

# **Red Hill Valley Project**

## **Community Relations Program**

**March 2003**



## **1.0 Good Community Relations Are a Priority**

The City and its partner, the Ministry of Transportation are committed to ensuring that impacted residents, businesses, institutions and schools are included in discussions around design options and kept informed of construction activities and schedules.

### **1.1 Objectives**

Objectives are in two categories: information and consultation.

#### **Information Objectives**

We will:

- Be accessible and responsive to the community's needs
- Provide timely information about the project for affected residents, including those whose first language is not English
- Let impacted residents, businesses and institutions know about the project schedule and how construction activities might affect them
- Document questions, comments and ideas from those affected and provide responses

#### **Consultation Objectives**

In consulting with the community, we will:

- Develop and maintain relationships with those affected by the construction
  - Identify and discuss construction impacts and ways to minimize those effects
  - Ensure timely responses
  - Engage those impacted by construction and those who can provide design input
  - Ensure the Community Relations Program is flexible and adaptable to the needs of those affected by construction
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## **2.0 Organization of the Community Relations Program**

### **Community Facilitator**

We will appoint a neutral, third-party community facilitator to work with those affected by construction --- residents, schools, businesses --- and the City to ensure that the program objectives are met.

The facilitator will:

- Work with the project office to implement the Community Relations Program
- Facilitate meetings with those impacted by construction
- Document public input and follow up responses
- Identify issues and assist in the resolution of differences

### **Expressway Implementation Committee**

City Council formed the Expressway Implementation Committee (EIC) to provide guidance to staff concerning implementation of the project. The EIC currently has seven Council members including chair.

The community facilitator will provide a written report monthly to the EIC, and the reports will be posted on the project website.

### **Communication Tools**

The neutral community facilitator will suggest to the City/MTO a variety of tools to ensure good communication. These can include:

- [www.hamilton.ca](http://www.hamilton.ca) --- The City's website contains detailed information about the project.
  - Customer Contact Centre --- Weekdays from 8 am to 5 pm, the Customer Contact Centre can answer general inquiries, specific construction schedule questions and assist with complaints. Outside those hours, the phone number can be used to report emergency/urgent matters. The contact centre can be reached by phone (905-546-CITY [2489]) or email ([info@hamilton.ca](mailto:info@hamilton.ca)).
  - Project brochure --- Can show a schematic of construction, key areas of interest and contact information.
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- Construction brochure --- Can include information on the construction schedule, impacts, mitigation measures and contact information.
- Newsletters --- Can be issued at key points in construction.
- Other tools --- Advertisements, letters, door-knockers, signs and public notices will be used as appropriate.

## Consultation Methods

Principal consultation methods include:

- Meeting with impacted residents, schools, recreation interests, business associations and organized groups such as the Rennie Street Community Liaison Committee (CLC).
- Consideration is also being given to forming area-level construction liaison groups.

## 3.0 Focus of Discussion

The Community Relations Program will focus on two issues:

- Engaging targeted stakeholders in discussions relating to designing trails, cultural heritage protection, landscape restoration, lighting and noise mitigation. This will begin immediately and continue for approximately eight months.
- Engaging neighbours in discussions relating to construction.

Some of the areas of interest during the detailed design and construction phase will be site-specific, while others will be project wide. Some examples include:

### 3.1 Design Issues

#### Pedestrian Access

- *Greenhill interchange-pedestrian/bike access.* Discussions with area school (Elizabeth Bagshaw) on traffic and pedestrian access, school access, construction detours, temporary bussing, traffic calming and urban design.
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- *Barton Street Bike-Pedestrian Crossing, Woodward Avenue-Pedestrian Crossing.* Streetscaping around the bridge area is one example of discussions that can be held with schools in the area and interested residents.
- *Pedestrian Crossing at QEW.* The City and the Ministry of Transportation are considering the feasibility of a pedestrian crossing at the QEW.

## **Noise Mitigation**

The City is exploring options to mitigate noise – both during and after construction. Residents in the Queenston Road, Hixon Road, Greenhill Avenue, Woodward Avenue, and Nash Road areas will be contacted about this issue.

## **Air Quality**

Area residents will be kept informed about air quality results.

## **Trails, cultural heritage protection and landscape restoration**

Local neighbourhoods and interest groups will be asked to participate in discussions relating to trails, cultural heritage protection and landscape restoration. The City's draft Landscape Management Plan defines guiding principles and proposals for regenerating the Valley with tree plantings and vegetation. Focused meetings will discuss the Landscape Management Plan.

### **3.2 Construction Issues**

#### **Re-location of Services**

- *Relocation of CN Main line track and bridge construction.* The Rennie Street CLC will continue to be involved in discussions directly affecting the landfill.

