



## **Charles Gosling – The Mayor of Hamilton**

Good evening, ladies and gentlemen. Thank you for coming tonight. My name is Charles Gosling and I am the Mayor of Hamilton.

I would like to take a minute to introduce you to the City of Hamilton board members who are here with us this evening. They are:

One of the promises we made when we were elected last year was greater transparency. We have instituted a number of measures since then. We have held open monthly meetings – which take place on the first Wednesday of each month at City Hall. Starting next month anyone wishing to make a presentation to any of the committees can do so.

It is no longer business as usual at City Hall. We have changed and will continue to implement new policies which will benefit everyone in the City.

Already this evening you have heard me say City of Hamilton, a few times rather than the Corporation of Hamilton.

Last Tuesday on the steps of City Hall we launched the new City of Hamilton brand. Part of the process was to show how we as a city have changed. It is not just about creating a new look and tagline it is about changing the way we think and do business. Our tagline is Hamilton. Bermuda at its best. We are committed to doing our best at all times, ensuring that we provide the best services and experiences for all who live, work and visit Hamilton. As we said during the launch, we are no longer the Corporation of Hamilton, we are now the City of Hamilton.

My objective today is to hear from you. To learn about the issues you are facing as the residents and business owners of North Hamilton. I want to know what the City of Hamilton has done well, so we can continue doing it and understand the challenges you may be facing and what you would like to see done about them. We are looking for solutions, suggestions and comments from you.

This is our third town hall meeting. The first two held last September and January were at City Hall. This third meeting we decided to travel a little and visit Northeast Hamilton.

Some of you may have seen me and some of the board members walking through the area. We want to ensure we fulfill our goal of representing all interests in the city, not just a segment of Hamilton.

With that in mind I will not stand here for much longer – talking. My role tonight is to listen. So I encourage you to please share.

We have two excellent facilitators – Edward Benevides – the Chief Operating Officer and Secretary to the City of Hamilton and Aderonke Bademosi Wilson who is our Communications Manager. They will lead us through tonight’s discussion.

Tonight’s discussion will be recorded to ensure we capture all the ideas and suggestions that are made.

At the end of the evening I would also like to hear how you want like us to communicate back to you. We want to be able to come back to you after we have had time to assess the suggestions that are made tonight. We want you to know what our next steps will be. In my opinion, if we are asking you to provide us with suggestions on how to improve we must come back to you with updates on our progress.

Again, thank you for your time tonight and I now turn the floor over to Ed and Aderonke.

### **Ed Benevides – Chief Operating Officer and Secretary**

Good Evening everyone. As the Mayor said, my name is Ed Benevides. I am one of the co-facilitators here tonight. My background is mostly in IT and management but for the past 2.5 years I have been with the Corporation. We have embarked on a lot of new things but we have to hear from you to understand how we can improve. We are going to be looking for solutions. So every time you keep giving us something to look at, we are going to keep asking you how would you fix it? So you can tell us and we can help work with you.

## **Aderonke Bademosi-Wilson – Communications Manager**

Good evening everyone, my name is Aderonke Bademosi-Wilson and I supply communications support to the Corporation of Hamilton. I just want to go over some of the rules for tonight's discussion.

- One person speaks at a time
- Signal that you would like to speak by raising your hands
- Address the facilitators
- Speak into the microphone
- Identify yourself (resident, business owner, other)
- Listen openly
- Respect others' views
- If you express an opinion speak for yourself, not for others
- Leave time for others to speak
- Trust the process
- Car park

I would like to introduce the idea of a car park. What this means is, if we have a topic that doesn't necessarily fit into any of the categories that we have identified for discussion or there is nothing concrete that is on the table that can be introduced at this minute, then we will put the items in the car park for us to talk about later. So I will ask for your help in trying to identify car park issues as they come up and we will put them on the board.

So the areas we are going to talk about are:

- Safety
- Sanitation
- Infrastructure
- Vagrancy
- Other

I will ask Ed to give an overview of each and we will start our discussion with Safety.

**Ed Benevides** – OK, thanks Aderonke. Safety means a number of things but I think for us at this particular point in time it involves things such as policing, the ability to have neighbourhood watches, to be able to walk anywhere in the City

safely, be able to conduct our business and for children to play safely. If you have a different definition, then we'd be happy to hear it and any other challenges we have in that area.

