



City of Hamilton
GENERAL ISSUES COMMITTEE
REVISED

Meeting #: 23-024
Date: September 6, 2023
Time: 9:30 a.m.
Location: Council Chambers
Hamilton City Hall
71 Main Street West

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

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 August 14, 2023

5. COMMUNICATIONS

6. DELEGATION REQUESTS

6.1 Shelley Falconer, Art Gallery of Hamilton, respecting a presentation and update on the Art gallery of Hamilton and its role in the revitalization of Hamilton's downtown core (In-Person) (For the September 20, 2023 meeting)

*6.2 Delegations respecting Item 8.1, Addressing the Needs of Unsheltered Individuals and Those Relying on Hamilton's Emergency Shelter System (HSC23041), for today's meeting, from the following individuals:

*a. Katherine Kalinowski and Grace Baldwin, Good Shepherds Centres (In-Person)

- *6.3 Shannon Kyles, Doors Open Hamilton, respecting the Doors Open Hamilton committee and a request to increased funding for Doors Open Hamilton 2024 (In-Person) (For a future meeting)
- *6.4 Delegations respecting Item 8.1(a), Family Shelter System (HSC23041(a)), for today's meeting, from the following individuals:
 - *a. Gessie Stearns (In-Person)
 - *b. Shabeeh Ahmad, Hamilton Social Medicine Response Team (HAMSMaRT) (In-Person)

7. DELEGATIONS

8. STAFF PRESENTATIONS

- 8.1 Addressing Needs of Unsheltered Individuals and Those Relying on Hamilton's Emergency Shelter System (HSC23041) (City Wide)

Deferred from the September 6, 2023 General Issues Committee Meeting.

Presentation has been revised.

- a. Family Shelter System (HSC23041(a)) (City Wide)

9. CONSENT ITEMS

10. DISCUSSION ITEMS

- 10.1 Advisory Committee for Persons with Disabilities (ACPD) Report 23-008 - August 8, 2023
- 10.2 Cost Recovery Municipal Act By-Laws for Development Related Infrastructure Projects (FCS23056 / PED23170) (City Wide)
- 10.3 Revitalizing Hamilton Tax Increment Grant - 41 Wilson Street (PED23055) (Ward 2) - FURTHER REVISED
- 10.4 Updates to the Commercial District Revitalization Grant Program Respecting Graffiti and Vandalism Supports for Commercial Properties and Businesses (PED23140) (Wards 1, 2, 3, 4, 5, 7, 8, 11, 12, 13, 15)
- 10.5 Delegation of Authority to Staff for Entering Agreements with The Ministry of Transportation Ontario and Other Agencies for Cordon Count Program (PED23190) (City Wide)

11. MOTIONS

Members of the public can contact the Clerk's Office to acquire the documents considered at this meeting, in an alternate format.

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

13.1 Amendments to the Outstanding Business List:

a. Items Considered Complete and Needing to be Removed:

Annual Report on the Operations of the Hamilton Urban Precinct Group LP,
with regard the lands known as the FirstOntario Centre, the Hamilton
Convention Centre and the FirstOntario Concert Hall

OBL Item: U

Added: March 23, 2022 at GIC 22-006 (Item 10(k))

Completed: July 10, 2023 at GIC (Report PED23175)

Proposed Encampment Protocol (HSC20036(f) / PED21188(c))

OBL Item: 2023-FF

Added: May 17, 2023 at GIC (Item 8.1)

Completed: August 14, 2023 at GIC (Item 8.1)

b. Items Requiring a New Due Date:

Establishing a Process to Appoint a Municipal Representative to the Hamilton Oshawa Port Authority Board of Directors (PED23021)

OBL Item: 2023-F

Current Due Date: August 14, 2023

Proposed New Due Date: October 18, 2023

Annual Update - Implementation of the Public Art Master Plan

OBL Item: C

Current Due Date: September 20, 2023

Proposed New Due Date: December 6, 2023

Proposal to the Red Hill Valley Joint Stewardship Board for the Expansion of the Red Hill Valley Parkway

OBL Item: Y

Current Due Date: September 20, 2023

Proposed New Due Date: April 2024

Agreements with Aeon, including a Master Development Agreement and/or proposed Agreement(s) of Purchase and Sale, based on the materials submitted by Aeon Studio Group, for Barton-Tiffany Lands

OBL Item: EE

Current Due Date: September 20, 2023

Proposed New Due Date: October 18, 2023

Stairs at Grant Boulevard, Hamilton (Ward 13)

OBL Item: 2023-U

Current Due Date: September 20, 2023

Proposed New Due Date: Q2 2024

Redevelopment / Reuse of the former King George School Site, at 77 Gage Avenue North

OBL Item: 2023-JJ

Current Due Date: September 20, 2023

Proposed New Due Date: December 6, 2023

14. PRIVATE AND CONFIDENTIAL

14.1 August 14, 2023 - Closed Minutes

Pursuant to Section 9.3, Sub-sections (c), (d) and (f) of the City's Procedural By-law 21-021, as amended, and Section 239(2), Sub-sections (c) and (d) of the *Ontario Municipal Act, 2001*, as amended, as the subject matters pertain to a proposed or pending acquisition or disposition of land by the municipality or local board; labour relations or employee negotiations; and advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

*14.2 Civil Litigation regarding Reimbursement to the City of Costs of Diesel Spill Remediation (LS14029(a)) (City Wide)

Pursuant to Section 9.3, Sub-sections (e), (f) and (i) of the City's Procedural By-law 21-021, as amended, and Section 239(2), Sub-sections (e), (f) and (i) of the *Ontario Municipal Act, 2001*, as amended, as the subject matter pertains to litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board; advice that is subject to solicitor-client privilege, including communications necessary for that purpose; and, a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality or local board.

15. ADJOURNMENT



GENERAL ISSUES COMMITTEE MINUTES 23-023

9:30 a.m.

August 14, 2023

Council Chambers, City Hall, 2nd Floor
71 Main Street West, Hamilton, Ontario

Present: Mayor A. Horwath
Deputy Mayor M. Francis (Chair)
Councillors J. Beattie, C. Cassar, B. Clark, J.P. Danko, T. Hwang,
T. Jackson, C. Kroetsch, T. McMeekin, N. Nann, E. Pauls, M. Spadafora,
M. Tadeson, A. Wilson, and M. Wilson

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

1. Overview of Housing 2023 Reports and Budget Asks (HSC23058) (City Wide) (Item 8.1)

(Spadafora/Pauls)

That Report HSC23058, respecting Overview of Housing 2023 Reports and Budget Asks, be received.

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

2. Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites (HSC20036(g)) (City Wide) - REVISED (Item 8.2)**(Horwath/A. Wilson)**

- (a) That Council adopt the Proposed Encampment Protocol attached as **amended** Appendix "A" to Report HSC20036(g);
- (b) That staff be directed to implement and enforce the Proposed Encampment Protocol;
- (c) That Public Works be authorized to provide security to ensure access to washroom and/or shower services to support individuals who are unsheltered, including two existing all-year outdoor washroom facilities with 24-hour security and two existing all-year recreation centres with 12-hour security;
 - (i) at a cost of \$576,240, for the period of September 1, 2023 to March 31, 2024 to be funded from the Tax Stabilization Reserve (#110046)
 - (ii) and that the cost of \$987,840 to operationalize this as a permanent program in 2024 be referred to the 2024 Tax Budget process;
- (d) That in order for Planning and Economic Development, Municipal By-Law Enforcement to support enforcement of the Protocol based on the existing Monday to Friday level of service, and a four-day response time, Council approve;
 - (i) the creation of a 1FTE Supervisor of Municipal By-law Enforcement for the period September 1, 2023 to March 31, 2024, at a cost of \$86,120 to be funded from the Tax Stabilization Reserve (#110046),
 - (ii) and that the approval of one FTE at an annualized cost of \$147,650 be referred to the 2024 Tax Budget process.
 - (iii) that the purchase of a vehicle at a cost of \$35,000, and an annual operating impact of \$9,000 be referred to the 2024 Tax Budget process
- (e) That staff be directed to provide an enhanced service level to allow the Public Works, Parks Section staff to respond to requests for clean-up and maintenance in alignment with the service levels outlined in the Proposed Encampment Protocol and that Council approve;

- (i) the creation of one FTE Parks Lead Hand and two FTE Parks Operators and that the cost of \$93,000 for this enhanced service level be funded from the Tax Stabilization Reserve (#110046) for the period of September 1, 2023 to March 31, 2024;
 - (ii) The leasing of vehicles and equipment for the period of September 1, 2023 to March 31, 2024 at an estimated cost of \$50,000, be funded from the Tax Stabilization Reserve (#110046);
 - (iii) the operating cost of \$278,400 to annualize this enhanced service level, includes \$245,000 for the approval of three FTEs, and \$33,400 for the annualized operating cost of the vehicles in recommendation d)iv) be referred to the 2024 Tax Budget process;
 - (iv) the Capital Costs of \$220,000 for equipment and vehicles to be referred to the 2024 Tax Budget process.
- (f) That the General Manager of the Healthy and Safe Communities Department, or designate, be authorized and directed, on behalf of the City of Hamilton, to enter into, execute and administer all agreements and documents necessary to hire the equivalent and two seconded peer Support Workers, at an approximate annual cost of \$61,500 each (total for two FTEs \$123,000) on terms and conditions satisfactory to the General Manager of the Healthy and Safe Communities Department, or designate, and in a form satisfactory to the City Solicitor and that the funding for these positions be referred to the 2024 Tax Operating Budget;
- (g) That upon the adoption of the Encampment Protocol, Housing Focused Street Outreach collaborate with key stakeholders to develop a liaison committee to ensure that individuals with lived/living experience of encampments, frontline operators, and staff are all meaningfully engaged in providing input into Hamilton's encampment response. Staff will collaborate with key stakeholders including Keeping Six, HAMSMARt, Hamilton Regional Indian Centre, and Hamilton Encampment Support Network (to help recruit people with lived/living experience for the committee), to develop terms of reference for the committee that identifies goals, scope, and desired outcomes;
- (h) That the General Manager of Healthy and Safe Communities be authorized and directed to enter into the appropriate agreements with the Hamilton Alliance for Tiny Shelters for the operation of a two-year pilot of up to 25 temporary tiny homes on City lands, with appropriate security, services and supports at no cost to the City, subject to the following conditions; and,

- (i) That the pilot program be located on the site of the parking area on the Strachan Avenue linear park or an alternative site that meets the criteria for the Protocol and is determined appropriate by staff
- (ii) That all potential residents of the site are selected from the City of Hamilton's By-Name List, as per associated requirements of its Coordinated Access system, with approval from Housing Services Division;
- (iii) That staff be directed to work with Hamilton Alliance for Tiny Shelters to review operating model and provision of security and services, determine performance metrics and outcomes, including eligibility and entry criteria, gender-specific considerations, Indigenous supports, identification of formalized community partnerships with health and social service sectors, pathways to permanent housing, and a process for evaluating the success of the pilot;
- (iv) That staff be directed to evaluate program outcomes and that staff include information on the Hamilton Alliance for Tiny Shelters in progress updates to the General Issues Committee as part of future encampment reporting and performance metrics reporting; and
- (v) That a detailed exit strategy has been created and will be executed should HATS not be able to ensure site safety and/or adequate funding to operate.
- (vi) That the appropriate General Managers of Public Works, Planning and Economic Development, and the Healthy and Safe Communities Department or their designate be directed and authorized, on behalf of the City of Hamilton, to enter into, execute and administer all agreements and documents necessary to implement the purchases and grants outlined above on terms and conditions satisfactory to the respective General Manager or their designate and in a form satisfactory to the City Solicitor.

Result: MAIN MOTION, As Amended, CARRIED by a vote of 10 to 6, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
No	-	Ward 5 Councillor Matt Francis
No	-	Ward 6 Councillor Tom Jackson
No	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko

No	-	Ward 9	Councillor Brad Clark
No	-	Ward 10	Councillor Jeff Beattie
Yes	-	Ward 11	Councillor Mark Tadeson
Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 13	Councillor Alex Wilson
No	-	Ward 14	Councillor Mike Spadafora
Yes	-	Ward 15	Councillor Ted McMeekin

3. Light Rail Transit Sub-Committee Report 23-003 - July 26, 2023 (Item 9.2)

(A. Wilson/Spadafora)

(a) Light Rail Transit Operations Models (PED23166) (City Wide) (Item 8.1)

That Report PED23166, respecting Light Rail Transit Operations Models, be received.

Result: MOTION, CARRIED by a vote of 15 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

4. Open for Business Sub-Committee Report 23-001 - July 28, 2023 (Item 9.3)

(A. Wilson/Tadeson)

(a) APPOINTMENT OF CHAIR AND VICE-CHAIR (Item 1)

- (i) That Councillor T. Hwang be appointed as Chair of the Open for Business Sub Committee for the 2022-2026 Term of Council.
- (ii) That Councillor C. Cassar be appointed as Vice-Chair of the Open for Business Sub Committee for the 2022-2026 Term of Council.

(b) Open for Business Update (PED23118) (City Wide) (Item 8.1)

That staff be directed to report back to the Open for Business Sub-Committee on the impacts of Bill 23 on the grading plan requirement for development projects and what the new grading requirements are for the projects that didn't previously require them.

Result: MOTION, CARRIED by a vote of 15 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

5. Advisory Committee for Persons with Disabilities (ACPD) Report 23-007 - July 11, 2023 (Item 9.4)

(Kroetsch/Tadeson)

(a) Stakeholder Consultation Process to Explore Options for an Effective Governance Structure for the Board of Health (no copy) (Item 11.1)

That the Advisory Committee for Persons with Disabilities supports the adoption of a hybrid model of governance for the City of Hamilton's Board of Health, whereby the membership includes representation of persons with disabilities.

(b) Reimbursement for the Purchase of Candy for the Senior's Month Kick-off Event (Item 12.2)

WHEREAS, members of the Advisory Committee for Persons with Disabilities' Outreach Working Group represented the Committee at the Senior's Month Kick-Off Event on June 20, 2023; and

WHEREAS, the Outreach Working Group decided that in lieu of a more permanent and costly giveaway, sugar free candies would be offered as way to attract visitors to the Advisory Committee for Persons with Disabilities' table.

THEREFORE, BE IT RESOLVED:

That reimbursement to James Kemp in the amount of \$47.28, including HST, attached as Appendix "A", for the cost of sugar free candies from the Bulk Barn, handed out by the Outreach Working Group on behalf of the Advisory Committee for Persons with Disabilities at the June 20, 2023, Senior's Month Kick-off Event, from account 300303, be approved.

Result: MOTION, CARRIED by a vote of 15 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

6. Hamilton-Wentworth District School Board (HWDSB) Liaison Committee Report 23-001 - July 18, 2023 (Item 9.5)

(Tadeson/McMeekin)

(a) Correspondence to the Minister of Education in Support of Funding for the Construction of a New School in Southeast Waterdown (Added Item 11.1)

That the Mayor send Correspondence to the Minister of Education in support of funding for the construction of a new school in Southeast Waterdown, to correspond with the HWDSB's next round of Capital Priorities Submissions.

Result: MOTION, CARRIED by a vote of 15 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

**7. Business Improvement Area Sub-Committee Report 23-007 - July 11, 2023
(Item 10.1)**

(Spadafora/Hwang)

**(a) Ottawa Street Business Improvement Area Expenditure Requests
2023 (Added Item 11.1)**

- (i) That the expenditure request from the Ottawa Street Business Improvement Area, in the amount of \$12,229.09 for the purchase of branded banners, office and street maintenance, street furniture maintenance, hanging basket maintenance, and hanging baskets for Fall/Winter to be funded from the Community Improvement Plan (CIP) Contribution Program (BIA Payments Account 815010-56905), be approved; and,
- (ii) That the expenditure request from the Ottawa Street Business Improvement Area, in the amount of \$16,884.50 for the cost of Christmas décor, Christmas décor storage and maintenance, free parking initiatives, public art projects and hanging baskets for Spring/Summer, to be funded from the Shared Parking Revenue Program (Parking Revenue Account 815010-45559), be approved.

Result: MOTION, CARRIED by a vote of 12 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang

Yes	-	Ward 5	Councillor Matt Francis
Yes	-	Ward 6	Councillor Tom Jackson
Absent	-	Ward 7	Councillor Esther Pauls
Yes	-	Ward 8	Councillor J. P. Danko
Absent	-	Ward 9	Councillor Brad Clark
Absent	-	Ward 10	Councillor Jeff Beattie
Absent	-	Ward 11	Councillor Mark Tadeson
Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 13	Councillor Alex Wilson
Yes	-	Ward 14	Councillor Mike Spadafora
Yes	-	Ward 15	Councillor Ted McMeekin

8. Our City Survey (CM23011(a)) (City Wide) (Item 10.2)

(Horwath/Spadafora)

- (a) That the triennial undertaking of the Our City Survey, be stopped; and,
- (b) That the associated operating budget of \$65,000 remain in the Digital & Innovation Office and be used to support other performance-based initiatives such as tracking of 2022 – 2026 Council Priority progress.

Result: MOTION, CARRIED by a vote of 12 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Absent	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Absent	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Absent	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

9. Hamilton Waterfront Trust Business Model Review (FCS23029(a)) (City Wide) (Outstanding Business List Item) (Item 10.3)

(Kroetsch/Spadafora)

- (a) That Council approve the scope of work to be undertaken by KPMG, City of Hamilton staff, in consultation with the Hamilton Waterfront staff related

to the Hamilton Waterfront Trust Business Model Review as described in Appendix "A" of Report FCS23029(a);

- (b) That the City of Hamilton provide a grant to the Hamilton Waterfront Trust in an amount up to \$455,000 (exclusive of depreciation expenses), funded from the Tax Stabilization Reserve #110046, to aid Hamilton Waterfront Trust in avoiding a deficit position in 2023 with operating expenditures to December 31, 2023;
- (c) That the Hamilton Waterfront Trust be requested to provide supporting documentation satisfactory to the General Manager, Finance and Corporate Services, to the City along with any claims as to aid with the grant in an amount up to \$455,000 (exclusive of depreciation expenses) being provided by the City;
- (d) That staff be directed to follow up with Hamilton Waterfront Trust regarding the recommendation approved by Hamilton Waterfront Trust Board of Trustees on June 13, 2023 as per Confidential Appendix "C" to Report FCS23029(a) and report back to General Issues Committee;
- (e) That the General Manager, Finance and Corporate Services, be authorized to negotiate, enter into and execute, on behalf of the City of Hamilton, all necessary agreements, extensions, amendments and any ancillary documents with Hamilton Waterfront Trust, in a form satisfactory to the City Solicitor and with content acceptable to the General Manager, Finance and Corporate Services; and,
- (f) That Confidential Appendix "C" to Report FCS23029(a) remain confidential.

Result: MOTION, CARRIED by a vote of 13 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Absent	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Absent	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson

Yes - Ward 14 Councillor Mike Spadafora
Yes - Ward 15 Councillor Ted McMeekin

10. Establishment of a Mayor's Task Force on Transparency, Access and Accountability (CM23018) (City Wide) (Outstanding Business List Item) (Item 10.4)

(Horwath/Spadafora)

That the Terms of Reference for the Mayor's Task Force on Transparency, Access and Accountability, attached as Appendix "A" to Report CM23018, be approved.

Result: MOTION, CARRIED by a vote of 13 to 0, as follows:

Yes - Mayor Andrea Horwath
Yes - Ward 1 Councillor Maureen Wilson
Yes - Ward 2 Councillor Cameron Kroetsch
Yes - Ward 3 Councillor Nrinder Nann
Yes - Ward 4 Councillor Tammy Hwang
Yes - Ward 5 Councillor Matt Francis
Yes - Ward 6 Councillor Tom Jackson
Absent - Ward 7 Councillor Esther Pauls
Yes - Ward 8 Councillor J. P. Danko
Absent - Ward 9 Councillor Brad Clark
Absent - Ward 10 Councillor Jeff Beattie
Yes - Ward 11 Councillor Mark Tadeson
Yes - Ward 12 Councillor Craig Cassar
Yes - Ward 13 Councillor Alex Wilson
Yes - Ward 14 Councillor Mike Spadafora
Yes - Ward 15 Councillor Ted McMeekin

11. Ottawa Street BIA and Ottawa Street Pride Committee Public Art (Wards 3 and 4) (Item 11.1)

(Nann/Hwang)

WHEREAS, the City of Hamilton's strategic plan priority for Healthy and Safe Communities consists of a caring place that is safe and inviting, with people working together to care and support each other, which is inclusive of the communities of people who are Two Spirit, lesbian, gay, bisexual, trans, queer, questioning, intersex, asexual, and those for whom letters cannot fully yet describe (2SLGBTQIA+);

WHEREAS, the City of Hamilton is committed to working with artists, businesses, and citizens in the ongoing development and implementation of art in public places to enhance our sense of community;

WHEREAS, the Ottawa Street BIA intends to hang 12 new mobiles, six on each side of Ottawa Street North, from May until September every year for the next five years, to signal to the 2SLGBTQIA+ community that they are recognized and cared for outside the boundary of Pride month celebrations;

WHEREAS, the art is a result of a project lead by the Ottawa Street Pride Committee and created as part of STEPS' I HeART Main Street initiative;

WHEREAS, the mobiles are designed by Riley Jamieson, a trans artist, and are a symbol of the joy of summer and of queer people working together to care and support each other;

THEREFORE, BE IT RESOLVED:

- (a) That \$1,500 be allocated from the Ward 3 Bell Tower Funds Non-Property Tax Revenue Account (3301609603) and \$1,500 from the Ward 4 Capital Discretionary Account (3302109400) to the Ottawa Street BIA toward costs associated with the installation of the 12 Pride mobiles; and
- (b) That the Mayor and City Clerk be authorized and directed to execute any required agreement(s) and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor.

Result: MOTION, CARRIED by a vote of 14 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Absent	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

12. Revenue Sources to fund Council Priorities and Ongoing Operating and Capital Works (Item 11.2)**(M. Wilson/Cassar)**

WHEREAS, Hamilton City Council has identified a set of priorities to guide its legislative agenda for the 2022-2026 term of Council;

WHEREAS, access to sufficient and sustainable revenue sources is critical to the city's ability to achieve these priorities along with ongoing operating, maintenance and capital programming needs;

WHEREAS, the fiscal framework within which Canadian municipalities work limits opportunities for local government to advance solutions at the scale required to address many of today's challenges, including but not limited to affordable and supportive housing, climate change mitigation, technology and an ageing infrastructure and population;

WHEREAS, Ontario municipalities like Hamilton are heavily reliant on property taxes as a source of revenue;

WHEREAS, property taxes are a regressive form of taxation;

WHEREAS, in 2021, Hamilton's taxes for a detached bungalow were 3.52% higher than municipalities with comparable populations, but 24.30% higher than a broader compactor group;

WHEREAS, municipalities are responsible for 60% of public infrastructure while collecting only 9 cents for every tax dollar collected in Ontario;

WHEREAS, municipalities continue to face the following challenges:

- Ongoing impacts related to the COVID-19 pandemic;
- Rising inflation and interest rates;
- Supply chain disruptions and tight labour supply;
- Increasing demand for services; and,
- Unanticipated legislative changes (such as Bill 23).

WHEREAS, the City of Hamilton directly invests a significant share of property tax revenues, in extensions of federal and provincial responsibilities, such as housing, social services, and health services;

WHEREAS, in the absence of other non-residential property tax revenue, property taxes will become less affordable for more people over the next few years while the need for local investments will continue to grow;

THEREFORE, BE IT RESOLVED:

- (a) That staff be directed to report back to the General Issues Committee the following information by Q1 2024:
- (i) A scan of revenue authorities contained in the Municipal Act, 2021 or other Provincial legislation that do not require the expressed permission of the Government of Ontario;
 - (ii) An inventory of revenue sources that are contained in the City of Toronto Act, 2006 but not contained in the Municipal Act, 2021; and,
 - (iii) A scan of municipal revenue tools in other jurisdictions that may be more progressive and could support in the achievement of this term of Council priorities and ongoing programming needs and any expressed permissions necessary to implement the strategies.

Result: MOTION, CARRIED by a vote of 14 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Absent	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

13. Commemorative Street Naming - Nicolaus Copernicus Way (Item 11.4)

(Horwath/Nann)

WHEREAS, the year 2023 marks the 550th anniversary of Polish scientist Nicolaus Copernicus' birth;

WHEREAS, Copernicus is regarded as the father of modern astronomy, whose heliocentric model of the universe launched the Copernican Revolution;

WHEREAS, there are several Polish community landmarks in Ward 3, including St. Stanislaus Church at 8 Saint Ann Street, Dom Polski at 4 Solidarnosc Place, and the White Eagle Banquet Center at 1015 Barton Street East;

WHEREAS, the Canadian Polish Congress Hamilton District, which represents the Polish community in Hamilton, Burlington and Brantford, would like to honour the life, work and influence of Nicolaus Copernicus, through the commemorative naming of Saint Ann Street in Hamilton, as Nicolaus Copernicus Way;

WHEREAS, the cost associated with the commemorative signage will be borne by the Canadian Polish Congress Hamilton District; and

WHEREAS, a ceremony is planned for September 10, 2023.

THEREFORE, BE IT RESOLVED:

- (a) That the entire length of Saint Ann Street, between Barton Street East and Solidarnosc Place, have a commemorative designation as Nicolaus Copernicus Way; and,
- (b) That the commemorative signage be installed by September 8, 2023 for the Polish community's event "Jubilee Celebration - Ceremonial Street Re-naming Nicolaus Copernicus Way".

Result: MOTION, CARRIED by a vote of 13 to 1, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
No	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Absent	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

14. Declaration of Gender-Based Violence and Intimate-Partner Violence as an epidemic in the City of Hamilton (Item 11.5)**(Nann/Horwath)**

WHEREAS gender-based violence is defined as violence or abuse perpetrated against a woman, girl or gender-diverse individual because of their gender, gender expression, gender identity or perceived gender;

WHEREAS according to official 2023 UN Women statistics, globally, an estimated one in three women have been subjected to physical and/or sexual violence by an intimate partner, non-partner sexual violence, or both at least once in their life (30 per cent of women aged 15 and older);

WHEREAS, globally, according to the same report, there is a woman or girl being killed every 11 minutes in their home;

WHEREAS femicide is a result of gender-based violence and 22 countries specifically reference it in their criminal legislation;

WHEREAS Canada does not currently include the term femicide in their criminal legislation;

WHEREAS Indigenous women, girls and 2SLGBTQIA+ people experience higher rates of gender-based violence;

WHEREAS Indigenous women are more likely than non-Indigenous women to have experienced sexual assault at a younger age;

WHEREAS transgender and gender diverse people are significantly more likely to have experienced physical or sexual assault at least once since 15 years of age;

WHEREAS the Canadian Femicide Observatory for Justice and Accountability (CFOJA) found that in Canada between 2018 and 2022 one woman was killed every 48 hours;

WHEREAS in the same report not all femicide cases have an identified accuser, the majority of identified accusers have been male suspects;

WHEREAS according to the Annual Femicide List published by the Ontario Association of Interval and Transition Houses, the number of femicides from 2019 to 2022 has increased by approximately 30%:

WHEREAS 75% of women reported abuse and conflict with a partner, spouse, or parent as their top reason for their housing loss;

WHEREAS the federal government has allocated 25% of the federal housing budget to housing for vulnerable women;

WHEREAS global data indicates an indisputable intensification of gender-based violence since the onset of the COVID-19 pandemic, with survivors seeking emergency shelter and community-based supports more frequently;

WHEREAS in 2022 the Ontario government committed to investing \$5.9 million over two years through the Victim Support Grant (VSG) program to enhance capacity to support survivors of intimate partner violence and human trafficking;

WHEREAS the demand for support services increases as awareness increases;

WHEREAS in 2022, 4,498 women were turned away from women's shelter's due to limited capacity in Hamilton, while only 878 women, some with children, were able to access a shelter;

WHEREAS Hamilton Police Services received 12,514 domestic violence or intimate partner violence calls in 2022;

WHEREAS Hamilton Police Services received 657 reports of sexual violence in 2022 while the average wait time to access counselling services through the Sexual Assault Centre (Hamilton & Area) was six months;

WHEREAS women living in rural areas experience intimate partner violence at a 75 per cent higher rate than women living in urban areas; and currently Hamilton receives only \$5,000 per year stable funding through the MCCSS Rural and Remote stream from MCCSS for rural issues despite 40% of Hamilton's population is considered as residing in rural areas;

WHEREAS violence is one of the priorities of the Community Safety and Well Being Plan and sexual violence has been recognized as a more specific area for attention;

WHEREAS the City Enrichment Fund has made unprecedented investments to equity deserving communities in 2023, an increase in 23.8% between 2022 and 2023;

WHEREAS within the past 5 years, nearly all women-led and/or women-serving organizations applicants have received funding through the City Enrichment Fund; and,

WHEREAS, over 30 municipalities and regions across Ontario have already declared gender-based violence and intimate partner violence an epidemic in their jurisdictions, including Ottawa, Toronto, Peel Region, Halton Region and Renfrew County;

THEREFORE, BE IT RESOLVED:

- (a) That Council declare gender-based violence and intimate-partner violence an epidemic in Hamilton;
- (b) That staff meet with the Women Abuse Working Group (WAWG) to develop recommendations that will further address gender-based violence and intimate-partner violence in Hamilton;
- (c) That staff be authorized to provide one-time funding in the amount of \$30,129.00 from the City Enrichment Fund Reserve (ID112230) to support the Women Abuse Working Group (WAWG) to further identify and help address service gaps;
- (d) That staff continue to actively engage with the Hamilton Just Recovery Coalition and their recommendations to identify further actions;
- (e) That staff continue to work closely with the Community Safety and Well-Being System Leadership Table to increase awareness of gender-based violence and intimate-partner violence and explore opportunities for further action;
- (f) That Council, by way of a letter from the Mayor, and staff continue to actively engage with the Province of Ontario to advocate for sustainable investments that meaningfully address gender-based violence and intimate-partner violence;
- (g) That the City of Hamilton send a communication to the Honourable Arif Virani, Minister of Justice and Attorney General Canada, and the Prime Minister of Canada, advocating that Femicide be added as a term to the Criminal Code of Canada;
- (h) That Council, by way of a letter from the Mayor, forward this item to Hamilton Members of Parliament and Members of Provincial Parliament, and to Ontario's Associate Minister of Women's Social and Economic Opportunity; and
- (i) That the City of Hamilton send a copy of this Resolution to the Federation of Canadian Municipalities (FCM) and Association of Municipalities of Ontario (AMO) to take action on gender-based violence and intimate partner violence.

Result: MOTION, CARRIED by a vote of 14 to 0, as follows:

- Yes - Mayor Andrea Horwath
- Yes - Ward 1 Councillor Maureen Wilson

Yes	-	Ward 2	Councillor Cameron Kroetsch
Yes	-	Ward 3	Councillor Nrinder Nann
Yes	-	Ward 4	Councillor Tammy Hwang
Yes	-	Ward 5	Councillor Matt Francis
Yes	-	Ward 6	Councillor Tom Jackson
Yes	-	Ward 7	Councillor Esther Pauls
Yes	-	Ward 8	Councillor J. P. Danko
Absent	-	Ward 9	Councillor Brad Clark
Absent	-	Ward 10	Councillor Jeff Beattie
Yes	-	Ward 11	Councillor Mark Tadeson
Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 13	Councillor Alex Wilson
Yes	-	Ward 14	Councillor Mike Spadafora
Yes	-	Ward 15	Councillor Ted McMeekin

15. Property Acquisition in Ward 12 - REVISED (Item 14.3)

(Cassar/A. Wilson)

- (a) That the directions provided to staff in closed session respecting a Property Acquisition in Ward 12, be approved; and
- (b) That the motion remain confidential until final completion of the property transactions.

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

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Absent	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Absent	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Absent	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Absent	-	Ward 15 Councillor Ted McMeekin

16. Collective Bargaining Update (Item 14.4)

(Nann/Kroetsch)

- (a) That the directions provided to staff in closed session respecting the Collective Bargaining Update, be approved; and,
- (b) That the confidential Collective Bargaining Update, be received and remain confidential.

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

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Absent	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Absent	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Absent	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Absent	-	Ward 15 Councillor Ted McMeekin

17. Labour Disruption Contingency Planning – REVISED (Item 14.5)

(Jackson/Spadafora)

That the confidential update on Labour Disruption Contingency Planning, be received and remain confidential.

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

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Absent	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Absent	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Absent	-	Ward 9 Councillor Brad Clark

Absent	-	Ward 10	Councillor Jeff Beattie
Yes	-	Ward 11	Councillor Mark Tadeson
Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 13	Councillor Alex Wilson
Yes	-	Ward 14	Councillor Mike Spadafora
Absent	-	Ward 15	Councillor Ted McMeekin

FOR INFORMATION:

(a) APPROVAL OF AGENDA (Item 2)

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

5. COMMUNICATIONS

- 5.1 Correspondence respecting Encampment Response, Homelessness and Addressing the Needs of Unsheltered Individuals:
- (b) Mary Aduckiewicz, R Denninger Limited, and Troy Thompson, GW Thompson Jeweller & Pawnbroker Inc.
 - (c) Susie Braithwaite, International Village BIA
 - (d) David Collier
 - (e) Andrew Robinson, North End Neighbourhood Association (NENA)
 - (f) Jane Weary
 - (g) Kelly Brazil
 - (h) Kevin Brazil
 - (i) Jim Schoenhardt and Astrid Beaver
 - (j) Annabel Krupp
 - (k) Linda Muller
 - (l) Evelyn LaMarsh
 - (m) Julia Difrancesco
 - (n) Krista Schild

Recommendation: Be received and referred to consideration of Items 8.1 through 8.3.

6. DELEGATION REQUESTS

- 6.1 Delegation Requests, respecting Encampment Response, Homelessness and Addressing the Needs of Unsheltered Individuals, for today's meeting:
- (d) Ana Blair (In-Person)
 - (e) James Kemp (Virtually)
 - (f) Dale MacNevin (In-Person)
 - (g) Jammy, Keeping Six (In-Person)
 - (h) Cassie Kruchka, Stoney Creek Optimist Little League (In-Person)
 - (i) Annabel Krupp (In-Person)
 - (j) Gessie Stearns (In-Person)
 - (k) Shabeeh Ahmad, HAMSMaRT (In-Person)
 - (l) Ryan Lester (Virtually)
 - (m) Kim Ritchie, Canadian Drug Policy Coalition Harm Reduction Working Group (Virtually)
- 6.2 Delegation Requests, respecting Item 11.5 - Declaration of Gender-Based Violence and Intimate-Partner Violence as an epidemic in the City of Hamilton, for today's meeting:
- (d) Lisa Colbert, Waves (In-Person)
- 6.4 Andrzej Felinczak, Canadian Polish Congress Hamilton District, respecting the commemorative street naming - Nicolaus Copernicus Way (In-Person) (For today's meeting) - REVISED

8. STAFF PRESENTATIONS

- 8.2 Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites (HSC20036(g)) (City Wide) – REVISED

14. PRIVATE AND CONFIDENTIAL

14.3 Property Acquisition in Ward 12 - REVISED

14.5 Labour Disruption Contingency Planning - REVISED

(Spadafora/Pauls)

That the agenda for the August 14, 2023 General Issues Committee meeting, be approved, as amended.

