
PUBLIC WORKS SERVICE LEVELS SUMMARY

Business Improvement Area (BIA)

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This document provides a summary of the services provided to BIAs by Public Works. It has been developed through a process with the Business Improvement Area Advisory Committee beginning in July 2013.

OPERATIONS DIVISION

ROADS & MAINTENANCE

Street Sweeping

Standard service level throughout the City is once per month.

Enhanced service to BIAs is once per week.

As a component of Downtown Cleanliness initiatives, the following BIA's receive daily service from April to November:

- Downtown Hamilton
- International Village
- Main Street West Esplanade.

Road Maintenance

Standard service of road inspections and repairs including potholes and curbs.

Enhanced service before special events: inspection of road surface and necessary repairs as required.

Road & Sidewalk Snow Removal

BIAs snow removal service is provided when conditions and snow storage issues warrant the need. When the condition of snow storage and access to parking stalls dictate that a snow removal is required, the snow removal service is provided at no cost to the BIAs.

What constitutes a major snow fall? A significant snow accumulation / large plowing activation which includes the deployment of both in-house and contracted snow plowing equipment over an extended period of time.

How soon after a major snow fall will a BIA receive this snow removal service? After our service levels are met within our Winter Control program on all Roads, Sidewalks and Bus Stops, and only when snow storage issues dictate the need.

Sidewalk Weed Trimming

Enhanced service includes sidewalk trimming before special events as requested.

Sidewalk Sweeping

As a component of the Downtown Cleanliness initiative, the following BIAs receive enhanced sidewalk sweeping services:

- Downtown Hamilton: King St. to James St. at 5 times per week, King William at 2 times per week

- International Village: King St. at 5 times per week, King William St. and Ferguson Ave. North at 2 times per week.

Enhanced service will begin in Spring of 2014 to include once per week to all remaining BIAs.

Alleyway Surfaces

Potholes are filled as required in assumed alleys.

WASTE COLLECTION

Multi-Sort Litter/Recycling Containers

Collection is daily in the following BIAs:

- Downtown Hamilton
- International Village

Please note: the effectiveness of 3-stream containers is being assessed by Public Works staff. Further units are not expected to be deployed until an evaluation is completed.

Litter Containers (Waste Bins)

Litter containers are serviced according to the frequency in the following table.

TWICE DAILY	7 DAYS PER WEEK	5 DAYS PER WEEK	3 DAYS PER WEEK	2 DAYS PER WEEK
Downtown Hamilton International Village	Ottawa Street* Barton Village Dundas Westdale Village King St West Locke Street Main St West Esplanade	Concession Street	Stoney Creek	Ancaster Waterdown

**Exception: East Kiwanis Place Parkette containers are serviced by Parks twice per week*

Manual Litter Service

As a component of Downtown Cleanliness initiatives, manual litter service (i.e. pickup of litter on the ground) is provided in the Downtown Hamilton and International Village BIAs.

Alleyway Waste Collection

Select alleyways in the Downtown Hamilton and International Village BIAs receive daily garbage collection.

The Westdale Village alleyway receives twice weekly garbage collection.

Curbside Waste Collection

Curbside waste collection is provided weekly to all BIAs.

Curbside collection includes blue box recycling and green cart.

Sidewalk Power Washing

As a component of Downtown Cleanliness initiatives, sidewalk power washing is provided to the Downtown Hamilton and International Village BIAs.

Cigarette Receptacles

Weekly cigarette receptacle service is provided to:

- Downtown Hamilton
- International Village
- Ottawa Street (for 2 or 3 older style receptacles only, the BIA is responsible for emptying the newer style that attaches to the side of a waste receptacle)
- Concession Street
- Barton Village
- Stoney Creek
- Dundas

Public Works will collaborate with individual BIAs to provide cigarette receptacles as a component of a comprehensive cigarette butt litter prevention program.

ENVIRONMENTAL SERVICES DIVISION

HORTICULTURE

Hanging Baskets

CITY PROVIDED SERVICE	ESTIMATED COST*
Provide hanging basket and plant material, install, remove, and water.	\$165.00 per basket
Provide watering services per one application.	\$1.08 per basket

**All costs are approximate and based on 2013 actual costs. Costs may vary due to weather conditions and pricing for plant stock and/or other materials.*

