

Hamilton
Public Works

WHO DOES WHAT

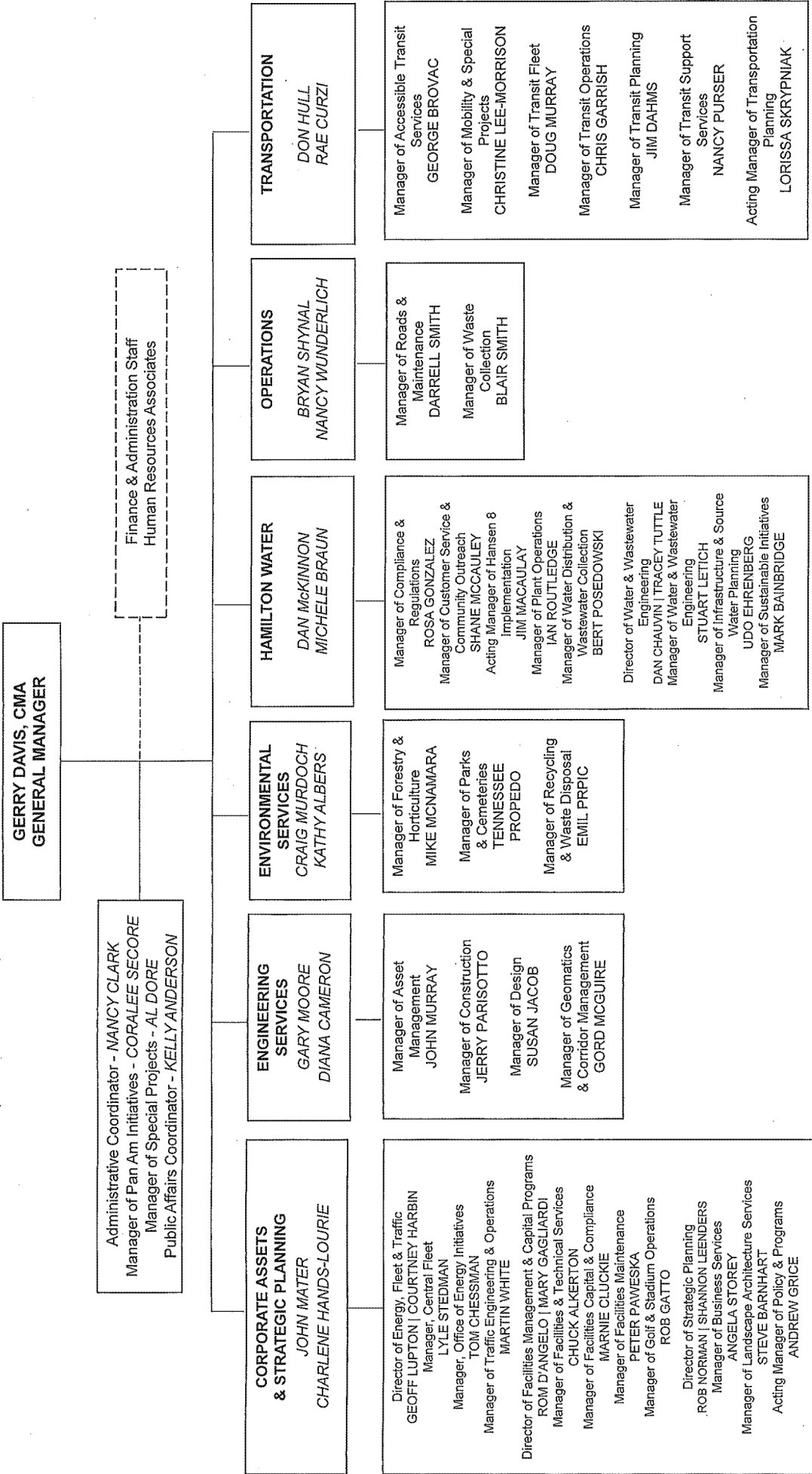
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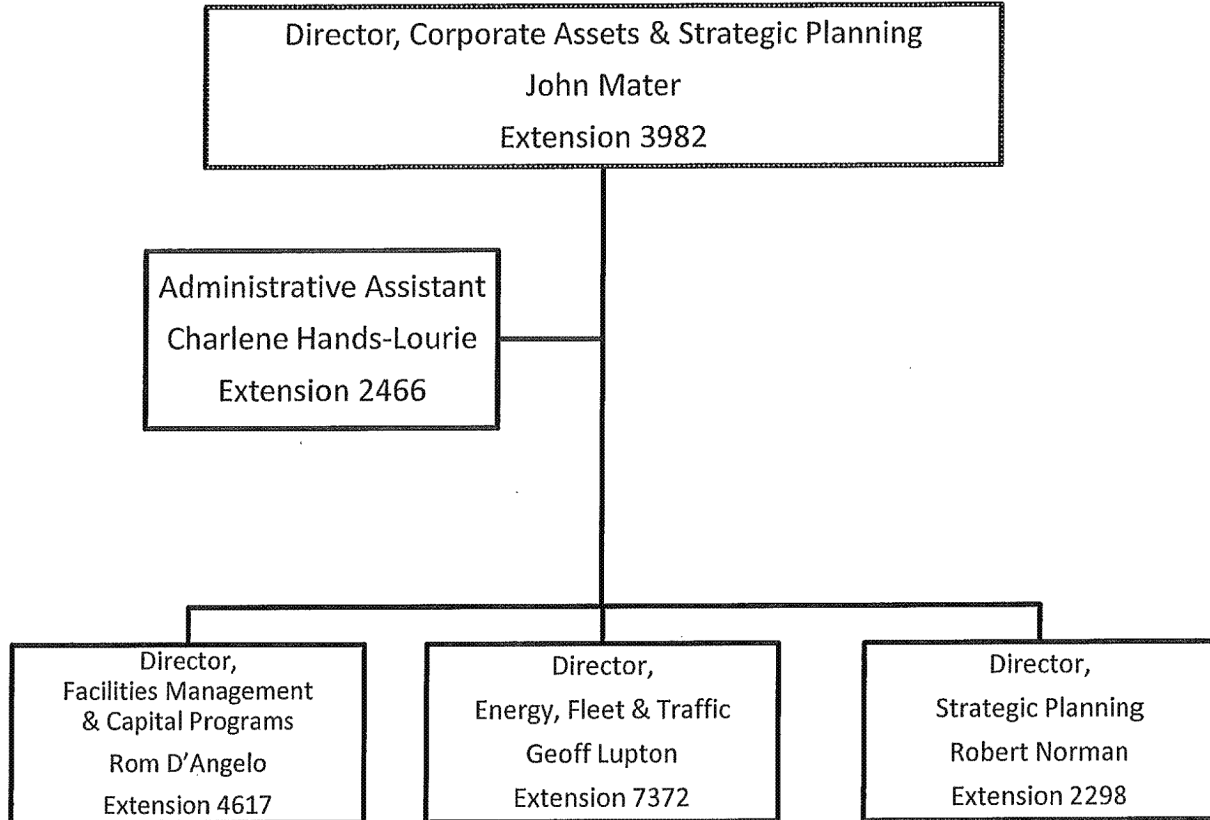
PUBLIC WORKS DEPARTMENT



