



City of Hamilton

PUBLIC WORKS COMMITTEE ADDENDUM

Meeting #: 25-006
Date: May 20, 2025
Time: 1:30 p.m.
Location: Council Chambers
Hamilton City Hall
71 Main Street West

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

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Submitted on Fri, 05/16/2025 - 05:31

Reference number 69126

Submitted on

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

Joe Tarasca



Preferred Pronoun

he/him

Reason(s) for delegation request

Response in respect to Report No: PW25034 Subject/Title: 94 Kingsview Drive, Hamilton
Encroachment Update:

The response is to confirm,

(a) the lands on which the structures were built upon (the “Subject Lands”) were not used, in any material manner, by the public prior to the structures being placed on the site;

(b) there are two public paths around the property. The Subject Lands did not comprise or interfere with either part of the walking path. On Schedule “A”, it can be seen that the Subject Lands were grass and gravel that were fenced off to the walking path, suggesting they were not open to the public;

(c) the Subject Lands were not part of a municipal park, but rather an open space. The space was often neglected and resulted in waste accumulating that was removed by the owner, J. Tarasca;

(d) the owner of the property provided a proposal to the City to acquire the lands (the "Proposal"). The Proposal confirmed that, as part of the acquisition, the City would retain an easement in respect of its stormwater sewer and municipal infrastructure. Furthermore, the owner agreed to be responsible for the preparation and registration of the easement. To that extent, the City would not be impaired or impacted in respect of its infrastructure;

(e) the Proposal confirmed that in addition to the upfront purchase price of \$150,000.00, as the Subject Lands would become part of the property, that would increase the property tax payable on a go-forward basis;

(f) removing the structures would result in funds being deployed to remove an improvement to a piece of property, that would in fact put the lands to a non-productive use.

Will you be requesting funds from the City?

No

Will you be submitting a formal presentation?

No



City of Hamilton Report for Information

To:	Chair and Members Public Works Committee
Date:	May 20, 2025
Report No:	PW22079(j)
Subject/Title:	Accessible Transportation Services Performance
Ward(s) Affected:	City Wide

Recommendations

- 1) That Report PW22079(j) **BE RECEIVED** for information.

Key Facts

- Accessible Transportation Services (ATS) is required to report annually to the Accessibility Committee for Persons with Disabilities (ACPD) on key performance indicators, as mandated by a past Human Rights Tribunal of Ontario decision. In 2022, Council directed that these reports be provided quarterly.
- Accessible Transportation Services is responsible for client approval and program/contract management. The service is delivered by a contractor (DARTS) and their subcontractors. DARTS is responsible for daily operations, including call centre operations, trip booking, vehicle safety, on road service delivery and management of their subcontractors.
- The latest report was presented to the Accessibility Committee for Persons with Disabilities at Meeting 25-005 on May 13, 2025. The full report is available in Appendix "A" attached to Report PW22079(j).
- Appendix "B" attached to Report PW22079(j) summarizes contractor vehicle inspection results for 2024.

Financial Considerations

Not applicable.

Background

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

Public Works Committee, at its meeting of April 22, 2022, approved the following: “That staff be directed to report back to the Public Works Committee and the Advisory Committee for Persons with Disabilities on a quarterly basis respecting Accessible Transportation Services (ATS)” (PW Report 22-006, Item 3(d) (PW21055(a))). Subsequently, Accessible Transportation Services and the Accessibility Committee for Persons with Disabilities reviewed moving to yearly reporting (PW25009) and Public Works Committee received the related recommendation report (PW25024).

The history of Accessible Transportation Services quarterly performance reporting was outlined in PW22079(i). Q4 2024 indicators were presented to the Accessibility Committee for Persons with Disabilities Transportation Working Group on April 22, 2024 (ACPD Meeting 25-005, Items 7.10(c) and 7.10(e)). The annual 2024 performance report was provided to the Accessibility Committee for Persons with Disabilities on May 13, 2025 (ACPD Meeting 25-005, Item 7.5). At the request of the working group, the annual report includes data going to 2019, to compare recent trends against trends prior to the COVID-19 pandemic.

Analysis

The following analysis provides a high-level summary of key facts and trends, found in Appendix “A” attached to Report PW22079(j).

Trips Delivered

- Accessible Transportation Services delivered 573,349 system trips through both the shared ride service on DARTS and the Taxi Scrip Program in 2024.
- Trip counts on DARTS have been increasing steadily since the COVID-19 pandemic, but in 2024 were still 32% lower than in 2019.
- 2024 DARTS trip counts were overbudget by about 2.4% but delivered at a cost per trip that was 4.9% below budget.
- DARTS maintained a denial rate of 2.1% overall for 2024, well below the 5% goal set by the Ontario Human Rights Commission settlement.
- The percentage of system trips taken by Taxi Scrip has decreased by about 4% since 2019.

Applications for Service

- Applications have not returned to pre-pandemic levels and in 2024 were about 36% lower than in 2019.
- Applicants are rarely denied eligibility, and this is unchanged from 2019-2024.
- The number of applications that staff were unable to process appears to have increased since 2022, when an updated application was released. Please note, some of the “unable to process” applications from past years may now have a “deceased” or “closed” status in the system.
- A revised application is planned in 2025, with improvements to guide applicants to properly complete the sections requiring informed consent, which are the sections that are typically incorrectly completed.
- Application trends closely align with overall system trip counts.

On-Time Performance

DARTS 2024 overall on-time performance approached 99%, which exceeds the Ontario Human Rights Commission target of 95% and approaches the industry best practice.

Call Centre Performance

The DARTS call centre service level (the rate of calls answered within five minutes) has increased about 14% since 2023 and average customer wait time has decreased by about two minutes.

Complaints:

Total complaints received per 1,000 trips on the shared ride service (DARTS) increased from 1.8 per 1,000 trips in 2019 to a high of 7.7 in 2023. In 2024 they fell back to 3.3. This is close to the 2016 industry average of 2.1 but still above the best practice of 1 complaint per 1,000 trips.

Commendations

Commendation rates also increased from 2019 to 2023 and fell back down to 0.5 in 2024. This is better than the 2016 industry average of 0.36 but still below the best practice of 1 commendation per 1,000 trips.

General Comments

Service efficiency continues to steadily improve; however, we still see trips denied and late trips as the contractor continues to experience the industry-wide problem of vehicles out of service and awaiting parts for repair. Staff are also committed to supporting the contractor to further improve denial rates, by targeting the beginning of Q3 2025 to implement and enforce a revised late cancellation and trip no-show policy. Late cancellations and no-shows reduce the opportunity to reassign unused trips to accommodate outstanding customer requests.

Additional Metrics Related to the Contractor Performance

Vehicle Inspections

Accessible Transportation Services continues oversight to keep contracted vehicles safe and reliable (see also Report PW24005). Appendix “B” attached to Report PW22079(j) summarizes contractor annual vehicle inspection results from 2022 to Q1 2025; these include results from both third-party mechanical inspections and on-site vehicle records inspections by City staff year to date March 2025.

- The number of vehicles failing their first inspection dropped from 10% at the end of 2022 to just 2% in Q1 of 2025.
 - All vehicles that failed their first inspection subsequently passed a second inspection.
- Contractor vehicle maintenance records briefly improved and even reached 100% compliance in the last half of 2024 (see Report PW22079(i)). However, Q1 of 2025 saw 4 instances of records non-compliance out of 12 reviews. Accessible Transportation Services continues to send detailed reports of records review outcomes to the contractor for their internal review.

Contractor Compliance

Accessible Transportation Services continues to address contractor non-conformance when necessary. In addition to thirteen performance related letters being sent in 2024, four such letters have been sent to date in 2025, respecting serious matters where contract terms have not been met by the Contractor.

The above aspects of contractor performance will continue to be reported at least annually for the information of the Public Works Committee.

Relationship to Council Strategic Priorities

Accessible Transportation Services provides the above information in support of the following Council Strategic Priorities:

2. Safe & Thriving Neighbourhoods
 - 2.2. Make sure people can safely and efficiently move around by foot, bike, transit, or car; and
3. Responsiveness & Transparency
 - 3.1. Prioritize customer service and proactive communication.

Continued attention to the above indicators not only supports oversight of contractor performance but also informs both continuous quality improvement and long-term planning for a safe, accessible, and sustainable service.

