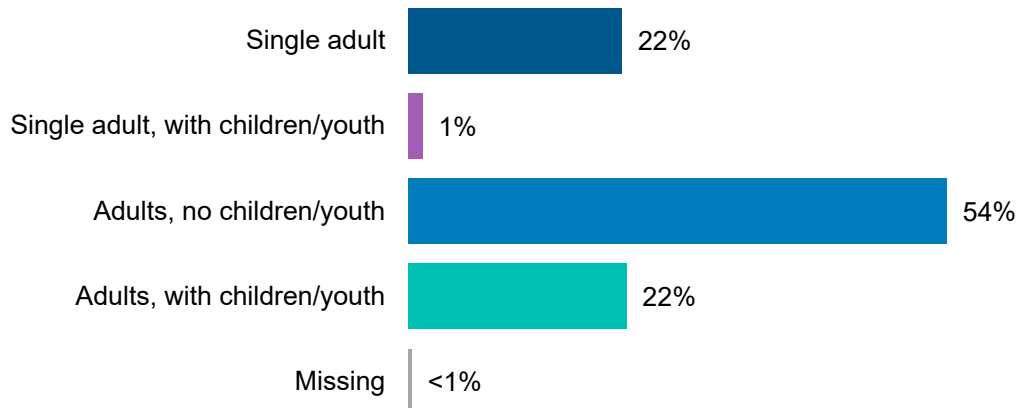
Online (n=3,374)



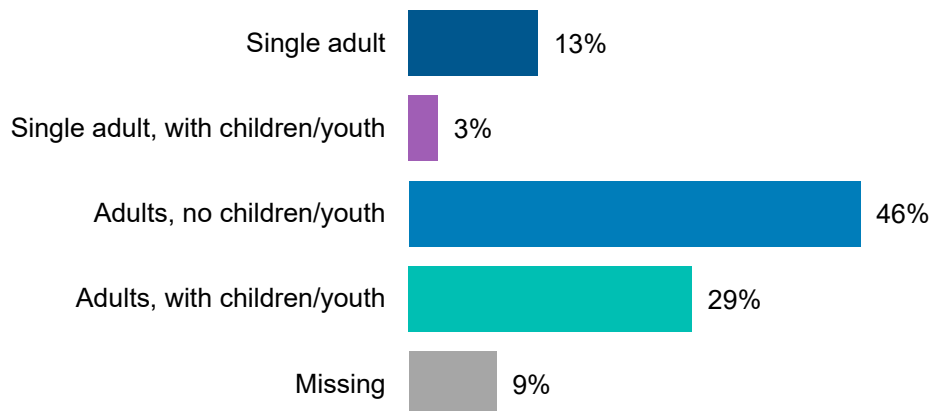
Our City Survey 2019 Summary Report

Household Composition

Phone (n=5,771)



Online (n=3,374)

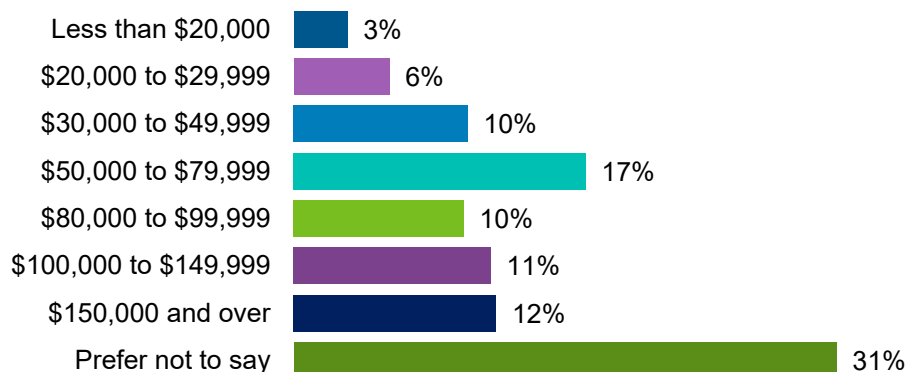


*Children/youth are those that are under the age of 18

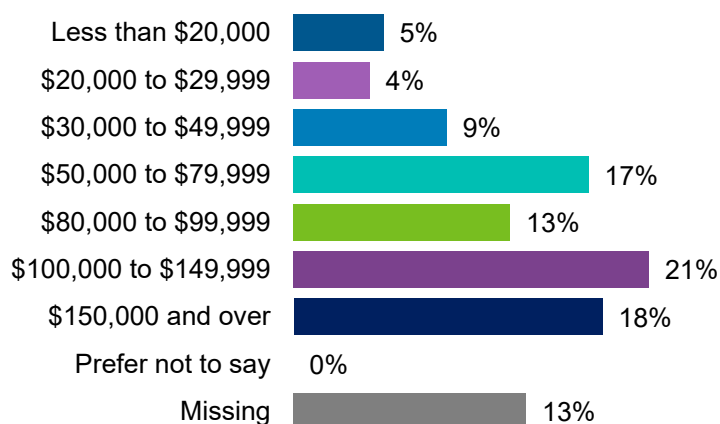
Our City Survey 2019 Summary Report

What is your total household income before taxes?

Phone (n=5,771)



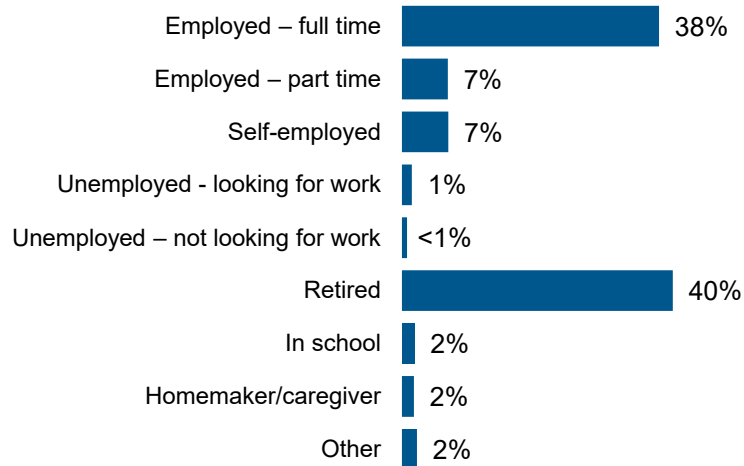
Online (n=3,374)



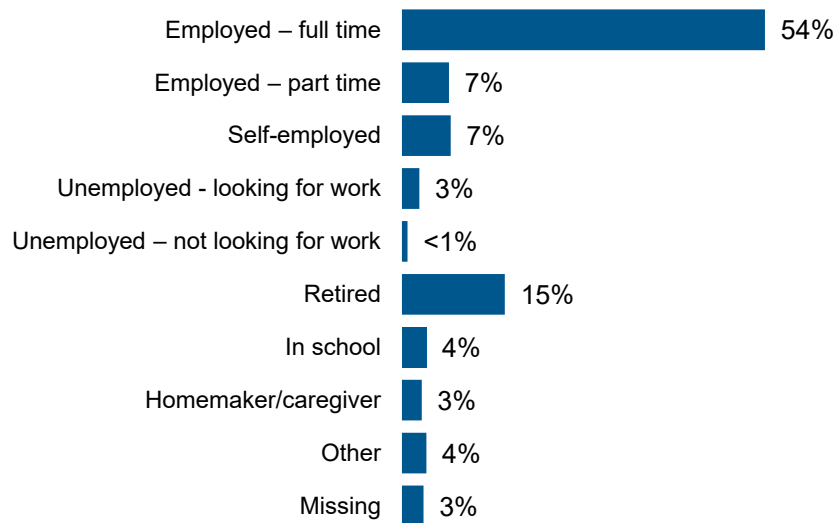
Our City Survey 2019 Summary Report

Which of the following best describes your situation?

Phone (n=5,771)



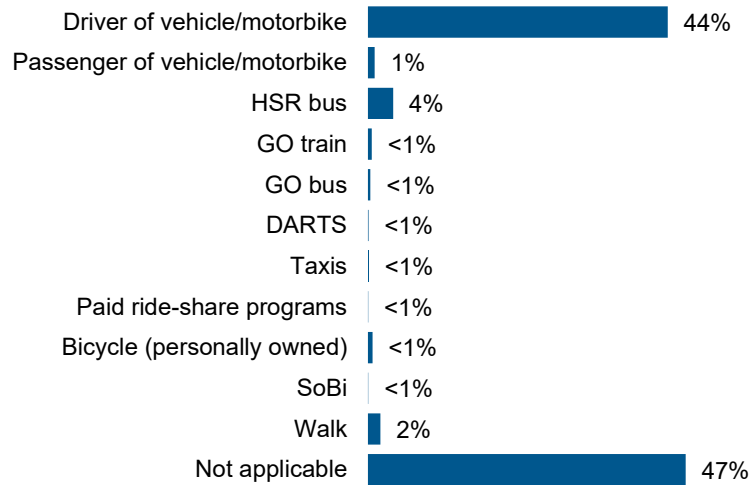
Online (n=3,374)



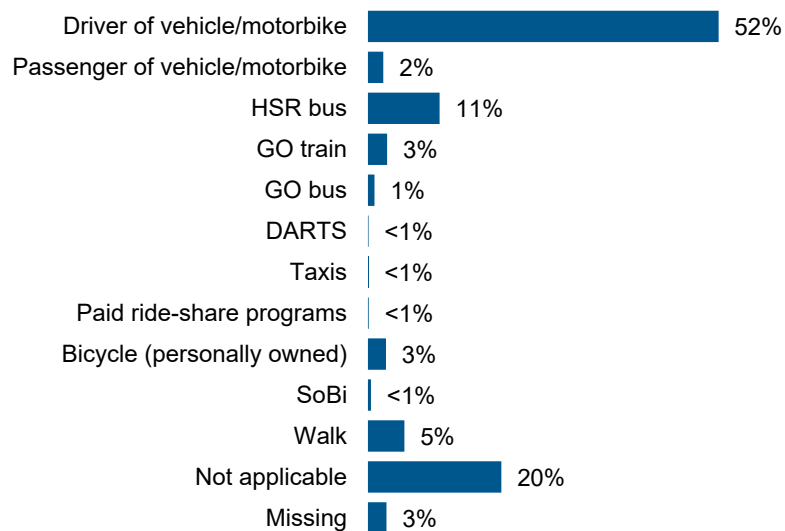
Our City Survey 2019 Summary Report

How do you usually commute to work?

Phone (n=5,771)



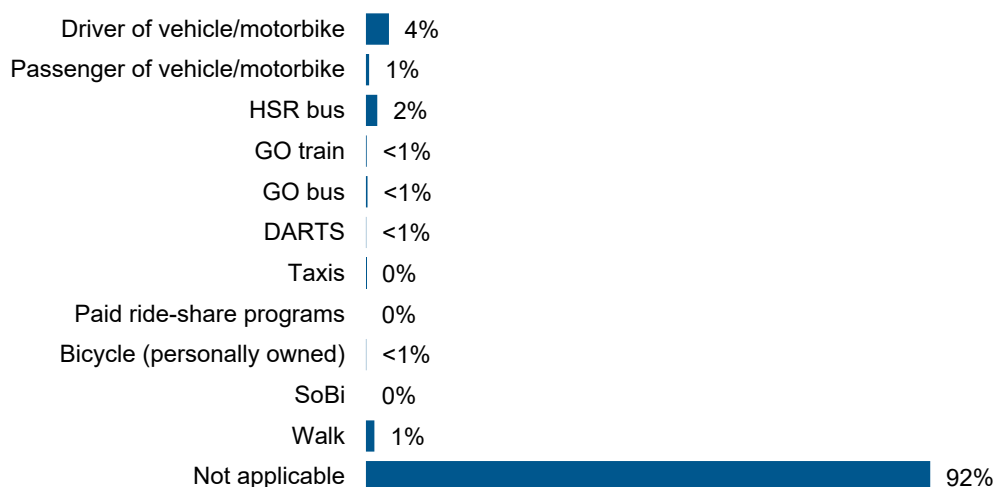
Online (n=3,374)



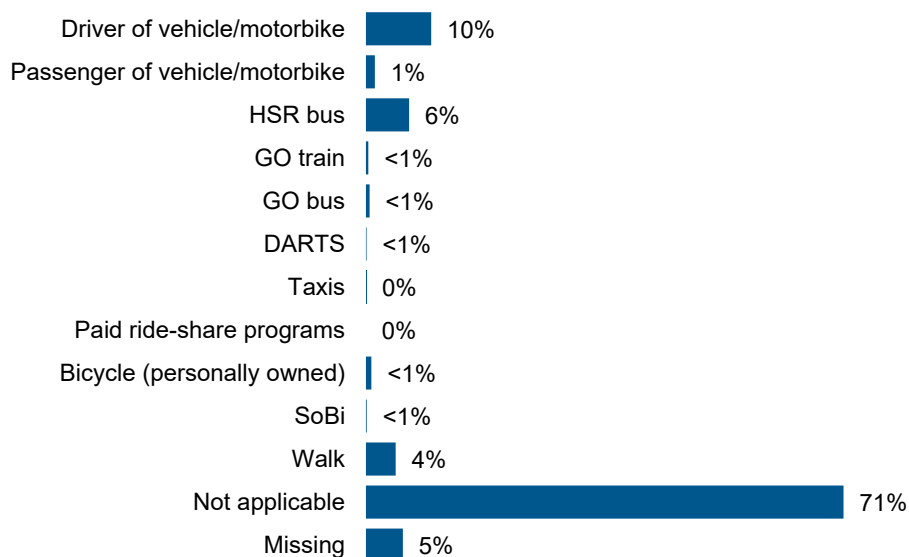
Our City Survey 2019 Summary Report

How do you usually commute to school?

Phone (n=5,771)



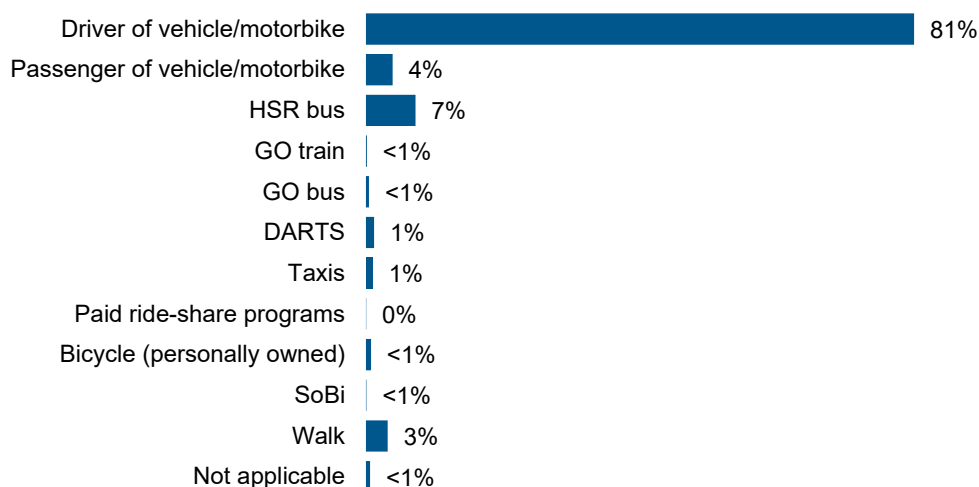
Online (n=3,374)



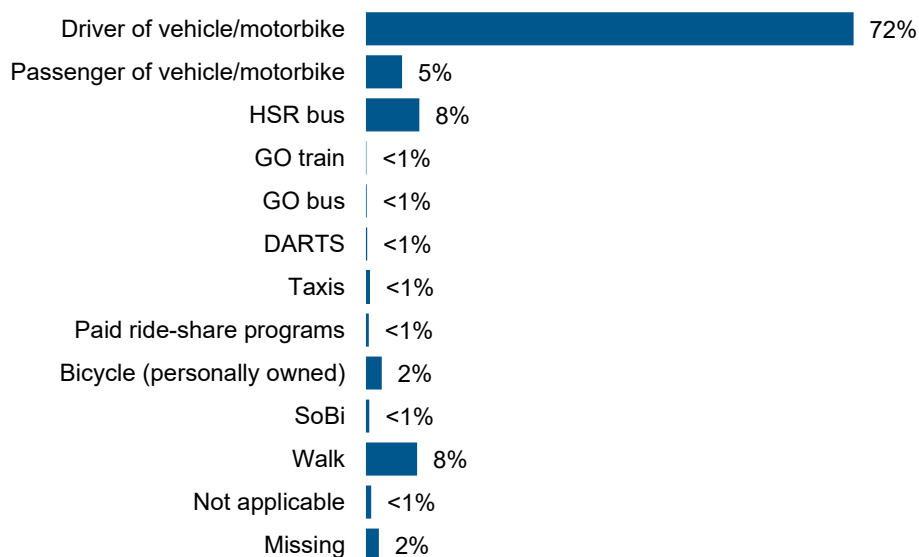
Our City Survey 2019 Summary Report

How do you usually get around the city for things like groceries, shopping, activities etc.?

Phone (n=5,771)



Online (n=3,374)



our City Survey

2019

RESULTS

Life in Hamilton



Hamilton is a great place to...

(% that agree or strongly agree)

Live



84%

Work



67%

Play



78%

Learn



85%

Quality of life

68%

82% in 2018

say quality of life has improved or stayed the same in the past 2 years.

87%

92% in 2018

very satisfied/satisfied with their life

Quality of City Services



63%

are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)



97%

Fire



92%

Libraries



91%

Paramedics

Services with lowest ratings

(% rating service poor)



45%

Social Housing



35%

Roads and Sidewalks



30%

Services for Seniors including Long-term Care

Resident Engagement



(% that agree/strongly agree)

33%



The City of Hamilton **engages** residents in the decision-making process for City programs, services and initiatives.

32%



The City of Hamilton **uses input** from residents in decision-making about City programs, services and initiatives.

■ = a statistically significant change

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019 and the Our Citizen Survey 2018.





Hamilton

Our City Survey

2019 RESULTS

WARD 1

Chedoke-Cootes



▮ = significantly lower than Hamilton

▮ = significantly higher than Hamilton

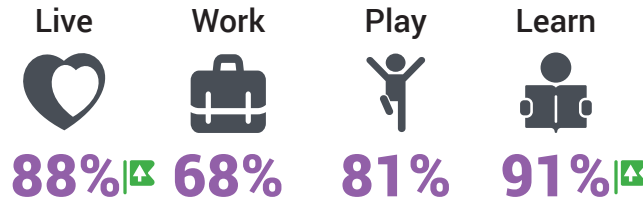
Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey

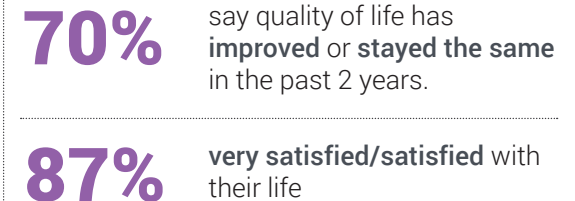


Life in Hamilton

Hamilton is a great place to...
(% that agree or strongly agree)



Quality of life



Quality of City Services

64% are very satisfied/satisfied overall with City services

Services with highest ratings
(% rating service excellent, very good or good)

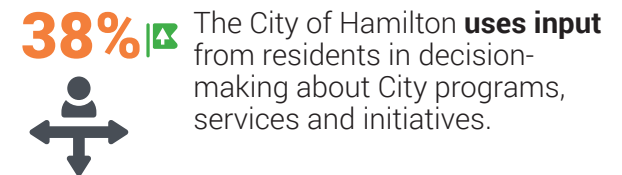
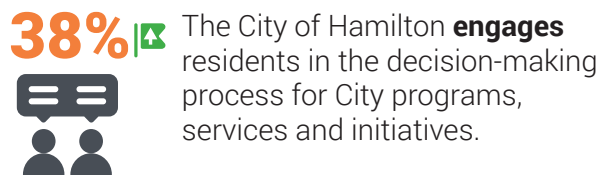


Services with lowest ratings
(% rating service poor)



Resident Engagement

(% that agree/strongly agree)





Hamilton

Our City Survey

2019 RESULTS

WARD 2

Downtown



▮ = significantly lower than Hamilton

▮ = significantly higher than Hamilton

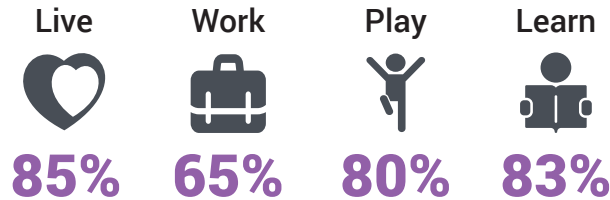
Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey

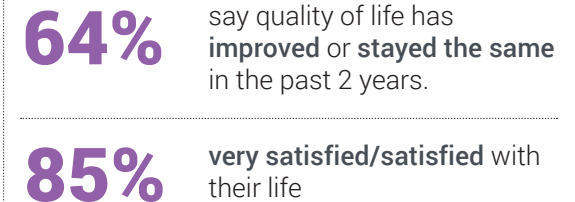


Life in Hamilton

Hamilton is a great place to...
 (% that agree or strongly agree)



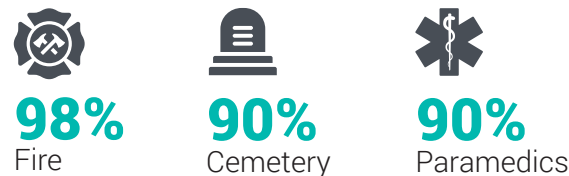
Quality of life



Quality of City Services

71% are very satisfied/satisfied overall with City services

Services with highest ratings
 (% rating service excellent, very good or good)

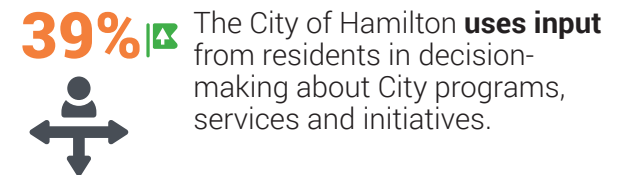
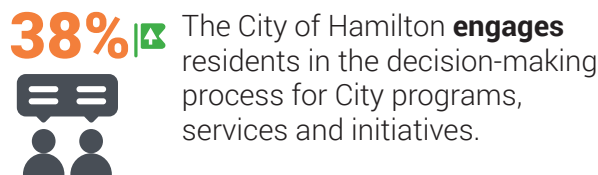


Services with lowest ratings
 (% rating service poor)



Resident Engagement

(% that agree/strongly agree)





Hamilton

Our City Survey

2019 RESULTS

WARD 3

Hamilton Centre



▮ = significantly lower than Hamilton

▮ = significantly higher than Hamilton

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

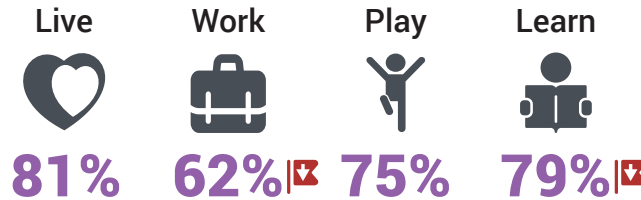
www.hamilton.ca/ourcitysurvey



Life in Hamilton

Hamilton is a great place to...

(% that agree or strongly agree)



Quality of life

62% ▮ say quality of life has improved or stayed the same in the past 2 years.

79% ▮ very satisfied/satisfied with their life



Quality of City Services

56% ▮ are very satisfied/satisfied overall with City services

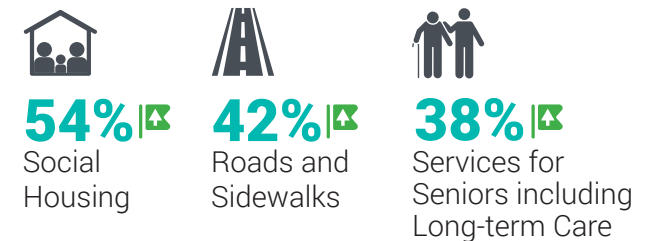
Services with highest ratings

(% rating service excellent, very good or good)



Services with lowest ratings

(% rating service poor)



Resident Engagement

(% that agree/strongly agree)

28% The City of Hamilton **engages** residents in the decision-making process for City programs, services and initiatives.



30% The City of Hamilton **uses input** from residents in decision-making about City programs, services and initiatives.





Hamilton

our City Survey

2019 RESULTS

WARD 4

East Hamilton



▮ = significantly lower
than Hamilton

▮ = significantly higher
than Hamilton

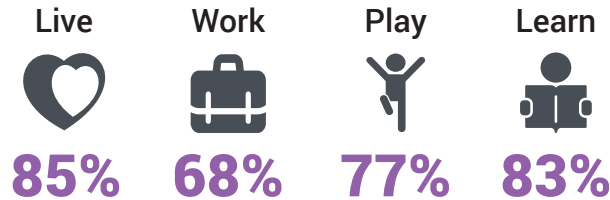
Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey



Life in Hamilton

Hamilton is a great place to...
(% that agree or strongly agree)



Quality of life

61% say quality of life has improved or stayed the same in the past 2 years.

84% very satisfied/satisfied with their life



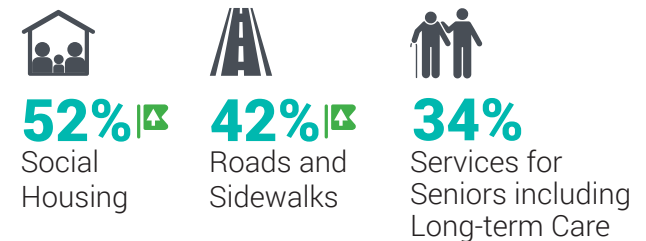
Quality of City Services

63% are very satisfied/satisfied overall with City services

Services with highest ratings
(% rating service excellent, very good or good)



Services with lowest ratings
(% rating service poor)



Resident Engagement

(% that agree/strongly agree)

37% The City of Hamilton **engages** residents in the decision-making process for City programs, services and initiatives.

32% The City of Hamilton **uses input** from residents in decision-making about City programs, services and initiatives.



Hamilton

our City Survey

2019 RESULTS

WARD 5

Redhill



⬇️ = significantly lower than Hamilton

⬆️ = significantly higher than Hamilton

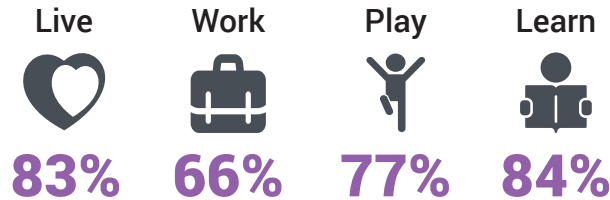
Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey

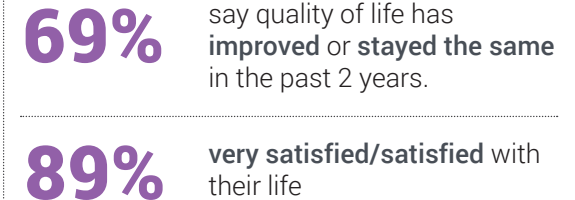


Life in Hamilton

Hamilton is a great place to...
 (% that agree or strongly agree)



Quality of life



Quality of City Services

66% are very satisfied/satisfied overall with City services

Services with highest ratings
 (% rating service excellent, very good or good)

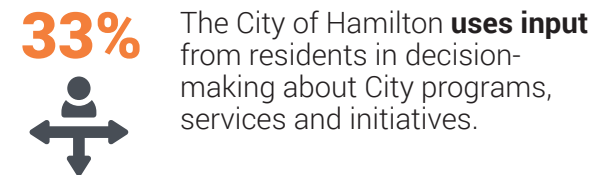
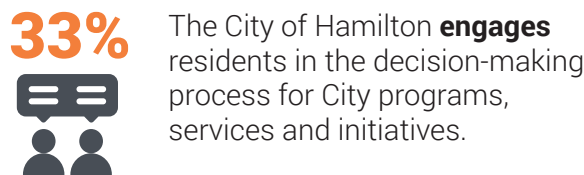


Services with lowest ratings
 (% rating service poor)



Resident Engagement

(% that agree/strongly agree)





Hamilton

our City Survey

2019 RESULTS

WARD 6

East Mountain



▮ = significantly lower
than Hamilton

▮ = significantly higher
than Hamilton

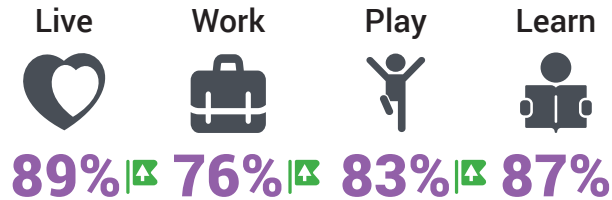
Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey

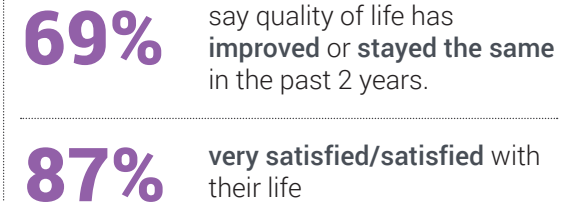


Life in Hamilton

Hamilton is a great place to...
(% that agree or strongly agree)



Quality of life



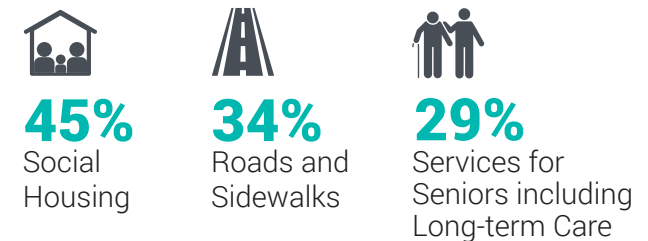
Quality of City Services

69% ▮ are very satisfied/satisfied overall with City services

Services with highest ratings
(% rating service excellent, very good or good)

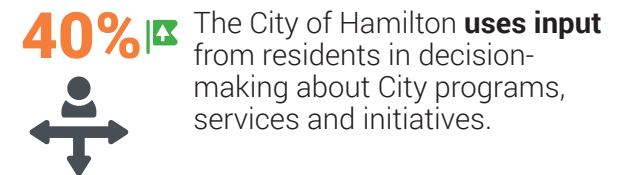
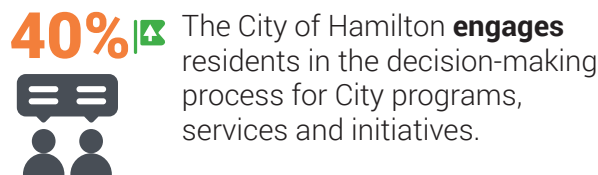


Services with lowest ratings
(% rating service poor)



Resident Engagement

(% that agree/strongly agree)





Hamilton

Our City Survey

2019 RESULTS

WARD 7

Central Mountain



▮ = significantly lower than Hamilton

▮ = significantly higher than Hamilton

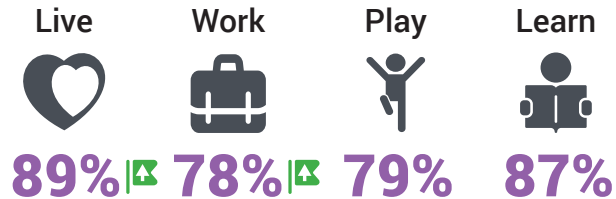
Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey

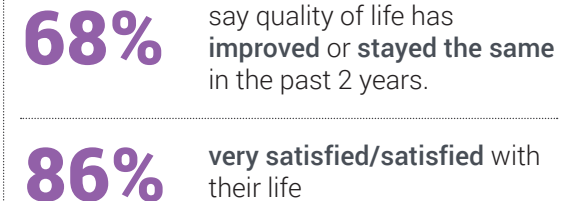


Life in Hamilton

Hamilton is a great place to...
 (% that agree or strongly agree)



Quality of life



Quality of City Services

70% are very satisfied/satisfied overall with City services

Services with highest ratings
 (% rating service excellent, very good or good)

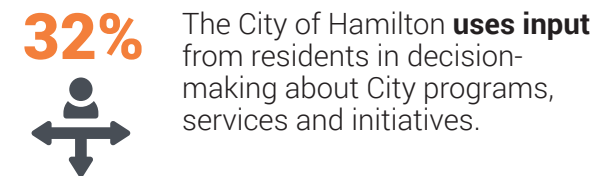
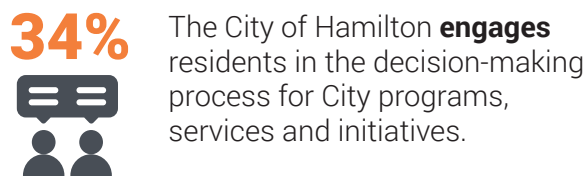


Services with lowest ratings
 (% rating service poor)



Resident Engagement

(% that agree/strongly agree)





Hamilton

Our City Survey

2019 RESULTS

WARD 8

West/Central Mountain



▮ = significantly lower than Hamilton

▮ = significantly higher than Hamilton

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

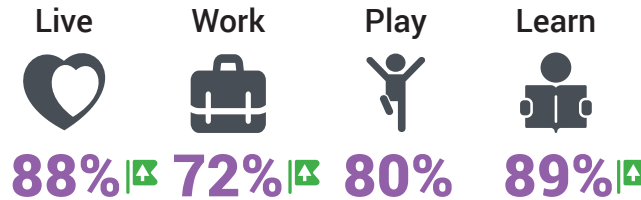
www.hamilton.ca/ourcitysurvey



Life in Hamilton

Hamilton is a great place to...

