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2021 in Review

2021 was another year like no other, and the Sustainable Mobility team is proud of our response. We continued to be guided by our purpose to meet the mobility needs of residents and workers without sacrificing today and tomorrow’s human or ecological requirements. We demonstrated our ability to adapt to deliver high-quality programs, plans, and projects while being accountable for results.

Fourteen cycling projects were delivered last year, providing 21 km of new and enhanced cycling facilities. The first phase of the Victoria cycle track was installed between Cannon Street East and Birge Street, providing a safer, two-way connection from the Cannon cycle track to Hamilton General Hospital and the Barton Village BIA. In Dundas, the Hatt Street separated bicycle lanes were installed to make it easier to get around. The Hunter Street gap was completed, providing a two-way, concrete protected cycle track connecting directly to the Hamilton GO Centre. New and enhanced buffered bicycle lanes were made on Paramount Drive, Stone Church Road and Leavitt Avenue.

The City worked with Hamilton Bike Share to install seven new hubs and over 340 additional racks at high-demand stations. The team continued expanding mobility options, receiving approval from Council to initiate two pilot programs in 2022 that will introduce free-floating carshare vehicles and commercial e-scooters options.

The team also began consultation with stakeholders on several upcoming projects planned for 2022. In September, the team delivered two community information sessions with Ward 1 residents for the Pearl-Kent and Breadalbane bike boulevard pilot projects. These events built on the success of the Victoria Cycle Track information session in April. The team worked with CityLAB students to develop a new public participation framework to standardize how we engage the community in projects, which will be piloted throughout 2022. In total, over 650 contact points were made virtually with the community this year.

Sustainable Mobility is excited to celebrate what we accomplished and share what we have planned for 2022!
TDM REACHES ALL CORNERS OF HAMILTON

COMMUNITY INITIATIVES

Engaging residents
Community-based initiatives and infrastructure increase the livability of the people who live, work, or visit an area. They help achieve transportation planning objectives and help support strong, integrated communities.

SCHOOL TRAVEL PLANS

Engaging students
School travel planning is a community-based approach that aims to increase the number of children and adults choosing active transportation to and from school, thereby addressing environmental, health, and safety issues.

WORKPLACES

Engaging workplaces
Smart Commute Hamilton is an association led by the City which works with local businesses and community organizations to provide programs and initiatives that encourage the use of active and sustainable transportation.

York Blvd. Enhancements

Corpus Christi Catholic Elementary

New Smart Commute Tool

2021 HIGHLIGHTS

50 Employer sites

29 Employer partners

500+ Virtual Event Registrants

112 School Travel Plans
Smart Commute Hamilton educates employers and commuters about their travel choices, encouraging them to try more efficient options that reduce congestion and help to improve their quality of life.

The new RideShark Tool had a soft launch in 2021, which involved recruiting several pilot members to use the Tool and give their feedback. Their insights will help shape the larger launch planned later in 2022.

These workplaces represent a mix of public and private workplaces across Hamilton.

new Smart Commute Tool pilot members. The new RideShark Tool had a soft launch in 2021, which involved recruiting several pilot members to use the Tool and give their feedback. Their insights will help shape the larger launch planned later in 2022.

municipalities are working together to continue the Smart Commute program. Hamilton, Toronto, Durham, York, Peel and the local Halton municipalities have continued to work together to continue the program following Metrolinx’s withdrawal from the program.

of employees indicated that they expect to continue working from home at least one day a week once workplaces begin opening up. This marks a drop from 85% in 2020, indicating that more workplaces are choosing to return to the workplace in-person. As well, 42% of workers who have returned to the office are driving alone more often.
In 2021, Smart Commute continued to help our 29 workplace members navigate the new normal of working.

Following guidance from the Province and Public Health, many workplaces and institutions continued to work from home. Teleworking has been a mode that Smart Commute Hamilton encouraged before the pandemic and assisted with the transition to in 2020. In 2021, we continued to support workplaces to navigate their new normal.

