




COMMUNICATION UPDATE

TO:	Mayor and Members City Council
DATE:	August 8, 2023
SUBJECT:	Downtown Cleanliness Service Level Enhancements Update (Ward 2)
WARD(S) AFFECTED:	Ward 2
SUBMITTED BY:	Jason Thorne General Manager Planning and Economic Development Department
SIGNATURE:	

The purpose of this Communication Update is to advise Council as to the current status of downtown service level enhancements being implemented by the Public Works Department, in coordination with Planning and Economic Development, in response to the following Council direction that was approved as part of Report PED23081 on June 21, 2023:

“That staff within the Commercial Districts and Small Business Section of the Economic Development Division be directed to work with local Business Improvement Areas and with the appropriate City departments and divisions to identify opportunities to introduce enhanced service levels within the Downtown Core for critical street level issues such as waste collection, street sweeping, graffiti removal and boulevard maintenance, and that the General Manager of Public Works be authorized to introduce temporary increased service levels where warranted, to be funded from the Economic Development Initiatives Capital Project (3621708900)”

Staff from the Planning and Economic Development and Public Works Departments have collaborated to identify opportunities for service level enhancements that could be implemented immediately/in short order to improve the overall cleanliness and appearance of Downtown in response to concerns raised by residents, businesses and property owners. Focus areas for consideration of service level enhancements have included litter collection, sidewalk sweeping, roadway and cycle lane sweeping, weed trimming, debris pickup and graffiti removal in the public right-of-way.

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Status of Enhancements To-Date

- **Litter Collection and Sidewalk Sweeping**

As of July 13, 2023, service level enhancements in the Downtown for litter collection and sidewalk sweeping by the Waste Management Division commenced with the addition of three new temporary staff. The addition of these staff has resulted in the following enhanced services being provided Downtown that were not previously being provided:

- Sidewalk litter collection on Sundays; and,
- Sidewalk sweeping on Saturdays and Sundays.

As a result, there is now a consistent seven day a week sidewalk litter and sweeping service occurring within the Downtown service area detailed in Appendix "A" to this Communication Update.

In addition to the above staffing, the following additional equipment has been secured for use Downtown:

- the interim rental of an additional sidewalk sweeper; and
- the purchase of a fourth 'Glutton' waste vacuum collector.

The total funding commitment for the above staffing and rental/purchase of equipment is \$280,000, funded from the Economic Development Initiatives Project, which will see these enhanced services provided for a 12-month period through to July 2024.

It is important to note that, notwithstanding any service enhancements now introduced, there may still be instances of what may be perceived to be litter/waste that will not be subject to removal by staff if it is believed that the items may be personal property or should there be a situation where health and safety is compromised.

- **Roadway/Cycle Lane Sweeping, Weed Trimming, Debris Pickup and Graffiti Removal in Downtown Public Rights-of-Way**

Staff in the Transportation Division are currently finalizing details respecting these service enhancements. Similar to the enhancements now being implemented for litter collection and sidewalk sweeping, staff anticipate that these enhancements will be achieved through both additional temporary staffing and equipment

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- Page 3 of 3**

rental/purchase. It is also anticipated that the increased service level will apply within the same geographic area identified in Appendix "A" to this Communication Update.

