

Key Communications for Planned City-Delivered Infrastructure Projects

| Dept | Division | Project Type | Item to Be Communicated | Communication & Delivery Method | Recipient(s) | Frequency | Approx. Timing | Content Of Communications | Intended Outcomes & Notes |
|--------------|--|---------------------------|--|--|--|---|--|--|--|
| Public Works | Corporate Facilities and Energy Management | Major capital projects | Project-specific Public Information Centre | Normally in-person engagement sessions with a presentation and voting/input options for the public | Community members including residents and businesses who are interested in the project and who are immediately impacted. | As needed (requested by project client; ex. Recreation). CFEM supports. | Normally during feasibility/ concept design. | Sharing of project information such as design options. | Encourage input and discussion on options and if needed follow up meetings are held to convey the final design. Communities are provided awareness of the project. |
| Public Works | Corporate Facilities and Energy Management | Major capital projects | Construction notice | Signage on site | Community members including residents and businesses | Once | Shortly before construction begins | Project title, the City's Contract #, and the City's Call Centre phone number | To inform |
| Public Works | Corporate Facilities and Energy Management | Major capital projects | Project webpage with information and updates | Webpage on City of Hamilton website | Community members including residents and businesses | As needed (client requested, CFEM helps with content) | Normally by construction start | To advise of timelines and progress | To inform |
| Public Works | Corporate Facilities and Energy Management | Major capital projects | Various project information and updates | Can include social media posts, Communication Updates, Councillor website updates | Community members including residents and businesses | As needed (generally client or Councillor requested). | Varies, upon request (generally shortly before construction/ closure begins) | To advise on project status | To inform CFEM supports content. |
| Public Works | Hamilton Water (Capital Delivery) | Vertical capital projects | Councillor notification | Email to Ward Councillor Meeting may follow | Ward Councillor | Once per project | Design phase | Typically, the local Councillor is notified of the project during the design phase to identify any community organizations that should be included in the Stakeholder Management Plan. | The level of communication is determined based on the political or physical impact the project may have on the community. |

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| Public Works | Hamilton Water (Capital Delivery) | Vertical capital projects | Notice of Construction | Hard copy (hand delivered door knockers or letters) to residences within a pre-defined radius around project site Emailed to Ward Councillor | Ward Councillor Nearby residences | Once per project | Prior to site mobilization | High-level overview of the project scope, location, an aerial photo, and the anticipated site timelines and completion dates. | |
| Public Works | Hamilton Water (Capital Delivery) | Vertical capital projects | Construction notice | Signage on site | Community members including residents and businesses | One per project | Prior to construction | The sign will include the project title, the City's Contract #, and the City's Call Centre phone number. Additionally, a new initiative is being implemented that includes a QR code that links directly to the City's "Construction in Your Area" website, providing easy access to real-time project updates and information. | To inform |
| Public Works | Hamilton Water (Capital Delivery) | Vertical capital projects | Construction Notice Updates | Emailed to Councillor and hand-delivered | Ward Councillor Nearby residences | As needed | As needed during construction | Issued during the construction phase when situations arise, such as: Extended workhours beyond bylaw, traffic disruptions (such as partial or full road closures), weekend work, extended schedule completion timeline | To inform |

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| Public Works | Engineering Services | Linear construction projects | List of upcoming construction projects | Report to Public Works Committee | Council, community members including residents and businesses, media | Once per year | Spring | A list of all contracts anticipated to be in construction during the year | Inform Councillors, community members including residents and businesses, and media about upcoming construction projects within the right-of-way. |
| Public Works | Engineering Services | Sewer lining | General construction notice for sewer lining | Letter | Property owners along sewer alignment / affected by sewer work | Multiple per project | Minimum 2 weeks prior to work | Identifies project, identifies project contacts | Notice prepared and delivered by contractor. |
| Public Works | Engineering Services | Linear construction projects | Design project notice | Letter | Property owners and occupants of properties adjacent to the project limits and are impacted immediately | Once per project | Before or during tender | Type of work being contemplated (e.g., road, water, sewer, bridges etc.), tree removal notice, hydrant notice, driveway approach widening needs, approximate time of construction, lead water service replacement notice, contact information of Project Manager | Generate awareness of the upcoming project, call and advise accommodations required during construction, co-ordinate any private works contemplates such as utility upgrades, driveway improvements, driveway approach widenings etc. |
| Public Works | Engineering Services | Linear construction projects considered major and/or with significant impacts beyond immediate properties | Design and construction project website or Engage Hamilton page with project information and/or feedback opportunities | Engage Hamilton page or webpage on City of Hamilton website | wider public who are interested in the project or whose commute is impacted | Once per project for major infrastructure / significant impacts beyond immediate properties | Planning stages of project such as functional design | May include information about the project, public surveys to request input into the process, maps, etc. | To inform and seek feedback |

