

2021

PUBLIC WORKS

Department Service Levels

Overview

The services of Public Works touch each citizen daily, such as with clean drinking water at their taps, safe commutes, a relaxing experience in a park, the convenience of public transit, and waste collection. Public Works is responsible for the policies, standards and programs that ensure the City's valuable infrastructure assets - our roads, sewers, water and parks - are optimally and sustainably maintained to promote a safe, reliable and beautiful community.



CITY OF
FORT SASKATCHEWAN

DEPARTMENT SERVICE LEVELS

Service level documentation includes Priority Based Budgeting (PBB) data to support service level understanding and enhance understanding of program costs.

PBB is a business planning and budgeting tool to help better understand City programs. Prioritization through results and attributes scoring shares new information about programs and the budget.

Results are drawn from the City's strategic plan and other guiding documents.

Attributes are additional characteristics that also affect a programs overall relevance and prioritization.

Individual results/attributes are scored 0 to 4 with score of 4 being critical in achieving result/attribute and score of 0 not having influence.

The total combined score of results and attributes places individual programs in a quartile grouping with quartile 1 and 2 programs more aligned with strategic goals, results and attributes and quartile 3 and 4 programs less aligned.



Local Transit Service

PBB Program Area Description/Overview:

Operates two distinct routes in Fort Saskatchewan, linking neighborhoods and major service areas, from Monday to Friday. Provide connection to commuter service to Edmonton. Operate and maintain bus stops and transit facilities. Oversee and manage operator contract. Coordinate grant application and advertising on transit fleet and infrastructure. Answer and address public request and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide a reliable system to residents in need of transportation and an alternative to use of private vehicles within Fort Saskatchewan.

Inventory/Volume/Demand: 2019 and 2020 Data:

2019 Ridership (Pre-COVID-19) 69,205 trips.

2020 (During COVID-19) 42,033 trips.

In 2020, Local and Commuter transit programs received 44 service requests through Fort Report. The average time to close a request was 5 days.

Frequency or Response Timing:

Local service: Provides 2 routes with 30-minute fixed route/loop service starting and ending at Dow Centennial Centre, scheduled as follows:

Weekday: Local Route 582 – 5:30 am to 8:30 pm.

Weekday: Local Route 583 – 5:30 am to 8:30 pm.

Weekend: No service.

Standard Operating Procedures/Specifications: Transit Service Standards.

Policy Alignment: Well Planned Community.

Legislation, Regulations or Standards: Transit Service Standards; Canada Transportation Act; Fees and Charges Bylaw.

Profile of Users: General Public. Fares are developed with consideration of age groups such as children, students, adults and seniors. The Everyone Rides Program is available for low income riders.

Other Data as Required Necessary to Undertake Reviews of Service Levels:

Route Coverage: Transit routes are spaced so that 85% of households within the service area (or City boundaries) are within a 400-metre walking distance of weekday transit.

Service Reliability and on-Time Performance: A transit vehicle will depart from key timing points from 0 minutes before to 5 minutes after scheduled departure time, on 90% of trips.

Ridership: When the ridership is averaging 4 customer boarding's (trips) per revenue vehicle hour or less over 3 consecutive months, the service level should be adjusted, reduced, or cancelled. This is based on a vehicle with

a capacity of approximately 24 seated passengers, travelling within Fort Saskatchewan only. Additional service and/or an increase in vehicle capacity may be warranted when:

- The passenger load reaches 100% of the vehicle's seating capacity over 3 consecutive months.
- There is a noticeable increase in the number of pass-ups occurring.
- There is a noticeable decrease in on-time performance resulting from the additional dwell time associated with the frequent boarding's and alighting's.

Commuter Transit Service

PBB Program Area Description/Overview:

Link Fort Saskatchewan local transit route to Edmonton Claireview LRT station on weekdays. Oversee and manage service contract with the City of Edmonton. Liaise with regional transit groups. Answer and address public request and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide a reliable system to residents in needs of transportation and an alternative to use of private vehicle for travel to and from Edmonton's Clairview LRT Station. Align with regional objectives of connectivity and growth.

Inventory/Volume/Demand: 2019 and 2020 Data:

2019 Ridership (Pre-COVID-19) 31,534 trips.

2020 (During COVID-19) 14,565 trips.

In 2020, local and commuter transit programs received 44 service requests through Fort Report. The average time to close a request was 5 days.

Frequency or Response Timing:

Pre-Covid: As per 2021 budget, the commuter service program provides 13 hours of service per day, with a route linking Dow Centennial Centre in Fort Saskatchewan to the Claireview LRT Station in Edmonton, as follows: Weekday – Commuter Route 580 – 5:30 am to 8:30 pm.

During Covid: In response to low ridership experienced in 2020 and the first 2 months of 2021, due to COVID-19, the service level was reduced, starting April 26, 2021 to 4 service hours per day. Two trips in the morning and two trips in the late afternoon/evening as follows: Weekday – Commuter Route 580 – Morning: 05h26 and 06h24; Evening: 17h38 and 18h40. Service was re-adjusted to 11 hours per day starting August 30, 2021 to service post secondary students and workers.

Standard Operating Procedures/Specifications: Transit Service Standards; Edmonton Metropolitan Transit Service Commission.

Policy Alignment: Regional Transit Services - EMRB.

Legislation, Regulations or Standards: Transit Service Standards; Canada Transportation Act; Fees and Charges Bylaw.

Profile of Users: General Public. Fares are developed with consideration of age groups such as children, students, adults and seniors. The Everyone Rides Program is available for low income individuals.

Other Data as Required Necessary to Undertake Reviews of Service Levels:

Ridership: When the ridership averages 6 customer boarding's (trips) per revenue vehicle hour or less over 3 consecutive months, the service level should be adjusted, reduced, or cancelled. This is based on a vehicle with a capacity of approximately 38 seated passengers, travelling inter-municipally, using provincial highways (Hwy 15 & 21).

Edmonton Metropolitan Transit Service Commission: The EMTSC will integrate commuter services for its regional members. Fort Saskatchewan is one of them.

Other: Other considerations to grow ridership and/or reduce operating costs should be taken into account. These include: fare pricing, on-time performance, customer and driver feedback, service delivery model, vehicle size and walking distance to stops. Other remedial options include re-designing the route structure, modifying the level of service, making operational modifications (perhaps the low ridership is due to poorly timed transfers) which might include the conversion to on-demand service, or improving the marketing of the route.

Cemetery Operations

PBB Program Area Description/Overview:

Maintain cemetery turf and infrastructure. Process requests to access sites, sale of plots and services. Open and close sites and provide access to columbarium areas. Manage cemetery expansion through the Cemetery Master Plan. Maintain records. Manage and operate in accordance with the Cemetery Bylaw and Cemeteries Act.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide a controlled space for the burial of human remains in dignity.

Inventory/Volume/Demand: 2019 Inventory: 4.23 ha land; 3,628 Interment plots; 288 cremation niches; 1.5 km gravel road; 100 requests/events per year.

Frequency or Response Timing: Mowing: 1 time per week; Waste removal: 1 time per week; Snow removal: Priority 4; Spring water: Pump surface water over 2 days.

Request: Process about 100 requests/events per year, plot sales and services, open and close sites during weekdays and weekends, within 2-business days' notice.

Standard Operating Procedures/Specifications: Parks Waste & Recycling Management GEN-038-A; Snow Removal & Ice Control GEN-042-A; Turf Installation & Maintenance GEN-043-A.

