



City of Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES REVISED

Meeting #: 22-014
Date: December 13, 2022
Time: 4:00 p.m.
Location: Room 264, 2nd Floor, City Hall
(hybrid) (RM)
71 Main Street West

Carrie McIntosh, Legislative Coordinator (905) 546-2424 ext.2729

Pages

1. CEREMONIAL ACTIVITIES

2. APPROVAL OF AGENDA

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

3. DECLARATIONS OF INTEREST

4. APPROVAL OF MINUTES OF PREVIOUS MEETING

4.1 November 22, 2022

5

5. COMMUNICATIONS

6. DELEGATION REQUESTS

7. DELEGATIONS

8. STAFF PRESENTATIONS

| | | |
|-----|--|----|
| 8.1 | Accessible Transit Services (ATS) Performance Review Status Update | 19 |
|-----|--|----|

9. CONSENT ITEMS

| | | |
|-----|---|----|
| 9.1 | Built Environment Working Group Update (no copy) | |
| 9.2 | Housing Issues Working Group Update (no copy) | |
| 9.3 | Outreach Working Group Update | |
| 9.4 | Transportation Working Group Update | |
| 9.5 | Strategic Planning Working Group Update | |
| | *a. Meeting Notes - November 17, 2022 | 37 |
| 9.6 | Accessible Open Spaces and Parklands Working Group Update | 39 |
| 9.7 | Canadian Alliance on Ending Homelessness 2022 National Conference - Follow-Up Brief | 43 |

10. PUBLIC HEARINGS

11. DISCUSSION ITEMS

| | | |
|------|--|-----|
| 11.1 | Procedural Handbook for Citizen Appointees to City of Hamilton Local Boards (2023) - DRAFT | 51 |
| 11.2 | Access to Housing Hamilton, Income and Asset Limit Policy - Consultation with Community Partners | 111 |
| 11.3 | 2023 Budget Submission | 117 |

- 11.4 Audit, Finance and Administration Committee Report 22-016 Item 5 (b), as Amended by Council, September 28, 2022 121

Feasibility of Implementing the Recommendations from the Committee Against Racism for Changes to the Hamilton Police Services Board Selection Process (FCS22072) (City Wide)

Reference material for discussion of Private and Confidential Item 15.1 - Confidential Interview Questions for Police Services Board Selection Committee.

12. MOTIONS

- 12.1 Letter in Support of the Hamilton Alliance for Tiny Shelters (HATS) Initiative 125
- 12.2 Snow Clearing By-Law Review 129
- 12.3 Delegation to Hamilton Municipal Heritage Committee 131

13. NOTICES OF MOTION

14. GENERAL INFORMATION / OTHER BUSINESS

- 14.1 Accessibility Complaints to the City of Hamilton (no copy)
- 14.2 Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Update (no copy)
- 14.3 Presenters List for the Advisory Committee for Persons with Disabilities (no copy)

15. PRIVATE & CONFIDENTIAL

15.1 Confidential Interview Questions for Police Services Board Selection Committee (no copy - public documents provided under Item 11.4)

Pursuant to Section 9.1, Sub-section (i) of the City's Procedural By-law 21-021, as amended, and Section 239(2), Sub-section (i) of the Ontario Municipal Act, 2001, as amended, as the subject matter pertains to a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence to the City or local board, which, if disclosed, could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons, or organization.

16. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES
MINUTES 22-013**

4:00 p.m.

Tuesday, November 22, 2022

Room 264, 2nd Floor

Hamilton City Hall

71 Main Street West

Present: A. Mallett (Chair), J. Kemp (Vice-Chair),
S. Aaron, P. Cameron, J. Cardno, M. Dent,
L. Dingman, T. Manzuk, M. McNeil,
T. Murphy, K. Nolan, T. Nolan,

Absent

with Regrets: A. Frisina, L. Janosi, C. McBride,
R. Semkow

Chair Mallett called the meeting to order and recognized that the Committee is meeting on the traditional territories of the Erie, Neutral, HuronWendat, Haudenosaunee and Mississaugas. This land is covered by the Dish with One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share

and care for the resources around the Great Lakes. It was further acknowledged that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. The City of Hamilton is home to many Indigenous people from across Turtle Island (North America) and it was recognized that we must do more to learn about the rich history of this land so that we can better understand our roles as residents, neighbours, partners and caretakers.

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

**1. Advisory Committee for Persons with Disabilities
2022 Holiday Dinner (Item 11.2)**

(Kilburn/T. Nolan)

- (a) That the ACPD host a full holiday dinner following the December 13, 2022 meeting; and
- (b) That the ACPD be allowed to invite 1 guest each to attend the ACPD holiday dinner, to be funded from the ACPD 2022 approved budget for refreshments.

CARRIED

**2. Reimbursement of an Additional Cost for Signage
Related to the “Ability First” Event (Item 12.1)**

(Kemp/McNeil)

WHEREAS, the Outreach Working Group of the Advisory Committee for Persons with Disabilities held an event, “Ability First”, in the Forecourt of City Hall on October 5th from 11:00 a.m. until 3:30 p.m. to promote accessibility for all, no matter your ability;

WHEREAS, the budget for the “Ability First” event was approved by Council on July 4, 2022; and

WHEREAS, a vinyl banner to advertise the event was purchased, the cost of which was not approved as part of the initial budget.

THEREFORE, BE IT RESOLVED:

That reimbursement to Patricia Cameron for \$56.96 for the purchase of a vinyl banner to advertise the Advisory Committee for Persons with Disabilities event, “Ability First”, in the Forecourt of City Hall on October 5th, be approved.

CARRIED

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 2)

The Committee Clerk of the following changes to the Agenda:

4. MINUTES

- 4.1 October 11, 2022
To be distributed with the December 13,
2022 Agenda

8. STAFF PRESENTATIONS

- 8.4 Accessibility Award Update (no copy) –
added to the Revised Agenda. To be
deferred to a future meeting.

9. CONSENT ITEMS

- 9.4(a) Transportation Working Group Meeting
Notes – November 8, 2022
- 9.5(b) Draft Strategic Planning Working Group
Work Plan (deferred from September
13, 2022). To be deferred to a future
meeting.
- 9.7 Update respecting Attendance at the
National Conference on Ending
Homelessness, November 2 – 4, 2022
(no copy) – To be deferred to a future
meeting.

(Dingman/McNeil)

That the Agenda for the November 22, 2022, meeting of the Advisory Committee for Persons with Disabilities, be approved.

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

There were no declarations of interest.

(c) STAFF PRESENTATIONS (Item 8)**(i) Multi-Year Accessibility Plan Status Report
2022 (Item 8.1)****(Kilburn/McNeil)**

That consideration of the Multi-Year Accessibility Plan Status Report 2022, be deferred to immediately following Item 12.

CARRIED

Jessica Bowen, Manager, Diversity and Inclusion, presented respecting the Multi-Year Accessibility Plan Status Report and the accomplishments of the Advisory Committee for Person's with Disabilities in 2022, with the aid of a PowerPoint presentation.

(McNeil/Manzuk)

That the presentation from Jessica Bowen, Manager, Diversity and Inclusion, respecting the Multi-Year Accessibility Plan Status Report and the accomplishments of the Advisory Committee for Person's with Disabilities in 2022, be received.

CARRIED

(ii) Responses Provided by the Hamilton Police Services Deputy Chief of Support Services, respecting the June 2, 2022, Correspondence from the Advisory Committee for Persons with Disabilities to the Hamilton Police Services Board (Item 8.2)

Jo-Ann Savoie, Staff Sergeant, Hamilton Police Services, provided an overview and answered questions related to the responses provided by Hamilton Police Services Deputy Chief of Support Services, respecting the June 2, 2022, Correspondence from the Advisory Committee for Persons with Disabilities to the Hamilton Police Services Board.

(Kilburn/McNeil)

That the responses provided by the Hamilton Police Services Deputy Chief of Support Services, respecting the June 2, 2022, Correspondence from the Advisory Committee for Persons with Disabilities to the Hamilton Police Services Board, be received.

CARRIED

(T. Nolan/McNeil)

That the responses provided by the Hamilton Police Services Deputy Chief of Support Services, respecting the June 2, 2022,

Correspondence from the Advisory Committee for Persons with Disabilities to the Hamilton Police Services Board, be referred to the Strategic Planning Working Group of the Advisory Committee for Persons with Disabilities for discussion and follow-up.

CARRIED

(iii) Roadway Maintenance 2022 Snow Clearing Update (Item 8.3)

Mike Field, Director of Transportation, Operations and Maintenance, Peter Sniuolis, Manager of Roadway Maintenance, provided an update respecting Roadway Maintenance 2022 Snow Clearing, with the aid of a PowerPoint presentation.

(Cardno/McNeil)

That the update by Mike Field, Director of Transportation, Operations and Maintenance, Peter Sniuolis, Manager of Roadway Maintenance, respecting Roadway Maintenance 2022 Snow Clearing, be received.

CARRIED

(d) CONSENT ITEMS (Item 9)

(i) Built Environment Working Group Update (Item 9.1)

T. Manzuk provided a verbal update respecting the Built Environment Working Group.

(Kilburn/Kemp)

That verbal update from T. Manzuk respecting the Built Environment Working Group, be received.

CARRIED

(ii) Housing Issues Working Group Update (Item 9.2)

(1) Housing Issues Working Group Meeting Notes – June 21, 2022 (Item 9.2(a))

(2) Housing Issues Working Group Meeting Notes – August 16, 2022 (Item 9.2(b))

(3) Housing Issues Working Group Meeting Notes – September 20, 2022 (Item 9.2(c))

(Murphy/Dingman)

That the following Housing Issues Working Group Meeting Notes, be received:

(a) June 21, 2022

(b) August 16, 2022

(c) September 20, 2022

CARRIED**(iii) Outreach Working Group Update (Item 9.3)**

J. Kemp provided a verbal update from the Outreach Working Group.

(Kilburn/Dingman)

That the verbal update from J. Kemp from the Outreach Working Group, be received.

CARRIED**(iv) Transportation Working Group Update (Item 9.4)****(1) Transportation Working Group Meeting Notes – November 8, 2022 (Item 9.4(a))****(Kemp/Murphy)**

That the Transportation Working Group Meeting Notes of November 8, 2022, be received.

CARRIED**(v) Strategic Planning Working Group Update (Item 9.5)**

**(1) Strategic Planning Working Group
Meeting Notes – October 13, 2022 (Item
9.5(a))**

(Kilburn/McNeil)

That the Strategic Planning Working
Group Meeting Notes of October 13, 2022,
be received.

CARRIED

**(vi) Accessible Open Spaces and Parklands
Working Group Update (Item 9.6)**

**(1) Accessible Open Spaces and Parklands
Working Group Meeting Notes – October
26, 2022 (Item 9.6(a))**

(Kemp/McNeil)

That the Accessible Open Spaces and
Parklands Working Group Meeting Notes of
October 26, 2022, be received.

CARRIED

(e) DISCUSSION ITEMS (Item 11)

**(i) Note-Taking at Advisory Committee for
Persons with Disabilities Meetings (Item 11.1)**

The Legislative Coordinator will report back to the Advisory Committee for Persons with Disabilities respecting accommodation for note-taking at Committee meetings.

**(f) GENERAL INFORMATION / OTHER BUSINESS
(Item 14)**

**(i) Accessibility Complaints to the City of
Hamilton (Item 14.1)**

No update.

**(ii) *Accessibility for Ontario with Disabilities Act,
2005 (AODA) (Item 14.2)***

No update.

**(iii) Presenters List for the Advisory Committee
for Persons with Disabilities (Item 14.3)**

No update.

**(iv) For the Information of Committee: National
Dialogues and Action for Inclusive Higher
Education and Communities: Addressing
Ableism, Disability, and Accessibility in
Canadian Higher Education - December 2,
2022 (Item 14.4)**

For the information of the Committee. Legislative Coordinator McIntosh advised that the University of Toronto is hosting the National Dialogues and Action for Inclusive Higher Education and Communities — a free online event focused on addressing ableism, disability, and accessibility in Canadian higher education. The event allows engagement with participants from across Canadian higher education and experts from outside the sector as we address issues such as structural ableism in the Canadian academy; inclusive curriculum, learning design, work facilitation and research supports; and inclusive infrastructure, design, and planning. Registration is at: <https://nda-dnpa.vfairs.com/en/registration>

(v) Webex Link to Attend Virtual Advisory Committee for Persons with Disabilities and Working Group Meetings (Added Item 14.5)

Staff will ensure that the Webex Link to attend Virtual Advisory Committee for Persons with Disabilities and Working Group Meetings are sent as a calendar invitation and as an email and a reminder email including the link will be sent prior to meetings.

(g) ADJOURNMENT (Item 16)

(Cardno/McNeil)

That there being no further business, the Advisory Committee for Persons with Disabilities, be adjourned at 6:14 p.m.

CARRIED

Respectfully submitted,

Aznive Mallett, Chair
Advisory Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk

City of Hamilton

Accessible Transportation Services Performance Review

Q3 2022

Michelle Martin
Manager, Accessible Transportation Services
Transit Division
Public Works Department
12-13-2022

This information report provides a summary of key statistical data and performance indicators for Q3 of 2022 (July to September). The City is obligated to provide statistical reports to the Advisory Committee for Persons with Disabilities (ACPD) to meet the terms of the City's 2004 settlement with the Ontario Human Rights Commission (OHRC) and complainants under the Code.

The report reflects the performance of specialized transportation services offered by HSR Accessible Transportation Services (ATS) through its contractor for services, Disabled and Aged Regional Transportation System (DARTS) and their subcontractors, and through the ATS Taxi Scrip program. The data was obtained from DARTS performance report records and ATS Taxi Scrip program data.

TRIPS REQUESTED AND PROVIDED

Table 1: System Requested and Delivered Passenger YTD Q3 2022

| DEMAND | Q1 2022 | Q2 2022 | Q3 2022 | Year to Date |
|---|------------|------------|------------|--------------|
| DARTS: Number of Total Trips Requested | 112,155 | 155,087 | 169,376 | 436,618 |
| DARTS: Number of Total Trips Delivered | 82,356 | 116,804 | 123,186 | 322,346 |
| TAXI SCRIP: Number of Total Trips Delivered | 8,189 | 10,595 | 9,436 | 28,220 |
| ATS: Number of Total Trips Requested, All Modes | 120,344 | 165,682 | 178,812 | 464,838 |
| ATS: Number of Total Trips Delivered, All Modes | 90,545 | 127,399 | 132,622 | 350,566 |
| ATS % Of Total Trips Delivered vs Requested, All Modes | 75% | 77% | 74% | 75% |

Table 2: System Demand by Mode: DARTS vs. Taxi Scrip

| DEMAND BY MODE | Q1 2022 % | Q2 2022 % | Q3 2022 % | Year to Date |
|-----------------------|-----------|-----------|-----------|--------------|
| DARTS | 93.2% | 93.6% | 94.7% | 93.9% |
| TAXI SCRIP | 6.8% | 6.4% | 5.3% | 6.1% |
| ATS: All Modes | 100.0% | 100.0% | 100.0% | 100.0% |

Demand for specialized trips on DARTS continues to be the main driver of trips requested and delivered. In Q3 2022, Taxi Scrip accounts for just over 6% of system trips requested, and almost 94% of trips requested are for DARTS up to September 30, 2022 (Table 2, above). The total number of requested trips includes client cancellations and no shows.

From January to September 2022, ATS delivered a total of 350,566 trips through both DARTS and the Taxi Scrip program; approximately 8% of total trips delivered were delivered through Taxi Scrip (Table 1, above).

From January to September 2022, DARTS completed trip counts are at approximately 52% of 2019 numbers for the same period (pre-COVID), and at approximately 82% of budgeted service up to end of Q3.

RATE OF DENIED SYSTEM TRIPS

Table 3: Rate of Denied Trips: ATS All Modes

| Rate of Denied Trips: ATS All Modes | Q1 2022 | Q2 2022 | Q3 2022 | Year to Date |
|--|-------------|-------------|-------------|--------------|
| ATS Total Number of Trips Requested | 120,344 | 165,682 | 178,812 | 464,838 |
| ATS Total Number of Trips Denied | 799 | 3,273 | 3,623 | 7,695 |
| % of Trips Denied | 0.7% | 2.0% | 2.0% | 1.7% |

System trip denial rates remain below the 5% goal established by the City's 2004 settlement with the OHRC, which includes Taxi Scrip trips for the purpose of calculating the trip denial rate. The industry best practice is 0% (Canadian Urban Transit Association (CUTA) Specialized Transit Services Industry Practices Review, 2016). Table 3 (above) shows that the system denial rate remains within the OHRC standard, though with an increase in the second quarter that is likely due to vehicle safety audit activity during May and June, and ongoing vehicle inspection oversight into Q3.

SPECIALIZED TRANSPORTATION TRIP DISPOSITION

Table 4: Contractor (DARTS) Trip Dispositions

| Contractor Trip Dispositions | Q1 2022 | Q2 2022 | Q3 2022 | Year to Date |
|--------------------------------|-------------|-------------|-------------|--------------|
| Total Trips Requested | 112,155 | 155,087 | 169,376 | 436,618 |
| Total Trips Provided | 82,356 | 116,804 | 123,186 | 322,246 |
| Total Trips Denied | 799 | 3,273 | 3,623 | 7,695 |
| % of Total Trips Denied | 0.7% | 2.1% | 2.1% | 1.8% |

Contractor Denied Trip

A denied trip by the contractor occurs when the client's request, within the allowable booking windows, cannot be agreed to within one hour of the requested date and time of travel or acceptable alternative, according to the criteria listed in Appendix 1, below. Denial rates for service provided by our contractor, DARTS, currently sits at 1.8% year to date, end of Q3 (Table 4, above).

Table 5: Client Trip Disposition - DARTS

| Client Trip Disposition | Q1 2022 | Q2 2022 | Q3 2022 | Year to Date |
|---|--------------|--------------|--------------|--------------|
| Total Trips Cancelled On Time | 11,431 | 13,098 | 17,265 | 41,794 |
| % of Total Trips Cancelled on Time | 10.2% | 8.4% | 10.2% | 9.6% |
| Total Trips Cancelled Late | 13,217 | 16,489 | 18,684 | 48,390 |
| % of Total Trips Cancelled Late | 11.8% | 10.6% | 11.0% | 11.1% |
| Total No Show/Cancelled at Door | 4,250 | 5,302 | 6,448 | 16,000 |
| % of Total No Show/Cancelled at Door | 3.8% | 3.4% | 3.8% | 3.7% |
| Total Trips Refused | 102 | 121 | 170 | 393 |
| % of Total Trips Refused | 0.1% | 0.1% | 0.1% | 0.1% |

Client Trip Cancelled On Time

A trip cancelled on time has been cancelled by the client by 4:30 PM of the day prior to service. The industry best practice is a cancellation rate of between 5-10% (CUTA Specialized Transit Services Industry Practices Review, 2016). Trips that are cancelled on time provide the opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner.

Table 5 (above) on-time cancellations sit at 9.6% of trips requested on DARTS year to date, end of Q3 in 2022.

Client Trip Cancelled Late

A late cancellation is one that is made after 4:30 p.m. of the day prior to service, and prior to vehicle arrival within the pickup window and/or within thirty minutes after the negotiated pick up time. Late cancellations rarely provide opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner. Table 5 shows the late cancellation rate currently sits at 11.1%, outside of the industry best practice range.

Client No-Show/ Cancelled at Door

A No Show trip occurs when a client books a trip, does not cancel ahead of time, and is not available at the time that the vehicle arrives within the pickup window and/or within thirty minutes after the negotiated pickup time. This includes any occurrence of trips cancelled at door, where the client refuses a trip at the door that is within the pickup window and/ or within thirty minutes after the negotiated pickup time. No shows leave no opportunity to accommodate any outstanding trip request or wait list trips. Table 5 shows the no-show rate sits at 3.7% of DARTS trips requested, year to date end of Q3 for 2022, continuing to exceed the industry best practice of less than 1%: no shows result in both lost revenue and lost service efficiency (CUTA Specialized Transit Services Industry Practices Review, 2016).

Client Refused Trip

A refused trip occurs when a client does not accept the travel times provided at the time of booking. The refused trip rate continues to be extremely low, at only 0.1% year to date Q3 for 2022.

