



City of Hamilton

PUBLIC WORKS COMMITTEE REVISED

Meeting #: 24-014
Date: October 15, 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	
*5.1 Correspondence from Susie Braithwaite, International Village BIA, respecting Item 11.1 - Service Level Change for Hanging Basket Program (PW24064) (City Wide)	23
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6. DELEGATION REQUESTS	
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- *6.2 Delegation Requests respecting item 8.1 - Hamilton Street Railway (HSR) Fare Policies (PW23024(b)) (City Wide), for today's meeting, from the following individuals:

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| *c. | Tim Nolan, Accessibility Hamilton Alliance (In person) | 27 |

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- 7.1 Jennifer Valeri, respecting adding the pride bench design to the commemorative benches that can be purchased in memoriam (Virtually) (Approved September 30, 2024))

8. STAFF PRESENTATIONS

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

12.2	Funding for Tree Planting on St. John Henry Newman Catholic Secondary School, 127 Gray Road, Stoney Creek (Ward 5)	120
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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. York Boulevard/Wilson Street and James Street North Safety Review and Signalized Intersection Safety Enhancements (Ward 2, City-Wide)

Added: October 2, 2023

Addressed as Item 9.2 on today's agenda

- b. Accessible Transportation Services Policy Review

Added: February 3, 2021

Addressed as Item 9.3 on today's agenda

15. PRIVATE AND CONFIDENTIAL

16. ADJOURNMENT



PUBLIC WORKS COMMITTEE MINUTES 24-013

1:30 p.m.

Monday, September 30, 2024

Council Chambers (Hybrid)

Hamilton City Hall

71 Main Street West

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

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

1. **Opportunities for Improvements to Address Food Waste Management, Safe Food Donations, and Recycling Improvements at Tim Horton's Field (Generated from Item 7.1)**

(Nann/Cassar)

That staff be directed to report back to the Public Works Committee with opportunities for improvements to address food waste management, safe food donations, and recycling improvements at Tim Horton's Field, including minimum food orders.

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

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Yes – 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

2. Dundas Wastewater Treatment Plant Upgrades (PW24059) (Ward 13) (Item 8.1)

(A. Wilson/Hwang)

- (a) That the budget for capital project ID 5161266213 - Dundas Wastewater Treatment Plant Improvements be increased by \$110M in the recommended 2025 Water, Wastewater, and Stormwater Rate Budget, to fully fund the Dundas Wastewater Treatment Plant upgrades,
- (b) That the Hamilton Water Divisional staff complement be increased by two new permanent Full-Time Equivalents as detailed in Appendix “A” to Report PW24059 to deliver the Dundas Wastewater Treatment Plant upgrades,
- (c) That the two Full-Time Equivalents identified in recommendation (b) to Report PW24059 be funded from capital project ID 5161266213 - Dundas Wastewater Treatment Plant Improvements at an approximate annual cost of \$335K;
- (d) ***That staff be directed to replace the amenities currently available in Martino Memorial Park and that the replacement of these amenities be:***
 - (i) ***Aligned with the Recreation Master Plan and the Parks Master Plan;***
 - (ii) ***Listed as a priority action in the forthcoming Recreation Implementation Plan;***
 - (iii) ***Completed prior to the construction of the Dundas Waste Water Treatment Plant upgrade in 2028;***
- (e) ***That staff report back to the Public Works Committee on potential locations, property costs, and required capital investment to replace the amenities currently available in Martino Memorial Park; and***
- (f) ***That, as part of the Dundas Waste Water Treatment Plant upgrades, staff be directed to develop a multi-year community engagement plan, including the formation of a Community Liaison Committee and community updates and townhall meetings at strategic project points in time.***

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

Yes – Ward 1 Councillor Maureen Wilson
 Not Present – Ward 2 Councillor Cameron Kroetsch
 Yes – 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. Waste Management Sub-Committee Report 24-003 - September 12, 2024 (Item 9.1)

(Francis/McMeekin)

That Waste Management Sub-Committee Report 24-003 – September 12, 2024, be received.

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

Yes – Ward 1 Councillor Maureen Wilson
 Not Present – Ward 2 Councillor Cameron Kroetsch
 Yes – 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

4. Canada Public Transit Fund – Permanent Baseline Funding (PW24058) (City Wide) (Item 9.2)

(Hwang/Jackson)

That Report PW24058, respecting Canada Public Transit Fund – Permanent Baseline Funding, be received.

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

Yes – Ward 1 Councillor Maureen Wilson
 Not Present – Ward 2 Councillor Cameron Kroetsch
 Yes – 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

**5. Surface Water Quality Program 2023 Annual Update (PW24060) (City Wide)
(Item 9.3)**

(M. Wilson/Francis)

That Report PW24060, respecting Surface Water Quality Program 2023 Annual Update, be received.

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

Yes – Ward 1 Councillor Maureen Wilson
 Not Present – Ward 2 Councillor Cameron Kroetsch
 Yes – 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
 Not Present – Ward 13 Councillor Alex Wilson
 Yes – Ward 14 Councillor Mike Spadafora
 Yes – Ward 15 Councillor Ted McMeekin

6. Proposed Permanent Closure and Sale of a Portion of Road Allowance at 37 Mountain Avenue North, Stoney Creek (PW24056) (Ward 5) (Item 10.1)

(Francis/Tadeson)

- (a) That the applications of the owners of 40 Lake Avenue Drive and 42 Lake Avenue Drive, Stoney Creek, to permanently close and purchase a portion of the public highway at 37 Mountain Avenue North (“Subject Lands”), as

shown on Appendix "A", attached to Report PW24056, be approved, subject to the following conditions:

- (i) That the City Solicitor be authorized and directed to prepare all necessary by-laws to permanently close and sell the highway, for enactment by Council;
 - (ii) The Corporate Real Estate Office of the Planning and Economic Development Department be authorized and directed to enter into any requisite easement agreements, right of way agreements, and/or other agreements deemed necessary to affect the orderly disposition of the Subject Lands and to proceed to sell the Subject Lands to the owners of 40 Lake Avenue Drive and 42 Lake Avenue Drive, Stoney Creek, as described in Report PW24056, in accordance with the City of Hamilton Sale of Land Policy By-law 14-204;
 - (iii) The City Solicitor be authorized to complete the transfer of the Subject Lands to 40 Lake Avenue Drive and 42 Lake Avenue Drive, Stoney Creek pursuant to an Agreement of Purchase and Sale or Offer to Purchase as negotiated by the Corporate Real Estate Office of the Planning and Economic Development Department;
 - (iv) That the City Solicitor be authorized and directed to register a certified copy of the by-law(s) permanently closing and selling the highway in the proper Land Registry Office;
 - (v) That the City Solicitor be authorized to amend and waive such terms as they consider reasonable to give effect to this authorization and direction;
 - (vi) That the Public Works Department publish any required notice of the City's intention to pass the by-laws and/or permanently sell the closed highway pursuant to the City of Hamilton Sale of Land Policy By-law 14-204;
 - (vii) That the applicant be fully responsible for the deposit of a reference plan in the proper Land Registry Office, and that said plan be prepared by an Ontario Land Surveyor to the satisfaction of the Manager, Geomatics and Corridor Management Section, and that the applicant also deposit a reproducible copy of said plan with the Manager, Geomatics and Corridor Management Section.
- (b) *That all net proceeds of the sale of the Subject Lands, being the lands at 37 Mountain Avenue North, Stoney Creek, be transferred to the Ward 5 Non-Property Tax Account #3301609605 for the purpose of funding future general infrastructure projects in compliance with the***

Area Rating Special Capital Re-investment Reserve Policy within Ward 5, to the satisfaction of the Director, Transportation Planning & Parking.

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

Yes – Ward 1 Councillor Maureen Wilson
 Not Present – Ward 2 Councillor Cameron Kroetsch
 Yes – 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
 Not Present – Ward 13 Councillor Alex Wilson
 Yes – Ward 14 Councillor Mike Spadafora
 Yes – Ward 15 Councillor Ted McMeekin

7. Nash Road Transmission Main Leak Rehabilitation (PW24065) (Added Item 11.1)

(Francis/Hwang)

- (a) That Council approve the single source procurement, pursuant to Procurement Policy #11 – Non-competitive Procurements, for the provision of consultancy services for the Nash Road Transmission Main Leak Rehabilitation project, and that the General Manager, Public Works Department be authorized to negotiate, enter into and execute the extension to Contract C12-31-21 and any ancillary documents required to give effect thereto with Robinson Consultants Inc. in a form satisfactory to the City Solicitor;
- (b) That Council approve the single source procurement, pursuant to Procurement Policy #11 – Non-competitive Procurements, for the completion of the work or supply of goods and services for the Nash Road Transmission Main Leak Rehabilitation project to the aggregate upset limit of \$6.5M, and that the General Manager, Public Works Department be authorized to negotiate, enter into and execute any Contract and any ancillary documents required to give effect thereto with required contractors and suppliers, in a form satisfactory to the City Solicitor; and
- (c) That up to \$6.5M from the Waterworks Capital Reserve (#108015) be allocated to fund the works required for the Nash Road Transmission Main Leak Rehabilitation project; and

- (d) That the General Manager, Public Works, or their designate be directed to provide an Information Report to the Public Works Committee detailing the final costs for the for the Nash Road Transmission Main Leak Rehabilitation project.

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

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Yes – 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
 Not Present – Ward 13 Councillor Alex Wilson
 Yes – Ward 14 Councillor Mike Spadafora
 Yes – Ward 15 Councillor Ted McMeekin

8. Rural Broadband (Item 12.1)

(Tadeson/McMeekin)

WHEREAS, reliable, high-speed internet access is essential for economic growth, educational opportunities, healthcare, and the overall well-being of residents in both urban and rural areas;

WHEREAS, the COVID-19 pandemic has highlighted the growing need for equitable access to high-speed internet for remote work, online education, telehealth, digital business operations and agriculture technologies;

WHEREAS, expanding broadband infrastructure is aligned with the City of Hamilton's long-term strategy for fostering economic development, enhancing quality of life, and ensuring that all residents benefit from connected communities' initiatives and digital transformation;

WHEREAS access to reliable internet service is critical to attracting new businesses, supporting innovation, and providing modern services in rural areas, contributing to sustainable economic development and workforce training opportunities;

WHEREAS improved broadband access in rural areas will support remote learning and work opportunities, increasing educational access and workforce flexibility for rural residents;

WHEREAS increasing broadband connectivity in the rural areas will enable the municipality to enhance digital public services, including emergency response, public health, and local government communications;

WHEREAS expanded broadband infrastructure will improve the efficiency and safety of rural roads by supporting smart transportation systems and providing internet-based GPS tools for drivers;

WHEREAS, the federal and provincial governments have recognized the importance of rural broadband expansion and have established programs, such as the Universal Broadband Fund and Ontario's Accelerated High-Speed Internet Program (AHSIP), which provide funding and support for local initiatives, offer cost-sharing partnerships with municipalities and internet service providers to close the digital divide and achieve the federal Basic Service Objective (BSO) of 50 Mbps download and 10 Mbps upload speeds, making large-scale broadband and projects feasible and affordable;

WHEREAS, over 75% of the City of Hamilton is considered "rural" and many of these rural communities, including areas such as Flamborough, Glanbrook, Ancaster, Stoney Creek, and other rural zones, continue to face significant challenges in accessing reliable and affordable broadband services, are currently not serviced by fibre broadband infrastructure, creating a significant digital divide between urban and rural residents;

WHEREAS, the City of Hamilton's Rural Broadband Study, conducted by the University of Guelph in 2021, demonstrated that the median download internet speed for rural Hamilton to be 7 Mbps vs 49 Mbps for urban Hamilton, the median upload speed for rural Hamilton to be 1 Mbps vs 10 Mbps for urban Hamilton and median latency to be 33 ms for rural Hamilton vs 15 ms for urban Hamilton; only 9.4% of rural respondents achieved the federal BSO, compared to 40.57% in urban areas; 42.31% of rural respondents reported data caps compared to only 7.76% in urban areas; 0.6% of rural residents had access to fibre broadband connection vs 13.6% in urban areas; and 96% of farms and 84% of home-based businesses in rural areas were below the BSO, negatively impacting business opportunities;

WHEREAS, the City of Hamilton has actively supported via letter of reference any applications for funding programs when requested and has previously developed an innovative permitting approval process, funded by the Internet Service Provider;

WHEREAS, the City of Hamilton Engineering Services staff have a track record of issuing permits within ten business days from receipt of a complete and compliant application for fibre installation; and

WHEREAS the City of Hamilton Digital & Innovation Office staff has interviewed several rural Internet Service Providers, done an environmental scan of various installation techniques allowed in various municipalities, identified areas of opportunities for consideration including plough in fibre method of installation and shared the findings with relevant internal stakeholders.

THEREFORE, BE IT RESOLVED:

- (a) That the Council of the City of Hamilton supports the establishment of partnerships with local internet service providers and regional stakeholders to plan, fund, and implement high-speed broadband expansion along rural roads and underserved areas;
- (b) That Council commits to working with relevant provincial and federal authorities to ensure that rural broadband expansion remains a priority for the long-term growth and prosperity of the City of Hamilton and advocate for continued and increased Federal and Provincial funding to support broadband infrastructure development in rural communities;
- (c) That Council directs staff to work with Internet Service Provider(s) to seek a rural broadband expansion plan, including identification of candidate rural roads in Hamilton where alternative installation techniques, such as plough-in (considering both Roadside and Property line), may be implemented for faster broadband deployment, taking into consideration costs vs risks vs benefits;
- (d) That the identification and investigation work to be led by Engineering Services and includes Transportation Services, Hamilton Water, and Internet Service Provider(s) and includes consultation with any other relevant City departments;
- (e) That Council directs Engineering Services staff to report back within 4 months on the progress of the rural broadband expansion plan, risks and mitigation plan, possible partnerships, costs and any potential funding sources if available and timelines for implementation; and
- (f) That Council directs Engineering Services staff to continue actioning upon the rural broadband expansion plan in consultation with other departments and Internet Service Provider on a regular basis and report back to Council every 6 months until the completion of the program in 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
Yes – 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
 Not Present – 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 changes to the agenda:

11. DISCUSSION ITEMS

11.1 Nash Road Transmission Main Leak Rehabilitation (PW24065)

(Cassar/Beattie)

That the Agenda for the September 30, 2024, Public Works Committee meeting be approved, as amended.

Result: MOTION, CARRIED by a vote of 9 to 0, as follows:

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Yes – Ward 3 Councillor Nrinder Nann
 Yes – Ward 5 Councillor Matt Francis
 Not Present – Ward 4 Councillor Tammy Hwang
 Yes – Ward 6 Councillor Tom Jackson
 Not Present – Ward 7 Councillor Esther Pauls
 Not Present – Ward 8 Councillor John Paul Danko
 Yes – Ward 10 Councillor Jeff Beattie
 Not Present – 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) September 16, 2024 (Item 4.1)

(Kroetsch/Jackson)

That the Minutes of the September 16, 2024, meeting of the Public Works Committee be approved, as presented.

Result: MOTION, CARRIED by a vote of 9 to 0, as follows:

Yes – Ward 1 Councillor Maureen Wilson
 Yes – Ward 2 Councillor Cameron Kroetsch
 Yes – Ward 3 Councillor Nrinder Nann
 Yes – Ward 5 Councillor Matt Francis
 Not Present – Ward 4 Councillor Tammy Hwang
 Yes – Ward 6 Councillor Tom Jackson
 Not Present – Ward 7 Councillor Esther Pauls
 Not Present – Ward 8 Councillor John Paul Danko
 Yes – Ward 10 Councillor Jeff Beattie
 Not Present – 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) (Cassar/M. Wilson)

That the following Delegation Requests, be approved:

- (1) Aileen Black, respecting the significant issue of food waste and the lack of recycling practices at Tim Hortons Field, a city-owned sports venue (In-Person) (For today's meeting) (Item 6.1)
- (2) Jennifer Valeri, respecting adding the pride bench design to the commemorative benches that can be purchased in memoriam (Virtually) (For a future meeting) (Item 6.2)

Result: MOTION, CARRIED by a vote of 9 to 0, as follows:

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

Not Present – Ward 8 Councillor John Paul Danko
 Yes – Ward 10 Councillor Jeff Beattie
 Not Present – 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) DELEGATIONS (Item 7)

- (i) Aileen Black, respecting the significant issue of food waste and the lack of recycling practices at Tim Hortons Field, a city-owned sports venue (In-Person) (Added Item 7.1)**

Aileen Black addressed Committee respecting the significant issue of food waste and the lack of recycling practices at Tim Hortons Field, a city-owned sports venue, with the aid of a PowerPoint presentation.

(Kroetsch/Cassar)

That the delegation from Aileen Black respecting the significant issue of food waste and the lack of recycling practices at Tim Hortons Field, a city-owned sports venue, 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
 Yes – 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
 Not Present – 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

For further disposition of this matter, refer to Item 1.

(f) STAFF PRESENTATIONS (Item 8)

- (i) Dundas Wastewater Treatment Plant Upgrades (PW24059) (Ward 13) (City Wide) (Item 8.1)**

- (1) Stuart Leitch, Manager - Capital Delivery, addressed Committee respecting the Dundas Wastewater Treatment Plant Upgrades (PW24059) (Ward 13), with the aid of a PowerPoint presentation.

(A. Wilson/Hwang)

That the presentation from Stuart Leitch, Manager - Capital Delivery, respecting Report PW24059, Dundas Wastewater Treatment Plant Upgrades, be received.

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

Yes – Ward 1 Councillor Maureen Wilson
 Not Present – Ward 2 Councillor Cameron Kroetsch
 Yes – 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

(2) (A. Wilson/Hwang)

- (a) That the budget for capital project ID 5161266213 - Dundas Wastewater Treatment Plant Improvements be increased by \$110M in the recommended 2025 Water, Wastewater, and Stormwater Rate Budget, to fully fund the Dundas Wastewater Treatment Plant upgrades,
- (b) That the Hamilton Water Divisional staff complement be increased by two new permanent Full-Time Equivalents as detailed in Appendix “A” to Report PW24059 to deliver the Dundas Wastewater Treatment Plant upgrades,
- (c) That the two Full-Time Equivalents identified in recommendation (b) to Report PW24059 be funded from capital project ID 5161266213 - Dundas Wastewater Treatment Plant Improvements at an approximate annual cost of \$335K;
- (d) That staff be authorized and directed to pursue the acquisition of property within the Dundas area to replace the Martino Memorial Park amenities that will be repurposed for

the Dundas Wastewater Treatment Plant upgrades, and to meet any other Parks Masterplan requirements in the area if possible, and report back on potential locations, property costs, and required capital investment.

(3) (A. Wilson/Spadafora)

That Report PW24059, respecting Dundas Wastewater Treatment Plant Upgrades, be **amended** by replacing sub-section (d) and by adding sub-sections (e) and (f), as follows:

~~(d) ***That staff be authorized and directed to pursue the acquisition of property within the Dundas area to replace the Martino Memorial Park amenities that will be repurposed for the Dundas Wastewater Treatment Plant upgrades, and to meet any other Parks Masterplan requirements in the area if possible, and report back on potential locations, property costs, and required capital investment.***~~

(d) *That staff be directed to replace the amenities currently available in Martino Memorial Park and that the replacement of these amenities be:*

(i) *Aligned with the Recreation Master Plan and the Parks Master Plan;*

(ii) *Listed as a priority action in the forthcoming Recreation Implementation Plan;*

(iii) *Completed prior to the construction of the Dundas Waste Water Treatment Plant upgrade in 2028;*

(e) *That staff report back to the Public Works Committee on potential locations, property costs, and required capital investment to replace the amenities currently available in Martino Memorial Park; and*

(f) *That, as part of the Dundas Waste Water Treatment Plant upgrades, staff be directed to develop a multi-year community engagement plan, including the formation of a Community Liaison Committee and community updates and townhall meetings at strategic project points in time.*

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

Yes – Ward 1 Councillor Maureen Wilson

Not Present – Ward 2 Councillor Cameron Kroetsch
 Yes – 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

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

(g) PUBLIC HEARINGS (Item 10)

(i) Proposed Permanent Closure and Sale of a Portion of Road Allowance at 37 Mountain Avenue North, Stoney Creek (PW24056) (Ward 5) (Item 10.1)

Councillor Spadafora advised that the notice of the Proposed Permanent Closure and Sale of a Portion of Road Allowance at 37 Mountain Avenue North, Stoney Creek, was provided as required under the City's By-law No. 14-204 – the Sale of Land Policy By-law.

The Committee Clerk advised that there were no registered speakers.

The Chair asked three times if there were any members of the public in attendance who wished to come forward to speak to the matter. No individuals came forward.

(1) (Francis/Tadeson)

That the public meeting be closed.

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

Yes – Ward 1 Councillor Maureen Wilson
 Not Present – Ward 2 Councillor Cameron Kroetsch
 Yes – 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
Not Present – Ward 13 Councillor Alex Wilson
Yes – Ward 14 Councillor Mike Spadafora
Yes – Ward 15 Councillor Ted McMeekin

(2) (Francis/Tadeson)

- (a) That the applications of the owners of 40 Lake Avenue Drive and 42 Lake Avenue Drive, Stoney Creek, to permanently close and purchase a portion of the public highway at 37 Mountain Avenue North ("Subject Lands"), as shown on Appendix "A", attached to Report PW24056, be approved, subject to the following conditions:
- (i) That the City Solicitor be authorized and directed to prepare all necessary by-laws to permanently close and sell the highway, for enactment by Council;
 - (ii) The Corporate Real Estate Office of the Planning and Economic Development Department be authorized and directed to enter into any requisite easement agreements, right of way agreements, and/or other agreements deemed necessary to affect the orderly disposition of the Subject Lands and to proceed to sell the Subject Lands to the owners of 40 Lake Avenue Drive and 42 Lake Avenue Drive, Stoney Creek, as described in Report PW24056, in accordance with the City of Hamilton Sale of Land Policy By-law 14-204;
 - (iii) The City Solicitor be authorized to complete the transfer of the Subject Lands to 40 Lake Avenue Drive and 42 Lake Avenue Drive, Stoney Creek pursuant to an Agreement of Purchase and Sale or Offer to Purchase as negotiated by the Corporate Real Estate Office of the Planning and Economic Development Department;
 - (iv) That the City Solicitor be authorized and directed to register a certified copy of the by-law(s) permanently closing and selling the highway in the proper Land Registry Office;
 - (v) That the City Solicitor be authorized to amend and waive such terms as they consider reasonable to give effect to this authorization and direction;

- (vi) That the Public Works Department publish any required notice of the City's intention to pass the by-laws and/or permanently sell the closed highway pursuant to the City of Hamilton Sale of Land Policy By-law 14-204;
- (vii) That the applicant be fully responsible for the deposit of a reference plan in the proper Land Registry Office, and that said plan be prepared by an Ontario Land Surveyor to the satisfaction of the Manager, Geomatics and Corridor Management Section, and that the applicant also deposit a reproducible copy of said plan with the Manager, Geomatics and Corridor Management Section.

(3) **(Francis/Beattie)**

That the motion be **amended** by adding thereto sub-section (b) as follows:

- (b) ***That all net proceeds of the sale of the Subject Lands, being the lands at 37 Mountain Avenue North, Stoney Creek, be transferred to the Ward 5 Non-Property Tax Account #3301609605 for the purpose of funding future general infrastructure projects in compliance with the Area Rating Special Capital Re-investment Reserve Policy within Ward 5, to the satisfaction of the Director, Transportation Planning & Parking.***

Result: AMENDMENT, CARRIED by a vote of 7 to 4, as follows:

No – Ward 1 Councillor Maureen Wilson
 Not Present – Ward 2 Councillor Cameron Kroetsch
 No – 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
 No – Ward 8 Councillor John Paul Danko
 Yes – Ward 10 Councillor Jeff Beattie
 Yes – Ward 11 Councillor Mark Tadeson
 No – Ward 12 Councillor Craig Cassar
 Not Present – Ward 13 Councillor Alex Wilson
 Yes – Ward 14 Councillor Mike Spadafora
 Yes – Ward 15 Councillor Ted McMeekin

For further disposition of this matter, refer to Item 6.

(h) PRIVATE AND CONFIDENTIAL (Item 15)

Committee determined that discussion of Item 15.1 was not required in Closed Session; therefore, the matter was addressed in Open Session as follows:

(i) Closed Session Minutes – September 16, 2024 (Item 15.1)

(Beattie/Cassar)

That the Closed Session minutes of the September 16, 2024 Public Works Committee meeting, 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
 Yes – 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
 Not Present – Ward 13 Councillor Alex Wilson
 Yes – Ward 14 Councillor Mike Spadafora
 Yes – Ward 15 Councillor Ted McMeekin

(i) ADJOURNMENT (Item 16)

(Hwang/Tadeson)

That there being no further business, the Public Works Committee meeting be adjourned at 3:54 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
 Yes – 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

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Yes – Ward 12 Councillor Craig Cassar
Not Present – 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



5.1

hamiltoninternationalvillage.ca

October 15th, 2024

To: Members of General Issues Committee
From: Susie Braithwaite, Executive Director - International Village BIA
CC: Herb Wodehouse, Chair – International Village BIA
RE: Service Level Change for Hanging Basket Program (PW24064)

Dear Members of the Public Works Committee:

Regarding the proposed changes to the hanging basket program specifically pertaining to Downtown Hamilton, I would like to voice that I am strongly opposed to any changes to this program that would pause or eliminate any beautification efforts from the City of Hamilton. Historically downtown Hamilton has had extra attention from the city to beautification efforts so to create a welcoming environment for everyone invested in the core and to highlight that Downtown Hamilton is a tourism destination.

This year the baskets were exceptionally attractive and appreciated in our area and the BIA received nothing but positive feedback from both businesses and community members. The baskets add a pop of colour to the urban core and a sense of community. By eliminating this program, even for a year, there would be a definite void in the beautification of our streets. The BIA simply does not have the resources to manage hanging baskets and we have already approved our 2025 budget.