Result: MOTION, CARRIED by a vote of 14 to 0, as follows:

Absent	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Absent	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(b) DECLARATIONS OF INTEREST (Item 3)

Councillor Danko declared a non-disqualifying interest to Item 9.5, Hamilton-Wentworth District School Board (HWDSB) Liaison Committee Report 23-001 – July 18, 2023 as his wife is Chair of the Hamilton-Wentworth District School Board.

(c) APPROVAL OF MINUTES OF PREVIOUS MEETINGS (Item 4)

(i) July 10, 2023 (Item 4.1)

(Hwang/Beattie)

That the minutes of the July 10, 2023, General Issues Committee meeting be approved, as presented.

Result: MOTION, CARRIED by a vote of 15 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Absent	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(d) COMMUNICATIONS (Item 5)

(i) (Spadafora/A. Wilson)

That the following Communications Items be approved, as presented:

5.1 Correspondence respecting Encampment Response, Homelessness and Addressing the Needs of Unsheltered Individuals:

- (a) Shabeeh Ahmad, Hamilton Social Medicine Response Team (HAMSMaRT) (Item 5.1(a))
- (b) Mary Aduckiewicz, R Denninger Limited, and Troy Thompson, GW Thompson Jeweller & Pawnbroker Inc. (Added Item 5.1(b))
- (c) Susie Braithwaite, International Village BIA (Added Item 5.1(c))
- (d) David Collier (Added Item 5.1(d))
- (e) Andrew Robinson, North End Neighbourhood Association (NENA) (Added Item 5.1(e))
- (f) Jane Weary (Added Item 5.1(f))
- (g) Kelly Brazil (Added Item 5.1(g))
- (h) Kevin Brazil (Added Item 5.1(h))

- (i) Jim Schoenhardt and Astrid Beaver (Added Item 5.1(i))
- (j) Annabel Krupp (Added Item 5.1(j))
- (k) Linda Muller (Added Item 5.1(k))
- (l) Evelyn LaMarsh (Added Item 5.1(l))
- (m) Julia Difrancesco (Added Item 5.1(m))
- (n) Krista Schild (Added Item 5.1(n))

Recommendation: Be received and referred to consideration of Items 8.1 through 8.3.

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(e) DELEGATION REQUESTS (Item 6)

(i) (Kroetsch/Nann)

That the following Delegation Requests be approved:

6.1 Delegation Requests, respecting Encampment Response, Homelessness and Addressing the Needs of Unsheltered Individuals, for today's meeting:

- (a) Jordan Nicholson (Virtually) (Item 6.1(a))
- (b) Branden Deschambault (In-Person) (Item 6.1(b))

- (c) Marianne McNanny, BU Harm Reduction (Virtually) (Item 6.1(c))
 - (d) Ana Blair (In-Person) (Added Item 6.1(d))
 - (e) James Kemp (Virtually) (Added Item 6.1(e))
 - (f) Dale MacNevin (In-Person) (Added Item 6.1(f))
 - (g) Jammy, Keeping Six (In-Person) (Added Item 6.1(g))
 - (h) Cassie Kruchka, Stoney Creek Optimist Little League (In-Person) (Added Item 6.1(h))
 - (i) Annabel Krupp (In-Person) (Added Item 6.1(i))
 - (j) Gessie Stearns (In-Person) (Added Item 6.1(j))
 - (k) Shabeeh Ahmad, HAMSMaRT (In-Person) (Added Item 6.1(k))
 - (l) Ryan Lester (Virtually) (Added Item 6.1(l))
 - (m) Kim Ritchie, Canadian Drug Policy Coalition Harm Reduction Working Group (Virtually) (Added Item 6.1(m))
- 6.2 Delegation Requests, respecting Item 11.5 - Declaration of Gender-Based Violence and Intimate-Partner Violence as an epidemic in the City of Hamilton, for today's meeting:
- (a) Jessica Bonilla-Dampthey, Woman Abuse Working Group (WAWG) & Sexual Assault Centre (Hamilton and Area) - SACHA (In-Person) (Item 6.2(a))
 - (b) Thea Symonds, Woman Abuse Working Group (In-Person) (Item 6.2(b))
 - (c) Erin Griver, Inasmuch House, Mission Services of Hamilton, and WAWG (Woman Abuse Working Group) (In-Person) (Item 6.2(c))
 - (d) Lisa Colbert, Waves (In-Person) (Added Item 6.2(d))

- 6.3 Gail Rappolt, United Nations Association Canada Hamilton Branch, respecting City Hall Peace Garden and the International Day of Peace Event on September 21 (In-Person) (For the September 20, 2023 General Issues Committee Meeting) (Item 6.3)
- 6.4 Andrzej Felinczak, Canadian Polish Congress Hamilton District, respecting the commemorative street naming - Nicolaus Copernicus Way (In-Person) (For today's meeting) – REVISED (Item 6.4)

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(f) DELEGATIONS (Item 7)

- (i) Paul Vermaat, White Star Group, respecting matters relating to lands in the West Harbour Stadium Precinct (Approved July 10, 2023) (In-Person) (Item 7.1)**

Paul Vermaat, White Star Group, addressed the Committee respecting matters relating to lands in the West Harbour Stadium Precinct.

(Pauls/Kroetsch)

That the delegate be provided with an additional 5 minutes to complete their delegation.

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson

Yes	-	Ward 2	Councillor Cameron Kroetsch
Yes	-	Ward 3	Councillor Nrinder Nann
Yes	-	Ward 4	Councillor Tammy Hwang
Yes	-	Ward 5	Councillor Matt Francis
Yes	-	Ward 6	Councillor Tom Jackson
Yes	-	Ward 7	Councillor Esther Pauls
Yes	-	Ward 8	Councillor J. P. Danko
No	-	Ward 9	Councillor Brad Clark
Yes	-	Ward 10	Councillor Jeff Beattie
Yes	-	Ward 11	Councillor Mark Tadeson
No	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 13	Councillor Alex Wilson
Yes	-	Ward 14	Councillor Mike Spadafora
Yes	-	Ward 15	Councillor Ted McMeekin

(Clark/A. Wilson)

That the Delegation from Paul Vermaat, White Star Group, respecting matters relating to lands in the West Harbour Stadium Precinct, be received.

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(ii) Stefan Sobolewski, Taras Bulba Ukraine Support 2022, to request financial support towards our upcoming Ukraine humanitarian aid missions (Approved July 10, 2023) (In-Person) (Item 7.2)

Stefan Sobolewski, Taras Bulba Ukraine Support 2022, addressed the Committee to request financial support towards our upcoming Ukraine humanitarian aid missions.

(Tadeson/Spadafora)

That the Delegation from Stefan Sobolewski, Taras Bulba Ukraine Support 2022, to request financial support towards our upcoming Ukraine humanitarian aid missions, be received.

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(iii) Delegations respecting Encampment Response, Homelessness and Addressing the Needs of Unsheltered Individuals (Item 7.3)

The following Delegates addressed the Committee respecting Encampment Response, Homelessness and Addressing the Needs of Unsheltered Individuals:

- (a) Jordan Nicholson (Virtually) (Added Item 7.3(a))
- (b) Branden Deschambault (In-Person) (Added Item 7.3(b))
- (c) Marianne McNanny, BU Harm Reduction (Virtually) (Added Item 7.3(c))
- (d) James Kemp (Virtually) (Added Item 7.3(e))
- (e) Jammy, Keeping Six (In-Person) (Added Item 7.3(g))
- (f) Cassie Kruchka, Stoney Creek Optimist Little League (In-Person) (Added Item 7.3(h))

(Jackson/Pauls)

That the delegate be provided with an additional 5 minutes to complete their delegation.

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
No	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
No	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(g) Annabel Krupp (In-Person) (Added Item 7.3(i))

(h) Gessie Stearns (In-Person) (Added Item 7.3(j))

(Hwang/Jackson)

That the delegate be provided with an additional 5 minutes to complete their delegation.

Result: MOTION, CARRIED by a vote of 15 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
No	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
No	-	Ward 12 Councillor Craig Cassar

Yes - Ward 13 Councillor Alex Wilson
 Yes - Ward 14 Councillor Mike Spadafora
 Yes - Ward 15 Councillor Ted McMeekin

- (i) Shabeeh Ahmad, HAMSMaRT (In-Person) (Added Item 7.3(k))
- (j) Kim Ritchie, Canadian Drug Policy Coalition Harm Reduction Working Group (Virtually) (Added Item 7.3(m))

The following Delegates respecting Encampment Response, Homelessness and Addressing the Needs of Unsheltered Individuals, were not present when called upon:

- (k) Ana Blair (In-Person) (Added Item 7.3(d))
- (l) Dale MacNevin (In-Person) (Added Item 7.3(f))
- (m) Ryan Lester (Virtually) (Added Item 7.3(l))

(Horwath/McMeekin)

That the following Delegations respecting Encampment Response, Homelessness and Addressing the Needs of Unsheltered Individuals, be received:

- (a) Jordan Nicholson (Virtually) (Added Item 7.3(a))
- (b) Branden Deschambault (In-Person) (Added Item 7.3(b))
- (c) Marianne McNanny, BU Harm Reduction (Virtually) (Added Item 7.3(c))
- (d) James Kemp (Virtually) (Added Item 7.3(e))
- (e) Jammy, Keeping Six (In-Person) (Added Item 7.3(g))
- (f) Cassie Kruchka, Stoney Creek Optimist Little League (In-Person) (Added Item 7.3(h))
- (g) Annabel Krupp (In-Person) (Added Item 7.3(i))
- (h) Gessie Stearns (In-Person) (Added Item 7.3(j))
- (i) Shabeeh Ahmad, HAMSMaRT (In-Person) (Added Item 7.3(k))
- (j) Kim Ritchie, Canadian Drug Policy Coalition Harm Reduction Working Group (Virtually) (Added Item 7.3(m))

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(iv) Delegations respecting Item 11.5 - Declaration of Gender-Based Violence and Intimate-Partner Violence as an epidemic in the City of Hamilton (Item 7.4)

The following Delegates addressed the Committee respecting Item 11.5 - Declaration of Gender-Based Violence and Intimate-Partner Violence as an epidemic in the City of Hamilton:

- (a) Jessica Bonilla-Dampney, Woman Abuse Working Group (WAWG) & Sexual Assault Centre (Hamilton and Area) – SACHA (In-Person) (Added Item 7.4(a))
- (b) Thea Symonds, Woman Abuse Working Group (In-Person) (Added Item 7.4(b))
- (c) Erin Griver, Inasmuch House, Mission Services of Hamilton, and WAWG (Woman Abuse Working Group) (In-Person) (Added Item 7.4(c))
- (d) Lisa Colbert, Waves (In-Person) (Added Item 7.4(d))

(Nann/Horwath)

That the following Delegations respecting Item 11.5 - Declaration of Gender-Based Violence and Intimate-Partner Violence as an epidemic in the City of Hamilton, be received:

- (a) Jessica Bonilla-Dampney, Woman Abuse Working Group (WAWG) & Sexual Assault Centre (Hamilton and Area) – SACHA (In-Person) (Added Item 7.4(a))
- (b) Thea Symonds, Woman Abuse Working Group (In-Person) (Added Item 7.4(b))
- (c) Erin Griver, Inasmuch House, Mission Services of Hamilton, and WAWG (Woman Abuse Working Group) (In-Person) (Added Item 7.4(c))
- (d) Lisa Colbert, Waves (In-Person) (Added Item 7.4(d))

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

- (v) **Andrzej Felinczak, Canadian Polish Congress Hamilton District, respecting the commemorative street naming - Nicolaus Copernicus Way (Added Item 7.5)**

Andrzej Felinczak, Canadian Polish Congress Hamilton District, addressed the Committee respecting Item 11.4 Commemorative Street Naming - Nicolaus Copernicus Way.

(Horwath/Tadeson)

That the Delegation from Andrzej Felinczak, Canadian Polish Congress Hamilton District, respecting Item 11.4 Commemorative Street Naming - Nicolaus Copernicus Way, be received.

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(g) STAFF PRESENTATIONS (Item 8)

**(i) Overview of Housing 2023 Reports and Budget Asks (HSC23058)
(City Wide) (Item 8.1)**

Angie Burden, General Manager of Healthy and Safe Communities provided the Committee with a presentation respecting Report HSC23058, Overview of Housing 2023 Reports and Budget Asks.

(Hwang/Cassar)

That the staff presentation respecting Report HSC23058, Overview of Housing 2023 Reports and Budget Asks, be received.

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar

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Yes - Ward 13 Councillor Alex Wilson
 Yes - Ward 14 Councillor Mike Spadafora
 Yes - Ward 15 Councillor Ted McMeekin

For disposition of this matter, refer to Item 1.

(ii) (Hwang/Beattie)

That the General Issues Committee recess for 35 minutes until 2:00 pm.

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes - Mayor Andrea Horwath
 Yes - Ward 1 Councillor Maureen Wilson
 Yes - Ward 2 Councillor Cameron Kroetsch
 Yes - Ward 3 Councillor Nrinder Nann
 Yes - Ward 4 Councillor Tammy Hwang
 Yes - Ward 5 Councillor Matt Francis
 Yes - Ward 6 Councillor Tom Jackson
 Yes - Ward 7 Councillor Esther Pauls
 Yes - Ward 8 Councillor J. P. Danko
 Yes - Ward 9 Councillor Brad Clark
 Yes - Ward 10 Councillor Jeff Beattie
 Yes - Ward 11 Councillor Mark Tadeson
 Yes - Ward 12 Councillor Craig Cassar
 Yes - Ward 13 Councillor Alex Wilson
 Yes - Ward 14 Councillor Mike Spadafora
 Yes - Ward 15 Councillor Ted McMeekin

(iii) Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites (HSC20036(g)) (City Wide) – REVISED (Item 8.2)

- (1) Michelle Baird, Director, Housing Services Division provided the Committee with a presentation respecting Report HSC20036(g), Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites.

(Horwath/Pauls)

That the staff presentation respecting HSC20036(g), Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites, be received.

Result: MOTION, CARRIED by a vote of 16 to 0, as follows:

Yes - Mayor Andrea Horwath
 Yes - Ward 1 Councillor Maureen Wilson

Yes	-	Ward 2	Councillor Cameron Kroetsch
Yes	-	Ward 3	Councillor Nrinder Nann
Yes	-	Ward 4	Councillor Tammy Hwang
Yes	-	Ward 5	Councillor Matt Francis
Yes	-	Ward 6	Councillor Tom Jackson
Yes	-	Ward 7	Councillor Esther Pauls
Yes	-	Ward 8	Councillor J. P. Danko
Yes	-	Ward 9	Councillor Brad Clark
Yes	-	Ward 10	Councillor Jeff Beattie
Yes	-	Ward 11	Councillor Mark Tadeson
Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 13	Councillor Alex Wilson
Yes	-	Ward 14	Councillor Mike Spadafora
Yes	-	Ward 15	Councillor Ted McMeekin

(2) (Horwath/A. Wilson)

- (a) That Council adopt the Proposed Encampment Protocol attached as Appendix "A" to Report HSC20036(g);
- (b) That staff be directed to implement and enforce the Proposed Encampment Protocol;
- (c) That Public Works be authorized to provide security to ensure access to washroom and/or shower services to support individuals who are unsheltered, including two existing all-year outdoor washroom facilities with 24-hour security and two existing all-year recreation centres with 12-hour security;
 - (i) at a cost of \$576,240, for the period of September 1, 2023 to March 31, 2024 to be funded from the Tax Stabilization Reserve (#110046)
 - (ii) and that the cost of \$987,840 to operationalize this as a permanent program in 2024 be referred to the 2024 Tax Budget process;
- (d) That in order for Planning and Economic Development, Municipal By-Law Enforcement to support enforcement of the Protocol based on the existing Monday to Friday level of service, and a four-day response time, Council approve;
 - (i) the creation of a 1FTE Supervisor of Municipal By-law Enforcement for the period September 1, 2023 to March 31, 2024, at a cost of \$86,120 to be funded from the Tax Stabilization Reserve (#110046),

- (ii) and that the approval of one FTE at an annualized cost of \$147,650 be referred to the 2024 Tax Budget process.
 - (iii) that the purchase of a vehicle at a cost of \$35,000, and an annual operating impact of \$9,000 be referred to the 2024 Tax Budget process
- (e) That staff be directed to provide an enhanced service level to allow the Public Works, Parks Section staff to respond to requests for clean-up and maintenance in alignment with the service levels outlined in the Proposed Encampment Protocol and that Council approve;
- (i) the creation of one FTE Parks Lead Hand and two FTE Parks Operators and that the cost of \$93,000 for this enhanced service level be funded from the Tax Stabilization Reserve (#110046) for the period of September 1, 2023 to March 31, 2024;
 - (ii) The leasing of vehicles and equipment for the period of September 1, 2023 to March 31, 2024 at an estimated cost of \$50,000, be funded from the Tax Stabilization Reserve (#110046);
 - (iii) the operating cost of \$278,400 to annualize this enhanced service level, includes \$245,000 for the approval of three FTEs, and \$33,400 for the annualized operating cost of the vehicles in recommendation d)iv) be referred to the 2024 Tax Budget process;
 - (iv) the Capital Costs of \$220,000 for equipment and vehicles to be referred to the 2024 Tax Budget process.
- (f) That the General Manager of the Healthy and Safe Communities Department ,or designate, be authorized and directed, on behalf of the City of Hamilton, to enter into, execute and administer all agreements and documents necessary to hire the equivalent and two seconded peer Support Workers, at an approximate annual cost of \$61,500 each (total for two FTEs \$123,000) on terms and conditions satisfactory to the General Manager of the Healthy and Safe Communities Department, or designate, and in a form

satisfactory to the City Solicitor and that the funding for these positions be referred to the 2024 Tax Operating Budget;

- (g) That upon the adoption of the Encampment Protocol, Housing Focused Street Outreach collaborate with key stakeholders to develop a liaison committee to ensure that individuals with lived/living experience of encampments, frontline operators, and staff are all meaningfully engaged in providing input into Hamilton's encampment response. Staff will collaborate with key stakeholders including Keeping Six, HAMSMaRT, Hamilton Regional Indian Centre, and Hamilton Encampment Support Network (to help recruit people with lived/living experience for the committee), to develop terms of reference for the committee that identifies goals, scope, and desired outcomes;
- (h) That the General Manager of Healthy and Safe Communities be authorized and directed to enter into the appropriate agreements with the Hamilton Alliance for Tiny Shelters for the operation of a two-year pilot of up to 25 temporary tiny homes on City lands, with appropriate security, services and supports at no cost to the City, subject to the following conditions; and,
 - (i) That the pilot program be located on the site of the parking area on the Strachan Avenue linear park or an alternative site that meets the criteria for the Protocol and is determined appropriate by staff
 - (ii) That all potential residents of the site are selected from the City of Hamilton's By-Name List, as per associated requirements of its Coordinated Access system, with approval from Housing Services Division;
 - (iii) That staff be directed to work with Hamilton Alliance for Tiny Shelters to review operating model and provision of security and services, determine performance metrics and outcomes, including eligibility and entry criteria, gender-specific considerations, Indigenous supports, identification of formalized community partnerships with health and social service sectors, pathways to permanent housing, and a process for evaluating the success of the pilot;

- (iv) That staff be directed to evaluate program outcomes and that staff include information on the Hamilton Alliance for Tiny Shelters in progress updates to the General Issues Committee as part of future encampment reporting and performance metrics reporting; and
- (v) That a detailed exit strategy has been created and will be executed should HATS not be able to ensure site safety and/or adequate funding to operate.
- (vi) That the appropriate General Managers of Public Works, Planning and Economic Development, and the Healthy and Safe Communities Department or their designate be directed and authorized, on behalf of the City of Hamilton, to enter into, execute and administer all agreements and documents necessary to implement the purchases and grants outlined above on terms and conditions satisfactory to the respective General Manager or their designate and in a form satisfactory to the City Solicitor.

Deputy Mayor Francis relinquished the Chair to Councillor Hwang in order to move the following amendment:

(3) (Francis/Beattie)

That Appendix “A” to Report HSC20036(g), Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites – REVISED Encampment Protocol, ***be amended*** as follows:

D) Prohibited Areas for Erecting Encampments, Temporary Shelters, or Tents

In order to provide for the availability of space for temporary shelter ***on public land*** ~~in parks~~, persons without shelter or being homeless will be able to establish an encampment through erecting a temporary shelter for themselves and also be able group together with other such persons’ temporary shelters. However, the encampment or cluster of shelters must not exceed five tents or similar temporary shelters, and there must be at least 50 meters separating the encampment or cluster from other encampments or clusters of shelters.

Notwithstanding the encampment protocol and conditions listed, erecting encampments, temporary

shelters or tents are not permitted in City parks unless the Ward Councillor chooses to opt in to permit encampments, temporary shelters or tents in City parks within the geographic boundaries of the Ward they represent.

Deputy Mayor Francis assumed the Chair.

(4) (M. Wilson/A. Wilson)

That consideration of Report HSC20036(g), respecting Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites – REVISED, be DEFERRED until after Closed Session.

Result: MOTION, CARRIED by a vote of 15 to 1, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
No	-	Ward 15 Councillor Ted McMeekin

(h) PRIVATE & CONFIDENTIAL (Item 14)

(i) (A. Wilson/Pauls)

That Committee move into Closed Session to discuss Item 8.2 respecting Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites (HSC20036(g)) (City Wide) – REVISED, pursuant to Section 9.3, Sub-section (f) of the City's Procedural By-law 21-021, as amended, and Section 239(2), Sub-section (f) of the *Ontario Municipal Act, 2001*, as amended, as the subject matter pertains to advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

Result: MOTION, CARRIED by a vote of 15 to 0, as follows:

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Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Absent	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(Pauls/Kroetsch)

That the General Issues Committee meeting of August 14, 2023, be extended past the 5:30 pm curfew, up to an additional 4 hours.

Result: MOTION, CARRIED by a vote of 15 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Absent	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(i) STAFF PRESENTATIONS (Item 8) (Continued)

(ii) Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites (HSC20036(g)) (City Wide) – REVISED (Item 8.2) (Continued)

Deputy Mayor Francis relinquished the Chair to Councillor Hwang in order to move the following amendment:

(1) (Francis/Beattie)

That Appendix “A” to Report HSC20036(g), Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites – REVISED, **be amended** as follows:

D) Prohibited Areas for Erecting Encampments, Temporary Shelters, or Tents

In order to provide for the availability of space for temporary shelter **on public land** ~~in parks~~, persons without shelter or being homeless will be able to establish an encampment through erecting a temporary shelter for themselves and also be able group together with other such persons' temporary shelters. However, the encampment or cluster of shelters must not exceed five tents or similar temporary shelters, and there must be at least 50 meters separating the encampment or cluster from other encampments or clusters of shelters.

Notwithstanding the encampment protocol and conditions listed, erecting encampments, temporary shelters or tents are not permitted in City parks unless the Ward Councillor chooses to opt in to permit encampments, temporary shelters or tents in City parks within the geographic boundaries of the Ward they represent.

Result: MOTION, DEFEATED by a vote of 7 to 9, as follows:

No	-	Mayor Andrea Horwath
No	-	Ward 1 Councillor Maureen Wilson
No	-	Ward 2 Councillor Cameron Kroetsch
No	-	Ward 3 Councillor Nrinder Nann
No	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko

Yes	-	Ward 9	Councillor Brad Clark
Yes	-	Ward 10	Councillor Jeff Beattie
No	-	Ward 11	Councillor Mark Tadeson
No	-	Ward 12	Councillor Craig Cassar
No	-	Ward 13	Councillor Alex Wilson
Yes	-	Ward 14	Councillor Mike Spadafora
No	-	Ward 15	Councillor Ted McMeekin

Deputy Mayor Francis assumed the Chair.

(2) (Kroetsch/Nann)

That Appendix “A” to Report HSC20036(g), Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites – REVISED, ***be amended*** as follows:

D) Prohibited Areas for Erecting Encampments, Temporary Shelters, or Tents

Further, the balancing of public and private interests while allowing for temporary shelter will require encampments or clusters not be located:

- On or within **50 to** 100 meters of a school or children daycare centre
- On or within **50 to** 100 meters of a playground, pool, waterpark, or any spray pad

Result: MOTION, DEFEATED by a vote of 6 to 10, as follows:

No	-	Mayor Andrea Horwath
No	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
No	-	Ward 5 Councillor Matt Francis
No	-	Ward 6 Councillor Tom Jackson
No	-	Ward 7 Councillor Esther Pauls
No	-	Ward 8 Councillor J. P. Danko
No	-	Ward 9 Councillor Brad Clark
No	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
No	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
No	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(3) (Kroetsch/Nann)

That Appendix “A” to Report HSC20036(g), Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites – REVISED, **be amended** as follows:

K) Reporting

To provide ongoing accountability and transparency to the City’s encampment response program and the implementation of its encampment protocol, communication with Council and Ward Councillors regarding the Encampment Protocol will be through monthly, ongoing **Information** Reports to **General Issues Committee Council** and include data and trends, operational updates, and any continuous improvement measures implemented to further efforts toward providing ongoing accountability and transparency to the City’s encampment response program and the implementation of its encampment protocol. Where a Ward Councillor requests information regarding a specific encampment site within their ward, Housing Focused Street Outreach will provide an update as to whether the encampment has been deemed to be within a prohibited area. Reporting on the status of outreach or enforcement activities will be limited to the monthly Council reports.

Result: MOTION, CARRIED by a vote of 13 to 3, as follows:

No	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
No	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
No	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

- (4) **(Kroetsch/Nann)**
That Report HSC20036(g), Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites – REVISED, ***be amended***, by adding an additional subsection (h), as follows:

(h) That City staff evaluate, including through costing, The People’s Protocol on Encampments (PPE) and bring forward recommendations for implementation of the PPE to the General Issues Committee.

Result: MOTION, DEFEATED by a vote of 4 to 12, as follows:

No	-	Mayor Andrea Horwath
No	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
No	-	Ward 5 Councillor Matt Francis
No	-	Ward 6 Councillor Tom Jackson
No	-	Ward 7 Councillor Esther Pauls
No	-	Ward 8 Councillor J. P. Danko
No	-	Ward 9 Councillor Brad Clark
No	-	Ward 10 Councillor Jeff Beattie
No	-	Ward 11 Councillor Mark Tadeson
No	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
No	-	Ward 14 Councillor Mike Spadafora
No	-	Ward 15 Councillor Ted McMeekin

- (5) **(Danko/Francis)**
That Appendix “A” to Report HSC20036(g), Public Feedback and Recommendations for an Encampment Protocol and Sanctioned Sites – REVISED, ***be amended*** as follows:

G) Encampment Response Processes

- B) When an encampment, temporary shelter, or tent is located on public property, within a prohibited area, as defined by this Protocol:
1. Within 72 hours after receiving a complaint or request for service (unless exceptional circumstances exist), Housing Focused Street Outreach staff will engage with individual(s) living within an encampment, temporary shelter, or tent

to better understand their needs and connect them with internal and community supports, including housing-focused case management; referral into the emergency shelter system; referrals to health agencies, social assistance supports, and specialized outreach supports; and any other relevant supports available that would improve an individual's health and wellbeing. Housing Focused Street Outreach will have available information about possible suitable and compliant sites and will consider the needs and choices of the individual and collaborate with the individual(s) living within an encampment, temporary shelter, or tent, to identify a more suitable area that meets the conditions noted within this Protocol.

2. If after visiting an encampment, temporary shelter, or tent, Housing Focused Street Outreach staff observe the encampment, temporary shelter, or tent to be in a prohibited area, as defined by this Protocol, ***Housing Focused Outreach they*** will contact Municipal Law Enforcement ~~to conduct a follow-up assessment within 72 hours of receiving the initial complaint, and Municipal Law Enforcement will respond to the within 4 business days.~~
3. Municipal Law Enforcement Officers will visit the site within four business days and confirm whether the encampment, temporary shelter, or tent is in a prohibited area. If so, Municipal Law Enforcement Officers will notify the individual(s) living at the location via a Notice of Trespass and verbally, if possible, that they are in a prohibited area, and that they will be required to move from the existing location.
4. Municipal Law Enforcement Officers will determine compliance timelines depending on the presenting circumstances, for the issuance of notices or actions to be taken in respect to the encampment, temporary shelter, or tent, within a maximum of ~~14~~ **4** total days from the issuance of notice, unless exceptional circumstances exist.

For example, if the Municipal Law Enforcement Officers observes a significant health or safety issue for the individual due to placing a shelter on a highway the Municipal Law Enforcement Officers will take more urgent action to require compliance or remediate the concern and may seek Hamilton Police Services support. If there are few or no immediate health, safety, or other concerns due to encampment or its location within a prohibited area, Municipal Law Enforcement Officers will allow for more time, up to a maximum of ~~14~~ 4 days, unless exceptional circumstances exist, to engage with the individuals in an encampment, temporary shelter, or tent around supports and next steps.

Result: MOTION, CARRIED by a vote of 11 to 5, as follows:

No	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
No	-	Ward 2 Councillor Cameron Kroetsch
No	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Yes	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
No	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
No	-	Ward 15 Councillor Ted McMeekin

For further disposition of this matter, refer to Item 2.

(ii) Addressing Needs of Unsheltered Individuals and Those Relying on Hamilton's Emergency Shelter System (HSC23041) (City Wide) (Item 8.3)

(Horwath/M. Wilson)

That consideration of Report HSC23041, Addressing Needs of Unsheltered Individuals and Those Relying on Hamilton's Emergency Shelter System, be DEFERRED to the September 6, 2023 General Issues Committee meeting.

Result: MOTION, CARRIED by a vote of 14 to 1, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
No	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(j) CONSENT ITMES (Item 9)

(i) Transit Area Rating Review Sub-Committee Clerk's Report 23-001 - July 27, 2023 (Item 9.1)

(Clark/A. Wilson)

That the Transit Area Rating Review Sub-Committee Clerk's Report 23-001 - July 27, 2023, be received.

Result: MOTION, CARRIED by a vote of 15 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Yes	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(Jackson/Spadafora)

That the General Issues Committee recess for 20 minutes until 7:45 pm.

Result: MOTION, CARRIED by a vote of 14 to 1, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
No	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(k) MOTIONS (Item 11)

(i) Support for Francophone Seniors Active Living Centre (SALCA) in Hamilton (Item 11.3)

(Hwang/Kroetsch)

WHEREAS, the City of Hamilton has been designated under the provincial French Language Service Act of Ontario as a francophone city as of December 31, 2000 to provide municipal services in both English and French,

WHEREAS, Hamilton is one of 14 Canadian cities designated by the Government of Canada's Francophone Immigration Strategy to service Francophones,

WHEREAS, the Fédération des aînés et des retraités francophones de l'Ontario (FARFO) and the Centre Francophone are the lead organizations applying for funding from the Ministry of Seniors and Accessibility (MSA) for a new Francophone Seniors Active Living Centre (SALCA) in Hamilton,

WHEREAS, the 2021 census identified over 50,000 Hamiltonians who speak French and of that population, approximately 10% are over the age of 55,

WHEREAS, FARFO and Centre Francophone have budgeted \$72,000 per year to provide French programming to serve Francophone seniors at the new French SALCA,

WHEREAS, the funding from the Ministry of Seniors and Accessibility requires that the Municipality must contribute a minimum of 20% of the net annual cost for maintaining and operating the program and that the contribution can be in cash, or in kind, or a combination thereof

WHEREAS, Hamilton has 11 Senior Active Living Centers (SALCA) but none serving the French population

WHEREAS, the City of Hamilton's Recreation Department is authorized to provide eligible groups engaged in eligible activities a 100% Fee Waiver or part thereof, up to a maximum of \$10,000.00 per request based on the merit of the activity and their ability to demonstrate financial hardship in accordance with the Fee Waiver/Reduction Policy for use of City of Hamilton recreation facilities;

WHEREAS, the Fédération des aînés et des retraités francophones de l'Ontario (FARFO) and Centre Francophone meets the eligibility criteria, as a community group; and

WHEREAS, the Fédération des aînés et des retraités francophones de l'Ontario (FARFO) and Centre Francophone's, Francophone Seniors Active Living Centre (SALCA) is considered an eligible activity.

THEREFORE, BE IT RESOLVED:

- (a) That a grant funded from the Ward 4 Capital Discretionary Account [3302109400] be provided to the Fédération des aînés et des retraités francophones de l'Ontario (FARFO) and Centre Francophone to support their application for a Francophone Seniors Active Living Centre (SALCA), at an upset limit, including contingency, not to exceed \$4,400;
- (b) That Recreation Staff be authorized to waive rental fees for 2023 for the Francophone Seniors Active Living Centre (SALCA) to an upset limit of \$10,000;
- (c) That Recreation Staff be authorized to waive future facility rental fees for the Francophone Seniors Active Living Centre (SALCA) to an upset limit of \$10,000 per calendar year;

- (d) That the funding in the amount of \$4,400 to support the Francophone Seniors Active Living Centre (SALCA) in future years be included in the 2024 Healthy and Safe Communities Department base operating budget; and,
- (e) That the Mayor and City Clerk be authorized and directed to execute any required agreement(s) and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor.

Councillor Hwang withdrew the above motion for inclusion on the August 18, 2023 Council Agenda in order to ensure that the appropriate staff are in attendance.

(ii) Ward Specific Funding Policy Revisions (Item 11.6)

Councillor Danko withdrew the motion respecting Ward Specific Funding Policy Revisions.

(iii) (Spadafora/Tadeson)

That the General Issues Committee recess for 10 minutes until 7:30 pm to address technical difficulties.