DARTS ON-TIME PERFORMANCE

Table 6: Contractor (DARTS) On-Time Performance

| Service Metrics | Q1 2022 | Q2 2022 | Q3 2022 | Year to Date |
|-------------------------------------|---------|---------|---------|--------------|
| Total Trips Provided | 82,356 | 116,804 | 123,186 | 322,346 |
| Total Number of Late Trips | 293 | 942 | 1,123 | 2,358 |
| % of Trips Completed on Time | 99.6% | 99.2% | 99.1% | 99.3% |

The City's 2004 settlement with the OHRC defines late trips as those where the contractor or subcontractor Operator does not arrive until 30 minutes or more after the scheduled arrival time and established an on-time performance goal of 95% or greater. The industry standard for on time

performance is 95%-99% for large systems (agencies that serve a population higher than 150,000) (CUTA Specialized Transit Services Industry Practices Review, 2016).

On-time performance consistently performs better than the target established in the OHRC settlement agreement and within the industry benchmark. As shown in Table 6 (above), DARTS on-time performance currently sits at 99.3% year to date Q3 of 2022. Please note, the on-time performance for Q1 of 2022 has been corrected from the previous report where it was erroneously reported as 99.7%.

COMPLAINTS

Table 7: Complaints per Thousand Trips

| Year | Complaints per Thousand ATS Trips, All Modes | Complaints per Thousand DARTS Trips |
|--------------|--|-------------------------------------|
| 2022 Q1 | 2.8 | 3.0 |
| 2022 Q2 | 3.9 | 4.2 |
| 2022 Q3 | 4.3 | 4.7 |
| Year to Date | 3.8 | 4.1 |

Complaints are those customer contacts in which a customer submits an objection to the planning or provision of service. Complaints per thousand are shown in Table 7, above. The first column uses the total number of ATS trips provided (where complaints about Taxi Scrip have been included). In Q1 of 2022, there were 2 Taxi Scrip complaints, and no Taxi Scrip complaints in Q2 or Q3. The second column uses the total number of DARTS trips provided (not including complaints about Taxi Scrip).

The industry best practice is 1.0 complaints per 1,000 trips. The 2016 CUTA average for large systems is 2.1 complaints per 1,000 trips. The complaint level currently sits at greater than the industry best practice (1:1,000) and exceeds the CUTA average, year to date for Q3 of 2022.

Table 8: Complaint Type

| Complaint Type | Q1 2022 | Q2 2022 | Q3 2022 | Year to Date |
|---------------------|---------|---------|---------|--------------|
| Service Performance | 182 | 334 | 378 | 894 |
| Staff Performance | 65 | 131 | 130 | 326 |
| Service Sufficiency | 6 | 30 | 65 | 101 |
| TOTAL | 253 | 495 | 573 | 1,321 |

Table 8 breaks down the number of complaints based on three general categories:

- Service performance – categories of complaint where the service as performed did not meet expectations, including but not limited to complaints about pickup/ drop off outside of window; call return wait time; address, date or time errors; missed trip; or scheduled on board time. Most complaints are in this category.
- Staff performance – categories of complaint where staff conduct did not meet expectations, including but not limited to complaints about staff conduct or driving habits. This is the second most frequent category of complaint.

- Service sufficiency – categories of complaint where the service was insufficient to meet reported customer needs, including but not limited to complaints about subscription trips or waiting lists. This is the least frequent category of complaint.

The categories above have been in use internally many years. ATS will be reviewing their use for better understanding of complaint drivers. For the purpose of this report, total complaints include all complaints received, including non-validated complaints.

COMMENDATIONS

Table 9: Commendations per Thousand Trips

| Year | Commendations per Thousand ATS Trips, All Modes | Commendations per Thousand DARTS Trips |
|--------------|---|--|
| Q1 2022 | 1.0 | 1.1 |
| Q2 2022 | 1.2 | 1.3 |
| Q3 2022 | 0.8 | 0.9 |
| Year to Date | 1.0 | 1.1 |

Table 9 (above) shows the number of commendations per thousand ATS system trips (including Taxi Scrip trips) and per thousand DARTS trips. It should be noted ATS does not typically receive commendations about Taxi Scrip service, and none were received to date as of Q3 in 2022.

The industry best practice is 1 commendation per 1,000 trips. The 2016 CUTA average for large system is 0.36 commendations per 1,000 trips. Commendations remain just slightly above the industry best practice of 1 commendation per thousand trips by end of Q3 in 2022.

APPENDIX 1 - Definition of terms

Number of Total ATS Trips Requested, All Modes: the sum of DARTS Requested Trips [plus] Taxi Scrip Trips Delivered.

Taxi Scrip Trips Delivered: the total of all passengers reported by contracted brokers under the Taxi Scrip program.

Number of Total DARTS Trips Requested: the sum of Trips Delivered by DARTS, DARTS subcontractors, and meter taxi [plus] No Show Trips [plus] Cancelled Trips [plus] Trips Denied [plus] Trips Refused.

Trips Denied: a denied trip occurs when

- a casual trip request has been made as much as 7 days in advance up to 4:30 PM on the day prior to the required day of service, and a negotiated time cannot immediately be agreed to within one hour of the requested time or at a time otherwise suitable to the passenger, or cannot subsequently be agreed to through the use of the waiting list
- when a passenger requests a subscription trip which cannot immediately be fulfilled, this form of request is not recorded as a denial of service, however, each instance of a like casual trip request that cannot be accommodated as noted above is recorded as a trip denial
- when the passenger agrees to assignment to the waiting list, a trip denial will still occur if no trip can be found, or if an offered trip is not deemed by the passenger as either suitable or required

- when a passenger requests a trip after 4:30 PM of the day prior to the required day of service, or on the required day of service, and the trip request cannot be accommodated, such request will not be recorded as a denial of service.

Cancelled Trips: a cancelled trip is one that is cancelled by the passenger, or on the passenger's behalf, once a subscription or casual booking has been made

- an advance cancellation is one that is made by 4:30 p.m. of the day prior to service
- a late cancellation is one that is made after 4:30 p.m. of the day prior to service, and prior to vehicle arrival within the pickup window and/or within thirty minutes after the negotiated pick up time
- a program closure cancellation is one that is made for all passengers to a program with advance notification, including program shutdown periods and temporary program venue changes
- a service suspension cancellation is one that is made as a result of a weather or other emergency within the control of ATS and/ or DARTS.

No Show Trips: a no show occurs when a passenger books a trip, does not cancel ahead of time, and is not available at the time that the vehicle arrives within the pickup window and/or within thirty minutes after the negotiated pickup time. This includes any occurrence of trips cancelled at door, where the passenger refuses a trip at the door that is within the pickup window and/or within thirty minutes after the negotiated pickup time.

Number of Total DARTS Trips Delivered: the sum of all trips taken by passengers and their escorts and/or companions delivered by DARTS on DARTS, DARTS subcontractors, or metered taxi.

Late Trips: the sum of all trips that are more than 30 minutes late from that time negotiated with the passenger for the trip, as reported by drivers and as recorded by DARTS from driver manifests.

Complaints: those customer contacts under which a customer submits an objection to the planning or provision of service

Commendations: those customer contacts under which a customer submits praise for the planning or provision of service.

Rate of Denied Trips: Denied Trips expressed as a percentage of Number of Total ATS Trips Requested, All Modes.

Rate of Cancelled Trips: Cancelled Trips (by type) expressed as a percentage of Number of Total DARTS Trips Requested.

Rate of No-Show Trips: No Show Trips expressed as a percentage of Number of Total DARTS Trips Requested.

Rate of On-Time Performance: (DARTS Trips Delivered [minus] Late Trips) expressed as a percentage of (Number of Total DARTS Trips Delivered).

Refused Trips: A refused trip occurs when a client does not accept the travel times provided at the time of booking – see Trips Denied, above.

Complaints per 1,000 Trips: complaints per thousand trips (sum of Taxi Scrip Trips Delivered [plus] DARTS Trips Delivered).

Commendations per 1,000 Trips: commendations per thousand trips (sum of Taxi Scrip Trips Delivered [plus] DARTS Trips Delivered).

Slide 1



ACCESSIBLE TRANSPORTATION SERVICES
PERFORMANCE REVIEW

Q3 2022

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
DECEMBER 13, 2022

PUBLIC WORKS DEPARTMENT
TRANSIT DIVISION

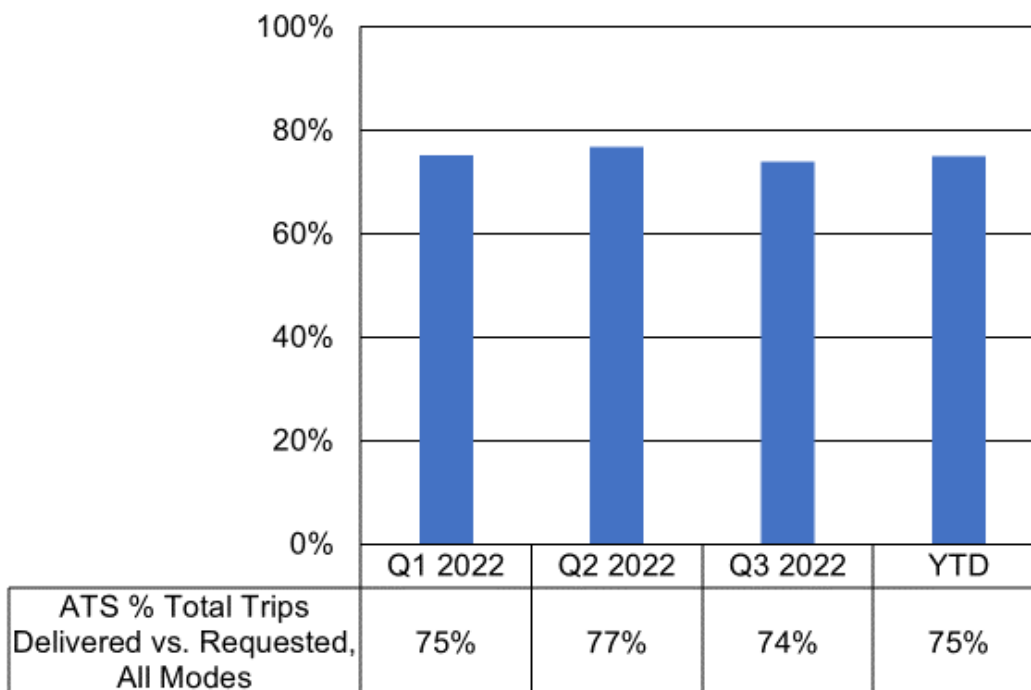
Slide 1 image description:

City of Hamilton logo; title, Accessible Transportation Services Performance Review Q3 2022, Advisory Committee for Persons with Disabilities, December 13, 2022; Public Works Department, Transit Division.

Slide 2

Slide 3

DEMAND: COUNT OF ATS TRIPS DELIVERED vs REQUESTED



Slide 2 description: Title: Demand: Count of ATS Trips Delivered versus Requested.

This graph compares total ATS trips requested to total number of ATS trips delivered for both DARTS and Taxi Scrip (i.e., All Modes). The blue vertical columns show the percentage of trips provided out of the total number of trips requested for Q1, Q2 and Q3 of 2022, and year-to-date. The total number of requested trips also includes trips booked but not taken; i.e., cancelled trips and passenger no show trips.

Data for Slide 2 Chart:

ATS % Total Trips Delivered vs. Requested, All Modes:

Q1 2022: 75 %

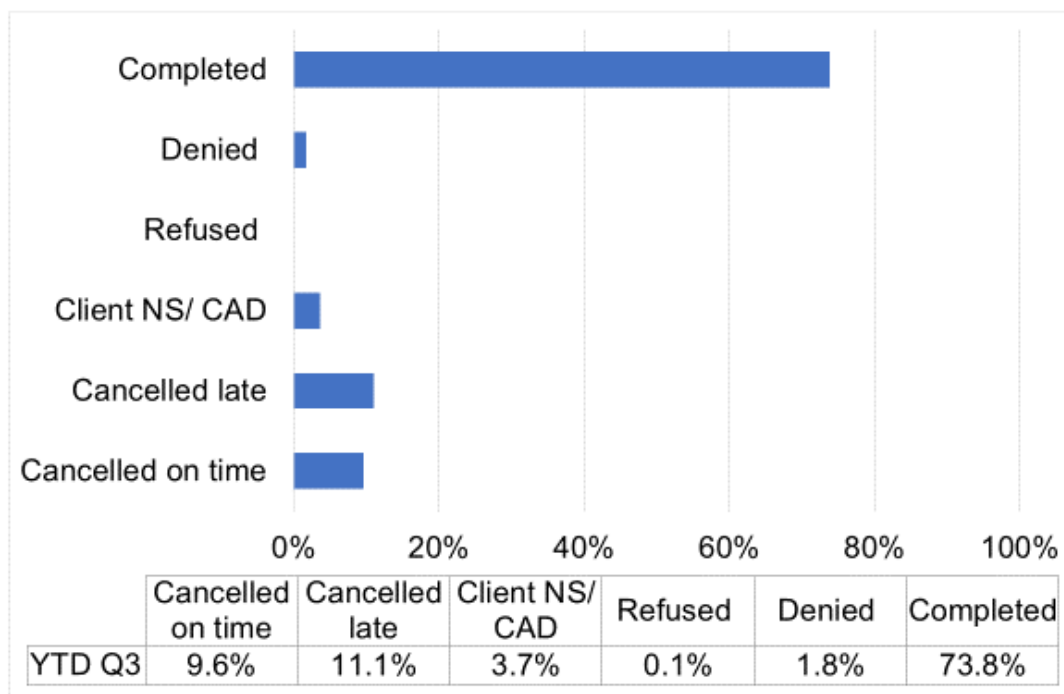
Q2 2022: 77 %

Q3 2022: 74%

YTD: 75%

Slide 4

TRIP DISPOSITION YTD Q3 2022 % of DARTS TRIPS REQUESTED



Slide 3 description: Title: DARTS Trip Disposition YTD Q3 of 2022: Percentage of DARTS Trips Requested.

This graph illustrates the disposition of DARTS trips up to September 30, 2022. The horizontal blue bars illustrate the rate of trips completed, compared to trips denied, trips refused, client no shows and cancels at door, late cancellations, and on-time cancellations, as a percentage of total trips requested on DARTS.

Data for slide 3 chart:

DARTS Trip Disposition YTD Q3 2022

Trips Cancelled – On Time: 9.6% of DARTS Trips Requested

Trips Cancelled – Late: 11.1% of DARTS Trips Requested

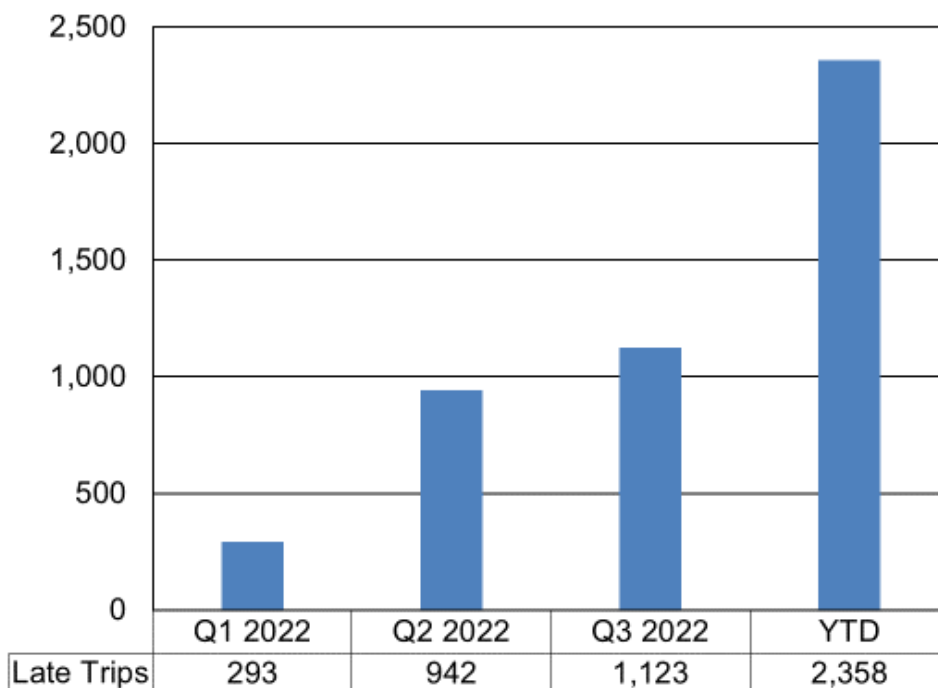
Client No Shows/ Cancel at Door: 3.8% of DARTS Trips Requested

Trips Refused: 0.1% of DARTS Trips Requested

Trips Denied: 1.8%

Trips Delivered: 73.8%

Slide 5

DARTS LATE TRIPS**Slide 4 description:** Title: DARTS Late Trips

This graph illustrates the number of DARTS late trips: blue vertical columns show the number of late trips in Q1, Q2 and Q3 of 2022, and year-to-date.

Data for slide 4 chart:

DARTS Late Trips

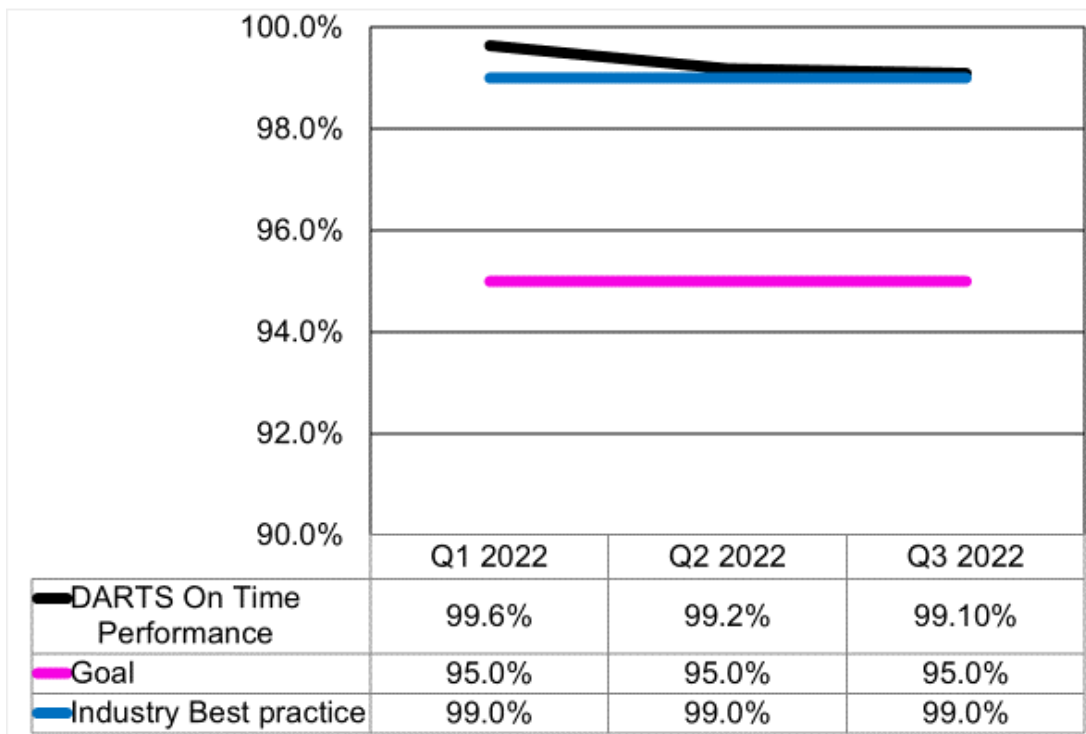
Q1 2022: 293 late trips

Q2 2022: 942 late trips

Q3 2022: 1,123 late trips

Year to Date: 2,358 late trips

Slide 6

DARTS ON TIME PERFORMANCE

Slide 5 description: Title: DARTS On Time Performance.

This graph illustrates DARTS on time performance. The solid black line shows the DARTS on-time performance trend. The blue line beneath it illustrates the industry best practice, and the pink line at bottom shows the goal as directed by the OHRC in 2004. The graph shows a slight decrease in DARTS on time performance from Q1 to Q3 of 2022, but still above the OHRC goal of 95% and slightly above the industry standard of 99%.