Corporate Assets &
Strategic Planning
WHO DOES WHAT

PUBLIC WORKS DEPARTMENT

Corporate Assets & Strategic Planning



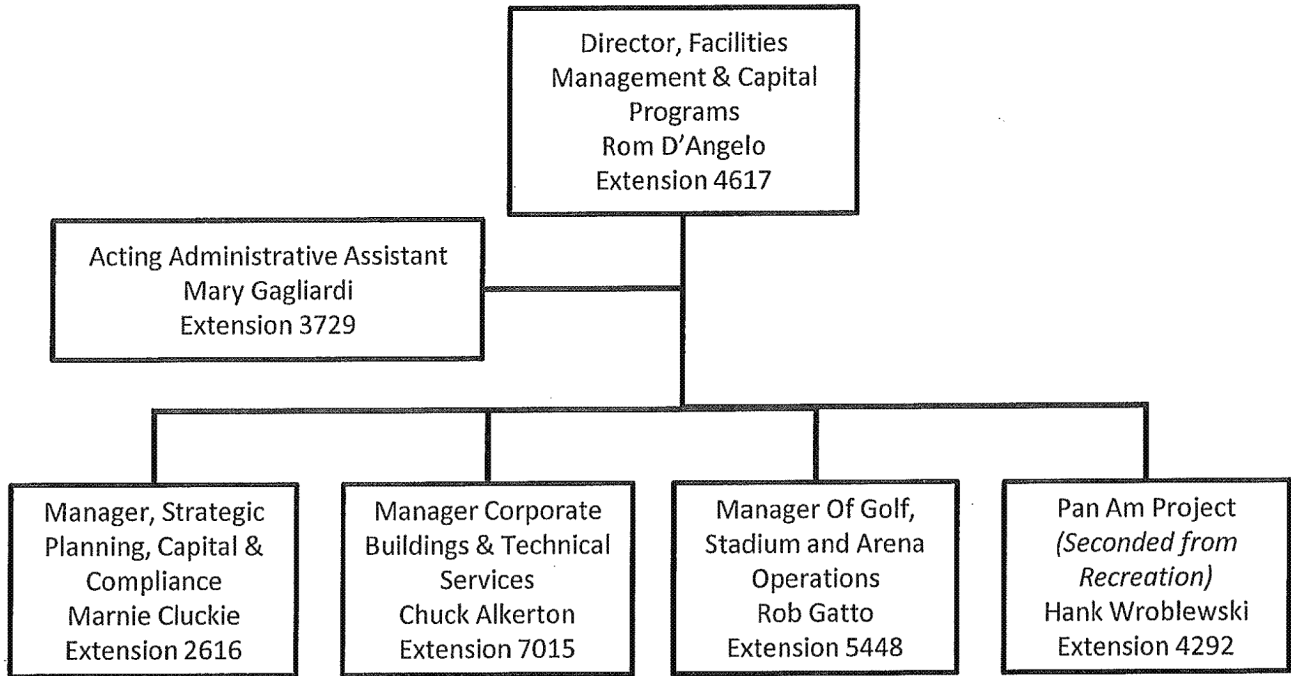
- Strategic Planning, Capital & Compliance
- Corporate Buildings & Technical Services
- Golf, Stadium and Arena Operations
- Pan Am Project (Seconded from Recreation)

- Central Fleet
- Energy Initiatives
- Traffic Engineering & Operations

- Business Services
- Landscape Architectural Services
- Policy & Programs

PUBLIC WORKS DEPARTMENT

Corporate Assets and Strategic Planning Facilities Management and Capital Programs



Strategic Capital Planning

- Development of 10 year strategic Capital Plan
- Comprehensive Building Condition Assessments
- Liaise with client departments in developing their capital needs

Project Management – Facilities Capital Design and Construction

- Project Management Services from project inception to close out
- Design
- New construction
- Rehabilitation and upgrades
- Renovations and alterations

Accommodations and Space Planning

- Master Accommodations Planning
- Interior Renovations project coordination
- Space and design standards management
- Reconfiguration and relocation coordination services
- Furniture
- Drawing Management

Strategic Planning and Compliance

- Compliance programs
- Gap analysis and compliance audits and monitor changes to laws, regulations and codes
- Liaising (assets, contracts, energy, etc.)
- Training coordination
- Feasibilities/Rationalizations / Due-diligence studies

Management of the City's corporate buildings including Emergency Services, Public Works facilities, civic buildings and libraries

- Facilities Operations & Maintenance
- Preventative & Demand Maintenance
- Service contracts
- Emergency works
- Building systems
- Facilities and property management
- Internal Department liaison
- Security
- Equipment commissioning & decommissioning
- Demolition
- Landscaping
- Snow removal
- Facilities Emergency Preparedness
- Facility Help Desk
- Computer Aided Facility Management System [CAFM] (ARCHIBUS)
- Lease Management
- Customer Service
- Property Management (Civic Properties)
- Procurement of Services

Responsible for Golf Operation, Stadium and Arena Operation

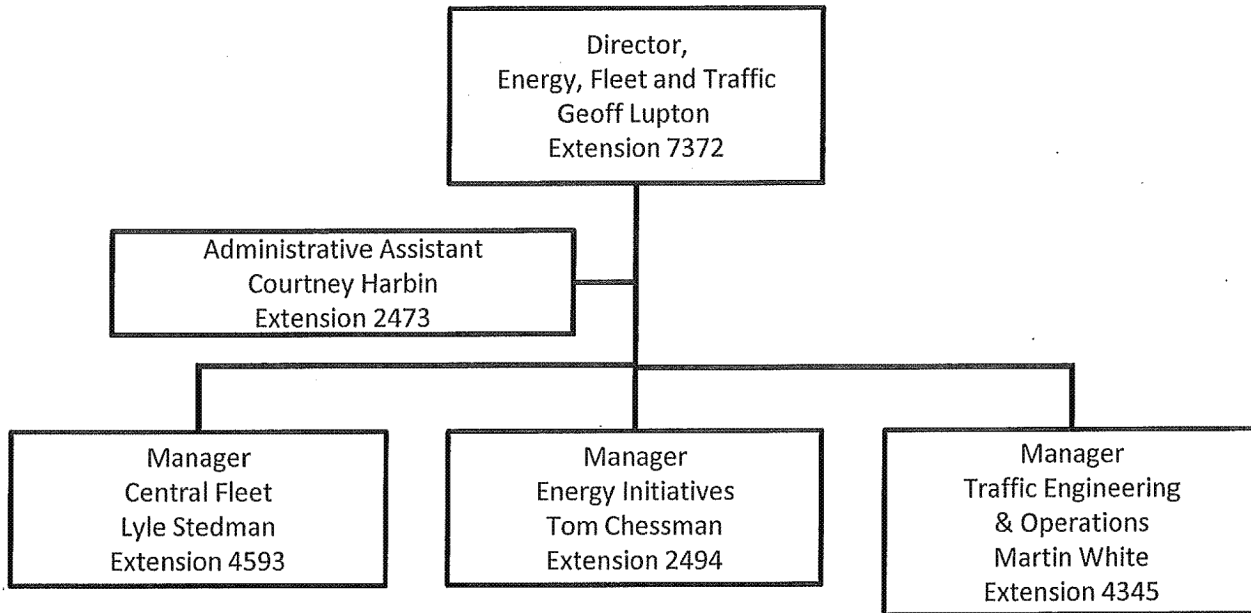
- Golf Operations (3 courses)
- Turf Management
- Stadium Operations
- Arena Maintenance
- Contract Administration
 - Copps Coliseum
 - Hamilton Place
 - Convention Centre
- Service Contracts
- Building Systems
- Customer Service
- Facility Bookings (i.e. Golf & Stadium)
- Marketing / Promotions

Seconded to Pan Am Stadium Project

PUBLIC WORKS DEPARTMENT

Corporate Assets and Strategic Planning

Energy, Fleet and Traffic



Provides services for the City's users of vehicles and equipment excluding Fire, Police and Transit

- Fuel supply at 23 locations
- Fuel conservation tactics
- Green Fleet Initiatives
- Preventative maintenance
- Major repairs - 9 Garages
- Vehicle licencing
- Asset Management
- Records management/vehicle history
- Life cycle costing and capital budget planning
- Vehicle and equipment procurement
- Commissioning and decommissioning
- Reserves management
- Materials Management
- Parts management
- Maintenance Planning
- Driver training and development
- Financial reporting and budgeting
- Legislative requirements
- Community outreach
- Participation in local, provincial and national initiatives to implement

Management of the City's Corporate Energy Initiatives.

- Corporate Energy Policy
- Energy Commodity Policy
- Conservation and Demand Management
- Energy audits/ studies
- Corporate energy retrofit projects
- Capital energy renewal projects
- Renewable energy
- Project monitoring and verification
- Project management
- Project financing
- Energy Billing and Accounting
- Billing verification and monitoring
- Energy usage tracking
- Benchmarking
- Utilities and rate management
- Energy performance contracting
- Environmental benefits/emissions tracking
- Energy Procurement
- Electricity
- Natural Gas
- Green energy/"Green Certification"
- Contract management
- Supply management
- Risk management
- Generation/ Co generation
- Stewardship and Education
- District Energy