Previous Reports Submitted

- [ACPD Meeting 25-005, Item 7.5](#)
- [ACPD Meeting 25-005, Item 7.10\(c\)](#)

- [ACPD Meeting 25-005, Item 7.10\(e\)](#)
- [PW25024 Accessible Transportation Services Performance Report Frequency](#)
- [PW25009 MEMO Accessible Transportation Services Performance Reporting](#)
- [PW22079\(i\) Accessible Transportation Services Performance Report Q3 2024](#)
- [PW24005 Darts Vehicle Safety Audit AUD22007\(a\) Update to Management Response January 18, 2024](#)
- [PW Report 22-006, Item 3\(d\), \(PW21055\(a\)\)](#)
- [PW21055\(a\) Accessible Transportation Services Eligibility Audit Management Response April 22, 2022](#)

Consultation

Marco Mostacci, Senior Project Manager Accessible Transportation Services, Public Works

Owen Quinn, Project Manager Transit Customer Loyalty, Public Works

Mike Perez, Project Manager Contracts and Vendor Performance, Public Works

Contractor (DARTS) staff provided 2024 key performance indicator data for the shared ride service as follows: call centre data, trip counts, on time performance, cancellations, denials, service kilometres, and services hours.

Appendices and Schedules Attached

Appendix A: Accessible Transportation Services Performance Review 2019 – 2024

Appendix B: Contractor Vehicle Inspection Results 2024 – Year to Date 2025

Prepared by: Michelle Martin, Manager
Public Works, Transit/Accessible Transportation Services

Submitted and recommended by: Maureen Cosyn Heath, Director of Transit
Public Works, Transit

City of Hamilton

Accessible Transportation Services 2024 Cumulative
Performance Review

Michelle Martin
Manager, Accessible Transportation Services
Transit Division
Public Works Department
May 13, 2025

This information report provides a summary of key statistical data and performance indicators for the year 2024, compared with the previous five years and with 2019 (before the COVID-19 pandemic). The City is obligated to provide statistical reports to the Accessibility Committee for Persons with Disabilities to meet the terms of the City's 2004 settlement with the Ontario Human Rights Commission and complainants under the Code.

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

Trips Requested and Trips Provided

See Figure 1, Table 1, and Table 2, below.

2024 system trips have not bounced back and remain lower than 2019 counts: system requested trips are 29% lower, and system delivered trips are 36% lower.

2024 trips delivered by Taxi Scrip are 67% lower than in 2019. The percentage of system trips taken by Taxi Scrip has decreased from 8.1% in 2019 to 3.8% in 2024.

2024 trips delivered on the shared-ride service (DARTS) are 32% lower than in 2019.

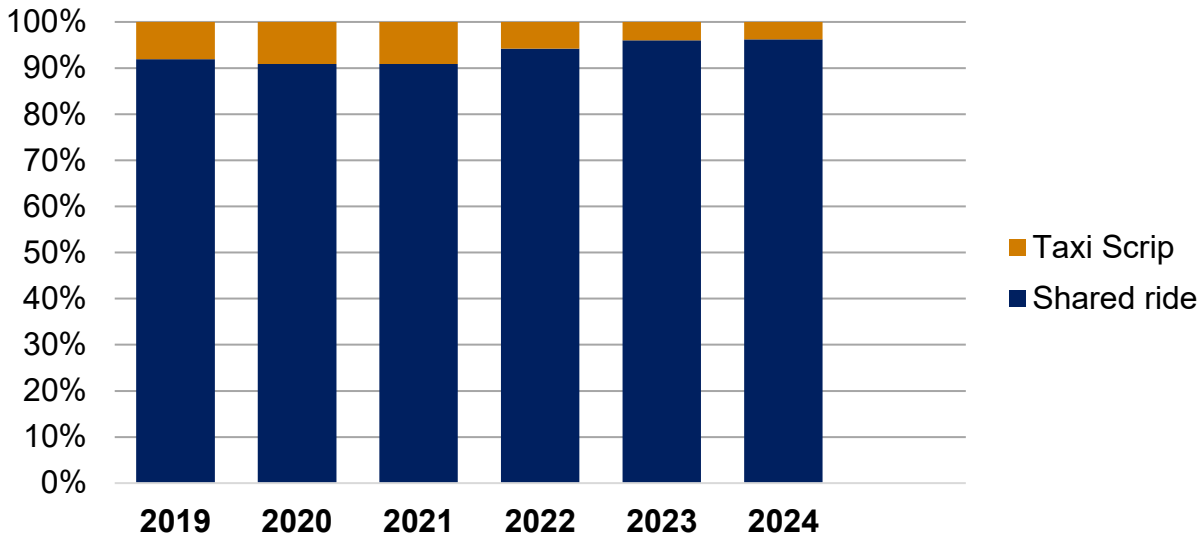


Figure 1: System Demand by Mode: Shared Ride versus Taxi Scrip

Alternative text description for Figure 1 (above): Figure 1 graphs the proportion of system demand by mode, for the shared ride service (DARTS) and for Taxi Scrip. The bars for each year from 2019 to 2024 show that most trips are requested on the shared ride service (dark blue bottom portion of each bar), and relatively fewer are requested

Taxi Scrip (the gold top portion of each bar). The proportion requested by Taxi Scrip has decreased by more than half since 2019 (See also Table 1 and Table 2, below).

Table 1: System Requested and Delivered Passenger Trips 2019-2024

Demand	2019	2020	2021	2022	2023	2024
Shared Ride (DARTS): Trips Requested	1,092,651	439,530	354,264	632,288	785,253	815,542
Shared Ride (DARTS): Trips Delivered	844,007	327,102	281,326	454,617	531,212	573,349
Taxi Scrip: Trips Delivered	96,076	43,991	35,679	38,899	32,986	32,053
ATS: Trips Requested, All Modes	1,188,727	483,521	389,943	671,187	818,239	847,595
ATS: Trips Delivered, All Modes	940,083	371,093	317,005	493,516	564,198	605,402
ATS % Trips Delivered vs Requested, All Modes	79%	77%	81%	74%	69%	71%

Table 2: System Demand by Mode: Shared Ride versus Taxi Scrip

Demand by Mode	2019	2020	2021	2022	2023	2024
Shared Ride (DARTS)	91.9%	90.9%	90.9%	94.2%	96%	96.2%
Taxi Scrip	8.1%	9.1%	9.1%	5.8%	4.0%	3.8%

Trips Denied, Trips Refused, and Trips Cancelled

See Figure 2, Table 3, Table 4, and Table 5, below.

System-wide, the rate of denied trips has increased from 1.1% in 2019 to 2.1% in 2024. This system-wide rate assumes that any trip requested through the Taxi Scrip program is delivered. The rate of denied trips on the shared-ride service alone (DARTS) has increased from 1.2% in 2019 to 2.1% in 2024.

The 2004 Ontario Human Rights Commission decision requires a denial rate of no more than 5% of requested trips. The industry best practice for denials is 0% (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

Passenger on-time cancellations have increased by 2.2% since 2019. Passenger late cancellations have increased to 11.9% of requested trips. The rate of passenger no-shows is largely unchanged, hovering between 3.4% and 3.5% of all trips requested.

Late cancellations and no-shows reduce the opportunity to re-assign unused trips to passengers whose trip requests were not met.

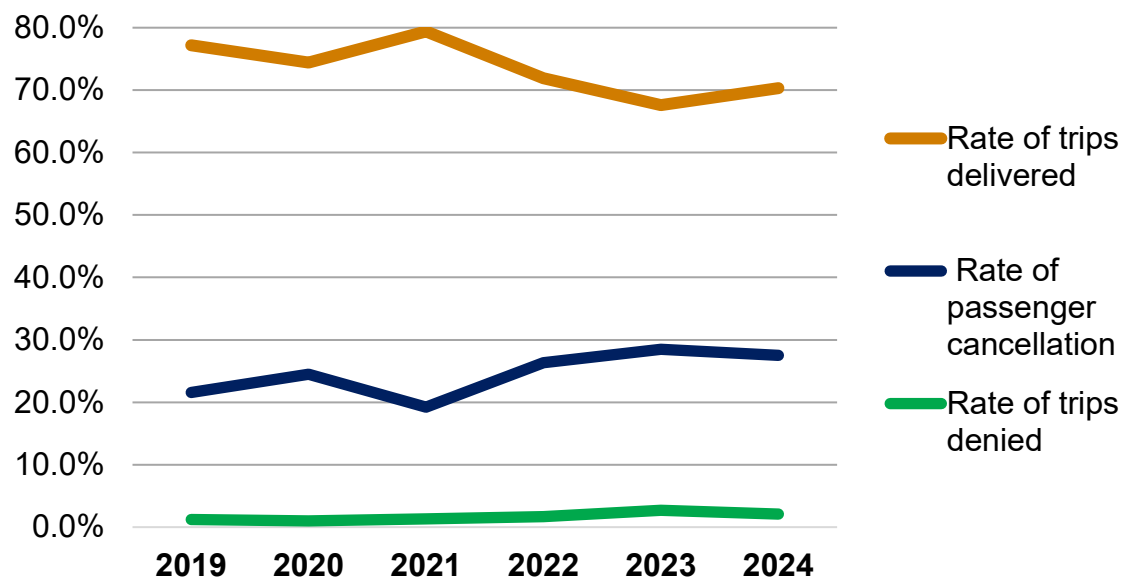


Figure 2: Shared Ride (DARTS) Trips Denied, Cancelled, and Delivered

Alternative text description for Figure 2 (above): The gold line at the top of the graph in Figure 2 shows that the rate of requested trips that are delivered has dropped from 79% in 2019 to 71% in 2024. Though the rate of denied trips is still well below 5% (the green line at the bottom of the graph), it has almost doubled from 1.2% in 2019 to 2.1% in 2024. The rate of all passenger cancellations has also increased, from about 22% in 2019 to 28% in 2024, as shown by the dark blue line in the middle of the graph (see also Tables 3, 4 and 5, below).