Data for slide 5:

DARTS On-time Performance

Q1 2022: 99.7% DARTS on-time performance

Q2 2022: 99.2% DARTS on-time performance

Q3 2022: 99.1% DARTS on-time performance

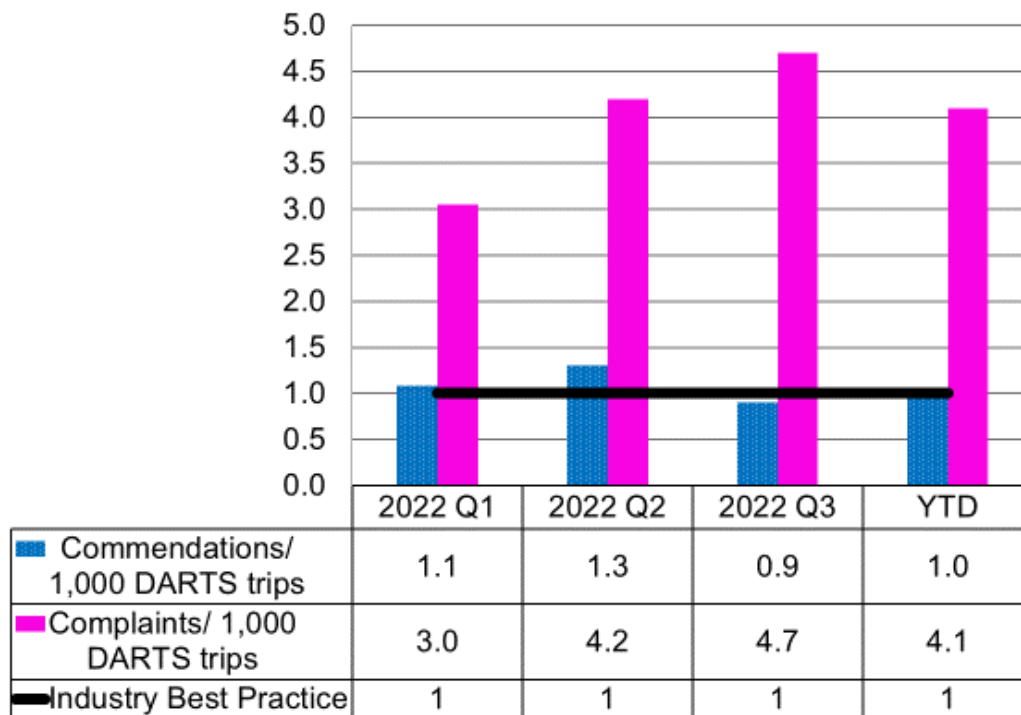
Goal: 95%

Industry best practice: 99%

Slide 7

Slide 8

ATS AND DARTS COMMENDATIONS AND COMPLAINTS PER THOUSAND DARTS TRIPS



Slide 6 description: Title: ATS and DARTS Commendations and Complaints per Thousand DARTS Trips.

This graph illustrates ATS and DARTS commendations and complaints per thousand trips Q1, Q2 and Q3 of 2022, and year-to-date. The clustered vertical columns compare commendations to complaints. The vertical blue columns on the left side of each cluster show commendations per thousand trips, and the vertical pink columns on the right side of each cluster show complaints per thousand trips. The solid black line illustrates dotted black line the industry best practice of less than one complaint per thousand trips and more than one commendation per thousand trips. The graph shows that the industry standard for complaints has not been met from up to Q3 of 2022, but the industry standard for commendations has been met.

Data for slide 6:

Total commendations per thousand DARTS trips

2022 Q1: 1.1

2022 Q2: 1.3

2022 Q3: 0.9

Year-to-date: 1.0

Total complaints per thousand DARTS trips

2022 Q1: 3.0

2022 Q2: 4.2

Slide 9

2022 Q3: 4.7
Year-to-date: 4.1



THANK YOU



Slide 7 description: City of Hamilton logo; title, "Thank You".

Strategic Planning Working Group

November 17, 2022

4:30 p.m.

Meeting Notes

Present: Aznive Mallett (Chair), Jayne Cardno, Anthony Frisina, James Kemp, Paula Kilburn, Tim Nolan, Tom Manzuk, Mark McNeil

Regrets: Patty Cameron

Agenda review

No comments or questions.

ATS/DARTS

ATS/DARTS reports as per human rights settlement were discussed. Aznive sent a letter to Maureen Cosyn Heath, Director of Transit initially and to Michelle Martin, Manager, Accessible Transportation Services, later. A future option may be to request these reports from Council.

A full discussion took place regarding ATS/DARTS. It was decided to dedicate the next Transportation Working

Group meeting for further discussion. It is possible that a second Transportation Working Group meeting will be necessary on this matter.

SPWG Work Plan

SPWG working plan was submitted to Legislative Coordinator Carrie McIntosh. There have been some changes and as a group we will look at it again at the next meeting.

Other business

Chairs of working groups were reminded to submit a brief outline of best achievements this term and most important goals for the next term to Legislative Coordinator Carrie McIntosh for the January meeting of ACPD. ACPD should approve these before the new ACPD members are selected.

Topics for the next meeting will include finalizing the SPWG working plan. Aznive asked that members forward any other topics to her.

Outdoor Spaces and Parklands Working Group

November 23, 2022

1:30 p.m.

Meeting Notes

Present: Cristina Geissler, Meghan Stewart, Paula Kilburn, Tom Manzuk, Kim Nolan, Tim Nolan, Mark McNeil

Regrets: Aznive Mallett

Welcome and introductions

Agenda review

No comments or questions.

Southam Park Update

Discussion about use of grass as a shoreline versus any other interfering obstructions. Shoreline can also take people in directions unintended.

Use of urban braille was discussed. Large issue requiring more discussion at a later time.

Signage or interpretive panel no information as yet. Meghan will follow up with Zahra Awang. Paula reports that these materials are used in museums.

Park bench question. The pathway is already built so the project staff will look at the feasibility. May need to be creative in design or installation.

OT student status

This is in the works. Will report back at next meeting with further update.

Tim described the potential with the OPA. Makes sense to benefit from each other's resources. More to follow at a later time.

List of amenities

No further action is necessary at this time.

Outdoor dining

Introduced Cristina Geissler to the group. Cristina is a former BIA director and new to the file, onboarding and learning more.

Tim spoke about outdoor dining. Paula talked about universal design but putting it somewhere else may not be

feasible, but the design needs to be accessible. Concerns about being cramped in the space especially with his service dog per Mark thus need for design. James spoke about the structures used for temporary sidewalks as an example per James and the design is difficult for people with low vision or mobility devices.

Tim advised that the province established standards for roadway dining leaving sidewalks open.

Cristina took notes of the issues. Design is also dependent upon frontage available.

James spoke about how all sidewalk bypasses were the same. Says design issues have been raised for the past few years unsuccessfully.

Cristina will consult with Rob and partners in the city. Cristina says there is a list of criteria which must be met so applications are not automatically approved. James spoke about the existence of these pathways is an invitation to stay away.

Tom spoke about the enjoyment of outdoor dining but the need for well demarcated paths of travel, and obstruction-free per Mark.

Will follow up at our next meeting.

Other business

Tom raised the issue of textured pathways. He spoke about what is used in Tokyo. It's a textured paving system. Tom to send out more info.

Next Meeting

January 25, 2023

1:30 p.m.

Canadian Alliance on Ending Homelessness' 2022 National Conference Report for ACPD

This year's conference was a hybrid model. The Advisory Committee for Persons with Disabilities (ACPD) paid for two virtual tickets so that members of the Housing Working Group (HWG) could attend. Jayne Cardno and James Kemp represented the ACPD at the conference.

The in-person event took place in Toronto this year and both forms of the conference were fraught with organizational problems. We were only able to attend some of the sessions on our preferences list as some of them weren't streamed properly. Slides were not made available to us and they were inaccessible to all, regardless of the disability. Q and A sessions were equally difficult for those of us attending virtually to participate, but this improved as the conference progressed.

Key note addresses were mostly informative and entertaining. Of particular note was the address from the newly created Office of the Federal Housing Advocate: Marie-Josée Houle. She described the new office's mandate, stressing that it can only address systemic issues and has no enforcement powers, but she mentioned three major issues of note: Accessibility of Housing is a human right, Criminalization of Encampments constitutes a clear human rights violation,

as well as the increased commodification and financialization of rental housing resulting in drastic numbers of “renovictions” and “econovictions”.

I attended 7 sessions over the course of three days.

1. **Investing in Early and Upstream Efforts to Prevent Youth Homelessness:** This was the only session available for streaming during the first session. It was discussing youth policy and social systems from the Wisconsin Youth Initiatives. They spent a lot of time focussing on the “Hidden Homeless” as youths are often couch surfing at friends or relatives. The presenters were discussing programs and policies that were so radically different from what we know of that they were completely alien to us.
2. **Ending Homelessness for People Living in Encampments in Canada:** This was a fascinating discussion by a man named Iain DeJong. I was only able to hear half of his discussion because the sound cut out, but the session described the issues of encampments from all levels, from those trying to provide services, to those living in them, to the politicians trying to either address them or hide them. He also discussed Master Leases, as well as Wraparound Supports; like day programs, storage, kenneling, etc. He also discussed the importance of leadership and practical experience by giving us examples of well-meaning people doing horrible

- things in a misguided effort to help. I am hoping to get a copy of a complete presentation so I can provide it to the HWG, but the promised videos of the conference have yet to materialize.
3. **Politics of Prevention:** I attended this session primarily for the discussion on “NIMBYism” and community engagement. It was a fascinating discussion on the root causes and driving forces behind community disengagement. Through anecdotal evidence on successes and failures I learned a number of effective methods of addressing NIMBYism as well as things to be wary or watchful for when these groups begin protesting.
 4. **Housing is a Human Right, Not a Commodity; The Impacts of “Financialization”:** This was an illuminating session on why our housing market is spiralling out of control. They talked about the commodification of housing and explained that it is considered investment portfolio material. The problem being that investment firms are always striving for more and more profit. Keeping stable tenants is not profitable when you can dump them and increase rent to the new tenants. Bill 23 will further erode what little protections we have by removing municipal policies like right of return and restricting a municipality’s ability to demand affordable and attainable housing. A strange twist is that some of the investment portfolios that are

causing the problem are actually owned by public pensions.

5. **Compassion and the Complexities of Encampments:** This was enlightening in that it described a single community's different attempts to address the homeless issue. From the creation of an encampment, to the addition of different levels of government, to the addition of police community support, to the addition of medical supports. This collaboration seemed to be very successful until a gang moved into the encampment and began to extort residents to sell drugs. Due to the pre-existing group effort to create a safe space, they were quickly able to go into the encampment and move people out to another location, and while doing so, identified the individuals from said gang and were able to isolate them. The encampment was relocated without incident and the residents were very cooperative as they felt safer in the regulated environment. This was a good example of how the community can care for its most vulnerable if they work together with the correct mindset and intentions. One thing I found interesting about this session, the group was from Alberta which I have discovered is not quite as accessible as Ontario. I asked what sort of disability supports they provided and they were confused by the question. Their answer was that the building was low

barrier; as though the simple fact that a wheelchair could wheel in the front door was all that was required.

6. **Inequity in Housing/Reclaiming Human Rights:** This was the only Disability related session on the events agenda and it was only the first half an hour. Cas Star from the Canadian Observatory on Homelessness came and discussed briefly the difficulties in addressing housing needs for persons with disabilities; specifically how little research actually exists on homelessness and persons with disabilities. She spoke briefly on the reactionary methods for dealing with issues related to us. That the government only gets involved when things are brought to a crisis point. I was able to engage her in a brief discussion regarding MAID and how persons with disabilities are applying for it instead of living on the streets or trying to survive on current social assistance rates.
7. **From Rentals to Tent Cities:** This was looking at improving housing rights from the federal level on down. From setting federal housing guidelines for provinces, to creating federal minimum policies to provinces, to creating federal guidelines on not for profit housing as well as regional quotas. Also discussed changes to municipal laws with a rights based housing lens. We also discussed the right to shelter vs. the right to housing. This was a recurring theme in a lot of sessions. We have a

right to shelter, not a right to housing. It is defining those words that created the very different provincial and municipal approaches we currently have regarding encampments. Also discussed using legal precedents to create progressive change for encampment residents.

Due to Tim Nolan's request for us to consider condos in the social housing inventory, I stopped into a session that was talking about Ottawa's attempt to introduce condos into their inventory. They had some 800 units but they were not able to provide them at an attainable rent, only an affordable one. They did not seem too successful.

I hope to be able to access some of the sessions regarding women's housing and women's housing issues as that is a perspective that I haven't been able to access yet. There are another 17 sessions I have earmarked for review if I ever get access to them. I will report these to the HWG as needed and anything that comes out of that will be brought before the Committee. There was a total of 54 separate sessions over the course of three days. While the Ontario government was proudly professing success in the past two years as there have been some improvements to homelessness numbers, it is clearly because of the brief pandemic funding that has buoyed up the current numbers. As we see that funding ending now, we will see those numbers worsen within the year. My overall

assessment from the event was that housing, particularly accessible, attainable housing, is in serious trouble without significant changes in the near future. The HWG will seek out ways we can recommend improvements at the municipal level and will continue to create relationships with area stakeholders.

CITY OF HAMILTON

**PROCEDURAL HANDBOOK
FOR CITIZEN APPOINTEES
TO CITY OF HAMILTON
LOCAL BOARDS**

PROCEDURAL HANDBOOK FOR CITIZEN APPOINTEES TO CITY OF HAMILTON LOCAL BOARDS

Table of Contents

| | |
|---|----|
| Welcome | 1 |
| The City of Hamilton at a Glance | 2 |
| City of Hamilton Organizational Structure | 3 |
| Council | 4 |
| City of Hamilton Strategic Plan 2016 – 2025 | 4 |
| Local Boards within the City’s Governance Structure | 6 |
| Standing Committees..... | 6 |
| Sub-Committees..... | 6 |
| Advisory Committees..... | 6 |
| Task Forces..... | 6 |
| Working Groups..... | 6 |
| Boards and Shareholders..... | 7 |
| Tribunals..... | 7 |
| Relationship: Council and Local Boards..... | 7 |
| Terms of Reference..... | 8 |
| Professional Working Relationship..... | 8 |
| What Advisory Committees/Task Forces Do | 8 |
| Advisory Committees/Task Forces..... | 8 |
| Working Groups..... | 9 |
| What Sub-Committees Do | 9 |
| Applicable Municipal By-Laws and Policies | 10 |
| Appointment and Recruitment Process..... | 10 |
| Code of Conduct for Local Boards..... | 11 |
| Council Procedural By-Law..... | 11 |
| Multi Year Accessibility Plan..... | 11 |
| Accessibility Standards for Customer Service AODA..... | 12 |
| Member Training..... | 12 |
| Communicate Changes to the Office of the City Clerk..... | 12 |
| Attendance..... | 12 |
| Resignations..... | 12 |
| Local Board Members Running for Office..... | 13 |
| Confidentiality..... | 13 |
| Advisory Committee/Task Force Roles and Responsibilities | 14 |
| Advisory Committee/Task Force Board Positions..... | 14 |
| Role of the Chair..... | 14 |
| Role of the Secretary..... | 16 |
| Role of the Local Board Member..... | 16 |
| Role of the Council Representative(s)..... | 16 |
| Role of the Staff Liaison..... | 17 |
| Local Board Meetings | 18 |
| Meeting Frequency and Schedule..... | 18 |
| Quorum..... | 18 |

| | |
|--|----|
| Cancellation of Meetings..... | 18 |
| Agendas..... | 19 |
| Minutes..... | 19 |
| Citizen Committee Reports..... | 19 |
| Delegations..... | 20 |
| Meeting Ground Rules..... | 20 |
| Speaking and Debate..... | 20 |
| Meetings Open to Public..... | 21 |
| Additional Information..... | 21 |
| Consultation on Staff Reports..... | 21 |
| Committee Correspondence..... | 21 |
| External Contacts..... | 21 |
| Use of Secondary Logos for Advisory Committees..... | 22 |
| Annual Reporting..... | 22 |
| Work Plan..... | 22 |
| Motions..... | 23 |
| Managing Motions..... | 23 |
| Guidelines for Voting..... | 23 |
| Advisory Committee Budgets | 24 |
| Volunteer (Advisory) Committee Expenditures..... | 24 |
| Request for Unbudgeted Expenditures..... | 25 |
| Conflicts of Interest | 26 |
| Records Retention | 27 |
| Records Held by Committee Members..... | 27 |
| Access to Records..... | 27 |
| Protection of Privacy..... | 28 |
| Clerk's Contact Information | 29 |
| Acknowledgement Form | 30 |
| Appendix 'A' | 31 |
| Terms of Reference Template..... | |
| Appendix 'B' | 33 |
| City of Hamilton Policy respecting the Appointment of Citizens to the City's Local Boards..... | |
| Appendix 'C' | 40 |
| Code of Conduct for Local Boards..... | |
| Appendix 'D' | 48 |
| Local Board Member Resignation Form..... | |
| Appendix 'E' | 49 |
| Standard Operating Procedure – Communicating with any outside agencies, including other levels of Government and the media..... | |
| Appendix 'F' | 50 |
| Agenda Template..... | |
| Appendix 'G' | 51 |
| Minutes Template..... | |
| Appendix 'H' | 54 |
| Citizen Committee Report Template..... | |
| Appendix 'I' | 55 |
| Declaration of Interest Form – Disqualifying Interest..... | |
| Appendix 'J' | 56 |
| Declaration of Interest Form – Non-Disqualifying Interest..... | |

Welcome!

On behalf of the City of Hamilton, I would like to congratulate you on your appointment to one of the city's local boards. As a member, you play an important role in shaping city policies and by-laws, and contribute to improving the quality of life within the City of Hamilton. You'll also participate as part of a local board and as a team, working to ensure the local board's mandate and goals are advanced.

In accepting your appointment, you are committing to serving your local board to the best of your abilities. For meetings, we ask that you read and review your meeting agenda materials to ensure the discussion is informed and considers all perspectives. When your local board is working on events or special projects, a willingness to pitch in is encouraged to ensure the work is distributed equitably, and the task is set up for success.

The purpose of this guide is to provide you with an introduction to the City of Hamilton and a foundation on how local boards work. Upon that foundation, and through your experience at meetings and interactions with your fellow local board members, you will build an understanding of the City of Hamilton's governance system. In addition to the fundamentals, we'll also include links or copies of pertinent legislation or city policies/by-laws which establishes the framework in which these local boards exist.

The Office of the City Clerk is your primary contact at the City of Hamilton, and we are here to assist you throughout your experience as a resource. Please reach out if you have any questions, or concerns.

Welcome to the team! We hope you have a rewarding experience as a City of Hamilton local board member.

Thank you,

Andrea Holland
City Clerk for the City of Hamilton

The City of Hamilton at a Glance

Through your work as a member of a local board, you are also supporting the work of the City of Hamilton. This section provides you with a snapshot of the City of Hamilton and its operations. If you wish to learn more about the City, resources are available by way of <https://www.hamilton.ca/>.

The City of Hamilton is a diverse city, providing municipal services to more than 500,000 residents.

The City of Hamilton is committed to achieving excellence in public service through ongoing efforts to continuously improve and evolve corporate strategies and processes. By focusing on Strategy and Performance Excellence, we commit to:

- understand what's happening both externally and internally in the city and elsewhere that may impact the delivery of City services.
- use information and evidence to drive strategy, inform decisions and influence the day-to-day delivery of City services.
- understand and communicate City service performance to the community.
- ensuring value for money in service delivery and to always consider ways to improve the delivery of City services.

City of Hamilton Organizational Structure



Council

Council is composed of the Mayor and 15 Councillors representing the 15 Wards within the City of Hamilton and is the final decision-making body for the City. Council meetings are held at 9:30 a.m., in accordance with the schedule approved by Council following the standing committee meetings and considers all recommendations for approval and action.

Link to the Council/Committee calendar: <https://www.hamilton.ca/city-council/council-committee/council-committee-meetings/meetings-agendas-video#meeting-calendarlisting>

City of Hamilton Strategic Plan 2016 - 2025

The City of Hamilton's 2016 - 2025 Strategic Plan is a 10-year plan <https://www.hamilton.ca/city-council/plans-strategies/strategies>, approved by Council in June 2016.

The 2016-2025 Strategic Plan for the City of Hamilton guides everything we do as an organization and illustrates to the community and to our stakeholders how we will contribute to moving our city forward over the next 10-years. It includes the following components:

- Vision represents what we aspire to be
- Mission identifies why we exist as an organization
- Culture outlines how we conduct ourselves (our values)
- Priorities provide guidance on where we are focusing our efforts to meet desired outcomes

Our Vision

The City's vision "To be the best place to raise a child and age successfully" reflects the kind of city Hamiltonians want to aspire to become.

It means having an inclusive community, actively engaged in making Hamilton a better place for everyone. It is creating an accessible environment, supporting residents through all of life's stages, and one that encourages positive development of children as they grow towards becoming healthy adults and seniors.

Our Mission and Our Culture

The City's mission, "To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner", provides the context for the delivery of City services across all our priorities. Our culture guides the conduct, behaviours and actions to which we hold each other accountable.

