



City of Hamilton
PUBLIC WORKS COMMITTEE
AGENDA

Meeting #: 24-005
Date: April 29, 2024
Time: 1:30 p.m.
Location: Council Chambers
Hamilton City Hall
71 Main Street West

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

	Pages
1. CEREMONIAL ACTIVITIES	
2. APPROVAL OF AGENDA	
(Added Items, if applicable, will be noted with *)	
3. DECLARATIONS OF INTEREST	
4. APPROVAL OF MINUTES OF PREVIOUS MEETING	
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5. COMMUNICATIONS	
6. DELEGATION REQUESTS	
7. DELEGATIONS	
8. STAFF PRESENTATIONS	
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12.1	Dewitt Road and Vicinity Cycling Infrastructure (Ward 10) - WITHDRAWN	61
13.	NOTICES OF MOTION	
14.	GENERAL INFORMATION / OTHER BUSINESS	
14.1	Amendments to the Outstanding Business List	
	a. Items Considered Complete and Needing to be Removed:	
	a. HSR Ridership Recovery	
	Addressed as Item 9.1 on today's agenda - Report PW24024 (City Wide)	
	b. Increased Service Levels for Litter Collection (City Wide)	
	Completed December 4, 2023 - Report PW23076 (City Wide)	
	b. Items Requiring a New Due Date:	
	a. Environmentally Sustainable Solutions for Food Trucks in Bayfront (and other Park(s))	
	Current Due Date: Q4 2024 Proposed New Due Date: Q4 2025	
15.	PRIVATE AND CONFIDENTIAL	
16.	ADJOURNMENT	

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



**PUBLIC WORKS COMMITTEE
MINUTES 24-004**

1:30 p.m.

Tuesday, April 2, 2024

Council Chambers

Hamilton City Hall

71 Main Street West

Present: Councillors M. Spadafora (Chair), A. Wilson (Vice-Chair) J. Beattie, C. Cassar, J. P. Danko, M. Francis, T. Hwang, T. Jackson, C. Kroetsch, T. McMeekin, E. Pauls, M. Tadeson and M. Wilson

**Absent with
Regrets:** Councillor N. Nann (Personal)

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

1. Street Tree Planting Program Improvements (PW24022) (City Wide) (Item 9.1)

(A. Wilson/Cassar)

That Report PW24022 respecting Street Tree Planting Program Improvements, be received.

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

Yes – Ward 1 Councillor Maureen Wilson
Yes – Ward 2 Councillor Cameron Kroetsch
Not Present – Ward 3 Councillor Nrinder Nann
Yes – Ward 5 Councillor Matt Francis
Yes – Ward 4 Councillor Tammy Hwang
Yes – Ward 6 Councillor Tom Jackson
Yes – Ward 7 Councillor Esther Pauls
Yes – Ward 8 Councillor John Paul Danko
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
Not Present – Ward 15 Councillor Ted McMeekin

2. Recycling Services for Non-Eligible Properties Following the Transition of the Blue Box Program (PW24021) (City Wide) (Item 11.1)

(Beattie/M. Wilson)

- (a) That Council authorize the continuation of the present service level for collection and processing of recyclables in blue box and blue cart, for properties that the Blue Box Program Regulation (O. Reg. 391/21) deemed non-eligible for collection, during the transition period of April 1, 2025, to December 31, 2025;
- (b) That Council approve the collection and processing of Blue Box Program recyclables from eligible special events under the current contract with GFL Inc. during the transition period of April 1, 2025, to December 31, 2025; and
- (c) That the General Manager, Public Works or designate be authorized to execute any required agreements with Circular Materials Ontario and/or Circular Materials Ontario's contractor for the collection and processing of recyclables from non-eligible properties during the transition period of April 1, 2025, until December 31, 2025.

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

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Not Present – Ward 3 Councillor Nrinder Nann
 Yes – Ward 5 Councillor Matt Francis
 Yes – Ward 4 Councillor Tammy Hwang
 Yes – Ward 6 Councillor Tom Jackson
 Yes – Ward 7 Councillor Esther Pauls
 Yes – Ward 8 Councillor John Paul Danko
 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

3. Roadway Safety Team Expansion (PW24019) (City Wide) (Item 11.2)

(Jackson/M. Wilson)

- (a) That six new permanent Full-Time Equivalents in the Transportation Division, Transportation Operations Section, Roadway Safety Team be approved to support the realization of the City's Vision Zero objectives;
- (b) That the six new Roadway Safety Team permanent Full-Time Equivalents be comprised of:

- (i) 1 x Project Manager, Automated Traffic Enforcement
 - (ii) 1 x Project Manager, Roadway Safety Initiatives
 - (iii) 3 x Roadway Safety Technologist
 - (iv) 1 x Community Outreach & Education Coordinator
- (c) That the six new Roadway Safety Team Permanent Full-Time Equivalents be funded from the Automated Traffic Enforcement Reserve #112203 at an approximate annual cost of \$665K, with no impact to the tax levy in 2024, and in future years;
- (d) That the Automated Speed Enforcement program be expanded through the addition of two Automated Speed Enforcement cameras, funded from the Automated Traffic Enforcement Reserve #112203, and that staff analyze, select, and seek Council approval for new operating locations for 2024 & 2025 including amendments to Traffic By-law 01-215 as required;
- (e) That the General Manager, Public Works, or designate, be authorized, and directed to extend, if required, the appropriate agreements with the Ministry of Transportation, City of Toronto Joint Processing Centre and Redflex Traffic Systems (Canada) Limited for the expansion of the Automated Speed Enforcement program through the addition of two Automated Speed Enforcement cameras; and
- (f) That a 24-month Temporary Senior Project Manager, Administrative Penalty Program, position be funded from the Automated Traffic Enforcement Reserve #112203 at an approximate annual cost of \$154K, with no impact to the tax levy in 2024/2025.

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

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Not Present – Ward 3 Councillor Nrinder Nann
 Yes – Ward 5 Councillor Matt Francis
 Yes – Ward 4 Councillor Tammy Hwang
 Yes – Ward 6 Councillor Tom Jackson
 Not Present – Ward 7 Councillor Esther Pauls
 Yes – Ward 8 Councillor John Paul Danko
 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

4. Standardization for the Provision of Parts, Services, Maintenance and Repairs to Original Equipment Manufacturers or Licensed Distributors (PW19003(b)) (City Wide) (Item 11.3)

(Jackson/Cassar)

- (a) Pursuant to Procurement Policy #14 – Standardization, that the standardization of Parts, Services, Maintenance and Repairs as identified in Appendix “A” attached to Report PW19003(b), as the single source to suppliers and original equipment manufacturers or licenced distributors of the parts, equipment, supplies and services for the listed equipment in the Corporate Facilities and Energy Management (CFEM) Division be approved;
- (b) That the General Manager, Public Works or designate, be authorized to negotiate, enter into, and execute any required contract(s) and any ancillary documents required to give effect thereto with those suppliers identified in Appendix “A” attached to Report PW19003(b), with content acceptable to the General Manager of Public Works, and in a form satisfactory to the City Solicitor; and;
- (c) That the General Manager, Public Works or designate, be authorized to amend any contracts executed and any ancillary documents as required in the event that a supplier identified in Appendix “A” attached to Report PW19003(b) undergoes a name change, in a form satisfactory to the City Solicitor.

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

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Not Present – Ward 3 Councillor Nrinder Nann
 Yes – Ward 5 Councillor Matt Francis
 Yes – Ward 4 Councillor Tammy Hwang
 Yes – Ward 6 Councillor Tom Jackson
 Not Present – Ward 7 Councillor Esther Pauls
 Yes – Ward 8 Councillor John Paul Danko
 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

5. City of Hamilton's Cemeteries By-law Update (PW24023) (City Wide) (Item 11.4)

(Cassar/Tadeson)

That City of Hamilton By-law No. 12-151, being a By-law respecting the City of Hamilton's Cemeteries, as amended, be further amended as detailed in Appendix "A" attached to Report PW24023.

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

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Not Present – Ward 3 Councillor Nrinder Nann
 Yes – Ward 5 Councillor Matt Francis
 Yes – Ward 4 Councillor Tammy Hwang
 Yes – Ward 6 Councillor Tom Jackson
 Not Present – Ward 7 Councillor Esther Pauls
 Yes – Ward 8 Councillor John Paul Danko
 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

6. Installation of Speed Cushions as a Traffic Calming Measure on Owen Place and Kenora Avenue (Ward 5) (Item 12.1)

(Francis/Jackson)

WHEREAS, the City of Hamilton has adopted Vision Zero approach which considers human error as part of the roadway safety equation;

WHEREAS, Ward 5 residents advocate for the installation of speed cushions on various roadways throughout their neighbourhoods to address roadway safety concerns as a result of speeding and cut-through traffic; and

WHEREAS, signatures were collected from residents resulting in support by 34 of 40 homes on Owen Place between King Street East and Cromwell Crescent for the installation of speed cushions as a traffic calming measure.

THEREFORE, BE IT RESOLVED:

- (a) That the Transportation Division be authorized and directed to install 1 speed cushion as a traffic calming measure on Owen Place between King Street East and Cromwell Crescent and 1 speed cushion on Kenora Avenue between Janet Court and Village Drive as part of the 2024 Traffic Calming program's spring application;

- (b) That all costs associated with the installation of 1 speed cushions on Owen Place and 1 speed cushion of Kenora Avenue be funded from the CP Minor Maintenance Ward 5 Account (#4031911605) at an upset limit, including contingency, not to exceed \$14,000.00; and
- (c) 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 12 to 0, as follows:

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Not Present – Ward 3 Councillor Nrinder Nann
 Yes – Ward 5 Councillor Matt Francis
 Yes – Ward 4 Councillor Tammy Hwang
 Yes – Ward 6 Councillor Tom Jackson
 Not Present – Ward 7 Councillor Esther Pauls
 Yes – Ward 8 Councillor John Paul Danko
 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

7. Installation of Speed Cushions as a Traffic Calming Measure on Various Streets (Ward 1) (Item 12.2)

(M. Wilson/Kroetsch)

WHEREAS, the City of Hamilton has adopted Vision Zero approach which considers human error as part of the roadway safety equation;

WHEREAS, roads adjacent to parks and schools frequently see the greatest number of young pedestrians and cyclists at risk by speeding motorists; and

WHEREAS, Ward 1 residents have repeatedly advocated for the installation of speed cushions on various roadways throughout their neighbourhoods to address roadway safety concerns as a result of speeding and cut-through traffic.

THEREFORE, BE IT RESOLVED:

- (a) That the Transportation Division be authorized and directed to install traffic calming measures on the following roadways as part of the 2024 Traffic Calming program's spring application, as follows:

- (i) Greig Street between Little Greig Street and Barton Street West (1 speed cushion);
 - (ii) Lamoreaux Street between Strathcona Avenue North and Dundurn Street South (2 speed cushions);
 - (iii) Kent Street between Aberdeen Avenue and Glenfern Avenue (2 speed cushions);
 - (iv) Dromore Crescent between Sterling Street and Paisley Avenue North (3 speed cushions);
 - (v) Bowman Street between Main Street West and Baxter Street (3 speed cushions); and
 - (vi) Paradise Road North between Edgevale Road and Franklin Avenue (2 speed cushions).
- (b) That all costs associated with the installation of traffic calming measures from (i) through (vi) be paid for through the Ward 1 Special Capital Re-Investment Reserve Fund #108051 at an upset limit, including contingency, not to exceed \$65,000; and
- (c) That the General Manager of Public Works 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 12 to 0, as follows:

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Not Present – Ward 3 Councillor Nrinder Nann
 Yes – Ward 5 Councillor Matt Francis
 Yes – Ward 4 Councillor Tammy Hwang
 Yes – Ward 6 Councillor Tom Jackson
 Not Present – Ward 7 Councillor Esther Pauls
 Yes – Ward 8 Councillor John Paul Danko
 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

FOR INFORMATION:

(a) APPROVAL OF AGENDA (Item 2)

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

11. DISCUSSION ITEMS

11.4 City of Hamilton's Cemeteries By-law Update (PW24023) (City Wide)

(a) City of Hamilton's Cemeteries By-law Update (PW24023) (City Wide) – Appendix “B” – REVISED

(Tadeson/Beattie)

That the Agenda for the April 2, 2024, Public Works Committee meeting be approved, as amended.

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

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Not Present – Ward 3 Councillor Nrinder Nann
 Yes – Ward 5 Councillor Matt Francis
 Yes – Ward 4 Councillor Tammy Hwang
 Not Present – Ward 6 Councillor Tom Jackson
 Yes – Ward 7 Councillor Esther Pauls
 Yes – Ward 8 Councillor John Paul Danko
 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
 Not Present – Ward 15 Councillor Ted McMeekin

(b) DECLARATIONS OF INTEREST (Item 3)

There were no declarations of interest.

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

(i) February 20, 2024 (Item 4.1)

(Beattie/Cassar)

That the Minutes of the February 20, 2024, meeting of the Public Works Committee be approved, as presented.

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

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Not Present – Ward 3 Councillor Nrinder Nann
 Yes – Ward 5 Councillor Matt Francis
 Yes – Ward 4 Councillor Tammy Hwang
 Not Present – Ward 6 Councillor Tom Jackson
 Yes – Ward 7 Councillor Esther Pauls
 Yes – Ward 8 Councillor John Paul Danko
 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
 Not Present – Ward 15 Councillor Ted McMeekin

(d) DELEGATION REQUESTS (Item 6)

(i) Steven Oliver respecting the Bollards on Fellowes Court (Item 6.1)

(Beattie/Tadeson)

That the Delegation Request from Steven Oliver respecting the Bollards on Fellowes Court, be approved for a future meeting.

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

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Not Present – Ward 3 Councillor Nrinder Nann
 Yes – Ward 5 Councillor Matt Francis
 Yes – Ward 4 Councillor Tammy Hwang
 Not Present – Ward 6 Councillor Tom Jackson
 Yes – Ward 7 Councillor Esther Pauls
 Yes – Ward 8 Councillor John Paul Danko
 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
 Not Present – Ward 15 Councillor Ted McMeekin

(e) GENERAL INFORMATION / OTHER BUSINESS (Item 14)**(l) Amendments to the Outstanding Business List (Item 14.1)****(Cassar/A. Wilson)**

That the following amendment to the Public Works Committee's Outstanding Business List, be approved:

(1) Items Requiring a New Due Date (Item 14.1(a))

- (i) HSR Ridership Recovery Outstanding Business List Item (PW21056(b)) (City Wide)
Current Due Date: February 5, 2024
Proposed New Due Date: April 29, 2024

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

Yes – Ward 1 Councillor Maureen Wilson
Yes – Ward 2 Councillor Cameron Kroetsch
Not Present – Ward 3 Councillor Nrinder Nann
Yes – Ward 5 Councillor Matt Francis
Yes – Ward 4 Councillor Tammy Hwang
Yes – Ward 6 Councillor Tom Jackson
Not Present – Ward 7 Councillor Esther Pauls
Yes – Ward 8 Councillor John Paul Danko
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) PRIVATE AND CONFIDENTIAL (Item 15)**(i) Closed Session Minutes – February 20, 2024****(Tadeson/Cassar)**

That the Public Works Committee Closed Session Minutes of February 20, 2024, be approved and remain confidential.

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

Yes – Ward 1 Councillor Maureen Wilson
Yes – Ward 2 Councillor Cameron Kroetsch
Not Present – Ward 3 Councillor Nrinder Nann
Yes – Ward 5 Councillor Matt Francis
Yes – Ward 4 Councillor Tammy Hwang

Yes – Ward 6 Councillor Tom Jackson
Not Present – Ward 7 Councillor Esther Pauls
Yes – Ward 8 Councillor John Paul Danko
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) ADJOURNMENT (Item 16)

(Beattie/Cassar)

That there being no further business, the Public Works Committee meeting be adjourned at 2:38 p.m.

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

Yes – Ward 1 Councillor Maureen Wilson
Yes – Ward 2 Councillor Cameron Kroetsch
Not Present – Ward 3 Councillor Nrinder Nann
Yes – Ward 5 Councillor Matt Francis
Yes – Ward 4 Councillor Tammy Hwang
Yes – Ward 6 Councillor Tom Jackson
Not Present – Ward 7 Councillor Esther Pauls
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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

Respectfully submitted,

Councillor M. Spadafora, Chair,
Public Works Committee

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk



INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	April 29, 2024
SUBJECT/REPORT NO:	Transit Ridership on the HSR (PW24024) (City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Nancy Purser (905) 546-2424 Ext. 1876
SUBMITTED BY:	Maureen Cosyn Heath Director, Transit Public Works
SIGNATURE:	

COUNCIL DIRECTION

That staff be directed to report back to the Public Works Committee respecting the Transit Division's ridership on HSR during the 5-year period between 2019 – 2023.

INFORMATION

Ridership has always been an important measurement used to determine the success of a transit system; however, the COVID-19 pandemic highlighted the other intrinsic benefits of transit to a community. While ridership remains a quantitative metric that is used in the transit industry to monitor system performance, it is a narrow view of transit's value, as evidenced during the pandemic.