CARRIED

(I) NOTICES OF MOTION (Item 12)

Councillor Danko introduced the following Notice of Motion:

(i) City of Hamilton Meta Advertising (Item 12.1)

WHEREAS, Meta announced in June 2023 that it has already started blocking Canadian news content and links on its social media sites, including Instagram and Facebook platforms; and

WHEREAS, Meta has refused to comply with federal legislation, the Online News Act, and instead has deliberately chosen to disadvantage 40 million Canadians, including nearly 600,000 Hamilton residents, by removing the ability to share local and national news on their platforms, limiting the ability for Canadians to view content from local and national news publications in Canada; and

WHEREAS, in the past several years, Hamilton has faced severe weather conditions, including extreme cold and blizzards, heat waves, and funnel clouds; as well as other emergencies, including but not limited to homelessness, crime and an epidemic related to substance use and addictions; and particularly the recent COVID-19 pandemic; in all of these

situations, the ability to share timely, reliable, local news with residents was critically essential; and

WHEREAS, Meta's decision would severely impact and limit the ability of both the City of Hamilton, and individual Members of Council, to share information with residents; and to share critical and timely updates from local media; and

WHEREAS, recognizing that utilizing all available media, may at times be required for disseminating critical and public safety information, as well, that existing communication plans may contain budgetary and contractual legal obligations; and

WHEREAS, Hamilton residents have a fundamental right to a strong, free, and independent Press, one that is not censored or dictated by American social media giants; and

WHEREAS, access to reliable, quality news information, prepared by independent journalists and media, is essential to any healthy, functioning democracy.

THEREFORE, BE IT RESOLVED:

- (a) That any new, non-critical advertising campaigns by Public Information and Media Relations be immediately suspended on all Meta-owned platforms, and
- (b) That the suspension last until Meta resumes discussions with the government of Canada, or reverses its ban on placing Canadian media news stories on its platforms, and
- (c) That this motion be shared with the Ontario Premier's Office, local Members of Parliament, local Members of Provincial Parliament, the Federation of Canadian Municipalities, and all Ontario municipalities.

(m) GENERAL INFORMATION / OTHER BUSINESS (Item 13)

(i) Amendments to the Outstanding Business List (Item 13.1):

(Horwath/Spadafora)

That the amendments to the Outstanding Business List, be approved, as follows:

(a) Items Considered Complete and Needing to be Removed (Item 13.1(a)):

Our City Survey 2022 Results (CM23011) (City Wide)

OBL Item: 2023-CC

Added: May 3, 2023 at GIC (Item 8.1)

Completed: August 14, 2023 at GIC (Item 10.2)

Requirements for the Implementation of a 311 Customer Service Call Platform

OBL Item: 2023-O

Added: November 25, 2022 at GIC

Reason for Removal: This Item has been incorporated into the Council Strategic Planning Initiative

Establishment of a Mayor's Task Force on Transparency, Access and Accountability

OBL Item: 2023-A1

Added: January 18, 2023 at GIC (Item 11.4)

Completed: August 14, 2023 at GIC (Item 10.4)

Hamilton Waterfront Trust - Options for Future Operations, Programs & Services (FCS23029)

OBL Item: 2023-P

Added: March 22, 2023 at GIC (Item 8.1)

Completed: August 14, 2023 at GIC (Item 10.3)

(b) Items Requiring a New Due Date (Item 13.1(b)):

Grant or Low-Interest Loans from FCM (for the purposes of the park development of the project lands including the properties – Ward 3 (PED20041 / LS20004/PW20016)

OBL Item: F

Current Due Date: July 10, 2023

Proposed New Due Date: October 18, 2023

Result: MOTION, CARRIED by a vote of 14 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls

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Yes	-	Ward 8	Councillor J. P. Danko
Absent	-	Ward 9	Councillor Brad Clark
Absent	-	Ward 10	Councillor Jeff Beattie
Yes	-	Ward 11	Councillor Mark Tadeson
Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 13	Councillor Alex Wilson
Yes	-	Ward 14	Councillor Mike Spadafora
Yes	-	Ward 15	Councillor Ted McMeekin

(n) PRIVATE & CONFIDENTIAL (Item 14) (Continued)

(i) Closed Session Minutes – July 10, 2023 (Item 14.1)

(Spadafora/Kroetsch)

That the General Issues Committee Closed Session Minutes of July 10, 2023, be approved and remain confidential.

Result: MOTION, CARRIED by a vote of 14 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Absent	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(Spadafora/Pauls)

That Committee move into Closed Session pursuant to Section 9.3, Sub-sections (c) and (d) of the City's Procedural By-law 21-021, as amended, and Section 239(2), Sub-sections (c) and (d) of the *Ontario Municipal Act, 2001*, as amended, as the subject matters pertain to a proposed or pending acquisition or disposition of land by the municipality or local board; and labour relations or employee negotiations.

Result: MOTION, CARRIED by a vote of 14 to 0, as follows:

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Yes	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Yes	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko
Absent	-	Ward 9 Councillor Brad Clark
Absent	-	Ward 10 Councillor Jeff Beattie
Yes	-	Ward 11 Councillor Mark Tadeson
Yes	-	Ward 12 Councillor Craig Cassar
Yes	-	Ward 13 Councillor Alex Wilson
Yes	-	Ward 14 Councillor Mike Spadafora
Yes	-	Ward 15 Councillor Ted McMeekin

(ii) Property Acquisition in Ward 12 - REVISED (Item 14.3)

For disposition of this matter, refer to Item 15.

(iii) Collective Bargaining Update (Item 14.4)

For disposition of this matter, refer to Item 16.

(iv) Labour Disruption Contingency Planning - REVISED (Item 14.5)

For disposition of this matter, refer to Item 17.

(0) ADJOURNMENT (Item 15)

(Spadafora/Tadeson)

That there being no further business, the General Issues Committee be adjourned at 9:47 p.m.

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

Yes	-	Mayor Andrea Horwath
Yes	-	Ward 1 Councillor Maureen Wilson
Yes	-	Ward 2 Councillor Cameron Kroetsch
Yes	-	Ward 3 Councillor Nrinder Nann
Yes	-	Ward 4 Councillor Tammy Hwang
Absent	-	Ward 5 Councillor Matt Francis
Yes	-	Ward 6 Councillor Tom Jackson
Absent	-	Ward 7 Councillor Esther Pauls
Yes	-	Ward 8 Councillor J. P. Danko

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Absent	-	Ward 9	Councillor Brad Clark
Absent	-	Ward 10	Councillor Jeff Beattie
Yes	-	Ward 11	Councillor Mark Tadeson
Yes	-	Ward 12	Councillor Craig Cassar
Yes	-	Ward 13	Councillor Alex Wilson
Yes	-	Ward 14	Councillor Mike Spadafora
Absent	-	Ward 15	Councillor Ted McMeekin

Respectfully submitted,

Deputy Mayor Matt Francis
Chair, General Issues Committee

Acting Deputy Mayor Tammy Hwang
Chair, General Issues Committee

Angela McRae
Legislative Coordinator
Office of the City Clerk

Submitted on Wed, 08/23/2023 - 11:45

Submitted by: Anonymous

Submitted values are:

Committee Requested

Committee

General Issues Committee

Will you be delegating in-person or virtually?

In-person

Will you be delegating via a pre-recorded video?

No

Requestor Information:

Shelley Falconer

Art Gallery of Hamilton

123 King Street West

Hamilton, Ontario. L8P4S8

shelley@artgalleryofhamilton.com

905-527-6610 ext.228

Preferred Pronoun

she/her

Reason(s) for delegation request:

Presentation and update on the Art gallery of Hamilton and its role in the revitalization of Hamilton's downtown core. Requesting to delegate on September 20th, 2023.

Will you be requesting funds from the City?

No

Will you be submitting a formal presentation?

Yes

Submitted on Wed, 08/30/2023 - 15:08

Submitted by: Anonymous

Submitted values are:

Committee Requested

Committee
General Issues Committee

Will you be delegating in-person or virtually?
In-person

Will you be delegating via a pre-recorded video?
No

Requestor Information

Requestor Information
Katherine Kalinowski, Chief Operating Officer; Grace Baldwin, Director, Family Centre
Good Shepherd Centres
400 King Street West, PO Box 1003
Hamilton, ON. L8N 3R4
kkalinowski@gsch.ca
905-528-5877 x3323

Preferred Pronoun
she/her

Reason(s) for delegation request
We wish to speak at GIC on September 6. We will provide Good Shepherd's perspective on the crisis of family homelessness shelter system in the city.
Per: Agenda item 8.1 Addressing Needs of Unsheltered Individuals and Those Relying on Hamilton's Emergency Shelter System (HSC23041) (City Wide)

Will you be requesting funds from the City?
No

Will you be submitting a formal presentation?
No

Submitted on Fri, 09/01/2023 - 09:42

Submitted by: Anonymous

Submitted values are:

Committee Requested

Committee
General Issues Committee

Will you be delegating in-person or virtually?
In-person

Will you be delegating via a pre-recorded video?
No

Requestor Information

Requestor Information
Shannon RKyles
Doors Open Hamilton

Preferred Pronoun
she/her

Reason(s) for delegation request
The Doors Open Hamilton committee would like to approach counsel to request increased funding for Doors Open Hamilton 2024.

The Doors Open Hamilton committee is under the umbrella of the Architectural Conservancy of Ontario Hamilton Region Branch. We are a non-profit group part of the Provincial Architectural Conservancy of Ontario. The Doors Open Hamilton committee has been running DOH for 3 years. Prior to that the event was run by the City of Hamilton and ACO volunteers.

Will you be requesting funds from the City?
Yes

Will you be submitting a formal presentation?
Yes

Submitted on Sun, 09/03/2023 - 10:19

Submitted by: Anonymous

Submitted values are:

Committee Requested

Committee
General Issues Committee

Will you be delegating in-person or virtually?

In-person

Will you be delegating via a pre-recorded video?

No

Requestor Information

Requestor Information
Gessie Stearns
Hamilton, Ontario

Preferred Pronoun

she/her

Reason(s) for delegation request

With respect to item 8.1(a) on the posted GIC agenda report titled 'Family Shelter System (HSC23041(a))'.

Will you be requesting funds from the City?

No

Will you be submitting a formal presentation?

No

Submitted on Tue, 09/05/2023 - 11:49

Submitted by: Anonymous

Submitted values are:

Committee Requested

Committee
General Issues Committee

Will you be delegating in-person or virtually?

In-person

Will you be delegating via a pre-recorded video?

No

Requestor Information

Requestor Information
Shabeeh Ahmad
Hamilton Social Medicine Response Team (HAMSMaRT)
101-140 King Street East
Hamilton, ON. L8N 1A5
community@hamsmart.ca

Preferred Pronoun

she/her

Reason(s) for delegation request

Hi there,

I would like to delegate re: 8.1a specifically regarding the family shelter system.

Thanks,
Shabeeh

Will you be requesting funds from the City?

No

Will you be submitting a formal presentation?

No



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Housing Services Division

TO:	Chair and Members General Issues Committee
COMMITTEE DATE:	August 14, 2023
SUBJECT/REPORT NO:	Addressing Needs of Unsheltered Individuals and those Relying on Hamilton's Emergency Shelter System (HSC23041) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Vanessa Parlette (905) 546-2424 Ext. 3863 Rob Mastroianni (905) 546-2424 Ext. 8035 Greg Witt (905) 546-2424 Ext. 4818
SUBMITTED BY:	Michelle Baird Director, Housing Services Division Healthy and Safe Communities Department
SIGNATURE:	<i>Michelle Baird</i>

RECOMMENDATION(S)

- (a) That Council approve up to \$5.6M in 2023 for the following in-year emergency response expenditures to address the immediate pressures experienced by unsheltered individuals and individuals requiring assistance from Hamilton's emergency shelter system funded through a combination of sources, deemed appropriate by the General Manager of Corporate Services, and to be confirmed through the 2023 year-end budget variance report beginning with additional Provincial or Federal Funding, City of Hamilton COVID-19 Reserve, or 2023 Corporate Surplus;
- (i) \$4.1M to continue providing shelter overflow in hotels in 2023 for families experiencing homelessness as reported in the April 2023 Budget Variance Report, FCS23063;
- (ii) \$600K to Indwell to provide high level supports from October 1, 2023 – March 31, 2024 for 24 units at City Housing Hamilton's - King William location in order to house individuals from encampments or the by name list as of Q4, 2023;

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- (iii) That up to \$876K in expenditures to provide support for overnight drop in centres, beginning in December 2023 through March 2024 be referred to the discussion of the City's Winter Response in the report coming forward with the same name to the September 7, 2023 Emergency and Community Services Committee;
- (b) That Council approve an in-year immediate commitment of a \$2.3M conditional grant to Indwell Community Homes as the City's municipal contribution to enable construction at Acorn Flats to commence within 30 days of approval in order to build 20-25 units of permanent housing for families experiencing homelessness with occupancy by the end of 2024, funded from the Tax Stabilization Reserve (#110046);
- (c) That the General Manager of the Healthy and Safe Communities Department or their designate be directed and authorized, on behalf of the City of Hamilton, to enter into, execute and administer all agreements and documents necessary to implement the purchases and grants outlined above on terms and conditions satisfactory to the General Manager of the Healthy and Safe Communities Department or their designate and in a form satisfactory to the City Solicitor;
- (d) That up to \$5.925M for 2024 emergency response expenditures be referred to the 2024 tax operating budget for Council consideration: to address the needs experienced by unsheltered individuals and individuals requiring assistance from Hamilton's emergency shelter system items;
 - (i) The continuation of shelter hotel overflow for families experiencing homelessness at an anticipated cost of \$4.64M annually
 - (1) \$4.45M for emergency hotel shelter overflow beds for families experiencing homeless.
 - (2) \$190K to fund temporary mobile case management team supporting families experiencing homelessness who are housed in hotel overflow beds.
 - (ii) The continuation of 20 additional beds in the women's emergency shelter system, through 46 West South as a temporary emergency shelter (run by Good Shepherd Centre Hamilton), from April 1, 2024 to December 31, 2024 at a cost of \$952K (annualized cost of \$1.267M)
 - (iii) \$333K to enhance diversion programs within shelters to prevent homelessness for an estimated 600 individuals

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- (e) That up to \$2.3M be referred to the 2024 Tax Operating budget for Council consideration to support individuals experiencing homelessness in securing successful tenancies and prevent homelessness as referenced in the plan to end chronic homelessness and the Housing Sustainability and Investment Roadmap;
 - (i) \$2M increase to the Municipal Housing Benefit equivalent to Rent-Geared-to-Income to end homelessness for an estimated 332 households, in order to reflect the commitment to support 500 households in this way through the HSIR.
 - (ii) Up to \$1.2M to Indwell to provide continued high level supports for 24 units at City Housing Hamilton King William that will take individuals from encampments or the by name list until provincial commitment for these costs can be obtained.
- (f) That expansion of the Housing Services Division's 2024 budgeted complement by 5.0 permanent FTEs to be referred to the 2024 Tax Operating Budget to support execution of recommendations (d) through (e), with annual cost in 2024 of approximately \$502K;
 - (i) 2.0 FTEs, Emergency Shelter Case Managers, to support expanded shelter capacity at an annual cost in 2024 of approximately \$199K for salaries, benefits and ancillary costs.
 - (ii) 3.0 FTEs, a Senior Project Manager, a Housing Support Worker, and a Housing Services Clerk, to design and administer programs offering permanent housing solutions at an annual cost in 2024 of approximately \$303K
- (g) That Council approve in principle the concept of an advance multi-year municipal commitment of \$31M (e.g. \$10.33M per year over 3 years) towards the creation of 200 units supportive housing in order to maximize opportunities for affordable housing providers to leverage provincial and federal funds for projects in development and that Housing Secretariat report back to Council in Q3 on financing options and recommended parameters by which Council would delegate decision making authority to staff to work with providers, identify highest impact projects and administer and allocate these funds to enable flexibility and nimble decision-making;
- (h) That Council direct staff to explore an approach to subsidizing funding of up to 100 additional Residential Care Facility spaces to provide additional permanent

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housing options for individuals requiring shelter and to report back to Council in Q4 2023 with opportunities and costs;

- (i) That Council direct staff to assess Hamilton's current ratio of investment in emergency response compared with upstream housing interventions versus emergency response and propose a policy framework to guide City of Hamilton's future municipal investment in the housing sector to shift from emphasis on emergency response to homelessness prevention and permanent housing solutions that decrease reliance on emergency interventions; and,
- (j) In recognition that funding of housing with supports is not within the municipal tax levy mandate or resources, that Council direct staff to work with the Mayor's office to pursue funding from upper levels of government for the \$1.2M in operating costs for 2024 associated with Indwell King William, the \$3.6M in annual operating costs for permanent housing at the Dorothy Day Centre and the \$2.6M in annual operating costs for transitional housing at the YWCA currently subsidized by the municipality, which have no sustainable funding source, as well as other projects that require similar annual operating costs to provide the supportive housing capacity required to address local need;

EXECUTIVE SUMMARY

As the housing crisis continues, more individuals are living unsheltered and the number of individuals who are homeless continues to rise. Hamilton's shelter system has consistently been at or over-capacity since before the COVID-19 pandemic. The issue has worsened as a result of a severe lack of affordable housing, lingering bottlenecks from the COVID-19 pandemic, and long lengths of stay in the shelter system. While the problem at first glance may appear to be solved with building additional shelter capacity, it is important to recognize that emergency shelters currently absorb the greatest proportion of investment within Hamilton's homeless-serving sector and Hamilton invests more per capita in emergency shelters than many surrounding municipalities. The path forward for Hamilton is more permanent housing while continuing to provide emergency response to individuals who are homeless and/or living unsheltered.

In 2022, staff engaged the Social Planning and Research Council to conduct a review of post-pandemic emergency sheltering needs in Hamilton and provide recommendations. Many of these have already been initiated and/or recommended for consideration through the March 2023 Ending Chronic Homelessness Report and the April 2023 Housing Sustainability and Investment Roadmap Report. At the time of engaging the SPRC, consultant, the focus was determining how many additional beds in the emergency shelter system would be required post-pandemic. Context has since shifted to reflect a new reality growing encampments family homelessness, increased numbers

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of refugee and asylum seekers arriving in Hamilton, and other critical social issues. Both emergency response and a focus on permanent housing solutions are required. There is significant risk to the health of our housing sector if we only respond to crises instead of also focusing efforts and investments upstream to create permanent housing solutions.

Staff from various teams and departments have worked together in this report to provide recommendations to address Hamilton's overburdened shelter system and growing homelessness issues and address basic needs of unsheltered individuals from a human-rights focus. The resulting focus in this report on permanent housing solutions reflects consensus from the June 2023 public engagement on Hamilton's approach to encampment response.

Some recommendations in this report require in-year decisions and it is recommended that where possible, investment decisions be referred to the 2024 budget process in order to provide Council the ability to consider all recommendations and prioritize accordingly. It will not be feasible to invest in all recommendations due to availability of resources. Additionally, partnerships with and funding from upper levels of government are required to make progress on ending chronic homelessness.

Informed by The Social Planning and Research Council's 2022 review of post-pandemic emergency sheltering needs in Hamilton and recommendations, this report outlines a three-pronged approach.

- Prong one recommends continued investment in interim emergency response interventions, including hotel overflow spaces for families experiencing homelessness, temporary shelter beds for women, winter response, and diversion programs to meet immediate need of individuals experiencing homelessness and unsheltered individuals until new permanent solutions are established. In-year decisions are needed for continuing hotel shelter overflow spaces for families and winter response; the remaining recommended investments are referred to the 2024 budget.
- Prong two recommends investments in immediate housing solutions through various strategies, including portable housing benefits for individuals who are unsheltered and/or homeless be referred to the 2024 budget. One recommendation requires an in-year decision related to an immediate opportunity to provide 24 units of housing with supports at City Housing Hamilton's King William project to house individuals directly from encampments this fall; the remaining recommended investments are referred to the 2024 budget.

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- Prong three recommends longer-term strategies and investment in creation of permanent supportive housing as described in the Housing Sustainability and Investment Roadmap, including:
 - One recommendation requires an in-year decision for the City to take advantage of an immediate opportunity to realize 20-25 units of permanent housing for families with occupancy by fall 2024 and provide a capital grant to Indwell for \$2.3M to enable their Acorn Flats project to begin construction within 30 days of approval.
 - Creation of a new Housing reserve fund to facilitate an in-year multi-year municipal commitment towards the creation of 200 new supportive housing units. It is proposed allocate the \$31M capital funding that would have otherwise been required to build new shelter beds instead to a three year, \$10 M annual Housing Secretariat reserve fund as municipal contribution to enable leveraging of provincial and federal funding for capital construction of new permanent supportive housing and that the Secretariat and staff work to develop options and parameters for delegated authority for this fund, and report back to Council in Q3 2023 on options.
 - Exploring the opportunity to create supportive housing through existing but unfunded Residential Care Facility spaces. Currently operators have unfunded beds that could be used to create additional permanent or temporary capacity for housing. Staff will further investigate costs and opportunities and report back to council.

Need and demand will always be greater than available resources, prioritizing recommendations in alignment with available in-year and 2024 resources is exceedingly difficult. Looking ahead, we must establish a policy framework that includes a target ratio for investing in permanent housing solutions versus emergency response to reorient Hamilton's homeless-serving system around prevention and permanent housing options to move people out of homelessness.

Alternatives for Consideration – See Page 14

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial:

Staff are requesting that family shelter overflows and 24 units of high level support services continue in 2023 at a total projected cost of \$4.4M to be funded in 2023, first from any new/additional Provincial or Federal Funding sources and if necessary, from available City of Hamilton COVID-19 Reserve and/or any 2023 Corporate Surplus'.

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\$876,000 will be recommended for the period of December 1, 2023 to March 31, 2024 to provide overnight drop in centres. This will be addressed in further detail in a forthcoming September 7, 2023 in the ECS Winter Response staff report. This results in a total potential additional cost of \$5.3M in 2023 to be funded a combination of the following sources: new/additional Provincial or Federal Funding sources, City of Hamilton COVID-19 Reserve and/or 2023 Corporate Surplus'.

A one-time Grant is also being recommended to the Indwell Acorn Flats Project which will provide an additional 20-25 permanent units for families at a cost of \$2.3M to be funded from the Unallocated Capital Levy Reserve in 2023/2024.

A report will also be forthcoming in Q3 from the Housing Secretariat addressing a multi-year municipal commitment of \$31M (\$10.33M over 3 years) towards the creation of 200 units of supportive housing by leveraging provincial and/or federal funding for projects in development as of this fall. The report will address financing options.

Staffing: Implementation of recommendations in this report will be referred to the 2024 tax operating budget process and require the addition of five permanent FTE within Housing Services Division's budgeted complement at a cost of approximately \$502 K for salary and benefits in 2024: 2.0 Emergency Shelter Case Managers, 1.0 Housing Support Worker, 1.0 Housing Services Clerk, 1.0 Sr. Project Manager.

Legal: Legal Services support will be required in drafting any agreements and developing the terms of those agreements.

HISTORICAL BACKGROUND

On March 23, 2023, the Emergency and Community Services Committee approved Report HSC23021 Ending Chronic Homelessness, outlining a comprehensive approach and investments required to end chronic homelessness in Hamilton. In addition to identifying needs and related investments required for the homelessness serving system, this report included the need for additional capacity of 200 beds and 40 beds in the women's and family shelter system, at an estimated minimum of 5.7M annual operating costs and unknown capital costs, which were later costed by staff at a minimum of \$31M capital costs for a new build.

On April 19, 2023, the General Issues Committee approved Report HSC23028/FCS23055/PED23099 Housing Sustainability Investment Roadmap to guide cross-departmental work related to affordable housing issues. This included eleven first year priorities, including the creation of 200 new supportive housing units and a

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recommendation to provide a new municipal housing benefit to 500 households and approval of \$1M to be invested through the provincial Homelessness Prevention Program to establish a new Housing Benefit for up to 166 households per year at \$500/month/household.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

On June 21, 2019 the federal government passed the National Housing Strategy Act, Bill C-97, which legislated the right to housing in Canada.

Purchasing Policy 4.11, Section 2 (b) Policy for Negotiations, requires Council Approval when a single source for the supply of a particular Good and/or Service is being recommended because it is more cost effective or beneficial for when the request has a cumulative value of \$250,000.00 or greater.

RELEVANT CONSULTATION

In July 2022, the Housing Services Division contracted the Social Planning and Research Council of Hamilton (SPRC) to support a review of post-pandemic emergency sheltering needs and recommendations (Appendix "A" to Report HSC23041). These recommendations are outlined in the analysis section.

From October 2022 through January 2023, more than 180 individuals with experience using emergency shelters and drop-in programs were engaged to inform review and revision of Hamilton's Emergency Shelter Standards. A staff report will come forward in Q3 2023.

Further consultation with external stakeholders regarding Hamilton's overall strategy to prevent and end experiences of homelessness has included engagement with: Hamilton is Home, Coordinated Access Steering Committee (a group made up of senior leaders within the homeless-serving sector), Coalition of Hamilton's Indigenous Leadership, Community Safety and Wellbeing Plan stakeholders, Hamilton's Community Advisory Board, and stakeholders of the Housing Sustainability Investment Roadmap. Community partners continuously advocate for greater investment in permanent housing. Without more permanent housing options people in shelters and encampments have nowhere to go.

This report and recommendations were also informed by Encampment public Engagement sessions where permanent housing solutions emerged as a consensus theme.

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Internal consultation was conducted with Finance and Procurement. Procurement supports the recommendations in this report

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Emergency shelters are necessary to ensure people experiencing homelessness are safe and their basic needs are met while they pursue stable housing. However, an over-investment in emergency response services runs the risk of regressing to a place of managing homelessness rather than ending it. To accelerate progress toward ending homelessness, Hamilton must move boldly to invest in long-term permanent solutions to homelessness. This is the only way to avoid cycles of short-term measures that help people cope with homelessness, rather than address the root causes.

Emergency Shelters

Emergency shelters are designed to provide short-term shelter and housing supports, ideally for a duration less than 30 days. The City of Hamilton funds 9 shelters that currently offer 365 beds. The City also provides funding for hotel overflow for approximately 30 families because there is great need and no other options for families who find themselves without shelter (see Appendix "B" to Report HSC23041). Provincial Social Services Relief funding enabled the City to increase shelter capacity for all populations through hotel overflow during the pandemic, which brought shelter capacity to more than 600 beds at the peak of Covid-19 response (HSC20020(f)). Although the number of beds within the system was significantly higher from March 2020 through December 2022, demand for emergency shelter increased proportionately and shelter occupancy remained at capacity or over-capacity during the same period.

In 2022, a total of 58% for all populations and 85% of families spent more than 30 nights in shelter. This means that almost 60% of all shelter stayers were in need of shelter and supports beyond the intended design of the emergency shelter system.

Persistent over-capacity and long stays in the emergency shelter system are a direct result of a lack of permanent housing options. Beds are occupied for longer periods, leading to bottlenecks and forcing others to be turned away due to lack of space.

The report completed by Social Planning and Research Council, commissioned by City of Hamilton in July 2022, emphasized the need to prioritize investments in Indigenous community supports, permanent housing, and prevention. Many existing actions towards those priorities are addressed in HSC23021 and HSC23028 and continue to be prioritized by ongoing collaboration through the homeless-serving system. The report also stated a need for an additional 40 beds in the women's shelter system and 50 units (200 beds) in the family shelter system due to ongoing overcapacity and high demand.

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Preliminary estimates of capital costs for shelter expansion of this scale are approximately \$31 M. This is based on the average cost of \$500,000 per unit for new construction with an occupancy of four people per room, but actual costs could be higher. Ongoing operating costs are estimated at a minimum of \$5.7 M annually. Actual operating costs could vary depending on site proposed, development plan, and program model. Given continued pressures in the emergency system and the critical need to focus on permanent housing solutions, the recommendation in this report is to instead invest this amount over the next three years in a new housing reserve fund administered by the Housing Secretariat that acts as municipal contribution to leverage provincial and federal funding for supportive housing projects that can be ready for occupancy in the next 18-26 months. With Council direction, staff will further investigate this opportunity and report back to Council on financial options and an implementation strategy consistent with the Housing Sustainability and Investment Roadmap.

Family homelessness has become a new and significant crisis within our City. Between January 1 and April 30, 2023 there have been 249 'turn-aways' from the Family Centre due to the program having no space available. Currently, we are provided hotel room for families and capped at supporting approximately 30 families. Due to overflow spaces being used consistently, providing these 30 beds translates to a budget pressure of \$4.1 M in 2023 and \$4.45 M anticipated in 2024. Council approval and levy funding is required to continue providing these hotel spaces. Contracts will otherwise be brought to an end.

Likewise, the women's shelter system has continually had to add capacity to meet demand before and throughout the pandemic. Bed capacity in January 2020 was 46 beds and at its peak in early 2023, bed capacity was 109 beds. With Cathedral closed as of May 19, 2023, overflow was established at West Avenue to offer 20 beds for women for a total of 66 in the women's system. Avenue is funded temporarily until March 2024.

These shelter capacity pressures may suggest a need for more shelter beds, however investments in shelter space alone are insufficient without significant investment in homelessness prevention and permanent housing solutions to prevent people from getting stuck in homelessness and in shelter. The City of Hamilton needs to develop an ideal ratio of investments in permanent housing solutions vs. immediate emergency supports.

Hamilton already has more shelter beds per 100,000 compared to peer communities. Hamilton's investment was substantially higher than peer communities in 2021, when Hamilton had 110.4 beds per 100,000 compared to a median of 39.2 due to expansion of use of hotel overflow (see Appendix "B" to Report HSC23041). This tells us that the solution is not to continue expansion of shelter beds. This was demonstrated during

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COVID-19 response when shelter beds were increased to more than 600 spaces and were continually full. Any beds added to the system are likely to be filled while still seeing unmet demand.

Proposed Solution: A 3-Pronged Approach

The March 2023 Ending Chronic Homelessness and April 2023 Housing Sustainability and Investment Roadmap reports (HSC23021 and HSC23028) outlined actions that have already been initiated, including expanded prevention supports, Indigenous-led housing and homelessness solutions, enhanced case management programs, and new investments in affordable housing and housing subsidies. More investment is needed to respond to the levels of community need as evidenced by growing encampments and pressure on Hamilton's emergency shelter system.

Prong One – Continued Interim Investment in Emergency Response

To bridge the gap between now and when new permanent housing solutions are in place, continued funding for hotel overflow beds and the temporary women's emergency shelter located at 46 West Ave S (operated by Good Shepherd Centre Hamilton) are recommended through December 31, 2024.

If the funding for family hotel overflow is not approved in-year for 2023, capacity will need to be reduced immediately by 20 families (current capacity is 30 families) and capped at a maximum of 10 families, currently funded by provincial funding. As the program is partially funded by provincial programs, closing the remaining 10 beds and ending all hotel contracts would enable \$1.8M of provincial funding to be reinvested in the system in other ways for families. As inflation and costs continue to rise, the expenses related to hotel overflow beds are expected to increase in 2024 but until permanent solutions like Acorn Flats and other similar initiatives are available, the City has limited opportunities for housing families experiencing homelessness. Staff will continue to review and report back on opportunities.

If the funding for overflow at West Avenue is not approved, 20 beds of expanded capacity in the women's system will need to be reduced as of April 1, 2024.

Research indicates that early prevention supports dramatically reduce public spending on homelessness. Diversion is a form of prevention that exists within shelters as an essential component to an effective emergency housing strategy. Enhanced investments in diversion programs will enable hiring fulltime staff roles and dedicated flex funds to engage in mediation, problem solving, and the identification of community and housing supports. It is estimated that approximately 25-30% of people who access the shelter system can be successfully diverted if provided the right supports. This

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recommended enhancement is expected to prevent homelessness for up to 600 people per year.

Prong Two –Immediate Solutions to Preserve and Attain Affordable and Supportive Housing

Report HSC23021 in March 2023 outlined a need to establish a municipal housing benefit aligned with Rent-Geared-to-Income for an estimated 500 households to end their experience of homelessness. Portable housing benefits provide direct financial assistance to households rather than being tied to a housing unit. Allocating this benefit directly through homelessness support programs closes the affordability gap for people experiencing homelessness to find suitable stable housing on the private market. In April 2023, Council approved report HSC23028 and the recommendation to allocate \$1 M through the provincial Homelessness Prevention Program towards a municipal housing benefit for 166 households. Recommendation (e) in this report will support an additional 332 households to bring the total households served to the 500 range.

Through federal Rapid Housing Initiative funding, the City of Hamilton has invested in a new CityHousing Hamilton building that will offer 24 new units of housing at 257 King William. This building will be ready for occupancy in fall 2023. The recommendation for City investment of \$600,000 in 2023 and the first quarter of 2024 (\$1.2 M annually) in operational funding, while at the same time pursuing provincial commitment for these ongoing operating costs, will enable Indwell Community Homes and health partners to offer high intensity supports for individuals housed in these units, who may be coming from unsheltered homelessness or long-term periods of homelessness. This addresses a large need for housing with supports to help people exiting chronic homelessness to stabilize their housing and well-being.

Additionally, staff is proposing to explore how Residential Care Facilities can be used to expand the City's capacity to house individuals requiring minimal supports. By doing so, the City aims to increase its capacity to provide housing to more individuals on the By Name List, which is a list of individuals experiencing homelessness in the area. Here are some key points and potential benefits of this potential strategy:

- **Increased Capacity:** By subsidizing existing unsubsidized beds in Residential Care Facilities, the City can increase the overall housing capacity for individuals requiring minimal supports. This may lead to more vacant beds being utilized, thus reducing homelessness.
- **Support for Vulnerable Individuals:** Residential Care Facilities typically offer support services, which can be crucial for individuals with minimal support needs. This can improve the well-being and stability of those individuals and help them transition towards more independent living arrangements.

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- **Reduced Homelessness:** By focusing on housing individuals only from the By Name List, the strategy targets those in most urgent need of housing and aims to reduce the number of people experiencing homelessness in the community.
- **Cost-Effectiveness:** Subsidizing existing beds might be more cost-effective than building new. It can also be a faster solution to provide housing for those in need.
- **Collaboration with Residential Care Facilities:** Involving Residential Care Facilities in the strategy can foster cooperation between public and private sectors, encouraging them to contribute to solving the homelessness issue in the community.

Exploring the use of unsubsidized Residential Care Facilities beds to house individuals from the By Name List, requiring minimal supports, is a promising strategy to address homelessness and reduce the number of people experiencing homelessness in the City. In addition to understanding resource requirements, proper planning, collaboration, and monitoring will be vital to the success of this initiative. Staff will report back to Council with an update on opportunities to implement this strategy.

Prong Three – Invest longer term in permanent supportive housing as described in the Housing Sustainability and Investment Roadmap

Lack of permanent supportive housing for individuals and families with the highest complexity of need remains one of the largest gaps within the homeless-serving system. Towards addressing this gap, the City of Hamilton has made a commitment through the Housing Sustainability Investment Roadmap to work with upper levels of government and community partners to establish 200 units of permanent supportive housing for people with the greatest complexity of need. Currently there are no known supportive housing resources in Hamilton that are dedicated to families and too few for all population groups.