The culture of an organization has a major impact on the performance and reputation of an organization. It reflects the City's values, drives high performance and engenders the trust and confidence of our citizens. Our culture was developed by a cross-section of employees with diverse backgrounds and experiences, from front-line to senior management and was endorsed by City Council through its adoption into the Strategic Plan. The culture revolves around five pillars:

Collective Ownership

We cooperate and collaborate; we support teamwork and breaking down silos. We build relationships across departments and divisions to achieve our objectives and bring the ideas of others forward. Each and all of us understand that what we do affects the work of others and the results we achieve. We are one City with one vision and one mission, serving our citizens and stakeholders.

Steadfast Integrity

We build trust and demonstrate integrity in our work. We are direct and truthful individuals, accountable for doing what is right. We can be trusted to perform in an accountable and respectful manner.

Courageous Change

We embrace innovation, creativity and risk taking. We support, discuss and proceed with innovative ideas and actions to continuously improve our service delivery. We make evidence-based recommendations.

Sensational Service

We are passionate about customer service and service delivery excellence. We take a citizen-centred approach to providing exceptional service in a timely and responsive manner. We communicate in an open and transparent manner, especially when mistakes occur. We take pride in our work as public servants, serving our community. Performance measurement is a cornerstone to our service delivery.

Engaged and Empowered Employees

We invest in our employees, support and empower them to improve performance and be accountable for results. We communicate clear purpose and direction, build relationships through ongoing communication, regularly invite input and feedback, and treat employees equitably. We create a work environment where there is continual development, respect and recognition. Our employees are trusted, inspired to do their best work, and would not hesitate to recommend the City of Hamilton as a great place to work.

Our Strategic Plan Priorities

Our seven priorities (below) are a result of the nearly 55,000 resident conversations that took place as part of the Our Future Hamilton: Communities in Conversation initiative that asked one simple question, “What is your vision for the future of Hamilton?” and 3,200 internal staff conversations around what was important to us as an organization.

By adopting the Our Future Hamilton priorities, and adding a seventh priority focused on supporting our employees, the City illustrated its commitment to the achievement of the community vision, Our Future Hamilton.

Community Engagement and Participation**Economic Prosperity and Growth****Healthy and Safe Communities****Clean and Green****Built Environment and Infrastructure****Culture and Diversity****Our People and Performance**

Local Boards within the City's Governance Structure

Standing Committees

A standing committee is a Committee established by Council, comprised entirely of members of Council, to carry out duties on an ongoing basis, as specified by Council, and that reports directly to Council.

There are six Standing Committees, which all meet bi-monthly except the Board of Health which meets monthly:

- General Issues Committee
- Planning Committee
- Public Works Committee
- Board of Health
- Audit Finance and Administration Committee
- Emergency and Community Services Committee

Sub-Committees

A sub-committee is a committee established by Council, comprised of some members of Council and in certain circumstances also members of organizations and/or citizen members (YOU). Sub committees report up to an assigned standing committee with members of sub-committees being appointed by Council.

Advisory Committees

An advisory committee is established by Council for the purpose of providing advice on matters that are related to the specific mandate of the committee, comprised of a group of appointed citizens (YOU). An advisory committee is accountable to Council for its actions through the appropriate Standing Committee to which they report.

An advisory committee member is recruited based on their understanding of and expertise around the advisory committee's mandate and willingness to volunteer their time.

Task Forces

A task force is established by Council for the purpose of providing advice on matters related to a specific mandate of the task force, comprised of a group of appointed citizens (YOU). A task force is accountable to Council for its actions through the appropriate Standing Committee to which they report.

A task force member is recruited based on their understanding of and expertise around the task forces' mandate and willingness to volunteer their time.

Working Groups

Advisory committees/task forces are encouraged to create working groups, if required, to enhance the efficiency of meetings or to work on a specific project/event identified in the committee's workplan. The nature of working groups are unique, given their mandate, projects and scope.

Working groups are normally comprised of advisory committee/task force members, however, when required, volunteers may be called upon for their expertise to assist a working group in completing their mandate.

Board and Shareholders

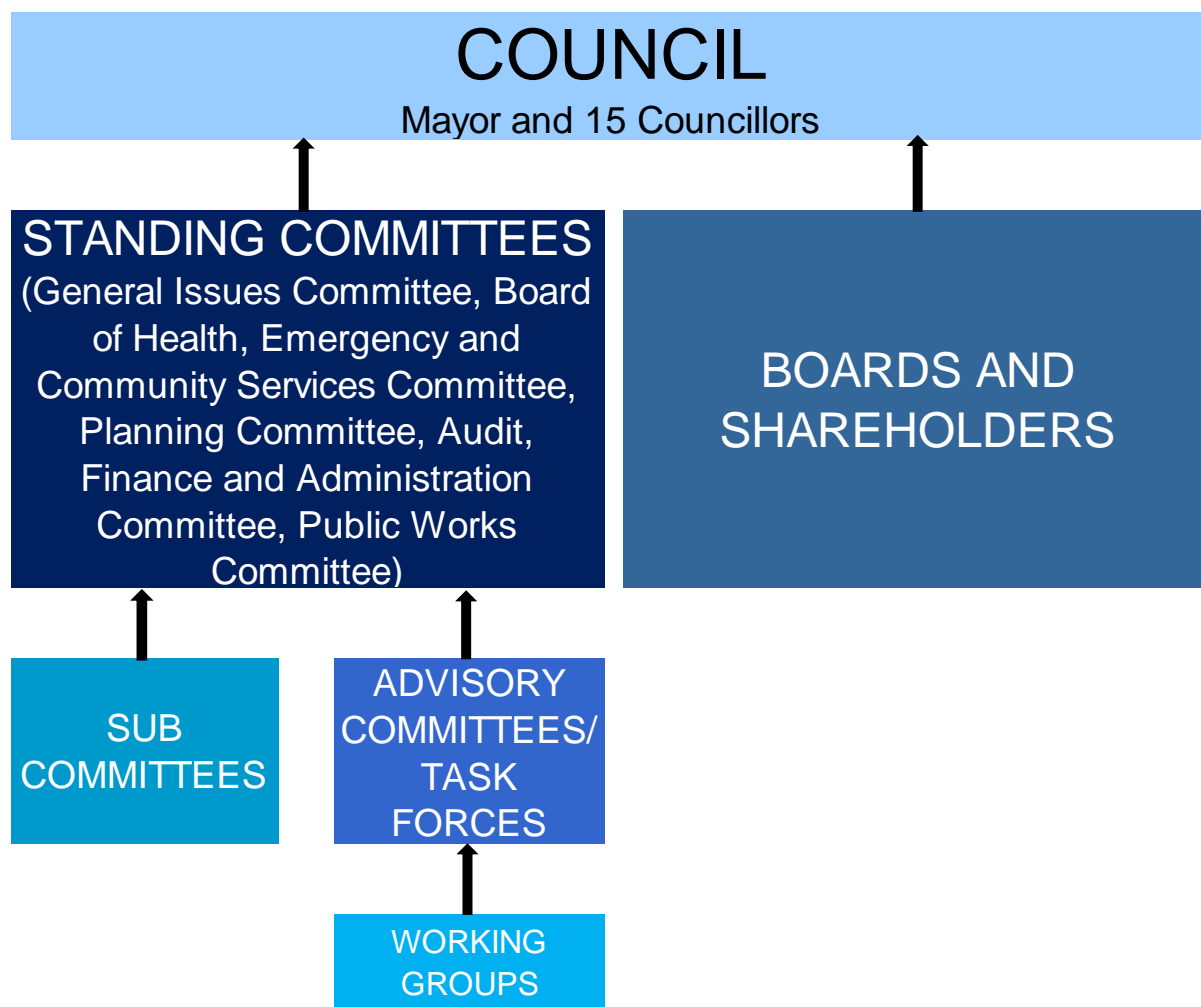
Where Council acts as the Shareholder or the Board of Directors, or both, of a corporation, Council meets as the Shareholder or the Board of Directors as necessary to complete such business as would normally be completed by the Shareholder or Board of Directors and as required by the corporation's by-laws and resolutions and any laws that govern the corporation.

Tribunals

The City's tribunals comply with *Statutory Powers Procedure Act* and do not report to Council, they are autonomous bodies, whereby they govern themselves.

Relationship: Council and Local Boards

The following chart illustrates the reporting relationship between Council, Standing Committees, Boards, Shareholders, Sub-Committees, Advisory Committees/Task Forces, Working Groups:



Terms of Reference

Each local board operates within a Council approved terms of reference document that provides a framework for the function of the local board. The most vital piece of a terms of reference is your local board's mandate. The local board's mandate sets forth the topics and areas of jurisdiction that your local board may discuss and provide advice to Council on. Review your local board's mandate and if you have questions you may connect with your Clerk or the Chair of the local board for further clarification.

In addition to setting forth the mandate, the terms of reference provides guidance on the following areas:

- meeting frequency
- local board composition

Link to Local Board Listing page <https://www.hamilton.ca/city-council/council-committee/council-committee-meetings/committee-listing>

The Terms of Reference template is attached to this handbook as Appendix 'A'.

Professional Working Relationship

All local board members work with Council and City staff in a professional working relationship. All partners in the relationship must demonstrate a commitment to communication and consultation among themselves and the general public and respond based upon areas of expertise.

What Advisory Committees/Task Forces Do

Advisory Committees/Task Forces

Advisory committees and task forces play an important role in providing resident input on proposed policy and city initiatives and is often used as another way to connect directly with the broader community. Advisory committees and task forces have a clearly defined terms of reference document which provides the committee's mandate and outlines parameters for committee activity.

Advisory committees/task forces review or provide advice to Council and staff on mandated matters; assist in public consultation processes and committee work; and liaise with other advisory committees/task forces. Some advisory committees/task forces also organize and participate in community events. Being a member of an advisory committee/task force offers residents a unique chance to volunteer their highly valued skills, diversity and knowledge to strengthen our shared sense of community.

Working Groups

Advisory committees/task forces are encouraged to create working groups, if required, to enhance the efficiency of meetings or to work on a specific project/event identified in the committee's workplan.

Working group meetings are held separately as needed and operate by consensus rather than by formal motions. The advisory committee's/task forces' Staff Liaison shall not attend these meetings. A working group member present must take notes and provide them to the Chair and Staff Liaison before the next regular meeting. The working group notes are circulated to the advisory committee/task force and filed accordingly. Working groups report to the advisory committee/task force and do not make independent decisions or take action that is not agreed upon by the advisory committee/task force at a regular meeting. The chair of a working group can be chosen by the majority of the working group members.

Working group membership shall be maintained at less than a quorum number of the advisory committee/task force membership (i.e. if the advisory committee's/task forces' membership is 10, their quorum is 5, therefore, all of the advisory committee's/task forces' working groups are to maintain a maximum membership of 4 members).

What Sub-Committees Do

Council may establish a sub-committee to focus on a particular task or area, thereby, delegating Council's many responsibilities to smaller groups, who report to their respective Standing Committee.

Applicable Municipal By-Laws and Policies

Appointment and Recruitment Process

The public appointment policy sets forth the way in which members of the public are appointed to local boards of Council and speaks to the general recruitment process.

The Roles, Responsibilities and Expectations of New Members documents, prepared by each advisory committee/task force prior to the end of the Council term are made available to applicants.

If you wish to re-apply at the end of the Council term, you will be advised about the recruitment by the Staff Liaison and provided with a link to the application process and application deadline.

All applicants, including those who are reapplying to serve, must submit an application and if applicable, attend an interview with the respective Standing Committee's Interview Sub-Committee.

A report from the respective Standing Committee's Interview Sub-Committee is generated by the Office of the City Clerk and provided to Council in closed session (in private) where they will make their final decision and you will be notified by the Office of the City Clerk of the outcome of your application.

The City of Hamilton's Policy respecting the Appointment of Citizens to the City's Local Boards is attached to this handbook as Appendix 'B'.

Code of Conduct for Local Boards

The Code of Conduct for Local Boards applies to all appointed members of a City of Hamilton Local Board. The Code of Conduct for Local Boards is in response to Bill 68 which came into effect in 2017, which sought to enhance local government accountability and integrity across the Province by requiring municipalities to have a Code of Conduct for members of municipal Councils and Local Boards and Committees.

The Code of Conduct for Local Boards outlines how members of Local Boards are to adhere to the highest standards of personal and professional competence, integrity and impartiality and provides guidance to members, by way of establishing a set of principles to support them in conducting their day-to-day committee business in a manner which promotes public confidence. A copy of the Code of Conduct for Local Boards is attached to this handbook as Appendix 'C'.

The Code of Conduct for Local Boards includes several key areas:

- Member conduct;
- Use of City resources;
- Media communications; and
- Improper use of influence.

Council Procedural By-Law

Section 238 of the *Municipal Act, 2001* requires that Council of the City of Hamilton adopt, by By-law, procedures governing the calling, place, and proceedings of meetings.

The Council Procedural By-law provides the rules of procedure that are observed in all in-person / virtual / hybrid proceedings of Council and shall be the rules for the order and dispatch of business in Council and unless specifically provided, with necessary modifications, apply to all Committees.

The rules of procedure are designed to achieve the following basic meeting principles:

1. Every member has rights equal to every other member;
2. The will of the majority must be carried out; and
3. Only one topic will be considered at a time.

Link to the Procedural By-law: <https://www.hamilton.ca/sites/default/files/2022-09/21-021-consolidated09.28.2022.pdf>

Multi Year Accessibility Plan

The City of Hamilton is committed to ensuring that Council, all levels of corporate management and staff, plan, implement and evaluate strategies and opportunities that sustain and maintain the rights of persons with disabilities and their families to barrier-free programs, services and opportunities. In so doing, the City implements the *Accessibility for Ontarians with Disabilities Act, 2005* according to the legislation's standards for:

- Information and Communications;
- Employment;
- Transportation;
- Design of Public Spaces (Built Environment); and
- Customer Service

All employees, volunteers and all other persons or organizations who provide goods, services or facilities on behalf of the City of Hamilton perform the work to achieve the goals outlined by the Multi Year Accessibility Plan.

Link to the Multi Year Accessibility Plan - <https://www.hamilton.ca/people-programs/equity-diversity-inclusion/accessibility-services/multi-year-accessibility-plan>

Accessible Standards for Customer Service AODA e-learning Program

The City of Hamilton is committed to providing customer service to persons with disabilities in a manner that:

- respects their dignity and independence;
- is integrated as fully as practicable into the method of service delivery;
- ensures reasonable efforts are made to provide equitable opportunities to accessing goods and services;
- allows persons with disabilities to benefit from the same services, programs and opportunities in ways that are based on their own needs and self-determination.

Member Training

The Office of the City Clerk is committed to ensuring all citizen appointees to the City's local boards are trained, providing the following training information and reference documents to all citizen appointees to the City's local boards:

- orientation for citizen appointees to the City's local boards provided by the Staff Liaison
- current Procedural Handbook for Citizen Appointees to City of Hamilton Local Boards
- relevant City policies (Appointment, etc.)
- Code of Conduct for Local Boards
- Local boards Terms of Reference
- Accessibility Standards for Customer Service AODA e-learning Program

Communicate Changes to the Office of the City Clerk

Please note your appointment is conditional upon you continuing to meet the following criteria for the duration of your term:

- resident of the City of Hamilton or operating a business in the City of Hamilton

If there is any change in your personal circumstances as described above, you must notify the Office of the City Clerk immediately.

Attendance

Local board members are expected to attend every committee meeting. When a member is unable to attend a meeting, they are to notify the Staff Liaison as soon as possible so it can be determined if quorum will be attained.

When a member misses more than three (3) consecutive meetings during their term, the Chair, after hearing and considering any explanation provided by the member, may ask the member to resign, or request that Council remove the member.

Resignations

Local Board members wishing to resign their appointment mid-term shall submit their resignation in writing, by either email or by completing the Local Board Member Resignation Form, attached to this handbook as Appendix 'D', to the respective Staff Liaison, who will forward the form or the email to the respective Legislative Coordinator, in the City Clerk's office, stating which local board the member is resigning from and general reasons why (the inclusion of private/personal information is not required).

The local board member's resignation will be placed on an upcoming Standing Committee or Council Agenda (depending on its time sensitivity) to be formally received by Committee/Council, followed by the Office of the City Clerk initiating the filling of the vacancy, as per City of Hamilton Policy respecting the Appointment of Citizens to the City's Local Boards (Appendix 'B')

Local Board Members and Running for Office

No member, while identifying themselves as a member of a Local Board, shall undertake any election campaign or election-related activities or work on, fund-raise, endorse or otherwise contribute to the election campaign of any person running in the municipal election for the municipality where the member serves on the Local Board.

Please refer to Rule 5: Election Campaigns, within the Code of Conduct for Local Boards (Appendix 'C')

Confidentiality

Local Board members' personal contact information is considered confidential. Membership lists containing personal contact information are only accessible by local board members and City staff. If a member of the public wishes to speak to a local board member, the Staff Liaison will provide the inquirer's contact information to the local board member for a direct response.

Advisory Committee/Task Force Roles and Responsibilities

Advisory Committee/Task Force Positions

Advisory committees/task forces can be made up of a combination of the following:

| Position | Role |
|---|--|
| Chair | leads the advisory committee/task force – a voting member |
| Vice-Chair | fulfills the role of the Chair in the Chair's absence – a voting member |
| Secretary | records without note or comment all resolutions, decisions and other proceedings at the meeting – a voting member |
| Advisory committee/task force member | participates in all meetings and votes on all motions |
| Council Representative(s) | provides advice to the advisory committee/task force from a council perspective when attending a meeting, shall be counted for the purposes of quorum – a non-voting member |
| Staff Liaison | provides a single point of contact with City staff and provides procedural advice and administrative support to the advisory committee/task force |
| Legislative Coordinator to the Standing Committee | provides assistance to the Staff Liaison and coordinates the inclusion of the advisory committee/task force minutes and Citizen Committee Reports (CCRs) in the standing committee agendas |
| Working Group member | advisory committee/task force member who participates in a working group with voting privileges |
| Working Group Chair | leads the working group formed by the advisory committee/task force – a voting member |

Election of Chair and Vice Chair

The Staff Liaison conducts the Election of Chair and Vice Chair at the first regular meeting of the year. A Chair or Vice-Chair may serve as Chair or Vice-Chair for more than one year in a Council term. All Committee members are eligible for election as Chair and Vice-Chair.

A Chair or Vice-Chair serves their role until a new Chair or Vice-Chair is elected.

Role of the Chair

The Committee Chair:

- provides leadership to the committee and mentors the Vice-Chair
- works with the Staff Liaison to prepare agendas, budgets and work plans
- presides over meetings to ensure that proceedings are conducted in an appropriate and orderly manner
- monitors the committee's adherence to corporate policies and assists members to follow corporate policies and procedures

- is the official spokespersons on behalf of the committee, as per Appendix 'E' - Standard Operating Procedure #08-001 – Communicating with any outside agencies, including other levels of Government and the media
- Note: The Vice-Chair fulfills the role of the Chair in their absence.

Responsibilities of the Chair before meetings

The Chair must perform the following duties before each meeting:

- confirm the accuracy of the minutes to be presented to the committee for confirmation
- work with the Staff Liaison to prepare the agenda a week to ten days before the meeting to:
 - ensure items of interest are included on the agenda;
 - understand what action should be taken on each agenda item (e.g. for information only or requires a motion);
 - understand the time allotted for each item to ensure completion of the full agenda; and
 - understand background documents, correspondence, reports, and any other material to be discussed.

Responsibilities of the Chair during meetings

The Chair must perform the following duties during each meeting:

At the start of the meeting

- ensure there is a quorum so the meeting can begin
- declare formally the meeting “open”
- welcome guest speakers, other visitors, and new members.

Throughout the meeting

- preserve order and decorum
- manage the discussion to ensure the agenda is completed in a timely manner
- rule on points of order and not waiver on a decision, unless a member appeals it to the committee as a whole
- never interrupt a speaker except to rule on a point of order
- prevent members from deviating from the order of business on the agenda
- conduct the meeting impartially
- ensure all tasks are distributed equally.

During meeting discussions

- allow one speaker to speak at a time
- state the order in which members may speak when more than one person wants to address the topic
- ensure all members have been heard who wish to address an issue
- reserve comments on an issue until all other members have been heard
- ask questions and call for specific ideas when discussion lacks direction
- summarize the discussion
- guide members towards making a decision
- turn the Chair over to the Vice-Chair or designate if you feel strongly about an issue and want to speak on it.

Meeting voting and motions

- read the motion to the members before voting
- address amendments to a motion prior to voting on the full motion
- ask for a vote and declare the results of all votes
- announce all decisions reached.