The impacts of the COVID-19 pandemic on ridership in the transit industry lasted longer than originally anticipated. Provinces first began implementing public health measures in March of 2020, and by the end of 2023, the national average ridership rates were still at only 80% of 2019 levels.

At the February 5, 2024 Public Works Committee meeting, staff were directed to report back to the Public Works Committee respecting Transit's ridership analysis numbers from 2019 through 2023. Transit reports ridership as part of Hamilton's Open Data and can be accessed as part of the City of Hamilton's open data initiative. Table 1 displays ridership data from 2019 - 2023. The data shows that transit usage was at an all-time

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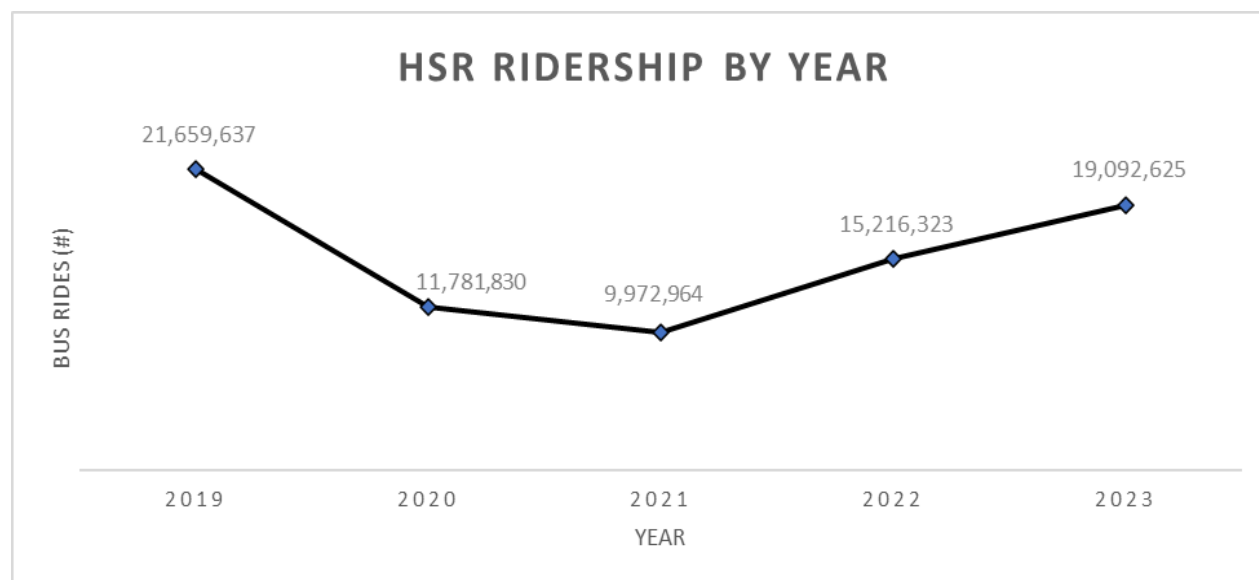
OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

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

SUBJECT: Transit Ridership on the HSR (PW24024) (City Wide) (Outstanding Business List Item) – Page 2 of 3

low of 46% of pre-Covid levels in 2021 when restrictions were in place for most of the year, education continued online, and work from home practices were in force. Subsequently, as restrictions lifted and were finally removed, ridership gradually began to climb back, with an overall 88% recovery experienced by end of 2023 compared to 2019 levels, which represented a 26% growth over 2022 levels.

Table 1



Early data to February 2024 shows ridership is at 98.2% of 2019 actual, with the month of February exceeding 2019 levels for the first time to reach 102.1%. This is 16% ahead of 2023, and 10.6% ahead of the YTD 2024 budgeted level, which is a promising indicator for the remainder of the year. Overall, it is expected that ridership for 2024 will reach 21,280,722, an 11% increase over 2023.

The pandemic demonstrated how critical transit service is to Hamiltonians and the City at large. While Transit will continue to track ridership as an important metric, broader metrics that focus on economic impacts, access and accessibility to opportunities, including employment, education and recreation, environmental impact by forgone greenhouse gas emissions compared to single occupant vehicles, and equity and access will be developed.

These metrics, along with ridership and revenue, and transit service delivery metrics (service reliability, service frequency, on time performance and overall customer satisfaction) provide a more holistic view of the value of transit to the community than focusing on a single datapoint. Future Transit reports on system performance will be developed with this broader framework in mind.

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

SUBJECT: Transit Ridership on the HSR (PW24024) (City Wide) (Outstanding Business List Item) – Page 3 of 3

APPENDICES AND SCHEDULES ATTACHED

N/A



INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	April 29, 2024
SUBJECT/REPORT NO:	Annual Watermain Break Report (City Wide) (PW24013)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Donald Young (905) 546-2424 Ext.6394
SUBMITTED BY:	Shane McCauley Director, Water & Wastewater Operations Public Works Department
SIGNATURE:	

COUNCIL DIRECTION

On January 23, 2019, Council directed staff to provide the Public Works Committee with an annual report on watermain breaks, the total number, cause, and cost of each break, as well as the distance of watermains relined with total cost and overall report on sustainability.

INFORMATION

Total Number, Cause and Cost of Watermain Breaks:

In 2023, Hamilton Water experienced a total of 188 watermain breaks resulting in a total repair cost of approximately \$1.45M. The total repair cost is the sum of repair costs valued at \$0.80M (including excavation, repair, and temporary restoration), and permanent restoration costs valued at approximately \$0.65M.

Approximately 30% of the watermain breaks were caused by corrosion, 64% were caused by ground movement, 4% were the result of displaced pipe joints, and 2% were caused and repaired by a contractor. A summary of watermain breaks by cost and mode of failure is provided in Appendix "A" to Report PW24013. A detailed report of the cost and mode of failure of each watermain break is provided in Appendix "B" to Report PW24013.

On average, from 2013 to 2023, the City of Hamilton (City) experienced

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SUBJECT: Annual Watermain Break Report (PW24013) (City Wide) – Page 2 of 4

approximately 296 watermain breaks per year. However, this average is affected by significantly higher numbers of watermain breaks in 2014 (440) and 2015 (433). The increased number of watermain breaks in 2014 and 2015 were the result of abnormally low winter temperatures caused by polar vortex events. A summary of total watermain breaks by year for the previous 10 years is provided in Appendix “C” to Report PW24013.

Distance and Cost of the Watermain Relining and Replacement Program:

The Engineering Services Division monitors and tracks the length and cost of watermains that are replaced and relined.

Since 2014, Engineering Services has relined 51.9 km of watermain at a cost of \$51.9M. In 2023 the length of watermains relined was 2.8 km at a cost of \$3.1M.

Since 2014, Engineering Services has replaced 54.5 km of watermain at cost of \$77.8M. In 2023 the length of watermains replaced was 4.5 km at a cost of \$7.6M.

A 10-year historical summary of watermain replacements and relining is provided in Appendix “D” to Report PW24013.

From 2024 through 2033, the City plans to spend \$285.2M on watermain replacement and relining projects. A summary of the projects that have been approved in principle as part of the 10-year Water, Wastewater and Storm Rate Budget is provided in Appendix “E” to Report PW24013.

The Hamilton Water Division, Water Distribution & Wastewater Collection Section is responsible for maintenance and repairs of the City’s watermains throughout the asset lifecycle. This work adheres to the strict legislative requirements for potable water for municipal drinking water systems.

The primary objective of the City’s asset management, maintenance, and repair programs for watermains is to ensure the safe and reliable supply of potable water to the City’s residents and industrial, commercial, and institutional customers that meets or exceeds regulatory requirements. The City’s water distribution systems are designed with a significant amount of redundancy, allowing sections of watermain to be isolated for maintenance and repairs to be completed with minimal disruption to the supply of potable water to the City’s customers.

Transmission watermains are large watermains (typically 450mm and larger in diameter) designed to transport significant volumes of water throughout the City. They serve essential functions such as filling potable water storage facilities like reservoirs and towers, supplying water pumping stations, and distributing water to local watermains. Transmission watermains carry the largest risk for the City in

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SUBJECT: Annual Watermain Break Report (PW24013) (City Wide) – Page 3 of 4

terms of ensuring that the supply of potable water remains uninterrupted. Due to the criticality of transmission watermains the Infrastructure Renewal Section within the Engineering Services Division completes periodic condition assessments. Local watermains or distribution watermains, are smaller (typically 400mm or smaller in diameter), and they supply potable water to the serviced properties within the City.

The City has 199 km of transmission watermains and 1,975 km of distribution watermains for a total of 2,174 km of watermains. These watermains range in age with 19% of distribution and 34% of transmission watermains being over 75 years old. A summary of the City's transmission and distribution watermain inventory is provided in Appendix "F" to Report PW24013.

Non-Revenue Water and Leak Detection

Drinking water that has been produced by the City that is lost before it reaches the customer is considered non-revenue water. Non-revenue water can occur through physical losses such as watermain breaks and from unbilled but authorized consumption such as watermain flushing and firefighting. Non-revenue water can also come from water meter inaccuracies, data handling errors, illegal connections, and water theft. A significant contributor to the City's non-revenue water is leaking and broken watermains. Ideally the total volume of water produced by each Municipality would be equal to the volume of water that reaches and is accurately billed to the consumers. However, this is never the case. The financial consequences of non-revenue water include lost revenue from unbilled consumption, theft, and increased operational costs to produce and distribute drinking water.

Due to Hamilton's unique geography and often rocky, porous ground there are many watermain leaks that do not surface and have the potential to remain undetected for years. These hidden leaks account for a large amount of non-revenue water and can be far more damaging to the pipe network, with erosion of pipe bedding leading to major pipe failures.

Currently, non-revenue water in the City represents about 23.9% of the water produced or imported by the City. While this is significantly higher than the industry standard of 15% the City has made significant improvements since 2018 when the non-revenue water peaked at 30.5%. The overall reduction of non-revenue water is a result of the City's proactive maintenance and inspection programs. These programs include the proactive leak detection, watermain relining and the specialty valve inspection and maintenance programs. The proactive leak detection program which was launched in 2019 has contributed significantly to the reduction in non-revenue water and has been recognized throughout the industry as best in class. Since the program began, 478 leaks have been identified and repaired. Most leaks were tied to public infrastructure like watermains, valves, services, and hydrants. On average, approximately 25% of the leaks were on private water services.

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SUBJECT: Annual Watermain Break Report (PW24013) (City Wide) – Page 4 of 4

Year over year non-revenue water percentages are provided in Appendix “G” to Report PW24013. A summary of both private and public leaks identified through the proactive leak detection program since 2019 is provided as Appendix “H” to Report PW24013.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report PW24013 – Summary of Watermain Breaks by Cost and Mode of Failure

Appendix “B” to Report PW24013 – Detailed Watermain Break Mode of Failure and Cost Data

Appendix “C” to Report PW24013 – Summary of Total Watermain Breaks by Year

Appendix “D” to Report PW24013 – 10-Year Summary of Watermain Replacements and Relining

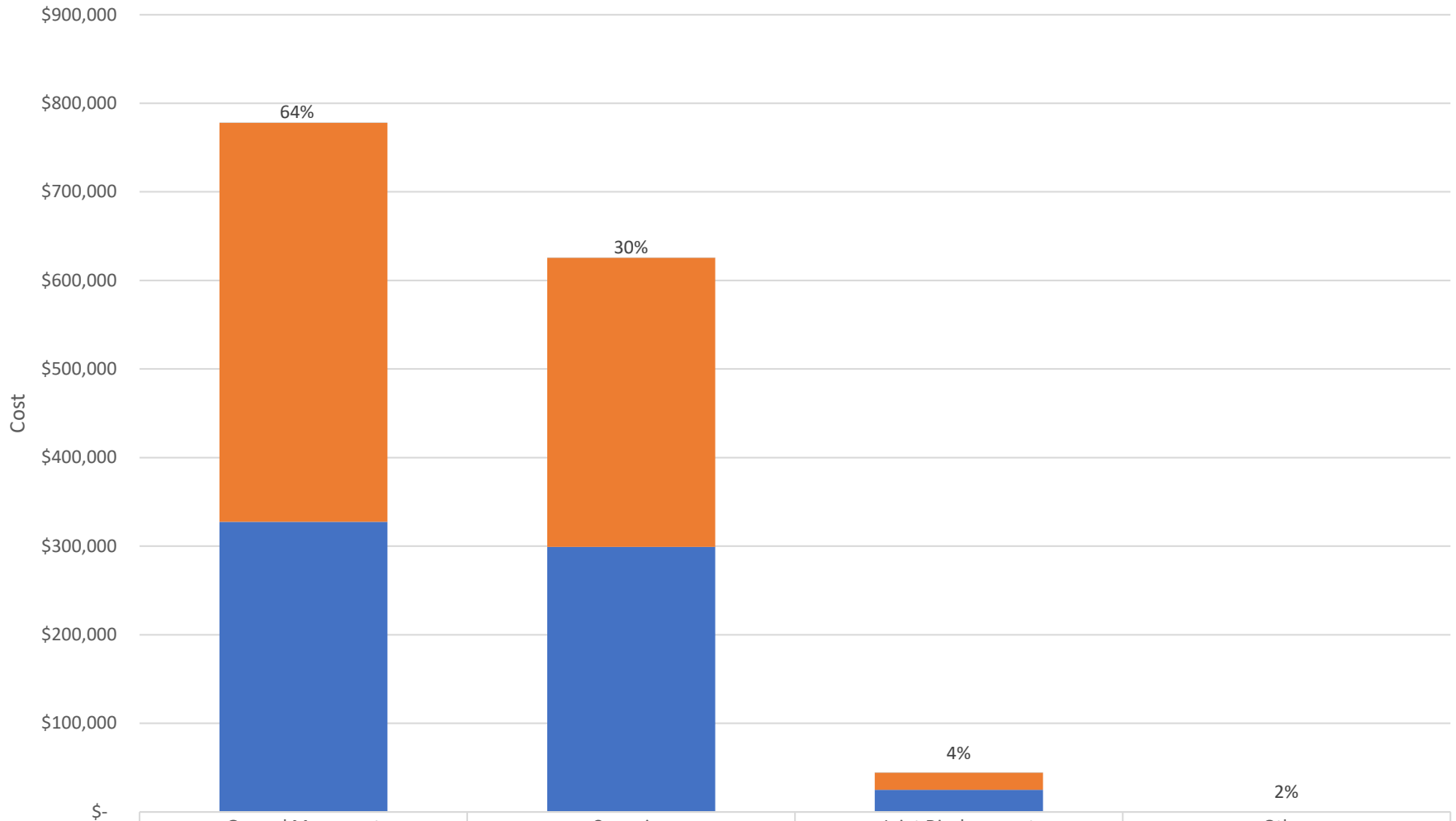
Appendix “E” to Report PW24013 – Summary of Approved in Principle, Watermain Replacement and Relining Projects in 10-Year Water, Wastewater and Storm Rate Budget

Appendix “F” to Report PW24013 – Summary of the City’s Transmission and Distribution Watermain Inventory by Age

Appendix “G” to Report PW24013 – Summary of Non-Revenue Water

Appendix “H” to Report PW24013 – Summary of Private and Public Leaks Identified

2023 Cost and Number of Watermain Breaks by Mode of Failure



	Ground Movement	Corrosion	Joint Displacement	Other
■ Number	119	57	8	4
■ Repair	\$450,509	\$326,472	\$19,510	\$-
■ Restoration	\$327,436	\$299,131	\$25,003	\$-