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| Public Works | Engineering Services | Linear construction projects considered major and/or with significant impacts beyond immediate properties | Design and construction Story Map | Story Map linked on City of Hamilton website ("Construction in Your Area") | Community members including residents and businesses, and interested parties | Once per project for major infrastructure / significant impacts beyond immediate properties | Developed before the project is out for tender, and updated throughout construction. | how the project came to be, details of public communications such as previous presentations, detour plans, timings anticipated, contact person and status of the project Developed during design, maintained throughout construction by Construction Staff. | To inform. This is a live document that is updated regularly through the life of the project whether in Design or Construction stages. Story Maps are created for projects which impacts wider community. |
| Public Works | Engineering Services | Linear construction projects considered major and/or with significant impacts beyond immediate properties | Project-specific Public Information Centre during design | In person and/or virtual meeting | Community members including residents and businesses, and interested parties | Once per project for major infrastructure / significant impacts beyond immediate properties | May be at various stages of design as required (for example at functional design stage, 30% or 60% stages) | Project information such as design options when the consultation is at functional design stage or 30% design stage. Discuss impacts during construction, contact information of the Project Manager, expected timing of the project. | Encourage input and discussion on options and if needed follow up meetings are held to convey the final design. Communities are provided awareness of the project and opportunity to co-ordinate private works if required. |
| Public Works | Engineering Services | Linear construction projects | Construction Commencement Notice | Physical letter to residents and businesses affected by construction. Emailed to Councillor | Community members including residents and businesses, Councillor, emergency services, schools | At start, or at re-commencement or resumption of construction | approx. 2 weeks before construction start | High level scope of work being carried out, timing, detour plans, impacts expected, contact information | To inform |
| Public Works | Engineering Services | Linear construction projects | Construction notice | Signage on site | Community members including residents and businesses | One per project | Prior to construction | Project title, the City's Contract #, and the City's Call Centre phone number. | To inform |

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| Public Works | Engineering Services | Linear construction projects | Construction Updates for ongoing work (e.g., change to scope of work) | Physical letter to residents and businesses affected by construction. Emailed to Councillor | Community members including residents and businesses, Councillor, emergency services, schools | As needed | min. 2 days prior | Scope of work being changed | Advise of construction-related impacts |
| Public Works | Engineering Services | Linear construction projects requiring water shut off | Water Shut Off Notices for scheduled work | Physical letter to residents and businesses affected by construction. Emailed to Councillor | Community members including residents and businesses, Councillor, emergency services, schools | As needed | min. 2 days prior | To advise that water shut off will occur [start] and [end] | To inform |
| Public Works | Engineering Services | Linear construction projects requiring emergency water shut off | EMERGENCY - Water Shut Off Notices | Knocking on doors - leaving a door knocker notice | Community members including residents and businesses | As needed | immediately before water is shutoff | To advise that water shut off will occur [start] and [end] | To inform |
| Public Works | Engineering Services | Watermain lining | Watermain lining notice | Physical letter to residents and businesses affected by construction. Emailed to Councillor | Community members including residents and businesses, Councillor, emergency services, schools | Once per location | min. 2 weeks prior to work | To advise of work on watermain in neighbourhoods | Notice prepared and delivered by the contractor or City. |
| Public Works | Engineering Services | Linear construction projects | Concrete Road Base and Paving Notices | Physical letter to residents and businesses affected by construction. Emailed to Councillor | Community members including residents and businesses, Councillor, emergency services, schools | As needed | 2 days prior | To advise of concrete road base and paving limiting access to properties | To inform |