Table 3: Rate of Denied Trips: ATS All Modes (Shared Ride and Taxi Scrip)

Rate of Denied Trips: ATS	2019	2020	2021	2022	2023	2024
Requested	1,188,727	483,521	389,943	671,187	818,239	847,595
Denied	12,817	4,370	4,442	10,628	21,220	17,583
% Denied	1.1%	0.9%	1.1%	1.6%	2.6%	2.1%

Table 4: Shared Ride (DARTS) Trips Requested, Provided and Denied

Contractor Trips	2019	2020	2021	2022	2023	2024
Requested	1,092,651	439,530	354,264	632,288	785,253	815,542
Provided	844,007	327,102	281,326	454,617	531,212	573,349
Denied	12,817	4,370	4,442	10,628	21,220	17,583
% Denied	1.2%	1.0%	1.3%	1.7%	2.7%	2.1%

Table 5: Client Shared Ride (DARTS) Trip Cancellations and Refusals

Client Trip Disposition	2019	2020	2021	2022	2023	2024
Trips Cancelled on Time	109,486	39,581	20,469	72,613	109,654	99,168
% Cancelled on Time	10.0%	9.0%	5.8%	11.5%	14.0%	12.2%
Trips Cancelled Late	88,752	53,011	35,112	71,555	96,055	97,108
% Cancelled Late	8.1%	12.1%	9.9%	11.3%	12.2%	11.9%
No Show/Cancelled at Door	37,420	15,105	12,505	22,313	26,618	27,969
% No Show/Cancelled at Door	3.4%	3.4%	3.5%	3.5%	3.4%	3.4%
Trips Refused	169	361	410	562	494	365
% Trips Refused	0.0%	0.1%	0.1%	0.1%	0.1%	0.04%

Accessible Transportation Services Applications

See Table 6 and Figure 3, below.

Application numbers have not returned to 2019 levels, when the count was 3,752. Applications dropped by about 50% in 2020 and 2021. By 2024, applications are still about 36% lower than in 2019, with a final count of 2,402.

There has been an increase in the number of applications that staff are unable to process, since 2022. The updated application released in 2022 includes improved notices of personal information collection and improved collections of consent from applicants.

The applications that staff are unable to process are mostly lacking proper consent signatures. In 2025, a revised application will include clearer direction for applicants and substitute decision makers to assist them to complete the application correctly.

It is important to note that the application report used is a “point in time” report, so there is always a count of deceased or otherwise closed files included in the overall count.

Applicants are rarely denied eligibility: less than one half of one percent in any year since 2019. The 2024 Q4 quarterly report presented to Transportation Working Group in April 2025 includes counts of eligibility determined at time of processing: 74.3% unconditionally eligible, 0.2% conditionally eligible, 12.4% temporarily eligible, 6.7% visitor (see Accessibility Committee for Persons with Disabilities Meeting 25-005 Transportation Working Group Update).

The drop in the number of applications is very closely connected to the drop in the number of trips requested: 2024 applications are 36% lower than in 2019, and in 2024 trips are 35% fewer trips were taken using both the shared ride service and Taxi Scrip.

Table 6: Number of ATS Applications Received and Approved, 2019 – 2024 (status as of March 17, 2025)

Applications	2019	2020	2021	2022	2023	2024
Applications received	3,752	1,896	1,982	2,424	2,565	2,402
Deceased/ closed	634	248	205	191	135	57
Unable to process	29	22	13	85	83	98
Denied	4	2	5	1	3	1
Approved for service	3,090	1,624	1,759	2,147	2,344	2,246
Percentage approved	82.4%	85.7%	88.7%	88.6%	91.4%	93.5%
Percentage denied	0.1%	0.1%	0.3%	0.04%	0.1%	0.04%

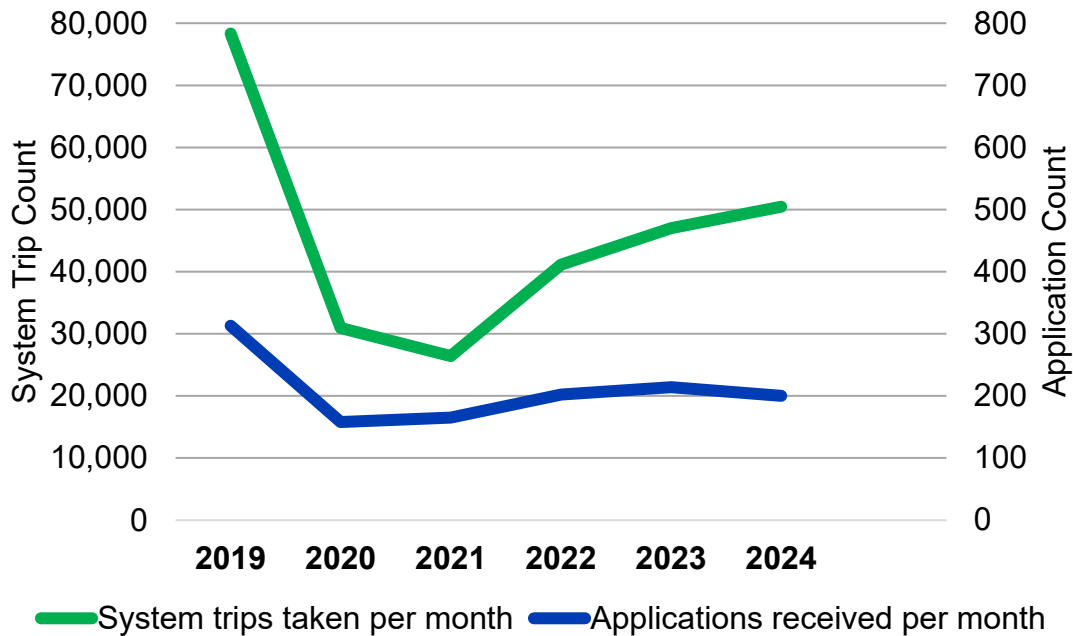


Figure 3: Demand: Shared Ride Trips Taken vs Applications Received

Alternative text description for Figure 3 (above): Figure 3 shows how the monthly average of trips taken from 2019 to 2024 resembles the trend of applications received monthly. The blue line shows application trends, and the green line above it follows a similar trend for trips taken (see also Table 6, above).

Contractor (DARTS) Call Centre Trends

See Table 7 and Figure 4, below.

2024 contractor call centre performance shows some improvement since 2023 (Accessible Transportation Services does not have earlier reports).

DARTS handled slightly fewer calls than in 2023, but the overall service level (the rate of calls answered within 5 minutes) has gone up about 14%.

The rate of calls abandoned by customers has gone down about 7%. The average customer wait time has decreased by 2 minutes.