2023 Watermain Break Details

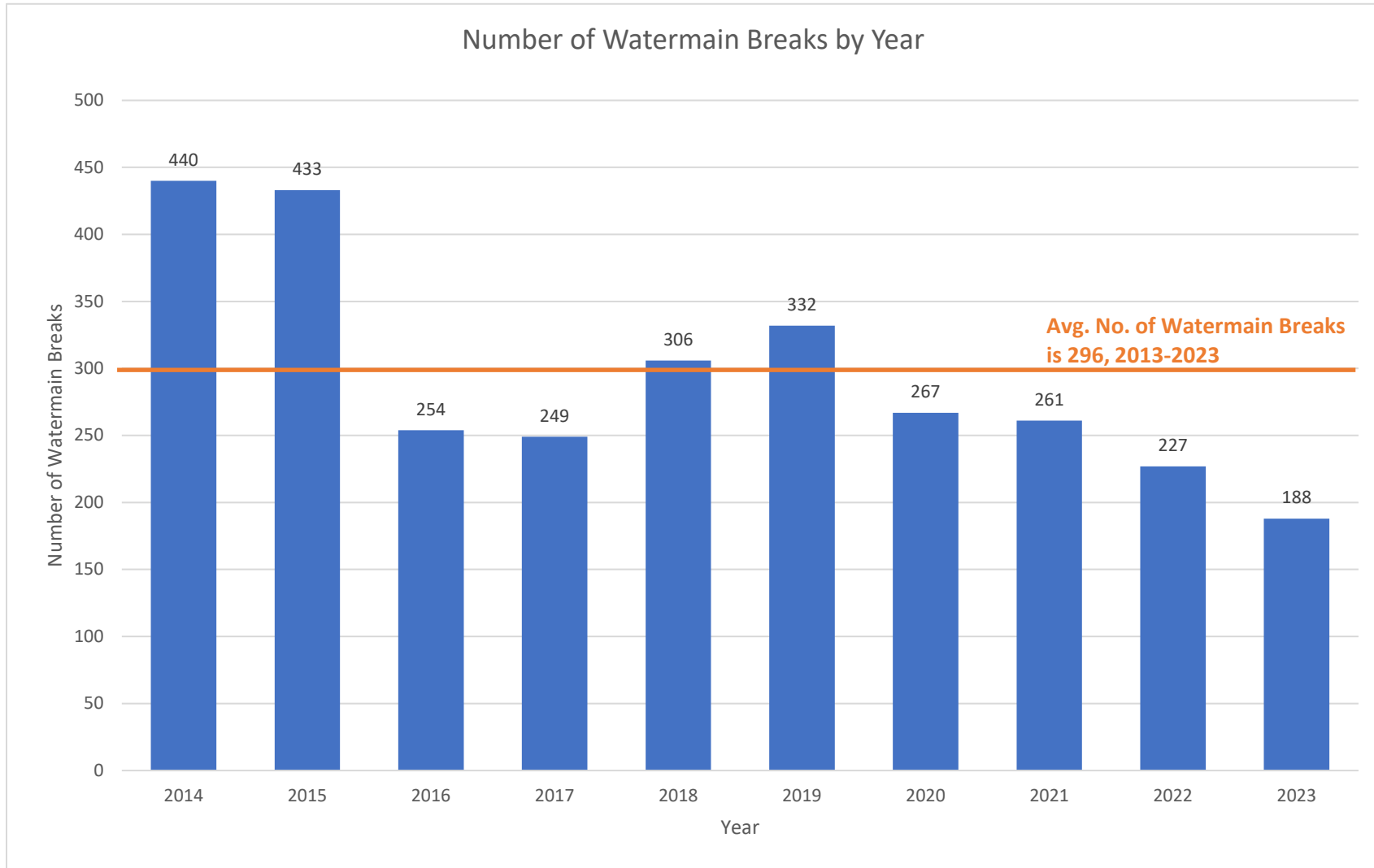
Item #	Ward	Work Order	Mode of Failure	Address	Municipality	Completed	Total
1	WARD1	7433648	Corrosion	GLENSIDE AVE	HAMILTON	11/13/2023	\$ 185,489.36
2	WARD1	7407490	Corrosion	MARKLAND ST	HAMILTON	9/29/2023	\$ 19,743.65
3	WARD1	7349901	Ground Movement	120 STROUD RD	HAMILTON	6/8/2023	\$ 11,855.10
4	WARD1	7267915	Ground Movement	MAIN ST W	HAMILTON	1/4/2023	\$ 11,703.14
5	WARD1	7269154	Ground Movement	DUNDURN ST S	HAMILTON	1/9/2023	\$ 10,500.08
6	WARD1	7458853	Corrosion	ROYAL AVE	HAMILTON	12/23/2023	\$ 8,644.27
7	WARD1	7361734	Corrosion	CHATHAM ST	HAMILTON	6/29/2023	\$ 7,843.41
8	WARD1	7298637	Ground Movement	STROUD RD	HAMILTON	3/7/2023	\$ 7,624.36
9	WARD1	7408184	Ground Movement	ROYAL AVE	HAMILTON	10/1/2023	\$ 6,137.05
10	WARD1	7350657	Ground Movement	120 STROUD RD	HAMILTON	6/8/2023	\$ 5,653.45
11	WARD1	7281635	Ground Movement	HERKIMER ST	HAMILTON	1/31/2023	\$ 5,090.42
12	WARD1	7269233	Ground Movement	FRANKLIN AVE	HAMILTON	1/9/2023	\$ 4,937.52
13	WARD1	7419478	Ground Movement	AMELIA ST	HAMILTON	10/10/2023	\$ 4,455.92
14	WARD1	7293851	Ground Movement	STUDHOLME RD	HAMILTON	3/1/2023	\$ 4,338.88
15	WARD1	7454002	Ground Movement	CHATHAM ST	HAMILTON	12/19/2023	\$ 3,659.51
16	WARD1	7269141	Joint Displacement	FRANKLIN AVE	HAMILTON	1/8/2023	\$ 2,255.72
17	WARD1	7407825	Ground Movement	MARKLAND ST	HAMILTON	9/29/2023	\$ -
18	WARD1	7341031	Other	205 RIFLE RANGE RD	HAMILTON	5/19/2023	\$ -
19	WARD10	7290903	Corrosion	GLOVER RD	STONEY CREEK	2/21/2023	\$ 10,558.31
20	WARD10	7313824	Ground Movement	296 JONES RD	STONEY CREEK	3/27/2023	\$ 8,548.55
21	WARD10	7392393	Ground Movement	CARPENTER AVE	STONEY CREEK	8/29/2023	\$ 6,914.20
22	WARD10	7276257	Corrosion	58 GREEN RD	STONEY CREEK	1/18/2023	\$ 6,577.74
23	WARD10	7347414	Ground Movement	LEWIS RD	STONEY CREEK	6/2/2023	\$ 5,317.22
24	WARD10	7424369	Corrosion	11 GARDEN AVE	STONEY CREEK	10/21/2023	\$ 4,774.07
25	WARD10	7426354	Corrosion	COMMUNITY AVE	STONEY CREEK	10/25/2023	\$ 4,385.72
26	WARD10	7263690	Ground Movement	GREEN RD	STONEY CREEK	1/3/2023	\$ 4,106.78
27	WARD10	7389102	Corrosion	MCCOLLUM RD	STONEY CREEK	8/23/2023	\$ 2,008.02
28	WARD11	7270101	Corrosion	NEBO RD	GLANBROOK	1/10/2023	\$ 8,111.13
29	WARD11	7439749	Corrosion	NEBO RD	GLANBROOK	11/28/2023	\$ 4,405.28
30	WARD12	7271541	Corrosion	LIME KILN RD	ANCASTER	1/13/2023	\$ 14,796.28
31	WARD12	7326414	Corrosion	462 WILSON ST E	ANCASTER	4/26/2023	\$ 12,026.07
32	WARD12	7371261	Ground Movement	189 FIDDLER'S GREEN RD	ANCASTER	7/17/2023	\$ 10,817.26
33	WARD12	7278333	Ground Movement	HOSTEIN DR	ANCASTER	1/23/2023	\$ 8,701.29
34	WARD12	7271330	Ground Movement	121 DALLEY DR	ANCASTER	1/12/2023	\$ 8,356.92
35	WARD12	7307019	Corrosion	CORMORANT RD	ANCASTER	3/14/2023	\$ 6,323.46
36	WARD12	7269792	Corrosion	MONTGOMERY DR	ANCASTER	1/9/2023	\$ 4,544.92
37	WARD12	7405520	Ground Movement	135 WOODVIEW CRES	ANCASTER	9/27/2023	\$ 568.58
38	WARD13	7355953	Corrosion	VALLEY RD	DUNDAS	6/17/2023	\$ 12,131.14
39	WARD13	7287388	Ground Movement	ALLAN AVE	DUNDAS	2/13/2023	\$ 11,702.66
40	WARD13	7398692	Ground Movement	64 ANN ST	DUNDAS	9/13/2023	\$ 10,110.97
41	WARD13	7293018	Ground Movement	20 SUNRISE CRES	DUNDAS	2/27/2023	\$ 9,420.05
42	WARD13	7403051	Corrosion	YORK RD	DUNDAS	9/21/2023	\$ 8,873.04
43	WARD13	7442528	Ground Movement	DUNDAS PARK RD	DUNDAS	12/5/2023	\$ 8,665.33

Item #	Ward	Work Order	Mode of Failure	Address	Municipality	Completed	Total
44	WARD13	7436082	Corrosion	VALLEY RD	DUNDAS	11/17/2023	\$ 8,622.00
45	WARD13	7354231	Corrosion	FLEMING AVE	DUNDAS	6/14/2023	\$ 8,399.16
46	WARD13	7454059	Ground Movement	BARRIE ST	DUNDAS	12/19/2023	\$ 8,383.26
47	WARD13	7353372	Corrosion	YORK RD	DUNDAS	6/14/2023	\$ 7,958.36
48	WARD13	7352961	Corrosion	OLD GUELPH RD	DUNDAS	6/13/2023	\$ 7,562.40
49	WARD13	7277870	Ground Movement	GRANT BLVD	DUNDAS	1/23/2023	\$ 7,453.28
50	WARD13	7338802	Corrosion	SKYLINE DR	DUNDAS	5/16/2023	\$ 6,387.92
51	WARD13	7284928	Ground Movement	GOVERNOR'S RD	DUNDAS	2/6/2023	\$ 5,299.98
52	WARD13	7458171	Ground Movement	YORK RD	DUNDAS	12/22/2023	\$ 4,554.38
53	WARD13	7284281	Ground Movement	PENGE CRT	DUNDAS	2/4/2023	\$ 4,502.74
54	WARD13	7425303	Ground Movement	GRANT BLVD	DUNDAS	10/23/2023	\$ 4,214.87
55	WARD13	7299219	Corrosion	MAYFAIR AVE	DUNDAS	3/7/2023	\$ 3,621.87
56	WARD13	7287383	Ground Movement	LYNNDALE DR	DUNDAS	2/11/2023	\$ 3,385.69
57	WARD13	7451778	Corrosion	VALLEYVIEW CRT	DUNDAS	12/13/2023	\$ 3,026.95
58	WARD13	7401100	Ground Movement	WATSONS LANE	DUNDAS	9/17/2023	\$ 2,789.69
59	WARD13	7358140	Ground Movement	MARKET ST N	DUNDAS	6/26/2023	\$ 2,501.47
60	WARD13	7310072	Corrosion	7 SKYLINE DR	DUNDAS	3/20/2023	\$ 2,479.10
61	WARD13	7405352	Ground Movement	70 BRIDLEWOOD DR	DUNDAS	9/27/2023	\$ 1,792.28
62	WARD13	7296090	Joint Displacement	LYNNDALE DR	DUNDAS	3/3/2023	\$ -
63	WARD13	7296098	Joint Displacement	LYNNDALE DR	DUNDAS	3/3/2023	\$ -
64	WARD14	7453171	Ground Movement	166 CLIFTON DOWNS RD	HAMILTON	12/17/2023	\$ 16,596.50
65	WARD14	7289233	Ground Movement	UPPER PARADISE RD	HAMILTON	2/17/2023	\$ 10,717.15
66	WARD14	7263780	Ground Movement	21 CLIFTON DOWNS RD	HAMILTON	1/1/2023	\$ 8,682.69
67	WARD14	7387065	Corrosion	LASILA CRT	HAMILTON	8/17/2023	\$ 8,376.32
68	WARD14	7460063	Corrosion	GARTH ST	HAMILTON	12/31/2023	\$ 7,052.46
69	WARD14	7387015	Ground Movement	GUILDWOOD DR	HAMILTON	8/21/2023	\$ 4,256.42
70	WARD14	7440407	Corrosion	HADELAND AVE	HAMILTON	11/29/2023	\$ 4,226.02
71	WARD14	7277799	Ground Movement	CLIFTON DOWNS RD	HAMILTON	1/23/2023	\$ 3,124.87
72	WARD14	7421512	Corrosion	GARTH ST	HAMILTON	9/20/2023	\$ 2,660.28
73	WARD14	7421541	Corrosion	GARTH ST	HAMILTON	10/16/2023	\$ 1,712.26
74	WARD15	7405418	Ground Movement	THOMSON DR	FLAMBOROUGH	9/27/2023	\$ 12,667.62
75	WARD15	7333332	Ground Movement	BARTON ST	FLAMBOROUGH	5/6/2023	\$ 11,949.79
76	WARD15	7324962	Ground Movement	HUNTSMAN GATE	FLAMBOROUGH	4/20/2023	\$ 10,974.08
77	WARD15	7332557	Ground Movement	MILL ST S	FLAMBOROUGH	5/5/2023	\$ 10,855.83
78	WARD15	7401099	Joint Displacement	CARLISLE RD	FLAMBOROUGH	9/17/2023	\$ 10,368.90
79	WARD15	7355982	Corrosion	FLAMBORO ST	FLAMBOROUGH	6/19/2023	\$ 8,721.50
80	WARD15	7322955	Ground Movement	12 HUNTSMAN GATE	FLAMBOROUGH	4/20/2023	\$ 7,517.31
81	WARD15	7323985	Corrosion	586 HIGHWAY NO. 6	FLAMBOROUGH	4/19/2023	\$ 7,232.74
82	WARD15	7405597	Corrosion	ASHDALE CRT	FLAMBOROUGH	9/27/2023	\$ 5,531.84
83	WARD15	7398880	Corrosion	102 FLAMBORO ST	FLAMBOROUGH	9/13/2023	\$ 2,940.26
84	WARD15	7322970	Corrosion	THOMSON DR	FLAMBOROUGH	4/17/2023	\$ 2,114.46
85	WARD2	7394523	Corrosion	HUNTER ST E	HAMILTON	9/1/2023	\$ 24,099.07
86	WARD2	7423746	Ground Movement	CANNON ST W	HAMILTON	10/20/2023	\$ 18,600.95
87	WARD2	7362335	Ground Movement	CHARLTON AVE E	HAMILTON	6/30/2023	\$ 16,837.90
88	WARD2	7323261	Ground Movement	126 CANNON ST W	HAMILTON	4/17/2023	\$ 15,885.05
89	WARD2	7323793	Ground Movement	BAY ST N	HAMILTON	3/13/2023	\$ 14,256.22