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| Public Works | Engineering Services | Linear construction projects considered major and/or with significant impacts beyond neighbourhood rehabilitation work | Public Service Announcements | Distributed by City Communications Team | Local media | As needed | min. 2 weeks prior to work | To advise of future impacts related to road closure/ construction | To inform |
| Public Works | Transportation | Various | Planned Construction Notice | Physical letter distributed to residents and businesses who have been identified as being physically or operationally impacted by the construction. | Residents, property owners, and businesses who have been identified as being impacted by construction. | Once, in during the planning or detail engineering design phase of the project | Prior to construction and during the planning or detail design stage typically a minimum of 6 months prior to the start of construction | Description of the work, an outline of the anticipated impacts, and other pertinent information to aid in the discussion including preliminary engineering design drawings. | Proactively seek input from impacted property owners and businesses to aid in guiding the detailed design process and to identify mitigating strategies if needed. |
| Public Works | Transportation | Various | Advanced Construction Notice | Physical letter distributed to residents and businesses in proximity to or impacted by the construction. Copy to the Ward Councillor is provided, via e-mail. | Residents, property owners, businesses, emergency services, schools boards, Ward Councillor | Once, in advance to the start of construction activities | 2-4 weeks before the start of construction | Description of the work, the anticipated impacts, project schedule and contact information | Proactively inform the public of the upcoming work and identify a point of contact for any questions |
| Public Works | Transportation | Various | Construction Commencement Notice | Physical letter distributed to residents and businesses directly abutting/adjacent to the construction zone. | Residents, property owners, and businesses. | Once, prior to the mobilization of construction services | 1- 2 weeks before the start of construction | Notice to resident, property owner and business providing project details, and contact information | Notice of pending mobilization and start of construction and to identify a point of contract for any questions |

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| Public Works | Transportation/Roads | Various | Construction commencement (Minor 0-2 days of service interruption) | Door knocker to each property owner | Property and business owners close to the worksite | Once | 2 days prior to commencement | Notice to property owner; project details, and project contacts | Door knocker prepared and delivered by contractor |
| Public Works | Transportation/Roads | Various | Construction commencement (Medium 3-7 days of service interruption) | Door knocker to each property owner | Property and business owners close to the worksite | Once | 1 week prior to commencement | Notice to property owner; project details, and project contacts | Door knocker prepared and delivered by contractor |
| Public Works | Transportation/Roads | Various | Construction commencement (Major 7 days or more of service interruption) | Physical letter to residents and businesses affected by staff and email to Councillor's office | Residents, businesses, Councillor, (for closures) emergency services, schools to be included | Once | 1 month prior to commencement | High level scope of work, timing, impacts, and contact information | Notice prepared and delivered by City staff |
| Public Works | Transit | Capital projects requiring transit route detours | Detour information | Information about detours pushed out to transit customers through third party apps & web | Transit customers | As needed | As needed | Information about detours | To inform Uses multiple tactics including General Transit Feed Specification feeds, web and social media |
| Various | Various | Municipal Class Environmental Assessments (including Master Plans) and/or stand-alone background studies requiring property access | Natural heritage assessment request for permission to enter | Letter | Property owners within 120 m of project location | Once per project requiring property access | Approximately 1 month before the studies begin | Information about project, request for permission to enter | Advise residents of project; seek permission to enter property for the purpose of conducting studies to support the capital project. <i>Note: this work can take place as part of a Municipal Class Environmental Assessment or as standalone work.</i> |

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| Various | Various | Municipal Class Environmental Assessment (including Master Plans) | Notice of Commencement and Public Information Centre #1 (mailout) | Letter to each property owner within 120 m of project location Letter/emails to affected stakeholders and interested parties. | Property owners within 120 m of project location, stakeholders and interested parties | Once per project | Approximately 2-3 weeks before Public Information Centre | Information about the project and upcoming Public Information Centre | Advise community members including residents and businesses of project and seek feedback |
| Various | Various | Municipal Class Environmental Assessments (including Master Plans) | Notice of Public Information Centre (subsequent) (mailout) | Letter to each property owner within 120 m of project location Letter/emails to affected stakeholders and interested parties. | Property owners within 120 m of project location, stakeholders and interested parties | Once per subsequent Public Information Centre | Approximately 2-3 weeks before Public Information Centre | Information about the project and upcoming Public Information Centre | Advise community members including residents and businesses of project and seek feedback |
| Various | Various | Municipal Class Environmental Assessments (including Master Plans) | Council Report | Recommendation report to the applicable Council Committee | Council, community members including residents and businesses, media | Once per project | When the draft final report (Environmental Study Report or Project File Report) is completed. | Overview of project and recommendations, and seek approval to post Notice of Study Completion and project/report for legislated review period | Approval from Council to issue the Notice of Completion and begin the review period |
| Various | Various | Municipal Class Environmental Assessments (including Master Plans) | Notice of Study Completion (mailout) | Letter to each property owner within 120 m of project location Letter/emails to affected stakeholders and interested parties. | Property owners within 120 m of project location, stakeholders, interested parties, and agencies | Once per project | When draft final report is complete and Staff Report recommendations have been ratified by Council. | Information on proposed works and locations (both virtual and in-person) of where to find/ review final documentation | Advise of opportunity to review final report and the ability to request a Section 16 Order (if the party deems it necessary). |