Sanitation – that involves anything from sweeping the streets to collecting the garbage. There are challenges for collection and fly-tipping and lots of areas but sanitation covers as I said streets, sidewalks and garbage pick-up.

Infrastructure is a little more complicated. That involves traffic lights and water, sewerage, the docks, car parks etc.

Vagrancy – the impact of different social issues that have been identified. Persons who are homeless either by choice or by situation. Or behavior that is inappropriate in places in the City affecting residents and visitors alike.

Other – this is for things such as car parking.

**Aderonke Bademosi-Wilson** – So what we will do is, we will start with Safety and get an idea of some of the safety issues that are faced by the residents and business owners and to be able to get an understanding of the things that you would like to see happen.

**SAFETY:**

<u>Concern</u>	<u>Solution</u>
<b>Business Owner on Princess Street</b> – Intimidating behavior in the Court Street Area. Gangs and guns might be a potential threat.	More police presence. Cops on the beat and walking and meeting people and talking about issues with the residents and people who are merchants in the area.
<b>Resident of North Hamilton</b> – When are the Corporation's Marshall's coming into effect.	Ed Benevides said that the Corporation has talked about the City Ranger Programme. Currently we have done all the protocol issues that we were supposed to do. We have created a programme, a report and had dialogue with the Bermuda Police Service and created a memorandum of understanding which is now with the Commissioner of Police. We have a

	meeting scheduled with the Commissioner on May 7 <sup>th</sup> to discuss our next steps forward.
<b>Resident of North Hamilton</b> – Misuse of residential parking in North Hamilton. Double parking outside shops at busy times of the day.	Increased penalties for parking violations or on the spot penalties.
<b>Resident of North Hamilton</b> – Sidewalks are dangerous and need resurfacing in places. In particular, right outside of the gate of where Enterprise is, there is a large hole on the sidewalk. Also, Front Street and Church Street coming up from the Bank.	Corporation to look into this.
<b>Business Owner in North Hamilton</b> – Increase in crime but not enough police presence.	CCTV cameras operated and manned properly by people in wheelchairs who would take pride in their work. Intelligent security in trouble spots ie: unmarked police cars.
<b>Resident on Cedar Avenue</b> – poor lighting in certain residential areas.	Increased / improved lighting.
<b>Business Owner in Hamilton</b> – poorly signposted residential parking bays.	Curb marking at a creative level – different colours – or tint the asphalt or do codings on the tarmac. Similar to how disabled parking is indicated – so it's very clear – and then maybe it also adds to the vitality of the city because it breaks up uniformity with the edge of the road and the streetscape as well.
<b>Business Owner in Hamilton</b> – would like someone that residents and business owners can liaise within the police service on small matters that are not necessarily an emergency. Similar to the Parish Constables.	Reintroduction of Parish Constables.
<b>Former Resident of Union Street</b> – increase in crime in the area and fears for the safety of her parents who are	Greater police presence.

still resident. Not enough police on the beat.	
<b>Resident of North Hamilton</b> – Top of Tills Hill area very overgrown. Spice trees overhang the houses and could present a fire hazard.	Possibly create jobs by using vagrants to clear the area.

SANITATION:

<u>Concern</u>	<u>Solution</u>
<b>Resident of North Hamilton</b> – some of the Corporation workers who clear the streets are not working to their full capacity.	Increased supervision / monitoring by the Corporation of street workers. Telephone the Corporation to report any bad activity by street workers.
<b>Resident of North Hamilton</b> – increase in trash blowing around the streets due to wind tunnel created by new buildings.	Large green wheelie bins provided for use by residents.
<b>Resident on Angle Street</b> – residents putting their trash out at the wrong times. Increase in trash blowing around the streets. Feral chickens opening bags and eating trash that has been left on the streets. Large items such as TVs, beds etc being dumped outside houses.	To educate residents on when / how they should put their garbage out. Education on the collection of larger items such as TVs and beds etc.
<b>Resident of Union Street</b> – poor lighting in BIU parking lot.	Increased / improved lighting in BIU parking lot.