In a recent asset management plan done by horticulture, none of the risks they speak to in this report were identified. In recent surveys done by the City of Hamilton, hanging baskets and garden beds were mentioned as very important. Downtown Hamilton is currently facing several challenges that the BIAs are trying to manage on a daily basis. Taking away programs like this will only add to the frustrations that the businesses are facing in the core. If anything, we need extra attention and supports now more than ever. The removal of this program would have a direct negative impact on our BIA.

Please do not allow this program to be postponed or canceled especially in Downtown Hamilton. I encourage you to look at alternative solutions to the issues presented in this report that will keep downtown Hamilton moving forward and beautiful.

Sincerely,

Susie Braithwaite
Executive Director - International Village BIA

195 Main St, East, Suite 100 Hamilton, ON L8N 1H2

info@hamiltoninternationalvillage.ca • (905) 522-1778

@internationalvillage.bia @HamIntlVillage @internationalvillagebia

Submitted on Sun, 09/22/2024 - 14:32

Submitted by: Anonymous

Submitted values are:

Committee Requested

Committee

Emergency & Community Services Committee

Will you be delegating in-person or virtually?

In-person

Will you be delegating via a pre-recorded video?

No

Requestor Information

Requestor Information

Joshua Rose

Rukebar's Action for Community



Preferred Pronoun

he/him

Reason(s) for delegation request

There is a lack of working water fountains amongst the city, this is a problem that should be addressed. There is also a lack of working telephone booths that would be a service to those without. If given the time to address these issues, I think we can come to an understanding that would benefit the community. Email is the best way to get in contact, I look forward to hearing from you.

Will you be requesting funds from the City?

No

Will you be submitting a formal presentation?

Yes

Submitted on Thu, 10/10/2024 - 11:35

Submitted by: Anonymous

Submitted values are:

Committee Requested

Committee

Public Works Committee

Will you be delegating in-person or virtually?

Virtually

Will you be delegating via a pre-recorded video?

No

Requestor Information

Requestor Information

James Kemp

n/a



Preferred Pronoun

he/him

Reason(s) for delegation request

To Speak to Committee regarding PW23024b

Will you be requesting funds from the City?

No

Will you be submitting a formal presentation?

No

6.2(b)

Submitted on Thu, 10/10/2024 - 17:19

Submitted by: Anonymous

Submitted values are:

Committee Requested

Committee
Public Works Committee

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

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

Requestor Information

Requestor Information
Brad Evoy
Disability Justice Network of Ontario
423 King Street East
Hamilton, Ontario. L8N 1C5
brad@djno.ca
289-780-3566

Preferred Pronoun
he/him

Reason(s) for delegation request
Regarding Item 8.1 - Staff Report - Hamilton Street Railway (HSR) Fare Policies

Will you be requesting funds from the City?
No

Will you be submitting a formal presentation?
No

6.2(c)

Submitted on Thu, 10/10/2024 - 20:01

Submitted by: Anonymous

Submitted values are:

Committee Requested

Committee

Public Works Committee

Will you be delegating in-person or virtually?

In-person

Will you be delegating via a pre-recorded video?

No

Requestor Information

Requestor Information

Tim Nolan

Accessibility Hamilton Alliance



Preferred Pronoun

he/him

Reason(s) for delegation request

sPEAK TO hsr STAFF REPORT 23024

Will you be requesting funds from the City?

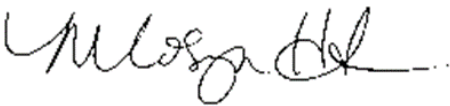
No

Will you be submitting a formal presentation?

No



INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	October 15, 2024
SUBJECT/REPORT NO:	Hamilton Street Railway (HSR) Fare Policies (PW23024(b)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Nancy Purser (905) 546-2424 Ext. 1876
SUBMITTED BY:	Maureen Cosyn Heath Director, Transit Public Works Department
SIGNATURE:	

COUNCIL DIRECTION

The Fare Assist Pilot Program was unanimously approved by Council on July 14, 2023, per Report PW23024(a). At the December 13, 2023 Council meeting, staff were directed to report back to the Public Works Committee in September 2024 on the findings during a six-month grace period that was instituted for those currently utilizing the Hamilton Street Railway (HSR) Temporary Transit Fare Special program, which ended on June 30, 2024.

This report provides information on actions taken by HSR to provide customer support through the transition process and activities undertaken to inform, educate and support transit riders and feedback received from those who enrolled in the program during this timeframe.

INFORMATION

Council approved a two-year pilot of the HSR Fare Assist program, for the period of January 1, 2024 to June 30, 2026 through Report PW23024(a). During the two-year pilot, the following programs were suspended: the Affordable Transit Pass program and the Temporary Transit Fare Special program effective December 31st, 2023.

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**SUBJECT: Hamilton Street Railway (HSR) Fare Policies
(PW23024(b)) (City Wide) - Page 2 of 8**

At the December 13, 2023 Council meeting the Temporary Transit Fare Special program was provided an additional 6-month grace period, which ended on June 30, 2024.

The Affordable Transit Pass provided a 50% discount off the Adult Monthly Pass for employed recipients ages 18-64 on either Ontario Works, Ontario Disability Support programs, and Low Income individuals. The Temporary Transit Fare Special Program, valid on HSR only, gave people with a Canadian National Institute for the Blind (“CNIB”) card or using a personal mobility device (scooter, walker or wheelchair) a voluntary pay option, meaning they could elect to pay full fare, partial fare or no fare.

Neither of the above programs extend to additional household members. The Temporary Transit Fare program only applies to trips taken on the HSR, with no discount provided on accessible transportation services.

Fare Assist was designed to contribute to fare affordability, freedom to travel by transit and increase ridership through making fares more affordable. It is a means-tested approach which could be consistently applied to all applicants.

Fare Assist offers several benefits over current programs including:

- Applies equally to trips taken on both the HSR and accessible transportation services.
- Applies to qualified applicants based on income and is no longer tied to a limited list of specific disabilities.
- “Pay as you go” format enables eligible participants to load funds as needed on their PRESTO card and pay a reduced fare per trip and eliminates the need to have sufficient cash to buy a monthly pass.
- Applies to all members of the household, including a spouse/partner and children ages 13 to 17.
- Offers greater flexibility to the customer, putting them in control of how much to load on their card at a time.
- HSR loyalty program automatically applies (customers receive free fare faster once they exceed the weekly ride cap for the week travelling Monday to Sunday for both HSR and accessible transportation services trips).

In response to early feedback received through delegations, Council approved the additional six-month grace period to those using the HSR Temporary Transit Fare Special program. This provided additional time for education, outreach, and program on-boarding. The grace period also addressed concerns raised that the application was not made available online until late December 2023 and that people may not be aware

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**SUBJECT: Hamilton Street Railway (HSR) Fare Policies
(PW23024(b)) (City Wide) - Page 3 of 8**

of the changes coming. Staff undertook multiple activities during the grace period to support the community through the change including:

- Advertising (interior bus ads, Bus News, social media boosts, take-ones at outreach events).
- Digital Media (website, social media)
- Outreach events (focus in the downtown area, and all wards covered) which provided over 10,000 interactions.
- Pamphlets at 23 community organizations and businesses (tax clinics, community organizations, resource centres, city connections).
- Direct mail to 4,600 Accessible Transportation Services customers.
- Emails to 13,792 Ontario Works and Ontario Disability Support Program clients who had an email on file.

Significant support for program implementation was provided through Transit's Support Services, Customer Experience and Innovation, Accessible Transportation Services, Operations and Fleet Maintenance departments. A comprehensive list of outreach activities is shown in Appendix "A" attached to Report PW23024(b).

Early feedback also raised concerns with the change to front door boarding. Therefore, front door entry training was made available to persons using mobility devices at various bus terminals or by request. Training was provided to 25 individuals. On the ground feedback determined most personal mobility devices users were already aware of how to board at the front door. Transit continues to make this service available at various events or in person upon request.

Applications for Fare Assist have been accepted and processed since January 1, 2024. To the end of June 2024, 4,256 customers had been approved, of these, 694 are children 12 and under who are household members of fare assist customers and ride for free. Of those who were issued the discount, 62% had activated it on their PRESTO card.

As of August 9, 2024, with the end of the grace period, the number of applications received increased by 628 to a total of 4,967 and redemptions increased to 70%. The increase in redemptions suggests that Temporary Transit Special Fare program users had applied, however, chose not to access the Fare Assist program until the grace period ended.

The average time to process an application and issue an approval email or letter is three business days. The demographics of the applicants, including income category, age, and ward are shown in Appendix "B" attached to Report PW23024(b). The proposed program estimated that there would be approximately 9,000 participants as shown in Appendix "A" attached to Report PW23024(a); we have reached 55% of this

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**SUBJECT: Hamilton Street Railway (HSR) Fare Policies
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estimate, with applications continuing to be received daily. Outreach will continue throughout the remainder of the pilot program, with continued emphasis on reaching more low-income households.

Feedback about this program is important to its success and to inform potential future program changes. There are two mechanisms being used to gather customer insights: a satisfaction survey and customer feedback collected through the call centre emails or in person at the ticket office.

1. Program Satisfaction Survey Results

An ongoing survey has been created for the Fare Assist Program. The survey seeks to understand the ease of use for the application process and the ease of access to the discount on PRESTO as well as the overall satisfaction with the Fare Assist Program, the details are included in Appendix “D” attached to Report PW23024(b).

2,400 surveys have been issued to households approved for Fare Assist. As of August 9, a total of 534 surveys (22%) have been completed. Of the 534 surveys received to date:

- 69% (366 respondents) applied as a single person household.
- 21% (112 respondents) applied as family of applicants.
- 47% (253 respondents) identified as a person with a disability.
- 25% (133 respondents) previously used the Affordable Transit Pass program.
- 15% (78 respondents) previously used the Temporary Transit Fare Special program.

Application Process:

- 87% (465 respondents) found the application process “relatively easy”, suggesting that the steps are clear and accessible for a large portion of the population.
- 88% (468 respondents) found the PRESTO registration process “easy”, indicating that for most customers, the steps to register their PRESTO cards were clear and accessible.
- 87% (465 respondents) were satisfied with the length of time it took to apply for and start using Fare Assist, suggesting that for most customers, the process is timely and efficient.

Satisfaction with the Program:

- 87% (444 respondents) expressed satisfaction with the Fare Assist program, indicating that it is positively impacting many customers' ability to access public transit.

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- 86% (438 respondents) of respondents appreciate the 30% discount, finding it beneficial in reducing their overall transit costs.
- 90% (460 respondents) would recommend this program to friends and family.
- 8.8% (45 respondents) previously accessed either the Affordable Transit Pass or the Temporary Transit Special Fare program and have responded that they are “somewhat dissatisfied” or “extremely dissatisfied” with the program as the previous discount was better.

Impact on Transit Usage:

The survey asked respondents if it allowed them to travel more frequently because of the price reduction. Responses show that 192 customers now travel daily, versus 162 before the program, an increase of 18%. Similarly, customers who travel 3 to 4 days a week increased to 173 from 144, a 20% improvement.

Prior to the Fare Assist Pilot Program, 31 survey respondents reported they travel by transit only one day a month, while only 9 survey respondents reported one day a month travel with the program in place, a 240% improvement.

These results are encouraging and suggest that this program is directly increasing transit usage.

Appendix “C” attached to Report PW23024(b) displays the monthly ridership for the first 7 months of the Fare Assist program.

Persons with Disabilities:

The Fare Assist Pilot Program received early feedback regarding the potential impact on some persons with disabilities who take the HSR using a scooter, walker or wheelchair, or are Canadian National Institute for the Blind (“CNIB”) cardholders. To collect feedback, the survey requested respondents to self-identify as a person with a disability and/or if they had used either of the suspended programs historically.

Of the 534 total surveys, 47% (253 respondents) identified as a person with a disability. Of these 253 surveys returned to date:

- 85% (215 respondents) found it was easy to apply for the program.
- 85% (216 respondents) found it easy to register their PRESTO card.
- 85% (214 respondents) are “somewhat satisfied” or “extremely satisfied” with how quickly they were able to apply and start receiving the discount.

The survey also asked this group of respondents about their use of any suspended programs. Of these 253 respondents, 21% or 54 respondents said they previously utilized the Affordable Transit Pass and 19% or 48 respondents said they previously

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utilized the Temporary Transit Fare Special Program. 60% or 151 respondents did not report using one of the suspended programs. When asked the question “The 30% discount on single-ride PRESTO fares has made a positive impact on you and/or your family's monthly spending”, of the 242 responses:

- 200 (83%) somewhat agreed or agreed
- 17 (7%) neither agree nor disagree
- 25 (10%) somewhat disagree or disagree

Overall, this group reported an 85% satisfaction level with the Fare Assist program.

Of the 239 respondents who responded to the question regarding how often they ride, 49 respondents are riding daily versus 43 respondents prior to the program, a 13% increase. Respondents who travel 3 to 4 days a week reported a 20% increase from 74 to 89. The survey shows that 31 respondents are travelling infrequently, versus 59 respondents previously, a 53% improvement in customers' ability to access transit. Similar to overall survey results, these results suggest this segment is enjoying more frequent transit usage.

245 respondents answered the question, “Do you ride with HSR or DARTS vehicles?”

- 25 respondents utilize both the HSR and Accessible Transportation Services and now receive the 30% discount when travelling both on HSR and ATS.
- 14 respondents use Accessible Transportation Services only and now receive a 30% discount that did not exist before Fare Assist.
- 206 use HSR only.

Survey questions will evolve over the course of the pilot to gain a better understanding of how families travel, as well as other information that may be deemed relevant to the overall analysis of the program. The data shows that there may be only one family member who has set up the discount on their card, therefore, understanding how the remainder of the family travels will provide additional insights for the program analysis.

A separate survey will be sent to our social agencies to learn from their perspective if this program has helped their clients and whether it has created a greater demand for their services.

2. Customer Feedback

Customer feedback is received through the HSR Customer Contact team via phone or email. 83% of the contacts (119 out of 144) received were general inquiries about how the process worked or help to enrol or activate. We used this feedback to strengthen the

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information available for our customers and to simplify our processes. A list of improvements can be found in Appendix “E” attached to Report PW23024(b).

Problems with processing applications occurred during the early stages of the cyber incident as customers could not apply for the program between February 25 – April 9, 2024. This issue generated a number of customer inquiries. During the outage, paper versions of the applications were accepted and were processed as soon as the application was restored.

We heard from customers who are not happy with the changes made to previous programs, specifically those who may have chosen not to pay a fare in the past. A total of 9 (6%) complaints were recorded regarding the removal of the Affordable Transit Pass and Temporary Transit Special Fare Program. Appendix “F” to Report PW23024(b) provides details of HSR Customer Contacts.

Staff at the HSR ticket office began tracking requests for help with the Fare Assist process in mid-April. Those early requests were mostly related to PRESTO card set up and activating their discount. At the end of the additional 6-month grace period, many customers presented themselves in person at the Ticket Office for assistance in setting up their PRESTO card. Of 142 interactions, 72 or 51%, occurred once the grace period ended.

Overall, the results of the first 6 months of the Fare Assist Pilot Program are very promising and provide a strong foundation on which to continue addressing transit affordability for Hamiltonians.

The results of the 6-month grace period show that:

- 90% of survey respondents would recommend Fare Assist to friends and family.
- 87% of respondents find the Fare Assist Program easy to access.
- 87% of respondents are satisfied with the Fare Assist Program overall.

Data gathering will continue for the duration of the pilot, with additional metrics being added to monitor income levels for low-income applicants, as well as gaining insights through focus groups from program participants and the Accessible Transportation Services customer panel consisting of 275 participants and the HSR customer panel with 1,572 participants.

This Information Report fulfils the December 13, 2023 Council motion. Per Report PW23024(a), staff will continue to update the Public Works Committee on the status of the Fare Assist Program no later than March of 2025.

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(PW23024(b)) (City Wide) - Page 8 of 8**

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report PW23024(b) – Education and Outreach
Appendix "B" to Report PW23024(b) – Fare Assist Demographics
Appendix "C" to Report PW23024(b) – Fare Assist Ridership
Appendix "D" to Report PW23024(b) – Fare Assist Survey Results
Appendix "E" to Report PW23024(b) – Fare Assist Continuous Improvement
Appendix "F" to Report PW23024(b) – Fare Assist Customer Feedback

Fare Assist Education and Outreach

This Appendix lists activities undertaken by the HSR for customer education and outreach.

Promotional Materials: distributed promotional materials including posters, pamphlets, TV images, outreach email templates and social media graphics with accompanying captions to more than 40 organizations detailed below:

City Partners Housing Services	City Housing
Active and Sustainable Travel	Recreation Centers
Hamilton Public Libraries	Municipal Service Centres
HIPC (acronym)	Tourism Hamilton
Hamilton Economic Development Office	Ontario Works Offices
Ontario Disability Support Payments Office	

Tax Clinics

Free Tax Clinic	Restoration House
N2N Advocacy Office	Ibrahim Jame Mosque Tax Clinic
Parkview Church	YWCA Hamilton Newcomer Tax Clinic

Business Improvement Areas

Barton Village	International Village
Concession St.	Downtown
Westdale Village	Dundas

Community Organizations

CityKidz	Boys and Girls Club
YMCA of Hamilton/Burlington/Brantford	Living Rock Ministries
ACORN	Indwell
Hamilton Centre for Civic Inclusion	St. Charles Adult & Continuing Ed
Salvation Army	Good Shepherd
Mohawk College New Residence	Collège Boréal
PATH Employment Services	Mohawk Newcomers
YMCA	Welcome Inn
Wesley Youth Centre	

Continuous Improvement:

We have continued to respond to customer feedback by:

Providing On-Site Help: Inviting Special Supports to join us at events including the Farmers Market to help customers complete physical application forms.

Enhancing the Environment: Adding a display board, children's activities, and tabletop banners for clearer information.

Upgrading Brochures: Expanding brochures to include more detailed information about the application and redemption process.

Online Access: making information about Fare Assist available through the following websites:

- PRESTO's website - [Transit Agency Fares \(prestocard.ca\)](https://prestocard.ca)
- Hamilton Directory of Services for Newcomers
- Fares page on the City of Hamilton's website

Launching the How to Ride the Bus workshops: providing opportunities for people to learn about our services, fares and to practice front door boarding.

Fare Assist Specific Outreach Events

Our presentations aimed to educate community partner staff on supporting clients with Fare Assist. We explain program details, the application process and available resources. This training was designed to empower staff to help clients navigate the application process effectively and improve overall support.

Customer Interactions Count	Outreach Events	Date
25	Language Training Providers ZOOM Presentation	15-Apr
60	Employment and Language Training at Collège Boréal Presentation	22-Apr
200	Refugee, Newcomer, and Black Heath Symposium	10-May
100	St. Charles Adult and Continuing Education Presentation	15-May
25	YMCA - Employment & Immigrant Services Presentation	5-Jun
30	Mohawk - Programs for Newcomers Presentation	6-Jun
15	Wesley Newcomers Presentation	12-July
25	Welcome Inn Community Centre Presentation	July
10	Hamilton Regional Indian Centre Presentation	July
10	YMCA Presentation	August
500	Total	

Farmers Market – Over **650** interactions from April to August with 20 outreach events. The Hamilton Farmers Market has remained a consistent place to receive support on applications every Thursday 11AM-2PM April-August.

General Outreach Events – This is a partial list of initiatives where we provided information on transit programming and about Fare Assist.

Customer Interactions Count	Outreach Events
250	Bus & Booth at Newcomer Day
200	Dundas Community Services 2024 Senior's Fair
200	Senior Event Kick-off
18	Adults in Motion
41	Health and Wellness Expo at St Elizabeth Village
120	Art Crawl
30	HIPC focus group
22	Video Game Tournament at Westmount REC
18	Basketball Tournament at Montgomery & Woodlands Park
60	Celebration and Job opportunities
12	Ultimate Frisbee with Toronto Rush
13	Resume Review at Norman Pinky Rec center
200	Bike for Mick event
65	Green Ventures
1000	Concession Open St.
25	Indigenous celebration day
300	King St Open Streets
700	Police at the Park
500	Open Streets
100	Bike Day
580	HSR150 Outreach Events
1008	Spring Board Outreach Events
2159	16 Lime Ridge Terminal Construction Outreach Events
2000	Fall Board Outreach Events (approx)
8912	Total

HSR Staff Engagement – **135** interactions with staff at Mountain Transit Center and Frank A Cooke Terminal

Staff Interactions Count	Location	Date
23	Mountain Transit Centre	18-Jun
33	Mountain Transit Centre	19-Jun
28	Mountain Transit Centre	20-Jun

31	Mountain Transit Centre	21-Jun
20	Frank A. Cooke Transit Terminal	June
135	Total	

We ensured that staff were thoroughly prepared to assist customers with Fare Assist by equipping them with detailed information on locating resources and navigating the application process. We dedicated time to address staff questions and clarify any uncertainties, providing them with essential information and guidance to effectively support customers.

How to Ride the Bus Workshops

We provided a series of pop-ups workshops located across the city (see location below). Every Tuesday and Thursday in July, workshops ran from 9 am to 4 pm at the Mountain Transit Centre. Workshops covered information about how to plan trips, get on and off the bus, read bus signs, pay fares and apply for Fare Assist when applicable. We had over **330** people attend our workshops with many quality interactions.

Ward	Location	Date
Ward 2	Hamilton GO Centre, Spot 51	24-Jun
Ward 9	Valley Park Community Centre	24-Jun
Ward 5	Stoney Creek Recreation Centre	25-Jun
Ward 7	Billy Sherring Park	25-Jun
Ward 6	Huntington Park Recreation Centre	26-Jun
Ward 1	Westdale Across from Shoppers	26-Jun
Ward 14	Sir Allan MacNab	27-Jun
Ward 3	Gage Park	28-Jun
Ward 12	Ancaster Library	28-Jun
Ward 13	Dundas Library	3-Jul
Ward 2	Victoria Park Loop	3-Jul
Ward 8	Westmount Recreation Centre	5-Jul
Ward 10	Winona Community Centre	5-Jul

Other events were also held at *various other locations including the Flamborough YMCA, Waterdown Library, Kenilworth Library, Parkdale Park, Dundas Community Centre and more.*

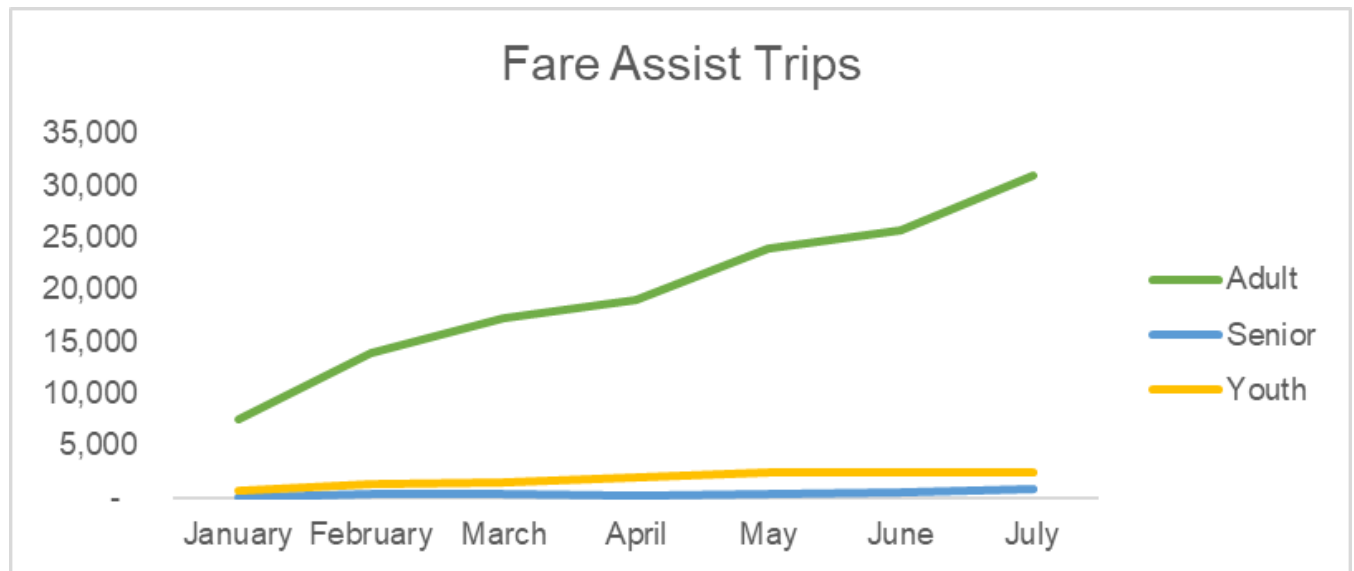
Demographic Breakdown of Applicant Data as of August 9, 2024

Number of Approved Applications by Income Category		
Ontario Works	1442	45%
Ontario Disability Support Program	1280	40%
Low Income	509	15%
Total	3231	100%