In the past, many workplaces were hesitant to offer employees the ability to work remotely. However, the large-scale forced transition has shown that many concerns about teleworking can be managed. Many of our employers have indicated that they plan to continue offering teleworking options to their employees. Many employees enjoy the time and cash savings from not commuting every day. We are also available to assist with developing hybrid teleworking/in-office work schedules as some workplaces gradually invite staff to return to the office in a more flexible part-time capacity.

In September, the City of Hamilton and our regional partners did a soft launch of the new Smart Commute Tool launch. The new tool and app enhance our program offerings and are helping us work towards executing the new Smart Commute 3.0 initiatives.

As we progress through 2022, we look toward the new opportunities and partnerships that will move the sustainable mobility agenda forward as they present themselves. Our goals will ensure that we can continue to help make Hamilton’s transportation network efficient, integrated and convenient.
LAUNCHING THE NEW SMART COMMUTE TOOL

The new www.smartcommute.ca website and ‘SmartCommute.ca’ app are transportation demand management tools that help users connect with like-minded people, share their commute, save time, money and reduce congestion. The tool allows commuters to explore their travel options, connect with others, find cycling and transit mentors, and arrange carpools.

In September 2021, we leveraged Smart Commute Month to soft-launch the new tool. Alongside our regional Smart Commute colleagues, we drafted a ‘How to Guide’ to help our workplaces transition. We continue to market the app and grow the number of registrants in 2022. The app is available for both iOS and Android users.

With the SmartCommute.ca app you can:
- Join a network of Greater Toronto and Hamilton Area (GTHA) commuters.
- Find all options for your journey, including carpooling, transit, walking and cycling.
- Trip plan, trip track and seek ride matches.

WELCOME TO OUR NEW PLATFORM

FIND COMMUTE OPTIONS

From
To
SEARCH

The Smart Commute Tool helps people make connections.

Carpool
Match with others who are part of your organization or have the same destinations.

Walking Buddies
Match with others who are looking to walk to complete their biggest trips by foot.

Bike Buddies
Find a partner to cycle with.

Transit Buddies
Find a partner to take transit with.

Single-Trip
Host a one-off carpool to get home on weekends, attend events, or to work around an irregular schedule.

SMART COMMUTE ANNUAL SURVEY

Smart Commute Month takes place every September. To better understand the unique challenges during the ongoing pandemic, in 2021, two surveys were distributed: (1) the annual travel survey for Smart Commute employees and (2) a check-in survey for our workplace champions.

45% of workplaces are in an industry where remote work is not feasible for most employees.

66% of workplaces are looking for Smart Commute's support as they return in-person.

50% have been working from home to some degree in the past year.

60% report that unstable internet and VPN connections are the biggest barriers to working from home.

43% going in-person to a workplace are driving alone more often than before the pandemic.

42% expect to continue to be able to work from home at least one day a week a drop of 35% from 2020.

Source: Smart Commute Annual Travel Survey 2021
Looking towards 2022

1. Support workplaces as they return in-person with hybrid, remote and flexible work policies.

2. Launch the RideShark Smart Commute Tool as public health restrictions begin to be relaxed.

3. Implement a new Smart Commute 3.0 program to support the return to workplaces.

Our focus for 2021 was to prepare for the new normal. We see 2022 as a chance to support workplaces as staff working remotely for the last two years begin to return to the office.

Smart Commute Hamilton will be there as more employers return to the workplace in some form. In 2022, we want to reconnect with our current workplaces while recruiting new ones.

These goals will help us prepare and plan for when employees return to work. We have an opportunity to rethink what commuting means.
Community-based programs increase the livability and travel options for people who live, work or visit Hamilton. They support multi-modal objectives and help create complete communities.

registrants for the virtual Bike Month celebration in June. This represents a nearly doubling of the 350 people who registered for the virtual event in 2020, showing that cycling is growing!

Portland is refreshing its bikeshare system with new bikes and offered 650 used bikes to Hamilton. The bikes will support a modest fleet expansion and for used parts to help maintain our bikes.

