



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

**Tuesday, April 4, 2017, 9:00 a.m.**

**Council Chamber, City Hall**

**Committee Members:**

**Councillor M. Loewen, Chair, Councillor H. Gough, Vice-Chair, Councillor T. Davies, Councillor S. Gersher, Councillor D. Hill, His Worship, Mayor C. Clark (Ex-Officio)**

**Pages**

**1. CALL TO ORDER**

**2. CONFIRMATION OF AGENDA**

**Recommendation**

That the agenda be confirmed as presented.

**3. DECLARATION OF CONFLICT OF INTEREST**

**4. ADOPTION OF MINUTES**

**Recommendation**

That the minutes of meeting held on March 13, 2017, be adopted.

**5. UNFINISHED BUSINESS**

**6. COMMUNICATIONS (requiring the direction of the Committee)**

**6.1 Delegated Authority Matters**

**Recommendation**

That the request for extension to The Noise Bylaw as outlined in 6.1.1 to 6.1.4 be approved subject to any administrative conditions.

**6.1.1 Noise Bylaw Extension, Bikes on Broadway Circuit Race, May 22, 2017, 7:00 a.m. to 4:00 p.m., City Hall area of downtown, Janice Matus, Bikes on Broadway Race Organizer [CK. 185-9] 5 - 5**

**6.1.2 Noise Bylaw Extension, Hope Fellowship Church, June 18, 2017, 9:30 a.m. to noon, River Landing Amphitheatre, Dianne 6 - 6**

Lorass, Hope Fellowship Church [CK. 185-9]

6.1.3 Noise Bylaw Extension, EY River Run Classic, July 9, 2017, 6:00 a.m. to 1:00 p.m., River Landing and north along the riverbank, R. Neil MacKay [CK. 185-9] 7 - 7

6.1.4 Noise Bylaw Extension, Saskatoon Pets in the Park Inc., July 9, 2017, 9:00 a.m. to 4:00 p.m., Kiwanis Park, Heather Ryan, Saskatoon Pets in the Park Committee [CK. 185-9] 8 - 9

## 6.2 Matters Requiring Direction

6.2.1 Letter - Seasonal and Christmas Lighting - Bylaw 2685 Electric Light and Power Bylaw [CK. 6300-1] 10 - 10

A letter from Brent Penner, Executive Director, Downtown Saskatoon, dated March 8, 2017, is provided.

### Recommendation

That the information be received.

6.2.2 2016 Annual Report - Saskatoon Environmental Advisory Committee [CK. 430-19] 11 - 20

The Saskatoon Environmental Advisory Committee has approved submission of the 2016 Annual Report.

Ms. Kathleen Aikens, Chair will be available to answer questions.

### Recommendation

That the information be received.

## 6.3 Requests to Speak (new matters)

# 7. REPORTS FROM ADMINISTRATION

## 7.1 Delegated Authority Matters

## 7.2 Matters Requiring Direction

7.2.1 Service Saskatoon - Progress Report and 2017 Plan [CK. 374-1 and CP. 0374-001] 21 - 53

### Recommendation

That the report of the General Manager, Corporate Performance Department, dated April 4, 2017, be forwarded to City Council for information.

**7.2.2 2017 Materials Testing Services - Award of Engineering Services - Asphalt, Concrete, Soil and Micro-Surfacing [CK. 4110-1 and TU. 1000-1]**

54 - 57

**Recommendation**

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

1. That 2017 concrete testing in the East area be awarded to AMEC Foster Wheeler, at a total estimated cost of \$31,000, plus GST;
2. That 2017 concrete testing in the West area, soils testing in the East area, and asphalt testing in the West area be awarded to Tetra Tech EBA Inc. at a total estimated cost of \$115,000, plus GST;
3. That 2017 soil testing in the West area and asphalt testing for the Expressway area be awarded to Golder Associates Ltd., at a total estimated cost of \$92,000, plus GST;
4. That 2017 asphalt testing in the East area be awarded to Englobe Corp., at a total estimated cost of \$55,000, plus GST;
5. That 2017 micro-surfacing testing in the entire city be awarded to WSP Canada Inc. at a total estimated cost of \$70,000, plus GST; and
6. 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.

**7.2.3 Storm and Sanitary Sewer Flow Monitoring Along Major Corridors - Sole Source [CK. 7820-1 and TS. 8200-1]**

58 - 60

**Recommendation**

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

1. That the Administration prepare a sole source to Avensys Solutions Inc. for the supply of ISCO flow monitoring equipment for the total cost of \$124,551 (including GST); and
2. That Purchasing Services issue the appropriate purchase order.

**7.2.4 Capital Project No. 2565 - WTP - Transfer Pumping & Electrical Upgrades - Award of Engineering Services [CK. 670-3 and WT. 7960-131]**

61 - 65

## **Recommendation**

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

1. That the proposal submitted by Associated Engineering (Sask.) Ltd. for engineering services for the design and construction of the Water Treatment Plant Transfer Pumping & Electrical Upgrade, at a total upset fee of \$2,868,320.95 (including GST and PST), be approved; 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.

**8. MOTIONS (NOTICE PREVIOUSLY GIVEN)**

**9. GIVING NOTICE**

**10. URGENT BUSINESS**

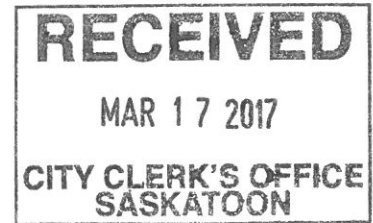
**11. IN CAMERA SESSION (OPTIONAL)**

**12. ADJOURNMENT**



185-9

**From:** City Council  
**Sent:** March 17, 2017 1:52 PM  
**To:** City Council  
**Subject:** Form submission from: Write a Letter to Council



Submitted on Friday, March 17, 2017 - 13:51  
Submitted by anonymous user: 167.74.219.2  
Submitted values are:

Date: Friday, March 17, 2017  
To: His Worship the Mayor and Members of City Council  
First Name: Janice  
Last Name: Matus  
Address: Box 726  
City: Martensville  
Province: Saskatchewan  
Postal Code: S0K 2T0  
Email: fjmatus@sasktel.net  
Comments:  
March 17, 2017

Dear His Worship the Mayor and Members of City Council:

RE: Bikes on Broadway Circuit Race City of Saskatoon Noise Bylaw No. 8244 Extension Request  
Cycledelia Racing Club of Saskatoon is hosting Bikes on Broadway, a provincial cycling event sanctioned by the Saskatchewan Cycling Association, in the City Hall area of downtown and is requesting an extension of the Noise Bylaw No. 8244 for Monday, May 22, 2017 (a statutory holiday) from 7:00 AM to 4:00 PM.

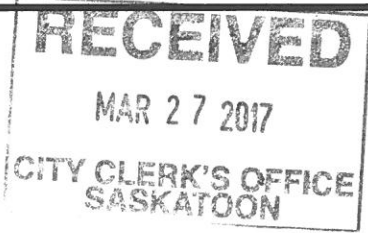
Bikes on Broadway is a one of the oldest, most established bicycle stage races in Western Canada (celebrated 25 years in 2015) and attracts many participants from Alberta and Manitoba, in addition to local participants from Saskatchewan. This is the 3rd stage, a Criterium (circuit race), of a 3 day road cycling event. We would like to have a PA system announcing riders as they race around the circuit, to thank our sponsors and play music between the races (7 races in total). This event attracts approximately 150 riders, many from out of province, 40 volunteers and over 100 spectators who give back to the community. There is also local TV and newspaper coverage of the event. The Bikes on Broadway Committee has been working to foster a relationship with the community and businesses to gain their support. The City of Saskatoon has approved the road closures for our event. We will endeavor to reduce the inconvenience to businesses and residents as much as possible by maintaining sound levels as recommended.

Thank you for your consideration of our request.

Contact Janice Matus, Bikes on Broadway Race Organizer at fjmatus@sasktel.net or 306-222-4725 if there are any questions or concerns.

The results of this submission may be viewed at:  
<https://www.saskatoon.ca/node/398/submission/158970>

185-9

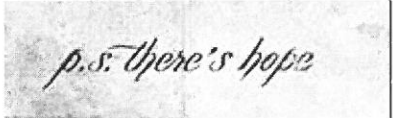


**From:** Dianne @ Hope <dianne@hopefellowshipchurch.ca>  
**Sent:** March 24, 2017 1:24 PM  
**To:** Web E-mail - City Clerks  
**Subject:** requesting extension to the noise bylaw

Hello City Clerk  
This is a request for an extension to the noise bylaw.  
Once again it has been approved for **Hope Fellowship Church** to move our Sunday morning service to the River Landing Amphitheatre.  
Years previous we have been granted this permission as well:  
June 12, 2016  
June 28, 2015  
June 23, 2013  
And several years before

Our service will begin at 10 am on June 18, 2017 and we will need a few minutes of warm up time and sound check.  
**This request is to extend the noise bylaw to the hours of 9:30 am to noon on June 18, 2017 at River Landing**  
Thank you  
Dianne Loraas

*Dianne at Hope*  
  
809 32<sup>nd</sup> Street West  
Saskatoon, SK S7L 0T5  
306-384-4673  
dianne@hopefellowshipchurch.ca



**E Y RIVER RUN CLASSIC**

c/o Neil MacKay  
MacPherson Leslie & Tyerman LLP  
#1500 – 410 – 22<sup>nd</sup> Street East  
Saskatoon, SK S7K 5T6  
nmackay@mltaikins.com



March 17, 2017

Office of the City Clerk  
c/o City of Saskatoon  
City Hall  
222 – 3<sup>rd</sup> Avenue North  
Saskatoon, SK S7K 0J5

Dear Sir/Madam:

Re: Special Event – EY River Run Classic  
- Application for Extension of Noise By-Law

I am the Race Director for the EY River Run Classic, which is scheduled for Sunday, July 9, 2017. The race consists of a 5 k, 10 k and half marathon, starting at River Landing and running north along the riverbank.

We will be using some amplification equipment for the race at the start/finish area at River Landing. Accordingly, I would like to apply for an extension of the Noise By-Law, permitting such amplification equipment to be used during the hours from 6:00 a.m. to 1:00 p.m., Sunday, July 9, 2017.

I look forward to hearing from you in response. Thank you.

Yours truly,

R. Neil MacKay

RNM:gib

# Saskatoon Pets in the Park Inc.

Charity # 85691 9410 RR0001

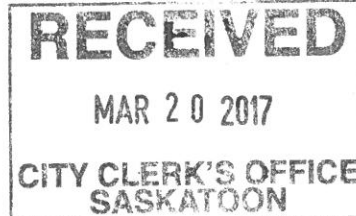


To His Worship Mayor Charlie Clark and Members of City Council

March 15, 2017

From:

Heather Ryan  
c/o Saskatoon Pets in the Park Inc.  
P.O. Box 22143, RPO Wildwood  
Saskatoon, SK S7K 5P1



Email Address:  
petsinthepark@sasktel.net

Saskatoon Pets in the Park Inc. is a non-profit organization based in the City of Saskatoon. It was founded by representatives from three animal rescue organizations and: New Hope Dog Rescue, The Saskatoon SPCA and SCAT Street Cat Rescue, along with several representatives from the Saskatoon public.

Though the primary goal is to raise funds for vital medical care for the animals under the care of these three organizations, the Pets in the Park event has turned into an amazing family experience. Members of the Saskatoon community along with visitors to our City, eagerly look forward to this event every year. It is fast becoming one of the favourite summertime events in Saskatoon.

On behalf of Pets in the Park, it is requested of His Worship Mayor Charlie Clark and members of City Council to

- Grant permission for us to proceed with our twelfth annual fundraising event in the Kiwanis Memorial Park to be held on Sunday, July 9, 2017
- Grant us an extension to the Noise Bylaw hours, so that we may have local musical talents on the Community Stage located in Kiwanis Memorial Park from 9:00 am to 4:00 pm.
- Grant permission for leashed pets be allowed in Kiwanis Park for July 9, 2017
- Grant permission for demonstration dogs be allowed off leash within the confines of a designated fenced area at Kiwanis Park.

This event attracts thousands of animal lovers to the beautiful downtown area of Saskatoon and they are encouraged to bring their leashed pets to enjoy the festivities on the one day that pets are permitted in Kiwanis Memorial Park. There will be numerous activities and demonstration of animals and their handlers working together for fun and entertainment. There will also be a concession for food and refreshments for both the attendees and their companions.

**Saskatoon Pets in the Park Inc.**  
P.O. Box 22143, RPO Wildwood  
Saskatoon, SK S7K 5P1

**Phone:** (306) 241-7200  
**Website:** [www.petsinthepark.ca](http://www.petsinthepark.ca)  
**Email:** [petsinthepark@sasktel.net](mailto:petsinthepark@sasktel.net)



Demonstrations may include members of the Saskatoon Police Service K9 Unit, fly ball, obedience and therapy dogs. All companion pets attending the Pets in the Park event are required to be on leash or in a kennel, and under control of the handler at all times. Those participating in demonstrations will be required to ensure their companion pet is on leash or in a kennel except for the period of which they are presenting within the designated fenced in area specific for this purpose. Fencing will be erected to secure the demonstration area.

Signage will be posted noting that only animals performing may be off-leash within designated fenced areas and that the demonstration area is restricted to only those scheduled to perform.

In addition, all materials including any garbage, food, containers and animal feces will be removed prior to the days end and bags will be available, free of charge, throughout the park to encourage owners to pick up after their pets.

We have submitted our application for Park Special Events to the City of Saskatoon, c/o City Hall to secure the date specified above.

Thank you in advance for your ongoing support of Pets in the Park.

Respectfully,

Heather Ryan

Committee Member,  
Saskatoon Pets in the Park Inc.



March 8, 2017

His Worship the Mayor and Members of City Council  
City of Saskatoon  
222 3<sup>rd</sup> Avenue North  
Saskatoon, SK S7K 0J5

Your Worship and Councillors:

Re: Bylaw 2685, Electric Light and Power Bylaw

I understand that Christmas and winter decorative lighting installed by the City of Saskatoon is governed under Bylaw 2685 and it prescribes the times that lights shall be lit. Currently, the Bylaw states that lights are operated “between the hours of 07:00 to 09:00 and 18:00 to 24:00 in any day during the Christmas season, being from the first Monday in December to, and including, the 14<sup>th</sup> day of January.”

Given the amount of darkness that occurs during our winters, and in an attempt to light the streets, we would ask the City to consider amending this Bylaw to have all the lights on effective December 1 to January 14 and to extend the hours each day from dusk to dawn rather than only certain times while it is dark. Many businesses are open well past midnight and extending the times the lights are on will allow more people to enjoy them and add to animation in the district. Many people are moving about the City prior to 07:00 hours, giving rise to having the lights on then too. This measure would be a small step to increasing stated objectives by the City of Saskatoon to embrace our “winter city” status.