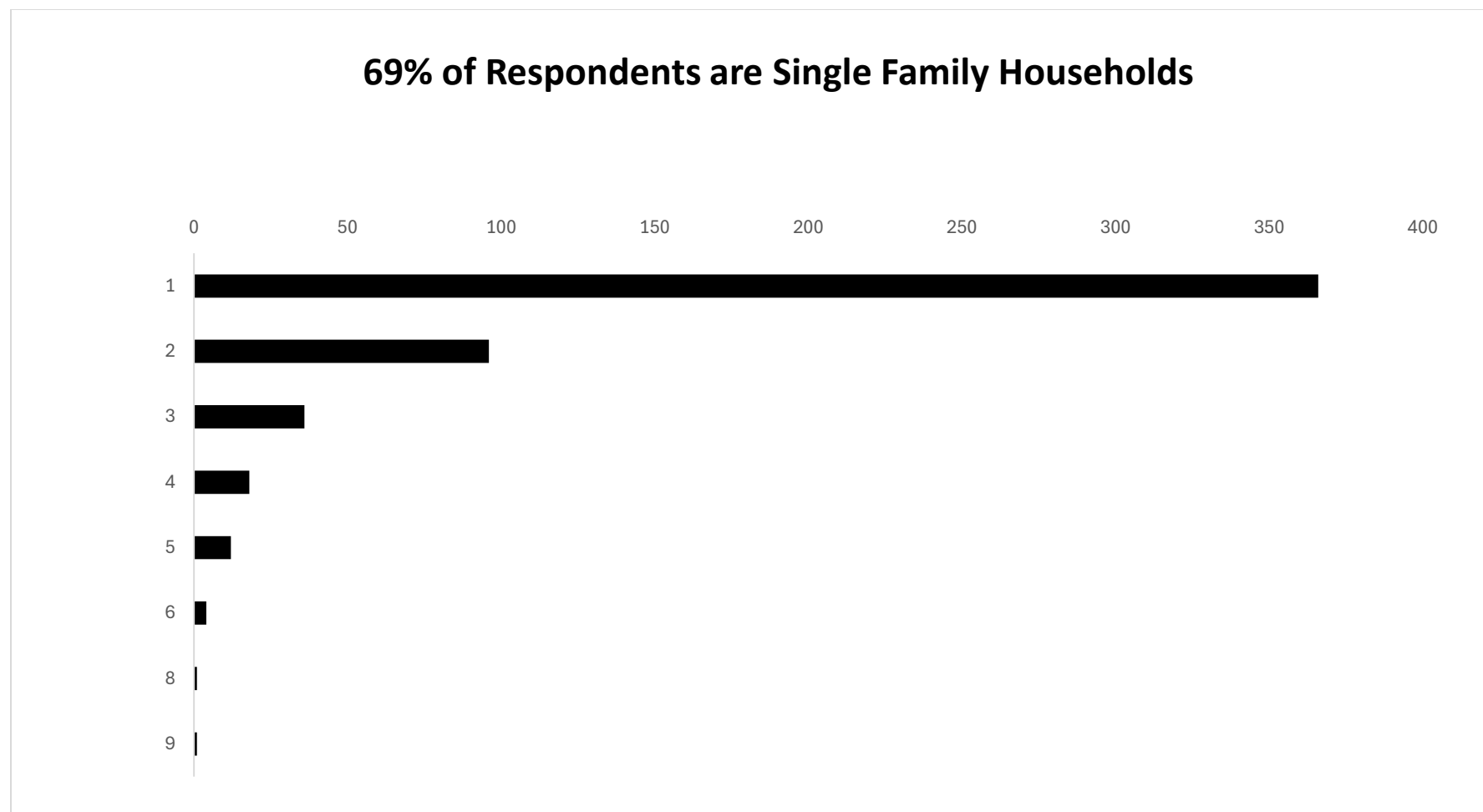
**Each household is considered one application*

Number of Applicants by Age Category		
Adult	3358	68%
Child	777	16%
Senior	224	5%
Youth	608	12%
Total	4967	100%

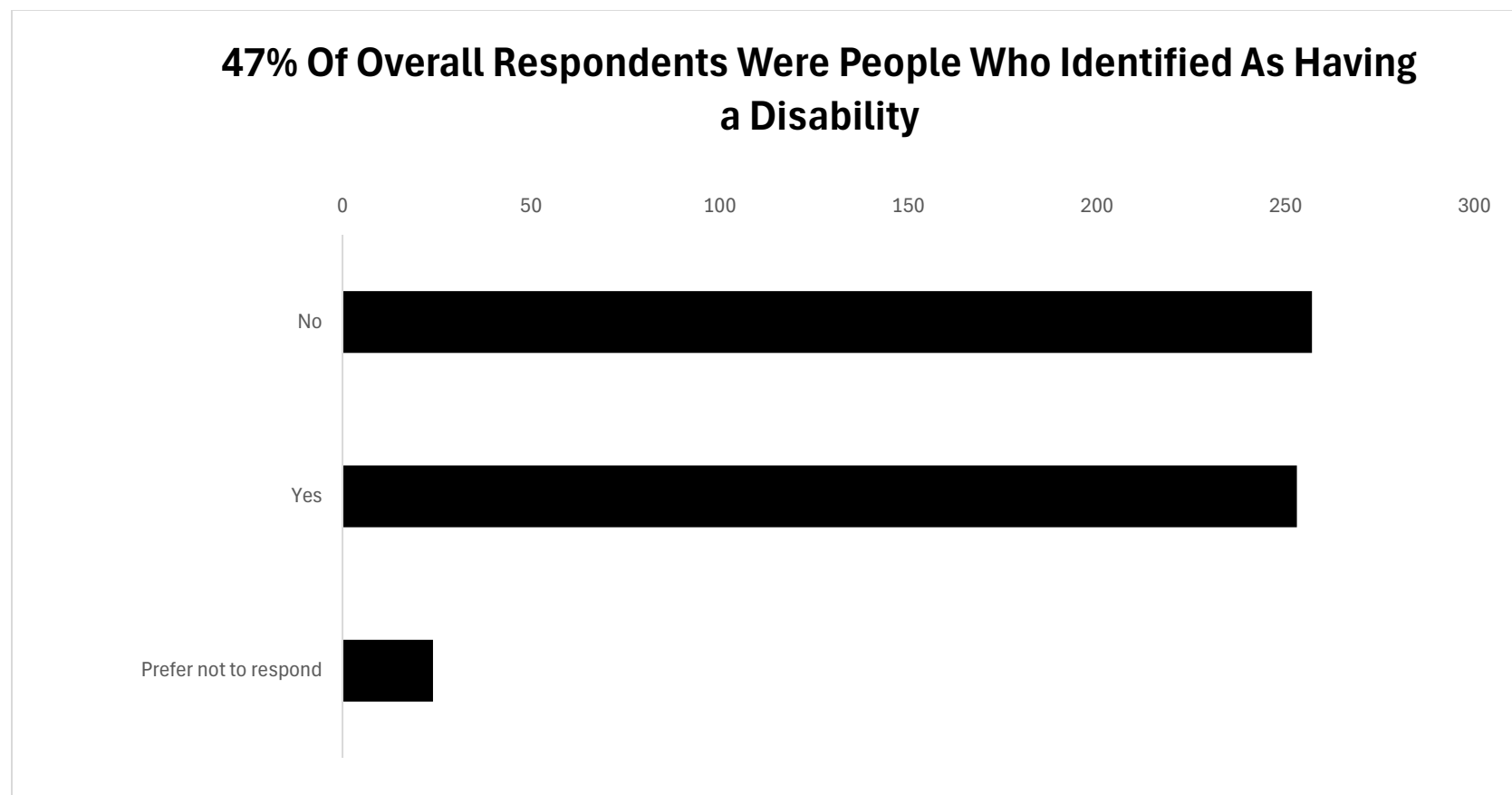
Breakdown of Applicants by Ward				
Ward	Adult	Child	Senior	Youth
1	247	57	27	30
2	591	111	55	70
3	794	179	31	110
4	386	92	18	87
5	241	71	15	53
6	196	49	8	54
7	286	59	35	65
8	216	42	4	42
9	64	29	3	27
10	77	24	4	8
11	37	12	4	14
12	45	5	6	6
13	51	4	7	11
14	112	39	4	29
15	15	4	3	2



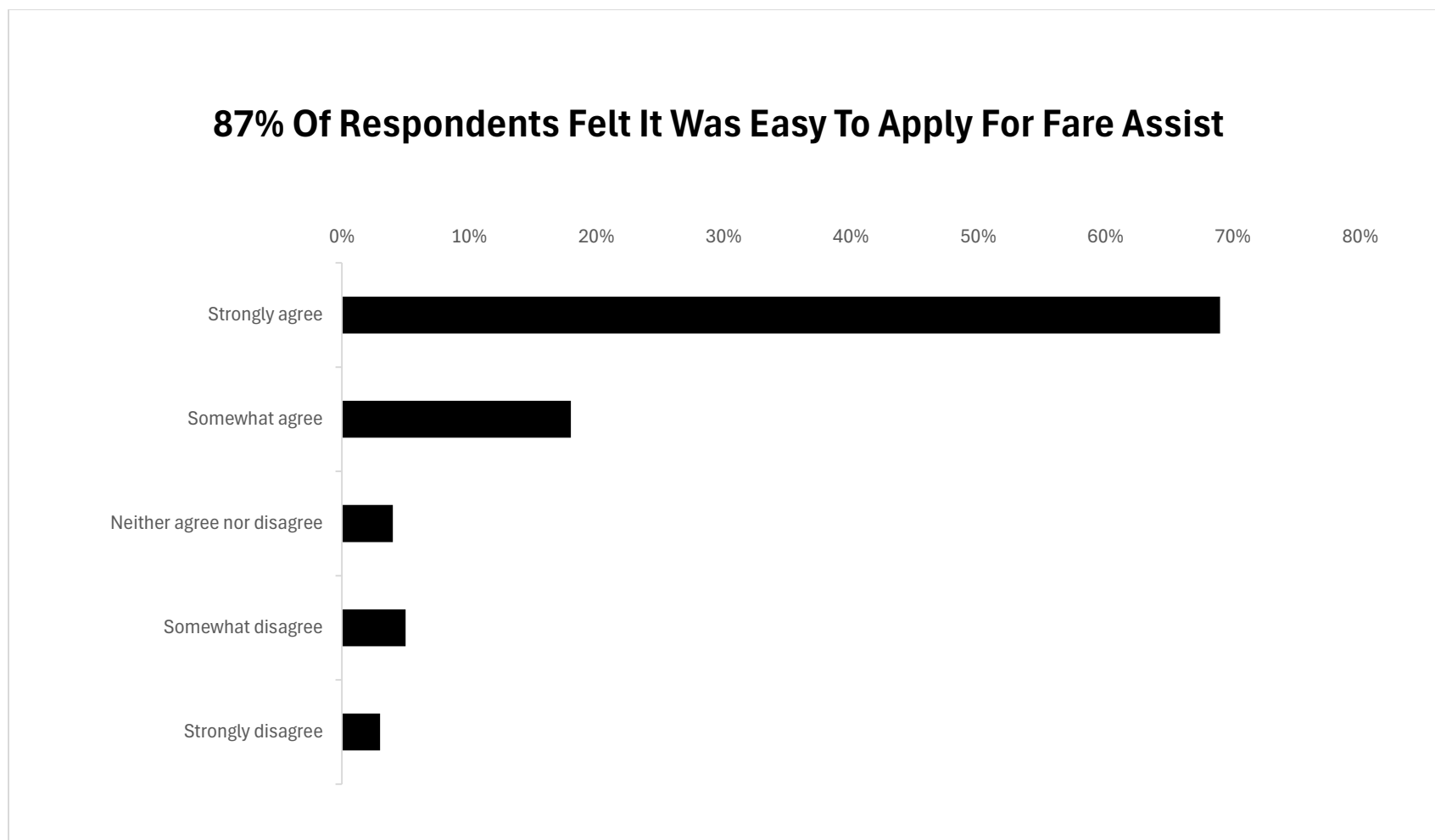
Fare Assist Trips by Concession Type				
2024	Adult	Senior	Youth	Total
January	7,492	110	719	8,321
February	13,859	295	1,328	15,482
March	17,320	305	1,529	19,154
April	18,956	268	1,924	21,148
May	23,976	387	2,478	26,841
June	25,783	545	2,403	28,731
July	30,956	898	2,432	34,286
Grand Total	148,018	3,146	13,489	164,653

Fare Assist Satisfaction Survey as of August 9, 2024

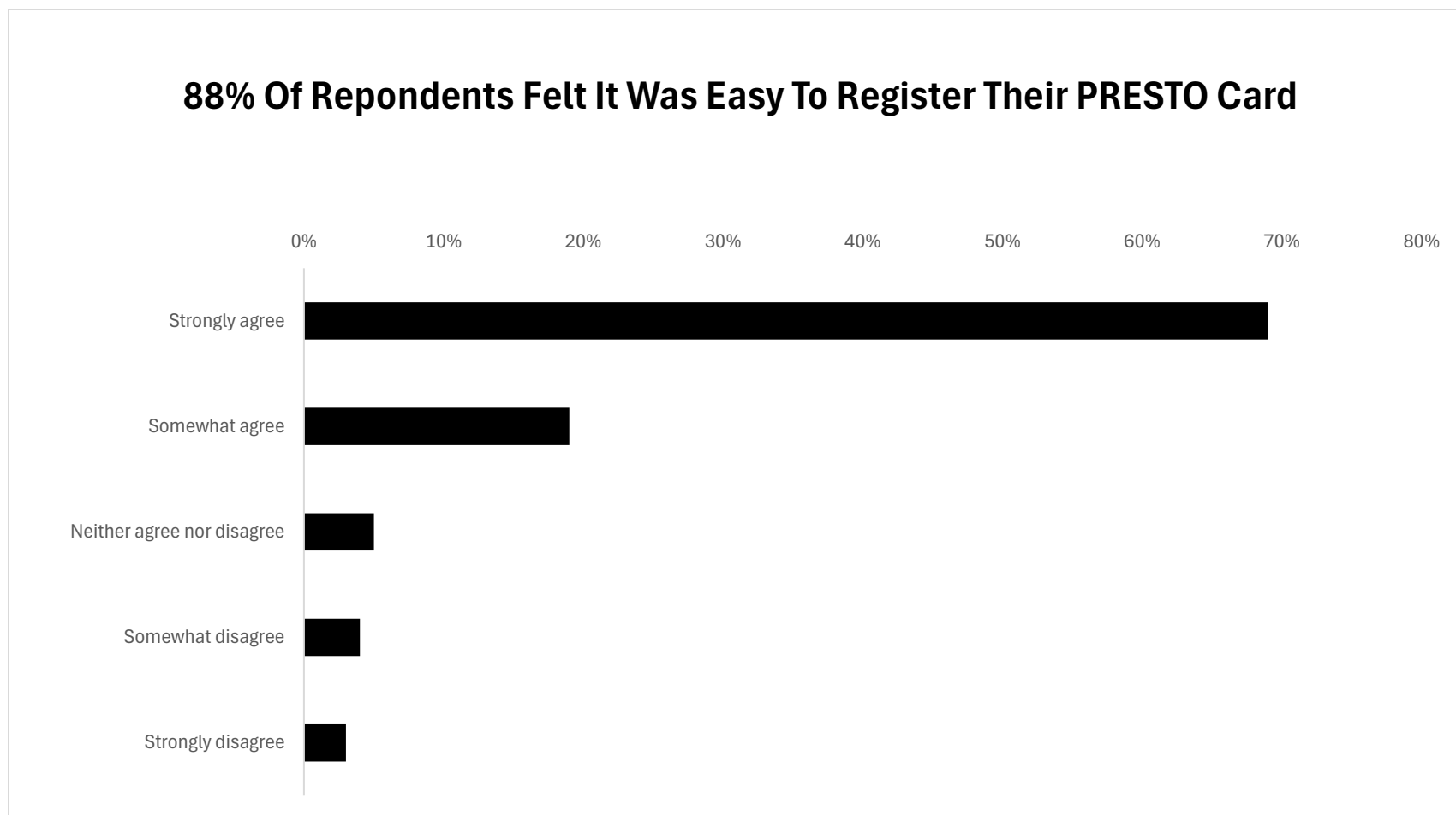
Of the total respondents, 366 out of 534 (69%) indicated that one person in the home was using Fare Assist.

Fare Assist Satisfaction Survey as of August 9, 2024

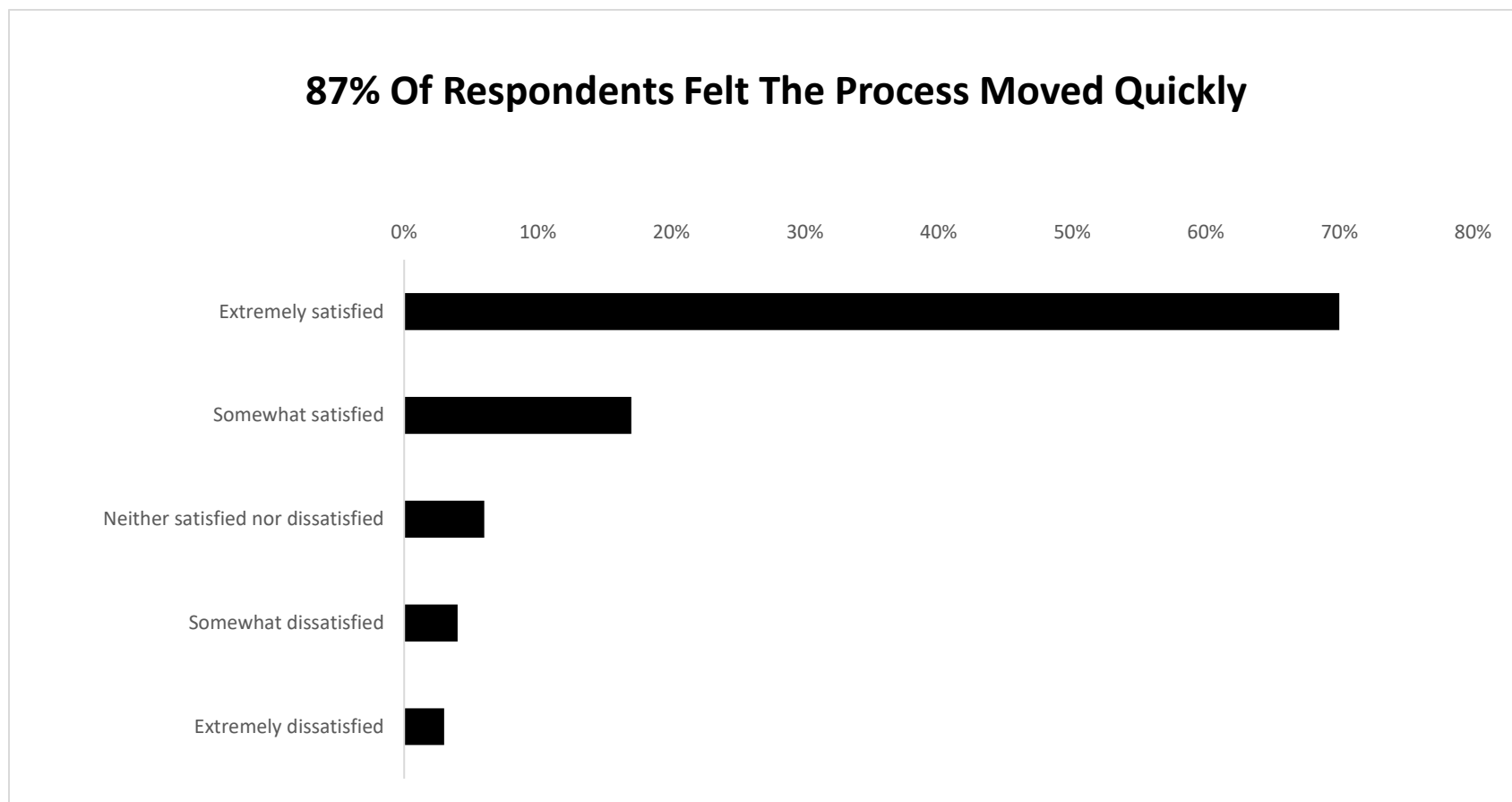
Of the total Respondents, 253 out of 534 (47%) identified as having a disability.

Fare Assist Satisfaction Survey as of August 9, 2024

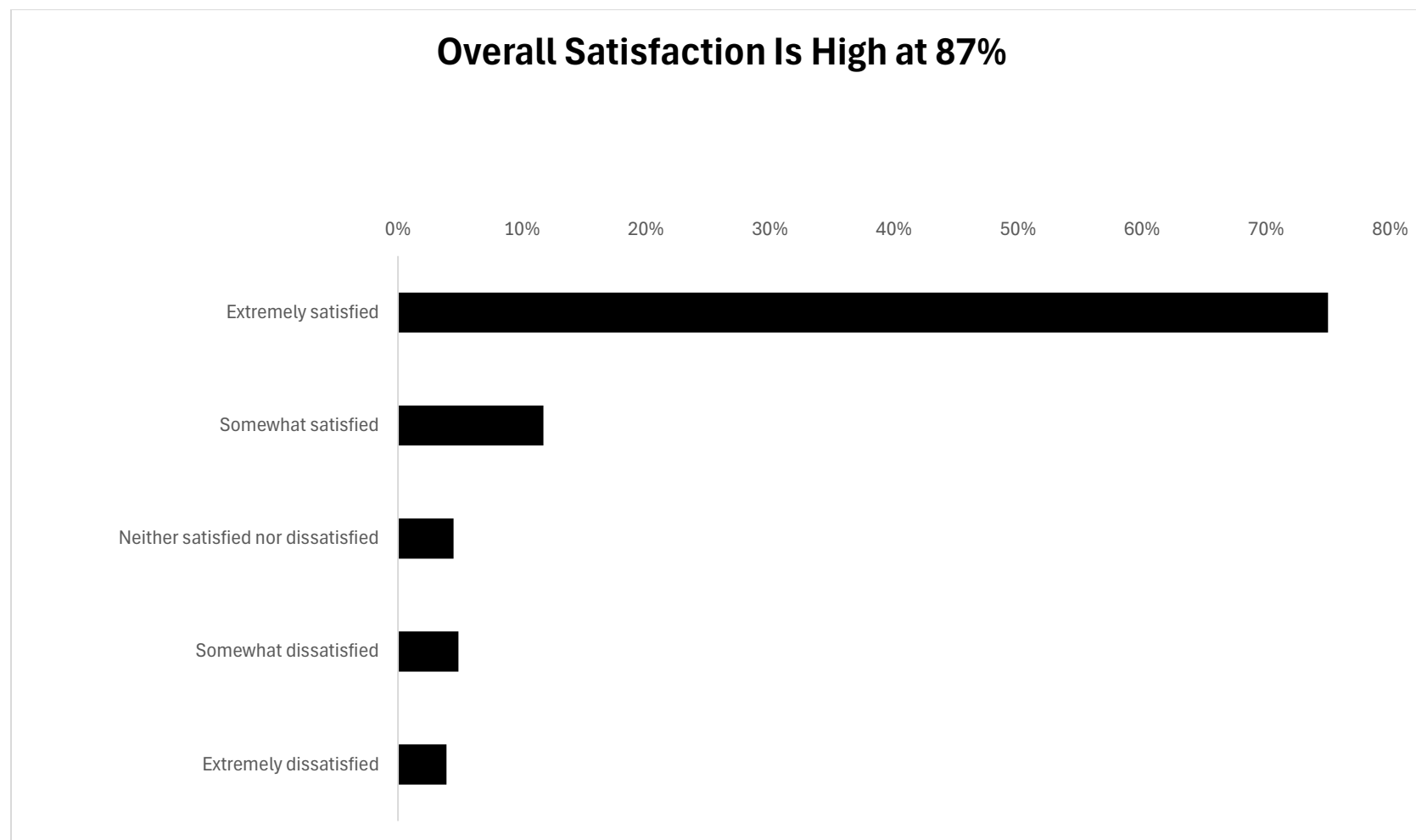
"How easy was it to apply for Fare Assist?" Most respondents (465 out of 534 or 87%) either strongly agree or somewhat agree that the application process was easy. This indicates that for most respondents, the process was straightforward and manageable.

Fare Assist Satisfaction Survey as of August 9, 2024

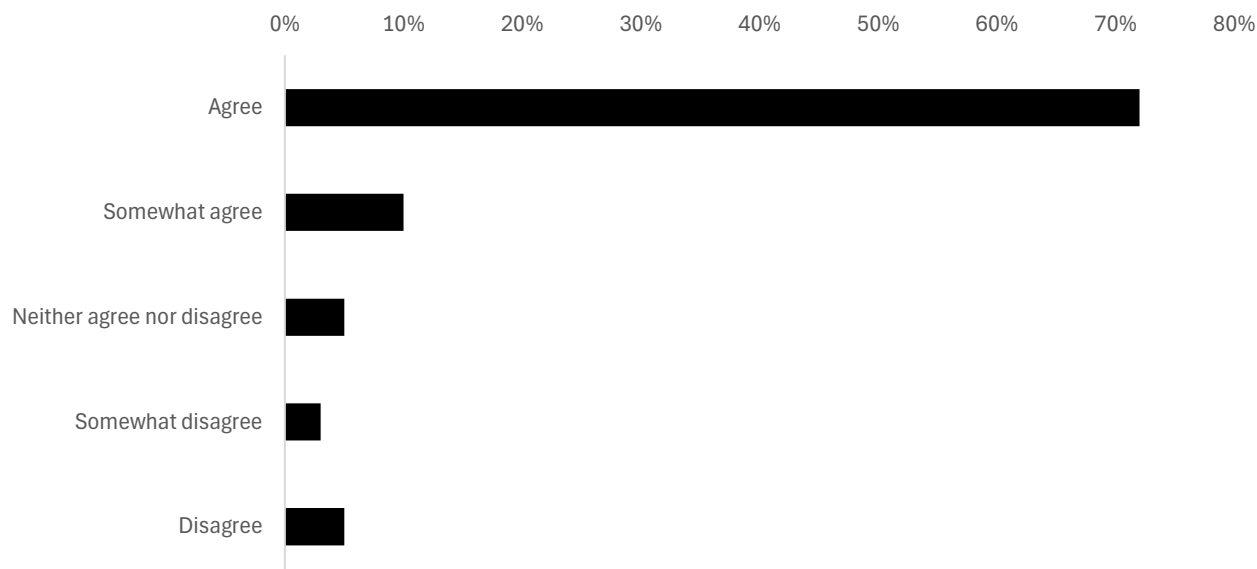
"How easy was it to register your PRESTO Card?" reveals a positive experience, with 468 out of 534 respondents (88%) strongly agreeing or agreeing that the registration process was straightforward and manageable.

