



**PUBLIC AGENDA
STANDING POLICY COMMITTEE
ON ENVIRONMENT, UTILITIES
AND CORPORATE SERVICES**

Monday, December 8, 2014, 2:00 p.m.

Council Chamber, City Hall

Committee Members:

Councillor Z. Jeffries (Chair), Councillor E. Olauson (Vice-Chair), Councillor A. Iwanchuk, Councillor M. Loewen, Councillor P. Lorje, His Worship Mayor D. Atchison (Ex-Officio)

Pages

1. CALL TO ORDER

1.1 Call to Order

1.2 Confirmation of Chair and Vice-Chair

At the August 19, 2014 meeting of the Standing Policy Committee on Environment, Utilities and Corporate Services, the following motions were passed by the Committee:

1) That Councillor Jeffries be appointed Chair of the Standing Policy Committee on Environment, Utilities and Corporate Services until December 2015 subject to Councillor Jeffries' continued membership on the Committee and confirmation of the appointment at the Committee meeting following the organizational meeting in 2014.

2) That Councillor Olauson be appointed Vice-Chair of the Standing Policy Committee on Environment, Utilities and Corporate Services to the end of 2015 subject to Councillor Olauson's continued membership on the Committee and the confirmation of the appointment at the Committee meeting following the organizational meeting in 2014.

City Council, at its organizational meeting held on November 24, 2014, confirmed the following appointments for 2015:

Standing Policy Committee on Environment, Utilities and Corporate Services

Councillor Iwanchuk
Councillor Jeffries
Councillor Loewen
Councillor Lorje
Councillor Olauson

The Committee is now asked to confirm the appointment of Council Jeffries as Chair for 2015 and Councillor Olauson as Vice-Chair for 2015.

2. CONFIRMATION OF AGENDA

3. ADOPTION OF MINUTES

- 3.1 Minutes of Regular Meeting of the Standing Policy Committee on Environment, Utilities and Corporate Services held November 10, 2014.**

4. UNFINISHED BUSINESS

5. COMMUNICATIONS (requiring the direction of the Committee)

5.1 Delegated Authority Matters

- 5.1.1 Noise Bylaw Extension, Saskatchewan Jazz Festival, Inc., June 25, 2015 to July 5, 2015, 5:00 p.m. - 10:00 p.m. , Friendship Park, Kevin Tobin [File No. CK. 185-9]** 4 - 6

- 5.1.2 Noise Bylaw Extension, National Carpentry Competition, September 10 - 13, 2015, Kiwanis Park North, Rick Ewen [File No. CK. 185-9]** 7 - 8

Recommendation

That the requests for extension to *The Noise Bylaw* as outlined in 5.1.1 and 5.1.2 be approved subject to any administrative conditions.

5.2 Matters Requiring Direction

5.3 Requests to Speak (new matters)

6. REPORTS FROM ADMINISTRATION

6.1 Delegated Authority Matters

- 6.1.1 Outstanding List - Standing Policy Committee on Environment, Utilities and Corporate Services** 9 - 11

Attached is the list of outstanding matters before the Standing Policy Committee on Environment, Utilities and Corporate Services.

6.2 Matters Requiring Direction

- 6.2.1 Service Saskatoon - Progress Report (Files CK. 374-1, x CK. 261-20 and CP. 374-2)** 12 - 33

Recommendation

That the Standing Policy Committee on Environment, Utilities and Corporate Services recommend to City Council that the report of the General Manager, Corporate Performance Department dated December 8, 2014 be forwarded to City Council for information.

- 6.2.2 New On-line Street Light Outage Reporting System (Files CK. 6300-1 and WT. 6300-1) 34 - 36**

Recommendation

That the report of the General Manager, Transportation and Utilities Department dated December 8, 2014, be forwarded to City Council for information.

- 6.2.3 Solar Power Addition at the Landfill Gas Power Generation Facility (Files CK. 2000-5 and WT. 2000-10) 37 - 39**

Recommendation

That the report of the General Manager, Transportation and Utilities Department dated December 8, 2014, be forwarded to City Council for information.

- 6.2.4 Inquiry - Councillor C. Clark (January 20, 2014) - Decorative Street Lighting - Change to "Winter-based" Schedule (Files CK. 6300-1 and TU. 6305-1) 40 - 43**

Recommendation

That the report of the General Manager, Transportation and Utilities Department dated December 8, 2014, be forwarded to City Council for information.

- 6.2.5 Capital Project #778-16 - CN Industrial Sanitary Forcemain Extension Project - Award of Engineering Services (Files CK. 7820-4 and IS. 4111-24) 44 - 46**

Recommendation

That the Standing Policy Committee on Environment, Utilities and Corporate Services recommend to City Council:

1. That the proposal for engineering services, submitted by Stantec Consulting Ltd., for the detailed trenchless and open cut design options and construction management of the CN Industrial Sanitary Forcemain on a time and expense basis, at an estimated cost of \$134,332.80 (including GST), be accepted; and
2. That the City Solicitor be requested to prepare the appropriate agreement and that His Worship the Mayor and the City Clerk be authorized to execute the agreement under the Corporate Seal.

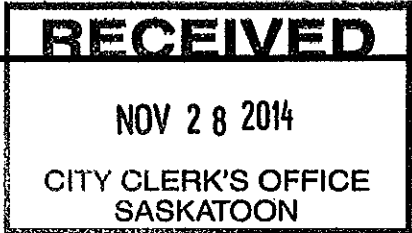
7. URGENT BUSINESS

8. MOTIONS (notice previously given)

9. GIVING NOTICE

10. ADJOURNMENT

125-9



From: Kevin Tobin <kevin@saskjazz.com>
Sent: November 28, 2014 2:55 PM
To: Web E-mail - City Clerks
Cc: kevin@saskjazz.com
Subject: Noise Extension Letter_Saskatchewan Jazz Festival
Attachments: City of Saskatoon_Noise Extension Letter_Saskatchewan Jazz Festival 2015.pdf

Hi -

Attached you will find the letter requesting a noise extension for the 29th annual SaskTel Saskatchewan Jazz Festival. If you have any questions please feel free to contact me at your earliest convenience.

We have also submitted our greenspace and resolution letter request (today).

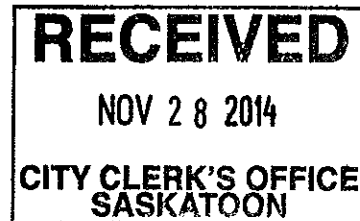
Please confirm receipt of this email.

Sincerely,

Kevin Tobin

Kevin Tobin
Artistic Director
Saskatchewan Jazz Festival, Inc
#701-601 Spadina Crescent East
Saskatoon, SK, Canada, S7K 3G8
P: 306.653.8350 | F: 306.934.5014 | w: saskjazz.com

29th SaskTel Saskatchewan Jazz Festival
Thursday, June 25 - Sunday, July 5, 2015



November 28, 2014

City Council
 c/o City Clerks Office
 2nd Floor, City Hall
 222 3rd Avenue North
 Saskatoon, Sask. S7K 0J5

Dear City Council:

The SaskTel Saskatchewan Jazz Festival is the largest festival in Saskatoon with an estimated audience of 80,000 and economic impact of \$7+ million dollars annually.

On behalf of the SaskTel Saskatchewan Jazz Festival, we respectfully request that the hours of the Noise Bylaw for Park Events be extended for the dates of the 2015 SaskTel Saskatchewan Jazz Festival – Thursday, June 25th through Sunday, July 5th, 2015. We respectfully request the hours be extended until 11:00 pm each day to allow for Festival operations. These extended hours would accommodate our Bessborough Gardens Mainstage which we typically conclude operations between 10:00pm and 11:00pm, and PotashCorp Freestage concerts in Friendship Park which we typically conclude operations between 10pm and 10:30pm.

A sample letter indicating the scope of Festival operations which will be distributed to community associations and condos along Spadina Crescent East has also been included as part of the noise extension request.

If you have any questions, please don't hesitate to contact me at 306.653.8350 or kevin@saskjazz.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Tobin".

Kevin Tobin
 Artistic Director
 Saskatchewan Jazz Festival

SAMPLE

Date:

Dear Tenant;

The Saskatchewan Jazz Festival producers of the 2015 SaskTel Saskatchewan Jazz Festival wishes to advise you of our operations during the June 21st – July 6th, 2015 timeframe in Friendship Park (19th street and Spadina Crescent) .