(% that agree or strongly agree)



Quality of life

68%

say quality of life has improved or stayed the same in the past 2 years.

87%

very satisfied/satisfied with their life



Quality of City Services

69% ▮

are very satisfied/satisfied overall with City services

Services with highest ratings

(% rating service excellent, very good or good)



Services with lowest ratings

(% rating service poor)



Resident Engagement

(% that agree/strongly agree)

30%



The City of Hamilton **engages** residents in the decision-making process for City programs, services and initiatives.

30%



The City of Hamilton **uses input** from residents in decision-making about City programs, services and initiatives.



Hamilton

Our City Survey

2019 RESULTS

WARD 9

Upper Stoney Creek



= significantly lower than Hamilton

= significantly higher than Hamilton

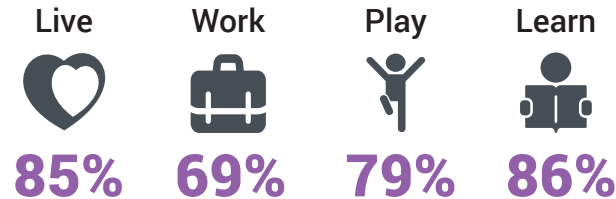
Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey

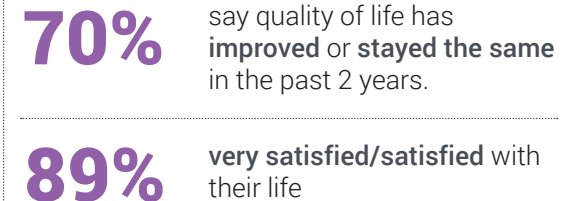


Life in Hamilton

Hamilton is a great place to...
 (% that agree or strongly agree)



Quality of life



Quality of City Services

60% are very satisfied/satisfied overall with City services

Services with highest ratings
 (% rating service excellent, very good or good)

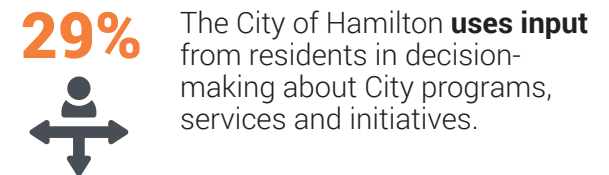
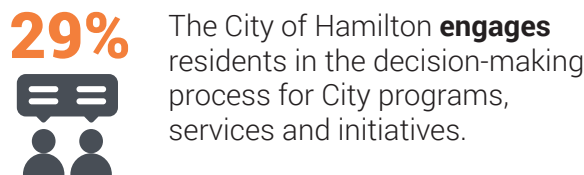


Services with lowest ratings
 (% rating service poor)



Resident Engagement

(% that agree/strongly agree)





Hamilton

Our City Survey

2019 RESULTS

WARD 10

Lower Stoney Creek



▮ = significantly lower than Hamilton

▮ = significantly higher than Hamilton

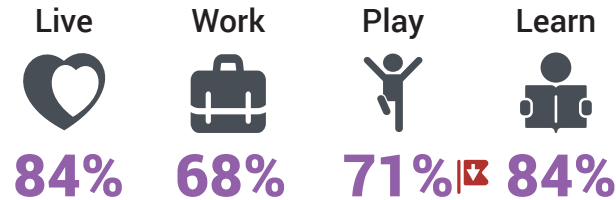
Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey

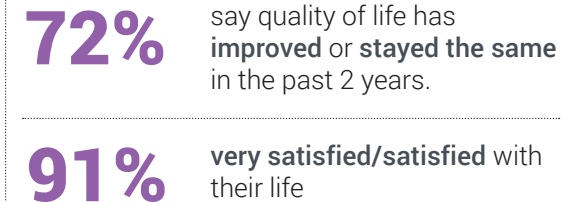


Life in Hamilton

Hamilton is a great place to...
 (% that agree or strongly agree)



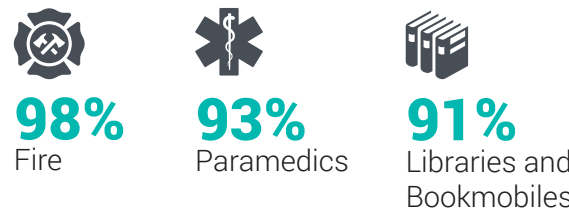
Quality of life



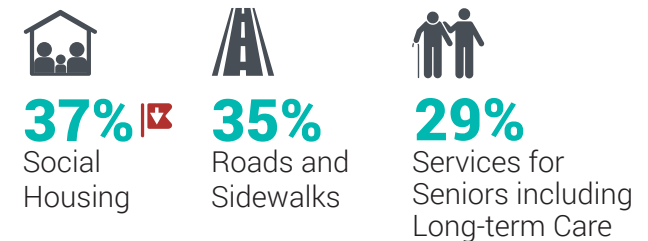
Quality of City Services

60% are very satisfied/satisfied overall with City services

Services with highest ratings
 (% rating service excellent, very good or good)

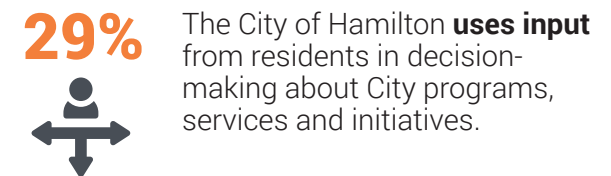
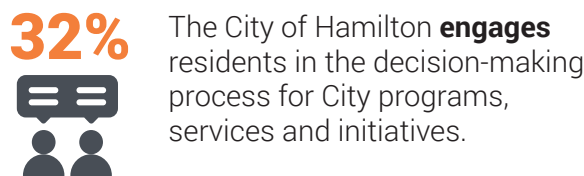


Services with lowest ratings
 (% rating service poor)



Resident Engagement

(% that agree/strongly agree)





Hamilton

Our City Survey

2019 RESULTS

WARD 11

Glanbrook



▮ = significantly lower than Hamilton

▮ = significantly higher than Hamilton

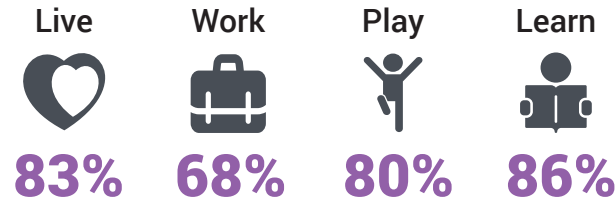
Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey

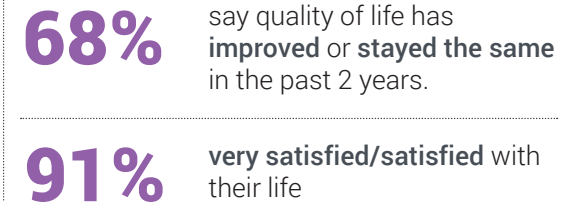


Life in Hamilton

Hamilton is a great place to...
 (% that agree or strongly agree)



Quality of life



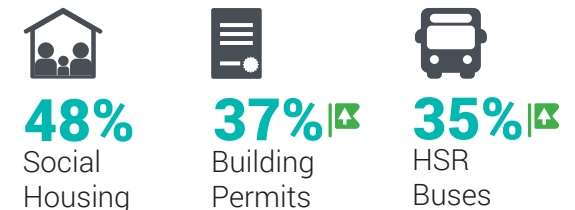
Quality of City Services

55% are very satisfied/satisfied overall with City services

Services with highest ratings
 (% rating service excellent, very good or good)

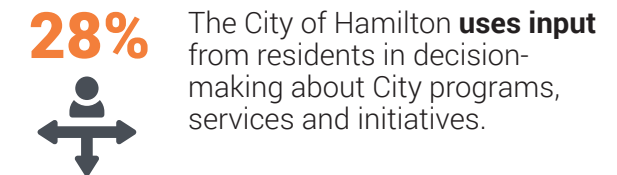
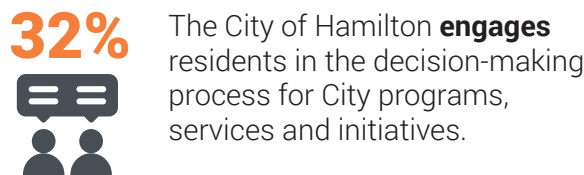


Services with lowest ratings
 (% rating service poor)



Resident Engagement

(% that agree/strongly agree)





Hamilton

Our City Survey

2019 RESULTS

WARD 12

Ancaster/Flamborough



⬇️ = significantly lower
than Hamilton

⬆️ = significantly higher
than Hamilton

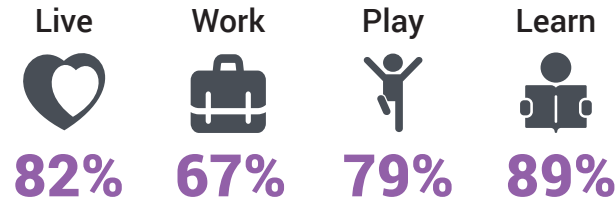
Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey

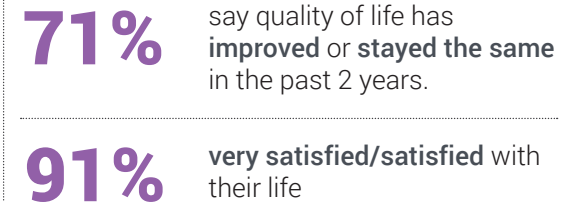


Life in Hamilton

Hamilton is a great place to...
 (% that agree or strongly agree)



Quality of life



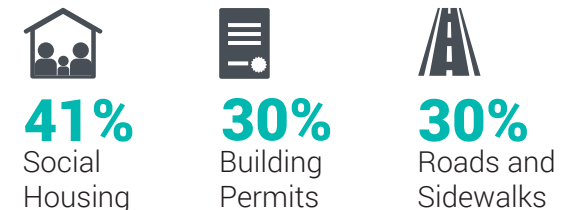
Quality of City Services

59% are very satisfied/satisfied overall with City services

Services with highest ratings
 (% rating service excellent, very good or good)

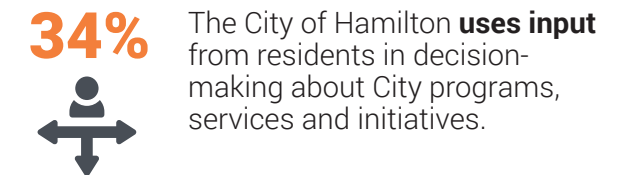
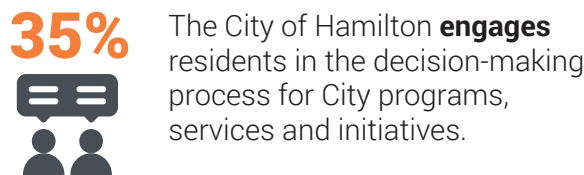


Services with lowest ratings
 (% rating service poor)



Resident Engagement

(% that agree/strongly agree)





Hamilton

Our City Survey

2019 RESULTS

WARD 13

Dundas/Flamborough



▮ = significantly lower than Hamilton

▮ = significantly higher than Hamilton

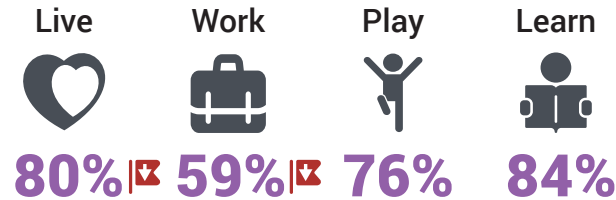
Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey

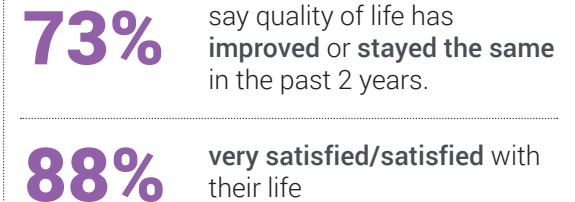


Life in Hamilton

Hamilton is a great place to...
 (% that agree or strongly agree)



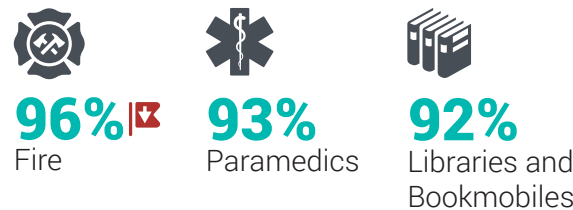
Quality of life



Quality of City Services

60% are very satisfied/satisfied overall with City services

Services with highest ratings
 (% rating service excellent, very good or good)

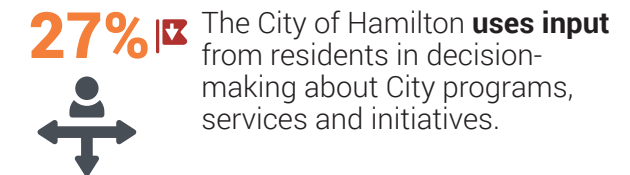
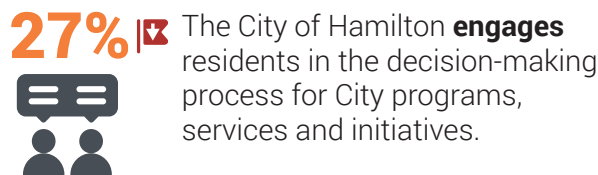


Services with lowest ratings
 (% rating service poor)



Resident Engagement

(% that agree/strongly agree)





Hamilton

Our City Survey

2019 RESULTS

WARD 14

West Mountain



▮ = significantly lower than Hamilton

▮ = significantly higher than Hamilton

Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

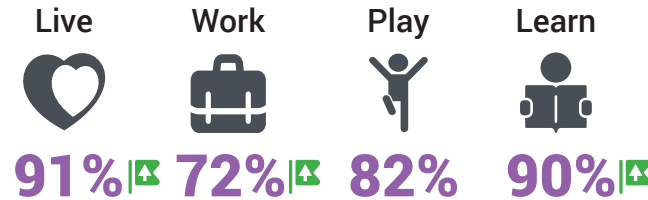
www.hamilton.ca/ourcitysurvey



Life in Hamilton

Hamilton is a great place to...

(% that agree or strongly agree)



Quality of life

74% ▮ say quality of life has improved or stayed the same in the past 2 years.

92% ▮ very satisfied/satisfied with their life



Quality of City Services

72% ▮ are very satisfied/satisfied overall with City services

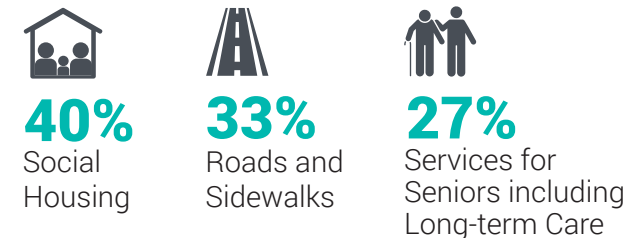
Services with highest ratings

(% rating service excellent, very good or good)



Services with lowest ratings

(% rating service poor)



Resident Engagement

(% that agree/strongly agree)

39% ▮ The City of Hamilton **engages** residents in the decision-making process for City programs, services and initiatives.



35% The City of Hamilton **uses input** from residents in decision-making about City programs, services and initiatives.





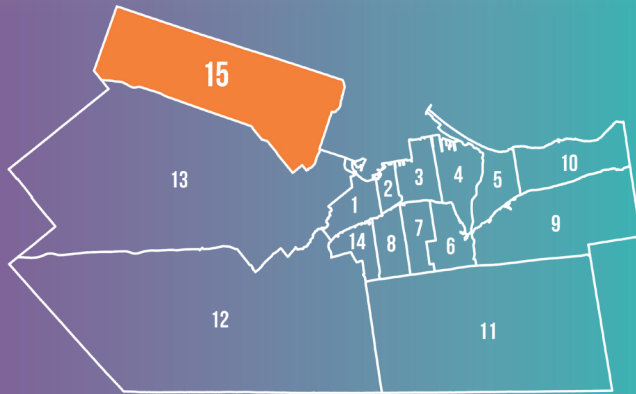
Hamilton

Our City Survey

2019 RESULTS

WARD 15

Waterdown/Flamborough East



▮ = significantly lower
than Hamilton

▮ = significantly higher
than Hamilton

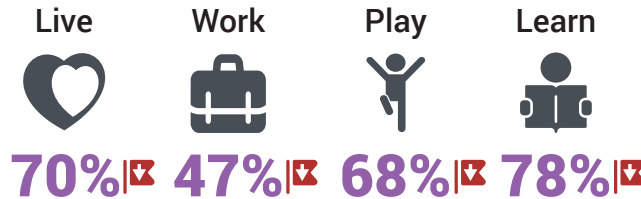
Note: This infographic is based on results collected from telephone surveys for the Our City Survey 2019.

www.hamilton.ca/ourcitysurvey

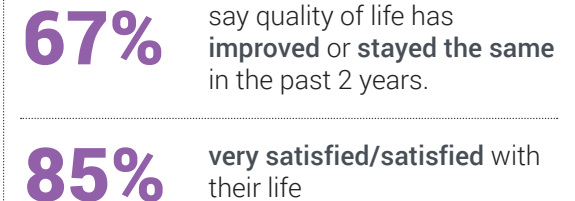


Life in Hamilton

Hamilton is a great place to...
 (% that agree or strongly agree)



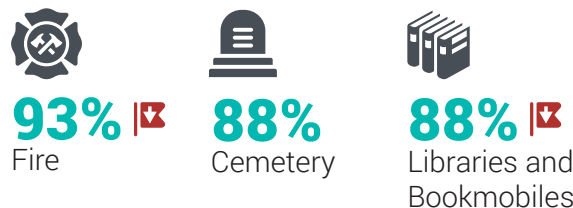
Quality of life



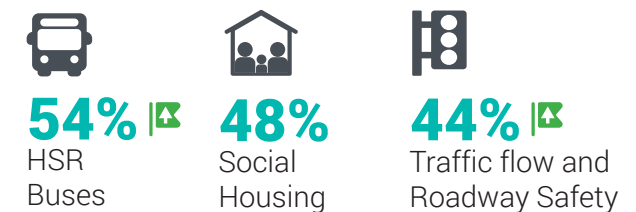
Quality of City Services

46% ▮ are very satisfied/satisfied overall with City services

Services with highest ratings
 (% rating service excellent, very good or good)

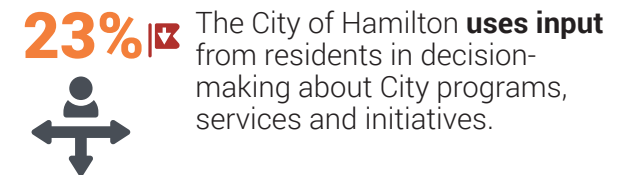
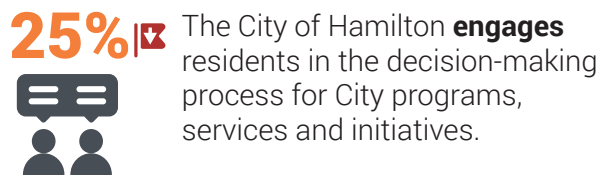


Services with lowest ratings
 (% rating service poor)



Resident Engagement

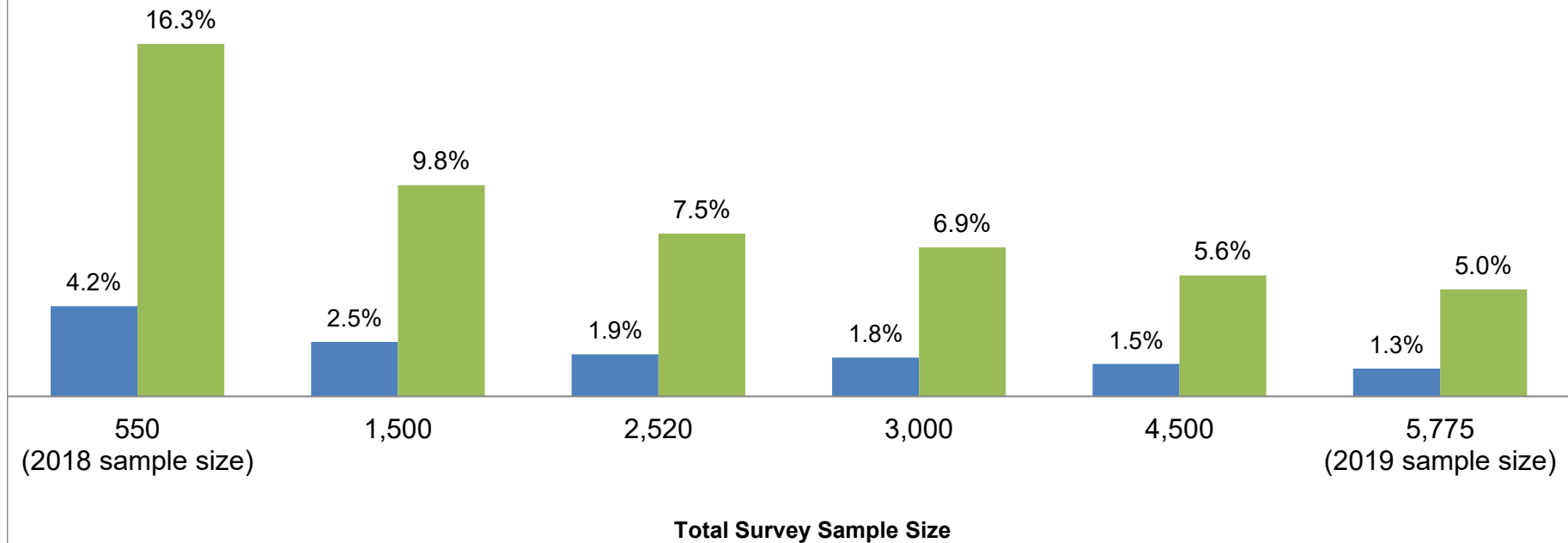
(% that agree/strongly agree)



Survey Sample Sizes and Associated Margins of Error (MOE)

(at 95% confidence level)

■ City Level MOE ■ Ward Level MOE
(based on ward sample being 1/15 of total sample size)





Hamilton

OUR CITY SURVEY 2019 RESULTS

November 18, 2020
General Issues Committee

City of Hamilton

Cyrus Tehrani, Chief Digital Officer

Brigitte Minard, Manager Performance & Internal Controls/Deputy City Auditor



Methodology

- Survey developed and analyzed in-house
- Phone survey administered by third party via randomized calls between September 9, 2019 and January 8, 2020
 - 5,771 phone surveys completed
(from over 273,100 calls to 134,287 phone numbers)
- Online survey available on City's hamilton.ca website between September 9, 2019 and December 31, 2019
 - 3,374 online respondents

Survey Focus Areas



Also

- Preferred method for communicating with City of Hamilton
- Experience and satisfaction with contacting the City
- Ways the City can improve



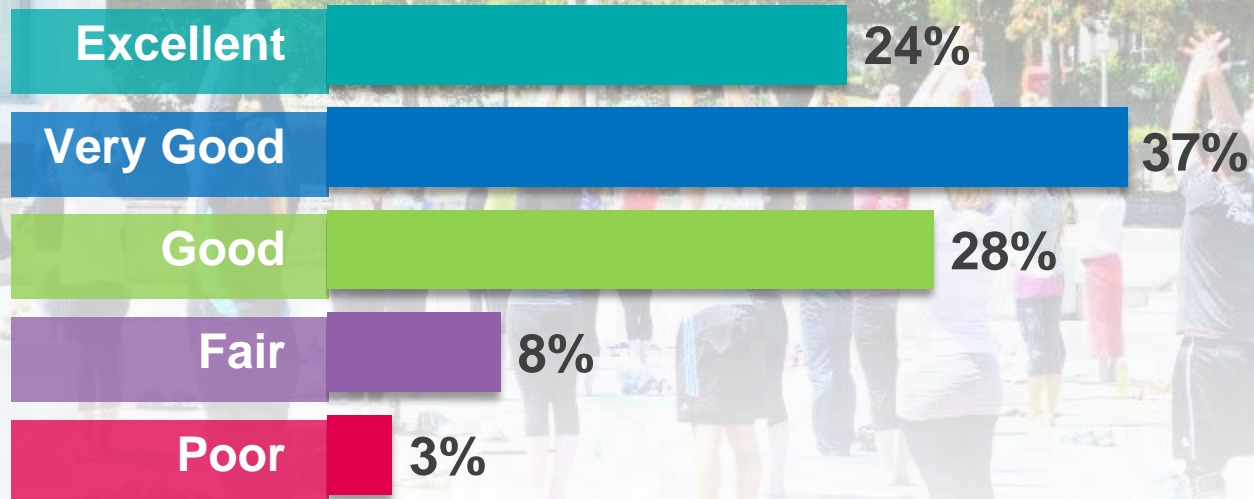
ourCity Survey **RESULTS**

[Well-Being Results]

In general, would you say your health is...



Phone Survey

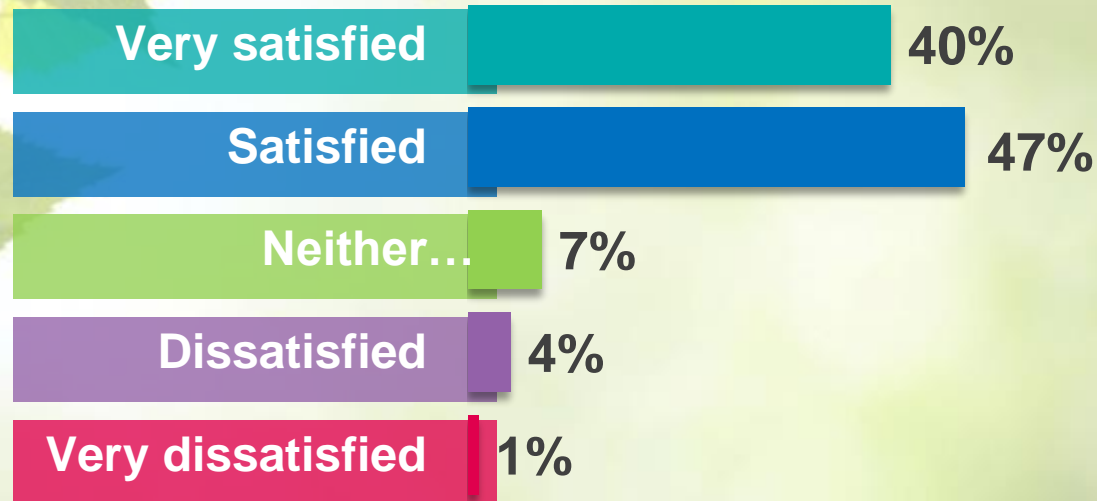


Satisfaction with Life

Overall, how satisfied are you with your life these days?



Phone Survey





Hamilton is a great place to...(% that agree or strongly agree)



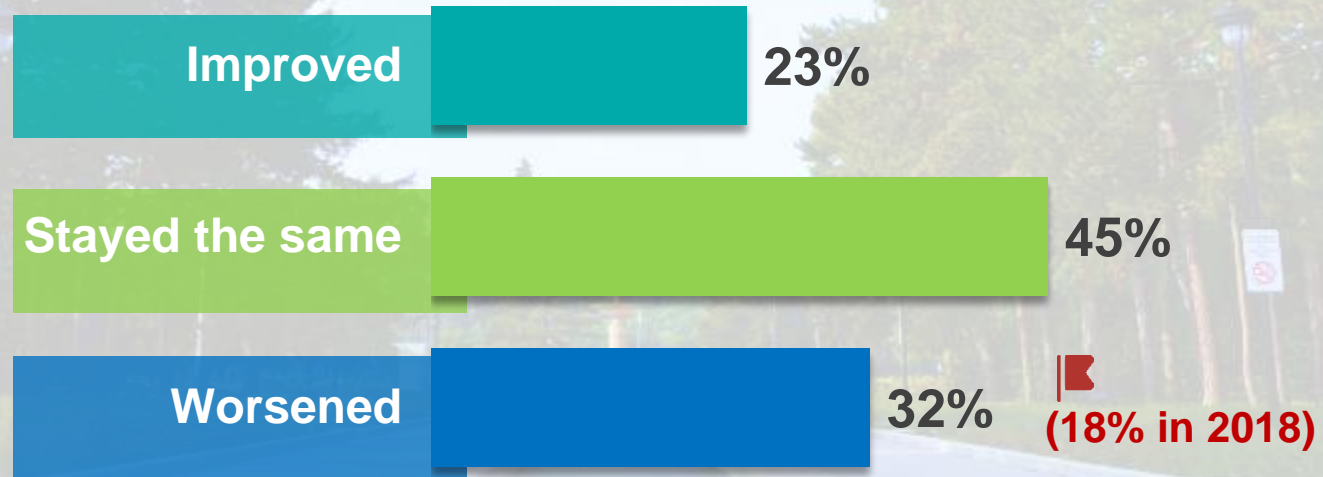
Phone Survey



In the last two years, the quality of life in the city of Hamilton has ...?



Phone Survey





ourCity Survey RESULTS

[City Services]

Services Included in Survey

- Animal Services
- Arts, Culture, Heritage
- Building Permits
- By-law Enforcement
- Cemetery
- Child Care Services
- Drinking Water
- Emergency Management
- Fire Department
- HSR Buses
- Legislative Services and Records Information
- Libraries, Bookmobiles
- Paramedic Services
- Parks and Open Space
- Police Services
- Public Health
- Recreation
- Roads and sidewalks
- Services for Seniors Incl. Long Term Care
- Snow Plowing and Salting of Roads
- Snow Plowing of City-owned Facilities
- Social Housing
- Social Services
- Storm Water Management
- Tourism
- Traffic Flow, Roadway Safety
- Waste Management
- Waste Water Management

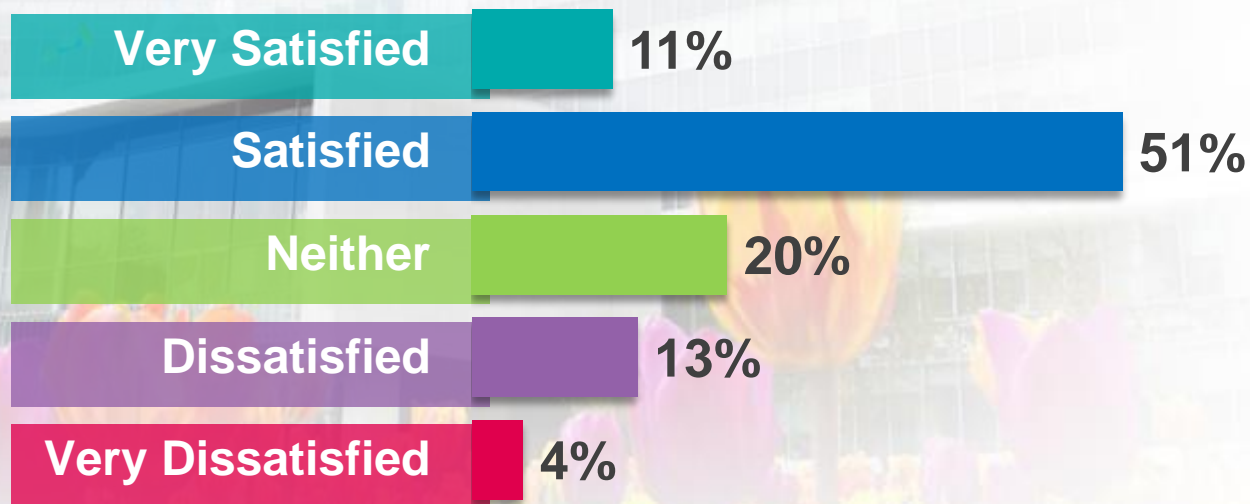


Overall satisfaction with City Services

Overall, how satisfied are you with the services provided by the City of Hamilton?