Adjournment

Adjourn the meeting when:

- all business on the agenda has been concluded, or
- it is scheduled to be adjourned, or
- the meeting is excessively disorderly, or
- quorum is lost.

Responsibilities of the Chair between meetings

- represent the advisory committee at Standing Committee meetings and events when required
- sign correspondence on behalf of the committee
- monitor the progress of all committee tasks
- act as a resource for all committee members and support their involvement

Role of the Secretary

The Secretary is a committee member who participates fully at every meeting and is assigned the responsibility of recording without note or comment all resolutions, decisions and other proceedings at the meeting (as per the *Municipal Act, 2001*) within the minutes of the meeting.

Role of the Committee Member

Members should be familiar with the committee's Terms of Reference, the Roles, Responsibilities and Expectations of New Members and the mandated activities of the committee.

Members should read the agenda before the meeting and come prepared to discuss each item and participate fully.

It is the responsibility of the member to advise the Staff Liaison of their attendance at an upcoming meeting so quorum can be determined in advance of the meeting. Members who miss more than three (3) consecutive meetings during their term, may be asked to resign by the Chair, or Council may be requested to remove the member.

A Council Representative(s) when attending an advisory committee/task force meeting, does not have voting rights, however, they shall be counted for the purposes of quorum.

Members are to comply with the Code of Conduct for Local Boards, attached to this handbook as Appendix 'C' and are bound by the *Municipal Conflict of Interest Act*, found at the following link: <https://www.ontario.ca/laws/statute/90m50> and explained further under section 'Conflicts of Interest'.

Members are required to, upon appointment and prior to attending their first meeting, sign the Acknowledgement Form (page 30 of the handbook) and forward it to their committee's Staff Liaison.

Role of the Council Representative(s)

A Council representative(s) is assigned to advisory committees to act as a liaison that provides guidance from the perspective of a City Council member and empowers effective volunteer performance. Each Council representative is required to attend at least one (1) meeting per year and when attending a meeting, shall be counted for the purposes of quorum without voting privileges.

Role of the Staff Liaison

The Staff Liaison provides each advisory committee with a single point of ongoing contact with City staff; and:

- assists committees in their dealings with Council, staff, other levels of government, and community agencies including communication to and presentations/delegation requests at standing committee meetings;
- must be present at all regular committee meetings, acts as a facilitator and provides procedural advice;
- works with the Chair to prepare and publish the agenda to eSCRIBE ensuring items of interest are included and providing clarity on required action;
- distributes approved minutes of meetings to the respective Standing Committee's Legislative Coordinator;
- assists with membership interviews;
- maintains membership records/committee files;
- assists with budget preparation and monitoring and annual report formulation;
- handles all financial transactions;
- invites guest speakers, visitors, staff;
- provides the meeting schedule and books the meeting room;
- ensures that the committee's meeting dates are included in the Council/Committee meeting calendar on the City's website;
- contacts members who are absent from three or more consecutive meetings to determine the reason for their absences;
- manages public relations activities and creative services assistance;
- provides advice on corporate policy and procedure;
- works with Chair to develop and monitor an achievable annual work plan, based on corporate priorities identified within the City of Hamilton's current Strategic Plan and Terms of Reference and ensure the plan identifies necessary detailed actions and resources required;
- works with Chair to prepare annual current and capital budgets for submission by timeline and based on priorities and budget instructions;
- ensures consistent and appropriate volunteer recruitment and recognition are maintained and volunteers are oriented to their responsibilities and understand the resources available to them;
- ensures timely and accurate distribution of material;
- assists Chair with the development and implementation of an achievable annual communication plan, including up to date information for publication on the City's website;
- provides professional information based on the staff person's area of expertise;
- supports committee members awareness of the City's activities in their area of expertise;
- advises and consults with committees on reports being presented to standing committees;
- ensures that the committee is adhering to its mandate;
- liaises with communication staff for assistance with:
 - graphics and design support;
 - printing and web design;
 - special event protocol;
 - social media (Facebook, Instagram and Twitter); and
 - newspaper ads.

Staff Liaisons are not to be assigned tasks that should be performed by committee members.

Local Board Meetings

All local board meetings are considered public meetings, unless closed for the consideration of items consistent with the City of Hamilton's Procedural By-law and the *Municipal Act*.

Meeting Frequency and Schedule

Regular meetings are held based on an established frequency and are identified in the terms of reference. On occasion it may be necessary to hold a special meeting to deal with a specific issue or meet a deadline. Should this arise your Staff Liaison will guide the local board through the process.

Meetings should start at the scheduled time and will be held at City Hall unless an alternate location within the City of Hamilton has been agreed to by a majority of committee members. Meetings last approximately two hours.

Meetings cannot start before the time listed on the meeting agenda.

Working group meetings are held separately as needed and are not considered official meetings.

Staff Liaisons are not required to attend working group meetings.

Quorum

Quorum must be met for a scheduled meeting to proceed. Quorum is the minimum number of local board members required to be present for a committee meeting to conduct business at a meeting. Quorum for each committee is half of the membership rounded up to the nearest whole number (i.e. an advisory committee with a membership of 9, requires 5 members to be in attendance to achieve quorum). If quorum is not met, the meeting may be rescheduled, cancelled or continue with information sharing only, as no decisions of committee can be made without a quorum present.

The Secretary will produce a record of the meeting listing those who were in attendance and stating that quorum was not achieved; members are not required to stay if the meeting proceeds with information sharing.

Cancellation of Meetings

When a meeting must be cancelled in advance due to a lack of quorum, a lack of items and/or other special circumstances, the Staff Liaison will get the consent of the Chair, and send a Cancellation of Meeting email to the members. All local boards are required to provide at least 2 days notice prior to the time appointed for the meeting, when cancelling a meeting, if that notice is not provided, the meeting must be held.

Agendas

(a sample template for an agenda is attached to this handbook as Appendix 'F', for your reference)

Distribution

The Staff Liaison prepares the agenda in consultation with the Chair and distributes the agenda to members in a timely manner via email. The agenda outlines the order of business for the meeting and ensures that notice of the proposed topics is provided to the members and to the general public.

Additional Items for Agenda

Following the distribution of the agenda, any additional items may be added to the Addendum or brought forward at the meeting under "Other Business" which takes place at the end of the agenda.

Matters that are not considered time sensitive shall be listed on the agenda for the next meeting.

Working Groups

The working group member who is appointed as Secretary participates fully at the meetings and is responsible for producing and distributing agendas for working group meetings.

Minutes

(a sample template for minutes is attached to this handbook as Appendix 'G', for your reference)

Meeting minutes represent a succinct and accurate account of the business dealt with at the meeting and are not a verbatim report of dialogue during the meeting. The minutes provide a permanent and official record of all proceedings, policy and budgetary decisions made. Members are encouraged to maintain a personal set of notes identifying actions they are required to follow up with.

The Staff Liaison will distribute the minutes as the minutes of the previous meeting in the upcoming meeting's agenda. Minutes are posted on the City's website and circulated to the members. Meeting minutes are approved by motion at the next regular meeting.

Amendments to the minutes may be proposed by members, however, amendments are limited to corrections of factual errors or incomplete information only.

Citizen Committee Reports

(a sample template for a Citizen Committee Report is attached to this handbook as Appendix 'H', for your reference)

When an advisory committee requires approval for any action, other than the actions listed below, from their respective Standing Committee, the advisory committee is required to prepare a Citizen Committee Report (CCR) for their respective Standing Committee's consideration.

Actions that don't require the preparation of a CCR by an advisory committee or the consideration of their respective Standing Committee are:

- approving a member's delegation to their respective Standing Committee (a request in writing to the Clerk is required, please refer to the 'Registering as a delegation' section below);
- establishing a working group;
- requesting a presentation by an organization on matters within an advisory committee's mandate, at a future meeting;
- approving the use of budgeted funds on approved expenditures; and
- approving the removal of a member who has not been attending meetings as required.

Delegations

A delegation is a presentation to a local board made by a member of the public on their own behalf or on the behalf of a company or organization.

Persons wishing to delegate on a matter that is not listed on a Committee agenda, shall make a request in writing to the Clerk (refer to the Registering as a delegation section below) and the Staff Liaison shall list the delegation request on an upcoming agenda. The requester will be notified of the date of the meeting where their delegation will be heard following Council's ratification of the Committee's Report.

Persons wishing to delegate on a matter that is listed on the Committee agenda, shall make a request in writing (refer to the Registering as a delegation section below) to be listed as a delegation to the Clerk no later than 12:00 noon the business day before the meeting. If the Committee is meeting on a Monday, the deadline will be 12:00 noon on the Friday before.

Delegations are generally heard at the beginning of a meeting and have a maximum of 5 minutes to speak. Following their delegation, members may ask questions of clarification only and are not to enter into debate with the delegate.

Registering as a delegation

All delegates (appearing VIRTUALLY or IN-PERSON) shall complete the "Request to Speak to a Committee of Council" form (available on the City's website at <https://www.hamilton.ca/city-council/council-committee/council-committee-meetings/request-speak-committee-council>)

Meeting Ground Rules

All members must fully participate with open discussion and honest feedback.

For courtesy and efficiency, members must follow these ground rules:

- respect the authority of the Chair
- follow the procedural "rules of order" as guided by the Chair and the Staff Liaison
- raise your hand to speak and wait to be acknowledged by the Chair
- practice common courtesy in dealing with each other
- refrain from talking while another member has the floor
- refrain from irrelevant remarks and objectionable language
- honour the closure and time limits established for each item on the agenda, except for extraordinary situations.

As appointed by City Council, members are expected to represent the City and community with respect and professionalism.

Speaking and Debate

The meeting Chair is responsible for the good conduct of the meeting and for supporting all members to participate in the discussion. All members should share meeting time appropriately and make sure decisions are made fairly. If one member is dominating discussion, the Chair may request input from other members or conduct a roundtable poll of opinion.

Meetings Open to Public

All meetings (except working group meetings) are open to the public unless it is required that a closed (in camera) meeting be held in compliance with the *Municipal Act, 2001* and the City's Procedural By-law. Your Staff Liaison can advise on the rules pertaining to closed meetings. As per Section 9.2 of the Procedural By-law, a Committee of which at least 50% of the members are also members of Council can hold a closed (in camera) meeting, therefore, a local board with a majority of citizen members (i.e. an Advisory Committee) cannot hold a closed session meeting.

A member of the public is there as an observer only and cannot participate in the discussion or ask questions.

Additional Information

The City's Procedure By-law provides excellent information on how to conduct and participate effectively in meetings. Your Staff Liaison may also provide advice and guidance on meeting procedures.

Consultation on Staff Reports

City staff will attend meetings to seek feedback on reports they are preparing for standing committees. At the meeting, staff will provide background on the report, answer questions of members and request the member's feedback. The feedback received will be included in the 'Relevant Consultation' section of the staff report.

Committees may submit formal correspondence and/or a Committee member may attend the standing committee meeting to provide the committee's feedback on a staff report. A motion is required to be passed at a meeting approving the committee's submission of correspondence and/or the attendance of the committee's Chair or designate as a delegate at a standing committee meeting. The content of the correspondence and/or the speaking notes of the Chair also require the committee's approval.

Members may choose to submit their own correspondence or register to speak at a meeting separate from the committee. It must be clear that the individual's views are their own and not that of the committee.

Committee Correspondence

All correspondence for the committee's consideration that is received by the Clerk, will be forwarded to the committee's Staff Liaison for inclusion in the committee's agenda.

External Contacts

Members are not to correspond or speak to any Ministries, any outside agencies, or the media on behalf of committee.

The Chair is the official spokesperson on behalf of the committee with the Ministries, any outside agencies, or the media, as per Appendix 'E' - Standard Operating Procedure #08-001 – Communicating with any outside agencies, including other levels of Government and the media.

Use of Secondary Logos for Advisory Committees

The development of secondary logos for promotional/educational purposes by a Committee should take place in consultation with the Communications division.

The use of secondary logos for promotional/educational purposes by a Committee requires approval, subject to the following guidelines:

- (i) Requests for approval of a secondary logo developed with the assistance of Communications, is to be presented to the Governance Review Sub Committee for consideration and approval by the Committee's respective Standing Committee and Council, prior to any use.
- (ii) The secondary logo, as per the *Visual Identity and Branding Guidelines*, must be of appropriate size relative to the intended purpose and should always sit side by side with the City of Hamilton logo (City of Hamilton always to the left)
- (iii) Design costs are to be funded by the Committee.

Annual Reporting

All advisory committees are required to submit an annual progress report highlighting the committee's activities for the past year and work plan for the current year to their respective standing committee for review by November of each calendar year, in support of their budget request.

Work Plan

The work plan should include the committee's objectives/priorities for the year, descriptions for each objective, resources required to complete the objectives and expected outcomes.

Motions

A motion is a formal proposal made by a member during a meeting to express a position or authorize an action. Possible motions may include:

- approve the minutes of a previous meeting or adjourn the meeting
- defer an item until a specified date
- refer an item to a working group
- amend an item
- recess

Managing Motions

Motions should be within the scope of the committee's terms of reference and be within their mandate.

The following describes the process for managing motions during a meeting:

1. A voting member moves a motion that is stated in the positive (not the negative), which is clear, succinct and actionable, to approve, authorize, support, direct, etc. A "seconder" (or another member voicing support of the motion) is necessary.
2. The member must clearly state the motion.
3. The committee discusses the motion and can make amendments* to the wording of the motion.
4. The Chair must clearly restate the motion and call the vote once the discussion has ended with "all those in favour raise your hands" and then "all those opposed raise your hands".
5. The Chair announces the result of the vote as Carried or Defeated.
6. The secretary records any motions that are Carried or Defeated in the minutes.

Here are two examples of wording for a motion:

- That the February 9, 2022 minutes of the Advisory Committee, be approved.
- That Jane Doe be authorized to make a presentation on behalf of the Advisory Committee at the Standing Committee meeting when the climate change initiatives are to be considered.

** An amendment is considered a minor change or addition designed to improve the wording and must be relevant to the topic in the main motion i.e. a motion to "commend the President for his work with the Chapter" may not be amended by striking the word "commend" with "condemn".*

Guidelines for Voting

Motions must always be voted on following these guidelines:

- Only committee members are permitted to vote.
- All members in attendance (including the Chair) are required to vote, unless a member(s) has declared a 'disqualifying interest'.
- Failure to vote will be deemed to be a negative vote.
- When there is a tie vote, the motion is defeated.

Advisory Committee Budgets

Advisory committees are required to prepare and submit an annual budget with the assistance of the Staff Liaison which is based on the annual work plan for the upcoming year and supports the committee's mandate as outlined in the terms of reference. All advisory committee workplans that will include budget requests will go to Council for approval in the first quarter of the calendar year. Once approved by Council the Staff Liaison will advise of the final budget that has been approved.

Volunteer (Advisory) Committee Expenditures

As per the approved Financial Policies/Guidelines (Report FCS02074, Funding Process for Volunteer Committees), only the following administrative expenditures would be covered:

- Copying/printing
- Refreshments (water, juice, coffee, snacks, no meals)
- Postage/Mailing
- Advertising
- Equipment rental
- Associated seminar/workshop costs
- Supplies

These types of expenditures do not include any special event or project initiative costs that are approved as part of the Business Planning/Budget Submissions by the volunteer committees. In total, the actual expenditures should not exceed that budgeted allocation for the committee.

As per the recommended funding strategy for 2006, the volunteer committee costs and budget will remain centralized in the Legislative Department. However, with increased opportunity for accountability (through Year-in-Review (YIR) and in-year expenditure summaries and liaison with the volunteer committee), the applicable Department is ultimately responsible for the expenditures incurred by the volunteer committee. As such, any financial policies or guidelines should reflect those of the Department. For example, if a particular group desires to accept donations to assist with their mandate, existing departmental policies and procedures must be adhered to. If a policy does not exist then one should be developed (with assistance from applicable areas such as Legal).

As previously mentioned, the previous year's allocation will be the base budget for the current year. If the department realizes the need for additional funding for a particular volunteer committee, a base budget transfer could occur (permanent), a one-time funding source could be recognized (one-time) or Council could adjust the allocation during the budget process. Fundraising opportunities should always be investigated by volunteer committees. The establishment of a volunteer committee reserve may also assist future financial pressures.

Requests for Unbudgeted Expenditures

In order to allow for more funding flexibility and assist in diminishing potential annual volatility in expenditures, staff recommend that a reserve for the Volunteer Committee structure be established and used in accordance to the following guidelines:

- Upon request by a volunteer committee, staff will transfer unused funds, for a specific year, to a volunteer committee reserve
- The reserve will be tracked for each volunteer committee
- The volunteer committee must specify a reason to transfer the unused funds to the reserve minimum of 10% of the budget must be available for transfer to the reserve
- The funds will be used by the volunteer committee to fund future events/projects or by Finance to offset unfavourable variances incurred by the volunteer committee
- Reserve transfers will be subject to an overall corporate surplus
- The maximum reserve balance per volunteer committee is double their budget allocation
- If a volunteer committee is discontinued, any reserve balance will be transferred to the operating budget
- When the volunteer committee submission is brought forward to the Standing Committee in the fall, the volunteer committee will indicate if and why they will be seeking funding from their reserve; This will eliminate the need for a separate report as the use of reserves must be approved by Council; A similar recommendation to the following should be used:
 - That for 20XX, the _____ Committee be authorized to use up to \$XXX from the Volunteer Committee Reserve for _____.
- Funds raised through fundraising activities will be treated separately and not be subject to these guidelines

Conflicts of Interest

The *Municipal Conflict of Interest Act* applies to elected officials and appointed members of advisory committees and boards. The legislation requires a member who has a 'disqualifying interest' or a 'non-disqualifying interest' with regards to any matter under consideration, to declare their interest.

A **disqualifying interest** is an interest in a matter regarding which a reasonable person fully informed of the facts and circumstances would conclude that the Member could not participate impartially in the decision-making process related to the matter either because to do so would not be in compliance with the *Municipal Conflict of Interest Act*, or, because the Member's relationship to persons or bodies involved in the matter or affected by the decision is so close, a reasonable person would conclude that the Member could not effectively carry out their public duty with impartiality.

A **non-disqualifying interest** is an interest in a matter that, by virtue of the relationship between the Member and other persons or bodies associated with the matter, is of such a nature that a reasonable person fully informed of the facts and circumstances would conclude that the Member could still participate impartially in the decision-making processes related to the matter only so long as:

The Member fully discloses the interest so as to provide transparency about the relationship; and

The Member states why the interest does not prevent the Member from making an impartial decision on the matter.

Members who believe they have a 'disqualifying interest' and 'non-disqualifying interest' in a matter on a committee agenda shall:

- Declare the 'disqualifying interest' and 'non-disqualifying interest' at the start of the meeting.
- Refrain from discussion and voting on the matter if your declaration is a 'disqualifying interest'
- If your declaration is a 'non-disqualifying interest' you may discuss and vote on the matter.
- Complete a statement of 'disqualifying interest' and 'non-disqualifying interest' and submit it to their Clerk.

All declarations of 'disqualifying interest' and 'non-disqualifying interest' are recorded in the meeting minutes. The City is required to maintain a registry of all declarations of 'disqualifying interest' and 'non-disqualifying interest' made by members. As an advisory committee member, you are subject to the Municipal Conflict of Interest legislation and must follow the legislation and the City's process:

1. Declare the 'disqualifying interest' and 'non-disqualifying interest' at the meeting for the minutes.
2. When filing a 'disqualifying interest' and 'non-disqualifying interest' declaration, use the appropriate form, as attached to this handbook as Appendix 'I' – Disqualifying Interest or Appendix 'J' – Non-Disqualifying Interest.
3. Forward the completed form to the Office of the City Clerk (clerk@hamilton.ca) and the committee's Staff Liaison
4. The 'disqualifying interest' and 'non-disqualifying interest' will be posted to the <https://www.hamilton.ca/city-council/council-committee/council-committee-meetings/conflict-interest-registry>.

Records Retention

Records Held by Committee Members

During the course of conducting municipal business, a great deal of records and information is created. The City is required to manage and retain corporate records in accordance with provincial legislation (the *Municipal Act*, and the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) and municipal by-laws).

A record is defined in MFIPPA as “any record of information however recorded, whether in printed form, on film, by electronic means or otherwise.” This definition is deliberately broad to encompass new and emerging technologies. Records include, for example:

- emails including any text messaging or other forms of electronic communication
- reports, correspondence, notes, etc.
- data in databases
- office and working files
- written and post-it notes
- notebooks, day-timers, journals, etc.
- invoices, expense claims, accounting records, etc.; and
- maps, drawings, photos, audio files or video tapes, etc.