Policy Alignment: Thriving Recreation, Culture and Parks; Well Planned and Maintained Infrastructure.

Legislation, Regulations or Standards: Cemeteries Act; Cemeteries Act General Regulation; Community Standards Bylaw C1-21; Parkland Bylaw; Cemetery Bylaw C10-17; Fees and Charges Bylaw; Fort Saskatchewan Cemetery Master Plan.

Profile of Users: General public, residents and visitors.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Lifecycle.

Litter and Garbage Control

PBB Program Area Description/Overview:

Empty and maintain in all outdoor public spaces waste receptacles and dog bags. Apply prioritization schedules in relation to areas, functions, and special events. Follow regular routes and waste pick up schedules. Litter picking throughout City. Answer and address public request and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe and clean outdoor public spaces; Collect and dispose of waste produced by outdoor public space users; Prevent incidents and manage risk.

Inventory/Volume/Demand: 2019 Inventory: 505 waste receptacles; 68 dog bag dispensers; 375 benches; 218 bollards

In 2020, this program received 161 requests for service through Fort Report. An additional 150 requests were also recorded (Parks-Others) and may include items associated with this program.

Frequency or Response Timing:

Outdoor rinks: Daily, during season.

Wetlands, parks open spaces, City trails, schoolyards and non-school playgrounds: 1 time per week.

Downtown, Highway, Bulk Water Station, Dog Park, Henderson Park and River Valley Trails: 2 times per week.

WRE Pavilion & site and Spray Park: 2 time per week or 3 times per week, during peak season.

Standard Operating Procedures/Specifications: Parks Waste & Recycling Management GEN-038-A.

Policy Alignment: Thriving Recreation, Culture and Parks.

Legislation, Regulations or Standards: Community Standards Bylaw C1-21; Parkland Bylaw 1952; Waste Bylaw C16-18.

Profile of Users: General Public. Residents and visitors.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Lifecycle; Upcoming Parks Master Plan.

Open Space Turf Maintenance

PBB Program Area Description/Overview:

Maintain outdoor public open spaces through the scheduling and implementation of mowing, weed control, pest control, aeration, and fertilization programs. Liaise with community Minor Ball Association for the Maintenance Agreement and other groups as required. Review Area Structure Plans. Inspect new developments at Construction Completion Certificate (CCC) and prior to Final Acceptance Certificate (FAC) is issued. Answer and address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe and well-maintained public spaces to users. Prevent incidents and manage risk.

Inventory/Volume/Demand: 2019 Inventory: 16 ha of Sports Fields; 158 ha of Park Turf; 30 ha High Profile; 6 ha Rural Road / Reserve; 167 ha Highway Buffer; 50 ha Highway Ditch for a total of 427 ha. The 2021 mowing surface inventory is 450 ha.

In 2020, this program received 90 requests for service through Fort Report. An additional 150 requests were also recorded (Parks-Others) and may include items associated with this program.

Frequency or Response Timing:

Mowing: Push Mowing, Cemetery, High Profile/Visibility Mowing, Parks Mowing and Sports fields: 1 time per week. Highway Buffer Mowing: 1 time per week. Secondary Roads and Reserves Mowing and Highway Road Side Mowing: 3 times per year. Nordic Ski Trails: 2 times per year.

Weed control: Applied as follows: High quality sports fields and high visibility areas: 3 weeds/m². School, playgrounds and day cares: 6 weeds/m². Parks and open Spaces: 6 weeds/m². Highway buffers, ditches and secondary roads: 10 weeds/ m². Landscaped and naturalized beds: number of weeds in relation to size of bed. Hard landscaping and undeveloped areas: As required.

Vertebrate pest control: Moles: Action taken when 3 mounds/m², with mound appearing overnight. Gophers: Action taken when 3 burrows/5m², with consistent activity in the area.

Standard Operating Procedures/Specifications: Integrated Pest Management Program GEN-036-A; Turf Installation & Maintenance Gen-043-A.

Policy Alignment: Thriving Recreation, Culture and Parks.

Legislation, Regulations or Standards: Alberta Weed Control Act; Weed Control Regulation; Parkland Bylaw.

Profile of Users: General Public, Parks users and visitors and Minor sports groups.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Lifecycle; Upcoming Parks Master Plan.

Playground and Outdoor Venue Maintenance

PBB Program Area Description/Overview:

Inspect and maintain toboggan hills, all outdoor ice surfaces, snowbank ice surface, and all City playgrounds. Inspect and maintain all school playgrounds under the conditions of Reciprocal Use Agreements. Ensure facilities are safe to all users, and compliant with CSA standards. Liaise with School Parent groups to advise on acceptable playground equipment for new or replacement school playgrounds. Answer and address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe outdoor recreational and play areas to the general public, children and families. Prevent incidents and manage risk.

Inventory/Volume/Demand: 2021 Inventory: 31 Playgrounds; 2 Outdoor Rinks; 5 Snowbank Rinks; 5 Toboggan Hills; 1 Skating loop on pond. In 2020, this program received 43 requests for service through Fort Report. An additional 150 requests were also recorded (Parks-Others) and may include items associated with this program.

Frequency or Response Timing:

Toboggan hill: Pre-season inspection for hazard and clean up: 1 time per year. Post season inspection for clean up: 1 time per year. In-season: weekly inspection for hazard and clean up.

Boarded outdoor ice surfaces: Daily: Inspect ice surface, boards and associated amenities located at RCMP Park and Mowat Park. Staff on site: 7 days per week. Public hours: 4 pm to 9 pm weekdays; 1 pm to 8 pm weekends and holidays.

Snow bank ice surfaces: Weekly: inspect and maintain snow bank ice surfaces. Clear and flood surface as required. Public hours: 6 am to 11 pm.

Playgrounds: Weekly routine inspection and maintenance from May 1 to August 31. Monthly, in depth inspection for hazards. Scheduled inspection by third party auditor every 3 years. Compliance CSA inspection upon installation of new playground.

NEW: WRE skating loop: Measure ice thickness regularly. Minimum 12-15 inches required for equipment and operation. Clear and flood surface as required. Park hours: 6 am to 11 pm. Lights out at 9 pm, 7 days per week.

Standard Operating Procedures/Specifications: Outdoor Rinks Maintenance and Repair GEN-037-A; Playground Installation & Maintenance GEN-039-A; Toboggan Hill Inspection Repair & Maintenance GEN-041-A; OHS New Files: WRE Skating Loop Operation.

Policy Alignment: Thriving Recreation, Culture and Parks.

Legislation, Regulations or Standards: Alberta Fish and Wildlife Regulations; 2015 Recreation Facilities and Parks Master Plan Update.

Profile of Users: General public, children and families.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Lifecycle; Upcoming Parks Master Plan.

Trail, Pathway and Sidewalk Clearing and Pathway Maintenance

PBB Program Area Description/Overview:

Remove snow, sand and rocks from walking trails, sidewalks and City buildings to provide safe access and activities to users. Apply prioritization schedules in relation to areas, functions and weather conditions. Inspect and maintain trails and pathways by grinding, crack filling and asphalt patching. Direct contractor for large asphalt repairs. Liaise with Nordic Ski Club for Track Setting Agreement. Answer and address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe trails, sidewalks and pathways in public places. Prevent incidents and manage risk.

Inventory/Volume/Demand: 2021 Inventory: 78.6 Total City Paved Trails of which 72.8 km of Paved Trails are maintained for snow clearing; 142.5 km Total City Side walk of which 27.7 km of City sidewalks are maintained for snow clearing; 9 City buildings/sites.