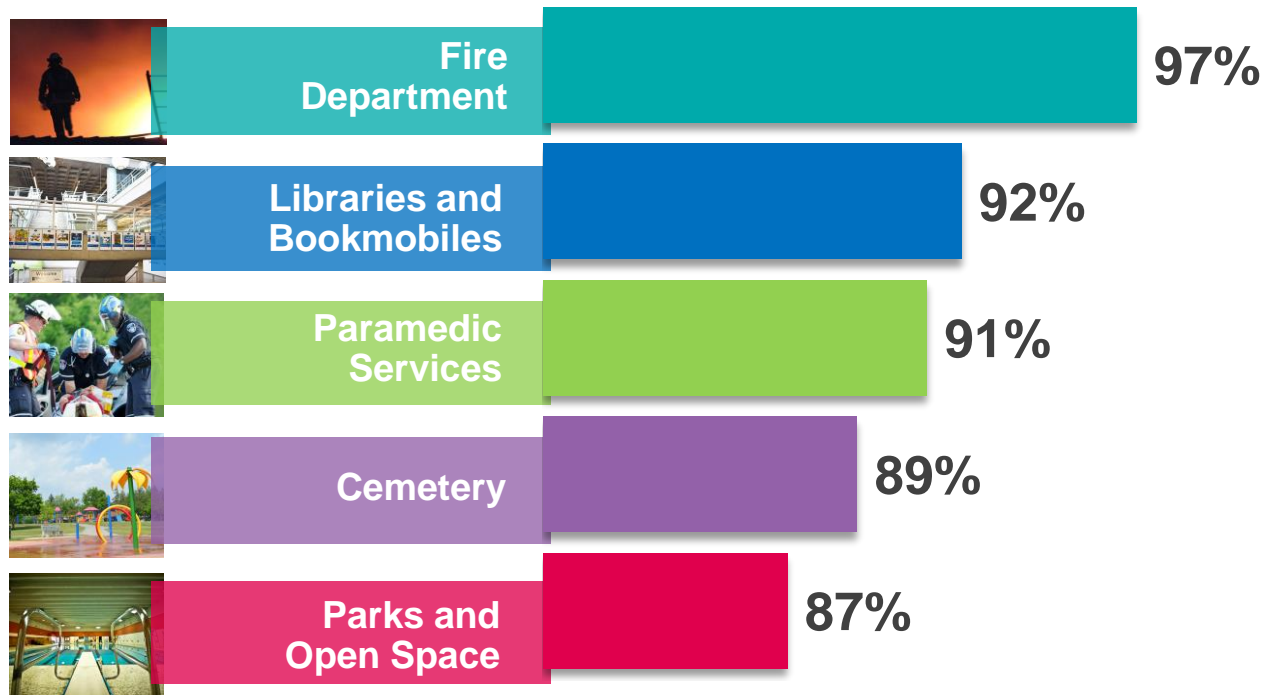
Phone Survey



Services Most Rated Excellent, Very Good, Good



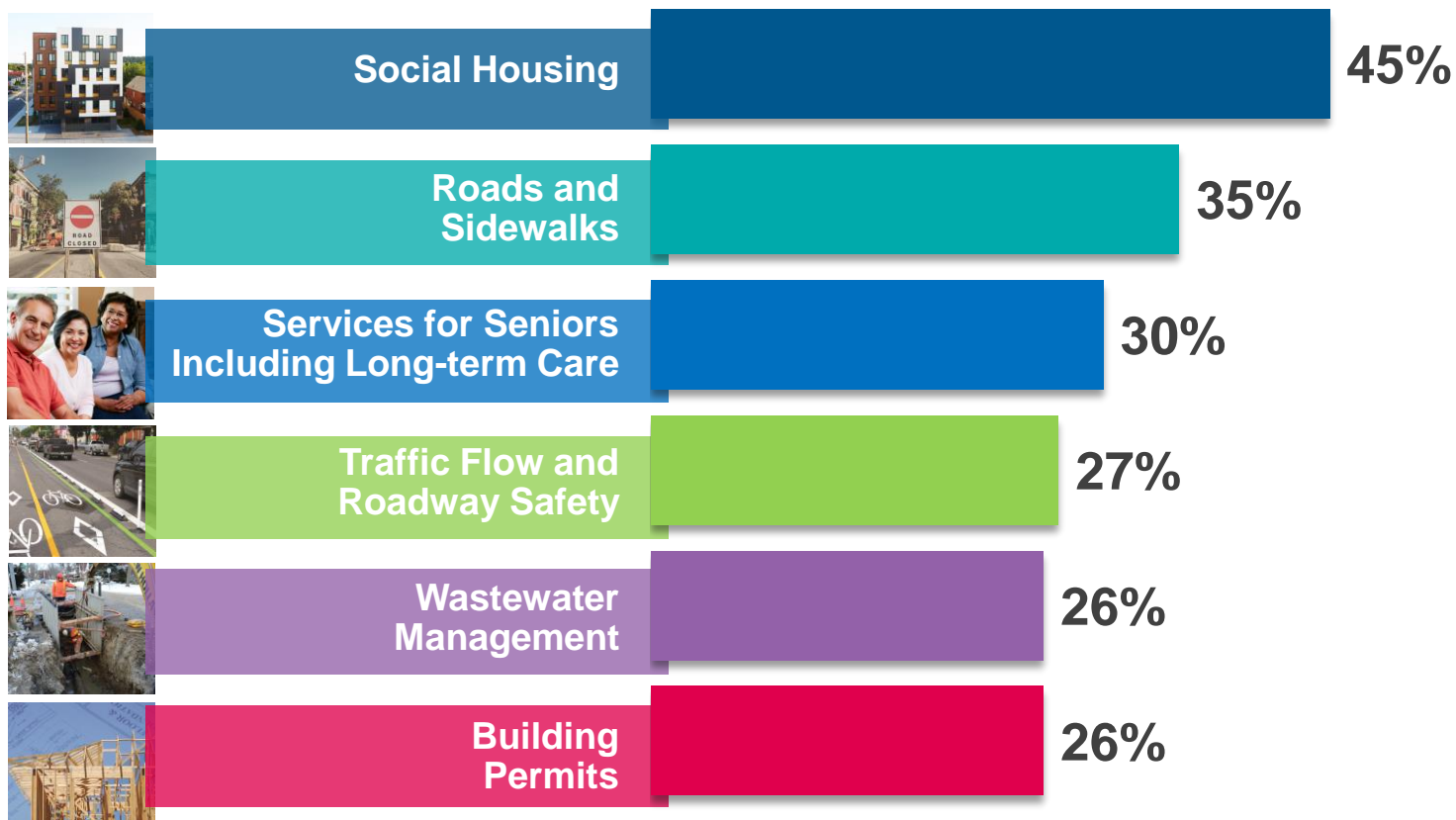
Phone Survey



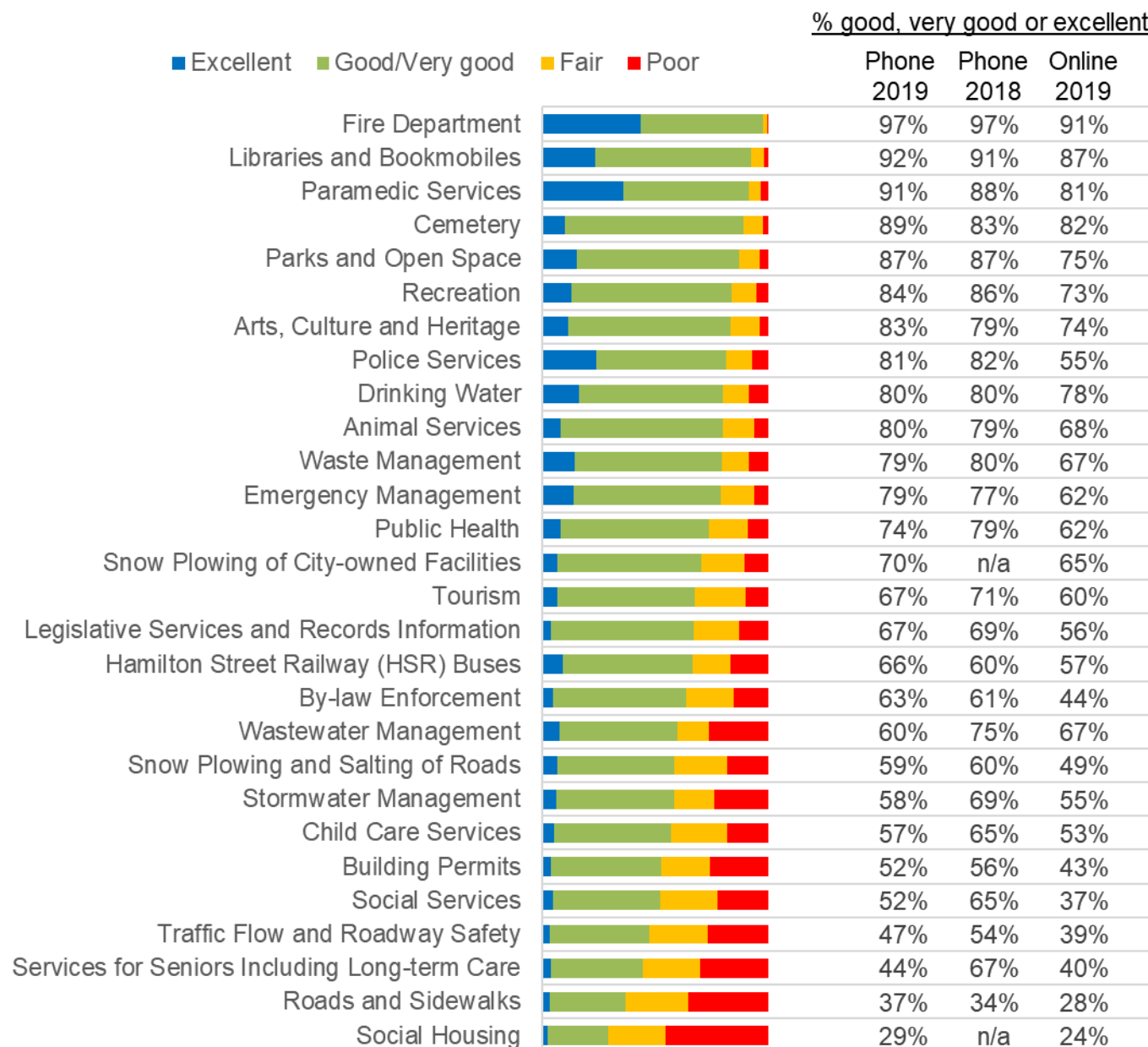
Services Most Rated Poor



Phone Survey



Ratings of Services



Most notably changed since 2018 survey



Phone Survey

% rating service as good, very good or excellent

Service	Phone 2019	Phone 2018	Change
Cemetery	89%	83%	+6%
Hamilton Street Railway (HSR) Buses	66%	60%	+6%
Arts, Culture and Heritage	83%	79%	+4%
Paramedic Services	91%	88%	+3%
Traffic Flow and Roadway Safety	47%	54%	-6%
Public Health	74%	79%	-6%
Child Care Services	57%	65%	-8%
Stormwater Management	58%	69%	-11%
Social Services	52%	65%	-13%
Wastewater Management	60%	75%	-15%
Services for Seniors (including Long-term Care)	44%	67%	-23%

Willingness to Pay

In delivering services to you and the community, the City typically pays for them through taxes and user fees. Based on this, do you think the City should:



Phone Survey

Increase taxes,
improve services

15%

Maintain taxes/
current service levels

72%

Decrease taxes,
improve services

13%

Resident Engagement



Phone Survey

The City of Hamilton uses input from residents in decision-making about City programs, services and initiatives.

32%

The City of Hamilton engages residents in the decision-making process for City programs, services and initiatives.

33%

Themed Written Comments

“What is one thing you think the City of Hamilton should do to reach the vision of being ‘the best place to raise a child and age successfully’?”

Responses from both the phone and online survey were most commonly related to:

- Community Safety
- City of Hamilton Work Principles & Values
- Housing
- Property Tax
- Transit
- City of Hamilton Mayor and/or Council
- Police Services, Policing
- Schools and Education
- Investing In & Maintaining the City
- Recreation

ourCity Survey RESULTS

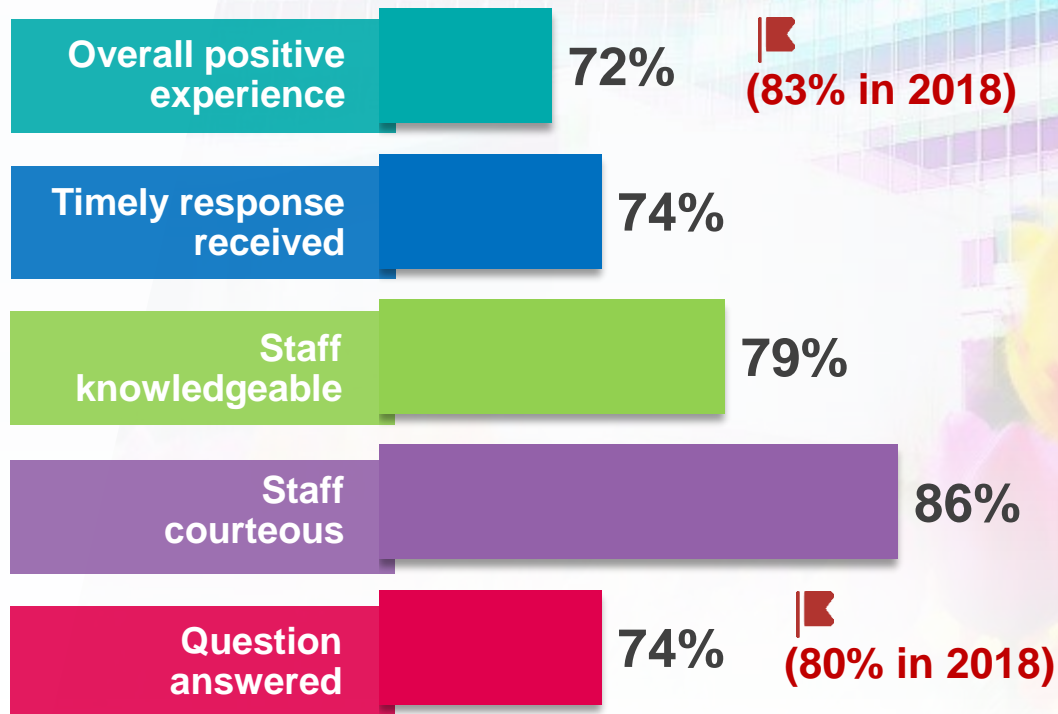
[Customer Service & Service Channels]

Experiences with the City

For those that have contacted the City in the past year ...
(% that agreed/strongly agreed)



Phone Survey



2020

Resident Preferences



Residents prefer to use the phone when asking questions or making a complaint



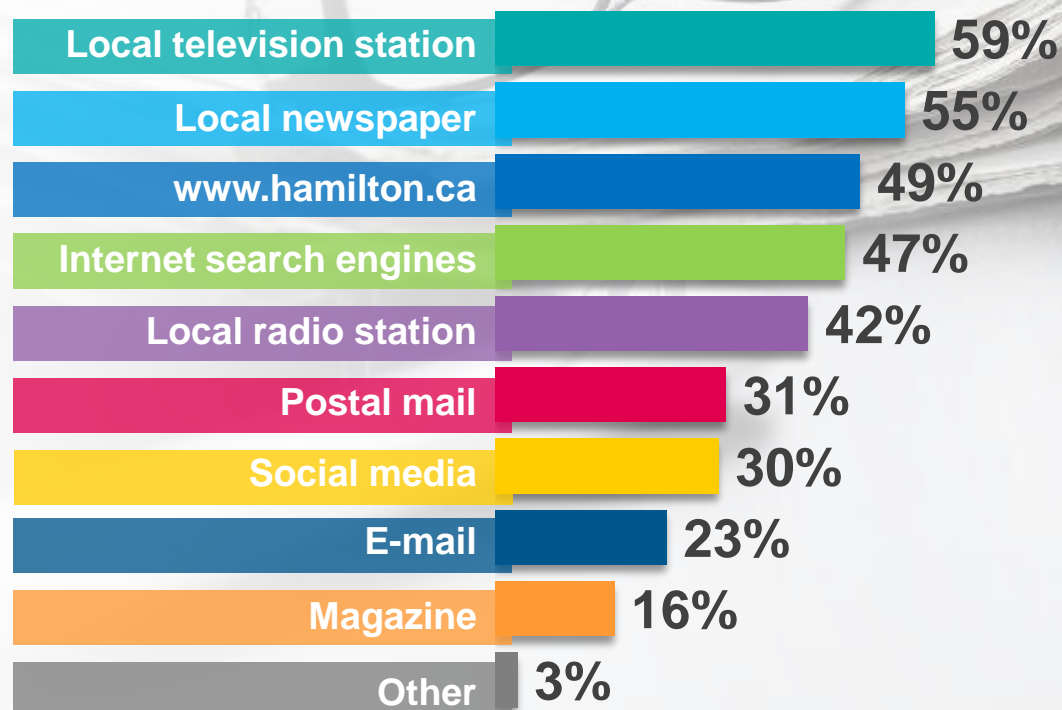
Residents most prefer to pay their property taxes through their bank or via a pre-authorized withdrawal versus in person



For other interactions (registering & paying for recreation programs, applying for licenses, booking city facilities and parks), residents prefer to complete on the website or in person

Preference: Receiving Information from the City

How do you like to get information about the City of Hamilton's programs, initiatives, news and events?

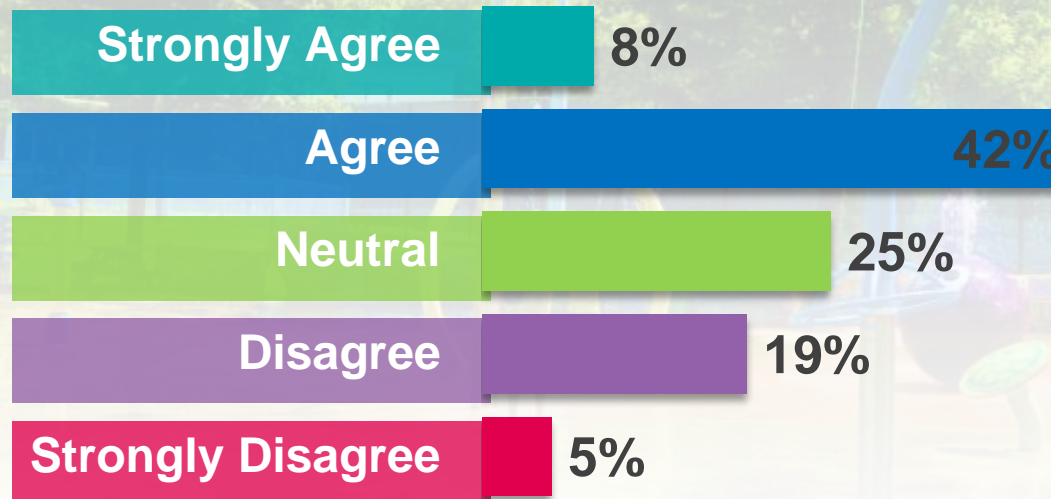


Connecting to Our Vision

Hamilton is on the right track towards our vision of being
“the best place to raise a child and age successfully”
(% that agree or strongly agree)



Phone Survey




Ward Level Analysis




NEW FOR 2019!

A larger survey sample size was completed so that ward level analysis could be completed with a low margin of error (about +/-5%)



Ward level data has been compared to city level data to highlight how each ward is different




Detailed results are shared in the report, ward level infographics are also available




Ward level data is also part of the project's open data release

Ward Level Summary



The survey results varied between wards which highlights that resident experiences differs across the city


























This year's results are the baseline ward-level data for the City of Hamilton


















Trend analysis can be performed when the next survey is performed

Ward level analysis

			% rating service as excellent, very good or good														
			Ward level result														
			 ward level result is significantly higher than COH  ward level result is significantly lower than COH														
Service	City of Hamilton	Ward level range	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Hamilton Street Railway (HSR) Buses	66%	27% to 80%															
Emergency Management	79%	59% to 84%															
Police Services	81%	62% to 87%															
Traffic Flow and Roadway Safety	47%	33% to 56%															

Ward level analysis

		% rating service as excellent, very good or good	Ward level result														
			 ward level result is significantly higher than COH  ward level result is significantly lower than COH														
Service	City of Hamilton	Ward level range	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Building Permits	52%	41% to 61%															
Recreation	84%	71% to 90%															
Snow Plowing and Salting of Roads	59%	52% to 69%															



Regularly conduct this survey so that results can be monitored and reported over time at the city and ward level (subject to operating budget approval)

Linking strategic and business plans to survey results, demonstrating that the City is listening and acting on resident feedback

Service owners reviewing and actioning results to improve resident satisfaction

Recommendation for Future Surveys



In order to contain costs and address project resourcing, the following recommendations are being made:

The frequency of conducting the Our City Survey in the future be moved to a triennial (every three years cycle).

Next survey would be in the second half of 2022.

The current margin of error at the ward level be increased to be in the range of +/- 9.8%.



QUESTIONS?



CITY OF HAMILTON
City Manager's Office

INFORMATION REPORT

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	November 18, 2020
SUBJECT/REPORT NO:	City Manager's 2019 – 2020 Review (CM20008) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Lisa Zinkewich (905) 546-2424 Ext 5312
SUBMITTED BY:	Janette Smith City Manager
SIGNATURE:	

COUNCIL DIRECTION

NA

BACKGROUND

The City of Hamilton is committed to supporting all employees' growth and development by effectively managing performance through the Performance Accountability and Development (PAD) process. This process includes the City Manager, who is tasked with providing strategic leadership and guidance to the corporation in line with Council's strategic plan and priorities.

The PAD presentation of the current City Manager, Janette Smith, was to have taken place shortly after the approval of the 2020 City of Hamilton budget which occurred on March 20th, 2020. It was delayed due to the impact of the COVID-19 pandemic. The decision to delay the City Manager's presentation to the Fall of 2020 was made in consultation with the Mayor and Executive Director of Human Resources. As a result, the reporting period for the City Manager's current review is from the start of the City Manager's tenure, May 6, 2019 to October 2020.

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OUR Mission: To provide high-quality cost-conscious public services that contribute to a healthy, safe, and prosperous community in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: City Manager's 2019 – 2020 Review (CM20008) (City Wide) - Page 2 of 4

INFORMATION**May 2019 - 2020 Overview**

Following an orientation that included meetings with Councillors, staff and community stakeholders, City Manager Smith focused her efforts on establishing guiding priorities for City staff's work that were based on the collective direction of Hamilton City Council.

The priorities, referred to as Term of Council Priorities, were confirmed by Council in January 2020. They include a focus on climate change; multi-modal transportation; affordable housing and homelessness; equity, diversity and inclusion; integrated growth and development; maintaining trust and confidence in government; fiscal health and financial management; and, support for a healthy and respectful workplace.

These priorities guide the collective work of staff and influence department goals and priority setting. Within the timeframe of this review, a number of projects or achievements that align with the Term of Council Priorities have been completed, including:

- A comprehensive update to the City's 10-year Housing and Homelessness Action Plan;
- The City was a key participant and supporter in the creation of the Hamilton Health Team, one of the first health teams to be announced by the province of Ontario;
- The completion of a corporate-wide climate change plan, which is now being implemented;
- The completion and approval of the City's Urban Indigenous Strategy;
- The development and administration of an employment equity survey to compare staff composition with the community we serve;
- The engagement with equity-seeking groups to develop recommendations related to addressing hate and racism, and recruit board members for the new Hamilton Anti-Racism Resource Centre;
- The continued growth of the Airport Employment Growth District and the attraction of the Amazon Fulfilment Centre;
- Completion of the selection process for the City entertainment precinct;
- Completion of the West Harbour capital infrastructure work and planning approvals to facilitate private-sector investment;
- The development and continuing implementation of the Access by Design and Routine Dissemination and Disclosure policy;
- The launch of the Fraud and Waste Hotline;
- Approval of \$1 billion in building permits in 2020;
- Completion of a new development charge by-law;

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SUBJECT: City Manager's 2019 – 2020 Review (CM20008) (City Wide) - Page 3 of 4

- The maintenance of the City's AA+ credit rating;
- Creation and implementation of the 2019-2020 Workplace Mental Health and Wellbeing Strategy; and,
- Successful negotiation of 6 collective bargaining agreements (since May 2019).

In addition, staff have begun to make progress on Council's direction to provide more proactive communications on City business and issues.

Since March 2020, significant work at all levels of the organization has been required to respond to the COVID-19 pandemic and accommodate the operational, staffing and financial impacts. The City has undertaken a sustained emergency response including:

- Implementing Public Health measures:
 - set up of COVID testing centres;
 - contract tracing;
 - unprecedented levels of public health communications; and,
 - when necessary, enforced the face coverings by-law and provincial orders around large gatherings.
- Supporting vulnerable populations, such as the homeless and seniors through:
 - creating extra shelter space at the First Ontario Centre; and,
 - worked closely with congregate settings and mobilized when there were immediate risks.
- Ensured child care spaces for essential service workers;
- Support of City employees to adapt service delivery with new health and safety measures;
- Expansion of on-line service offerings and phone payment options to ensure business continuity during COVID-19; and,
- Helping mitigate the economic impact through implementing Council approved tax deferrals and the on-street patio program.

Looking Ahead

In the coming months, the City will need to continue to prioritize the health and safety of residents and City staff, and to focus on the pandemic emergency response and recovery. COVID-19 has highlighted the importance of many of the Term of Council Priorities. Staff will focus on recent opportunities to advance those priorities such as the Rapid Housing Initiative and the COVID-19 Resilience Infrastructure Stream while

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SUBJECT: City Manager's 2019 – 2020 Review (CM20008) (City Wide) - Page 4 of 4

simultaneously continuing our public health response and ongoing provision of City services.

To support the organization's longer-term capabilities, a review of the City Manager's Office is underway and is identifying several priority areas of focus to encourage innovation and accountability. Key priorities will include advancing the City's ability to access and use data to support decision making and continuous improvement. They will also include efforts to support groups and initiatives that champion equity, diversity and inclusion, as well as efforts to ensure the City's perspectives are heard and understood at Queen's Park and on Parliament Hill.

In order to return to the Council approved cycle for the City Manager Review, a check in will occur in spring 2021 following the 2022 budget approval.

APPENDICES

N/A

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Hamilton

**CAPITAL PROJECTS WORK-IN-PROGRESS REVIEW
SUB-COMMITTEE
REPORT 20-003**

9:30 a.m.

November 2, 2020

Council Chambers

Hamilton City Hall

Present: Councillors J.P. Danko (Vice-Chair), N. Nann and M. Wilson

Absent: Councillor M. Pearson – Personal

**THE CAPITAL PROJECTS WORK-IN-PROGRESS REVIEW SUB-COMMITTEE
PRESENTS REPORT 20-003 AND RESPECTFULLY RECOMMENDS:**

1. **Capital Project Closing Report as of June 30, 2020 (FCS20079) (City Wide) (Item 9.1)**
 - (a) That the General Manager of Finance and Corporate Services be authorized to transfer \$1,324,905 to the Unallocated Capital Levy Reserve (108020) and \$5,309 from other sources as outlined in Appendix "A" Capital Projects Work-In-Progress Sub-Committee Report 20-003;
 - (b) That the General Manager of Finance and Corporate Services be directed to close the completed and / or cancelled capital projects listed in Appendix "B" to Capital Projects Work-In-Progress Sub-Committee Report 20-003 in accordance with the Capital Projects Closing and Monitoring Policy;
 - (c) That Appendix "C" to Report FCS20079, Capital Projects Budget Appropriations for the period covering January 1, 2020 through June 30, 2020, be received for information; and,
 - (d) That Appendix "C" to Capital Projects Work-In-Progress Sub-Committee Report 20-003, Capital Projects Budget Appropriations above \$250,000 and Reserve Transfers requiring Council authorization for the period covering January 1, 2020 through June 30, 2020 totalling \$1,324,412, be approved.
2. **Capital Projects Status Report as of June 30, 2020 (FCS20078) (City Wide) (Item 9.2)**
 - (a) That the Capital Projects Status Report – Tax Supported, as of June 30, 2020, attached as Appendix "A" to Report FCS20078, be received;

- (b) That the Capital Projects Status Report – Rate Supported, as of June 30, 2020, attached as Appendix “B” to Report FCS20078, be received;
- (c) That the Confidential Appendix “C” to Report FCS20078, be received and remain confidential.

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 1)

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

The agenda for the September 29, 2020 Capital Projects Work-In-Progress Review Sub-Committee meeting was approved, as presented.

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

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

(i) January 27, 2019 (Item 3.1)

The Minutes of the January 27, 2020 meeting of the Capital Projects Work-In-Progress Review Sub-Committee meeting were approved, as presented.

(d) ADJOURNMENT (Item 15)

Tere being no further business, the Capital Projects Work-In-Progress Review Sub-Committee, adjourned at 10:26 a.m.