For the winter lighting (i.e. the lights on 3<sup>rd</sup> Avenue between 19<sup>th</sup> St. and 22<sup>nd</sup> St.) that remain on past January 14, their timing could be adjusted based on the time of sunset and sunrise to reflect the same dusk to dawn proposal for the Christmas lights.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Brent Penner'.

Brent Penner  
Executive Director

March 20, 2017

Secretary, Standing Policy Committee on  
Environment, Utilities & Corporate Services

Re: **2016 Annual Report - Saskatoon Environmental Advisory Committee  
(SEAC) [CK. 430-19]**

## INTRODUCTION

### **Purpose:**

The Saskatoon Environmental Advisory Committee has a dual mandate:

- (1) to provide advice to Council on policy matters relating to the environmental implications of City undertakings; and
- (2) to identify environmental issues of potential relevance to the City. SEAC was formed in 1973 by City Council and has been actively pursuing its mandate since that time, with the expertise of a dedicated, diverse, and knowledgeable roster of members.

SEAC has established that they will:

1. Be aware of the resources available to the City of Saskatoon for dealing with environmental issues.
2. Prepare and publish an annual report on the activities of the Committee over the past year.
3. Encourage liaisons between the City of Saskatoon and environmental agencies serving higher levels of government.

### **Reporting Relationship:**

The Environmental Advisory Committee reports to the Standing Policy Committee on Environment, Utilities & Corporate Services.

### **Composition:**

The Committee consists of 11 members, including one City Councillor, one representative of the Saskatoon Health Region, and nine additional members appointed by City Council.

Members are appointed for two-year terms, which are renewable up to six years. In the event that a member is unable to complete his/her term, a replacement may be named to complete that term. New appointments are made by City Council upon resignation of a member and on expiration of the term of public appointments.



Members of SEAC should possess:

- sound general knowledge of the Saskatoon area and its existing and potential environmental issues;
- expertise in disciplines such as ecology, biology, chemistry, physics, geography, economics, demography, sociology, medicine, aesthetics, toxicology, engineering and conservation.

**Meetings:**

The Committee meets at 11:30 a.m. on the second Thursday of each month except for July, August and December. The Committee did not meet in October 2016 due to the municipal election. All SEAC meetings are open to the public. Members of the public wishing to attend a meeting are able to review the agenda prior to the meeting on the City's web site at [www.saskatoon.ca](http://www.saskatoon.ca) (select "City Hall" tab, then "City Council, Boards & Committees").

**ACKNOWLEDGMENTS**

The Saskatoon Environmental Advisory Committee expresses appreciation for the continued support of City Council and the Standing Policy Committee on Environment, Utilities & Corporate Services, as well as the City of Saskatoon Administration.

The Committee wishes in particular to acknowledge the invaluable support of the following individuals and divisions:

- Debby Sackmann, Committee Assistant to the Saskatoon Environmental Advisory Committee. In particular, this 2016 Annual Report could not have been prepared without reliance on SEAC agendas and minutes prepared by Ms. Sackmann.
- Rhonda Rioux, City Clerk's office.
- Director Brenda Wallace, and all members of the division of Environmental & Corporate Initiatives.

The Committee wishes to extend a special thank you to Unite Digital Marketing Cooperative for their excellent work in the development of a short animated video on climate change in Saskatoon, in partnership with SEAC.

The Committee wishes to thank the following community members and organizations for presentations and/or communications submitted to SEAC in 2016:

<b>Organization</b>	<b>Members</b>
Saskatchewan Light Pollution Abatement Committee	Richard Huziak
2016 SASF Grade 6 classroom at Silverspring School	Teacher Melanie Sydiaha



Student Action for a Sustainable Future	Deborah Hockley
Saskatchewan Environmental Society	Allyson Brady

## 2016 REPORTS AND COMMUNICATIONS:

### Reports/Recommendations Submitted to the Standing Policy Committee on Environment, Utilities & Corporate Services (Date submitted):

- SEAC 2016 Goals and Objectives (February 2016), included as attachment (p.10).
- SEAC 2015 Annual Report (March 2016).

### Communication by SEAC Representatives (Chair, Vice-Chair, or designate) to the local media (Date of publication)

- Investment in transit, housing needed to reduce greenhouse gas emissions in Saskatoon: city adviser, *Saskatoon Star Phoenix* (January 11, 2016).
- Home water usage could spike as dry spell continues, *Saskatoon Star Phoenix* (May 6, 2016).
- Saskatoon's emissions up 12.6 per cent in a decade, *Saskatoon Star Phoenix* (December 6, 2016).

## THE YEAR IN REVIEW

### 2016 Appointments:

Ms. Kathleen Aikens, Chair  
Ms. Brian Sawatzky, Vice-chair  
Ms. Angie Bugg  
Ms. Kari Engele-Carter (Saskatoon Health Region)  
Ms. Aditi Garg  
Ms. Sara Harrison  
Mr. Sean Homenick  
Ms. Mairin Loewen (City Council)  
Dr. David McGrane  
Dr. Saeed Moshiri  
Ms. Kathryn Palmer

Administrative and City of Saskatoon staff support was provided by Ms. Brenda Wallace, Director, Environmental & Corporate Initiatives, and Ms. Debby Sackmann and Ms. Rhonda Rioux, City Clerk's Office, and Councillor Mairin Loewen.

### **SEAC Priorities and Progress in 2016:**

The Committee held a task group meeting to establish priorities for 2016. Resulting from this meeting were three over-arching objectives in the domains of:

- (1) Advocacy for a climate change strategy, including mitigation and adaptation planning for the city;
- (2) Regular presentations to the Standing Policy Committee on Environment, Utilities & Corporate Services; and
- (3) Organic waste diversion

The 2016 Goals and Objectives were submitted to the Standing Policy Committee on Environment, Utilities & Corporate Services as information, in a report dated February 2016, (Attachment 1).

The following is a brief update on progress achieved in relation to the identified objectives. Progress by SEAC in relation to each goal and sub-goal is italicized.

- (1) Advocacy for the creation of a Climate Change strategy for the City of Saskatoon, including a comprehensive Greenhouse Gas (GHG) emissions reduction plan.
  - *Vice Chair Brian Sawatzky presented at the February 2016 meeting of the Standing Policy Committee on Environment, Utilities & Corporate Services in support of the "Greenhouse Gas Recommendations" and letter to Council from the Saskatchewan Environmental Society. Vice Chair Sawatzky commended the City for its work on climate change to date and noted that mitigation must involve an emissions reductions strategy that focuses on (1) Construction and Energy Codes; (2) Neighbourhood Design and Densification; (3) Energy Generation Opportunities in Solar, Wind, and Hydro; (4) Transportation; (5) the Industrial Sector.*
  - *SEAC Committee representative Angie Bugg presented to the Standing Policy Committee on Environment, Utilities & Corporate Services in April 2016 to express support of SEAC for (1) the Energy Efficient Retrofit Program and (2) Energy Efficient Building Standards in New Dwelling Construction.*
  - *Committee Chair Kathleen Aikens spoke in support of a city-wide climate change strategy at the December 2016 meeting of the Standing Policy Committee on Environment, Utilities & Corporate Services. During this presentation the Chair noted that climate change mitigation is an investment. The most comprehensive economic evaluation of climate change to date, the Stern Report, estimates that unless immediate mitigation efforts are undertaken, costs of climate change will eventually reach 20% of GDP.*
  - *The Committee designated \$5,000 of its funds toward the production of a short animated film addressing climate change in Saskatoon, through partnership with Unite Digital Marketing Coop. While the film does not specifically advocate for a climate change strategy, its core message, "climate change is a local issue" is intended to support climate change initiatives at the municipal level, including, but not limited to the development of a climate change strategy. In 2016,*

*members of SEAC worked with Unite to design the video, including a full script and storyboard. The launch of the film is scheduled for late winter 2017.*

- (2) Development of greater linkages with Council's Standing Policy Committee on Environment, Utilities & Corporate Services, through the provision of regular, in-person reports of SEAC to the Standing Policy Committee, and formal communication of annual goals.

*The Committee continues to present regularly to the Standing Policy Committee on Environment, Utilities & Corporate Services, and to submit its goals and objectives each year to the Standing Policy Committee. Vice Chair Brian Sawatzky presented the 2016 Goals and Objectives of SEAC on behalf of the Committee.*

- (3) Support for city-wide waste diversion initiatives, as opportunities arise, through formal advocacy (e.g. providing letters of support) on organic waste diversion options.

*The Committee has continued to express its support for more comprehensive waste diversion initiatives in the City of Saskatoon. SEAC representative David McGrane spoke in support of the Recovery Park initiative at the November 2016 meeting. Dr. McGrane noted that Recovery Park is a key initiative in ensuring the City of Saskatoon is capable of meeting its target of 70% waste diversion by 2023.*

### **Summary of Actions from SEAC Meetings in 2016:**

#### **January 2016**

**Key items:** New members; Election of Chair & Vice-Chair

**Budget spending in January:** \$0

**Budget remaining:** \$6,800

- Welcome to three new SEAC members Kari Engele-Carter, Sara Harrison, and Kathryn Palmer.
- Election of Chair, Kathleen Aikens, and Vice Chair, Brian Sawatzky.
- Angie Bugg was appointed to serve as representative on the evaluations for the Environmental Component of the Community Cash Grants Program.
- The Committee received a report on water conservation initiatives in the city by Katie Burns, Environment and Corporate Initiatives.

#### **February 2016**

**Key items:** Climate change and GHG emissions reductions; Waste and Recycling survey update

**Budget spending in February:** \$0

**Budget remaining:** \$6,800

- In the Report from Administration: Environmental & Corporate Initiatives by Director Brenda Wallace, the Committee was advised that the Solar City program initiative is not being pursued this year. Instead, City Council is considering property tax tools available to administer an energy efficient retrofit program.
- Shannon Dyck, Environmental Coordinator, presented a report on Waste and Recycling Awareness Survey Results.
- The Committee determined that the "2016 SEAC Goals and Objectives" be submitted and presented to the Standing Policy Committee on Environment, Utilities & Corporate Services as information.
- The Committee approved a letter drafted by the Greenhouse Gas Emissions Sub-committee in response to the Saskatchewan Environmental Society's recommendations for greenhouse gas emissions reduction. The Committee determined that the letter would be presented to the Standing Policy Committee on Environment, Utilities & Corporate Services.

#### **March 2016**

**Key items:** 2015 Annual Report; Dark Sky Lighting

**Budget spending in March:** \$0

**Budget remaining:** \$6,800

- The Committee received a presentation from Director of Environment and Corporate Initiatives, Brenda Wallace, on the Division's 2016 Program of Work.
- The 2015 Annual Report of SEAC was submitted and approved with minor revisions.
- The Committee received a letter from Richard Huziak, Chair of the Saskatchewan LPA Committee, requesting an update on city progress toward a Saskatoon Dark Sky Policy.

#### **April 2016**

**Key items:** Updates from Administration on Waste Characterization, Environmental Education, and Community Greenhouse Gas Emissions Inventory.

**Budget spending in April:** \$0

**Budget remaining:** \$6,800

- Brenda Wallace, Director of Environmental & Corporate Initiatives provided the Committee with an update on the ongoing Waste Characterization Study and Waste Diversion Plan project.
- Shannon Dyck and Amber Weckworth, Environmental & Corporate Initiatives, provided the Committee with a presentation on Environmental Education Programs supported by the City, including Student Action for a Sustainable Future (SASF); Healthy Yards - The Garden Patch; Boulevard Gardening & Maintenance Guidelines; recycling programs (City of Saskatoon website Waste Wizard, and Rolling Education Unit); and a curbside swap program.
- Nasha Spence, Manager, Environmental Accounting, Special Projects, Environmental & Corporate Initiatives, presented on the City of Saskatoon and Community Greenhouse Gas Emissions Inventory. A brief update was provided on protocol for the inventory, reporting requirements, and status of the inventory.

#### **May 2016**

**Key items:** Student Action for a Sustainable Future; Dark Sky Lighting

**Budget spending in May:** \$0

**Budget remaining:** \$6,800

- The Committee received a presentation from Grade 6 students from Silverspring School regarding the Northeast Swale in conjunction with Student Action for a Sustainable Future (SASF).
- The Committee received a letter from Deborah Hockley, SASF Program Coordinator, thanking SEAC for its past support for the SASF program. Ms. Hockley was in attendance to answer questions from the Committee.
- Darryl Dawson, Manager of Development Review, was in attendance and updated the Committee regarding dark sky lighting. The City would like to provide developers with incentives along with alternate options to encourage green building.
- SEAC considered options for a social media campaign, including submissions from Unite Digital Marketing Cooperative and the Saskatchewan Environmental Society and determined to invite representatives from Unite to the following Committee meeting.

### **June 2016**

**Key items:** Social media campaign

**Budget spending in June:** \$5,000 (Social media campaign); \$1,800 (Student Action for a Sustainable Future)

**Budget remaining: \$0**

- Unite Digital Marketing Cooperative presented to Committee on options for a social media campaign centered on climate change as a municipal issue. The Committee voted to proceed with the development of a short animated video created in partnership by Unite Digital Marketing Cooperative. The Committee also decided to \$5,000 from its 2016 budget to cover the cost of the campaign and that the GHG subcommittee would collaborate with Unite Digital on dissemination of the campaign and update the Committee as required.
- Director of Environmental & Corporate Initiatives Brenda Wallace provided Committee with a handout on GHG Inventory Update and Preliminary Results. Preliminary results indicate that GHG emissions have grown since the 2013 data results.
- Project Engineer Joshua Quintal, Environmental & Corporate Initiatives, provided a presentation regarding Recovery Park. Construction of Recovery Park is scheduled for late 2017.
- The Committee resolved to request funding from the City of Saskatoon for its 2016 Budget in the amount of \$7,800, allocated as follows: 6,000 public education, information gathering; \$1,800 support for Student Action for a Sustainable Future.

### **September 2016**

**Key items:** Administration Updates

**Budget spending in September: \$0**

**Budget remaining: \$0**

- Chris Schulz, Natural Area Strategy Project Manager, and Twyla Yobb, Stormwater Management Plan Project Manager, provided a presentation regarding the Green Infrastructure Strategy. Two initiatives have been combined into this strategy: the Natural Area Strategy and the Stormwater Management Plan Integrated Project.
- Nasha Spence, Manager, Environmental Accounting, Special Projects, Environmental & Corporate Initiatives, provided a presentation regarding the GHG Emissions Inventory Update along with a handout on Community GHG Emissions.
- Amber Weckworth, Education & Environmental Performance Manager, provided a presentation on "Our Environment". The webpage is publicly accessible on the City's website at [saskatoon.ca/ourenvironment](http://saskatoon.ca/ourenvironment) and provides information on the current indicators tracked by the City related to land, air, water, and waste.
- The Committee was informed that its planned dissemination of the social media campaign on climate change might not be able to take place during the municipal election period. (Confirmed after the meeting via email communication to the Chair).



