



INFORMATION REPORT

TO: Chair and Members Public Works Committee	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: June 17, 2013	
SUBJECT/REPORT NO: Review of Suggested Improvements and Changes to the City of Hamilton (City Wide) (PW13046) (Outstanding Business List Item)	
SUBMITTED BY: Gerry Davis, CMA General Manager Public Works Department	PREPARED BY: Andrew Grice Manager of Policy & Programs (905) 546-2424, Extension 1461
SIGNATURE:	Adam Sweedland Supervisor of Operations Support (905) 546-2424, Extension 5089

Council Direction:

At Public Works Committee on February 4, 2013, Committee directed staff to investigate the recommendations presented by Alex Sears in a delegation and report back to the Public Works Committee. Staff was further directed to notify Mr. Sears when this Information Report is being presented.

Information:

Alex Sears addressed the Committee suggesting a wide range of possible improvements and changes for the City of Hamilton. Mr. Sears provided a handout outlining his recommendations. The handout is included as Appendix A attached to Report PW13046.

Staff have investigated the suggestions, which relate to matters of responsibility for various Divisions, mostly within the Public Works Department. This Information Report was prepared to provide a consolidated response and, for ease of reference, follows the same numbering and headings as used in Mr. Sears' handout.

Garbage Collection

1. Garbage Can Destruction	
Issue:	<p><i>“Currently, your collectors can pick up your can and destroy it without notifying the home. To make matters worse the home owner has to prove they did it.</i></p> <p><i>On top of this you have to fight with the city telephone operator, transfer to waste management, debate the issue and possibly be transferred again to risk management to deal with this.</i></p> <p><i>I’ve had 3 garbage cans and 1 large green can be destroyed by your staff in one calendar year then be told I have to go to Kenora to a replacement on the buss... While I am disabled.</i></p> <p><i>Please change this policy to force the collectors put a notification on your door and auto replace the can.”</i></p>
Staff Response: Public Works Department, Operations Division	<p>In the event that a waste container is damaged during collection activity, the Waste Collection Operator places a ‘Sorry’ sticker on the broken container to advise the resident that their container was damaged during collection operations and that a replacement will be delivered as soon as possible (approximately 1 week). The sticker includes a City contact number if the resident wishes to discuss the issue further with a Waste Management Customer Service staff member.</p> <p>In the event a waste container falls into the hopper of the collection vehicle and the Waste Collection Operator is unable to safely retrieve the container, the Waste Collection Operator immediately advises their Supervisor. This information is be forwarded to the Waste Management Customer Service staff and a Customer Service staff member contacts the resident to advise them that a replacement container will be delivered to their residence as soon as possible (approximately 1 week).</p> <p>In the event that the container is damaged prior to the Waste Collection vehicle arriving to provide service, no sticker is left on the container. The resident is responsible for contacting the City to obtain a replacement container.</p> <p>Note: there are instances outside of the collection crews’ control that may create damage to containers, i.e. age of container, adverse weather conditions, and vandalism.</p>
2. Street Sweeping and Collection of Garbage	
Issue:	<p><i>“Currently, my street has street sweeping regularly done roughly 6-7 hours before garbage collection is done.</i></p> <p><i>2a) Why can the city keep me awake at 2am by street sweeping?</i></p> <p><i>2b) Why does the city pay money to clean the streets only to have their garbage collectors and recycling collectors make a mess hours later?</i></p> <p><i>If you cannot do the street sweeping on awake hours of the day at the very least please move the street sweeping 1 day forward. This will clean up after you pick up trash and your collectors make a mess by throwing cans and/or missing the truck.”</i></p>