Fare Assist Satisfaction Survey as of August 9, 2024

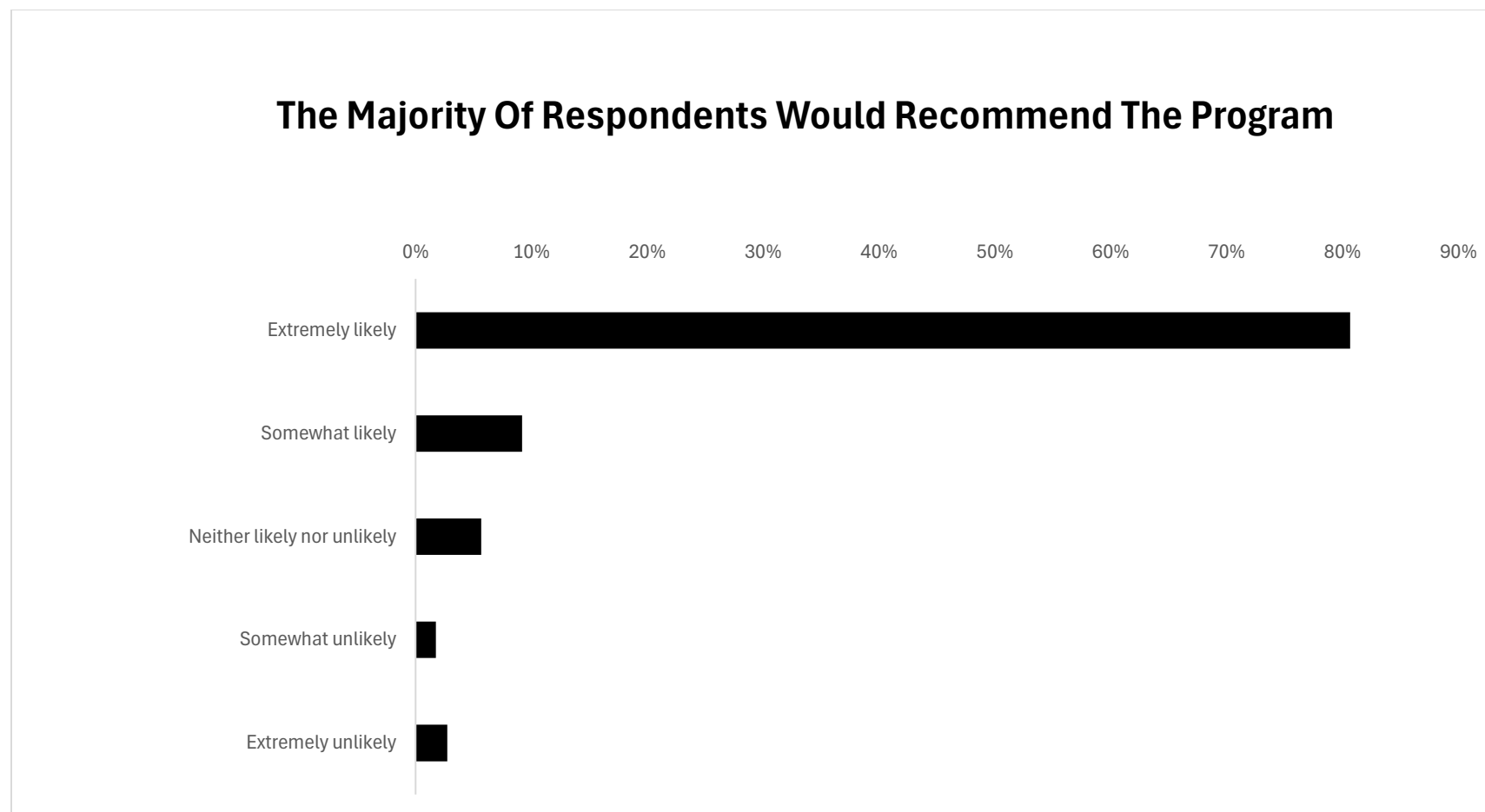
The survey responses for the question "How satisfied are you with the length of time it took to apply for and start using Fare Assist?" shows that most respondents were satisfied with the process, with 465 out of 534 respondents (87%) indicating that they were either somewhat or extremely satisfied, suggesting that for most customers, the process is timely and efficient.

Fare Assist Satisfaction Survey as of August 9, 2024

The survey responses for the question "Overall, how satisfied are you with Fare Assist?" show that a significant majority of customers, 444 out of 512 respondents (87%) are either extremely satisfied or somewhat satisfied with the program.

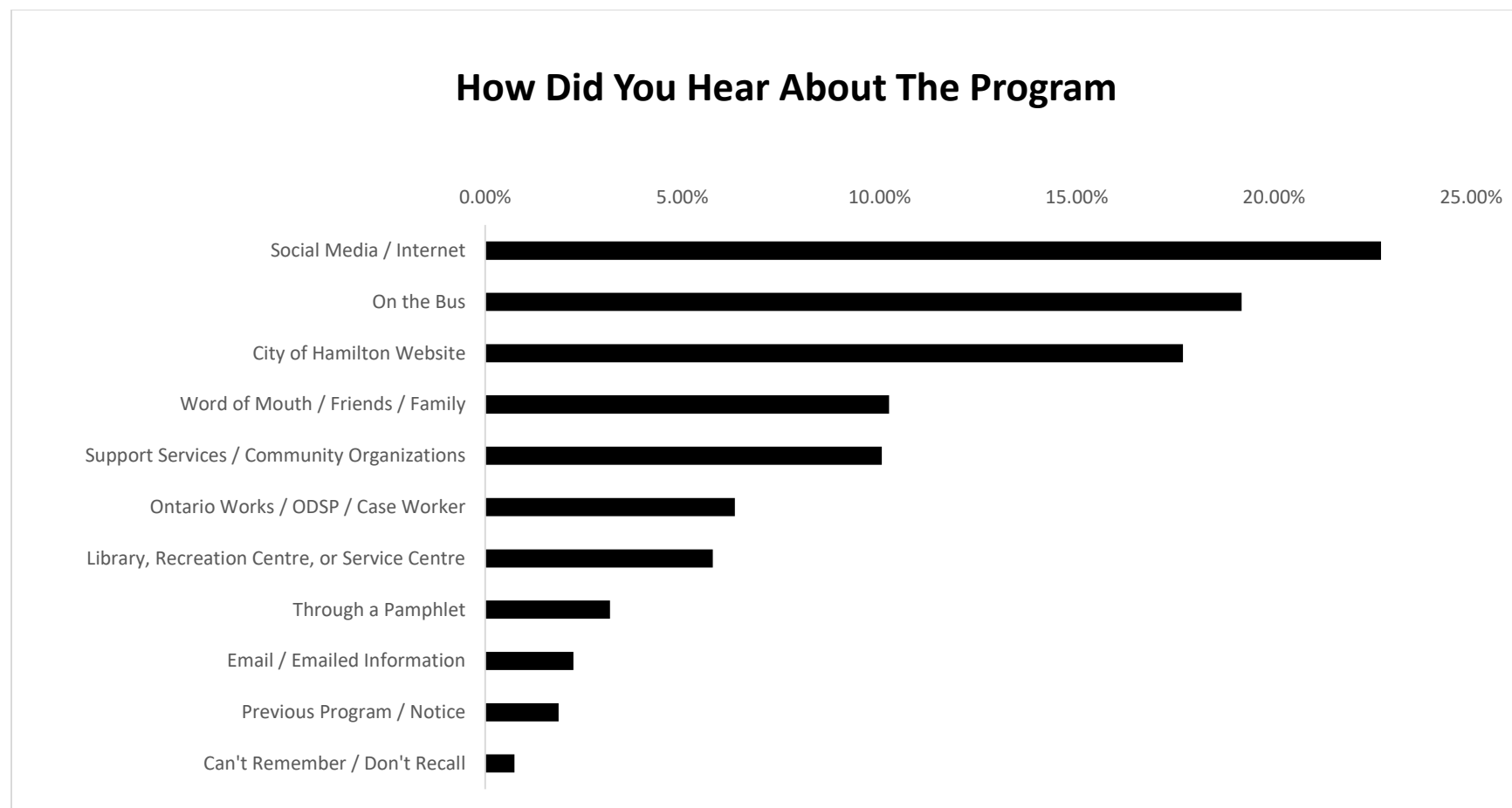
Fare Assist Satisfaction Survey as of August 9, 2024**The Majority Said That Fare Assist Has a Positive Impact On Their Lives**

A large majority (82%) 438 respondents appreciate the reduced fare, finding it beneficial in reducing their overall transit costs. This positive reception suggests that, for most respondents, the Fare Assist program is fulfilling its intended purpose of making public transit more affordable.

Fare Assist Satisfaction Survey as of August 9, 2024

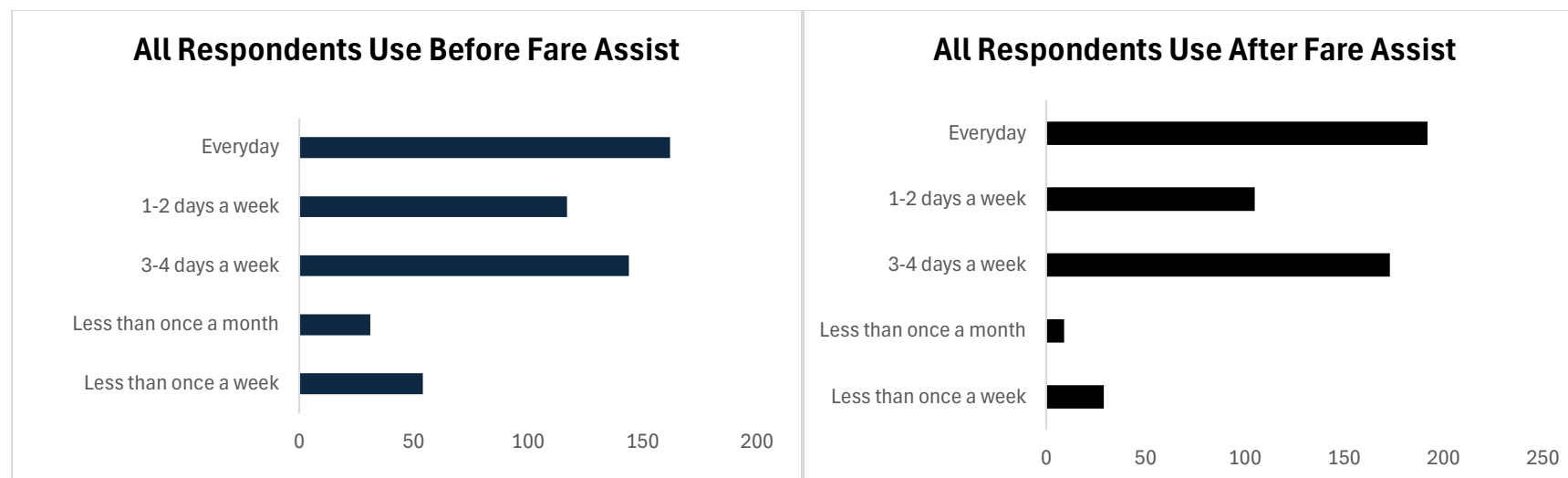
The survey reveals that a substantial majority of respondents (460 out of 512, or 90%) are extremely likely or likely to recommend the Fare Assist program to others. This strong response suggests that overall, the program is perceived positively by most respondents.

Quote *"I have helped several friends apply and they're extremely happy with the service."*

Fare Assist Satisfaction Survey as of August 9, 2024

The survey reveals that most respondents (60%) learned about the program either online or while riding the bus, with another 27% learning about it through word of mouth or a case worker.

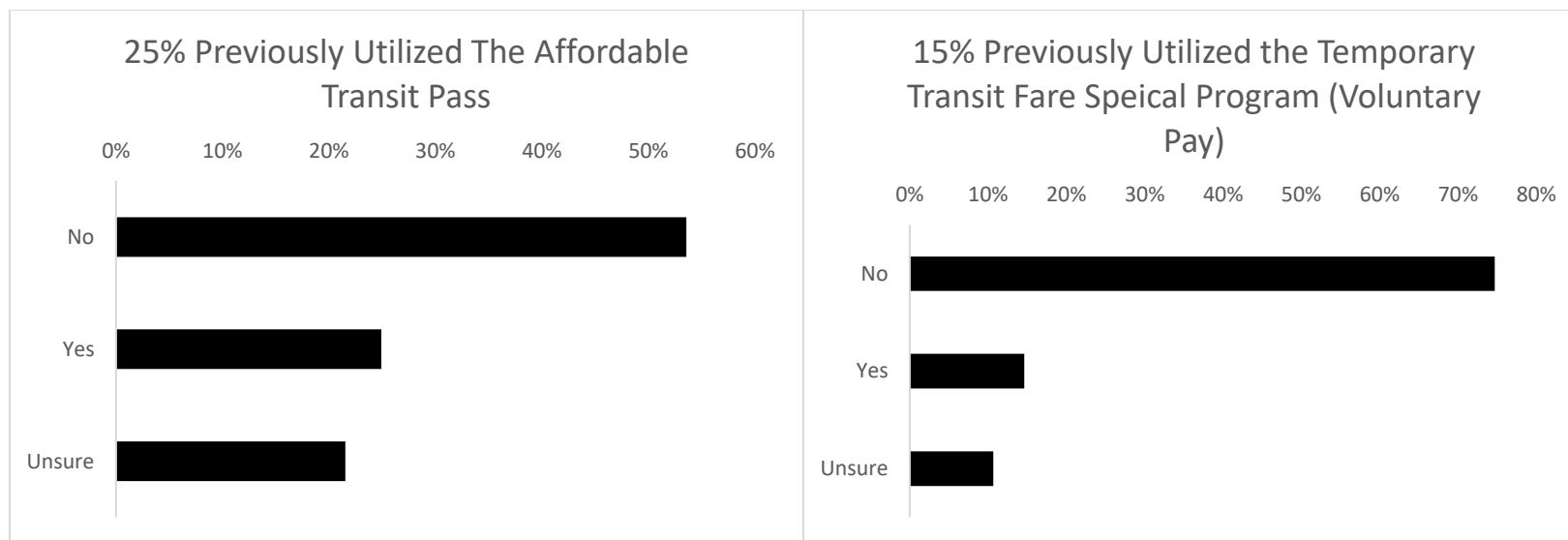
Fare Assist Satisfaction Survey as of August 9, 2024



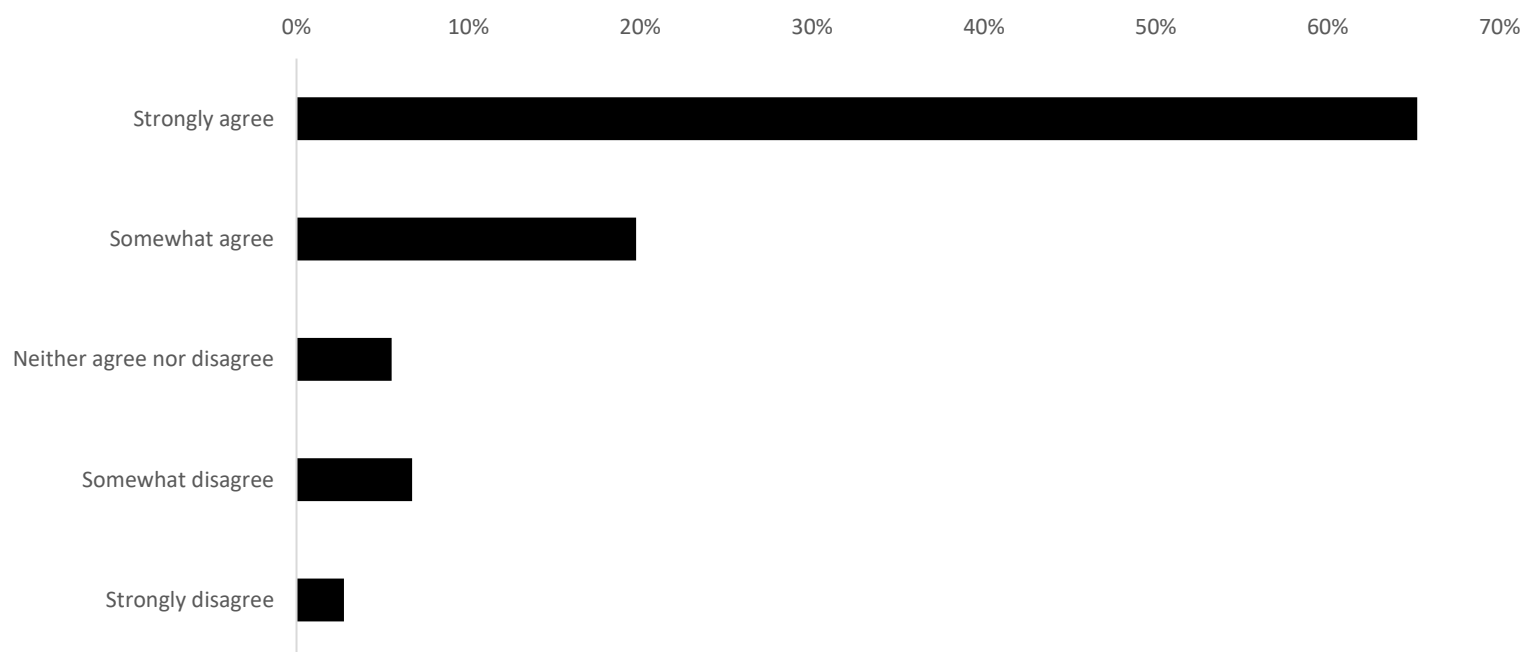
Increased Frequency of Use Everyday Use: There is a notable increase in the number of customers who reported using HSR or DARTS every day, rising from 162 before enrollment to 192 after enrollment. This suggests that Fare Assist may have enabled more frequent use of public transit by making it more affordable, particularly for those who rely on it daily.

3-4 Days a Week:

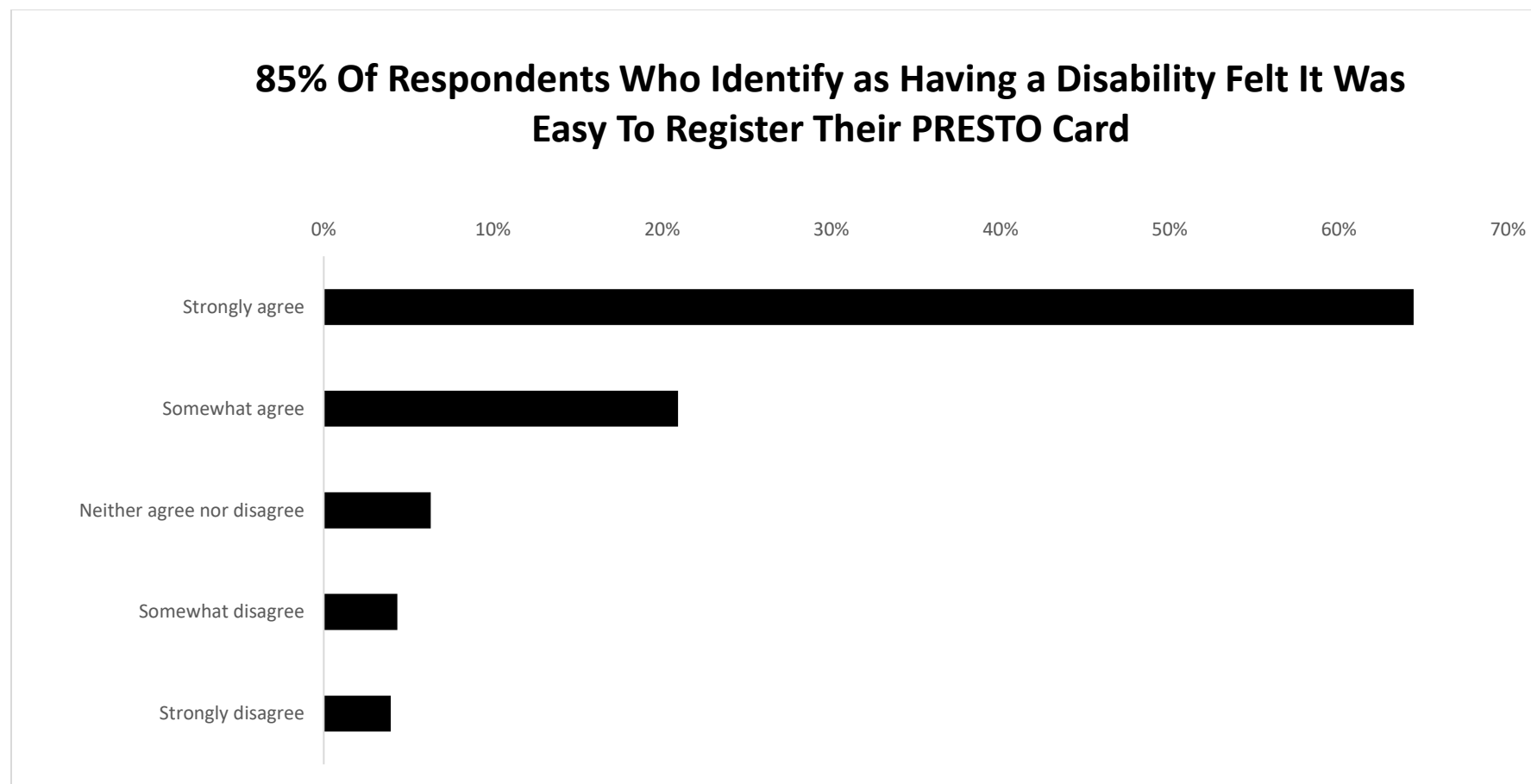
Similarly, the number of customers who reported using transit 3-4 days a week increased from 144 before enrollment to 173 after enrollment. This further supports the idea that Fare Assist is helping respondents integrate public transit more consistently into their routines.

Fare Assist Satisfaction Survey as of August 9, 2024

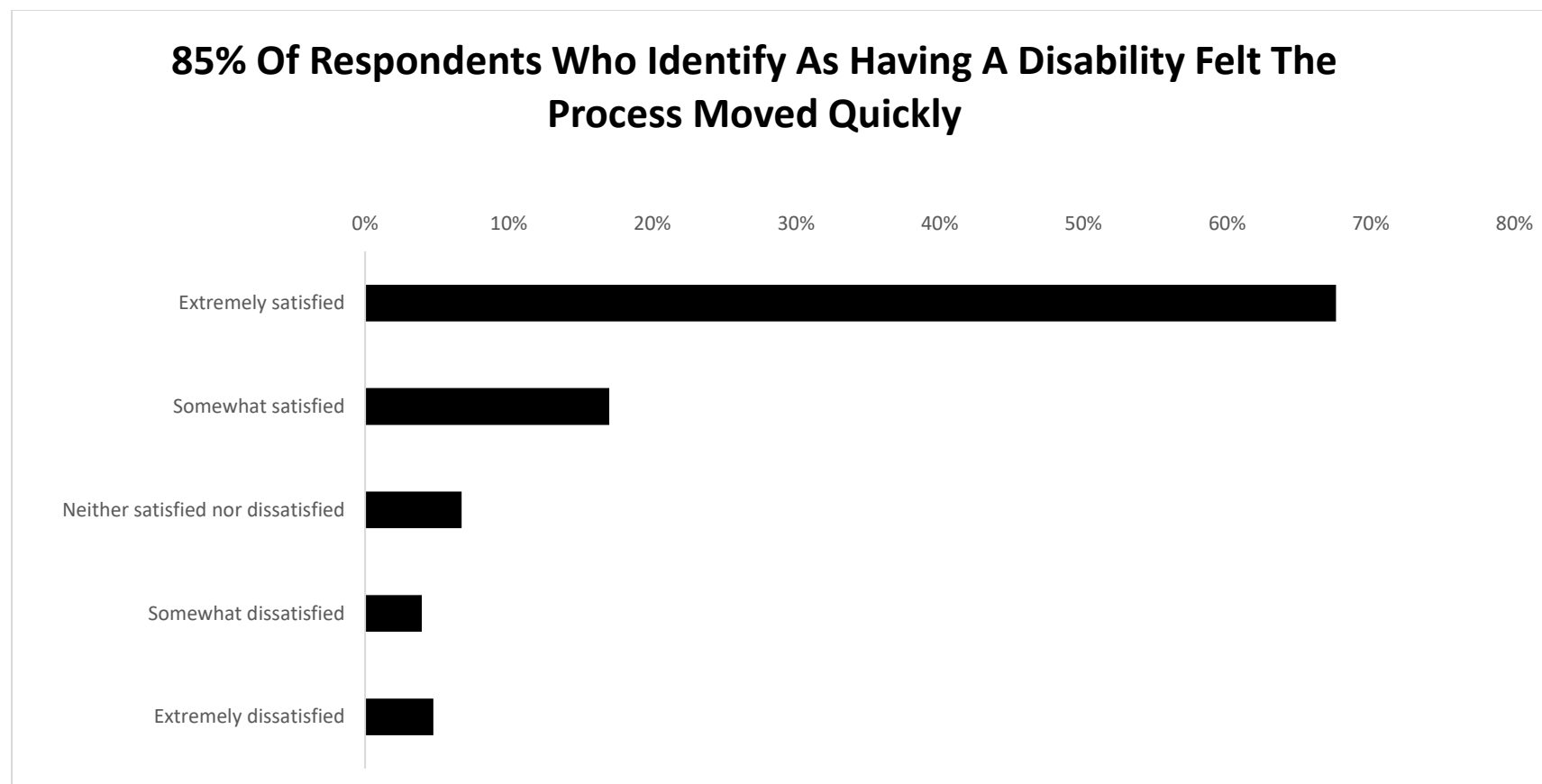
Of the 534 respondents, 133 indicated they had previously utilized the Affordable Transit Program and 78 indicated that they previously utilized the Temporary Transit Fare Special Program (Voluntary Pay).