**November 2016**

**Key items:** Social media campaign update

**Budget spending in November:** \$0

**Budget remaining:** \$0

- Director Brenda Wallace reported that several key reports from Environmental & Corporate Initiatives would be presented to the Standing Policy Committee on Environment, Utilities & Corporate Services on December 6, 2016.
- The GHG emissions subcommittee reported that the social media campaign (short animated video) had final script and storyboard completed. Narration and animation will take place in early 2017.

**ATTACHMENT: SEAC 2017 Goals and Objectives**

The Committee respectfully requests to present its 2016 Annual Report at the April 4, 2017 meeting of the Standing Policy Committee on Environment, Utilities & Corporate Services.

Yours truly,



*for* **Kathleen Aikens, 2017 Chair**  
Saskatoon Environmental Advisory Committee

## ATTACHMENT 1

### SEAC 2017 Goals and Objectives

1 March 2017

The Saskatoon Environmental Advisory Committee at its meeting held on February 9, 2017 approved for submission its 2017 Goals & Objectives to the Standing Policy Committee on Environment, Utilities & Corporate Services.

The Saskatoon Environmental Advisory Committee has provided advocacy and support for City of Saskatoon initiatives related to climate change mitigation and adaptation. The Committee acknowledges the work undertaken to date as part of the Covenant of Mayors (previously Compact of Mayors), including the completion of a comprehensive community greenhouse gas emissions inventory. The Committee looks forward to the development of a climate change action strategy as part of the City of Saskatoon's commitment toward the Covenant.

In 2017, SEAC has the following goals:

1. Support the City in the development of appropriate emissions' targets for community-wide greenhouse gas emissions reductions, including through engagement with expert stakeholders.
2. Advocate for the development of municipal practices and policies that support emissions reductions in the following domains:
  - (a) building codes
  - (b) energy efficiency including renewable energy programs, such as the Solar City project
  - (c) waste diversion, including city-wide organics diversion
  - (d) transportation
  - (e) other areas arising from target setting
3. In recognition of the role of public education and communication in achieving these goals, SEAC will continue to work towards the spring 2017 release of a short animated video on climate change in Saskatoon. Additionally, the Committee will continue to support the work of the partnership program Student Action for a Sustainable Future.
4. Given their public value as carbon sinks and how they support climate resiliency, SEAC supports biodiversity and green spaces such as Meewasin.



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## Service Saskatoon – Progress Report and 2017 Plan

### Recommendation

That the report of the General Manager, Corporate Performance Department, dated April 4, 2017, be forwarded to City Council for information.

### Topic and Purpose

Service to citizens is a priority for the City of Saskatoon (City). This report provides highlights of progress on some current and planned 2017 initiatives associated with the Service Saskatoon model.

### Report Highlights

1. Significant work is underway to prepare for a centralized one-stop shop for citizens to access our services.
2. A process is underway to transition into a primary call centre.
3. Service Saskatoon has been engaging and talking with citizens receiving in-person service at City Hall. The information has helped in the planning for some citizen service improvements in 2017.
4. In 2017, there will be moderate changes introduced to the City Hall front entrance service/foyer area involving new informational signage for services and re-design of the Information Desk.
5. A list of functional requirements for an enterprise Customer Relationship Management system is currently being finalized. An RFP is expected to be issued in 2017.
6. Service Saskatoon is conducting community engagement to receive input for developing plans for moving the corporate open data initiative forward.

### 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 four-year priorities in the Strategic Plan.

### Background

In November 2016, City Council received a progress report on Service Saskatoon initiatives. A new division called Service Saskatoon was created in early 2016 to provide leadership in developing and implementing a new model of citizen centric service. On April 6, 2016, the Service Saskatoon model was launched to the public.

### Report

In April 2016, the new Service Saskatoon division was launched to provide leadership in developing and implementing a new model of citizen centric service. On April 6, 2016, the Service Saskatoon model was launched to the public. Since that time, across numerous divisions many new initiatives have been implemented and on-going

processes improved as a result of the application of the Service Saskatoon model. Attachment 1 shows 2016 – 2017 Service Saskatoon Initiatives.

Recent events include:

- the addition of the four additional Performance Improvement Coordinator positions
- the 2017 budget approval for pursuing a corporate ERP
- the transition plan for the Customer Service Centre; and
- the joint division committee for the Service Saskatoon Physical Model

There is significant progress being made in 2017 with regard to citizen service. A number of initiatives will be made possible as a result of these changes that will improve the citizen-centric service and move the corporation toward the end goal of an improved culture change with regard to providing superior citizen service.

#### Staffing Pillar – Update

Continued planning, coordinating, and implementing standardized corporate and operating processes for all divisions providing citizen-centred service are underway. As well, developing, implementing, and managing corporate customer service standards and overseeing the consolidation, development, and implementation of initiatives for the future Corporate Call Centre is continuing.

**Customer Service Centre (CSC):** which is currently within the Roadways & Operations division, will be transitioned into the Service Saskatoon Division in 2017. This is the initial step in consolidating division call centres into one for the City of Saskatoon. Attachment 2 shows the comparison of calls for each of 2015 and 2016 for the CSC.

#### **Performance Improvement Coordinators (PIC):**

Working in partnership and collaboration, the Service Saskatoon, Strategic and Business Planning, and Information Technology (IT) divisions interviewed, selected, and hired four additional Performance Improvement Coordinators (PICs). These positions are now working with divisions to define service levels and key performance indicators for core services. The team is also working with divisions to document current state and future state process maps for core services with the goal of having an inventory of services ready to implement into a permanent enterprise Customer Relationship Management (CRM) system. Attachment 3 provides an overview of the new PIC positions.

#### Citizen Input Pillar – Update

**Citizen Intercept Surveys** - Service Saskatoon has started conducting intercept surveys within the main floor lobby/foyer area of City Hall. These intercept surveys started in November 2016 and continued into December 2016 and January 2017. The data will be analyzed, and the results will help us plan the next steps to enhance citizen service.

#### Systems Pillar Update

**The New CRM** - Service Saskatoon, in partnership with the IT division and Strategic Business & Planning division, is developing a list of functional requirements for choosing

an enterprise CRM for the Corporation.

The functional requirements list will form the basis for a formal Request for Proposal that will be issued in 2017.

**Website Audit** - In September 2016, the website team received the approval from the Senior Management Team to support and report on an annual website content review by Subject Matter Experts (SME's) and an associated sign-off by division Directors. SME's and Communications staff have been reviewing their content and making updates as recommended in the website audit checklist.

Prior to securing an enterprise CRM, the web team continues to add new online forms on the website to improve citizen service. In 2016, 13,555 submissions were made through the various online forms available on saskatoon.ca (see Attachments 4 and 5).

**Community Engagement On Open Data** - Service Saskatoon has secured the services of a consultant, MPATH Engagement, and is developing and applying a plan for community engagement related to improving the corporate open data initiatives.

A stand alone report will be brought forth to City Council in May 2017 with an update on the engagement process. Attachment 1 provides further information on the Open Data engagement plan.

### **Complimentary Public WiFi**

In 2016, an agreement between Shaw Communications and the City of Saskatoon provided for a complimentary public WiFi access in select civic locations and buildings. To date there are 26 sites offering this service. Attachment 6 provides a summary of this service.

### Standards Pillar Update

**Communicating Service Level Information** - In 2016, a new website format was developed for communicating service level information in plain, easy to understand language. We will be working to share service level information on more services as they are documented through *Civic Service Reviews* and *Internal Process Reviews*. To date, we have updated 12 pages on the website information in this new format. As divisions complete the documentation updates and/or revisions for service levels, these will be added to the website utilizing this easy to understand format.

### **City Hall Front Lobby Service Area**

A joint Service Saskatoon Physical Model committee involving numerous representatives of multiple divisions has been tasked with providing a plan regarding the citizen services provided in City Hall, the Corporate Security Plan, and the issue of corporate accommodations. This plan is also to align with the Civic Precinct Master Plan that is part of the City Centre Plan. Attachment 1 outlines the 2017 initiatives including proposed changes for the lobby service area of City Hall.

### **Public and/or Stakeholder Involvement**

**Citizen Input** is one of the four cornerstone pillars of the Service Saskatoon model. Service Saskatoon will continue citizen intercept surveys in the spring when walk-in traffic typically picks up at City Hall. As well, Service Saskatoon has already begun promotion of upcoming community engagement opportunities designed to provide citizen input for moving our open data initiatives forward.

### **Other Considerations/Implications**

There are no policy, financial, environmental, privacy, or CPTED implications or considerations and a communications plan is not required.

### **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 Fall 2017.

### **Public Notice**

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

### **Attachments**

1. 2016 - 2017 Service Saskatoon Initiatives
2. Customer Service Centre Call Summary for 2015 and 2016
3. Performance Improvement Coordinators
4. Saskatoon.ca Form Submissions in 2016
5. Saskatoon.ca Interactive Services Landing Page
6. Complimentary WiFi Update

### **Report Approval**

Written by: Rob Gilhuly, Project Manager  
Pat Hyde, Director of Service Saskatoon

Reviewed by: Pat Hyde, Director of Service Saskatoon

Approved by: Catherine Gryba, General Manager, Corporate Performance Department

## 2016 - 2017 Service Saskatoon Initiatives

Service Saskatoon is our new model of citizen service. It is a city-wide shift in how we will deliver front-line service and respond to requests for services. Service Saskatoon division is providing leadership to build our new model, which focusses on four key pillars: Citizen Input, Systems, Standards, and Staffing.

Service Saskatoon isn't about a single division or department; it's about working together to provide better citizen service.

Citizen Input Pillar: We will take a "citizen first" approach to the design and delivery of services.

- **Citizen Advisory Panel (CAP)** – The panel is utilized to determine and provide feedback/input on their layout preferences for a single landing page for the website. A new webpage will merge all online service into one easy-to-find location. The panel was also asked if they would volunteer as user testers for an online services landing page for which 150 of the CAP participants volunteered.
- **Citizen Satisfaction Surveys** - We continue to send out weekly invitations to citizen satisfaction surveys. The survey is for citizens who have used the Contact Us form on the website and granted approval for a follow-up survey. The feedback collected from citizens is being used in some divisions to improve service delivery.
- **City Hall Citizen Survey** – Service Saskatoon is conducting citizen intercept surveys in the main floor lobby area of City Hall. These short one-minute surveys are voluntary.

The survey gathers information on why citizens are coming to City Hall, and which services they are accessing. We are also measuring awareness and use of the variety of online services the City provides. If citizens are not using the online services, we are asking for ideas to improve the services. We are looking for their suggestions to improve citizen experience for people accessing City Hall services. These intercept surveys started in November 2016 and continued into December 2016 and January 2017. We will continue surveys again in spring 2017. The survey results will help us plan the next steps to enhance our Service Saskatoon City Hall citizen service.

- It is expected that we will continue to utilize this first person contact process throughout the next few years, as well as other processes, to gain feedback as changes are designed and implemented to City Hall to both improve citizen-centric services and enhanced security measures throughout City Hall.

Staffing Pillar: We will ensure dedicated customer service staff are trained, equipped, and ready to respond.

**Customer Service Centre (CSC) transition into Service Saskatoon** - In preparation for this to occur, daily operations such as overtime tracking, office supplies, and basic administration will remain within the Roadways & Operations division, and all customer service activities will be moved to the CSC in Service Saskatoon.

The next steps involve the long term structure of the call centre and separating the daily dispatching functions and field operations from front line customer service duties. Through this process the call centre will transition away from the current responsibility of day-to-day operations and strategically move to become the hub of centralized corporate citizen service. The segregation will also give opportunity for additional services to be housed within the call centre, working toward our end goal of a corporate call centre.

**Service Saskatoon Physical Model** – Staff from multiple divisions are working together on capital projects for Service Saskatoon, Corporate Security Plan, Staffing Accommodation, and City Hall Precinct. These projects are inter-related in regard to making necessary changes to the 1st (main) floor of City Hall and applicable technology and requirements to accommodate the vision of the new Service Saskatoon customer service area. Each Capital Project is integral to the success of establishing the 'one-stop' customer experience at the service level kiosks applying the new Service Saskatoon model of enhanced citizen service.

Research continues with other cities to see what lessons can be learned from their customer service renovations and efforts to animate areas adjacent to City Hall.

- **City Hall Front Lobby Service Area –**
  - As part of the Service Saskatoon Physical Model committee, there will be changes made in 2017 to the front lobby service area.
  - Initial steps in 2017 will see the undertaking of changing and improving signage within the front foyer area to better inform and serve citizens when they enter the new Service Saskatoon area.
  - There will also be changes to the current Information Desk to make this a more appealing and customer-friendly welcoming station. The intent is to staff this with citizen centric Service Saskatoon Customer Service Representatives to greet, inform, and direct citizens for services required.
  - We will also be determining if, in the first phase of the plan, there will be opportunity to consolidate some aspects of citizen services in the main lobby area to make this easier access for citizens.
- **New Intranet To Improve Staff Communication** – Work continues on the development of a new intranet site to help keep staff informed and involved in citizen service improvement initiatives.
- **Internal IT Service Manager System** - The IT Client Support team is supporting continuous improvement through new customer satisfaction surveys. The IT Division began implementing customer satisfaction surveys for staff who submit problems/issues with their workstations and software systems. The survey system will continue to evolve based on feedback provided by staff.

- **Corporate Directory Improvements** – Service Saskatoon is working with Communications and IT staff to promote and improve our new online corporate directory. The directory will be promoted to new staff as part of their corporate orientation. Work is continuing to update the directory with service information that will eventually become part of the corporate CRM knowledge base.
- **Website Subject Matter Experts** – Monthly training for Subject Matter Experts on the website content management system continues to keep website information current and relevant. Approximately ten staff per month receive training.
- **Staff Support** – A Citizen Service Manager and four Performance Improvement Coordinators have started work on Service Saskatoon initiatives. A transition process is underway to move the Roadway & Operations Customer Service Centre into the Service Saskatoon division.

Systems Pillar: We will make it easier for citizens to access information, request services, and track our progress from start to finish.

- **Customer Relationship Management System (CRM)** - The CRM is the cornerstone of the Service Saskatoon model. Through the CRM, citizens who submit service requests will receive an email acknowledgement of their service request and be provided with an identifier number which will permit them to track the progress of the service request from submission through to completion. The CRM currently in use is a temporary program until an enterprise based permanent CRM program can be established in 2017. Due to the temporary CRM program in use during the pilot, citizens will be limited to following up on service status updates by phoning the Public Works Customer Service Centre. When the replacement CRM is established in 2017, citizens will be able to track on-line 24/7 the progress of the service request. Since the April 2016 launch, over 3,800 incidents have been tracked in the CRM.

Service Saskatoon, in partnership with the Information Technology division (IT) and Strategic Business & Planning division are developing a list of functional requirements for choosing a CRM for the Corporation. Staff have reviewed functional requirement lists from other cities and have had demonstrations of a number of current CRM products to see the art of the possible for providing great customer service over a variety of service channels.

- **Online Services** - Staff are using input from the Citizen Advisory Panel to develop a single landing page for all online services. This consolidation will help citizens to more easily find online services.