<p>Staff Response: Public Works Department, Operations Division</p>	<p><u>Hours of Operation</u></p> <p>Street sweeping operations are conducted on various shifts to:</p> <ul style="list-style-type: none"> • optimize the use of the equipment; • avoid peak traffic periods; and • take advantage of restrictions to overnight parking to facilitate effective service delivery. <p>It is not feasible to deliver the approved street sweeping service level without relying on night shift operations which are accommodated by an exemption in the By- Law No. 11-285 Noise Control By-law. Specifically, subsection 5 (e) permits the operation of an Authorized Vehicle, which is defined to mean “a vehicle operated by or on behalf of a government, government agency or utility including but not limited to a vehicle operated by the Hamilton Police Service, the City’s Emergency Services or Public Works Departments, or the Hamilton Street Railway.”</p> <p><u>Coordination with residential waste collection</u></p> <p>Coordination of street sweeping with waste collection services is not feasible on a City wide basis due to:</p> <ul style="list-style-type: none"> • Service level differences between the two programs.– Residential waste collection is provided on a weekly cycle, whereas street sweeping is provided on a tiered cycle ranging from once per month to once per week depending on the road class and location (i.e. Downtown BIA and expanded service area); and • Program resource limitations. Street sweeping resources (equipment and operators) are scaled to support the service levels. <p>Accordingly there are insufficient resources to match the frequency of street sweeping with waste collection activities.</p>
<p>3. Park Entrance Cans</p>	
<p>Issue:</p>	<p><i>“Can every park in the city have a can placed near any walk way entrances so that anyone entering or leaving the park have no excuse to throw out their trash and not litter the park. Also, anyone walking their dog could have a place to dispose of their “poop bag”.</i></p>
<p>Staff Response: Public Works Department, Environmental Services Division</p>	<p>Staff will endeavour to place garbage cans at all park entrances. There may be limitations where this is not possible as all cans must be chained to a permanent structure such as a light post or tree to prevent the cans from being taken or to prevent them from being blown over. There are currently 1480 litter containers placed at strategic locations within City Parks for all park users.</p>

HSR Changes

1. Extend Service	
Issue:	<i>“Hamilton is one of the largest cities in Canada. It is time we start to responding to that with extended public transportation. Plenty of people work past 1am and “last call” is 2am. Every route should run until 2:20am. King, Delaware, Barton and Upper James should run 24-7.”</i>
Staff Response: Public Works Department, Transportation Division	Service span, as outlined in Hamilton's Transit Service Standards Guidelines, is presently 6:00am to 12:00am Monday thru Saturday and 6:00am to 6:00pm on Sundays and Holidays. Many routes exceed these guidelines. Council, through the Transportation Master Plan, may amend these guidelines. However, increases in net operating costs associated with any extended service would result in an increase in the transit (HSR) levy and/or a fare increase.
2. New Two Way Streets	
Issue:	<i>“City Council made the decision to change our main streets to 2 way. Why have there be zero changes in public transportation to have access the other way?”</i>
Staff Response: Public Works Department, Transportation Division	<p>It should be noted that only certain streets have been approved by Council for one to two-way conversion. As a result of approving the Downtown Transportation Master Plan, several streets were identified for two way conversion. Of the “main” or primary streets James and John were identified for conversion and these conversions have been implemented. A portion of the proposed York/Wilson conversion has also been implemented. King Street was also identified for potential conversion. However, this is subject to the rapid transit studies for LRT which recommend maintaining one way traffic flow. A number of secondary streets were also identified for two-way conversion, some of which have been implemented, such as portions of Hess Street and Caroline Street. The City will implement further approved two-way conversions when opportunities arise as roads are being resurfaced or reconstructed.</p> <p>With respect to the bus routes on converted two way streets, such as James Street and John Street, many factors are considered in the route planning process including traffic flow and level of congestion, other corridor needs and constraints such as on street parking, destination points and pedestrian activity. Based on these factors staff have determined that changes to public transportation on two-way streets is not warranted. Staff continue to review and consider all appropriate factors to determine the most efficient and effective operations on a route specific basis.</p>

