THE PUBLIC WORKS COMMITTEE PRESENTS REPORT 13-001 AND RESPECTFULLY RECOMMENDS:


2. Smart Commute Hamilton Annual Report 2011/2012 (PW10062(a)) (City Wide) (Item 5.3 and 7.2)

That Report PW10062(a) respecting Smart Commute Hamilton Annual Report 2011/2012, be received.

3. Transit Fleet – Business Case Analysis for Transit Fuel and 2013 Budget Mitigation (PW12017(a)) (City Wide) (Item 8.2 and 7.3)

(a) That staff be directed to undertake a Request for Information (RFI) process to determine the viability of replacing the CNG fuelling station at the Mountain Transit Centre (MTC) to support a dual fuel policy, as follows:
(i) The RFI process shall investigate replacing the CNG station with the City as the owner/operator or having a vendor constructing, owning and maintaining the CNG station under a contract with the City;

(ii) Staff be authorized to retain appropriate consulting services to manage the RFI process at an estimated cost not to exceed $50,000 with funds to be provided from Transit Capital reserve ID #108025; the Director of Transportation be authorized to retain suitable consulting services to manage the RFI process through single source procurement Policy #11;

(iii) That the RFI include an investigation of providing a public use of the CNG fueling station along with the private usage by the City.

(b) That staff report back to Committee on the results of the RFI process prior to any future conventional transit fleet purchase;

(c) That the following 2013 budget mitigation initiatives be approved and referred to the 2013 budget deliberations:

(i) Cancel year three (2013) of the five year contribution of $450,000 to the 110030 Transit Fleet Replacement Reserve;

(ii) Cancel the planned 2013 conventional transit (HSR) capital fleet purchase in the amount of $9.1 million.

4. Petition Request to City of Hamilton and Maple Leaf Foods Requesting a Cul-de-Sac North of 580 Glover Road (PW12021(a)) (Item 8.1)

That Report 12021(a) respecting Petition Request to City of Hamilton and Maple Leaf Foods Requesting a Cul-de-Sac North of 580 Glover Road, be received.


6. Appointment of a Drainage Superintendent for the City of Hamilton Pursuant to the Drainage Act R.S.O 1990 (TOE02091(a)) (City Wide) (Item 8.4)

That a By-law appointing Wayne Song as the Drainage Superintendent for the City of Hamilton, in the form outlined in Appendix A to Report TOE02091a, be approved.
7. **Staff Correspondence dated January 10, 2013 respecting, Winter Control Program Response – December 26 & 27, 2012 Storm Event – Information Update (Added Item 8.5)**

That the staff correspondence dated January 10, 2013, respecting Winter Control Program Response – December 26 & 27, 2012 Storm Event, attached hereto as Appendix A, be received.

8. **Theatre Ancaster Storage Agreement - 1104 Fiddlers Green Road Public Works Depot (Item 9.2)**

(a) That staff be directed to negotiate a lease agreement with the Theatre Ancaster for the use of one bay of the Public Works Depot at 1104 Fiddlers Green Road;

(b) That Theatre Ancaster be charged the annual fee of $1.00 for the use of the bay.

FOR THE INFORMATION OF COUNCIL:

(a) **CEREMONIAL ACTIVITIES (Item A)**

(i) **Cheque Presentation by Bruce de Lottinville towards the de Lottinville Neighbourhood Park (Item A)**

Chair Ferguson welcomed Bruce de Lottinville and family. Ward Councillor Powers introduced Mr. de Lottinville his wife Lillian, sons Brian and Carl and daughter-in-laws Christina and Linda. Councillor Powers provided an overview of the important role the de Lottinville Park has played in Dundas and the continued importance it will continue to play thanks in part to the generous donation of the de Lottinville family.

(ii) **Ontario Power Authority Community Conservation Award (CCA) (Item B)**

Chair Ferguson announced that the City of Hamilton recently received the Community Conservation Award from the Ontario Power Authority. The award was presented at the Association of Municipalities of Ontario (AMO) conference. The award highlights efforts in conservation leadership, innovation and market transformation, corporate and community engagement, and conservation savings.

Councillor Powers, as the current President of AMO, presented the award to Geoff Lupton and Tom Chessman who accepted the award on behalf of staff.
(b) CHANGES TO THE AGENDA (Item 1)

The Committee Clerk advised of the following changes to the agenda:

(i) That Item 5.3 respecting the Smart Commute Hamilton Annual Report be moved to the presentation section and numbered 7.2.

(ii) That Item 8.2 respecting Transit Fleet – Business Case Analysis for Transit Fuel and 2013 Budget Mitigation be moved to the presentation section and numbered 7.3.

(iii) That staff correspondence sent January 10, 2013 respecting Winter Control Program Response December 26 & 27, 2012, be added to the discussion section of the agenda as item 8.5

(iv) Added Notice of Motion respecting Two-way Conversion Victoria Avenue North (Item 10.1)

(v) That Added Item 8.5 respecting staff correspondence sent January 10, 2013 respecting Winter Control Program Response December 26 & 27, 2012 be moved up in the agenda to be heard after the Consent Section.