BIA	Number of Hanging Baskets	Description of Service	Total Estimated Cost
Downtown Hamilton	81	City provides basket, plant material, installation, removal, and watering	\$13,365.00
International Village	48	City provides basket, plant material, installation, removal, and watering	\$7,920.00
Ottawa Street	0	N/A	\$0.00
Concession Street	0	N/A	\$0.00
Barton Village	0	N/A	\$0.00
Stoney Creek	0	N/A	\$0.00
Dundas	47	City provides watering services only for approximately 18 weeks for a total of approximately 63 waterings.	\$3,197.88
Waterdown	0	N/A	\$0.00
Ancaster	46	City provides basket, plant material, installation, removal, and watering	\$7,590.00
Westdale Village	0	N/A	\$0.00
King Street West	13	City provides basket, plant material, installation, removal, and watering	\$2,145
Locke Street	0	N/A	\$0.00
Main Street West Esplanade	2	City provides basket, plant material, installation, removal, and watering	\$330.00

Planters

CITY PROVIDED SERVICE	ESTIMATED COST*
Provide plant material, installation, removal, maintenance, and watering.	\$165.00 per planter
Provide plant material, installation, removal, and maintenance.	\$118.55 per planter
Provide watering.	\$46.45 per planter

**All costs are approximate and based on 2013 actual costs. Costs may vary due to weather conditions and pricing for plant stock and/or other materials.*

BIA	Number of Planters	Description of Service	Total Estimated Cost
Downtown Hamilton	30	City provides plant material, installation, removal, maintenance, and watering.	\$4,950.00
International Village	0	N/A	\$0.00
Ottawa Street	0	N/A	\$0.00
Concession Street	24	City provides plant material, installation, removal, and maintenance (no watering).	\$2,845.20
Barton Village	0	N/A	\$0.00
Stoney Creek	0	N/A	\$0.00
Dundas	22	City provides watering services only.	\$1,021.90
Waterdown	0	N/A	\$0.00
Ancaster	44	City provides plant material, installation, removal, maintenance, and watering.	\$7,260.00
Westdale Village	61	City provides plant material, installation, removal, and maintenance (no watering).	\$7,231.55
King Street West	0	N/A	\$0.00
Locke Street	0	N/A	\$0.00
Main Street West Esplanade	0	N/A	\$0.00

Total Costs of Plants & Hanging Baskets Per BIA

BIA	Sub-Total Estimated Cost: Hanging Baskets	Sub-Total Estimated Cost: Planters	Total Estimated Cost
Downtown Hamilton	\$13,365.00	\$4,950.00	\$18,315.00
International Village	\$7,920.00	\$0.00	\$7,920.00
Ottawa Street	\$0.00	\$0.00	\$0.00
Concession Street	\$0.00	\$2,845.20	\$2,845.20
Barton Village	\$0.00	\$0.00	\$0.00
Stoney Creek	\$0.00	\$0.00	\$0.00
Dundas	\$3,197.88	\$1,021.90	\$4,219.78
Waterdown	\$0.00	\$0.00	\$0.00
Ancaster	\$7,590.00	\$7,260.00	\$14,850.00
Westdale Village	\$0.00	\$7,231.55	\$7,231.55
King Street West	\$2,145	\$0.00	\$2,145.00
Locke Street	\$0.00	\$0.00	\$0.00
Main Street West Esplanade	\$330.00	\$0.00	\$330.00

**All costs are approximate and based on 2013 actual costs. Costs may vary due to weather conditions and pricing for plant stock and/or other materials.*

Garden Beds

The following BIAs contain garden beds that are planted and maintained by the City (including weeding and watering):

- Downtown Hamilton
- International Village
- Barton Village (center median)
- Westdale Village (boulevard beds on King St. West between Paisley & Marion)

PARKS

Park Maintenance

Park maintenance (including grass cutting) follows Council approved guidelines (e.g. grass cutting is completed at a rate of approximately 17 cuts per year, depending on weather and equipment).

Benches

Existing benches were purchased, and maintenance is provided by the City with the following exceptions:

- Concession St.: Ornamental benches are purchased and maintained by the BIA
- Waterdown: BIA purchased benches, City maintains.
- Westdale Village: BIA purchased and maintains benches.
- Ottawa St.: BIA purchased benches, City maintains.

Christmas / Holiday Decorating

Christmas / holiday decorating is a city-wide program approved by Council; it is not exclusive to one or more specific BIAs. This Park's budget line includes: Gore Park rides, lights in the trees at Gore and on King Street from Wellington to Queen, Escarpment lights (for Christmas and New Year), City Hall decorations, and Dundas and Gore Tree.

ENGINEERING SERVICES DIVISION

GEOMATICS & CORRIDOR MANAGEMENT

Banner Arm

Public Works will maintain banner arms on City street lighting poles as identified and requested by the BIA.