3. Change in Bus Stop Locations	
Issue:	<i>“Many routes have been altered to accommodate the new two way street changes. These changes have made people like myself have to walk further and further. The easiest example of this is the Delaware stop for the GO Station moved almost a block away from the GO Station to fix turning lanes. This does not help the people using the bus or paying for service. Please move critical stops back for patron use not driver ease.”</i>
Staff Response: Public Works Department, Transportation Division	The bus stop for westbound Delaware service on Hunter Street at the junction at John Street is located in a midblock position, 60m east of John Street. This ensures adequate and safe curb space for alighting passengers and provides bus Operators with the space required to complete a constrained right hand turn without encroaching upon southbound John Street traffic lanes.
4. Delaware 5E	
Issue:	<i>“This route no longer services Delaware and confuses HSR patrons. Please change the name to GRENHILL 5E or return it to servicing Delaware.”</i>
Staff Response: Public Works Department, Transportation Division	<p>Staff are presently reviewing the configuration of the Delaware service and the future service levels in the Red Hill/Vincent Gershome neighbourhoods that will result from the relocation of Bishop Ryan High School. One option under consideration is a service frequency adjustment along Maplewood/Delaware/Stinson/ Hunter Streets, to eliminate frequency gaps, combined with adjustments to Dundas service levels, where appropriate.</p> <p>The 5E buses provide service over a portion of the "common" section of the Delaware route:</p> <p>Eastbound</p> <ul style="list-style-type: none"> • on King Street between Graham Avenue and Greenhill Avenue • on Main Street between Longwood Road and Wellington Street <p>Westbound</p> <ul style="list-style-type: none"> • on King Street between Quigley Road and Graham Avenue • on King Street between John Street and Paradise Road <p>By maintaining the 5E trips within the Delaware timetable, customers living along the aforementioned common sections are only required to refer to this single timetable, either on-line or in print, to determine bus arrival times for trips with an origin/destination situated within the common section. Staff are reviewing service levels & service distribution along the King/Main/Queenston corridor. Should a recommendation to return the 5E service to operate on Delaware Avenue be brought forward, it will include an accompanying recommendation with respect to route identification and nomenclature. Ease of understanding of routes and schedules is an important element in attracting new ridership. However, for the existing customer, changes must be managed in an appropriate fashion in order to maintain their patronage.</p>

5. PRESTO PASS Charges	
Issue:	<i>“Why should the average patron have to pay for the card as well as giving the HSR money for transportation? There is no charge for the ticket or the pass if I buy the old style.”</i>
Staff Response: Public Works Department, Transportation Division	PRESTO has a significant amount of technology built into the card. The technology allows the cardholder to register the card, which will protect your funds if the card is lost or stolen. With paper products, this is not possible, if tickets or passes are lost, new ones must be purchased. In addition, those who choose to pay a single ride each time, may now be eligible for the Federal Public Transit Income Tax Credit, which previously was only available if a monthly pass was purchased. The \$6 price is paid once and the card will last five years.
6. “Advanced Green” turning at King and John	
Issue:	<i>“Busses get stuck for up to 3 lights at this intersection. Can the City please put a coordinated or wireless trigger for busses to get an advanced turn ability here please. This will also help with linking up to the new bus terminal.”</i>
Staff Response: Public Works Department, Corporate Assets & Strategic Planning Division	An advanced green for northbound left turns was implemented at John Street and King Street in August, 2009 specifically to address delay experienced by transit vehicles. HSR staff had previously commented this initiative helped reduce delay and that overall intersection conditions were improved. This is an area that staff will continue to monitor for opportunities to improve conditions.
7. B-Line stop additions	
Issue:	<i>“Please add stops at Gage and Wellington. Gage park, Hamilton Works and more.”</i>
Staff Response: Public Works Department, Transportation Division	Bus stops along the B Line corridor are being reviewed to ensure adequate amenities and proper stop spacing at major activity centres. However, given that the B Line operates in mixed traffic, it is important to minimize stops, where possible, in order to make travel time between Eastgate and McMaster close to that of the private auto. Stop installations at The Delta, in the vicinity of PanAm Stadium and at Wellington are under review.