Table 7: Contractor (DARTS) Call Centre Queue Productivity

Queue Productivity	2023	2024
Inbound Calls	439,544	426,596
Calls Handled by Agents	325,301	349,065
Calls Abandoned by Clients	114,243	77,531
Transfer Rate	74.01%	81.83%
Abandoned Rate	25.99%	18.17%
Abandoned > 30 s	96,436	62,219
Abandoned > 30 s Rate	21.94%	14.48%
Service Level	54.09%	68.15%
Average Wait Time	00:06:29	00:04:21
Average Abandoned Wait Time	00:03:46	00:02:59

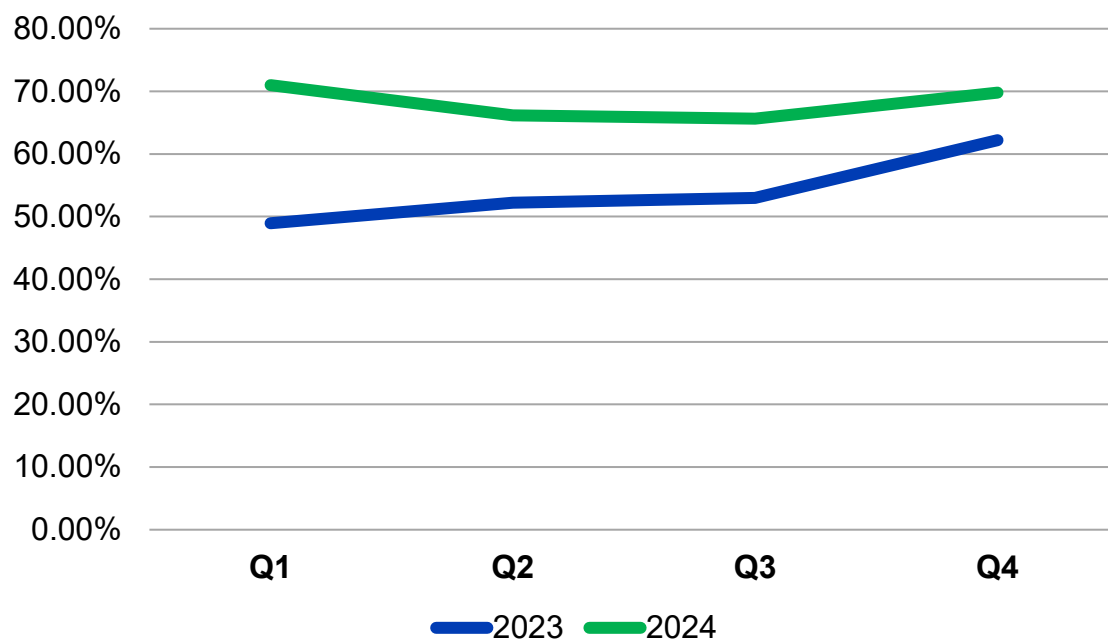


Figure 4: Contractor (DARTS) Calls Answered within Five Minutes

Alternative text description for Figure 4 (above): Figure 4 shows call centre service level trends across 2023 (shown by the lower blue line) and the improvement in trends across 2024 (shown by higher green line). While there was a slight drop in the middle of 2024, end-of-year service levels were back up to almost 70% (see also Accessibility Committee for Persons with Disabilities Meeting 25-005 Transportation Working Group Update).

Contractor On-Time Performance

See Table 8, below.

On time performance was close to 99% from 2019 to 2022, dropping to 97.8% in 2023. In 2024, on time performance rose back to 98.6%, close to earlier levels.

The 2004 Ontario Human Rights Commission decision established an on-time performance goal of at least 95%. The 2004 decision defines late trips as those where the contractor or subcontractor Operator does not arrive until 30 minutes or more after the scheduled arrival time, or 15 minutes or more past the end of the pickup window.

The industry standard for on time performance is 95%-99% for large systems (agencies that serve a population higher than 150,000) (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

Trips where the pickup is past the end of the pickup window by less than 15 minutes are tracked in complaints data.

DARTS continues to report vehicles out of service awaiting parts for repair, due in part to supply chain issues, which affects on-time performance.

Table 8: Contractor (DARTS) On-Time Performance

Service Metrics	2019	2020	2021	2022	2023	2024
Total Trips Provided	844,007	327,102	281,326	454,617	531,212	573,349
Total Number of Late Trips	9,675	2,530	2,514	4,587	11,643	7,987
% of Trips Completed on Time	98.9%	99.3%	99.1%	99.0%	97.8%	98.6%

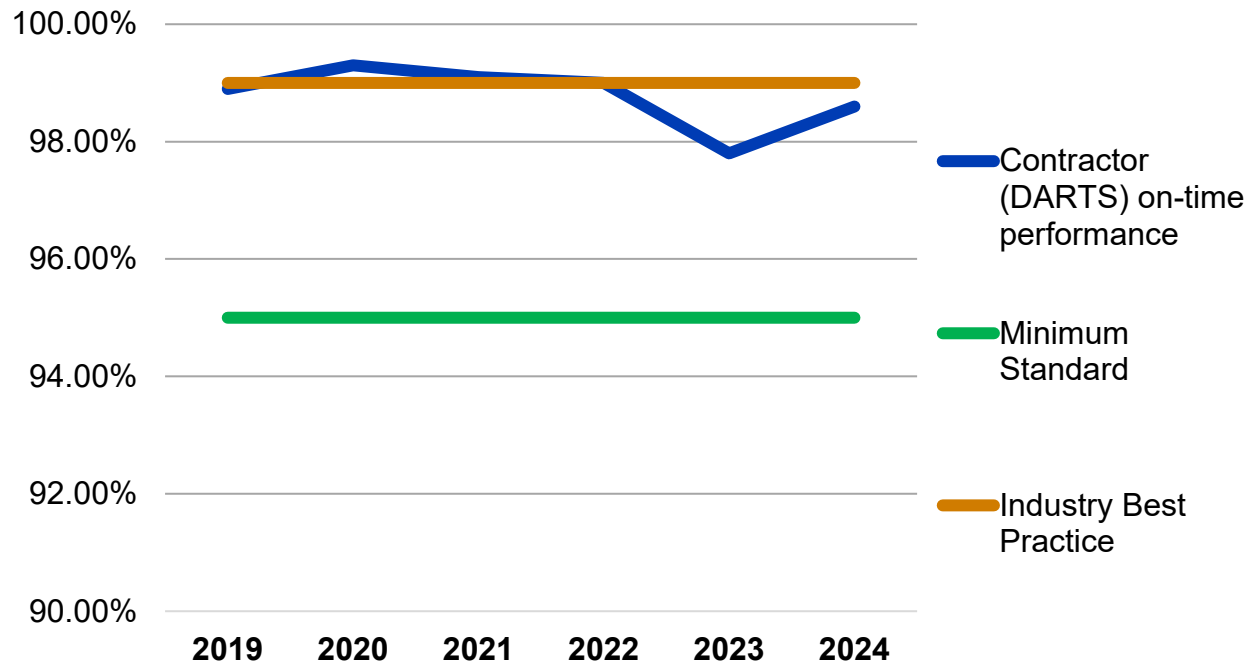


Figure 5: Contractor (DARTS) On-time Performance

Alternative text description for Figure 5 (above): Figure 5 compares contractor on-time performance trends from 2019-2024 (the blue line) to the minimum standard of 95% (shown by the green line) and the industry best practice of 99% (shown by the gold line). The graph shows that, while on time performance dipped below 98% in 2023, it has recovered to be closer to the industry best practice, However, it has not yet recovered to earlier years, when it met or exceeded 99%.

Complaints

See Table 9, and Table 10, below. Please note, there are still approximately two weeks of complaints data missing from February 2024.

The overall complaints rate was at its worst in 2023, at 7.3 complaints per 1,000 trips for the whole system, and 7.7 complaints per 1,000 trips on the shared ride service alone (DARTS).

The complaints rate for 2024 has improved a great deal at 3.1 for the system and 3.3 for DARTS trips. However, it has not yet decreased to the 2019 level of 1.6.

The industry best practice is 1.0 complaints per 1,000 trips. The 2016 average for large systems is 2.1 complaints per 1,000 trips. (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

Table 10 shows total complaint counts, according to three general categories.

The service performance category includes complaints where the service as performed did not meet expectations, such as late pickups or scheduled on board time. Most complaints from 2019 to 2024 are in this category.

The staff performance category includes complaints where staff conduct did not meet expectations. In all years from 2019 to 2024, this is the second most frequent type of complaint.

The service sufficiency category captures complaints where the service was not enough to meet customer needs, such as complaints about waiting lists or being unable to book a desired trip time. This category also includes complaints about the Taxi Scrip service. From 2019 to 2024, this is consistently the least frequent type of complaint.

Staff completed a comprehensive review of 2024 complaints which are currently being tracked manually and have made some slight adjustments downward to the quarterly counts already provided, removing sixteen complaints from the 2024 count (see also Accessibility Committee for Persons with Disabilities Meeting 25-005 Transportation Working Group Update).

The counts below include both validated and invalidated complaints, as a measure of overall customer satisfaction.