In 2020, this program received 60 requests for service through Fort Report. An additional 150 service requests were also recorded (Parks-Others) and may include items associated with this program.

Frequency or Response Timing:

Priority 1: City buildings and medians, within 24 hours of snowfall.

Priority 2: City sidewalks S1 route, within 24 hours of snowfall, except on Sundays and holidays. S2 Route, within 48 hours of snowfall.

Priority 3: Bus stops, as soon as priorities 1 and 2 are complete.

Priority 4: Cemetery, Monday to Friday, no weekends or holidays with the exception for a request for a large funeral. As soon as priorities 1, 2 and 3 are complete.

Priority 5: Trails (T1, T2 and T3 routes), Monday to Friday, as soon as priorities 1, 2, 3 and 4 are complete.

Priority 6: Boarded ice surfaces, within 24 hours of snowfall. May be forgone by priorities 1-5.

Priority 7: Leisure ice surfaces, within 24 hours of snowfall. May be forgone for priorities 1-5.

Standard Operating Procedures/Specifications: Snow Removal & Ice Control GEN-042-A; Trail Snow Clearing Map.

Policy Alignment: Thriving Recreation, Culture and Parks; Safe community; Vision Zero.

Profile of Users: General public, residents and visitors.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Lifecycle; Upcoming Parks Master Plan.

Tree and Shrub Maintenance and Horticulture

PBB Program Area Description/Overview:

Inspect and maintain shrub beds, newly planted trees, all boulevard trees, park trees, highway buffer trees, River Valley trees and annual City flower program. Respond to tree and plant damage caused by extreme weather conditions. Perform tree removal and stump treatment/removal. Manage the annual tree replacement program. Review Area Structure Plan. Inspect new development at Construction Completion Certificate (CCC) and prior to Final Acceptance Certificate (FAC) is issued. Apply prioritization schedules in relation to areas, functions, trees/plants and weather conditions. Answer and address public requests and complaints.

Reason for Offering: Maintain natural assets. Beautification of public spaces. Prevent incidents and manage risk associated with trees, shrubs and horticulture.

Inventory/Volume/Demand: 2019 Inventory: 20,000 trees and 900+ shrub beds.

In 2020, this program received 225 requests for service through Fort Report. An additional 150 requests were also recorded (Parks-Others) and may include items associated with this program.

Frequency or Response Timing:

Shrub beds: 3 major inspections/detailed maintenance per year, spring, summer and fall.

New trees: To be maintained (watering, staking, trimming, removal of leaves and litter, weeding, and mulch...) for 3 years.

Boulevard trees: Pruning to give 14 feet street clearance and 10 feet sidewalk clearance, every 7 years.

Park trees: To give 10 feet mowing clearance, every 7 years.

Highway buffer trees: Inspected annually.

River valley trees: Inspected bi-annually as part of trail inspections.

Electrical pruning: 7 meters clearance, as per Fortis notification.

Tree removal: As required.

Standard Operating Procedures/Specifications: Shrub Bed Installation & Maintenance GEN-040-A; Tree Installation & Maintenance GEN-044-A.

Policy Alignment: Thriving Recreation, Culture and Parks.

Profile of Users: General public.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Asset Lifecycle; Engineering Standards; Upcoming Parks Master Plan.

Events and Festivals

PBB Program Area Description/Overview:

Review special event permits and provide support including delivering and picking up signage, barricades, benches and waste receptacles. Support City parade float program by decorating and driving parade float.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Support special events coordinated by the Culture and Recreation Department. Provide equipment and services needed, resulting in safe events.

Inventory/Volume/Demand: 2019 Inventory: 54 Special Events.

Note: Due to COVID-19, special events have decreased in 2020 and 2021. Therefore, there was low demand and limited to no support to this program from the Parks and Roads business units.

Frequency or Response Timing:

Event permits: Review Special Event Permit within deadline provided by the Culture and Recreation Department's Special Event Coordinator.

Garbage control: Provide garbage receptacles as required in event permit. Empty receptacles and remove waste from event site on following weekday.

Canada Day / Legacy Park Family Festival: Provide 2-4 staff to manage waste on site.

Frequency and response timing is set through the Special Event Permit Process found on City of Fort Saskatchewan website.

Standard Operating Procedures/Specifications: Parks Waste & Recycling Management GEN-038-A; Culture & Recreation Special Event Permit found on City of Fort Saskatchewan website

Policy Alignment: Thriving Recreation, Culture and Parks.

Legislation, Regulations or Standards: Community Standards Bylaw C1-21; Parkland Bylaw 1952; Waste Bylaw C16-18

Profile of Users: General Public.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Lifecycle; Upcoming Parks Master Plan.

Road and Bridge Maintenance

PBB Program Area Description/Overview:

Operate, maintain, inspect and repair municipal road infrastructure and equipment to meet community public safety standards as determined by industry and relevant legislation. This includes crack-filling, asphalt patching, concrete repairs, curb and sidewalk repairs, and sweeping and washing of roadways and bridges. Direct contractors for large asphalt repairs which are beyond City staff's expertise. Provide 24-hour emergency response. Address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe and reliable road and bridge infrastructure to residents and visitors.

Inventory/Volume/Demand: 2020 Inventory: 32.2 km centre line Highway; 26.9 km centre line rural; 127.5 km centre line urban road for a total of 196.6 km centre line road. 78.6 km of city paved trails, 142.5 km of city sidewalk; 6 road bridges, 6 pedestrian bridges on trails and 13 major culverts.

In 2020, the Roads business unit received 559 requests for service through Fort Report. Some of the requests include items associated with this program. The average time to close a request was 11 days.

Frequency or Response Timing:

Road: Yearly maintenance as required. A plan is developed yearly to address small repairs (e.g. pothole, crack filling and concrete) on roads.

Bridge inspection: Each bridge / culvert is inspected by a third party engineer on a 2 year rotation.

Street sweeping: Spring: 1 time per year as a full sweep in the City, all roads and parking. Summer: As needed. Fall, leaves pick up as needed.

Standard Operating Procedures/Specifications: Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and take action.

Roads and trails: Design and build: Engineering and Servicing Standards as found on City of Fort Saskatchewan website. Small repairs and maintenance (not including Road Replacement/Rehab Program) are determined through service requests, visual inspections and work orders.

Bridge inspection: Ontario Inspection Structure Manual/ OSIM.

Street sweeping: Disposal at approved landfill facility.

Road or pathway disruption: A Traffic Disruption Permit or Special Use of Public Property Permit (where applicable) must be completed and approved by the Roads and UT Manager or delegate.

Excavation: Excavation permit must be completed and approved by the Roads and UT Manager or delegate.

Policy Alignment: Safe community; Vision Zero.

Legislation, Regulations or Standards: Engineering and Servicing Standards: Geometric Design Guide for Canadian Roads, Transportation Association of Canada (TAC), 1999 Urban Supplement to the Geometric Design Guide for Canadian Roads, TAC, 1995 Pavement Design and Management Guide, TAC Manual of Uniform Traffic Control Devices for Canada (MUTCD), TAC, 2008 Canadian Guide to Neighbourhood Traffic Calming, TAC, 1998 Design vehicle dimensions for use in geometric design, TAC, 1999 Metric Curve Tables, TAC, 1999 A Policy on Geometric Design of Highways and Streets, American Association of State Highway and Transportation Officials, 2001 City of Fort Saskatchewan and Regional bylaws Alberta Municipal Government Act Alberta Motor Vehicle Act Alberta Transportation Manual of Standard Signs and Pavement Markings; Traffic Safety Act; Environmental Protection and Enhancement Act; Traffic Bylaw C9-04.