9. Please fix the new terminal clock	
Issue:	Please fix the new terminal clock.
Staff Response: Public Works Department, Transportation Division	Staff have developed a specification to ensure that the displayed time will be identical to HSR operations time. A work order has been issued and the associated work will be completed prior to July 31, 2013.

Transportation Issues

1. Stoplight on Barton one block east of Hess	
Issue:	<i>“Why is there a stoplight for east bound traffic only? Please remove it or put a two way stoplight in for traffic in both direction.”</i>
Staff Response: Public Works Department, Corporate Assets & Strategic Planning Division	The traffic signal at Barton Street and Bay Street operates with an advanced signalized stopping location at Tiffany Street for eastbound traffic. The purpose is to prevent eastbound traffic from stopping on the steep grade approaching Bay Street.
2. Sherman Cut	
Issue (a):	<i>“One way on rush hours: Long ago there were additional mountain accesses one way for a period with alternating accesses one up, one down at rush hours. Currently, only the Sherman access has a restriction. Please remove it.”</i>
Staff Response: Public Works Department, Corporate Assets & Strategic Planning Division	The ongoing need for directional lane control on the Sherman Cut will be assessed as part of the City-wide Transportation Master Plan, which will start later in 2013 by Transportation Planning staff.
Issue (b):	<i>“Can there be a light installed to notify drivers that a train is blocking Wentworth just like the “RED” sign light on the Clairmount Access just before St. Joes?”</i>
Staff Response: Public Works Department, Corporate Assets & Strategic Planning Division	The advanced warning beacon on the Jolley Cut is a safety device to warn down bound drivers that there is a red traffic signal ahead which is not immediately visible due to the curvature of the road. The suggestion is to install a beacon on the Sherman Access that would flash when the railway crossing at Wentworth is blocked by a train. The inferred purpose of the beacon is that drivers would use the advanced warning and change their route to Victoria to avoid delay at the Wentworth railway crossing. It is unknown whether drivers would make use of this warning to choose a different route. The alternate route includes extra travel time and delay at traffic signals and stop signs. Depending on their ultimate destination, there is likely no advantage gained by the public. Staff’s position is that the proposal should not be pursued.

3. Wentworth near Cumberland.	
Issue:	<p><i>“When a train arrives it blocks up traffic in numerous directions. One solution to this problem would be repainting lines. Changing the flow from two lanes north and one lane south to one lane north and two lanes south.</i></p> <p><i>Make one lane of the three dedicated from the tracks to Stinson as north bound traffic. Make the middle lane heading south and turning lane into Cumberland. Make one lane, heading south and dedicated to going up the hill.”</i></p>
Staff Response: Public Works Department, Corporate Assets & Strategic Planning Division	<p>Wentworth Street is being studied for 2-way conversion in 2013. Once this review is completed, we will need to consider changes to the pavement markings on Wentworth Street and how they could impact traffic flow. The Manager of Traffic Operations would welcome any additional feedback on the study later this year.</p>
4. Gladstone and Delaware “all way” stop moved to Sanford and Delaware	
Issue:	<p><i>“Gladstone and Delaware is one of the city’s worst skewed streets. The north half of Gladstone does not match up with the south half. To make things worse someone decided this should be a “4 way stop”. I have lived on Gladstone for 36 years and this is a huge mistake. Many years ago Gladstone only stopped for north-south traffic. This intersection has never had cross walks painted. It is missing a wheel chair ramp in front of the Jehovah’s Witness Centre and there is a fire hydrant messing up the intersection.</i></p> <p><i>I have spent hundreds upon hundreds of hours at the Delaware and Sanford HSR stop observing things. Cars speed around that intersection. Cars stop badly for the mail box and more.”</i></p>
Staff Response: Public Works Department, Corporate Assets & Strategic Planning Division	<p>This location became an all way stop in October, 2003 at the request of the Ward Councillor on behalf of the residents. There have been no crosswalks painted at this location. To date, this is the only request we have on record for crosswalks. Staff will paint crosswalks and stop bars. The work will be completed as a regular priority.</p> <p>In reference to the wheel chair ramp in front of the Jehovah’s Witness Centre; Staff’s concern is that the suggested installation would become an unprotected, mid-block ramp, which leads to concerns about pedestrian safety. Wheel chair ramps are available at the intersection.</p>