Respectfully submitted,

Councillor Danko, Vice-Chair
Capital Projects Work-in-Progress
Sub-Committee

Angela McRae
Legislative Coordinator
Office of the City Clerk

Appendix "A" to Item 1 of Capital Projects Work-In-Progress Review Sub-Committee Report 20-003

Page 1 of 2

CITY OF HAMILTON CAPITAL PROJECT CLOSINGS AS OF JUNE 30, 2020 Projects impacting the Unallocated Capital Levy Reserve and Other Sources						
Year Approved	ProjectID	Description	Surplus/ (Deficit) (\$)	Reserve	Description	
<u>Projects requiring funds</u>						
2006	3620604600	Secondary plan -AEGD	(6,443.29)	108020	Unalloc Capital Levy	
2010	4401056090	Johnson Tew Park	(12.58)	108020	Unalloc Capital Levy	
2013	3381355301	14 DC Study & '15-18 Intensification Study	(452.23)	108020	Unalloc Capital Levy	
2013	4401356541	Borers Creek Trail Link	(23.47)	108020	Unalloc Capital Levy	
2015	4411506102	Pier 4 Repair & Pier 8 Trail	(4,798.95)	108020	Unalloc Capital Levy	
2016	3541657001	Archibus-Facility Maintenance	(40.90)	108020	Unalloc Capital Levy	
2016	4031618355	Bridge 355 - White Church	(31,280.71)	108020	Unalloc Capital Levy	
2016	4031618385	Bridge 385 - Westover Rd	(16,383.00)	108020	Unalloc Capital Levy	
2016	7101654536	Program - Arena Retrofits	(537.14)	108020	Unalloc Capital Levy	
2017	4031718219	Structural Investigation & Rp	(38,000.00)	108020	Unalloc Capital Levy	
			(97,972.27)			
<u>Projects returning funds</u>						
2006	6180641100	Housing Energy Conserve - ECMP	3,096.15	108020	Unalloc Capital Levy	
2009	4030980984	Rymal-Up Centennial to Dartnal	27,315.33	108020	Unalloc Capital Levy	
2010	6181041001	Artists Live-Work Development	50,267.09	108020	Unalloc Capital Levy	
2014	3621459450	Pan Am Legacy Projects	5,819.00	108020	Unalloc Capital Levy	
2014	4031418426	Bridge 088 - Mill St	22,980.12	108020	Unalloc Capital Levy	
2014	4031418430	Bridge 344 - Concession 5W	117,222.20	108020	Unalloc Capital Levy	
2014	4031418436	Bridge 449 - Hwy 52	25,123.75	108020	Unalloc Capital Levy	
2014	4031418447	Bridge 447-Bell Rd	30,966.93	108020	Unalloc Capital Levy	
2015	2051549550	LRT Office & Related Works	12,064.15	108020	Unalloc Capital Levy	
2015	3381557502	Budget Operating System Upgrade	54.10	108020	Unalloc Capital Levy	
2015	4401556512	Glanbrook Hills Park	4,368.70	108020	Unalloc Capital Levy	
2016	4031680685	RHBP-Dartnall-Stone to Rymal	133,902.34	108020	Unalloc Capital Levy	
2017	4041710017	Street Lighting - Capital	47,284.98	108020	Unalloc Capital Levy	
2018	4041810017	Street Lighting - Capital	231,696.91	108020	Unalloc Capital Levy	
2018	4661820019	Annual Traffic Control RP 18	119,837.25	108020	Unalloc Capital Levy	
2018	4661820522	Traffic Eng - Signal Design	269,649.62	108020	Unalloc Capital Levy	
2018	4661820525	IPS - Intersection Ped Signal	42,500.03	108020	Unalloc Capital Levy	
2018	5121890200	Diversion Container Replacmnt	879.75	108020	Unalloc Capital Levy	
2018	7101854811	Hill Park Rec Cntr Renovation	608.00	108020	Unalloc Capital Levy	
2019	4031921350	Fleet Additions - Roads O&M	3,524.47	108020	Unalloc Capital Levy	
2019	4031921960	Fleet Addition - ES - Consruct	57,384.90	108020	Unalloc Capital Levy	
2019	4031955963	IoT & Smart Cities St Light	134,913.34	108020	Unalloc Capital Levy	
2019	4661920531	APS - Accessible Ped Signals	3,095.78	108020	Unalloc Capital Levy	
2019	5121992000	Closed Landfill Maint&Cap Imp	33.67	108020	Unalloc Capital Levy	

Appendix "A" to Item 1 of Capital Projects Work-In-Progress Review Sub-Committee Report 20-003

Page 2 of 2

CITY OF HAMILTON CAPITAL PROJECT CLOSINGS AS OF JUNE 30, 2020					
Projects impacting the Unallocated Capital Levy Reserve and Other Sources					
2019	5121994920	Env Services LegComplianceProg	28,288.98	108020	Unalloc Capital Levy
2020	5122090700	PubSpace&SpecEvent Containers	50,000.00	108020	Unalloc Capital Levy
			1,422,877.54		
Net impact to the Unallocated Capital Levy Reserve			1,324,905.27		
Projects requiring funds					
2007	5160766711	Canadian Infra Renewal	(119.78)	108005	Sanitary Sewer Capital Reserve
2012	4241209110	Banners on York Blvd	(23.70)	108051	Ward 1-Capital Infrastructure
2013	4241309501	Veever's Estate Capital Grant	(0.50)	108055	Ward 5-Capital Infrastructure
2014	4241409208	Old Beasley Ctre Kitchen Reno	(1,002.40)	108052	Ward 2-Capital Infrastructure
2014	7901448402	Transit Centre EE Lighting	(8.44)	112272	Energy Conservation Initiatives
2016	5301683503	2016 Non-Rev Vehicle Replace	(1,656.60)	110030	Vehicle Replacement Transit
2018	6301851002	ML & WL Resident Care Equip	(1,617.14)	110042	Lodges Infrastructure Reserve
2019	4241909222	Shamrock Park N	(880.10)	108052	Ward 2-Capital Infrastructure
Net impact to Other Reserves			(5,308.66)		
Total Net impact to the Unallocated Capital Levy Reserve & Other Reserves			1,319,596.61		

DELAIED/CANCELLED PROJECTS

CITY OF HAMILTON CAPITAL PROJECTS' CLOSING SCHEDULE AS OF JUNE 30, 2020							Appendix "B" to Item 1 of CPWIP Review Sub-Committee Report 20--003 Page 2 of 7			
YEAR APPROVED	PROJECT ID	DESCRIPTION	APPROVED BUDGET (\$)	REVENUES (\$)	EXPENDITURES (\$)	PROJECT SURPLUS/ (DEFICIT) (\$)	% SPENT			
			a	b	c	d = b - c	e = c/a			
2002	5140267256	Reservoir 11-Rechlor Facility	0.00	0.00	0.00	0.00	0.0%			
2002	5140267257	Reservoir 18-Rechlor Facility	0.00	0.00	0.00	0.00	0.0%			
2015	4241509109	W1 Street Pedestrianisation	45,000.00	0.00	0.00	0.00	0.0%			
2015	4241509721	City Housing Initiative Repair	0.00	0.00	0.00	0.00	0.0%			
2016	3301609124	Ward 4 234-250 Kenilworth Ave	0.00	0.00	0.00	0.00	0.0%			
2016	3301609601	Ward 1 Revenue Projects	0.00	0.00	0.00	0.00	0.0%			
2016	3301609604	Ward 4 Revenue Projects	0.00	0.00	0.00	0.00	0.0%			
2016	3301609605	Ward 5 Revenue Projects	0.00	0.00	0.00	0.00	0.0%			
2016	3301609606	Ward 6 Revenue Projects	0.00	0.00	0.00	0.00	0.0%			
2016	3301609607	Ward 7 Revenue Projects	0.00	0.00	0.00	0.00	0.0%			
2016	3301609608	Ward 8 Revenue Projects	0.00	0.00	0.00	0.00	0.0%			
2016	3301609609	Ward 9 Revenue Projects	0.00	0.00	0.00	0.00	0.0%			
2016	3301609611	Ward 11 Revenue Projects	0.00	0.00	0.00	0.00	0.0%			
2016	3301609614	Ward 14 Revenue Projects	0.00	0.00	0.00	0.00	0.0%			
2016	4241609805	Wrd 8 Enhancemnt-CarpenterPik	0.00	0.00	0.00	0.00	0.0%			
2016	4401641100	Marina Dock Repairs-Insurance	0.00	0.00	0.00	0.00	0.0%			
2017	3501757705	Geographic Metadata Catalogue	0.00	0.00	0.00	0.00	0.0%			
2017	4141746104	Mattamy Waterdown Ph2B	0.00	0.00	0.00	0.00	0.0%			
2017	4241709107	Kirkendall Traffic Calming	60,000.00	0.00	0.00	0.00	0.0%			
2017	4241709204	W2 Traffic Isld Beautification	23,000.00	0.00	0.00	0.00	0.0%			
2017	4401756802	Beach Park Dev Program	0.00	0.00	0.00	0.00	0.0%			
2017	6731741700	Bed Bug Eradication	0.00	0.00	0.00	0.00	0.0%			
2017	8141755704	Assess & Review Dundas Quarry	0.00	0.00	0.00	0.00	0.0%			
2018	3541810555	2018 Chargebacks - Facilities	0.00	0.00	0.00	0.00	0.0%			
2018	4031810555	2018 Chargebacks - Roads	0.00	0.00	0.00	0.00	0.0%			
2018	4241809309	Century Parkette Public Art	0.00	0.00	0.00	0.00	0.0%			
2018	4241809312	Hamilton Children's Museum	0.00	0.00	0.00	0.00	0.0%			
2018	4401810555	2018 Chargebacks - Open Space	0.00	0.00	0.00	0.00	0.0%			
2018	441810555	2018 Chargebacks - W Harbour	0.00	0.00	0.00	0.00	0.0%			
2018	4661820820	New Signal - Garner & Raymond	250,000.00	0.00	0.00	0.00	0.0%			
2018	5141810555	2018 Chargebacks - Waterworks	0.00	0.00	0.00	0.00	0.0%			
2018	5141860999	Closed Projects - Water	0.00	0.00	0.00	0.00	0.0%			
2018	5161810555	2018 Chargebacks - San Swr	0.00	0.00	0.00	0.00	0.0%			
2018	5161860999	Closed Projects - Wastewater	0.00	0.00	0.00	0.00	0.0%			
2018	5181810555	2018 Chargebacks - Strm Swr	0.00	0.00	0.00	0.00	0.0%			
2018	5181874840	Sydenham Interceptor Swale	260,000.00	0.00	0.00	0.00	0.0%			
2018	8121855801	Community Energy Plan-CEP	0.00	0.00	0.00	0.00	0.0%			
2019	3541910555	2019 Chargebacks - Facilities	0.00	0.00	0.00	0.00	0.0%			
2019	4031910555	2019 Chargebacks - Roads	0.00	0.00	0.00	0.00	0.0%			
2019	4031955946	Kenilworth-Barton-Main Design	150,000.00	0.00	0.00	0.00	0.0%			
2019	4241909221	Sidewalk Maintenance - Ward 2	0.00	0.00	0.00	0.00	0.0%			
2019	4401910555	2019 Chargebacks - Open Space	0.00	0.00	0.00	0.00	0.0%			
2019	4401955901	Memorial Pk StrmWaterMgmtStudy	0.00	0.00	0.00	0.00	0.0%			
2019	4411910555	2019 Chargebacks - W Harbour	0.00	0.00	0.00	0.00	0.0%			
2019	4661920945	Fibre Optics Cable	450,000.00	0.00	0.00	0.00	0.0%			
2019	5141910555	2019 Chargebacks - Waterworks	0.00	0.00	0.00	0.00	0.0%			
2019	5161910555	2019 Chargebacks - San Swr	0.00	0.00	0.00	0.00	0.0%			
2019	5181910555	2019 Chargebacks - Strm Swr	0.00	0.00	0.00	0.00	0.0%			
2019	6731941023	OPHI - Housing Allowances	0.00	0.00	0.00	0.00	0.0%			
2020	4402049900	MohawkSportsPk-Bleachers&Shade	150,000.00	0.00	0.00	0.00	0.0%			
2020	4502051001	Vehicle Purchases - Licensing	0.00	0.00	0.00	0.00	0.0%			

**CITY OF HAMILTON
CAPITAL PROJECTS' CLOSING SCHEDULE
AS OF JUNE 30, 2020**

Appendix "B" to Item 1 of CPWIP Review Sub-Committee Report 20--003
Page 3 of 7

YEAR APPROVED	PROJECT ID	DESCRIPTION	APPROVED BUDGET (\$)	REVENUES (\$)	EXPENDITURES (\$)	PROJECT SURPLUS/ (DEFICIT) (\$)	% SPENT
			a	b	c	d = b - c	e = c/a
2022	5162266102	Woodward WWTP - Expansion	0.00	0.00	0.00	0.00	0.0%
TOTAL DELAYED/CANCELLED PROJECTS (52)			1,388,000.00	0.00	0.00	0.00	0.0%
COMPLETED PROJECTS							
CORPORATE SERVICES DEPARTMENT(Tax Budget)							
Finance Program							
2012	3301249208	Ward 8 Capital Reinvestment	37,000.00	32,697.65	32,697.65	0.00	88.4%
Transition Program & One Time Projects							
2001	2110141021	Customer Contact Cntr Ph 2 & 3	1,018,330.00	1,018,330.00	1,018,330.00	0.00	100.0%
School and Property Purchases							
2017	4401756705	RE1701 - Potential Acquisition of the Former Hamilton Psychiatric Hospital	250,000.00	140,390.66	140,390.66	0.00	56.2%
CITY MANAGER DEPARTMENT(Tax Budget)							
City Manager Program							
2017	3381757506	Citizen Engagement & Marketing	70,000.00	70,000.00	70,000.00	0.00	100.0%
CORPORATE PROJECTS DEPARTMENT (Tax Budget)							
Councillor Infrastructure Program							
2012	4241209111	Victoria Park Cafe	37,100.00	37,091.59	37,091.59	0.00	100.0%
2012	4241209506	Cherry Road- Backyard Slope	11,150.00	11,115.25	11,115.25	0.00	99.7%
2014	4241409102	W1 School Nutrition Prog	80,000.00	80,000.00	80,000.00	0.00	100.0%
2014	4241409110	Dalewood & Ryerson pool cnvrsn	22,900.00	2,273.74	2,273.74	0.00	9.9%
2015	4241509104	Earl Kitchener Playground Revi	50,000.00	50,000.00	50,000.00	0.00	100.0%
2015	4241509105	W1 Native Plants	10,000.00	6,000.00	6,000.00	0.00	60.0%
2016	4241609103	Upgrades to Dow Parkette	300,000.00	267,628.11	267,628.11	0.00	89.2%
2016	4241609107	Ainslie Wood St Master Plan	150,000.00	145,339.11	145,339.11	0.00	96.9%
2016	4241609108	Playground Martyrs Catholic	205,000.00	205,000.00	205,000.00	0.00	100.0%
2016	4241609207	Spend Bump Reserve	60,000.00	57,369.02	57,369.02	0.00	95.6%
2016	4241609209	Durand Park Fence	75,000.00	57,552.01	57,552.01	0.00	76.7%
2016	4241609215	NHCHC Pathway	28,800.00	28,843.25	28,843.25	0.00	100.2%
2016	4241609226	Stinson Wellgtn Intersection	5,000.00	5,000.00	5,000.00	0.00	100.0%
2017	4241709203	James - Duke to Bridge	150,000.00	100,827.49	100,827.49	0.00	67.2%
2017	4241709401	Sir Winston Churchill Turf	75,000.00	75,000.00	75,000.00	0.00	100.0%
2017	4241709405	Parkdale Affordable Housing	290,250.00	290,250.00	290,250.00	0.00	100.0%
2017	4241709501	Kentley - Crawford - Hart	200,000.00	152,035.96	152,035.96	0.00	76.0%
2017	4241709603	Fern-Doreen-Tilbury-Filer-etc	300,000.00	226,387.38	226,387.38	0.00	75.5%
2017	4241709806	Chedoke Outdoor Classroom	50,000.00	50,000.00	50,000.00	0.00	100.0%
2018	4241809102	Victoria Park Com Gardens	145,000.00	114,410.07	114,410.07	0.00	78.9%
2018	4241809211	YWCA Cooling System	150,000.00	150,000.00	150,000.00	0.00	100.0%
2018	4241809212	Cork Town Affordable Housing	42,000.00	42,000.00	42,000.00	0.00	100.0%
2018	4241809307	Royal Oak Affordable Housing	275,000.00	275,000.00	275,000.00	0.00	100.0%
2018	4241809313	HARRRP Community Services	50,000.00	50,000.00	50,000.00	0.00	100.0%
2018	4241809504	Veevers House Cap Repairs	9,035.00	9,033.22	9,033.22	0.00	100.0%
2018	4241809506	Red Hill Enviro Monitoring	25,000.00	25,000.00	25,000.00	0.00	100.0%
2018	4241809606	Temp Speed Humps Trial	20,000.00	6,353.98	6,353.98	0.00	31.8%
2019	4241909141	Mountable Curbs Ward 14	54,000.00	54,000.00	54,000.00	0.00	100.0%
2019	4241909203	W2 Concrete Planters	100,000.00	50,970.41	50,970.41	0.00	51.0%

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YEAR APPROVED	PROJECT ID	DESCRIPTION	APPROVED BUDGET (\$)	REVENUES (\$)	EXPENDITURES (\$)	PROJECT SURPLUS/ (DEFICIT) (\$)	% SPENT
			a	b	c	d = b - c	e = c/a
2019	4241909306	Women Entrepreneur Collective	1,500.00	1,500.00	1,500.00	0.00	100.0%
2019	4241909404	Shelby Ave Speed Cushions	11,000.00	11,000.00	11,000.00	0.00	100.0%
2019	4241909501	W5 Sidewalk Repairs	160,000.00	160,000.00	160,000.00	0.00	100.0%
2019	4241909601	Oakcrest Speed Cushions	12,000.00	9,707.92	9,707.92	0.00	80.9%
2019	4241909801	45 Montcalm Fencing	3,150.00	2,900.16	2,900.16	0.00	92.1%
2019	4241909804	Queensdale Speed Cushions	16,800.00	16,800.00	16,800.00	0.00	100.0%
2019	4241910555	2019 Chargebacks - Area Rating	0.00	565,045.52	565,045.52	0.00	0.0%
Healthy & Safe Communities (Tax Budget)							
Social Housing Program							
2015	6731541502	IAH-Rent Supplement	5,400,000.00	5,400,002.00	5,400,002.00	0.00	100.0%
2017	6731741702	SHARP-Social Housing Apt Retro	7,170,800.00	6,851,772.46	6,851,772.46	0.00	95.6%
2018	6731841703	SHAIP- Soc Hsg Apart Impr Prog	13,415,270.00	13,415,271.20	13,415,271.20	0.00	100.0%
Fire Services Program							
2019	7401941606	Station 13 Renovation	125,523.38	125,523.38	125,523.38	0.00	100.0%
Paramedic Services Program							
2019	7641951100	Paramedic Service Vehicle	1,269,000.00	963,358.41	963,358.41	0.00	75.9%
Planning & Development (Tax Budget)							
Growth Management Division							
2009	4030980986	TrinityChurchCorridor-53&Stone	16,771,000.00	15,005,034.57	15,005,034.57	0.00	89.5%
2016	4141646104	1187 Upper James	145,000.00	140,361.16	140,361.16	0.00	96.8%
Parking By-Law Services Division							
2016	4031655641	Cordon Count Project	96,681.67	96,681.67	96,681.67	0.00	100.0%
2016	4031655940	2016 Trans Tomorrow Survey	93,630.00	93,637.07	93,637.07	0.00	100.0%
Tourism, Cultural Services & Public Art Programs							
2016	7201658600	Collections Reg Preservations	225,563.73	231,330.86	231,330.86	0.00	102.6%
2018	7101858813	Waterdown Memorial Art Project	75,000.00	22,309.62	22,309.62	0.00	29.7%
Non Capital Clearing Accounts							
2001	3560150200	Sales&Purch Tax & Remit Lands	0.00	25,900,444.74	25,900,444.74	0.00	0.0%
Public Works (Tax Budget)							
Roads Division							
2000	4060087004	Expressway Capital Holding Acct	0.00	60,274.09	60,274.09	0.00	0.0%
2013	4031311016	Asset Preservation - Turnball	3,085,000.00	2,857,611.91	2,857,611.91	0.00	92.6%
2014	4031418217	Bridge & Culvert Maintenance	1,810,000.00	1,810,000.00	1,810,000.00	0.00	100.0%
2014	4031455940	Transportation Tomorrow Survey	5,630.00	5,622.36	5,622.36	0.00	99.9%
2014	4041417124	Annual Bicycle Route 2014	140,000.00	140,000.00	140,000.00	0.00	100.0%
2015	4031511508	CP Minor Maintenance Ward 8	18,660.00	18,656.15	18,656.15	0.00	100.0%
2015	4031511509	CP Minor Maintenance Ward 9	18,660.00	18,656.15	18,656.15	0.00	100.0%
2015	4031511510	CP Minor Maintenance Ward 10	18,660.00	18,656.15	18,656.15	0.00	100.0%
2015	4031511511	CP Minor Maintenance Ward 11	198,650.00	198,656.15	198,656.15	0.00	100.0%
2015	4031511512	CP Minor Maintenance Ward 12	18,660.00	18,656.15	18,656.15	0.00	100.0%
2016	4031615820	Traffic Counts Program	100,000.00	100,000.00	100,000.00	0.00	100.0%
2016	4031618219	Structural Investigation & Rp	400,000.00	400,000.00	400,000.00	0.00	100.0%

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2016	4661620008	New Traffic Signal Instalation	1,250,000.00	1,154,734.84	1,154,734.84	0.00	92.4%
2017	4031711222	Annual New Sidewalk Program	490,000.00	323,856.54	323,856.54	0.00	66.1%
2017	4031719101	Road Reconstruction 2017	2,341,000.00	2,164,093.73	2,164,093.73	0.00	92.4%
2017	4661720008	New Traffic Signal Instalation	705,000.00	705,000.00	705,000.00	0.00	100.0%
2017	4661720010	Traffic Signal Modernization	800,000.00	691,667.60	691,667.60	0.00	86.5%
2017	4661720019	Annual Traffic Control RP 17	50,000.00	50,000.00	50,000.00	0.00	100.0%
2018	4031810006	Minor Annual Construction	200,000.00	200,000.00	200,000.00	0.00	100.0%
2018	4031811225	Geotechnical Investigation	700,000.00	700,000.00	700,000.00	0.00	100.0%
2018	4031814405	Contam Soil and Rock Removal	580,000.00	580,000.00	580,000.00	0.00	100.0%
2018	4031815820	Traffic Counts Program	100,000.00	100,000.00	100,000.00	0.00	100.0%
2018	4031817677	Preventative Maintenance 2018	2,790,000.00	2,790,000.00	2,790,000.00	0.00	100.0%
2018	4031818217	Bridge & Culvert Maintenance	2,000,000.00	2,000,000.00	2,000,000.00	0.00	100.0%
2018	4031818218	OSIM Bridge & Culvert Insp	300,000.00	300,000.00	300,000.00	0.00	100.0%
2018	4031821350	Fleet Additions - Roads O&M	300,000.00	300,000.00	300,000.00	0.00	100.0%
2018	4031855556	Mapping Update	40,000.00	40,000.00	40,000.00	0.00	100.0%
2018	4661820720	Plastic Pavement Marking Rehab	200,000.00	112,703.65	112,703.65	0.00	56.4%
2019	4031919112	Bruceedale (Eastmount NHBD)	1,241,338.71	1,241,338.71	1,241,338.71	0.00	100.0%
2019	4031919117	Parkdale - Burlington to n end	3,323,000.00	3,114,345.43	3,114,345.43	0.00	93.7%
2019	4661920017	Traffic Signal LED Upgrade	150,000.00	150,000.00	150,000.00	0.00	100.0%
2019	4661920525	IPS - Intersection Ped Signal	100,000.00	100,000.00	100,000.00	0.00	100.0%
2019	4661920720	Plastic Pavement Marking Rehab	200,000.00	200,000.00	200,000.00	0.00	100.0%
Transit Division							
2016	5301684503	Security Cameras on Buses	1,700,000.00	1,510,816.46	1,510,816.46	0.00	88.9%
2017	5301783002	Reserve Shortfall-OBP Program	700,000.00	700,000.00	700,000.00	0.00	100.0%
2017	5301783100	2017 HSR Bus Replacement	14,400,000.00	10,612,380.89	10,612,380.89	0.00	73.7%
2017	5301783503	2017 Non-Rev Vehicle Replace	85,000.00	84,184.33	84,184.33	0.00	99.0%
2018	5301883002	Reserve Shortfall-OBP Program	700,000.00	700,000.00	700,000.00	0.00	100.0%
2018	5301883503	2018 Non-Rev Vehicle Replace	103,000.00	102,493.22	102,493.22	0.00	99.5%
2019	5301985902	Transit Shelter Expansion Prgm	150,000.00	93,524.75	93,524.75	0.00	62.3%
Waste Management							
2016	5121695525	SVMMMP-Planning & Approvals	90,000.00	90,000.00	90,000.00	0.00	100.0%
Fleet Division							
2017	4941751100	Fleet-Vehicle & Equipment Repl	7,816,780.00	7,816,780.00	7,816,780.00	0.00	100.0%
Recreation Facilities							
2013	7101354202	New Dalewood Community Centre	1,891,078.52	1,891,078.52	1,891,078.52	0.00	100.0%
2014	7101454704	HPRC Independence from School	170,357.89	170,357.89	170,357.89	0.00	100.0%
2015	7101541706	Recreation Centre Retrofits	218,969.00	218,973.03	218,973.03	0.00	100.0%
2015	7101554507	Chedoke Arena Roof	1,160,000.00	1,159,728.27	1,159,728.27	0.00	100.0%
2015	7101554509	Mohawk Track - Redesign	900,000.00	894,422.82	894,422.82	0.00	99.4%
2016	7101654611	Mt Hope & Binbrook Hall Renos	1,920,200.00	1,908,178.89	1,908,178.89	0.00	99.4%
2016	7101654702	Facility Capital Maintenance	311,690.34	311,673.32	311,673.32	0.00	100.0%
2017	7101741706	Recreation Centre Retrofits	123,200.91	123,203.32	123,203.32	0.00	100.0%
2017	7101754536	Program - Arena Retrofits	468,298.05	468,298.05	468,298.05	0.00	100.0%
2018	7101841213	Flamb Seniors RecCentre Washrm	221,481.57	221,481.57	221,481.57	0.00	100.0%
2018	7101854105	Park & Fieldhouse Retrofits	160,821.48	160,821.48	160,821.48	0.00	100.0%
Energy Initiatives							
2016	7901641600	Hamilton Place LED Light	590,000.00	440,041.53	440,041.53	0.00	74.6%

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2016	7901641605	Valley Park LED Light	195,560.00	126,268.22	126,268.22	0.00	64.6%
2016	7901641606	Ice Arena LED Light	1,221,000.00	1,151,416.85	1,151,416.85	0.00	94.3%
Facilities Division							
2014	3541441910	RCMP Lease-Capital Replacement	434,000.00	434,000.00	434,000.00	0.00	100.0%
2016	3541641631	Facilities Security Program	139,660.35	139,660.35	139,660.35	0.00	100.0%
2017	3541741631	Facilities Security Program	48,073.63	48,073.63	48,073.63	0.00	100.0%
2018	3541841631	Facilities Security	910.20	910.20	910.20	0.00	100.0%
Parks Division							
2012	4401256801	Green Millen Shore Estates Waterfront	704,479.96	704,479.96	704,479.96	0.00	100.0%
2013	4401356002	Beasley Park Rehabilitation	2,137,888.97	2,137,977.95	2,137,977.95	0.00	100.0%
2015	4401556510	Dundas Valley HS Soccer	267,478.26	31,478.26	31,478.26	0.00	11.8%
2015	4401556511	Nash Orchard Park	10,367.39	10,367.39	10,367.39	0.00	100.0%
2016	4401649102	Sports Field Rehab Program	69,352.64	69,352.64	69,352.64	0.00	100.0%
2016	4401656802	Annual Beach Park Development	20,000.00	20,000.00	20,000.00	0.00	100.0%
2017	4401749104	Security Lighting Program	35,117.12	35,129.15	35,129.15	0.00	100.0%
2017	4401756718	Ancaster Meadows Pk (Proposed)	762,460.35	762,460.35	762,460.35	0.00	100.0%
2018	4401852100	CSA Safety Material Replacemnt	140,864.33	140,864.33	140,864.33	0.00	100.0%
2018	4401855800	QC CA Material Testing	1,233.95	1,233.95	1,233.95	0.00	100.0%
2018	4401856300	Parkside Hills	97,374.81	97,374.81	97,374.81	0.00	100.0%
2018	4401856802	Beach Park Development	35,000.00	35,000.00	35,000.00	0.00	100.0%
2019	4401949007	Cemetery Columbarium	21,624.91	21,624.91	21,624.91	0.00	100.0%
2019	4401949104	Security Lighting Program	14,556.99	14,556.99	14,556.99	0.00	100.0%
2019	4401949504	Parkland Id &WayFindingSignage	20,000.00	20,000.00	20,000.00	0.00	100.0%
Planning & Development (Rate Budget)							
Growth Management							
2011	5161180188	RR56-Binbrook Rd to Viking Dr	890,000.00	811,710.84	811,710.84	0.00	91.2%
2014	5181480461	Parkside Urbanization - Ph1	930,000.00	909,865.46	909,865.46	0.00	97.8%
2015	5141580588	RR 56 -- Binbrook to Viking	1,190,000.00	1,184,124.48	1,184,124.48	0.00	99.5%
2017	5141780785	RHBP-Dartnall - Stone to Rymal	592,500.00	536,752.38	536,752.38	0.00	90.6%
Public Works (Rate Budget)							
Waterworks Regular Program							
2015	5141596153	PD22 (Governor's Rd) Extend	900,000.00	883,250.06	883,250.06	0.00	98.1%
2017	5141760577	Metallic WM Condition Assess	685,000.00	609,277.52	609,277.52	0.00	88.9%
2018	5141857627	Fennell Trunkmain Inspection	750,000.00	747,022.67	747,022.67	0.00	99.6%
2018	5141860072	Annual Watermain Lining Prgm	7,320,000.00	7,320,000.00	7,320,000.00	0.00	100.0%
2018	5141862078	Substandard Service Replace	2,849,000.00	2,849,000.00	2,849,000.00	0.00	100.0%
2019	5141960072	Annual Watermain Lining Prgm	7,101,000.00	7,102,572.19	7,102,572.19	0.00	100.0%
2019	5141960711	Annual Capital Wtr Consumption	228,000.00	228,000.00	228,000.00	0.00	100.0%
2019	5141970003	Brampton-Parkdale to Strathrne	815,000.00	812,644.67	812,644.67	0.00	99.7%
2019	5141970004	Bruceedale (Eastmount NHBD)	785,776.33	785,776.33	785,776.33	0.00	100.0%
2019	5141970005	Cheever - Barton to Birge	240,000.00	239,617.23	239,617.23	0.00	99.8%
2019	5141970009	Locke - Herkimer to Main	800,000.00	799,531.93	799,531.93	0.00	99.9%
2019	5141971302	Baldwin & Court-West to Dundas	175,000.00	173,392.14	173,392.14	0.00	99.1%
2019	5141971304	Bruceedale (Eastmount NHBD)	1,588,902.74	1,588,902.74	1,588,902.74	0.00	100.0%
2019	5141971309	Locke - Herkimer to Main	2,671,185.53	2,675,685.53	2,675,685.53	0.00	100.2%
Wastewater Regular Program							
2015	5161567565	HC005 - Inline Storage	2,170,000.00	2,089,437.41	2,089,437.41	0.00	96.3%

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2017	5161760390	Wastewater System Lining	4,500,000.00	3,637,661.52	3,637,661.52	0.00	80.8%
2017	5161760575	Mainline Condition Assessment	1,330,000.00	920,266.42	920,266.42	0.00	69.2%
2018	5161860302	Annual Emerg Repairs-X Connect	500,000.00	500,000.00	500,000.00	0.00	100.0%
2018	5161860390	Wastewater System Lining	4,582,000.00	5,335,812.36	5,335,812.36	0.00	116.5%
2018	5161860533	Trenchless Manhole Rehab	40,000.00	26,831.90	26,831.90	0.00	67.1%
2018	5161860574	Pre-Con Mainline Assessment	550,000.00	550,000.00	550,000.00	0.00	100.0%
2018	5161861444	Annual Private Drain Repairs	4,139,000.00	4,027,000.00	4,027,000.00	0.00	97.3%
2018	5161871074	Annual Unsched Works - 2018	100,000.00	97,284.91	97,284.91	0.00	97.3%
2019	5161960533	Trenchless Manhole Rehab	6,932.35	6,932.35	6,932.35	0.00	100.0%
2019	5161960576	Sewer Lateral Condition Assess	642,000.00	636,339.23	636,339.23	0.00	99.1%
2019	5161960711	Annual Capital Wtr Consumption	268,000.00	268,000.00	268,000.00	0.00	100.0%
2019	5161961444	Annual Private Drain Repairs	3,620,000.00	3,620,000.00	3,620,000.00	0.00	100.0%
Storm Sewers Regular Program							
2011	5181155644	Cherry Beach Review & Class FA	244,840.00	244,843.68	244,843.68	0.00	100.0%
2014	5181460722	Annual Municipal Drain Mtnce	139,000.00	24,888.95	24,888.95	0.00	17.9%
2016	5181672074	Annual Unsched Works - 2016	70,000.00	70,000.00	70,000.00	0.00	100.0%
2017	5181755740	Flushables Research Study	75,000.00	75,000.00	75,000.00	0.00	100.0%
2018	5181860533	Trenchless Manhole Rehab	5,000.00	5,000.00	5,000.00	0.00	100.0%
2018	5181860722	Annual Municipal Drain Mtnce	280,000.00	54,000.00	54,000.00	0.00	19.3%
2019	5181960622	SWM Pond Creek Mtnce Program	1,200,000.00	1,200,000.00	1,200,000.00	0.00	100.0%
2019	5181972290	Hewitson - Dupont to Barton	520,000.00	502,022.93	502,022.93	0.00	96.5%
2019	5181972292	Baldwin & Court-West to Dundas	245,000.00	151,238.50	151,238.50	0.00	61.7%
Non Capital Clearing Accounts							
2015	5141559999	Frozen Pipes-Compassion Grants	120,103.31	120,103.31	120,103.31	0.00	100.0%
TOTAL COMPLETED PROJECTS (168)			169,127,864.37	185,663,567.17	185,663,567.17	0.00	109.8%
GRAND TOTAL COMPLETED/CANCELLED PROJECTS (264)			243,595,436.36	257,745,399.33	256,425,802.72	1,319,596.61	105.3%

CITY OF HAMILTON					
CAPITAL PROJECTS TO BE FUNDED ABOVE \$250,000 AND RESERVE TRANSFERS					
FOR THE PERIOD COVERING JANUARY 1, 2020 TO JUNE 30, 2020					
Recommendations					
Appropriated From	Description	Appropriated To	Description	Amount (\$)	Comments
Public Works (Tax)					
<i>Lighting Program</i>					
2050101100	Corporate Service Capital Interest	4041510017	Street Lighting - Maintenance	420,000.00	Correct prior project budget adjustment from Corporate wide WIPs.
Public Works (Tax) Total				\$ 420,000.00	
Public Works (Rate)					
<i>Waterworks Regular Program</i>					
108015	Waterworks Reserve	49412-5140364336	Contribution from Reserve - PS H6B Upper Gage Trunk-hold	\$ 904,411.60	Fund project budget external revenues from the Waterworks Reserve.
Public Works (Rate) Total				\$ 904,411.60	
Project Totals				\$ 1,324,411.60	



CITY OF HAMILTON
PUBLIC WORKS DEPARTMENT
Transportation Operations and Maintenance Division

TO:	Chair and Members General Issues Committee
COMMITTEE DATE:	November 18, 2020
SUBJECT/REPORT NO:	Sidewalk Snow Removal (PW19022(b)) (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 enhancements to the level of service for winter sidewalk maintenance be considered as part of the 2021 Operating Budget deliberations; and
- (b) That Sidewalk Snow Removal 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.