Online Forms – Staff are continuing to develop new online forms to replace existing paper and static PDF forms. In 2016, 5,775 submissions were completed using forms available on saskatoon.ca. Online applications are now available for citizens interested in booking Civic Square, and those wanting the City to put up promotional banners on city light posts. Work is underway to streamline the Placemaker Art

Program application process so it can also be moved online. Attachment 4 provides further information.

- **Complimentary WiFi in Civic Facilities** – Staff have met with our partners, Shaw Communications, to identify additional facilities and other locations where the complimentary service could potentially be installed. The service is currently available at 26 locations including City Hall, Leisure Centres, arenas, and other locations.

Note: Since the launch of public Wi-Fi in January 2016 until the end of 2016, there have been over 155,000 connections and over 690,000 Megabytes of data used on the Shaw Go WiFi guest network in Saskatoon. Guests spent over 2 million minutes on the Guest Network. Attachment 6 further outlines the Shaw Go WiFi plan.

- **Webstore** – Work has begun to explore the possibility of building an online webstore into the saskatoon.ca website. The concept is to move toward a consistent user experience for citizens when they checkout to pay for services online (e.g. parking tickets, Transit passes, pet license, business license, etc.).

**Open Data** - Like many Canadian municipalities, Saskatoon is becoming involved in the open data movement and is actively engaged with interested parties in providing information and data files using a web-based open data. Service Saskatoon is in the early stages of planning community engagement related to our open data initiatives.

We have developed a community engagement plan that will move our Open Data initiative forward. The plan will include engagement objectives, to determine:

- Identifying our major audiences
- Documenting the types of data they are most interested in
- Identifying how they want to be able to consume the data
- Using this information to identify potential high level strategic initiatives and the resources required to move them forward
- Present the consultant report and recommend next steps to the Leadership Team and report back to Council

Staff will analyze the input we have received through our Open Data community engagement to provide key insights and recommendations to be used in moving this initiative forward. By understanding what our stakeholders value, we can develop programs that align with the communities needs and aspirations for open data.

Timeline:

March 2017	Engagement strategy development Survey Design Online survey promotion and launch
April 2017	Close off online survey In-person engagement



May 2017    Survey analysis  
                  Draft report for review  
                  Final Report and signoff

Standards Pillar: We will strive to deliver quality and consistent service to every citizen, every time.

**Performance Improvement Coordinators (PIC)** - A key part of the change management of the Service Saskatoon model is that we are working to become a more service oriented organization through the definition and establishment of levels of service for our core services. The process of defining levels of service provides opportunity to review our current operations, define success from citizens' and staff's perspectives, and then create an ideal future state for the program or service that meets the needs of citizens and provides for the service as effective and efficiently as possible.

The PIC's will be embedded within and working with identified divisions to meet the vision for Service Saskatoon's Standards pillar: *We will strive to deliver quality and consistent service to every citizen, every time.*

As part of the commitment to achieve this we will be working with the PIC's and divisions to ensure that:

- All divisions will establish and publish service level standards to inform citizens about what they can expect and when requested services will be delivered.
  - Service level standards will be used to monitor our progress and performance
  - Departments/divisions are reviewing processes and identifying ways to streamline and improve service delivery.
- **Civic Service Reviews (CSR's)** – underway with the Waste Management Business Model, Private Development with Construction & Design, Multi-Year Business Plan and Budget, Fleet Business Model and Police Fleet. A “progress check-in” is underway with the Roadways CSR that was completed in 2015. CSR's are pending for back lanes (tied to tree trimming and waste handling reviews), and payroll (phase 2).
  - **Internal Process Reviews** – underway for Employee Development (Reimbursement and sponsorship), Internal Communications. Right of Way (tied to Phase 1 underway in division), and Solicitors claims process. Process reviews are pending for Graffiti remediation, Engagement (phase 2), Parks (internal communications), and Traffic Restriction communications.

**Communicating Service Level Information** - In 2016, a new website format was developed for communicating service level information in plain language. There are now twelve pages on saskatoon.ca that are presenting service level information in this new format.

We will be working to share service level information on more services as they are documented through Civic Service Reviews and Internal Process Reviews. As divisions

complete the documentation updates and/or revisions for service levels, these will be added to the website utilizing this easy to understand format.

**Example of Communicating Service Level information:**

On the [www.saskatoon.ca](http://www.saskatoon.ca) website when a person clicks on the **Menu Structure** and selects **Moving Around** they have choices from a drop down list. If they were to click on the Landing Page for **Driving & Roadways**, they can then click on the **Winter Road Maintenance** page. There a number of topics in the accordion list to choose from. An example below is the topic of **Snow Grading**.

The description for the Snow Grading topic is provided in an easy-to-understand, simplified format. The person is able to derive what the service is for snow grading during a snow event. They then can easily see a simplified version in the “What you can expect from us” section and the service provided by the City during a Snow Event and/or when the City-wide Snow Grading program is activated.

They can also link to the Snow Grading map that shows the Priority Streets and follow the progress of snow grading during a snow event to see which roadways have been completed.

Should the citizen choose to, they can also click on the Right Hand Rail (column on the right of the page) and select under **Related Documents** additional information such as the *2016-17 Winter Road Maintenance Level of Service* document. This is a more comprehensive document providing greater detail for the entire program.

By selecting further topics in the accordion on the Winter Road Maintenance page they can access further snow program information.

Please see the following examples:

The screenshot shows the top portion of the City of Saskatoon website. The browser address bar displays 'https://www.saskatoon.ca/moving-around/dm...'. The website header includes the City of Saskatoon logo and navigation links: 'Create Account', 'Sign in', 'Accessibility', 'Contact Us', and 'Search'. A main navigation bar contains categories: 'Services for Residents', 'Moving Around' (highlighted), 'Parks, Recreation & Attractions', 'Community, Culture & Heritage', 'Business & Development', 'New to Saskatoon', and 'City Hall'. Below this, a secondary navigation bar features a 'Street Light Outage on Highway 16 West of Boychuk Drive Tuesday Evening' alert. The breadcrumb trail reads: 'Home > Moving Around > Driving & Roadways > Winter Road Maintenance'.

- Accessibility
- Transit
- Cycling
- Driving & Roadways**
  - Snow and Ice Program Requests
  - Winter Road Maintenance**
  - Road Maintenance & Repair
  - Managing Traffic
  - Driving
  - Bridges
  - Walking
  - Parking

## Winter Road Maintenance



### Be in the Know About Snow

From snow grading to sanding, the city has crews working around the clock to bring you **Better Winter Roads**.

[Take our Better Winter Roads Survey Today!](#)

**Snow Grading**

**Snow Route Parking Ban**

**Sidewalks**

### Contact Us

**Customer Service Centre**  
 306-975-2476  
[Email Us](#)  
[Find My Vehicle!](#)

### Resources

[Snow Services for Seniors](#)

### Related Pages

[Spring Snowmelt](#)  
[Sidewalks](#)

### Maps

[Snow Grading Map](#)

This screenshot shows the 'Snow Grading' section expanded. At the top, there is a button: 'Take our Better Winter Roads Survey Today!'. Below it, the 'Snow Grading' section is open, displaying 'Snow Events' information. The text explains that a snow event is called when there is 5 cm or more of accumulated snow along with reduced temperatures, high winds, and drifting snow. It lists three priority levels for snow grading: Priority 1 (highest traffic streets, 12 hours), Priority 2 (rapid transit bus routes and busy streets, 36 hours), and Priority 3 (main streets, school zones and residential pathways, 72 hours). It also mentions that if another snowfall occurs within the 72-hour timeframe, crews may return to Priority 1 streets. A button 'Open Snow Grading Map' is provided. Below this, the 'City-wide Snow Grading' section is visible, starting with 'What you can expect from us' and listing expectations for neighbourhood grading, timing of grading, and the use of Yellow No Parking signs. The 'Snow Route Parking Ban' section is partially visible at the bottom.

[Take our Better Winter Roads Survey Today!](#)

**Snow Grading**

### Snow Events

A snow event may be called when there is a combination of 5 cm or more of accumulated snow along with reduced temperatures, high winds, and drifting snow. Under these conditions snow grading is initiated.

#### What you can expect from us

- Extra city crews and outside contractors help out during and following a snow event.
- De-icing and grading occurs based on the following Priority Street System:
  - **Priority 1:** Highest traffic streets - will be plowed within 12 hours after a snowstorm ends.
  - **Priority 2:** Rapid transit bus routes and busy streets - will be graded within 36 hours.
  - **Priority 3:** Main streets, school zones and residential pathways - will be graded within 72 hours.

If another snowfall or blowing snow occurs within the 72-hour timeframe, crews may be required to return to Priority 1 streets, causing clearing to take longer.

Our snow grading map shows the status of cleared streets after a snow event.

[Open Snow Grading Map](#)

### City-wide Snow Grading

#### What you can expect from us

- City-wide neighbourhood grading will occur when the average snowpack reaches 15 centimetres (6 inches), to prevent the development of extreme ruts.
- Grading will occur later in the season to reduce the time that snow piles, known as windrows, adversely affect parking.
- The City will post Yellow No Parking signs to notify drivers in advance of grading. Remove your vehicle to avoid getting ticketed or towed.

**Snow Route Parking Ban**

[Spring Snowmelt](#)

[Sidewalks](#)

### Maps

[Snow Grading Map](#)

### Related Documents

- [2016-17 Winter Road Maintenance Level of Service](#)  
PDF 4 MB
- [Snow Event Timeline](#)  
PDF 1 MB
- [Poster - Be in the Know About Snow](#)  
PDF 943 KB
- [Sidewalk Snow Clearing Guidelines](#)  
PDF 1 MB
- [Better Winter Roads 2014/15 Summary](#)  
PDF 129 KB

### Service Alerts

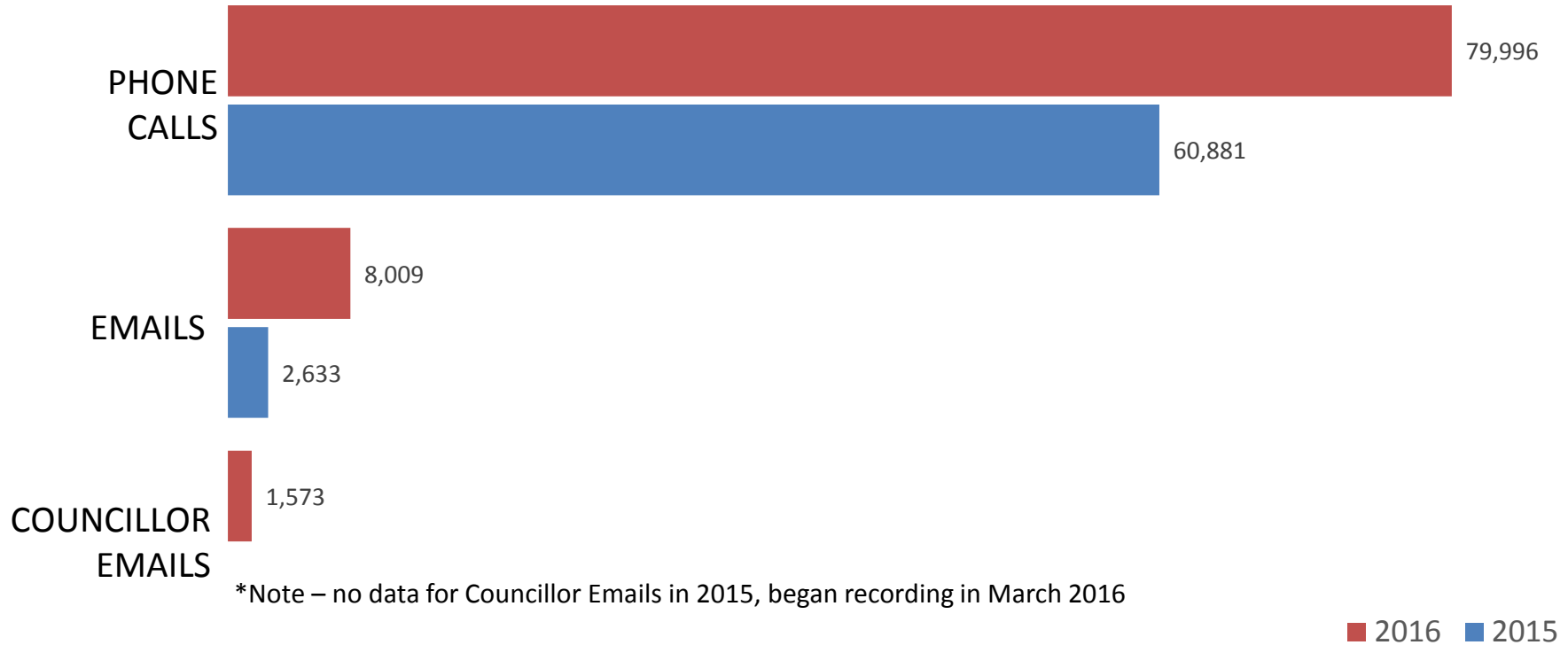
[Snow and Ice Service Alert](#)

# **24/7 Customer Service Centre**

## **2015 / 2016 Phone & Email Comparison**

Customer Service & Operations Support Manager - Carla Figg  
Customer Support Coordinator – Marsha Luiten

# Customer Service Centre Incoming Transaction Overview



# Call Categories

The following categories are selected by the customer service reps at the end of each call. These categories allow for enhanced reporting of call types that are received by the Customer Service Centre through 306-975-2476 (Roadways, Water & Sewer, Operations Support, Saskatoon Light & Power and all other general enquires) and 306-975-2486 (**Waste Stream Management enquiries**). The calls include work requests, information only, internal and call transfers to other areas.