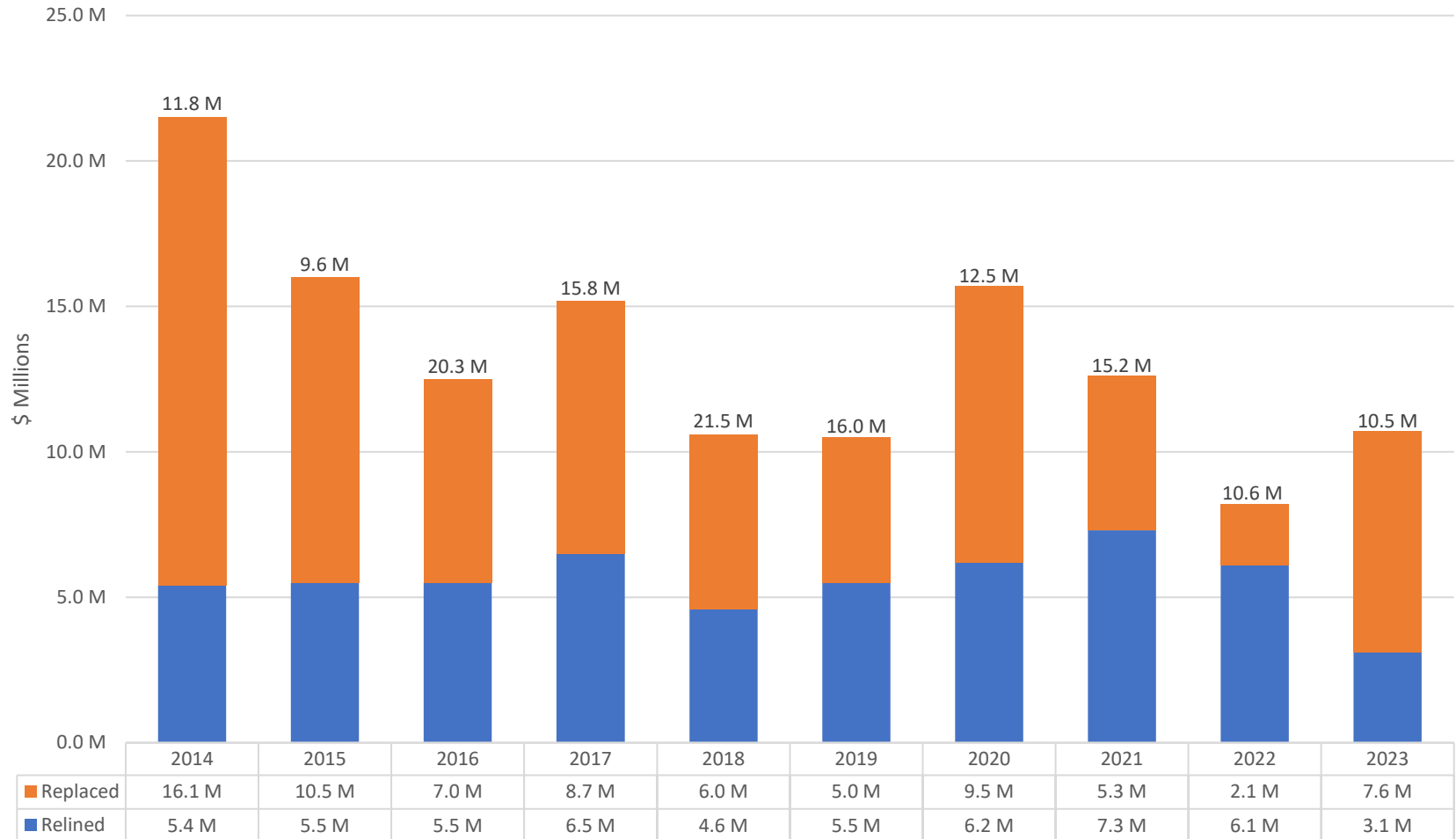
Item #	Ward	Work Order	Mode of Failure	Address	Municipality	Completed	Total
90	WARD2	7386591	Corrosion	186 DUKE ST	HAMILTON	8/17/2023	\$ 11,796.93
91	WARD2	7380477	Corrosion	139 MARKLAND ST	HAMILTON	8/3/2023	\$ 8,068.08
92	WARD2	7338795	Ground Movement	BAY ST N	HAMILTON	5/18/2023	\$ 5,768.11
93	WARD2	7442348	Ground Movement	HUGHSON ST N	HAMILTON	12/4/2023	\$ 3,801.03
94	WARD2	7408291	Ground Movement	HUNTER ST E	HAMILTON	10/2/2023	\$ 2,980.55
95	WARD2	7402450	Ground Movement	8 TURNER AVE	HAMILTON	9/20/2023	\$ 1,425.08
96	WARD2	7368260	Ground Movement	HUGHSON ST N	HAMILTON	7/11/2023	\$ 850.76
97	WARD3	7367368	Corrosion	WENTWORTH ST N	HAMILTON	7/11/2023	\$ 18,129.81
98	WARD3	7408194	Corrosion	BARTON ST E	HAMILTON	10/1/2023	\$ 13,601.51
99	WARD3	7279198	Ground Movement	492 BARTON ST E	HAMILTON	1/24/2023	\$ 9,953.36
100	WARD3	7268979	Ground Movement	DELAWARE AVE	HAMILTON	1/6/2023	\$ 7,571.36
101	WARD3	7269115	Ground Movement	DELAWARE AVE	HAMILTON	1/7/2023	\$ 7,157.92
102	WARD3	7387958	Corrosion	ROSEMONT AVE	HAMILTON	8/21/2023	\$ 5,224.88
103	WARD3	7269147	Ground Movement	360 WENTWORTH ST N	HAMILTON	1/10/2023	\$ 4,877.15
104	WARD3	7349268	Corrosion	ROSEMONT AVE	HAMILTON	6/7/2023	\$ 4,771.96
105	WARD3	7458315	Ground Movement	KEITH ST	HAMILTON	12/22/2023	\$ 4,559.09
106	WARD3	7356438	Other	KING ST E	HAMILTON	6/19/2023	\$ -
107	WARD4	7306122	Corrosion	700 WOODWARD AVE	HAMILTON	3/11/2023	\$ 13,474.60
108	WARD4	7438658	Corrosion	MAIN ST E	HAMILTON	11/24/2023	\$ 8,230.10
109	WARD4	7310038	Ground Movement	BELAND AVE S	HAMILTON	3/20/2023	\$ 6,777.76
110	WARD4	7286386	Ground Movement	2 ORIOLE CRES	HAMILTON	2/14/2023	\$ 5,104.67
111	WARD4	7308397	Ground Movement	SUMMERHILL AVE	HAMILTON	3/15/2023	\$ 3,726.97
112	WARD4	7444374	Ground Movement	GARSDALE AVE S	HAMILTON	12/7/2023	\$ 2,686.58
113	WARD4	7398296	Corrosion	MALTA DR	HAMILTON	9/12/2023	\$ 2,200.87
114	WARD5	7459066	Ground Movement	11 KEATS RD	HAMILTON	12/17/2023	\$ 17,932.32
115	WARD5	7279101	Corrosion	SUNRISE DR	HAMILTON	1/25/2023	\$ 17,271.99
116	WARD5	7284206	Joint Displacement	PHYLLORI CRT	STONEY CREEK	2/3/2023	\$ 10,762.84
117	WARD5	7397636	Corrosion	GREENHILL AVE	HAMILTON	9/10/2023	\$ 10,507.54
118	WARD5	7361735	Corrosion	GREENHILL AVE	HAMILTON	6/29/2023	\$ 9,768.14
119	WARD5	7263789	Ground Movement	27 ELFORD CRES	HAMILTON	1/2/2023	\$ 9,439.96
120	WARD5	7277834	Ground Movement	LADY CRT	HAMILTON	1/23/2023	\$ 5,113.50
121	WARD5	7311763	Ground Movement	CHAMPLAIN AVE	HAMILTON	3/23/2023	\$ 3,839.30
122	WARD5	7436597	Ground Movement	LOYALIST DR	HAMILTON	1/10/2024	\$ 3,162.77
123	WARD5	7439619	Ground Movement	9 WALKER AVE	STONEY CREEK	11/29/2023	\$ 2,828.85
124	WARD6	7343992	Ground Movement	LORRAINE DR	HAMILTON	5/28/2023	\$ 11,356.48
125	WARD6	7377984	Ground Movement	UPPER OTTAWA ST	HAMILTON	8/1/2023	\$ 11,016.56
126	WARD6	7458317	Ground Movement	730 UPPER OTTAWA ST	HAMILTON	12/22/2023	\$ 9,354.29
127	WARD6	7456361	Ground Movement	NINTH AVE	HAMILTON	12/21/2023	\$ 8,793.37
128	WARD6	7451258	Ground Movement	ROSANNE CRES	HAMILTON	12/12/2023	\$ 8,006.06
129	WARD6	7401868	Corrosion	ELEANOR AVE	HAMILTON	9/19/2023	\$ 6,290.58
130	WARD6	7316750	Joint Displacement	BOLZANO DR	HAMILTON	4/3/2023	\$ 5,377.77
131	WARD6	7375516	Ground Movement	41 WOODSIDE DR	HAMILTON	7/26/2023	\$ 5,324.86
132	WARD6	7379451	Corrosion	DARTNALL RD	HAMILTON	8/2/2023	\$ 5,186.37
133	WARD6	7373530	Ground Movement	41 WOODSIDE DR	HAMILTON	7/21/2023	\$ 4,174.25
134	WARD6	7392165	Ground Movement	CROYDON CRT	HAMILTON	8/31/2023	\$ 3,114.54
135	WARD7	7363081	Corrosion	PARKWOOD CRES	HAMILTON	7/3/2023	\$ 14,626.41

Item #	Ward	Work Order	Mode of Failure	Address	Municipality	Completed	Total
136	WARD7	7366669	Corrosion	FLAMINGO DR	HAMILTON	7/10/2023	\$ 11,028.28
137	WARD7	7290145	Ground Movement	FIELDING CRES	HAMILTON	2/21/2023	\$ 8,197.56
138	WARD7	7382784	Ground Movement	SALEM AVE	HAMILTON	8/14/2023	\$ 6,259.96
139	WARD7	7348196	Ground Movement	17 BERKO AVE	HAMILTON	6/6/2023	\$ 5,768.53
140	WARD7	7316397	Joint Displacement	UPPER SHERMAN AVE	HAMILTON	4/6/2023	\$ 5,393.15
141	WARD7	7313409	Ground Movement	SALEM AVE	HAMILTON	3/28/2023	\$ 4,345.06
142	WARD7	7422021	Ground Movement	655 MOHAWK RD E	HAMILTON	10/17/2023	\$ 4,189.03
143	WARD7	7394505	Ground Movement	63 KIRKLAND AVE	HAMILTON	9/19/2023	\$ 4,035.06
144	WARD7	7453090	Ground Movement	FIELDING CRES	HAMILTON	12/18/2023	\$ 3,949.49
145	WARD7	7373031	Ground Movement	MEADOWLARK DR	HAMILTON	7/21/2023	\$ 3,680.37
146	WARD7	7428332	Ground Movement	CAMEO AVE	HAMILTON	10/30/2023	\$ 3,400.80
147	WARD7	7333360	Ground Movement	EAST 31ST ST	HAMILTON	5/9/2023	\$ 3,155.99
148	WARD7	7316284	Ground Movement	AUDREY ST	HAMILTON	3/31/2023	\$ 3,028.53
149	WARD7	7458875	Ground Movement	DEERBORN DR	HAMILTON	12/26/2023	\$ 2,956.91
150	WARD7	7422207	Ground Movement	JASMINE ST	HAMILTON	10/17/2023	\$ 2,815.86
151	WARD7	7330633	Ground Movement	EAST 33RD ST	HAMILTON	5/3/2023	\$ 2,479.67
152	WARD7	7332431	Ground Movement	EAST 27TH ST	HAMILTON	5/10/2023	\$ 2,457.54
153	WARD7	7292379	Ground Movement	MOUNTAIN PARK AVE	HAMILTON	2/24/2023	\$ 2,454.73
154	WARD7	7368855	Corrosion	PARKWOOD CRES	HAMILTON	7/12/2023	\$ 2,259.96
155	WARD8	7345905	Ground Movement	ELKWOOD DR	HAMILTON	5/31/2023	\$ 39,930.44
156	WARD8	7436174	Ground Movement	UPPER WELLINGTON ST	HAMILTON	11/21/2023	\$ 12,715.54
157	WARD8	7384121	Corrosion	UPPER WELLINGTON ST	HAMILTON	8/13/2023	\$ 10,570.81
158	WARD8	7289057	Joint Displacement	UPPER JAMES ST	HAMILTON	2/16/2023	\$ 10,354.09
159	WARD8	7373597	Ground Movement	UPPER WELLINGTON ST	HAMILTON	7/21/2023	\$ 10,113.48
160	WARD8	7285082	Ground Movement	LUSCOMBE ST	HAMILTON	2/7/2023	\$ 9,163.51
161	WARD8	7276929	Ground Movement	SENECA AVE	HAMILTON	1/19/2023	\$ 8,106.33
162	WARD8	7364457	Ground Movement	WEST 18TH ST	HAMILTON	7/5/2023	\$ 6,705.84
163	WARD8	7313820	Ground Movement	146 EAST 8TH ST	HAMILTON	4/10/2023	\$ 6,571.90
164	WARD8	7294521	Ground Movement	72 CLOVERHILL RD	HAMILTON	3/1/2023	\$ 6,523.13
165	WARD8	7324334	Ground Movement	BRUCEDALE AVE E	HAMILTON	4/21/2023	\$ 5,917.58
166	WARD8	7285585	Ground Movement	LISTER AVE	HAMILTON	2/8/2023	\$ 5,494.24
167	WARD8	7394163	Ground Movement	108 HOOVER CRES	HAMILTON	9/1/2023	\$ 4,623.71
168	WARD8	7374962	Ground Movement	BELAIR DR	HAMILTON	7/28/2023	\$ 4,430.89
169	WARD8	7288653	Ground Movement	HOWARD AVE	HAMILTON	2/15/2023	\$ 3,931.67
170	WARD8	7419029	Corrosion	1654 UPPER WELLINGTON ST	HAMILTON	10/8/2023	\$ 3,922.29
171	WARD8	7276854	Ground Movement	TALISMAN CRT	HAMILTON	1/20/2023	\$ 3,704.78
172	WARD8	7403073	Corrosion	GARTH ST	HAMILTON	9/20/2023	\$ 3,600.32
173	WARD8	7404335	Ground Movement	BARKER AVE	HAMILTON	9/25/2023	\$ 3,508.32
174	WARD8	7369829	Ground Movement	FENNELL AVE E	HAMILTON	7/18/2023	\$ 3,467.80
175	WARD8	7314237	Ground Movement	DAYTONA DR	HAMILTON	3/29/2023	\$ 3,451.84
176	WARD8	7274524	Ground Movement	BERMUDA CRT	HAMILTON	1/24/2023	\$ 3,434.27
177	WARD8	7403524	Ground Movement	BRAEMAR PL	HAMILTON	9/22/2023	\$ 3,420.76
178	WARD8	7289575	Ground Movement	HOWARD AVE	HAMILTON	2/15/2023	\$ 3,391.92
179	WARD8	7330088	Ground Movement	DELMAR DR	HAMILTON	5/4/2023	\$ 3,141.74
180	WARD8	7450494	Ground Movement	LISTER AVE	HAMILTON	12/10/2023	\$ 2,956.93
181	WARD8	7372868	Ground Movement	CORONET CRT	HAMILTON	7/20/2023	\$ 2,758.99

Item #	Ward	Work Order	Mode of Failure	Address	Municipality	Completed	Total
182	WARD8	7426451	Ground Movement	BRAEMAR PL	HAMILTON	10/26/2023	\$ 2,159.43
183	WARD8	7378671	Ground Movement	BRAEMAR PL	HAMILTON	8/3/2023	\$ 1,891.04
184	WARD8	7320874	Ground Movement	ALLISON CRES	HAMILTON	4/13/2023	\$ 1,874.19
185	WARD8	7391317	Other	WELBOURN DR	HAMILTON	8/24/2023	\$ -
186	WARD8	7391325	Other	WELBOURN DR	HAMILTON	8/24/2023	\$ -
187	WARD9	7281641	Ground Movement	ATHENIA DR	STONEY CREEK	1/31/2023	\$ 3,696.78
188	WARD9	7270556	Corrosion	SLINGER AVE	STONEY CREEK	1/11/2023	\$ 1,110.97



Cost of Watermains Relined or Replaced by Year



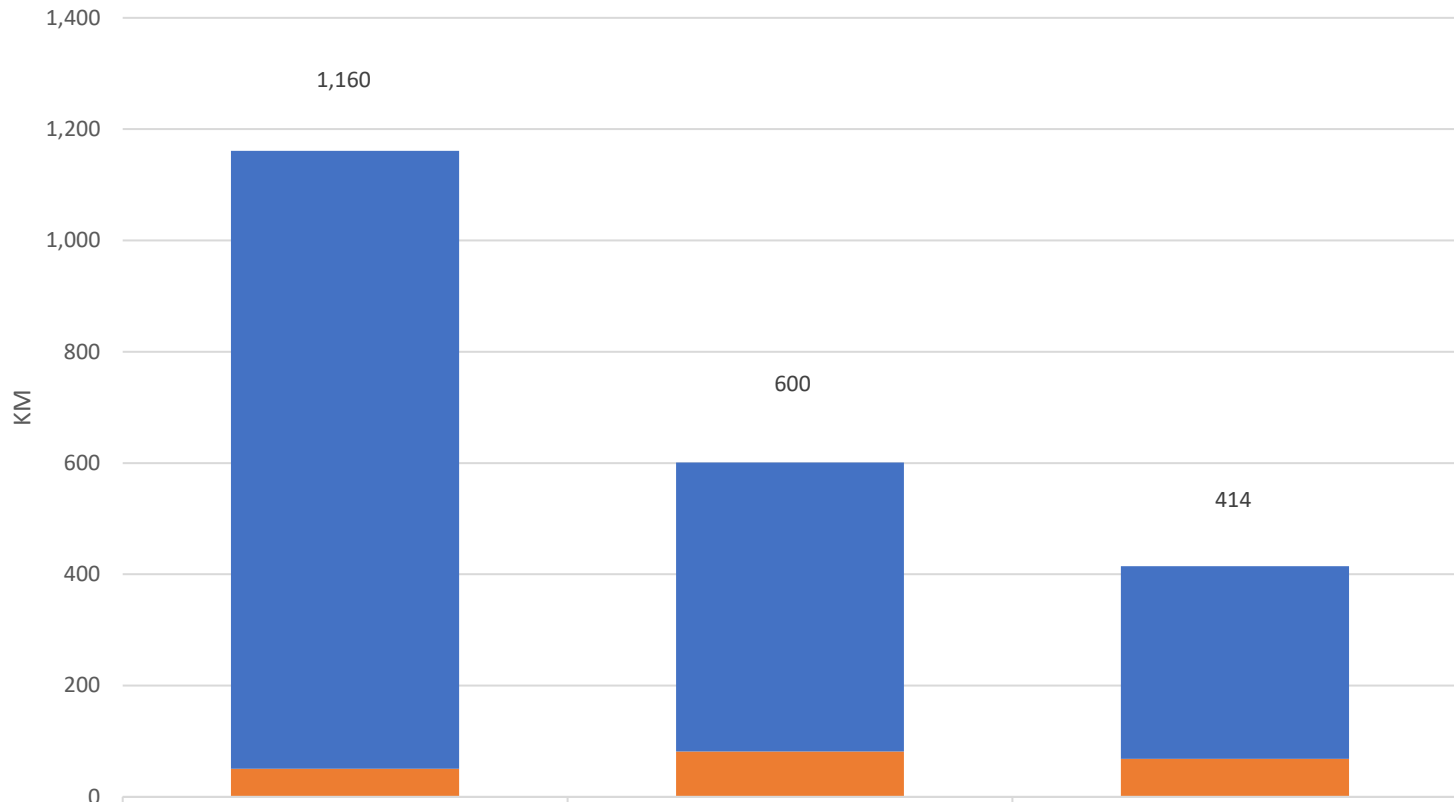
10 Year Watermain Relining and Replacement Projects