Profile of Users: General public, all types of vehicles, and pedestrians.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure, vehicle and equipment lifecycle, staff resources and community growth.

Snow Clearing and Ice Control

PBB Program Area Description/Overview:

Inspect and maintain roadways and City-owned parking lots to ensure safe usage of vehicle traffic through the winter by plowing and sanding as per priority schedule. Haul snow as required to an approved disposal facility outside of the City. Provide 24-hour emergency response. Address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide a safe road surface for vehicles and pedestrians.

Inventory/Volume/Demand: 2020 Inventory: 32.2 km centre line on each direction of the highway, 26.9 km, centre line rural road and 127.5 km, centre line urban road for a total of 196.6 km centre line road. 38 parking lots. Residential snow clearing is down 1-3 times per year, depending on weather. There are 13.8 km of roads and 5.2 km of back alleys that require snow-hauling The 5-year average annual snowfall is 1132 mm.

In 2020, the Roads business unit received 559 requests for service through Fort Report. Some of the requests include items associated with this program. The average time to close a request was 11 days.

Frequency or Response Timing: Immediate Response: Snow and ice control is performed for Priority 1 – 4 at the beginning of snowfall. Weather forecast is also considered in this decision.

Snow Clearing Priorities:

- Priority 1 Highways (15 and 21).
- Priority 2 Arterials (e.g Southfort drive, 86 Ave).
- Priority 3 Collectors (e.g. Sherridon Drive).
- Priority 4 Industrial/Rural (e.g. 111 Street, TWP 542).
- Priority 5 Residential (e.g. Bridgeview, Westpark neighborhoods).
- Priority 6 Alleys.

Parking Clearing Priority:

- Priority 1 Fire Department, RCMP and Dow Centennial Centre (within 24 hours).
- Priority 2 City Hall and other City buildings and public parking.

Residential Snow Clearing: Clearing is addressed when snowpack is 75 mm. Average 10 day schedule. This meets current resources for Roads operations and Municipal Enforcement.

Standard Operating Procedures/Specifications:

Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and take action.

Snow events: From November to March, the Roads Operator staff schedule is adjusted to allow for snow clearing, almost 24/7 coverage. Three crews of 4 staff are divided in 3 teams, covering weekday, weeknight and weekend shifts. Each snow clearing and ice control events is unique. Each of them are evaluated prior to and during the event. A schedule for snow clearing and ice control is determined based on priority area, staffing, vendor and equipment availability.

Residential snow clearing: Each event is mapped out and advertised electronically through the City's website or social media. The City is divided into approximately 10 zones, for a 10 day schedule. Municipal Enforcement collaborates with the Roads team to move vehicles off the streets.

Snow hauling: Where snow storage is not available, snow hauling will be performed in streets and back-alleys. The City uses contracted services for this task and hauls snow to an approved site, near Fort Saskatchewan.

Policy Alignment: Safe Community. Vision Zero.

Legislation, Regulations or Standards: Snow Removal Bylaw C4-10; Snow Disposal Guidelines for the Province of Alberta.

Profile of Users: General public, all types of vehicles and pedestrians.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure, vehicle and equipment lifecycle, staff resources and community growth.

Storm Water Drainage and Ditches

PBB Program Area Description/Overview:

Operate, maintain, inspect and repair municipal storm water infrastructure and equipment such as pipes, ponds, ditches, culverts and manholes to ensure flow capacity of the underground and surface systems. Ensure compliance with applicable legislation. Provide 24-hour emergency response. Address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Drain storm water from roads and land through storm water facilities, infrastructures, evaporation or infiltration.

Inventory/Volume/Demand: 2020 Inventory: 78.3 km Gravity storm pipe Main, 19.2 km Storm pipe CB Lead and 0.4 km Storm pipe Sub Drain for a total of 97.9 km storm pipe.

35 (2.3 km) storm swales, 1576 catch basin units, 1,121 manhole units, 9 dry storm water facility ponds and 11 wet storm facility ponds.

In 2020, the Roads business unit received 559 requests for service through Fort Report. Some of the requests include items associated with this program. The average time to close a request was 11 days.

Frequency or Response Timing:

Preventative maintenance: Camera and flushing: 10 year schedule.

Catch basin vacuum, main and collectors: 10 year schedule. Schedule under review.

Storm ponds: There is no maintenance program in place for wet storm ponds (e.g. sediment dredging, vegetation control, odors).

Surface drainage: A surface drainage maintenance schedule is proposed in the 2018 Surface Drainage Assessment and Operation/Maintenance Plan. It has been extended to a 10 year plan.

Standard Operating Procedures/Specifications: Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and take action.

Design and build: Engineering and Servicing Standards. Most small repairs and maintenance (not including roads replacement) are determined through service requests, visual inspection and work orders.

Culverts: Major culverts are inspected through bridge inspections, on a 2 year rotation.

Policy Alignment: Well Planned and Maintained Infrastructure.

Legislation, Regulations or Standards: Engineering and Servicing Standards: Geometric Design Guide for Canadian Roads, Transportation Association of Canada (TAC), 1999 Urban Supplement to the Geometric Design Guide for Canadian Roads, TAC, 1995 Pavement Design and Management Guide, TAC Manual of Uniform Traffic Control Devices for Canada (MUTCD), TAC, 2008 Canadian Guide to Neighbourhood Traffic Calming, TAC, 1998 Design vehicle dimensions for use in geometric design, TAC, 1999 Metric Curve Tables, TAC, 1999 A Policy on Geometric Design of Highways and Streets, American Association of State Highway and Transportation Officials, 2001 City of Fort Saskatchewan and Regional bylaws Alberta Municipal Government Act Alberta Motor Vehicle

Act Alberta Transportation Manual of Standard Signs and Pavement Markings, Environmental Protection and Enhancement Act

Profile of Users: General public. Residents, commercial and industrial.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure, vehicle and equipment lifecycle, financial resources allocated to program, and staff resources and community growth.

Traffic Control and Lighting

PBB Program Area Description/Overview:

Operate all traffic lights throughout the City. Perform monthly testing of high load sensors for height restriction of bridges over Highway 15. Provide traffic light-turning services for high loads on the highway corridor. Inspect, monitor, maintain and repair roadway signs and traffic control signals at signalized intersections and crosswalks. Complete painting of roadways, city-owned parking lots and pedestrian crosswalk markings. Manage railway crossings agreement. Provide 24-hour emergency response. Address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Control and regulate traffic at all intersections throughout the City, resulting in vehicle and pedestrian safety.

Inventory/Volume/Demand: 2020 Inventory: 9 highway traffic light Intersections, 15 inner city traffic light intersections, 10 city half signal including school zones, 13 crossing signals, 2 high load sensors on Highway 15 and 77 light turning requests.

In 2020, the Roads business unit received 559 requests for service through Fort Report. Some of the requests include items associated with this program. The average time to close a request was 11 days.

Frequency or Response Timing:

Line painting: Long line painting on the highway, major roads and arterials: 2 times per year. Hand painting (using walk behind painter- e.g. parking): Crosswalks and stop bars, once a year; street parking: 1 time per year. Parking lots as needed.