The January 16, 2012 Public Works Committee Agenda was approved, as amended.

(c) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(d) MINUTES (Item 3)

(i) December 3, 2012 (Item 3.1)

The Minutes of the December 3, 2012 Public Works Committee meeting were approved as presented.

(e) DELEGATION REQUESTS (Item 4)

(i) Delegation Request by Alex Sears respecting improvements and changes to the City of Hamilton (Item 4.1)

The Delegation Request by Alex Sears respecting improvements and changes to the City of Hamilton, was approved.
(ii) Delegation Request by Sonny Ross respecting horticultural practices and waste in the City of Hamilton (Item 4.2)

The Delegation Request by Sonny Ross respecting horticultural practices and waste in the City of Hamilton, was approved.

(f) CONSENT ITEMS (Item 5)

(i) Minutes of Various Sub-Committee (FOR INFORMATION PURPOSES ONLY) (Item 5.1)

The following Advisory and Sub-committee Minutes were received for information:

Clean City Liaison Committee
(a) October 16, 2012
(b) November 20, 2012

(ii) Lake Erie Source Water Protection Committee (Item 5.2)

The following Advisory Minutes of the Lake Erie Source Water Protection Committee were received for information:

(a) April 26, 2012
(b) June 7, 2012
(c) July 5, 2012
(d) August 16, 2012
(e) October 4, 2012

(g) PRESENTATIONS (Item 7)


Gerry Davis, General Manager, Public Works addressed the Committee with the aid of a Powerpoint presentation. A copy of the presentation has been included in the official record.

The presentation respecting the Public Works 2013 Business Plan, was received.

For disposition on this matter refer to item 1.
(ii) Smart Commute Hamilton Annual Report 2011/2012 (PW10062(a)) (City Wide) (Item 5.3 & 7.2)

Peter Topalovic, Project Manager, Transportation Demand Management, addressed the Committee with the aid of a Powerpoint presentation. A copy of the presentation has been included in the official record.

The presentation respecting Smart Commute Hamilton Annual Report 2011/2012, was received.

For disposition on this matter refer to item 2.

Vice-Chair Whitehead recessed the Committee at 1:10 p.m. for a ten minute break.

(iii) Transit Fleet – Business Case Analysis for Transit Fuel and 2013 Budget Mitigation (PW12017(a)) (City Wide) (Item 8.2 and 7.3)

Mark Selkirk, Vehicle Maintenance Supervisor addressed the Committee with the aid of a Powerpoint presentation. A copy of the presentation has been included in the official record.

The presentation respecting Transit Fleet – Business Case Analysis for Transit Fuel and 2013 Budget Mitigation, was received.

The Motion was amended through the addition of a sub-section (a)(iii) to read as follows:

(a)(iii) That the RFI include an investigation of providing a public use of the CNG fueling station along with the private usage by the City.

For disposition on this matter refer to item 3.

(h) MOTIONS (Item 9)

(i) Red Hill Parkway Improvements (Item 9.1)

On a Motion staff were directed to investigate upgrading the lighting on the Red Hill Parkway in the vicinity of the Mud/Stone Church Rd interchanges; and
Staff were directed to investigate better reflective signage and lane markings or other initiatives to assist motorists in the same area; and

That a full costing of all options and alternatives be presented to committee for their consideration.

(ii) Two-way Conversion Victoria Avenue North (Added Item 10.1 & 9.3)

On a Motion staff were directed to prepare a feasibility study of a two way conversion for Victoria Avenue North, between Barton Street East and Burlington Street East and to report back to Public Works Committee as soon as possible.

(i) NOTICES OF MOTION (Item 10)

Councillor Merulla Introduced the Following Notice of Motion:

(i) Two-way Conversion Victoria Avenue North (Added Item 10.1)

That staff be directed to prepare a feasibility study of a two way conversion for Victoria Avenue North, between Barton Street East and Burlington Street East and report back to Public Works Committee as soon as possible.

The rules of order were waived to allow for the introduction of Motion respecting the Two-way Conversion Victoria Avenue North.

For disposition on this matter refer to Item (h)(ii).

(j) PRIVATE & CONFIDENTIAL

(i) Staff Correspondence dated January 10, 2013 respecting, Winter Control Program Response – December 26 & 27, 2012 Storm Event – Information Update (Added Item 8.5 & 12.1)

The Committee moved into Closed Session at 2:11 p.m. pursuant to Section 8.1(f) of the City's Procedural By-law and the Municipal Act as the subject matter dealt with advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

For disposition on this matter refer to Item 7.
(k) ADJOURNMENT (Item 13)

That, there being no further business, the Public Works Committee adjourned at 2:20 p.m.