	2015	2016
Bylaw Request	372	149
City Hall – Main Line Transfer *	0	1,471
Construction & Design Division	192	825
Customer Service & Op's Support Section	5,805	6,626
Environmental Corporate Initiatives Division *	0	1,481
Car Relocate Inquiries	978	137
General / Other Requests	971	12,255
Illegal Dumping Reports	191	574
Landscaping Requests	162	95
Major Projects Division *	0	369
Parks Division	628	1,027
Roadways - General	7,562	9,765
Roadways - Lanes & Rural Roads	538	149
Roadways - Pot Holes	701	278
Roadways - Sanding	350	259
Roadways - Sidewalks/Walkways	621	214
Roadways - Snow - General	503	97
Roadways - Snow - Sidewalks	272	105

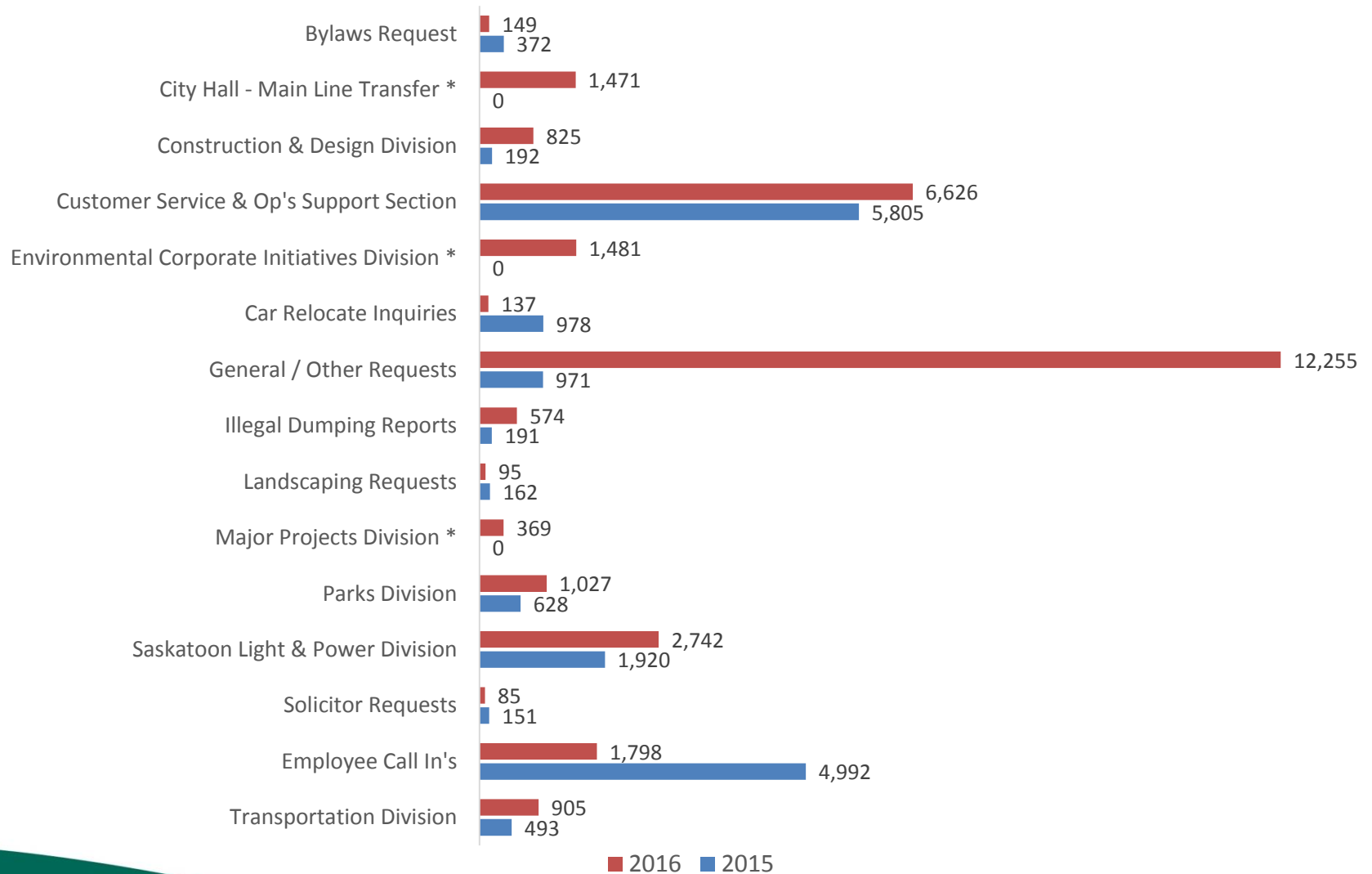
	2015	2016
Roadways - Snow - Street	531	151
Roadways - Sweeping Program	1,236	199
Saskatoon Light & Power Division	1,920	2,742
Solicitors Requests	151	85
Employee Call In's	4,992	1,798
Transportation Division	493	905
<b>Waste Stream - Compost</b>	<b>718</b>	<b>1,608</b>
<b>Waste Stream - Containers: Damages</b>	<b>362</b>	<b>3,628</b>
<b>Waste Stream - Containers: Requests</b>	<b>1,200</b>	<b>2,108</b>
<b>Waste Stream - Contracts &amp; Billing</b>	<b>255</b>	<b>546</b>
<b>Waste Stream - Garbage Collections</b>	<b>4,122</b>	<b>5,955</b>
<b>Waste Stream - Household Waste</b>	<b>85</b>	<b>329</b>
<b>Waste Stream - Landfill Enquiries</b>	<b>807</b>	<b>2,065</b>
<b>Waste Stream - Leaves and Grass Program</b>	<b>652</b>	<b>2,128</b>
<b>Waste Stream - Recycling</b>	<b>366</b>	<b>492</b>
Water & Sewer – Drinking Water Advisories	1,280	370
Water & Sewer - General	14,822	16,861
Water & Sewer - Main Break Inquiry	566	317
Water & Sewer - Sewer Backups	6,477	1,833

	2015	2016
<b>TOTAL CALLS</b>	<b>60,881</b>	<b>79,996</b>

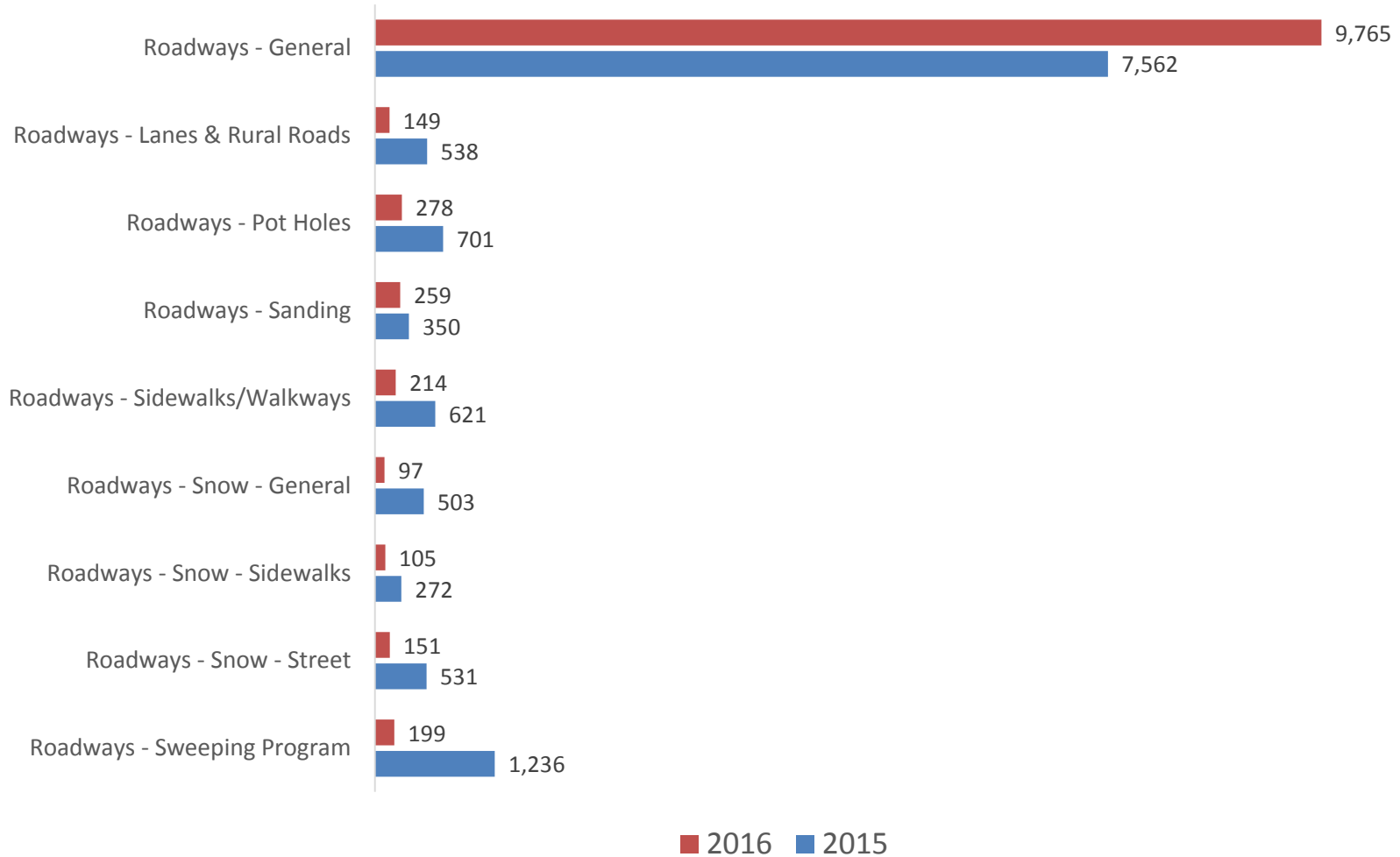
Call volume increased by almost 20,000 calls due to the addition of **Waste Stream Management** phone line into the call centre mid way through 2015.

## Call Categories - Designated by CSR's

(Section - Customer Service & Operations Support / General)