Traffic light maintenance: Performed by third party. Lighting control: Monthly inspection. Visual inspection of infrastructure; 1 time per year. Ultrasonic anchor bolt inspection on turn style poles on highway 21 and 15: 1 time per year.

Light turning: Request can be permitted and serviced within 24 hours.

Standard Operating Procedures/Specifications:

Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and take action.

Light turning: A Traffic Light Turning Request Form must be completed and approved by the Roads and UT Manager or delegate through lightturning@fortsask.ca.

Right-Of-Way sign: A Road Right-of-Way Sign Permit must be completed and approved by the Roads and UT Manager or delegate.

Policy Alignment: Safe Community.

Legislation, Regulations or Standards: Engineering and Servicing Standards: Geometric Design Guide for Canadian Roads, Transportation Association of Canada (TAC), 1999 Urban Supplement to the Geometric Design Guide for Canadian Roads, TAC, 1995 Pavement Design and Management Guide, TAC Manual of Uniform Traffic Control Devices for Canada (MUTCD), TAC, 2008 Canadian Guide to Neighbourhood Traffic Calming, TAC, 1998 Design vehicle dimensions for use in geometric design, TAC, 1999 Metric Curve Tables, TAC, 1999 A Policy on Geometric Design of Highways and Streets, American Association of State Highway and Transportation Officials, 2001 City of Fort Saskatchewan and Regional bylaws Alberta Municipal Government Act Alberta Motor Vehicle Act Alberta Transportation Manual of Standard Signs and Pavement Markings; Traffic Safety Act; Traffic Bylaw C9-04; Fees and Charges Bylaw

Profile of Users: General public, residents, visitors, commercial and industrial.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure, vehicle and equipment lifecycle, staff resources and community growth.

Bulk Water Station

PBB Program Area Description/Overview:

Operate and maintain the bulk water station for the sale of bulk water to residential, commercial and acreage/farm customers. The bulk water station is located on the James E Graham site.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe and clean potable water to industry, contractors for operations, and to residents and non-residents that are not connected to a water system.

Inventory/Volume/Demand: 2021 Data: 273 Residential Accounts; 395 Commercial Accounts; 19 Unspecified Accounts for a total of 687 Bulk Water Accounts. 50,000 cubic meters budgeted to be sold in 2021.

Frequency or Response Timing: Hours: The Bulk Water Station is available 24/7.

Standard Operating Procedures/Specifications: Operation: 24/7 self served operation; Daily check: Performed by operators (hose, ice, cleanliness); Chlorine testing: Weekly test; Bacteria testing: Weekly test.

Payment and Customer Service: Clients must prepay their account before use. Payment and customer service is provided through the Public Works Clerk located at the James E Graham Building.

Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and take action.

Policy Alignment: Well Planned and Maintained Infrastructure; Safe Community.

Legislation, Regulations or Standards: Code of Practice for Waterworks System; Chlorine testing: Every day; Bacteria sample: 7 samples throughout the entire City water system, tested weekly; Water distribution certificate: The code of practice requires the City to have a minimum of one level 3 certified operator and one certified operator level 2; Waterworks Bylaw.

Profile of Users: Residential users, local and regional; Commercial users, local and regional; Industrial users, local and regional.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure Replacement; Other bulk water service in the region, east of Edmonton.

Water Distribution System

PBB Program Area Description/Overview:

The City purchases potable water from the Capital Region Northeast Water Commission, stores it in reservoirs, then pumps it for domestic, commercial and fire protection purposes through a network of mains (pipes). This program captures the operation, maintenance and repair of municipal water infrastructure, facilities and equipment to ensure utilities services meet community public safety standards as determined by industry and relevant legislation and guidelines; perform daily, weekly, and yearly samples to meet Alberta Environment Code of Practice; review and maintain applicable bylaws; provide 24-hour emergency service.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe and clean potable water to account holders, residents, businesses and industries.

Inventory/Volume/Demand: 2020 Inventory: 140.0 km of water pressure main pipes; 1,337 valves, 3 reservoirs (Main, Westpark and Water Tower). 2.41 million cubic meters budgeted for 2021.

In 2020, 134 service requests were filed through Fort Report, regarding water overall, which include requests for this program. It took an average of 10 days to close a request.

Frequency or Response Timing: Chlorine testing: Daily; Bacteria testing: Weekly; Emergency: 24/7.

Standard Operating Procedures/Specifications: Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and take action. Code of Practice for Waterworks System; Chlorine testing: Every day; Bacteria sample: 7 samples throughout the entire water system, tested weekly.

Water distribution certificate: the code of practice requires the City to have a minimum of one level 3 certified operator and one certified operator level 2.

Major repairs and replacement of lines: Performed and coordinated by Engineering through the Neighborhood Rehabilitation Program.

Policy Alignment: Well Planned and Maintained Infrastructure; Safe Community.

Legislation, Regulations or Standards: Code of Practice for Waterworks System; Waterworks Bylaw; Fees and Charges Bylaw.

Profile of Users: Property owner, account holders, residential, commercial and industrial.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure replacement.

Water Hydrant System

PBB Program Area Description/Overview:

Inspect, flush and maintain water hydrants annually. Maintain, replace and winterize hydrants as scheduled or required. Provide 24-hour emergency service. Engage with emergency stakeholders such as the Fire Department.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Fire suppression.

Inventory/Volume/Demand: 2020 Inventory: 658 hydrants.

In 2020, a total of 134 service requests were filed through Fort Report system regarding water overall, which include requests for this program. It takes an average of 10 days to close a request.

Frequency or Response Timing: Fort Report: In 2020, a total of 134 requests were filed through the Fort Report, regarding water overall, and includes requests for this program. It took an average of 10 days to close a request. Emergency response is 24/7.

Standard Operating Procedures/Specifications: Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and

take action. Servicing: Performed internally by Operators. Visual inspection: 1 time each year, all hydrants. Flushing/Operating: 1 time each year, all hydrants.

Policy Alignment: Safe Community.

Legislation, Regulations or Standards: Hydrant location and type: Engineering and Servicing Standards.

Profile of Users: City of Fort Saskatchewan, Fire Department, Emergency Services, Public Works and Project/Event Management.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure replacement and community growth.

Water Meter Reading and Meter Maintenance

PBB Program Area Description/Overview:

Install, read, maintain, and replace water meters and associated infrastructures at residential, commercial and industrial properties. Measure the water used by each customer to ensure accurate and fair accounting of the consumption of water for billing. Address public requests and complaints. Also includes compliance monitoring and enforcement related to bypass and back-flow.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide water consumption data for utility billing purpose for all City account holders.

Inventory/Volume/Demand: 2020 Inventory: 9250 Utility Accounts; 9250 transmitters and 2 remote reading towers located at water tower and RCMP dog kennel.

In 2020, a total of 134 service requests were filed through Fort Report, regarding water overall, which includes requests for this program. It took an average of 10 days to close a request.

Frequency or Response Timing: Appointment: Appointments for replacement or maintenance are set based on a schedule, determined with the account holder and the Utility Clerk.

Replacement: 20-year cycle.

Standard Operating Procedures/Specifications: Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and take action.

Lifecycle: Meters are recorded on a lifecycle spreadsheet.

Customer service and appointments: Performed and scheduled by the utility billing staff as first point of contact. Operators are contacted and dispatched as required.

Meter Replacement: Performed internally by a Utility Operator who will go on site to replace meters and transmitters. Usually a 60 to 90 minute process.