Pending approval from the City of Saskatoon the operations of the 29th SaskTel Saskatchewan Jazz Festival will consist of the following

1. From June 21st to June 25th the Festival will complete set up in Friendship Park.
2. From June 25th to July 5th the Festival hours of operation will consist of the following:
 - a. Thursday, June 25 5PM-6PM (Music from 5PM-10PM)
 - b. Friday, June 26 3PM-4PM (Music from 4PM-10PM)
 - c. Saturday, June 27 11AM-Noon (Music from Noon-10PM)
 - d. Sunday, June 28 11AM-Noon (Music from Noon-10PM)
 - e. Monday, June 29 3PM-4PM (Music from 4PM-10PM)
 - f. Tuesday, June 30 3PM-4PM (Music from 4PM-10PM)
 - g. Wednesday, July 1 11AM-Noon (Music from Noon-10PM)
 - h. Thursday, July 2 3PM-4PM (Music from 4PM-10PM)
 - i. Friday, July 3 3PM-4PM (Music from 4PM-10PM)
 - j. Saturday, July 4 11AM-Noon (Music from Noon-10PM)
 - k. Sunday, July 5 11AM-Noon (Music from Noon-10PM)
3. Each performance will be 90min with a 30min break except for the 8PM performance which will be 2x45min sets with a 30min break. All shows are expected to conclude at approximately 10PM.
4. Festival Management will continually monitor sounds levels and work with artists and audio technicians ensure noise levels do not exceed 105 decibels.
5. Paid security is on site 24hrs.
6. On July 6th the Festival will complete the clean-up.

In addition to the performances on the Friendship Park Free Stage, the Festival will also incorporate a marketplace, activities for kids, and an enclosed beer gardens as part of our operations.

We thank you for your support of this wonderful community event. The Festival strives to be a good community partner and we are always encouraged and appreciative of feedback from the community.

Kevin Tobin
Artistic Director
Saskatchewan Jazz Festival
P: 306.653.8350 | E: kevin@saskjazz.com

RECEIVED

NOV 27 2014

185-9

CITY CLERK'S OFFICE
SASKATOON

From: Rick Ewen <rewen@myparc.ca>
Sent: November 27, 2014 1:39 PM
To: Web E-mail - City Clerks
Subject: noise bylaw extension part 2
Attachments: Event Notice for Residents and Businesses adjoining Kiwanis Park North.docx

Further to my previous attached please find the flyer we will be distributing to all residents and businesses within two blocks of the area, prior to the event. I was also wondering if an extension would be required for the build of the site (mainly setting up tents) and the teardown of the same, which would occur on the 10 and 11th, and 13th, respectively from 8 – 5 pm.

From: Rick Ewen
Sent: November-27-14 1:17 PM
To: 'city.clerks@saskatoon.ca'
Subject: noise bylaw extension

Hello,

The United Brotherhood of Carpenters is hosting the Canadian "National Carpentry Competition" from September 10 – 13, 2015. As part of the competition, we have submitted an application to the Allocations Office for the use of ^{Kiwanis} ~~Kinsmen~~ Park North, approximately the same area as the Meewasin Skating Rink. This would be used for the practical portion of the event on Saturday, September 12, 2015 from 8 am to 5 pm.

While we do not anticipate that there will be any unreasonable noise from the site – there will be no amplified equipment and no music, for instance, and we expect only about 36 competitors along with about 200 judges, volunteers, coaches and so forth during the course of the day – we would still like to apply for a noise bylaw extension to cover the time period. Carpentry by its very nature does use hammers and powered saws, for instance.

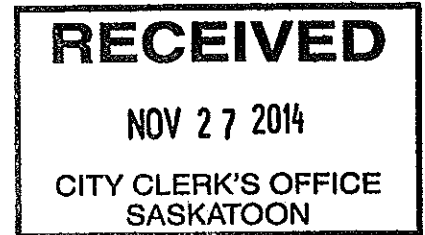
Could you please advise me of the application process for this?

Rick Ewen
Training Coordinator/Consultant
Prairie Arctic Trades Training Centre Ltd.
1-306-382-4355

3730 Kinnear Plce
Saskatoon, Sk
STP OAP

November 27, 2014





Event Notice for Residents and Businesses adjoining Kiwanis Park North

On September 12, 2015, the National Carpentry Competition will be held in the park adjacent to the Delta Bessborough hotel. The area in use will be roughly the same as the Meewasin Skating Rink; if additional space is needed, the area immediately north of the skating rink location will be used. It is anticipated that 36 competitors in the carpentry, millwright, drywaller and floorcovering trades, will be competing in this Canadian championship. It anticipated that up to 210 volunteers, markers, observers and coaches will be in attendance during the event. The Delta Bessborough hotel has been booked for the duration.

Impact:

As most of the attendees are from elsewhere in Canada, they will be staying at hotels. We do not anticipate any parking issues. There will be no street restrictions or closures.

The public are free to observe the competition if they wish to do so.

On September 10 and 11, from 8 am to 5 pm, the site will be prepared. The competition itself runs on Saturday September 12, 2015 from 8 am to 5 pm. Site teardown will occur on Sunday, September 13 from 8 am to 5 pm.

No evening events are planned for the location; no alcohol will be served; there is no entertainment planned at the competition location; there will be a food tent for the competition, within the area; and there will be 24 hour security from the time of set up to the end of tear down.

Contact:

For further information, please email Robin at RMULLOCK@MYPARC.CA; or call 306-382-4355.

SPC on ENVIRONMENT, UTILITIES & CORPORATE SERVICES OUTSTANDING

UPDATED November 6, 2014

Community Services

Meeting Date	File No.	Subject	Actions/Status	Due-Date/Follow-Up

Corporate Performance

Meeting Date	File No.	Subject	Actions/Status	Due-Date/Follow-Up
Mar. 14, 2011	7900-1	Water Conservation Initiative – Be Water Wise & Response to SEAC Report” (formerly Water Conservation Policy)	The SEAC report was referred to Admin for review and report to A&F.	March 2015
AF Nov. 14/11	630-1	Fire Hall #8 LEED Standards Report	2) that a report be prepared after one year of utility (water, electricity and heating) data is collected to obtain a more accurate analysis of building energy, water performance and GHG reductions.	July 2015 (will be included in an update on building energy monitoring)
AF June 25/12	373-3	LEED Standards for all New Civic Building Projects	The Committee received a report from SEAC regarding this matter and resolved that the information be received and referred to the Administration for a report back to A&F.	January 2015
CC Mar.4/13	7820-3	Wastewater Sewer Use Policy, Bylaw and Regulatory Framework	that the new Sewer Use Bylaw and related permitting policy be postponed beyond the effective date of July 1, 2013 to accommodate education programs with affected businesses.	2015

SPC on ENVIRONMENT, UTILITIES & CORPORATE SERVICES OUTSTANDING

UPDATED November 6, 2014

CC June 24/13	1720-1 x 7830-5	Program – Sale of Compost Material (formerly Composting Program Fees 2013 and 2014)	2) that the Administration report on the effectiveness of this program for continuation. (sale of compost material)	January 2015
CC Dec.2/13	602-2 x 610-3	Combined Heat and Power Application – Next Steps	4) that the Administration be requested to report further on the determination of payback thresholds.	December 2015
CC May 5/14	7830-2	Award of RFP for Household Hazardous Waste Collection Days Program	4) that the Administration report further on the options for improving the convenience of drop-off locations for hazardous materials.	Early 2015
CC Aug. 21/14	430-78	Education for Sustainable Development 2014	That the Administration report back in one year on the outcomes of the program and efforts to secure funding from other partners prior to determining an appropriate level of funding support for 2015-2016 and 2016-2017 to complete the program pilot.	August 2015
EU Oct. 14/14	7830-5	Composting Plan (formerly Options to Expand Composting Programs)	That the matter be referred to the Administration for further exploration and report back to the SPC on EU&CS.	January 2015

SPC on ENVIRONMENT, UTILITIES & CORPORATE SERVICES OUTSTANDING

UPDATED November 6, 2014

Transportation & Utilities

Meeting Date	File No.	Subject	Actions/Status	Due-Date/Follow-Up
CC Dec.14/09	1815-1	Interim Funding for Saskatoon Light & Power Capital Projects 2305 and 2306	3) that the Administration report further on a permanent source of funding for Capital Projects related to green energy and to repay the Landfill Replacement Reserve and Electrical Distribution Replacement Reserve for the interim funding provided for Projects 2305 and 2306.	July 16/14 Update: Report scheduled for October 2014
CC Jan. 16, 2012	2000-5	Tall Wind Turbine Project	Administration to monitor advances in wind turbine technology and report to A&F no later than mid 2014.	February 2015
CC July 17, 2013	7800-1	Wastewater Treatment Plant Long-Term Capital Development and Expansion Plan	4) that the Administration bring forward a report to A&F outlining what a permanent odour monitoring system would entail.	February 2015

Solicitor's

Meeting Date	File No.	Subject	Actions/Status	Due-Date/Follow-Up

Service Saskatoon – Progress Report

Recommendation

That the information be received.