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| Various | Various | Municipal Class Environmental Assessments (including Master Plans) | Project notices | Newspaper ad | Community members including residents and businesses | Six or more times per project | Two ads (a week apart) for each notification stage of the Environmental Assessment (e.g., Notice of Public Information Centre) | A copy of the applicable notice | Advise community members including residents and businesses of the project and seek feedback |
| Various | Various | Municipal Class Environmental Assessments (including Master Plans) | Social media promotion | Social media post on X (formerly Twitter) and/or Instagram | Community members including residents and businesses, social media followers | Varies | Up to two social media posts per social media account ahead of each public meeting. | Information on upcoming public meeting. | Advise community members including residents and businesses of the project and upcoming opportunities for feedback. Typically used for projects that are City-wide or multi-ward. |
| Various | Various | Municipal Class Environmental Assessments (including Master Plans) | Project webpage with information and updates | Webpage on City of Hamilton website ("Environmental Assessments") | Community members including residents and businesses, and interested parties | Once per Municipal Class Environmental Assessment. Updates to the page made as needed. | Once project consultant has been procured. | Information on the project (including the study area, process being followed, timelines, etc.), key contacts, copies of all notices issued for the project, copies of project engagement materials, copies of final reports, and any other information determined to be relevant. | Advise community members including residents and businesses of project and seek feedback. The webpage is also used for long-term storage of project information for community members to refer to even after the Environmental Assessment is complete. |

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| Various | Various | Municipal Class Environmental Assessments (including Master Plans) | EngageHamilton page with information and feedback opportunities | EngageHamilton page | Community members including residents and businesses, and interested parties | Once per Municipal Class Environmental Assessment but updates are made as needed. | Approximately a month before the project's first public meeting. | Information on the project (including the study area, process being followed, timelines, etc.), key contacts, copies of all notices issued for the project, copies of project engagement materials, and interactive engagement tools (if applicable). | Advise community members including residents and businesses of project and seek feedback. The EngageHamilton page is used only for when the project is actively seeking feedback. Upon project completion, the page is no longer used or updated. |
| Various | Various | Municipal Class Environmental Assessments (including Master Plans) | Public Information Centre | In-person meeting and/or virtual meeting | Community members including residents and businesses, and interested parties, including those who received notices directly or who were notified in another manner (e.g. newspaper ad, social media post, etc.) | At least once per Municipal Class Environmental Assessment | Upon completion of Phase 2 (Schedule B and C) and Phase 3 (Schedule C) of the Municipal Class Environmental Assessment process. | Key project information, overview of technical work completed, review of problem and/or opportunity statement, review of alternative solutions, evaluation of alternative designs (Schedule C only), evaluation of alternative designs (Schedule C only) | Advise community members including residents and businesses of the project and seek feedback |
| Various | Various | Various | Social media promotion | Social media post on X (formerly Twitter) and/or Instagram | Community members including residents and businesses, social media followers | As needed | Varies - At least 2 days prior to work | To echo any public information and impacts to the community found in a Public Service Announcement | To inform Actioned by Corporate Communications - Social Media Team |

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| Various | Various | Various | Email updates and notifications regarding various City Notices & Alerts and Newsletters | Updates delivered by email | Subscribers | Varies | Varies | Varies | Subscribers select from a list of Notices & Alerts and Newsletters Information available on City of Hamilton website ("Subscribe to E-Updates") |
| Various | Various | Various | List of active and upcoming road closures | Webpage on City of Hamilton website ("Lane Restrictions and Road Closures") | Community members including residents and businesses, interested parties | As needed | Posted to City's website same day as notification sent when possible | List of active and upcoming road closures | In addition, Corridor Management provides notice to a large internal and external distribution list which includes fire, police, HSR, school boards, etc. |