



VISION: We will be a vibrant, dependable and clean city where services are delivered innovatively and effectively.

MISSION: To provide effective operations of the city through collaboration of members, management and staff.

City Hall, Hamilton
Residents Advisory Committee
6 December 2018
4:00pm

Present: Councillor Carlton Johnson (Chair)
Councillor George Scott, JP
Councillor RoseAnn Edwards
Tracy Marshall, Associate Member
Michael Bradshaw, Associate Member

In Attendance: Tanya Iris, Acting Secretary
Danilee Trott, Event Project Manager
Jessica Astwood, Event Project Manager (Designate)
Zoe Mulholland, Communications Manager

Apologies: Sarah Thompson, Associate Member
Erica Smith, Associate Member

1. **Confirmation of Notice:**

The Acting Secretary confirmed that the notice of the meeting and the agenda were sent out according to the meeting guidelines.

2. **Role of the Chairman:**

Councillor Carlton Johnson assumed the role as the Chairman.

3. **Open Meeting:**

The Chairman opened the meeting at 4:05 pm.

4. **Apologies:**

The Acting Secretary confirmed that apologies had been received from Sarah Thompson, Associate Member.

5. Public Participation/Presentation:

There was no public participation/presentation.

6. Correspondence:

There was no correspondence.

7. Minutes of Previous Committee Meeting dated 8 November 2018:

Proposed: Councillor G. Scott

Seconded: Councillor R. Edwards

The Minutes were accepted as read.

8. Matters arising from the Minutes dated 8 November 2018:

(i) **Correspondence received from the Bermuda Fire and Rescue Service to be distributed to the Residents Advisory Committee.** Telephone contact had been made with the Bermuda Fire and Rescue Service. This item had been completed.

(ii) **The Communications Manager to be invited to attend all the Residents Advisory Committee Meetings in future.** The Chairman welcomed the Communications Manager to the Committee. This item had been completed.

(iii) **Forward to the Infrastructure Committee for urgent action, the installation of power supply on the eastern side of Court Street and the upgrade of lighting in the area from the HSBC building, Court Street and Church Street down to Front Street.** This item had been completed.

(vi) **Contact Mr. Harold Smith to discuss the possibility of erecting the Christmas tree on his property on the corner of Court Street and Victoria Street and report back to the Acting Secretary.** No contact had been made with Mr. Smith before the deadline for erecting the Christmas tree.

(v) **Inspect the restrooms on Union Street.** Councillor G. Scott said that at the last Board Meeting, the Mayor had suggested that vandal-proof modules and the installation of CCTV cameras, were to be considered. The Chairman said that it was important to identify the culprits of this behavior.

9. Status Update:

(i) **Events:**

- **Movie Lounge:** 30 November 2018 - postponed from 16 November due to bad weather. Not as well attended as hoped due to cold weather.
- **Tree Decorating:** 7 December 2018 - at 8.30 pm. Ten (10) students from each school have confirmed their attendance.

- **Boat Parade:** 8 December 2018. Janee Pitt had taken the lead. Instead of a firework display there would be a "Jet-Pack Invasion".
- **Staff Christmas Party:** 14 December 2018 - at the Hamilton Princess.
- **Late night Shopping:** 14 and 21 December 2018.

10. Recommendations for Review:

That the Board approve for the Finance Committee to consider a budget for a telephone Citizen Satisfaction Survey, pending further communication from Global Marketing Research Company and another two (2) marketing research companies for comparison.

The Acting Secretary said that this item had been discussed at the Board Meeting. After discussion it was decided to request costs before taking a vote. The Communications Manager said that there were several methods of communicating with the residents. All methods would be researched and costs would be presented to the Finance Committee in due course. Ms. Marshall said that care should be taken to ensure that those who may not be reached by any other means, such as the elderly, would require face-to-face, door-to-door contact or holding a Town Hall meeting. The Communications Manager suggested that a marketing company could undertake this option on behalf of the COH.

The Acting Secretary asked what the Residents Advisory Committee was hoping to be gained by carrying out a Citizens Satisfaction Survey. Ms. Marshall said that the needs and concerns of the residents could be communicated and they would know that the COH is listening.

Mr. Bradshaw said that traditionally governmental organizations had shown little or selective response to residents and that this needed to change. Having several effective means of communication is important. The Communications Manager said that a postal survey, enclosed with tax bills, had been completed in the summer. Approximately 300 surveys were sent out with 60 responses. The responses were positive over 12 sectors, with a grade of between 75% and 80% satisfaction. She would provide a summary of the survey at the next Board meeting. The survey gave opportunity for residents to sign up for the weekly Newsletter which contains updates and information of activity in the City. The Newsletter also included an invitation to share suggestions and concerns, and asks for contact details of individuals.

ACTION: Various methods of communicating with residents would be researched and costs would be presented to the Finance Committee in due course. **(Communications Manager)**

11. Any Other Business:

(i) Update on the status of the additional artwork at Till's Hill. The Event Project Manager said that the installation was scheduled for 18 December 2018 and confirmation of this from the artist was awaited. It would be a Gombey themed mural. It was not usual for the public to participate at such installations, however it would be covered by the press. In 2019 there would be an appreciation event to thank all the artists who have contributed over the last three (3) years. Dr. Bradshaw suggested that in future individuals who were accomplished or had a close association with the subject matter, be invited to the installation event.

(ii) Dr. Bradshaw asked whether the broken camera at the top of Tills Hill on the western side would be repaired. The Acting Secretary said this was a police CCTV camera and the COH would not be informed of the installation or repair of such a camera.

ACTION: Contact the police regarding the repair of the broken CCTV camera at the top of Tills Hill on the western side at the Union Street and Court Street junction. **(Acting Secretary)**

(iii) Councillor Edwards said that there was a surplus of trash again at the top of Tills Hill. She had previously requested that the larger dumpsters be placed at the top of the hill. The Chairman said that there was limited space at the site which would need to be rebuilt to accommodate a larger dumpster. Dr Bradshaw suggested that alternative sites close by could be considered.

ACTION: Forward to the Infrastructure Committee as it relates to the placement of larger dumpsters at the top of Tills Hill or an alternative site. **(Acting Secretary)**

(iv) Councillor G. Scott said that on behalf of Dr. Bradshaw and himself, he wished the Councillors, Associate Members and support staff a joyful Christmas and prosperous New Year.

(v) The Events Project Manager, Danilee Trott, said that this would be her last Residents Advisory Meeting. She said it had been a pleasure to serve on the Committee and wished everyone well. On behalf of the Residents Advisory Committee, the Chairman thanked the Events Project Manager for her hard work and commitment.

(vi) Ms. Marshall said she was pleased that the Communications Manager was now on this Committee. Ms. Marshall hoped that there would be communication early in the year to ensure opportunity for the Residents Committee to contribute to any of the events in 2019. Of note were a couple of KBB Clean-ups as part of a three (3) year budget, which had been missed in 2018, among others events."

There being no further business, the meeting adjourned at 4.35 pm.