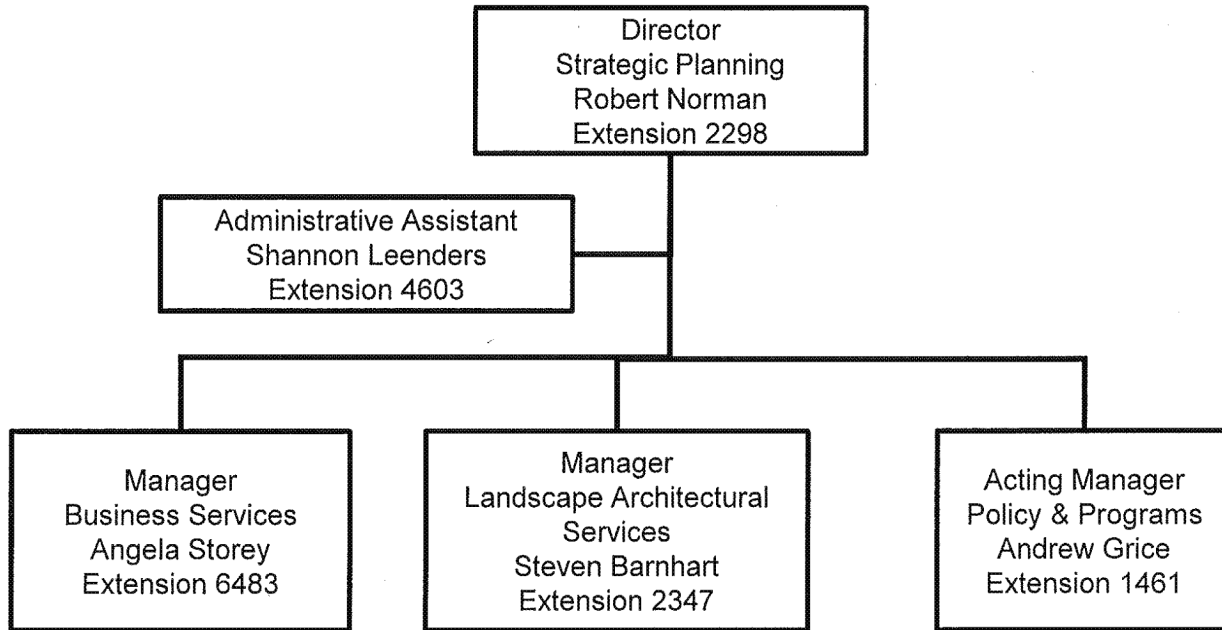
Responsible for installation, inspection, operations, maintenance and capital replacement of:

- Traffic signs
- Traffic signals
- Roadway pavement markings
- Code and Legislative Compliance
- Best Practices
- Approved Service Levels
- Risk Management
- Public Health and Safety
- Energy Conservation (Traffic Signals)
- Road Occupancy Inspections
- Inventory control/parts management
- Liaison with multiple stakeholders
- Special events assistance
- Traffic Signal Engineering
- Construction Investigation/Roadway
- Financial Reporting & Budgeting
- Strategic Planning & Business Services
- Specification Preparation & Procurement
- Project Engineering for Capital Projects
- Traffic Safety Audits
- Sign Manufacturing
- Graphic Arts Design & Production
- Utility Locates
- Traffic Signal Designs
- Community Traffic Service

PUBLIC WORKS DEPARTMENT

Corporate Assets & Strategic Planning

Strategic Planning



Data Management

- Activity based costing & weigh scale software
- Performance measures
- Data base administration

Administrative Coordination

- Budget coordination with F&A
- Training, Health & Safety plans and maintenance
- Administrative support and efficiencies

Customer Service

- Data entry, administrative support for field operations
- Link from public to operating groups

Community Outreach

- Media, special events and education material coordination
- Community partnerships, donations and sponsorship
- Volunteer coordination
- Website

Business Processes

- Process reviews
- Workflow enhancements
- Represent programs on corporate committees

- Planning, design, and project management services for the purpose of landscape preservation, development, and enhancement
- Preparation, review, and analysis of master plans for park and open space development
- Community consultation and liaison on the recreational facility needs in the master planning and design of parks and open space
- Planning and design of off-road recreational trail systems
- Functional design for downtown Hamilton streetscapes
- Park and Open Space Development Manual, design and construction process related to parks and open space
- Coordinate Park Financing Agreement related to developer build option
- Review of development applications to guide the park and open space development process for the development community
- Consultation on park location and configuration during the secondary planning process
- Preparation of parks and open space capital budget forecasts
- Establish park amenity pricing for Development Charges related to parks and open spaces
- Chair the Parkland Advisory Review Committee (P.A.R.C.)
- City representative on the Niagara Escarpment Parks and Open Space System Council (N.E.P.O.S.S)
- Coordinate access and equity service delivery for Division

Plans & Policies

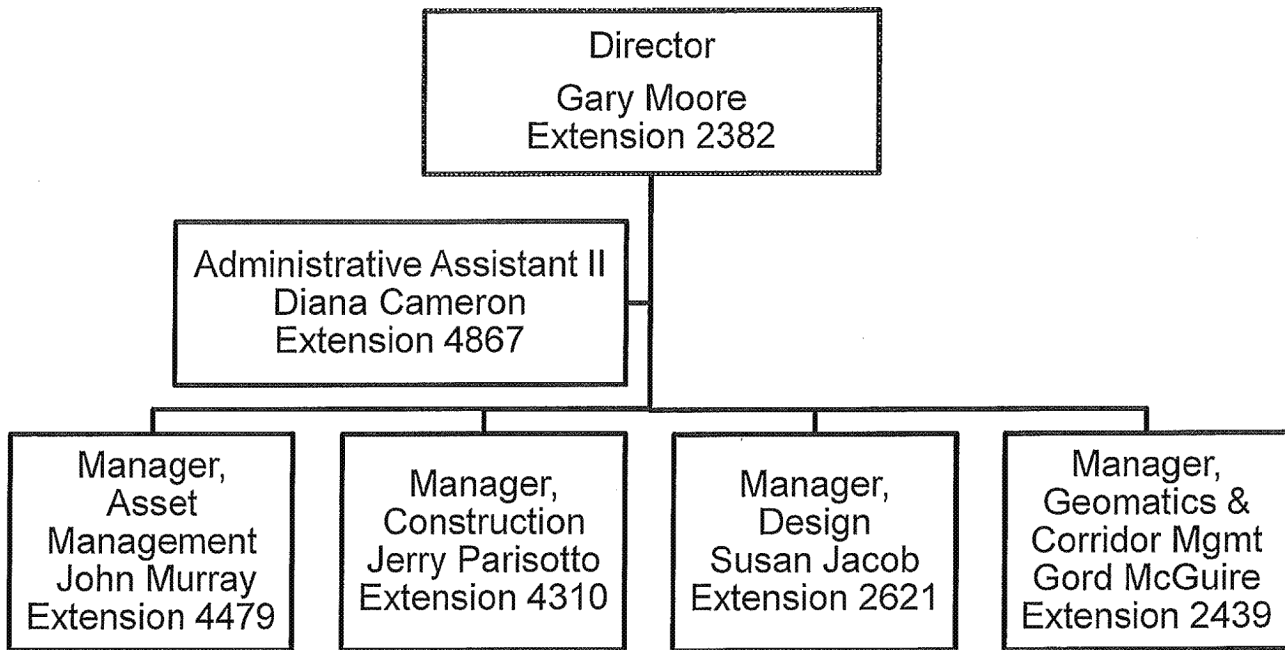
- Master plan review
- Policy development
- Funding and revenue generation
- Government & industry liaison
- Research and development
- Intra-divisional and intra-departmental coordination
- Public Consultation
 - Waste Reduction Task Force
 - Waterfront
 - BIAs
- Joint Stewardship Board (RHV)
- Red Hill Environmental Monitoring
- Ecological Restoration
- Transition management of projects from capital to operations
- Regulatory compliance

Program Support

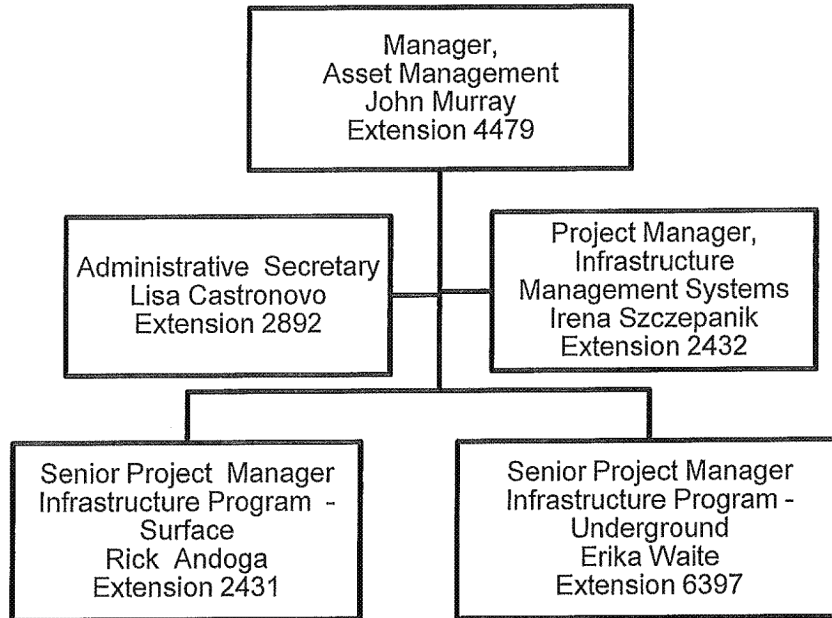
- Program review, development & implementation
- Development application review
- Road Allowance Coordination
- Legislative monitoring
- Coordination of Program approval requirements