Table 9: Total Complaints per Thousand Trips

Year	Complaints per Thousand ATS Trips, All Modes	ATS and Contractor Complaints per Thousand DARTS Trips
2019	1.6	1.8
2020	1.8	2.0
2021	2.6	2.9
2022	4.2	4.5
2023	7.3	7.7
2024**	3.1	3.3

Table 10: Total Complaints Received by Complaint Type: ATS and DARTS

Complaint Type	2019	2020	2021	2022	2023	2024**
Service Performance	931	369	490	1,458	3,166	1,392
Staff Performance	569	269	290	467	507	405
Service Sufficiency	20	31	35	147	446	93
TOTAL	1520	669	815	2,072	4,119	1,890

Commendations

See Table 11, below. There are still approximately two weeks of data from February 2024 that are still missing from 2024 totals.

The industry best practice is 1 commendation per 1,000 trips, and the 2016 average for large systems is 0.36 commendations per 1,000 trips (Canadian Urban Transit Association Specialized Transit Services Industry Practices Review, 2016).

At 0.5 commendations per 1,000 trips both system wide and on the shared ride service alone, commendation rates are higher than 2019 and above the industry average, but lower than the commendation rate for 2020 to 2023.

Table 11: Commendations per Thousand Trips

Year	Commendations per Thousand ATS Trips, All Modes	ATS and DARTS Commendations per Thousand DARTS Trips
2019	0.3	0.4
2020	0.7	0.8
2021	0.9	1.0
2022	0.9	1.0
2023	1.0	1.1
2024**	0.5	0.5

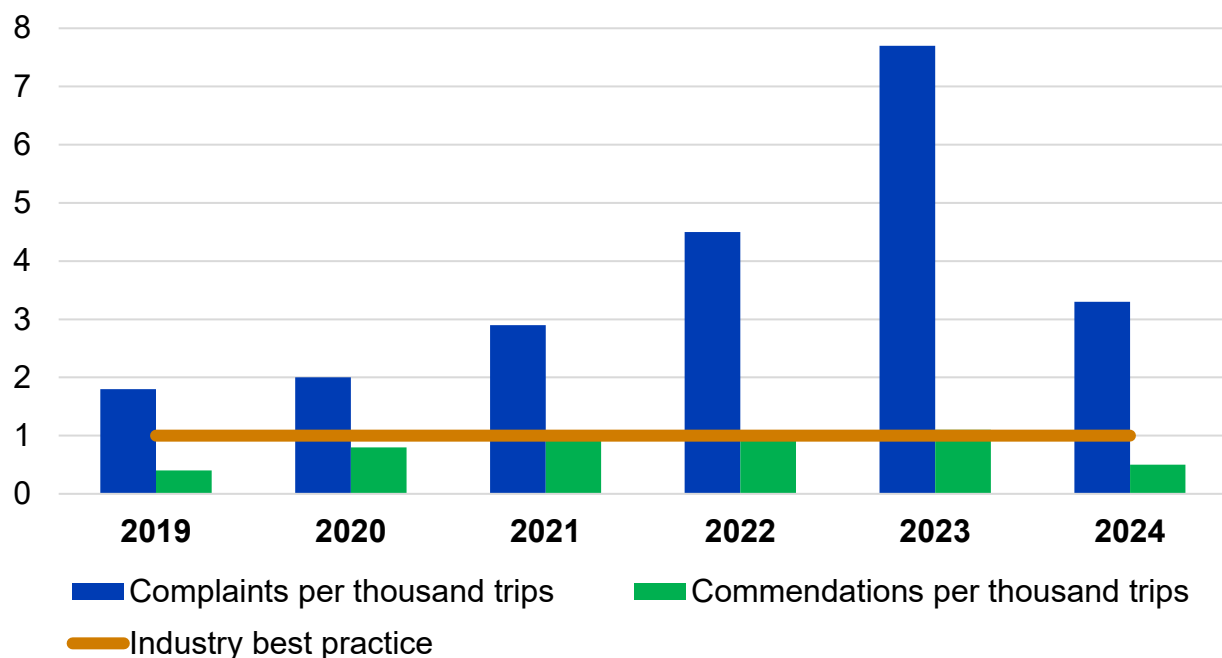


Figure 6: Complaints and Commendations per Thousand DARTS Trips

Alternative text description for Figure 6 (above): Figure 6 shows both complaints and commendations per 1,000 DARTS trips. The blue vertical bars show that complaints increased from 2019 to 2023, began to improve in 2024, but have not yet reached the industry best practice (the gold line on the graph). Commendations (the vertical green bars) increased up to 2023, reaching the industry best practice (the gold line). However, the commendation rate in 2024 was 0.5, slightly less than half the 2023

rate and below the industry best practice, but above the industry average (see also Tables 9 and 11, above).

Validated Complaints for Contractor and Subcontractors

See Table 12, below. There are still approximately two weeks of data from February 2024 that are still missing from 2024 totals.

DARTS and subcontractor complaints are processed to DARTS for investigation. Where these complaints are deemed unfounded by DARTS, and if ATS concurs with this outcome, these complaints are not included in the count of validated complaints.

Complaints that have been processed to DARTS for which ATS has not received an investigation outcome at time of report are also counted as valid.

Complaints against DARTS also include DARTS reservations, dispatch, scheduling, and on-street service. Complaints against subcontractors include on-street service only.

Appendix 1 on page 13 of this report breaks down the count of validated complaints into subcategories.

Table 12: Validated Complaints per Thousand Trips for DARTS and DARTS Subcontractors

Provider	2019	2020	2021	2022	2023	2024**
DARTS	2.7	2.0	2.7	6.2	14.7	5.5
VETS	0.9	0.8	0.7	1.0	0.9	0.9
Hamilton Rising	1.0	0.9	1.2	1.4	1.2	0.7
City Marvel	1.1	1.3	2.4	2.5	1.8	N/A
Hamilton Cab	1.2	8.4	6.2	6.7	3.4	2.5
TOTAL	1.6	1.6	2.3	3.7	6.9	2.8

Total Trip Counts, Service Kilometres, and Service Hours for DARTS and Subcontractors

Table 13 (below) provides service hours and kilometres for DARTS and its subcontractors, as requested by the Accessibility Committee for Persons with Disabilities.

The data provides an annual summary from 2019 to 2024. This same data is broken down by subcontractor in the 2024 Q4 report (see Accessibility Committee for Persons with Disabilities Meeting 25-005 Transportation Working Group Update).

Table 13: Total Trip Counts, Service Kilometres, and Service Hours for DARTS and Subcontractors

Year	Trip Count	Service Hours	Service Km
2019	844,007	346,014	8,116,484
2020	327,102	151,543	3,787,181
2021	281,326	150,652	3,900,035
2022	454,617	242,285	5,570,664
2023	531,212	258,435	6,117,945
2024	573,349	271,263	6,207,982
TOTAL	3,011,613	1,420,192	33,700,291

Appendix 1 Customer Valid Complaints Logged 2024: Detail

Department	Count of Feedback Subtype
ATS Customer Service	18
Miscellaneous	7
Policies	6
Staff conduct	3
Taxi Scrip	2
DARTS Dispatch	110
Can't book same day	1
Error address/date	18
Injured passenger	1
Miscellaneous	5
No show	3
On hold/ can't connect	22
Pickup/ drop off outside window	3
Scheduled on board time	3
Staff conduct	36
Time change	6
Trip missed	11
Trip transfer	1

Appendix 1 Customer Valid Complaints Logged 2024: Detail (continued)

DARTS On street	216
Accidents	1
Damaged property	4
Driving habits	27
Error address/date	23
Fares	3
Injured passenger	10
Miscellaneous	2
No door to door	14
No show	13
Policies	2
Pickup/ drop off outside window	19
Scheduled on board time	4
Staff conduct	72
Trip missed	20
Vehicle condition	2
DARTS Reservations	147
Can't book required time	10
Error address/date	49
Miscellaneous	2
No show	3
On hold/ can't connect	49
Policies	1
Staff conduct	20
Trip missed	2
Waiting List	11
DARTS Scheduling	901
Can't book required time	3
Can't book same day	1
Error address/date	40
Fares	1
Miscellaneous	5
No show	3
Policies	1
Pickup/ drop off outside window	559
Scheduled on board time	135
Staff conduct	1
Subscriptions	18
Time change	1

Appendix 1 Customer Valid Complaints Logged 2024: Detail (continued)

DARTS Scheduling (continued)	
Trip missed	50
Trip notification	7
Waiting List	76
Hamilton Rising	129
Damaged property	1
Driving habits	26
Error address/date	7
Injured passenger	3
No door to door	13
No show	21
Policies	1
Pickup/ drop off outside window	5
Staff conduct	37
Trip missed	15
Hamilton Cab (taxi)	3
No show	2
Staff conduct	1
VETS	127
Accidents	1
Driving habits	23
Error address/date	5
Fares	5
Injured passenger	3
Miscellaneous	3
No door to door	11
No show	11
Policies	1
Pickup/ drop off outside window	8
Scheduled on board time	3
Staff conduct	37
Trip missed	15
Vehicle condition	1
Grand Total	1651

Appendix 2 Definition of Terms

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

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

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

Trips Denied: a denied trip occurs when

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

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

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

Appendix 2 Definition of Terms (continued)

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

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

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

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

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

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

Rate of Denied Trips: Denied Trips expressed as a percentage of Number of Total ATS Trips Requested, All Modes (both shared ride service and Taxi Scrip service).