City staff have engaged with non-profit housing providers through Hamilton is Home and the Housing Sustainability and Investment Roadmap to identify permanent supportive housing projects that could be constructed (or substantially constructed) within the next 36 months. Hamilton is Home has identified 418 possible units where the land is owned (or there is a path to ownership), and if project funding were identified, construction of the units could meet this 36-month timeline. The City has worked with planning division staff to determine that almost 200 of these units do not require re-zoning, and construction could begin with one year. Municipal funding is required to make these projects viable. To facilitate leveraging provincial and federal investments, this report recommends the Housing Secretariat report back on a financing strategy and parameters that would enable the allocation of \$31 M municipal investment structured over three years, to ensure that viable projects can move forward quickly while optimizing cost-sharing between levels of government. Once constructed and operating,

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these supportive housing units will reduce pressure on emergency shelters, hotel overflow, and emergency response to encampments.

This report also recommends the City take advantage of an immediate opportunity to realize 20-25 units of permanent housing for families with occupancy by fall 2024 and provide a capital grant for \$2.3M to Indwell Community Homes for \$2.3M. Though community consultation, Indwell's Acorn Flats project has been identified as both the most shovel-ready project that project that best leverages funding from other levels of government, \$2.3M that Indwell has secured through the Federal Co-investment Fund Federal funding. Alternatives would require more time and be higher cost.

ALTERNATIVES FOR CONSIDERATION

Alternative A:

- Instead of allocating \$31M to the Secretariat for a Housing Reserve Fund, Council could direct staff to initiate a Request for Proposals for expansion of shelter beds, 40 beds in the women's system and 200 beds (50 units) in the family system.

The benefit of this approach is that it would help meet expected continued high demand for emergency shelter beds. This would reduce the instances where someone may be turned away from shelter due to lack of space and minimize the need for continued investment in overflow.

Risks include failure to invest in permanent housing, leading to higher numbers of people in shelter with nowhere to go. Investments in prevention and housing subsidies will help offset this risk, though won't meet the depth or diversity of need. Additionally, even with expanded shelter beds in the system, there is always potential for demand to increase and lead to further need to contract new overflow shelters through hotels or alternate sites.

Alternative B:

- Allow contracts with hotel operators to expire and avoid \$4M levy pressure associated with costs of hotel overflow program or direct staff to explore other options for this \$6M investment(1.8M provincial funding). The total cost of hotels used to shelter families is \$6M, however, a portion, \$1.8M is derived from the provincial funding through the Homelessness Prevention Program.

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

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SUBJECT: Addressing Needs of Unsheltered Individuals and those Relying on Hamilton's Emergency Shelter System (HSC23041) (City Wide) - Page 15 of 15

Benefits include the opportunity to invest further upstream and prevent new homelessness. Risks include even less ability to meet the needs of families currently experiencing homelessness. We currently have nowhere for families to be housed.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report HSC23041: Hamilton Post-Pandemic Emergency Shelter Size Review: Key Findings. SPRC, July 2022

Appendix "B" to Report HSC23041: Hamilton Emergency Shelter Data Trends

Hamilton Post-Pandemic Emergency Shelter Size Review: Key Findings

July 2022



LAND ACKNOWLEDGEMENT

We acknowledge that the land on which this work was carried out is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, 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. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. We hope to honour the spirit of the Dish With One Spoon agreement by working to build a nation-to-nation relationship with Indigenous communities in Hamilton.

ABOUT SOCIAL PLANNING AND RESEARCH COUNCIL OF HAMILTON

SPRC Hamilton promotes equity, informs policy and planning decisions, and increases community engagement to improve social conditions. We accomplish this through research, policy analysis, community partnerships, and program delivery.

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1.0 Introduction

The shelter system in Hamilton met the challenge of the COVID-19 pandemic and front-line workers continue to help people through personal struggles in these times of increased housing insecurity. Shelter providers responded quickly and efficiently to emerging needs, particularly over the past two years. They were flexible, creative, and resilient, and managed very good outcomes during the most challenging situations our community has faced. Hamilton's homelessness focussed agencies, including emergency shelters, managed to house 920 individuals during the 2-year period of the pandemic from April 2020 to March 2022.

Emergency shelter is the primary response that cities utilize to react to housing crisis and insecurity, but it is also the least effective and the most expensive. Shelter beds cost more than diversion, supported, or affordable housing subsidies.¹

In addition, a chronic shortage of permanent affordable housing options, and/or housing with supports, often results in individuals cycling through the shelter system, which negatively impacts people's mental and physical health. Shelter clients have previously reported that shelter environments contribute to their emotional stress. There are also shelter users who report high levels of personal risk, either with respect to theft of their personal belongings or risks to their personal safety while in shelter.²

For the last 15 years, Hamilton's emergency shelter system has undergone a system transformation to be more responsive to client needs, provide higher quality service and safety, with more emphasis on diversion and re-housing.³ The City's goal to end chronic homelessness is an important vision that must guide decision making as the shelter system adapts to post-pandemic emergency shelter needs in the community.

The City of Hamilton, Housing Services Division selected the Social Planning and Research Council of Hamilton to conduct a post-pandemic review of the size of the emergency shelter system. The scope directed the SPRC to consult service providers, review shelter data, and make recommendations for changes to the emergency shelter system needed in the short term, including what the "optimal size" of the shelter system should be to meet current needs.

¹ <https://www.homelesshub.ca/about-homelessness/homelessness-101/cost-analysis-homelessness>

² Swanton, S. and Clinton D. (2010) *System Change: Service User Perspectives on the Homelessness Service System*. City of Hamilton. https://www.hamilton.ca/sites/default/files/media/browser/2015-02-01/systemchange_userperspectives.pdf

³ <https://www.hamilton.ca/city-initiatives/strategies-actions/hamiltons-homelessness-ending-strategy>

2.0 Methodology

The time constraints for initiation and completion of this report were very limited. This impacted the methods that could be used and increased the limitations of the resulting findings.

Quantitative Data Collection

The Homeless Individuals and Families Information System (HIFIS) is a web-enabled Homelessness Management Information System (HMIS) that can provide communities with the information they need to further their efforts with addressing homelessness. It allows multiple service providers from the same geographic area to implement coordinated access using real-time information about people experiencing homelessness and the resources they need to find and keep a home.⁴

Shelter data was accessed through the Open Hamilton data portal⁵ and the Housing and Homelessness Dashboard.⁶ Point in Time Count data was accessed on the City of Hamilton's website.⁷ In addition, city staff provided data on persons who were turned away from accessing homeless shelters in Hamilton.

Qualitative Data Collection

Interviews and focus groups were conducted with agencies providing shelter services, outreach, diversion, prevention, and/or drop-in services. Partners from Indigenous-led agencies, youth, women's, men's, and family services were consulted, as well as service providers that provide outreach services to shelter clients.

Limitations

When conducting community consultations for the purpose of qualitative research, we would typically engage in a process that would allow for the collection of data, synthesis of data and reconfirmation of data with participants prior to making final analysis and recommendations. Due to the limited time constraints inherent in this research project, there was insufficient time to engage in follow-up discussion with respondents to validate and confirm our recommendations.

We further recognize this report focussed on engaging with persons who provide services to individuals who access emergency shelter systems. We did not engage persons with lived experience as part of this consultation given the mandate of the City and again, given limited time available for this project. We acknowledge seeking the

⁴ [The Homeless Individuals and Families Information System \(HIFIS\) - Homelessness Learning Hub](#). Accessed June 30, 2022.

⁵ <https://open.hamilton.ca>

⁶ <https://housing-and-homelessness-dashboard-spatialolutions.hub.arcgis.com/>

⁷ <https://www.hamilton.ca/social-services/housing/point-in-time-connection>

input of persons with lived experience is a valuable and necessary best practice when it comes to understanding key issues, gaps in service, and recommendations for change and could be a useful complement to the information contained in this report.

The data analysis component in this report is basic. There are additional insights that could be helpful for shaping the shelter system that could be gleaned from existing datasets if additional time and effort is prioritized for data analysis and visualization.

The shelter data analysed for this report also has important limitations, due to data quality concerns. Shelter users may want to keep their personal information private and they may not share demographic characteristics during the intake process when data is recorded. Shelter staff have high workloads, making data collection and entry a lower priority than service to clients, reducing the quality of the datasets in some periods of high shelter usage. One particular limitation of the HIFIS shelter data collection process is that information pertaining to Indigenous persons entered into the system does not capture the total number of Indigenous shelter clients.

Who we asked

Participants were comprised of a mix of agency Executive Directors, Directors of Operations, and front-line managers from each of the direct shelter systems and representatives from agencies outside of direct shelter service but with connections to the same population of people. We were successful in consulting with fifteen programs as follows:

Community Youth Housing Project – Diversion Program	Salvation Army/ Booth Centre
Good Shepherd/ Mary’s Place and Martha House	St. Mathew’s House/ Street Outreach/ Seniors support
Good Shepherd/ Men’s Shelter	Hamilton Trans Health Coalition
Good Shepherd/ Notre Dame Shelter	Wesley Urban Ministries Day Centre
Good Shepherd/ Family Centre	Wesley Youth Housing
Hamilton Regional Indian Centre (HRIC)	Women’s Housing Planning Collaborative (WHPC)
Mission Services/ Willow’s Place/ Inasmuch House	YWCA/ Carol Ann’s Place
Native Women’s Centre/ Honouring the Circle	

What we asked

The following is the list of questions used for interviews and for email outreach and written responses.

1. What focus population does your team work directly with (check all that apply):
 - Youth
 - Men
 - Women
 - Families
 - Other:
 - We are an Indigenous-led service provider
2. What are the most important, immediate needs in Hamilton's emergency shelter system to better fulfill its role in the housing continuum and better serve clients?
3. Thinking of the needs of the focus population your agency serves, should the City of Hamilton fund additional emergency shelter beds for your focus population(s)?

If yes:

4. Are there specific *types* of emergency shelter beds for your focus population(s) that are especially needed? (including specialized shelters for specific groups not properly served now?)
5. In general, what recommendations do you have for *staffing needs* to support these shelter beds?
6. What is the *number* of additional emergency shelter beds that are needed for your focus population(s) for the next year at least?

If you recommend no additional shelter beds for your focus population(s):

7. What recommendations would you have for City staff and Council for what they should do to better meet the emergency shelter needs of your focus population(s)?
8. Does your organization have (or is your organization involved with) a diversion model to support clients new to the shelter system, so that other solutions can be found for their emergency shelter needs and avoid entering the shelter system?

9. If you answered yes to question #4, can you briefly describe any insights and/or success your organization has had with your diversion model?

10. Do you have recommendations on the balance in funding between emergency shelter beds and diversion programs in Hamilton? In other words, what percentage of funds should be allocated for emergency shelter and diversion programs in your sector?

11. The SPRC is reviewing HIFIS data provided by the city for this report. Does your team have additional summary data not entered in HIFIS, for example reasons for turnaways, or reports you have prepared previously, that could be helpful to include? If so, who should we contact on your team to discuss further details?

12. Is there any other feedback on this topic you would like to add?

3.0 Housing Insecurity and Crisis

The effects of the housing crisis are growing exponentially for most low income, vulnerable populations, including those facing multiple challenges. Women who average lower pay, are more likely to experience violence, and are more likely to have children in their care making it more difficult to find affordable housing. Seniors, youth, members of the 2SLGBTQ+ community, and racialized groups face significant barriers to housing.

The housing crisis has significantly affected the shelter system since at least 2009 due to a variety of factors, some of them listed below. This has resulted in encampments and increasing pressures on our housing providers and homeless serving sector. Encampments reveal a clear need for increased affordable housing and are often the only option for people experiencing homelessness who don't meet requirements for admittance by shelter providers or through their own choice. Some avoid shelters to try and avoid COVID-19 transmission, or out of fear of theft, violence, and substance use that may be higher in shelter facilities.⁸

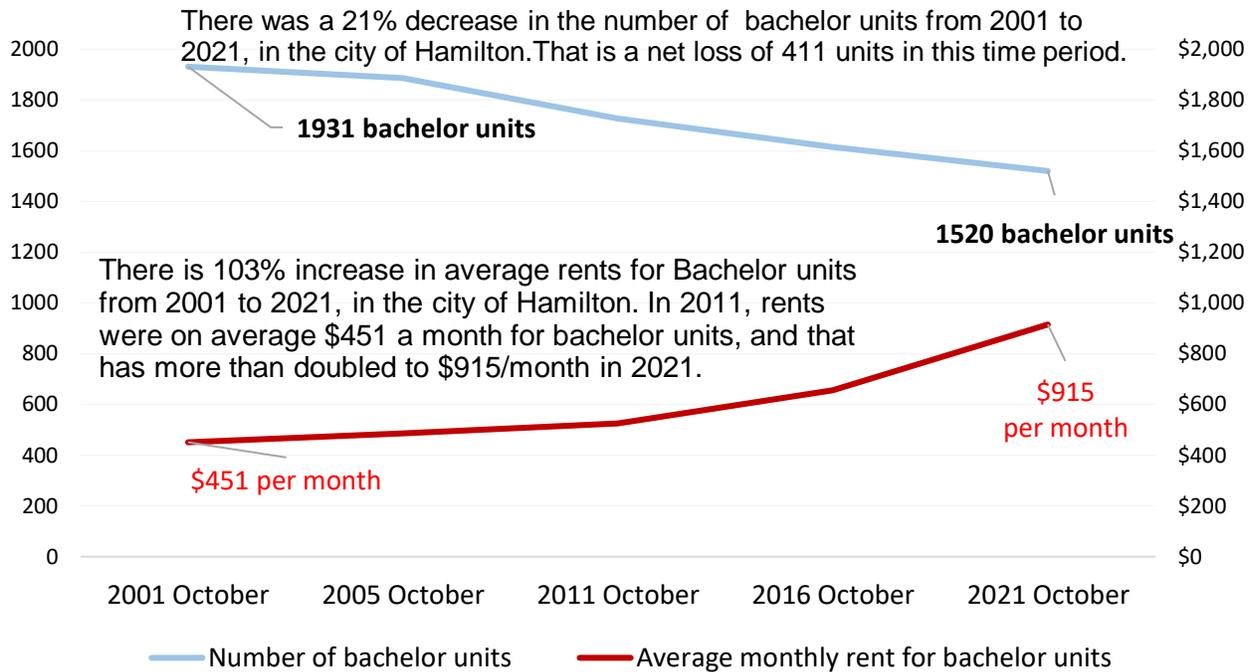
Reduced market affordable housing

Hamilton previously relied on "market affordable housing" to provide a large portion of the city's affordable housing. Those units have become largely unaffordable as units increase in price, are converted into condominiums, and as the housing market and housing profitability continues to rise. The elimination of rental units has also been affected by a growing shift from long-term to short-term rentals such as AirBnb or Vrbo which can reap higher investment incomes for property owners.

In particular, the lowest priced unit type, bachelor apartments, have been steadily declining, with a loss of 400 bachelor units from the rental market in the past two decades. Formerly affordable bachelor units have now become unaffordable for anyone living on a low income, with rents now close to \$1,000 a month for these units, more than double the price since 2001.

⁸ . Public Health Ontario, Environmental Scan, February 3 2021 <https://www.publichealthontario.ca/-/media/documents/ncov/he/2021/02/covid-19-homelessness-environmental-scan.pdf?la=en>

Number of bachelor units in the primary private rental market, and average rent, City of Hamilton, 2001-2021 (CMHC Housing Information Portal)



Weakened tenant protections

Ontario’s tenant protections do not provide sufficient protections for tenants to mitigate forced evictions and rental increases between tenancies. Quebec’s stronger tenant protection laws have had some success in reducing rent increases and evictions.⁹

Government housing investments have not kept pace

Government investments in housing are still nowhere near the present need and investment levels of previous decades. In addition, new affordable housing programs have lower subsidies than previous programs and the end of previous programs has removed almost 2,000 units in Hamilton of subsidized affordable housing units.¹⁰

⁹ SPRC Hamilton (2018). *Out of Control: Ontario’s acute rental housing crisis – Lessons from Hamilton and Quebec City*. <https://www.sprc.hamilton.on.ca/wp-content/uploads/2018/05/SPRC-Out-of-Control-rental-housing-report-June-2018.pdf>

¹⁰ Housing and Homelessness in Hamilton Quarterly Data Snapshot, Q3 2021, Housing Services Division, City of Hamilton <https://pub-hamilton.escribemeetings.com/filestream.ashx?DocumentId=299327>

4.0 Key Findings – What we heard

4.1. Indigenous

Most immediate needs

Interviews with Indigenous and non-Indigenous leaders in shelter and support services, strongly suggest the need for Indigenous led shelters. Mainstream shelters are not seen as a viable option for Indigenous people.

At the same time, there are not enough beds to meet the current needs of the community, so many people are living in encampments and when feeling unsafe, go further into the bush.

“Don’t invest there (mainstream shelters) but in alternative supportive housing with supports and Indigenous-led efforts,” said one participant and this sentiment was echoed by many.

There is a need for more supports around addiction and mental health due to the amount of trauma experienced by Indigenous people in Canada, as articulated by the Truth and Reconciliation Commission’s Calls to Action.

“We need land, and we don’t have any for our people.”

“Relationships are so much more important than land acknowledgements.”

Emergency bed types and numbers

While more emergency beds were highlighted as necessary, the main emphasis from Indigenous voices in the consultation was on the need for shelters to be led by Indigenous organizations. There was also a call for investment in deeply affordable, supportive housing options that are safe and inclusive for Indigenous people, outside of the current mainstream shelters.

“Invest instead of arrest,” remarked one Indigenous leader who was calling for an investment in land and shelters that are Indigenous owned and operated.

While there is a shelter available for single women with low acuity on the VI-SPDAT,¹¹ and another for women with children next door, both run by Native Women's Centre, that is the extent of Indigenous led shelters.

A particular need for emergency responses for people in couples and families was indicated by Indigenous service providers.

"People are in encampments because they won't leave partners or families."

Families with children have unique needs that need to be met in spaces that are the right size with the right supports. It was further noted that encampments are populated by many couples, heterosexual, and same-sex, who refuse to be separated into a gender-based system or find no room for pairs to be accommodated.

A final trend heard from conversations with Indigenous service providers is the need for a shelter where people are able to bring their pets with them. As one Indigenous interviewee expressed, "That is their safe 'person'."

With over 100 people on the HRIC housing support waitlist alone, who are homeless and requiring support, there is clearly a need for more emergency beds and affordable housing with supports for Indigenous people.

Staffing

There is a need for Indigenous, trauma-informed clinicians to work with Indigenous people experiencing addiction, trauma-induced mental health challenges, and homelessness as a result of colonization and systems of oppression.

The pandemic has worsened the already difficult challenge to find enough Indigenous people to hire, so it is essential to have ally staff at mainstream shelters who are trauma-informed and particularly adept in the cultural practices to address the trauma experienced by Indigenous people as a result of residential schools and demonstrated through the TRC Calls to Action.

Staff in the women's system need to be well equipped in understanding the impacts of trauma on Indigenous women, girls and 2SLGBTQ people. All staff in each demographic of the emergency shelter system need training in "cultural competency" or other forms of Indigenous education.

¹¹ Vulnerability Index - Service Prioritization Decision Assistance Tool

Diversion

Having an Indigenous shelter diversion worker was seen as key to filling the gaps in terms of beds in the system and reducing the number of people who are homeless. For people who need to access shelter, the diversion worker can make that transition smoother and the time in shelter shorter, if there is adequate affordable housing with supports.

4.2 Families

Most immediate needs

More adequate emergency shelter spaces are needed for families and their unique situations. However, shelters are an emergency solution, and often have difficulty connecting people to affordable housing.

There is also an immediate need for more affordable housing with supports and more long-term solutions to end family-related homelessness.

A larger staffing complement is needed to support both the families in the shelter as well as families coming in. An annual increase of funding for operations is needed for family shelters to better fulfill their role in the housing continuum. It is important to be able to adequately compensate staff for the work they are doing.

Emergency bed types and numbers

Families need to be able to normalize their own family life, rituals, and maintain their autonomy. The sector continues to see that hotels are not a good solution for families and their sizes are inadequate. There is a significant need for private, contained units that help families maintain their own routines and independence like cooking their own meals for example.

The number of turnaways per month from Good Shepherd's Family Shelter, the only family shelter in Hamilton, gives some indication of the level of response needed to meet the needs of families experiencing homelessness here.

- March 2022: 49 unique families turned away due to family shelter spaces being full
- April 2022: 44 unique families turned away due to family shelter spaces being full
- May 2022: 46 unique families turned away due to family shelter spaces being full
- June 2022 (up to June 28th): 38 unique families turned away due to family shelter spaces being full

Staffing

It is increasingly difficult to recruit people to work in shelters when the pay does not match the demands of the work. The staff are constantly dealing with people in crisis and working weekends and long hours while not being adequately compensated. Frontline shelter workers are leaving at rapid rates and the resulting agency turnover poses additional challenges. Adequate compensation would help retain staff.

It is important to assess the skills and strengths emergency shelter workers need to have and identify the training/professional development needed to better serve people accessing emergency shelters.

Emergency shelters are seeing an increase in mental health concerns, impacts of trauma, family violence, and substance abuse which puts considerable pressure on the two staff that are currently available at the family shelter. There is a significant need for more specialized positions particularly in mental health, harm reduction, and addiction treatment.

Currently the family shelter has 2 staff on-site for 105 people. Shelter staff are dealing with crisis calls as well as problem solving with families that walk into the facility and are unable to support the families that are already in the shelter. A larger staffing complement is needed to support both the families in the shelter as well as families coming in.

Diversion

Diversion is an essential component to an effective emergency housing strategy; however, without access to affordable housing it doesn't resolve the issue. Families continue to have difficulty accessing permanent housing and staff struggle to connect families to units. There are currently only two family diversion workers.

4.3 Men

Most immediate needs

Affordable housing with supports was identified as a top priority by shelter directors and frontline staff alike in the men's system. Adding more emergency shelter beds to the existing number was not identified as a priority for this sector. However more flexibility in the system was identified as a need during extreme weather alerts, when demand is high, and persons turned away face risk if they cannot be protected from the extreme cold, or extreme hot weather.

By far, the most common feedback was that the men's sector faces staffing issues and this was seen as the most immediate challenge that needs to be addressed. The work

performed in the sector was identified as enormously complex and challenging and yet staff are not compensated at a matching level.

“We have very difficult clients with concurrent disorders.

We don’t know what to do with them.”

For many shelter users, what is needed to solve their homelessness is supportive housing. The current situation for these clients is independent housing with staff coming to visit about once a week to help them access other community supports for their other needs. For many clients this is not an adequate level of support, which leads to some clients not being able to maintain their housing.

Emergency bed types and numbers

More of the same type of men’s shelter beds would not improve outcomes, therefore, they were not recommended by those consulted. However, the men’s sector was identified by some as needing more support and flexibility during the most dangerous nights of the year when extreme weather alerts bring the most demand for shelter. On these nights, the shelters are over capacity and shelter workers are forced to turn men away with no service.

More crisis beds are necessary in the men’s sector to respond to the concurrence of mental health disorders and substance use among some shelter users. Interviews with long term shelter workers and managers revealed that the level of acuity is much higher now than what was experienced a decade ago.

Currently there are ten beds at Barrett Centre for Crisis support for people having a mental health crisis and needing stabilization but not hospitalization. This is operated by Good Shepherd and funded through the health system. It mainly serves people who are housed. The long wait lists make it very difficult for someone who is homeless and having a mental health crisis to access those beds. This was given as an example of the type of bed that would increase access for shelter users who have a mental health crisis. This would alleviate pressure on the men’s shelter system and allow staff to give more time and attention to other shelter users. It is also thought this would lead to better outcomes for people accessing shelter.

When it comes to serving Trans, Non-binary and gender-diverse clients, one leader commented, “The men’s system is not known as safe for gender diversity so they may not come or people are staying closeted.”

Improving outflow out of shelter and transitional housing, and also social assistance, is needed, so that individuals get the support they need to have adequate income and housing.

Staff

Men's shelters do not have enough specialized staff - social workers, mental health workers, or addiction workers on staff. COAST and other agencies are often called to support these clients, but their availability or offered services do not always meet the needs of clients.

Clients with concurrent disorders are among the most vulnerable clients, requiring complex care, and the health care system is not adequately meeting their needs. For some clients who have fallen through the cracks of the health system, the emergency shelter system is their main, most reliable, support safety net.

"There is a need for staff with specialized training – psychiatry, mental health, and addictions. We used to have city staff social workers."

The need for outreach staff to provide support and visit people once they are housed was seen as an important part of the system. In one men's shelter, 20 people who had been housed successfully returned to shelter within the first year.

Low wages were cited as problematic for recruiting and retaining staff, especially in comparison to the type of work performed. An example given for wages by one agency was just over Hamilton's living wage rate of \$17.20 for shelter workers and up to \$22 for caseworkers. It was noted that Personal Support Workers in the health sector were previously identified as workers not adequately compensated, and provincial funding was increased to address some of that gap. This was given as an example of the type of strategy that would help staff, not just financially, but also morally, because it would be a public gesture of support that would boost staff morale. It was also noted that during the pandemic, while shelter workers were on the front lines, doing important work and putting their own health at risk, they didn't feel as though the media or the public included them in the "thank you to front line workers" messaging seen across the city.

The work these individuals perform is enormously complex and challenging, with many positive outcomes, but there is also considerable emotional strain and staff are at high risk for burnout. For example, they may be dealing with multiple urgent issues at once in the shelter or managing a large caseload of clients with not enough support to spend adequate time with each person.

In the men's sector, it was estimated by one leader that well over half the men have concurrent disorders. Funding, however, has not kept pace, therefore, staff

qualifications and types of staff positions have not changed to reflect the different and more intensive needs of these clients.

The low wages, especially in comparison to the type of work performed, and the overall job market, means that staff turnover rates are the highest they have ever been, according to those working in the shelter sector. It is now a common occurrence for staff to be hired and quit within their first days of training. Turnover doesn't just mean additional time is needed to be constantly hiring and training new staff, it also means many positions are vacant for long periods of time. Staff vacancies can have an enormous impact on clients and outcomes. It is common, for example, for shelters to now have enough staff available for cleaning, for assisting with housing, or for extra assistance during urgent incidents. The "great resignation" which has been a widespread economic challenge across all sectors, has been particularly difficult for shelter systems.

The men's sector was further identified as needing more security and maintenance staff. Incidents of vandalism or destruction of essential shelter facilities like toilets were identified as occurring more frequently. When staff cannot remove the vandalized items, or fix the destroyed property, it puts greater stress on shelter clients, who feel heightened threats to their own safety when the environment around them is in disrepair. Shelter staff reported that they are not able to remove individuals who are making other shelter clients feel unsafe, and that police will only respond immediately to active threats of violence. For other situations, police response may be delayed by hours.

Diversion

A shelter diversion model put forth by the City is in place in the men's sector; however, as one director said, "They don't call as much as just show up, therefore diversion is not helping much." On the other hand, another interviewee said diversion in the men's sector is possible with many clients and not just new shelter users. Some in the men's sector reported that even when a person can't be diverted, the communication of what the shelter can offer to support the person to find housing, and/or connect with other services, helps make their shelter stay less stressful and sometimes shorter. This is largely because expectations are clear, resulting in fewer incidents related to miscommunication and misunderstanding.

"Even 30% diversion rate in men's system is good success, because even those not diverted have better understanding and expectations and start regaining trust in the system."

Portable housing subsidies were identified as a major need in the men's sector, "and would make a dent if they were substantial in duration and amount."

4.4 Women

Most immediate needs

While it was identified as necessary to add shelter beds to the women's emergency shelter system to accommodate growing numbers of people being turned away and living rough, increasing deeply affordable and supportive housing was seen as the most important need in the women's shelter system.

"Right sizing" the emergency shelter system in the post pandemic period" was noted as critical by multiple system leaders. The addition of 65 beds at Cathedral and the temporary support for the drop-ins at the YWCA and Mission Services have been helpful, but there still remains a lack of parity with the men's system

Hamilton's 2021 Point in Time Count showed the number of women in the system at just over half (53%) of those accessing Emma's Place and Carol Anne's Place (YWCA). Drop-in centres reported serving between 300 and 600 unique women in one year.

A historic lack of investment in beds for women, particularly single women without children in their care (different than Violence Against Women VAW beds), has led to this high need. Additional beds are seen as critical in the women's system.

Staffing is the other pressing need to be addressed. Women's shelters are seeing a higher proportion of people with significant mental health and substance use concerns and these spaces are not equipped with the resources to support these individuals. Emergency shelters need to be able to pay staff enough to keep them on full-time. Many staff have two or three jobs in order to support themselves and meet their basic needs due to the rising cost of living and freezing wages.

Many individuals accessing shelter should be on Ontario Disability Support Program but are finding it more difficult to access social assistance programs. An additional number of people accessing shelter are suspended from Ontario Works. A significant number of individuals also have no skill development and have not worked since they were teenagers, therefore, finding well-paying jobs has become near impossible. It is crucial to connect individuals accessing emergency shelter spaces to stable income.

Emergency bed types and numbers

There is a need for emergency shelter beds with specialized supports for persons who have significant medical and social unmet needs related to mental health and addiction. Adding more beds without the level of support needed to what was often described as a "broken system," will not help.

Low-barrier beds for single homeless women in particular are needed. There are currently more beds for men than women, despite data demonstrating women make up more than half of the numbers. Carole Anne's Place has a deficit of 25 beds every night and it is not a designated shelter.

The right size for beds and even the physical form of a shelter is important. For example, Cathedral was noted by some as too big to accommodate the needs of clients.

"Best practices demonstrate that when you provide people with a locked door and private bathroom, people are better able to cope."

There is currently a gap in serving trans and gender-diverse people in the community. Trans people are unable to access men's shelters because they feel unsafe. Outreach and shelter staff struggle to find safe shelter spaces for trans people because of the binary gender segregation integrated into most shelter systems.

Trans and non-binary people frequently need private or semi-private rooms. This can mitigate some of the emotional distress, gender dysphoria, and fear that results from staying in a shelter built according to binary cisgender norms, as well as limit the harassment of visibly trans or non-binary people by other people in the shelter. This also prevents people from being outed as trans by ensuring they have privacy when changing, using the bathroom and sleeping.

There is also a need for pet assistance. As noted in other sector conversations, many women will not move to a shelter because they are required to leave their pets behind.

There is a significant need for more supported living programs to support the growing number of people with significant mental health and substance use issues that make it challenging to access emergency shelter spaces.

Staffing

In order to adequately address the needs of women and gender diverse individuals accessing emergency shelter spaces in Hamilton, it is crucial to have the resources and staff required. Women's shelters are seeing a higher proportion of people with significant unmet needs related to mental health and substance use and these spaces are not equipped to support these individuals.

"Staffing is critically dire. Unless we invest in staff wages, benefits and ongoing professional development, this work is teetering. This landscape is dystopian when it comes to the housing market and the

opioid crisis with workers bent over multiple times a day reviving overdosed people and responding to complex mental health issues for \$20 an hour after a diploma or degree right out of school.”

Emergency shelters are currently hiring new graduates with limited transferrable skills or lived experience of homelessness. These new hires tend to leave quickly, often during the training process, resulting in an ongoing critical staff shortage.

It is becoming harder for young people to handle the intensity of the environment without proper training and support. Shelters are hiring staff with no experience in advocacy, housing, or mental health, and expecting them to be able to provide intensive physical, mental health, and substance use intervention. Emergency shelter organizations need to be able to invest in their staff, education, and professional development. With adequate compensation, they would be able to provide the proper training and support needed for new graduates.

Decentralizing supports and having more internal staff was identified as a measure to relieve some pressure. Reaching Home currently has two staff to support 65 residents and residents are often unable to make it to appointments. Hiring peer workers has made a world of difference in providing one-on-one supports for residents, taking them to appointments and talking with them to better identify their needs.

There is a need for additional support workers for maintenance and cleaning, to deal with issues such as bed bugs, mice and other infestations to take the pressure off the staff who are often required to fulfill these roles, just to improve day to day functioning. Hoarding experts were also noted by some as an essential resource.

Diversion

For the most part, diversion from shelter in the women’s system has not been successful of late. For women, an important factor for consideration in diversion from shelter is her safety. This often means there is no place available to divert her and shelter really could be the right spot.

“Diversion depends on early entry into homelessness compared to people who are chronically in need of the system.”

“We get people with long histories of homelessness coming to our door and they don’t meet the medium and low acuity – they have been homeless long term so there are no referrals.”

The women who are seeking support through a drop-in centre are noted as, “people coming from encampments and they are not being diverted from the shelter system. These are women who have been on the streets. They need to be diverted at the shelter door.”

Transitional housing is needed to move people past the shelter system but the 69 beds at the YWCA are staffed for low acuity and not able to handle the majority of women and gender diverse people experiencing homelessness now. There is also a lack of funding, post-pandemic, to support the food required to serve the population living there.

4.5 Youth

Most immediate needs

There was a call to prioritize funding for affordable housing with life skill development and follow-up care for youth leaving housing programs (including existing transitional housing) to ensure they remain housed and do not return to homelessness.

While the youth shelter system is not currently experiencing occupancy pressures, this does not mean that investments are not required. Dedicating resources to transitional and supportive housing for youth, homelessness prevention, diversion, and case management supports is the most effective means of ensuring that youth in crisis do not age into chronic homelessness.

There is a need to increase funds to support investment in staff wages and retention. This will allow for investment in staff capacity and ability to hire individuals with skills and training to support harm reduction/substance use, trauma, and mental health challenges with the youth shelter population.

The physical space requires investment to support single rooms and reduced shared spaces. These are problematic for infection control and isolation in cases of infectious diseases. Further, single rooms/bathrooms support trauma-informed practice, promote individual dignity, and decreases communal living conflicts. This setting also works best to provide service to trans, non-binary, and gender-diverse youth.

Emergency bed types and numbers

The types of beds needed for youth require low barrier supports for individuals with high acuity support needs. This should be considered through the lens of a crisis level need. At this time, other solutions were identified as being more important for the youth shelter system than additional beds/spaces.

While 2SLGBTQ+ youth and Indigenous youth are welcomed and services strive to provide inclusive, equitable service, it is recognized there may be a preference to have shelter spaces dedicated specifically to these communities.

Staffing

Providing sufficient funding to youth shelters and programs in order to attract and retain the highly trained staff needed for this work is essential.