At the February 13, 2020 General Issues Committee meeting dealing with the 2020 Operating Budget (Item 12), Report PW19022(a) provided Council with a number of scenarios to enhance sidewalk snow removal that incorporated an EDI lens in the delivery of the service. Staff were asked to provide further information related to Report PW19022(a), specifically:

- (a) That staff be directed to expand the existing communications initiatives regarding winter storm activities to include additional information about By-Law No. 03-296 and on-street parking during snow events;

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SUBJECT: Sidewalk Snow Removal (PW19022(b)) (City Wide) – Page 2 of 15

- (b) That staff be directed to report to the General Issues Committee on the benefits and challenges associated with universal winter sidewalk snow removal no later than August 10, 2020, with the report to include the impact of proactive enforcement of sidewalk snow removal and a review of current service levels of sidewalk clearing to determine how it may be improved;
- (c) That staff be directed to engage with the City's Advisory Committee for Persons with Disabilities, the Seniors' Advisory Committee, and the Hamilton Status of Women's Committee, external interested and relevant stakeholders, including but not limited to, those whom delegated with respect to the sidewalk snow removal matter, as it relates to assisting those with mobility issues (wheelchairs, strollers, scooters, seniors, etc); and,
- (d) That staff be directed to communicate with other municipalities that are providing sidewalk snow removal, in order to gauge and understand how it is received in their community and to assess what success is achieved with respect to enhanced mobility of its citizens.

Report PW19022(a) provided information related to the potential expansion of sidewalk snow removal that integrated an Equity, Diversity and Inclusion (EDI) lens 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 2021/2022 winter season.

Due to the restrictions of in-person consultation as a result of COVID-19, the consultation was postponed until the launch of Engage Hamilton, an online platform used to gather online feedback on City of Hamilton projects, policies and initiatives.

The Engage Hamilton website featured a survey and provided an opportunity for feedback and questions from residents and advisory groups. A media release and a social media campaign were utilized to drive residents to Engage Hamilton and participate in the survey. Over 2,000 participants of the 6,000 visitors engaged and interacted (participated in survey, posted on guestbooks or asked questions).

A municipal scan was undertaken in order to understand and gauge the level of service being conducted in other Canadian municipalities in terms of sidewalk snow removal. The scan included neighbouring municipalities in addition to representative cities across Canada. A total of 20 municipalities were reviewed and a variety of different service delivery options and service levels were documented.

This report provides the financial implications of enhancing the winter sidewalk maintenance levels of service. It is recommended that the potential enhancements be considered within the context of the overall 2021 Operating Budget deliberations.

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SUBJECT: Sidewalk Snow Removal (PW19022(b)) (City Wide) – Page 3 of 15

Alternatives for Consideration – See Page 14**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: Should Council move forward with enhancements to the municipal winter sidewalk maintenance program there are several service level scenarios to consider.

To enhance the existing level of service to Scenario 2 (include priority 1 and 2A roadways plus base) 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. Residential Impact of 0.2% or \$8.

To enhance the existing level of service to Scenario 3 (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. Residential Impact of 0.4% or \$16.

Due to the various implementation scenarios and operational constraints, it is not possible to determine financial impacts based on ward by ward change in level of service with a high level of accuracy.

Please see the Analysis and Rationale for Recommendations section below for further details of the service level scenarios.

Staffing: N/A

Legal: N/A

HISTORICAL BACKGROUND

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.

At the February 13, 2020 General Issues Committee meeting dealing with the 2020 Operating Budget (Item 12), Report PW19022(a) provided information related to the potential expansion of sidewalk snow removal 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.

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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 sidewalks across Hamilton. The response standard for snow clearing is within 24 hours of the end of a winter event.

The total number of sidewalk kilometres is 2,403 (2,397 km in the urban area) and are listed below by Ward:

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
170	132	211	257	179	213	252	201	114	160	55	101	95	162	95

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;
- Planning & Economic Development: Licensing & By-law Enforcement
- Public Works: Transportation Operations & Maintenance: Business Initiatives;
- Corporate Services: Finance, Risk Management; and

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- City Manager's Office: Community Initiatives, Corporate Communications and Human Resources (Diversity).

ANALYSIS AND RATIONALE FOR RECOMMENDATIONS

Equity, Diversity and Inclusion Framework

Over the last number of years there has been a recognition and shift towards the promotion of diversity and inclusion through innovative initiatives and outreach activities to tackle achieving “equality” and more inclusive decision making. The City is currently undertaking the development of an Equity, Diversity and Inclusion (EDI) framework for decision making.

As part of the development of this report for sidewalk snow removal, a review of EDI practices for transportation mobility was undertaken. The integration of an EDI lens into decisions related to transportation infrastructure and operations 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 mobility EDI objectives include transportation affordability, housing affordability, impacts on low income communities, transit availability and service quality, AODA design, mobility needs, parents with children (strollers), parking and service quality for non-vehicle drivers. These broad objectives are all considerations that need to be taken into account when reviewing service delivery levels related to transportation infrastructure.

The integration of the EDI lens into transportation service levels help 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. Access to transportation services (transit, cycling, pedestrian mobility) enriches lives and supports the health of our community.

The principles of a Transportation EDI lens incorporate how equity and inclusion is influenced by issues related to gender, safety and access, among other things:

- Equitable Access - Ensuring all residents have access to the same standard of transportation mobility regardless of community.
- Equitable Funding - Evaluating our decision making and funding to ensure it supports and benefits our community.
- Equitable Environment - Creating a safe and inclusive environment for our residents no matter which mode of transportation mobility they utilize.

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SUBJECT: Sidewalk Snow Removal (PW19022(b)) (City Wide) – Page 6 of 15**Alternative Sidewalk Winter Maintenance Service Levels**

The target focus areas to meet EDI objectives are located throughout the community (seniors' homes, low income housing, mobility challenged residents, high pedestrian areas, transit users).

Developing a sidewalk snow removal strategy that encompass every sidewalk location in order to completely meet the EDI objectives can only be achieved by a city-wide goal to clear sidewalks to bare pavement. This has a number of operational, financial and environmental implications.

Considering the various implications, several alternative sidewalk winter service level scenarios was 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 along transit routes.

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	Snow packed condition with de-icing	\$3.06 - \$3.36

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			1 and 2A roadways plus the existing inventory	material application	
3	2,403	100	5.0 cm accumulation on all City sidewalks	Snow packed condition with de-icing material application	\$5.11 - \$5.36

Not included in the above-mentioned cost estimate are the restoration costs to damaged property as a result of the program. These include costs related 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.

Salt Management

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 in the order of \$1.5 million. In order to supply the sidewalk machines with material, a separate supply chain of trucks is required to refill the machines.

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

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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.

Risk Management

Different legislation governs different properties under City jurisdiction, which can result in different service levels. Conditions within City properties and parks are legislated under the Occupiers Liability Act, while sidewalk conditions are legislated under the Municipal Act, specifically the Minimum Maintenance Standards within the act. The Occupiers Liability Act conveys a higher standard on the property owner to be free of hazards, including surface conditions for pedestrians. As such, it is incumbent on the City to plan its operational response in line with the Acts.

The Minimum Maintenance Standards (Ontario Regulation 239/02) was changed in May 2018 to contain specific sections dealing with sidewalk winter maintenance. Refer to Minimum Maintenance Standards Changes (Report PW18096).

Section 16.3 of the Minimum Maintenance Standards provides that snow accumulation on sidewalks shall be reduced to less than or equal to eight centimetres within 48 hours of the end of a snow event. The section further provides a standard of a minimum maintained width of one metre. The section does not require clearing to bare pavement; rather, simply reducing the depth to less than or equal to eight centimetres.

Sidewalks are deemed to be in a state of repair with respect to snow accumulation (a) where snow depth is less than or equal to eight centimetres; and (b) during ongoing snow accumulation, even where it exceeds eight cm, until 48 hours after the snow accumulation ends.

The City does not deflect or transfer liability to property owners through the sidewalk clearing by-law. As the owner of the sidewalk the City carries a full liability exposure for sidewalk slip and falls. If it can be established that the City has not satisfied the Maintenance Standards in relation to a particular slip and fall incident, the City will most likely be found liable in a court of law.

Over the last 10 years (2010-2019) Risk Management Services has averaged 45 sidewalk slip and fall claims per year. The average yearly total claims expense over the same period for sidewalk slip and fall claims (settlements, investigation, legal) is

SUBJECT: Sidewalk Snow Removal (PW19022(b)) (City Wide) – Page 9 of 15

\$616,000. The average value of a sidewalk slip and fall claim over the same period is \$13,700.

Winter Sidewalk Snow Clearing Communications

Public Works and Corporate Communications 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.

As we head into the 2020/2021 winter season, the existing winter storm communication activities will continue to focus 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.

Winter Sidewalk Clearing Engagement Project

The Transportation Operations & Maintenance division, with support from Corporate Communications and in partnership with Community Initiatives, conducted an online Sidewalk Snow Clearing engagement project to help measure and better understand the needs and wishes of residents related to sidewalk snow clearing in winter months. The goal of the engagement was to gain a better understanding of the challenges and benefits associated with universal sidewalk snow removal across the City of Hamilton.

Due to the restriction of in person consultation as a result of COVID-19, the Engagement Hamilton website was used to gather online feedback. The site was launched on August 10, 2020 and closed on September 14, 2020.

Notification was provided to external interested and relevant stakeholders which included a communications package and invitation to participate in the Engagement Hamilton survey and open forum.

- Advisory Committee for Persons with Disabilities;
- Seniors Advisory Committee;
- Advisory Committee for Immigrants & Refugees;
- Cycling Committee;
- DARTS Board of Directors;
- Hamilton Immigration Partnership Council;
- Hamilton Council on Aging;
- Age Friendly Strategy;
- Hamilton Centre for Civic Inclusion;
- Disability Justice Network of Ontario;

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- Hamilton Aboriginal Advisory Committee; and
- Environment Hamilton.

Transportation Operations & Maintenance management team members attended the virtual Advisory Committee for Persons with Disability meeting on September 8, 2020 at their request. Further to the meeting, additional options were provided for those members who were not able to complete the internet version of the survey. The alternatives included a printable version and the contact information for Communications engagement staff who offered to help residents complete the survey via telephone.

The Engagement Hamilton website had 6,000 visitors including:

- 2,000 engaged participants (participated in survey, posted on guestbooks or asked questions);
- 3,300 informed participants (visited multiple project pages or contributed to a tool);
- 5,900 aware participants (5,900 visited a project or tool page);
- 1,987 survey completions; and
- An overall engagement rate of 33% (engaged visitors/total visitors) compared to an average rate of 11% for other projects.

Some of the highlights in the findings of the survey are below (n=1,987):

- 41.5% rated winter walkability as extremely important;
- 41.6% rated winter walkability as very important;
- 53.6% reported that they expect to be able to use city sidewalks safely within 12 hours;
- 40.0% reported that they expect to be able to use city sidewalks safely within 24 hours;
- 27.9% indicated that they sometimes have to use other means to get where they are going safely;
- 39.6% responded that they walk in the street if the sidewalk is not cleared;
- 31.6% reported that they do not feel safe at all using Class 1 or 2A sidewalk routes in winter;
- 58.8% indicated that they feel slightly safe using Class 1 or 2A sidewalk routes in winter;
- 73.1% believe that the City should invest resources (financial, human, equipment) into sidewalk snow-clearing to provide a more consistent service;
- 74.6% stated that improving winter walkability should be a Council priority;
- 81.6% indicated that they definitely support a tax increase of less than or equal to \$10;
- 67.0% responded that they definitely support a tax increase of \$10-\$25; and
- 49.6% indicated that they don't support a tax increase of greater than \$50.

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A summary of demographic findings is below:

- The three wards with the highest representation in the survey were Ward 1 (13.6%), Ward 3 (12.3%) and Ward 2 (10.3%);
- The age groups with the highest representation were 25-44 (47.9%) and 45-64 (34.8%);
- Females represented 62.5% of the respondents while 33.6% were male; and
- 14.5% of the respondents identified as Individuals living with a Disability.

Some of the common themes that were found in the comments section (Q32) and guestbook are below:

- 41.0% expressed general comments in favour of the City taking over all sidewalk clearing;
- 24.6% had concerns in regard to accessibility/safety – sidewalks need to clear for safety esp. seniors, individuals with disabilities and or/mobility devices, parents with strollers, etc.;
- 15.5% expressed sidewalk snow clearing as an equity issue – e.g. seniors and individuals with disabilities may not be able to clear their sidewalks; unfair for certain areas to be cleared while others are not; low income residents may use sidewalks more often and are therefore disadvantaged disproportionately by poor conditions, etc.; and
- 15.0% identified poor sidewalk conditions currently/noted specific areas.

Detailed survey results and analysis of comments can be found attached to Report PW19022(b) as Appendix “A” – Engagement Results.

Municipal Service Comparison

The Transportation Operations & Maintenance division conducted a municipal scan in order to understand and gauge the level of service being conducted in other Canadian municipalities in terms of sidewalk snow removal. The scan included neighbouring municipalities in addition to representative cities across Canada. A total of 20 municipalities were reviewed.

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.

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 residential sidewalk clearing operations (Winnipeg). In most cases, municipalities that

SUBJECT: Sidewalk Snow Removal (PW19022(b)) (City Wide) – Page 12 of 15

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.

A high-level service level summary is provided below while a detailed summary is attached to Report PW19022(b) as Appendix “B”.

Municipal Service Level Summary

Municipality	Portion cleared	Surface condition
Ontario		
Brampton	Partial	Bare
Burlington	Complete	Snow pack
Guelph	Complete	Snow pack
Kitchener	Partial	Bare
London	Complete	Snow pack
Mississauga	Partial	Snow pack
Montreal	Complete	Cleared to safe condition
Newmarket	Complete	Cleared to passable condition
Oakville	Partial	Snow pack
Ottawa	Partial	Snow pack
St. Catherine's	None	Bare
Toronto	Partial	Snow pack
Windsor	None	Bare
Other Provinces		
Calgary	None	Bare
St. John's	Partial	Bare
Halifax	Partial	Bare or with traction
Quebec City	Partial	Bare or with traction
Regina	None	Bare
Vancouver	None	Bare
Winnipeg	Partial	Snow pack

Definitions

Portion Clear Levels

- None – Municipality only clears municipally owned sidewalk
- Partial – Municipality clears a portion of the sidewalk network
- Complete – Municipality clears the entire sidewalk network

Surface condition

- Bare – Free from snow, ice, and slush
- Snow pack – Compacted snow surface. Plowing activated after a depth threshold

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- Bare or with traction – Free from snow, ice, and slush or have traction applied to snow pack condition

Snow Angels Program

Snow Angels is a volunteer-based initiative currently housed within the Healthy & Safe Communities Department:

- The program geographically matches Snow Angel volunteers with low-income seniors and/or persons with disabilities who require assistance with snow clearing;
- Within 24 hours of a snowfall ending, Snow Angel volunteers clear the sidewalk, a path to the front door and the windrow;
- Historically, over 80% of the residents currently screened into the program are matched with a Snow Angel volunteer; and
- At its peak during the 2019/2020 winter season, 124 residents were matched with a Snow Angel volunteer.

As a volunteer-driven program, success depends on the number of volunteers recruited, the geographical location of the volunteers and volunteer turnover. Challenges include:

- Constant fluctuation in the number of volunteers over the winter season due to injuries, other commitments, reliability, distance to clients and difficult working conditions (i.e., cold, heavy snow, large and/or corner lots);
- Based on snow events of 3 cm or greater, Hamilton has seen the number of snow shovelling events vary annually from five to 20 events per winter season;
- Since snowfall is unpredictable, the Snow Angels volunteer opportunity has not proven overly successful with students as there is no guarantee of volunteer hours;
- Snow Angel volunteer express frustration when they attend properties and find the snow has already been cleared. Snow Angels is a “back-up” plan for many residents in the cases where no one else assists;
- Volunteer recruitment extends throughout the winter season, but applications typically slow down by mid-January;
- Due to some aging neighbourhoods, there are many neighbourhoods where recruitment is very difficult and not all residents can be matched;
- Parameters around service are clearly outlined in annual confirmation letters to clients. Expectations of residents and volunteers are sometimes inconsistent and can cause challenges;
- When snow is in the forecast, the program receives hundreds of calls and emails from residents and their families, caregivers, agencies and politicians requesting or confirming support, often overwhelming program staff; and

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- Due to the recent funding changes in Ontario Works, the Helping Hands program has closed which may add to the number of residents requesting Snow Angel support.

Residents requesting a Snow Angel volunteer undergo an income assessment to determine eligibility. Even if a resident does qualify for a volunteer, there is no guarantee of service due to the natural turnover seen in a volunteer-driven program.

Most volunteers request to be matched to clients who live close to their homes, although there are a few volunteers willing to travel. There is a small roster of volunteers willing to assist on an emergency basis to support absent or ill volunteers.

Over the past five years of administering the program, there have been 1.5 FTE's dedicated to the program from the beginning of October to the last snowfall to support volunteer recruitment, marketing, client/volunteer matching, inquiry response, referrals, communication, volunteer recognition, etc. Due to a vacancy and the redeployment of staff within the Children's Services & Neighbourhood Development division due to COVID, staff will be realigned to support the program.

ALTERNATIVES FOR CONSIDERATION

Council could consider enhancing the service levels to one of the following scenarios:

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

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

In order to implement either scenario, staff would recommend the engagement of consulting services to prepare a detailed program based on an assessment of the existing inventory, routing and staffing needs, with recommendations for a delivery model. This information would be used to develop a request for proposal which would provide more definitive costing and implementation for the 2021/2022 winter season. As part of the request for proposal, a social procurement approach would be reviewed for inclusion.

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.

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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(b) – Engagement Results

Appendix “B” to Report PW19022(b) – Municipal Scan



Appendix A: Engagement Results

City of Hamilton Public Works Department
Transportation Operations & Maintenance Division

In partnership with Community Initiatives

November 4, 2020

Stakeholders

Below is a list of stakeholders from various advisory groups who were contacted directly for their input as part of the engagement project.

Name	Affiliation
Alicia Davenport	COH Advisory Committee for Persons with Disabilities
Jessica Bowen	COH Seniors Advisory Committee
Paul DiClemente	COH Advisory Committee for Immigrants & Refugees
Rachel Johnson	COH Cycling Committee
Tina Sousa	DARTS Board of Directors
Sarah Wayland	Hamilton Immigration Partnership Council
Shelagh Kiely	Hamilton Council on Aging
Lisa Maychak	Age Friendly Strategy
Sarah Jama	Hamilton Centre for Civic Inclusion/Disability Justice Network of Ontario
Betsy Bocop	Hamilton Aboriginal Advisory Committee
Lynda Lukasik	Environment Hamilton

Summary of Engagement Results

The Engage Hamilton site had 6, 000 visitors including:

- 2,000 engaged participants (participated in survey, posted on guestbooks or asked questions)
- 3,300 informed participants (visited multiple project pages or contributed to a tool) and
- 5,900 aware participants (5,900 visited a project or tool page).
- 1,987 survey completions
- An overall engagement rate of 33% (engaged visitors/total visitors) compared to an average rate of 11% for other projects.

Some of the highlights in the findings of the survey are below (n=1,987):

- 41.5% rated winter walkability as extremely important
- 41.6% rated winter walkability as very important
- 53.6% reported that they expect to be able to use city sidewalks safely within 12 hours
- 40.0% reported that they expect to be able to use city sidewalks safely within 24 hours
- 27.9% indicated that they sometimes have to use other means to get where they are going safely
- 39.6% responded that they walk in the street if the sidewalk is not cleared
- 31.6% reported that they do not feel safe at all using Class 1 or 2A sidewalk routes in winter
- 58.8% indicated that they feel slightly safe using Class 1 or 2A sidewalk routes in winter
- 73.1% believe that the City should invest resources (financial, human, equipment) into sidewalk snow-clearing to provide a more consistent service

- 74.6% stated that improving winter walkability should be a Council priority
- 81.6% indicated that they definitely support a tax increase of less than or equal to \$10
- 67.0% responded that they definitely support a tax increase of \$10-\$25
- 49.6% indicated that they don't support a tax increase of greater than \$50

A summary of demographic findings is below:

- The three wards with the highest representation in the survey were Ward 1 (13.6%), Ward 3 (12.3%) and Ward 2 (10.3%)
- The age groups with the highest representation were 25-44 (47.9%) and 45-64 (34.8%)
- Females represented 62.5% of the respondents while 33.6% were male
- 14.5% of the respondents identified as Individuals living with a Disability

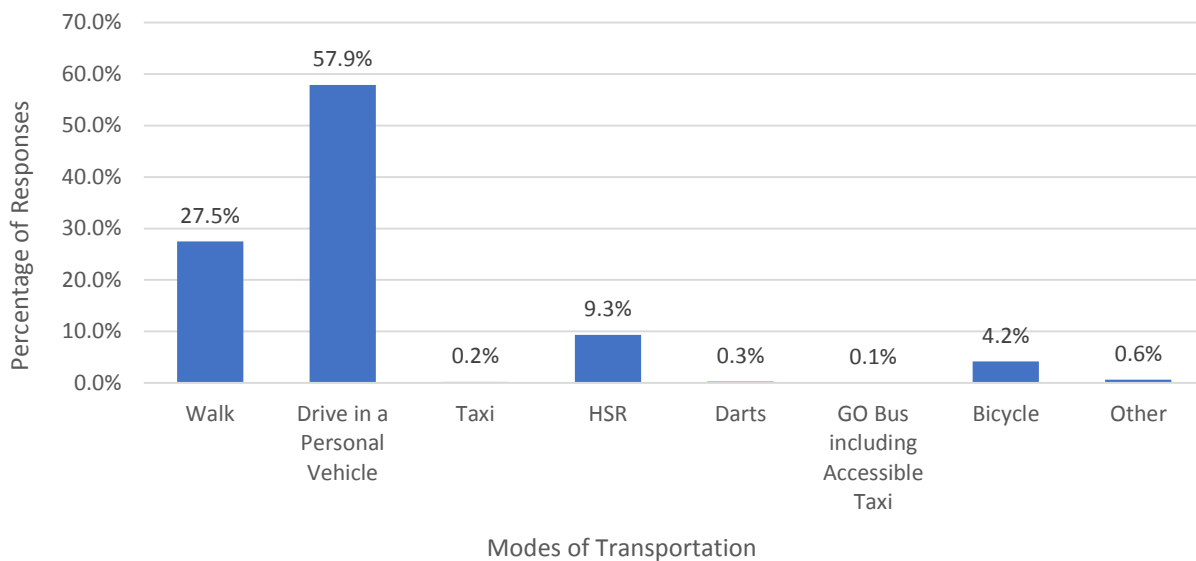
Some of the common themes that were found in the comments section (Q32) and guestbook are below:

- 41.0% expressed general comments in favour of the City taking over all sidewalk clearing
- 24.6% had concerns in regard to accessibility/safety – sidewalks need to clear for safety esp. seniors, individuals with disabilities and or/mobility devices, parents with strollers, etc.
- 15.5% expressed sidewalk snow clearing as an equity issue – e.g. seniors & individuals with disabilities may not be able to clear their sidewalks; unfair for certain areas to be cleared while others are not; low income residents may use sidewalks more often and are therefore disadvantaged disproportionately by poor conditions, etc.
- 15.0% identified poor sidewalk conditions currently/noted specific areas

Detailed survey results and analysis of comments can be found in the following pages.

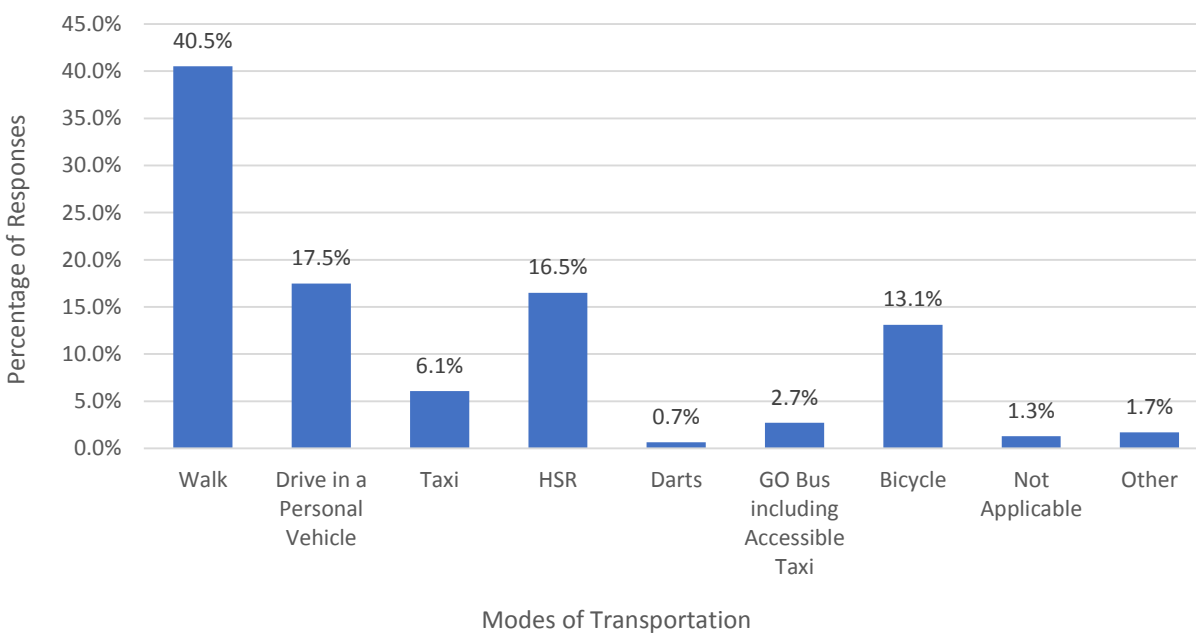
Detailed Survey Results

Q1: When you travel throughout the city, what is your primary transportation mode? Select the mode that you use most often.



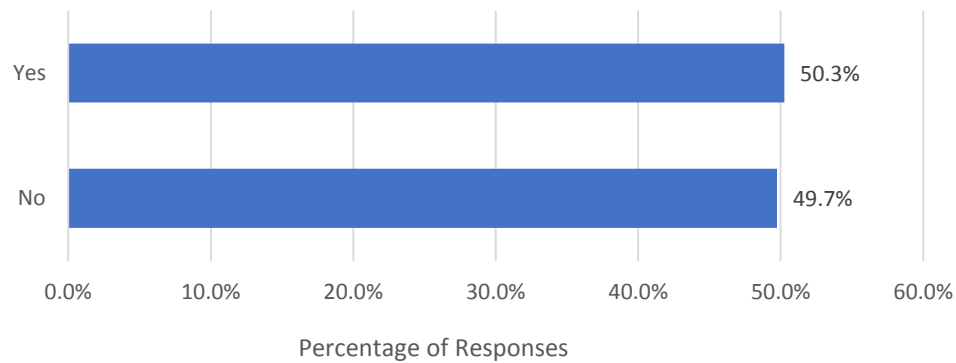
*Number of responses = 1950

Q2: What is your secondary mode of transportation? Check all that apply.



*Number of responses = 1950

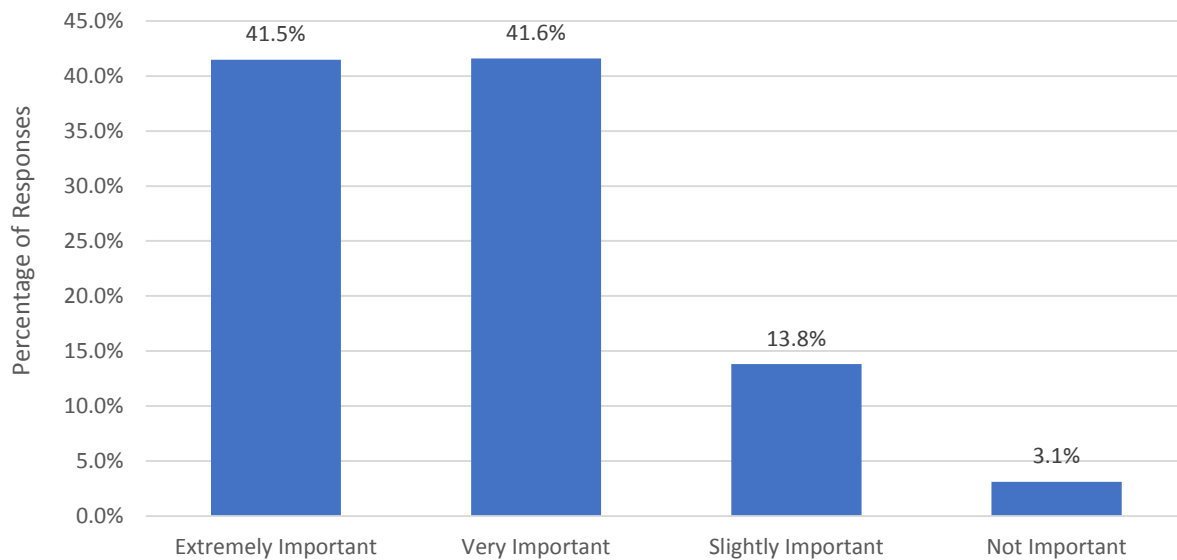
Q3: Do you change your mode of transportation to travel around the city depending on the season?



*Number of responses = 1982

Q4: Optional comment on above – not included in summary.

Q5: How important is winter walkability to your quality of life?



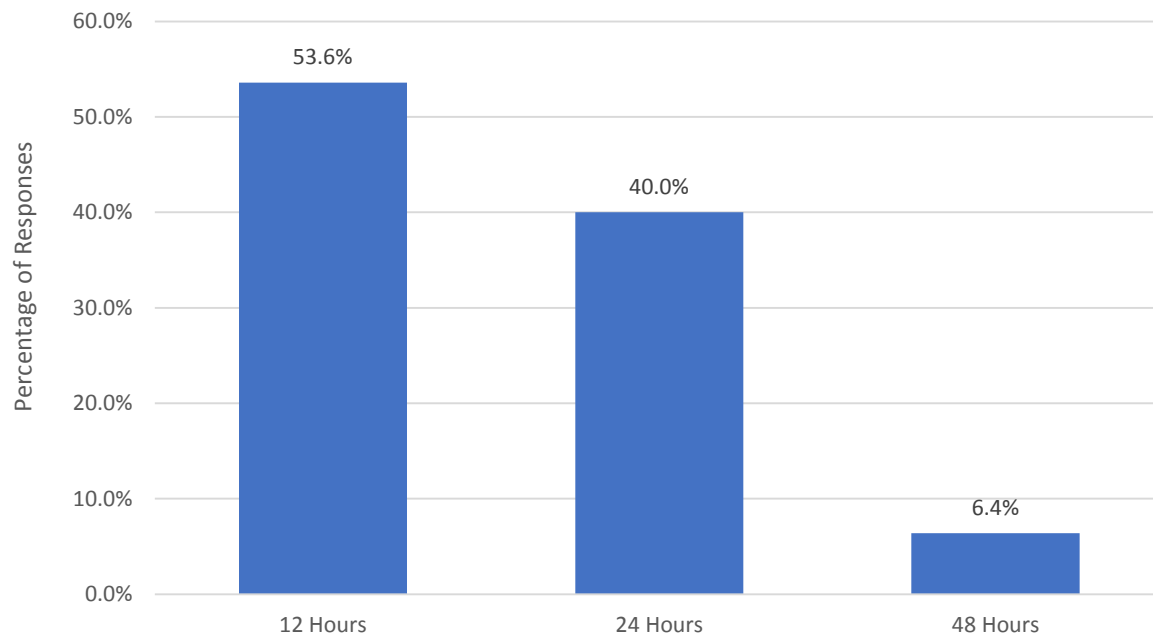
*Number of responses = 1980

Q6: Are you aware that the City of Hamilton Snow and Ice By-Law requires property owners and/or occupants to clear snow and ice within 24 hours after the end of a snow event from sidewalks adjacent to their property?

Response Option	% of Respondents
Yes, I am familiar with the by-law	90.8 %
I know there is a by-law, but I am not aware of the details	8.0 %
No, I am not familiar with the by-law	1.3 %

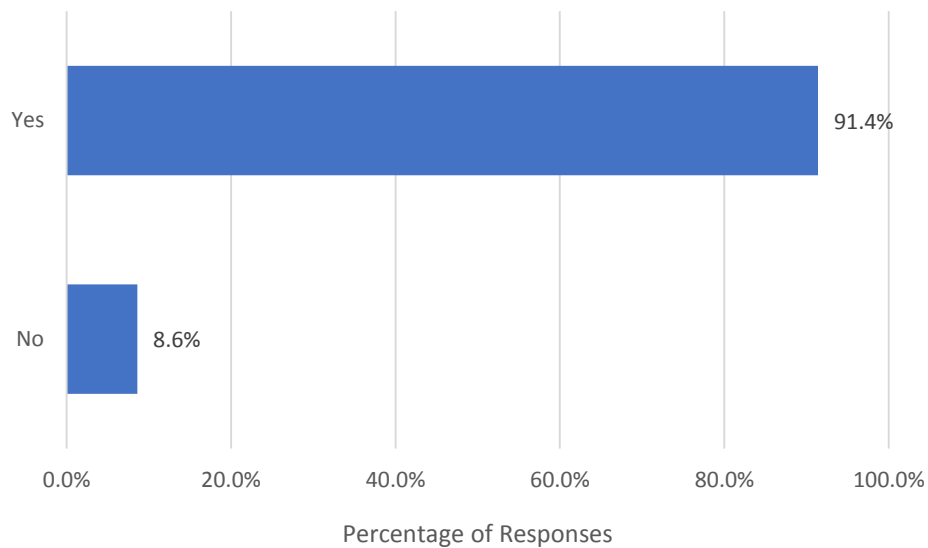
*Number of responses = 1971

Q7: How long after a snow event do you expect to be able to use city sidewalks safely?