City Policy Changes

1. Answering Machines and Messages	
Issue:	<p><i>"I would like the City to put a policy in place mandating that any city employee that is called MUST return your call.</i></p> <p><i>This includes City Councillors, like Mr. Morelli. The last time I called his extension the message left by him (paraphrase) was "If I think I need to call you back I will." This is unacceptable. If I take the time to call him someone from this office should be required to call me back non-optionaly.</i></p> <p><i>This should also include the taxi dispute line. I've had numerous incidents with taxi drivers and not once has my call been resolved to my knowledge."</i></p>
Staff Response: Public Works Department, Corporate Assets & Strategic Planning Division	<p>The City is committed, as identified in its Strategic Plan 2012-2015, to delivering high quality services that meet citizen needs and expectations and requires its employees to conduct themselves in a manner which demonstrates this priority.</p> <p>The City is reviewing the ways it handles calls as part of a continuous effort to improve customer service. Currently, as an extension of the corporate Service Delivery Review, a call handing review is underway. The call handling review will investigate how and where calls are answered and includes a module where quality customer service is trained and measured.</p> <p>Most staff have a practice of following up in a timely manner on telephone calls and voicemail messages. However, if a caller wants to ensure a timely follow up, it is a good practice to expressly communicate that expectation to avoid any confusion. Delays in returned calls can also be the result of an unanticipated absence or technological error. Accordingly, if a citizen is unhappy with the turnaround time on a call, another option is to call the City of Hamilton's general line 905.546.CITY (2489), explain the situation and request that their call be directed elsewhere, which may include escalating the call to a supervisor or manager</p>

2. Zero Tolerance to Violence	
Issue:	<i>“This policy should be publicly changed to make sure that staff of the City of Hamilton know that cannot be on either side of this enforcement. They cannot be the “violent’ offender or provoke incidents through words, threats or actions.</i>
Staff Response: City Manager’s Office, Human Resources Division	<p>The Occupational Health and Safety Act requires all employers to have a policy to deal with violence in the workplace and a mechanism for reporting and investigating matters of workplace violence. Although this only became a statutory requirement in 2010, the City of Hamilton has had the Violence in the Workplace Prevention Policy in place since 2005. It applies to all City employees as well as members of the public visiting or using City facilities. The Violence in the Workplace Prevention Policy defines violent behaviour to be physical or psychological in nature and includes, but is not limited to:</p> <ul style="list-style-type: none"> • assault or battery (with or without a weapon), including shoving, hitting, pushing or kicking; • behaviour intended to intimidate such as vandalism, arson, sabotage or throwing objects; • displays of any kind of weapon; • verbal or written threats (direct, conditional, veiled); • threatening messages transmitted through third parties; or • intimidation and bullying. <p>In the event that a member of the public wishes to report violent behaviour perpetrated by a City staff member, they should call the City of Hamilton’s general line 905.546.CITY (2489) to report the incident in order that it may be escalated to the appropriate supervisor or manager and investigated accordingly. Any employee who is found to have violated this policy, may be disciplined according to the severity of the actions, up to and including dismissal.</p> <p>If a member of the public wants to report an act of violence perpetrated on City facilities by someone who is not a City staff member, they should immediately report it to a City staff member or call the Police.</p> <p>If a member of the public feels that this policy was unfairly applied to a situation in which they were involved, they should request that the City investigate the incident.</p>