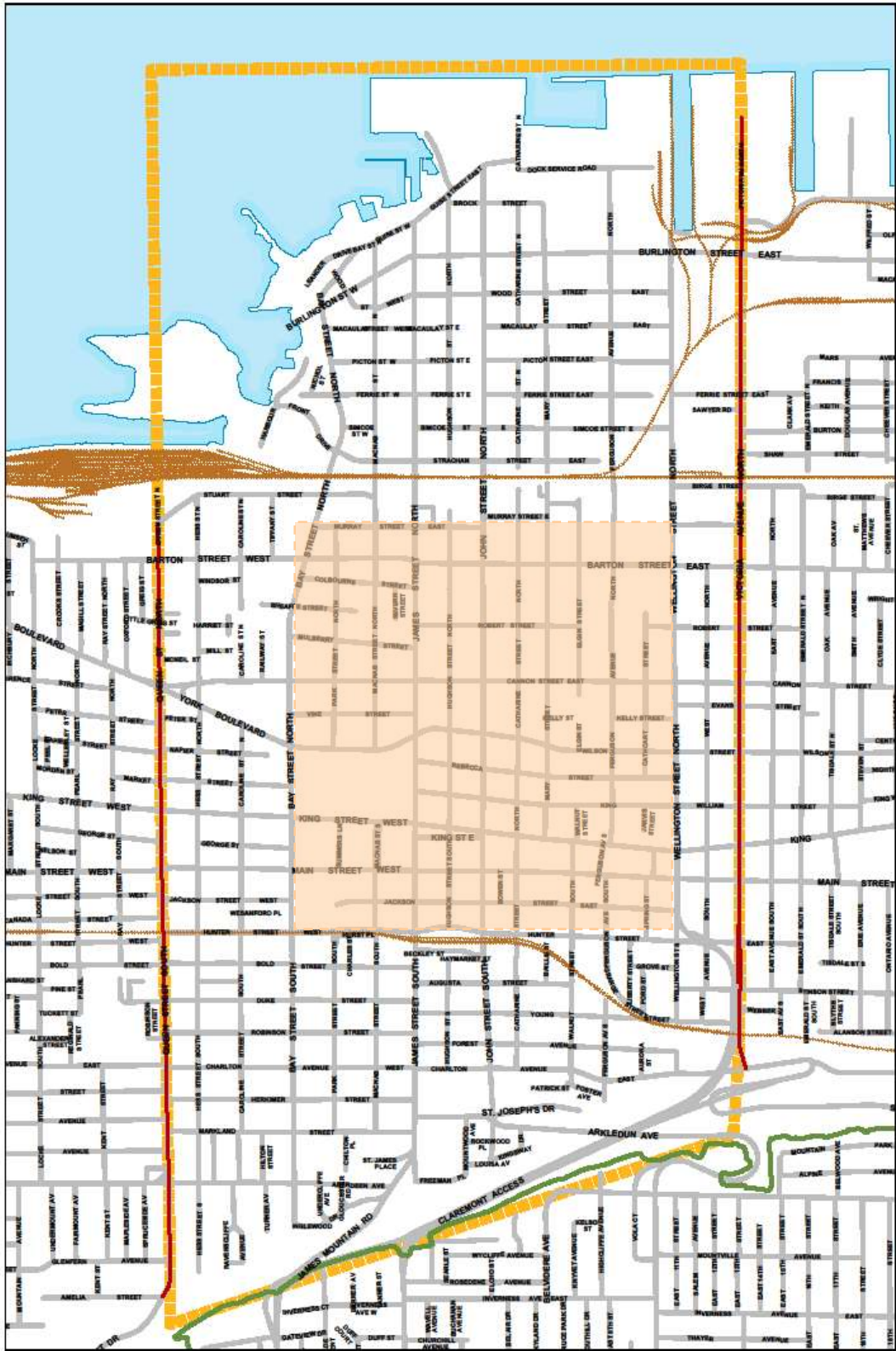
Preliminary cost estimates for these enhancements, on an interim basis through to July 2024, range between \$400,000 and \$500,000.

Once these service enhancements have been finalized and have begun to be implemented, staff will provide a further Communication Update to City Council.

If you require any further information on the above matter, please contact Judy Lam, Manager, Commercial Districts and Small Business at (905) 546-2424 x4178 or by email at Judy.Lam@hamilton.ca.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" - Downtown Hamilton Cleanliness Program Improvements Area



City of Hamilton
 Downtown Hamilton Cleanliness Program Improvements

 Extended "as required" Collection Area