#### **Vehicle Access**

- *Construction along roads that cross the Red Hill Valley.* Appropriate signage and direction from construction staff may be discussed to ensure that traffic moves smoothly.
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- *Permanent closure of Mount Albion Road, Pottruff Road and Melvin Avenue.* Industries and residents in these areas, as well as motorists who use those routes, will be informed of the closures.

## Consultation Areas

For construction issues, the Community Relations Program may initially be organized geographically to reflect the primary construction areas. These areas are:

- Area 1 (South): Upper Mud Street to Glen Castle Drive intersection
- Area 2 (Middle): Glen Castle Drive to Barton Street
- Area 3 (North): Barton Street (including the Barton Street interchange structure) to QEW
- Area 4 (QEW): Includes the widening of the QEW, reconstruction of the Burlington St. interchange, construction of the QEW/RHCE interchange, and modifications to the water conduits.

Organizing the neighbourhood consultation and information program into four areas may make it easier for citizens to develop closer relationships with staff and the design firms and contractors building the project in their areas. As well, this may make it easier for staff to attend discussion groups and individual meetings to describe construction activities, respond to specific concerns and adapt efforts to better address those concerns.

## 4.0 Schedule of Activities

As discussions and relationships with neighbours and stakeholders continue to build, the Community Relations Program will remain flexible and adaptable to be able to address changing needs and priorities. It is anticipated that the following activities and tools will be used:

### Project Website

The project website will be updated with:

- New editions of the project newsletter
  - Contact information
  - A feedback form can be added so that residents can submit comments and questions
  - A registration form can be added so that residents can receive project mailings and other information
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- An interactive map can be added to visually display construction activities, community impacts and mitigation measures
- Monthly facilitator reports
- Related reports produced by the City and/or MTO

**Schedule of Activities/Community Relations for 2003 and beyond**

See attached table

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### Schedule of Activities/Community Relations for 2003 and beyond

Issue/topic	Approximate Timing	Stakeholders
<b>Project-wide Issues</b>		
<ul style="list-style-type: none"> <li>▪ Landscaping and vegetation plantings</li> <li>▪ Road closures and detours</li> <li>▪ Trails relocations and temporary closures</li> </ul>	Spring 2003	Residents, businesses and schools in specific areas, as well as other Hamilton residents and visitors
<b>Area 1: Mud Street to Glen Castle Drive</b>		
Vehicle access: construction along Mud Street; detours, permanent closures	Spring 2003	Heritage Green, Red Hill Vista, Trenholme and Albion Falls neighbourhoods
Pre-Blasting survey	Fall 2003/Spring 2004	Heritage Green, Red Hill Vista, and Albion Falls neighbourhoods
Blasting for the escarpment crossing structure: management of impacts	Spring 2005	Heritage Green, Red Hill Vista, and Albion Falls neighbourhoods

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Issue/topic	Approximate Timing	Stakeholders
<b>Area 2: Glen Castle Drive to Barton Street</b>		
Construction of overpass at Greenhill Avenue: management of impacts	Spring 2003	Red Hill neighbourhood, Elizabeth Bagshaw School
Reconfiguration of recreational playing fields in Glen Castle and Rosedale Parks	Spring 2003	Red Hill and Rosedale neighbourhoods, users of parks (including league sports organizations)
Noise barriers	Spring 2003	Elizabeth Bagshaw School, residents in the Red Hill, Corman and McQuesten neighborhoods
Construction of overpass at King Street: management of impacts	Fall 2003	Red Hill, Vincent, Corman, Rosedale and Glenview neighborhoods
Linear park design between Armstrong Avenue and the roadway in the McQuesten neighbourhood	Fall 2003	McQuesten neighbourhood
King's Forest Golf Course: realignment of Red Hill Creek will affect five holes	Summer 2005	King's Forest Golf Course management and members
<b>Area 3: Barton Street interchange to QEW</b>		
Realignment of the Nash Road and Brampton Street corner	Spring 2003	Local industries
Realignment of the rail spur through the Rennie St. landfill Clearing of leachate	Spring 2003 Fall 2004	Rennie Street Community Liaison Committee
Vehicle access: Potruff Road, Melvin Avenue, Barton Street will have closures and detours	Fall 2004	Kentley, Nashdale, McQuesten and Parkview East neighbourhoods
Construction impacts to the schools along Barton Street and Woodward Avenue	Fall 2004	Schools along Barton Street and Woodward Avenue

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Issue/topic	Approximate Timing	Stakeholders
Area 4: QEW		
Construction impacts on Hutch's Restaurant	Fall 2003	Hutch's Restaurant