Project ID	Title	Start	End	10 Yr Net
5141760754	Kenilworth Transmission Watermain Renewal	2017	2024	\$ 0.5 M
5141971314	Wentworth - Wilson to King (LRT Enabling)	2019	2024	\$ 0.0 M
5141971313	Sherman - King to south end (LRT Enabling)	2019	2024	\$ 0.1 M
5141971315	Main - Delena to Normanhurst & Normanhurst - Main to Queenston (LRT Enabling)	2019	2024	\$ 0.8 M
5142070015	Main - Delena to Normanhurst & Normanhurst - Main to Queenston (LRT Enabling)	2020	2024	\$ 0.2 M
5142171310	Barton - Parkdale to Talbot	2021	2024	\$ 0.2 M
5142171328	Southcote - Garner to Highway 403 Bridge	2021	2024	\$ 0.3 M
5142761302	Edgemont - Main to King	2021	2028	\$ 0.7 M
5142461302	Bold - Queen to Locke	2021	2024	\$ 0.7 M
5142671304	Hatt & Bond - King to Market (Phase 1)	2021	2026	\$ 0.9 M
5142661301	Robinson - Hess to Park	2021	2026	\$ 1.0 M
5142271305	Glenmorris / Underhill / Sleepy Hollow / Wilmar (York Heights / Hunter NBHD)	2022	2025	\$ 0.9 M
5142471304	Ferguson/Foster/Walnut/Patrick/Charlton/James	2022	2031	\$ 8.6 M
5142471307	Duke - Hess to west end & Robinson - Queen to west end	2023	2025	\$ 0.7 M
5142371074	Contingency for Unscheduled Works Program	2023	2048	\$ 0.9 M
5142571322	Barton - Sherman to Ottawa	2023	2025	\$ 10.0 M
5142360080	Valve Replacement Program	2023	2048	\$ 18.0 M
5142360072	Watermain Structural Lining	2023	2048	\$ 67.5 M
5142472420	Bridge 451 - Hwy 5 E, 120m e/o Mill St S	2024	2031	\$ 0.3 M
5142661610	Watermain Replacement under Rail Tracks at Ferguson	2024	2026	\$ 0.3 M
5143371302	Barton - Gray to Green	2024	2033	\$ 0.4 M
5142561309	Myler - Sanford to Milton/Milton - Barton to Princess	2024	2026	\$ 0.7 M
5142480584	RHBP - Nebo - Rymal to Twenty	2024	2024	\$ 0.8 M
5142871106	Rymal - Upper Ottawa to Dartnall	2024	2028	\$ 1.2 M
5142571308	Scenic - Chateau to Upper Paradise	2024	2026	\$ 3.1 M
5142563502	Bonita - King to Jasper	2025	2025	\$ 0.2 M
5142561306	Amelia - Queen to West End	2025	2026	\$ 0.6 M
5142771104	Rymal - Upper Gage to Upper Ottawa	2025	2027	\$ 1.0 M
5142561305	John - Cannon to Barton	2025	2028	\$ 1.0 M
5142671302	Arvin - Dosco to Jones	2025	2026	\$ 1.1 M
5142571202	Hughson - Simcoe to Brock & Wood - James to Hughson	2025	2025	\$ 1.6 M
5142871303	Burlington & Industrial - Birch to Gage	2025	2028	\$ 2.8 M
5142571305	Upper James - Mohawk to Fennell	2025	2025	\$ 3.1 M
5142671306	Barton - Ottawa to Kenilworth	2025	2026	\$ 4.7 M
5142571327	Upper Centennial - Rymal to Mud	2025	2025	\$ 6.1 M
5142671108	Rymal - Glancaster to Upper Paradise	2026	2026	\$ 0.3 M
5142671305	Dundurn - CPR bridge (s/o Main St) to King	2026	2027	\$ 0.4 M
5142671323	Fennell - Upper James to Upper Wellington	2026	2026	\$ 0.7 M
5142671314	Brampton - Parkdale to Woodward & Brighton	2026	2026	\$ 0.8 M
5142671324	Osler - Grant to West Park	2026	2028	\$ 0.9 M

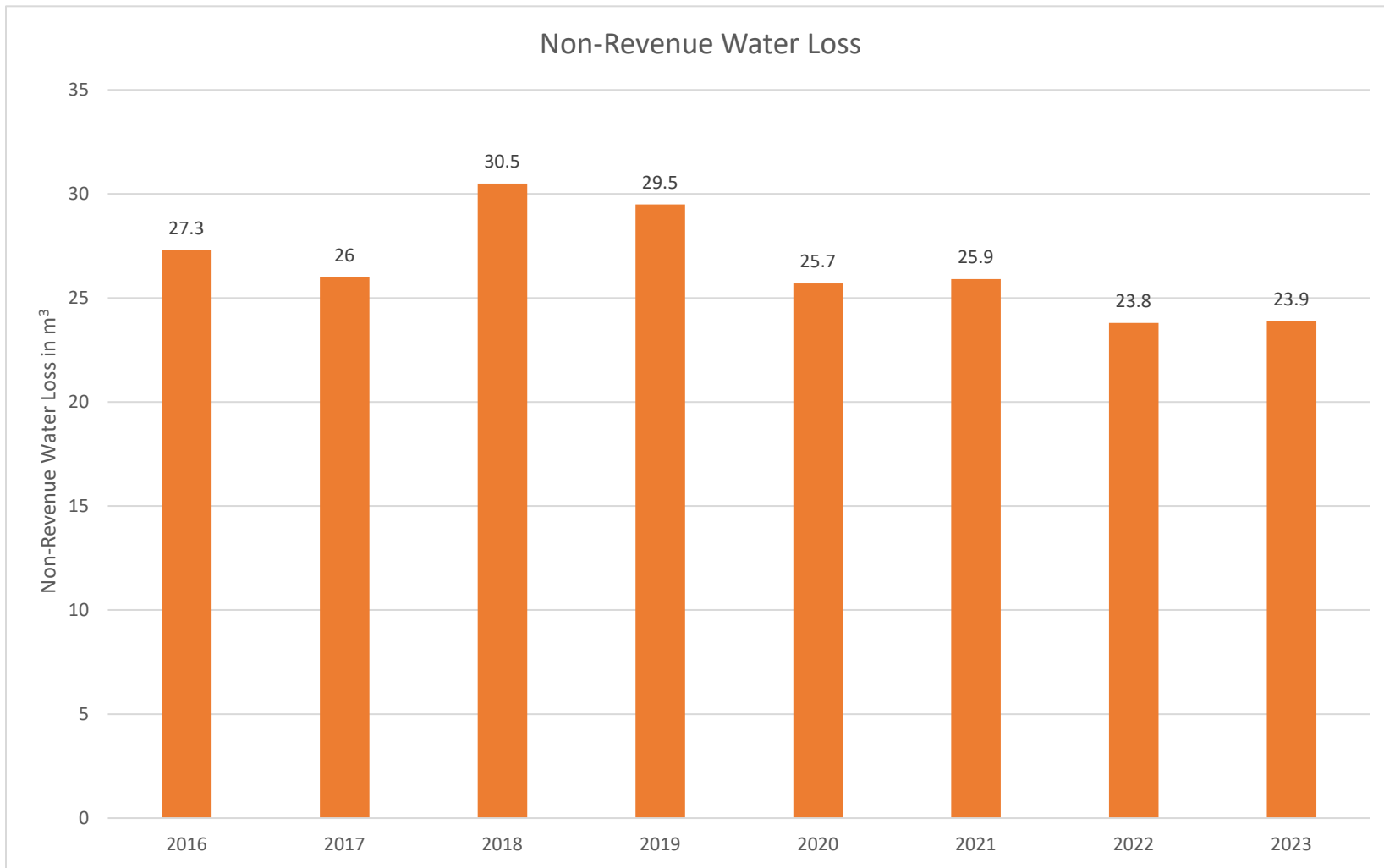
Project ID	Title	Start	End	10 Yr Net
5142671228	Rennie - Woodward to East End	2026	2026	\$ 1.0 M
5142771308	Hatt - Market to east end & York / Kerr (Phase 2)	2026	2027	\$ 1.2 M
5142661307	Dallas - Upper Gage to West End	2026	2026	\$ 1.4 M
5142671103	Rymal - Upper Sherman to Upper Gage	2026	2026	\$ 1.5 M
5142671201	Simcoe - James to Wellington & Hughson - Strachan to Simcoe	2026	2026	\$ 1.6 M
5142671114	Pinelands / Teal / Garden / Community / Greensfield	2026	2026	\$ 2.1 M
5142671312	Aberdeen - Queen to Studholme	2026	2027	\$ 3.2 M
5142671027	Beach - Ottawa to Kenilworth, Dofasco - Beach to Kenilworth, & Ottawa - Barton to Beach	2026	2026	\$ 18.0 M
5142760311	George - Queen to Ray	2027	2027	\$ 0.4 M
5142771115	Strathearne - Brampton to gate at north end	2027	2027	\$ 0.8 M
5142771027	Lawrence - Gage to Kenilworth	2027	2027	\$ 1.6 M
5142771106	Wentworth - Barton to Burlington	2027	2027	\$ 2.0 M
5142771509	Gray - King to Hwy 8	2027	2027	\$ 2.0 M
5142771314	Westdale North Neighbourhood Phase 1	2027	2027	\$ 2.5 M
5142771315	Barton St BIA - Wentworth to Sherman	2027	2027	\$ 3.4 M
5142773102	Rymal - Upper Wellington to Upper Wentworth	2027	2027	\$ 4.0 M
5142371301	Watermain Replacement Coordinated with Roads	2027	2048	\$ 27.4 M
5142871304	Birge - Emerald to Cheever	2028	2028	\$ 0.2 M
5142861302	Edward - Barnesdale to Lottridge	2028	2028	\$ 0.4 M
5142861303	Hess - Markland to Aberdeen	2028	2028	\$ 0.5 M
5142871312	Cairns / East St N / Spencer / (Hunter Neighbourhood)	2028	2028	\$ 0.6 M
5142860072	WM Structural Lining - Dundas Valley Watermain	2028	2028	\$ 1.6 M
5142871311	Oak/Emerald/East Ave - Cannon to Barton	2028	2028	\$ 1.6 M
5142871115	Westdale North Neighbourhood Phase 2	2028	2028	\$ 2.0 M
5142871109	Southcote - Hwy 403 bridge to Oldoakes /Dorval	2028	2028	\$ 2.1 M
5142871308	Burlington & Industrial - Ottawa to Kenilworth	2028	2028	\$ 2.2 M
5142860073	Structural Watermain Lining - Charlton Ave 750mm	2028	2029	\$ 2.7 M
5142871118	Charlton - Ferguson to Sherman Access	2028	2028	\$ 2.7 M
5142871307	Barton St BIA - Ferguson to Wentworth	2028	2028	\$ 4.4 M
5142361300	Stand-Alone Watermain Replacement	2028	2048	\$ 8.0 M
5142971305	Carling / Macklin St S / Olmstead / Tope (Westdale South)	2029	2029	\$ 0.7 M
5142971303	Florence/Head/Morden/Napier/Nelson/Peel/Wellesley (Strathcona Neighbourhood)	2029	2029	\$ 0.7 M
5142971311	Oxford / Tecumseh (Strathcona Neighbourhood)	2029	2029	\$ 0.8 M
5142971020	Sanford - Cannon to Barton	2029	2029	\$ 0.9 M
5142961308	James and Charlton Intersection	2029	2029	\$ 0.9 M
5142971310	Upper Wellington - Bryna to Mohawk	2029	2029	\$ 1.1 M
5142971117	Green - Carla to Barton	2029	2029	\$ 1.3 M
5142971026	Bruce Dale - Upper Gage to Upper Ottawa	2029	2029	\$ 1.4 M
5142971316	Sanford - Main to Cannon	2029	2029	\$ 1.4 M
5142961301	Clinton\Case\Ruth\Barnesdale	2029	2029	\$ 1.8 M
5142971113	Westdale North Neighbourhood Phase 3	2029	2029	\$ 2.2 M
5143071304	Evans - Wellington to East	2030	2030	\$ 0.4 M
5143061303	Caroline - Herkimer to Robinson	2030	2030	\$ 0.4 M
5143071303	Hughson - Wilson to Barton	2030	2030	\$ 0.6 M

Project ID	Title	Start	End	10 Yr Net
5143071308	Stipeley Neighbourhood (South) - Connaught / Balasm / Dunsmure	2030	2030	\$ 1.0 M
5143071129	Nash – Barton to 350 metres north of Bancroft	2030	2030	\$ 1.1 M
5143060310	Princess/Westinghouse/Milton/Fullerton/Gibson/Earl	2030	2030	\$ 4.2 M
5143263201	Dawson - King to Passmore	2032	2032	\$ 0.3 M

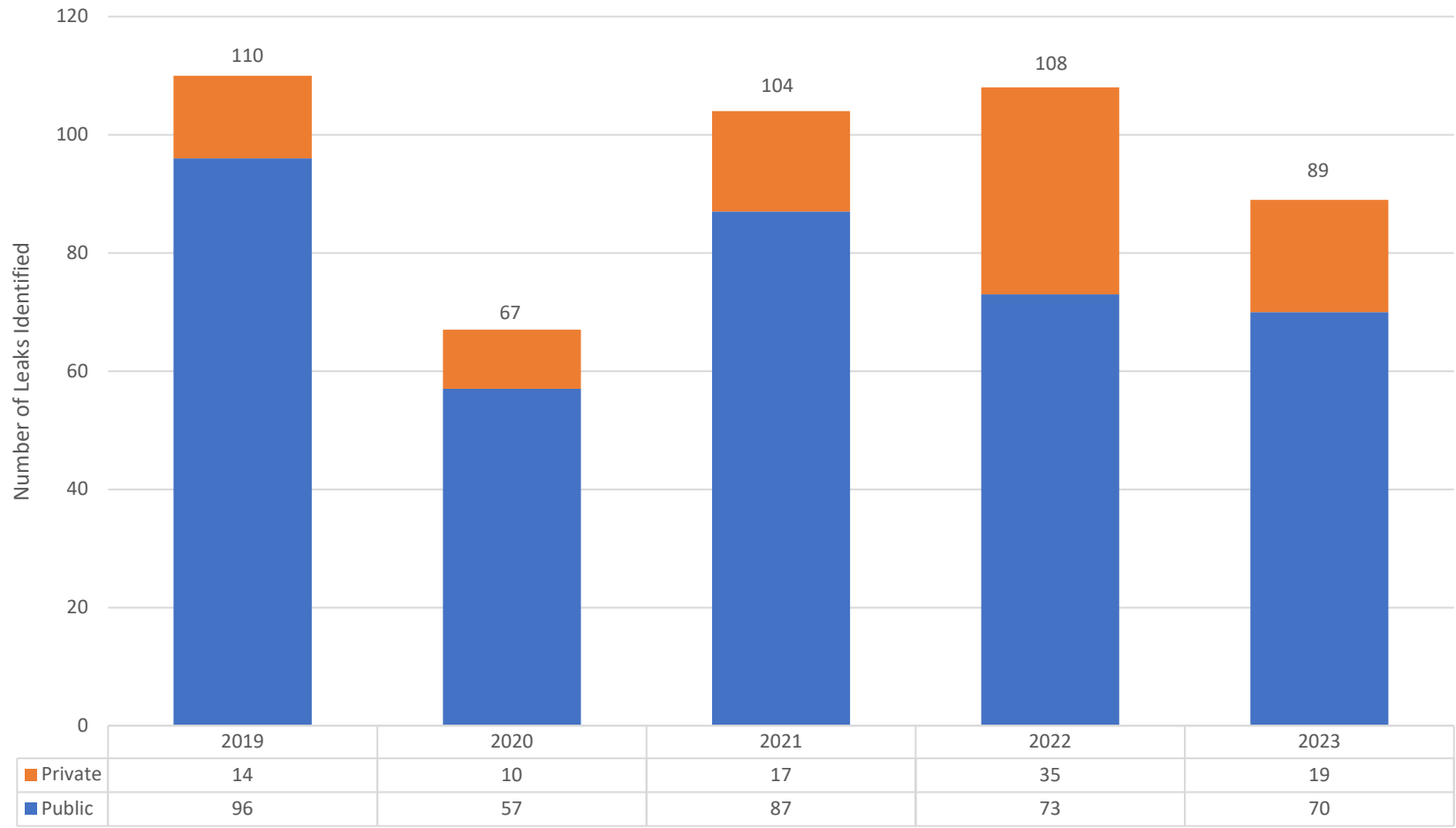
KM of Transmission and Distribution Watermains by Age



	1981 - Present	1951-1980	1950 & Older
■ Distribution	1,110	519	346
■ Transmission	50	81	68
Distribution	53% Of Distribution Mains	28% Of Distribution Mains	19% Of Distribution Mains
Transmission	25% Of Transmission Mains	41% Of Transmission Mains	34% Of Transmission Mains




Number of Public and Private Leaks Identified by Year





INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	April 29, 2024
SUBJECT/REPORT NO:	Accessible Transportation Services Performance Report (PW22079(f)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Michelle Martin (905) 546-2424 Ext. 2765
SUBMITTED BY:	Maureen Cosyn Heath Director, Transit Public Works Department
SIGNATURE:	

COUNCIL DIRECTION

Public Works Committee, at its meeting of April 22, 2022, approved the following: “That staff be directed to report back to the Public Works Committee and the Advisory Committee for Persons with Disabilities on a quarterly basis respecting Accessible Transportation Services (ATS).” (PW Report 22-006, Item 3 (PW21055(a))).