Respectfully submitted,

Councillor L. Ferguson, Chair
Public Works Committee

Andy Grozelle
Legislative Coordinator
Office of the City Clerk
This update summarizes the results of a review of the Winter Control Program (WCP) response to the weather event of December 26 & 27, 2012 and identifies service delivery issues and remedial actions to ensure effective future program performance. The review, undertaken by staff, involved the analysis of weather data, program operations records, customer service requests and feedback received from other internal stakeholders and the Councillors Office.

The winter storm yielded snow accumulation depths ranging from 15 to 20 centimetres by its cessation at approximately 3:00 a.m. on December 27, 2012. Both in-house and contracted WCP resources were deployed by 12:30 a.m. on December 27th to address priority Class 1 & 2 roadways across the city and with minor exceptions achieved program service level objectives. Class 1 and 2 roadways include priority areas such as the LINC, Red Hill Valley Parkway, arterial roads, escarpment crossings, and collector roads. This is in accordance with the program’s tiered response delivery model which ensures that main routes and escarpment crossings are accessible for users including transit, and emergency responders. WCP issues were experienced in the second stage of the storm ploughing response relative to the Class 3 (residential) component of the roadway network specifically involving:

- **Missed Residential Neighbourhoods**
  - Residential ploughing routes (approximately 5) not receiving service within 24 hours following the maximum snow accumulation depth trigger of 10 cm.

- **Missed Residential Streets**
  - Individual Residential streets not receiving ploughing service within 24 hours following the maximum snow accumulation depth trigger of 10 cm.
• **Snow Storage**
  o Roadway ploughing windrow storage on sidewalks.
  o Roadway ploughing storage at intersections and terminuses.

- **Courts & Cul de Sacs**
  o Untimely response and ineffective clearing of snow and temporary storage pending the activation of the next stage of storm response.

- **Customer Service Request Processing**
  o Increased volumes and untimely distribution of service requests from the Maintenance Management System (Hansen CRM) for investigation and response by program supervisors off peak hours.

Program management staff has assessed each performance issue to identify root causes and have identified 18 corrective actions key of which are the following:

- Pursue termination of a contract (without compensation) with a "non-responsive" WCP contractor assigned to various Class 3 ploughing routes through a recent award, and engagement of an alternative qualified vendor.
- Implementation of the Vendor Performance Management process with certain contracted service providers on matters of quality of work and timeliness of response in relation to various Class 3 ploughing routes and specific streets including appropriate ploughing techniques to ensure optimal traffic safety and appropriate snow storage.
- Directive to Roads District program management staff to ensure the timely activation of sufficient contracted equipment to achieve service level standards for Courts and Cul de Sacs within Class 3 residential roadways, i.e. timeliness and quality of work.
- Directive to Roads District program management staff to review program workmanship quality standards with "in house" and "contracted" equipment operators to ensure that performance standards are understood and that operator knowledge and skill levels meet requirements for effective performance of works.
- Management review of WCP contracted equipment complement to ensure optimal effectiveness to service the roadway system.
- Management review of WCP District protocols for monitoring, tracking and quality assurance management of activity performance to ensure effective oversight and accountability for the program response.
- Establishment of a dedicated project manager position to coordinate, supervise, and optimize contracted services and manage bulk material inventories.
- Establish a protocol for ensuring sufficient operations administrative staffing levels during and post storm events to ensure effective flow of customer service requests to program supervisors for timely response.
The implementation of corrective actions from this review in conjunction with other continuous improvement initiatives will provide immediate and sustained improvement to the performance of the WCP going forward as we manage through on-going program challenges such as:

- High rate of staff change over due to normal attrition and retirement;
- Equipment access issues related to narrow street widths with on street parking;
- High degree of turnover in external service providers through contract renewals;
- Climate changes which affect the nature and frequency of our weather events, challenging program response and resource readiness;
- By-law Compliance respecting sidewalk winter maintenance and snow storage;
- Hours of Work Regulations; and
- Public Expectations / Service Level Gap:
  - Tiered response and staged response.
  - Customer service request processing.

A staff "recommendation report" respecting the provision of WCP service enhancements through the redeployment of in-house resources following the completion of minimum maintenance standards (MMS) storm response services will be submitted to a future Public Works Committee agenda for consideration.

The Operations Division will provide future "Information Updates" on the performance of the WCP throughout the remainder of this winter season.

Copy to:

Chris Murray, City Manager
Gerry Davis, General Manager, Public Works
Rose Caterini, City Clerk
Mary Gallagher, Manager, Legislative Services/Deputy Clerk
Kelly Anderson, Public Affairs Coordinator, Public Works
Andy Grozelle, Legislative Assistant, City Clerks
Darrell Smith, Manager, Roads & Maintenance

Vision: To be the best place in Canada to raise a child, promote innovation, engage citizens and provide diverse economic opportunities.

Values: Honest, Accountability, Innovation, Leadership, Respect, Excellence, Teamwork