Fare Assist Satisfaction Survey as of August 9, 2024**85% Of Those Identifying as Having A Disability Felt It Was Easy To Apply For Fare Assist**

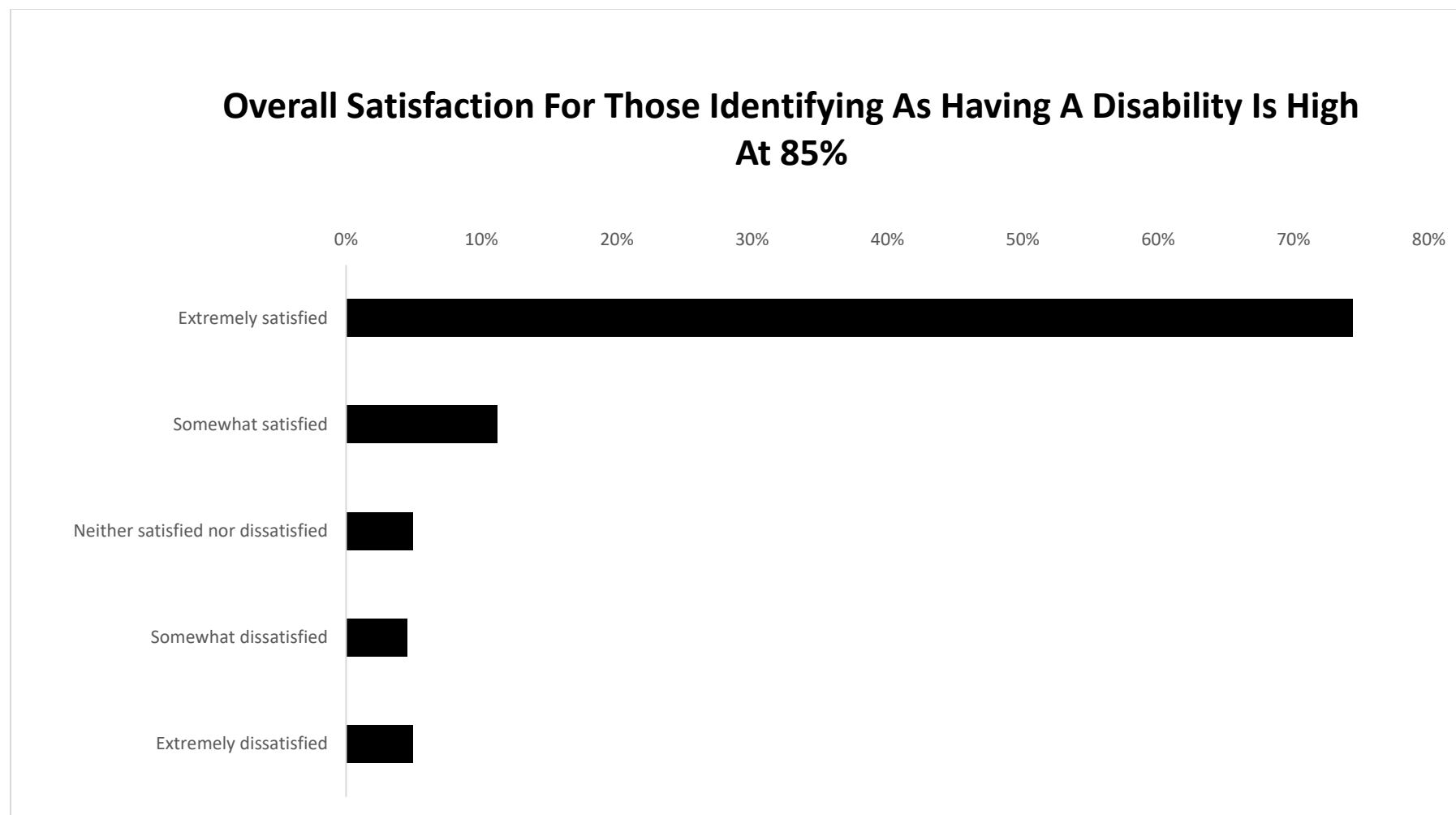
"How easy was it to apply for Fare Assist?" Most respondents (215 out of 258 or 85%) either strongly agree or somewhat agree, that the application process was easy. This indicates that for most respondents, the process was straightforward and manageable.

Fare Assist Satisfaction Survey as of August 9, 2024

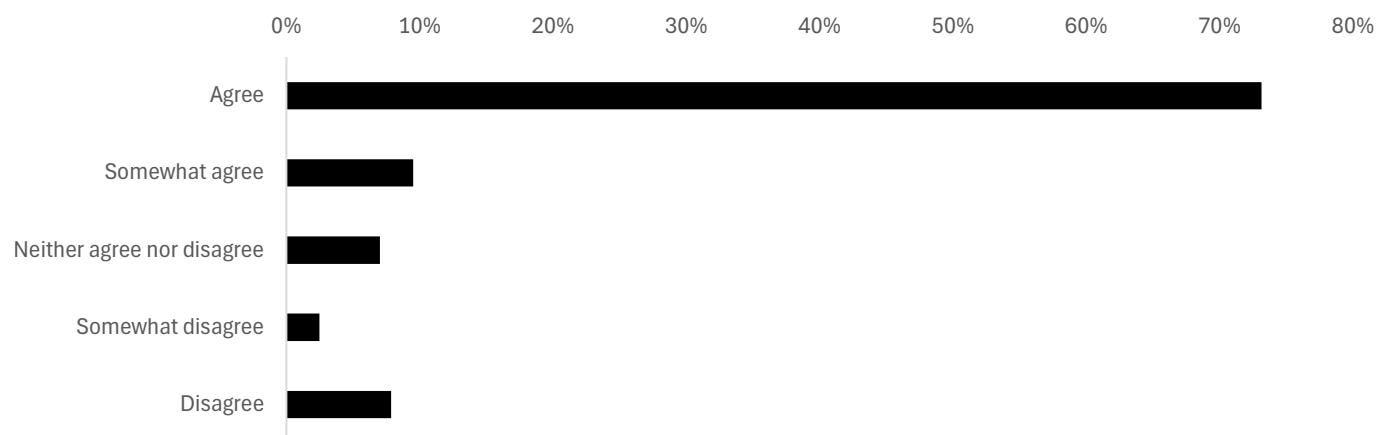
"How easy was it to register your PRESTO Card?" reveals a positive experience, with 216 out of 253 respondents (85%) agreeing or strongly agreeing that the registration process was straightforward and manageable.

Fare Assist Satisfaction Survey as of August 9, 2024

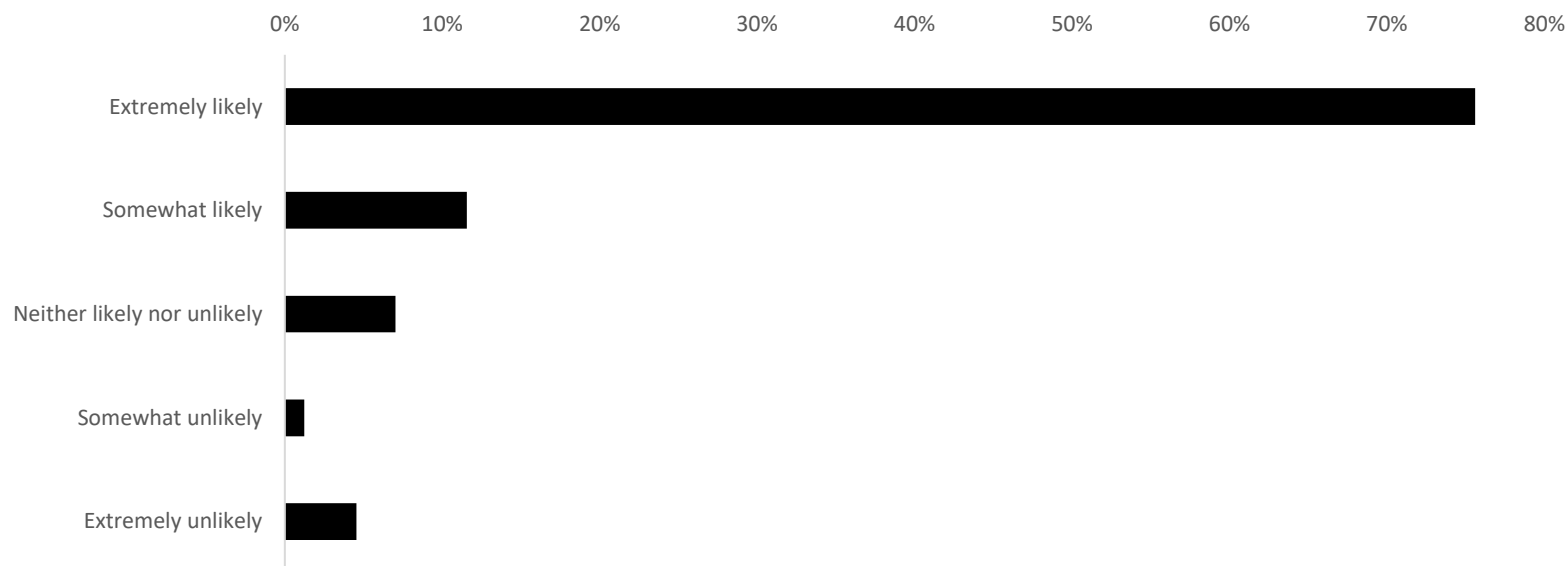
The survey responses for the question "How satisfied are you with the length of time it took to apply for and start using Fare Assist?" shows that most respondents were satisfied with the process, with 214 out of 253 respondents (85%) indicating that they were either somewhat or extremely satisfied, suggesting that for most customers, the process is timely and efficient.

Fare Assist Satisfaction Survey as of August 9, 2024

The survey responses for the question "Overall, how satisfied are you with Fare Assist?" show that a significant majority of customers (207 out of 242 respondents (85%)) are either extremely satisfied or somewhat satisfied with the program.

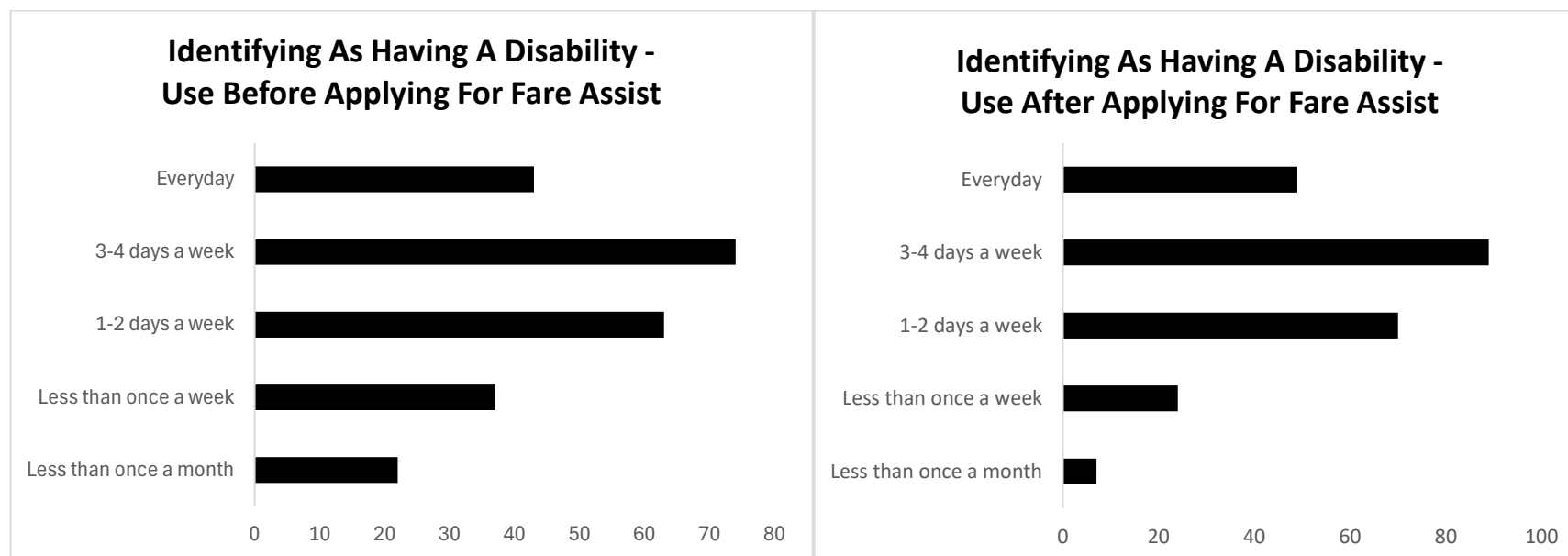
Fare Assist Satisfaction Survey as of August 9, 2024**The Majority Of Respondents Identifying As Having A Disability Said It Had A Positive Impact On Their Life**

A majority (83%) of disabled respondents appreciate the Fare Assist reduced fare, finding it beneficial in reducing their overall transit costs. This positive reception suggests that for most respondents the Fare Assist program is fulfilling its intended purpose of making public transit more affordable.

Fare Assist Satisfaction Survey as of August 9, 2024**The Majority Of Respondents Who Identify As Having A Disability
Would Recommend The Program**

The survey reveals that a substantial majority of respondents (211 out of 242 or 87%) are either extremely likely or likely to recommend the Fare Assist program to others. This high response suggests that overall, most respondents are happy with the program.

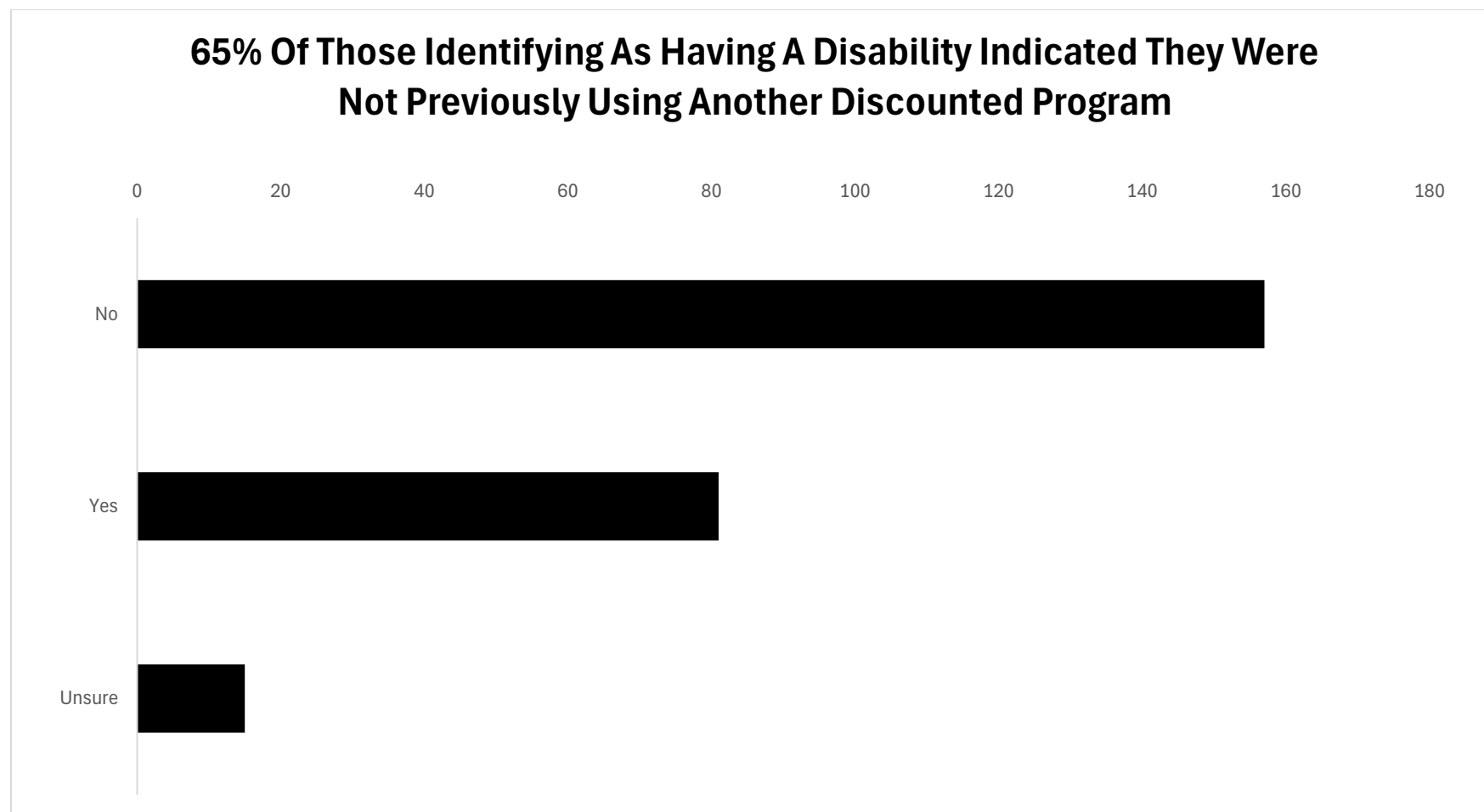
Fare Assist Satisfaction Survey as of August 9, 2024



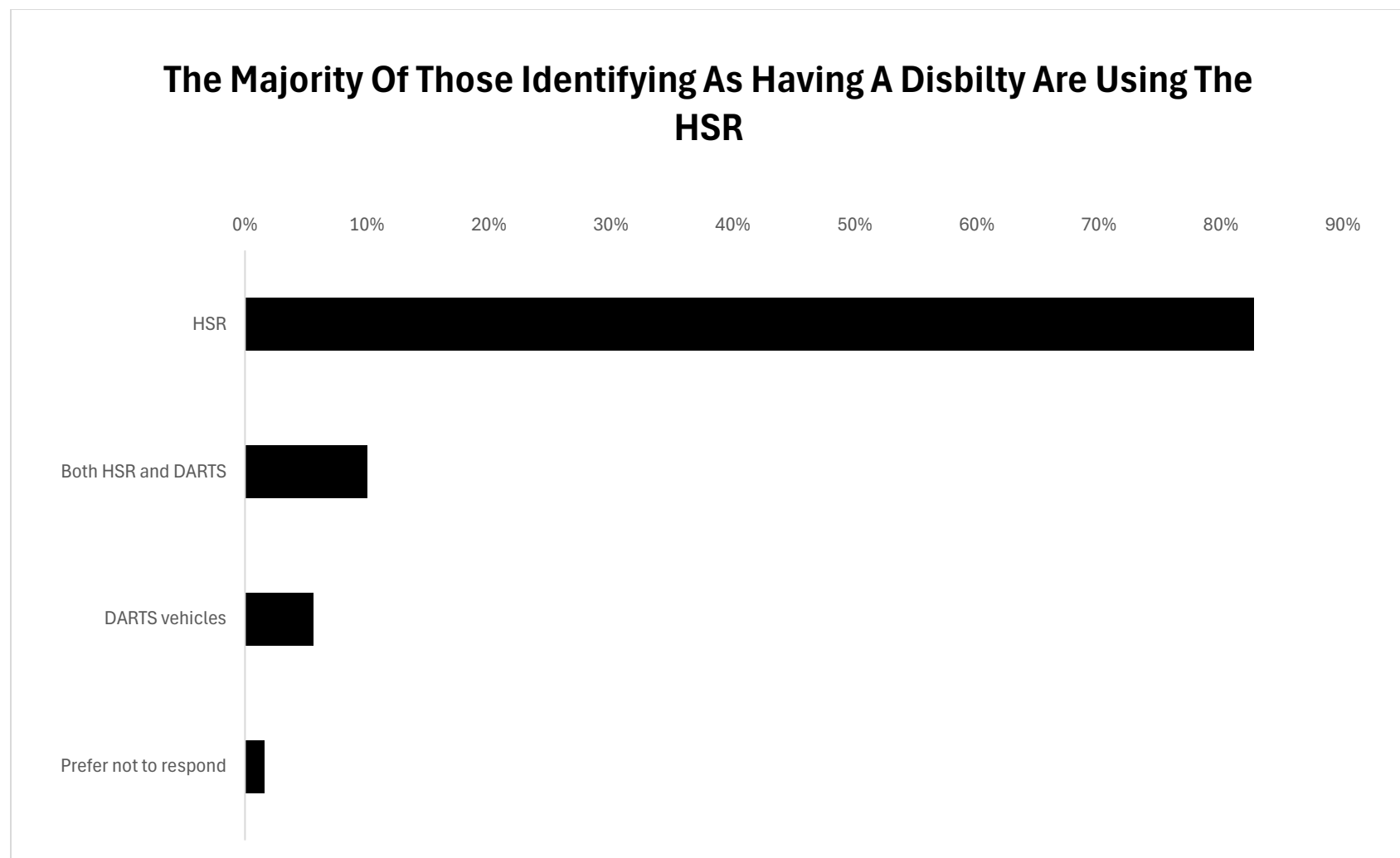
Increased Frequency of Use Everyday Use: There is a notable increase in the number of respondents who reported using HSR or DARTS every day, rising from 43 before enrollment to 49 after enrollment. This suggests that Fare Assist may have enabled more frequent use of public transit by making it more affordable, particularly for those who rely on it daily.

3-4 Days a Week:

Similarly, the number of respondents who reported using transit 3-4 days a week increased from 74 before enrollment to 89 after enrollment. This further supports the idea that Fare Assist is helping customers integrate public transit more consistently into their routines.

Fare Assist Satisfaction Survey as of August 9, 2024

Of the 253 respondents, 157 (62%) of them indicated they were not enrolled in a discount program with the HSR, while another 81 (32%) indicated that they were participating in either the Affordable Transit Pass and/or the Voluntary Pay Program.

Fare Assist Satisfaction Survey as of August 9, 2024

The survey reveals that a substantial majority of respondents, 206 out of 249 (83%) are using the HSR exclusively for their transit needs with an additional 10% using both HSR and DARTS.

Fare Assist Satisfaction Survey as of August 9, 2024

Respondents were asked if they had any additional comments or improvements for fare assist, some of the comments provided are shared here:

“I just want to say that im so grateful for the fare assist. It’s helped me a lot financially and im able to take the bus more now and not stress as much about money. Especially since I have chronic pain.”

“No comments just would like to thank the fare assist for helping us. Thank you so much”

“Thank you for making transportation more accessible and cost effective for Hamiltonians. I’ve been riding with HSR for over 15 years and it’s great to see this program give back to the community!”

“No I think the fare assist is great, when I put money on my presto card it lasts longer then it would normally, my whole family really loves the fare assist”

“Great program. Thank you. My children take the bus now instead of walking 45 minutes.”

“It's great as it is. If the discount can be increased better.”

Of the 254 respondents, 201 provided comments or suggestions have been grouped into themes for better analysis.

Theme	# Responses	% of total
Public Education/Knowledge/Process Improvements	38	18.7%
Great Program, Thankful, Greatful, Helpful	93	45.8%
Prefer the original programs Affordable Transit Pass / Temporary Transit Special Fare Program	14	6.9%
Application Duration	6	3.0%
Discount applicable to monthly pass	8	3.9%
Appreciate the program, would welcome a higher discount	31	15.3%
Other	13	6.4%
Total	203	100.0%

Appendix "E" to Report PW23024(b)

Page 1 of 2

Fare Assist - Continuous Improvement

Customer Challenge	Resolution
Difficulty completing application	Step by step video 'How to apply online' added to web Paper copy available online and by contacting HSR customer service or Special Supports Train the trainer sessions held for community partners (see outreach information) In person information sessions (see outreach information) Dedicated email fareassist@hamilton.ca established specifically to support challenges/questions related to Fare Assist
Difficulty activating voucher	Step by step instructions to apply voucher code added to FAQ on web
Does not have Notice of Assessment (NOA)	Exception information added to FAQ on web
Not aware of program	Interior overhead ads installed on all buses Fare Assist pamphlets distributed on Accessible Transportation (ATS) vehicles and HSR buses Fare Assist (How to Apply) included in the below Bus News circulations (available in print, by email, or online): • Winter 2023 • Spring 2024 • Summer 2024 • Fall 2024 Promotional material shared with community partners (including posters, brochures, social media graphics and supporting captions) Regular and continued social media promotion Operators informing customers who board with no/partial payment of - - pause of temporary Transit Fare Special Program (also known as Voluntary Pay) - how to obtain a PRESTO - Fare Assist potential eligibility for persons who express financial hardship/cannot afford to pay QR code created and shared/added to print material to direct customers to Hamilton.ca/FareAssist
Aware of the program but lack of understanding regarding 'who qualifies'/Misinformed that Fare Assist is for persons with disabilities	Fare Assist brochure updated to include who qualifies, how to apply, LIM chart, who to contact for assistance, steps to obtain PRESTO card, and more! Operator in-reach and staff notices (including in-person information sessions), and detailed information shared with HSR Customer Service, HSR Fares, City of Hamilton Customer Service, Municipal Service Centres and ATS Customer Service to ensure consistent and up-to-date information shared with residents. HSR Customer Service provided with a chart to determine the most cost-effective

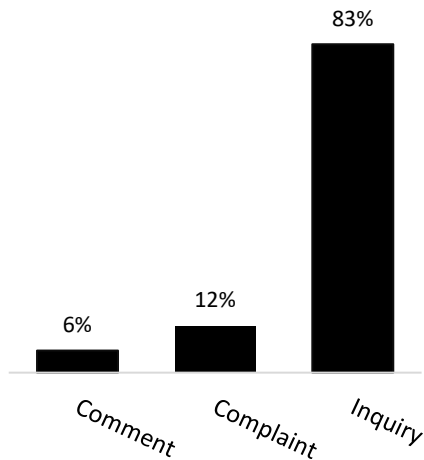
Appendix "E" to Report PW23024(b)

Page 2 of 2

	payment method (Fare Assist or Monthly/Annual) based on # of trips.
Confusion over the Support Person ID Card	Website updated and staff informed that the Support Person ID Card remains valid
Why would I apply now if I can ride for free?	Customers advised of the steps required to apply and approval timelines as well as how to obtain a PRESTO and voucher code, as well as confidently travel with HSR. Encouraged to apply to ensure no delays in qualifying and activating Fare Assist.
Application approved but voucher code not activated	Email reminder with contact information for support + detailed instructions on how to activate the voucher code + accompanying survey sent to all approved applicants via preferred communication method (mail vs. email). Mailed information included <u>pre-paid postage</u> for survey.
Online application – Clarity on application requirements	Additional details added application page based on customer feedback – this included: • Each approved applicant receives a unique voucher code that needs to be applied to their PRESTO. • Reminder that voucher code is valid for one year following approval. • Add FareAssist@hamilton.ca to safe sender list to avoid emails going to junk folder.