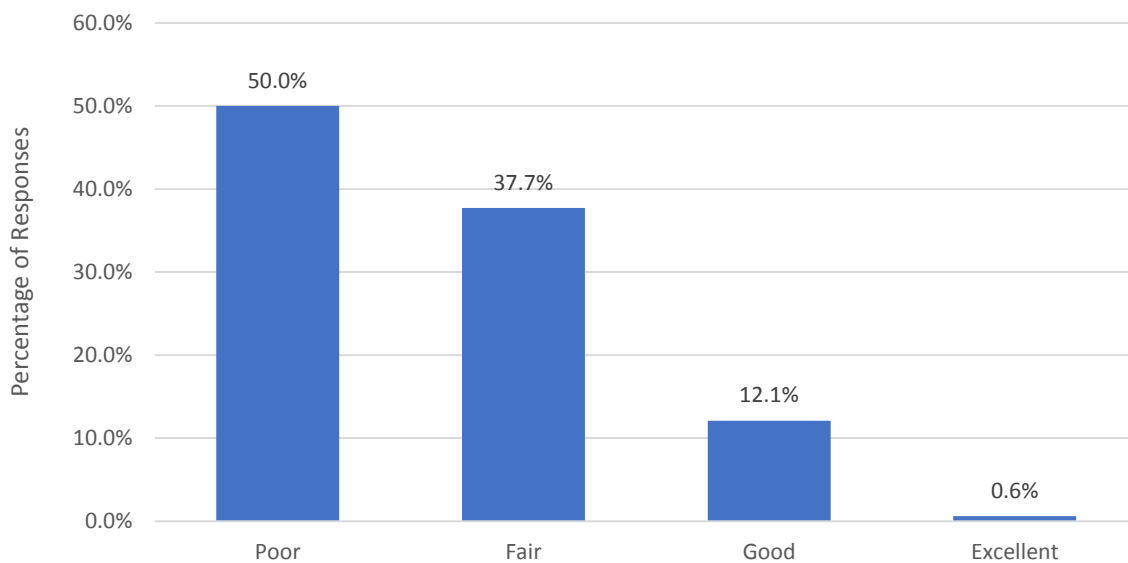
*Number of responses = 1976

Q8: In the past 2 winters, have you used or wanted to use any of these Class 1 or 2A sidewalk routes?



*Number of responses = 1974

Q9: Thinking about your experience walking on the Class 1 or 2A sidewalk routes in winter, how would you describe the overall condition of these sidewalks within 24 hours of a snowfall event?

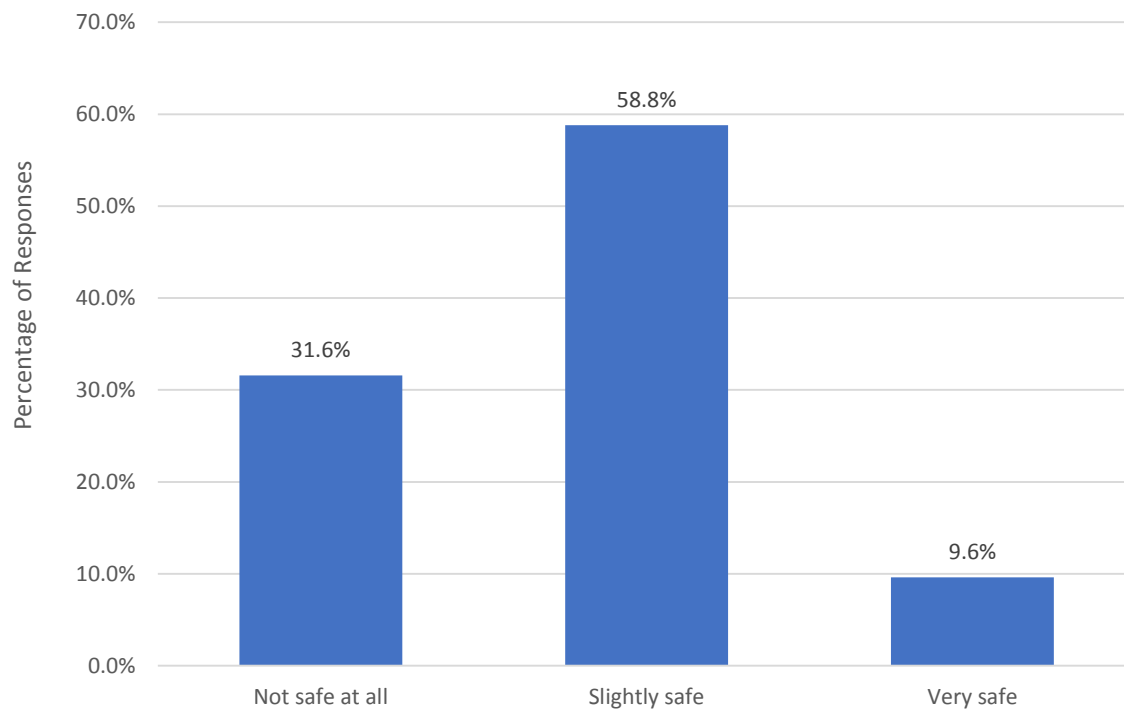


*Number of responses = 1950

Q10: Pick the most appropriate responses based on your experience using these Class 1 or 2A sidewalk routes in winter.

Response Option	% of Respondents
Can use sidewalks to get where I need to go most of the time	16.5 %
Sometimes have to use other means to get where I am going safely	27.9 %
Almost always have to use alternate transportation in winter	8.3 %
Walk in the street if the sidewalk is not cleared	39.6 %
I limit my activity in winter as a result of sidewalk conditions	7.7 %

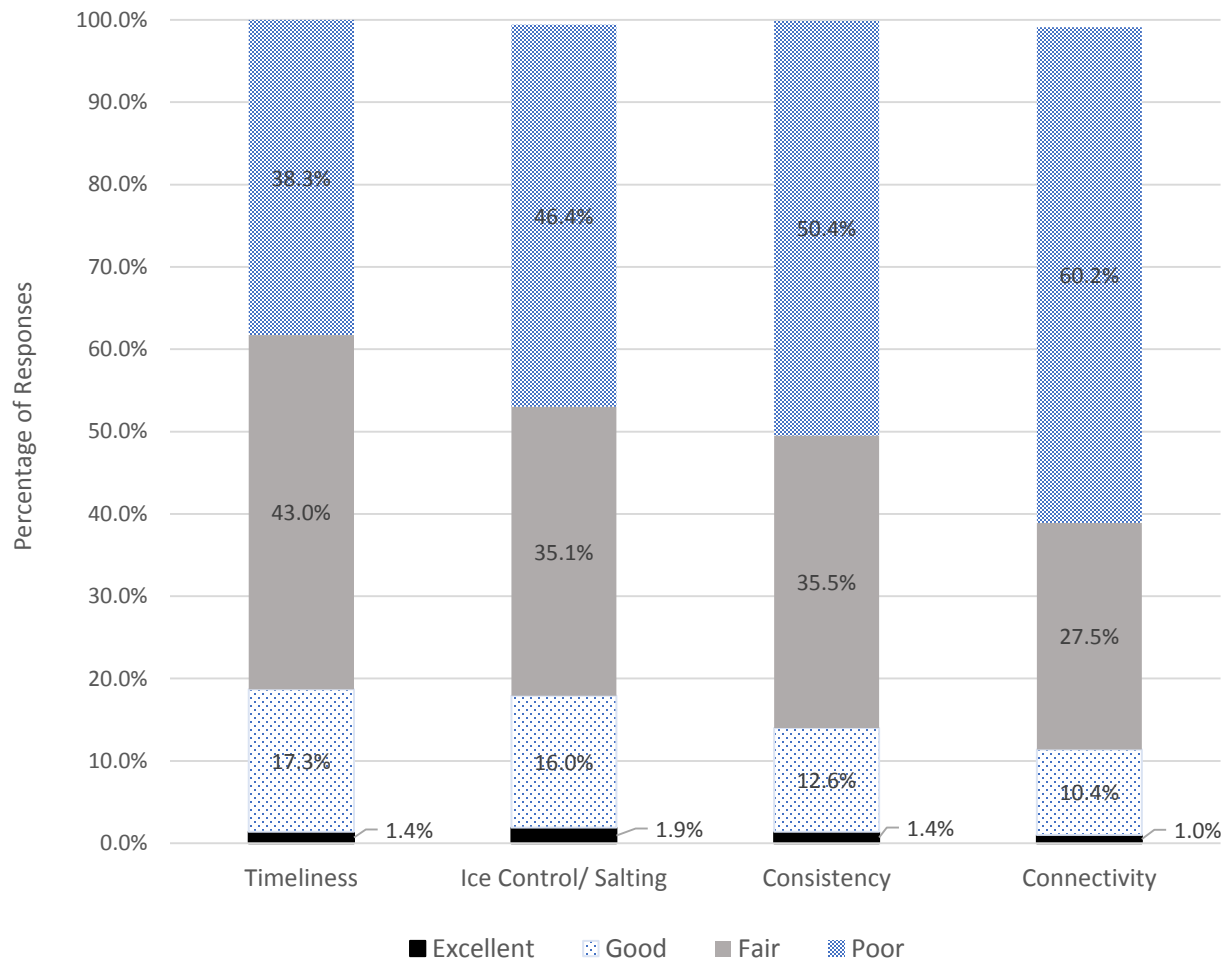
Q11: How safe do you feel using these Class 1 or 2A sidewalk routes in winter?



*Number of responses = 1951

Q12: How would you rate each of the following aspects of how snow is currently cleared from sidewalks in the City of Hamilton?

- Timeliness – How quickly the sidewalk is cleared after a snow event
- Ice Control/ Salting – How well the sidewalk is salted, and ice is controlled
- Consistency – How consistently the sidewalk is cleared (i.e. you can rely on it being cleared and passable)
- Connectivity – How effectively cleared sidewalks connect to each other on your route (i.e. the sidewalks from your departure point to your destination are cleared and passable)

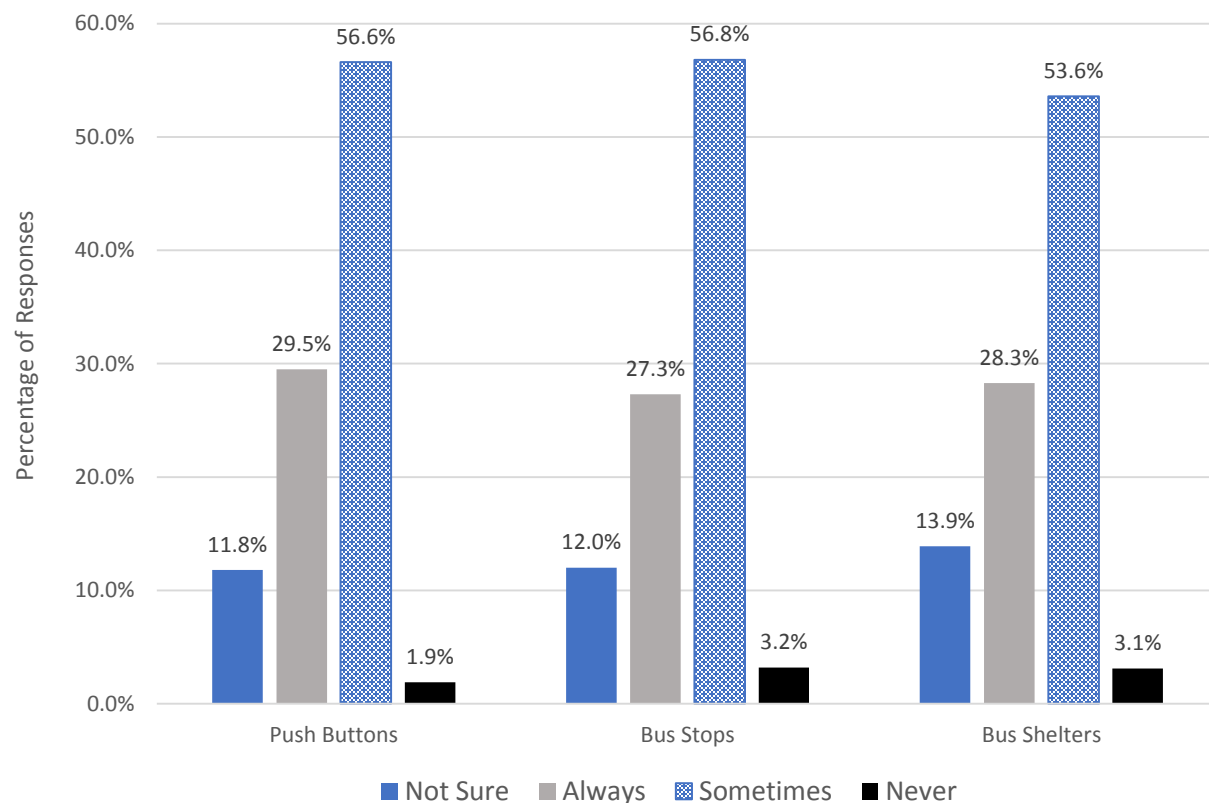


*Number of responses = 1979

Q13: Optional comment on above – not included in summary.

Q14: Based on your experiences walking in winter, how often would you say each of the following are accessible?

- Push Buttons at Crosswalks/ Intersections
- Bus Stops
- Bus Shelters

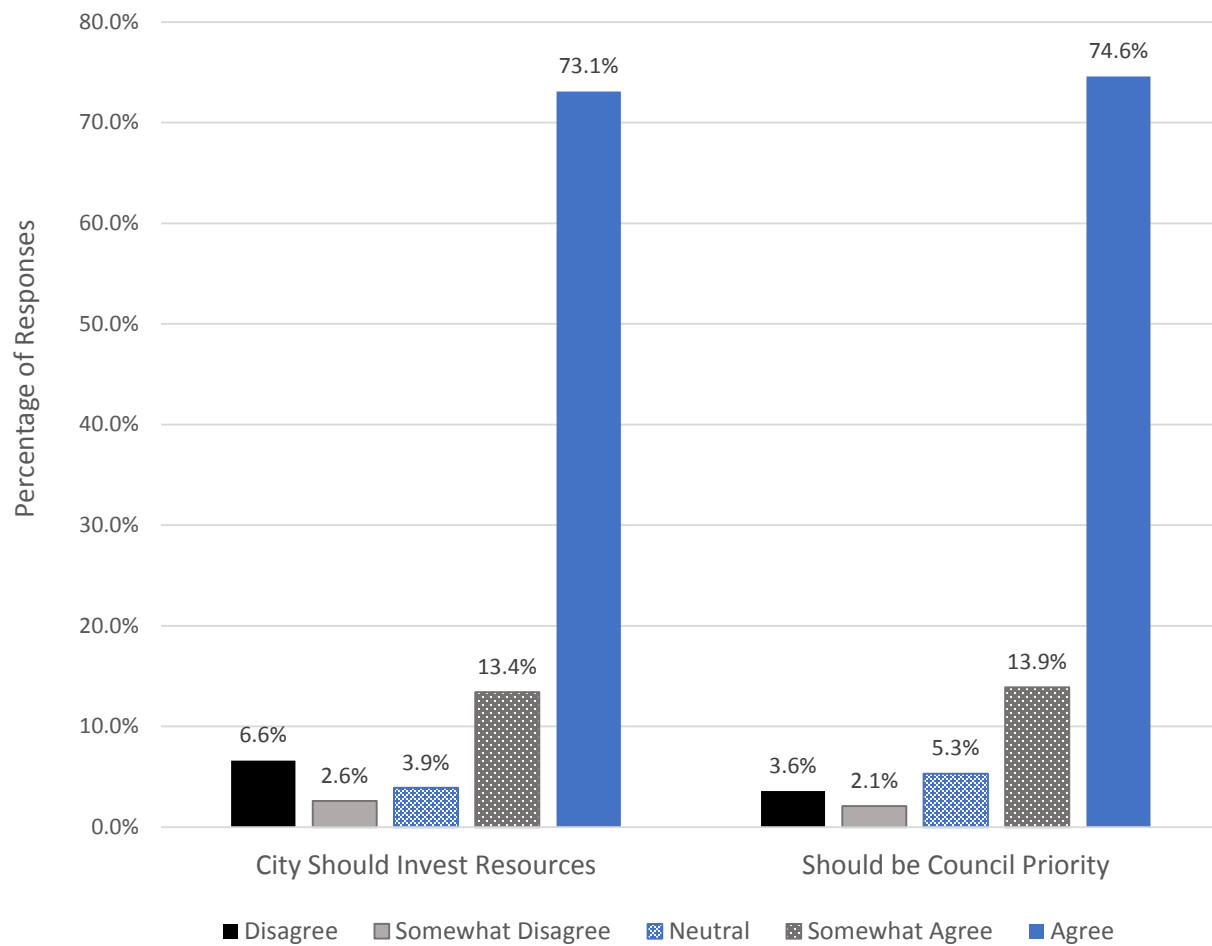


*Number of responses = 1979

Q15: Optional comment on above – not included in summary.

Q16: Indicate your level of agreement with these statements:

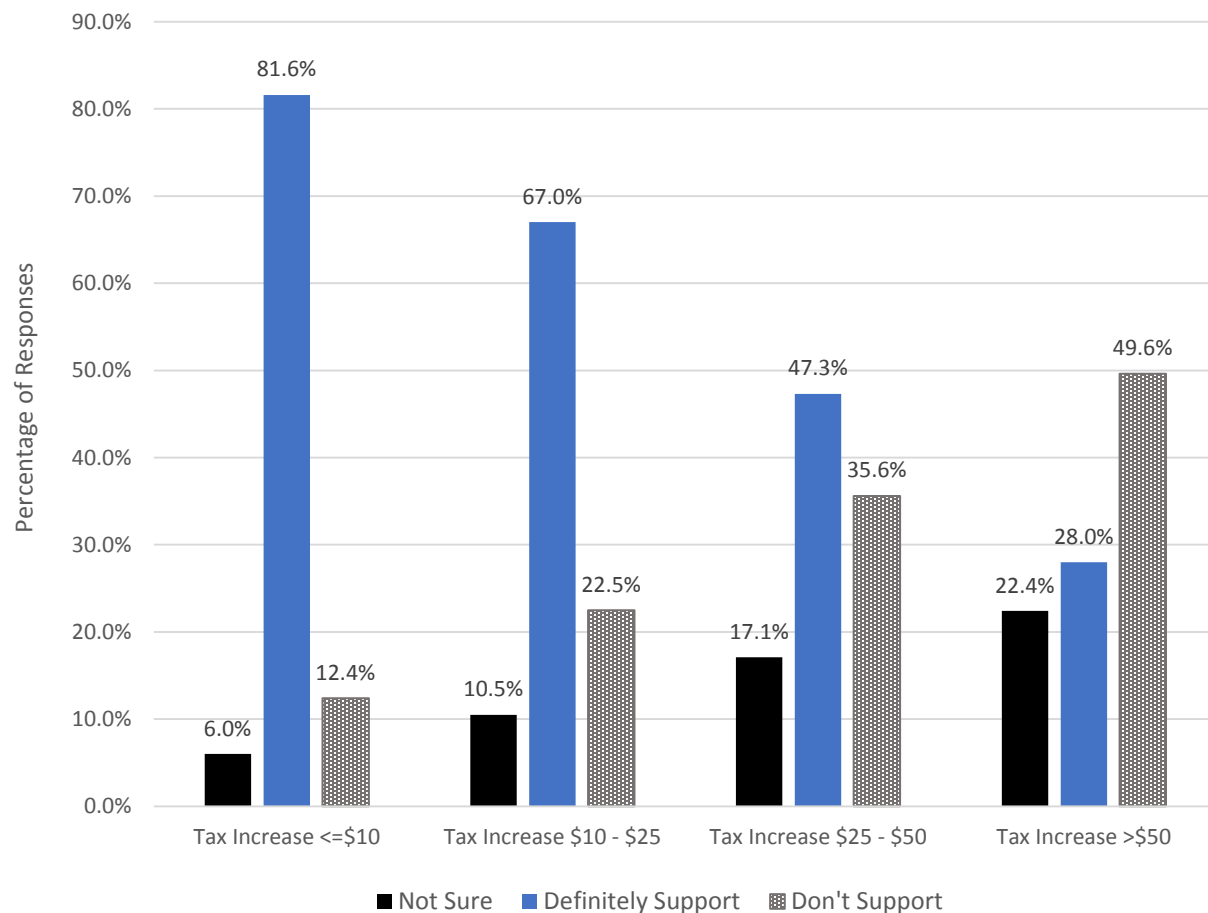
- The City should invest in more resources (financial, human, equipment) into sidewalk snow-clearing to provide a more consistent service.
- Improving winter walkability should be a priority for Council.



*Number of responses = 1987

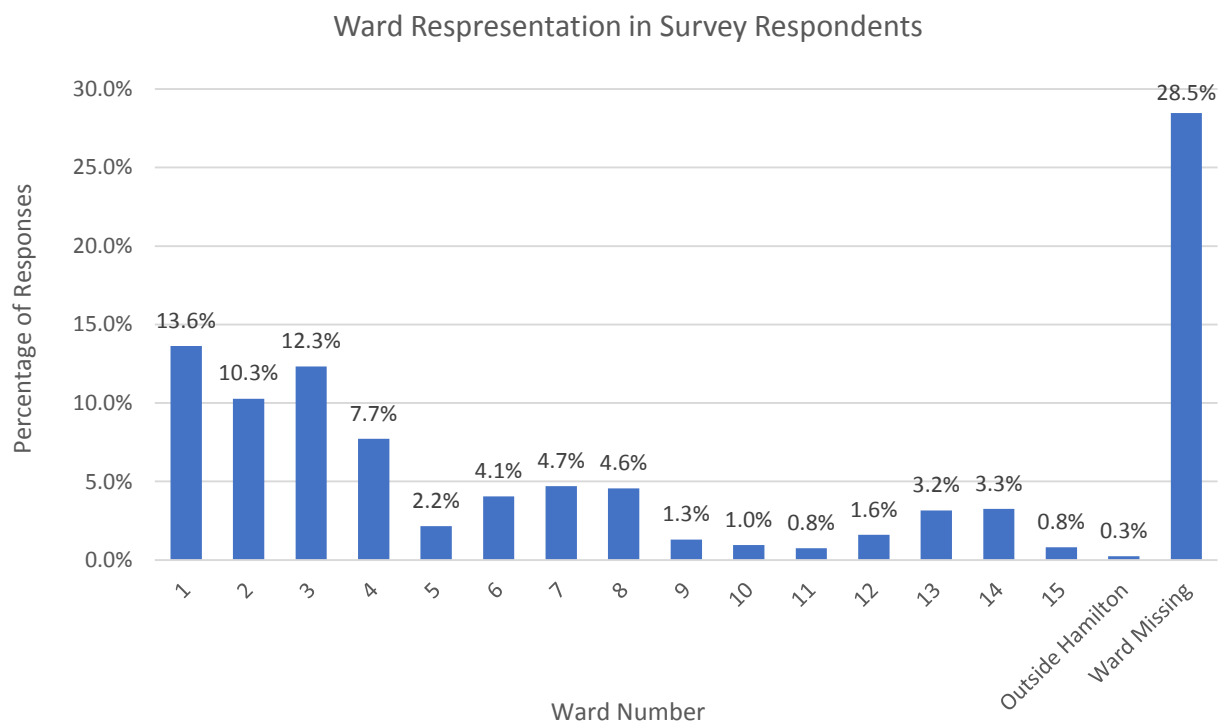
Q17: If improving the sidewalk snow clearing program required the City to increase property taxes, indicate your level of support for:

- A tax increase of \$10 or less per property per year
- A tax increase of between \$10 and \$25 per property per year
- A tax increase of between \$25 and \$50 per property per year
- A tax increase of \$50 or more per property per year



Q.23: Postal Code - Ward Analysis

Ward	# Respondents	% Respondents
Ward 1	272	13.6 %
Ward 2	205	10.3 %
Ward 3	246	12.3 %
Ward 4	154	7.7 %
Ward 5	43	2.2 %
Ward 6	81	4.1 %
Ward 7	94	4.7 %
Ward 8	91	4.6 %
Ward 9	26	1.3 %
Ward 10	19	1.0 %
Ward 11	15	0.8 %
Ward 12	32	1.6 %
Ward 13	63	3.2 %
Ward 14	65	3.3 %
Ward 15	16	0.8 %
Not a City of Hamilton resident	5	0.3 %
Ward/ location information not provided	568	28.5 %



Question 16 by Ward

Question/ Ward	Skipped/ Missing	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree
The City should invest in more resources (financial, human, equipment) into sidewalk snow-clearing to provide a more consistent service.						
Ward 1	0.8%	2.5%	1.1%	2.9%	12.1%	80.5%
Ward 2	0.0%	1.5%	1.0%	2.0%	7.3%	88.3%
Ward 3	0.8%	3.7%	2.0%	2.9%	11.8%	78.9%
Ward 4	0.0%	7.1%	3.3%	3.3%	15.6%	70.8%
Ward 5	0.0%	9.3%	0.0%	9.3%	18.6%	62.8%
Ward 6	0.0%	3.7%	1.2%	3.7%	22.2%	69.1%
Ward 7	0.0%	6.4%	0.0%	7.5%	10.6%	75.5%
Ward 8	0.0%	13.2%	4.4%	4.4%	13.2%	64.8%
Ward 9	0.0%	23.8%	3.9%	3.9%	15.4%	53.9%
Ward 10	0.0%	5.3%	5.3%	0.0%	15.8%	73.7%
Ward 11	0.0%	20.0%	6.7%	13.3%	0.0%	60.0%
Ward 12	3.1%	21.9%	6.3%	9.4%	18.8%	40.7%
Ward 13	0.0%	6.4%	6.4%	4.8%	7.9%	74.6%
Ward 14	0.0%	10.8%	4.6%	7.7%	16.9%	60.0%
Ward 15	0.0%	25.0%	0.0%	6.3%	12.5%	56.3%
Ward Missing	1.6%	7.7%	3.5%	3.7%	15.2%	68.4%
Improving winter walkability should be a priority for Council.						
Ward 1	0.4%	0.4%	0.4%	2.9%	11.0%	84.9%
Ward 2	0.0%	0.5%	0.0%	2.9%	9.3%	87.3%
Ward 3	1.6%	2.0%	0.8%	4.1%	13.8%	77.6%
Ward 4	0.7%	3.9%	2.0%	7.1%	16.9%	69.5%
Ward 5	2.3%	2.3%	7.0%	14.0%	14.0%	60.5%
Ward 6	0.0%	2.5%	3.7%	6.2%	23.5%	64.2%
Ward 7	0.0%	3.2%	1.1%	7.5%	16.0%	72.3%
Ward 8	0.0%	7.7%	2.2%	7.7%	15.4%	67.0%
Ward 9	0.0%	11.5%	3.9%	15.4%	15.4%	53.9%
Ward 10	0.0%	5.3%	10.5%	0.0%	10.5%	73.7%
Ward 11	0.0%	13.3%	6.7%	6.7%	6.7%	66.7%
Ward 12	0.0%	18.8%	0.0%	6.3%	28.1%	46.9%
Ward 13	0.0%	2.0%	3.2%	3.2%	12.7%	79.4%
Ward 14	0.0%	6.2%	1.5%	18.5%	7.7%	66.2%
Ward 15	0.0%	25.0%	0.0%	6.3%	6.3%	62.5%
Ward Missing	1.6%	4.4%	3.5%	4.2%	14.5%	71.9%

*Note: Use caution when interpreting these results. Low numbers of respondents in some wards result in each respondent accounting for a large percentage of the ward’s survey population.

Question 17 by Ward

Question/ Ward	Skipped/ Missing	Not Sure	Don't Support	Definitely Support
Level of Support for a tax increase of \$10 or less per property per year				
Ward 1	3.3%	6.3%	4.8%	85.7%
Ward 2	2.9%	2.4%	4.9%	89.8%
Ward 3	2.4%	7.3%	9.4%	80.9%
Ward 4	2.0%	3.3%	11.7%	83.1%
Ward 5	2.3%	4.7%	11.6%	81.4%
Ward 6	4.9%	4.9%	16.1%	74.1%
Ward 7	4.3%	4.3%	13.8%	77.7%
Ward 8	3.3%	4.4%	16.5%	75.8%
Ward 9	3.9%	3.9%	30.8%	61.5%
Ward 10	10.5%	0.0%	5.3%	84.2%
Ward 11	0.0%	6.7%	20.0%	73.3%
Ward 12	6.3%	12.5%	31.3%	50.0%
Ward 13	4.8%	7.9%	9.5%	77.8%
Ward 14	4.6%	7.7%	16.9%	70.8%
Ward 15	0.0%	6.3%	37.5%	56.3%
Ward Missing	6.6%	6.6%	14.3%	72.4%
Level of Support for a tax increase of between \$10 and \$25 per property per year				
Ward 1	4.0%	8.5%	13.2%	74.3%
Ward 2	2.9%	12.7%	8.8%	75.6%
Ward 3	3.7%	11.4%	14.6%	70.3%
Ward 4	2.6%	10.4%	20.8%	66.2%
Ward 5	2.3%	4.7%	23.3%	69.8%
Ward 6	6.2%	8.7%	29.6%	55.6%
Ward 7	3.2%	11.7%	20.2%	64.9%
Ward 8	3.3%	8.8%	33.0%	55.0%
Ward 9	3.9%	7.7%	34.6%	53.9%
Ward 10	10.5%	5.3%	10.5%	73.7%
Ward 11	6.7%	6.7%	33.3%	53.3%
Ward 12	0.0%	12.5%	43.8%	43.8%
Ward 13	4.8%	12.7%	20.6%	61.9%
Ward 14	3.1%	10.8%	27.7%	58.5%
Ward 15	0.0%	0.0%	43.8%	56.3%
Ward Missing	6.6%	9.9%	27.2%	56.2%

*Note: Use caution when interpreting these results. Low numbers of respondents in some wards result in each respondent accounting for a large percentage of the ward's survey population.

Question 17 by Ward Continued

Question/ Ward	Skipped/ Missing	Not Sure	Don't Support	Definitely Support
Level of Support for a tax increase of between \$25 and \$50 per property per year				
Ward 1	2.2%	16.5%	25.7%	55.5%
Ward 2	2.9%	15.6%	20.0%	61.5%
Ward 3	2.4%	19.5%	25.6%	52.4%
Ward 4	0.7%	13.6%	34.4%	51.3%
Ward 5	0.0%	14.0%	34.9%	51.2%
Ward 6	1.2%	22.2%	40.7%	35.8%
Ward 7	4.3%	12.8%	34.0%	48.9%
Ward 8	5.5%	8.8%	47.3%	38.5%
Ward 9	3.9%	11.5%	57.7%	26.9%
Ward 10	5.3%	5.3%	36.8%	52.6%
Ward 11	0.0%	20.0%	53.3%	26.7%
Ward 12	6.3%	9.4%	62.5%	21.9%
Ward 13	3.2%	22.2%	28.6%	46.0%
Ward 14	3.1%	20.0%	38.5%	38.5%
Ward 15	0.0%	6.3%	50.0%	43.8%
Ward Missing	7.5%	17.3%	40.3%	34.9%
Level of Support for a tax increase of \$50 or more per property per year				
Ward 1	2.6%	22.8%	38.2%	36.4%
Ward 2	3.4%	23.9%	31.7%	41.0%
Ward 3	4.9%	26.0%	39.0%	30.1%
Ward 4	0.6%	23.4%	48.7%	27.3%
Ward 5	2.3%	18.6%	53.5%	25.6%
Ward 6	3.7%	19.8%	64.2%	12.4%
Ward 7	3.2%	19.2%	42.6%	35.1%
Ward 8	5.5%	12.1%	57.1%	25.3%
Ward 9	0.0%	15.4%	69.2%	15.4%
Ward 10	5.3%	10.5%	47.4%	36.8%
Ward 11	0.0%	20.0%	60.0%	20.0%
Ward 12	3.1%	12.5%	75.0%	9.4%
Ward 13	4.8%	19.1%	44.4%	31.8%
Ward 14	6.2%	26.2%	53.9%	13.9%
Ward 15	0.0%	18.8%	50.0%	31.3%
Ward Missing	8.3%	20.4%	53.1%	18.2%

*Note: Use caution when interpreting these results. Low numbers of respondents in some wards result in each respondent accounting for a large percentage of the ward's survey population.