The City’s active transportation benchmarking program recorded 150,000 more walking and cycling trips at 15 locations than in 2020, demonstrating growing interest and demand for getting around without a car.

The past year saw several vital projects completed, including the Hunter Street gap, Hatt Street Cycle Track and Victoria North Cycle Track.

Community-based programs increase the livability and travel options for people who live, work or visit Hamilton. They support multi-modal objectives and help create complete communities.
GROWING THE CYCLE NETWORK

13.3 km of new bicycle lanes, multi-use paths and paved shoulders.

7.9 km of enhanced existing cycling facilities.

65 bike racks installed on City property across Hamilton.

7 bike signals installed along the cycling network.

7 bikeshare hubs installed, in addition to 340 new racks at existing high-demand stations.

Growing the cycle network

New Cycling Facilities
Enhanced Cycling Facilities
Existing Cycling Facilities
Number of New Public Bike Racks Installed
New Bicycle Traffic Signal installed
GROWING THE CYCLE NETWORK

VICTORIA AVE. SEPARATION  
Cannon - Birge

Key Features
- 650 metres of new two-way cycle track
- Pre-cast concrete curbs and flexposts
- Two bike signals
- Floating bus stops

• Creates a new two-way connection from the Cannon cycle track to Hamilton General Hospital and Barton Village.
• Provides a buffer for pedestrians on the east sidewalk.
• Will be extended in the near term to connect with the bicycle lanes at Ferrie and the Keddy Access Trail.

VICTORIA AVE. SEPARATION  
Burlington - Ferrie

Key Features
- Enhanced 450 metres of painted bicycle lanes to separated bicycle lanes
- Pre-cast concrete curbs and flexposts
- Floating bus stops

• Provides a more comfortable cycling experience due to the physical separation.
• Improves access to employment areas in the Bayfront Industrial Area.
• Will be extended in the near term to connect with the Victoria cycle track and Keddy Trail.

YORK BLVD. SEPARATION  
Dundurn - Hess

Key Features
- Enhanced 1.1 kilometres of buffered bicycle lanes to separated bicycle lanes
- "Mini" jersey barriers, pre-cast concrete curbs and flexposts

• Increased physical separation should allow users to feel safer and more comfortable along the corridor.
• Provides an opportunity to test a new to Hamilton barrier design that could be used in areas where space permits.
• Permanent improvements are planned as part of LRT implementation.

HATT ST. SEPARATION  
John - Baldwin

Key Features
- 650 metres of new separated bicycle lanes
- Pre-cast concrete curbs and flexposts
- Fix-it station at Memorial Square

• The first separated bicycle lanes in Dundas.
• Provides an excellent connection for users coming to/from Dundas via the Creighton bicycle lanes and Cootes multi-use path.
• Will be made permanent with the reconstruction of Hatt St. in the coming years.
• Fix-it Station to be installed in 2022 at Memorial Square.
**Growing the cycle network**

**Key Features**
- 470 metres of new cycle track
- Poured concrete median with flexposts
- Five new bike signals

- Completes the missing gap between the existing two-way cycle track on Hunter St.
- Provides a direct connection to Hamilton GO Centre, downtown Hamilton, and local neighbourhoods.
- Creates a continuous, separated two-way cycle track from Queen St. to the Keddy Access Trail.

**Key Features**
- Enhanced 775 metres of cycle tracks with increased separation
- Pre-cast concrete curbs and flexposts
- Intersection improvements

- Creates a more comfortable and safer experience along a strategic cycling corridor across Highway 403.
- Additional pavement markings to be installed at the King St. and Paradise St. intersection.
- Will connect to the future Breadalbane Bike Boulevard.

**Key Features**
- Enhanced 1.7 kilometers of painted lanes with a painted buffer
- Improved connection to Paramount Park

- Increases the distance between bikes and automobiles, fostering a more comfortable user experience.
- Increases accessibility to local destinations, including parks, schools and shopping plazas.
- One of the first buffered bicycle lanes on the mountain. It was delivered as part of planned resurfacing work.