INFORMATION

In 1998, an Ontario Human Rights Code complaint was filed, and the subsequent settlement established, in part, that the City of Hamilton report on service-specific requirements: notably, a trip denial rate goal of 5%, an on-time performance goal of 95% or greater for DARTS trips, and an annual report to the Accessibility Committee for Persons with Disabilities (formerly named the Advisory Committee for Persons with Disabilities) on: trip requests, trip denials, passenger refusals of trips, cancellations, no shows, missed trips, trips provided, complaints and on-time performance.

Accessible Transportation Services Q1, Q2, and Q3 2023 indicators were presented as described in Reports PW22079(c), PW22079(d), and PW22079(e). Q4 2023 indicators were presented to the Accessibility Committee for Persons with Disabilities (ACPD) on February 13, 2024 (meeting 24-002, Item 8.1), and is attached as Appendix “A” to Report PW22079(f).

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: Accessible Transportation Services Performance Report
(PW22079(f)) (City Wide) – Page 2 of 3**

Customer complaints per 1,000 trips are also broken down by provider and into detailed subcategories as shown in Appendix “A” attached to Report PW22079(f) on page 13. This is more detail than the Ontario Human Rights Code settlement requires, but it was requested by the Accessibility Committee for Persons with Disabilities following presentation of the Q1 2023 report and these details are now regularly included.

The overall 2023 trend for contractor DARTS on-time performance is almost 98%, greater than the 95% on-time performance guideline established by the 2004 Ontario Human Rights Commission settlement cited above. This performance level is approaching the 99% industry standard. (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016). Figures 2 and 3 in Appendix “A” illustrate the trends in late trip counts and on-time performance across 2023 and compare these with 2022 trends. Preliminary data for January 2024 shows on-time performance at about 98.6%.

Complaints about late trips continue to drive total complaints received: 36% of Q4 complaints were about late trips. Total complaints received in 2023 resulted in 7.7 complaints per thousand DARTS trips, with a marked decrease from over 9 per thousand early in the year and dropping to 4.5 per thousand trips in Q4. The industry standard is 1.0 customer complaints/1,000 trips, and the 2016 Canadian Urban Transit Association average was 2.1 complaints/1,000 trips for large systems such as Hamilton. (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

Complaints of being on hold or unable to connect accounted for about 8% of all validated DARTS complaints received in Q4 2023. Call centre statistics provided by DARTS show that call centre service levels have improved to 62% in Q4 2023, up from 53% the previous quarter.

The trip denial rate for DARTS continued its trend of improvement, ending Q4 with 1.5% of trips requested being denied, for an overall 2023 trip denial rate of 2.7%. This is within the trip denial 5% benchmark set in the 2004 Ontario Human Rights Commission settlement. The 2016 Canadian Urban Transit Association average is 1.98% for large systems such as Hamilton, while the industry best practice is 0% (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016). It is important to note, poor on-time performance can also appear in trip denial rates: a trip that is missed and then rebooked due to a projected late arrival is counted as a denied trip. Preliminary numbers for January 2024 show a denial rate of about 1.9%.

The quarterly report presented above exceeds the terms and the reporting frequency requirements of the 2004 Ontario Human Rights Commission settlement. The Q1 2024 report (January – March 2024) will be presented to the ACPD later in Q2 2024 and then to the Public Works Committee.

**SUBJECT: Accessible Transportation Services Performance Report
(PW22079(f)) (City Wide) – Page 3 of 3**

Beginning with Report PW22079(e), and as part of continuous improvement, Accessible Transportation Services now includes additional metrics related to the management of the contracted relationship with DARTS. These include a summary count of performance-related letters sent by the City to the contractor, classified according to category. The letters referenced may be related to DARTS and/ or their subcontractors. Report PW22079(e) included the count of letters dating back to 2020 up to 2023. Up to the end of February 2024, ATS has sent two performance-related letters regarding serious incidents.

Also, Appendix “B” attached to report PW22079(f) summarizes Contractor Vehicle Inspection results for 2023 and year to date; these include results from both third-party mechanical inspections and on-site vehicle records inspections by City staff.

Due to uneven vehicle and vehicle records inspection results to date, Accessible Transportation Services undertook an internal process review of the Daily Vehicle Inspection procedure (vehicle “circle checks”) with both DARTS and DARTS subcontractors. All on-site visits and staff interviews were completed by March 2024. At time of writing, Accessible Transportation Services was in the process of compiling all results to review nonconformances, opportunities for improvement, and best practices observed with DARTS as part of continuous quality improvement.

This work was undertaken in response to recommendations from the Office of the Auditor General and will be reported in the Accessible Transportation Services Quarterly Report to Public Works Committee, going forward (see also Report PW24005 brought before the Audit, Finance and Administration Committee on January 18, 2024 – titled DARTS Vehicle Safety Audit AUD22007(a) Update to Management Response). Related to the above paragraph, it should be noted that the Office of the City Auditor has not completed any work to validate the current status of the Management response to AUD22007(a).

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report PW22079(f) – Advisory Committee for Persons with Disabilities Meeting 24-002 8.1 – Accessible Transportation Services Performance Report Q4 2023

Appendix “B” to Report PW22079(f) – Contractor Vehicle Inspection Results 2023 – Year-to-Date

City of Hamilton
Accessible Transportation Services Performance Review
Q4 2023

Michelle Martin
Manager, Accessible Transportation Services
Transit Division
Public Works Department
February 13, 2024

This information report provides a summary of key statistical data and performance indicators for Q4 of 2024 (October to December). The City is obligated to provide statistical reports to the Advisory Committee for Persons with Disabilities (ACPD) to meet the terms of the City’s 2004 settlement with the Ontario Human Rights Commission (OHRC) and complainants under the Code.

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

TRIPS REQUESTED AND PROVIDED

Table 1: System Requested and Delivered Passengers Q1 to Q4 2023

DEMAND	Q1 2023	Q2 2023	Q3 2023	Q4 2023	YTD 2023
DARTS: Number of Total Trips Requested	192,077	195,723	193,981	203,472	785,253
DARTS: Number of Total Trips Delivered	125,547	134,405	130,501	140,759	531,212
TAXI SCRIP: Number of Total Trips Delivered	8,233	7,965	8,606	8,182	32,986
ATS: Number of Total Trips Requested, All Modes	200,310	203,688	202,587	211,654	818,239
ATS: Number of Total Trips Delivered, All Modes	133,780	142,370	139,107	148,941	564,198
ATS % Of Total Trips Delivered vs. Requested, All Modes	67%	70%	69%	70%	69%

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

DEMAND BY MODE	Q1 2023 %	Q2 2023 %	Q3 2023 %	Q4 2023 %	YTD 2023 %
DARTS	96%	96%	96%	96.1%	96.0%
TAXI SCRIP	4%	4%	4%	3.9%	4.0%
ATS: All Modes	100%	100%	100%	100.0%	100.0%

In Q4 2023, ATS delivered a total of 148,941 trips through both DARTS and the Taxi Scrip program.

Demand for specialized trips on DARTS remains the main driver of trips requested and delivered. Taxi Scrip continues to account for just 4% of system trips requested, and 96% of trips requested are for DARTS to date in 2023 (Table 2, above). The total number of requested trips includes client cancellations and no shows. Note: ATS increased the Taxi Scrip program discount from 40% to 60%, effective May 2023 and continuing to August 2023. This did not result in an increase in the number of trips taken that are paid for with Taxi Scrip coupons. The percentage of trips taken through the Taxi

Scrip program is lower than 2022, when it was approximately 6%. For Q4 of 2023, DARTS completed trip counts are at approximately 63% of 2019 numbers for the same period (pre-COVID), and at approximately 92% of budgeted service up to end of Q4.

FIGURE 1: DEMAND: COUNT OF ATS TRIPS DELIVERED vs REQUESTED, ALL MODES

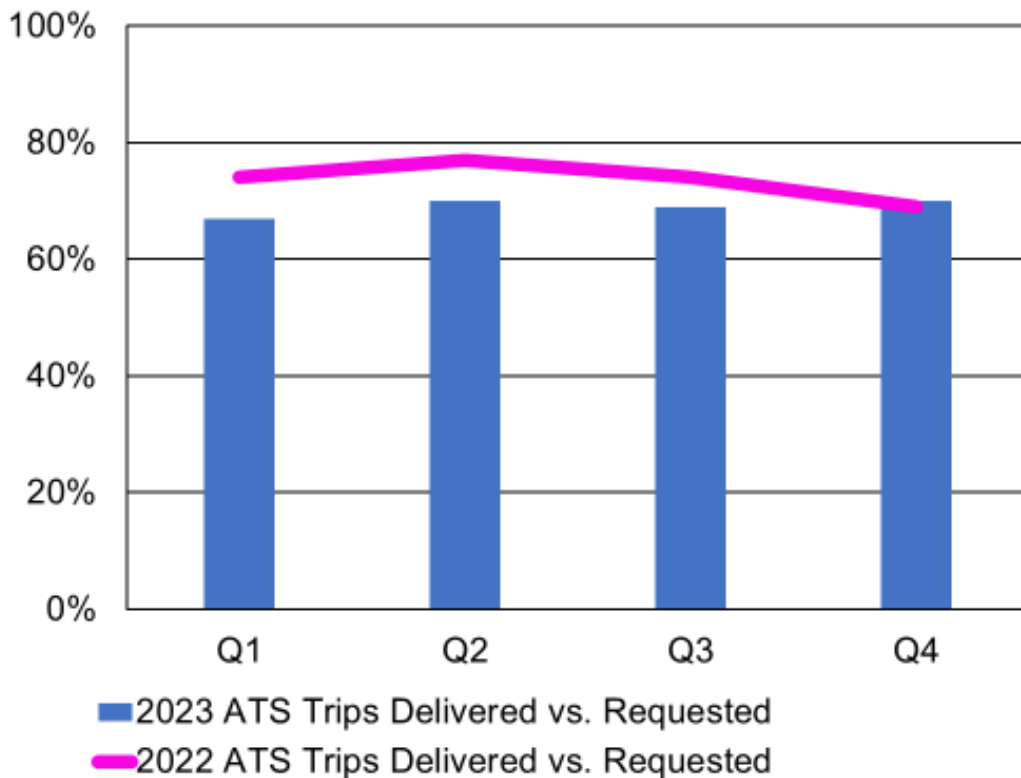


Figure 1: Demand: Count of ATS Trips Delivered versus Requested, All Modes

Alternate text for Figure 1: The graph in Figure 1 (above) compares total ATS trips requested to total number of ATS trips delivered for both DARTS and Taxi Scrip (i.e., all modes). The blue vertical columns show the percentage of trips provided out of the total number of trips requested up to the end of 2023. The pink line graph above the column shows the trend across all of 2022. In 2023, the percentage of requested trips delivered has generally been lower than any quarter in 2022, except for Q4, when it was slightly higher than for 2022. The total number of requested trips also includes trips booked but not taken, i.e., cancelled trips and passenger no show trips (see also Table 1, above).

RATE OF DENIED SYSTEM TRIPS

Table 3: Rate of Denied Trips: ATS All Modes

Rate of Denied Trips: ATS All Modes	Q1 2023	Q2 2023	Q3 2023	Q4 2023	YTD 2023
ATS Total Number of Trips Requested	200,310	203,688	202,587	211,654	818,239
ATS Total Number of Trips Denied	8,754	5,305	4,087	3,074	21,220
% of Trips Denied	4.4%	2.6%	2.0%	1.5%	2.6%

System trip denial rates remain below the 5% goal established by the City’s 2004 settlement with the OHRC, which includes Taxi Scrip trips for the purpose of calculating the trip denial rate. The industry best practice is 0% (Canadian Urban Transit Association (CUTA) Specialized Transit Services Industry Practices Review, 2016). Table 3 (above) shows that the system denial rate remains within the OHRC standard and has decreased from Q1, and has decreased to 1.5% in Q4, though the overall denial rate for 2023 sits at 1% higher than overall denial rate for 2022 and is driven by increased DARTS trip denials by (see Table 4, below).

SPECIALIZED TRANSPORTATION TRIP DISPOSITION

Table 4: Contractor (DARTS) Trip Dispositions

Contractor Trip Dispositions	Q1 2023	Q2 2023	Q3 2023	Q4 2023	YTD 2023
Total Trips Requested	192,077	195,723	193,981	203,472	785,253
Total Trips Provided	125,547	134,405	130,501	140,759	531,212
Total Trips Denied	8,754	5,305	4,087	3,074	21,220
% of Total Trips Denied	4.6%	2.7%	2.1%	1.5%	2.7%

Contractor Denied Trip

A denied trip by the contractor occurs when the client’s request, made within the allowable booking windows, cannot be agreed to within one hour of the requested date and time of travel, or an acceptable alternative cannot be found (see Appendix 1, below). On-time performance impacts trip denial rates: a trip that is missed and then rebooked due to a projected late arrival is counted as a denied trip.

Contractor Call Centre

Table 5: Contractor (DARTS) Call Centre Queue Productivity

Queue Productivity	Q1 2023	Q2 2023	Q3 2023	Q4 2023	YTD 2023
Inbound Calls	111,404	111,504	109,829	106,807	439,544
Calls Handled by Agents	76,284	83,290	80,380	85,347	325,301
Calls Abandoned by Clients	35,120	28,214	29,449	21,460	114,243
Transfer Rate	68.5%	74.7%	73.2%	79.9%	74.01%
Abandoned Rate	31.5%	25.3%	26.8%	20.1%	25.99%
Abandoned > 30 Seconds	30,230	23,677	25,008	17,521	96,436
Abandoned > 30 Seconds Rate	27.1%	21.2%	22.8%	16.4%	21.94%
Service Level	48.94%	52.21%	53.00%	62.20%	54.09%
Minimum Wait Time	00:00:00	00:00:00	00:00:00	00:00:00	0:00:00
Maximum Wait Time	04:50:18	04:18:00	06:00:55	06:00:07	5:17:20
Average Wait Time	00:07:08	00:06:40	00:06:45	00:05:21	0:06:29
Average Abandoned Wait Time	00:04:05	00:03:36	00:03:53	00:03:29	0:03:46

In response to ACPD feedback following the final 2022 ATS Performance Report, ATS requested DARTS provide call centre data (Table 5, above) to capture concerns about calls abandoned by clients who are attempting to book trips, which would not be captured in the trip denial rate in Table 3. Please note, there is a correction made to the Abandoned Rate previously reported for Q3 2023, from 26.9% to 26.8%. The service level, which is calculated using the number of calls that are abandoned

after the acceptable wait time of five minutes, has improved to 62% at the end of December 2023. It should be noted that the above call centre data also indicates some clients may be having difficulty calling in to cancel trips in a timely manner (see Table 6, below). Additionally, ATS has asked DARTS to investigate the maximum wait times to determine if a system glitch or reservationist error is resulting in skewed data. Call Centre terms are defined in Appendix 1 to this report.

Table 6: Client Trip Disposition - DARTS

Client Trip Disposition	Q1 2023	Q2 2023	Q3 2023	Q4 2023	YTD 2023
Total Trips Cancelled On Time	27,257	26,583	28,811	27,003	109,654
% of Total Trips Cancelled on Time	14.2%	13.6%	14.9%	13.3%	14.0%
Total Trips Cancelled Late	24,481	22,937	23,460	25,177	96,055
% of Total Trips Cancelled Late	12.7%	11.7%	12.1%	12.4%	12.2%
Total No Show/Cancelled at Door	5,900	6,397	7,047	7,274	26,618
% of Total No Show/Cancelled at Door	3.1%	3.3%	3.6%	3.6%	3.4%
Total Trips Refused	138	96	75	185	494
% of Total Trips Refused	0.1%	0.05%	<0.1%	0.1%	0.1%

Client Trip Cancelled On Time

A trip cancelled on time has been cancelled by the client by 4:30 PM of the day prior to service. Trips that are cancelled on time provide the opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner.

Table 6 (above) on-time cancellations has decreased to 13.3% of trips requested on DARTS at the end of Q4 2023. The average on-time cancellation reported by CUTA in 2016 is 20.76% for large systems (agencies that serve a population higher than 150,000) (CUTA Specialized Transit Services Industry Practices Review, 2016), while the industry best practice is an on-time cancellation rate of no more than 10%.