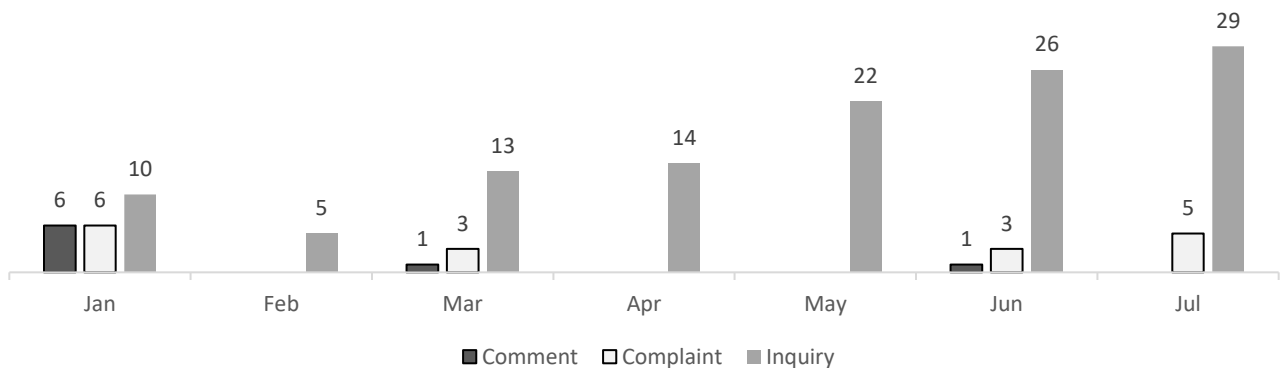
Fare Assist Customer Feedback January 1 – July 30, 2024

83% of Customer Service Log entries were related to Fare Assist Inquiries



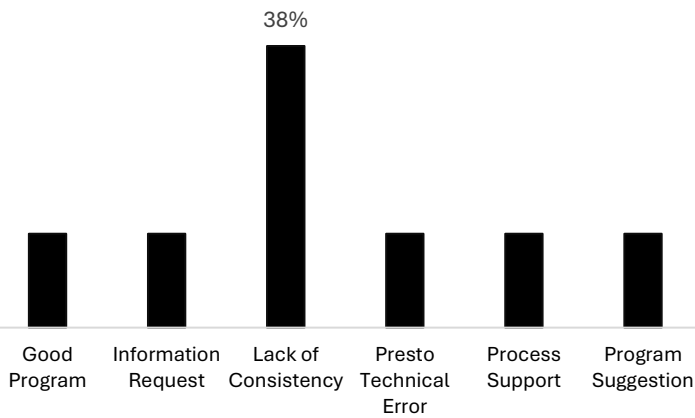
Feedback Type	%
Comment	5%
Complaint	12%
Inquiry	83%
Grand Total	100%

During the month of July inquiries about Fare Assist tripled compared to the start of the program



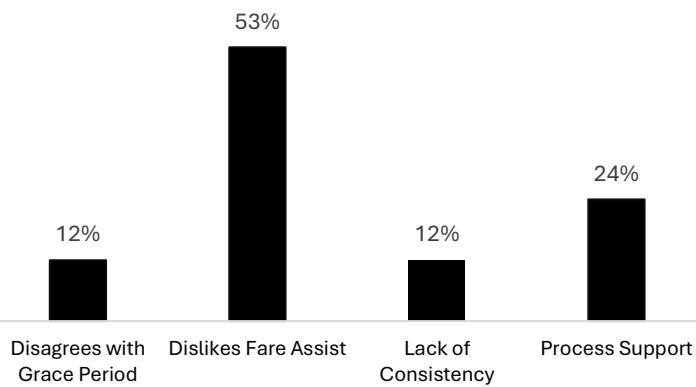
Month	Comment	Complaint	Inquiry
Jan	6	6	10
Feb			5
Mar	1	3	13
Apr			14
May			22
Jun	1	3	26
Jul		5	29
Grand Total	8	17	119

Program Comments



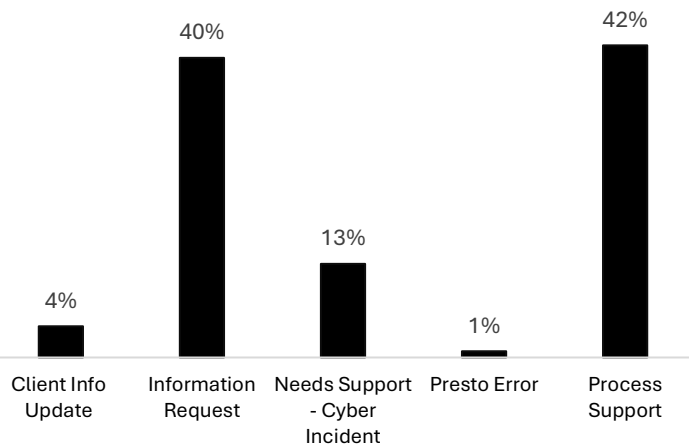
Reason	#	%
Good Program	1	12.5%
Information Request	1	12.5%
Lack of Consistency	3	37.5%
Presto Technical Error	1	12.5%
Process Support	1	12.5%
Program Suggestion	1	12.5%
Grand Total	7	100.0%

Program Complaints



Reason	#	%
Disagrees with Grace Period	2	11.8%
Dislikes Fare Assist	9	52.9%
Lack of Consistency	2	11.8%
Process Support	4	23.5%
Grand Total	17	100.0%

Program Inquiries



Reason	#	%
Client Info Update	5	4.2%
Information Request	48	40.3%
Needs Support - Cyber Incident	15	12.6%
Presto Error	1	0.8%
Process Support	50	42.0%
Grand Total	119	100.0%



HAMILTON STREET RAILWAY (HSR) FARE POLICIES

October 15, 2024

Fare Assist Pricing

The Council Vision to “be the best place to raise a child and age successfully” is a journey considered through fare choice.

0-5 years of age, 6-12 years of age (with Presto) and 80 years + (Golden Age Pass) do not tender a fare.

Fare Choice	Cash Price	13 – 19 Years Youth	20 - 64 Years Adult	65 - 79 Years Senior
Single Ride Fare	\$3.50	\$2.30 18% off Base Price	\$2.80 Base Price	\$2.30 18% off Base Price
Fare with Fare Assist Discount Applied	Not applicable	\$1.61 30% off	\$1.96 30% off	\$1.61 30% off

Did you know? Fare Assist Prices are less than the approved cash fare in 1999.

Goals of Fare Assist

Fare Assist is designed to:

- Respond to community feedback for more affordable fare options;
- Increase the freedom to travel by transit;
- Increase ridership through making fares more affordable; and
- Deliver a means-tested approach for offering discounts.

What Does Fare Assist Do?

Fare Assist:

- Helps entire households;
- Provides discounts for people on both conventional and specialized transit;
- Eliminates the need to buy a monthly pass;
- Offers a "pay as you go" fare choice; and
- Rewards those making more than 11 trips a week with free fare.

Grace Period

- At the December 13, 2023 Council meeting, staff were directed to report back to the Public Works Committee in September 2024 on the results of the six-month grace period for those currently utilizing the HSR Temporary Transit Fare Special program, which ended on June 30, 2024.
- The grace period addressed concerns that the application was not made available online until late December 2023 and to allow more time for education.

Outreach and Education

- Advertising
- Digital Media
- Outreach events (over 10,000 interactions)
- Pamphlets at 23 community organizations and businesses
- Direct mail to 4,600 Accessible Transportation Services customers.
- Emails to 13,792 Ontario Works and Ontario Disability Support Program clients.
- Front door entry training was made available to persons using mobility devices at various bus terminals or by request.

Applications for Fare Assist

- From July 1 – August 9, applications increased by 15%.
- Redemptions increased from 62% to 70% when the grace period concluded.
- Approval letters are issued in 3 business days.
- Staff originally estimated 9,000 program participants; 55% of that goal has been reached.

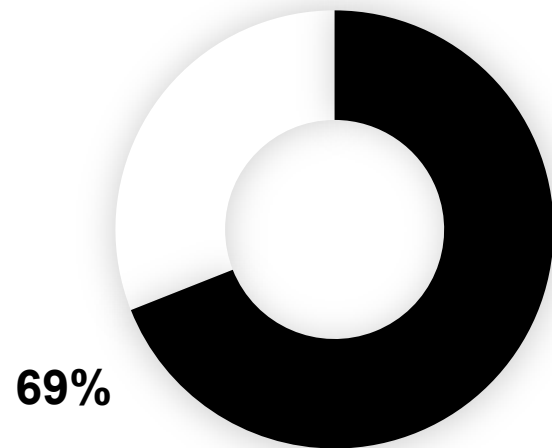
Our Applicants

Number of Approved Applications by Income Category		
Ontario Works	1,442	45%
Ontario Disability Support Program	1,280	40%
Low Income	509	15%
Total	3,231	100%
<i>*Each household is considered one application</i>		
Number of Applicants by Age Category		
Adult	3,358	68%
Child	777	16%
Senior	224	5%
Youth	608	12%
Total	4,967	100%

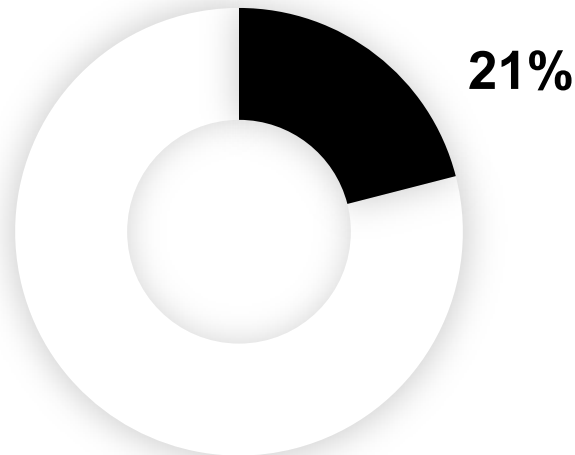
Program Satisfaction Survey

Surveys were provided to all applicants. Respondents shared that they are:

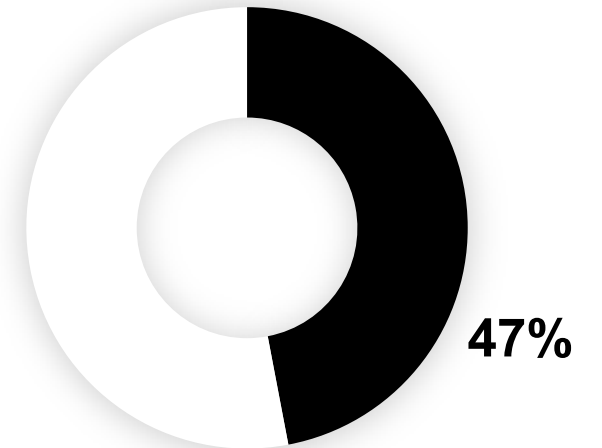
Single Person Household



Family



Identified as a Person with a Disability



Program Satisfaction Survey



- 25% (133 respondents) previously used the Affordable Transit Pass program.
- 15% (78 respondents) previously used the Temporary Transit Fare Special program.

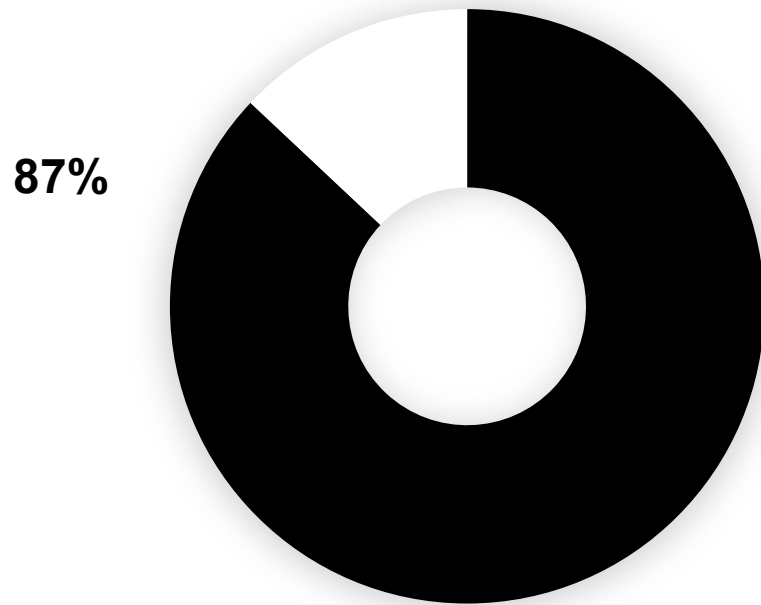
Program Satisfaction Survey

Application Process:

- 87% found the application process “relatively easy”
- 88% found the PRESTO registration process “easy”
- 87% were satisfied with the length of time it took to apply for and start using Fare Assist

Program Satisfaction Survey

Overall Satisfaction with Fare Assist



- 86% of respondents appreciate the 30% discount, finding it beneficial in reducing their overall transit costs.
- 90% would recommend this program to friends and family.

Program Satisfaction Survey

Satisfaction with the Program:

- 8.8% (45 respondents) previously accessed either the Affordable Transit Pass or the Temporary Transit Special Fare program and have responded that they are “somewhat dissatisfied” or “extremely dissatisfied” with the program, preferring the suspended programs instead.

Program Satisfaction Survey

The survey asked respondents if it allowed them to travel more frequently because of the price reduction.

- **18% increase:** 192 customers now travel daily, versus 162 before Fare Assist.
- **20% increase:** 173 customers now travel 3 to 4 days a week versus 144 before Fare Assist.
- **240% increase:** 31 survey respondents reported they travel by transit only one day a month, while only 9 survey respondents reported one day a month travel with Fare Assist in place.

Program Satisfaction Survey

47% (253 respondents) identified as a person with a disability. Of these respondents:

- 85% found it was easy to apply for the program.
- 85% found it easy to register their PRESTO card.
- 85% are “somewhat satisfied” or “extremely satisfied” with how quickly they were able to apply and start receiving the discount.

Program Satisfaction Survey

When asked the question “The 30% discount on single-ride PRESTO fares has made a positive impact on you and/or your family's monthly spending”, of the 242 responses from those who identify as having a disability:

- 200 (83%) somewhat agreed or agreed
- 17 (7%) neither agree nor disagree
- 25 (10%) somewhat disagree or disagree

Overall, this group reported an 85% satisfaction level with the Fare Assist program.

Customer Feedback

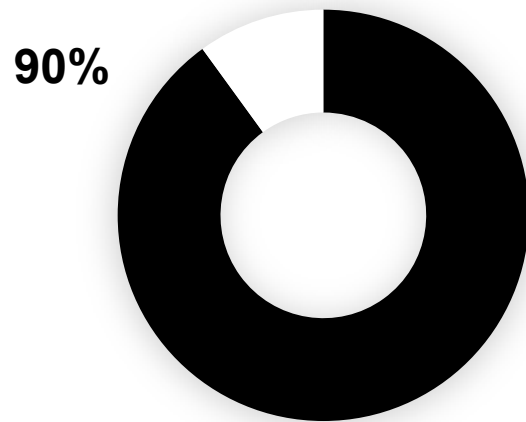
HSR tracks customer contacts received by phone or email. Contacts relating to the grace period were as follows:

- 83% of the contacts received were general inquiries about how the process worked or help to enrol or activate their discount.
- 6% of the contacts were complaints regarding the removal of the Affordable Transit Pass and Temporary Transit Special Fare Program.
- 72 in-person support interactions occurred at 36 Hunter Street after the grace period ended.

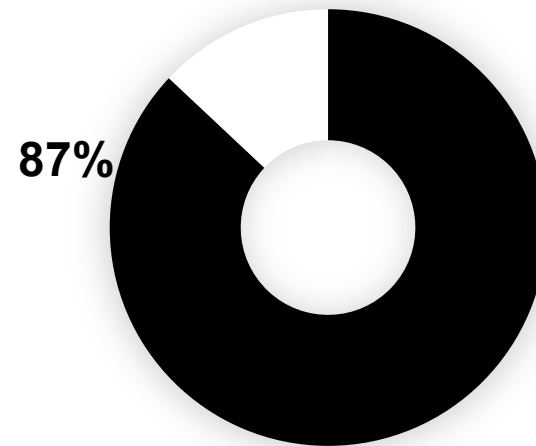
Summary

Overall, the results of the first months of the Fare Assist Pilot Program are promising and provide a strong foundation for transit affordability for Hamiltonians.

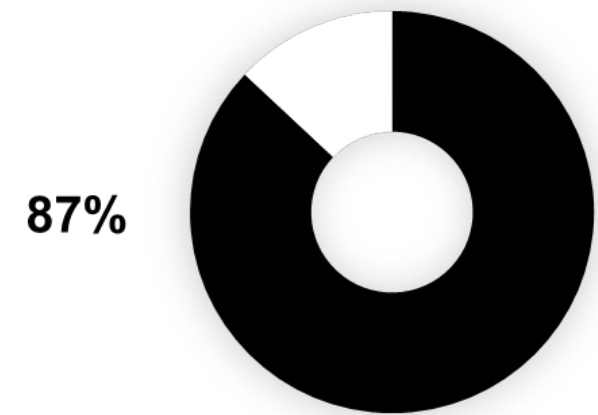
Would Recommend Fare Assist



Easy to Access



Overall Satisfaction with Fare Assist





Hamilton

THANK YOU



INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	October 15, 2024
SUBJECT/REPORT NO:	In-Service Road Safety Review of James Street North at York Boulevard/Wilson Street Intersection (PW2424062) (Ward 2)
WARD(S) AFFECTED:	Ward 2
PREPARED BY:	Chris Day (905) 546-2424, Ext. 2433 Josh van Ravens (905) 546-2424 Ext. 2064
SUBMITTED BY:	Carolyn Ryall Director, Transportation Division Public Works Department
SIGNATURE:	

COUNCIL DIRECTION

City Council at its meeting on October 2, 2023, provided the following direction via a motion:

That upon the conclusion of the York Boulevard/Wilson Street and James Street North in-service road safety review that the Transportation Division report back to the Public Works Committee with the review's findings inclusive of costs and a proposed implementation plan in Q1 of 2024.

INFORMATION

On September 28, 2023, there was a fatal collision between a cement truck and a cyclist at the intersection of James Street North and York Boulevard/Wilson Street. The cement truck and the cyclist were travelling eastbound on York Boulevard when the cement truck attempted to make a southbound right turn on James Street and collided with the cyclist. The cyclist lost their life on the scene of the accident. Hamilton Police Services concluded their investigation, and no charges were laid. A map of the location is attached to Report PW24062 as Appendix "A".

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**SUBJECT: In-Service Road Safety Review of James Street North at York
Boulevard/Wilson Street Intersection (PW24062) (Ward 2)
– Page 2 of 3**

The City of Hamilton approved the Vision Zero Action Plan in February 2019, which is a comprehensive road safety plan to eliminate collisions that involve serious injuries or fatalities. As part of this program, roadway safety improvements should be considered particularly in areas where there is a high volume of vulnerable road users.

Roster consulting services from True North Safety Group was acquired to undertake an In-Service Road Safety Review at the intersection of James Street at York Boulevard/Wilson Street to identify roadway safety measures to improve the overall safety for all modes of travel per direction received by Council.

True North Safety Group reviewed traffic operations and collision statistics for this intersection as well conducted comprehensive field investigations to assist in determining potential roadway safety measures that could be implemented to enhance traffic operation and safety. A detailed summary of existing conditions is included in Appendix “B” to Report PW24062.

The True North Safety Group Summary of Recommendations within the in-service road safety review is attached to Report PW24062 as Appendix “C”. The identified measures are categorized into two categories: Short-term and Medium/Long-term recommendations. The status, action, implementation timing and financing details of all recommendations are outlined in Appendix “D” of Report PW24062.

Short-term actions include relatively inexpensive measures that can be implemented in the short-term without major physical changes to the layout of the intersections and road segments, targeted to be completed between 0-3 years.

Medium-term recommendations include countermeasures that involve minor physical changes to the layout of intersections and road segments, targeted to be completed between 3 to 5 years. Long-term recommendations are more costly and significant in scope which require long-term planning, targeted for completed in 5+ years.

The Short-term actions for the intersection have either already been completed or are scheduled to be completed in 2024. Short-term actions will be funded through existing capital and operating budgets. The Medium/Long term recommendations have been shared with internal partners and collectively are planned to be completed in 2025 subject to capital budget approval.

Combined, the safety enhancements identified in Report PW24062 will serve to better protect all road users and are in alignment with the City of Hamilton’s Vision Zero principles. Safety enhancement measures provide immediate benefits after being implemented; however, it takes several years of data collection to statistically gauge the effect as analysis requires a minimum of three to five years

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**SUBJECT: In-Service Road Safety Review of James Street North at York
Boulevard/Wilson Street Intersection (PW24062) (Ward 2)**
– Page 3 of 3

of data to determine reliable intersection and road segment safety performance. The results of roadway safety measures are monitored through the annual review of the collision history for intersections and road segments, as summarized in Annual Collision Reports.

The use of comprehensive in-service roadway safety reviews was expanded in approximately 2022. They are undertaken proactively based on City-wide roadway safety data analysis and reactively, such as in response to a major traffic collision for example. More than 30 in-service roadway safety reviews have been completed to date, with additional reviews currently in progress. While in-service roadway safety reviews are location specific, they are reviewed in an aggregate manner to identify commonalities and trends that can be leveraged to inform changes at other locations as part of the Vision Zero Program.

On October 2, 2023 Public Works Committee directed that when a traffic related fatality or major injury occurs that the Transportation Division report back to the Public Works Committee on potential safety improvements. Information related to incidents of fatal and major injury collisions other than the collision that occurred at James Street North and York Boulevard/Wilson Street will be coupled with future Annual Collision reports.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report PW24062 – James Street North and York Boulevard/Wilson
Street In-Service Road Safety Review Location
Map

Appendix “B” to Report PW24062 – TNS In-Service Roadway Safety Review Summary
of Recommendations

Appendix “C” to Report PW24062 – James Street North and York Boulevard/Wilson
Street: Existing Conditions Summary

Appendix “D” to Report PW24062 – James Street North and York Boulevard/Wilson
Street: Implementation Summary

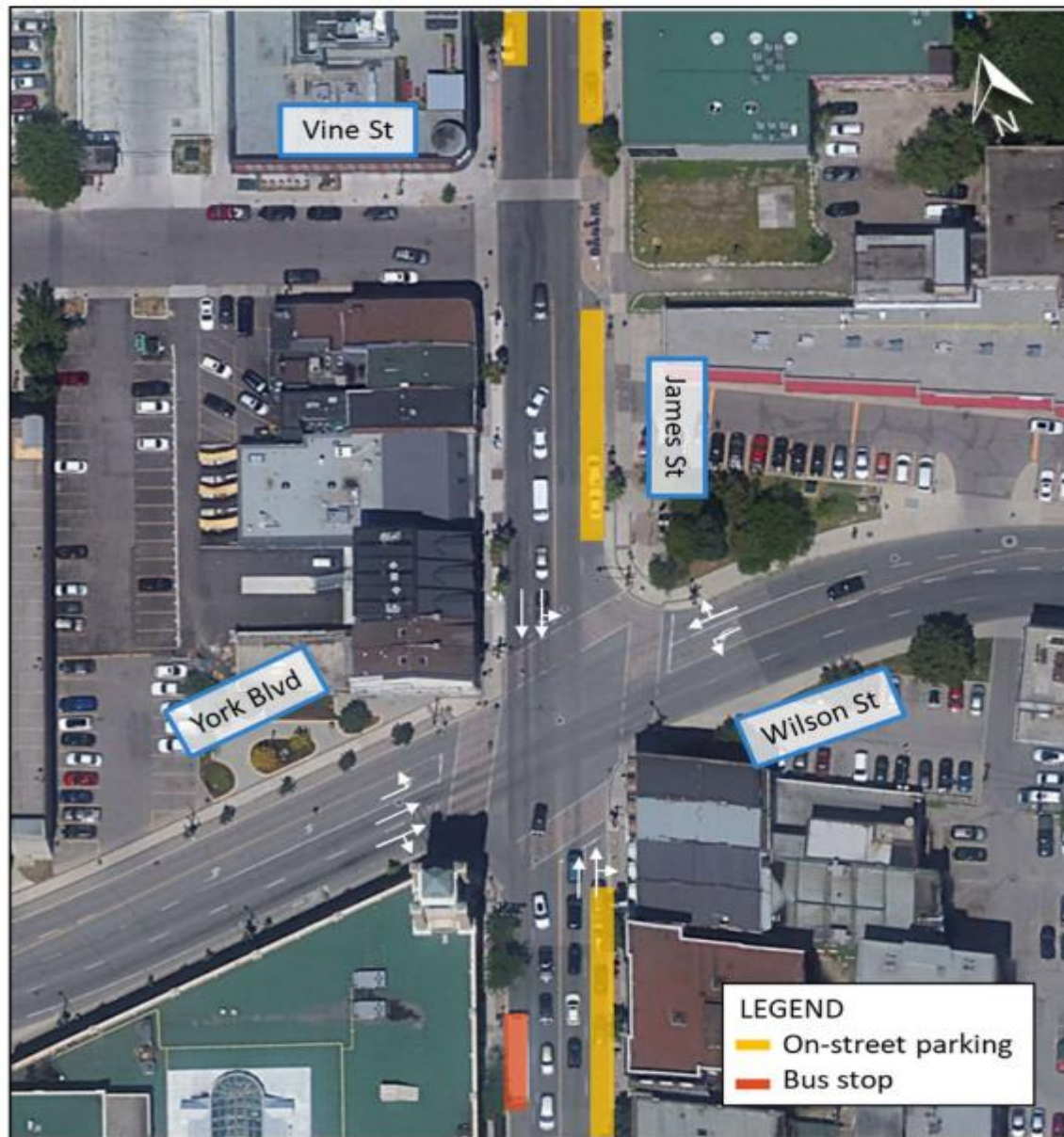


Figure 1: Aerial image of James Street at York Boulevard/Wilson Street intersection (Google Maps, 2018).

6.0 SUMMARY OF FINDINGS AND RECOMMENDATIONS

The intersection of James Street at York Boulevard/Wilson Street is a four-legged signalized intersection with a considerable skew angle for the eastbound and westbound approaches. The intersection is in a commercial area with high pedestrian demand at all crosswalks. The skewed geometry results in safety risks between turning motorists, especially for the eastbound right-turn approach, and vulnerable road users. In addition, the existing bike lanes on York Boulevard terminate at James Street, which forces cyclists to travel in mixed traffic east of the intersection.

To mitigate the safety risks that exist at the intersection, several remedial measures were identified and categorized into the following categories:

- ▶ Short-term actions include relatively inexpensive measures that could be implemented in the short-term without major physical changes to the layout of the intersection.
- ▶ Medium/long-term recommendations are more costly, which require long-term planning, design, and property.

