




COMMUNICATION UPDATE

TO:	Mayor and Members City Council
DATE:	October 19, 2023
SUBJECT:	Downtown Cleanliness Service Level Enhancements Update Number 2 (Ward 2)
WARD(S) AFFECTED:	Ward 2
SUBMITTED BY:	Steve Robichaud Acting General Manager Planning and Economic Development Department
SIGNATURE:	

The purpose of this Communication Update is to further advise City Council as to the status of service level enhancements being implemented by the Public Works and Planning and Economic Development Departments to improve the cleanliness and appearance of Downtown Hamilton.

On June 21, 2023 City Council approved the recommendations of Report PED23081 respecting the Downtown Hamilton Office market and general state of Downtown which included the following direction:

“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 service level enhancements have included litter

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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.

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collection, sidewalk sweeping, roadway and cycle lane sweeping, weed trimming, debris pickup and graffiti removal in the public right-of-way.

Previous Communication Update

On August 8, 2023, a Communication Update was provided to Council advising that:

- As of July 13, 2023, service level enhancements in the Downtown to establish a consistent seven day a week litter collection and sidewalk sweeping service by the Waste Management Division had commenced. The Planning and Economic Development Department committed \$280,000 in funding for the additional temporary staffing and equipment rental/purchase required to provide these enhanced service levels through to July 2024; and,
- Staff were in the midst of finalizing details respecting further service enhancements for roadway/cycle lane sweeping, weed trimming, debris pickup and graffiti removal in Downtown public rights-of-way in collaboration with the Road Maintenance Division with a further update to be provided once those enhancements were finalized and had begun to be implemented.

Additional Service Enhancements and Implementation To-Date

Since the August 8, 2023 Communication Update, staff have finalized details for additional service enhancements by the Roadway Maintenance Division for roadway/cycle lane sweeping, weed trimming, debris pickup and graffiti removal in Downtown public rights-of-way.

As of October 4, 2023, these service enhancements became operational with the addition of two new temporary staff and the acquisition of additional required equipment. Roadway Maintenance staff are currently working a Wednesday to Sunday schedule from 11:00 p.m. to 7:00 a.m. Up to four additional temporary staff will be hired in the coming weeks from an existing recruitment pool upon confirmation of pending winter operational needs.

The additional staffing and equipment will result in the following enhanced service levels being provided within the Downtown service area detailed in Appendix “A” to this Communication Update:

- 40 additional hours of roadway and cycle lane mechanical sweeping Thursdays through Mondays including the introduction of service on Sundays where none was previously being provided;
- Two dedicated crews for trimming vegetation (weeds) and bulk litter pick-up Monday through Friday; and,

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- Deploying additional staff to respond to and remove graffiti in the public rights-of-way on an on-going basis in combination with existing contracted graffiti removal services.

The Planning and Economic Development Department has committed approximately \$537,206 to fund the staffing and equipment purchase/rentals required to maintain the above noted service level enhancements through to July 2024. This amount, combined with the already approved funding commitment of \$280,000 for enhanced waste/litter collection and sidewalk sweeping services currently in effect, will result in a total Planning and Economic Development Department funding commitment for enhanced service levels Downtown of \$817,206.

Funding commitments by Planning and Economic Development Department are intended to provide enhancements on an interim basis until such time as permanent funding request to maintain these, or any other alternate service levels, in the Downtown can be determined and submitted by the Public Works Department through the 2024 budget.

If you require any further information on the above matter, please contact Judy Lam, Manager Commercial Districts and Small Business, Economic Development Division at (905) 546-2424 Ext. 4178 or email Judy.Lam@hamilton.ca.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" - Downtown Hamilton Cleanliness Program Improvements Area Map

Downtown Hamilton Cleanliness Program Improvements Area Map