3. Taxi Concerns	
Issue (a):	<i>“With the penny being eliminated can you please change the fares to increments of 5 cents or 10 cents? Drivers do not make change and do not carry proper change to do proper transactions.”</i>
<p>Staff Response:</p> <p>Public Works Department, Corporate Assets & Strategic Planning Division</p> <p>and</p> <p>Planning and Economic Development Department, Parking & By-law Services Division</p>	<p>The Government of Canada, through its Economic Action Plan 2012, announced that it would phase the penny out of circulation commencing in February, 2013. Although the penny is gradually being withdrawn from circulation, the coin will still retain its value and can be used for consumer purchases indefinitely. With this change, businesses may choose to adopt a rounding practice for cash transactions, where prices may be rounded to the nearest 5 cent increment. Electronic payments (e.g. credit and debit transactions) will still be paid to the nearest cent and will not be rounded. Accordingly, it would not be necessary to require taxi companies to adjust the fares to reflect the elimination of the penny.</p> <p>Every licensed taxicab drivers is required to carry adequate coins and bills to provide change to passengers as per the requirement of the Licencing By-law - Schedule 25 - Taxicab at subsection 62(1)(n):</p> <p><i>62(1) No licensed taxicab driver shall fail to:</i></p> <p style="padding-left: 40px;"><i>(n) while operating a taxicab, keep and maintain at all times in such taxicab sufficient bills and coins such that change may be provided to passengers of such taxicab;</i></p> <p>A passenger who experiences or observes a licensed taxicab driver who fails to carry sufficient bills and coins or refuses or otherwise fails to provide adequate change, should record the taxicab driver’s name and license number, request a receipt for the fare and contact Municipal Law Enforcement immediately at 905.546.2350.</p>

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Issue (b):	<i>3b) Make the taxi dispute city staff person return calls. (see #1).</i>
<p>Staff Response:</p> <p>Public Works Department, Corporate Assets & Strategic Planning Division</p> <p>and</p> <p>Planning and Economic Development Department, Parking & By-law Services Division</p>	<p>Municipal Law Enforcement staff endeavour to return all calls. In the event that the call is not returned for some reason, the complainant may call the City of Hamilton’s general line 905.546.CITY (2489) and request that they speak to a Superintendent, Licencing and Permits or Manager, Licencing and Permits. Alternatively, if the call is about a specific complaint, a passenger may file a signed complaint within thirty days. The complaint must be in writing and include the complainant’s name, address and telephone number and addressed to: Municipal Law Enforcement, 77 James Street North, Suite 250, Hamilton, ON L8R 2K3.</p>
Issue (c):	<i>3c) Make more legal spots for taxis to stop in the downtown core.</i>
<p>Staff Response:</p> <p>Planning and Economic Development Department, Parking & By-law Services Division</p>	<p>Requests for new taxi stands in the City are coordinated through the Parking & By-law Services Division of the Planning & Economic Development Department. Someone wishing to discuss the establishment of new taxi stands should contact the Manager, Licencing and Permits. Requests for new taxi stands are evaluated by the Parking & By-law Services Division based on the following criteria.</p> <ul style="list-style-type: none"> • Existing parking meters and revenue opportunities • Loading zones • Public safety <p>This is the first request for new taxi stands in the last twelve months.</p>
4. No smoking in kid play areas	
Issue:	<i>“I can’t believe the city has posted no smoking signs near their city hall entrance but fails to protect children in public play areas. Can places like the Gage Park splash pad be made safe for children to play while not being subjected to second hand smoke. My suggestion is to put a nice wood fence around this area like the protected tree area with big signs.”</i>
<p>Staff Response:</p> <p>Public Works Department, Environmental Services Division</p>	<p>All parks in the City of Hamilton are smoke free and have signage in place. Municipal Law Enforcement has been notified of this complaint and they will be visiting parks more often in the summer months with special attention paid to large City Wide parks such as Gage and Bayfront.</p>