Q18 - 31: Demographics

Demographic Question/ Response Options	# Respondents	% Respondents
Hamilton Resident		
Yes	1962	98.7 %
No	26	1.3 %
Attend Work/ School in the City of Hamilton		
Yes	1264	63.5 %
No	725	36.5 %
Own Property in Hamilton		
Yes	1495	76.1 %
No	470	23.9 %
Age		
Under 18 years	9	0.5 %
18 – 24 years	81	4.1 %
25 – 44 years	942	47.9 %
45 – 64 years	684	34.8 %
65 years and older	241	12.3 %
Prefer Not to Answer	9	0.5 %
Gender		
Male	661	33.6 %
Female	1232	62.5 %
Non-binary/ third gender	54	2.7 %
Prefer to self-describe	23	1.2 %
Marital Status		
Married, or in a domestic partnership	1247	66.2 %
Single	636	33.8 %
Employment Status		
Employed full time	1098	56.4 %
Employed part time	250	12.8 %
Unemployed and currently looking for work	85	4.4 %
Unemployed and not currently looking for work	94	4.8 %
Student	56	2.9 %
Retired	289	14.9 %
Unable to work	74	3.8 %
Household Income		
Less than \$20,000	139	7.6 %
\$20,000 - \$34,999	173	9.4 %
\$35,000 - \$49,999	220	12.0 %
\$50,000 - \$74,999	473	25.8 %
\$75,000 - \$99,999	200	10.9 %
Over \$100,000	630	34.3 %

Q18 - 31: Demographics Continued

Demographic Question/ Response Options	# Respondents	% Respondents
Education – Highest level completing/ completed		
Less than a high school diploma	27	1.4 %
High school degree or equivalent	134	7.1 %
Some college, no degree	329	17.3 %
Associate degree	405	21.3 %
Bachelor’s degree	562	29.6 %
Master’s degree	259	13.7 %
Professional degree	117	6.2 %
Doctorate	64	3.4 %
Self-Identification		
Visible Minority	122	5.6 %
Individual living with a Disability	314	14.5 %
New Resident – relocated to Hamilton in the last five years	289	13.3 %
LGBTQ2s+	205	9.5 %
Indigenous	25	1.2 %
Prefer Not to Answer	257	11.9 %
None of the Above	955	44.1 %
Visible Minority: Sub-Groups Identified		
Mixed Origin	25	18.4 %
South Asian	19	14.0 %
Chinese	18	13.2 %
Black	16	11.8 %
Latin American	14	10.3 %
Arab	12	8.8 %
Filipino	10	7.4 %
South East Asian	8	5.9 %
Japanese	6	4.4 %
West Asian	2	1.5 %
Korean	2	1.5 %
Other	4	2.9 %

Comment Analysis

A summary of comment analysis from question 32 in the survey and the guestbook is included below.

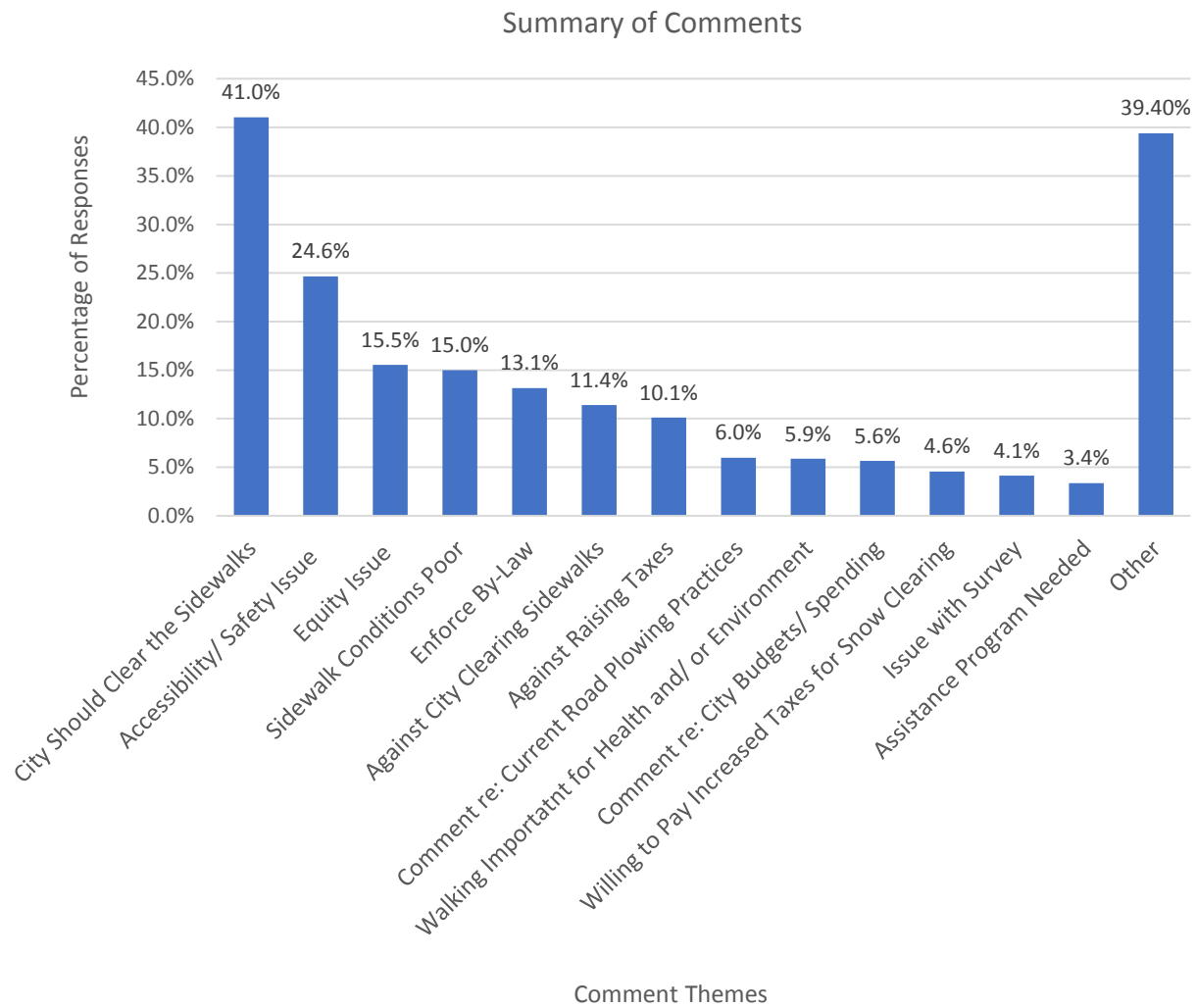
Comment Theme	# Respondents	% Respondents
The City should clear the sidewalks – general comments in favour of the City taking over all sidewalk clearing	378	41.0 %
Accessibility/ Safety issue – sidewalks need to be clear for safety, esp. seniors, individuals with disabilities and/ or mobility devices, parents with strollers, etc.	227	24.6 %
Equity Issue – e.g. seniors & individuals with disabilities may not be able to clear their sidewalks; unfair for certain areas to be cleared while others are not; low income residents may use sidewalks more often and are therefore disadvantaged disproportionately by poor conditions, etc.	143	15.5 %
Poor sidewalk conditions currently/ specific areas may be noted	138	15.0 %
Enforce/ promote the By-law; fine offenders	121	13.1 %
Against City clearing the sidewalks/ should be homeowners' responsibility	105	11.4 %
Against raising taxes for sidewalk clearing	93	10.1 %
Comment re: current road plowing practices – e.g. plows push snow back onto sidewalks; intersections left inaccessible after plows clear roads; etc.	55	6.0 %
Walking/ Walkability is important for health, environment, etc. Requires clear sidewalks	54	5.9 %
Comment re: City spending/ budgets – e.g. City cannot afford another service; find money for sidewalks by changing budgetary priorities; concerns re: COVID deficits, etc.	52	5.6 %
Willing to pay increase in property tax for sidewalk snow clearing	42	4.6 %
Issue with survey – e.g. demographic questions; design issues	38	4.1 %
Create/ promote assistance program for property owners who cannot shovel (esp. seniors, disabled individuals)	31	3.4 %
Other – includes general comments that did not fall into any of the above theme categories.	363	39.4 %

*Notes: (a) Percentages represent the number of comments as a percentage of the total number of respondents that provided comment (n=921).

(b) Respondents may be counted in multiple comment themes; thus, percentages add to more than 100%.

(c) Comment themes were created if similar comments were stated by at least 30 people.

Comment Analysis Continued



Comment Analysis Continued

Representative Comments In Favour of City Snow Clearing

- “My thoughts regarding sidewalk safety is not only for myself but for those who identify as having a disability or are elderly, for kids walking to school for families walking their pets or visiting local shops. I walk daily for exercise and it is extremely challenging to this in the winter as it can be a safety concern. Expecting people to clear their own sidewalk within 24 hours in some cases is unfair because we don't know what their home situations is - whether it is due to a physical barrier, work, don't have proper equipment to do so or can't afford to pay someone to clear for them.”
- “Sidewalk clearing is an issue of accessibility. Those most impacted by sidewalk accessibility are those who are renters, low-income, and disabled who may not have the privilege of owning a vehicle. This is also an issue of climate change--as Hamilton as declared a climate emergency, encouraging residents to use the sidewalks will divert traffic from the roads and to public transit.”
- “Walking everywhere is something that keeps me physically and mentally healthy. Trying to get around in winter is very challenging. A fall on ice puts me at risk for significant health complications and would put more financial burden on an already over taxed health care system. This year especially with all the COVID risks, the ability to be outside is even more important. We need snow removal on our sidewalks!”
- “All sidewalks should be cleared of snow for safety reasons and also for accessibility for everyone. Seniors, disabled persons and parents with very young children in strollers have a very hard time navigating the city in winter. I would be delighted to pay higher taxes to make Hamilton safer and more livable for all.”

Representative Comments Against City Snow Clearing/ Raising Property Taxes

- “I think the responsibility should fall more to the individual property owners to ensure snow and ice is cleared from their respective sidewalks, rather than using tax money. I would rather see the money go to more bylaw officers to enforce the snow removal bylaw. It is part of the responsibility of property ownership to maintain their sidewalks. Issuing more fines would not only add money into the city but reduce those who shirk their responsibilities.”
- “Please do not unilaterally raise property taxes to pay for snow clearing. The tools to keep sidewalks clear are already in place. We just need to use them more effectively.”
- “Many people are on fixed incomes and cannot afford Hamilton’s always increasing tax levies. I would prefer to clear my own snow as well as my neighbours that struggle to do their own. If snow removal is a problem for some, there is assistance already in place. For others, it’s just plain laziness and enforcement may be the only option. The city does a good job on clearing roads but city owned walks are not always done in a timely manner. This will only add to more grief for our councillors.”
- “I do not have confidence in the City's ability to deliver on this program due to the dramatic increase in operational scope. My property taxes are already quite high, and the cost of snow removal will continue to grow over time, for something that does not drive value for my family. Thanks for seeking input on this!”



Appendix B

Municipal Scan

City of Hamilton Public Works Department
Transportation, Operations & Maintenance Division

November 4, 2020

Municipal Scan

Municipality/Scan Category		Findings
Brampton		
Overview		City-cleared sidewalks include those: <ul style="list-style-type: none"> On roads like Main Street and Bramalea Road (arterial roads) In front of City parks and recreation facilities Curb-faced (example: no grass boulevard) Behind a property (reverse frontage) On a road with Brampton Transit/Züm bus stop locations with permanent transit service
Amount to Initiate Plowing		N/A
Completion Time		N/A
Finish Surface Condition		N/A
Seniors/ People with Disabilities		<ul style="list-style-type: none"> The City provides a Snow Removal Financial Assistance Program to assist senior citizens and physically challenged homeowners with costs incurred from hiring a contractor to remove snow from their sidewalks and driveways
Comments		N/A
Links		https://www.brampton.ca/en/residents/Roads/snow-removal/Pages/snow-removal-faqs.aspx
Burlington		
Overview		<ul style="list-style-type: none"> Provides snow removal services throughout the City Maintain 850 km of sidewalks
Amount to Initiate Plowing		Begins after snow accumulates in excess of 5 cm
Completion Time		<ul style="list-style-type: none"> After roads are cleared Generally, within 48 hours after the snow has stopped falling Sidewalks on primary and secondary roads are plowed first, followed by residential
Finish Surface Condition		Plowed to a snow packed service level
Seniors/ People with Disabilities		N/A
Comments		Windrow clearing program for persons with disabilities (for snow left at the bottom of driveways by roadway plows)
Links		https://www.burlington.ca/en/services-for-you/snow-removal.asp
Calgary		
Overview		<ul style="list-style-type: none"> The City is required to clear sidewalks bordering and on City property Property owners/occupants responsible for clearing snow and ice from the sidewalks bordering their property
Amount to Initiate Plowing		N/A
Completion Time		Within 24 hours of a snowfall ending
Finish Surface Condition		N/A
Seniors/ People with Disabilities		N/A

Comments	N/A
Links	https://www.calgary.ca/CSPS/ABS/Pages/Bylaws-by-topic/Snow-Shovelling.aspx
Guelph	
Overview	<ul style="list-style-type: none"> Clear snow from 701 km of sidewalk, 180 crosswalks, crossings, steps, walkways, and 590 bus stops throughout the city Sidewalks are prioritized based on pedestrian traffic volume and proximity to high use facilities, such as schools, hospitals, and public buildings.
Amount to Initiate Plowing	<ul style="list-style-type: none"> In Guelph, there are eleven zones for snow plowing and sanding, including multi-use pathways, which are prioritized into two classifications: <ul style="list-style-type: none"> High priority sidewalks: serviced first after 4 cm of snow accumulates. Residential sidewalks: serviced after 8 cm of snow
Completion Time	Within 24 hours of a snowfall ending
Finish Surface Condition	N/A
Seniors/ People with Disabilities	N/A
Comments	N/A
Links	https://guelph.ca/living/getting-around/snow-removal/sidewalk-snow-removal/
Kitchener	
Overview	Clears snow on sidewalks around City-owned facilities, walkways and parks
Amount to Initiate Plowing	N/A
Completion Time	N/A
Finish Surface Condition	N/A
Seniors/ People with Disabilities	Snow Angel program
Comments	<ul style="list-style-type: none"> New winter 2019/2020 pilot projects: <ul style="list-style-type: none"> Snow event pilot (40 km by contractor) Full-service pilot (40 km by City staff) Proactive bylaw pilot Assisted sidewalk and windrow clearing services to eligible seniors and persons with a disability
Links	https://www.kitchener.ca/en/in-your-neighbourhood/snow-removal.aspx http://www.tritag.ca/static/uploads/TriTAG-Winter-sidewalk-report.pdf
London	
Overview	<ul style="list-style-type: none"> Provides a sidewalk snow removal service (arterials, collectors and residential roads?) 1,500 km of sidewalk
Amount to Initiate Plowing	Plowing starts at 8 cm accumulation
Completion Time	Cleared within 48 hours

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Finish Surface Condition	Plowed to a snow packed service level
Seniors/ People with Disabilities	Snow Angels
Comments	Downtown merchants and/or property owners are required to clear the sidewalk front their businesses.
Links	http://www.london.ca/residents/Roads-Transportation/Road-Maintenance/Pages/WinterFAQs.aspx
Mississauga	
Overview	<ul style="list-style-type: none"> • Priority sidewalks on major priority roads, bus stops, pedestrian crossings, multi-use trails • The City clears about 1,600 km of priority sidewalks which represents approximately 55% of the total length of sidewalks in the City
Amount to Initiate Plowing	(a) Less than 8 cm: salting only (b) 8 to 15 cm: plowing and salting (c) 15 to 30 cm: plowing and salting (d) 30 cm or back to back storms: plowing and salting
Completion Time	(a) Within 12 hours after the end of a snowfall (b) Cleared within 12 hours after the end of a snowfall (c) Cleared within 24 hours after the end of a snowfall (d) More than 24 hours after the end of a snowfall
Finish Surface Condition	N/A
Seniors/ People with Disabilities	N/A
Comments	N/A
Links	http://www.mississauga.ca/portal/residents/levelsofservice
Montreal	
Overview	N/A
Amount to Initiate Plowing	<ul style="list-style-type: none"> • Salt and gravel spreading as soon as the roads and sidewalks become slippery • Plowing as soon as there is 2.5 cm on the ground • Loading as soon as there is 10 to 15 cm of snow on the ground
Completion Time	Operations carried out continuously until the streets and sidewalks are cleared and safe
Finish Surface Condition	N/A
Seniors/ People with Disabilities	N/A
Comments	Operations carried out continuously until the streets and sidewalks are cleared and safe
Links	https://montreal.ca/en/topics/snow-removal-sidewalks-and-streets

Newmarket	
Overview	<ul style="list-style-type: none"> Newmarket Council approved a phased-in sidewalk snow-clearing program that will clear 100 per cent of all sidewalks, walkways and paved trails in Newmarket (pending budget approval each year) Sidewalks constructed after 2013 are considered growth and will be added to the sidewalks snow-clearing list separately. This is because most sidewalks within new subdivisions have not been assumed by the Town
Amount to Initiate Plowing	After accumulation of 5 cm
Completion Time	Arterial Roads, Primary and Minor Collectors as well as Local roads will be cleared of snow within 24 hours after any new fallen or windblown snow has accumulated
Finish Surface Condition	N/A
Seniors/ People with Disabilities	N/A
Comments	Property owners are encouraged to edge their sod and ensure that all landscape features are not hanging over the sidewalk. Doing so will help prevent damage to their lawn/boulevard/landscape feature in the winter, when sidewalk snowplowing operations are in effect.
Links	https://www.newmarket.ca/sidewalksnowclearing
Oakville	
Overview	Sidewalks on primary and secondary roads
Amount to Initiate Plowing	<ul style="list-style-type: none"> Primary and secondary roads: After snow accumulates 5cm and only after roads are cleared Residential: cleared after 8 cm of snow accumulates Sidewalk salting and sanding is done only on primary and secondary sidewalks when slippery conditions exist
Completion Time	N/A
Finish Surface Condition	N/A
Seniors/ People with Disabilities	N/A
Comments	N/A
Links	https://www.oakville.ca/residents/snow-clearing.html
Ottawa	
Overview	Most sidewalks
Amount to Initiate Plowing	<p>Minimum depth of snow before deployment:</p> <ul style="list-style-type: none"> Level 1: 2.5 cm in downtown business district, Byward Market, large employment centres, special tourism areas Level 2: 5 cm in downtown/urban residential neighbourhoods where sidewalks are the only safe place to work, sidewalks in Villages, sidewalks along roads with transit service, emergency facilities, public facilities or retail/commercial frontages Level 3: 5 cm for sidewalks along rural and suburban collector and residential roads

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Completion Time	End of snowfall time needed to clear snow: <ul style="list-style-type: none"> • Level 1 within 4 hours (bare surface) • Level 2: within 12 hours (bare surface where directly adjacent to arterial roads) • Level 3: within 16 hours (bare surface where directly adjacent to arterial roads)
Finish Surface Condition	N/A
Seniors/ People with Disabilities	N/A
Comments	Some initiatives are underway to keep sidewalks clear: <ul style="list-style-type: none"> • A pilot project that uses a “crosshatch blade” on some sidewalk-clearing vehicles to break up ice more easily • More ice-breaking machines • Pre-treating certain sidewalks with a calcium solution • Changing the snow clearing work schedule to city crews can tackle sidewalks 24 hours a day, seven days a week • Two reviews of its snow clearing practices and standards
Links	Initiatives <ul style="list-style-type: none"> • https://ottawacitizen.com/news/local-news/city-to-make-clearing-sidewalks-a-priority-this-winter Maintenance Quality Standards <ul style="list-style-type: none"> • https://app06.ottawa.ca/calendar/ottawa/citycouncil/ttc/2003/05-21/Annex%20B(TUP-SOP-0004)%20-%20Roads%20and%20Sidewalks.htm Overview <ul style="list-style-type: none"> • https://ottawa.ca/en/parking-roads-and-travel/road-and-sidewalk-maintenance/winter-maintenance
St. Catharines	
Overview	Private property owners are responsible for clearing the full width of sidewalks in front of, beside of and/or at the rear of their property.
Amount to Initiate Plowing	N/A
Completion Time	Bare concrete within 24 hours
Finish Surface Condition	N/A
Seniors/ People with Disabilities	The City offers snow removal services for qualified seniors and individuals with physical disabilities to assist with the removal of snow/ice from City sidewalks.
Comments	N/A
Links	https://www.stcatharines.ca/en/livein/Snow-Removal-Sidewalks.asp

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Toronto	
Overview	<ul style="list-style-type: none"> Sidewalk plows clear about 6,400 km of Toronto's 7,900 km of sidewalk In older parts of Toronto, narrow sidewalks, obstructions and obstacles prevent plows from working safely Approximately 1,400 km (17.7%), are not mechanically cleared of snow and ice by the City
Amount to Initiate Plowing	<ul style="list-style-type: none"> Plowing starts at 2 cm accumulation on high volume sidewalks i.e. arterials, bus routes 8 cm on low volume sidewalks
Completion Time	<ul style="list-style-type: none"> Approximately 13 hours to clear high and low pedestrian volume sidewalks after a snowfall The service can take up to 72 hours after the snow has stopped
Finish Surface Condition	N/A
Seniors/ People with Disabilities	The City offers a sidewalk clearing service for seniors and people with a disability who live in any area where sidewalks cannot be plowed.
Comments	The City is conducting a trial program on 250 km of sidewalks that aren't being cleared right now, using new technology and smaller plows, to test the feasibility and effectiveness of using new equipment to clear narrower sidewalks.
Links	https://www.toronto.ca/services-payments/streets-parking-transportation/road-maintenance/winter-maintenance/clearing-snow-and-ice-from-your-property/
Windsor	
Overview	<ul style="list-style-type: none"> Owners and tenants are required to remove snow or ice in front of their property within 12 hours Owners or tenants of commercial properties have 4 hours following the snowfall or formation of ice The abutting property owner is responsible to clean the wheelchair ramp up to the edge of the pavement Presently there is no formal policy to clear bus stops, in snowfall events in excess of 15 cm accumulation, Transit Windsor priority 1 & 2 bus stops will be cleared
Amount to Initiate Plowing	N/A
Completion Time	N/A
Finish Surface Condition	N/A
Seniors/ People with Disabilities	The City coordinates a Snow Angels program for seniors and persons with disabilities.
Comments	N/A
Links	https://www.citywindsor.ca/residents/maintenanceandfieldservices/Snow-Removal/Pages/Snow-Removal.aspx

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St. John's*	
Overview	<ul style="list-style-type: none"> Sidewalk snow clearing begins at 4 a.m. each morning School areas are completed first then staff move to the priority 1 sidewalks The City has designated 161 km of sidewalk to be cleared on a regular basis during the winter season
Amount to Initiate Plowing	Plowing initiated at 3 cm
Completion Time	Clearing time estimated at 4-7 days
Finish Surface Condition	Bare
Seniors/ People with Disabilities	N/A
Comments	N/A
Links	http://www.stjohns.ca/living-st-johns/city-services/snow-clearing/service-and-priority
Quebec City*	
Overview	N/A
Amount to Initiate Plowing	<ul style="list-style-type: none"> High traffic and gradients >8%: 5cm School zones, gradients>5%, or presence of either old age home, blind individual, or person with reduced mobility: 5cm Other: 5cm
Completion Time	Total snowfall dependent: <ul style="list-style-type: none"> Class 1 and 2 sidewalks must be done on a priority basis
Finish Surface Condition	<ul style="list-style-type: none"> High traffic and gradients >8%: Bare School zones, gradients>5%, or presence of either old age home, blind individual, or person with reduced mobility: Bare or with sand/salt for traction Other: Abrasives for traction and salt on iced surfaces as
Seniors/ People with Disabilities	N/A
Comments	N/A
Links	N/A
Winnipeg*	
Overview	N/A
Amount to Initiate Plowing	Plowing shall commence when an inspection, following a 5 cm snowfall accumulation or equivalent local drifting conditions, indicates a necessity for a clearing operation <ul style="list-style-type: none"> Priority 3 streets: 8 cm Near Senior Citizen Complexes: 5 cm
Completion Time	<ul style="list-style-type: none"> The snow clearing operations shall be completed within thirty-six hours following the end of an average storm Priority 3 streets: within 5 working days (sidewalks in the immediate vicinity of elementary schools shall be prioritized) Near Senior Citizen Complexes: within thirty-six hours

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Finish Surface Condition	<ul style="list-style-type: none"> Sidewalks on Priority 1 and 2 streets shall normally be maintained to a compacted snow surface Sidewalks on Priority 1 and 2 streets within the downtown shall generally be plowed to a paved surface whenever conditions allow Priority 3: compacted snow surface
Seniors/ People with Disabilities	N/A
Comments	N/A
Links	https://winnipeg.ca/publicworks/snow/snow-clearing-policy.stm#Sidewalks
Halifax*	
Overview	<ul style="list-style-type: none"> City crews clear about 1,000 km of sidewalks and approximately 2,300 bus stops across the Halifax region The municipal service standards identify priority levels and timelines for clearing streets and sidewalks
Amount to Initiate Plowing	<ul style="list-style-type: none"> Capital Districts: 5 cm Main Arterials: 15 cm Transit Routes: 15 cm School Routes: 15 cm Residential Streets: after end of snowfall
Completion Time	<ul style="list-style-type: none"> Capital Districts: 12 hours Main Arterials: 12 hours Transit Routes: 18 hours School Routes: 18 hours Residential Streets: 36 hours
Finish Surface Condition	<ul style="list-style-type: none"> Capital Districts: Bare Main Arterials: Bare or with sand/salt for traction Transit Routes: Bare or with sand/salt for traction School Routes: Bare or with sand/salt for traction Residential Streets: Bare or with sand/salt for traction
Seniors/ People with Disabilities	N/A
Comments	N/A
Links	https://www.halifax.ca/transportation/winter-operations/service-updates#SidewalkTimelines
Vancouver	
Overview	<ul style="list-style-type: none"> All property owners must clear snow and ice from sidewalks around their property by 10:00am every day.
Amount to Initiate Plowing	N/A
Completion Time	N/A
Finish Surface Condition	N/A
Seniors/ People with Disabilities	Snow Angel program
Comments	N/A
Links	https://vancouver.ca/streets-transportation/snow-removal-from-city-streets.aspx

Regina	
Overview	<ul style="list-style-type: none"> • Snow and ice on residential sidewalks is the responsibility of the property owner/resident. • All properties in Regina's downtown must clear ice and snow from the sidewalk adjacent to their property with 24 hours of a storm • Businesses, apartments and vacant lots outside of downtown
Amount to Initiate Plowing	N/A
Completion Time	N/A
Finish Surface Condition	N/A
Seniors/ People with Disabilities	N/A
Comments	N/A
Links	https://www.regina.ca/transportation-roads-parking/seasonal-maintenance/snow-ice-control/

*Information taken from KPMG Study – Winter Maintenance Leading Practice Survey



CITY OF HAMILTON
PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
Economic Development Division

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	November 18, 2020
SUBJECT/REPORT NO:	Innovation Factory Request for Funding Renewal Option - 2020 (PED20197) (City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Carolynn Reid (905) 546-2424 Ext. 4381
SUBMITTED BY:	Norm Schleeahn Director, Economic Development Planning and Economic Development Department
SIGNATURE:	

RECOMMENDATION

- (a) That the request by Innovation Factory to exercise their renewal option of the City's 2020 Annual Community Partnership contribution of \$50 K, per previous General Issues Committee (GIC) Report PED19120, be approved;
- (b) That this \$50 K annual contribution for the Innovation Factory be funded from the Economic Development Investment Reserve Account No. 112221;
- (c) That City staff, together with Innovation Factory, report back to General Issues Committee (GIC) with an annual review of the Municipal Funding Program prior to the approval of a renewal option for 2021 and subject to satisfactory Key Performance Indicator results of the previous year.

EXECUTIVE SUMMARY

Innovation Factory (IF) has successfully exercised their \$50 K renewable option since their inception in 2015 having satisfied the Key Performance Indicators (KPIs) as established by the General Issues Committee (GIC). Between their primary funding sources of the Ministry of Economic Development Job Creation and Trade, Ontario Centres of Excellence, the City of Hamilton, and community partners, IF continues to

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: Innovation Factory Funding Renewal Option – 2020 (PED2197) (City Wide) - Page 2 of 5

increase the number of programs offered and clients served, with many achieving significant outcomes. Innovation Factory has firmly embedded itself as the commercialization arm supporting Hamilton's innovation and research community.

Alternatives for Consideration – See Page 5

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: This request can be accommodated through the Economic Development Investment Reserve with no impact on the Levy.

Staffing: N/A

Legal: N/A

HISTORICAL BACKGROUND

Innovation Factory, under the leadership of Executive Director David Carter, is Hamilton's not-for-profit Regional Innovation Centre and was established to service the gap of commercialization of intellectual property that existed in our Community.

Officially launched in November 2010, IF's core function is to accelerate the innovation process for knowledge-based companies in Hamilton and to simplify the economic and social impact of key ideas and discoveries. Innovation Factory's primary focus is to strengthen Hamilton's next generation of job creators and foster innovation across all sectors while drawing on expertise from Hamilton's universities and college to create an ecosystem of entrepreneurship and innovation.

At its meeting of April 16, 2014, GIC approved Report PED14056 which supported a Community Partnership contribution of \$50 K to Hamilton's IF for the 2014 calendar year. In addition, at its meeting of July 6, 2015, GIC approved Report PED15090 which provided for a \$50 K renewable option for 2015. Further, at its meeting of June 1, 2016, GIC approved Report PED16123 which provided for a \$50 K renewable option for 2016, 2017 (Report PED17105), 2018 (Report PED18132), 2019 (Report PED19120), and in 2020 with IF having to satisfy Committee members that the KPIs have been met.

Funding partners have continued to support IF throughout 2020. The Ontario Centres of Excellence contributed \$1M while the Ministry of Economic Development, Job Creation and Trade provided another \$800 K of funding. The City of Hamilton's annual financial contribution is approximately 2% of IF's Budget. The significance of this contribution is the message it sends to IF's Provincial partners that the City of Hamilton supports a regional presence.

SUBJECT: Innovation Factory Funding Renewal Option – 2020 (PED2197) (City Wide) - Page 3 of 5

IF has continued to operate their traditional programming during the pandemic where most interactions with clients have gone to a virtual platform. Frequent check-ins have been a mandatory operational focus as IF supports today's remote work reality.

Further, the Ontario government is looking to the Regional Innovation Centres like IF for feedback from the clients that they serve. This feedback is to help build or modify existing programming to support small businesses as they navigate COVID-19.

Justin Hogeterp, (CEO of Fluid Media Inc.), is the current Chairperson of the IF Board of Directors. Norm Schleeahn, Director of the City's Economic Development Division, is on his third term as an IF Board Member where he represents the City of Hamilton in an oversight capacity. The 2019 audited financial statements for Innovation Factory, completed by Grant Thornton, are currently available if GIC requires same.

INNOVATION FACTORY KPIs AND NOTABLE INDICATORS SINCE INCEPTION (including virtual programming)

- Total number of clients since inception = 1,930;
- \$390 M + (government programs and private investor) in total funds clients have raised with IF support;
- Over 21,524 hours spent in client meetings; and,
- Over 499 events with attendance at over 27,000.

INDUSTRY BREAKDOWN (2020)

- Innovation Communication Technology & Digital Media 52%
- Life Sciences 27%
- Advanced Manufacturing & Clean Technology 14%
- Other Miscellaneous 7%

SUCCESS STORIES

Hamilton's innovation ecosystem continues to not only grow but accelerate. New clients served added approximately 250 new jobs in 2019 – 2020 and many pivoted in response to the pandemic. The following examples from IF's client base captures this success:

- Lumedi
 - Spin off company from Webility Solutions which started in Hamilton in 2007
 - Developed the COVID-19 Community Watch app to help identify pandemic trends and hotspots in Hamilton
 - Goal is to provide early detection of changing trends related to the COVID-19 pandemic
 - Have welcomed over 10,000 Hamiltonians to the app

SUBJECT: Innovation Factory Funding Renewal Option – 2020 (PED2197) (City Wide) - Page 4 of 5

- Motis Manufacturing
 - Referred by Mohawk College
 - Advanced Manufacturing, spun off a “Safety Equipment” product line
 - Pivoted to thermal cameras for detecting individuals with high fever to tap COVID opportunities
- Longan Vision
 - Start-up from the Forge at McMaster
 - Heads-up display for Firefighters and others
 - In response to COVID, pivoted to thermal cameras for detecting individuals with high fever
- Digby Paints
 - Winner of Lions Lair 2020
 - Purchase Paint Online
 - Physical space in Hamilton to serve the area
 - They have investors and are generating revenue
 - Another business capitalizing on COVID-19

IF clients have also seen a spike in investment. McMaster University start-up companies Meso Mat secured over CDN\$1 M in financing and Longan Vision raised over CDN \$800 K. Both companies are based at the McMaster Innovation Park and are keeping both the investment and jobs here in Hamilton.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

N/A

RELEVANT CONSULTATION

Innovation Factory, Executive Director David Carter; and, Innovation Factory Board of Directors.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The performance and presence of IF, strategically located at McMaster Innovation Park, the Forge (Hamilton’s campus lead accelerator) and the City’s Hamilton Business Centre have significantly contributed to enhancing Hamilton’s reputation as a city of innovators and where innovation goes to work.