Topic and Purpose

Customer Service is a priority for the City of Saskatoon. This report provides a progress update on some of the 2014 Service Saskatoon accomplishments and 2015 initiatives.

Report Highlights

1. Service Saskatoon is a coordinated approach to providing a great customer experience to build public confidence and trust.
2. The new website will offer a menu based on citizen's needs rather than our organizational structure.
3. Saskatoon Transit customers can look forward to an improved "Click & Go" Trip Planner in 2014 and real-time mapping in early 2015.
4. Work has started on a Service Saskatoon 311/Customer Relationship Management strategy.
5. Special event organizers now have one point of contact to successfully plan large scale and City-wide events hosted in City parks. Additional customer service support is available throughout the organization to help manage complex inquiries.
6. We are continuing to find ways to engage citizens and employees to improve our customer service.

Strategic Goal

This report supports the Strategic Goal of Continuous Improvement, with a focus on providing reliable and responsive information to the citizens of Saskatoon. Service Saskatoon is one of the 4-Year Priority items in the Strategic Plan.

Background

In late 2013, City Council adopted a new corporate alignment and the Communications Division was established under the Corporate Performance Department. Inter-related functions were relocated under Communications which includes the Corporate Communications, Customer Service, Community Engagement, and Digital Programs. This has allowed for improved collaboration not only within and between divisions, but also across departments.

Report

Service Saskatoon is a coordinated approach to responding to citizens' calls and inquiries on programs and services. Our goal is to build public confidence and trust by providing great customer experience. We strive to accomplish our goal through excellent service delivery.

Excellent service delivery includes taking a citizen centered approach, providing one-stop personalized access, having skilled people committed to service excellence, engaging citizens to improve service outcomes, and employee engagement.

The following are some highlights of 2014 accomplishments achieved, or work-in-progress, related to Service Saskatoon.

Citizen Centered Service: Base our services on citizens' needs rather than organizational structure or requirements.

- **Building Better Roads** – A temporary, responsive and mobile friendly website made it easier for everyone to find the most up-to-date information in one convenient location. It also provided online services including “Report a Pothole” and an interactive Road Restrictions and Construction Projects map.
- **Website Redesign Project** – The project offered an opportunity to create a menu structure based on the needs of our citizens.
- **Service Alerts** – Three new Service Alerts were added to keep residents informed about cancellations or service disruptions for the landfill, garbage collection and Transit. In 2015, residents will have more options to receive Service Alert messages by email, text message and phone calls.
- **Saskatoon Transit** – By the end of 2014, Saskatoon Transit customers will be introduced to an improved “Click & Go” which offers a more intuitive trip planner and updated interface. By February 2015, Transit customers will not only have a new user-friendly website but will also be able to see where their bus is in real time.

Personalized Access: Citizens will have one-stop, personalized access of their choice: phone (including mobile), Internet or in-person.

- **Service Saskatoon 311/Customer Relation Management (CRM)** – City Council approved a recommendation for a 311/CRM system. Foundational work has started in the areas of people, process and technology primarily in the area of Public Works.
- **Transit Extensions & Refund Stations** – The City offered customers Transit pass extensions or refunds for the month of September. For refunds, a variety of options were made available to make it as convenient as possible for customers.

Service Delivered by People Committed to Service Excellence: Skilled people are able to deliver services in an empathetic, knowledgeable, professional, and consistent manner.

- **Customer Service Point of Contacts** – At least one point of contact in each Department is available to assist citizens with complex inquiries. A Customer Service Section for Transportation and Building Standards were established with a manager who acts as a main point of contact. Recreation and Sport now offers special event organizations with one point of contact to successfully plan large scale and City-wide events.

Engage Citizens to Improve Service Outcomes: Engage citizens to comment on how to eliminate red tape and improve our services.

- **Website Redesign** – Two members of the community serve on the committee to represent the broader community interests and encourage engagement throughout the process. The *new.saskatoon.ca* engagement site has provided a great deal of citizen input and feedback to improve our service.

- **Property Tax Notices** – Feedback from citizens and front-line customer service staff resulted in a much improved Property Tax Notice.

Engaging Employees: Engage employees at all levels of the corporation to improve the customer experience for all citizens and staff.

- **IT Alerts** – Information Technology introduced a new online service for City employees which allows staff to check on issues related to corporate applications, by email or phone. This saves employees time, and in turn our staff can provide better customer service to our citizens if there is a service disruption.

The above information briefly highlights some of the accomplishments for 2014 and ongoing initiatives in 2015. For more details on various Service Saskatoon initiatives please see Attachment 1.

Public and/or Stakeholder Involvement

There is no requirement for a public and, or stakeholder involvement as a result of this report.

Communication Plan

There is no requirement for a communications plan as a result of this report.

Other Considerations/Implications

There are no policy, financial, environmental, privacy, or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

A further update will be provided on the Service Saskatoon 311/Customer Relationship Management System in Spring 2015.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Attachment

1. Service Saskatoon Progress Report (2014-2015)

Report Approval

Written by:

Carla Blumers, Director of Communications

Reviewed and Approved by:

Catherine Gryba, General Manager, Corporate Performance Department

SERVICE SASKATOON PROGRESS REPORT (2014-2015)

Customer Service is a priority for the City of Saskatoon. The following is a listing of some of the 2014 accomplishments and 2015 initiatives.

CITIZEN CENTRED SERVICE

We base our services provided on the needs of our citizens' needs rather than on our organizational structure or requirements.

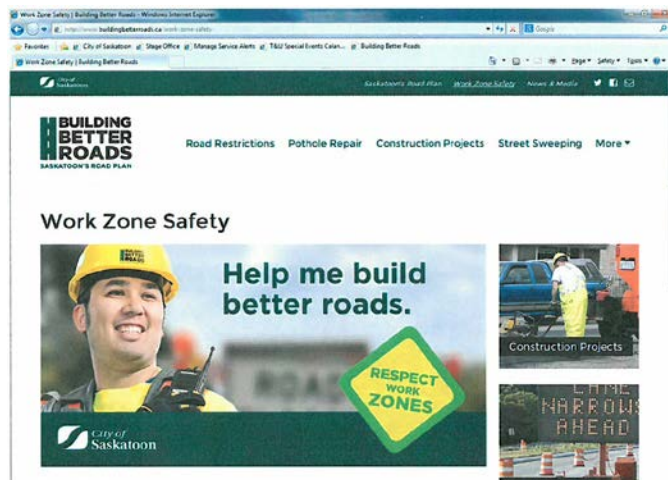
1. Communications On Call Staff

- We recognize citizens' need for information about service disruptions that impact their daily lives extends beyond City Hall office hours.
- In February 2014, Communication Consultants began working on an on-call rotation to better serve the needs of our customers when unexpected service disruptions occur.

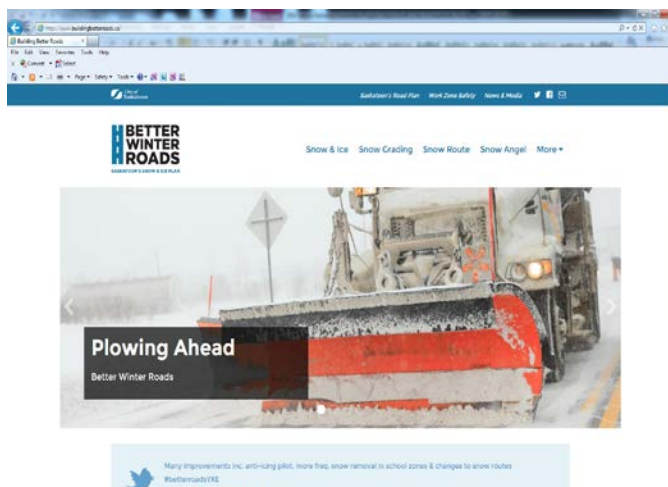
2. 2014 Building Better Roads Branding & Microsite

- In 2014, Communications and the Transportation & Utilities Department launched the brand "Building Better Roads – Saskatoon's Road Plan".
- The brand took a coordinated approach by packaging all activities across the various Divisions related to road construction and maintenance.
- The programs included within the Building Better Roads initiative are:
 - Spring/Summer Pothole Blitz
 - Spring/Summer/Fall Street Sweeping
 - Line Painting
 - Sidewalk Repair and Reconstruction
 - Back Lane Maintenance and Reconstruction
 - Construction Projects
 - Traffic Detours - Know Before You Go!
 - Work Zone Safety
 - Snow and Ice
- The new temporary Building Better Roads website is an important customer service tool to inform citizens of how these projects will affect how they move around.
 - Since the new City of Saskatoon website was in the redesign process, this responsive and mobile friendly site was created to make it easier for everyone to find the most up-to-date information on road activities in one convenient location.
 - The temporary site was designed using the new Drupal content management system to ensure the content could be easily integrated into the new website.