Engineering Services WHO DOES WHAT

PUBLIC WORKS DEPARTMENT
Engineering Services

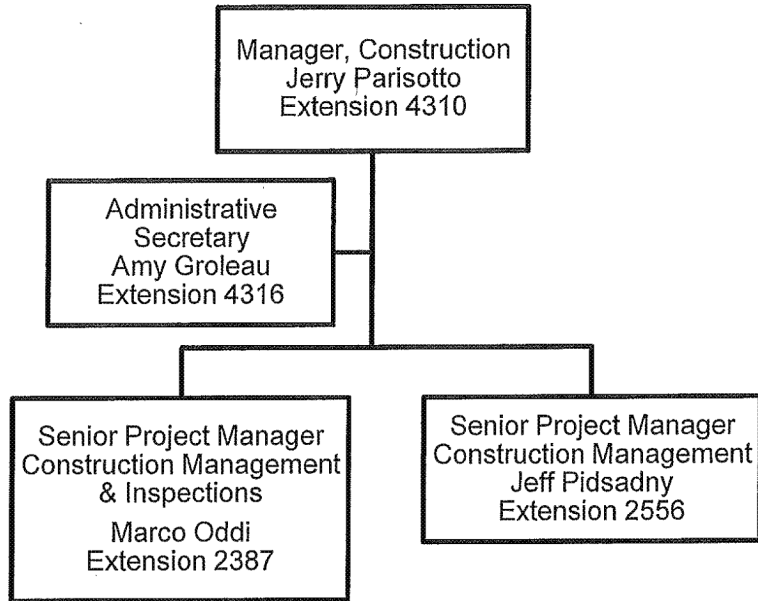


PUBLIC WORKS DEPARTMENT
Engineering Services
Asset Management



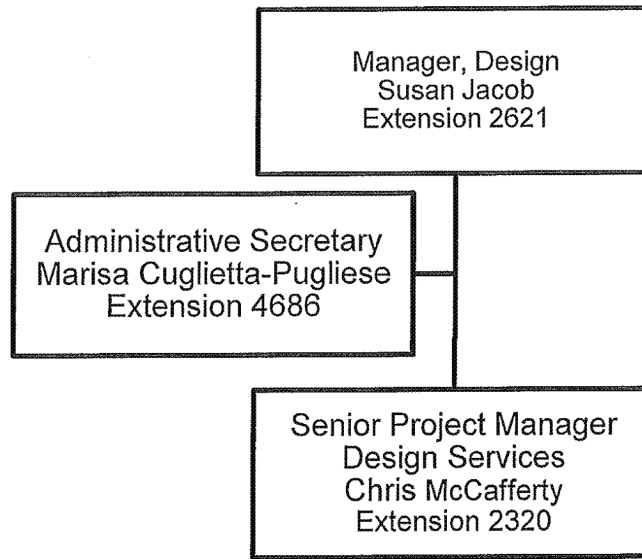
- Develop and administer strategic infrastructure programs for the road, sewer, water, storm, bridges, parks, and facilities asset portfolios
- Develop and administer city wide condition assessment programs for the above asset classes
- Develop asset needs assessments and prioritize a schedule of rehab and reconstruction activities
- Monitor life cycle trends and deterioration models
- Develop and administer various infrastructure management systems and capital project and budget management systems
- Develop a 3yr detailed & 10 yr long term budget for Rds, Bridges, WWW, Stm assets
- Assist with a 3yr detailed & 10 yr long term budget for Parks & Facilities assets
- Coordinate the capital budget submission for all of Public Works
- Develop Strategic and tactical reporting for the City's asset portfolios including State of the Infrastructure Reports and the Infrastructure Report Card.

PUBLIC WORKS DEPARTMENT
Engineering Services
Construction



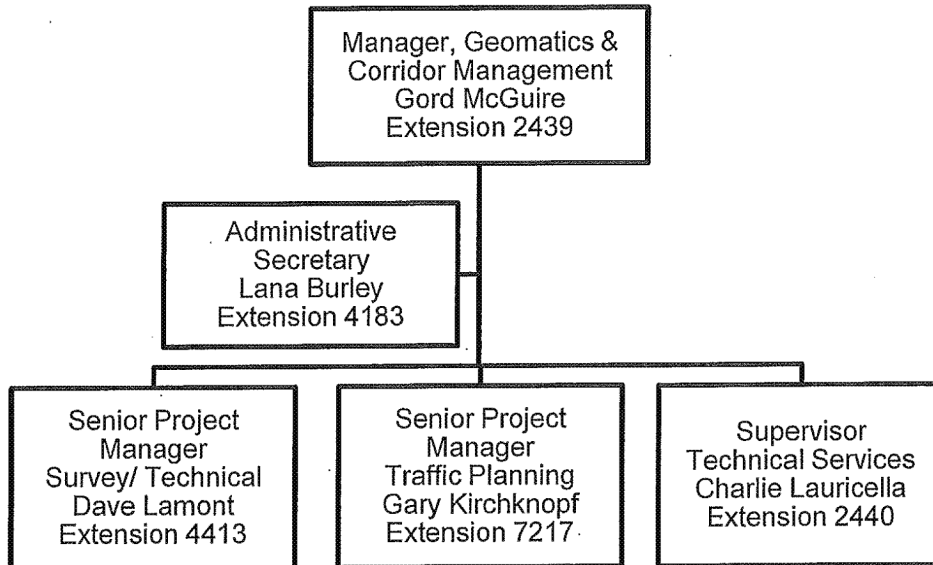
- Provide & Coordinate construction administration and resident site inspection services;
 - Construction Project Mgmt
 - Develop and Maintain Construction Standards and Specifications
 - Construction Inspection for Capital Works (Bridges, Parks, Watermains, Sewers, etc)
 - Construction Services Mgmt
- Pavement Cut Restoration Program Administration / Inspection
- Coordinate, review and manage Quality Assurance for site materials and contracts for works

PUBLIC WORKS DEPARTMENT
Engineering Services
Design



- Design and tender preparation of contracts for Capital Works (Bridge, Road, Sewer, Watermain, Large Culverts, Storm Water Mgmt)
- Functional Planning (Schedule B & C Projects) of Municipal Class EA Studies, Preliminary Municipal Roadway Design Reports & Coordination with Capital Budget Projects
- Municipal Act Projects (Municipal Infrastructure Extensions & Cost Recovery Mechanisms)
- Contract Preparation & Award of Capital Projects
- Develop & Maintain Design Standards & Specifications
- Develop & Maintain Construction Material Specifications Manual
- Standards & Approved Products Committee; Updating of Approved Products Lists & Materials Standards for Roads, Sewers, Watermains, Lighting & Traffic Signals

PUBLIC WORKS DEPARTMENT
Engineering Services
Geomatics & Corridor Management



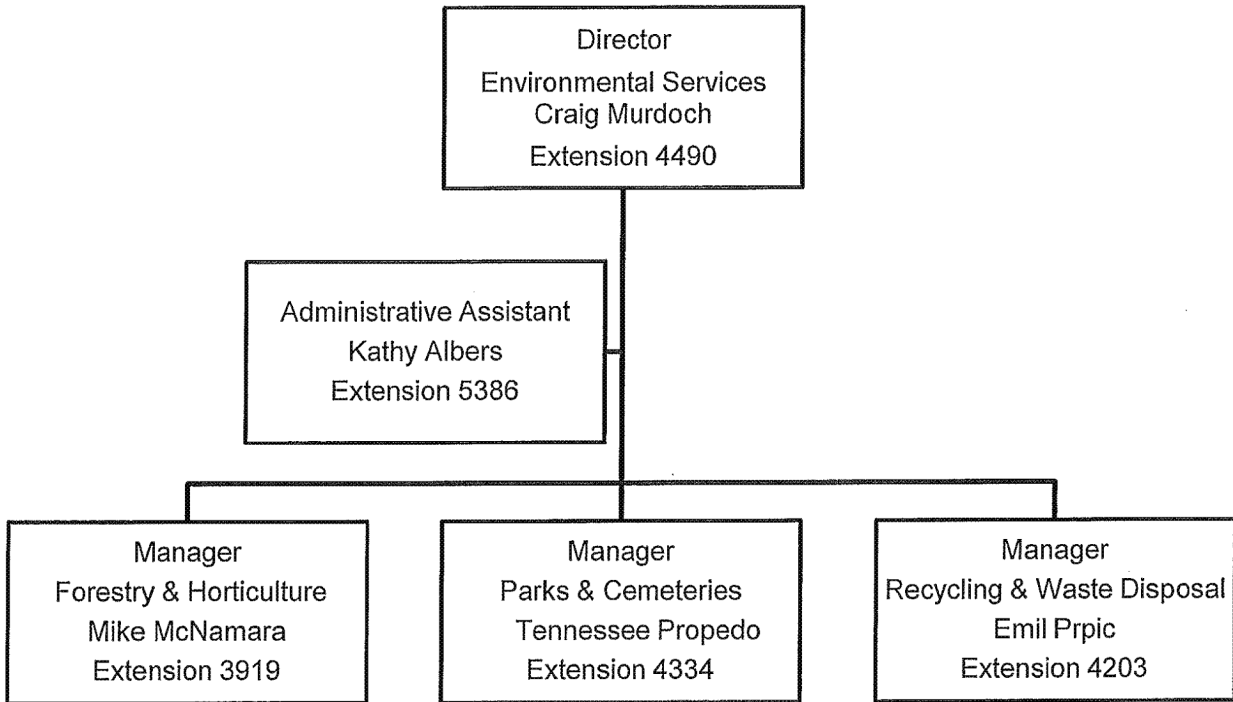
- Engineering Surveys / Legal Surveys / Volume Surveys
- Plan Preparation / Surface Modelling
- Benchmarks / Control Surveys
- Aerial Photography / Street Level Imaging
- CAD Mapping (3D) / Utility Mapping
- Utility Coordination
- Municipal Consents
- Road Cut Permits
- Pavement Cut Processing/Invoicing
- Project Records Management (ProjectWise)
- Storage and Archive Retrieval of Record Drawings (PRISM)
- Contract Plotting and Scanning
- Title Searches
- Surplus Lands Coordination
- Road Widening approvals
- Incorporating By-Law Reports
- Permits for Overdimensional Vehicles, Driveways, Road Closures, Road Occupancy
- Review of Traffic Impacts of Proposed Development
- Traffic Count Program
- Streetlighting Illumination Design
- Streetlighting Capital Installation and Replacement Programs