Contractor Denied Trip: occurs when the client's request, made within the allowable booking windows, cannot be agreed to within one hour of the requested date and time of travel, or an acceptable alternative cannot be found.

Inbound calls: incoming calls entering call system queue.

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

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

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

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

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

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

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

Appendix 2 Definition of Terms (continued)

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

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

Client Trip Cancelled Late: A late cancellation is one that is made after 4:30 p.m. of the day prior to service, and prior to vehicle arrival within the pickup window and/or within thirty minutes after the negotiated pickup time. Late cancellations rarely provide an opportunity to accommodate any outstanding trip requests or wait list trips in a timely manner.

Client No-Show/ Cancelled at Door: A “no show” trip occurs when a client books a trip, does not cancel ahead of time, and is not available at the time that the vehicle arrives within the pickup window and/or within thirty minutes after the negotiated pickup time. This includes any occurrence of trips “cancelled at door”, where the client refuses a trip at the door that is within the pickup window and/ or within thirty minutes after the negotiated pickup time. No shows leave no opportunity to accommodate any outstanding trip request or wait list trips.

Client Refused Trip: A refused trip occurs when a client does not accept the travel times provided at the time of booking.

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

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

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

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

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

Contracted Vehicles Inspection Results 2022 - 2024, 2025 YTD Q1 for DARTS and Current Subcontractors

Table 1: First Time Vehicle Inspection Failure Rates

Year	Failure Rate: All Providers
2022 (Q3 and Q4)	10%
2023	11%
2024	4%
2025 YTD Q1	2%

Table 2: Monthly Vehicle Records Inspections Compliance 2024 – YTD Q1 2025 All Providers

Quarter	Compliance	Non-Compliance
2023	31	13
2024	28	8
2025 YTD March	8	4

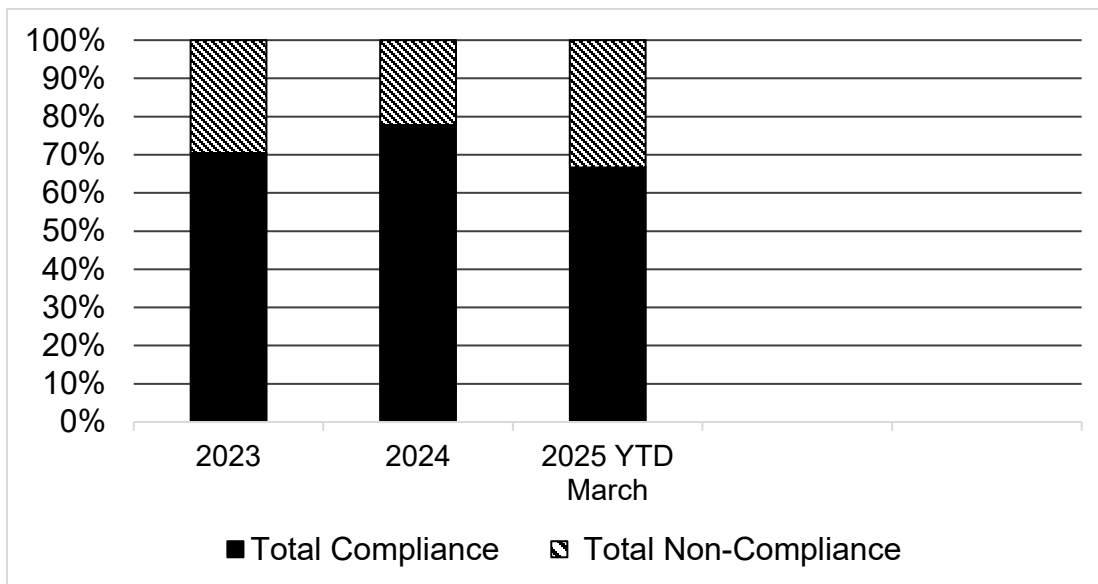


Figure 2: Records Inspection Compliance Monthly Tracking – All Providers

Alternate Text description of Figure 1: Figure 1 (above) presents the yearly breakdown of total records inspection incidents of compliance versus non-compliance as a percentage of total visits, using stacked vertical columns. The lower portion of each column in solid black shows the proportion of visits by ATS where DARTS and subcontractors were found compliant. The top portion of each column in a black and white diagonal striped pattern show the proportion of non-compliant visits. See also Table 2 (above). While there was overall improvement in 2024, 2025 Q1 is showing a higher instance of records non-compliance, based on the sample of records reviewed.

MEMORANDUM

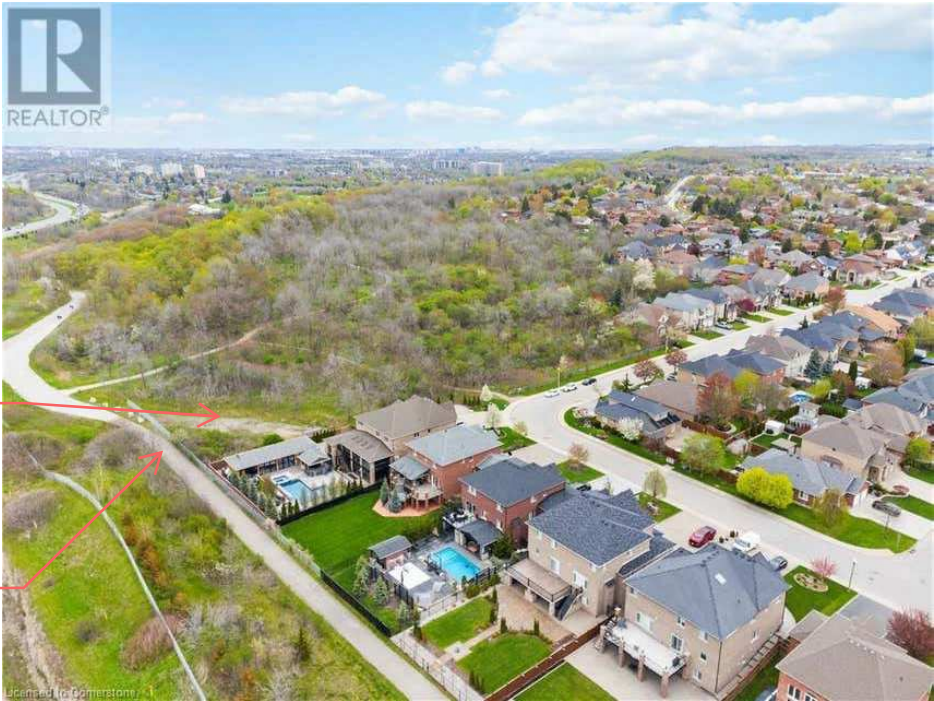
To: Public Works Committee
From: Joe Tarasca
Re: 94 Kingsview Dr., Stoney Creek, ON

Response in respect to Report No: PW25034 Subject/Title: 94 Kingsview Drive, Hamilton Encroachment Update.:

The response is to confirm,

- (a) the lands on which the structures were built upon (the “**Subject Lands**”) were not used, in any material manner, by the public prior to the structures being placed on the site;
- (b) there are two public paths around the property. On Schedule “A”, it can be seen that the Subject Lands were grass and gravel that were fenced off to the walking path, suggesting they were not open to the public;
- (c) the placement of the structures on the Subject Lands did not obstruct or interfere with either walking path;
- (d) the Subject Lands were not part of a municipal park, but rather an open space. The space was often neglected and resulted in waste accumulating that was removed by the owner, J. Tarasca;
- (e) the owner of the property provided a proposal to the City to acquire the lands (the “**Proposal**”). The Proposal confirmed that, as part of the acquisition, the City would retain an easement in respect of its stormwater sewer and municipal infrastructure. Furthermore, the owner agreed to be responsible for the preparation and registration of the easement. To that extent, the City would not be impaired or impacted in respect of its infrastructure;
- (f) the Proposal confirmed that in addition to the upfront purchase price of \$150,000.00, as the Subject Lands would become part of the property, that would increase the property tax payable on a go-forward basis;
- (g) removing the structures would result in funds being deployed to remove an improvement to a piece of property, that would in fact put the lands to a non-productive use.