- Linked from the City of Saskatoon website, the Building Better Roads site is a one-stop-shop for schedules, information and updates related to roadway activities.
- New online communication and customer service tools used on the Building Better Roads site this construction season included the Report-a-Pothole map and the Road Restrictions and Construction Projects interactive map.
- This interactive online mapping system allowed City staff to provide accurate and timely updates about ongoing and completed projects directly to the Building Better Roads website.
- In total, there were 11,000 site visits and 4,000 locations reported on the Report-a-Pothole map, 6,500 site visits were made to the Road Restrictions and Construction Projects Map.



- For the winter season, the brand has been adjusted to “Better Winter Roads” to reflect the snow and ice program relevant to citizens.



3. City of Saskatoon Website Redesign

Communications is relying on the collaboration of all departments in the Website Redesign Project.

- The project offered an opportunity to identify services based on citizens' needs and online user preferences.
- Although small adjustments may be made prior to the January 2015 launch, the table below outlines the menu structure created from public engagement exercises on new.saskatoon.ca.
- The menu illustrates how the website experience will be based on citizens' needs rather than the organizational structure.

Main Menu	Sub Menu's
Home Page	<ul style="list-style-type: none"> • Menu link to 7 Landing Pages outlined below • Popular Services for Residents • Popular Services for Businesses • Service Status • My.Saskatoon.Ca • Announcements • Service Alerts • News • Social Media • Performance Indicators • Contact Service Saskatoon • Search Menu
1.0 Services for Residents	2.1 Housing & Property 2.2 Property Tax & Assessments 2.3 Renovations & Permits 2.4 Power & Water 2.5 Waste & Recycling 2.6 Police, Fire & Emergency 2.7 Pet Licensing & Animal Services 2.8 Make a Request/Complaint
2.0 Moving Around	3.1 Accessibility 3.2 Transit 3.3 Cycling 3.4 Driving & Roadways 3.5 Bridges 3.6 Parking 3.7 Walking
3.0 Parks, Recreation & Attractions	4.1 Events & Attractions 4.2 Recreational Activities & Fitness 4.3 Leisure Guide

	4.4 Drop-in Schedules 4.5 Recreational Facilities & Sportsfields 4.6 Parks
4.0 Community, Culture & Heritage	5.1 Get Involved 5.2 Cultural Diversity 5.3 Arts & Creativity 5.4 Heritage Properties & Programs 5.5 Neighbourhoods & Community Associations 5.6 Saskatoon History & Archives 5.7 Food & Gardens 5.8 Our Environment
5.0 Business & Development	6.1 Economic Profile 6.2 Planning 6.3 Business Licences & Permits 6.4 Land Development 6.5 Major Roadway & Construction Projects 6.6. Provide Services to the City
6.0 New to Saskatoon	7.1 Life in Saskatoon 7.2 Moving to Saskatoon 7.3 Finding a Job in Saskatoon 7.4 Education in Saskatoon 7.5 Welcoming Newcomers
7.0 City Hall	8.1 Careers at the City 8.2 Send Comments & Concerns to the City 8.3 Find a Department or Contact 8.4 Mayor & City Councillors 8.5 City Council, Boards & Committees 8.6 City Bylaws & Policies 8.7 Budget & Finances 8.8 Voting & Elections 8.9 Corporate Performance

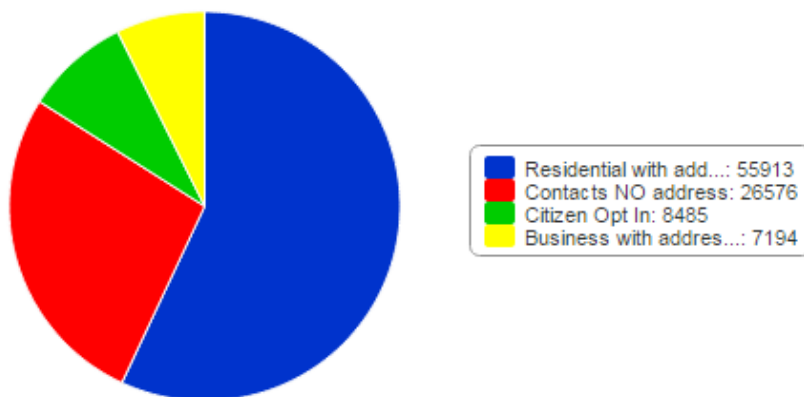
- Online applications are an important customer service feature and must be easy to find. The majority of online services will appear under “Services for Residents” but some will appear in the category which is most intuitive to the users.

4. Service Alerts - Additions and Improvements

- In 2013, the City launched Service Alerts for Traffic Detours, Power Outages & Updates and Leisure Facilities. Service Alerts can be accessed on the City's homepage at www.saskatoon.ca. Residents can subscribe to receive alerts on topics they wish to follow in their web browser or Really Simple Syndication (RSS) reader application and they can share the alerts via Twitter.
- In 2014, the City added three new Service Alerts to help keep residents informed of cancellations or service disruptions:
 - a) Landfill
 - b) Garbage Collection
 - c) Saskatoon Transit
- A number of additional improvements were made in 2014:
 - a) Each Service Alert now has its own landing page within the City's website. Information is immediately expanded to include all of the relevant details, making it easier for citizens to find what they are looking for.
 - b) The new Service Alert landing pages means that Facebook and Twitter users will also experience improvements. The link associated with social media posts now leads to the appropriate new landing page, as opposed to the more general Service Alerts landing page.
 - c) Recent upgrades to some of the online tools will help ensure that all Service Alerts are promoted faster on social media sites, such as, Twitter and Facebook.
 - d) On September 11, 2014, the City also introduced a new Twitter Feed for Service Alerts (@YXEServiceAlert) aimed at improving customer service.
 - Previously after each alert was issued it was automatically posted to Twitter and Facebook, which often cluttered the City's main Twitter feed – @CityofSaskatoon.
 - By pushing Service Alert tweets to their own feed, followers are now able to access the information they need about service disruptions with greater ease.
 - This switch does not affect the delivery of the RSS feeds, which residents can subscribe to by following the links on Saskatoon.ca.

5. **notifynow**: Emergency Mass Notification System

- In March 2014, the City of Saskatoon Emergency Measures Organization (EMO) launched **notifynow**, a new mass notification system.
- The system allows Saskatoon residents to receive information by text, phone, and e-mail messages in emergency situations that could affect them, or their property.
- **notifynow** provides the EMO with the capacity to reach tens of thousands of residents within seconds of an emergency occurring in Saskatoon.
- An emergency may include situations where residents would be required to take some form of precautionary action as a result of a major blizzard, tornado warning, plane crash, hazardous goods spill, etc.
- To create its contact database used only in emergency situations, the EMO purchased the phone numbers listed in the 2013-2014 Saskatoon SaskTel Phonebook.
- Residents who do not have a phone number listed in this phonebook, or who wish to customize how they receive messages, can sign up on the City's website.
- Currently, over 98,000 Saskatoonians are in the **notifynow** service database.



- In 2014, the EMO partnered with the Saskatoon Public School Board to expand the **notifynow**, mass notification system to improve overall community customer service.
- In 2015, EMO is working to expand this important customer service tool through partnering with other community service providers including the Greater Saskatoon Catholic School Board, Saskatoon Airport Authority, and Saskatoon Health Region.

6. Using **notifynow** Technology for Other Services

- The City will build on the benefits of the **notifynow** technology to provide residents with more options to receive Service Alert messages including by email, text messages or phone calls.
- The planned launch date for implementing the ability for citizens to receive Power Outage Service Alerts by email, text messages and phone is the end of February 2015.
- There are approximately 8,400 citizens who have opted in and are accessible for non-emergency utility disruption notifications. Prior and during the launch we will promote this with the public to increase participation.
- The planned 2014 launch was delayed due to limitations identified with our existing website.
- As a result, the enhanced Service Alert for power outages will be better addressed after the launch of the new website has taken place in late January 2015.