Similar to other sectors, the Youth system needs staff with more clinical expertise or immediate access to clinical expertise, including psychiatry, to respond to the complex need of youth seeking service. There is an added need for staff to have the ability to support diversion efforts.

Diversion

Involvement with the collaborative approach to youth shelter diversion has shown great success diverting youth from homelessness and shelter stays by engaging families, and natural supports when safe, and appropriate for the youth. Shelter workers are trained in diversion and use this with every encounter with youth. Diversion is offered 24/7 at the shelter in-person or by phone in an effort to divert youth or make youth's experience of homelessness as short as possible.

In a collaborative, multi-agency model, youth are supported in transitioning back to their family, natural supports, or independent housing. It is critical to fund diversion beds to keep this important asset in the youth sector and community alive. This is currently unfunded and at high risk of discontinuing. It is also critical to continue supporting and expanding the number of case managers that provide important supports that can redirect youth before they enter the shelter system.

5.0 Data Highlights

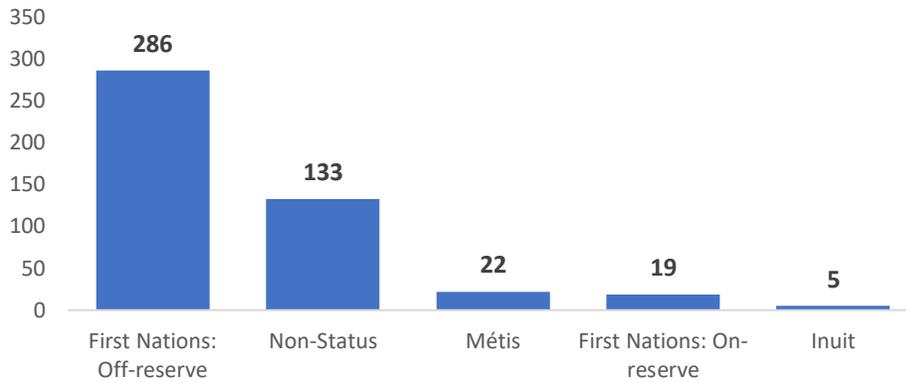
Turnaway Data

Turnaway data provides insight into the clients that couldn't be served by the shelter system. Since 2019, there have been almost 4,800 turnaway events in Hamilton's emergency shelter system. The most common reason for a turnaway (44%) was bed unavailability. Shelter staff further explained that this occurs most often on the most dangerous nights of the year – when there is a cold or heat alert. The second most common reason was no appropriate bed was available. This includes times when a person has higher needs than can be accommodated by the shelter.

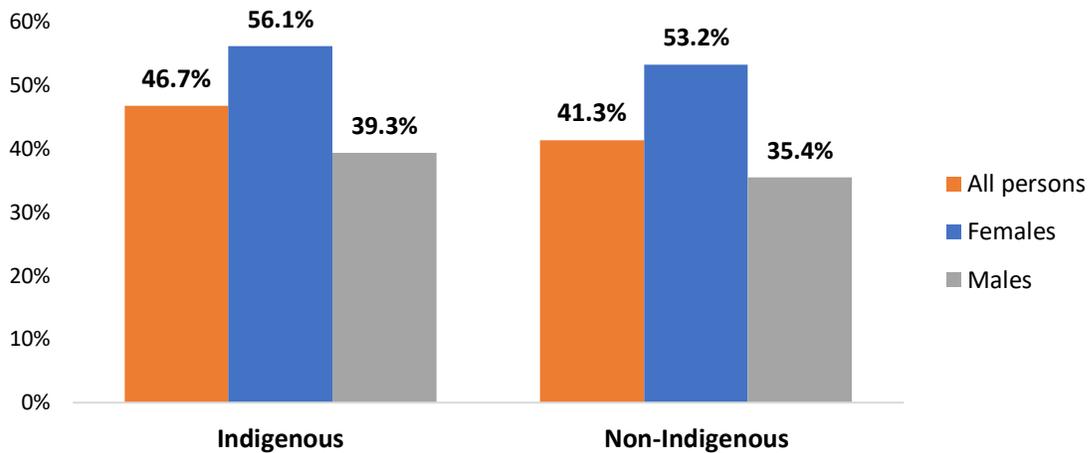
Reason for Turnaway	Turnaway #'s	Turnaways %
Court Order	4	0%
Decided not to Stay	56	1.2%
Difficult to Serve	31	0.6%
Diversion Successful	328	6.9%
Has other Housing	139	2.9%
Highly Intoxicated	6	0.1%
Ineligible for Service - Gender	6	0.1%
Ineligible for Service - Other	438	9.2%
Ineligible for Service - Too Old	205	4.3%
Ineligible for Service - Too Young	25	0.5%
Lack of Identification	7	0.1%
Language Barrier	1	0.0%
No Appointment Scheduled / Available	1	0.0%
No Appropriate Beds Available	691	14.5%
No Beds Available	2095	43.8%
Physical Accessibility	2	0.0%
Safety / Security Risk	154	3.2%
Too Much Household Income	3	0.1%
Service Restriction	590	12.3%
Total	4782	99.8%

Indigenous status

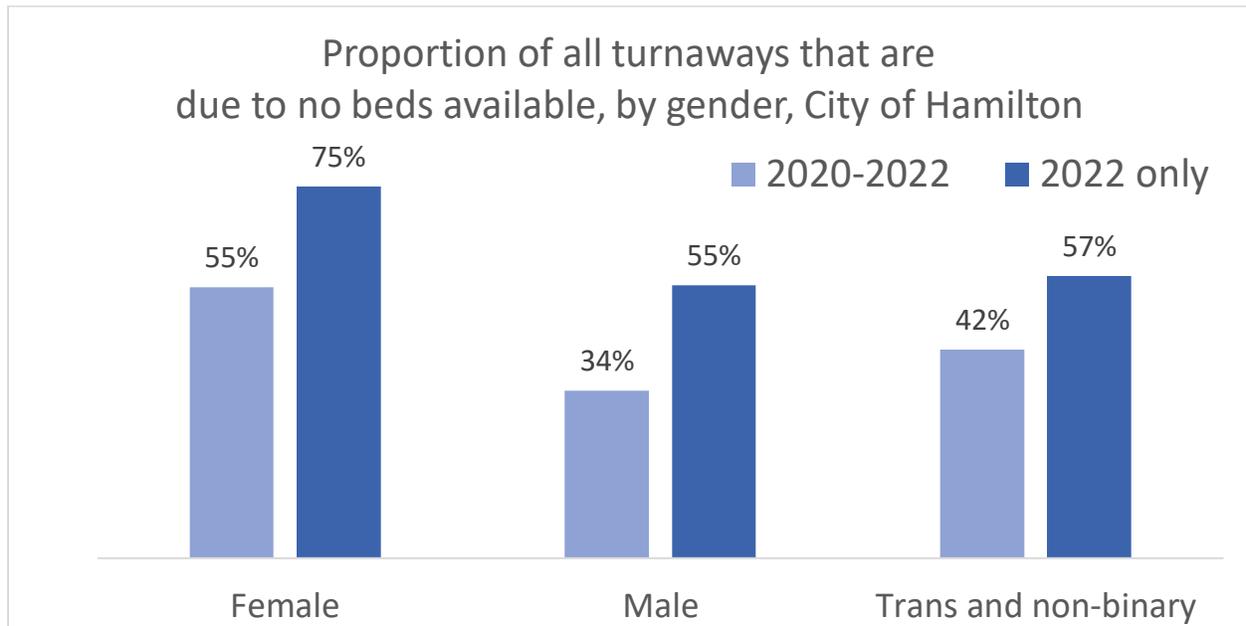
**Indigenous Persons Turned Away from Accessing Shelter
 Hamilton (January 2020 - May 2022)**



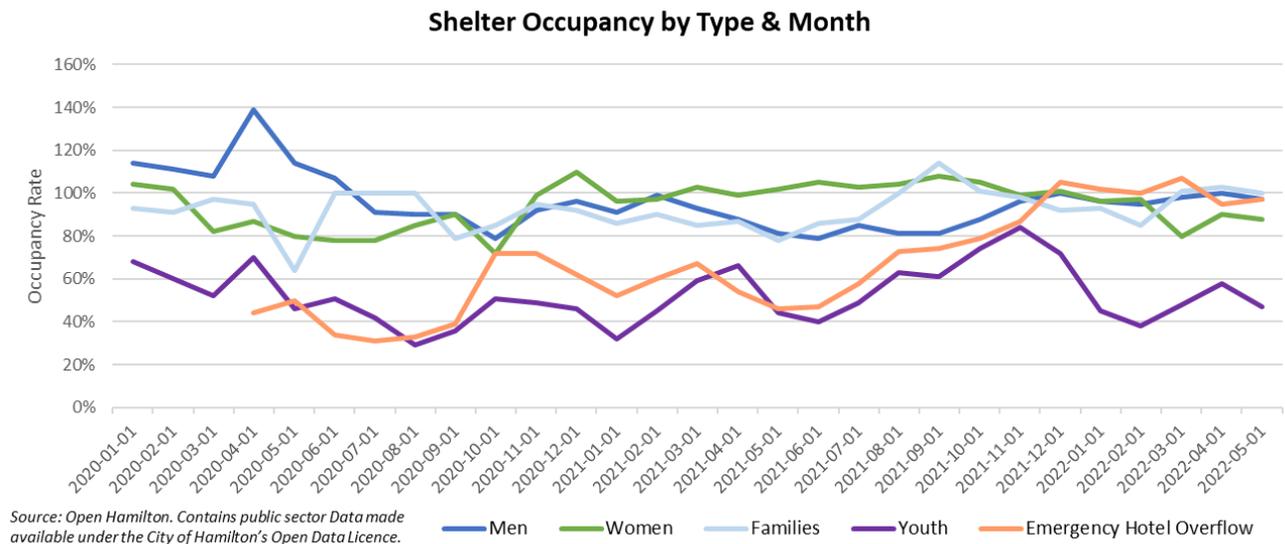
**Percentage of Persons Turned Away from Accessing Shelter Because No Bed Available
 Hamilton (January 2020 - May 2022)**



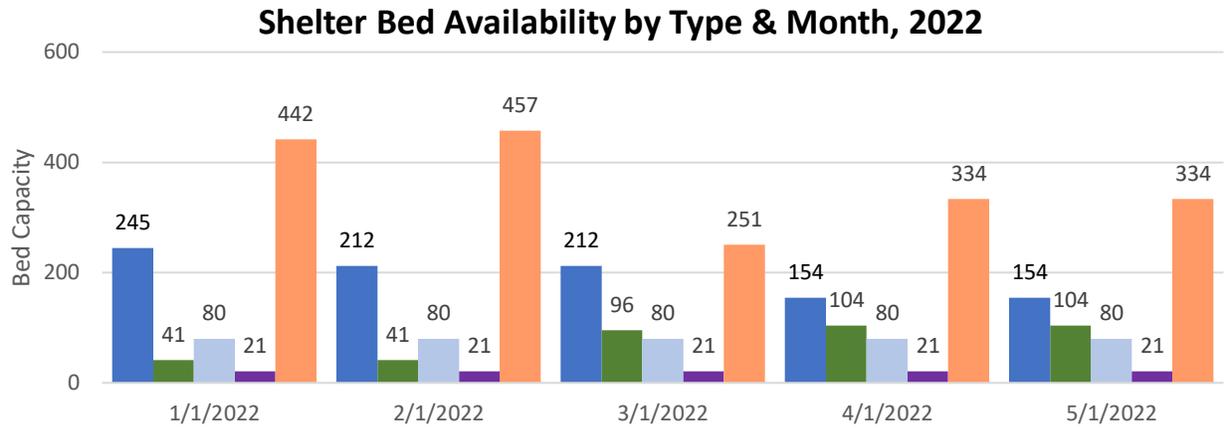
Gender



Occupancy rates



Shelter occupancy over the course of the pandemic showed that for most shelter types, occupancy was near or over available beds.



Source: Open Hamilton. Contains public sector Data made available under the City of Hamilton's Open Data Licence.

■ Men ■ Women ■ Family ■ Youth ■ Emergency Hotel Overflow

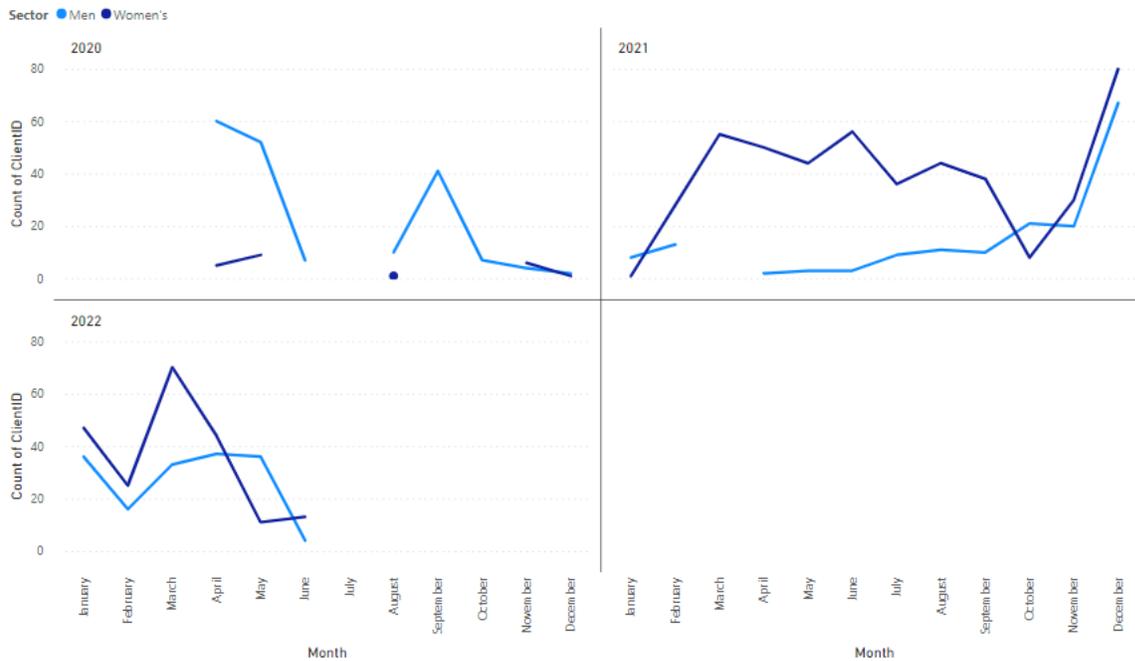
Shelter bed availability varied from 829 in January 2022 to a current availability of 693 beds in May 2022. About half of the shelter bed availability was comprised of emergency hotel overflow.

Using turnaway data to estimate current needs for additional emergency shelter beds

It is difficult for shelter staff to reliably track unique individuals in turnaway data, because people who aren't offered a bed are much more reluctant to share personal information, compared to shelter clients who are able to access service. Given this limitation, there still is some information about the number of unique individuals turned away in the HIFIS dataset provided by the City, and not just turnaway events.

This chart represents unique individuals turned away each month with the reason that no beds were available in the men's and women's sectors of the emergency shelter system in Hamilton. Earlier data has more missing values, but more recent data is more robust. Nonetheless, given the limitations of this data, only general trends can be highlighted. The graphs show that during most of 2021 the women's sector was averaging over 40 unique persons a month who had to be turned away due to no beds available, while the men's sector had much lower turnaways for no beds available, until the last two months of 2021. More recently, men and women's sector turnaways for no beds available is more variable. In the women's sector the turnaways are much higher than they ever were, reaching over 60 unique persons in March 2022. These numbers can help estimate a ballpark of dozens of beds needed in the women's sector to meet emergency shelter needs that are higher than ever.

Unique individuals turned away due to beds not available, City of Hamilton emergency shelter system, by men's and women's sectors, 2020-2022 (missing data due to difficulties tracking turnaways by unique individuals)



6.0 Recommendations

6.1 Prioritize the Indigenous Community

Currently in Hamilton, there is one shelter for Indigenous women with children and one for single women with low acuity. There are no Indigenous-specific shelters for youth, men, or families.

Non-Indigenous shelter spaces cannot provide appropriate cultural support for Indigenous people accessing service, such as smudging or elders on site. These supports are considered essential for Indigenous healing from colonization and the practices that have led to extraordinarily high numbers of Indigenous people in the homeless population.

Staff in non-Indigenous led shelters and other services along the housing continuum, do not have the knowledge or training to provide appropriate responses to Indigenous people experiencing homelessness.

Recommendations

6.1.1 New shelter space should be prioritized for the Indigenous community. The shelter should be designed through an Indigenous-led process to determine the highest need.

6.1.2 Staff in non-Indigenous shelters should undertake training to increase knowledge and understanding of Truth and Reconciliation Commission's *Calls to Action*, and the Murdered and Missing Indigenous Women and Girls' *Calls to Justice*.

6.1.3 It is further recommended that training connected to Indigenous people's specific experiences and needs along the housing continuum become embedded in City emergency shelter service contracts.

6.2 Prioritize safe and deeply affordable housing with supports and transitional housing

Service providers across the sectors, both Indigenous and non-Indigenous, agreed there was a preeminent need for emphasis on deeply affordable housing with supports, including transitional housing.

In a February 2022, a report on the rental market, the Canadian Mortgage and Housing Corporation (CMHC) stated, "Rents have persistently grown faster than incomes in Hamilton CMA, leaving even mid-income renters with few affordable options." "Low-

income renters at the 20th income percentile, or \$25,000, continued to have relatively no vacant units that were affordable.”¹²

Recommendation

6.2.1 The City must pursue policies, relationships, and actions that prioritize the development of safe and deeply affordable and low barrier housing with supports, including transitional housing for people across sectors. This housing should include a priority for Indigenous people.

6.3 Prioritize staff recruitment and retention

The pandemic has already hindered the ability for agencies to recruit and retain experienced social workers and other much needed practitioners. Funding streams do not provide for an increase in wages and shelter funding has been stagnant.

People accessing shelter services, drop-in centres, and/or living in encampments, present with an increasingly complex set of realities, often including concurrent mental health disorders and addictions.

6.3.1 Increase operational funding for shelters in every sector in order to adequately compensate staff with cost of living increases and to match the level of work it takes - intellectual, physical and emotional - to respond to high acuity clients.

6.3.2 Provide additional funds to hire the specialized staff needed to respond to the concurrent mental health disorders and addictions predominant throughout each sector.

6.3.3 Trans, Non-binary, Gender-diverse training is recommended in each sector in order to better serve 2SLGBTQ+ people in general, and Trans people specifically.

6.4 Emergency shelter bed types and numbers

All sectors agreed that affordable housing with supports was the priority for Hamilton. However, three sectors – Indigenous, Women, and Family – were identified as populations requiring an increase in emergency shelter responses.

Men and Youth sectors were seen as currently having the right number of beds and not requiring additional beds at this time. The emphasis in these sectors was on the need for specialized staffing and programming for existing beds and increased portable

¹² Canadian Mortgage and Housing Corporation (CMHC), *Rental Market Report, Canada and Selected Markets*. February 2022. <https://assets.cmhc-schl.gc.ca/sites/cmhc/professional/housing-markets-data-and-research/market-reports/rental-market-report/rental-market-report-2021-en.pdf?rev=a5a0eaac-6f70-4058-8aa3-e6d307685910>

housing allowances for stabilizing people in their housing opportunities. For many clients accessing shelter, there are no appropriate housing options for them to move to and, as a result, often have lengthy stays in shelter. The need for low-barrier transitional housing that can support individuals on their housing journey was highlighted, specifically within the youth sector.

Indigenous

As stated in section 6.1, there was a strong call to prioritize the Indigenous community in this response. Currently in Hamilton, there is one shelter for Indigenous women with children and one for single women with low acuity. There are no Indigenous-specific shelters for youth, men, or families.

Recommendations

6.4.1 New shelter beds should be prioritized for the Indigenous community. Based on current waitlists at HRIC of over 100 people looking for housing, and the high numbers of turnaways for Indigenous people trying to access shelter (see page 25) there is a high need for shelter beds designated for Indigenous people.

6.4.2 New shelter beds must take couples and pets into consideration.

6.4.3 Long-term, any new shelter should be designed through an Indigenous-led process to determine the best way forward to support the highest needs in the community.

6.4.4 If Indigenous people are still required to access emergency beds in the mainstream shelters, training and education to better understand and serve Indigenous people will be necessary. In addition, accommodation for smudging and access to elders in mainstream shelters will be needed to support Indigenous shelter clients.

Women

Hamilton has a long history of inequity as it pertains to emergency shelter beds for men and women. Currently, the Point in Time count has indicated women are more than half (53%) of the people experiencing homelessness in this community, yet this is not reflected in the resources provided for each demographic.

The prevalence of trans, non-binary, and gender-diverse people receiving care in the women's system has shown a need for more particular training and an exploration of other best practices to respond best to this demographic. (See staff training recommendation 6.3.2 above)

The number of unique women, trans, non-binary and gender-diverse people with high acuity who are unable to stay at shelters, remains between 300 and 600 according to the two drop-ins (CAP and Emma's) where they access service.

Recommendations

6.4.5 Recognizing women make up more than half of the people experiencing homelessness in Hamilton, increase the number of low barrier shelter beds available for women, trans, non-binary and gender-diverse people to a level of parity with the men's system. Most responses estimated an additional 40 beds are required.

6.4.6 Provide ongoing and stable funding for the drop-in centres, Carol Anne's Place and Emma's, especially as it relates to increasing staff to client ratios.

Families

The sector has been experiencing a marked increase in family homelessness since the pandemic. Good Shepherd Family Centre is currently the only family shelter in Hamilton and has seen an increase in families staying in the hotel. Before the pandemic there were approximately 20 families staying in hotels. Now there are between 47-50 families staying in the hotels in addition to the 20 staying in shelter.

The shelter is consistently full and recent statistics indicate anywhere from 35 – 50 families turned away per month in the last four months.

Since the pandemic measures have been scaled back, there are no longer sufficient numbers of hotel rooms to accommodate the overflow.

Recommendation:

6.4.7 The City should fund an additional 50 family units in the system, supported by qualified staff as noted in 6.3 and 6.5.1.

Youth

While there is broad consensus that additional shelter beds are not needed in the youth sector, there is a high need for increased investment in the sector to expand current programs and fill gaps in the youth sector.

Diversion and prevention programs are the key to youth intervention to help mitigate the need for youth to access emergency shelter and to prevent youth from becoming entrenched in the shelter system.

Trauma-informed, best practices indicate a need for single sleeping space and bathrooms across sectors, and particularly for trans, non-binary, and gender-diverse youth.

Recommendations

6.4.8 Increase funds to support investment in staff wages and retention. This will allow for investment in staff capacity and ability to hire individuals with skills and training to

support harm reduction / substance use, trauma, and mental health concerns with the shelter population.

6.4.9 Investment is required to support a physical space with more single rooms and reduced shared spaces, highlighted as a trauma-informed best practice. These are also seen as problematic for infection control and isolation in cases of infectious diseases.

Men's

While increasing the current bed types in the men's sector was not identified as a priority, the men's system faces pressures from the growing unmet health needs of their clients. The men's sector does not have adequate specialized staff and supports to ensure shelter clients always feel safe and able to connect to appropriate housing in an acceptable time frame. Pressures in the men's sector are heightened during extreme weather alerts, which are increasing in number.

Recommendations

6.4.10 Provide more flexibility in the system during extreme weather events, so the men's sector can provide safe shelter for the increased demand during cold and hot alerts.

6.4.11 Increase funding for staff wages and specialized staffing to increase retention and reduce staffing pressures in the men's system. Increase support for security and/or maintenance staff to address vandalism and property destruction in a shorter time frame, to ensure shelter users feel safe and protected from risks.

6.4.12 Continue to find ways to develop partnerships with the health sector to find more sustainable supports for the unmet health needs of many shelter clients.

6.5 Diversion

Diversion was reported as working particularly well in both the youth and family sectors.

Involvement with the collaborative approach to Youth shelter Diversion has shown great success diverting youth from homelessness and shelter stays by engaging families, and natural supports when safe and appropriate for the youth. Shelter workers are trained in diversion and use with every encounter with youth.

While there has been success in women, men, and Indigenous sectors, generally the population appearing for service in these sectors have been long entrenched in homelessness and diversion has less of a chance of being successful. Some feedback from the men's sector was that for their shelter, exploring the possibility of diversion is still important for everyone accessing shelter. It was highlighted that when individuals

can be supported to reconnect with family or friends, they often will have increased support in their lives compared to what shelter can offer. Diversion practices also increase communication and relationship building with shelter clients at an early stage, which was identified as an important benefit for all clients and staff.

In all sectors, it was noted that diversion was not possible when there was significant family disconnection, as well as a lack of affordable or transitional housing options.

Recommendations

6.5.1 Increase funding directed toward diversion in the sectors where it demonstrates positive outcomes.

6.5.2 Increase cross-sectoral learnings from diversion teams. Support the continued development of the Prevention and Diversion Check-in Table.

**Appendix “B” to Report HSC23041
Page 1 of 2**

Hamilton’s Emergency Shelter Data

As of May 2023, the City of Hamilton funds 9 shelters including 365[^] emergency shelter beds.

Table 1: Hamilton Emergency Shelter Beds Per System – May 2023

Target Population / System	Number of Beds per System	Average Occupancy (%)	Shelter Name	Number of Beds per Shelter – May 2023
Men’s Shelter System	198	99%	Good Shepherd Men’s Centre & West Ave	54
			Mission Services Men Centre	58
			Salvation Army Booth Centre	86
Women’s* Shelter System	46	93%	Good Shepherd Mary’s Place	25
			St Joseph’s Womankind	6
			Mission Services Emma’s Place	15
	20	West Avenue S Overflow	20	
Family Shelter* System	80	100%	Good Shepherd Family Centre	80 (20 rooms)
	208 (52 rooms)		Hotel Overflow	208 (52 rooms)
Youth Shelter System	21	57%	Good Shepherd Notre Dame House	21

* Temporary shelter overflow in the women’s system and family system are factored into occupancy. This means that the women’s system is operating at 93% occupancy with 20 additional temporary beds in the system. The family system is at 100% occupancy with an additional 52 rooms (approximately 208 beds) beyond the 20 permanent units (80 beds) within the system.

[^]There are also 112 beds available through Violence Against Women Shelters, that are not City-funded.

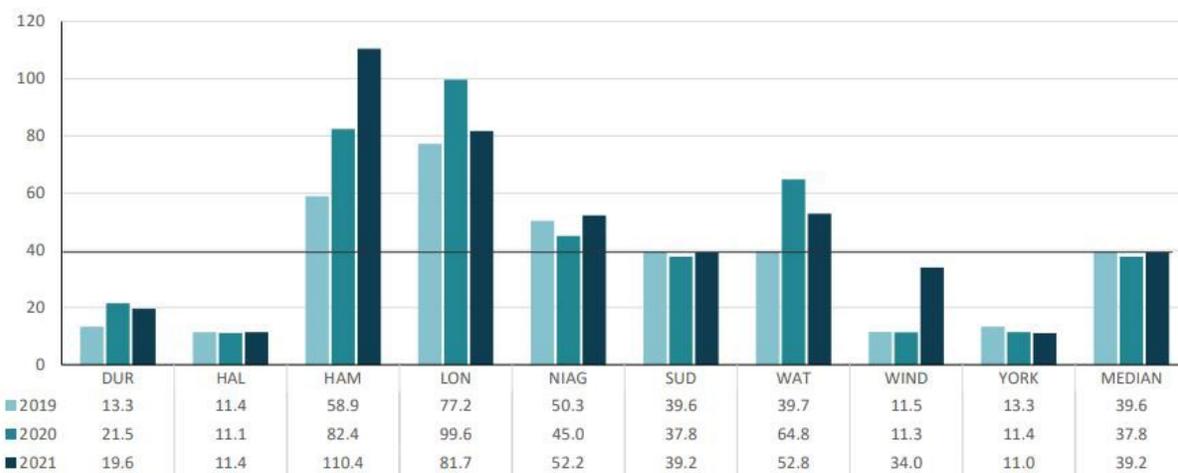
Appendix “B” to Report HSC23041
Page 2 of 2

Table 2: Comparative Trends - Emergency Shelter Beds Per 100,000 Population

Emergency Shelters

HSTL205 - Average Nightly Number of Emergency Shelter Beds Available per 100,000 Population

Where motel rooms are a permanent part of the shelter model, motel rooms are included in the total. However, where motel rooms are not a permanent part to the model but are used as needed, the total number of shelter beds does not include motel rooms.



Hamilton: 2021 includes emergency hotel spaces made available and used.

Windsor: The large increase in 2021 was due to the addition of an 84-bed shelter being funded by the Service Manager for the first time.

Source: Municipal Benchmarking Network of Canada (MBNC) 2022

Note: In 2021, Hamilton had the highest number of beds per 100,000 at 110.4 compared to a median of 39.2 due to expansion of use of hotel overflow for all population groups during the pandemic.

According to data compiled by Municipal Benchmarking Network Canada, pre-pandemic. Hamilton had 58.9 shelter beds per 100,000 people. This was higher than the median of 38.9 among eight¹ other comparator communities and less than only one community, London.

Although Hamilton does have more or a comparable number of shelter beds to comparator communities, there is also a high level of need as well as an imbalance in the number of beds available between population groups. Table 1 in Appendix “C” illustrates that Hamilton’s shelter system is consistently at or over-capacity, with unique pressures in the family and women’s systems.

¹ Comparator communities in MBNC data include: Durham, Halton, Hamilton, London, Niagara, Sudbury, Waterloo, Windsor, York



Addressing Needs of Unsheltered Individuals and those relying on Hamilton's Emergency Shelter System (HSC23041) (City Wide)

General Issues Committee August 14, 2023

Issue/Extent of Need

- Since 2020, the total number of people experiencing homelessness has increased and shelters have remained at or over capacity, especially in the women's and family shelter systems
- As of July 2023, 1985 individuals were known to have connected with the homeless-serving system in the three months prior
 - This is an increase from 1545 in January 2023:
 - 28% increase since the beginning of the year
 - 83% increase in the last 2 years (July 2021)
- Increasingly, Hamilton's shelter system is serving more refugee and asylum seekers (from 20% - 32% on a given night)

Context

- In July 2022, the Social Planning Research Council Report analyzed post-COVID shelter demand and capacity, and recommended a suite of actions to address homelessness and pressures in the emergency shelter system.
- Staff brought forward Ending Chronic Homelessness (March 2023) and The Housing Sustainability and Investment Roadmap (April 2023) with recommended actions.
- In light of the alarming trends related to Hamilton's Housing Crisis, on April 2023, the City of Hamilton declared a crisis related to homelessness, mental health and opioid addiction
- In June 2023, public engagement on Hamilton's approach to encampments resulted in a consensus on the City's need to invest in permanent housing solutions

We must address both Emergency Response AND Permanent Housing Solutions



3 Pronged Solution

Housing-Focused
Emergency Response



Immediate
Housing Solutions



Long-Term Housing
Strategies



Immediate Opportunities To Help People

	Recommendations	\$ Levy 2023	Outcome
	Emergency Shelter Overflow	\$4.1M	Temporary accommodations for up to 30 families/night in hotels
	Winter Response	\$876,000	Warming centres for 150-200 people/night experiencing homelessness (September 7, ECS)
	CHH-King William	\$600,000	Move 24 individuals from encampments into housing
	Acorn Flats Housing for Families	\$2.3M	Grant to Indwell to construct 20-25 permanent supportive housing units for families by end of 2024

These recommendations require in-year decisions



Recommendations	\$ Levy 2024	Outcome
Prong 1 – Housing Focused Emergency Response		
Emergency Shelter Overflow	\$4.5M	Temporary accommodations for up to 30 families/night in hotels
Case Management Supports	\$190K	Support for families in hotels
Women’s Shelter Beds	\$952K	Continued funding for 20 overflow beds in women’s homelessness system
Shelter Diversion	\$333K	Prevent up to 600 men, women, youth and families from homelessness

These investment decisions are referred to the 2024 budget process in order to provide Council the ability to consider all recommendations and prioritize accordingly

Opportunities To Help People - Referred to 2024 Budget (2 of 2)



Recommendations	\$ Levy 2024	Outcome
Prong 2 – Immediate Housing Solutions		
CHH-King William - Supports	\$1.2M	Supports for 24 individuals from encampments when in housing
Housing Allowances	\$2.0M	Create 333 additional housing allowances/municipal housing benefit
5x Housing Services Staff	\$502K	Staff to deliver homelessness prevention and shelter services
Prong 3 - Long Term Housing Strategies		
HSIR Reserve	~\$10.3M	Commitment of funding for future permanent supportive housing projects

These investment decisions are referred to the 2024 budget process in order to provide Council the ability to consider all recommendations and prioritize accordingly

Additional Recommendations



Explore opportunities to create supportive housing through unfunded beds in Residential Care Facilities

- ✓ Additional capacity, up to 100 new spaces
- ✓ Support for vulnerable people
- ✓ Cost-effective
- ✓ Collaborative approach requires Provincial & Federal partnership
- ✓ Will create flow through system

Additional Recommendations



\$31M investment over three years towards the development of supportive and/or affordable housing, led by the Housing Secretariat, to leverage provincial and federal funding



Additional Recommendations



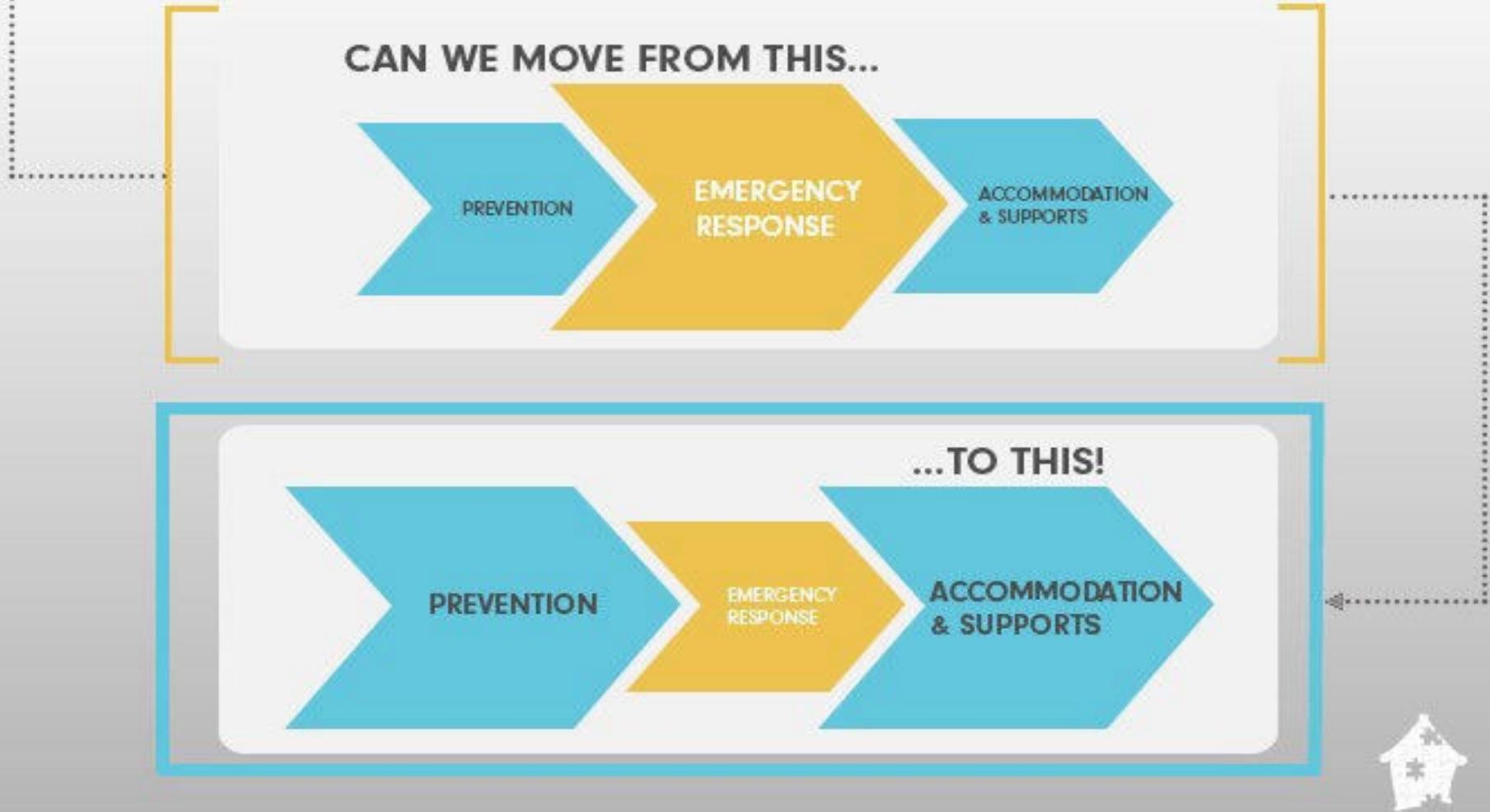
Policy framework to guide future municipal investment in the housing sector to shift to an ideal ratio for emergency response, homelessness prevention and permanent housing solutions to decrease reliance on emergency interventions



Advocacy to Provincial and Federal government



STRATEGIES FOR ENDING HOMELESSNESS





QUESTIONS?