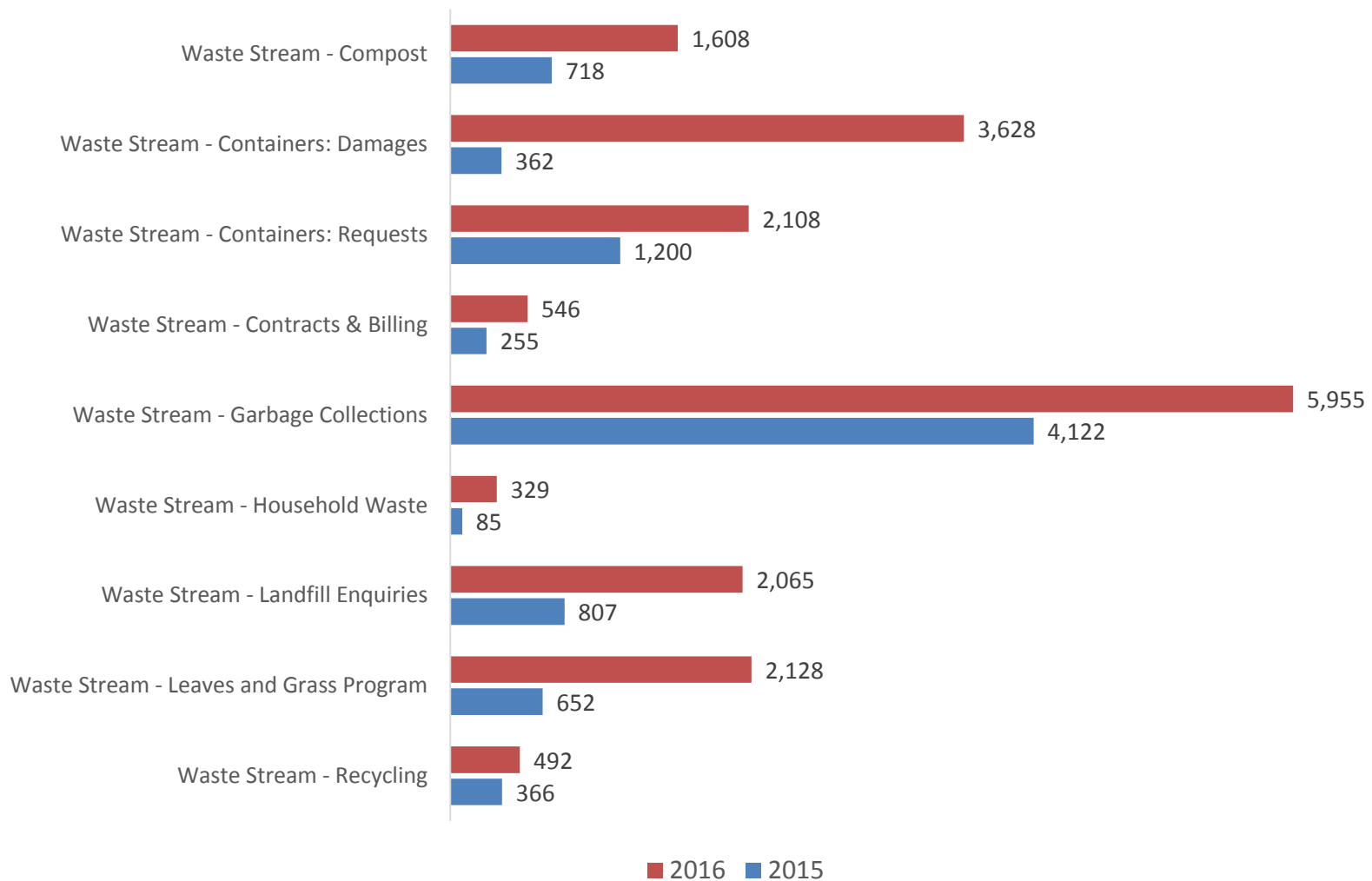


## Call Categories – Designated by CSR's (Section - Roadways)

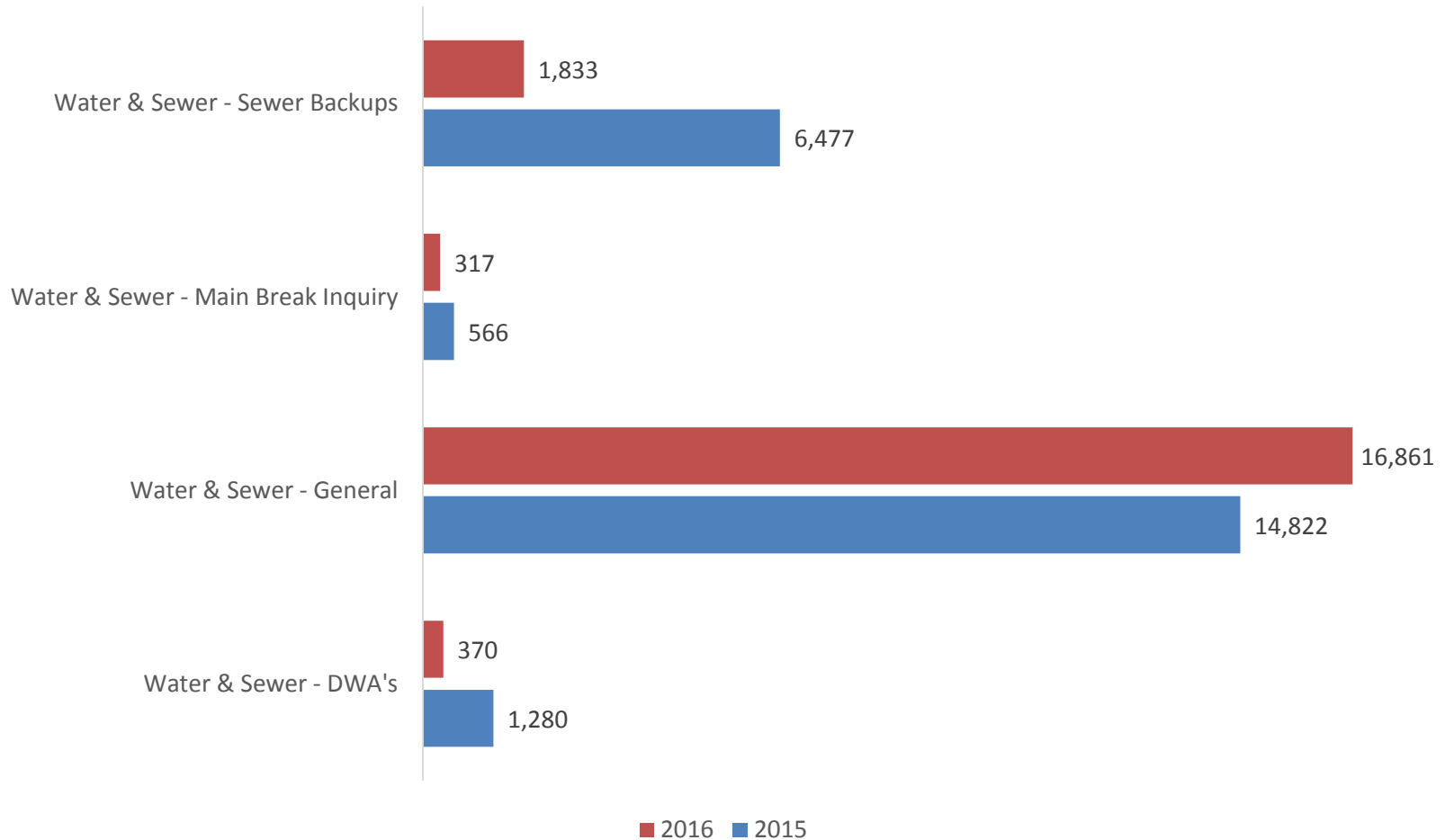




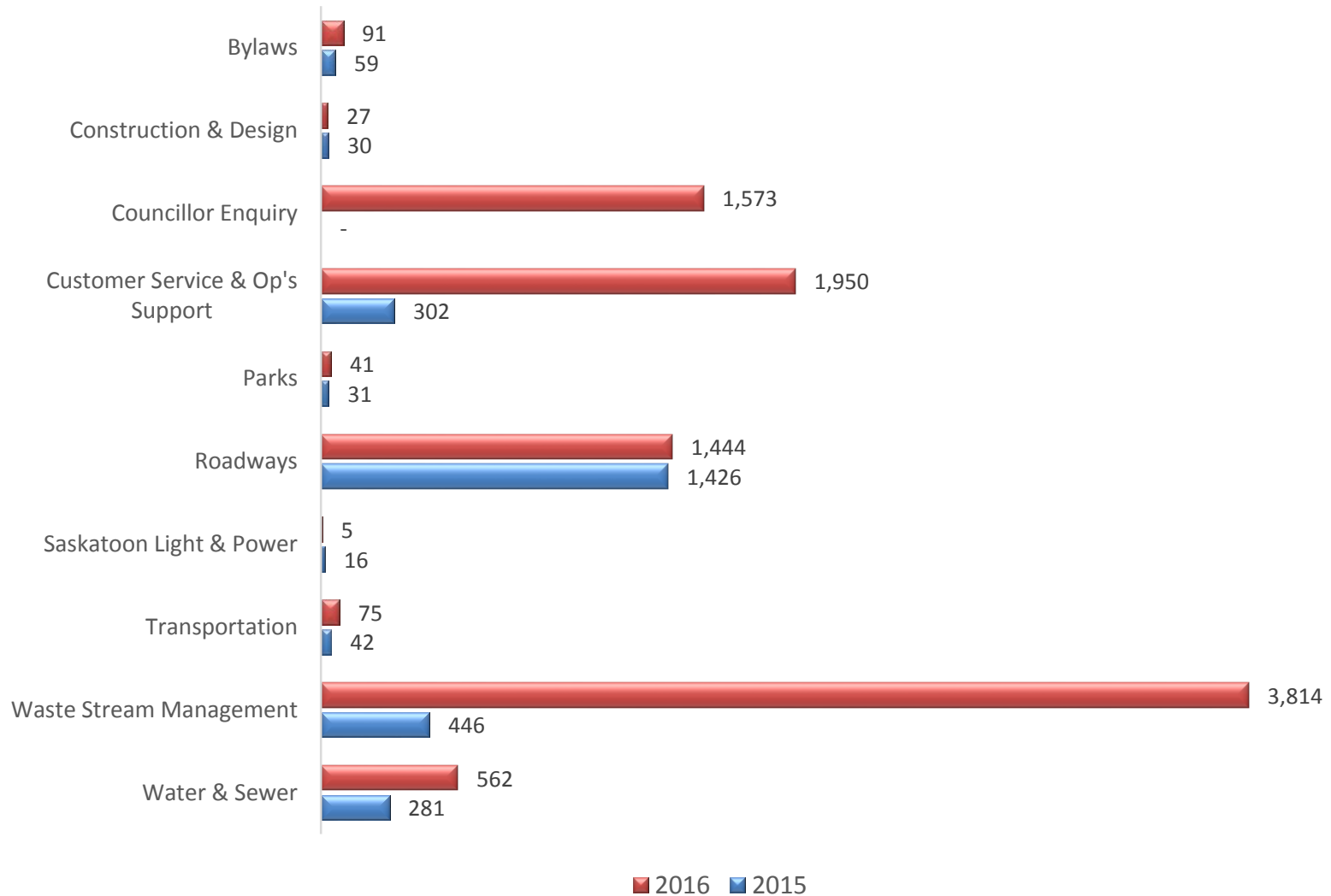
## Call Categories – Designated by CSR's (Section – Waste Stream Management)



## Call Categories – Designated by CSR's (Section – Water & Sewer)



## Email Categories – Designated by CSR's



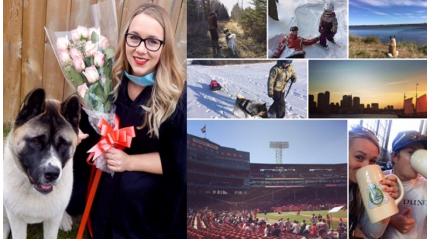
\*Note - the CSC started tracking Councillor emails March 2016  
 - The CSC started tracking Waste Stream Management emails August 2015.

# What's a PIC?

## Performance Improvement Coordinator

In partnership with Service Saskatoon, the Team works with frontline employees, supervisors, and managers to identify, implement, and sustain best practices in process improvement and analytics tools with a focus on defining service levels, reducing waste, maximizing resources, and improving service delivery.

### WHO ARE THEY?



#### KRISTIN BRUCE

In 2011, completed **Psychology** undergrad from University of Saskatchewan.

Took one year off to work as a **Quality Control Officer** at PCS Rocanville for a small earthworks company, and to travel through Thailand, Australia, and New Zealand.

Upon returning to Saskatoon, started a **Masters of Public Policy** at Johnson Shoyama Graduate School of Public Policy.

Completed a thesis: *water governance and planning for future uncertainty in Saskatchewan.*

Joined the **Executive Internship Program** which is how she came to the City of Saskatoon where she now works as a permanent full-time PIC.

Outside work, Kristin likes to spend time with her boyfriend and friends, watch Netflix, play with her American Akita dog, and plan her next trip.



#### TANYA BELL

**Bachelor of Science** degree in **Anthropology** from University of Calgary, certificates in **Environmental Technology** from SAIT, and **Quality Management** from University of Manitoba.

**Senior Member of the American Society for Quality, Certified Lean Greenbelt, and Certified PROSCI Change Management Practitioner.**

Managed a large primate sanctuary in south Texas for 5 years after graduating from university, caring for a few hundred Japanese macaques, and a handful of vervets and baboons.

Worked in the mining sector as **Quality Systems Specialist** prior to joining the City in January 2017.

Parent of 3 wonderful kids. We enjoy canoeing, camping, and skiing as much as possible. Active volunteer in my community association, school parent council, and my kids' teams.



#### JEN FELSKE

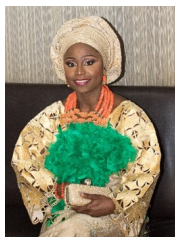
Experience in **engineering, process improvement, quality control, and production** largely in the mining sector for Cameco and PotashCorp.

**Masters in Business Administration** from Edwards School of Business, **Bachelor of Engineering** from University of Saskatchewan.

Completed **Operational Excellence Lean** workshops and currently completing a **Project Management Certificate**.

**Entrepreneurial** spirit and runs a small food truck business in her spare time!

Enjoys traveling and returning to the lakes around Prince Albert with her husband where she grew up on a farm, as well as fishing, ski-dooing, biking, running, and gardening.



#### DUNNI HARRIMAN

Holds a **Higher National Diploma in Accounting** from Nigeria, **Payroll Compliance Practitioner** and **Certified Payroll Manager** designations.

Held roles as **HR Administrator, Systems Accountant, Payroll Coordinator, and Payroll Manager.**

Involved in implementation of new Employee and Manager Self Service (ESS/MSS) systems, payroll/T4 e-statements, automated leave requests, HRIS, and Financial ERP modules.

Enjoys traveling and visiting family in the coastal city of Lagos in Nigeria; country life with her husband, dog, and 3 cats (Gucci, Louie Vuitton, and Little Foot) on their acreage; kayaking, biking, ATV fun rides, gardening, relaxing by the pool, and having extended family over.



#### SCOTT BASTIAN

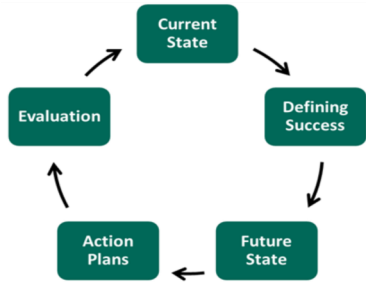
**Bachelor of Business Management** from Vancouver Island University, **Graduate Project Management Certificate** from Royal Roads University, **Lean Green Belt** certified.

Experience as **project and lean coordinator** in financial sector, and **project management** roles with 2012 London Olympics and 2016 Rio Olympics overseeing corporate ticket programs.

Two terms as an **elected official** in the Town of Ladysmith, BC with focus on youth engagement due to his age while elected.

Prior to his recent move to Saskatoon from Vancouver Island, participated in dragon boating, trail exploration and frequent ski trips with his partner.

# WHAT DO THEY DO? WHAT'S IN IT FOR ME?



## COLLABORATIVE REVIEWS

1. Civic Service Reviews (CSR)
2. Internal Process Reviews (IPR)
3. Tools to identify easy-to-implement solutions, eliminate waste, and improve value delivered to our citizens

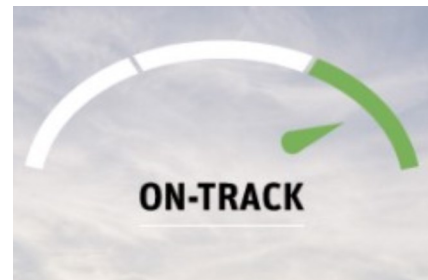
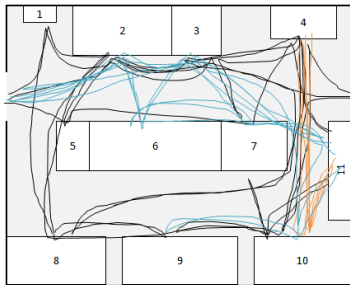
Reviews identify opportunities to improve operational efficiency and effectiveness in service or program delivery.

Information helps build asset service levels, maintenance service levels, and supports Service Saskatoon's knowledge base and Customer Relationship Management (CRM) system.

## STRATEGIC RESULTS

Corporate initiatives and improvements are measured and reported to support City strategies, resulting in the following:

- Improved citizen service
- Increased cost savings
- Increase in deferred spending
- Improved employee engagement
- Improved program/service effectiveness
- Reduced processing/cycle time
- Reduced wait times or motion of people/data



## BUILD EMPLOYEE CAPACITY

Staff learn continuous improvement tools and facilitation techniques that are repeatable in their work locations, and use them to get ideas off the ground.

- Empowers and engages staff
- Builds employee morale

## PERFORMANCE TARGETS

Monitor, update, and recommend improvements to Corporate targets and indicators.

Help divisions develop Key Performance Indicators (KPI's) which measure the City's performance, and improve transparency by providing citizens with overview of progress.



## PARTNERSHIPS

Performance Improvement Coordinator integrates with a Division for at least 6 months and assists to support

- Defining Service Levels
- Determining unit costs
- Developing standards, targets, and KPI's
- Evaluating and helping implement action plans

## Saskatoon.ca Form Submissions in 2016

The *Saskatoon.ca Form Submissions in 2016* page is reflective of the total online service request submissions made in 2016. These were through various forms on pages found throughout the website. These are essentially what the website refers to as an online form. Further refining of the forms on the website would need to be made to differentiate which are actual service requests as not all shown are true requests for service.

Within this chart there is the *Contact Us* (see page 3 for detailed breakdown) showing a usage of 5775 submissions. Page 3 shows a detailed category breakdown.

Application for Election Workers	878
Contractor Utility Cut Request	24
Archive Reference Form	55
Boulevard Garden Agreement	30
Committee Appointments	69
Committee Appointments Reference	113
Committee Reappointment	61
Community Tree Planting Program	245
Contact the Mayor	457
Contact Us (See page 3 for detailed breakdown)	5,775
Contact Your City Councillor	1,370
Election Questions	160
News Release Email Notification	116
Performance Indicator Plan - Ask a question	2,800
Plant By Request & Industrial Tree Planting Program	155
Request a Service	349
Risk Management Division Claim Application	68
Snow Angel Submission	60
Construction Specifications Email Notification	29
Submit a Compliment to the City	37
Write a Letter to Council	362
Garbage Collection	24
Garbage: Debris on Roadway	1
Hydrant Flow and Short Service Connections Inspection Forms	5
Manhole Inspections	1
Replacement and Delivery of Garbage Container	79
Report a Leaking or Broken Fire Hydrant	14
Retention Ponds	1
Sanitary Sewer Main Issues	6
Sewer Backup	82
Storm Sewers / Surface Drainage	1

**ATTACHMENT 4**

Water & Sewer Locates	59
Water Connection Maintenance Requests and Troubleshooting	27
Water Outage	42

**13,555**

The *Contact Us Form Categories* page shows the total number and various categories for which a webmail in-box submission had been directed in 2016. Citizens using the *Contact Us* online form select by category for the issue they wish to submit an entry. Service Saskatoon will review, and correct the category for the submission if required, to ensure it is directed to the appropriate divisions' webmail.

These submission inquiries will be migrated at a future time into the permanent CRM system as part of the future corporate 311/Call Centre program.