7. Service Saskatoon Digital Transit Plan

Saskatoon Transit is leading a number of Service Saskatoon digital initiatives. Each of these initiatives supports providing services based on citizen's needs.

a) Transit Microsite Development & Engagement (November – December 2014)

- The Transit Microsite is currently in the development process with a planned launch before the end of January 2015. The Transit site will link to and from the new City of Saskatoon website.
- Public engagement for the Transit site will take place through late November and early December. This is a critical component to ensure the site is built to meet the needs Transit customers.


b) New & Improved *Click & Go*

- An improved *Click & Go* online service will be launched in mid-December 2014.
- Transit users will have a more intuitive trip planner and updated interface.

Existing *Click & Go* Trip Planner

Plan A Trip

To plan your next trip follow steps **1** through **4** below. Examples have been provided to help guide you. For further instructions on submitting your request, see our [Help files](#).



- 1 Starting From** where? [Help](#)

Use an address, intersection, landmark or bus stop number.
Examples: "3130 Laurier" or "Clarence & Taylor" or "Market Mall" or "5501"

 - or - -- Select from Landmarks--
- 2 Going To** where? [Help](#)

Use an address, intersection, landmark or bus stop number.
Examples: "3130 Laurier" or "Clarence & Taylor" or "Market Mall" or "5501"

 - or - -- Select from Landmarks--
- 3 Enter a Date/Time** for departure or arrival [Help](#)

Date: 11-20-2014 [Select Date](#) Time: 8:17 am pm

Direction: Departure Arrival
- 4 Options** [Help](#)

Sort Results by

Fare

[Clear All / Reset Form](#)

New & Improved Click & Go Trip Planner

The screenshot displays the 'Click & Go Trip Planner' interface. On the left, the 'Trip Planner' panel contains input fields for 'FROM' and 'TO' (Address, Landmark, Stop), a 'Reverse' button, 'WHEN' (Depart/Arrive), 'Date' (11-20-2014), and 'Time' (8:15 am). It also features 'Advanced Options' (Sort by Trip Time), 'Reset', and 'Get Trip Plan' buttons. At the bottom of the panel are links for 'Route Schedules', 'Bus Stop Schedules', and 'Landmarks'. The right side shows a map of Saskatoon with a highlighted route in orange and yellow, passing through various areas like Airport Business Area, Hudson Bay Park, and North Park. A 'Recenter' and 'Help' button are visible on the map.

Sample only the final version may slightly vary

c) Launch of the Transit Microsite

- The Transit Microsite will be launched by the end of January 2015.

d) Real Time Mapping Enhancement

- A real time component for Transit trip planning will be launched by early February 2015.
- This upgrade will allow customers to see where their bus is in real time.

8. Redesign City Pages to “Service Saskatoon”

- Leveraging the work completed by the Website Redesign Project, we identified a way to improve the current City Page weekly ads which appear in The StarPhoenix and Sunday Phoenix.
- We are currently working on redesigning the City Pages and packaging the information under a menu similar to that being used on the website.
- The menu structure is based on citizen’s needs and was created following significant public engagement.
- In 2015, the City Pages will be branded under the “Service Saskatoon” name, and advertisements regarding various City programs and services will be placed under the same menu structure being used on the website.
- This consistent approach to customer service and communications will create a similar user experience when citizens are looking for information in print or on our website.

9. 2015 SaskTel Blue Pages

- Again, building on the work completed by the Website Redesign Project, we are in the process of redesigning the City of Saskatoon Blue pages for 2015.
- The City of Saskatoon Blue pages will be branded under the “Service Saskatoon” name and phone numbers will be placed under the same menu structure being used on the website.
- This consistent approach to customer service and communications will create a similar user experience when citizens are looking for information in print or on our website.

PERSONALIZED ACCESS

Citizens will have one-stop, personalized access of their choice: phone (including mobile devices), Internet or in-person.

1. Service Saskatoon 311/CRM

- On June 23, 2014, City Council adopted recommendations for a Service Saskatoon 311/Customer Relationship Management System.
- A 311 call centre is where citizen inquiries for non-emergency local municipal government information can be made through one convenient, easy to remember phone number, 24-hours a day, seven days a week.
- The project plan to begin work for a 311/CRM system focuses on people, processes and technology.
- The work is beginning with Public Works as it receives a high number of customer calls and already is a 24 hour customer service area.

a) People:

- Project Manager – The City has been exploring opportunities to pursue unique partnerships with experts in the delivery of excellent customer service.
- Steering Committee – A Steering Committee has been established to guide the overall approach to a 311/CRM system. The Steering Committee is adopting a Project Charter to clearly identify the purpose, scope of the project, project goals, etc.
- Advisory Committee – The Steering Committee is working on establishing the Corporate Advisory Committee which will generally include key customer service positions and digital program functions required to operate the City's online services.
- Public Works "People" Initiatives – Public Works has undertaken many initiatives which immediately assist with improving overall customer services and begin establishing a foundation to build upon for a 311/CRM System.
 - Public Works Support Services Superintendent – This position provides additional support for the ongoing changes and monitors daily operations within the Customer Service Centre.
 - Public Works Customer Service Representatives (CSR's) – Three additional customer service representatives were added to the team allowing for the creation of a new rotating staff schedule, additional weekend and evening coverage and to accelerate process changes.

- Customer Service Training – An overall customer service training standard was developed that includes systems, technology, program information and field orientation to ensure the CSR's are equipped with the necessary tools and knowledge to answer the citizens requests. Customer services courses, in-house workshops, individual review of call recordings, staff mirroring and Interactive Voice Response (IVR) queue assignments for phone and email inquiries have also been integrated into the training program.

b) Processes and Technology

Establishing processes and implementing the effective use of technology are important for a fully implemented 311/CRM solution to be successful. Public Works has undertaken many initiatives which immediately assist with improving overall customer service and begin establishing a foundation to build upon for a 311/CRM System.

- Process Mapping - Public Works has begun work related to process mapping.
 - This includes identifying all the Divisions and Sections that the Public Works Customer Service Centre is taking calls for. Each area is being further broken down into activities that require a civic action or general service information.
 - The next steps will include reviewing the information for accuracy, identifying any gaps in information, creating a template for level of service documents, review existing levels of service and develop levels of service that are not completed.
 - The process mapping will go forward in this format within the Roadways Section and will also incorporate recommendations that were brought forward from the Roadways Civic Service Review.
- Centralized Hub of Information & Programs (CHIP) - Public Works developed an interim process for tracking information.
 - All information is stored in a Centralized Hub of Information & Program.
 - This system was created using Microsoft One-Note and is the start of a knowledge base for CRS's.
 - The program is set up by Division or Section and has the ability to do quick searches for information, contains schedules, emergency contact numbers, etc.
 - It also includes links to go directly to reference material and information housed on the City of Saskatoon website or microsities.
- Hosted Contact Centre (HCC) – Public Works implemented a new HCC phone system.
 - The detailed call reporting has improved the ability for analytics such as tracking peak times, call transaction types, setting service level alerts, etc.

- All reporting information is monitored on a daily basis to better define the needs of our customers.
 - This new phone technology also has an email, chat and CRM component.
 - At this time Public Works has only incorporated email requests in order to better track the chain of responses, assign to appropriate Sections and generate reports to ensure email chains are completed to provide a good customer experience.
 - Emails present themselves to the CSR's in the same fashion as a phone call and are designated a queue in order to provide the same level of customer service.
- Customer Follow-Up & Call Back Process – Although Public Works aims for first contact resolution, CSR's are not able to provide answers for more complex inquiries or elevated situations that require further investigation.
 - Public Works created a new designation in their Work Request system to identify these types of calls and ensure customer follow-up and call backs are completed.
 - An additional group of staff called the “Customer Service Information Team” was formed.
 - The team includes the Customer Service Acting Supervisor, Supervisor and Superintendent. This team works directly with superintendents, project engineers or program leads to problem solve and determine work completion times.
 - The team then follows up with the customer in order to close the loop. The resolutions are communicated to the CSR's for future reference.

2. Transit Extensions & Refund Stations

- On September 20, 2014 Transit service was suspended due to an ongoing labour dispute.
- Consequently, a number of people who held passes for the months of September (active one-month and longer, UPass and EcoPass) were not able to fully utilize their pass.
- In October 2014, City Council approved a plan to allow Transit customers who held a valid pass to receive a full month extension or a refund of the cost of their pass for the month of September.
- The City implemented a plan for handling Transit pass refunds which incorporated a variety of options to make it as convenient as possible for customers.
 - Pass Extensions: a convenient option for Transit customers was to choose a pass extension to eliminate the need to do anything immediately. Customers simply kept their current pass and when Transit service resumed, they produced their card to receive an extension.
 - Refunds or a credit on a utility bill account were offered through a mail-in option.