5. Dog Poop Bags randomly discarded	
Issue:	<i>“Can the city please do something about the enforcement and rules around dog poop bags. Not cleaning up after your dog is a huge fine but picking up after it then putting the bag on the same spot is a minor fine. Can you rectify this situation with something like dumping of bio-waste penalties or jail time?”</i>
Staff Response: Public Works Department, Environmental Services Division	The fine in City parks for littering or not cleaning up after ones pet is \$225. Therefore, if a person was to pick up their pet waste, bag it, then leave it on the ground the fine would be \$225. Municipal Law Enforcement has been notified of this complaint and they will watch for this activity.

Garbage Collection

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Currently, your collectors can pick up your can and destroy it without notifying the home. To make matters worse the home owner has to prove they did it.

On top of this you have to fight with the city telephone operator, transfer to waste management, debate the issue and possibly be transferred again to risk management to deal with this.

I've had 3 garbage cans and 1 large green can be destroyed by your staff in one calendar year then be told I have to go to Kenora to get a replacement on the bus...
While I am disabled.

Please change this policy to force the collectors to put a notification on your door and auto replace the can.

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2b) Why does the city pay money to clean the streets only to have their garbage collectors and recycling collectors make a mess hours later

If you cannot do the street sweeping on awake hours of the day at the very least please move the street sweeping schedule 1 day forward. This will clean up after you pick up trash and your collectors make a mess by throwing cans and/or missing the truck.

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Why should the average patron have to pay for the card as well as givign the HSR money for transportation. There is no charge for the ticket or the pass if I buy the old style.

6. "Advanced Green" turning at King and John.

Busses get stuck for up to 3 lights at this interection. Can the city please put a coordinated or wireless trigger for busses to get an advanced turn ability here please. This will also help with linking up to the new bus terminal.

7. B-Line stop additions:

Please add stops at Gage and Wellington. Gage park, Hamilton Works and more.

8. Please fix the new terminal clock.

Nuff said.

Transportation Issues

1. Stoplight on Barton one block east of Hess.

Why is there a stoplight for east bound traffic only? Please remove it or put a two way stoplight in for traffic in both directions.

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2a) One way on rush hours:

Long ago there were additional mountain accesses one way for a period with alternating accesses one up, one down at rush hours. Currently, only the Sherman access has a restriction. Please remove it.

2b) Can there be a light installed to notify drivers that a train is blocking Wentworth just like the "RED" sign light on the Clairmount Access just before St. Joes?

3. Wentworth near Cumberland.

When a train arrives it blocks up traffic in numerous directions. One solution to this problem would be repainting lines. Changing the flow from two lanes north and one lane south to one lane north and two lanes south.

Make one lane of the three dedicated from the tracks to Stinson as north bound traffic.
Make the middle lane heading south and turning lane into Cumberland.
Make one lane, heading south and dedicated to going up the hill.

- please see attached graphic for point #3 -

4. Gladstone and Delaware "all way" stop moved to Sanford and Delaware.

Gladstone and Delaware is one of the city's worst skewed streets. The north half of Gladstone does not match up with the south half. To make things worse someone decided this should be a "4 way stop". I have lived on Gladstone for 36 years and this is a huge mistake. Many years ago Gladstone only stopped for north-south traffic. This intersection has never had cross walks painted. It is missing a wheel chair ramp in front of the Jehovah's Witness Centre and there is a fire hydrant messing up the intersection

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- please see attached graphic for point #4 -