Policy Alignment: Well Planned and Maintained Infrastructure

Legislation, Regulations or Standards: Waterworks Bylaw; Fees and Charges Bylaw.

Profile of Users: Property owner, account holders, residential, commercial and industrial.

Other Data as Required Necessary to Undertake Reviews of Service Levels: New technologies associated with water meter reading and billing systems.

Water Service Line Program

PBB Program Area Description/Overview:

Respond to issues related to the water line connection from the water main to a private premises (pipe connecting the main water line to a building/house). This is usually done in cooperation with the property owner. Conduct utility infrastructure locates in advance of ground disturbance to avoid damage to underground infrastructure. Locate, raise, lower, and repair of curb cock's (CC's/underground shut off valves). Maintain bleeder valves as necessary to prevent freezing of water service lines in unique instances. Provide 24 hour response to issues with the service connection.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Maintain supply of safe and clean water to clients who experience water line problems.

Inventory/Volume/Demand: 2021 Inventory: 140.2 km of water pressure main pipes and 1,337 valves.

In 2020, 134 service requests were filed through Fort Report, regarding water overall, which include requests for this program. It took an average of 10 days to close a request.

Frequency or Response Timing: Locate: Response within 24-48 hours. Emergency: 24/7 service.

Standard Operating Procedures/Specifications: Emergency response: After hours call-out number 780.439.7574. Calls are taken by a contracted service provider. An Operator is on call to receive requests and take action.

Service and repairs: Operators and vendors provide on site services to resolve problems.

Locates: The City receives notifications from Alberta 1 Call. The submissions are reviewed by the Utility Operators who advise the client directly.

Bleeder Valves: Item installed by Operators on private properties, as required, by the Manager of Roads and Utilities. The valve maintains a constant flow of water in the line, to avoid winter freeze.

Policy Alignment: Well Planned and Maintained Infrastructure.

Legislation, Regulations or Standards: Engineering and Servicing Standards; Waterworks Bylaw; Fees and Charges Bylaw.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure replacement. Vendor's capacity and availability to provide service.

Water Supply

PBB Program Area Description/Overview:

The City of Fort Saskatchewan is a member of the Capital Region Northeast Water Services Commission. The Commission supplies water to its members from EPCOR, who is responsible for water treatment. The fees charged for water supply are set by the Commission and this program captures the cost of purchasing water from the Commission. A member of Council sits on the Commission's Board.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide treated, clean and safe water in Fort Saskatchewan. The City purchases water through a sub regional Commission.

Inventory/Volume/Demand: 2021 Data: 2.41 million cubic meters is budgeted to be purchased in 2021

Frequency or Response Timing: Purchase occurs monthly through the Capital Region Northeast Water Commission (CRNWC).

Standard Operating Procedures/Specifications: The City provides estimates on projected water volume to the CRNWC, for a 5 year period, as required. CRNWC bills the City on a monthly basis on actual consumption. Bills are processed by the Job Costing Clerk. They are approved by the Manager of Roads and Utilities Services, and the Director of Public Works. Payments to the CRNWC are processed by Accounts Payable.

Policy Alignment: Safe Community.

Legislation, Regulations or Standards: CRNWC Policies and Bylaws; Procurement Policy and Procedures.

Profile of Users: City of Fort Saskatchewan.

Other Data as Required Necessary to Undertake Reviews of Service Levels: This program is currently under review, through the Secondary Water Supply Study and the potential of a municipal partnership.

Sanitary Sewer Collection System

PBB Program Area Description/Overview:

The City send wastewater to the Alberta Capital Region Wastewater Services Commission (ACRWC) through a network of gravity (pipes) mains, with the assistance of three lift stations in lower lying areas. This program captures the operation, maintenance and repair municipal sewer collection infrastructure, excluding the connection lines from private premises to the sewer main (see Sanitary Sewer Lateral Program). Ensure utilities services meet community public safety standards as determined by industry and relevant legislation. Scheduled monitoring to meet Alberta Environment Code of Practice. Review and maintain applicable bylaws. Provide 24-hour emergency response.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe collection and disposal of waste water to residential, commercial and industrial utility account holders.

Inventory/Volume/Demand: 2021 Inventory: 3.4 km of force main pipe and 118.3 km of gravity main pipe for total of 121.7 km of pipe length. 1442 manhole units, three lift stations (Westpark, River Road and Windsor Point) and one RV sanitary station located near the James E. Graham building.

4.09 million cubic meters has been budgeted to be sold in 2021(including Sherritt International

In 2020, 45 requests for service were received through Fort Report. The average time to close a request was 6 days. Some service requests may include items associated with this program.

Frequency or Response Timing: Flushing and camera maintenance program: Overall, pipes are maintained and inspected twice every 5 years. Emergency: 24/7.

Standard Operating Procedures/Specifications: Emergency response: After hours call-out number 780.439.7574. The call is taken by a contracted service provider. An Operator is on call to receive requests and take action.

Lift stations maintenance: Pumps are inspected 1 timer per year. The station is washed throughout the year, as needed. New enzyme treatment will occur weekly, starting in 2021.

Flushing and camera maintenance program: City sewer pipes are cleaned twice every 5 years. A clean flush occurs once every 5 years. A camera inspection and flush occurs once every 5 years. The time between these two maintenance events is 2-3 years.

High flow alarms: 21 high-low manhole level monitors are/will be installed (to be completed in 2021) where sewer issues occurred historically. These are monitored by a 3rd party monitoring service, linked to our emergency response service.

Sewer volume: Volume is determined based on water consumption.

Sherritt has a special license and agreement with the City for the collection and treatment of water used in their industrial process. Volume of consumption is determined by a Sherritt operator, on a monthly basis. The data is sent directly to a Utility Clerk. Meter measurements and processes are reviewed annually by the Roads and Utilities Manager.

Major repairs and replacement of lines: Performed and coordinated by Engineering through the Neighborhood Rehabilitation Program.

Policy Alignment: Well Planned and Maintained Infrastructure; Safe Community.

Legislation, Regulations or Standards: Alberta Code of Practice for Wastewater Collection; Sewer Bylaw; Fees and Charges Bylaw.

Profile of Users: Property owners. Residential, commercial and industrial utility account holders.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure replacement; Community growth.

Sanitary Sewer Lateral Program

PBB Program Area Description/Overview:

Respond to issues related to the sewer line connection from a private premise to the sewer main (pipe connecting the main sewer line to a building/house). This is usually done in cooperation with the property owner. Apply preventative maintenance to prevent sanitary service line blockages and respond to unforeseen blockages caused by roots, pipe sags, or waste products. Provide 24-hour emergency response. Address public requests and complaints. In addition, to provide assistance with regional source control monitoring and enforcement as required. This includes sampling and testing of sewer discharge to minimize the effects to the environment, City infrastructure, and the treatment facility infrastructure.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Service sewer problems associated with connection to City sewer system. This program addresses issues with tree roots, pipe sags and bad connections.

Inventory/Volume/Demand: 2020 Inventory and Data: 2021 Inventory: 3.4 km of force main pipe and 118.3 km of gravity main pipe for total of 121.7 km of pipe length. 239 properties are on the program with six properties added per year. Work is completed on 50 properties per year. In 2020, 45 service requests were received through Fort Report. The average time to close a request was 6 days. Some service requests may include items associated with this program.

Frequency or Response Timing: Initial response to a sewer backup/issue: As soon as possible, within 1 day. Emergency: 24/7. Maintenance of properties on program is a 2 year cycle.