Short-term Actions

- ▶ Remove the existing bike lanes on York Boulevard east of Bay Street. Signage should be installed to direct cyclists north to the protected cycle tracks on Cannon Street.
 - If the cycling facilities are extended east of James Street, the City could increase the level of separation and visibility of the cycling facility by constructing a raised cycle track near the intersection.
- ▶ Implement LPI at all crosswalks to increase the visibility and right-of-way for pedestrians.
- ▶ Implement RTOR restrictions for the northbound, eastbound, and westbound approaches.
- ▶ Install ladder-type crosswalk markings to increase crosswalk visibility for motorists.

Medium/Long-term Recommendations

- ▶ Implement curb extensions on the northwest, southwest, and southeast corners of the intersection to reduce the intersection width, reduce vehicle turn speeds, and reduce pedestrian crossing distance.
- ▶ Restrict the southbound left-turn movement.
- ▶ Install AODA features at the intersection, consisting of TWSIs at curb ramps and APS to improve accessibility for blind or vision impaired pedestrians.
- ▶ Close or relocate the parking access on the southeast corner of the intersection.

James Street North and York Boulevard/Wilson Street: Existing Conditions Summary

The intersection of James Street at York Boulevard/Wilson Street is a four-leg signalized intersection. The intersection has a considerable skew for the eastbound and westbound lanes.

The lane configuration consists of the following:

- Northbound approach: one through lane and one shared through/right-turn lane. The left turn movement is restricted. Due to on-street parking regulations, the curb lane effectively operates as a right-turn lane.
- Southbound approach: one through lane and one shared through/left-turn lane. James Street widens to two lanes south of Vine Street. There is a right-turn restriction for this approach.
- Eastbound approach: one left-turn lane, one through lane, and one shared through/right turn lane. There is also a painted bike lane that terminates at James Street.
- Westbound approach: one left-turn lane and one shared through/right-turn lane.

Both James Street and York Boulevard/Wilson Street are undivided four-lane streets. Both streets have a speed limit of 50 kilometers per hour (km/h).

The historical collision data

The historical collision data (January 1, 2018, to December 31, 2022) identified the following main patterns in the collision history:

- A total of 32 collisions were recorded during the five-year analysis period between 2018 and 2022. There was an increase in collisions in 2022 compared to the previous years; the 5 impact types primarily consisted of rear-end and angle collisions. It is not known if the annual increase in collisions can be attributed to annual fluctuation, or if there has been an increase in collisions related to other factors.
- 1 pedestrian collision was recorded that involved a westbound motorist striking a pedestrian. The pedestrian was noted to be crossing without right-of-way.
- Rear-end collisions were the predominant impact type with 13 collisions (40% of all collisions), including 6 eastbound and 4 southbound collisions. This could be attributed to the eastbound direction being the predominant direction of travel through the intersection.
- Angle collisions were the second highest impact type frequency with 8 collisions (25% of all collisions), including 4 collisions in the eastbound direction.
- A total of 6 sideswipe collisions were recorded (19% of all collisions), including 4 in the southbound direction. This could be attributed to the on-street parking

Appendix "C" to Report PW24062

Page 2 of 2

regulations north of Vine Street or motorists changing lanes to avoid the southbound left-turn queue at York Boulevard/Wilson Street.

- A fatal cyclist collision occurred on Thursday, September 28, 2023, at approximately 4:00 p.m. The collision involved a cement truck making an eastbound right-turn and colliding with an eastbound cyclist. It is not known if the cyclist was travelling in the bike lane or riding on the sidewalk. The fatal cyclist collision was not included as part of the collision analysis since the 2023 dataset was not available at the time of writing.

Appendix “D” to Report PW24062
Page 1 of 2

James Street North and York Boulevard/Wilson Street				
1.1 - Short-term Actions				
Item:	Safety Enhancement:	Action / Status:	Timeline:	Funding:
1.1.1	Remove the existing bike lanes on York Boulevard east of Bay Street. Signage should be installed to direct cyclists north to the protected cycle tracks on Cannon Street. or If the cycling facilities are extended east of James Street, the city could increase the level of separation and visibility of the cycling facility by constructing a raised cycle track near the intersection.	Partially completed as implemented through on-going capital reconstruction for York Boulevard. Permanent enhancements are programmed to be completed	2024/2025	Additional funding not required, existing operation/capital budget to be utilized
1.1.2	Implement Leading Pedestrian Intervals (LPI) at all crosswalks to increase the visibility and right-of-way for pedestrians.	Programmed to be completed. The existing traffic cabinet/controller needs to be replaced as it cannot support the implementation of LPI.	2025	Additional funding not required, existing operation/capital budget to be utilized
1.1.3	Implement Restrict Turning On Red (RTOR) restrictions for the northbound, eastbound, and westbound approaches.	Programmed to be completed, pending approval of Traffic By-Law amendments scheduled for October 2024	Q4 2024	Additional funding not required, existing operation/capital budget to be utilized
1.1.4	Install ladder-type crosswalk markings to increase crosswalk visibility for motorists.	Completed	Completed in June 2024	Completed. Funded from existing operating budget

Appendix "D" to Report PW24062

Page 2 of 2

1.2 – Medium/Long-Term Actions				
Item:	Safety Enhancement:	Action / Status:	Timeline:	Funding:
1.2.1	Implement curb extensions on the northwest, southwest, and southeast corners of the intersection to reduce the intersection width, reduce vehicle turn speeds, and reduce pedestrian crossing distance.	Programmed to be completed, pending capital budget approval. Partial reconstruction of the intersection is required, inclusive of detailed engineering design, tendering and construction.	2025	Pending Engineering Priorities - Vision Zero - 2025 capital funding approval
1.2.2	Restrict the southbound left-turn movement.			Pending Engineering Priorities - Vision Zero - 2025 capital funding approval
1.2.3	Install AODA features at the intersection, consisting of TWSIs at curb ramps and APS to improve accessibility for blind or vision impaired pedestrians.			Pending Engineering Priorities - Vision Zero - 2025 capital funding approval
1.2.4	Close or relocate the parking access on the southeast corner of the intersection.	Programmed to be reviewed	TBD	To be determined by Transportation Planning and Parking Division



INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	October 15, 2024
SUBJECT/REPORT NO:	Blue Box Service Agreement with Circular Materials Ontario for Community Recycling Centres (PW24066) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Glenn Watt, (905) 546-2424, Ext. 5439
SUBMITTED BY:	Angela Storey Director, Waste Management Public Works Department
SIGNATURE:	

COUNCIL DIRECTION

N/A

INFORMATION

The purpose of this report is to inform Council about the City entering into an agreement with Circular Materials Ontario. This agreement will allow the City to continue accepting eligible recyclables at its three Community Recycling Centres from April 1, 2025, to December 31, 2025, following the transition of the City's Blue Box Program.

The report outlines the final agreement, called the Depot Collections Statement of Work, with Circular Materials Ontario, which will provide funding to maintain Blue Box collection services at the three recycling centres during the transition period. It also highlights any changes in services needed to meet the updated list of eligible Blue Box materials because of the transition.

Background

On June 3, 2021, the Ministry of Environment, Conservation and Parks introduced O. Reg. 391/21, transitioning the Blue Box Program to Individual Producer Responsibility. Hamilton's transition is set for April 1, 2025, and will last until December 31, 2025. By

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**SUBJECT: Blue Box Service Agreement with Circular Materials Ontario for
Community Recycling Centres (PW24066) (City Wide) - Page 2 of 4**

January 1, 2026, producers of paper products and packaging will take over full responsibility and costs of the program. Key changes include:

- A uniform curbside Blue Box system across Ontario;
- Expanded list of material accepted as recyclable; and,
- Service to eligible sources which includes single family homes, multi-unit homes, not for profit retirement homes, and schools.

Some properties, such as businesses, city facilities, and special events, are not eligible for the producer-funded program.

Decisions to Date

On January 11, 2021, Council approved negotiations with Producer Responsibility Organizations (PROs) for transitioning various waste programs to Individual Producer Responsibility (Report PW21004).

On August 12, 2022, the City decided to opt out of being the collection and processing service provider to eligible properties under the Blue Box Program during the transition period (Report PW22064).

On April 2, 2024, Council agreed that the City would continue Blue Box collection services for about 3,000 non-eligible properties during transition (Report PW24021).

Continuation of accepting recyclables at the Community Recycling Centres

After reviewing operations and consulting with Circular Materials Ontario, it was decided that the City would keep accepting Blue Box materials at the Community Recycling Centres during transition. An agreement with Circular Materials Ontario, including a Master Services Agreement and related documents, outlines the City's obligations as a contractor during this period.

The Circular Materials Ontario Agreement lets the City do the following:

- Keep allowing residents to drop off Blue Box materials at the existing Community Recycling Centres during the transition period;
- Receive payment from Circular Materials Ontario for continuing Blue Box services from residents at these centres during the transition period; and,
- Transport Blue Box materials from the Community Recycling Centres to Circular Materials Ontario's facility for processing

The City will also need to do its best to meet Circular Materials Ontario's rules on contamination limits.

**SUBJECT: Blue Box Service Agreement with Circular Materials Ontario for
Community Recycling Centres (PW24066) (City Wide) - Page 3 of 4**

Compensation

In the agreement with Circular Materials Ontario, the City will be compensated at least the same amount than it currently costs to collect and move eligible Blue Box materials from Community Recycling Centres to a Circular Materials Ontario facility. More specifically, it is estimated that the City will receive \$147,000 to continue this service during transition in 2025.

Delegated Authority to Enter into Agreements related to Transition

On January 11, 2021, Report PW21004 gave the General Manager, Public Works the authority to make agreements with Circular Materials Ontario about changing waste programs to Individual Producer Responsibility. This authority would include the nine-month agreement to accept residential Blue Box materials at Community Recycling Centres as a convenience depot for Circular Materials Ontario. The Waste Management Division and Legal Services have reviewed the agreement, and there have been many discussions with Circular Materials Ontario to finalize it.

Staff have carefully reviewed the options and decided the best option is to sign the agreement with Circular Materials Ontario. This will allow residential Blue Box material collection to continue at Community Recycling Centres until December 31, 2025.

Non-Eligible Sources

The City does not currently accept Blue Box materials from businesses or institutions at the Community Recycling Centres as this is the residential side of the site. If the City was to accept this material from these sources, there would be a deduction in the compensation from Circular Materials Ontario, which would reduce the amount of funding used to fully fund the program.

Currently, the City accepts cardboard from commercial vehicles at the Transfer Stations for a tipping fee. Effective April 1, 2025, the City will stop accepting cardboard from businesses at the Transfer Stations as the cardboard from both the Community Recycling Centres and Transfer Stations is combined before being processed and would result in a deduction from the funding received by Circular Materials Ontario. Table 1 shows the amount of commercial cardboard and paper that is received at the Transfer Stations and represents approximately 15% of the total cardboard / paper hauled from the sites each year.

Table 1: Commercial Fibre / Paper received at Transfer Stations

	2021	2022	2023	2024*
Tonnes of commercial paper	237	226	220	101

*January 1 to June 30, 2024

**SUBJECT: Blue Box Service Agreement with Circular Materials Ontario for
Community Recycling Centres (PW24066) (City Wide) - Page 4 of 4**

Bulky Rigid Plastic

Bulky rigid plastic, like plastic furniture, toys, and buckets, is currently accepted at our three Community Recycling Centres. However, it is not deemed an accepted recyclable item after transition as these types of items are not considered packaging.

Starting April 1st, 2025, bulky rigid plastic will no longer be accepted at the Community Recycling Centres, as it will not be part of the recycling program anymore. Table 2 shows the amount of bulky rigid plastic collected at the Community Recycling Centres each year.

Table 2: Bulky Rigid Plastic collected at Community Recycling Centres

	2021	2022	2023	2024*
Amount of tonnes of bulky rigid plastic	307	319	256	174

*January 1 to June 30, 2024

Service Continuity during Transition

By keeping recycling services open at the Community Recycling Centres during the transition, the City shows it is committed to being a leader in waste management. This sets a good example for residents and reminds them how important recycling and sustainability are. It also meets public expectations, lowers the risk of recyclables going to the landfill, and helps protect the environment. Keeping these services going during the transition shows the City's dedication to responsible waste management and encourages others to do the same.

APPENDICES AND SCHEDULES ATTACHED

N/A



INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	October 15, 2024
SUBJECT/REPORT NO:	Accessible Transportation Services Policy Review (PW24067) (City Wide) (Outstanding Business List Item)
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

On December 8, 2020, the former Advisory Committee for Persons with Disabilities (now known as the Accessibility Committee for Persons with Disabilities) recommended the following motion to the General Issues Committee (Item 6 of Accessibility Committee for Persons with Disabilities Report 20-007):

“... (a) That the Advisory Committee for Persons with Disabilities respectfully requests that City Council direct HSR and ATS staff to work directly to review and amend the full slate of existing policies, and compose a full slate of new policies in compliance with AODA requirements;

(b) That these policies upon their completion be forwarded to City Council for review and adoption;

(c) That HSR and ATS staff fully assist the Advisory Committee for Persons with Disabilities in this policy review and composition including staffing and resource allocation; and,

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**SUBJECT: Accessible Transportation Services Policy Review
(PW24067) (City Wide) - Page 2 of 3**

(d) That these policies be reviewed by the HSR and ATS staff in consultation with the Advisory Committee for Persons with Disabilities regularly, and at the very least every 5 (five) years in order that these policies remain current.”

The General Issues Committee then directed staff to report back to Public Works Committee respecting the above (Item 3(d), General Issues Committee Report 21-003).

INFORMATION

Accessible Transportation Services is working to update and consolidate all existing policies and processes into a slate of revised policies and their related procedures and forms. These will be maintained according to Public Works process to become part of the Accessible Transportation Services controlled document inventory. As they are written, all passenger-facing policies will supersede those that are currently housed with the contractor (DARTS) for the shared-ride, door-to-door service.

The above motion informs the present approach taken by Accessible Transportation Services (see also Item 8.2, Accessibility Committee for Persons with Disabilities meeting 24-002). For example, Accessible Transportation Services recently reviewed Eligibility Policy updates with both the Accessibility Committee for Persons with Disabilities and its Transportation Working Group (Item 8.2, Accessibility Committee for Persons with Disabilities meeting 24-003; see Report PW24051).

This review of the Accessible Transportation Services Eligibility Appeal Policy and related forms and letters understandably took many months to complete, and it is indicative of the time and effort it takes for both Accessible Transportation Services and Accessibility Committee for Persons with Disabilities members to accomplish such a project. The necessary internal staff reviews must also be considered to ensure legislative and City policy compliance.

With this effort in mind, Accessible Transportation Services sent a letter to the Accessibility Committee for Persons with Disabilities which was received at its meeting of June 11, 2024 (Accessibility Committee for Persons with Disabilities meeting 24-005, Item 5.1). Discussion continued with the Transportation Working Group meeting of July 23, 2024. At this meeting, staff provided an updated list of policy reviews completed with the Working Group from 2006 to the present, compiled from Accessible Transportation Services records that illustrate the number of policies that should migrate from contractor policies to Accessible Transportation Services policies for good governance and clear role definition.

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**SUBJECT: Accessible Transportation Services Policy Review
(PW24067) (City Wide) - Page 3 of 3**

At the August 13, 2024, Accessibility Committee for Persons with Disabilities meeting, a motion was carried to establish an ad hoc working group dedicated to policy review, to continue until such review has been completed. The ad hoc working group will include the Manager of Accessible Transportation Services and/ or designate (Accessibility Committee for Persons with Disabilities meeting 24-007, Item 12.1; General Issues Committee Report 24-014). Accessible Transportation Services confirmed the plan to begin the ad hoc working group with the Transportation Working Group at its meeting on August 27, 2024. Accessible Transportation Services is looking forward to working closely with the Accessibility Committee for Persons with Disabilities as we continue the work of policy update and consolidation.

APPENDICES AND SCHEDULES ATTACHED

N/A



CITY OF HAMILTON
PUBLIC WORKS DEPARTMENT
Engineering Services Division

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	October 15, 2024
SUBJECT/REPORT NO:	Proposed Permanent Closure and Sale of a Portion of Assumed Alleyway Abutting 830 Barton Street East, Hamilton (PW24063) (Ward 3)
WARD(S) AFFECTED:	Ward 3
PREPARED BY:	Laura-Lynn Fernandes (905) 546-2424 Ext. 6164
SUBMITTED BY:	Jackie Kennedy Director, Engineering Services Public Works / Engineering Services
SIGNATURE:	

RECOMMENDATION

- (a) That the application of the owner of 830 Barton Street East, Hamilton, to permanently close and purchase a portion of the assumed alleyway abutting the south side of 830 Barton Street East, Hamilton ("Subject Lands"), as shown on Appendix "A", attached to Report PW24063, be approved, subject to the following conditions:
- (i) That the applicant makes an application to the Ontario Superior Court of Justice, under Section 88 of the Registry Act, for an order to permanently close the Subject Lands, if required by the City, subject to:
- (1) The General Manager, Public Works, or designate, signing the appropriate documentation to obtain any required court order; and
 - (2) The documentation regarding any required application to the Ontario Superior Court of Justice being prepared by the applicant, to the satisfaction of the City Solicitor;

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SUBJECT: Proposed Permanent Closure and Sale of Portion of Assumed Alleyway Abutting 830 Barton Street East, Hamilton (PW24063) (Ward 3) - Page 2 of 5

- (ii) That the applicant be fully responsible for the deposit of a reference plan in the proper land registry office, and that said plan be prepared by an Ontario Land Surveyor, to the satisfaction of the Manager, Geomatics and Corridor Management Section, and that the applicant also deposit a reproducible copy of said plan with the Manager, Geomatics and Corridor Management Section;
- (iii) That, subject to any required application to the Ontario Superior Court of Justice to permanently close the Subject Lands being approved:
 - (1) The City Solicitor be authorized and directed to prepare all necessary by-laws to permanently close and sell the alleyway, for enactment by Council;
 - (2) That the City Solicitor be authorized to amend and waive such terms as they consider reasonable to give effect to this authorization and direction;
- (iv) The Corporate Real Estate Office of the Planning and Economic Development Department be authorized and directed to enter into any requisite easement agreements, right of way agreements, and/or other agreements deemed necessary to affect the orderly disposition of the Subject Lands and to proceed to sell the Subject Lands to the owners of 830 Barton Street East, Hamilton, as described in Report PW24063, in accordance with the City of Hamilton Sale of Land Policy By-law 14-204;
- (v) The City Solicitor be authorized to complete the transfer of the Subject Lands to the owners of 830 Barton Street East, Hamilton, pursuant to an Agreement of Purchase and Sale or Offer to Purchase as negotiated by the Corporate Real Estate Office of the Planning and Economic Development Department;
- (vi) The City Solicitor be authorized and directed to register a certified copy of the by-laws permanently closing and selling the alleyway in the proper Land Registry Office;
- (vii) The Public Works Department publish any required notice of the City's intention to pass the by-laws and/or permanently sell the closed alleyway pursuant to City of Hamilton Sale of Land Policy By-law 14-204;

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**SUBJECT: Proposed Permanent Closure and Sale of Portion of Assumed Alleyway Abutting 830 Barton Street East, Hamilton (PW24063)
(Ward 3) - Page 3 of 5**

EXECUTIVE SUMMARY

The owner of 830 Barton Street East, Hamilton, has applied to permanently close and purchase a portion of the public assumed alleyway running east-west at the rear of the property between Prospect Street North and Leinster Avenue North in Hamilton, for the purpose of merging the Subject Lands with their property to maintain and control access.

As there were no objections from any City department, division, or public utility, and there were no objections from any abutting landowners, staff are supportive of the closure and sale of the Subject Lands to the owner of 830 Barton Street East, Hamilton.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The applicant has paid the Council approved user fee of \$5,048.65. The Subject Lands will be sold to the owners of 830 Barton Street East, Hamilton, at fair market value, as determined by the Corporate Real Estate Office of the Planning and Economic Development Department, in accordance with the City of Hamilton Sale of Land Policy By-law 14-204.

Staffing: An agreement to purchase the Subject Lands will be negotiated by the Corporate Real Estate Office of the Planning and Economic Development Department.

Legal: Subject to any required application to the Ontario Superior Court of Justice to permanently close the Subject Lands being approved, the City Solicitor will prepare all necessary by-laws to permanently close and sell the Subject Lands and will register such by-laws in the Land Registry Office once Council has approved the by-law. The by-law does not take effect until the certified copy of the by-law is registered in the proper Land Registry Office. The City Solicitor will complete the transfer of the Subject Lands to the owners of 830 Barton Street East, Hamilton, pursuant to an agreement negotiated by the Corporate Real Estate Office of the Planning and Economic Development Department.

HISTORICAL BACKGROUND

The Subject Lands were created by Registered Plan 619 in 1917. On July 29, 1969, the City passed By-law 69-160 to make local improvements to this alleyway, which changed the classification of the alleyway to “assumed”. On November 30, 2023, staff received

SUBJECT: Proposed Permanent Closure and Sale of Portion of Assumed Alleyway Abutting 830 Barton Street East, Hamilton (PW24063) (Ward 3) - Page 4 of 5

an application from The Diocese of Hamilton, being the owner of 830 Barton Street East, Hamilton, to close and purchase the Subject Lands to merge with their property for the purpose of maintaining and controlling access to the alleyway. Access will still be given to the abutting landowners, as needed.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The closure of the Subject Lands will be subject to any application required by the City. In addition, a by-law must be passed to permanently close the Subject Lands in accordance with the *Municipal Act, 2001*.

Alleyway Management Strategy - Classification System (Report PW17008(a)):
The Subject Lands are classified as Hierarchy Class “B”: Alleyway is assumed and could be used for any of the following:

- priority area;
- commercial parking and delivery area/route;
- public/private waste collection; and
- special consideration

RELEVANT CONSULTATION

The following public utilities, City departments and divisions were provided with a copy of the application and were invited to provide comments:

- Planning and Economic Development Department: Development Engineering, Building, Economic Development, Real Estate, and Planning
- Public Works Department: Engineering Services, Hamilton Water, Transportation, and Environmental Services
- Hamilton Emergency Services
- Corporate Services Department: Financial Planning, Administration and Policy
- Mayor and Ward Councillor
- Bell, Alectra Utilities, Hydro One, and Enbridge Gas

There were no objections received from any public utilities, City departments and divisions.

Bell Canada has advised that they will require easement protection.

Notice of the proposal was sent to all abutting property owners of the Subject Lands, as shown on Appendix “B” attached to Report PW24063, for comment. In this instance, there were 2 notices mailed, and the results are as follows:

SUBJECT: Proposed Permanent Closure and Sale of Portion of Assumed Alleyway Abutting 830 Barton Street East, Hamilton (PW24063) (Ward 3) - Page 5 of 5

In favour: 0

Opposed: 0

No comment: 0

Staff did not receive any responses during the circulation period. However, easement protection will be granted to the 2 abutting landowners as a permanent right-of-way to egress and ingress their lands unencumbered, as shown on Appendix "B" attached to Report PW24063, based on discussions between the applicant and the abutting landowners and their expressed needs to maintain access.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

As there were no objections received from any City department, division, or public utility, and no objections received from any abutting landowner, staff are in support of the closure and sale of the Subject Lands to the owner of 830 Barton Street East, Hamilton, as shown on Appendix "A", attached to Report PW24063.

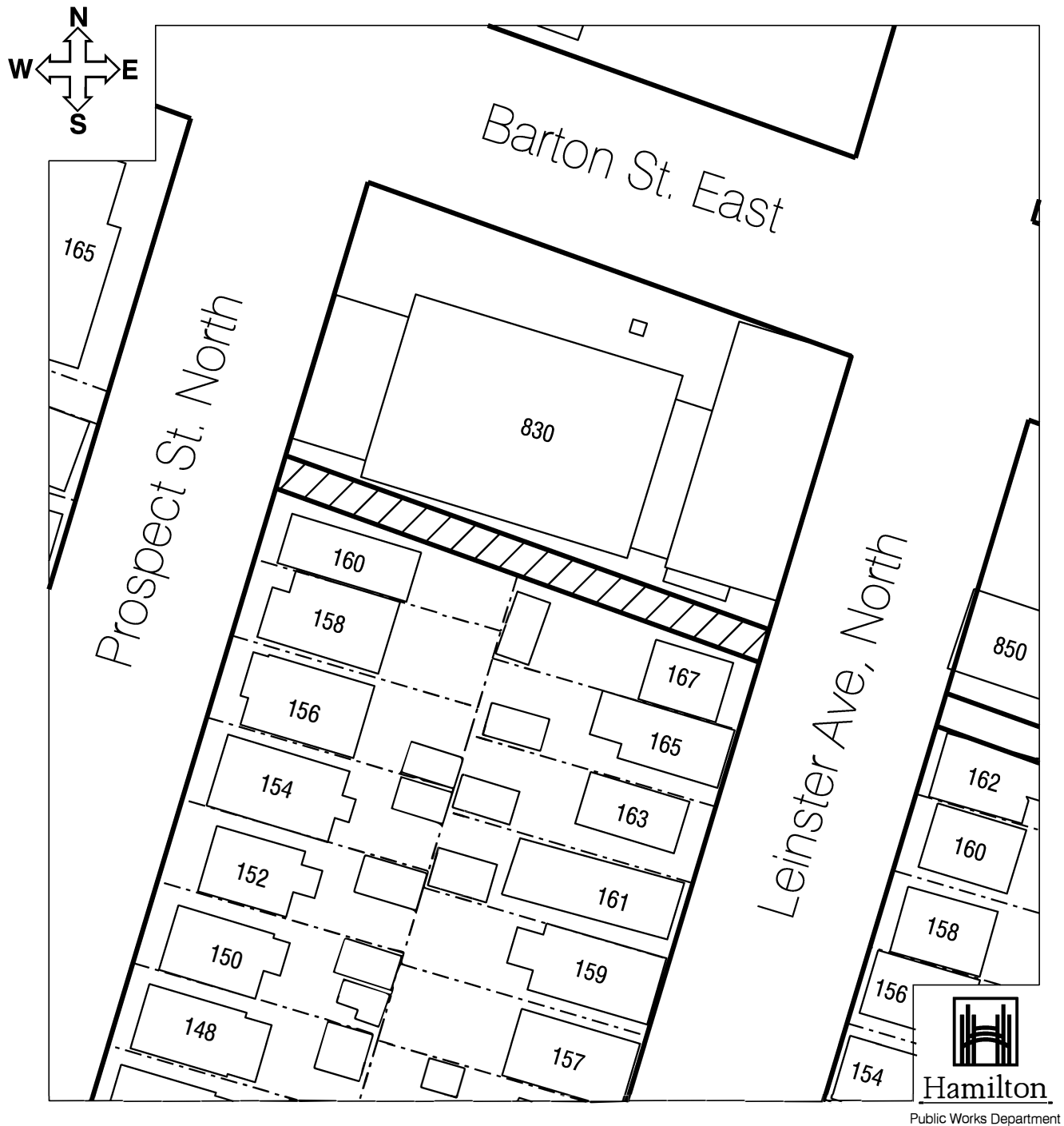
ALTERNATIVES FOR CONSIDERATION

N/A

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report PW24063 - Aerial Drawing
Appendix "B" to Report PW24063 - Location Plan





LOCATION PLAN

PROPOSED CLOSURE OF
ASSUMED ALLEY ABUTTING

**830 Barton Street East,
Hamilton**

CITY OF HAMILTON
PUBLIC WORKS DEPARTMENT

LEGEND



SUBJECT LANDS

DATE: 04/25/2024

Not to Scale

Sketch By: LLF

REFERENCE FILE NO: PW24_



CITY OF HAMILTON
PUBLIC WORKS DEPARTMENT
Environmental Services Division

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	October 15, 2024
SUBJECT/REPORT NO:	Service Level Change for Hanging Basket Program (PW24064) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Robyn Pollard (905) 546-2424 Ext. 3919
SUBMITTED BY:	Cynthia Graham Director, Environmental Services Public Works Department
SIGNATURE:	

RECOMMENDATION

- (a) That the City of Hamilton's Hanging Basket Program, identified in Report PW24064, be paused for the entirety of the 2025 season;
- (b) That the City of Hamilton's Horticultural Section complete a full review of the Hanging Basket Program, identified in Report PW24064, to address safety concerns, identify resource efficiencies, and increase alignment with the City of Hamilton Biodiversity Action Plan and Climate Action Strategy;
- (c) That the staff review include the review of relevant existing Business Improvement Area (BIA) agreements to standardize services and costs;
- (d) That the Hanging Basket Program budget for contracted services, allocated to the Environmental Services Division - Forestry and Horticulture Section operating budget, Dept ID 446021 - 55916 - Enhanced Streetscaping, \$145,400, be identified as a one-time cost-savings for the 2025 Budget; and
- (e) That staff report back with a summary of recommendations (b) and (c) in Report PW24064 and provide recommendations for the future administration of the City of Hamilton's Hanging Basket Program identified in Report PW24064.