Environmental Services

WHO DOES WHAT

PUBLIC WORKS DEPARTMENT

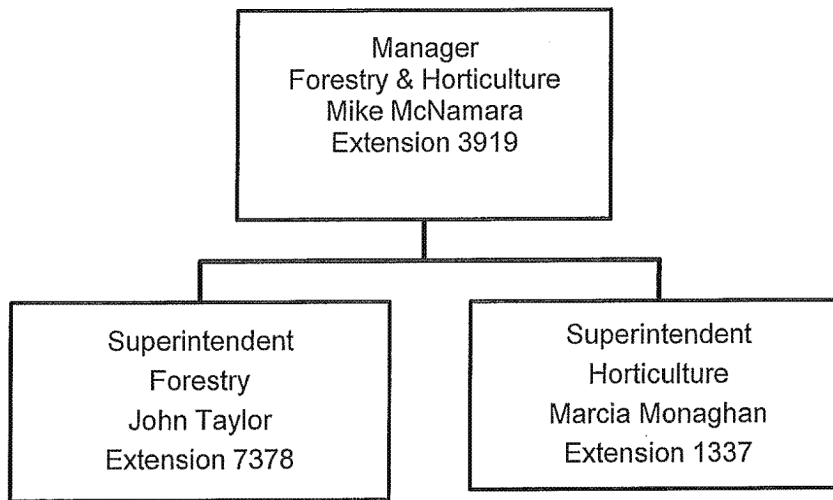
Environmental Services



PUBLIC WORKS DEPARTMENT

Environmental Services

Forestry & Horticulture Section



Plans and delivers various operating and maintenance services for city trees, streetscape and park horticultural features including:

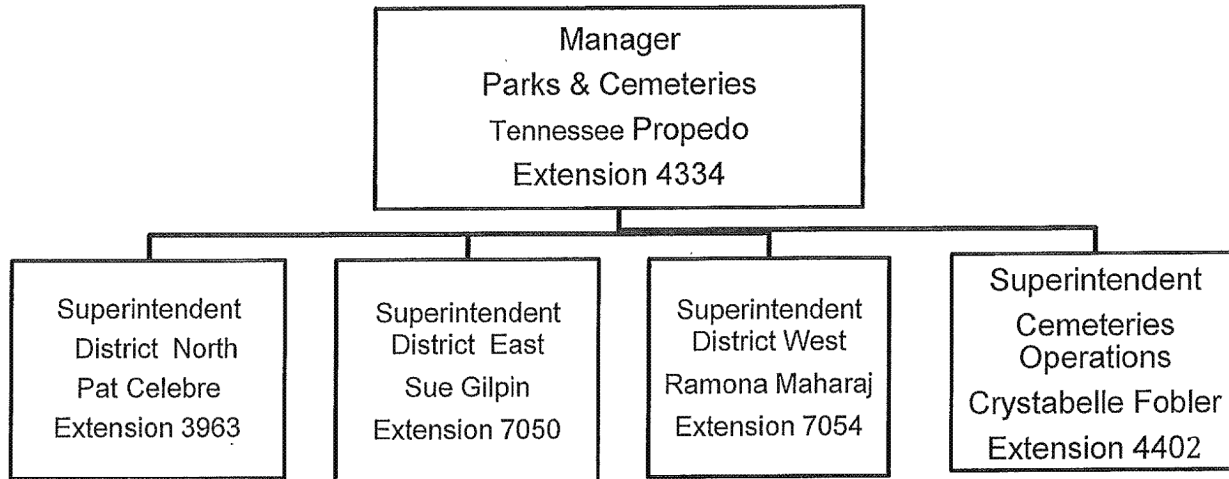
FORESTRY

- Street Tree Trimming
- Tree Removals
- Stump Removals
- Street Tree Planting
- Parks Tree Planting
- Emergency Response
- Forest Health Program
- Urban Forestry Protection (Plan Review)

HORTICULTURE

- Floral design and installation
- Traffic Islands, medians and planters
- Hanging Baskets
- Park Floriculture Displays
- Mum Show Event
- Green House Production
- City building garden maintenance
- Roundabout maintenance

PUBLIC WORKS DEPARTMENT
Environmental Services
Parks & Cemeteries Section



Plans and delivers operations and maintenance services for over 4130 acres of municipal park and open space properties at 498 sites (as of 2012) and 498 acres of municipal cemeteries at 67 locations including:

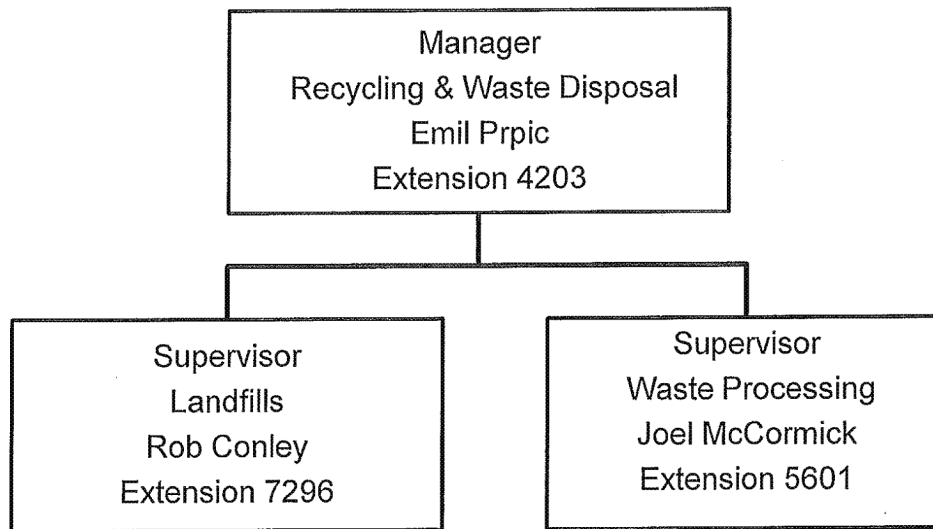
PARKS AND OPEN SPACE

- Turf Maintenance
- Playground inspections and repairs
- Litter control and garbage pick up
- Playing field maintenance
- Seasonal displays
- General grounds and trails maintenance
- Special event support
- Marina operation

CEMETERIES

- Interments
- Monument, foundation installations
- Perpetual care
- Grounds Maintenance