<b>Contact Us Form Categories</b>	<b>Count of Service category</b>
Accessibility Services	76
Archives	26
Building, Renovations & Permits	110
Business Licences & Permits	73
Careers at the City	193
City Bylaws & Policies	221
City Council, Boards & Committees	75
City Planning	78
Community Engagement/Shaping Saskatoon	22
Community, Culture & Heritage Programs	27
Composting – Compost Depots	12
Composting – Green Cart program	43
Composting – Home Composting	3
Fire & Emergency	59
General or All Other Inquiries	667
Graffiti	53
Grants	8
Junked Vehicles	11
Land Development Services	19
Legal Issues	25
Long Grass and Weeds	104
Neighbourhoods & Community Associations	34
Parking Related Issues	211
Parking Services	117
Parks	170
Pet Licensing & Animal Services	61
Police	20
Potholes	227
Property Tax Payment & Assessment	170
Recreation Programs, Fitness & Attractions	87
Recreational Facilities & Sportsfields	76
Recycling – Blue Cart program	84
Recycling – Multi-Unit program	6
Registering for Recreation Programs	6
Residential & Commercial Development Regulations	17
Saskatoon Light & Power Services	144
Saskatoon Transit	144
Sidewalk	193
Snow and Ice	137



**ATTACHMENT 4**

Street sweeping	89
Traffic Related Issues	243
Trees	152
Unsafe Buildings/Structures	37
Utility Bills and Payments	507
Voting & Elections	18
Waste - Garbage collection	445
Waste - Landfill	23
Water & Sewer Services	326
Website	102
Welcoming Newcomers	24
<b>Grand Total</b>	<b>5775</b>

## **Saskatoon.ca Interactive Services Landing Page**

### **What are we doing?**

- Creating a single landing page on Saskatoon.ca to provide easier access for citizens to all of the corporation's online services.

### **Why are we doing this?**

- When the website was redesigned we used a great deal of input from citizens to create a menu structure on the website that made sense to them and helped them to find information quickly and easily.
- At the time of redesigning the website we didn't actually have many online services. Our vision is to create more online services so that citizens can do business with the city when it is convenient for them.
- New online services are constantly being developed and based on the website menu that was developed during the redesign, the services are now showing up under most of the sections of the menu.
- The creation of a single landing page for all current and new online services will make them easier to find.
- This online landing page will act as a precursor to the permanent home for the services that will be included in the Customer Relationship Management system.

### **How are we developing the landing page?**

- Similar to the redesign of the website, we are using input to design and test a landing page that makes sense to citizens.
- The Citizen Advisory Panel is being used to provide input in the development, and a small number of panel members will be used to test the page prior to launching it on the website.

### **What have we done so far?**

- Gathered CAP input on how to approach development based on a couple of examples from other cities websites.
  - √ They told us to group services by similar/related categories.
- We have created a list of all of our current online services available through the website (see below).

- We have been developing a format for the new landing page that we can test with a small number of CAP users who have volunteered to be testers.

### **What do we have planned for the next month?**

- Confirm 5 or 6 of the CAP volunteers to come in for a half hour session to provide input on our initial development work.
- Finish grouping the online services so we can find out if the groups makes sense and works for the user testers.
- Finish two different draft formats of the landing page so user testers can tell us which they like best and why.
- Once user testing has been completed:
  1. Provide a summary of feedback and testing to the CAP.
  2. Finalize development and testing of the new landing page on our development server.
  3. Work with Communications Division to finalize a communications plan to promote the new landing page to citizens.

### **Interactive Services on Saskatoon.ca – March, 2017**

#### **City Hall**

Citizen Service Phone Numbers  
Contact Us  
Careers at the City  
Committee Application Form  
Civic Square Bookings  
Events Calendar  
Minutes, Agendas and Meetings Video  
Public Tenders  
Shaping Saskatoon  
Street Banner Application  
Write a Letter to City Council  
Ward Finder

#### **Community Associations**

Find your Community Association

#### **Data & Statistics**

Open Data Catalogue

### **Driving & Roadways**

Report a Pothole  
Find My Vehicle (Vehicle Seizures)  
Lane Maintenance Interactive Map (seasonal)  
Report a Community Traffic Issue  
Report a broken chain-link fence (City owned)  
Report Debris on Roadway  
Road Restrictions & Construction Projects Interactive Map  
Street Sweeping Interactive Map  
Snow Event Interactive Map (seasonal)  
Snow & Ice Service Requests (seasonal)  
Snow Angel Nomination (seasonal)  
Utility Cuts & Repair Interactive Map

### **Housing and Property**

Boulevard Garden Agreement  
Revenue Neutral Tax Estimator (temporary service)  
Property Assessment & Tax Tool  
Book an Inspection for Properties with a Residential Building Permit  
Tree Request New Residential Area  
Tree Request Established or Industrial Neighbourhood

### **Licenses**

Purchase or Renew your Pet License  
Apply for or Renew Business Licenses Online

### **Parking Services**

Pay a Parking Ticket Online

### **Power and Water**

Submit a meter reading  
Water Sewer Service Requests (10 forms)  
My Utility Account  
Book an Ami Appointment for your Water Meter  
Report Street Light Outages

### **Recreation, Sport & Culture**

Art Appreciation – Placemaker Program Interactive Map  
City Golf Courses Online Booking  
Heritage Register Interactive Map  
Leisure Centres Drop in Online  
Leisure Online Program Registration  
Public Art Collection Interactive Map  
Summer Programs Interactive Map  
Saskatoon Services & Schedules Interactive Map

### **Transit**

Plan your trip using Google Transit

**Notification Services**

NotifyNow

RSS feeds for News and alerts

RSS feeds for Careers with the City

**Submit a Claim or Complaint**

Damage Injury Claim Form

Make a Bylaw Complaint

**Waste and Recycling**

Collection Schedules and Reminders

Garbage Service Requests (3 forms)

Waste Wizard helps you put waste in the right place

# City of Saskatoon - Public WiFi

Status Update



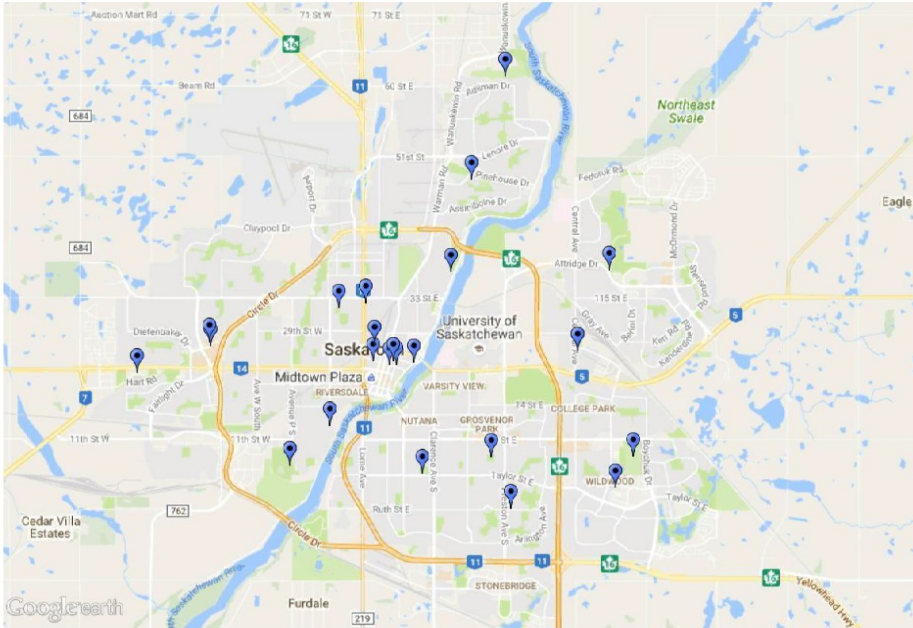
## RFP Process and Award to Shaw

- The City of Saskatoon released Request for Proposal #15-0866  
Provision of free public WiFi service in City of Saskatoon  
customer-serving facilities on October 19<sup>th</sup>, 2015
- Shaw replied to the RFP on November 5<sup>th</sup>, 2015
- An information report was forwarded to the City's Standing Committee  
on Environment Utilities and Corporate Services on December 7<sup>th</sup>, 2015
- Shaw and the City of Saskatoon entered into a WiFi agreement dated  
January 1<sup>st</sup>, 2016

1  City of Saskatoon



# Deployment update



26 Locations  
123 Hotspots



## List of all sites

City Hall	222 3rd Avenue North - 975-3200
Cosmo Civic Centre	3130 Laurier Drive • 975-3344
Lakewood Civic Centre	1635 McKercher Drive • 975-2944
ACT Arena	107 - 105th Street - 975-3316
Kinsmen Arena	1405 Avenue P So. - 975-3310
Lawson Civic Centre	225 Primrose Drive • 975-7873
Holiday Park	1630 Avenue U S. - 975-3325
City Centre / Downtown Transit Hub	231 23 Street East
Mayfair Pool	1025 Ave F North • 975-3352
Lathey Pool	815 Taylor Street • 975-3333
Police Headquarters	76 25th st E.
Wildwood Golf Course	8th Street East - 975-3320
Riversdale Pool	822 Ave H South • 975-3353
Lions Arena	2205 McEown Ave. - 975-3306
Archibald Arena	1410 Windsor Street - 975-3313
Shaw Centre - Indoor	122 Bowlt Cres
TCU Place	35 22nd Street East
George Ward Pool	1915 5th Street East • 975-3350
Silverwood Golf Course	Wanuskewin Road - 975-3314
Confederation Transit Hub	Confederation Mall
Civic Square - Outdoor	
Saskatoon Zoo & Forestry Farm Park	1903 Forest Dr
Gordon Howe Campground	1640 Avenue P South
Market Mall transit Hub	Market Mall
Harry Bailey Aquatic Centre	1110 Idylwyld Drive • 975-3321
PotashCorp Playland at Kinsmen Park	902 Spadina Crescent East

## Latest completed sites

Site name	Completed
Saskatoon Zoo & Forestry Farm Park	18/08/2016
Gordon Howe Campground Complex	20/09/2016
Market Mall Transit Hub (Outdoor)	20/09/2016
PotashCorp Playland at Kinsmen Park	21/11/2016
Harry Bailey Aquatic Centre	23/11/2016

4



## Top 5 sites

List of the top 5 sites where Guest Access is used the most

Site name
Shaw Centre
Lakewood Civic Centre
Lawson Civic Centre
Confederation Transit Hub
Cosmo Civic Centre

5





# Guest Usage

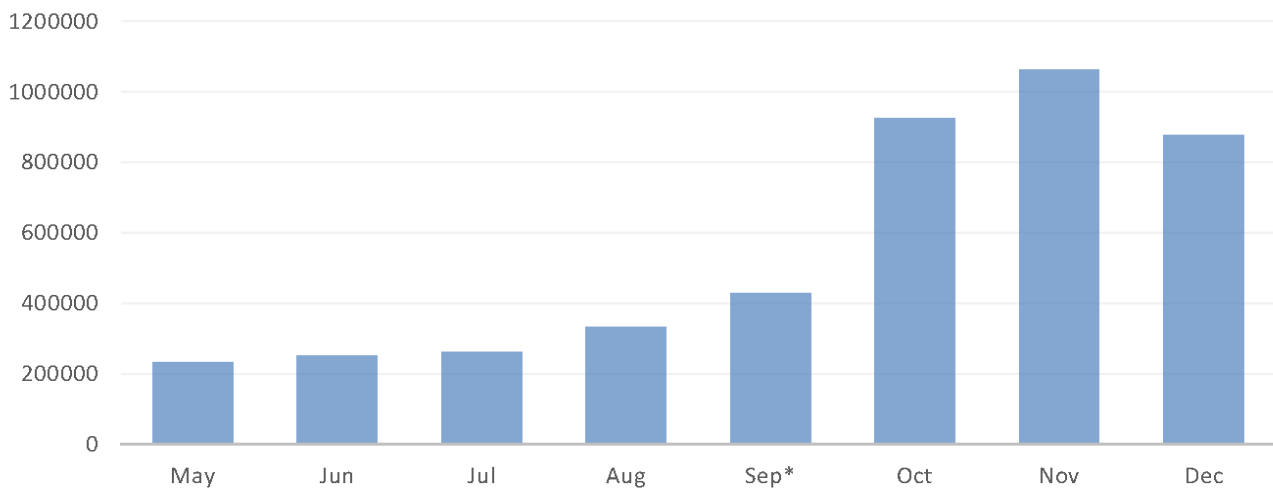
Since the launch of public Wi-Fi in January 2016, there have been over 155,000 connections and over 690,000 Megabytes of data used on the Shaw Go WiFi guest network in Saskatoon. Guests spent over 2 million minutes on the Guest Network.

6



## Guest Usage trend (2016)

Duration (Minutes)



\* We experienced a reporting error in September, extrapolated numbers are following the trend

7



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## 2017 Materials Testing Services - Award of Engineering Services – Asphalt, Concrete, Soil and Micro-Surfacing

### Recommendation

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

1. That 2017 concrete testing in the East area be awarded to AMEC Foster Wheeler, at a total estimated cost of \$31,000, plus GST;
2. That 2017 concrete testing in the West area, soils testing in the East area, and asphalt testing in the West area be awarded to Tetra Tech EBA Inc. at a total estimated cost of \$115,000, plus GST;
3. That 2017 soil testing in the West area and asphalt testing for the Expressway area be awarded to Golder Associates Ltd., at a total estimated cost of \$92,000, plus GST;
4. That 2017 asphalt testing in the East area be awarded to Englobe Corp., at a total estimated cost of \$55,000, plus GST;
5. That 2017 micro-surfacing testing in the entire city be awarded to WSP Canada Inc. at a total estimated cost of \$70,000, plus GST; and
6. 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 obtain City Council approval to award asphalt, concrete, soil, and micro-surfacing material testing for the 2017 construction season.

### Report Highlights

1. Proposals were received from ten firms to provide material testing services for City of Saskatoon construction projects.
2. Proposals were evaluated based on qualifications, fee schedules and available capacity. The five proponents with the highest scores are being recommended.

### Strategic Goal

The recommendations in this report support the Strategic Goal of Asset and Financial Sustainability as the request for proposals for the selection of consultants to provide material testing services ensured the highest value to the City.

## **Background**

On February 16, 2017, Requests for Proposals (RFP) were issued for asphalt, concrete, soil and micro-surfacing material testing services for various capital infrastructure projects. Proposals were received on March 2, 2017, from the following ten consulting firms:

- Allnorth Consultants Limited
- AMEC Foster Wheeler Environment & Infrastructure
- Clifton Associates Ltd.
- Englobe Corp.
- Golder Associates Ltd.
- P. Machibroda Engineering Ltd.
- PSI Technologies Inc.
- SNC-Lavalin Inc.
- Tetra Tech EBA Inc.
- WSP Canada Inc.

Material testing contracts are awarded annually to provide quality assurance within capital infrastructure projects. In 2016, \$400,000 of testing was awarded to qualified, licensed, professional testing firms to provide this service. These contracts are funded annually through the approved 2017 Capital Projects.

## **Report**

In 2017, an estimated 4,500 tests will be done to ensure quality work is completed by contractors on over 40 capital projects, including land development, water, sewer, and roadways preservation and rehabilitation. This third-party testing provides quality assurance.

