



Hamilton

Public Works -Triaging of Business Improvement Area Requests

Tuesday, February 8th, 2022

Public Works – BIA Liaison

About me:

Anita Vidovic, *Business Initiative Coordinator – Transportation, Operations and Maintenance*

My role is:

- As BIA liaison, I assist Business Improvement Areas with public infrastructure concerns, requests and related maintenance activities for assets located in the Right of Way
- I am the Central Point of Contact for all Public Works related requests

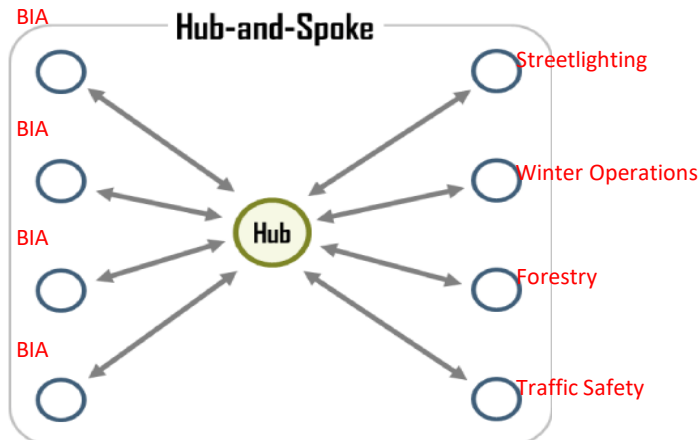
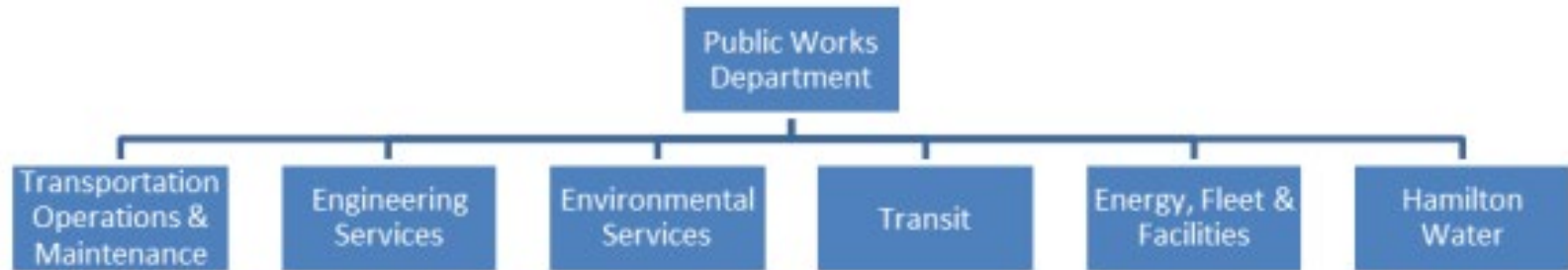
Agenda

1. Overview of the Process of how BIA Requests are Triaged
2. Public Works Organizational Chart
3. Roles and Responsibilities of Public Works Sections
4. Example of a BIA Request & Steps Involved
5. Statistics of BIA Requests (2013 – 2021)
6. Questions/Comments

Triaging BIA Requests: The Process

- Request is made by the BIA Executive Director/member to the BIA Liaison
- BIA liaison gathers information as needed
- Asset responsibility determined and request assessed
- BIA Liaison communicates with appropriate City Department(s)/Section(s) to assist with resolution
- Section responsible evaluates budget implications, priorities and next steps and communication
- Department/Section works with BIA liaison to summarize recommendations or action plan
- BIA Liaison communicates outcome of the request back to the Executive Director of the designated BIA

Public Works Organizational Chart



Roles and Responsibilities of Public Works

Frequently Requested

TRANSPORTATION/ OPERATION AND MAINTENANCE	WASTE COLLECTION	FORESTRY AND HORTICULTURE
Street Sweeping	Multi-Sort Litter/Recycling Containers	Hanging Basket Plants
Sidewalk Sweeping	Litter Containers (Waste Bins)	Hanging Baskets/Planters
Road Maintenance (pot-holes, curbs, obstructions)	Manual Litter Service	Hanging Basket Installs
Snow Removal	Curbside Waste Collection	Hanging Basket Watering
Sidewalk Weed Trimming	Sidewalk Power Washing	Garden Beds
Banner Arms	Sidewalk Weed Trimming	Tree Concerns
Street Lighting	Cigarette Receptacles	New Tree Requests
Publication Boxes		
Street Poles (receptacles)		
Bench Advertisements		



Example of the City Serving our BIA

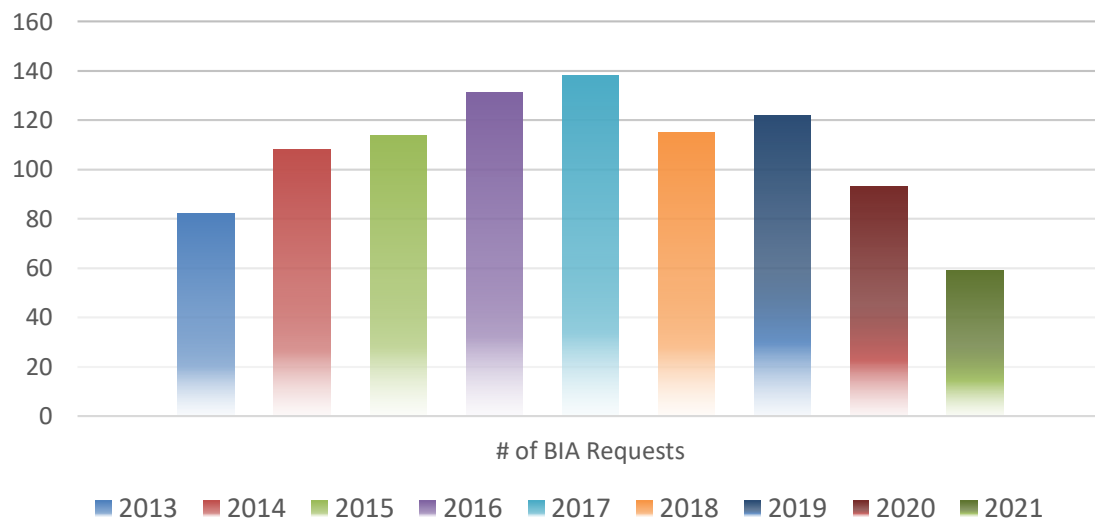
Issue: Installing Christmas Lighting in the Ottawa St. BIA:

- BIA worked with BIA Liaison to compile a list of all poles that required lighting
- PW BIA Liaison collaborated with Street Lighting experts to determine ownership of poles (City of Hamilton or Alectra).
- BIA Liaison summarized asset information and coordinated information sharing between all parties.
- If pole was City owned - technician attended to inspect pole/receptacle and determined next steps for repairs (e.g. order required parts, scheduled staff, complete repairs)
- If poles were Alectra owned – BIA was to contact Utilities and establish arrangements
- BIA Liaison corresponded with all parties including the Ward Councillor

Result: Lighting successfully installed in time for Christmas festivities

Statistics of BIA Requests (2013-2021)

PUBLIC WORKS BIA REQUESTS



Year	# of BIA Requests
2013	82
2014	108
2015	114
2016	131
2017	138
2018	115
2019	122
2020	93
2021	59

Thank You!

Questions/Comments?

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