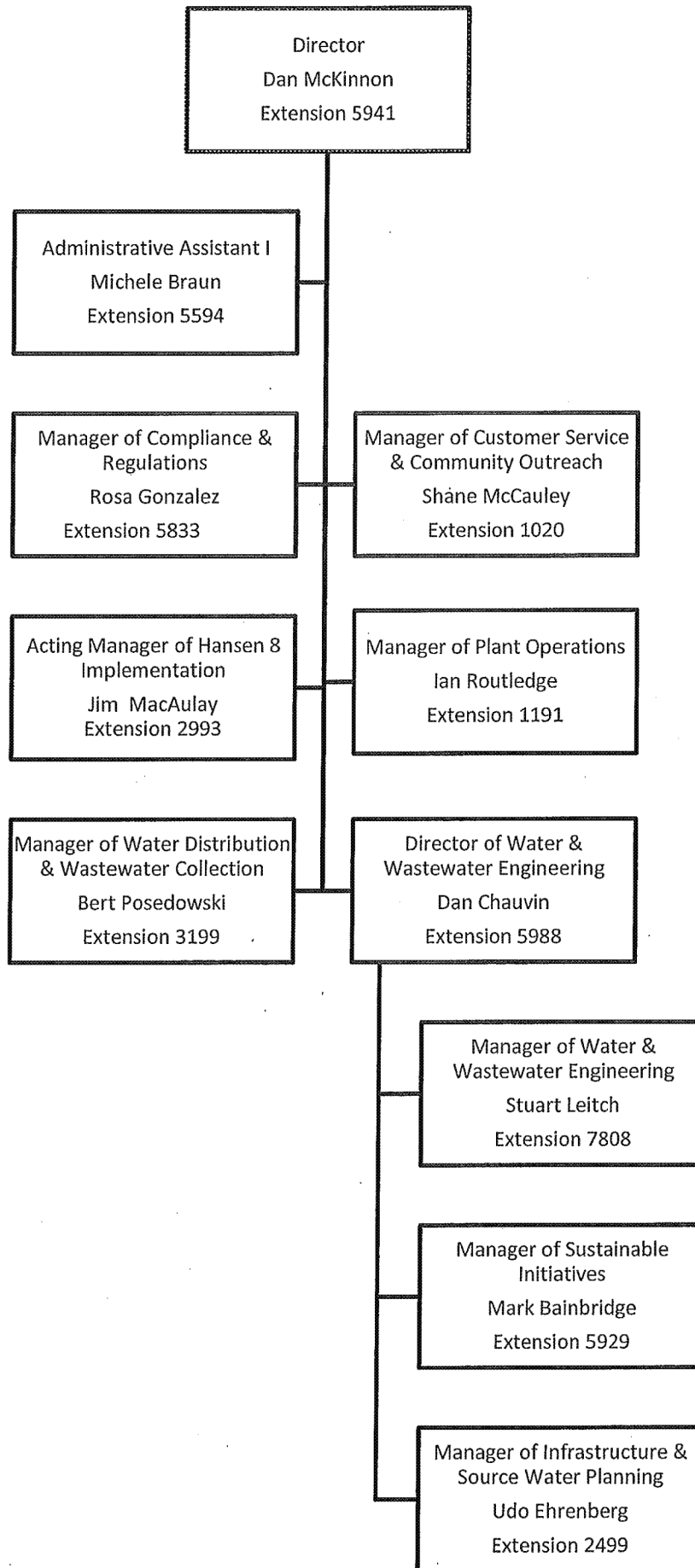
PUBLIC WORKS DEPARTMENT
Environmental Services
Recycling & Waste Disposal Section



- Waste disposal services
- Household hazardous waste program
- Three transfer stations
- Three community recycling centres
- Leaf and yard waste compost site
- Glanbrook landfill site
- Monitoring and remediation of twelve closed landfill sites
- Central Composting Facility
- Materials Recycling Facility

Hamilton Water

WHO DOES WHAT



Compliance & Regulations

Rosa Gonzalez
Extension 5833

- Oversees regulatory compliance for Water and Wastewater (WWW) Operating Authority
- Assists Systems Management Representative (SMR) with development, implementation and continual improvement of the **Beyond Compliance Operating System and Drinking Water Quality Management System**
- Oversees compliance with WWW environmental, OHS and quality legislative requirements including upcoming changes in WWW legislation and compliance with existing DWS licenses and permits and wastewater environmental compliance approvals
- Tracks and ensures closure of legal tasks
- Leads document and record control
- Leads and conducts internal audits to ensure conformance with MOE's DWQMS standard and BCOS system standards
- Provides microbiological, inorganic and organic testing of water/wastewater samples
- Responsible for reporting requirements under the Safe Drinking Water Act
- Analysis of process control and compliance parameters for wastewater treatment plants
- Drinking water complaint testing
- Analysis of industrial waste samples
- Provides monitoring and enforcement of industrial, commercial and institutional wastewater discharges to the City's sewer system
- Enforces by-laws, agreements, responds to hazardous spills
- Pollution Prevention programs focused on education to reduce pollution at the source

Customer Service &
Community Outreach

Shane McCauley

Extension 1020

- Meter Operations/Maintenance
- Master/Satellite Investigations
- Billing Inquiries/Site Investigation & Reconciliation
- Backflow Prevention
- Protective Plumbing Program (3P)
- Automated Meter Reading Project
- Dispatch
- Customer Service & Data Entry for SLMP, Poor Pressure, Lead Sampling, all Meter Operations
- Bulk and Portable Fill Stations
- Regulatory Lead Sampling Support
- Regulatory & Non-regulatory Data & Mapping Provision
- Crystal Report Creation
- Hansen & Hansen 8 Migration
- Geomedia
- Data Collection
- OMBI and National Benchmarking
- Children's Water Festival
- Conservation
- Water Efficiency Master Plan
- School Education Program
- Water Wise Program
- Open Houses
- Marketing & Promotions
- Communications
- Residential Programming
- Award Submissions
- Web Site Maintenance
- Media Advertising
- Special Events
- All mail outs related to WWW

Hansen 8
Implementation

Jim MacAulay
Extension 2993

- Hansen 8 implementation for the following departments:
- Water Distribution Wastewater Collection
- WWW - Customer Service Community Outreach
- WWW - Compliance & Regulations
- Roads Operations
- Parks Operations
- Waste Management
- Traffic Operations
- Engineering Services – Asset Management
- Corporate Services – Contact Centre & Service Centres
- Planning & Economic Development – Animal Control & Parking Enforcement
- Hansen Interfaces – PeopleSoft, Intergraph, BCOS
- Crystal Reports
- OMBI & National Benchmarking

Plant Operations

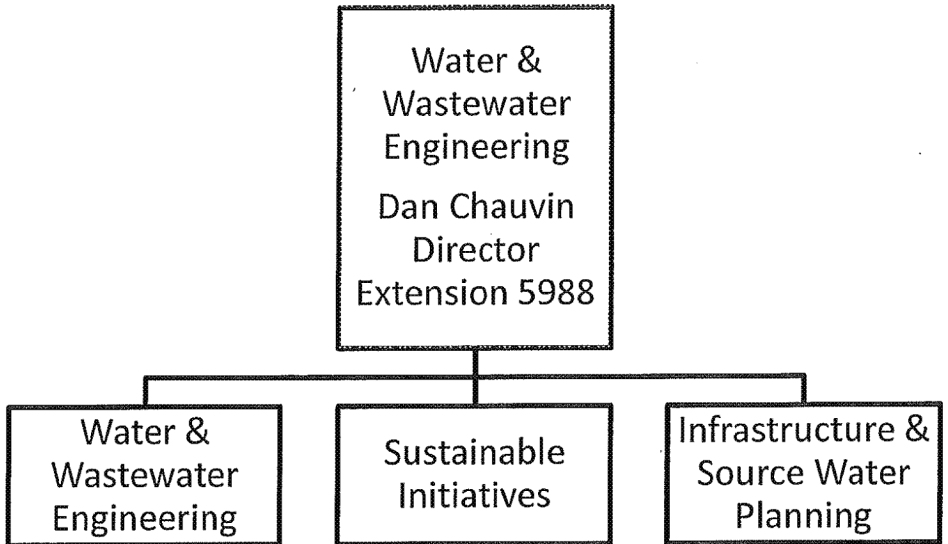
Ian Routledge
Extension 1191

- Electrical Maintenance and Repairs
- Mechanical Maintenance and Repairs
- SCADA Maintenance and PLC Programming
- Instrumentation Maintenance and Calibration
- Plant/Outstations Grounds and Property Maintenance
- Process Control
- Water Treatment Plant Operations
- Wastewater Treatment Plant Operations
- Water Pumping Stations and Reservoir Operations
- Wastewater Pumping Stations and CSO Tank Operations
- Biosolids Treatment/Disposal
- Contract Administration
- Small Capital Works and Construction Management
- Communal Well Operations
- Drinking Water Quality Sampling and Operational Monitoring
- Computerized Maintenance Management System
- Operational Support for WW Engineering and Development Engineering on Large Capital Works Projects for Plant and Outstations

Water Distribution
& Wastewater
Collection

Bert Posedowski
Extension 3199

- Contract Administration
- Inspection of Water Services & Sewer Laterals
- CCTV Inspection
- Sewer Lateral Maintenance
- Water & Sewer Repairs
- Watermain Shutdown, Investigations & Repairs
- Water System Parts Purchasing/Inventory Control
- Air Valve Maintenance
- Hydrant Inspections & Repairs (public hydrants only)
- Watermain Leak Detection
- Water Sample Station Maintenance
- Sewer, Storm and Water Preventive Maintenance
- Valve Exercising & Other Valve Work
- Capital Projects Support
- Regulatory Lead (in water) Sampling
- Drinking Fountain Maintenance (fountains located within road allowance only)
- Frozen Water Service & General Investigations
- Water Service Poor Pressure Inspections
- Watermain Locates
- Water Service Turn On/Turn Off
- Lead Water Service Replacements