The Administration grouped material testing into four separate types: asphalt, soil, concrete, and micro-surfacing; and the city was divided into two geographic areas: East and West. For asphalt testing, a third area was required and it was determined that the large expressway resurfacing contract would be the best solution. Selections were based on the engineering consultants' qualifications, which included national lab certifications, members of the team and their roles within the proposed team. Competitive fee schedules and the consultants' capacity to complete the work in a timely manner were also factors.

There were two pricing options with soil testing: Option 2.A. - Soil Density Testing per hour, and Option 2.B. - Soil Density Testing per test. It was determined that Option 2.B. Density Testing per test is the preferred option.

After an extensive evaluation of the proposals, the five proponents with the highest scores are being recommended as follows:

- Concrete testing in the East area be awarded to AMEC Foster Wheeler, at a total estimated cost of \$31,000, plus GST;

**2017 Materials Testing Services – Award of Engineering Services - Asphalt, Concrete, Soil and Micro-Surfacing**

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- Concrete testing in the West area, soils testing in the East area, and asphalt testing in the West area be awarded to Tetra Tech EBA Inc. at a total estimated cost of \$115,000, plus GST;
- Soil testing in the West area and asphalt testing for the Expressway area be awarded to Golder Associates Ltd., at a total estimated cost of \$92,000, plus GST;
- Asphalt testing in the East area be awarded to Englobe Corp., at a total estimated cost of \$55,000, plus GST;
- Micro-surfacing testing in the entire city be awarded to WSP Canada Inc. at a total estimated cost of \$70,000, plus GST.

**Options to the Recommendation**

Material testing services could be awarded for each individual construction project. This option is not recommended as the amount of testing on any individual project is small, and the grouping of testing services into geographic areas and types of testing, across multiple projects, lowers costs through economies of scale.

**Financial Implications**

The total net cost to the City for the engineering services for all 2017 material testing is as follows:

Total Base Fees	\$363,000
GST	18,150
Total Fees	<u>\$381,150</u>
GST Rebate	<u>(18,150)</u>
Total Net Cost to the City	<u>\$363,000</u>

Funding for the material testing services will be from the various approved 2017 Capital Projects that require these services.

**Environmental Implications**

The primary environmental aspect associated with the various materials testing requirements is the use of fossil fuels relating to transportation to/from test sites. The overall use of fuel and resulting greenhouse gas emissions are not known at this time.

**Other Considerations/Implications**

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

**Due Date for Follow-up and/or Project Completion**

A follow-up report is not required. Project completion will coincide with the completion of the various 2017 construction projects that the material testing will be provided for.

**Public Notice**

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

**Report Approval**

Written by: Tyrone Borsa, Technologist, Construction and Design  
Reviewed by: Rob Dudiak, Engineering Manager, Construction and Design  
Reviewed by: Celene Anger, Director of Construction & Design  
Approved by: Jeff Jorgenson, General Manager Transportation & Utilities  
Department

EUCS TB – 2017 Materials Testing Services – Award of Engineering Services – Asphalt, Concrete, Soil and Micro-Surfacing

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## Storm and Sanitary Sewer Flow Monitoring Along Major Corridors – Sole Source

### Recommendation

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

1. That the Administration prepare a sole source to Avensys Solutions Inc. for the supply of ISCO flow monitoring equipment for the total cost of \$124,551 (including GST); and
2. That Purchasing Services issue the appropriate purchase order.

### Topic and Purpose

The purpose of this report is to obtain approval to purchase ISCO brand flow monitors to measure the flow rate of the storm and sanitary sewer system along the major corridors that have been identified in the Growth Plan. This information is necessary for corridor planning to accommodate growth and the implementation of Bus Rapid Transit.

### Report Highlights

1. Storm and sanitary flow monitoring is essential for building and calibrating system models. These models are fundamental for cost effective planning, design, and operation of the storm and sanitary systems, while considering the environmental implications in existing and new neighbourhoods.
2. The purchase of 17 new ISCO flow monitors is required for the Secondary Plan Process & Corridor Redevelopment component of the Growth Plan.
3. In March of 2015, City Council approved the use of ISCO flow monitors as the City standard until December 31, 2018.

### Strategic Goals

This report supports the Strategic Goal of Sustainable Growth as this purchase will help facilitate informed decision making related to future storm and sanitary sewer requirements associated with growth along major corridors.

This report also supports the Strategic Goal of Asset and Financial Sustainability as this purchase will allow more pipe flow data to be captured within the city to support reliable forecasting of preservation and system upgrade work.

This report also supports the Strategic Goal of Environmental Leadership as this purchase will provide information on the impacts of severe rainfall events on the City's storm and sanitary sewer systems.

## Background

At its meeting held on March 23, 2015, City Council approved the use of ISCO flow monitors as the City standard until December 31, 2018. Avensys Solutions Inc. (Avensys) is the only distributor in Canada for ISCO monitors.

## Report

The purchase of 17 new ISCO flow monitors is required for the Secondary Plan Process & Corridor Redevelopment component of the Growth Plan. This purchase will enable accurate measurement of the flow rate along major corridors in order to assess current sewer capacity and forecast potential infrastructure upgrades required to accommodate growth and the implementation of Bus Rapid Transit. Since this proposed purchase exceeds \$75,000, City Council approval is required.

The benefits of continuing to use the approved ISCO brand of flow monitors include:

- Compatibility with existing database and data management software.
- Consistent data collection methods for comparability within the monitoring system.
- Efficient and cost effective equipment maintenance.

## Financial Implications

The quote from Avensys was priced on a per unit basis, at a total estimated cost of \$124,551 (including GST). The estimated cost to the City for the equipment would be as follows:

Base Cost	\$118,620.00
GST	<u>5,931.00</u>
Total Cost	\$124,551.00
Less GST Rebate	<u>(5,931.00)</u>
Net Cost	<u>\$118,620.00</u>

Funds for this purchase are available in the 2017 Capital Budget – Project #2541-02 Secondary Plan Process & Corridor Redevelopment. This purchase is expected to be eligible for matching support through the Government’s Public Transit and Infrastructure Fund (PTIF), pending Provincial approval of the procurement method.

## Environmental Implications

Storm and sanitary flow monitoring is essential for building and calibrating system models. These models are fundamental for cost effective planning, design, and operation of the storm and sanitary systems, while considering the environmental implications in existing and new neighbourhoods.

Some examples of environmental implications include:

- Assessment of basement sewer backup risk and possible solutions.
- Identifying surface flooding risks and possible remediation solutions to reduce the impact.
- Reduction of the risk for sanitary and storm system failure and the associated environmental consequences.

- Increased accuracy for analysis and modelling of the water quality impact, following a spill into the sanitary or storm system.

**Other Considerations/Implications**

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

**Due Date for Follow-up and/or Project Completion**

The monitors are required by early May 2017 in order to capture the start of the rain season. Delivery time is four to six weeks from date of order.

**Public Notice**

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

**Report Approval**

Written by: Grant Gardner, Senior Monitoring Technician, Saskatoon Water  
Reviewed by: AJ McCannell, Manager, Engineering & Planning, Saskatoon Water  
Reid Corbett, Director of Saskatoon Water  
Approved by: Jeff Jorgenson, General Manager, Transportation & Utilities  
Department

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## Capital Project #2565 – WTP – Transfer Pumping & Electrical Upgrades – Award of Engineering Services

### Recommendation

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

1. That the proposal submitted by Associated Engineering (Sask.) Ltd. for engineering services for the design and construction of the Water Treatment Plant Transfer Pumping & Electrical Upgrade, at a total upset fee of \$2,868,320.95 (including GST and PST), be approved; 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

This report presents a plan and a recommendation for engineering services required to design and construct a long-term transfer pumping solution for the Water Treatment Plant (WTP). In addition to transfer pumping, the project includes significant upgrades to the WTP's electrical system.

### Report Highlights

1. The recently completed Avenue H Water Treatment Plant Reservoir Expansion Project included a short-term transfer pumping solution.
2. The long-term transfer pumping project will provide redundant transfer pumping that will meet the ultimate capacity of the WTP.
3. Electrical upgrades are required due to age and limited capacity of the current infrastructure.
4. A Request for Proposal (RFP) was issued on January 24, 2017, and closed on February 17, 2017, for engineering services for design, tender, and construction management of the project. Two proposals were submitted and the proposal from Associated Engineering (Sask.) Ltd. (Associated Engineering) was rated the highest.

### Strategic Goals

This report supports the Strategic Goals of Asset and Financial Sustainability and Sustainable Growth by maximizing the capacity of the existing WTP and incrementally upgrading the process areas.

### Background

At its meeting held on April 26, 2010, City Council awarded engineering services for the design and construction of the Avenue H Water Treatment Plant Reservoir Expansion Project to Associated Engineering (Sask.) Ltd., teamed with CH2M HILL Canada

Limited. The final design required the transfer of filtered water, across Avenue H, for Ultra Violet (UV) disinfection and storage in the new facility by means of dedicated transfer pumps. As an interim step, it was resolved to re-purpose existing distribution pumps for the transfer pumping function. The inefficiency and age of these pumps made this a short-term solution and it was recognized that a long-term transfer pumping project was required within three years of the completion of the reservoir expansion.

The report entitled Water Treatment and Distribution Systems Electrical Long-term Development Plan (Associated Engineering (Sask.) Ltd., October 2015) provided a condition assessment of electrical equipment at the WTP. The report presented a comprehensive listing of the minimum amount of work required to ensure that the electrical power distribution systems at the WTP are of a design and condition to meet distribution capacities identified in the Water Treatment Plant Long-term Capital Development and Expansion Plan.

### **Report**

Raw water from the South Saskatchewan River is clarified and filtered at the existing facility on the east side of Avenue H. The water flows by gravity to limited sized clear wells under the filters and requires low pressure transfer pumping to disinfection and storage facilities on the west side of Avenue H.

### Short-term Transfer Pumping Solution

The City recently commissioned the Avenue H reservoir expansion, UV disinfection system, and new high lift pumping station. The previous high lift pumping equipment was converted to a transfer pumping system, conveying water from the WTP clear wells, through the UV disinfection system, and into the expanded reservoir storage volume. Use of the existing high lift pumping system was a short-term solution for moving water from the clear wells and was intended to be utilized for approximately three years. A long-term transfer pumping design is required, as the short-term solution is inefficient and is currently the most vulnerable failure point in the City's Water Treatment Plant.

### Long-term Transfer Pumping Solution

The primary objective of the WTP Transfer Pumping & Electrical Upgrade Project is the construction of a long-term fully redundant transfer pumping system to convey water from the plant clear wells, through the UV disinfection system, and into the adjacent reservoir. The City considers the existing transfer pumping system to be at the end of its life. The long-term ultimate treatment capacity of the plant of 300 million litres per day (MLD) and ultimate transfer pumping rate of 350 MLD, were stated in the Associated Engineering memorandum dated September 4, 2013. The initial task of the consultant is to determine these capacities through consultation with the City, and use the agreed capacities as the basis for the design.

### Electrical Upgrades

An essential component of transfer pumping is electrical upgrades, including instrumentation and controls, which was outlined in the Long-term Transfer Pumping

Implementation Plan. The two-stage solution proposed by Associated Engineering details electrical upgrades that:

- solves redundancy in the existing electrical system,
- replaces equipment operating beyond its service life,
- provides enhanced operator safety; and
- rationalizes equipment location.

The electrical upgrade will include the following process areas: filters, chlorine, chemical feed, filter backwash, control power supplies, residuals handling, clarifiers, UV disinfection, sand separation, low lift pumping, and supplementary miscellaneous upgrades. A major component is standby power generation for the transfer pumping.

### Request for Proposal

A Terms of Reference (TOR) was developed providing a basis for the engineering services required for the project. The TOR included six reports and memorandums that described the existing short-term transfer pumping solution, depicted a proposed long-term transfer pumping arrangement, and detailed existing and proposed electrical upgrades. On January 24, 2017, an RFP was advertised on the SaskTenders website and the following two proposals were received on February 17, 2017:

- AECOM Canada Ltd. (Saskatoon, SK)
- Associated Engineering (Sask.) Ltd. (Saskatoon, SK)

After evaluation, the Administration rated the proposal from Associated Engineering as superior and confirmed it met the scope-of-work defined in the TOR.

Work of this nature has been traditionally procured from the private sector. The work involves highly specialized design teams drawing on experience and expertise from projects throughout Canada as well as internationally. In order for the City to complete this work in-house, additional specialized staff would need to be hired for this project and then alternate work would need to be found upon project completion.

The Administration intends to complete more design projects using internal resources at the WTP, Wastewater Treatment Plant, reservoirs and lift stations. A long-term schedule will be developed based on anticipated projects, and a long-term staffing plan will be developed. This is best done for sequential small to medium-sized projects, and would not be appropriate for a project the size of this Transfer Pumping & Electrical Upgrade project.

### **Options to the Recommendation**

City Council could not accept the proposal, and could reject all proposals.

### **Public and/or Stakeholder Involvement**

Design of the WTP Transfer Pumping & Electrical Upgrade is an internal upgrade project that does not have any identifiable individuals or interest groups beyond Saskatoon Water.

**Communication Plan**

The construction project resulting from the design may require a communication plan that would be detailed in the report awarding the construction contract.

**Financial Implications**

The proposal from Associated Engineering contained an option item for PLC Programming and Implementation Services. The Administration determined that this item is best included in the construction contract. The net cost to the City for the engineering services, as submitted by Associated Engineering, is as follows:

Preliminary Design	\$ 358,242.48
Detailed Design	1,078,647.36
Construction Administration	417,001.00
Resident Engineering	357,962.00
Post Construction Commissioning	148,495.40
PST (5% of 30% of \$1,004,856 of Design)	<u>15,072.84</u>
Subtotal Tasks and PST	\$2,375,421.08
Contingency (15% of Subtotal)	<u>356,313.16</u>
Subtotal Tasks PST Contingency	\$2,731,734.24
GST	<u>136,586.71</u>
Total Upset Fee	\$2,868,320.95
GST Rebate	<u>(136,586.71)</u>
Net Cost to City	<u>\$2,731,734.24</u>

This project has sufficient funding in Capital Project #2565 – WTP – Transfer Pumping & Electrical Upgrades.

**Environmental Implications**

The recommendation will result in consumption of resources and generation of greenhouse gas emissions associated with the construction phase of the project. The efficiencies generated by using dedicated transfer pumps will result in reduced electrical energy consumption during the life of the project, when compared to electrical consumption of the present short-term pumping arrangement.

**Other Considerations/Implications**

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

**Due Date for Follow-up and/or Project Completion**

This project has a planned design phase of one year and a construction phase of two years, with construction completed by May 2020.

**Public Notice**

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

**Report Approval**

Written by: Larry Schultz, Engineering Services Manager, Saskatoon Water

**Capital Project #2565 – WTP – Transfer Pumping & Electrical Upgrades – Award of Engineering Services**

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Reviewed by: Reid Corbett, Director of Saskatoon Water  
Approved by: Jeff Jorgenson, General Manager, Transportation & Utilities  
Department

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