**Key Features**
- Enhanced 1.5 kilometers of painted lanes with a painted buffer
- Roundabout connection improvements

- Increases the distance between bikes and automobiles, fostering a more comfortable user experience.
- One of the first buffered bicycle lanes on the mountain. It was delivered as part of planned resurfacing work.
- Maintains the eastbound bike path around the roundabout.
While we could not gather in person at City Hall this year, we wanted to encourage residents and workers to get outside and explore Hamilton’s growing cycling network. We acknowledged cycling as a great option to stay active and a sustainable way to get to where you need to go.

We led two social media activities to help give people a nudge to get on their bikes. ‘Ride & Seek’ was a weekly activity where people had to visit two landmarks in their community and then share their photos with Smart Commute, such as their favourite trail or their local library. The second activity was a months-long ‘Share Your Selfie’ where folks could share a photo while on a ride anywhere across Hamilton. In addition to activities led by the City, the Everyone Rides Initiative, Green Venture and New Hope Community Bikes hosted various events.

In 2020, we reached 350 registrants. In 2021, we got 653. Over 57% of people participated for the first time, with 22% new to cycling.

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Winter Commute Week

While we couldn’t gather in person for Winter Bike Day in 2021, we still had over 100 Hamiltonians register on the International Winter Bike to Work Day website. The annual event encourages cyclists to brave the elements and ride, no matter the weather. For Winter Commute Month, we celebrated virtually. We included a pledge to choose a sustainable way to commute to work. Winter Commute Month aims to engage and encourage workplace commuters and community members to travel sustainably throughout the winter months.
SHARED MOBILITY

Hamilton's micromobility program continues to grow following the approval of a commercial e-scooter pilot program. Hamilton's pilot program was developed using best practices from Canadian and American systems and will help expand and grow the travel options available to residents. The pilot program will allow commercial operators to bid on the opportunity to introduce e-scooters to Hamilton for 12 months, with up to three one-year extensions. At a minimum, operators must provide service within the Hamilton Bike Share service area and can apply to provide additional devices outside of this area. The competitive procurement process will begin in early-2022.

Commercial E-Scooter Pilot

In June, City Council approved an 18-month free-floating carshare pilot period to allow carsharing operators and the City to test the model locally. Free-floating, or one-way carsharing, is a carsharing model where vehicles holding a valid permit can park in designated on-street locations. This contrasts with the two-way carshare model, where a vehicle is picked up and dropped off at a specific spot in an off-street parking facility. Under the pilot conditions, free-floating carshare vehicles can start and end trips within Wards 1, 2 and 3 and travel to destinations beyond this area. After twelve months elapses, staff will report back with recommendations on the program's future. Industry partners have indicated they are preparing to launch in Spring 2022.

Free Floating CarShare Pilot

The past year saw two significant commitments to supporting Hamilton's Bike Share system. The first saw over 430 new racks deployed within the service area, including creating seven new hubs and capacity expansion at existing, high-demand hubs.

The second saw the Portland Bureau of Transportation offer Hamilton a donation of 650 bikes from their system that are no longer needed. Hamilton accepted the gift, and the bikes should arrive in early-2022. The bikes in good condition will be used to support a modest fleet expansion, though most of the bikes will be used for parts to support the maintenance of Hamilton's existing fleet.

Hamilton BikeShare

COMMUNITY IN MOTION AWARDS

Awards recognize members and groups of the community who have made an effort to actively support and promote the use of healthy and sustainable forms of transportation such as walking, cycling, and public transit. The 2021 Community in Motion Awards winners accomplished remarkable things before and during the pandemic.