As a volunteer committee member, you will receive and create information on behalf of the City. Any records you create or have in your possession that relate to the business of the board or committee are considered corporate records.

They are not your personal records even if the records were sent from your personal email address. The content of the records and the fact that it relates to your participation and activities on the board or committee makes it a corporate record.

Volunteer committee members should keep records organized and accessible to ensure prompt availability if they are requested to disclose them.

Access to Records

The *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) applies to all municipalities in Ontario, as well as school boards and police services. MFIPPA has two fundamental purposes:

- Every person has a right of access to a record or part of a record in the custody or under the control of the City
- Provides individuals with right to access their own personal information and requires that municipalities protect personal information in their care
- MFIPPA supports the belief that every record held by a municipal body, is subject to release. There are limited exemptions from release which are designed to:
 - protect against the unreasonable invasion of personal privacy
 - prevent unfair advantages occurring in commercial or government transactions
 - protect law enforcement activities, and
 - safeguard the business conducted by government

Personal information is defined in MFIPPA as “recorded information about an identifiable individual...” and includes anything that can identify the individual. This may include photographs, videos, audio recordings, identifying numbers like drivers’ license numbers and dates of birth, physical attributes/ biometric information, health information, financial information, their opinions or beliefs.

Protection of Privacy

As a committee member, representing Council and the City, you are subject to MFIPPA.

Members, who during the performance of their duties, receive access to personal information have a responsibility to protect that information, to only use it for the purpose for which it was intended and must take appropriate measures to ensure the personal information is protected and not inappropriately disclosed.

Please refrain from:

- leaving records containing personal information in your car, in your home or in areas where others may have access to it
- discussing personal information of others in open areas
- disclosing an individual’s personal information during a public meeting without their written consent

When you are creating records as a committee member, you should not consider them private, keep access in mind and ensure that personal information is protected.

Clerk's Contact Information

Depending upon which Standing Committee, the Committee reports through (*please refer to the Relationship: Council and Committees section to determine which Standing Committee your advisory committee reports through*), please contact the one of following Clerk's Division staff:

Planning Committee

Lisa Kelsey

Legislative Coordinator
Phone: (905) 546-2424 ext. 4605
Fax : (905) 546-2095
E-mail: Lisa.kelsey@hamilton.ca

Board of Health

Loren Kolar

Legislative Coordinator
Phone : (905) 546 2424 ext. 2604
Fax : (905) 546-2095
E-mail: loren.kolar@hamilton.ca

Public Works Committee

Carrie McIntosh

Legislative Coordinator
Phone : (905) 546 2424 ext. 2729
Fax : (905) 546-2095
E-mail: carrie.mcintosh@hamilton.ca

Audit, Finance & Administration Committee

Angela McRae

Legislative Coordinator
Phone: (905) 546-2424 ext. 5987
Fax : (905) 546-2095
E-mail: angela.mcrae@hamilton.ca

General Issues Committee

Stephanie Paparella

Legislative Coordinator
Phone: (905) 546-2424 ext. 3993
Fax : (905) 546-2095
E-mail: stephanie.paparella@hamilton.ca

Emergency and Community Services Committee

Tamara Bates

Legislative Coordinator
Phone: (905) 546-2424 ext. 4102
Fax : (905) 546-2095
E-mail: tamara.bates@hamilton.ca

Acknowledgement Form

I _____ in consideration of the City of Hamilton appointing me to the _____, for the _____ term, acknowledge, undertake and agree as follows:

1. I will make all reasonable efforts to attend all meetings of this body to which I have been appointed and to participate in an impartial manner with the understanding that:
 - (a) If I miss more than three consecutive (3) meetings during my term, the Chair, after hearing and considering my explanation, may ask me to resign.
2. I will exercise all of the roles and responsibilities of a member of the body to which I have been appointed.
3. I shall respect and co-operate with the other local board members and City staff.
4. I shall not disclose to any member of the public any confidential information, acquired by virtue of my position.
5. As a volunteer Committee member, I have received, read and have a general understanding of the handbook.
6. I hereby confirm that I have read and understand the Code of Conduct for Local Boards and agree to abide by it.

Dated at City of Hamilton, in the Province of Ontario this _____ day of _____, 20____.

Applicant:

Witness:

(Must be at least 18 years if age)

(Please Print Your Name)

(Please Print Your Name)

(Please Sign)

(Please Sign)

Please scan and email this page to your Staff Liaison. Thank you!

Terms of Reference Template

Local Board Name Terms of Reference *Established by Council on (date)*

Purpose

Describe the purpose of the local board (what the local board will do, why it was created)

Scope

Clearly describe what is in and out of scope for the local board

Authority

Forwards recommendations for approval through *(Advisory Committee - Citizen Committee Reports or Sub-Committee Reports – Sub-Committee)* to the *(Standing Committee the local board reports to)* and when directed by Council provides input and advice on *(matters within the local board's scope)*

Membership

Type (members of Council, citizens, representatives from an organization, etc.) and number of members (by type) and how the meeting will be chaired (Chair/Vice-Chair or Co-Chairs)

Staff Resources:

(list by title only)

Meeting arrangements

Meets (frequency (monthly, quarterly, at the call of the Chair)) at (location).

When the (local board's name) holds a 'meeting' as that term is defined in the *Municipal Act, 2001*/the City's Procedure By-law, the local board must comply with the open meeting provisions of the *Municipal Act, 2001* and/or the City's Procedure By-law as applicable.


Reporting

Reporting to Council, through the *(Standing Committee the local board reports to)*.

Review

The Terms of Reference are to be reviewed annually, any revisions for approval are to be presented to the *(Standing Committee the local board reports to)*, through a *(Citizen Committee Report for Advisory Committees or through a Sub-Committee Report)*.

Revisions approved by Council (date(s)):

| | | |
|--|---|---|
| <p>Corporate Policy Hamilton City Council – Appointment of Citizens to the City’s Local Boards</p> |  Hamilton | <p>Policy Alignment: <i>Municipal Act 2001, as amended</i></p> <p>Council Approved: March 2017 Revisions: September 18, 2018, December 15, 2021, July 8, 2022, August 12, 2022 and September 28, 2022</p> |
| <p>Page 1 of 7</p> | | |

Eligibility


1. The Selection Process is open to all residents and business owners of the City of Hamilton who are at least 18 years of age, unless otherwise stated (Note: Additional requirements may be requested by the individual Local Board, if they are governed by separate legislation, policies or mandates);
2. City Council wishes to ensure that its Local Boards reflect the diverse nature of the City of Hamilton’s population and encourages all residents to apply for appointment opportunities.

Public Notice

3. The City Clerk’s Office advertises for citizen member vacancies on the City’s Local Boards in the Hamilton Spectator and/or relevant Community Newspapers, on the City’s website and through other appropriate methods.

Recruitment

4. Citizen membership on all of the City’s Local Boards, with the exception of those terms of office defined by Provincial or Federal legislation, will be to serve for a period of up to four years, which coincides with the Term of Council.
5. Citizens are permitted to apply for membership on no more than two (2) of the City’s Local Boards.
6. Applications and information regarding the City’s Local Boards (i.e. Roles, Responsibilities and Expectations of New Members, Terms of Reference, Mandate, approximate number of meetings per year, etc.) are made available at the City Clerk’s Office, at all Municipal Service Centre locations and on the City’s website (<https://www.hamilton.ca/>);
7. Completed application forms are to be returned to the City Clerk’s Office or any of the Municipal Service Centres by the application deadline as set out in the advertised Public Notice. Applications received after the deadline will not be considered for appointment.
8. Completed applications may be submitted by one of the following methods:
 - (a) Online Application Process on the City’s website;
 - (b) Hand delivered or mailed to the Office of the City Clerk, 1st Floor, 71 Main Street West, Hamilton, Ontario, L8P 4Y5;
 - (c) Delivered to any Municipal Service Centre;

| | | |
|--|---|--|
| Corporate Policy Hamilton City Council – Appointment of Citizens to the City’s Local Boards |  Hamilton | Policy Alignment: <i>Municipal Act 2001, as amended</i> Council Approved: March 2017 Revisions: September 18, 2018, December 15, 2021, July 8, 2022, August 12, 2022 and September 28, 2022 |
| Page 2 of 7 | | |

- (d) Scanned and forwarded via e-mail to the contact person listed in the Advertisement; or,
 - (e) By Facsimile Transmission at (905) 546-2095
9. Applications shall be kept on file by the City Clerk’s Office for the Term of Council. In the event of a vacancy, the Selection Committee or Interview Sub-Committee may consider interviewing applicants whose applications are on file for the current term, and the appointment would be for the balance of the current Council term.
10. Incumbents who are eligible and willing to seek reappointment to a Local Board must reapply in the same manner as other applicants.

Information Session(s)

11. An Information Session(s) is scheduled during the beginning of the initial recruitment process (end of the previous Term of Council) and although attendance is not mandatory, attendance is strongly encouraged for new applicants.

At the Information Session(s), citizens are provided with information regarding the City’s Local Boards and are afforded the opportunity to ask questions of the Staff Liaisons.

Interested citizens may also fill out and submit an application during the Information Session(s).

Selection Process for Local Boards (excluding Advisory Committees)

12. A minimum of five (5) members of Council are appointed to the Selection Committee whose mandate will be to:
- (i) Review citizen member applications for the City’s local boards (excluding Advisory Committees);
 - (ii) Applicants are shortlisted with assistance of staff, where appropriate, based on the applicant information provided;
 - (iii) Interview candidates;
 - (iv) Make recommendations to City Council for the appointment of citizens to the various local boards (excluding Advisory Committees).

**Corporate Policy
Hamilton City Council –
Appointment of Citizens to the City’s
Local Boards**



Policy Alignment: *Municipal Act 2001, as amended*

**Council Approved: March 2017
Revisions: September 18, 2018,
December 15, 2021, July 8, 2022, August
12, 2022 and September 28, 2022**

Page 3 of 7

Selection Process for Advisory Committees (excluding the Hamilton Indigenous Advisory Committee)

13. A minimum of three (3) members of each Standing Committee (plus two alternates) are appointed to the respective Standing Committee Interview Sub-Committee whose mandate will be to:
- (i) Review citizen member applications for the City’s Advisory Committees (excluding the Hamilton Indigenous Advisory Committee);
 - (ii) Applicants are shortlisted with assistance of staff, where appropriate, based on the applicant information provided;
 - (iii) Interview candidates;
 - (iv) Make recommendations to the respective Standing Committee for the appointment of citizen members to the various Advisory Committees (excluding the Hamilton Indigenous Advisory Committee). These recommendations are ratified by Council.

Selection Process for the one Citizen Appointment to the Hamilton Police Services Board

14. Six (6) members of Council and six (6) community representatives are appointed to the Hamilton Police Services Board Selection Committee whose mandate will be to:
- (i) Review applications for the one citizen appointment to the Hamilton Police Services Board;
 - (ii) Shortlist the applicants with assistance of staff, where appropriate, based on the applicant information provided;
 - (iii) Request that the Hamilton Police Service as well as the following Advisory Committees submit confidential interview questions:
 - (a) Hamilton Women and Gender Equity Advisory Committee
 - (b) Indigenous Advisory Committee
 - (c) LGBTQ Advisory Committee
 - (d) Committee Against Racism Advisory Committee
 - (e) Advisory Committee for Persons with Disabilities

**Corporate Policy
Hamilton City Council –
Appointment of Citizens to the City’s
Local Boards**



Policy Alignment: *Municipal Act 2001, as amended*

**Council Approved: March 2017
Revisions: September 18, 2018,
December 15, 2021, July 8, 2022, August
12, 2022 and September 28, 2022**

Page 4 of 7

- (iv) Interview applicants who have met the criteria (below), ensuring that they are not ineligible (below) and who have provided confirmation of compliance with the City’s Mandatory COVID-19 Vaccination Verification Policy;

Preference will be given to applicants who meet the following criteria:

- a resident of, or owner of a business in, the City;
- an owner or tenant of land in the City, or the spouse of such a person;
- a Canadian citizen, at least 18 years of age;
- not a member of the Legislative Assembly, the Senate, House of Commons, or an elected official of the City;
- not a Crown employee, nor an employee of a municipality;
- not otherwise disqualified from holding office or voting;
- of good character (applicants will be required to provide authorization to the Police Service to conduct a comprehensive background check);
- a demonstrated history of community service i.e., previous experience on Boards or Committees;
- able to devote up to 20 to 25 hours per month to Police Board matters, including availability during normal business hours;
- skills or leadership in a business or a profession, which demonstrates ability to work effectively as a member of the Board; and,
- specific knowledge, training, education or experience, which may be an asset to the Board.

The following persons are ineligible to be a citizen appointee to the Board:

- a member of City Council;
- an employee of the City of Hamilton;
- a Judge or a Justice of the Peace;
- a police officer; or,
- a person who practices criminal law as a defense counsel.

- (v) Submit two (2) preferred candidate(s) to Council for consideration for the appointment of one person to the Hamilton Police Services Board.

Selection Process for the Hamilton Indigenous Advisory Committee

15. The local Hamilton Indigenous Community leadership, will recommend to Council the appointment of residents from the Hamilton Indigenous community, to sit on the Hamilton Indigenous Advisory Committee.



Selection Process for Local Boards Established during the Term of Council


16. When a local board is established during the Term of Council, the respective process outlined in Section 12 and 13 will be followed.

Selection Committee & Interview Sub-Committee Guiding Principles

17. The Selection Committee and Interview Sub-Committees are committed to fulfilling the recruitment and selection of its citizens to the City’s Local Boards in an open, transparent and equitable manner.
18. The Selection Committee and Interview Sub-Committees are committed to a public recruitment process which is communicated well in advance and which encourages a broad range and diverse participation of citizens, free of barriers.
19. The Selection Committee and Interview Sub-Committees are committed to a competitive recruitment process which seeks suitable candidates evaluated on interest, merit and related competencies.
20. The Selection Committee and Interview Sub-Committees are committed to unbiased decision making essential to a fair and impartial selection process.

Interview Process

21. The Selection Committee or Interview Sub-Committee may, at its discretion, with the assistance of staff, shortlist candidates using the following criteria:
- (i) Related competencies;
 - (ii) Previous committee experience; and,
 - (iii) Number of citizens who applied for vacancy(ies).
22. Interviews will be conducted, where required, with those applicants who are most suited to serve on a City’s Local Board, being notified verbally or by e-mail by the City Clerk’s office of the interview date and time, which will be approximately ten (10) minutes in length.
23. Interview questions will be developed by staff in relation to the mandated role of the Local Board in consultation with the City Clerk’s Office.
24. Successful applicants will be notified in writing by the City Clerk’s Office once their appointment has been approved by Council.

| | | |
|--|---|--|
| Corporate Policy Hamilton City Council – Appointment of Citizens to the City’s Local Boards |  Hamilton | Policy Alignment: <i>Municipal Act 2001, as amended</i> Council Approved: March 2017 Revisions: September 18, 2018, December 15, 2021, July 8, 2022, August 12, 2022 and September 28, 2022 |
| Page 6 of 7 | | |

25. In some circumstances, applicants may be required to have background checks.
26. One Legislative Coordinator and the Staff Liaison to the Local Board, shall attend the interviews and serve as a resource person.

Roles and Responsibilities of Appointed Citizen Members of the City’s Local Boards

27. Citizen members of the City’s Local Boards are encouraged to make themselves familiar with the Terms of Reference, the Roles, Responsibilities and Expectations of New Members and mandated activities of the Local Board to which they are making application to.
28. Citizen members of the City’s Local Boards:
 - (i) are required to attend and participate fully in the meetings;
 - (i) who miss more than three consecutive (3) meetings during their term, the Chair, after hearing and considering any explanation provided by the member, may ask the member to resign, or request that Council remove the member;
 - (ii) upon appointment and prior to attending the first meeting, are required to sign an Acknowledgement Form (page 30 of the Procedural Handbook for Citizen Appointees to City of Hamilton Local Boards). Such declaration will remain on file in the Office of the City Clerk for the duration of the citizen’s appointment;
 - (iv) are bound by the *Municipal Conflict of Interest Act* found at the following link: <https://www.ontario.ca/laws/statute/90m50> and explained further under section ‘Conflicts of Interest’ in the Procedural Handbook for Citizen Appointees to City of Hamilton Local Boards; and
 - (v) are to comply with the Code of Conduct for Local Boards (attached as Appendix “B” to the Procedural Handbook for Citizen Appointees to City of Hamilton Local Boards).

Appointment at Pleasure of Council

29. Despite the set term of appointment of up to 4 years or until a successor is appointed, all citizen members are appointed at the pleasure of City Council and City Council retains the right to remove any citizen appointed member at any time and for any reason, unless legislation provides otherwise.

| | | |
|--|---|--|
| Corporate Policy Hamilton City Council – Appointment of Citizens to the City’s Local Boards |  Hamilton | Policy Alignment: <i>Municipal Act 2001, as amended</i> Council Approved: March 2017 Revisions: September 18, 2018, December 15, 2021, July 8, 2022, August 12, 2022 and September 28, 2022 |
| Page 7 of 7 | | |

Filling of Vacancies

30. Vacancies on the City’s Local Boards can occur throughout the Term of Council, due to a member’s resignation, should a vacancy occur during the Term of Council, the following process will be followed:
- (i) The Committee member who is resigning shall do so formally in writing by providing a completed and signed copy of the Local Board Member Resignation Form (attached as Appendix “C” to the Procedural Handbook for Citizen Appointees to City of Hamilton Local Boards) or an email to the committee’s Staff Liaison, who will forward the form or the email to the appropriate Legislative Coordinator, in the City Clerk’s office, stating which Local Board the Committee member is resigning from and general reasons why (the inclusion of private/personal information is not required).
 - (ii) The Local Board Member’s Resignation Form or email will be:
 - (a) placed on the respective Standing Committee’s agenda to be formally received by the Committee; or
 - (b) placed on the Council Agenda, (due to time sensitivity) to be formally received by Council; and forwarded to the Selection Committee or Interview Sub-Committee for review.
 - (iii) Requests for the removal of a member by the Chair due to the member’s absences from more than three consecutive (3) meetings during their term, will be approved by the local board and presented to Council and forwarded to the Selection Committee or Interview Sub-Committee for review.
 - (iv) The Selection Committee or respective Interview Sub-Committee will consider whether to fill the vacancy from those applicants who applied in the initial call for applications, or to re-advertise.
 - (v) If the vacancy occurs within 12 months of the end of the Term of Council, and there are insufficient applicants on file to fill the vacancy, the vacancy will not be filled, and the quorum of the Local Board will be adjusted accordingly.

CITY OF HAMILTON

CODE OF CONDUCT FOR LOCAL BOARDS

Part 1

General Introduction, Framework, and Interpretation
Guiding Principles

- 1: Avoidance of Conflicts of Interest
- 2: Gifts, Benefits and Hospitality
- 3: Confidential Information
- 4: Use of City Resources
- 5: Election Campaigns
- 6: Improper Use of Influence
- 7: Business Relations
- 8: Member Conduct
- 9: Media Communications
- 10: Respect for the City By-laws and Policies
- 11: Respectful Workplace
- 12: Conduct Respecting Staff
- 13: Reprisals and Obstructing
- 14: Acting on Advice of Integrity Commissioner

Part 2

Adjudicative Boards

- 15: Additional Requirements for Members of Adjudicative Boards
- 16: Communications with Parties
- 17: Independent Nature of Adjudicative Tribunals

Part 3

Complaint Protocol
Consequences of Failure to Adhere to Code of Conduct

Part 1

General Introduction, Framework, and Interpretation

This document is a Code of Conduct for members of Local Boards, both adjudicative and non-adjudicative. Local Boards, sometimes referred to as committees or tribunals, are as defined in s.223.1 of the *Municipal Act* and as identified by the municipality.

This Code of Conduct is to be given broad, liberal interpretation in accordance with applicable legislation and the definitions set out herein. Commentary in this Code is illustrative and not exhaustive.

Members shall seek to serve the public interest by upholding both the letter of the law and the spirit of the laws and policies established by the Federal parliament, Ontario legislature, and by City Council. The provisions of this Code are intended to be applied in concert with existing legislation and go beyond the minimum standards of behaviour set out in current federal and provincial statutes.

Guiding Principles

Members shall act with honesty and integrity, serving in a diligent manner, and performing their duties in a manner which promotes public confidence.

Members are expected to perform their duties as a member of the Local Board and arrange their private affairs in a manner that promotes public confidence and will bear close public scrutiny.

Members shall serve the public in a conscientious and diligent manner.

Members should be committed to performing their functions with integrity, impartiality and transparency.