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Housing Services Division

TO:	Chair and Members General Issues Committee
COMMITTEE DATE:	September 6, 2023
SUBJECT/REPORT NO:	Family Shelter System (HSC23041(a)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Michelle Baird Director, Housing Services Division Healthy and Safe Communities Department <i>Michelle Baird</i>
SUBMITTED BY:	Angie Burden General Manager Healthy and Safe Communities Department
SIGNATURE:	<i>A. Burden</i>

RECOMMENDATION(S)

- (a) That council direct staff to conduct a Call for Applications (CFA) to address family homelessness, as a way to consider new and innovative opportunities to expand system capacity:
- (i) to serve up to an additional 50 families in emergency shelter or transitional housing through March 31, 2025;
 - (ii) to provide services and supports that address root causes, complexity of need and create flow through the shelter system to permanent housing
 - (iii) with applications to be considered as a temporary time limited emergency solution, or as an annualized program;
- (b) That Council approve up to 1M in temporary emergency supports between September 1, 2023 and March 31, 2024 in order to address urgent program and staffing needs within Housing Services Division and Good Shepherd Hamilton related to family homelessness at the recommendation of the Director, Housing Services Division and approved by the General Manager, Healthy and Safe Communities, to be funded by the COVID19 reserve; and,

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

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

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

SUBJECT: Family Shelter System (HSC23041(a)) (City Wide) - Page 2 of 6

- (c) That Council direct staff to report back in Q4, 2023 on opportunities and recommendations to address escalating family homelessness and resources required, and that any recommendations for continued or additional staffing beyond March 31, 2024 be referred to the 2024 budget.

EXECUTIVE SUMMARY

This report is a companion report to HSC2041, Addressing the Needs of the Unsheltered. Its purpose is to update Council on the escalation of family homelessness that Hamilton is experiencing in recent weeks. As of July 31, 2023, 1985 individuals are experiencing homelessness in our City, up from 1723 last month and an increase of 258 individuals and 166 households from June, according to Homelessness Individuals and Family System (HIFIS) data. Although some of the rise is as a result of data cleaning issues, this increase is our largest month over month increase in the last year.

This report seeks funding approval to implement emergency supports that are required to address urgent issues in the family shelter system. This report also seeks approval from Council to conduct an immediate Call for Applications to identify new and innovative solutions from the community to address the issue of family homelessness, including the creation of new emergency shelter or transitional housing spaces for families, and/or provision of services and supports to address root causes of family homelessness and/or create flow through the system to permanent housing.

While staff know what resources are required to address the urgent escalation of need identified in recent weeks, the family system is in crisis, and it is anticipated that there may be other needs that emerge as critical issues. The recommendations in this report enable staff to respond to the known urgent needs and flexibility to address unforeseen issues that may emerge, while also providing time for staff to fully analyze recent HIFIS data, continue to engage with current providers on next steps and solicit new solutions from the community. Staff will report back to Council in Q4 2023 with opportunities to address family homelessness and provide comprehensive recommendations.

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

Financial: Staff are requesting an upset limit of 1M, in order to address urgent program and staffing needs related to family homelessness, with the approval of the General Manager, Healthy and Safe Communities. Costs incurred between September 1 2023 to March 31 2024, to a maximum amount of \$1M will be funded through the COVID-19 Reserve.

Staffing: The General Manager has authority through the budgeted compliment policy to hire temporary positions for < 24 months. Staff complement in Housing Services

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SUBJECT: Family Shelter System (HSC23041(a)) (City Wide) - Page 3 of 6

Division to support homelessness response would be increased temporarily while a Call for Applications is underway to identify permanent solutions while staff analyze needs and prepare recommendations to be referred to the 2024 tax operating budget.

Legal: n/a

HISTORICAL BACKGROUND

On March 23, 2023, the Emergency and Community Services Committee approved Report HSC23021 Ending Chronic Homelessness, outlining a comprehensive approach and investments required to end chronic homelessness in Hamilton. On April 19, 2023, the General Issues Committee received and approved Report HSC23028, the Housing Sustainability and Investment Roadmap, which outlined actions to be taken to address the housing crisis. Council in April 2023 declared emergencies related to homelessness, mental health, and opioid addiction. Since these reports were approved, staff have been working to implement the recommended actions and have subsequently brought reports to committee and council, with recommendations for immediate consideration, and/or to be referred to the 2024 Tax Operating Budget.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

To expedite the implementation of solutions for family homelessness, which is an identified crisis for the City, it is recommended that a Call for Applications be issued. The Procurement By-Law No. 20-255 Schedule B Exemptions (3)(a)(ii) applies to emergency sheltering and exempts from the requirements of the Procurement Policy, save and except for Policy # 2 – Approval Authority and Policy #13 – Authority to Execute Contracts. Where feasible, an authorized online Purchase Requisition shall be utilized to initiate a Purchase Order and/or formal Contract process. If there is to be an evaluative component involved in the determination of where funds are to be allocated, Procurement recommends a Request for Proposal be initiated through them. The Request for Proposal process is a lengthy one and would not likely be completed in a timeline that could meet the urgent need within the family shelter system. In this case we are asking Council to approve that the General Manager of the Healthy and Safe Communities Department or their designate be directed and authorized, on behalf of the City of Hamilton, to negotiate, enter into, execute and administer all contracts, agreements and other documents necessary to implement a Call for Applications on terms and conditions satisfactory to the General Manager of the Healthy and Safe Communities Department or their designate and in a form satisfactory to the City Solicitor

RELEVANT CONSULTATION

City staff has consulted with Good Shepherd Hamilton leadership related to the escalating needs in family homelessness. Ongoing engagement continues with funded

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providers related to addressing the needs of unsheltered individuals across family, women's, men's and youth systems to understand trends and identify solutions that could address the increasing pressures in the system. Finance and procurement have been consulted in the development of these recommendations.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The escalating housing crisis has led to a concerning rise in unsheltered individuals and an increasing overall homeless population in Hamilton and beyond. While the impacts on the shelter system are widespread, the family shelter system is facing an unsustainable situation due to the escalating demand, complexity of need, lack of flow from the system and limited resources.

Increasing Families Experiencing Homelessness

In Hamilton there is one permanent emergency shelter providing housing focused shelter and support for families experiencing homelessness, the Good Shepherd Family Centre. The Family Centre has 104 beds of which 80 are funded through Housing Services Division. Currently, as reported by Good Shepherd, the Family Centre is operating at double the funded capacity of families at the shelter with the numbers of clients outstripping the space available. Due to lack of space and lengthy stays, clients at the Family Centre are sleeping in all areas of the centre, including in hallways and other administrative spaces. As a result of pressures post-COVID-19, some hotel beds were maintained for family overflow pressure, and this continues today. Currently Housing Services Division is contracting with 2 local hotels to provide shelter space for 30 families within hotels. Good Shepherd places families in additional hotel rooms beyond the contracted spaces when possible and as of now there are 10 families using these spaces. In addition to the funded hotel space, the additional Good Shepherd hotel space, the overcapacity family centre there are also families turned away from the system. Since January 2023, there have been 488 occasions where families were turned away as there was no bed or overflow space to accommodate them. This represents 98 unique families. Being turned away means having not been offered a bed and there was no overflow space available to accommodate the family.

Insufficient Staffing Resources to Support Current Number of Families

The family system has unintentionally become the City's largest shelter. With volumes doubled, and hotel spaces operating as an emergency shelter, current staffing levels are insufficient. As a result of overcapacity and demand, instead of working with clients on navigation and referral services, family support workers at the Family Centre are simply managing issues related to escalating volumes and daily crisis. To create flow from the shelter system to permanent housing, additional family support workers are needed to manage overflow clients.

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There is an urgent need to stabilize the environment at the family overflow hotel. Current staffing is limited and does not adequately support the numbers of families onsite or their needs. Reportedly there are increasing issues with noise, ongoing partying, substance use and little to no activity or engagement for the children living here. Many of the adults and children residing at the hotel are living with significant complexities – including trauma and displacement for refugee claimants, and more broadly, substance use, mental health issues, developmental issues, gender-based violence etc. Complaints are being received from the hotels as a result of the behavioural issues occurring. Hotel staff are not skilled or contracted to provide oversight and are expressing concerns with the current operations. While Good Shepherd is funded to provide mobile housing case management, there is an immediate need for onsite caseworkers, support for children and youth and supervisory staff.

In addition, we are experiencing lack of flow from the family shelter system into permanent housing. We must find solutions to reduce lengths of stay. Past experiences, and challenges with money management and financial decisions leave families unable to secure a rental space. A voluntary trustee program is recommended as a new initiative to assist with money management, financial decisions, and support to move families successfully from shelters into long-term tenancies and permanent housing.

Given the volumes and demand which are anticipated to increase, there is a need to create more spaces for families experiencing homelessness and identify cost-effective options to address family homelessness. There are limited facilities within Hamilton's existing system that could accommodate an expansion. The housing crisis calls for a whole of Hamilton approach, and the City has a critical need to develop new capacity through new solutions and partnerships with new organizations and agencies willing to help. Therefore, staff are recommending a general call for applications to the community to identify locations and organizations that could create new spaces for families to be housed either as part of emergency shelter system and/or transitional housing, as well as services and supports to address family homelessness and create flow into permanent housing. It is not anticipated that this Call for Applications would not result in submissions for new construction or purchase, but rather that the Call for Applications could result in organizations identifying space currently not known to the city that could be easily repurposed for families, and/or partnerships between larger providers and grassroots organizations (faith-based or otherwise), as resources are identified and leveraged for the purpose of working together to help families in need of housing.

Conclusion

As the numbers of families experiencing homelessness increases, innovative and cost-effective solutions are required to create additional capacity within the family shelter system. This report recommends issuing a Call for Applications to solicit solutions from

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the community to create up to 50 additional emergency shelter or transitional housing spaces in family shelter system, either as a time-limited emergency solution, or for consideration as an annualized program, in addition to identifying services and supports to create flow for families to move from the shelter system to permanent housing.

While the call for applications addresses medium term need, there is an immediate need to stabilize operations and increase staffing to manage current volumes. Without this investment and attention to staff workload and wellbeing, we will see staff burnout, exits and sick leaves and place the City's response to family homelessness at risk of imminent collapse.

Staff understand the resources required to address the urgent escalation of need in recent weeks. However, as the family shelter system is at risk, it is anticipated that there may be other needs that emerge as critical issues. It is critical that staff have the ability to respond to urgent needs and also have time to analyze and provide comprehensive recommendations related to family homelessness. This report recommends approval of up to 1M, funded by COVID19 reserve in emergency supports to address critical program and staffing needs within Housing Services Division and Good Shepherd Services Hamilton.

The recommendations in this report enable staff to respond to the known urgent needs and flexibility to address unforeseen issues that may emerge, while also providing time for staff to fully analyze recent HIFIS data, continue to engage with current providers on next steps and solicit new solutions from the community. Staff will report back to Council in Q4 2023 with opportunities to address family homelessness and provide comprehensive recommendations related to family homelessness.

ALTERNATIVES FOR CONSIDERATION

None

APPENDICES AND SCHEDULES ATTACHED

None



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES
REPORT 23-008**

4:00 p.m.

Tuesday, August 8, 2023

Room 264, 2nd Floor

Hamilton City Hall

71 Main Street West

Present: Councillor M. Tadeson, A. Mallett (Chair)
J. Kemp (Vice-Chair), J. Cardno, M. Dent,
L. Dingman, A. Frisina, P. Kilburn,
M. McNeil, T. Murphy, K. Nolan, T. Nolan

Absent

with Regrets: S. Aaron, P. Cameron, L. Janosi,
R. Semkow

**THE ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES PRESENTS REPORT 23-008 AND
RESPECTFULLY RECOMMENDS:**

- 1. Invitation to Participate in the Spinal Cord Injury
BBQ and Information Fair - September 6, 2023
(Item 5.3)**

That the following members of the Advisory Committee for Persons with Disabilities be approved to participate in the Spinal Cord Injury BBQ and Information Fair on September 6, 2023 on behalf of the Advisory Committee for Persons with Disabilities:

- (a) Paula Kilburn
- (b) Aznive Mallett
- (c) Mark McNeil
- (d) Kim Nolan
- (e) Tim Nolan
- (f) James Kemp

2. Accessible Transportation Services Performance Review - Q2, 2023 (Item 8.2)

That the Report respecting the Accessible Transportation Service Performance Review – Q2, 2023, be received.

3. Accessible Open Spaces and Parklands Working Group Update (Item 9.6)

- (a) That the Advisory Committee for Persons with Disabilities requests that staff be directed to investigate options for off-road transportation systems for people with disabilities to be able to engage areas of the City where accessibility is not feasible (e.g. trails, beaches etc.); and

(b) That the Advisory Committee for Persons with Disabilities requests that staff be directed to consult with other public agencies within the City with respect to their properties for the potential purchase of off-road transportation systems for people with disabilities, for example the Hamilton Conservation Authority, Marydale Park and the Royal Botanical Gardens.

4. Update to the Advisory Committee for Persons with Disabilities' Informational Pamphlet to include Inclusion, Diversity, Equity and Accessibility (IDEA) (Item 12.1)

WHEREAS, the Advisory Committee for Persons with Disabilities' Outreach Working Group designed an informational pamphlet in an effort to inform the community about its roles and functions in 2021 and have already updated the pamphlet once to reflect the change in Departments in 2022;

WHEREAS, the current version of the informational pamphlet has a paragraph stating: "The Advisory Committee for Persons with Disabilities is comprised of citizens of the City of Hamilton with a diverse range of disabilities that strive to consider the needs of all in order to make this city a more equitable, diverse and inclusive place to live.";

WHEREAS, Council considered Report HUR19019(c), respecting an Equity, Diversity and Inclusion

Framework Update on December 7, 2022, which updated the Equity, Diversity and Inclusion (EDI) Strategic Plan from EDI branding to Inclusion, Diversity, Equity and Accessibility (IDEA) branding; and

WHEREAS, in accordance with the change in branding from EDI to IDEA, the informational pamphlet should be updated.

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities informational pamphlet, attached as Appendix “A” to Advisory Committee for Persons with Disabilities Report 23-008, which has been updated to read: “The Advisory Committee for Persons with Disabilities is comprised of citizens of the City of Hamilton with a diverse range of disabilities that strive to consider the needs of all in order to make this city a more inclusive, diverse, equitable and accessible place to live.”, be approved.

5. The Advisory Committee for Persons with Disabilities’ Housing Issues Working Group’s Recommendations to Improve Accessible Housing in CityHousing Hamilton Buildings (Item 12.2)

WHEREAS, the Advisory Committee for Persons with Disabilities’ Housing Working Group’s mandate is to

advise Council through the Advisory Committee for Persons with Disabilities in the following:

- “(a) Identifying and pursuing the removal of barriers to housing;
- (b) Preventing the creation of new barriers to housing;
- (c) Defining the needs of the disabled in the accessible housing system in order to be more inclusive;
- (d) Highlighting deficiencies in the accessible housing system and seeking solutions to address them;
- (e) Anticipating accessible housing needs in the future; and
- (f) Making Housing in Place with services recognizing equality;”

WHEREAS, the Advisory Committee for Persons with Disabilities’ Housing Issues Working Group reviewed the *Accessibility for Ontarians with Disabilities Act* (AODA) and “Unlocking the AODA” extensively to understand how the AODA affects housing without actually referring to housing and our research discovered several areas for suggestions for possible improvements for CityHousing Hamilton’s Board of Director’s consideration to make housing more accessible, improve quality of life and provide more stable housing;

WHEREAS, the Advisory Committee for Persons with Disabilities’ Housing Issues Working Group met with Amanda Warren-Ritchie, CityHousing Hamilton’s Manager of Strategy & Quality Improvement, and

Jessica Bowen, Supervisor of Diversity and Inclusion, to ensure the conclusions and recommendations contained within Appendix “B” are in accordance with City of Hamilton and CityHousing Hamilton’s policies; and

WHEREAS, CityHousing Hamilton is the largest housing provider for the city and its accessibility policies should set an example for other providers that operate in the same jurisdiction.

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities respectfully requests permission to present to CityHousing Hamilton’s Board of Directors the report entitled: “ACPD Housing Working Group’s Recommendations to Improve Accessible Housing in CityHousing Hamilton Buildings for Simplified Customer Service, Better Quality of Life and More Stable Housing in Accordance With the AODA”, attached as Appendix “B” to Advisory Committee for Persons with Disabilities Report 23-008.

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 2)

The Committee Clerk advised of the following changes to the Agenda:

7. DELEGATIONS

7.1 Camino Diez respecting Accommodation of Sensory Issues (approved May 9, 2023)

The Agenda for the August 8, 2023, meeting of the Advisory Committee for Persons with Disabilities, was approved, as amended.

(b) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

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

(i) July 11, 2023 (Item 4.1)

The July 11, 2023, minutes of the Advisory Committee for Persons with Disabilities meeting, were approved, as presented.

(d) COMMUNICATIONS (Item 5)

The following Communications were received, as follows:

- (i) Correspondence from Corbin McBride respecting Resignation from the Advisory Committee for Persons with Disabilities

- (ii) Correspondence from Sandra Andrew respecting Accessibility in Public Washrooms
- (iii) Invitation to Participate in the Spinal Cord Injury BBQ and Information Fair - September 6, 2023

For further disposition of Item (d)(iii), refer to Item 1.

(e) DELEGATIONS (Item 7)

- (i) **Camino Diez respecting Accommodation of Sensory Issues (approved May 9, 2023) (Item 7.1)**

Camino Diez addressed the committee respecting the Accommodation of Sensory Issues.

The delegation from Camino Diez respecting Accommodation of Sensory Issues, was received.

(f) PRESENTATIONS (Item 8)

- (i) **Dr. Lovaye Kajiura, respecting the McMaster IMPACT Initiative (Item 8.1)**

Dr. Lovaye Kajiura provided the Committee with a presentation respecting the McMaster IMPACT Initiative, with the aid of a PowerPoint presentation.

The presentation from Dr. Lovaye Kajiura respecting the respecting the McMaster IMPACT Initiative, was received.

**(ii) Accessible Transportation Services
Performance Review - Q2, 2023 (Item 8.2)**

Michelle Martin, Manager of Accessible Transportation Services, provided the Committee with a presentation respecting the Accessible Transportation Services Performance Review for Q2, 2023, with the aid of a PowerPoint presentation.

The presentation from Michelle Martin, Manager of Accessible Transportation Services, respecting the Accessible Transportation Services Performance Review – Q2, 2023, was received.

For further disposition of this matter, refer to Item 2.

(iii) Accessibility Award Update (no copy) (Item 8.3)

Jocelyn Strutt, Senior Project Manager, Community Engagement, provided a verbal presentation to the Committee respecting the Accessibility Award Update.

The presentation from Jocelyn Strutt, Senior Project Manager, Community Engagement, respecting the Accessibility Award Update, was received.

(iv) Safety Concerns respecting City Hall Stairs (no copy) (Item 8.4)

Melissa McGinnis, Facilities Accessibility & Compliance Coordinator, provided a verbal presentation to the Committee on Safety Concerns respecting City Hall Stairs.

The presentation from Melissa McGinnis, Facilities Accessibility & Compliance Coordinator, on Safety Concerns respecting City Hall Stairs, was received.

(g) CONSENT ITEMS (Item 9)

(i) CONSENT ITEMS (Item 9.1 – 9.6)

(a) Transportation Working Group Update (Item 9.4)

M. McNeil provided a verbal update respecting the Transportation Working Group.

For further disposition of this item refer to Item (g)(i)(4).

A. Mallett relinquished the Chair to J. Kemp in order to provide an update from the Strategic Planning Working Group.

(b) Strategic Planning Working Group Update (Item 9.5)

A. Mallett provided a verbal update respecting the Strategic Planning Working Group.

For further disposition of this item refer to Item (g)(i)(5).

A. Mallett assumed the Chair.

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

T. Nolan provided a verbal update respecting the Accessible Open Spaces and Parklands Working Group.

For further disposition of this matter, refer to Items (g)(i)(6) and 3.

(d) Consent Items 9.1 to 9.6, were received, as follows:

- (1) Built Environment Working Group Update (Item 9.1)

- (a) Built Environment Working Group and Housing Issues Working Group Meeting Notes - Tour of 500 McNab Street and Review of its Accessibility - June 23, 2023 (Item 9.1(a))
- (b) Built Environment Working Group Meeting Notes - July 4, 2023 (Item 9.1(b))
- (2) Housing Issues Working Group Update (Item 9.2)
 - (a) Housing Issues Working Group Meeting Notes - July 18, 2023 (Item 9.2(a))
 - (b) Housing Issues Working Group - Recommendations to Improve Accessible Housing in CityHousing Hamilton Buildings (Item 9.2(b))
- (3) Outreach Working Group Update (Item 9.3)
 - (a) Outreach Working Group Meeting Notes - July 18, 2023 (Item 9.3(a))
 - (b) “Ability First” Accessibility Fair Update – August 2023 (Item 9.3(b))

- (4) Transportation Working Group Update
(Item 9.4)
- (5) Strategic Planning Working Group
Update (Item 9.5)
- (6) Accessible Open Spaces and Parklands
Working Group Update (Item 9.6)

Quorum was lost at 6:15 p.m., therefore, the meeting was adjourned.

Respectfully submitted,

A. Mallett, Chair
Advisory Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk

What is the ACPD?

The Advisory Committee for Persons with Disabilities recommends to the City of Hamilton policy, procedure and standards that address the needs and concerns of all disabilities. Our task is to identify barriers in municipal programs and try to prevent new barriers from being created in accordance with the ODA (Ontarians with Disabilities Act) and the AODA (Accessibility for Ontarians with Disabilities Act) in matters of Customer Service, Employment, Transportation, Design of Public Spaces and Information and Communication.

Have a disability related issue?

Any Citizen can raise disability related issues or ask questions of the ACPD. We will decide if the issue is within our mandate as an Advisory Committee of Council and send it to the appropriate working group for discussion and recommendations. The issue is then sent back to the ACPD for approval. The Advisory Committee for Persons with Disabilities reports directly to the General Issues Committee. You can begin the process by filling out a "Request to Speak to a Committee of Council form" available online at hamilton.ca or by forwarding an email to clerk@hamilton.ca



ACPD Housing Working Group's Recommendations to Improve Accessible Housing in CityHousing Hamilton Buildings for Simplified Customer Service, Better Quality of Life and More Stable Housing in Accordance With the AODA.

Background

The Housing Working Group spent considerable time over the past two years studying the AODA and a document written in part by the provincial government called "Unlocking the AODA" to learn how the AODA affected housing without saying housing. We managed to identify 17 points of intersection between Housing and the AODA. After inviting Amanda Warren-Ritchie from CityHousing and discussing them with her, we narrowed that list to 15 points that need to be addressed. They are itemized below and recommendations for improvement attached.

- 1. Employers over 50 people are required to be WCAG 2.0 AA web compliant by the end of 2021.**
 - CityHousing does not monitor or test WCAG 2.0 AA web compliance independently, instead relying on the City to have ensured their compliance. As there are still some issues with accessibility on City websites, it is recommended that CityHousing do their own testing

to ensure the forms and documents used by tenants are fully accessible to all available technologies such as screen readers. Compliance is only the minimum standard and in many places, that isn't enough to achieve accessibility. Having a dedicated CityHousing Staff to develop testing protocols and work towards full accessibility is recommended.

2. New picnic tables, benches and other seating must be installed on level, hard surfaces and connected to accessible pathways.

- CityHousing is taking steps to make any new build's public spaces fully accessible as well as announced that they will retrofit all existing buildings to accessible standards by 2027. The design of accessibility of public spaces is covered by many regulations and guidelines; The Accessibility for Ontarians with Disabilities Act (AODA), The Ontario Building Code (OBC), The Integrated Accessibility Standards Regulations (IASR), Barrier Free Design Guidelines (BFDG) and the principles of Universal Design. This can often lead to contradictory requirements or gaps not covered under any legislation.

During the pandemic, all chairs and amenities were removed from all properties. When they were reinstalled, there was an opportunity to make at least one or two amenities at each building accessible

while the equipment and personnel were on-site and available. While this was technically not a new build, it was a missed opportunity to improve conditions in some small way. We believe that dedicated accessibility staff in CityHousing would be able to take advantage of opportunities like this to ensure accessibility was improved one step at a time as well as assist in planning large scale improvement projects.

3. Playgrounds need to be fully accessible and those with disabilities should be consulted before construction.

- At least one playground has been installed at a CityHousing property that is not accessible. No consultation occurred with the residents to ensure accessibility needs were addressed. A dedicated accessibility department/staff would be better equipped to ensure accessibility and address resident concerns.

4. Required to follow IASR guidelines regarding accessible parking spaces.

- CityHousing is currently in the process of unifying parking policies across all buildings. We will be unable to confirm proper adherence to IASR guidelines until that time. A dedicated accessibility

department/staff would be able to assist in this process to ensure proper accessibility with regards to parking.

5. If service counters are offered, at least one needs to be fully accessible. 3% of seating in waiting areas is required to accommodate all mobility devices.

- While the service counter on the third floor of the CityHousing offices is in compliance with the minimum AODA guidelines, more effort should be made to improve its accessibility by adding enhancements like contrast strips, tactile marking and pictographic signage to name a few. A dedicated Accessibility department/staff would be able to help with this.

There is currently one waiting area at CityHousing which is the service counter area on the third floor. There is at least 3% of space for mobility devices.

6. Common areas like the front lobbies, laundry rooms or common rooms need to be accessible under the above mentioned guidelines.

- As was mentioned, CityHousing has committed to making all properties and common areas fully accessible by 2027. We don't know if that will be to a minimum AODA standard or if they will attempt to

make them fully accessible. We recommend that a dedicated accessibility department/staff would be able to ensure the correct improvements are made thereby saving money from having to retrofit or modify afterwards.

7. Housing providers are required to have maintenance plans in place to ensure that the AODA is being adhered to despite the disruptions.

- There is no process for tenants to complain during ongoing work except to deal with the project manager and contractor directly. This is intimidating for many and there should be an independent channel for requesting resolutions. This can also include things like snow removal and grounds keeping. A dedicated department/staff would be able to voice concerns of tenants and work with the contractors and property/project managers to establish proper protocols.

8. Accessibility awareness, equity and accommodation training must be provided to all employees, contractors and volunteers.

- The current training covers the Human Rights Code as well as the AODA. This is proving insufficient in practice as the AODA requires customer service training when dealing with different disabilities and

sensitivity training to better understand and empathize when addressing the needs of person with disabilities. While compliance is being met, there are too many issues when contractors interact with tenants that require accommodation. A dedicated department/staff would be able to develop special training modules for employees, contractors and volunteers as well as document their completion and track problems.

9. Housing providers must place notice and bulletin boards at accessible levels.

- There are many buildings without bulletin boards at the correct height for people in mobility devices. There is also a problem with notices for people with vision loss. A dedicated accessibility department/staff would be able to address these problems.

10. Leaving notices of entry on doors is not enough with disabled tenants. They may not leave very often and wouldn't see the notice with enough time. More effort is required.

- There is currently no list for people that need accommodations like better notification protocols or more time to prepare. A dedicated accessibility department/staff could assist by keeping a voluntary master list for each building and advising on the best

method of communication for those with special requirements.

11. Toxic chemicals can trigger Multiple Chemical Sensitivities (MCS). The least toxic should be used when required.

- A dedicated accessibility department/staff would be able to formulate a Multiple Chemical Sensitivities policy for each building dependent on the requirements of tenants based on the information provided on the abovementioned voluntary master list. This would improve the health and wellbeing of tenants, no matter their condition.

12. Accommodations need to be made when showing new units to prospective tenants.

- Currently the policy is to attempt to accommodate when asked for, but there is no standard policy. A dedicated department/staff would be able to provide an array of accommodations that would be available so that prospective tenants could ask for them in confidence. It is suggested to remind people of the options for accommodation at several points in the process as is done with employment. This will help to get honest requirements for modifications before they move in and allow the prospective tenant to assess the space on their needs.

13. An AODA Compliance Report is required every two years. Online Compliance must be reviewed as well.

- Reporting is currently taking place annually to Jessica Bowen but we were informed that they don't test their own online compliance. A dedicated accessibility department/staff would be able to ensure website accessibility independently of City Staff.

14. Housing providers are required to make accommodations up to the point of Undue Hardship.

- There is a clearly defined process to request modifications in the home that involves CityHousing staff, a medical professional and the tenant. Considering the housing crisis currently in progress and the fact that the HWG promotes the principle of aging in place, we are recommending that a dedicated department/staff would be better able to address the concerns and fears of tenants and serve as a neutral representative in these matters between them and the Property Managers to make modifications as their physical conditions change. Due to the fact that affordable housing is scarce, we have learned that people with disabilities are reluctant to approach the property managers to ask for

modifications for fear that they will be labelled problem tenants. It doesn't matter that there is no evidence of CityHousing responding in this matter, the fear is what we must address. An independent representative would better encourage people to ask for the modifications they require and not suffer needlessly. It could also simplify the application process for those that require assistance.

15. Self-service kiosks are required to be fully accessible and can accommodate those with vision loss.

- This is a major issue of concern that is going to require special effort. This is referring to things like the laundry card loading machines as well as washers, dryers, newer stoves and ovens. As these machines become more reliant on touch screens; the displays are nearly impossible for people with vision loss to use. They are also very confusing to some people and explanations on how to use them should be available in pictograms where possible in order to accommodate language and developmental barriers. A dedicated department/staff can work with each building to ensure the laundry facilities and home amenities are accessible for all tenants as they will be modified on a building to building and a unit to unit basis.

Conclusions:

In doing this research, we had difficulty in understanding exactly how the AODA affects housing, because it doesn't specifically mention housing for the most part. This creates issues for Landlords and Property Managers when understanding their responsibilities under the act. Most see the AODA as a checklist that needs to be marked off and nothing more.

In the fifteen points we mentioned above, we have learned that CityHousing is not actually meeting the minimum standards in the act because no one quite understands them.

Using an example above, CityHousing requires all outside contractors to read and sign off on Human Rights Code and AODA training to satisfy accessibility training.

However, according to "Unlocking the AODA" CityHousing is also required to ensure they have accessibility awareness, equity and more detailed accessible customer service training and that is not being done consistently.

CityHousing is required under the act to create a dedicated complaint line/system for people with disabilities to raise issues or provide accessibility related feedback and they have yet to do so. Relying on the Tenant Support

Worker or Property Manager is not an appropriate alternative.

While CityHousing uses the Hamilton.ca network, they need to ensure their own part of it is as accessible as possible. At the very least, they should develop some testing protocols and run all online forms through accessibility testing regularly.

Barriers are still being created at CityHousing properties to date because there is no one on staff that is specifically trained in understanding mobility and accessibility. As we were informed, CityHousing has received a fund to make all its properties accessible by 2027, but if they don't understand what needs to be done, how do they ensure they have achieved accessibility? We believe that spending more money on staff now would ensure the money is spent efficiently as possible and modified in the correct order of priorities.

Self-serve kiosks are another major issue that needs to be addressed, but it needs to be addressed on an individual basis. Having an accessibility department means that people with disabilities can provide confidential information on their personal requirements so they can ensure all tenant's needs are met. Laundry rooms are a particular point of focus as each building will need their own combination of solutions. Home appliances are also an

issue here and this department could work to address this on an individual basis.

Finally, given the precarious nature of housing, people are not asking for the modifications they need in their home as they don't want to put their housing at risk. This is necessary though as we know that aging in place is the most economical option at the moment. Requiring tenants to request modifications through their property manager is too intimidating for fear of being labelled a problem tenant. We have no evidence of this actually happening, but that doesn't change the fact that the fear exists. We need a dedicated staff member/department that can represent tenants in these requests as a neutral party.

With regards to extreme heat and climate change, an accessibility department can use their confidential voluntary list of required accommodations as well as the voluntary vulnerable persons list to create peer support programs in buildings that can support them. Adapting living spaces in a rapidly changing environment can present challenges that may be improved by a dedicated staff. This department could also assist in creating education programs on how to manage extreme weather and climate events as they occur.