- Refunds were available through a variety of locations, including City Hall, Transit Customer Service Centre, and Leisure Centres. To broaden the access for citizens, a mobile transit refund location was also made available.
- The mobile transit refund station was located in the following areas:
 - a) Market Mall Bus Terminal
 - b) Alice Turner Public Library
 - c) White Buffalo Youth Lodge
 - d) Edmonton Ave & Avenue P (behind Co-op)
 - e) Stonebridge Bus Terminal
- The City also provided a special drop-off and pickup program through the Saskatoon Public Schools and Greater Saskatoon Catholic schools to help facilitate the refund process and reduce line ups.
- For UPass and EcoPass holders, arrangements were made to issue a cheque or future credit to the participating organization so they can coordinate refunds directly to their participants, in accordance with agreements with these organizations.
- The variety of options for an extension or refund provided as many opportunities for personalized access.

A Message to Saskatoon Transit Customers

If you hold a valid pass, you can receive a one-month extension, or a full refund, for the month of September.

Extensions

Avoid line-ups by keeping your current pass. We will honour your pass when service resumes. Senior Annual Passes will be refunded but not extended.

Refunds

Cash card, cheque, or credit on your utility bill.

In-Person:

Starting Wednesday, October 8 – Bring your current pass to City Hall, Transit Customer Service Centre, or a City Leisure Centre.

We are also setting up a temporary mobile refund station on various days and locations.

By Mail:

Starting Friday, October 3 - Visit Saskatoon.ca, download and complete a short form and send it in the mail. Forms are also available at all refund locations.

You can choose a cheque or have the cost of your September pass applied to your City of Saskatoon Utility Bill.

You will be compensated for out-of-pocket expenses such as postage and banking or service fees.

UPass and EcoPass holders should contact the Administrators of their programs to learn about extensions or reimbursements.

Refund Locations

City Hall

October 8 - 17 8:00 a.m. - 5:00 p.m.
(Closed weekends and Thanksgiving holiday Monday)

Downtown Bus Mall

October 8 - 11 7:00 a.m. - 3:00 p.m.
October 12 10:00 a.m. - 3:00 p.m.

Leisure Centres

(Cosmo Civic Centre, Harry Bailey Aquatic Centre, Lakewood Civic Centre, Lawson Civic Centre, Saskatoon Field House, Shaw Centre)

October 8 - 10 12:00 (noon) - 8:00 p.m.
October 11 10:00 a.m. - 5:00 p.m.

Mobile Refund Stations

Market Mall Bus Terminal
October 8 11:00 a.m. - 7:00 p.m.

Alice Turner Library
October 9 10:30 a.m. - 4:30 p.m.

White Buffalo Youth Lodge
October 10 11:00 a.m. - 7:00 p.m.

Edmonton Ave. & Avenue P (behind Co-op)
October 11 11:00 a.m. - 7:00 p.m.

Stonebridge Bus Terminal (Cape Crescent)
October 14 11:00 a.m. - 7:00 p.m.







SERVICE DELIVERED BY PEOPLE COMMITTED TO SERVICE EXCELLENCE

Service Saskatoon has skilled people who are able to deliver services to the community in an empathetic, knowledgeable, professional, and consistent manner.

1. Customer Service Brand

- Elements of a memorable brand include the name and the tagline.
- In 2014, the City of Saskatoon began the Customer Service branding process by establishing the brand name as Service Saskatoon.
- The brand name will begin appearing in more public spaces including the new website being launched in January 2015.

Contact Service Saskatoon	Address	Phone	Social
<input type="text" value="Name"/> <input type="text" value="Email Address"/> <input type="text" value="Message"/> <input type="submit" value="SUBMIT"/>	City Hall 222 3rd Ave North Saskatoon, SK Canada S7K 0J5	City Hall 306-975-1234 Saskatoon Police 306-975-1234 Saskatoon Light & Power 306-975-1234 Saskatoon Transit 306-975-1234 Forestry Farm 306-975-1234 Library 306-975-1234	 Twitter  Facebook  YouTube

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- Another important component of our Customer Service brand is the tagline – which are approximately 3-7 powerful words to let our customers know our values and commitments around customer service and what they can expect from us.
- A tagline is for the life of a brand and it should not change. So, it is important that care and attention be given in creating this element of the Service Saskatoon brand.
- We must live up to the brand identity we are creating, and engaging staff is an important part of our success.
- The tagline must be meaningful to staff. It is vital they understand how their work directly serves customers.
- In 2015, we will engage staff throughout our organization and establish a tagline to be used with the Service Saskatoon name and complete the visual elements of the Customer Service brand.

2. Establishing Customer Service Point of Contacts

Various Departments and/or Divisions that have established at least one point of contact to assist citizens with complex inquiries and/or inquiries where multiple divisions may be involved.

a) Community Services Department

- Recreation & Sport - Special Events
 - The Recreation & Sport Division implemented a Special Projects position to offer one point of contact for special event organizers that host events in City parks.
 - The position serves as a central coordinator who helps organizers navigate the internal organization to successfully plan large scale or City-wide events hosted in City parks.
 - This may include coordinating the needs over various Divisions for road closures, Special Duty Police Officers, access to parks, various permits and licenses, etc.
- Customer Service Manager, Building Standards
 - This position ensures the provision of improved customer service through supervision, guidance and tools provided to the Customer Service section.
 - The Customer Service Section provides a central point of contact for all building permits and inspections, business licenses, and other permits as required by phone, online or in person.

b) Transportation & Utilities Department

- Customer Advocate and Liaison
 - The Customer Advocate and Liaison works with all Divisions within Transportation & Utilities to resolve customer issues which are complex and may cross over various Divisions and Departments. This position takes the customer's perspective and helps them get answers from the Administration.
- Public Works Division
 - A Public Works Technical Operations Supervisor has also been delegated increased customer service responsibilities in dealing with customer concerns.
- Customer Service Section, Transportation Division
 - In 2014 the Customer Service Section for Transportation was established.
 - A Customer Service Manager was put in place to act as a main point of contact for the public, City Council and the corporation for matters related to transportation.

- A Customer Support Coordinator was also hired to respond to internal and external transportation-related inquiries, and to identify opportunities to improve customer service and operational efficiencies.
- Transit Service Supervisor, Saskatoon Transit Division
 - In 2014, Saskatoon Transit assigned one Service Supervisor the responsibility to address complex customer complaints and issues.

3. Hiring the Right People

- Human Resources is collaborating with various departments to ensure consistency in duties and qualifications for Customer Service Manager-related positions.
- Common job descriptions for these key positions help ensure a consistent approach to service delivery.

4. A Coordinated Approach

- With a variety of new Customer Service Managers in place, a formal Service Saskatoon Corporate Customer Service Team was established in November 2014.
- Led by Communications, the goal of the Service Saskatoon Corporate Team is to enhance our efforts around a more coordinated approach to customer service.
- The Corporate Team currently includes representation from the following Departments and Division:



ENGAGE CITIZENS TO IMPROVE SERVICE OUTCOMES

Engage citizens to comment on how to eliminate red tape and improve our services.

1. Website Project Steering Committee

- The Project Steering Committee is comprised of eight civic staff representing various Departments, and two members of the community to represent broader community interests and encourage community engagement throughout the process.

2. New.saskatoon.ca engagement site

- Public participation continues to be a key step to the successful redesign of saskatoon.ca. We have tried to engage citizens frequently to gather their input and test this online customer service tool.
- Our engagement site (new.saskatoon.ca) was busy in September and provided a great deal of citizen input and feedback. We received 2,864 site visits from 2,372 users – this was the peak monthly amount of traffic since the launch.
- The online engagement site for this project (new.saskatoon.ca) will continue to be used to during the final design and development stages of the website.
- The engagement site will also be used for the development and testing of the new Transit microsite.

3. Property Tax Notices

- In 2014, the Asset & Financial Management Department worked with Communications on redesigning a new and simpler format for the Property Tax Notices.
- To arrive at the new format, the City considered previous feedback from citizens and from our front-line customer services staff, incorporated the goals of City Council, and also included elements of best practises from other municipalities.
- A sample of the new format for the 2014 Property Tax Notice was placed on the **shapingsaskatoon.ca** community engagement webpage.
- The online engagement tool provided an opportunity for more citizen input and feedback on the new Property Tax Notice format to improve our service.

ENGAGED EMPLOYEES

Engaged employees at all levels of the corporation improve the customer service experience for all citizens and staff. In order to provide a great customer experience, employees must see what they do as important to our customers.

1. IT Alerts

- In October 2014, Information Technology introduced a new online service for City of Saskatoon employees.
- The IT Alerts allow City employees to easily check on the status of Information Technology services within the corporation.
- Staff can simply use on a shortcut available on all City desktop computers.