INFRASTRUCTURE:

**Ed** – I will remind you again, it's streets, street lighting, traffic lights, sidewalks, wharfs and parking lots.

Our entire traffic light system is in need of replacement and there are a number of things contributing to extended repairs not the least of which is that a lot of times the work has to be done on Sunday's because the traffic is so bad. If we turn the lights on and try to work on them, people will not pay attention to the stop signs and ignore them and will go through a green light and we will have accidents. So a lot of the work is being done on Sundays. We are going to try and

work with the police and find some suitable solutions for that in the meantime but we do have a plan in place to replace the entire system over the next three years starting with some critical intersections. As we replace them, the problems will get less and as we replace more of the aging equipment the extended repair times will disappear. One of the challenges is that the equipment is so old that you cannot buy parts so electrical boards have to be replaced and repaired and sent away and when you have that sort of situation, it's not always conducive to a quick turnaround. So I can apologise but we are working as quickly as we can. There will be some trenching that you will notice shortly on Dundonald Street this week so we can replace a cable that will help with the repair of the Court / Dundonald intersection.

<u>Concern</u>	<u>Solution</u>
<b>Resident of Hamilton</b> –confusion at intersections when the traffic lights are not working.	Someone to direct traffic at intersections when traffic lights are not working, specifically at rush hour from 4.30pm to 6.00pm. Use of temporary solar-powered traffic lights.
<b>Resident of North Hamilton</b> – traffic chaos where Dundonald Street meets Union Street.	Traffic lights where Dundonald Street meets Union Street.
<b>Residents of North Hamilton</b> – lack of shrubbery and flowers and either end of Princess Street.	Increased shrubbery and flowers at either end of Princess Street.
<b>Resident of Hamilton</b> – speed bumps not visible.	Raised speed bumps.

VAGRANCY:

<u>Concern</u>	<u>Solution</u>
<b>Resident of Hamilton</b> – Not enough interaction between officials and vagrants to find out about homelessness and the issues facing homeless people.	Look at other models used in other counties / cities ie: London. Look at website <a href="http://www.homeless.com">www.homeless.com</a>

OTHER:

<u>Concern</u>	<u>Solution</u>
<b>Resident of Cedar Avenue</b> – not enough advanced warning to residents when street races are going to take place and roads are closed.	More PR / advanced warnings on road races / road closures.
<b>Worker of North Hamilton</b> – a problem with birds roosting in the trees and defecating on the sidewalks.	Cut back the trees and clean bird droppings of the sidewalks.

**Aderonke** – What I'd like to do is just talk very quickly about Next Steps.

- We will take the suggestions and assess them
- Determine which committees will be responsible for which suggestions
- If there are some that fall outside of the remit of the City of Hamilton we will forward them to the appropriate organization or Government department
- We will come back to you with our progress

What we want to do is find out the best way to provide feedback. As you walked in, we asked you to fill in just a slip of paper with your name and email address so that's one way we can communicate what's going on. But we'd also like to know what other ways would you like us to talk to you? We've got some suggestions here:

- Email
- Newsletter
- Meeting
- Through the news
- City of Hamilton website
- Other

So we want to hear what your thoughts are because that's all part of the process – us getting the information but us also being able to provide you with feedback.

Just before the Mayor comes back up to say thank you, I just want to point out that we have our new newsletter – it's hot off the press – we got it this afternoon. So please take a copy with you. We are also mailing them to the residents and businesses within Hamilton. I'm just going to do a quick ad right now. We have

Summer Sundays in the Park taking place this Sunday from 3.00pm to 8.00pm in Victoria Park and everybody is invited to attend. Please bring your friends and neighbours. Then the following weekend, we have the Arts Festival - The Four Seasons City Arts Festival which is taking place and there are flyers about all these events at the back so I encourage you to take them and to attend the various events that are taking place in and around the City.

**Charles Gosling - The Mayor of Hamilton** – Thank you for attending to exchange ideas, concerns and solutions. We've got a great list of items – thank you all very much. Some of them are going to be pretty much, why didn't we think of that / why didn't we do that a while ago. Hopefully you are going to see communication in many different ways. One, you will see it through meetings. I think the billboard suggesting is a good one. I think even more importantly, hopefully before we get together the next time, you will actually see some of the solutions you have provided us with tonight are already being implemented. So we are going to be meeting again, I would say again in about a 2 month period. So that's putting some obligation on us to actually start getting some things done. So we will very much be in contact. Thank you all very much for coming.