Water & Wastewater
Engineering
Stuart Leitch
Extension 7808

- Design and Construction for Water and Wastewater Treatment Facilities
- Conceptual Design
- Pre-design
- Detailed Design
- Tender Services
- Construction Management
- Construction Commissioning
- Engineering Studies
- Project/Program Management

Sustainable
Initiatives

Mark Bainbridge
Extension 5929

- Conceptual Studies
- W-WW Facility Inspections
- W-WW Facility Asset Management
- Risk Planning
- Financial Planning
- Woodward Community Liaison
Committee Lead
- Hamilton Harbour Remedial Action
Plan Liaison
- Government Funding Project
Co-ordinator
- Water Outstation and Reservoir
Rehabilitation Program
- Academic Partnership
Representative
- Capital Works Planning

Infrastructure & Source Water Planning

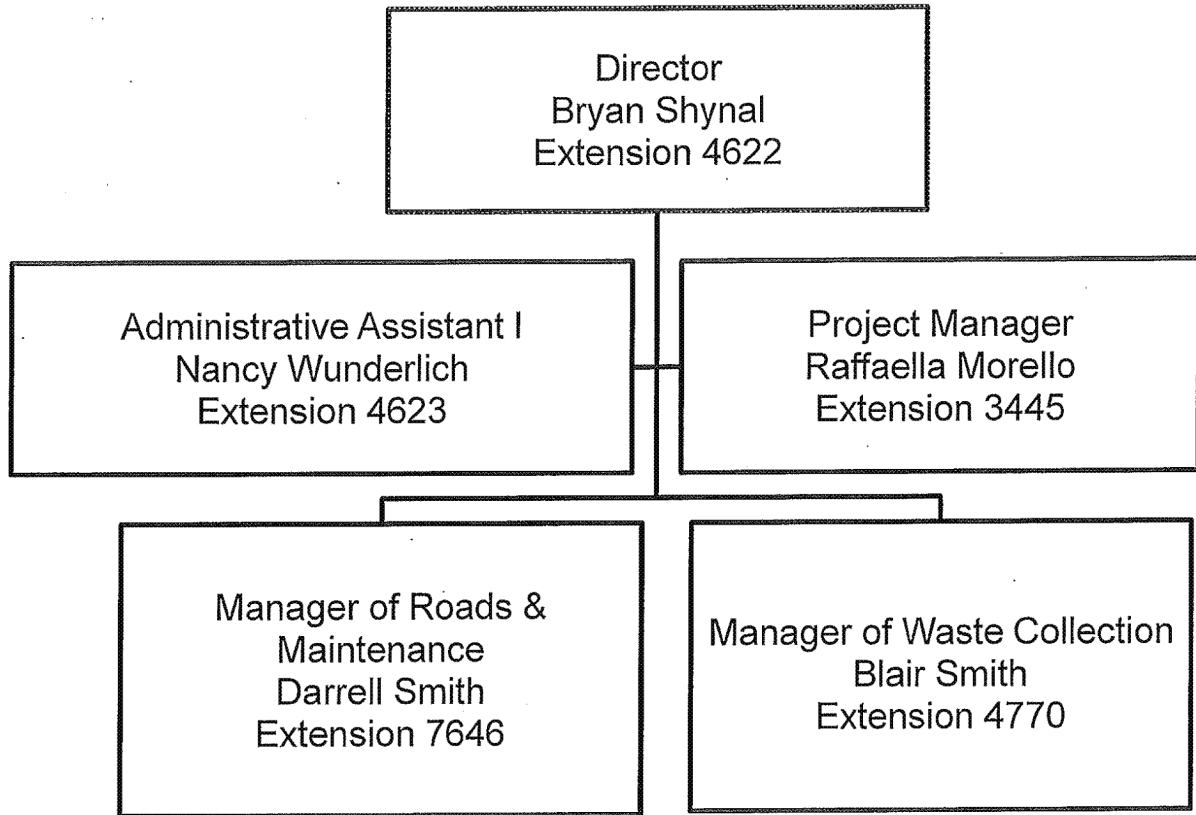
Udo Ehrenberg
Extension 2499

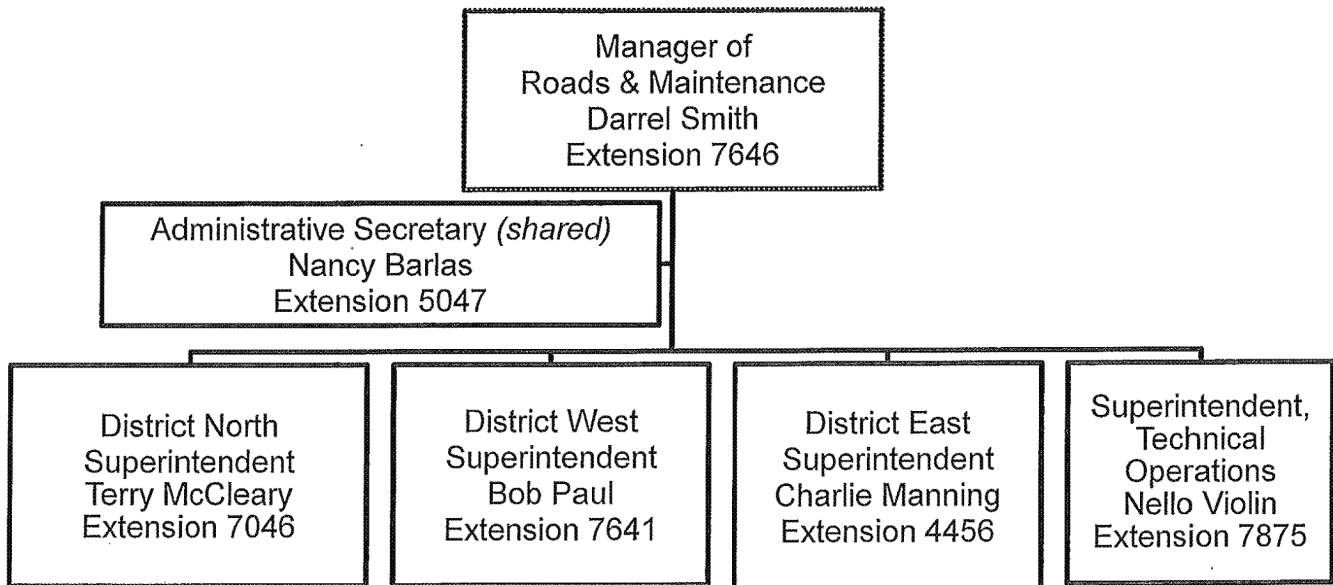
- Inspection (field & desktop)
- Master Servicing Planning & Computer Modelling (Water, Wastewater, Storm/Watershed, Hydro Geological)
- Watershed Management
- Real Time Control Design/Implementation
- Source Protection Planning
- Development-Related Servicing Support
- SERG-Forensics, Triage, Mid & Long-term Analysis, Capital Programming
- Contaminated Sites Mgmt. Program (CSMP) for Municipal Works, including Special Projects
- Permit System for Intrusive Environmental Testing on City Lands
- Delivery of City's Environmental Records Search Service
- Bay Area Implementation Team (BAIT)
- Master Drainage Plans
- Liaison with HCA/Stewardship
- Erosion Assessments & Remediation Actions
- GIS Data & Graphics Author (catchments, ponds); Distribution & Collection System Mapping
- Master Plan Capital Projects Coordination and Communication
- Corporate Lead for Sewer Flow Monitoring
- Archival of Sewer and Watermain Design Data
- DWQMS - Lead Role Form1 Approval; Support Provision of Infrastructure; System Graphics
- Lead Programming of Underground Infrastructure Capacity Needs
- Operational System's Planning Support (Water/WW/Stormwater)
- Conceptual/Functional/Detailed Design for Vertical and Horizontal Infrastructure including Class EA
- Leased Land Management & Encroachment Payment

Operations Division

WHO DOES WHAT

PUBLIC WORKS DEPARTMENT
Operations





Plans and delivers operations and maintenance service programs for 6,483 lane kilometers of municipal roadways, sidewalks paved surfaces and related surface drainage facilities (as of 2009) including:

Winter Control

- Road Patrol and Inspection
- Sanding/Salting
- Snow Plowing/Clearing
- Snow Removal & Disposal