- If staff are experiencing an issue with IT services such as a corporate application, email or their phone, they can see if the issue has already been reported using IT Alerts.
- If the issue has been reported, IT may also include information on when to expect the problem to be resolved.
- IT Alerts improves internal customer service by saving our employees time by having easy access to information on IT disruptions and status. In turn, our staff can provide better customer service to our citizens by keeping them informed when our ability to provide them with services may be disrupted.

New On-line Street Light Outage Reporting System

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated December 8, 2014, be forwarded to City Council for information.

Topic and Purpose

The purpose of this report is to provide notification of a new on-line tool developed for reporting issues with street lights in the City of Saskatoon (City). Saskatoon Light & Power (SL&P) has partnered with Saskatchewan Power Corporation (SaskPower) to provide an improved service for dealing with street light problems.

Report Highlights

1. A new on-line map-based tool is available for reporting street light issues.
2. Reporting a street light issue is now much simpler.
3. The new system is part of a province-wide cooperative effort.

Strategic Goal

The ability to report issues with street lights using a simple on-line tool supports the City's Strategic Plan for Continuous Improvement.

Background

There are more than 30,000 street lights within the City, owned and operated by multiple entities. While the street lights are inspected and maintained on a regularly scheduled basis, it is not feasible to locate or identify all issues immediately. The owners of the street lights rely on feedback from citizens to identify street light outages or other issues.

Until recently, the process to report a problem with a street light required a citizen to know who owns the street light and contact the owner with a description of the location and the nature of the problem. There is no easy way for the public to know the owner of a street light, so concerns can easily be directed to the incorrect owner. Describing the location can be difficult when there is no related civic address or street intersection. This process frequently resulted in frustration for the person reporting the problem, as there are often multiple phone calls required.

Report

New On-Line Map-Based Tool

On September 11, 2014, a new on-line map-based tool was made available to the public on both the City's and SaskPower's web sites. The tool is based on an interactive map showing all public street lights. To report a problem, users select the street light on the map and fill out a simple form describing the problem.

New On-line Street Light Outage Reporting System

Reporting Street Light Issue Made Simpler

The new system will update the map to indicate the issue has been reported and route the information to the correct owner of the street light for resolution. SaskPower or SL&P are then notified of the issue and will schedule crews for repair. Once repairs are complete, the system will update the map and notify the citizen of the completed repair, if requested.

New System Province-Wide Cooperative

This new system is much simpler for users and it works the same regardless of which web site (SaskPower or City) is used to report the problem. This system also works for those who phone in concerns, as staff from either utility can receive the information and use the web-based tool to report the street light issue to either owner.

The City of Regina and the City of Swift Current have also partnered with SaskPower, making this the first province-wide system in Canada for reporting street light issues.

Options to the Recommendation

There are no options to the recommendation.

Public and/or Stakeholder Involvement

There is no public and/or stakeholder involvement planned for this phase of the project.

Communication Plan

The City's and SaskPower's communications divisions will work together to build awareness about the map including where to find it and how to use it. The communications measures may include traditional communication methods (i.e. web updates, news release, etc.) as well as a paid advertising campaign.

Financial Implications

An annual partnership is required by SaskPower in the amount of approximately \$2,500 (\$0.10 per mapped street light), which will be paid from SL&P's operating accounts.

Other Considerations/Implications

There are no policy, environmental, privacy, or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

The on-line service has been in place since September 11, 2014. No follow-up is required at this time.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Report Approval

Written by: Brendan Lemke, Engineering Manager, Saskatoon Light & Power
Reviewed by: Trevor Bell, Director of Saskatoon Light & Power

New On-line Street Light Outage Reporting System

Approved by: Jeff Jorgenson, General Manager, Transportation & Utilities
Department

EUCS BL - New On-line Street Light Outage Reporting System

Solar Power Addition at the Landfill Gas Power Generation Facility

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated December 8, 2014, be forwarded to City Council for information.

Topic and Purpose

The purpose of this report is to provide information about a proposed solar photovoltaic (PV) system to be installed at the Landfill Gas (LFG) Power Generation Facility. This proposed project will offset power purchased from SaskPower for operation of the facility and will allow Saskatoon Light & Power (SL&P) to evaluate three competing solar technologies.

Report Highlights

1. A grid-tied photovoltaic system is proposed for the LFG Power Generation Facility, and is expected to provide 40% of the facility's annual power requirements.
2. Three competing solar technologies will be evaluated to determine the most appropriate technology for a future utility-scale solar farm.

Strategic Goals

This report supports the long-term strategy to increase use of renewable energy in City operations, and to reduce greenhouse gas (GHG) emissions tied to City operations under the Strategic Goal of Environmental Leadership.

Background

On March 1, 2010, City Council approved a concept for a Green Energy Park in the area adjacent to the landfill. A Solar Power facility was included in the original concept plan.

Report

Proposed grid-tied photovoltaic system for the LFG Power Generation Facility

SL&P is working on several initiatives to achieve a diverse and environmentally sustainable energy system by developing local renewable energy supplies. The Green Energy Park, located adjacent to the Saskatoon Landfill, is proposed to include several renewable and/or low-impact electrical generation facilities.

A grid-tied solar power system is planned for the LFG Power Generation Facility. The electricity produced will be used to offset the electricity purchased from SaskPower to operate the facility. The total solar power capacity is expected to be 40 kilowatts -

enough to provide 40% of the annual power requirements for the landfill gas power generation facility.

Solar Power Technology Evaluation

Three competing technologies will be installed and evaluated for cost and performance, to determine the most appropriate technology for a larger-scale deployment at the Green Energy Park. A fixed roof-mount system will be installed on the existing building, as well as ground-based single-axis and dual-axis tracking systems in the area adjacent to the building. A Request for Proposals (RFP) will be issued in early 2015 for the supply and installation of the solar power system, and construction is planned for the summer of 2015.

Timing for a larger-scale solar power project has not yet been determined.

Options to the Recommendation

SL&P could discontinue plans to install these small-scale solar installations and continue to monitor advances in solar technology and economic viability. This is not recommended as SaskPower is currently offering a Net Metering Rebate that may not be available in the future.

Financial Implications

The estimated cost for the photovoltaic system is \$150,000. A Net Metering Program application was submitted to SaskPower and this project is eligible for a 20% rebate of capital costs to a maximum of \$20,000. The remaining capital cost will be funded from Capital Project No. 1281: Sustainable Power Generation Options. By reducing the electricity purchased from SaskPower at the facility the simple payback of the capital cost is estimated at 16 years.

Environmental Implications

By generating electricity using solar panels rather than buying it from SaskPower, this project is estimated to reduce annual GHG emissions by 35 tonnes CO₂e, which is the equivalent of removing 7 vehicles from the road each year.

Other Considerations/Implications

There are no public and/or stakeholder involvement, communication plan, policy, privacy CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

An RFP for supply and installation of the solar power system is planned for early 2015. A recommendation for award of the successful proposal will be presented to City Council at that time.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Report Approval

Written by: Nathan Ziegler, Sustainable Electricity Engineer
Reviewed by: Trevor Bell, Director of Saskatoon Light & Power
Approved by: Jeff Jorgenson, General Manager, Transportation & Utilities

EUCS NZ - Solar Power Addition at the Landfill Gas Power Generation Facility

Inquiry – Councillor C. Clark (January 20, 2014) – Decorative Street Lighting – Change to “Winter-based” Schedule

Recommendation

That the report of the General Manager, Transportation & Utilities Department dated December 8, 2014, be forwarded to City Council for information.

Topic and Purpose

The purpose of this report is to provide information on the implications of changing the seasonal decorative lighting schedule from a “Holiday-Based” schedule to a “Winter-Based” schedule.

Report Highlights

1. The schedule for decorative street lighting under the current bylaw is based on the holiday season ending January 14th.
2. For a “winter-based” schedule extended until March 20th, the increased annual operating cost of decorative street lighting is an estimated \$6,800.
3. Some decorations are more specific to the Christmas season (67%), while others are more generic and celebrate the winter season (33%).

Strategic Goal

This report supports the City of Saskatoon Strategic Goal of Quality of Life as a warm, welcoming people place.

Background

The following inquiry was made by Councillor C. Clark at the meeting of City Council held on January 20, 2014:

“Would the Administration report on the implications for changing the bylaw regarding decorative street lighting to change the approach from a “Holiday-Based” schedule that removes lights in January to a “Winter-Based” schedule that recognizes the public benefit of decorative street lighting to brighten up our key commercial streets throughout the darker months of winter.”

Report

The Current Bylaw

The Electric Light and Power Bylaw No. 2685 currently defines the dates and times when seasonal decorative lighting will be operated. These lights are turned on beginning the first Monday in December through to and including the 14th day of January. Each day, the lights operate on a timer control between the hours of 07:00 to 09:00 and 18:00 to 24:00.