Schedule “A”



Grass and gravel area

Fence on public path, suggesting the Subject Lands are not available to the public.



2nd Walking Path

Gravel and grass area

Fence on public path, suggesting the Subject Lands are not available to the public.

CITY OF HAMILTON

NOTICE OF MOTION

Public Works Committee: May 20, 2025

MOVED BY COUNCILLOR C. KROETSCH

Ferguson Station Rolling Doors Replacement, 248 King Street East, Hamilton (Ward 2)

WHEREAS, the rolling doors at the shade structure at Ferguson Station Park are no longer functioning well and are at end of life;

WHEREAS, the doors facilitate the space to be programmed for events but also ensure the space is closed after events are complete for safety and security of the park;

WHEREAS, the current design allows for visibility through the station structure for safety and security;

WHEREAS, the current design is custom and Wilcox Door Service Inc. has the history of repair and familiarity with the doors and their use;

WHEREAS, there is benefit to having these doors replaced as soon as possible to ensure their use can facilitate the programming of the space, and a single source to Wilcox Door Service Inc. would facilitate this work to be completed by the end of August, to have use of the new doors for any fall events; and

WHEREAS, the estimated cost is \$300,000 and there is no current funding in the Parks budget for the replacement.

THEREFORE, BE IT RESOLVED:

- (a) That replacing the rolling doors at Ferguson Station to be funded from the Ward 2 Capital Re-Investment Reserve #108052 at an upset limit, including contingency not to exceed \$300,000, be approved; and
- (b) That Council approve the single source procurement, pursuant to Procurement Policy #11 – Non-competitive Procurements, for the Ferguson Station door replacement assignment and that the General Manager, Public Works Department be authorized to negotiate, enter into and execute a Contract and

any ancillary documents required to give effect thereto with Wilcox Door Services Inc., in a form satisfactory to the City Solicitor.

CITY OF HAMILTON

NOTICE OF MOTION

Public Works Committee: May 20, 2025

MOVED BY COUNCILLOR M. WILSON.....

Appreciation Designation of Arkell Street, Hamilton, as "Arkells' Alley" (Ward 1)

WHEREAS, the Hamilton band, the Arkells, were formed on and took their name from Arkell Street in Ward 1;

WHEREAS, the Arkells have been significant champions for the City of Hamilton for over 20-years;

WHEREAS, the Arkells host a regular "Rally in the Alley" in the heart of Hamilton's civic stadium, an event that supports local organizations in Hamilton;

WHEREAS, the Arkells have provided funding directly to projects in areas of the City such as the refurbishment of a City of Hamilton basketball court at Woodlands Park; and

WHEREAS, the Arkells have been honoured for their positive contributions to community and Canada as recognized by Canada's Walk of Fame committee.

THEREFORE, BE IT RESOLVED:

- (a) That the Transportation Division be directed to design, fabricate and install commemorative signs to formally dedicate the block of Arkell Street from Newton Street to Paisley Avenue Street, Hamilton, as "Arkells' Alley", to be funded from the Ward 1 Capital Discretionary Account #3302309100 at an upset limit, including contingency, not to exceed \$1,500; and
- (b) That the General Manager of Public Works and City Clerk be authorized and directed to execute any required agreement(s) and ancillary documents to formally dedicate the entire the Arkell Street block, Hamilton, as "Arkells' Alley", with such terms and conditions in a form satisfactory to the City Solicitor.

11.3**CITY OF HAMILTON****NOTICE OF M O T I O N****Public Works Committee: May 20, 2025****MOVED BY COUNCILLOR J. BEATTIE.....****Installation of Speed Cushions as a Traffic Calming Measure McNeilly Road
(Ward 10)**

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

WHEREAS, McNeilly Road is major north-south connection and escarpment access road and is additionally highly residential;

WHEREAS, residents on McNeilly Road between the bottom of the Niagara escarpment and Arvin Avenue in Ward 10 have advocated for the installation of speed cushions to address roadway safety concerns as a result of speeding;

WHEREAS, the Transportation Division completed a traffic calming warrant for McNeilly Road between the bottom of the Niagara escarpment and Arvin Avenue which determined that speed cushions are not technically warranted;

WHEREAS, signatures were collected from residents resulting in support by 59 of 88 (67%) homes on McNeilly Road between the bottom of the Niagara escarpment and Arvin Avenue for the installation of speed cushions as a traffic calming measure;

WHEREAS, the Transportation Division conducted a review to select suitable speed cushion locations on McNeilly Road between the bottom of the Niagara escarpment and Arvin Avenue and determined that the segment between Barton Street and Arvin Avenue is not suitable for the use of speed cushions as a traffic calming measure due to the industrial land use in this area;

WHEREAS, the suitable speed cushion locations on McNeilly Road between the bottom of the Niagara escarpment and Barton Street have been reviewed by the Ward office; and

WHEREAS, the Transportation Division is collaborating with the Ward 10 Councillor to explore opportunities for traffic calming on a variety of north-south roadways in relative proximity to McNeilly Road.

THEREFORE, BE IT RESOLVED:

- (a) That the Transportation Division be authorized and directed to install up to 6 speed cushions on McNeilly Road between the bottom of the Niagara

escarpment and Barton Street as part of the 2025 speed cushion program, at locations to be appropriately determined by Transportation Division Staff;

- (b) That all costs associated with the installation of traffic calming measures at be completed through Ward 10 CP Minor Maintenance #4031911610 at an upset limit, including contingency, not to exceed \$18,000;
- (c) That the Transportation Division continues to collaborate with the Ward 10 Councillor on opportunities for traffic calming in the Ward including the segment of McNeilly Road between Barton Street and Arvin Avenue; and
- (d) 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.

CITY OF HAMILTON

NOTICE OF MOTION

Public Works Committee: May 20, 2025

MOVED BY COUNCILLOR M. FRANCIS.....

Installation of Speed Cushions as a Traffic Calming Measure on Applewood Avenue (Ward 5)

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

WHEREAS, residents on Applewood Avenue in Ward 5 have advocated for the installation of speed cushions to address roadway safety concerns as a result of speeding;

WHEREAS, the Transportation Division has not completed a traffic calming warrant for Applewood Avenue, and the Ward Councillor has opted to bypass this step in the speed cushion process due to the strong advocacy and expressed desires of local residents;

WHEREAS, signatures were collected from residents resulting in support by 13 of 18 (72%) homes on Applewood Avenue for the installation of speed cushions as a traffic calming measure; and

WHEREAS, the Transportation Division conducted a review to select suitable speed cushion locations on Applewood, which have been reviewed by the Ward office.

THEREFORE, BE IT RESOLVED:

- (a) That the Transportation Division be authorized and directed to install 1 speed cushion on Applewood Avenue at approximately 13/14 Applewood Avenue as a traffic calming measure and as part of Transportation's 2025 speed cushions installation program;
- (b) That all costs associated with the installation of traffic calming measures be funded through the Ward 5 Capital Re-Investment Reserve #108055 at an upset limit, including contingency, not to exceed \$3,000; and

- (c) That the General Manager of Public Works and City Clerk be authorized and directed to execute any required agreement(s) and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor.

11.5

CITY OF HAMILTON

NOTICE OF M O T I O N

Public Works Committee: May 20, 2025

MOVED BY COUNCILLOR E. PAULS.....

Installation of Speed Cushions as a Traffic Calming Measure on East 32nd Street (Ward 7)

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

WHEREAS, residents on East 32nd Street between Fennell Avenue East and Brucedale Avenue East in Ward 7 have advocated for the installation of speed cushions to address roadway safety concerns as a result of speeding;

WHEREAS, the Transportation Division completed a traffic calming warrant for East 32nd Street between Fennell Avenue East and Brucedale Avenue East which determined that speed cushions are not technically warranted;

WHEREAS, signatures were collected from residents resulting in support by 16 of 28 (57%) homes on East 32nd Street between Fennell Avenue East and Brucedale Avenue East for the installation of speed cushions as a traffic calming measure; and

WHEREAS, the Transportation Division conducted a review to select suitable speed cushion locations on East 32nd Street, which have been reviewed by the Ward office.