BICYCLE-FRIENDLY BUSINESS/ORGANIZATION
SALVATION ARMY LAWSON MINISTRIES

PEDESTRIAN-FRIENDLY BUSINESS/ORGANIZATION
THE DAILY SCHOOL ROUTE

TRANSIT-FRIENDLY BUSINESS/ORGANIZATION
COMMUNITY ACCESS TO TRANSPORTATION

SCHOOL OF THE YEAR
DUNDANA ELEMENTARY SCHOOL

ADVOCATE OF THE YEAR
THE LADY HAMILTON CLUB

VOLUNTEER OF THE YEAR
MARK ANDERSON

COMMUNITY PROGRAMS

Awards recognize members and groups of the community who have made an effort to actively support and promote the use of healthy and sustainable forms of transportation such as walking, cycling, and public transit. The 2021 Community in Motion Awards winners accomplished remarkable things before and during the pandemic.
The Active Transportation Benchmarking program monitors pedestrian and cycling activity along sidewalks, trails, and on-road bicycle routes. There are multiple permanent counter locations across Hamilton. Counters on cycling lanes only count people on bikes, while those at other sites (e.g. stairs, multi-use paths/trails) count all people that pass by regardless of mode (e.g. bike, foot, mobility device).

Data on usage and demand is essential to build long-term support for walking and cycling, improve conditions for pedestrians and cyclists, and contribute to City processes, including designing lighting levels, maintenance programs, planning and design studies.
School travel planning aims to increase the rate of students choosing active transportation to and from school, thereby addressing environmental, health, and safety issues.

$30K
Grant funding secured to implement School Streets pilot. Planned to launch in 2022, we will be able to temporarily close a street in front of a school to allow for students to use that space to play, gather, and encourage active travel to school.

112
School travel plans completed or in-progress at local schools. The dedication of parents, educators, students and administrators meant that school travel planning continued to make progress at many schools despite the pandemic.

6,000
Schools that engaged in School Travel Planning in 2021 were positively impacted by programs and promotions focused on active travel.

20
Schools engaged with school travel planning “lite”.

Through various changing covid restrictions we were able to offer a shortened and more direct STP program approach to help provide solutions to schools that face barriers for students that could use active travel to get to school.
School travel planning (STP) is a community-based approach that aims to increase the number of children and adults choosing active transportation to and from school, thereby addressing environmental, health and safety issues. The ASST certification initiative, developed by Planning & Economic Development and Public Health staff, uses the STP model from Green Communities Canada to help schools earn recognition for ASST efforts.

In 2021, we started on two new school travel plans, while all existing schools maintained their involvement in the program. The feedback we heard from schools and parents was that the demands of the pandemic had placed a sense of over-engagement. As a result, our STP programming was tailored to be “lite” this year, recognizing that we didn’t want to overburden our key stakeholders - families.
A STRATEGIC VISION FOR 2022

Our vision for 2022 draws on the strengths of innovation, social impact, and leadership of the Sustainable Mobility team to advance meaningful change. The next year marks an exciting time for expanding mobility options in Hamilton, with the planned launch of the free-floating carshare and commercial e-scooter pilot programs. As restrictions ease, we are keen to meet again with people in the community, workplaces and schools to have meaningful conversations about how they want to get around in the new normal.

Our ambitious plans for the next year cannot be accomplished alone. We are fortunate in Hamilton to have many partners who help advance our work and are working towards our goal of helping to create a more sustainable and active Hamilton.

Workplace

1. Support workplaces as they return to the office with hybrid, remote and flexible work policies.
2. Launch the RideShark Smart Commute Tool as public health restrictions begin to be relaxed.
3. Implement a new Smart Commute 3.0 program to support the return to workplaces.

Community

1. Launch procurement of the Commercial E-Scooter Program.
3. Launch a free-floating carshare program.
4. Receive, inspect and incorporate the Portland bike donation.
5. Complete Phase 2 of the Victoria Avenue cycle track, from Cannon to the Keddy Trail.
7. Develop a business plan for Hamilton Bike Share from 2022 to 2025.
8. Pilot hybrid engagement models.
9. Enhance the sidewalk network program.

Schools

1. Develop School Travel Plans for the remaining Public schools.
2. Develop School Travel Plans with Secondary Schools for the first time.
3. Develop a strategy for reconnecting and implementing School Travel Planning with all schools engaged in School Travel Planning in Hamilton.
4. Launch the School Streets pilot program.
5. Support the efforts and programs of the Daily School Ride.

LOOKING FORWARD