The work of Innovation Factory is in alignment with the 2016-2020 Economic Development Action Plan, particularly the goal to have “entrepreneurial individuals,

SUBJECT: Innovation Factory Funding Renewal Option – 2020 (PED2197) (City Wide) - Page 5 of 5

organizations and companies experience Hamilton as a place where innovative ideas and entrepreneurial people thrive”.

ALTERNATIVES FOR CONSIDERATION

Provision of a reduced community partnership contribution by the City of Hamilton or eliminate the annual contribution. Either option would send the message to IF’s Provincial partners that the City of Hamilton does not support a regional presence to one of the best performing Research and Innovation Centres in the Province of Ontario.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Community Engagement and 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 and Growth

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

APPENDICES AND SCHEDULES ATTACHED

N/A

CR:dt



CITY OF HAMILTON
PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
Tourism and Culture Division

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	November 18, 2020
SUBJECT/REPORT NO:	Virtual Commemoration of 175 Years of Hamilton's History (PED20199) (City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	John Summers (905) 546-2424 Ext. 1747
SUBMITTED BY:	Carrie Brooks-Joiner Director, Tourism and Culture Planning and Economic Development Department
SIGNATURE:	<i>Carrie Brooks-Joiner</i>

RECOMMENDATION

That the City of Hamilton approve the expenditure of \$200 K, to be funded from the Tax Stabilization Reserve (110046) to develop an online commemoration of the 175-year anniversary of the founding of the City through broad community engagement and creation of content and a website which will lay the groundwork for a virtual Museum of Hamilton.

EXECUTIVE SUMMARY

2021 will mark the 175-year anniversary of Hamilton's incorporation as a City in 1846. At the October 14, 2020 Council meeting, staff were directed to develop a proposal to create and deliver an online commemoration of 175 years of Hamilton's history in 2021 as a first phase of a virtual Museum of Hamilton. This report proposes a timeline and a budget to develop and launch this online commemoration by December 2021. This facilitation of the telling of Hamilton stories through online content will be the first step in developing a virtual Museum of Hamilton to complement the existing Hamilton Civic Museums.

Alternatives for Consideration - Not Applicable

FINANCIAL - STAFFING - LEGAL IMPLICATIONS

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

**SUBJECT: Virtual Commemoration of 175 Years of Hamilton's History
(PED20199) (City Wide) - Page 2 of 5**

Financial: The funding for the required project coordination, research, contracted design services, public engagement and user testing to build and launch the site is estimated at \$200 K in one-time costs as noted in the table.

Hamilton 175 Project Budget	
Contract web design and development including e-commerce	\$80 K
12-months hosting and technical support	\$3,000
12-months customer relationship management software license	\$2,000
Hamilton 175 graphic identity development	\$5,000
Contact Community Curator	\$75 K
Contract research	\$10 K
Mid-summer Happy Birthday Hamilton event (within any restrictions in place at the time)	\$25 K
TOTAL	\$200 K

Staffing: A Community Curator will be hired on a 12-month contract for this project. In recognition of the goals for the Hamilton 175 project to present a broad and diverse understanding of the City's history, recruitment for this position will be conducted in accordance with the principles outlined in the City's Equity and Inclusion Policy (2016).

Legal: N/A

HISTORICAL BACKGROUND

The following motion, was Moved by the Mayor, and passed at the October 14, 2020 Council meeting:

WHEREAS, 2021 will mark 175 years since the City of Hamilton was founded in 1846;

WHEREAS, the citizens of Hamilton have expressed support for the idea of a Museum of Hamilton; and,

WHEREAS, a virtual museum approach offers significant and cost-effective potential for offering public content and experiences within COVID-19 restrictions and will complement and expand in-person programs at the existing civic museums;

THEREFORE, BE IT RESOLVED:

That Tourism and Culture Division staff be directed to develop a proposal to create and deliver an online commemoration of the 175 years of Hamilton's history in 2021, as a first phase of a virtual Museum of Hamilton, and report back to General Issues

**SUBJECT: Virtual Commemoration of 175 Years of Hamilton's History
(PED20199) (City Wide) - Page 3 of 5**

Committee.

The City of Hamilton owns and operates eight civic museums. Each museum has a specific site-based interpretive mandate and offers related programming. There is at present no dedicated space for city-wide exhibits or programs that are not part of an existing historic site.

The Museum of Hamilton concept envisions a broader and deeper approach to the City's history which would complement these existing civic museums and historic sites. Such a space would offer opportunities to address broader historical themes, engage with wider and more diverse audiences and facilitate collaboration on programs and exhibits with residents and other organizations.

In 2019, the Tourism and Culture Division retained consultants to conduct an external engagement for the new Hamilton Civic Museum Strategy and a City of Hamilton Museum. Stakeholders and members of the public expressed support for the idea of a Museum of Hamilton.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

This project addresses the following actions of the City's Urban Indigenous Strategy:

- Action 7 - Work with Indigenous communities to provide education to staff and residents about acknowledging traditional territories in Hamilton.
- Action 11 - Incorporate more Indigenous stories and voices into the City of Hamilton's culture and heritage plans.
- Action 12 - Use markers and signs to restore Indigenous names and identify significant Indigenous landmarks in Hamilton. This could include street names, trails and parks.

This project will enhance the implementation of the City's Equity and Inclusion Policy (2016).

RELEVANT CONSULTATION

External

- Manager of Communications, Hamilton Public Library
- Manager, Collections and Extension Services, Hamilton Public Library
- Hamilton Museum Citizens' Committee members

**SUBJECT: Virtual Commemoration of 175 Years of Hamilton's History
(PED20199) (City Wide) - Page 4 of 5**

Internal

- Senior Project Manager, Hamilton Urban Indigenous Strategy, Children's Services and Neighbourhood Development Division, Healthy and Safe Communities Department

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The commemoration will begin in January 2021 with a proclamation by the Mayor's office. Heritage Resource Management social media channels will feature regular Hamilton 175 content throughout the year. Selected events at Hamilton Civic Museums will be branded with the Hamilton 175 graphic identity throughout the year. Community engagement for content development will begin in the first quarter of 2021 and will continue to the end of the third quarter. A Happy Birthday Hamilton event will be held mid-summer, with the location, scope and format to be determined by COVID-19 guidelines. The foundation for the virtual museum will be built throughout the year as content is developed throughout the spring and summer, led by the Community Curator and in collaboration with Hamilton's many communities. Content will also be shared through Heritage Resource Management social media channels.

The COVID-19 pandemic has accelerated what was already a growing trend towards museums doing more online engagement, which has proven to be an effective and cost-effective means of reaching new and wider audiences. Even before the pandemic necessitated rethinking current audience engagement practices, the museum community was exploring ways to be more community-focused and involved beyond the walls of its institutions.

Today, museums are seeking to offer spaces for interaction and engagement with their collections and to support communities in telling their own stories. This requires a different space than the traditional model of an institution focused on building artefact collections and creating its own exhibits. A virtual approach offers significant and cost-effective potential for not just responding to COVID-19, but also for offering heritage-based content and experiences that will complement and expand in-person offerings at the existing civic museums.

The Hamilton 175 project is grounded in the principles of equity, diversity and inclusion as outlined in the City's Equity and Inclusion Policy (2016). In terms of equity, the history of Hamilton is thereby understood to include all stakeholder communities, with the groups and individuals that they include. The scope of the City's history embodied in this project will recognize the positive power and richness that exists when different communities, groups and individuals with a variety of backgrounds, orientations, expressions, identities, skills and experience are represented in the historical narrative. Valuing equity and diversity in this way will use the principle of inclusion to create a

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

**SUBJECT: Virtual Commemoration of 175 Years of Hamilton's History
(PED20199) (City Wide) - Page 5 of 5**

shared historical understanding. Through public engagement in the researching, understanding and presentation of these stories, the project will develop mutually beneficial connections with the City's stakeholder communities.

The creation of a website interpreting the City of Hamilton's 175-year history featuring digital exhibits and experiences will offer a wide-ranging and inclusive view of its past, present and future. It will allow for the co-creation and collaborative development of community-based stories. Through the use of digital mapping, different layers of the City's history can be made available for exploration and understanding, beginning with Indigenous presence more than 10 K years ago on the land where Hamilton now stands. Through user-generated content applications, residents and others will be able to attach their own stories and images to enrich the overall narrative of the City. The use of best-practice standards for web accessibility will make these historical experiences broadly available. The new website will also allow for the display digital versions of the historic collections held by other City agencies such as the Hamilton Street Railway.

A high degree of interactivity, the submission of user-generated content and other engagement opportunities will provide insight into residents' views of the history of "their" city which can be taken into account in the ongoing revitalization of Hamilton Civic Museums programming and collecting. With additional resources dedicated to the development, facilitation and sharing of broad Hamilton stories, this online engagement approach could be expanded into a virtual Museum of Hamilton.

ALTERNATIVES FOR CONSIDERATION

Not Applicable

ALIGNMENT TO THE 2016 - 2025 STRATEGIC PLAN

Community Engagement and 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.

Culture and Diversity

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

APPENDICES AND SCHEDULES ATTACHED

None

JS:ac



Hamilton

BUSINESS IMPROVEMENT AREA ADVISORY COMMITTEE

REPORT 20-004

8:00 a.m.

Tuesday, November 10, 2020

Virtual Meeting

Hamilton City Hall

71 Main Street West

Present: Councillor Esther Pauls (Chair)
 Tracy MacKinnon – Westdale Village BIA and Stoney Creek BIA
 Cristina Geissler – Concession Street BIA
 Lisa Anderson – Dundas BIA
 Kerry Jarvi – Downtown Hamilton BIA
 Susan Pennie – Waterdown BIA
 Rachel Braithwaite – Barton Village BIA
 Susie Braithwaite – International Village BIA
 Heidi VanderKwaak – Locke Street BIA
 Jennifer Mattern – Ancaster BIA

Absent: Michal Cybin – King West BIA
 Bender Chug – Main West Esplanade BIA
 Maggie Burns – Ottawa Street BIA

THE BUSINESS IMPROVEMENT AREA ADVISORY COMMITTEE PRESENTS REPORT 20-004 AND RESPECTFULLY RECOMMENDS:

1. Locke Street Business Improvement Area Expenditure Request (Item 10.1)

- (a) That the expenditure request from the Locke Street Business Improvement Area, in the amount of \$2,547.66 for Hanging Baskets for the summer to be funded from the Community Improvement Plan (CIP) Contribution Program (BIA Payments Account 815010-56905), be approved; and,
- (b) That the expenditure request from the Locke Street Business Improvement Area, in the amount of \$3,726.70 for Christmas Hanging Baskets and Christmas holiday decor for a tree, ornaments, and banner maintenance to be funded from the Shared Parking Revenue Program (Parking Revenue Account 815010-45559), be approved.

2. Westdale Village Business Improvement Area Expenditure Request (Item 10.2)

- (a) That the expenditure request from the Westdale Village Business Improvement Area, in the amount of \$11,551.23 for the cost of streetscape tents and tables to be funded from the Community

Improvement Plan (CIP) Contribution Program (BIA Payments Account 815010-56905), be approved; and,

- (b) That the expenditure request from the Westdale Village Business Improvement Area, in the amount of \$16,067.66 for the cost of streetscape flowers and watering to be funded from the Shared Parking Revenue Program (Parking Revenue Account 815010-45559), be approved.

3. Downtown Dundas Business Improvement Area Expenditure Request (Item 10.3)

- (a) That the expenditure request from the Downtown Dundas Business Improvement Area, in the amount of \$14,952.49 for the cost of hiring summer staff to clean and maintain public road allowance by picking up garbage, cleaning graffiti and beautification efforts (\$3,997.49), and the purchase and maintenance of hanging baskets through the BIA (\$10,955) to be funded from the Community Improvement Plan (CIP) Contribution Program (BIA Payments Account 815010-56905), be approved; and,
- (b) That the expenditure request from the Downtown Dundas Business Improvement Area, in the amount of \$24,568.94 for the cost of promoting the Dundas BIA through marketing efforts for social media, television ads, and prints media campaigns in 2020 (\$5,018.94), Christmas decorations and their maintenance, specifically 50 hanging wreaths (\$10,300) and new garlands and greenery (\$9,250) to be funded from the Shared Parking Revenue Program (Parking Revenue Account 815010-45559), be approved.

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 1)

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

The agenda for the November 10, 2020 Business Improvement Area Advisory Committee meeting was approved, as presented.

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

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

(i) October 13, 2020 (Item 3.1)

The October 13, 2020 Minutes of the Business Improvement Area Advisory Committee were approved, as presented.

(d) STAFF PRESENTATIONS (Item 8)

(i) Economic Development Update (No copy) (Item 8.1)

Norm Schleeahn, Director of Economic Development, addressed the Committee respecting an update on Economic Development.

The update from staff on Economic Development, was received.

(ii) Community Improvement Plan – 5 Year Review Update (Item 8.2)

Phil Caldwell, Senior Project Manager and Carlo Gorni, Coordinator of Municipal Incentives, addressed the Committee respecting an update on the Community Improvement Plan – 5 Year Review.

The staff update on Community Improvement Plan – 5 Year Review, was received.

(iii) Economic Development Action Plan 2021 - 2026 Update (Item 8.3)

Graeme Brown, Business Analyst, addressed the Committee respecting an update on the Economic Development Action Plan 2021 - 2026.

The update from staff on the Economic Development Action Plan 2021 - 2026, was received.

(e) DISCUSSION ITEMS (Item 9)

(i) Ontario Business Improvement Area Association (OBIAA) Conference 2021 (Item 9.1)

Julia Davis advised the Committee that there was a walk through at the Hamilton Convention Centre by the Conference Committee last week. The Committee is planning a hybrid conference model that would comprise of 150 in-person attendees along with a virtual attendance option.

The next Conference Committee meeting is November 13, 2020 and updates will be provided at the Host Committee meeting November 17, 2020.

The discussion respecting OBIAA Conference 2021, was received.

(ii) Governance Discussion - Payment Processes (Electronic Payments Versus Cheques) (Item 9.2)

The Committee discussed governance around payment practices for the Business Improvement Areas specifically respecting electronic payments versus the use of cheques.

The discussion respecting payment processes was received.

(f) GENERAL INFORMATION/OTHER BUSINESS (Item 12)

(i) Verbal Update from Julia Davis, Business Development and BIA Officer (Item 12.1)

Julia Davis advised the Committee that spending for the Christmas Grant Program is up to \$1,000 for Christmas items and spending must happen in 2020. The receipts must be submitted by January 6, 2021. Julia reminded Committee that there is an additional \$200 Advertising Grant that can be applied for.

The Digital Main Street Transformation Grants are available for \$2,500 and the applications are open until the end of November. These applications are done online and the training has been significantly reduced.

Julia reminded Committee that she would like to be invited to all AGMs and is happy to speak at the meeting if the BIA would like that.

The Hamilton Public Library is going to be running a community engagement piece and Julia requested photo content from BIA's. Photos of the BIAs will be shared online and in Hamilton Public Library locations. Tracy MacKinnon will be sending Julia the photos for all BIA's.

Julia advised the Committee that she is working with Public Health and will be communicating with the BIA's regularly regarding updates on COVID-19.

The verbal update from Julia Davis, Business Development and BIA Officer, was received.

(ii) Statements by Members (Item 12.2)

Rachel Braithwaite assumed the Chair as Councillor Pauls had to leave the meeting.

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

The updates from Committee Members, were received.

(g) ADJOURNMENT (Item 14)

There being no further business, the Business Improvement Area Advisory Committee adjourned at 10:16 a.m.

Respectfully submitted,

Councillor Esther Pauls
Chair Business Improvement Area
Advisory Committee

Angela McRae
Legislative Coordinator
Office of the City Clerk



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES
REPORT 20-006**

4:00 p.m.

Tuesday, November 10, 2020

**Due to COVID-19 and the Closure of City Hall,
this meeting was held virtually.**

Present: A. Mallet (Chair), P. Kilburn (Vice-Chair), S. Aaron,
P. Cameron, M. Dent, L. Dingman, A. Frisina,
S. Geffros, J. Kemp, T. Manzuk, C. McBride,
M. McNeil, T. Murphy, K. Nolan and T. Nolan

Absent

with regrets: J. Cardno and M. Sinclair

Also Present: J. Bowen, Supervisor, Diversity and Inclusion
J. Savoie, Hamilton Police Service

**THE ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES PRESENTS REPORT 20-006 AND
RESPECTFULLY RECOMMENDS:**

- 1. Correspondence from Alex Wilson respecting Resignation
from the Advisory Committee for Persons with Disabilities
(Item 4.1)**

That the correspondence from Alex Wilson respecting his Resignation from the Advisory Committee for Persons with Disabilities, be received and that the Selection Committee be reconvened to review the original applications submitted for ACPD during the initial 2018-2022 recruitment process.

2. Curb Cuts (Added Item 6.1(a))

WHEREAS, the City of Hamilton has in the past approved Barrier Free Pedestrian Pathway guidelines for the construction of new or retrofitted sidewalks;

WHEREAS, these guidelines have previously been accepted by City Council as recommended by City staff for application only in Business Improvement Areas (BIAs);

WHEREAS, this restriction as adopted by City Council upon the recommendation of staff and inclusion in a City regulation that restricts the installation of urban braille to the Business Improvement Areas only, causing a restriction for independent access by persons with disabilities in the City of Hamilton;

WHEREAS, the policy that restricts the installation of urban braille to the Business Improvement Areas is contrary to Ontario Human Rights standards, the Accessibility for Ontarians with Disabilities Act and the City of Hamilton's policy statement on Hamilton being the best place in Canada to raise a child; and,

WHEREAS, the application of Barrier Free Pedestrian Pathway guidelines are arguably not being properly followed in all City new or retrofitted sidewalk and related construction projects;

THEREFORE, BE IT RESOLVED:

- (a) That the Advisory Committee for Persons with Disabilities (ACPD) respectfully request that City Council direct the appropriate staff to work directly with the members of the ACPD to review the Barrier Free Design Guidelines and update them to be fully compliant with the AODA regulations respecting public spaces;
- (b) That every effort be undertaken to surpass the minimum requirements outlined in the Design of Public Spaces Standard of the AODA in the review of the Barrier Free Pedestrian Pathway guidelines;
- (c) That the City of Hamilton policy respecting the use of Barrier Free Pedestrian Pathway guidelines and the restriction of the installation of urban braille to the Business Improvement Areas be updated to ensure that accessible pedestrian pathways be common practice across the entirety of the City when new or retrofitted sidewalk construction is undertaken; and,
- (d) City staff be directed to consult with members of the City's Advisory Committee for Persons with Disabilities any time questions by City staff may arise during the construction of any new or retrofitted sidewalks.

3. Covered Vaults (Added Item 6.1(b))

WHEREAS, the City of Hamilton, over the past few years, has been subject to the construction of underground utility vaults by multiple utility companies;

WHEREAS, there are no federal, provincial or municipal regulations regarding the location and closure of such underground vaults;

WHEREAS, the coverings used for these vaults vary according to the utility responsible for each vault individually;

WHEREAS, there is no uniformity of the coverings used for each and every vault;

WHEREAS, these vault covers cause a hazard for persons with disabilities, especially during the winter months where these vault covers become slippery due to snow and ice buildup;

WHEREAS, these vault covers are uneven and not level with sidewalk surfaces causing a tripping hazard for persons with disabilities; and,

WHEREAS, vault covers have sharp corners which pose a hazard for persons who rely upon the assistance of mobility devices;

THEREFORE, BE IT RESOLVED:

- (a) That the Advisory Committee for Persons with Disabilities respectfully request that City Council direct the appropriate City staff to develop standards for vault cover design in consultation with the Advisory Committee for Persons with Disabilities;
- (b) That the standards developed for vault cover design be communicated to all utility companies constructing new vaults in the City of Hamilton;

- (c) That the City of Hamilton require all new vaults to be outfitted with the City's vault cover design;
- (d) That all existing vault covers not in compliance with the new standards be retrofitted within a timely manner; and,
- (e) That the standards developed for vault cover design be shared with other municipalities, and the provincial and federal governments for their consideration and possible adoption.

4. International Day of Persons with Disabilities Photo Opportunity Event (Added Item 6.3(a))

WHEREAS, the Hamilton sign will be lit up in purple for the International Day of Persons with Disabilities on December 3rd;

THEREFORE, BE IT RESOLVED:

- (a) That the Advisory Committee for Persons with Disabilities purchase purple face coverings for Committee members for a photo opportunity event in front of the Hamilton sign on December 3rd, at a total cost not to exceed \$200, to be funded from the Advisory Committee for Persons with Disabilities 2020 approved budget for conferences and related travel expenses; and,
- (b) That the Advisory Committee for Persons with Disabilities be permitted to reach out to local media outlets to request coverage of the International Day of Persons with Disabilities photo opportunity event on December 3rd.

5. Establishment of an Ad Hoc Strategic Planning Working Group (Item 10.1)

WHEREAS, a Working Group is needed to discuss planning strategies;

THEREFORE, BE IT RESOLVED:

- (a) That a Strategic Planning Working Group of the Advisory Committee for Persons with Disabilities be established on an ad hoc basis for the remainder of the 2018 – 2022 Term of Council and be comprised of the following Members:

- (i) Patty Cameron
- (ii) Aznive Mallett
- (iii) Paula Kilburn
- (iv) James Kemp
- (v) Mark McNeil
- (vi) Tom Manzuk

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 1)

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

CHANGES TO THE ORDER OF ITEMS:

That the following items be moved up on the agenda to be considered immediately following the Approval of Minutes of the Previous Meeting:

7.1 HSRnow Trip Planning Tools

- 7.2 HSR Accessible Transportation Services Proposed Amendment to DARTS Bag Limit Policy
- 7.3 PRESTO for DARTS Clients
- 7.4 HSR Proposal for Public Consultation about HSR and Accessible Transportation Accessibility, Adapted to COVID Precautions

The agenda for the November 10, 2020 meeting of the Advisory Committee for Persons with Disabilities was approved, as amended.

(b) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

(c) APPROVAL OF MINUTES (Item 4)

(i) October 13, 2020 (Item 4.1)

The minutes of the October 13, 2020 meeting of the Advisory Committee for Persons with Disabilities, were approved, as presented.

(d) STAFF PRESENTATIONS (Item 7)

(i) HSRnow Trip Planning Tools (Item 7.1)

Jay Adams, Senior Project Manager of Customer Experience, addressed Committee respecting HSRnow Trip Planning Tools, with the aid of a presentation.

The presentation, respecting HSRnow Trip Planning Tools, was received.

(ii) HSR Accessible Transportation Services Proposed Amendment to DARTS Bag Limit Policy (Item 7.2)

Michelle Martin, Senior Project Manager of Transit Customer Loyalty, addressed Committee respecting HSR Accessible Transportation Services Proposed Amendment to DARTS Bag Limit Policy, with the aid of a handout.

Mark Mindorff, CEO/Executive Director of DARTS Transit, was also present and assisted in answering questions of Committee on this matter.

The presentation, respecting HSR Accessible Transportation Services Proposed Amendment to DARTS Bag Limit Policy, was received.

(iii) PRESTO for DARTS Clients (Item 7.3)

Michelle Martin, Senior Project Manager of Transit Customer Loyalty, addressed Committee respecting PRESTO for DARTS Clients, with the aid of a handout.

Mark Mindorff, CEO/Executive Director of DARTS Transit, was also present and assisted in answering questions of Committee on this matter.

The presentation, respecting PRESTO for DARTS Clients, was received.

(iv) HSR Proposal for Public Consultation about HSR and Accessible Transportation Accessibility, Adapted to COVID Precautions (Item 7.4)

Michelle Martin, Senior Project Manager of Transit Customer Loyalty, addressed Committee respecting HSR Proposal for Public Consultation about HSR and Accessible Transportation Accessibility, Adapted to COVID Precautions, with the aid of a handout.

The presentation, respecting HSR Proposal for Public Consultation about HSR and Accessible Transportation Accessibility, Adapted to COVID Precautions, was received.

(e) WRITTEN DELEGATIONS (Item 5)

(i) Written Delegation from Chris Schafer, Bird Canada, respecting Item 6.4(c) - Motion on Ban of Electric Scooters from Public Property (City Wide) (Item 5.1)

That the Written Delegation from Chris Schafer, Bird Canada, respecting Item 6.4(c) - Motion on Ban of Electric Scooters from Public Property, was received and referred to the consideration of Item 6.4(c).

For further disposition of this matter, refer to Item (f)(iv)(c).

(f) CONSENT ITEMS (Item 6)

(i) Built Environment Working Group Update (Item 6.1)

T. Nolan has replaced P. Kilburn as Chair of the Built Environment Working Group.

For further disposition of this matter, refer to Items 2 and 3.

(ii) Housing Issues Working Group Update (Item 6.2)

**(a) Housing Issues Working Group Meeting Notes
- February 18, 2020 (Item 6.2(a))**

The Housing Issues Working Group Meeting Notes of February 18, 2020, were received.

**(b) Housing Issues Working Group Meeting Notes
- September 15, 2020 (Item 6.2(b))**

The Housing Issues Working Group Meeting Notes of September 15, 2020, were received.

(iii) Outreach Working Group Update (Item 6.3)

The Outreach Working Group met for the first time on October 5, 2020. A. Frisina took on the role of Chair of the Outreach Working Group.

For further disposition of this matter, refer to Item 4.

(iv) Transportation Working Group Update (Item 6.4)

**(a) Transportation Working Group Meeting Notes -
February 25, 2020 (deferred from the October
13, 2020 meeting) (Item 6.4(a))**

The Transportation Working Group Meeting Notes of February 25, 2020, were received.

**(b) Transportation Working Group Meeting Notes -
September 22, 2020 (Item 6.4(b))**

The Transportation Working Group Meeting Notes

of September 22, 2020, were received.

**(c) Ban of Electric Scooters from Public Property
(Added Item 6.4(c))**

The following Motion respecting the Ban of Electric Scooters from Public Property, was referred back to the Transportation Working Group for further discussion and review:

WHEREAS, the Advisory Committee for Persons with Disabilities was requested by Council to give our advice regarding whether they should allow rental electric scooters (also known as e-scooters or kick scooters) to operate in the City of Hamilton;

WHEREAS, the Transportation Working Group of the Advisory Committee for Persons with Disabilities has researched the impact of permitting the operation of electric scooters in other cities, including Montreal, Calgary and Ottawa;

WHEREAS, it is the opinion of the Advisory Committee for Persons with Disabilities that electric scooters pose a serious danger to persons with disabilities. Allowing unlicensed, untrained people of varying ages and maturity levels to operate silent, high speed vehicles without regulation is an unnecessary safety risk to all pedestrians, but it is of particular concern to seniors and the disabled as they might not see or hear them,

nor would they be able to move out of the way quick enough to avoid injury;

WHEREAS, rental electric scooters do not require a docking station and their congestion, abandonment and improper parking in dense urban areas can cause serious issues such as blocked sidewalks, curb cuts, business entrances, wheelchair ramps, etc. and pose a serious obstruction or tripping hazard when they are left on the ground, especially for persons with vision loss;

WHEREAS, other Canadian cities such as Montreal and Toronto have implemented a ban on the use of electric scooters in their communities;

WHEREAS, the province of Ontario has permitted Ontario cities to self-determine whether to permit electric scooters on its roads and sidewalks;

WHEREAS, there are no provincial regulations in place, especially for commercially rented electric scooters, regarding the use of electric scooters on roads and sidewalks apart from an age limit of 16 years to operate;

WHEREAS, electric scooters can run at a speed of close to, or in excess of, 30km/hour posing a significant safety risk to persons

with disabilities particularly those with mobility or sensory disabilities;

WHEREAS, there are no provincial regulations requiring operators of electric scooters, particularly rental electric scooters, to possess either a license or insurance to operate;

WHEREAS, the province does not require operators of electric scooters, especially rental electric scooters, to undertake any specific or regulated training in order to own or operate an electric scooter; and,

WHEREAS, other disability advisory committees in the Province of Ontario have recommended a ban on the use of electric scooters, particularly rental electric scooters, on municipal sidewalks and roadways because of their risk to safety of others, particularly persons with physical and sensory disabilities;

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities for the City of Hamilton respectfully recommends that City Council ban the use of electric and rental electric scooters on all City roads, sidewalks, pathways and in all other areas of the City until such time that electric scooters, particularly rental electric scooters, and their operators are trained, licensed, insured and

are fully and completely regulated by the province of Ontario in the same manner as any other motor vehicle in the province of Ontario.

(g) DISCUSSION ITEMS (Item 8)

**(i) Update on COVID-19 and Persons with Disabilities
(deferred from the October 13, 2020 meeting) (Item 8.1)**

At the September 8, 2020 Advisory for Persons with Disabilities (ACPD) meeting, the Committee authorized T. Nolan and T. Manzuk to delegate at the General Issues Committee on behalf of ACPD respecting all matters related to the COVID-19 pandemic & its impact on persons with disabilities, including recommendations for improved policies & procedures.

T. Nolan and T. Manzuk indicated that they are still in the process of collecting feedback from Committee members, but will send out a comprehensive list of feedback that they have received to date.

The discussion respecting an Update on COVID-19 and Persons with Disabilities, was received.

(h) MOTIONS (Item 10)

A. Mallett relinquished the Chair to P. Kilburn.

**(ii) Advisory Committee for Persons with Disabilities
2020 Virtual Holiday Dinner (Item 10.2)**

A. Mallett withdrew the following Motion respecting an Advisory Committee for Persons with Disabilities 2020 Virtual Holiday Dinner since the Committee would prefer to review holiday dinner plan options when permitted to return to in-person meetings:

WHEREAS, Citizen Advisory Committees have been permitted to meet virtually during an emergency when attending in-person is not possible; and,

WHEREAS, the Advisory Committee for Persons with Disabilities typically hosts a holiday dinner each year and would still like to observe this practice virtually by having a meal delivered to the personal addresses of all Committee members;

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities host a virtual holiday dinner for Committee members immediately following the December 8, 2020 meeting by having a meal delivered to the personal addresses of each Committee member, at a total cost not to exceed \$700, to be funded from the Advisory Committee for Persons with Disabilities 2020 approved budget for refreshments.

A. Mallett assumed the Chair.

(i) GENERAL INFORMATION / OTHER BUSINESS (Item 11)

(a) The following items were deferred to the December 8,

2020 Advisory Committee for Persons with Disabilities
meeting due to time constraints:

- (i) Accessibility Complaints to the City of Hamilton
(Item 11.1)
- (ii) *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) Update (Item 11.2)
- (iii) Presenters List for the Advisory Committee for
Persons with Disabilities (Item 11.3)
- (iv) Review of Advisory Committee for Persons with
Disabilities Outstanding Business List (deferred
from the September 8, 2020 meeting) (Item 11.4)

(j) ADJOURNMENT (Item 12)

There being no further business, the Advisory Committee for
Persons with Disabilities was adjourned at 6:26 p.m.

Respectfully submitted,

A. Mallet, Chair
Advisory Committee for
Persons with Disabilities

Alicia Davenport
Legislative Coordinator
Office of the City Clerk

CITY OF HAMILTON

MOTION

General Issues Committee: November 18, 2020

MOVED BY COUNCILLOR S. MERULLA.....

SECONDED BY MAYOR / COUNCILLOR.....

Budgetary Plan to Address the Chedoke Creek Matter

WHEREAS, a gate malfunction at the Main / King CSO tank resulted in 24 billion liters of combined sewage being discharged to the natural environment;

WHEREAS, the Ministry of Environment, Conservation and Parks issued Orders against the City to complete an ecological risk assessment and an environmental impact assessment; and,

WHEREAS, the City is currently undertaking a number of studies with various stakeholders to identify improvements for the Chedoke Creek watershed;

THEREFORE, IT BE RESOLVED:

That staff be directed to develop the necessary budgetary plan to address the Chedoke Creek matter, once the Ministry investigation has concluded, and report back to the General Issues Committee.