While AODA compliance is the minimum standard, the ODA specifically requires that we identify, eliminate and prevent barriers. With respect to housing, the AODA's lack

of any detailed requirements has become a barrier itself and we need to ask how to make these properties and residences truly accessible. The only way we can see to do that is to bring in people that are trained in equity and accessibility and/or to form a citizen advisory committee comprised of tenants from CityHousing properties that can represent these interests.

As to the department itself, we recommend that we start small, hiring one or maybe two FTEs. As the department establishes itself however, more staff may be needed, at least temporarily, as CityHousing has over 7000 units in its current portfolio. If you take the lower national average of persons with disabilities at 22% that gives us 1540 units that may need some level of accommodation. That is a huge job as well as the properties and common areas themselves.

Possible Benefits include:

- Improved Accessibility of Both Property and Residences
- Improved Communications and Website Access
- Clear Complaint or Suggestion Process
- Cost Efficiency By Ensuring Improvements are Done Correctly and In Proper Order
- Improved Modification Process
- Safer and More Enjoyable Tenancy

- Community Outreach and Education
- Public Health Communications and/or Collaborations
- Improved Housing Stability

Recommendations:

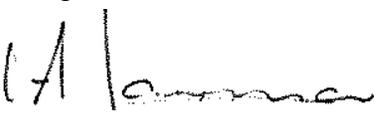
The ACPD's Housing Working Group recommends the following:

1. CityHousing creates a separate department that is to ensure all properties are achieving accessibility or at least taking steps to improve it. This can be done through the following steps:
 - a. Begin by touring each property and listing steps that need to be taken in a priority list to be addressed as labour and finances allow. This will ensure that money allocated to improving accessibility is used as efficiently as possible.
 - b. Create a hotline/complaints system to provide necessary feedback as is required under the act.
 - c. Review the CityHousing website/application forms to ensure they are achieving full accessibility. This may require the development of testing protocols.
 - d. Review and modify the current system to request modifications in the home and serve as an intermediary between the tenant and the property manager.

- e. Review any new construction or renovation plans to ensure they are addressing accessibility as well as trying to incorporate Universal Design, because it will save money over time.
- f. Review each property's maintenance plans to ensure they are taking accessibility into full account.
- g. Review accessibility training protocols and suggest improvements.
- h. Participate in Public Health's Extreme Heat Working Group as a representative of CityHousing and assist in updating the Community Heat Response Plan going forward.
- i. Attend ACPD Housing Working Group meetings on a biannual basis to maintain regular communication channels



CITY OF HAMILTON
CORPORATE SERVICES DEPARTMENT
 Financial Planning, Administration and Policy Division
 and
PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
 Growth Management Division

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	September 6, 2023
SUBJECT/REPORT NO:	Cost Recovery Municipal Act By-Laws for Development-Related Infrastructure Projects (FCS23056 / PED23170) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Ailish Brooke (905) 546-2424 Ext. 6875 Lindsay Gillies (905) 546-2424 Ext. 5491 Gavin Norman (905) 546-2424 Ext. 1255
SUBMITTED BY:	Brian McMullen Director, Financial Planning, Administration and Policy Corporate Services Department
SIGNATURE:	
SUBMITTED BY:	Ashraf Hanna Director, Growth Management & Chief Development Engineer Planning and Economic Development Department
SIGNATURE:	

RECOMMENDATION

That the General Manager, Finance and Corporate Services, be authorized and directed to prepare for Council's consideration Cost Recovery Municipal Act By-Laws for Development-Related Infrastructure Projects, in accordance with the Funding Methodology for Infrastructure Extensions Policy (TOE02005(b) / FCS02026(b) / PED07248), where Development-Related Infrastructure Projects benefit existing unserved land uses where the landowner is only required to pay the proportionate share of the cost at the time of connection or at the time of a *Planning Act* application approval.

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**SUBJECT: Cost Recovery Municipal Act By-Laws for Development-Related Infrastructure Projects (FCS23056 / PED23170) (City Wide) –
Page 2 of 4**

EXECUTIVE SUMMARY

Cost recovery obligations under section 391 (1)(a) of the *Municipal Act, 2001*, arise when Development-Related Infrastructure Projects benefit existing unserviced land uses where:

- the City constructs a municipal servicing infrastructure project that is funded through development charges; and / or
- a developer is required to construct a municipal servicing infrastructure project as a condition of development approval.

These Development-Related Infrastructure Projects are generally sewer and / or watermain projects and may be funded upfront by the developer, development charges, other funding or a combination.

Through a review of the Cost Recovery Municipal Act By-law process it was determined that staff's authority to directly submit the subject by-laws to Council for approval is unclear. In order to help streamline the City's development approvals processes and reduce staff workloads associated with preparing reports, staff is recommending that Council provide staff with a standing authorization to prepare and submit directly to Council for approval, Cost Recovery Municipal Act By-Laws where Development-Related Infrastructure Projects benefit existing unserviced land uses where the landowner is only required to pay the proportionate share of the cost at the time of connection or at the time of a *Planning Act* application approval.

Alternatives for Consideration – See Page 4

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: There are no financial impacts associated with the adoption of this report. No changes are proposed to the charges or costs for municipal cost recoveries.

Staffing: There are no staffing impacts associated with the adoption of this report. The purpose of this report is to provide delegated authority to staff to bring the implementing By-laws directly to Council without an accompanying staff report.

Legal: None.

**SUBJECT: Cost Recovery Municipal Act By-Laws for Development-Related
Infrastructure Projects (FCS23056 / PED23170) (City Wide) –
Page 3 of 4**

HISTORICAL BACKGROUND

Report TOE02005(b) / FCS02026(b) / PED07248, the Funding Methodology for Infrastructure Extensions Policy, was adopted by Council on September 26, 2007 and provides the framework for calculating the amounts to be included in Cost Recovery Municipal Act By-Laws and has been referenced as the authority to pass previous Municipal Act By-laws.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

None.

RELEVANT CONSULTATION

Legal and Risk Management Services Division and the Office of the City Clerk, both Corporate Services Department

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The Funding Methodology for Infrastructure Extensions Policy, approved by Council on September 26, 2007, through Report TOE02005(b) / FCS02026(b) / PED07248, provides the framework for determining cost recovery obligations. Details of the Cost Recovery process are also included in the City of Hamilton's Financial Policies for Development.

These Development-Related Infrastructure Projects are generally sewer and / or watermain projects and may be funded upfront by the developer, development charges, other funding or a combination.

For projects funded by the developer, where the developer is eligible to recover costs, the City agrees through a Development Agreement to undertake cost recovery efforts from abutting landowners. Regardless of who constructs, if the project is wholly or partially funded by development charges, then charges collected are remitted back to the original development charges reserve, as appropriate.

In both cases, Cost Recovery Municipal Act By-laws are necessary for the City to collect the charge from the benefitting landowner. Benefitting landowners only pay when they take benefit of the service or at the time of a *Planning Act* application approval if they intend to redevelop the property (e.g. through a land severance or Site Plan). In that respect, the preparation and approval of the by-laws are considered a fiscally responsible routine process. There are, on average, four such by-laws annually.

**SUBJECT: Cost Recovery Municipal Act By-Laws for Development-Related
Infrastructure Projects (FCS23056 / PED23170) (City Wide) –
Page 4 of 4**

Through a review of the Cost Recovery Municipal Act By-law process it was determined that staff do not have explicit authority / direction to prepare and submit Cost Recovery Municipal Act By-laws directly to Council for approval. Staff is recommending that Council provide staff with a standing authorization to prepare and submit Cost Recovery Municipal Act By-laws where Development-Related Infrastructure Projects benefit existing unserviced land uses where the landowner is only required to pay the proportionate share of the cost at the time of connection or at the time of a *Planning Act* application approval.

Report FCS23056 / PED23170 does not address Owner-Initiated Petitioned Infrastructure Projects (where Council must consider the petition and formally direct a cost recovery by-law and construction of the project) or Developer-Related Infrastructure Projects where a developer takes benefit of infrastructure constructed by another developer via conditions included in a development agreement (a by-law is not required to ensure cost recovery in this instance).

ALTERNATIVES FOR CONSIDERATION

If staff do not have delegated authority to prepare and submit these routine Cost Recovery Municipal Act By-Laws for Development-Related Infrastructure Projects abutting existing unserviced land uses directly to Council, then a staff report must be submitted for each Cost Recovery Municipal Act By-Law for Development-Related Infrastructure Projects where Development-Related Infrastructure Projects benefit existing unserviced land uses where the benefitting land owner is only required to pay the proportionate share of the cost at the time of connection or at the time of a *Planning Act* application approval for Council approval.

There are, on average, four such by-laws annually. A new process would need to be developed and require support from Growth Management Division, Planning & Economic Development Department; Legal and Risk Management Services Division and Financial Planning, Administration and Policy Division, Corporate Services. This process would increase the time required to pass Cost Recovery Municipal Act By-laws and therefore increases the risk that a land owner will connect into service prior to a by-law being in place.

APPENDICES AND SCHEDULES ATTACHED

None.

AB/LG/GN/dt/dw



CITY OF HAMILTON
PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
Economic Development Division

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	September 6, 2023
SUBJECT/REPORT NO:	Revitalizing Hamilton Tax Increment Grant - 41 Wilson Street (PED23055) (Ward 2) – FURTHER REVISED
WARD(S) AFFECTED:	Ward 2
PREPARED BY:	Carlo Gorni (905) 546-2424 Ext. 2755
SUBMITTED BY:	Norm Schleeahn Director, Economic Development Planning and Economic Development Department
SIGNATURE:	

RECOMMENDATION

- (a) That a Revitalizing Hamilton Tax Increment Grant Program (RHTIG) Application submitted by Hamilton II LP, by its General Partner, Hamilton II GP Inc. (Kashayar Pashootan), for the property at 41 Wilson Street, Hamilton, estimated at \$5,984,364.55 over the maximum of a four-year period, and based upon the incremental tax increase attributable to the redevelopment of 41 Wilson Street, Hamilton, be authorized and approved in accordance with the terms and conditions of the RHTIG;
- (b) That the General Manager of the Planning and Economic Development Department be authorized and directed to execute a Grant Agreement together with any ancillary documentation required, to give effect to the RHTIG for Hamilton II LP, by its General Partner, Hamilton II GP Inc. (Kashayar Pashootan) for the property known as 41 Wilson Street, Hamilton, in a form satisfactory to the City Solicitor;
- (c) That the General Manager of the Planning and Economic Development Department be authorized and directed to administer the Grant and Grant Agreement including, but not limited to, deciding on actions to take in respect of events of default and executing any Grant Amending Agreements, together with any ancillary amending documentation, if required, provided that the terms and

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**SUBJECT: Revitalizing Hamilton Tax Increment Grant - 41 Wilson Street
(PED23055) (Ward 2) - Page 2 of 9**

conditions of the RHTIG Program, as approved by City Council, are maintained and that any applicable Grant Amending Agreements are undertaken in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

The RHTIG Application for the redevelopment of the property at 41 Wilson Street, Hamilton was submitted by Hamilton II LP, by its General Partner, Hamilton II GP Inc. (Kashayar Pashootan), owner of the property. This address contains a commercial parking lot. The proposed works will see the redevelopment of the property resulting in the construction of three 30-storey buildings (each with a mechanical penthouse) connected by an eight-storey podium including parking. There are to be 931 residential condominium units with retail space located on the ground/mezzanine level.

Construction costs are estimated at \$331,412,768. and it is projected that the proposed works will increase the assessed value of the property from its current value of \$4,353,000. to approximately \$223,345,000.

This will increase total annual property taxes generated by the property. The municipal share of this property tax increase (municipal tax increment) will be approximately \$2,393,745.82 of which 100% would be granted to the owner during year one, 75% or approximately \$1,795,309.37 in year two, 50% or approximately \$1,196,872.91 in year three and 25% or approximately \$598,436.46 in year four. The estimated total value of the Grant is approximately \$5,984,364.55. Note that every year the tax increment is based on actual taxes for that year.

The utilization of the RHTIG will assist in bringing about the development of the subject property. This, in turn, will play a role in supporting a number of key City objectives including:

- Reducing the need for greenfield or agricultural lands to accommodate future growth by directing development to under-utilized/ vacant properties in the urban area;
- Maintaining and growing resident populations to support existing and new commercial businesses including those in both the Downtown Hamilton and International Village Business Improvement Areas and along James Street North and Barton Street East; and,
- Supporting population and employment concentrations that will better utilize existing transit and support new demand and investment in higher-order forms of transit.

It should be noted that the applicant had the option to submit this application as an Enhanced Revitalization Project under the terms of the RHTIG but chose not to do so.

**SUBJECT: Revitalizing Hamilton Tax Increment Grant - 41 Wilson Street
(PED23055) (Ward 2) - Page 3 of 9**

To qualify as such a project, it would have had to meet one or more of the following requirements in support of City objectives:

- The improvement/development will receive certification for the achievement of environmental sustainability standards from an eligible organization/program and/or will be connected to (or be designed to allow for future connection to) a district energy system. Eligible environmental sustainability certifications as well as building standards required to be provided for future district energy connections shall be in accordance with Section B, paragraph seven and eight; and/or,
- The improvement/development has been approved for financial assistance under a Canada Mortgage and Housing Corporation (CMHC), federal, provincial or City program for the purposes of creating residential rental housing that address housing affordability within the City.

Had this option been pursued, the applicant would have been considered to receive a grant equal to 100% of the grant in each of the four years. The total grant paid at the end of the four - year period would have totalled approximately \$9,574,983.28.



**41 Wilson Street, Hamilton-Pre-Construction Photo
(Source: Applicant)**

**SUBJECT: Revitalizing Hamilton Tax Increment Grant - 41 Wilson Street
(PED23055) (Ward 2) - Page 4 of 9**

**41 Wilson Street, Hamilton-Post-Construction Rendering
(Source: Applicant)**

Prior to its demolition, The Chinese Community Centre Association of Hamilton occupied a building at 97 John Street North, Hamilton from at least approximately 2007. The recognized use of the building was a “private club”. The property is now recognized as vacant.

Staff note that while the subject site is currently municipally known as 41 Wilson Street, Hamilton, the site has previously also been municipally known as 41-61 Wilson Street and 97, 99 and 117 John Street North, Hamilton prior to the various addresses becoming consolidated. Currently, the future address of the property upon completion of the planned development is unknown. Notwithstanding this status, and regardless of any future address assigned to the site, this Report and Staff’s Recommendations shall, for clarity, apply to the site area as defined in Appendix “A” to Report PED23055.

Alternatives for Consideration – See Page 9

**SUBJECT: Revitalizing Hamilton Tax Increment Grant - 41 Wilson Street
(PED23055) (Ward 2) - Page 5 of 9**

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The City will collect full property taxes on the property and, in turn, provide a grant for four years, declining each year after the first year by 25%, based on the increase in the municipal portion of the taxes, post-redevelopment completion of 41 Wilson Street, Hamilton. Following year one of the Grant Payment, the City will start to realize the positive results of the Program from a financial perspective. Based on the projected figures, the estimated tax increment over four years totals \$9,574,983.28, of which the Applicant would receive a grant totalling approximately \$5,984,364.55 and the City retaining taxes totalling approximately \$3,590,618.73.

Staffing: Applicants and subsequent Grant Payments under the RHTIG are processed by the Commercial Districts and Small Business Section and Taxation Section, Corporate Services Department. There are no additional staffing requirements.

Legal: Section 28 of the *Planning Act* permits a municipality, in accordance with a Community Improvement Plan, to make loans and grants which would otherwise be prohibited under Section 106(2) of the *Municipal Act*, to registered/assessed owners and tenants of lands and buildings. A Community Improvement Plan can only be adopted and come into effect within a designated Community Improvement Project Area. Changes to a Community Improvement Plan or Community Improvement Project Area require formal amendments as dictated by the *Planning Act*.

The Applicant will be required to execute a Grant Agreement prior to the grant being advanced. The Grant Agreement will be developed in consultation with the Legal Services Division.

As construction projects move forward, it is sometimes necessary to amend previously approved Grant Agreements and any ancillary documentation. Therefore, staff recommends that the General Manager of Planning and Economic Development be authorized to amend Grant Agreements and any ancillary documentation, provided that the terms and conditions of the HTIGP are maintained.

HISTORICAL BACKGROUND

City Council, at its meeting held on August 22, 2001, approved an amendment to the Downtown and Community Renewal Community Improvement Plan which introduced the Hamilton Tax Increment Grant Program. The RHTIG Program is currently established through the updated Revitalizing Hamilton's Commercial Districts

**SUBJECT: Revitalizing Hamilton Tax Increment Grant - 41 Wilson Street
(PED23055) (Ward 2) - Page 6 of 9**

Community Improvement Plan (RHCD CIP) which was approved by City Council on September 29, 2021 by way of By-law No. 21-164.

The RHTIG is intended to incentivize property owners located in Downtown Hamilton, Community Downtowns, Business Improvement Areas, the Mount Hope/Airport Gateway, the corridors of Barton Street and Kenilworth Avenue as identified in the Revitalizing Hamilton's Commercial Districts Community Improvement Project Area and to properties designated under Part IV or V of the *Ontario Heritage Act* to develop, redevelop or otherwise improve properties and/or buildings in a manner that will support the broader revitalization of these districts as well as generate new municipal property tax revenue through increased property assessments. The exact geographic boundaries within which the RHTIG is available are defined through the associated Revitalizing Hamilton Community Improvement Project Area By-law No. 21-163.

The RHTIG also supports key City objectives including:

- Reducing the need for greenfield or agricultural lands to accommodate future growth by directing development to under-utilized/ vacant properties in the urban area;
- Efficiently utilizing existing infrastructure and reducing related costs;
- Supporting the achievement of Provincial/City residential unit/jobs density targets;
- Maintaining and growing resident populations to support existing and new commercial businesses including those in the City's Business Improvement Areas;
- Supporting population and employment concentrations that will better utilize existing transit and support new demand and investment in higher-order forms of transit;
- Enabling new economic development opportunities; and,
- Making new development more environmentally sustainable.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**Urban Hamilton Official Plan**

The subject site is municipally known as 41 and 51 Wilson Street and 97, 99 and 117 John Street North. The site is located within the "Downtown Urban Growth Centre" on Schedule "E" – Urban Structure and further identified as being within the Downtown Hamilton Secondary Plan area (OPA 102) which designates the site "Downtown Residential" on "Map B.6.1-1 – Land Use Plan" and "High-rise 2" on "Map B.6.1-2 – Maximum Building Heights". These designations are intended support the development of vacant and under-utilized land for a range of residential uses up to

**SUBJECT: Revitalizing Hamilton Tax Increment Grant - 41 Wilson Street
(PED23055) (Ward 2) - Page 7 of 9**

30-storeys to support a vibrant healthy core with a balanced mix of commercial and residential development.

The planned use of the site is permitted.

Zoning By-law No. 05-200

The subject site is zoned D5 (Downtown Residential) which is intended to maintain residential areas by allowing for a range of housing forms and to create opportunities for the integration of retail and commercial uses to meet the daily needs of local residents.

The planned use of the site is permitted.

RELEVANT CONSULTATION

Staff from the Taxation Section and the Finance and Administration Section, Corporate Services Department and the Legal Services Division, Corporate Services Department was consulted, and the advice received is incorporated into Report PED23055.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Commercial Districts and Small Business staff, in co-operation with staff from the Taxation Section and Legal Services Division, developed an estimated Schedule of Grant Payments under the terms of the Program. The final Schedule of Grant Payments will be contingent upon a new assessment by MPAC following completion of the project. The Applicant will be required to sign a Grant Agreement. The Grant Agreement contains provisions for varying the grant payment in each, and every year based on MPAC’s assessed value. By signing, the Applicant will accept the terms and conditions outlined therein prior to any grant payments being made. The Agreement outlines the terms and conditions of the Grant Payments over the four-year period.

The estimated Grant shall be calculated according to the following formulas:

Grant Level:	100%	
Total Eligible Costs (Maximum)	\$332,412,768	
Total Pre-Project CVA:		Year: 2022
GT Commercial Parking	\$4,353,000	
Pre-Project Property Taxes		
Municipal Levy	\$94,140.25	
Education Levy	<u>\$38,306.40</u>	
Pre-Project Property Taxes	\$132,446.65	

**SUBJECT: Revitalizing Hamilton Tax Increment Grant - 41 Wilson Street
(PED23055) (Ward 2) - Page 8 of 9**

*Post-Project CVA			
CVA RT Residential	\$218,823,000.00		
CVA CT Commercial	<u>\$4,522,000.00</u>		
Estimated Post-Project CVA	\$223,345,000.00		Year: TBD
**Estimated Municipal Levy			
	\$2,487,886.07		
**Estimated Education Levy			
	<u>\$374,592.79</u>		
**Estimated Post-Project Property Taxes			
	\$2,862,478.86		

*The actual roll number(s) assessed value(s), tax classification(s) and value partitioning (where applicable) are to be determined by the Municipal Property Assessment Corporation (MPAC).

**2022 tax rates have been used for calculation of the estimated post-development property taxes.

Pre-project Municipal Taxes = Municipal Levy = \$94,140.25
Municipal Tax Increment = \$2,487,886.07 - \$94,140.25 = \$2,393,745.82
Payment in Year One = \$2,393,745.82 x 1.0 = \$2,393,745.82

ESTIMATED GRANT PAYMENT SCHEDULE for redevelopment of a commercial parking lot with the construction of three 30-storey buildings (each with a mechanical penthouse) connected by an eight-storey podium including parking. There are to be 931 residential condominium units with retail space located on the ground/mezzanine level.

Year	Grant Factor	Tax Increment*	Grant
1	100%	\$2,393,745.82	\$2,393,745.82
2	75%	\$2,393,745.82	\$1,795,309.37
3	50%	\$2,393,745.82	\$1,196,872.91
4	25%	\$2,393,745.82	\$598,436.46
Total		\$9,574,983.28	\$5,984,364.55

*Note that the tax increment is based every year on actual taxes for that year. The figures above are estimates. In other words, for each year a grant payment is paid, the actual taxes for the year of the Grant Payment will be used in the calculation of the Grant Payment.

Details of the proposed redevelopment and its estimated assessment and municipal tax increments are based on the project as approved, or conditionally approved, at the time

**SUBJECT: Revitalizing Hamilton Tax Increment Grant - 41 Wilson Street
(PED23055) (Ward 2) - Page 9 of 9**

of writing this Report. Any minor changes to the planned redevelopment that occur prior to the final MPAC reassessment of the property may result in an increase/decrease in the actual municipal tax increment generated and will be reflected in the final Grant amount.

ALTERNATIVES FOR CONSIDERATION

Declining a Grant and/or approving a reduced amount would undermine the principles of the RHTIG and regeneration efforts in general. This alternative is not recommended.

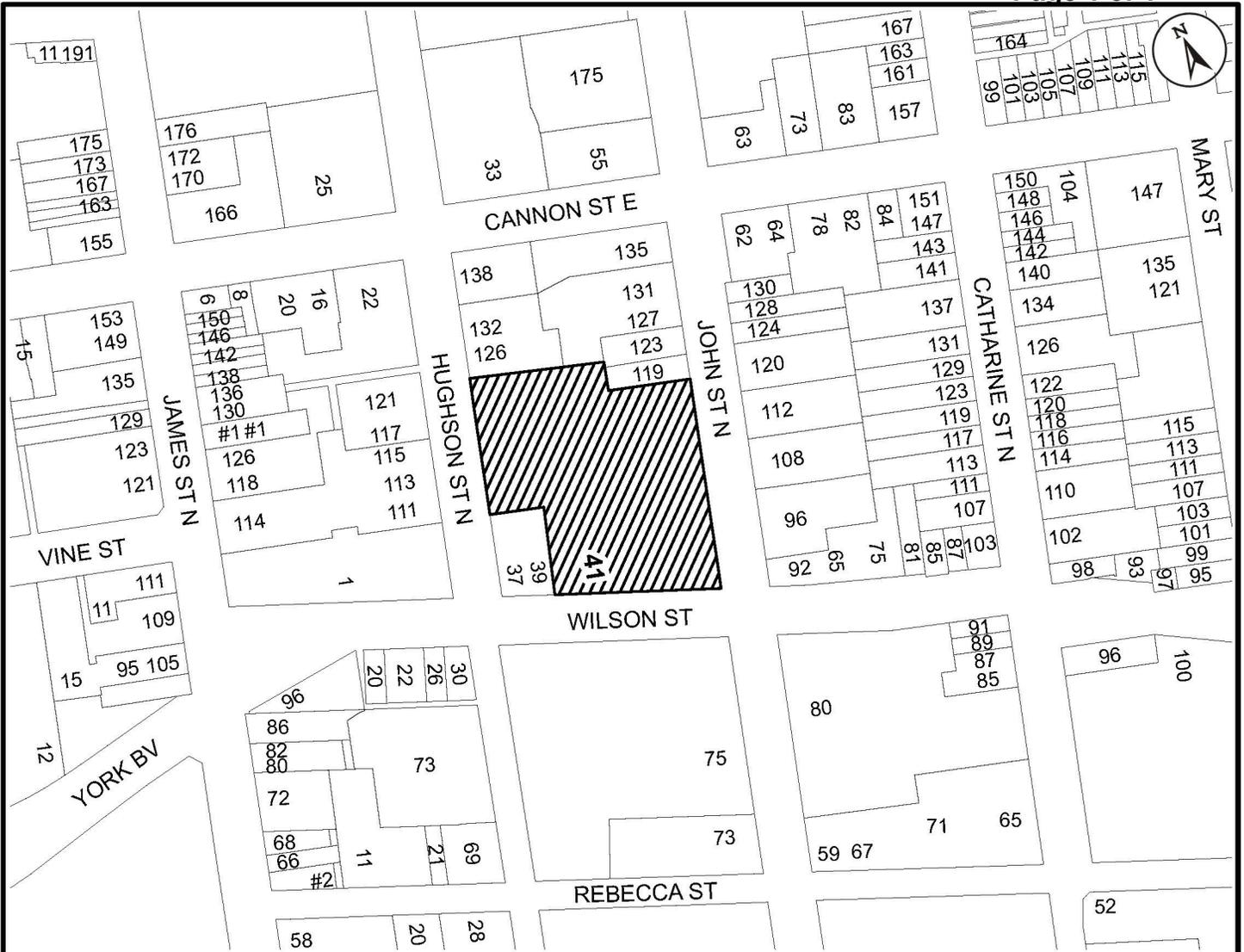
Financial: Grants totalling \$5,984,364.55 over a four-year period would not be issued.

Staffing: Not applicable

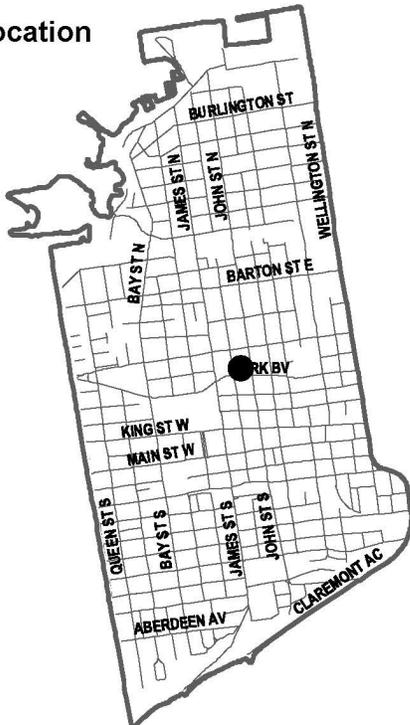
Legal: Not applicable

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report PED23055 – Location Map



● Site Location



Key Map - Ward 2

Location Map



Hamilton

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT

File Name/Number:
41 Wilson St

Date:
August 29, 2022

Appendix "A"

Scale:
N.T.S

Planner/Technician:
CG/AL

Subject Property



41 Wilson Street





CITY OF HAMILTON
PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
Economic Development Division

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	September 6, 2023
SUBJECT/REPORT NO:	Updates to the Commercial District Revitalization Grant Program Respecting Graffiti and Vandalism Supports for Commercial Properties and Businesses (PED23140) (Wards 1, 2, 3, 4, 5, 7, 8, 11, 12, 13, 15)
WARD(S) AFFECTED:	Wards 1, 2, 3, 4, 5, 7, 8, 11, 12, 13, 15
PREPARED BY:	Phil Caldwell (905) 546-2424 Ext. 2359
SUBMITTED BY:	Norm Schleeahn Director, Economic Development Planning and Economic Development Department
SIGNATURE:	

RECOMMENDATION

That the terms for the Commercial District Revitalization Grant Program, being Appendix E to the Revitalizing Hamilton's Commercial Districts Community Improvement Plan, be amended as contained in Appendix "A" to Report PED23140.

EXECUTIVE SUMMARY

In response to City Council's approval of recommendations contained in Report PED23081 respecting enhanced city efforts to support the recovery of the Downtown Hamilton office market, staff undertook an expedited review of the existing Commercial District Revitalization Grant Program (hereon referred to as the 'Program') to identify potential amendments that would provide increased access to grants for commercial property owners and businesses when faced with occurrences of vandalism and/or graffiti on their properties and places of business.

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SUBJECT: Updates to the Commercial District Revitalization Grant Program Respecting Graffiti and Vandalism Supports for Commercial Properties and Businesses (PED23140) (Wards 1, 2, 3, 4, 5, 7, 8, 11, 12, 13, 15) - Page 2 of 7

The review was focused on Downtown Hamilton but also included other strategic commercial districts where this Program is already currently available including the community downtowns of Ancaster, Binbrook, Dundas, Stoney Creek and Waterdown, the Business Improvement Areas as well as other strategic commercial corridors in the city.

The outcome of the review was the identification of a series of temporary and permanent Program amendments which would provide additional support for grants and a revised and expedited application and staff review processes for program applications solely respecting building improvements arising from vandalism or graffiti removal on private commercial properties.

Program amendments are further discussed in the “Analysis and Rationale for Recommendation” section of this report and incorporated within the updated Program terms (with consequential changes highlighted in yellow for reference) being recommended by staff in Appendix “A” to Report PED23140.

Alternatives for Consideration – See Page 7

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Grants under this Program are funded from the existing Commercial District Revitalization Grant Program Project ID 8201703703 which itself is funded through block funding provided annually to the Commercial Districts and Small Business Section of the Economic Development Division for the provision of non-tax increment-based grant and loan programs.

At this time, staff believe that there is sufficient capacity to fund additional grants arising from the recommended program amendments from the existing Project ID over the recommended 18-month period.

Staffing: The Program is administered by staff from the Commercial Districts and Small Business Section of the Economic Development Division with support from staff in various divisions including Building, Legal Services, and Planning.

There are no new staffing requirements required as a result of the recommendations of this Report. However, staff do anticipate an increase in application volume as a result of the Program amendments being recommended. As such, should the introduction of these amendments result in significant impacts on staff resources and/or budgets, staff will make

SUBJECT: Updates to the Commercial District Revitalization Grant Program Respecting Graffiti and Vandalism Supports for Commercial Properties and Businesses (PED23140) (Wards 1, 2, 3, 4, 5, 7, 8, 11, 12, 13, 15) - Page 3 of 7

further recommendations to City Council which may include, but may not be limited to, further refinement of program terms and administrative processes, or requests for additional staffing to meet program demand.

Legal: N/A

HISTORICAL BACKGROUND

Council Direction:

On June 21, 2023, City Council approved the recommendations of Report PED23081 respecting enhanced city efforts to support the recovery of the Downtown Hamilton office market. Contained within these recommendations was the following action:

- “(iv) That staff report back on enhancements to the City’s existing Commercial District Revitalization Grant Program with respect to offsetting costs associated with vandalism and graffiti on commercial properties;”

This direction was in response to an increase in property owner and business concerns raised through stakeholder engagement respecting occurrences of graffiti and vandalism within Downtown Hamilton and other commercial districts/Business Improvement Areas.

The Commercial District Revitalization Grant Program (the ‘Program’):

This Program is intended to provide grants that will support long-lasting and predominantly exterior physical improvements to the appearance, accessibility and environmental sustainability of commercial or mixed-use commercial properties located within strategic commercial districts, including Business Improvement Areas, whose visibility and long-term success contributes to Hamilton’s economy and image for both residents and visitors.

This Program is currently available to properties zoned to permit commercial uses located within the Ancaster, Barton Village, Binbrook, Concession Street, Downtown Hamilton, Dundas, Locke Street, Mount Hope/Airport Gateway, Ottawa Street, Stoney Creek, Waterdown and Westdale commercial districts as well as other strategic commercial corridors as collectively defined through the Revitalizing Hamilton’s Commercial Districts Community Improvement Project Area By-law No. 21-163.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

OUR Vision: To be the best place to raise a child and age successfully.
 OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.
 OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: Updates to the Commercial District Revitalization Grant Program Respecting Graffiti and Vandalism Supports for Commercial Properties and Businesses (PED23140) (Wards 1, 2, 3, 4, 5, 7, 8, 11, 12, 13, 15) - Page 4 of 7

Under Section 28 of the *Planning Act*, municipalities with enabling policies in their Official Plans may adopt Community Improvement Plans to provide financial assistance/incentive programs otherwise prohibited under Subsection 106(2) of the *Municipal Act*, if such programs will provide grants and/or loans to property owners or tenants that will support physical improvements to buildings and property within specific geographic areas (referred to as Community Improvement Project Areas).

Recommendation (a) consists of an update to the program terms of the existing Commercial District Revitalization Grant Program which is implemented as Appendix E to the authorizing Revitalizing Hamilton's Commercial Districts Community Improvement Plan.

As this Program's terms are implemented as an appendix not forming part of the authorizing Community Improvement Plan itself nor its implementing By-Law No. 21-164, and as the recommended amendments do not alter the intent of the Program under its authorizing Plan, an amendment to the Revitalizing Hamilton's Commercial Districts Community Improvement Plan under Section 28 of the *Planning Act* is not required to implement staff's recommendations.

RELEVANT CONSULTATION

Legal Services and Municipal Law Enforcement were consulted during the preparation of this Report with any comments and feedback addressed as part of staff's recommendation, where applicable.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Staff undertook an expedited review of the Program to identify potential amendments that would provide increased access to grants for commercial property owners and businesses when faced with occurrences of vandalism and/or graffiti on their properties and places of business.

The outcome of this review is a series of Program amendments which are summarized below and incorporated within the updated Program terms (highlighted in yellow) contained in Appendix "A" to Report PED23140 being recommended by staff.