Expected Operating Cost for “Winter-Based” Schedule

The total cost of electricity for the 302 decorative street lights installed annually is \$1,100 per season (approximately 42 days). Assuming that the same start date and daily lighting schedule was maintained and the removal of the lights was delayed to March 20 (spring equinox), the total cost of electricity would increase by \$1,800 to a total of \$2,900 per season. This “winter-based” schedule would result in 65 more days of decorative street lights.

Additionally, about \$5,000 is spent per season for the maintenance and repair of decorations damaged from wind and other environmental exposure. The additional exposure of the decorative lighting to the winter elements would likely result in an additional \$5,000 per season for maintenance and repair costs, totalling \$10,000 per season.

Installation and removal costs would not change since the same work is required.

The total estimated incremental cost of “winter-based” decorative street lighting per season is about \$6,800.

	Holiday-Based Schedule (42 days)	Winter-Based Schedule (107 days)
Electricity	\$1,100	\$2,900
Maintenance	\$5,000	\$10,000
Total	\$6,100	\$12,900

Specific Christmas Decorations and Generic Winter Decorations

Attachment 1 lists the types of decorations that are currently installed on various streets. Some of these decorations may be considered to be specifically oriented to the Christmas season (such as banners displaying the words “Tis The Season”), while others are more generic in nature and lend themselves to a winter-based schedule (such as snowflake decorations). However, there is some subjectivity associated with determining which are Christmas-based versus winter-based. City Council may wish to provide direction on which decorations should be left in-place if the winter-based schedule is adopted.

Financial Implications

The additional \$6,800 would need to be reflected in future budgets as this is a mill-rate funded program. This estimate is based on using all decorations for the entire winter-based schedule. If only a portion of the decorations are left in-place for the extended schedule, this financial implication may be prorated accordingly.

Environmental Implications

Extending the number of days that the decorative lighting is on will increase electrical consumption and impact Greenhouse Gas (GHG) emissions by 15 tonnes CO₂e, the equivalent of adding 3 cars to the road each year.

Other Considerations/Implications

There are no public and/or stakeholder involvement, communication plan, policy privacy, CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

No follow-up is required at this time.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Attachment

1. Seasonal Decorative Lighting Inventory

Report Approval

Written by: Brendan Lemke, Engineering Manager
Reviewed by: Trevor Bell, Director of Saskatoon Light & Power
Approved by: Jeff Jorgenson, General Manager, Transportation & Utilities Department

EUCS BL - Inq – Councillor C. Clark (Jan 20- 2014) – Decorative Street Lighting – Change to Winter-based Schedule

Seasonal Decorative Lighting Inventory

Illuminated Decorations

Style	Number	Locations	Winter Theme	Christmas Theme
Poinsettia Flowers	80	<ul style="list-style-type: none"> University Bridge 22nd Street 25th Street 		X
Snowflakes	79	<ul style="list-style-type: none"> Broadway 22nd Street 23rd Street 3rd Avenue 	X	
Stars	71	<ul style="list-style-type: none"> Central Ave 2nd Avenue 3rd Avenue 8th Street 22nd Street 	X	
Bells/Candles/Bows	26	<ul style="list-style-type: none"> 20th Street 		X
Windows	17	<ul style="list-style-type: none"> 33rd Street 		X
Trees	15	<ul style="list-style-type: none"> 20th Street 24th Street 		X
Doves	12	<ul style="list-style-type: none"> 2nd Avenue 		X
Happy Holidays Season's Greetings	2	<ul style="list-style-type: none"> 8th Street 22nd Street 		X

Non-Illuminated Decorations

Style	Number	Locations	Winter Theme	Christmas Theme
Wreaths	116	<ul style="list-style-type: none"> 21st Street 1st Avenue 20th Street 24th Street 		X
"Tis the Season" Banners	55	<ul style="list-style-type: none"> 20th Street 2nd Avenue 		X
Skater/Snowflake Banner	10	<ul style="list-style-type: none"> 20th Street 	X	

Capital Project #778-16 – CN Industrial Sanitary Forcemain Extension Project – Award of Engineering Services

Recommendation

That the Standing Policy Committee on Environment, Utilities and Corporate Services recommend to City Council:

1. That the proposal for engineering services, submitted by Stantec Consulting Ltd., for the detailed trenchless and open cut design options and construction management of the CN Industrial Sanitary Forcemain on a time and expense basis, at an estimated cost of \$134,332.80 (including GST), be accepted; and
2. That the City Solicitor be requested to prepare the appropriate agreement and that His Worship the Mayor and the City Clerk be authorized to execute the agreement under the Corporate Seal.

Topic and Purpose

The purpose of this report is to request City Council approval for the award of engineering services to provide two design options (trenchless and shallow open cut) and construction management for the CN Industrial Sanitary Forcemain Extension Project.

Report Highlights

1. There is a need to extend the existing 350mm high-density polyethylene (HDPE) sanitary forcemain within the CN Industrial Area to relocate its current discharge location at Melville Street, west of Brand Road, to the Jasper Avenue Lift Station.
2. A Request for Proposal (RFP) was posted on Sasktenders asking for consulting services to design the forcemain for trenchless and open cut construction and to provide contract Administration Services.
3. Based on a systematic evaluation, the Administration rated the proposal from Stantec Consulting Ltd. (Stantec) as being superior regarding scope-of-work and cost estimates.

Strategic Goals

The recommendations in this report support the Strategic Goals of Asset and Financial Sustainability, and Sustainable Growth as work completed under this contract will ensure that the sanitary system will continue to effectively serve the Stonebridge development area.

Background

The receiving gravity sanitary sewer system is nearing its capacity as Stonebridge continues to grow; therefore, a forcemain extension is required to discharge the sewer directly into the Jasper Avenue Lift Station. This extension is the second of a two-phase plan to install the forcemain from the Stonebridge Lift Station to the Jasper Avenue Lift Station.

Capital Project #778-16 – CN Industrial Sanitary Forcemain Extension Project – Award of Engineering Services

This project was previously designed and tendered for a deep open cut installation but was cancelled due to bids being higher than budget and non-compliant with specifications.

Report

The existing 350mm HDPE sanitary forcemain, within the CN Industrial Area, needs to be extended from Melville Street, west of Brand Road, to the Jasper Avenue Lift Station. This installation is part of the staged servicing strategy for the Stonebridge neighbourhood.

An RFP was posted on Sasktenders asking for consulting services to design the forcemain for trenchless and a shallow open cut construction and to provide contract Administration Services. After evaluation, the Administration rated the proposal from Stantec as being superior based on scope-of-work and cost estimates.

The Administration is recommending that the City enter into an Engineering Services Agreement to complete the forcemain design and tender the project once more with allowance for both open cut and trenchless bids for construction in 2015.

Options to the Recommendation

The Stantec proposal meets the expectations of the Administration and is within budget.

Communication Plan

This project will have an impact on traffic in the CN Industrial area. A construction notice will be provided to affected businesses so they may plan accordingly for any impact to their operations. This project will be included in the Road Restrictions and Construction Projects Interactive Map, with a brief description, as part of the 2015 Building Better Roads Campaign. Traffic restrictions will be communicated through service alerts and daily Road Report PSAs.

Financial Implications

The proposal from Stantec was priced on a time and expense basis, at an estimated cost of \$134,332.80 (including GST). The estimated net cost to the City for the engineering services would be as follows:

Base Fee	\$127,936.00
GST	<u>6,396.80</u>
Total Fee	\$134,332.80
Less GST Rebate	<u>(6,396.80)</u>
Net Cost to the City	<u>\$127,936.00</u>

Capital Project #778-16 – Forcemain – Brand to Jasper Lift Station is funded by the Trunk Sewer Reserve and has sufficient funds for the provision of the engineering services and future construction.

Environmental Implications

Trenchless construction work will cause less traffic disruption and the equipment used would produce less greenhouse gas emissions than open cut methods. The forcemain extension is required to avoid future surcharging and potential sewer spills.

Other Considerations/Implications

There are no public and/or stakeholder involvement, policy, privacy, or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

The project will be completed by the end of the 2015 construction season.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Report Approval

Written by: M. Nisar Khan, Senior Design Engineer, Engineering & Planning
Reviewed by: AJ McCannell, Manager, Engineering & Planning
Reid Corbett, Director of Saskatoon Water
Approved by: Jeff Jorgenson, General Manager, Transportation & Utilities
Department

EUCS NK – Cap Proj 778-16 – CN Industrial Sanitary Forcemain Extension Project – Award of Engineering Services