Transportation issues #3

Existing view as per google map feb. 3, 2013

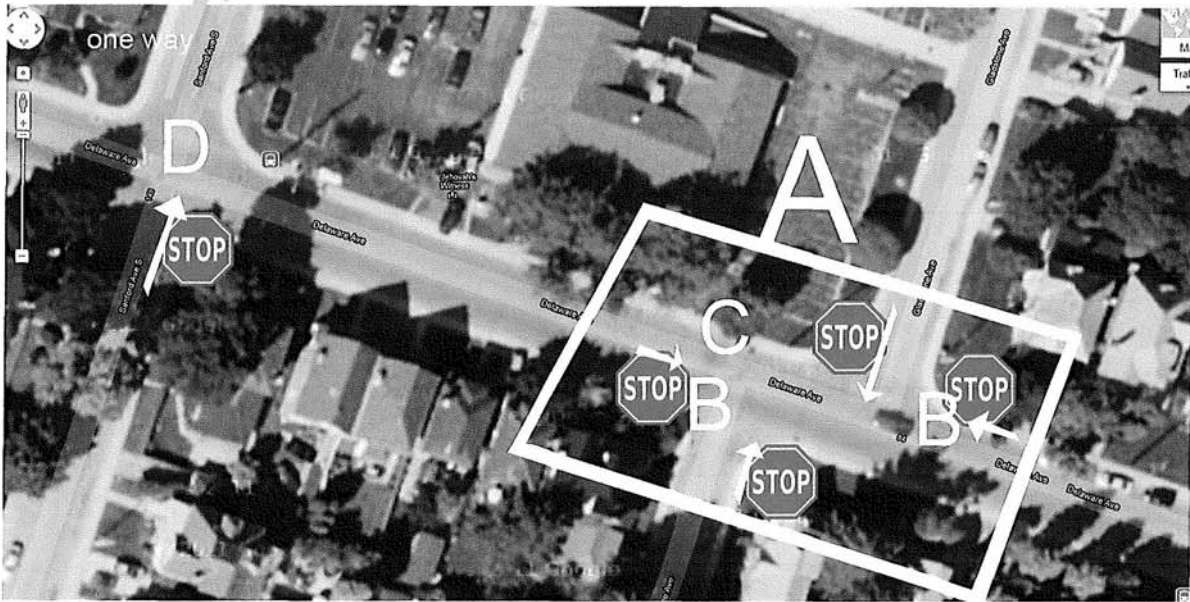


Alex's Proposed change view



Traffic Concerns for Point #4 Gladstone & Delaware vs Sanford & Delaware.

Existing area as of Feb. 2, 2013



The existing area has a 4 way stop at a badly skewed intersection (A), no brake lines (B), no wheel chair ramp (C) at "stop" area and little traffic flow control on a busy street (D).

Alex's Proposal of the area:



What I am proposing is moving the "All Way" stop one block west to the major intersection in the area with a bus stop, mail box and ramps.

City Policy Changes

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I would like the city to put a policy in place mandating that any city employee that is called MUST return your call.

This includes City Councillors, like Mr. Morelli. The last time I called his extension the message left by him (paraphrase) was "If I think I need to call you back I will". This is unacceptable. If I take the time to call him someone from his office should be required to call me back non-optionally.

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This policy should be publically changed to make sure staff of the city of Hamilton know they cannot be on either side of this enforcement. They cannot be the "violent" offender or provoke incidents through words, threats or actions.

3. Taxi Concerns

3a) With the penny being eliminated can you please change the fares to increments of 5 cents or 10 cents? Drivers do not make change and do not carry proper change to do proper transactions.

3b) Make the taxi dispute city staff person return calls. (see #1)

3c) Make more legal spots for taxis to stop in the downtown core.

4. No smoking in kid play areas

I can't believe the city has posted no smoking signs near their city hall entrance but fails to protect children in public play areas. Can places like the Gage Park splash pad be made safe for children to play while not being subjected to second hand smoke.

My suggestion is to put a nice wood fence around this area like the protected tree area with big signs.

5. Dog Poop Bags randomly discarded

Can the city please do something about the enforcement and rules around dog poop bags. Not cleaning up after your dog is a huge fine but picking up after it then putting the bag on the same spot is a minor fine. Can you rectify this situation with something like dumping of bio-waste penalties or jail time?