THEREFORE, BE IT RESOLVED:

- (a) That the Transportation Division be authorized and directed to install 1 speed cushion as a traffic calming measure on East 32nd Street between Fennell Avenue East and Brucedale Avenue East in front of address 244/227 East 32nd Street as part of the 2025 speed cushion installation program;
- (b) That all costs associated with the installation of traffic calming measures be funded through the Ward 7 Capital Re-Investment Reserve #108057 at an upset limit, including contingency, not to exceed \$3,000; and
- (c) That the General Manager of Public Works and City Clerk be authorized and directed to execute any required agreement(s) and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor.

CITY OF HAMILTON

NOTICE OF M O T I O N

Public Works Committee: May 20, 2025

MOVED BY COUNCILLOR T. JACKSON.....

Installation of Speed Cushions as a Traffic Calming Measure on Chamomile Drive (Ward 6)

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

WHEREAS, residents on Chamomile Drive in Ward 6 have advocated for the installation of speed cushions to address roadway safety concerns as a result of speeding;

WHEREAS, the Transportation Division has not completed a traffic calming warrant for Chamomile Drive, and the Ward Councillor has opted to bypass this step in the speed cushion process due to the strong advocacy and expressed desires of local residents;

WHEREAS, signatures were collected from residents resulting in support by 30 of 56 (54%) homes on Chamomile Drive for the installation of speed cushions as a traffic calming measure; and

WHEREAS, the Transportation Division conducted a review to select suitable speed cushion locations on Chamomile Drive, which have been reviewed by the Ward office.

THEREFORE, BE IT RESOLVED:

- (a) That the Transportation Division be authorized and directed to install 2 speed cushions on Chamomile Drive at approximately 52/56 and 104/110 Chamomile Drive a traffic calming measure and as part of Transportation's 2025 speed cushions installation program;
- (b) That all costs associated with the installation of traffic calming measures be funded through the Ward 6 Capital Re-Investment Reserve #108056 at an upset limit, including contingency, not to exceed \$6,000; and
- (c) That the General Manager of Public Works and City Clerk be authorized and directed to execute any required agreement(s) and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor.

CITY OF HAMILTON

NOTICE OF M O T I O N

Public Works Committee: May 20, 2025

MOVED BY COUNCILLOR M. TADESON

Installation of Speed Cushions as a Traffic Calming Measure on Kopperfield Lane (Ward 11)

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

WHEREAS, residents on Kopperfield Lane between Glancaster Road and Idlewilde Lane in Ward 11 have advocated for the installation of speed cushions to address roadway safety concerns as a result of speeding;

WHEREAS, the Transportation Division completed a traffic calming warrant for Kopperfield Lane between Glancaster Road and Idlewilde which determined that speed cushions are not technically warranted;

WHEREAS, signatures were collected from residents resulting in support by 35 of 45 (78%) homes on Kopperfield Lane for the installation of speed cushions as a traffic calming measure; and

WHEREAS, the Transportation Division conducted a review to select suitable speed cushion locations on Kopperfield Lane between Glancaster Road and Idlewilde Lane, which have been reviewed by the Ward office.

THEREFORE, BE IT RESOLVED:

- (a) That the Transportation Division be authorized and directed to install 2 speed cushions on Kopperfield Lane between Glancaster Road and Idlewilde Lane at approximately 18/20 and 34/36 Kopperfield Lane a traffic calming measure and as part of Transportation's 2025 speed cushions installation program;
- (b) That all costs associated with the installation of traffic calming measures be funded through the CP Minor Maintenance Ward 11 Account #4031911611, at an upset limit, including contingency, not to exceed \$6,000; and

11.7

- (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.

CITY OF HAMILTON

NOTICE OF M O T I O N

Public Works Committee: May 20, 2025

MOVED BY COUNCILLOR N. NANN

Road Rehabilitation on Cheever Street, Connaught Avenue South, Douglas Avenue, East Avenue North, Keith Street, Niagara Street, St. Matthews Avenue

WHEREAS, neighbourhood roads deemed to be in poor condition through the City's asset management program do not have the sufficient corresponding capital funding allocated to address resurfacing in a timely manner and are reliant on Ward-base discretionary funds;

WHEREAS, the following streets in Ward 3 were assessed by Engineering Services in Public Works and classified as very poor, poor, and/or identified by the community and verified by staff as in need of road rehabilitation to extend the life of the roadway and therefore improve service levels and reduce maintenance costs:

VERY POOR

- Connaught Avenue South - Dunsmure Road to Main Street East
- Niagara Street - Munroe Street to Burlington Street
- St. Matthews Avenue - Barton Street East to Birge Street
- Douglas Avenue - Shaw Street to Mars Avenue

POOR

- Connaught Avenue South - King Street East to Dunsmure Road
- Cheever Street - Shaw Street to Mars Avenue
- Keith Street - Emerald Street North to Wentworth Street North

COMMUNITY-IDENTIFIED - POOR

- East Avenue North - King Street East to Birge Street

WHEREAS, residents living adjacent to these roadways have advocated for safer streets and the need to address the road surface deficiencies;

WHEREAS, the funding sources of the 2018 Surplus Neighbourhood Road Priorities Account, Canada Community-Building Fund (CCB), Minor Maintenance Fund, and Discretionary Ward 3 Area Rating Fund are available to the Ward 3 City Councillor, with Council approval, to be used for road resurfacing.

11.8

THEREFORE, BE IT RESOLVED:

- (a) That Transportation Division be authorized and directed to rehabilitate the road and associated concrete works (as required) on Cheever Street, Connaught Avenue South, Douglas Avenue, East Avenue North, Keith Street, Niagara Street, St. Matthews Avenue;
- (b) That all costs associated with the road resurfacing scope of work, be funded from the Ward 3 - 2018 Surplus for Neighbourhood Roads Account # 4031811803 (\$900,000 including non-recoverable HST) and the Ward 3 Capital Re-Investment Reserve #108053 (\$1,700,000), at an upset limit, including contingency, not to exceed a total of \$2,600,000, with design anticipated to commence this year (2025) and construction to be completed in 2026 for the following roads:
 - (i) Cheever Street - Shaw Street to Mars Avenue;
 - (ii) Connaught Avenue South – Main Street East to King Street East;
 - (iii) Douglas Avenue - Shaw Street to Mars Avenue;
 - (iv) East Avenue North - King Street East to Robert Street;
 - (v) East Avenue North – Barton Street to Birge Street;
 - (vi) Keith Street - Emerald Street North to Wentworth Street North;
 - (vii) Niagara Street - Munroe Street to Burlington Street East;
 - (viii) St. Matthews Avenue - Barton Street East to Birge Street; and
- (c) That the General Manager 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.

CITY OF HAMILTON

NOTICE OF M O T I O N

Public Works Committee: May 20, 2025

MOVED BY COUNCILLOR C. KROETSCH.....

Funding of Open Space Improvement at the former Sir John A. Macdonald High School

WHEREAS, the Hess Street Elementary School is located in Ward 2, across Cannon Street from the former Sir John A. Macdonald High School, which has a large open green space that is not currently being used;

WHEREAS, the Hess Street Elementary School does not have any open green space in the school property, and students would benefit from access to the green space at the former High School;

WHEREAS, some areas of the open green space require work to bring it back to playable condition, including grass cultural practices, removal or pruning of overgrown vegetation in the perimeter fence, and ensuring no hazards in the space including broken glass or other items;

WHEREAS, additional fencing would be needed to satisfy the use that would be required by the school children;

WHEREAS, the Hess Street Elementary School does not have sufficient funds to contribute to this improvement project; and

WHEREAS, the existing School Crossing Guard location servicing Hess Street Elementary School located at Hess Street North and Cannon Street West requires extended duty times to assist with pedestrian safety for access to the green space.

THEREFORE, BE IT RESOLVED:

That the open space improvement at the former Sir John A. Macdonald High School to be funded from the Ward 2 Capital Re-investment Reserve #108052, at an upset limit of \$60,000, be approved and contributed to the Hamilton Wentworth District School Board to do the work to bring the open green space back to playable condition and install additional fencing at the former Sir John A. Macdonald High School and amend the Hess Street North and Cannon Street West School Crossing Location duty times to service 8:30 A.M. to 9:50 A.M. and 2:10 P.M. to 3:25 P.M. with a review for the 2026/2027 Adjustments to the School Crossing Guard Locations report.