There is a benefit to municipalities when Members have a broad range of knowledge and continue to be active in their own communities, whether in business, in the practice of a profession, in community associations, and otherwise.

Definitions:

“Adjudicative Board” means a Local Board that functions as a tribunal

“Council” means the Council of the City of Hamilton

“Family” includes “child”, “parent” and “spouse” as those terms are defined in the *Municipal Conflict of Interest Act*, and also includes:

- step-child and grand-child;
- siblings and step-siblings;
- aunt/uncle, and niece/nephew
- in-laws, including mother/father, sister/brother, daughter/son
- any person who lives with the Member on a permanent basis.

“Local Board” means a Local Board as defined in s.223.1 of the *Municipal Act*, or s. 1 of the *Municipal Conflict of Interest Act*, and includes citizen advisory committees and other bodies established by Council whose members are appointed by Council;

“Member” means a member of a City of Hamilton Local Board;

“Staff” includes employees, seasonal and contract workers, and volunteers of the City of Hamilton and/or of a City of Hamilton Local Board;

Rule 1: Avoidance of Conflicts of Interest

In this Rule:

1. A disqualifying interest is an interest in a matter regarding which a reasonable person fully informed of the facts and circumstances would conclude that the Member could not participate impartially in the decision-making process related to the matter either because to do so would not be in compliance with the *Municipal Conflict of Interest Act*, or, because the Member’s relationship to persons or bodies involved in the matter or affected by the decision is so close, a reasonable person would conclude that the Member could not effectively carry out their public duty with impartiality.
2. A non-disqualifying interest is an interest in a matter that, by virtue of the relationship between the Member and other persons or bodies associated with the matter, is of such a nature that a reasonable person fully informed of the facts and circumstances would conclude that the Member could still participate impartially in the decision-making processes related to the matter only so long as:
 - The Member fully discloses the interest so as to provide transparency about the relationship;
 - and
 - The Member states why the interest does not prevent the Member from making an impartial decision on the matter.
3. Members shall not participate in the decision-making processes associated with their role or position when they have a disqualifying interest in a matter. Participation includes attempting to influence an outcome, whether the decision to be made is to be made by the Local Board or a member of staff with delegated authority or operational responsibility.
4. Members may participate in the decision-making process related to a matter in which they have a non-disqualifying interest provided they file at their earliest opportunity a Transparency Disclosure in a form and manner established by the City Clerk acting in consultation with the Integrity Commissioner.
5. Members shall avoid participating in or influencing a proceeding when the member, or another person with whom the member has a close personal or professional relationship, has a financial or other private interest that may be affected by the proceeding or its outcome.
6. Members shall not appear before their Local Board on their own behalf or as a representative on behalf of any party.

7. Members shall not contract with the Local Board for the sale, rental or purchase of supplies, services, material or equipment, and shall not engage in the management of a business or otherwise profit directly or indirectly from a business that relies on an approval from the Local Board.

Commentary

Members of BIAs will frequently have an interest in common with other members of the BIA in matters that come before the Board, and as such would be exempted from the obligation to declare a disqualifying interest. Care should be taken however to recognize the existence of a disqualifying interest when the Member stands to gain or otherwise benefit in a manner that can be differentiated from others in the BIA. For example, while all members of the BIA would similarly benefit from the holding of a festival, any BIA member who supplies goods or services to the festival at a profit or loss would have a disqualifying interest in the event. The display of merchandise or the promotion of services at an event would not amount to a disqualifying interest.

Where a Member contributes to an event 'at cost', a disqualifying interest would not arise.

Rule 2: Gifts, Benefits and Hospitality

No Member shall accept any fee, gift or benefit that is connected, directly or indirectly, with the performance of the Member's duties, except as permitted by one or more of the exceptions listed below:

- compensation authorized by-law;
- such gifts or benefits that can be considered incidental mementos or tokens of appreciation

Rule 3: Confidential Information

Confidential information includes any discussion that takes place between members of the Local Board when it is in a closed meeting; and includes information in the possession of, or received in confidence by, that the board or the City is either prohibited from disclosing, or is required to refuse to disclose, under the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA").

No Member shall disclose or release by any means to any member of the public, any confidential information acquired by virtue of their office, in either oral or written form, except when required by law, or authorized to do so by the Local Board or, if applicable, by Council.

No Member shall use confidential information for personal or private gain, or for the gain of relatives or any person or corporation, either directly or indirectly.

Rule 4: Use of City Resources

No Member should use municipal equipment, or permit the use of Local Board or City land, facilities, equipment, supplies, services, staff or other resources (for example, Local Board or City-owned materials, websites, Local Board and City transportation delivery services,) for activities other than the business of the Local Board or the City; nor should any member obtain personal financial gain from the use or sale of Local Board or City-developed information, intellectual property (for example, inventions, creative writings and drawings), computer programs, technical innovations, or other items capable of being patented, since all such property remains exclusively that of the Local Board or City.

Rule 5: Election Campaigns

No member, while identifying themselves as a member of a Local Board, shall undertake any election campaign or election-related activities or work on, fund-raise, endorse or otherwise contribute to the election campaign of any person running in the municipal election for the municipality where the member serves on the Local Board.

Commentary

This Code does not limit a person's right to participate fully in an electoral process so long as they do so without using their status as a Member of the local board for such purposes. For example, it would not be contrary to the Code for a person to:

- *Stand for Election;*
- *Contribute to an election campaign;*
- *In their own name, exhibit an intention to support one party or platform over another;*
- *While standing for election, indicate on their election material (without in any way suggesting endorsement) that they have served on a City of Hamilton local board amongst their other credentials and experiences.*

Rule 6: Improper Use of Influence

No member shall use the influence of his or her position for any purpose other than the duties as a member of the Local Board.

Rule 7: Business Relations

No member shall allow the prospect of future employment by a person or entity to affect the performance of his/her duties as a member of the Local Board.

Rule 8: Member Conduct

Members shall conduct themselves with decorum at all times.

Members shall maintain proper control over meetings demonstrating respect for everyone who is involved in the meeting.

Members are expected to attend all meetings of the Local Board. If a member misses more than three consecutive (3) meetings during their term, the Chair, after hearing and considering any explanation provided by the member, may ask the member to resign, or request that Council remove the member.

Commentary

Members recognize the importance of cooperation and shall endeavour to create an atmosphere that is conducive to solving the issues before the Board, listening to various points of view and using respectful language and behaviour in relation to all those in attendance.

Rule 9: Media Communications

Members shall accurately communicate recommendations and proceedings of their Local Board.

If a member is contacted directly by the media, the member should refer the media to the Chair, or in the absence of the Chair, to the Vice-Chair.

Commentary

A Member may state that they did not support a decision, or voted against the decision, however a Member must refrain from making disparaging comments about other Members or staff, or about the Board's processes and decisions, in doing so.

When communicating with the media, a Member should at all times refrain from speculating or reflecting upon the motives of other Members in respect of their actions on the Board.

Members who engage in social media should recognize that the rules around decorum and respect apply regardless of the communications medium used. Because social media posts attract participation by others, Members hosting such sites or accounts should consider articulating and posting their own policy of addressing how frequently they will monitor the site for the purpose of identifying and removing disparaging, abusive or hateful comments.

Rule 10: Respect for the Town By-laws and Policies

Members shall adhere to and encourage public respect for the Local Board, the municipality and its by-laws, policies and procedures.

Commentary

A Member must not encourage disobedience of a City by-law in responding to a member of the public, as this undermines confidence in the City and in the Rule of Law.

Rule 11: Respectful Workplace

Members are governed by the workplace harassment and workplace violence policies in place for staff, recognizing that integrity commissioner is responsible for the administration and investigation of complaints.

All Members have a duty to treat members of the public, one another and staff appropriately and without abuse, bullying or intimidation and to ensure that their work environment is free from discrimination and harassment.

Rule 12: Conduct Respecting Staff

Members shall be respectful of the role of staff to advise based on political neutrality.

Members shall respect the professionalism of staff, and not exert undue influence on staff.

No Member shall maliciously or falsely impugn or injure the professional or ethical reputation or the prospects or practice of staff, and all Members shall show respect for the professional capacities of the staff of the City.

Commentary

It is inappropriate for a Member to attempt to influence staff to circumvent normal processes in a matter, or overlook deficiencies in a file or application. It is also inappropriate for Members to involve themselves in matters of administration or departmental management which fall within the jurisdiction of the City Manager.

Rule 13: Reprisals and Obstructing

It is a violation of this Code of Conduct to obstruct the Integrity Commissioner in the carrying out of their responsibilities, or to engage in any activity in retaliation against any person because they made a complaint to or otherwise communicated with the Integrity Commissioner.

Rule 14: Acting on Advice of Integrity Commissioner

Any written advice given by the Integrity Commissioner to a Member binds the Integrity Commissioner in any subsequent consideration of the conduct of the Member in the same matter, as long as all the relevant facts known to the Member were disclosed to the Integrity Commissioner.

Members seeking clarification of any part of this *Code* should consult with the Integrity Commissioner.

Part 2**ADDITIONAL REQUIREMENTS APPLICABLE TO MEMBERS OF ADJUDICATIVE LOCAL BOARDS**

Rule 15: In addition to the provisions applicable to Members of Non-adjudicative Local Boards, the following additional requirements are applicable with respect to the referenced rule:

Rule 2: Gifts, Benefits and Hospitality

Members should recuse themselves from any hearing, to avoid any perception of bias or conflict of interest which may arise as a result of a gift, benefit or hospitality which the Member may have received, from any of the parties or participants potentially affected by the decision of the Local Board.

Rule 5: Election Campaigns

Members of Adjudicative Local Boards are prohibited from fundraising for, endorsing, or otherwise contributing to the election campaign of any person running for a seat on Council.

Rule 9: Media Communications

Members of adjudicative boards should generally not comment to the media in relation to any decision made by the board or the rationale behind such decision. On the rare occasion when a comment may be appropriate, only the Chair shall serve as a media contact and all enquiries shall be referred to them.

Rule 16: Communications with Parties

Written communication to an adjudicative board shall take place only through the Secretary of the board or the appropriate municipal staff assigned to such board, and shall be copied to all parties or their representatives as appropriate. Oral communications with the adjudicative board about current proceedings shall take place only in the presence of or with the consent of all parties.

Where a party is represented by a representative, all communication between the adjudicative board and the party shall be through the representative, with the exception of notices of hearing, which shall be served upon all parties and their representatives known to the adjudicative board as appropriate.

Rule 17: Independent Nature of Adjudicative Boards

The Chairs of adjudicative boards should ensure that the actions of any member, as well as Council members and staff attending adjudicative board meetings, are consistent with the arm's-length, quasi-judicial nature of the adjudicative board. Any actions compromising this position should be immediately dealt with by the Chair or panel chair.

An adjudicative board is required by the applicable laws to operate at arm's-length from and independently of Council. Members should therefore not request members of Council to intervene on applications considered by the adjudicative board. Members should refrain from seeking advice on their roles and responsibilities from Council members. In clarifying their roles and responsibilities, members should seek advice from appropriate staff.

Part 3**COMPLAINT PROTOCOL**

The Complaint Protocol contained in the Council Code of Conduct applies with necessary modifications to complaints regarding members of Local Boards.

CONSEQUENCES OF FAILURE TO ADHERE TO CODE OF CONDUCT

Members who are found by the Integrity Commissioner to have failed to comply with the Code of Conduct for Local Boards may be subject to the following sanctions:

- (a) a reprimand; or
- (b) suspension of remuneration paid to the member in respect of his or her services as a member of the Local Board (if any).

Members may also be subject to such other remedial actions recommended by the Integrity Commissioner that directly flow from the action or behaviour of the member of the Local Board.

Members are subject to removal from the Local Board, or removal as Chair of the Local Board, by Council.



Hamilton

LOCAL BOARD MEMBER RESIGNATION FORM

I, _____, would like to submit my resignation, effective _____,
20____, from the _____, for the following reason(s):

- My circumstances have changed and I no longer have the time to effectively participate on the local board.
- Personal reasons.
- Other (please explain briefly):

Additional Comments (optional)

Signature

Date

Please scan and email this page to your Staff Liaison. Thank you!

| | |
|-------------------------------------|---------------|
| STANDARD OPERATING PROCEDURE | 08-001 |
|-------------------------------------|---------------|

| | |
|-----------------|--|
| Subject: | Communicating with any outside agencies, including other Levels of Government and the media |
|-----------------|--|

- a) City of Hamilton local boards wishing to correspond with any outside agency including the media, Ministers of the Provincial/Federal Governments or with MP's and MPP's will follow the subjoined procedures:
1. Recommendation(s) to correspond with any outside agency submitted by a Committee are forwarded to the appropriate Standing Committee for approval with the draft correspondence being attached (in the case of an Advisory Committee, as an appendix to a Citizen Committee Report) prepared by the respective Committee Staff Liaison.
 2. Once the recommendation is approved by the Standing Committee and Council, the correspondence is submitted for signature and will be signed jointly by the Mayor and the Chair of the local board.
 3. Any follow up correspondence received by the City of Hamilton in response to the letter will be forwarded to both City Council and to the local board, which initiated the recommendation and correspondence.
 4. Appointees should accurately communicate a recommendation or direction.
 4. Appointees may provide their own personal opinion on a matter, provided that it is made clear to the party they are speaking to that the comments are their own and are not being made on behalf of the local board.
 5. Appointees may refer the media or others making inquiries to the Chair as the official spokesperson on behalf of the local board, or, in the absence of the Chair, to the Vice-Chair.



Hamilton

A G E N D A
ABC ADVISORY COMMITTEE
Monday, January 1, 2000
2:00 p.m.
Room 123, 1st Floor
City Hall
71 Main Street West, Hamilton

**Added Items*

- A. APPOINTMENT OF CHAIR AND VICE CHAIR** (This should be done at the first meeting of each year. After the first meeting – this heading is to be removed)
- 1. CHANGES TO THE AGENDA**
- 2. DECLARATIONS OF INTEREST**
- 3. APPROVAL OF MINUTES OF PREVIOUS MEETING**
 - 3.1 ABC Advisory Committee Meeting Minutes, dated December 1, 1999 (*for approval*)
- 4. CONSENT ITEMS**
 - 4.1 Research Report (*for receipt*)
 - *4.2 Working Group Minutes (*for receipt*)
- 5. PRESENTATIONS**
 - 5.1 ABC Advisory Committee Terms of Reference Review (*for approval*)
 - 5.2 ABC Advisory Committee Strategic Plan (*for approval*)
- 6. DISCUSSION ITEMS**
 - 6.1 Roles, Responsibilities and Expectations of New Members (*for approval*)
- 7. NOTICES OF MOTION**
 - *7.1 ABC Advisory Committee Meeting Schedule (*for approval*)
- 8. MOTIONS**
 - 8.1 ABC Advisory Committee Change to the Location of Meetings (*for approval*)
- 9. OTHER BUSINESS**
- 10. ADJOURNMENT**



Hamilton

**MINUTES
ABC COMMITTEE
Monday, January 1, 2000
2:00 p.m.
Room 123, 1st Floor
City Hall
71 Main Street West, Hamilton**

Present: Chair: (insert name)
(Committee members only) Vice-Chair: (insert name)
Secretary: (insert name)
Members: (insert names)

Absent with Regrets: *(insert names of absent Committee members only)*

Also Present: *(insert staff names with titles)*

1. CHANGES TO THE AGENDA

The Clerk advised of the following changes to the agenda:

4. CONSENT ITEMS

4.2 Working Group Minutes

7. NOTICES OF MOTION

7.1 ABC Advisory Committee Meeting Schedule

(Mover/Second)

That the agenda for the January 1, 2000 meeting of ABC Advisory Committee be approved, as amended. *(if there are no changes to the agenda, then the approval would be "as presented")*

CARRIED

2. DECLARATIONS OF INTEREST

List any declarations that were made or note that there were none.

3. APPROVAL OF MINUTES OF PREVIOUS MEETING**3.1 January 1, 2000****(Mover/Second)**

That the Minutes of the January 1, 2000 meeting of ABC Committee be approved, as presented.

CARRIED**6. CONSENT ITEMS****(i) Research Report (Item 4.1)****(Mover/Second)**

That the Research Report, be received.

CARRIED**(ii) Working Group Minutes – December 1, 1999 (Item 4.2)****(Mover/Second)**

That the Working Group Minutes – December 1, 1999, be received.

CARRIED**5. PRESENTATIONS****(i) ABC Advisory Committee Terms of Reference Review (Item 5.1)**

(Insert Name) provided the Committee with a presentation respecting a review of the ABC Advisory Committee Terms of Reference.

(Mover/Second)

That the presentation respecting the ABC Advisory Committee Terms of Reference Review, be received; and

That the ABC Advisory Committee Terms of Reference Review, be amended to *(insert recommendation approved by the Committee)*

CARRIED**(ii) ABC Advisory Committee Strategic Plan (Item 5.2)**

(Insert Name) provided the Committee with a presentation respecting a review of the ABC Advisory Committee Strategic Plan.

(Mover/Second)

That the presentation respecting the ABC Advisory Committee Strategic Plan, be received; and

That the ABC Advisory Committee Strategic Plan, be approved. *(or insert recommendation approved by the Committee)*

CARRIED

6. DISCUSSION ITEMS

(i) Roles, Responsibilities and Expectations of New Members (Item 6.1)

(Mover/Second)

That the Roles, Responsibilities and Expectations of New Members, be approved. *(or insert recommendation approved by the Committee)*

CARRIED

7. NOTICES OF MOTION

(i) ABC Advisory Committee Meeting Schedule (Item 7.1)

(Committee Member’s Name) introduced a Notice of Motion respecting the ABC Advisory Committee Meeting Schedule.

(A Notice of Motion can be left as a Notice of Motion and then placed on the next Committee agenda or the Rules of Order can be waived to allow the introduction of the Notice of Motion as a Motion at this meeting, if so, a motion to waive the rules, is required)

(Mover/Second)

That the Rules of Order to be waived to allow for the introduction of a motion respecting the ABC Advisory Committee Meeting Schedule.

CARRIED

(Mover/Second)

That the ABC Advisory Committee Meeting Schedule, be approved. *(or insert recommendation approved by the Committee)*

CARRIED

8. MOTIONS

(i) ABC Advisory Committee Change to the Location of Meetings (Item 8.1)

(Mover/Second)

That the ABC Advisory Committee Meeting Location be changed to _____. *(or insert recommendation approved by the Committee)*

CARRIED

9. OTHER BUSINESS

(i) Title

Brief overview of the item

10. ADJOURNMENT

(Mover/Second)

That, there being no further business, the meeting be adjourned at ____ a.m./p.m. *(insert time that the meeting adjourned)*

CARRIED

The minutes are signed by the Chair or Vice Chair (whoever presided over the meeting) and the Secretary.



Hamilton

| | |
|--------------|---|
| To: | Chair and Members General Issues Committee |
| From: | _____ (Co-Chair) _____ and _____ (Co-Chair) _____ Arts Advisory Commission (to be signed by the Chair) |
| Date: | March 22, 2017 |
| Re: | Transfer from reserve for Big Picture 2017 Arts Community Outreach Event (AAC-17-01) (City Wide) |

Recommendation:

That an amount of up to \$13,000 be transferred from the Arts Advisory Commission Reserve (112212) to Arts Advisory Commission operating (300322) to fund the Commission’s 2017 outreach event and programs.

Background: *(Describe here what the money will be used for and why the Committee is asking for more)*

The Arts Advisory Commission (AAC) has the following mandate:

To recommend activities for the stabilization and strengthening of the arts community; to inform Council of issues and achievements in the Hamilton arts community; to liaise with and act as a point of contact for members of the arts community regarding issues affecting the arts community; to monitor and assist with the implementation of the Public Art Program; to monitor and assist with the implementation of the Arts Awards Program.

The primary focus of the Arts Advisory Commission over the last five years has been the development of a strategic arts funding model through its Arts Funding Task Force.

A new AAC was appointed in 2016. The new members of the AAC are looking to undertake a community outreach and consultation program to determine the issues important to the arts community moving forward.

Analysis/Rationale: *(In the Analysis/Rationale section, the Committee should explain why the recommendation is being put forward, benefits for the recommendation, and any another information, which Committee wishes to share with the Grants Sub-Committee to support the recommendation)*

In 2017, the Arts Advisory Commission will focus its efforts on outreach and consultation with the arts community to identify issues important to the community. It is assumed that issues such as; artists living and work space costs, sustaining and growing the arts community and promoting the arts community will be identified among others. Consultation plans include a symposium type event to bring the community together along with interviews and online surveys. The results of this work will be used to develop the AAC work plan for 2017-2018.