Client Trip Cancelled Late

A late cancellation is one that is made after 4:30 p.m. of the day prior to service, and prior to vehicle arrival within the pickup window and/or within thirty minutes after the negotiated pickup time. Late cancellations rarely provide opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner. Table 6 shows the late cancellation rate currently sits at 12.4% at the end of Q4 2023. Late cancellations reduce the opportunity to re-allocate unused trips to other passengers.

Client No-Show/ Cancelled at Door

A “no show” trip occurs when a client books a trip, does not cancel ahead of time, and is not available at the time that the vehicle arrives within the pickup window and/or within thirty minutes after the negotiated pickup time. This includes any occurrence of trips “cancelled at door”, where the client refuses a trip at the door that is within the pickup window and/ or within thirty minutes after the negotiated pickup time. No shows leave no opportunity to accommodate any outstanding trip request or wait list trips. Table 6 shows the no-show rate sits at 3.4% of requested DARTS trips year to date Q4 2023. This is down slightly from 3.5% for 2022 and still lower than the 2016 average of 3.68% for larger systems reported by CUTA, but it exceeds the industry best practice of less than 1%. No

shows result in both lost revenue and lost service efficiency (CUTA Specialized Transit Services Industry Practices Review, 2016).

HSR is currently working with the contractor for specialized transit, DARTS, and the software provider, Trapeze, to install an updated service infraction application to track late cancellations and no shows according to the points system outlined in PW21055(a). User acceptance testing with ATS staff has been completed and final installation is imminent. ATS will provide general communication well ahead of implementing the updated late cancellation and no-show policy received by Public Works Committee in 2022 (PW21055(a)). Please note there are circumstances in which ATS would not apply any penalty for a late cancellation or no show. These include illness or hospitalization, or an investigation result showing that DARTS was in error.

Client Refused Trip

A refused trip occurs when a client does not accept the travel times provided at the time of booking. The refused trip rate continues to be extremely low, at only 0.1% at the end of Q4.

DARTS ON-TIME PERFORMANCE

The City’s 2004 settlement with the OHRC defines late trips as those where the contractor or subcontractor Operator does not arrive until 30 minutes or more after the scheduled arrival time and established an on-time performance goal of 95% or greater. The industry standard for on time performance is 95%-99% for large systems (agencies that serve a population higher than 150,000) (CUTA Specialized Transit Services Industry Practices Review, 2016).

In 2022, at 99%, on-time performance was consistently better than the target established in the OHRC settlement agreement and sat at the upper end of the industry benchmark. As shown in Table 7 (below), on time performance has improved since Q1 and is still within the 2004 OHRC guideline, but still slightly lower than in 2022, at 97.8% year to date. As noted above, DARTS has reported some reasons to be beyond its control: increased employee absences including Operators, and in Reservations, Maintenance and Dispatch; and DARTS vehicles out of service awaiting parts for repair, due in part to supply chain issues. ATS expects to see the trend of improvement continue as new vehicles continue to be brought into service.

Table 7: Contractor (DARTS) On-Time Performance

Service Metrics	Q1 2023	Q2 2023	Q3 2023	Q4 2023	YTD 2023
Total Trips Provided	125,547	134,405	130,501	140,759	531,212
Total Number of Late Trips	4,726	2,656	1,895	2,366	11,643
% of Trips Completed on Time	96.2%	98.0%	98.5%	98.3%	97.8%

FIGURE 2: DARTS LATE TRIPS

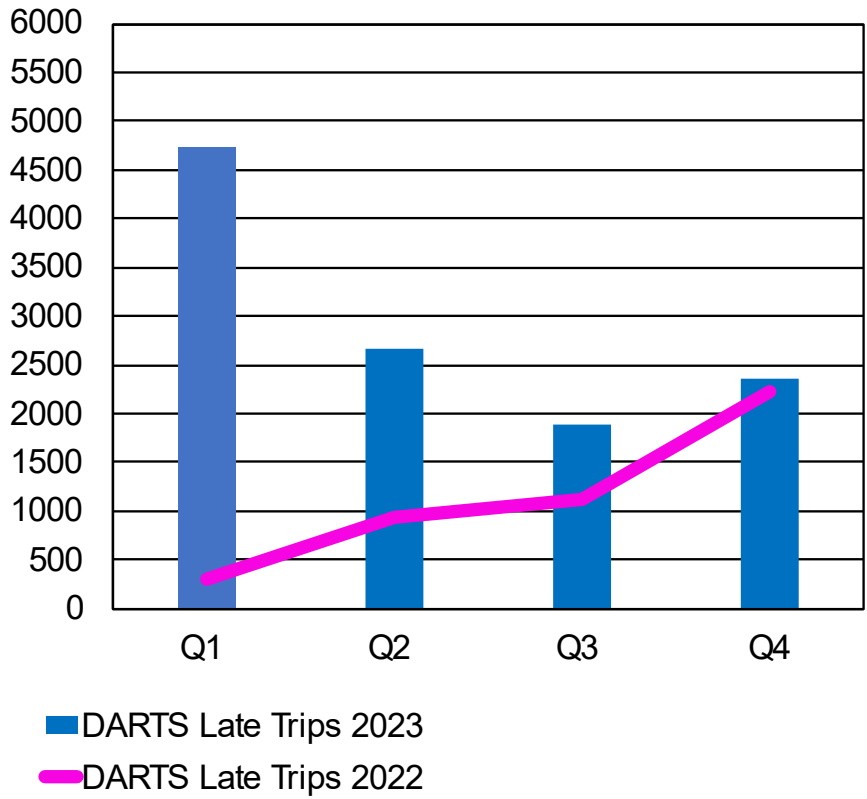


Figure 2: DARTS Late Trips

Alternate text for Figure 2: In Figure 2 (above), the vertical blue columns show the number of late trips to date in 2023, compared to the trend across each quarter in 2022. At 2,366, the number of late trips has increased from Q3 and is slightly higher than the number reported in Q4 of 2022 (see also Table 7, above).

FIGURE 3: DARTS ON TIME PERFORMANCE

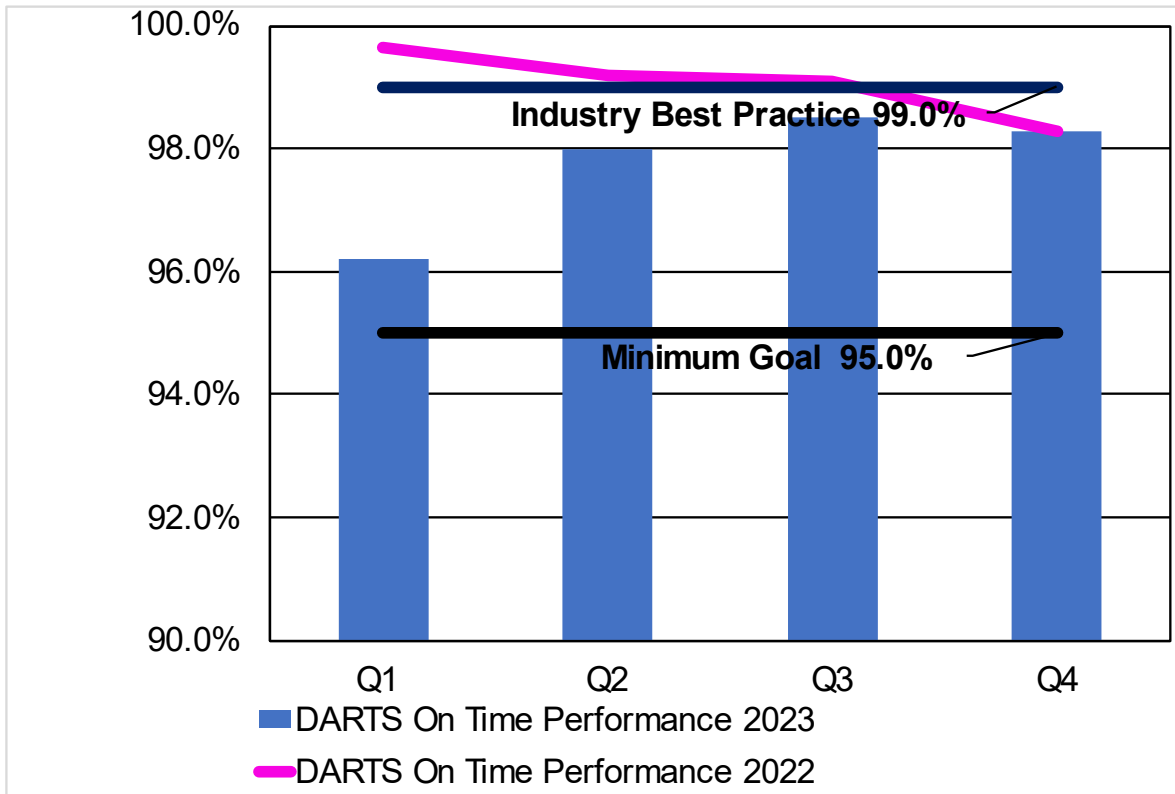


Figure 3: DARTS On Time Performance

Alternate text for Figure 3: Figure 3 (above) graphs DARTS on-time performance. The solid pink line shows the DARTS on-time performance trend across all quarters of 2022. The black line at the 99% level illustrates the industry best practice, and the black line at the 95% level shows the goal as directed by the OHRC in 2004. The pink line shows a decrease in DARTS on-time performance from Q1 to Q4 of 2022 dropping to just over 98%. The vertical blue bars show that on-time performance in Q2 to Q4 of 2023 hovers at around 98%, or 3% above the OHRC goal of 95% but still slightly below the industry standard of 99% (see also Table 7, above).

COMPLAINTS

Table 8: Complaints per Thousand Trips

Year	Complaints per Thousand ATS Trips, All Modes	ATS and DARTS Complaints per Thousand DARTS Trips
2023 Q1	8.8	9.3
2023 Q2	9.0	9.5
2023 Q3	7.3	7.7
2023 Q4	4.3	4.5
YTD 2023	7.3	7.7

Complaints are those customer contacts in which a customer submits an objection to the planning or provision of service. Complaints per thousand are shown in Table 8, above. The first column uses the

total number of ATS trips provided (where complaints about Taxi Scrip have been included). In 2023, there were 31 Taxi Scrip complaints, with no Taxi Scrip complaints in Q4. The second column uses the total number of DARTS trips provided and does not include complaints about Taxi Scrip. Please note, there has been a correction made to values previously reported for Q2 2023 the rate of complaints from 8.0 to 9.0 (see also correction to overall count, below), and a slight correction for Q3 of 2023 from 7.1 to 7.3.

The industry best practice is 1.0 complaints per 1,000 trips. The 2016 CUTA average for large systems is 2.1 complaints per 1,000 trips. The year-to-date 2023 complaint level per thousand DARTS trips improved in Q4 to less than half the Q1 rate, but the rate for all of 2023 was almost eight times the industry best practice (1:1,000) and a little over three times the 2016 CUTA average (CUTA Specialized Transit Services Industry Practices Review, 2016).

Table 9: Total Complaints Received by Complaint Type: ATS and DARTS

Complaint Type	Q1 2023	Q2 2023	Q3 2023	Q4 2023	YTD 2023
Service Performance	991	1,005	707	463	3166
Staff Performance	125	132	134	116	507
Service Sufficiency	64	150	175	57	446
TOTAL	1,180	1,287	1,016	636	4,119

Table 9 (above) breaks down the number of complaints based on three general categories:

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

Please note a correction to the total number of complaints previously reported for Q2 of 2023, from 1,137 to 1,287. In Table 9, total complaints include all complaints received, including complaints that were found “not valid” following investigation. Complaints about late trips continue to drive total complaints received, with 36% of Q4 complaints classified as “pickup/ drop off outside of window”.

COMMENDATIONS

Table 10: Commendations per Thousand Trips

Year	Commendations per Thousand ATS Trips, All Modes	ATS and DARTS Commendations per Thousand DARTS Trips
Q1 2023	0.8	0.8
Q2 2023	1.1	1.2
Q3 2023	1.5	1.6
Q4 2023	0.8	0.8
YTD 2023	1.0	1.1

Table 10 (above) shows the number of commendations per thousand ATS system trips (including Taxi Scrip trips) and per thousand DARTS trips. It should be noted ATS does not typically receive commendations about Taxi Scrip service, and none were received in 2023. The above commendations include commendations for both DARTS and ATS staff.

The industry best practice is 1 commendation per 1,000 trips. The 2016 CUTA average for large system is 0.36 commendations per 1,000 trips. Commendations for all of 2023 sit just slightly higher than the industry best practice of 1 commendation per thousand trips, and above the 2016 CUTA average (CUTA Specialized Transit Services Industry Practices Review, 2016).

FIGURE 4: ATS AND DARTS COMMENDATIONS AND COMPLAINTS PER THOUSAND DARTS TRIPS

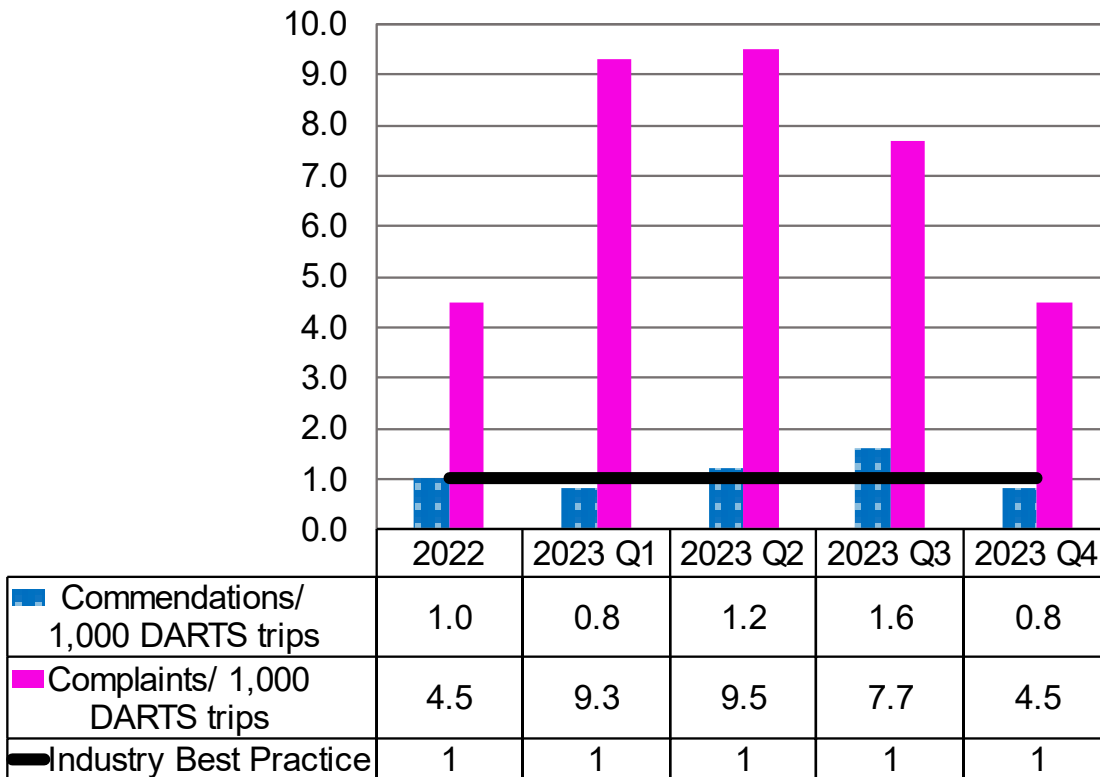


Figure 4: ATS and DARTS Commendations and Complaints per Thousand DARTS Trips.

Alternate text for Figure 4: Figure 4 (above) graphs ATS and DARTS commendations and complaints per thousand trips, comparing the 2022 average with Q1 to Q4 of 2023. The clustered vertical columns compare commendations to complaints. The vertical blue columns with white dots on the left side of each cluster show commendations per thousand trips, and the vertical pink columns on the right side of each cluster show complaints per thousand trips. The solid black line shows the industry best practice of less than one complaint per thousand trips and more than one commendation per thousand trips. The graph shows that the trend in 2023 has shown gradual improvement and by December 2023 had decreased to the overall 2022 rate. Commendations in Q4 were slightly below the industry standard. See also Tables 8 and 10, above.

VALIDATED COMPLAINTS FOR DARTS AND DARTS SUBCONTRACTORS

Table 11: Validated Complaints per Thousand Trips for DARTS and DARTS Subcontractors

Provider	Number of Trips YTD Q4 2023	Number of Validated Complaints YTD Q4 2023	Validated Complaints per Thousand Trips YTD Q4 2023
DARTS	221,468	3262	14.7
VETS	81,430	74	0.9
Hamilton Rising	144,910	177	1.2
City Marvel	81,041	146	1.8
Hamilton Cab	2,363	8	3.4
TOTAL	531,212	3667	6.9

DARTS and subcontractor complaints are processed to DARTS for investigation. Where these complaints are deemed unfounded by DARTS, and if ATS concurs with this outcome, these complaints are not included in the count of validated complaints. Removing 54 complaints against ATS Customer Service (including Taxi Scrip complaints) and excluding unfounded complaints leaves an overall count of 6.9 validated complaints per thousand trips for the contractor and subcontractors, still almost eight times the industry best practice and just under 4 times the CUTA 2016 average (Table 11, above). Complaints against DARTS also include DARTS reservations, dispatch, scheduling, and on-street service. Complaints against subcontractors include on-street service only. See also Appendix 2 of this report, which provides additional detail as requested by members of the Advisory Committee for Persons with Disabilities on May 9, 2023, following presentation of the Q1 2023 Accessible Transportation Services Performance Report.