Roads Operations

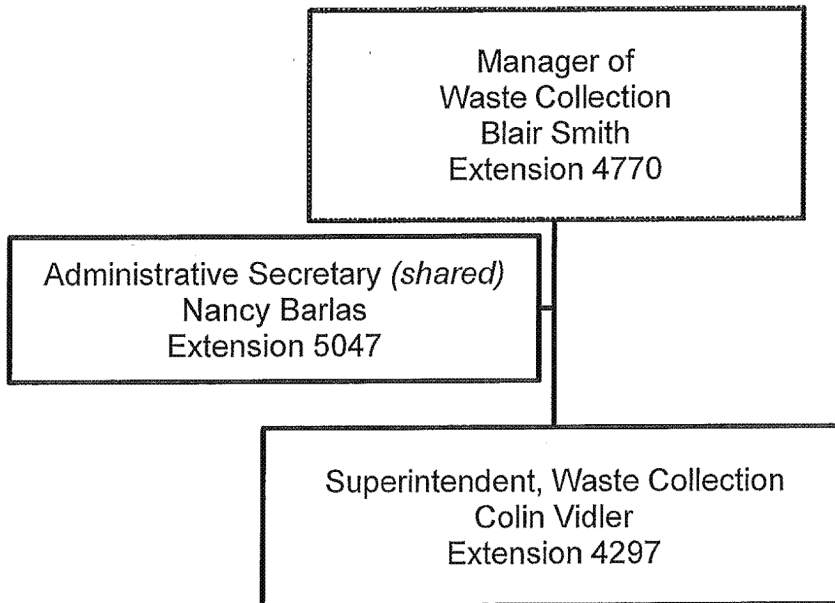
- Road Patrol and Inspection
- Road & Multi Use Pathway Sweeping
- Paved Surface Management
- Pavement Repair & Crack Sealing
- Sidewalk, Curb & Approach Apron Repair

Storm Water Management Facilities & Drainage

- Catchbasin Inspection, cleaning & repair
- Drainage course Inspection & maintenance.
- Storm water pond functional maintenance
- Municipal drains administration

General Road Infrastructure Maintenance

- Road Patrol & Inspection
- Removal of Hazards
- Boulevard & Roadside Mowing
- Boulevard & Roadside Litter Control
- Downtown BIA Programs
- After Hours Service & Emergency Response
- Retaining walls, guard rails, structures & Fences
- Municipal Alleyways
- Roadside Litter & Graffiti



Waste Collection Services

- Garbage Collection
- Organics Collection
- Recycling collection
- Leaf and Yard Waste Collection
- Bulk Collection
- Streetside Litter & Recycling
Container Collection (City Wide)
- Festival & Special Events Waste
Diversion

Downtown Cleanliness Program

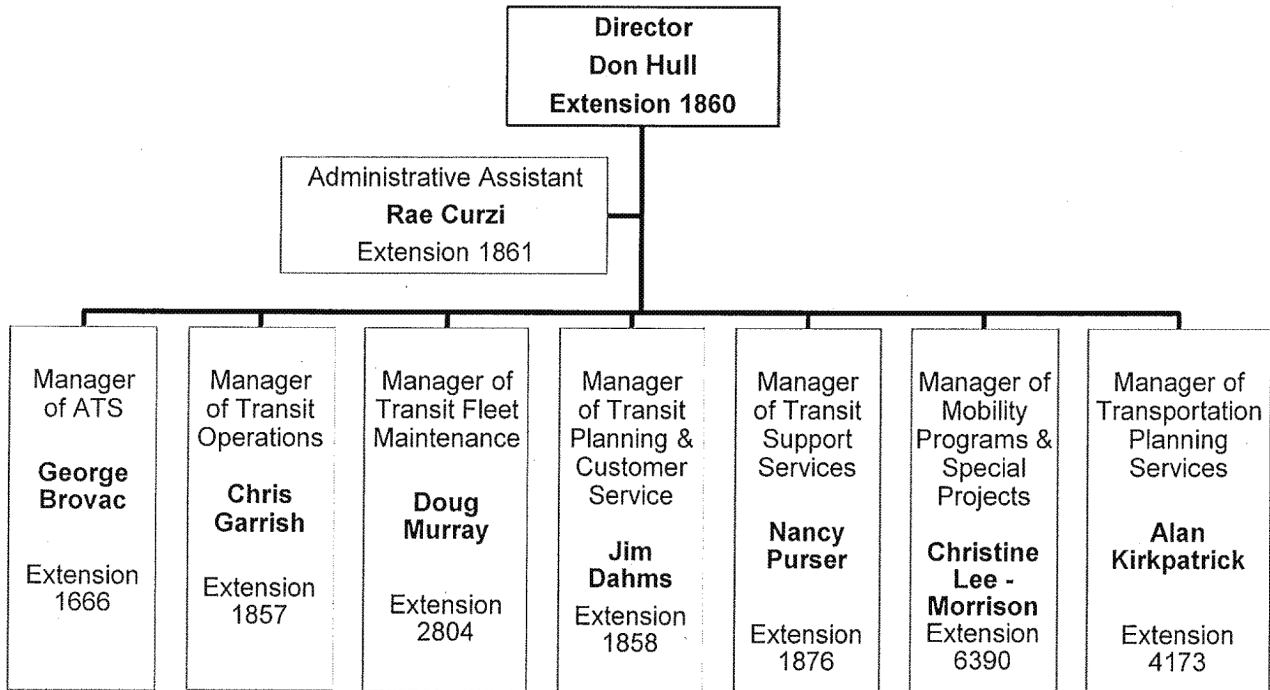
- Enhanced Street Sweeping
- Sidewalk Sweeping & Pavement Washing
- Poster Kiosk Maintenance
- Litter Control

Transportation Division

WHO DOES WHAT

PUBLIC WORKS DEPARTMENT

Transportation Division



PUBLIC WORKS DEPARTMENT
Transportation Division
Accessible Transportation Services Section (ATS)

Manager
Accessible Transportation Services (ATS)
George Brovac
Extension 1666

- DARTS
 - Contract
 - Performance Management
 - Complaints
 - Passenger Registration
 - Eligibility
 - Communications
 - Policy Administration
- Taxi Scrip
- ACPD Transportation Sub-committee
- AODA Transit Compliance

PUBLIC WORKS DEPARTMENT
Transportation Division
Transit Operations Section

Manager
Transit Operations
Chris Garrish
Extension 1857

- Field Operations
- Dispatch
- Charters
- Timekeeping
- Health & Safety
- Operator Training
- Operator Recruitment
- Security

PUBLIC WORKS DEPARTMENT
Transportation
Transit Fleet Maintenance Section

Manager
Transit Fleet Maintenance
Doug Murray
Extension 2804

- Running Maintenance
- Heavy Repair
- Major Overhaul
- Service Line
- Body & Paint
- Stores & Fuel
- Capital / Fleet Acquisition
- MTO Compliance Requirements
- TSSA Compliance Requirements

PUBLIC WORKS DEPARTMENT
Transportation Division
Transit Planning & Customer Service Section

Manager
Transit Planning & Customer Service
Jim Dahms
Extension 1858

- Route Planning
- Scheduling
- Communications
- Service Standards and Specifications
- Special Events
- Planning Infrastructure – Bus Stops, Loops, Shelters
- Service Design
- Program / Quality Monitoring
- Customer Service
- Information
- Records Management
- Marketing

PUBLIC WORKS DEPARTMENT
Transportation Division
Transit Support Services Section

Manager
Transit Support Services
Nancy Purser
Extension 1876

- Fare & Revenue
- PRESTO Fare Card
- Contract(s) Administration
- Attendance Management
- Payroll
- Special Projects

PUBLIC WORKS DEPARTMENT
Transportation Division
Mobility Programs & Special Projects Section

Manager
Mobility Programs & Special Projects
Christine Lee-Morrison
Extension 6390

- Inter-governmental/regional public transportation Transit Quick Wins
- Public/Alternative Transportation Implementation and Integration
- Rapid Transit
- TDM (Smart Commute etc.)
- Cycling MP Implementation
- Active Transportation
- Pedestrian Master Plan Implementation
- TOD integration into public transportation design
- Pan Am Transportation, transit support (lead Pan Am office)
- Mobility Hub planning/integration/coordination
- EA's for Rapid Transit, Transit, other public transportation (e.g. cycling)
- Special and inter-governmental projects
- Community Engagement Strategy
- Graphic services, web design

PUBLIC WORKS DEPARTMENT
Transportation Division
Transportation Planning Services Section

Manager
Transportation Planning Services
Alan Kirkpatrick
Extension 4173

- Transportation Master Plans
- Environmental Assessments (EA)
- Regional Transportation Projects (Niagara to GTA Corridor)
- Pan Am Transportation, Transit, Parking
- Telecommuting Initiatives
- Surplus/Development Applications
- Pedestrian Counter Program
- EMME 2 Modeling
- Transportation Modeling Group
- At Your Service