Standard Operating Procedures/Specifications:

Step by step approach:

Emergency response: After hours call-out number 780.439.7574. Calls are taken by a contracted service provider. A Utility Operator is on call to receive requests and take action.

First response: An account holder can call the City during business hours. After hours, they may contact the emergency response call centre. A Utility Operator is sent to the site for assessment and response.

Cleaning and camera inspection: Based on first response results, a 3rd party vendor will clean and inspect sewer pipes and provide information on the issue.

Assessment: Based on the results of the 3rd party vendor cleaning and camera inspection, a cause and solution will be determined for the account holder. This may include root removal, root management, pipe sag or bad connection. The City may contribute to treatment costs if it is determined that tree roots or pipe issues are on public land. Each case is unique.

Maintenance, repairs, responsibility and costs: On a two year cycle, the property owner who experienced a sewer back up is contacted by the City, and offered an appointment to clean and maintain pipe through a 3rd party vendor using auger and snake. All appointments are done on Wednesdays and services by a 3rd party vendor. The property owner can decide to accept or refuse the maintenance, and remain on the program. The City is responsible for the cost of maintenance on the public side of the property line caused by tree roots, sags, or pipe defects. Owner is responsible for cost of maintenance on the private side of the property line caused by tree roots, sags, or pipe defects. If there are issues on both sides, the costs are shared 50/50. Costs are also shared 50/50 if there are no issues on the public side but public trees are affecting the private side. The City is responsible for repairs on the public side. Resident is responsible for repairs on the private side

Random Commercial Testing: Performed by the Alberta Capital Region Wastewater Commission (ACRWC).

Enforcement: Enforcement is coordinated through the City Sewer Bylaw.

Policy Alignment: Well Planned and Maintained Infrastructure. Safe Community.

Legislation, Regulations or Standards: Alberta Capital Region Wastewater Commission; Alberta Code of Practice for Wastewater Collection; Sewer Bylaw; Fees and Charges Bylaw.

Profile of Users: Property owner, account holder, residential, commercial and industrial.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure replacement. Availability and competencies of 3rd party vendors.

Sanitary Sewer Transmission

PBB Program Area Description/Overview:

The City send wastewater to the Alberta Capital Region Wastewater Services Commission (ACRWC) through a network of gravity (pipes) mains, with the assistance of three lift stations in lower lying areas. This program captures the operation, maintenance and repair municipal sewer collection infrastructure, excluding the connection lines from private premises to the sewer main (see Sanitary Sewer Lateral Program). Ensure utilities services meet community public safety standards as determined by industry and relevant legislation. Scheduled monitoring to meet Alberta Environment Code of Practice. Review and maintain applicable bylaws. Provide 24-hour emergency response.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Send waste water for proper treatment at regional water treatment plant. Return of treated water to the North Saskatchewan River and disposal sites.

Inventory/Volume/Demand: 2021 Data: Budgeted volume sold in 2021 is 4.09 million cubic meters (including Sherritt International).

Frequency or Response Timing: Purchasing of treatment service occurs monthly through invoicing by the ACRWC.

Standard Operating Procedures/Specifications: ACRWC bills the City on a monthly basis, based on actual consumption. Bills are processed by the Job Costing Clerk and approved by the Manager of Roads and Utilities Services and the Director of Public Works. Payments to the ACRWC are processed through Account Payable.

Policy Alignment: Safe Community.

Legislation, Regulations or Standards: Alberta Capital Region Wastewater Commission; Alberta Code of Practice for Wastewater Collection; Sewer Bylaw.

Profile of Users: City of Fort Saskatchewan; Sherritt International.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Commission Capacity. Business case to treat sewer within City operations.

Grant Funded Recycling Program

PBB Program Area Description/Overview:

Collection and disposal of paint, tires, electronics, and used oil. These items are collected for free at the Transfer Station and are recycled through the Alberta Recycling Management Authority (ARMA) which offers grants to municipalities for recycling these items. The service ensures the safe collection and disposal of materials that could be hazardous if disposed of with other waste.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: In partnership with the Alberta Recycling Management Authority, reduce waste at the landfill by offering a recycling option to dispose of paint, tires, electronics and used oil.

Inventory/Volume/Demand: 2020 Data: 50,000 litres of oil, 75 totes (9,300 cans of paint), 1,900 tires and 70 metric tonnes of electronics per year.

Frequency or Response Timing: Hours: Open 7 days a week from 9am-5pm Thursday to Monday, and Noon to 8 pm Tuesday and Wednesday, closed holidays.

Standard Operating Procedures/Specifications: Collection: Users drops off items at the Transfer Station; No fees apply.

Limitations: No fuel or oil contaminated by water or glycol. No solvents or adhesives. Tire recycling limited to passenger/light truck tires, semi tires and OTR tires with a rim size of 39 inches or less. No track ties or forklift tires permitted.

Legislation, Regulations or Standards: Environmental Protection and Enhancement Act; Waste Control Regulation; Waste Bylaw; ARMA-1 Grant Funded Recycling Program.

The City of Fort Saskatchewan's role and responsibilities related to the collection of grant-funded materials are outlined in Alberta Recycling's Bylaws regarding general program facilitation, electronics, paint, tire, and used oil recycling and can be found at www.albertarecycling.ca.

Profile of Users: General public. Residents and visitors.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure lifecycle; Partnership and regional collaboration; Access to appropriate space required to store items.

Organics Collection & Disposal

PBB Program Area Description/Overview:

Collect household organics from residential and multi-unit properties that includes processing (composting) of these materials. Automated collection is provided for both residential and multi-unit properties (green carts), which includes cart management (maintenance and delivery) and cart inventory requirements. Review and maintain applicable bylaws. Manage collection contractor. Provide education and outreach to the community to ensure the City is reducing overall waste being disposed of in landfills to reduce the community's impact on the environment. Address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#)

Reason for Offering: Divert residential and commercial organic waste from the landfill to be reused for other functions such as compost.

Inventory/Volume/Demand: 2020 Data: 3,000 metric tonnes of organics per year; The residential cart volume is 120L or 240L (1 "small" or 1 "standard" cart); Cart Volume for Commercial customers is determined by their volume requirement.

Frequency or Response Timing: Residential: Weekly: May 1 to October 31. Bi-weekly: November 1 to April 30. Commercial: Frequency determined by customer need (opt-in basis).



Standard Operating Procedures/Specifications:

Residential: Organic carts are provided, owned and maintained by the City of Fort Saskatchewan. Residents fill carts up for scheduled curbside pickup by a third party contractor. The organics are disposed of in a specialized facility that processes organic materials for re-use.

Commercial: Commercial service can be determined by each business. The City provides support to small businesses that use organic carts. In this case, the procedures are similar to residential use but frequency can be adapted to meet commercial demand.

Limitations: No hazardous materials accepted. No non-compostable materials such as plastics and metals permitted. Cart rules and procedures must be followed. Maximum of one green cart per household.

Multi-Family Units: Organics collection is not yet available at all multi-unit residential properties. This program is being implemented on a site-by-site basis.

References: OG-1 Residential Organics Collection & Processing; Automated Cart Rules and Procedures.

Policy Alignment: Well planned and maintained infrastructure.

Legislation, Regulations or Standards: Environmental Protection and Enhancement Act; Waste Control Regulation; Waste Bylaw; Fees and Charges Bylaw.

Profile of Users: General public and commercial. Utility account holders.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure lifecycle; Regional collaboration; Third party vendors for collection and disposal.