To date in 2023, 2,363 trips have been delivered by demand taxi, when appropriate for ATS individual client travel needs, to meet the service standard.

APPENDIX 1 Definition of terms

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

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

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

Trips Denied: a denied trip occurs when

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

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

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

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

APPENDIX 1 Definition of terms (continued)

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

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

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

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

Validated complaint: complaint determined to be substantiated based on investigation by the contractor and ATS review/ agreement.

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

Inbound calls: incoming calls entering call system queue.

Calls Handled by Agents: incoming calls transferred to an agent.

Calls Abandoned by Clients: calls for which the caller hung up.

Transfer Rate: rate of incoming calls transferred to an agent, as a percentage of calls queued.

Abandoned Rate: rate of calls abandoned, as a percentage of calls queued.

Minimum Wait Time: the shortest amount of time before call was transferred to an agent.

Maximum Wait Time: the longest amount of time before a call was transferred to an agent.

Service Level: calculated as $[\text{calls transferred within 5 minutes}] / ([\text{calls transferred}] + [\text{calls abandoned after 5 minutes}]) * 100$

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

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

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

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

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

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

APPENDIX 2 Validated Complaints YTD Q4 2023: Detail

SERVICE PROVIDER	COUNT
ATS Customer Service	54
ERROR ADDR/DATE	3
FARES	2
MISCELLANEOUS	13
POLICIES	2
STAFF CONDUCT/SERV	3
TAXI SCRIP	31
City Marvel	146
ACCIDENTS	1
DAMAGED PROPERTY	1
DRIVING HABITS	31
ERROR ADDR/DATE	31
FARES	8
INJURED PASSENGER	5
NO DOOR TO DOOR	18
NOSHOW	9
POLICIES	1
PU/DO OUTSD WINDOW	1
STAFF CONDUCT/SERV	27
TRIP MISSED	7
VEHICLE CONDITION	6
DARTS Dispatch	211
CAN'T BOOK SAME DAY	3
ERROR ADDR/DATE	40
MISCELLANEOUS	2
ONHOLD/CAN'T CONNECT	91
PU/DO OUTSD WINDOW	3
STAFF CONDUCT/SERV	40
IME CHANGE	12
TRIP MISSED	11
TRIP TRANSFER	4
WAITING LIST	1
CR WAIT TIME	4

APPENDIX 2 Validated Complaints YTD Q4 2023: Detail (continued)

SERVICE PROVIDER	COUNT
DARTS On Street	254
ACCIDENTS	3
DAMAGED PROPERTY	5
DRIVING HABITS	22
ERROR ADDR/DATE	49
FARES	9
INJURED PASSENGER	18
MISCELLANEOUS	4
NO DOOR TO DOOR	15
NOSHOW	14
POLICIES	2
PU/DO OUTSD WINDOW	4
STAFF CONDUCT/SERV	72
TRIP MISSED	32
VEHICLE CONDITION	5
DARTS Reservations	408
CAN'T BOOK REQD TIME	66
ERROR ADDR/DATE	79
FARES	1
MISCELLANEOUS	1
ONHOLD/CAN'T CONNECT	221
STAFF CONDUCT/SERV	22
TRIP NOTIFICATION	18
DARTS Scheduling	2389
CAN'T BOOK REQD TIME	1
ERROR ADDR/DATE	91
FARES	2
MISCELLANEOUS	4
NOSHOW	1
PU/DO OUTSD WINDOW	1467
SCHED ON BOARD TIME	238
SUBSCRIPTIONS	19
TIME CHANGE	4
TRIP MISSED	232
WAITING LIST	330

APPENDIX 2 Validated Complaints YTD Q4 2023: Detail (continued)

SERVICE PROVIDER	COUNT
Hamilton Rising	177
DRIVING HABITS	31
ERROR ADDR/DATE	38
FARES	7
INJURED PASSENGER	4
MISCELLANEOUS	4
NO DOOR TO DOOR	11
NOSHOW	13
POLICIES	3
PU/DO OUTSD WINDOW	4
STAFF CONDUCT/SERV	38
TRIP MISSED	21
VEHICLE CONDITION	3
TAXI	8
_ ERROR ADDR/DATE	1
_ NO DOOR TO DOOR	2
_ PU/DO OUTSD WINDOW	1
_ STAFF CONDUCT/SERV	1
_ TRIP MISSED	3
VETS	74
_ ACCIDENTS	1
_ DRIVING HABITS	14
_ ERROR ADDR/DATE	8
_ FARES	6
_ INJURED PASSENGER	2
_ NO DOOR TO DOOR	8
_ NOSHOW	6
_ POLICIES	1
_ PU/DO OUTSD WINDOW	1
_ STAFF CONDUCT/SERV	19
_ TRIP MISSED	8
Grand Total	3721

Contracted Vehicles Inspection Results 2023 – Year-to-Date

Table 1: Quarterly First Time Vehicle Inspection Failure Rates 2023 – February 2024

Quarter	DARTS	City Marvel	VETS	HRising	All Providers
Q1 2023	0%	31%	5%	5%	10%
Q2 2023	0%	13%	31%	15%	14%
Q3 2023	6%	7%	9%	15%	9%
Q4 2023	29%	20%	8%	0%	12%
2023 Average	9%	18%	13%	9%	11%
2024 YTD February	7%		0%	0%	3%

Table 2: Vehicle Records Inspections Compliant versus Non-Compliant 2023 – February 2024

Provider	2023 Non-Compliance out of total visits	YTD February 2024 Non-Compliance out of total visits
City Marvel	5/11	
DARTS	1/11	1/3
HRising	3/11	1/3
VETS	4/11	2/3
Grand Total	13/44	4/9



CITY OF HAMILTON
PUBLIC WORKS DEPARTMENT
Engineering Services Division

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	April 29, 2024
SUBJECT/REPORT NO:	Telecommunications Industry Investments in the City (PW20003(a)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	David Lamont (905) 546-2424 Ext. 4413
SUBMITTED BY:	Jackie Kennedy Director, Engineering Services Public Works / Engineering Services
SIGNATURE:	

RECOMMENDATION

- (i) That the General Manager, Public Works or designate be authorized to extend, on behalf of the City, an agreement with Bell Canada ("Bell") to facilitate Bell's expansion of their fibre optic network throughout the City of Hamilton (the "Project"), in a form acceptable to the City Solicitor; and
- (ii) That, in accordance with the City's Budgeted Complement Control Policy, the extension of additional temporary Full-Time Employees (FTEs) to the complement of the Engineering Services Division, for up to an additional 24 months, all at Bell's cost, be approved to facilitate the completion of the Bell's Project such that there is no impact on the tax levy.

EXECUTIVE SUMMARY

The Special Utilities Section, within Engineering Services, was established by Public Works Committee Report (PW20003//LS20001) which was presented to Committee on January 13, 2020, and ratified by Council on January 22, 2020 (Public Works Committee Report 20-001 - Item 10.5). The Special Utilities Section was established to address Bell Canada's ("Bell") proposal to install a fibre optic telecommunications network to service every urban resident within the City of Hamilton with Fibre to the Home (FTTH). Staff are very supportive of this ongoing initiative, and through the

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

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

**SUBJECT: Telecommunications Industry Investments in the City (PW20003(a))
(City Wide) – Page 2 of 6**

extension of our current agreement Bell will continue to fund additional City staff for the purposes of issuing permits, conducting field inspections as well as any other tasks required for the normal facilitation of this work.

This approach is required because of the large volume of work proposed to be completed over a relatively short time. The original proposal was for the work to be completed within a five-year (60 month) cycle, however as the project is approximately 70% complete, it is anticipated that an additional 24 months will be necessary to see this project to its completion.

Accordingly, the recommendations in this report seek authorization for the General Manager, Public Works to:

- (i) extend the current agreement with Bell to retain the staff necessary to adequately respond to the Project at Bell's cost; and
- (ii) approve an extension to the temporary complement for up to 24 additional months to support Bell's Project and similar projects notwithstanding the 24-month limit in the City's Budgeted Complement Control Policy.

Alternatives for Consideration – See Page 5

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: It is intended that Bell will bear all costs associated with this Project. As such, the City should bear minimal costs of implementation.

Staffing: Currently, the City has four and a half FTE's, at Bell's cost, to respond exclusively to the Project. Bell and City staff are jointly reviewing the suitability of this complement on a quarterly basis, and may add or decrease complement, again at Bell's cost, proportional to work volumes.

Legal: Legal Services has been consulted with respect to this initiative and being that the current agreement that was previously negotiated with Bell will be used in the extension there is no legal implications with the extension.

HISTORICAL BACKGROUND

As part of the work of the Mayor's Intelligent Community Task Force (MICTF), the City of Hamilton identified the importance of effective community-wide digital infrastructure. Generally, digital infrastructure includes a variety of types of connectivity to service the community, including, but not limited to access to high-speed internet, broadband, fibre, cable, DSL, LTE, 5G, and Low Power Wide Area Networks.

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**SUBJECT: Telecommunications Industry Investments in the City (PW20003(a))
(City Wide) – Page 3 of 6**

The City also recognizes that insufficient digital infrastructure increasingly poses a barrier to economic investment, community satisfaction and digital inclusion.

Working in partnership with the Hamilton Chamber of Commerce's Digital Infrastructure Task Force, the City identified gaps in digital infrastructure across the community. Subsequently, the City worked with the telecommunications industry to increase investment in the digital infrastructure in the broader community.

Following the work of the Task Force, the telecommunications industry has identified a willingness to address gaps in digital infrastructure in Hamilton. As such, the City, primarily through the Digital Office and Public Works Engineering Services, took an active role in working with the sector to improve processes and relationships.

Current Status

In the telecommunication industry, the Key Point Indicators (KPI) of performance are measured on a scale of “homes passed”, which essentially means the potential number of premises which a service provider has capabilities to connect to a FTTH network in a service area.

Within the program, the Special Utilities Section has been capturing the industry standard of homes passed, the amount of underground infrastructure installed within the City of Hamilton’s right of way and permits issued up until the end of 2023. Records indicate that the Special Utilities Section has approved permits to support 140,000 homes passed with an estimate of approximately 60,000 more to permit. Prior to the establishment of the FTTH program through the on-demand stream of work, Bell on average would install approximately 10,000 meters of underground infrastructure annually.

The FTTH Project to date has installed approximately 870,000 meters of underground infrastructure within the City’s right of way. This calculates to 1640% increase in Bell infrastructure being installed in comparison to the pre-deployment of the FTTH Project. The other KPI that is tracked with regards to the FTTH program is the number of permits issued. Geographically, Bell has established 500 networks throughout the City and at the end of 2023 the Special Utilities Section has issued 455 permits with 45 networks remaining to be processed and permitted.

This represents a significant continued opportunity for the City from an economic development perspective, as well as for the community which is eagerly looking forward to enhanced internet connectivity and speeds.

The primary terms of the agreement with Bell include:

**SUBJECT: Telecommunications Industry Investments in the City (PW20003(a))
(City Wide) – Page 4 of 6**

- (i) Bell's commitment to significantly expand its fibre optic telecommunications network within the City of Hamilton at a rate significantly larger than its pre-deployment of the FTTH Project rate of installation; and
- (ii) the City's commitment to continue to staff the Special Utilities Section who are exclusively dedicated to the reviews, approvals, and inspections necessary to adequately support Bell's Project which complement can be adjusted periodically to respond to work volumes, all at Bell's cost.
- (iii) The current agreement between the City of Hamilton and Bell is due to expire November 1, 2024. We have received, as per the agreement, a letter from Bell dated January 11, 2024, expressing an interest to extend the existing agreement for up to an additional 24 months (November 1, 2026).

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The City's Budgeted Complement Control Policy.

RELEVANT CONSULTATION

- Mayor's Intelligent Community Task Force
- City Manager
- Financial Services Division
- Economic Development Division
- Legal Services Division
- Human Resources Division

ANALYSIS AND RATIONALE FOR RECOMMENDATION

As part of the City's discussions with the telecommunications industry where City staff sought input on how to better enable investment in the City, feedback was provided regarding processes implemented in other Ontario municipalities.

The Special Utilities Section created the opportunity to develop new technologies and online portals for monitoring/updates and the use of dedicated teams. Public Works has worked actively over the past five years to proactively implement continuous improvements to its delivery model within the Bell Fibre to the Home Project and has enabled new technologies and delivered an on-line portal for the industry.

The orders of magnitude in works volumes for this Project requires the City to continue offering the services of the Special Utilities Section to meet the capacity of work. As

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indicated, Bell is committed to following this Project to its completion and in order to do so it is imperative that the business model established be extended up to 24 months. Staff support this model. As such, Bell would continue to work with the City to deploy a dedicated project funded team to support the Project. This model would be available to all other service providers contemplating similar significant investments to facilitate success.

This is a continued opportunity for the City to enable better service for residents and businesses through significant private sector investment without the cost being borne by the taxpayer. The City will continue to work with any other members of the telecommunications industry who wish to upgrade their infrastructure for the benefit of the entire community.

The development of the City's Digital Transformation and Smart City Strategy and the work of the Mayor's Intelligent Community Task Force identified that digital infrastructure is a critical component of a community's infrastructure today and in the future.

This infrastructure is increasingly viewed as the next fundamental utility, with the expectation that businesses and residents will make decisions about where to invest and locate based on availability. This initiative represents an important opportunity for Hamilton to increase and improve its digital infrastructure without adversely impacting the levy.

Next Steps

On receipt of Council approval, City staff intend to:

- (a) Extend the current agreement with Bell to retain the staff necessary to adequately respond to the Project at Bell's cost; and
- (b) Approve an extension to the temporary complement for up to 24 additional months to support Bell's Project and similar projects notwithstanding the 24-month limit in the City's Budgeted Complement Control Policy.

ALTERNATIVES FOR CONSIDERATION

Bell's continued initiative represents an innovative and unique opportunity for the City to facilitate the installation of significant amounts of telecommunications infrastructure at minimal additional cost to the City. The anticipated volume and speed of installation is such that the City could not adequately support this initiative with existing resources. Accordingly, staff do not believe that there exists a viable alternative if this Project is to be successful.

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APPENDICES AND SCHEDULES ATTACHED

N/A

OUR Vision: To be the best place to raise a child and age successfully.
OUR Mission: To provide high quality cost conscious public services that contribute to a healthy,
safe and prosperous community, in a sustainable manner.
OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service,
Engaged Empowered Employees.

CITY OF HAMILTON

NOTICE OF MOTION

Public Works Committee: April 29, 2024

MOVED BY COUNCILLOR J. BEATTIE

SECONDED BY.....

Dewitt Road and Vicinity Cycling Infrastructure (Ward 10)

WHEREAS, the reconstruction of Dewitt Road between Barton Street and Highway 8 commenced in 2023 and is scheduled to be completed in 2024 with the installation of pavement markings and bike lanes as outstanding;

WHEREAS, the scope of the project included sanitary sewer upgrades, road reconstruction, road resurfacing, curb & sidewalk replacement, and installation of painted buffered bicycle lanes;

WHEREAS, at the August 10, 2022, Public Works Committee a motion was approved to revise the design of the bike lanes to include physical protection using precast or poured concrete curbs as recommended by a citizen committee report received from the Hamilton Cycling Advisory Committee;

WHEREAS, during project specific consultations subsequent to the August 2022 design change a number of concerns were raised by residents and other stakeholders with respect to the revised bike lane design, including but not limited to a lack of connectivity to other cycling facilities in the area;

WHEREAS, approximately 10 percent of the cycling network in Ward 10 as approved in the Cycling Master Plan has been completed to date and specifically within the vicinity of Dewitt Road there are network gaps, including on Highway 8 and Barton Street that are limiting the creation of an all ages and abilities cycling network;

WHEREAS a buffered bike lane on Dewitt Road could be enhanced to include physical protection in the future without roadway reconstruction, similar to a staged approach used for cycling facilities in other areas of the City;

THEREFORE, BE IT RESOLVED:

- (a) The Dewitt Road project design be reverted back to buffered bike lanes;
- (b) That the Engineering Services Division be directed to make any required project design changes to the pavement marking plans for Dewitt Road to reflect a buffered

cycling lane facility in order to finalize the construction project to be completed in 2024;

- (c) That the Transportation Division be directed to identify speed cushion locations on Dewitt Road between Barton Street and Highway 8 to promote safety and appropriate vehicle speeds in consultation with the Ward 10 Councillor's office; and
- (d) That upon the identification of speed cushion locations that the Engineering Services Division be directed to implement the installation of the speed cushions as part of the Dewitt Road reconstruction project, inclusive of funding.