Declaration of Interest Form

Disqualifying Interest

Meeting Date & Type:

Meeting Type: _____
(Committee/Council)

Date of Meeting: _____

Subject Matter:

Item Number: _____

Item Title: _____

Declaration:

I, member _____ declare a disqualifying interest with respect to:

on the Council / Committee agenda dated

For the following reason(s) I am prevented from making an impartial decision on the matter:

Original sign by (your name)

Member Signature

*A **disqualifying interest** is an interest in a matter regarding which a reasonable person fully informed of the facts and circumstances would conclude that the Member could not participate impartially in the decision-making process related to the matter either because to do so would not be in compliance with the Municipal Conflict of Interest Act, or, because the Member's relationship to persons or bodies involved in the matter or affected by the decision is so close, a reasonable person would conclude that the Member could not effectively carry out their public duty with impartiality.*



Declaration of Interest Form

Non-Disqualifying Interest

Meeting Date & Type:

Meeting Type: _____
(Committee/Council)

Date of Meeting: _____

Subject Matter:

Item Number: _____

Item Title: _____

Declaration:

I, member _____ declare a non-disqualifying interest with respect to:

on the Council / Committee agenda dated _____

For the following reason(s) I am not prevented from making an impartial decision on the matter:

Original sign by (your name) _____

Member Signature

*A **non-disqualifying** interest is an interest in a matter that, by virtue of the relationship between the Member and other persons or bodies associated with the matter, is of such a nature that a reasonable person fully informed of the facts and circumstances would conclude that the Member could still participate impartially in the decision-making processes related to the matter only so long as:*


*The Member fully discloses the interest so as to provide transparency about the relationship; and
The Member states why the interest does not prevent the Member from making an impartial decision on the matter.*



**PROCEDURAL HANDBOOK
FOR CITIZEN APPOINTEES TO
CITY OF HAMILTON LOCAL BOARDS**

For comments or questions, please contact:

905-546-2424 Ext. 4304



Access to Housing Hamilton, Income and Asset Limit Policy Consultation with Community Partners:

Background

The Province has introduced new requirements for Service Managers to implement local income and asset limit policies that must be followed when determining eligibility for Rent Geared to Income assistance (RGI). These new rules must be in effect by July 1, 2023.

Currently, eligibility requirements for applicants do not include income or asset limits. As such, there may be applicants on the Centralized Waiting List (CWL) who will not qualify for RGI after income and asset limits are implemented. Similarly, there may be households currently receiving RGI assistance who will no longer be eligible if the value of their household assets exceeds the asset limit.

The income limit specified in the local rule can be set at a higher amount but must, at a minimum, be equal to the Household Income Limits (HIL) specified in s. 40 of O. Reg. 370/11. HILs are updated annually by the Province of Ontario. The HILs are calculated using data from Canada Mortgage and Housing's annual market rent survey. They are specific to the size, type and geographical location of the housing.

The asset limit will need to be at least \$50,000 but may be higher. All assets owned by a household will be included in the asset limit calculation, less any permitted exclusions. See Appendix A for a list of exclusions.

The requirement to review income and assets will not apply to those applicants in receipt of social assistance (Ontario Works or Ontario Disability Support Program).

Access to Housing believes that the forthcoming asset and income limits should be developed locally and in consultation with community partners. Therefore, we ask you to please take a moment to provide your input by answering the questions below.

Please save a copy of your responses and return them to Samuel.Hanna@hamilton.ca

Thank you

Income Limits

1. If the HILs are adopted as an income limit threshold in Hamilton (see below of figures below), would this be a reasonable income limit to use?
 - a) Yes
 - b) No, the limit is too high
 - c) No, the limit is too low

Annual household income limits

Bachelor: \$32,000

1 bedroom: \$41,500

2 bedrooms: \$49,000

3 bedrooms: \$58,000

4 bedrooms: \$74,500

2. Are there any specific household size or types that would require a higher income limit than those set by the HILs?

Asset Limits

3. What impact(s) will introducing an asset limit have on the population(s) you serve?

4. At which level do you believe asset limits should be set? E.g.
 - a) \$ 50,000
 - b) \$75,000
 - c) \$100,000
 - d) Other Amount

5. Are there circumstances that would justify requiring an asset limit over and above the minimum amount of \$50,000?

6. Other than those noted below (Appendix A), what if any additional assets do you believe should be excluded in the asset limit calculation?

Extenuating Circumstances

The new regulations allow Service Managers some discretion to permit an otherwise ineligible household to be eligible for social housing if there are extenuating circumstances.

7. What types of extenuating circumstances do you believe should be considered when assessing a household's eligibility?

Appendix A: List of exempt Assets as per O.Reg. 242/22

- A motor vehicle
- The value of tools of a trade that are essential to the work of a member of the household as an employee.
- The value of assets of a member of the household that are necessary to the operation of a business up to a maximum of \$20,000
- The value of a prepaid funeral.
- The cash surrender value of a life insurance policy, up to a maximum of \$100,000
- The proceeds of a loan taken against a life insurance policy that will be used for disability-related items or services.
- If a member of the household has received a payment under the *Ministry of Community and Social Services Act* for the successful participation in a program of activities that assists the person with the successful completion of a high school diploma, the development of employment-related skills and the further development of the person's parenting skills, the value of any portion of that payment that, within a time that is reasonable in the opinion of the service manager, will be used for the member's post-secondary education.
- The value of funds held in a registered education savings plan (RESP)
- The value of the clothing, jewellery and other personal effects of a member of the household.
- The value of the furnishings in the accommodation used by the household,
- The value of the beneficial interest in a trust of a member of the household who has a disability if the capital of the trust was derived from an inheritance or from the proceeds of a life insurance policy
- The value of funds held in a registered disability savings plan (RDSP)

- The value of funds held in an account of a member of the household in conjunction with an initiative under which the service manager or an entity approved by the service manager commits to contribute funds towards the member's savings goals.
- The value of funds held by a member of the household in a registered retirement savings plan (RRSP) or Retirement Income Fund (RRIF)

CITY OF HAMILTON

2023

ADVISORY COMMITTEES

BUDGET SUBMISSION FORM

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES (ACPD)

PART A: General Information

ADVISORY COMMITTEE MEMBERS:

| | |
|--------------------------|----------------|
| Shahan Aaron | Paula Kilburn |
| Patty Cameron | Aznive Mallett |
| Elizabeth (Jayne) Cardno | Tom Manzuk |
| Michelle Dent | Corbin Mcbride |
| Lance Dingman | Mark McNeil |
| Anthony Frisina | Tim Murphy |
| James Kemp | Kim Nolan |
| Levi Janosi | Tim Nolan |
| Bob Semkow | |

MANDATE:

The Advisory Committee for Persons with Disabilities recommends to the City of Hamilton policies, procedures and guidelines that address the needs and concerns of persons with disabilities.

PART B: Strategic Planning

STRATEGIC OBJECTIVES:

Terms of Reference

1. To advise Council annually about the preparation, implementation, and effectiveness of its accessibility plan required pursuant to the Ontarians with Disabilities Act, the Accessibility for Ontarians with Disabilities Act, and related regulations.
2. To provide advice and recommendations to City Council and staff with respect to the implementation of Provincial standards, and policies, procedures and guidelines that address the needs and concerns of persons with disabilities.
3. To ensure that the right of access for persons with disabilities to programs and services provided by the City is sustained, maintained, and/or improved in accordance with Provincial legislation, regulations and City standards.

- 4. To review and comment to Council and other levels of government on pertinent reports, proposed legislation and studies which affect all persons with disabilities, where appropriate.
- 5. To provide a forum where persons with disabilities and service representatives can express their concerns, share information and recommend improvements to the existing level of City services for persons with disabilities.
- 6. To educate and increase awareness of the City on issues which affect people with disabilities.
- 7. To support the work of the committee through sub-committees and working groups, as required, and specifically related to the Provincial standards, including Customer Service, Transportation, Employment, Built Environment, and Information and Communications.
- 8. To maintain knowledge of the work of the committee through attendance at meetings and review of agendas and supporting materials.
- 9. To regularly review the progress and measure the success of the committee and its activities.

ALIGNMENT WITH CORPORATE GOALS:

| | | | |
|--|--------------------------|--|--------------------------|
| Please check off which Council approved Strategic Commitments your Advisory Committee supports | | | |
| 1) Community Engagement & Participation | <input type="checkbox"/> | 2) Economic Prosperity & Growth | <input type="checkbox"/> |
| 3) Healthy & Safe Communities | <input type="checkbox"/> | 4) Clean & Green | <input type="checkbox"/> |
| 5) Built Environment & Infrastructure | <input type="checkbox"/> | 6) Culture & Diversity | <input type="checkbox"/> |
| 7) Our People & Performance | <input type="checkbox"/> | | |

PART C: Budget Request

INCIDENTAL COSTS:

| | |
|--|----------|
| Monthly Meetings Expenses (photocopying, refreshments, advertising, postage, etc.) | \$300.00 |
| Administrative Assistance (note-taking) for special meetings such as Roundtable. | |

| | |
|--|-------------------|
| Refreshments: <ul style="list-style-type: none"> • Advisory Committee for People with Disabilities \$1500.00 • Built Environment Working Group \$750.00 • Transportation Working Group \$850.00 • Housing Working Group \$600.00 • Outreach Working Group \$600.00 • Wheelchair and Scooter Safety Committee | \$4,300.00 |
| SUB TOTAL | \$4,600.00 |

SPECIAL EVENT/PROJECT COSTS:

| | |
|---|-------------------|
| Conferences and related travel expenses | \$1,500.00 |
| SUB TOTAL | \$1,500.00 |

| | |
|--------------------|-------------------|
| TOTAL COSTS | \$6,100.00 |
|--------------------|-------------------|

| | |
|--|-----------|
| Funding from Advisory Committee Reserve (only available to Advisory Committees with reserve balances) | \$ |
|--|-----------|

| | |
|---|-----------|
| TOTAL 2023 BUDGET REQUEST (net of reserve funding) | \$ |
| PREVIOUS YEAR (2022) APPROVED BUDGET (2021 Request \$14,000) | \$ |

CERTIFICATION:

Please note that this document is a request for a Budget from the City of Hamilton Operating budget. The submission of this document does not guarantee the requested budget amount. Please have a representative sign and date the document below.

Representative Name: _____

Signature: _____

Date: _____

**Audit, Finance and Administration Committee Report 22-016
Item 5 (b), as Amended by Council, September 28, 2022**

**5. Governance Review Sub-Committee Report 22-004 - September 9, 2022
(Item 10.5)**

That Item 5 (b) (i)(1); (ii); and (v), be **amended** to reflect six (6) community representatives and **six (6)** Council representatives, as follows:

(b) Feasibility of Implementing the Recommendations from the Committee Against Racism for Changes to the Hamilton Police Services Board Selection Process (FCS22072) (City Wide) (Outstanding Business list Item) (Item 10.1)

That the Selection Process for the appointment of the one person appointed by resolution of the council to the Hamilton Police Services Board, be approved, as follows:

- (i) That By-Law 21-021, as amended, A By-Law to Govern the Proceedings of Council and Committees of Council (Procedural By-law), be amended as follows:
 - (1) That the definition of "Selection Committee", be amended as follows:

"Selection Committee" means a Committee established by Council, comprised entirely of Members of Council, to interview and report back to Council on the appointment of citizen representatives to agencies, boards and Committees, and reports directly to Council, with the exception of the Hamilton Police Services Board Selection Committee for the recruitment of the one person appointed by resolution of council to the Hamilton Police Services Board which is comprised of six (6) community representatives and **six (6)** Council representatives with full voting privileges.
- (ii) That the Hamilton Police Services Board Selection Committee for the recruitment of one person appointed by resolution of council to the Hamilton Police Services Board, be comprised of the **six (6)** members of Council and six (6) community representatives;
- (iii) That the Committee Against Racism and the Hamilton Anti-Racism Resource Centre (HARRC) recommend the appointment of the six (6) community representatives on the Hamilton Police Services Board Selection Committee for the recruitment of one person appointed by resolution of council to the Hamilton Police Services Board for the 2022-2026 term of Council for Council's consideration;

11.4

- (iv) That the six (6) community representatives appointed to the Hamilton Police Services Board Selection Committee for the recruitment of one person appointed by resolution of council to the Hamilton Police Services Board, be required to complete and adhere to a confidentiality agreement as well as the Code of Conduct for Local Boards.
- (v) That the Corporate Policy - Hamilton City Council - Appointment of Citizens to the City's Agencies, Boards, Commissions, Advisory (Volunteer) Committees and Sub-Committees, be amended, to add a new sub-section 14 as follows, renumbering the remaining sub-sections accordingly:

Selection Process for the one Citizen Appointment to the Hamilton Police Services Board

- 14. **Six (6)** members of Council and six (6) community representatives are appointed to the Hamilton Police Services Board Selection Committee whose mandate will be to:
 - (i) Review applications for the one citizen appointment to the Hamilton Police Services Board;
 - (ii) Shortlist the applicants with assistance of staff, where appropriate, based on the applicant information provided;
 - (iii) Request that the Hamilton Police Service as well as the following Advisory Committees submit confidential interview questions:
 - (a) Hamilton Women and Gender Equity Advisory Committee
 - (b) Indigenous Advisory Committee
 - (c) LGBTQ Advisory Committee
 - (d) Committee Against Racism Advisory Committee
 - (e) Advisory Committee for Persons with Disabilities
 - (iv) Interview applicants who have met the criteria (below), ensuring that they are not ineligible (below) and who have provided confirmation of compliance with the City's Mandatory COVID-19 Vaccination Verification Policy;

Preference will be given to applicants who meet the following criteria:

11.4

- a resident of, or owner of a business in, the City;
- an owner or tenant of land in the City, or the spouse of such a person;
- a Canadian citizen, at least 18 years of age;
- not a member of the Legislative Assembly, the Senate, House of Commons, or an elected official of the City;
- not a Crown employee, nor an employee of a municipality;
- not otherwise disqualified from holding office or voting;
- of good character (applicants will be required to provide authorization to the Police Service to conduct a comprehensive background check);
- a demonstrated history of community service i.e., previous experience on Boards or Committees;
- able to devote up to 20 to 25 hours per month to Police Board matters, including availability during normal business hours;
- skills or leadership in a business or a profession, which demonstrates ability to work effectively as a member of the Board; and,
- specific knowledge, training, education or experience, which may be an asset to the Board.

The following persons are ineligible to be a citizen appointee to the Board:

- a member of City Council;
- an employee of the City of Hamilton;
- a Judge or a Justice of the Peace;
- a police officer; or,
- a person who practices criminal law as a defence counsel.

- (v) Submit two (2) preferred candidate(s) to Council for consideration for the appointment of one person to the Hamilton Police Services Board.

CITY OF HAMILTON

MOTION

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES: December 13, 2022

MOVED BY J. KEMP

SECONDED BY

Letter of Support for Hamilton Alliance for Tiny Shelters (HATS) Initiative

WHEREAS, the Advisory Committee for Persons with Disabilities’ (ACPD) Housing Working Group (HWG) has met with the Roundtable For Poverty Reduction (RFPR), Hamilton Social Medicine Response Team (HAMSMaRT), City of Hamilton By-Law and Licensing staff, and the Housing and Homelessness Advisory Committee to discuss homelessness and how it affects persons with disabilities;

WHEREAS, the HWG is mandated to define the needs of those with disabilities, highlight deficiencies in the accessible housing system and seek solutions to address them; and

WHEREAS, persons with disabilities are overrepresented in the homeless population due to a number of reasons;

THEREFORE, be it resolved:

That the Advisory Committee for Persons with Disabilities (ACPD) respectfully approves the letter of support regarding the Hamilton Alliance for Tiny Shelters (HATS) program for submission to the Emergency and Community Services Committee, attached hereto as Appendix A.

Appendix A to HATS Motion

To the Chair and Members of the Emergency and Community Services Committee

The Advisory Committee for Persons with Disabilities (ACPD) highly recommends that the City investigate ways of supporting the Hamilton Alliance for Tiny Shelters (HATS) program, as it fills a gap that is not currently being met in the shelter system with regards to persons with disabilities and our need for special accommodation. Our research has shown that even if the City was able to provide a shelter space for every homeless person currently living on the street, we would still have a large percentage that would prefer to live rough, given their limited options.

In speaking with the Roundtable for Poverty Reduction (RFPR), HAMSMaRT, City of Hamilton By-Law and Licensing staff, and the Housing and Homelessness Advisory Committee, ACPD's Housing Working Group (HWG) has learned that persons with disabilities account for an unusually high percentage of the homeless population. We have looked at numerous reasons for this high number and have found an overall theme no matter what type of housing we are speaking of: whether it be RCFs, Shelters or Transitional Housing, they are all highly regulated and don't offer much in the way of flexibility and, as such, individualized accommodation becomes impossible.

The HATS program allows for an individualized approach and can accommodate a variety of needs not being currently met. As there has been much success in other municipalities we feel confident that this pilot project will be successful in helping to house the most vulnerable and assist them when they eventually transition into more stable forms of housing.

We recommend looking at sites in each ward so that all of Hamilton can assist in making this program a success. While these sites are meant to be “temporary”, we would suggest moving them as little as possible to provide residents with continuity.

When addressing community concerns, we recommend a head-on approach. Identify the people most in opposition and ask them how we can address their concerns while still providing a safe environment for the most vulnerable. Suggest that if the community shows new HATS residents warmth, kindness and understanding, they can provide an excellent example of being a good neighbour and looking after one another.

While the HATS program is comparatively small and won't make a significant dent in the homelessness issue, it does provide previously unavailable options while adaptable enough to be modified on an individual basis.

In conclusion, the ACPD is in full support of the HATS program and recommends that it be implemented as soon as possible. We would be pleased to work with the HATS team on this program to help ensure accessibility issues are addressed.

CITY OF HAMILTON

MOTION

**ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES:
December 13, 2022**

MOVED BY T. NOLAN

SECONDED BY

Snow Clearing By-Law Review

WHEREAS, Section 130 of the Municipal Act, Chapter 25, S.O. 2001, provides that a municipality may regulate matters related to the health, safety, and well-being of the inhabitants of the municipality;

WHEREAS, according to the City of Hamilton Snow Clearing By-Law 03-296 "Consecutive winter storm events" refers to any precipitation and/or accumulation of snow or ice from the beginning of the original winter snow event, and any subsequent storm events occurring within a 24 hour period of the cessation of the previous storm event;

WHEREAS, according to the City of Hamilton Snow Clearing By-Law 03-296 "Winter Storm Event" refers to any precipitation and/or accumulation of snow or ice";

WHEREAS, the City of Hamilton Snow Clearing By-Law 03-296 defines street as "Highway," meaning a common and public highway under the jurisdiction of the City of Hamilton, and includes a street, sidewalk, boulevard whether paved or not paved, an unopened road allowance, and any portion of the land situated between street lines"

WHEREAS, according to the City of Hamilton Snow Clearing By-Law 03-296 "The provisions of this By-law shall apply to all lands within the boundaries of the City, except for those areas designated as being exempt by the Director;"

WHEREAS, the City of Hamilton Snow Clearing By-Law 03-296 is inconsistent in its obligations of property owners in relation to the forgoing by requiring that “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;”

WHEREAS, the City of Hamilton Snow Clearing By-Law 03-296 is ambiguous and no longer meets the needs of persons with disabilities, nor is it consistent with Council-approved plans for referring persons with disabilities away from DARTS and onto HSR conventional transit; and,

WHEREAS, the City of Hamilton Snow Clearing By-Law 03-296 makes no mention of any obligation on the part of a property owner or the City to ensure a clear pathway between sidewalk curb cuts and roadways, which would ensure safe and unobstructed travel between roads and sidewalks for persons with disabilities;

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities respectfully requests Council approve the following:

- (a) That staff be directed to review, in collaboration with the Advisory Committee for Persons with Disabilities, City of Hamilton Snow Clearing By-Law 03-296, so that it may be revised to meet the needs of all persons with disabilities in preparation for the 2023/24 winter season; and,
- (b) That staff report back to the Public Works Committee with recommendations for revisions to the City of Hamilton Snow Clearing By-Law 03-296 by the early fall of 2023.

CITY OF HAMILTON

MOTION

**ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES:
December 13, 2022**

MOVED BY T. MANZUK

SECONDED BY

Delegation to Hamilton Municipal Heritage Committee

THEREFORE, BE IT RESOLVED:

That Paula Kilburn be approved to represent the Advisory Committee for Persons with Disabilities in a delegation to the Hamilton Municipal Heritage Committee, regarding an update on the status of Accessibility and the City’s Heritage facilities.