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SUBJECT: Service Level Change for Hanging Basket Program (PW24064) (City Wide) - Page 2 of 9

EXECUTIVE SUMMARY

The Forestry and Horticulture Section, within the Environmental Services Division, administers an annual Hanging Basket program, which enhances the beauty of the City's urban landscapes with floral hanging baskets from late May through September. These baskets are placed in Business Improvement Areas (BIAs), along busy streetscapes, in parks such as Gore Park, and at civic properties like City Hall.

Hanging baskets are primarily grown, installed, and watered by a contracted vendor awarded through a competitive procurement process, and to a lesser extent through the Gage Park Production Greenhouse, which is operated by the Horticulture Section. Operating and maintenance expenses related to this program are funded through the Forestry and Horticulture operating budget, specifically 446021 – Enhanced Streetscaping. Capital expenses, including the initial purchase of brackets and baskets, have historically been included within the scope of development projects. Additionally, some Business Improvement Areas (BIAs) have purchased, installed, and maintained hanging baskets outside of this program.

In preparation for awarding a new contract for the 2025 season, staff began a preliminary review of the current program. Concerns raised highlighted the unequal distribution of services across different City areas, inconsistencies in bracket installation design and inspection, and the need to align with Council priorities and objectives, such as Bee City status, biodiversity goals, and climate change adaptation and mitigation efforts. Report PW24064 has been prepared to address these initial concerns. In consideration of the financial challenges in the 2025 tax budget cycle, and to give an opportunity to do a fulsome review with all of the stated City goals in mind, staff prepared Report PW24064, recommending a pause in the program until a comprehensive review could be completed. This pause would be considered a service level change in 2025 and the corresponding budget relating to this program could be reduced and added as a budget efficiency in the 2025 Tax Operating Budget process.

Alternatives for Consideration – See Page 8

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The total amount of work issued to the contractor was \$145,400, which represents the budget for the 2024 season. This is an opportunity for cost savings in 2025. The recommendations of Report PW24064 are for a one-year pause, which means that these funds would be planned for 2026, understanding that a subsequent staff report may recommend further adjustments to the program and funding.

SUBJECT: Service Level Change for Hanging Basket Program (PW24064) (City Wide) - Page 3 of 9

- Staffing:** The administration of the City of Hamilton's Hanging Basket program, as outlined in Report PW24064, is primarily managed by the Horticulture Design Supervisor and the Horticulture Superintendent. Additionally, the Horticulture Greenhouse Supervisor, along with Gardeners and Landscapers, contribute by growing and watering approximately 30% of the hanging baskets each year. These staff are involved in other aspects of Horticulture, therefore, approval of the recommendations within Report PW24064 would not provide any savings related to staffing. However, staffing involved in the management of the program would be freed up to perform the full review, and staff involved in the maintenance of the baskets would be assigned to duties which are under-resourced. These tasks may include perennial bed maintenance and conversion of annual beds to perennial beds.
- Legal:** Each Business Improvement Area (BIA) agreement is expected to be updated to reflect the revised services. For the 2025 season, the service pause may need to be included in interim Business Improvement Area (BIA) agreements, requiring Legal support.

HISTORICAL BACKGROUND

The mandate of the City of Hamilton's Horticultural section is to beautify the City's urban landscapes through horticultural excellence. In keeping with that mandate, the Forestry and Horticulture section manage the Hanging Basket Program. These baskets can be seen in Business Improvement Areas (BIAs), busy streetscapes, parks, and prominent civic properties.

In recent years, the Horticulture staff have begun reviewing plant lists and horticultural practices to reduce watering needs across City programs. Implemented changes include the installation of compost and mulch in garden beds to increase soil water retention, and the use of more drought resistant plants. Further to this, staff are reviewing ways to decrease the use of annuals which require significantly more water to grow and maintain when compared to drought resistant perennials.

The inventory of hanging baskets installed and maintained by Forestry and Horticulture for the 2024 program was 701. Of this total, 265 were grown by staff in the Gage Park Production Greenhouse, and the remaining 436 were grown and supplied by a contracted vendor. This vendor was contracted to water the hanging baskets they supplied as well as some supplied by individual Business Improvement Areas (BIAs), and the Gage Park Production Greenhouse, totalling 471 baskets in 2024. Staff water the remaining 230 baskets.

The Hanging Basket Supply, Install, Maintain, and Remove contract, C11-58-19, was awarded as a multi-year tender, renewed for 5 terms from 2020 to 2024. Due to the

SUBJECT: Service Level Change for Hanging Basket Program (PW24064) (City Wide) - Page 4 of 9

cyber incident, the total expenses related to the contract for 2023 were not available at the time of preparing this report; however, the total amount issued against the purchase order for 2024 was \$145,400, which provides a good indication of the 2024 program cost.

In preparation for tendering a new contract, staff began reviewing the successes and opportunities to improve services and noted several concerns. Most notable, and the rationale for preparing Report PW24064, were the concerns that the program itself is not aligned with Council priorities because of the fuel and water use required, as well as an identified need to create a bracket inspection program to ensure safety.

The lack of formal inspection of brackets, in conjunction with the lack of bracket manufacturer documentation, was identified by management as enough of a health and safety risk to cause concern, and therefore the recommendations of Report PW24064 are to pause the program until a comprehensive review can be completed. This pause would be considered a service level change in 2025.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

There is no legislation around the inspection of hanging baskets. However, assets should be inspected regularly to ensure they are installed as per manufacturers specifications and free from defects which could pose a risk to the public.

RELEVANT CONSULTATION

Staff reached out to several municipalities to discuss their hanging basket programs. While these consultations were valuable, there was little consistency in the programs.

2024 Preliminary Hanging Basket Review – Municipal Summary	
Municipality	Notes
City of Vaughan	No response received
City of Toronto	Provided link to Banner Permit Program which includes flower baskets
City of Mississauga	Provided details on types of planters, brackets, and installation process
City of Burlington	No response received
Regional Municipality of Niagara	Provided details on brackets and inspection process
City of Cambridge	Provided minimal details, noted no formal inspection program
City of Kitchener	No response received
City of Brantford	Noted their downtown beautification is under review

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SUBJECT: Service Level Change for Hanging Basket Program (PW24064) (City Wide) - Page 5 of 9

Haldimand County	Provided minimal details, noted the program differs for each area
City of Guelph	Provided minimal details, noted the use of Electrical Utility Contractor as the installer

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Report PW24064 stemmed from concerns raised during the initial review in preparation for awarding a new contract for the 2025 season. Concerns are defined as follows to provide the rationale for the recommendations in Report PW24064.

Contract Management

The existing contract does not include specifications for the inspection of existing brackets before installing a hanging basket, so although it is assumed that a visual inspection is completed, there is no formalized inspection documentation.

The existing contract language has poorly defined the schedule of watering baskets, leaving the decision to water to the contractor rather than the project manager, which may have led to increased watering costs and inefficiencies.

The existing contract has allowed the contractor to work outside of regular working hours to increase efficiency and reduce the disruption to traffic flow of a large vehicle stopping frequently to water. This means that to ensure contractor oversight, overtime is required for the project manager.

Unfortunately, throughout the current contract, the contractor has reported several incidents where their staff, who work late at night to reduce traffic disruptions, have felt unsafe, have been harassed, or experienced assaults.

Current staff resources are focused on summer activities, budgets, and current workplan items, which means that a program review could not be accommodated until late October. Waiting for the review results and incorporating changes into a new tender will require time, specifically the need to develop contract specifications to inspect brackets. To ensure the installation of hanging baskets by the end of May, the program historically awards the contracted services by the end of November for the following season, to allow the contracted vendor to plan and execute the supply of the required hanging baskets for the upcoming season. The current turnaround time from approvals to proceed with a tender to award and issuing a purchase order to the successful vendor is about eleven weeks, but this doesn't account for current workloads and competing priorities. Therefore, staff would have to set aside other tasks to free up the time to review, revise, submit, and award a new contract for the 2025 season. This, in

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addition to the staff effort required to complete the review, has informed the recommendation of Report PW24064 for a one year pause of the program.

Asset Management

As asset management practices have matured, staff have worked to ensure inventories are kept up to date. In 2024, staff began collecting inventory data for all hanging baskets and brackets. During the collection of data, staff noted concerns including a significant number of brackets showing rust, baskets installed in locations where they provided little value or blocked street signage, there were 11 types of brackets, and no record of manufacturer documentation defining rated weight limit or installation guidelines. Hanging baskets can weigh 27 to 34 kilograms, or 60 to 75 pounds, and are located in heavily trafficked areas. Verification of installation as per manufacturer's specifications is required, as well as regular inspections, to ensure brackets are free of defects which could pose a risk. Horticulture staff lack the training required for bracket inspections. As a result, support from another City of Hamilton department, in-house training, or hiring a contractor will be necessary to complete this task.

Alignment with City of Hamilton Strategies

Approved in August 2022, Hamilton's Climate Action Strategy enhances the City's response to the Climate Change Emergency Declaration by prioritizing climate mitigation and actions aimed at reducing greenhouse gas emissions.

Approved in June 2024, Hamilton's Biodiversity Action Plan advances the City's response to declining biodiversity and aims to protect, enhance, and restore biodiversity in Hamilton.

In February 2021, Hamilton became designated as a Bee City. This designation recognizes Hamilton's efforts to protect pollinators, including a commitment to create new pollinator habitat, provide education, and community outreach opportunities.

The 2022 - 2026 Council Priorities include specific relevant priorities, including Priority 1 Outcome 1, related to finding efficiencies, and Priority 1 Outcome 3, related to reduction in greenhouse gas emissions.

Staff should work to align with these strategies to act as leaders in the community. The current administration of the Hanging Basket Program is out of alignment with these strategies, as described below.

Plant Selection: Plants selected for hanging baskets are non-native plants with no environmental benefits. They are greenhouse grown and disposed of at the end of the

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growing season. A transition to a program that can support plants that provide ecological benefit would better align with the strategies and goals.

Fertilizer and Pesticides: Commercial nurseries often grow annuals with conventional fertilizer and pesticide programs to enhance plant growth and reduce pests. Although these are regulated to limit health and safety risks to growers and the environment, they are still resource-heavy when compared to the growing of perennials because an annual is disposed of at the end of the growing season, whereas a perennial can survive for a long time. Additionally, due to the limited soil volume within a hanging basket, repeated fertilization applications can be required to enhance blooms throughout the season.

Watering: Hanging baskets with limited soil volume requires regular watering applications to keep plants alive and thriving. All baskets are watered from June 1st to Sept 30th. Baskets are watered every other day, or during prolonged heat, every day, which equates to 60 to 120 applications per hanging basket. In comparison, floral planters are watered weekly due to their water retention design and increased soil volume, equating to about 18 waterings.

Greenhouse Gas Emissions: Emissions are related to the use of large vehicles and equipment to water hanging baskets. For example, the vehicles currently used are large diesel trucks with gasoline powered water pumps. If 700 hanging baskets need to be watered 60 to 120 times per season, a vehicle needs to drive to them that many times. Additionally, each basket needs to be delivered, installed, and removed. A transition to a program that can reduce this greenhouse gas burden will better align with the strategies and goals outlined.

Program Costs

Historical reviews have estimated the contracted cost to grow, install, water, and dispose of one hanging basket to be about \$310 annually. The cost for internally maintained hanging baskets is higher which is why the program has transitioned to be primarily contracted. The annual unit cost of \$310 is based on the successful bidder's unit price from 2020 for the first term of the current contract with no annual increase. Therefore, based on inflation over the past 5 years, staff estimate the current cost of each basket to be \$341. Staff anticipate a new contract to cost between \$217,310 and \$239,041, if all hanging baskets were grown, installed, and maintained by a contracted vendor.

The individual Business Improvement Areas (BIAs), have agreements which in some cases, but not all, include cost recoveries for services provided by Horticulture. Because of the inconsistencies and desire for transparency, the recommendations of Report

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PW24064 includes a review of each agreement is required to better define the program costs incurred.

Program Scope

The purpose of hanging baskets is not clearly defined, resulting in inconsistencies across the city. As an example, most of the hanging baskets are located in Business Improvement Areas (BIAs), with no consistent funding approach, and some areas benefit more than others by utilizing the Forestry and Horticulture operating budget. For example, the agreement with the Ancaster Village Business Improvement Area included historical terms for some baskets that were provided at no charge back to them, meaning the Forestry and Horticulture operating budget covered the remainder. Another example is the Downtown Hamilton Business Improvement Area, where 17 hanging baskets were installed in 2024 along King William Street, all of which were funded by the Forestry and Horticulture operating budget. Lastly, the Stoney Creek Village Business Improvement Area administers their program with no use of Horticulture's services or budget.

Outside of Business Improvement Areas (BIAs), there is no clear standard for where hanging baskets could be utilized. The locations range from high-profile parks like Gore Park, to municipal properties to streetscapes, but there are no clear guidelines for where hanging baskets should be utilized.

Hanging baskets are intended to provide colour and aesthetics in the urban landscape, therefore the program review should look at all options and compare initial and ongoing expenses. This comparison would allow the City to move forward with a cost-effective option that provides the intended benefits and better aligns with Hamilton's strategies and goals.

ALTERNATIVES FOR CONSIDERATION

An alternative to recommendation (d) in Report PW24064 would be to direct staff to work with each Business Improvement Area (BIA) to create agreements that transfer all costs and liabilities to the respective areas. This approach would enable those areas that depend on the City to continue using city infrastructure for hanging floral baskets if they wish. As this would not address the possible risk associated with the bracket inspections, and would require some staff effort to execute the agreements, and would lead to additional inconsistencies in beautification across the city, staff do not recommend this alternative.

Financial: This option would not affect the financial impacts as outlined in Report PW24064.

SUBJECT: Service Level Change for Hanging Basket Program (PW24064) (City Wide) - Page 9 of 9

Staffing: This option would not affect staffing impacts as outlined in Report PW24064.

Legal: No impact.

APPENDICES AND SCHEDULES ATTACHED

N/A

12.1

CITY OF HAMILTON

MOTION

Public Works Committee: October 15, 2024

MOVED BY COUNCILLOR E. PAULS

SECONDED BY COUNCILLOR

Funding for Tree Planting on Lawfield Elementary School, 45 Berko Avenue, Hamilton (Ward 7)

WHEREAS, the City of Hamilton has declared a climate emergency;

WHEREAS, the Opportunities to Partner with Educational Institutions to Plant Trees (PW23066) (City Wide) Report directs staff to pursue and present opportunities to Ward Councillors with representatives from educational institutions in the City of Hamilton to plan tree planting projects on lands which are readily accessed by the public and owned by these Organizations;

WHEREAS, through increased tree planting initiatives on public property, the City continues to work towards meeting targets for the 40% urban tree canopy coverage, as set in the Council approved Urban Forestry Strategy;

WHEREAS, increasing the urban tree canopy by planting trees on private property has many environmental benefits for the residents of Ward 7 and the wider City;

WHEREAS, tree planting on Hamilton-Wentworth District School Board properties is not currently funded under existing City funded tree planting programs; and

WHEREAS, Lawfield Elementary School, 45 Berko Avenue, Hamilton, has shown interest in having trees planted on their property.

THEREFORE, BE IT RESOLVED:

- (a) That the supply and installation of 11 large caliper (50mm to 70mm) trees on Lawfield Elementary School, 45 Berko Avenue, Hamilton, to be funded from the Ward 7 Capital Discretionary Account (#3302109700) at an upset limit, including contingency, not to exceed \$3,000, be approved; and

- (b) That the General Manager, Public Works or designate be authorized and directed to approve and execute any and all required agreements and ancillary documents, in a form satisfactory to the City Solicitor.

12.2**CITY OF HAMILTON****MOTION****Public Works Committee: October 15, 2024****MOVED BY COUNCILLOR M. FRANCIS****SECONDED BY COUNCILLOR****Funding for Tree Planting on St. John Henry Newman Catholic Secondary School,
127 Gray Road, Stoney Creek (Ward 5)**

WHEREAS, the City of Hamilton has declared a climate emergency;

WHEREAS, the Opportunities to Partner with Educational Institutions to Plant Trees (PW23066) (City Wide) Report directs staff to pursue and present opportunities to Ward Councillors with representatives from educational institutions in the City of Hamilton to plan tree planting projects on lands which are readily accessed by the public and owned by these Organizations;

WHEREAS, through increased tree planting initiatives on public property, the City continues to work towards meeting targets for the 40% urban tree canopy coverage, as set in the Council approved Urban Forestry Strategy;

WHEREAS, increasing the urban tree canopy by planting trees on private property has many environmental benefits for the residents of Ward 5 and the wider City;

WHEREAS, tree planting on Hamilton-Wentworth Catholic District School Board properties is not currently funded under existing City funded tree planting programs; and

WHEREAS, St. John Henry Newman Catholic Secondary School, 127 Gray Road, Stoney Creek has shown interest in having trees planted on their property.

THEREFORE, BE IT RESOLVED:

- (a) That the supply and installation of 7 large caliper (50mm to 70mm) trees on St. John Henry Newman Catholic Secondary School property at 127 Gray Road, Stoney Creek, to be funded from the Ward 5 Capital Discretionary Account (#3302109500) at an upset limit, including contingency, not to exceed \$3,000, be approved; and

- (b) That the General Manager, Public Works or designate be authorized and directed to approve and execute any and all required agreements and ancillary documents, in a form satisfactory to the City Solicitor.

12.3**CITY OF HAMILTON****M O T I O N****Public Works Committee: October 15, 2024****MOVED BY COUNCILLOR C. KROETSCH.....****SECONDED BY COUNCILLOR****MacNab Street South Lighting Decorative Enhancements (Ward 2)**

WHEREAS, members of the community raised safety concerns due to inadequate street lighting conditions on MacNab Street South between Bold Street to Hurst Place;

WHEREAS, adequate street lighting enhances public safety and security which promotes the use of public spaces;

WHEREAS, the Transportation Division conducted an assessment of existing lighting levels and determined them to be lower than required, particularly on sidewalks;

WHEREAS, a motion was approved by Council in October of 2023 that directed the Transportation Division to upgrade the existing lighting on MacNab Street South between Bold Street and Hurst Place to be funded from the Ward 2 Capital Re-investment Reserve Account (#108052) at an upset limit, including contingency, not to exceed \$40,000;

WHEREAS, \$10,000 was added to this project during the 2024 Budget bringing the current total to \$50,000; and

WHEREAS, the initial budget cost estimate did not contemplate decorative street lighting on both sides of MacNab Street South, which is the preference of the Ward Councillor to maintain the heritage district aesthetics, and that the approved funding amount of \$50,000 is not sufficient.

THEREFORE, BE IT RESOLVED:

- (a) That the costs associated with Capital Project ID#4242309207 for Street Lighting Upgrade on MacNab Street South (between Bold Street and Hurst Place) to permit the installation of decorative street lighting on both sides of the road be funded from the Ward 2 Capital Re-Investment Reserve #108052 at an upset limit, including contingency, not to exceed \$35,000 thereby allocating a total project budget of \$85,000.

CITY OF HAMILTON

M O T I O N

Public Works Committee: October 15, 2024

MOVED BY COUNCILLOR M. FRANCIS.....

SECONDED BY COUNCILLOR

Lifecycle Investment in Stoney Creek Optimist Clubhouse and Tennis Clubhouse Washrooms (Ward 5)

WHEREAS, the City of Hamilton owned recreation facilities in Ward 5 are maintained by the City of Hamilton's Corporate Facilities & Energy Management Division, Public Works, and operated by the Recreation Division;

WHEREAS, the Stoney Creek Optimist Clubhouse and the Stoney Creek Tennis Clubhouse, 880 Queenston Road washrooms have been identified as requiring lifecycle repair and upgrades through the building condition assessment process;

WHEREAS, the 2022-2023 Council Priorities, Safe and Thriving Neighbourhoods, Outcome 3 was developed to reflect Hamilton's most pressing needs and biggest opportunities and, increased access to recreational facilities and services is a measure of success in achieving the outcome of providing vibrant parks, recreation and public spaces;

WHEREAS, the Recreation Master Plan (2022) guiding principles are the foundation for recommendations to inform future decisions related to its implementation and, high-quality facilities and services are identified as one of the five guiding principles;

WHEREAS, park washrooms were identified as the highest priority for investment through the community survey conducted as part of the Recreation Master Plan;

WHEREAS, the Stoney Creek Optimist Clubhouse and the Stoney Creek Tennis Clubhouse washrooms are well used by sport program users and accessible to casual park visitors, and the enhancement of the washrooms will support more users to the space and create a more welcoming and inclusive environment for the community; and

WHEREAS, Corporate Facilities & Energy Management Division staff will engage a General Contractor to complete lifecycle renewal improvements to the washroom facilities that takes into consideration improved barrier free elements to progress the standardization of users experiences for City owned washroom facilities, and in the interim, staff have provided a preliminary high-level estimate of costs.

THEREFORE, BE IT RESOLVED:

- (a) That Corporate Facilities & Energy Management Division staff be authorized and directed to retain a General Contractor to undertake construction to complete lifecycle renewal improvements to the washroom facilities at the Stoney Creek Optimist Clubhouse and the Stoney Creek Tennis Clubhouse, 880 Queenston Road, to improve the environment for users of the washroom facilities;
- (b) That a new capital project be created for the life cycle renewal of the washroom for the Stoney Creek Optimist Clubhouse and the Stoney Creek Tennis Clubhouse, including any testing, design, and acquiring of permits to be funded from the Stoney Creek Compensation Royalties Reserve #117036 at an upset limit, including contingency, not to exceed \$300,000; and
- (c) That the General Manager, Public Works Department 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.

12.5**CITY OF HAMILTON****M O T I O N****Public Works Committee: October 15, 2024****MOVED BY COUNCILLOR J. BEATTIE.....****SECONDED BY COUNCILLOR****Remembrance Day Crosswalk Design for the Stoney Creek Saltfleet Memorial
(Ward 10)**

WHEREAS, Remembrance Day, marks the end of hostilities during the First World War, which ended on the 11th hour of the 11th day of the 11th month in 1918;

WHEREAS, the Stoney Creek Saltfleet Memorial located at the south-west corner of King Street and Queenston Road (Highway 8) was constructed in 1922, in memory of the men of Saltfleet Township, who gave their lives in the First World War and is one of the many locations throughout the City that is used to observe Remembrance Day every November 11th;

WHEREAS, on November 13, 2023 Public Works Committee approved a motion directing the Transportation Division to investigate and prepare a Remembrance Day themed decorative crosswalk on King Street closest to the Stoney Creek Saltfleet Memorial in the name of honoring those who served and continue to serve in the nation's defense;

WHEREAS, on September 25, 2024 the Remembrance Day themed decorative crosswalk was presented to the Hamilton Veterans Committee who provided their unanimous support; and

WHEREAS, the previous direction to the Transportation Division was to work with the Ward 10 and 5 offices to enable the installation of a Remembrance Day themed decorative crosswalk on King Street near the Stoney Creek Saltfleet Memorial before September 11, 2024.

THEREFORE, BE IT RESOLVED:

- (a) That the Transportation Division install a Remembrance Day themed decorative crosswalk, as approved by the Hamilton Veterans Committee on King Street near the Stoney Creek Saltfleet Memorial prior to Remembrance Day 2024;
- (b) That the installation of the Remembrance Day themed decorative crosswalk be funded from the GFL Stoney Creek Compensation Royalties Reserve #117036 to an upset limit of \$3,500 including contingency; 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.