




## COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	May 17, 2024
<b>SUBJECT:</b>	Update on Litter Management Service Enhancements (WM2401) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Angela Storey Director, Waste Management Public Works Department
<b>SIGNATURE:</b>	

The purpose of this Communication Update is to inform City Council of actions taken since its approval to enhance city-wide litter management services through the 2024 Tax Supported Budget process. A verbal update will be provided to Waste Management Sub-Committee at our upcoming meeting.

### BACKGROUND

With the approval of the Term of Council Priorities for the 2022-2026 Council term, Council has placed emphasis on the cleanliness of public spaces through the expansion of standards related to litter collections through Outcome 3: Provide vibrant parks, recreation, and public spaces.

At its May 15, 2023 Public Works Committee meeting and subsequent City Council meeting, staff were directed to conduct a comprehensive service level review related to proactive and reactive litter management in the public realm. Staff were also directed to report back any operational or budgetary changes that may be required to address service levels respecting litter management.

Through the 2024 Tax Supported Budget process, City Council approved to enhance service levels related to litter management within the public realm. This approval prioritized downtown cleanliness enhancements, expanded street sweeping in Business Improvement Areas (BIA), broadened litter collection in parks and trails, and increased

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funding resources to promote and support volunteer clean-up programs and litter prevention.

**ACTIONS TAKEN SINCE CITY COUNCIL APPROVAL**

Since Council’s approval to enhance city-wide litter management services, staff have taken steps to implement the new service levels but have found it challenging due to the recent cybersecurity incident.

Although administrative preparation work to hire new staff and purchase required litter removal and sweeping equipment is complete, the ability to hire approved positions and purchase equipment is delayed. Staff are hopeful the recruitment and procurement tasks can be completed soon. Due to the delay, the enhanced service levels related to manual litter collection in parks and on trails, and roadway sweeping in Business Improvement Areas are not yet fully met as it is accomplished when existing resources are available. Currently, the enhanced service level related to downtown cleanliness is being met but is challenging.

The following table outlines the status of implementing the approved city-wide litter management service enhancements:

Service	Enhancement	Current Status	Next Steps
Parks & Trails Manual Litter Collection	Four additional summer students	Not meeting enhanced service level due to staff hiring delays	Complete staff recruitment
Citizen Engagement and Outreach	Additional \$50,000 added to 2024 budget	Meeting enhanced service level	Monitor success of new engagement and outreach campaigns
BIA Roadway Sweeping	Increased roadway sweeping from one to two times per week	Not meeting enhanced service level due to staff hiring delays	Complete staff recruitment
Downtown Cleanliness	Seven day per week sidewalk litter cleaning and enhanced roadway and cycle lane sweeping	Meeting enhanced service level but challenging due to staff hiring and equipment delays	Complete staff recruitment and equipment purchases

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Citizen Engagement and Outreach

As outlined in the Clean & Green Hamilton Strategy, litter prevention is key in a sustainable litter management strategy. With the approval of staff recommendations, an additional \$50,000 has been allocated to community engagement and outreach. The goal is to enhance, promote and grow community environmental initiatives like Team Up To Clean Up, as well as litter reduction through targeted litter prevention campaigns. These campaigns include a variety of outreach strategies including social media, radio, and a revamped webpage dedicated to litter ([www.hamilton.ca/litter](http://www.hamilton.ca/litter)). The following are examples of graphics created for these campaigns:



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Litter Removal

With the approved enhancement of litter management services, divisions within the Public Works Department were given additional staffing and equipment resources to meet and maintain new service levels. Overall, this included 10.96 Full Time Equivalent staff. The distribution of the staff are as follows:

- Four summer students to enhance proactive and reactive manual litter collection in parks and on trails.
- Three Roadway Operators to enhance street sweeping in Business Improvement Areas from one time per week to two times per week and to enhance service levels in the downtown core related to roadway and cycle lane sweeping, vegetation, illegal dumping, and graffiti removal.
- Four summer students, four part-time Labourers, two Operator Waste and one supervisor used to enhance downtown manual and mechanical sidewalk litter cleaning and sweeping to a seven day per week operation.

**NEXT STEPS**

To fill staffing resources needed to meet the enhanced level of service, staff are working closely with the Emergency Operations Centre to begin recruitment. Currently, the summer students assigned to manual litter cleaning in the downtown are in place and the recruitment process for the Waste Supervisor, Parks summer students, Roads operators and Waste labourers is underway.

To assist in filling the gap related to equipment purchase, staff have secured an additional sidewalk sweeper that will be used in the downtown. This is a temporary rental which will be in use as the procurement process to acquire newly approved sidewalk sweepers is complete.

Staff will provide further updates to Council as work progresses.

If you have any questions regarding this communication, please contact Joel McCormick, Manager, Waste Collection by email at [Joel.McCormick@hamilton.ca](mailto:Joel.McCormick@hamilton.ca).

**APPENDICES AND SCHEDULES ATTACHED**

N/A