Occurrences of Vandalism:

Currently, building improvements arising from vandalism or natural disasters are already eligible for grants under the Program. As such, staff's review focused on amendments that would improve the financial support available to commercial property owners or

SUBJECT: Updates to the Commercial District Revitalization Grant Program Respecting Graffiti and Vandalism Supports for Commercial Properties and Businesses (PED23140) (Wards 1, 2, 3, 4, 5, 7, 8, 11, 12, 13, 15) - Page 5 of 7

businesses when faced with an act of vandalism as well as revised application requirements to allow for expedited repairs. As a result, the following program changes were identified and are being recommended by staff as permanent amendments for Program applications for building improvements solely arising from vandalism or natural disasters:

- Allowing for a single contractor quote for building improvements instead of the typical requirement for two quotes;
- The elimination of the Program application fee;
- Providing discretion to the Manager of Commercial Districts and Small Business, Economic Development Division to waive requirements for applicants to submit claims through insurance or submit a copy of a police report in extenuating circumstances; and,
- Increasing the portion of eligible costs which may be considered under the Program from 50% to 100%. Note that no change is proposed to the overall maximum grant permitted under the Program which ranges from \$10,000 to \$25,000 depending on the property's location and street frontage.

Applications would continue to be subject to all other standard program terms and requirements including that any damage first be the subject of a claim and reimbursement through applicable property insurance prior to any application approval to ensure grants provided are for costs not otherwise already reimbursed through insurance.

Graffiti Removal:

The removal of graffiti from private properties is not currently an eligible cost item under the Program given its historic focus on supporting more cost significant commercial building improvements (such as replacement of commercial doors, windows, signage and general façade upgrades). In addition, given the more frequent occurrence of graffiti generally, graffiti removal eligibility as a standalone cost item has represented an unknown in terms of potential impacts on application volume and the staff resources available to process Program applications.

Notwithstanding the above, to address Council's direction and to respond to the concerns which have been raised by commercial property owners and businesses respecting recent occurrences of graffiti, staff have identified Program amendments to

SUBJECT: Updates to the Commercial District Revitalization Grant Program Respecting Graffiti and Vandalism Supports for Commercial Properties and Businesses (PED23140) (Wards 1, 2, 3, 4, 5, 7, 8, 11, 12, 13, 15) - Page 6 of 7

temporarily permit graffiti removal as an eligible cost subject to the following program terms being recommended by staff:

- A maximum of one grant equalling \$200.00 would be permitted per instance of graffiti removal occurring on any façade of a commercial or mixed-use commercial building to a total maximum of \$1,000.00 (five instances of graffiti) per eligible property in a calendar year;
- Applications may be submitted by the property owner or commercial tenant with graffiti removal undertaken by a contractor or by the property/business owner themselves;
- A grant provided solely with respect to graffiti removal shall not be counted towards the maximum available grant amount otherwise available to the subject property to support building improvements under the Program; and,
- Applications solely in respect to graffiti removal shall not be subject to an application fee.

The above amendments are recommended to be introduced on a temporary basis for a period approximately 18-months through to March 31, 2025. This will provide staff an opportunity to manage and assess any potential impacts to staff resources and existing Program funding that may arise. The recommended Program terms allow for a potential extension of these amendments at the discretion of City Council after one year.

In addition to the above terms, staff are recommending a revised application and staff review process for applications solely in respect to graffiti removal. This expedited review process would remove ordinary due diligence searches respecting potential outstanding Building Code, Fire Code, Property Standards orders or municipal tax arrears on the subject property. In addition, applicants and properties would not be subject to legal searches respecting property titles or any present litigation between the owner/applicant and the City. Typically, owners/tenants would be required to rectify any orders/arrears or resolve outstanding legal matters involving the City arising from these searches prior to approval/grant payment.

This revised application and review process is considered by staff to be a balanced approach given the lower maximum grant amount available for applications solely respecting graffiti removal; the goal of achieving expedited removal of graffiti on private property in support of the overall condition and state of the commercial districts; and takes into consideration the need to mitigate impacts on staff resources across multiple

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**SUBJECT: Updates to the Commercial District Revitalization Grant Program
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Divisions/Departments which could become strained as a result of increased application volumes specifically for graffiti removal.

Program applications not solely in respect to graffiti removal would continue to be subject to the City's standard application processes and due diligence searches requirements.

ALTERNATIVES FOR CONSIDERATION

The City's Community Improvement Plans and associated programs and strategies are provided at City Council's discretion. Alternative to staff's recommendations, City Council may direct that the Program continue without any changes or be modified in a manner as it deems appropriate.

Should City Council elect to explore alternatives to staff's recommendation, it may refer this Report and provide direction to staff to investigate any such alternative direction as it deems appropriate for staff to report back on along with any potential legal, financial, or staffing related matters for consideration.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report PED23140 – Commercial District Revitalization Grant Program

PC/rb

COMMERCIAL DISTRICT REVITALIZATION GRANT (CDRG) PROGRAM



A. PROGRAM DESCRIPTION

The Commercial District Revitalization Grant Program (the Program) is intended to provide Grants that will support long-lasting and predominantly exterior physical improvements to the appearance, accessibility and environmental sustainability of commercial or mixed-use commercial properties located within strategic commercial districts, including Business Improvement Areas (BIA), whose visibility and long-term success contributes to Hamilton's image for both residents and visitors. Activities supported by this program include:

- Exterior building façade improvements;
- Exterior/interior improvements that achieve Accessibility for Ontarians with Disabilities Act (AODA) standards;
- Exterior building/property improvements which improve appearance or functionality including those that enhance environmental sustainability of the building/property; and
- Limited interior mechanical/ventilation improvements for restaurant uses.

This Program is not intended to provide support for temporary or non-permanently affixed improvements. Additional details regarding ineligible costs/improvements are provided in Section C.

This Program will apply to commercial units on properties zoned to permit commercial uses which are located within the Ancaster, Barton Village, Binbrook, Concession Street, Downtown Hamilton, Dundas, Locke Street, Ottawa Street, Stoney Creek, Waterdown and Westdale Commercial District CIPAs, the Mount Hope/Airport Gateway CIPA and the Strategic Commercial Corridor CIPAs as collectively defined through the Revitalizing Hamilton's Commercial Districts Community Improvement Project Area (RHCD CIPA) By-law.

Grants provided under this Program shall be provided to the Applicant who is the Owner registered on title of the property that is the subject of the Program application or an authorized commercial tenant of said property.

The Economic Development Division will periodically review the terms and availability of this Program and undertake updates from time to time subject to City Council approval and/or direction.

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All costs associated with the improvement/development and the requirements of this Program are to be borne by the Applicant including construction, design, development charges, administration fees, professional services, appraisals, inspections, legal and registration fees, where applicable except where deemed eligible within Section C herein.

The City retains the right to assess the reasonableness of costs and which costs are eligible for funding under the terms of the Program.

B. PROGRAM ELIGIBILITY AND GRANT CRITERIA

1. Applications to this Program must meet the goals of the Revitalizing Hamilton’s Commercial Districts Community Improvement Plan (RHCD CIP).
2. This Program will apply to commercial units on properties zoned to permit commercial uses which are located within the Ancaster, Barton Village, Binbrook, Concession Street, Downtown Hamilton, Dundas, Locke Street, Ottawa Street, Stoney Creek, Waterdown and Westdale Commercial District CIPAs, the Mount Hope/Airport Gateway CIPA and the Strategic Commercial Corridor CIPAs as collectively defined through the RHCD CIPA By-law.
3. Notwithstanding paragraph two, this program shall not apply to a currently operating or proposed adult entertainment parlour, body rub establishment, correctional facility, corrections residence, emergency shelter, lodging house or residential care facility as defined in the applicable Zoning By-law or to a property where a designated heritage building has been demolished.
4. The maximum Grant amount under this Program is paid on a matching basis (50%-50%) for eligible work to a maximum of:
 - a. \$10,000 per municipal address applying to a commercial space/building or \$12,500 per municipal address applying to a corner commercial space/building; or
 - b. For properties located within a BIA and eligible CIPA with the exception of dormant BIAs as defined by the Dormant Business Improvement Area Status Procedure:
 - i. For municipal addresses applying to a commercial space/building with a linear foot street frontage greater than twenty-five feet (25’ or 7.6 metres), grants will be paid on a matching basis of \$400 per linear foot of street frontage up to a maximum of \$20,000 with the actual grant being the lesser of 50% of the estimated cost for the proposed work and the amount of street frontage multiplied by \$400 per linear foot; or
 - ii. For municipal addresses applying to a commercial space/building with a linear foot street frontage of twenty-five feet (25’ or 7.6 metres) or less,

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Grant amounts will be paid on a matching basis to a maximum of \$10,000;
or

- iii. For municipal addresses applying to a corner commercial space/building the maximum Grant amount is \$25,000 with the Grant amount determined by the measurement of the street frontage and the measurement of the corner / exposed wall multiplied by \$400 per linear foot.
5. A maximum Grant in accordance with paragraph four herein may be provided for each commercial unit within a building which has its own municipal address and separate ground floor street entrance.
 6. For properties located within a BIA and eligible CIPA with the exception of dormant BIAs as defined by the Dormant Business Improvement Area Status Procedure, an additional matching Grant above and beyond that provided for in paragraph four b. to a maximum of \$10,000 may be provided for artfully designed façade improvements or art pieces placed on private property that can be viewed by the public in accordance with paragraph eight herein.
 7. Eligible interior improvements shall not exceed:
 - a. \$5,000 of the total Grant provided; or
 - b. 50% of the eligible maximum grant when located within an active BIA.
 8. Costs associated with artfully designed façade improvements or art pieces to be located on private property are eligible under this Program with eligibility determined at the discretion of the General Manager of Planning and Economic Development (GM).

The Applicant will provide an adequate brief and rendering of the proposed art piece.

The City will review and evaluate all proposed art projects.

The City may consult with the following when determining eligibility of art pieces: Commercial Districts and Small Business Section and/or the Director of Culture and Tourism or representative. When located within an active BIA, the BIA’s Board of Management will be consulted.

The City will reserve the right to deem what is eligible for funding under the arts component.

Murals/art pieces shall not contain any advertising or identification of a product or business.

Murals must be appropriate for public display, must not fall under the definition of a sign under Sign By-law No. 10-197 as amended and must not be subject to royalty rights. The

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9. Prior to any Grant being provided:
 - a. Any outstanding building code, fire code or property standards orders or any other order applicable to the property(s) or the project by any governmental authority shall be rectified; and
 - b. Any tax arrears on the subject property(s) as well as tax arrears on other properties owned by the Applicant within the City of Hamilton shall be paid.
10. Commercial property owners / authorized tenants are eligible for a maximum Grant per eligible municipal address during a five-year period (i.e. multiple applications or one application could be submitted however the sum of the Grant amounts approved will be no more than the maximum amount allowed per eligible municipal address). This period applies from the date of application under this Program or any previous iteration of this Program.

Notwithstanding the above, exceptions may be made at the sole discretion of the GM where a new tenant / owner is occupying the commercial space/building and applies for new signage.

11. Notwithstanding paragraphs four, 10 and 15 herein, and subject to the availability of funding, the following shall apply respecting Grants solely for improvements to a commercial or mixed-use commercial property required due to damage from fire, vandalism or a natural disaster such as a flood, earthquake or hurricane:
 - a. The Grant shall not be counted towards the maximum available Grant amount otherwise available to the subject property within a five-year period in accordance with paragraph 4 herein;
 - b. 100% of the Program eligible costs identified in Section C herein may be considered up to the maximum Grant amount contained in paragraph 4.a and b. herein; and,
 - c. The Applicant shall only be required to submit one quote respecting the required improvements.

Assisting commercial property owners / authorized tenants to repair damage due to fire, vandalism (not including graffiti) or a natural disaster such as a flood, earthquake or hurricane will help mitigate some of the capital improvements costs involved during the recovery phase. The Grant is not intended to replace property insurance claims, rather, it is to assist a property owner / authorized tenant with eligible costs that are not covered by their insurer due to the deductible amount or due to limits set by their insurance policy. As such, a Grant provided under this Program cannot be used to pay the costs resulting from any damage or vandalism where those costs are also reimbursed to the tenant or owner under any applicable insurance policy. A refund of any Grant under this Program to the

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City of Hamilton shall be required if it is determined, after the Grant has been paid, that costs subject to the Grant were also reimbursed under an insurance policy.

In recognition that a property owner / authorized tenant may have work completed within hours or days of the damage occurring for safety reasons or in order to prevent further damage to the commercial space/building i.e. replacement of broken windows, an exception to the requirement that applications be submitted prior to works commencing will be allowed only in the instance when a commercial space/building has been damaged due to fire, vandalism (not including graffiti) or a natural disaster such as a flood, earthquake or hurricane. If the work has commenced or has been completed, applications must be submitted within seven days of the date the damage occurred. Completed works must meet the requirements of the City of Hamilton By-law 07-170, as amended, being a by-law to license and regulate various businesses and dictating when a contractor must be licensed with the City of Hamilton to complete works i.e. a contractor must hold a valid Building Repair license with the City of Hamilton to replace a window with a window frame (however if only the glazing being replaced the contractor is not required to be licensed with the City of Hamilton). All quotes / invoices submitted with the application will be reviewed by a Building Inspector to ensure the cost is at the industry standard.

Where funding is requested for a commercial space/building that has been damaged due to fire, vandalism or a natural disaster such as a flood, earthquake or hurricane earthquake or hurricane, each Applicant shall provide the following documentation to support the application:

- a. Evidence of property insurance coverage for the subject property in force as of the date of the damage. Evidence shall be provided by way of a copy of the Declaration Page of the property insurance policy or a Certificate of Insurance. Evidence shall include the following information: subject property address, deductible amount;
- b. Supporting damage estimate / invoices to support the application;
- c. Copy of Proof of Loss (or other proof of settlement) from the Applicant’s Insurer; and
- d. A police report for the vandalism subject to the application.

Exceptions may be provided to requirements c. and. Above where the Applicant can demonstrate extenuating circumstances which shall be outlined in a formal request submitted by the Applicant and considered at the direction of the Manager of Commercial Districts and Small Businesses.

12. A Grant provided under this Program shall exclude any damage that is caused by the property owner or occupant (i.e. a tenant) of that property. For example, costs incurred because of self-inflicted damage such as vandalism or arson would not be covered by this Program.

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A refund of any Grant under this Program to the City of Hamilton would be required if it is determined after the Grant has been paid that the damage was caused by the property owner and/or occupant (i.e. a tenant) of the property.

13. Commercial property owners registered on title as well as tenants authorized in writing by the registered property owner are eligible to apply for a Grant under the Program.
14. Commercial properties are to be identified by municipal address to identify multiple and separate commercial units with separate ground floor street entrances.
15. Eligibility requirements for the Program relating to the work to be funded will be specifically identified. Two separate cost estimates for the work are to be provided. Please note a contractor licensed with the City of Hamilton may be required to undertake the work. For more information on work that requires a licensed contractor please refer to the Application Form or contact the Building Division at (905) 546-2424 Ext. 2720.

In the case where the Applicant is the owner of a contracting company and wishes to utilize their company to undertake the improvements, one cost estimate from an arms-length contractor will also be required. The owner may present an estimate based on material only.

Grants will be calculated based upon lowest cost estimate.

A Building Inspector will review all estimates provided for the purpose of ensuring competitiveness.

16. Relative to the proposed improvements, a Building Inspector will perform an initial and final inspection / investigation to confirm compliance with various Acts, Regulations and City By-laws, but not limited to including the Ontario Building Code, Property Standards By-Law, Trade Licensing By-Law and Sign By-law.
17. Approval and the receiving of financial assistance under this Program shall not preclude eligibility, approval and the receiving of financial assistance for the same subject property under any other available municipal program. However, where specific work is the subject of this Program and any other Program the total Grant for the work across all applicable programs shall not exceed 50% of the total cost of the specific work.
18. Proposed improvements are to be completed within one year from the date the Program application was approved in order to be eligible for payment. A one-year extension may be authorized by the Manager of Commercial Districts and Small Business if an Applicant has extenuating circumstances which would warrant an extension.
19. Work completed must be consistent with estimates, and work proposed and identified within the application unless previously discussed and approved by the Manager of Commercial Districts and Small Business.

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20. The Applicant shall provide to the City's Commercial Districts and Small Business Section copies of paid invoices and proof of payment to the satisfaction of the GM for all work undertaken for the commercial space/building for which the Grant is applicable. This documentation is to be provided prior to the final inspection.
21. A City Building Inspector's final inspection report confirming all works have been carried out satisfactorily must be provided prior to release of any Grant monies.
22. A Grant under this Program will be provided to an approved Applicant if all terms and conditions of this Program have been satisfied including payment of all property taxes and all eligible works have been completed at the discretion of the GM.
23. At the sole discretion of the Manager of Commercial Districts and Small Business, partial payments for works completed can be processed consistent with the payment process described herein.
24. At the sole discretion of the Manager of Commercial Districts and Small Business, the Grant cheque can be made jointly payable to the Applicant and the contractor if such a request has been received from the Applicant.
25. A successful Applicant will enter into an agreement with the City containing (but not limited to) the terms and conditions set out in this program description.
26. Improvements/developments commenced prior to submitting an application are ineligible for funding under the Program. Works commenced after submitting an application but prior to approval of an application may be eligible for funding under the Program with eligibility determined by the GM in their sole, absolute and unfettered discretion. An Applicant shall assume the risk of any costs incurred after an application has been submitted but prior to approval under this Program having been received.
27. Where a Program application has been submitted by a property owner and accepted by the City but not yet approved, and the subject property(s) are to be transferred to a new property owner, the City may permit the transfer or assignment of the application to the new owner at the sole, absolute and unfettered discretion of the GM. The future owner who has been requested to become the Program Applicant and receive funding under this Program shall be subject to appropriate due diligence for the purposes of paragraph 30, 31 and 32 herein. An assignment or transfer may require the assignee or transferee to submit an application, assignment or transfer agreement and/or such other documents as determined by the GM in their sole, absolute and unfettered discretion.
28. Approval of the Program application is at the absolute discretion of the GM and subject to the availability of funds.

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29. Without limiting the discretion as set out in paragraph 28 herein, City Council or its delegate, whether or not an Applicant satisfies the requirements of the Program, may in its sole discretion, reject any application received from an Applicant where, in the opinion of Council, the commercial relationship between the City and the Applicant has been impaired by, but not limited to, the Applicant being involved in litigation with the City. Applicants shall include but not be limited to the following: the Applicant identified on the application form and, if a corporation, any person or entity with an interest in the corporation or any officer or director of the corporation as determined by the City in its sole, absolute and unfettered discretion.
30. Without limiting the discretion as set out in paragraph 28 herein, City Council or its delegate, whether or not an Applicant satisfies the requirements of the Program, may in its sole discretion, reject any application without further consideration where due diligence undertaken by the City identifies property tax arrears owed on the subject property(s) or other properties owned by the Applicant within the City of Hamilton, non-compliance with respect to Zoning By-law regulations or there exist outstanding property standards, building code or fire code orders on the subject property(s).
31. Without limiting the discretion as set out in paragraph 28, herein, City Council or its delegate, whether or not an Applicant satisfies the requirements of the Program, may in its sole discretion, reject any application received from an Applicant where there is credible information that the Applicant has been involved recently or repeatedly in illegal activity supporting the conclusion that they will not conduct themselves with honesty and integrity in undertaking the activity, operation or business for which a Loan and Grant under this Program is being sought. For corporate Applicants, the Applicant, for the purposes of this paragraph 31, will be considered to be the corporation, the officers and directors of the corporation and the shareholders and this paragraph 31 shall apply jointly and severally to each of them.
32. Buildings, uses and improvements/developments shall conform to the City’s Official Plan(s), applicable Secondary Plan(s), Zoning By-Laws(s), Site Plan approval and any other applicable and approved municipal policies, by-laws or guidelines (e.g. urban design guidelines) and any other laws applicable to the improvement/development.
33. Eligibility of costs associated with exterior signage will be evaluated in terms of:
 - a. Compliance with the City’s Sign By-law No. 10-197 as amended; and
 - b. Design and aesthetics in accordance with all applicable City urban design policies and guidelines.

Signage deemed by the City to not meet one or both of these criteria shall not be eligible under this Program.

C. ELIGIBLE/INELIGIBLE IMPROVEMENTS AND COSTS

Eligible exterior improvements include:

- Replacement or repairing of storefronts;
- Improvements and or upgrades to windows, doors, cornices and parapets;
- Barrier-free entrances to property (ramps, doors and automatic door openers);
- Addition of new lighting and upgrading of existing fixtures, on exterior of the façade and within the storefront area normally associated with the display area;
- Awning replacements and / or additions;
- Brick repairs and / or pointing;
- Painting and façade treatments;
- Installation or improvement of signage (in accordance with Section B, paragraph 34 herein);
- Permanent fencing;
- Permanent decks/patios located on private property;
- Surveillance cameras affixed to the exterior of the property (must comply to the Fortification By-law No. 10-122, as amended);
- Long-lasting landscaping on private property including tree plantings, statuary, rain gardens and perennial vegetation to a maximum of \$3,000 per application as part of the total Grant awarded;
- installation of permanent exterior electric vehicle charging stations to a maximum of 50% of the total Grant available under this Program;
- Depaving of existing hard surfaces (excluding areas containing required parking spaces) where the surface area will be replaced by a porous material to a maximum of 50% of the total Grant available under this Program;
- Installation of sustainable electric power generating equipment, including solar panels and micro-wind turbines, to a maximum of 50% of the total Grant available under this Program;
- Installation of an exterior living green wall covering a minimum 50% of a street facing façade to a maximum 50% of the total Grant available under this Program; and
- Other permanent exterior improvements deemed eligible at the sole discretion of the GM.

Eligible interior improvements include only the following:

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- Barrier-free washrooms;
- Ramps to access barrier-free washrooms;
- Widening of doors to meet Accessibility for Ontarians with Disabilities Act (AODA) requirements;
- Interior signage to meet AODA requirements;
- Commercial kitchen cooking exhaust / ventilation systems;
- Sprinkler systems; and
- Other improvements deemed health, safety and accessible issues eligible at the sole discretion of the GM.

Eligible improvements when a property has been damaged due to fire, vandalism (not including graffiti except as provided for in Section F) or a natural disaster such as a flood, earthquake or hurricane:

- Façade Improvements: windows, doors, storefronts, awnings, signage, surveillance cameras or other items deemed eligible at the sole discretion of the GM; and
- Limited Interior Improvements: barrier-free washrooms or commercial kitchen cooking exhaust / ventilation systems (the Grant will be no more than 50% of the maximum Grant per municipal address for interior improvements).

Other eligible costs include only the following:

- Architectural, engineering, lawyer’s, BCIN designer, building permit, sign permit, site plan application, road occupancy permit, street occupancy permit and encroachment agreement application fees are eligible up to 100% of the cost to a maximum of \$3,000 per application as part of the total grant awarded for completed works; and
- Public art/mural located on private property (in accordance with Section B, paragraph eight herein).

Ineligible costs/improvements include:

- Any temporary or non-permanently affixed improvement such as, but not limited to, outdoor patio furniture, interior furniture, plexiglass partitions or display case equipment;
- Artificial landscaping elements including trees, plants and grass;
- Roofing (apart from mansard roofs above the eligible frontage);
- Sandblasting;
- Outdoor heating and cooling equipment;

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- Program application fees;
- Business interruption expenses;
- Business equipment;
- Sewer/drain repair;
- Paving;
- Tools;
- Restoration/conservation specifically related to heritage features on commercial properties designated under the *Ontario Heritage Act*;
- Any other cost where a property has been damaged for one of the aforementioned reasons contained in Section B, paragraph 11 herein at the sole discretion of the GM; and
- Any other cost/improvement deemed not to meet the intent of this Program at the sole discretion of the GM.

D. PROGRAM APPLICATION CRITERIA

A complete Program application shall be submitted to the Economic Development Division prior to the commencement of works that are the subject of a Program application. Required documents and information forming a complete application shall be identified within the Program’s application form.

An application fee is payable upon submission of application, except for applications which are solely with respect to improvements arising from fire, vandalism or a natural disaster, such as a flood, earthquake or hurricane, in accordance with Section B, paragraph 11, in which case no application fee shall be required. The fee will be authorized through a user-fee by-law passed by City Council. The rate of the fee may be changed from time to time as approved by City Council and will be identified on the Program’s application form.

Commercial properties are to be identified in the application by municipal address to identify multiple and separate commercial units with separate ground floor street entrances.

Applications to this program are subject to the approval of GM in their sole discretion and subject to the availability of funding.

Applications shall include plans, estimates, contracts and other details as may be required to satisfy the City as to the cost of the improvement/development and conformity with the objectives of the Revitalizing Hamilton’s Commercial Districts Community Improvement Plan.

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E. PROGRAM ADMINISTRATION

Economic Development Division staff will review applications for eligibility in collaboration with other City departments as required with approval of applications subject to a decision by the GM in their sole and unfettered discretion.

Applicants and properties will be the subject of due diligence undertaken by the City prior to any approval being provided or payment of a Grant under this Program. This will include, but may not be limited to, confirmation of the following: all property taxes are paid and current on the subject property(s) or other properties owned by the Applicant within the City of Hamilton, the property is in compliance with Zoning By-law regulations, that there are no outstanding property standards, building code or fire code orders on the subject property(s) and that the Applicant is not in litigation with the City. Failure to comply with any of the above will result in an application not being approved or, if the application is approved, non-payment of a Grant under this Program.

Approved Applicants shall be required to enter into a Grant Payment Agreement with the City.

The City reserves the right to require the submission of any additional documentation or enter into any additional agreements as deemed necessary by the City to ensure the goals and purpose of this Program and the Revitalizing Hamilton's Commercial Districts Community Improvement Plan are met.

Applications to this Program not yet approved by City Council (or its delegate) shall be subject to any changes to the terms of this Program which are approved by Council prior to the application being approved.

F. TEMPORARY ELIGIBILITY AND TERMS FOR GRAFFITI REMOVAL

1. Only the following terms shall apply to Grant applications made solely in respect of graffiti removal: Section A, paragraphs 1,2,3 and 12 of Section B and this Section F.
2. A maximum of one Grant equaling \$200.00 is permitted per instance of graffiti removal occurring on a façade of a commercial or mixed-use commercial building within an eligible CIPA, to a total maximum of five instances of graffiti removal totaling \$1,000.00 per eligible property within a single calendar year.
3. Applications respecting graffiti removal may:
 - a. Be submitted per instance or may include instances at the same eligible property as part of a single application to a maximum of five graffiti incidents per application; and,
 - b. Be retroactive beginning from, and including, the date of City Council's approval of the provisions contained in this Section F.

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4. A Grant provided under this Program with respect to graffiti removal shall not be counted towards the maximum available Grant amount otherwise available to the subject property within a five-year period in accordance with Section B, paragraphs 4 and 10 herein.
5. Applications under this Program which are solely in respect to graffiti removal shall include the following supporting documents to form a complete application:
 - a. Digital photograph of the graffiti subject to the application which shall provide the necessary visual context to identify the applicable building and its location and contain the required meta data to confirm the date the picture was taken, or such other supporting information deemed acceptable by the City, and
 - b. Proof of property ownership or commercial tenancy of the subject property the determination of acceptable documentation being at the discretion of the City and may include, but not be limited to, a signed and in effect lease or property tax bill.
6. Prior to Grant payment, a digital photograph confirming the removal of graffiti shall be required to be submitted to the City. The photograph shall provide the necessary visual context to identify the applicable building and its location and contain the required meta data to confirm the date the picture was taken, or such other supporting information deemed acceptable by the City.
7. Grants are subject to the availability of funding.
8. The eligibility of graffiti removal for consideration under this Program shall be at the sole discretion of the City.
9. Applications under this Program which are solely in respect to graffiti removal shall not be subject to an application fee.
10. The provisions contained in this Section F will expire on March 31, 2025. This period may be shortened or extended without amendment to these terms at the discretion of City Council.
11. The City reserves the right to require the submission of any additional documentation or enter into any additional agreements as deemed necessary by the City to ensure the goals and purpose of this Program and the Revitalizing Hamilton’s Commercial Districts Community Improvement Plan are met.
12. Notwithstanding any provision contained in this Section F, the City may cancel the terms of this Section F and the eligibility of graffiti removal under this Program at any time and without notice. However, applications already submitted to the City prior to cancellation

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will continue to be eligible for consideration and potential approval in accordance with this Section F and applications already approved at the time of cancellation of this Section F will be paid the Grant in accordance with the terms of the Program.



CITY OF HAMILTON
PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
Transportation Planning and Parking Division

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	September 6, 2023
SUBJECT/REPORT NO:	Delegation of Authority to Staff for Entering Agreements with The Ministry of Transportation Ontario and Other Agencies for Cordon Count Program (PED23190) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Omar Shams (905) 546-2424 Ext. 7474
SUBMITTED BY:	Brian Hollingworth Director, Transportation Planning and Parking Planning and Economic Development Department
SIGNATURE:	

RECOMMENDATION

- (a) That authorization be given to enter into an agreement with the Ministry of Transportation Ontario to claim reimbursement for transportation data conducted on Provincial Highways within Hamilton as part of the Cordon Count Program, including the rights, responsibilities, obligations and covenants under the Agreement (the "Agreement");
- (b) That the General Manager of the Planning and Economic Development Department, or his delegate, be authorized, on behalf of the City of Hamilton, to negotiate, enter into and execute an agreement and any ancillary documents required to give effect to this assignment and any future traffic data collection, cost sharing and data dissemination efforts in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

The City of Hamilton has been actively participating in the Cordon Count Program and Transportation Tomorrow Survey since 1986. The Cordon Count Program is a collaboration of jurisdictions to collect detailed traffic count from around the Greater

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

SUBJECT: Delegation of Authority to Staff for Entering Agreements with The Ministry of Transportation Ontario and Other Agencies for Cordon Count Program (PED23190) (City Wide) - Page 2 of 4

Toronto Hamilton Area road and transit systems, which is used for numerous transportation planning and forecasting exercises.

The Cordon Count Program requires the collection of traffic counts on both municipal and provincial highway facilities. The Ministry of Transportation Ontario is responsible for funding counts on Provincial highways, however, for the purpose of the local Cordon Count Program, require local municipalities and their contractors to conduct these traffic counts on behalf of the Ministry.

The purpose of this Report is to seek authorization to enter into an Agreement with the Ministry of Transportation Ontario that will allow the City of Hamilton to claim reimbursement from the Ministry of Transportation Ontario for conducting counts on their behalf. The amount to be received is \$11,695.50 for performing traffic counts on six Cordon Count stations situated on the Provincial highway system.

Alternatives for Consideration – See Page 4

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The City of Hamilton to claim reimbursement from the Ministry of Transportation Ontario for \$11,695.50 for performing traffic count on six Cordon Count stations situated on the Provincial highway system.

Staffing: N/A

Legal: To enter an Agreement with the Ministry of Transportation Ontario for performing traffic count as part of the Cordon Count Program, including the rights, responsibilities, obligations and covenants under the Agreement, in a form satisfactory to the City Solicitor.

HISTORICAL BACKGROUND

The City of Hamilton has been a participating member of the Cordon Count Program and Transportation Tomorrow Survey since 1986. The Cordon Count Program is a collaboration of jurisdictions to collect detailed traffic count from around the Greater Toronto Hamilton Area road and transit systems. The Cordon Count Data is managed by the University of Toronto, Data Management Group. The Cordon Count Data is used to monitor changes in travel patterns and trends, commuter behaviour, validate travel demand forecasts models, and gauge impacts of urban growth and infrastructure improvements. The Cordon Count Data and trend analysis add value to municipal transportation planning and engineering activities such as:

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SUBJECT: Delegation of Authority to Staff for Entering Agreements with The Ministry of Transportation Ontario and Other Agencies for Cordon Count Program (PED23190) (City Wide) - Page 3 of 4

- Transportation Master Plans and Planning Studies;
- Environmental Assessments and Capital Works and Infrastructure Investments;
- Travel Demand Forecasting; and,
- Development Charges and Goods Movement Studies.

In April 2023, through a competitive bidding process, as per the City of Hamilton's Procurement Policy By-law and best practices, Pyramid Traffic Inc. was selected to provide the City of Hamilton with transportation count services and studies for 2023 Cordon Count Program. In June 2023, the contractor performed manual vehicle and occupancy counts on 128 predetermined stations across the City of Hamilton. Six of the stations are situated on Provincial highway systems which falls under the jurisdiction of the Ministry of Transportation Ontario. As part of the Cordon Count Program 2023, the Ministry of Transportation Ontario required local municipalities to perform traffic count on Provincial highways within their jurisdiction on behalf of the Ministry of Transportation Ontario and get reimbursed for the cost incurred.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The policies and regulations governing the confidentiality of information that will be shared and agreed to comply with the Federal (Personal Information Protection and Electronic Documents Act), Provincial and Municipal (Municipal Freedom of Information and Protection of Privacy and the Personal Health Information Protection Act) laws and regulations.

RELEVANT CONSULTATION

The City of Hamilton Transportation Division of the Public Works Department has been consulted and they are supportive of this initiative. In addition, the City of Hamilton, Legal Services were engaged on the review of the legal agreement and its ancillary documents.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The Cordon Count Data is collected every five years and used to monitor changes in travel patterns and trends, commuter behaviour, validate travel demand forecasts models, and gauge impacts of urban growth and infrastructure improvements.

The data and trend analysis add value to Hamilton and the Greater Golden Horseshoe transportation planning and engineering activities such as Transportation Master Plan, growth-related infrastructure needs assessment, area specific planning studies,

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SUBJECT: Delegation of Authority to Staff for Entering Agreements with The Ministry of Transportation Ontario and Other Agencies for Cordon Count Program (PED23190) (City Wide) - Page 4 of 4

environmental assessments, capital works and infrastructure investments, travel demand forecasting, development charges, and goods movement studies.

The City of Hamilton, the Ministry of Transportation Ontario, and other participating agencies of the Cordon Count Program would require entering cost and data-sharing agreements as needed. Provision of delegated authority to staff can streamline the process for cost reimbursement and data dissemination needs.

Within the framework of the Agreement, the Ministry maintains its association with Hamilton regarding the provision of services for the Cordon Count Program – 2023. Hamilton and its contractor, in-turn, commits to ensuring delivery of the services as outlined in the Agreement at a cost not exceeding \$12,000.

ALTERNATIVES FOR CONSIDERATION

Council could choose not to enter into the Agreement. This is not recommended as it would not allow the City of Hamilton to claim reimbursement from Ministry of Transportation Ontario for the cost of conducting traffic counts on Provincial highways as part of the Cordon Count Program.

APPENDICES AND SCHEDULES ATTACHED

N/A