Organics Drop-Off & Processing

PBB Program Area Description/Overview:

Providing a drop off location at the Transfer Station for small residential amounts of trees and branches to be dropped off. Wood chips are made from the branches or brush and are sold or used for internal City use. As well as a drop off location for small residential amounts of yard waste materials which are piled, turned, and screened into organic topsoil which is sold or used for internal City use.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Divert yard waste from the landfill to other function for re-use or resale.

Inventory/Volume/Demand: 2020 Data: 2,500 cubic metres of yard waste; 3,500 cubic metres of branches, 1,500 cubic metres of soil sales and unlimited volume of blue bags.

Frequency or Response Timing: Hours Open 7 days a week from 9am-5pm Thursday to Monday, and Noon to 8 pm Tuesday and Wednesday, closed holidays.

Limitations: Maximum vehicle size 1-ton or equivalent, 5m³ volume limit per trip. Local material only. No lumber, inorganic soil or material. No commercial haulers for branches. Commercial haulers with a valid business license may drop-off local yard waste.

Standard Operating Procedures/Specifications: Location: This program is available at the Transfer Station. Collection: Users drop off their waste in a designated area.

Limitations: Maximum vehicle size 1-ton or equivalent, 5m³ volume limit per trip. Local material only. No lumber inorganic soil or material. No commercial haulers for branches. Commercial haulers with a valid business license may drop-off local yard waste.

References: ORG-1 Branch Drop-Off, Processing & Disposal, ORG-2 Leaf and Yard Waste Drop-Off, Hauling & Sale.

Policy Alignment: Well Planned and Maintained Infrastructure.

Legislation, Regulations or Standards: Environmental Protection and Enhancement Act; Waste Control Regulation; Waste Bylaw; Fees and Charges Bylaw.

Profile of Users: General public and commercial. Local and regional.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure capacity and lifecycle; Regional collaboration; Market for re-use and re-sale.

Recycle Station Drop-Off & Disposal

PBB Program Area Description/Overview:

Operate self-sorted recycling drop off point for disposal of plastics, cardboard, glass, metal, paper, etc. This is a free service to users and is located at the Transfer Station & Recycling Depot site.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Divert plastic, paper, cardboard and glass from landfill for re-use.

Inventory/Volume/Demand: 2020 Data: 550 metric tonnes of metal, 25 metric tonnes of glass, 26 metric tonnes of plastic and 225 metric tonnes of paper/fibres per year.

Frequency or Response Timing: Hours: Open 7 days a week from 9am-5pm Thursday to Monday, and Noon to 8 pm Tuesday and Wednesday, closed holidays.

Standard Operating Procedures/Specifications: Fees: No fees apply.

Limitations: Materials must be clean and sorted. Materials with no processor not accepted. Maximum vehicle size 1-ton or equivalent.

Reference: RS-1 Recycling Collection & Processing.

Policy Alignment: Well Planned and Maintained Infrastructure.

Legislation, Regulations or Standards: Environmental Protection and Enhancement Act; Waste Control Regulation; Waste Bylaw.

Profile of Users: General public and commercial. Local and regional.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure capacity and lifecycle; Regional collaboration; World market for re-use and re-sale.

Recycling Collection & Disposal

PBB Program Area Description/Overview:

Collect household recycling items (paper, cardboard, plastics) from residential and multi-unit properties that includes processing (recycling) of these materials. Review and maintain applicable bylaws. Manage collection contractor. Provide education and outreach to the community to ensure the City is reducing overall waste being disposed of in landfills to reduce the community's impact on the environment. Address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Divert paper, cardboard, metal cans and plastic from landfill for re-use.

Inventory/Volume/Demand: 2020 and 2021 Data: 1,100 metric tonnes of recycling in 2020. .

Frequency or Response Timing: Curbside residential is bi-weekly and multi-unit residential and commercial frequency is determined by site and customer need.

Standard Operating Procedures/Specifications: Residential residents purchase and use blue bags to collect recyclable items. Curbside pick up is performed by a third party contractor. The items are disposed of in a specialized facility that can process items for re-use or re-sale on the market. For Commercial service method of collection, volume and frequency can be determined by each business and coordinated with a 3rd party vendor, approved by the City.

Limitations: No hazardous materials accepted. Proper blue bag or box set-out rules must be followed. Materials must be cleaned prior to set-out. Processor may limit accepted materials, based on availability of markets.

References: RC-1 Residential Recycling Collection & Processing; MU-1 Multi-Unit Residential Waste Collection.

Policy Alignment: Well Planned and Maintained Infrastructure.

Legislation, Regulations or Standards: Environmental Protection and Enhancement Act; Waste Control Regulation; Fees and Charges Bylaw; Waste Bylaw.

Profile of Users: General public and commercial. Utility account holders.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure lifecycle. Regional collaboration. Third party vendors for collection and disposal. Market for re-use and re-sale.

Solid Waste Collection & Disposal

PBB Program Area Description/Overview:

Collect household solid waste from residential and multi-unit properties that includes proper disposal (landfilling) of these materials. Automated collection is provided for both residential (black carts) and multi-unit properties (front load bins), which includes cart management (maintenance and delivery) and cart inventory requirements. Review and maintain applicable bylaws. Manage collection contractor. Provide education and outreach to the community to ensure the City is reducing overall waste being disposed of in landfills to reduce the community's impact on the environment. Address public requests and complaints.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Collect and dispose of waste in the landfill in a convenient and safe manner.

Inventory/Volume/Demand: 2020 and 2021 Data: 3,000 metric tonnes of garbage per year. The residential cart volume is 120L or 240L (1 “small” or 1 “standard” cart); Volume for Multi-Unit and Commercial customers is determined by their volume requirement.

Frequency or Response Timing: Curbside residential: Every other week. Multi-unit residential and commercial: Frequency determined by site and customer needs.

Standard Operating Procedures/Specifications: For residential, waste carts are provided, owned and maintained by the City of Fort Saskatchewan. Resident fills carts up for scheduled curb side pick up by a third party contractor. The waste is disposed of in a specialized facility or the landfill. For Commercial service method of collection, volume and frequency can be determined by each business and coordinated with a 3rd party vendor, approved by the City.

Limitations: No hazardous materials accepted. Cart rules and procedures must be followed to guarantee collection. Maximum of two black carts per household.

References: GC-1 Residential Garbage Collection & Disposal; Automated Cart Rules and Procedures; MU-1 Multi-Unit Residential Waste Collection.

Policy Alignment: Safe Community.

Legislation, Regulations or Standards: Environmental Protection and Enhancement Act; Waste Control Regulation; Waste Bylaw; Fees and Charges Bylaw.

Profile of Users: General public and commercial. Utility account Holders.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure lifecycle; Regional collaboration; Third party vendors for collection and disposal; Diversion from landfill to “Waste to Energy” technologies.

Transfer Station Drop-Off & Disposal

PBB Program Area Description/Overview:

Operate a controlled user pay Transfer Station for disposal of waste items such as large items, surplus waste from curbside garbage pickup, batteries, propane tanks, fluorescent tubes, etc. Fees apply to certain items being dropped off.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Collect and dispose of waste in the landfill in a safe manner.

Inventory/Volume/Demand: 2020 Data: 1,500 metric tonnes of garbage, 5,000 litres of hazardous materials and 1,400 cubic metres of concrete per year.

Frequency or Response Timing: Hours: Open 7 days a week from 9am-5pm Thursday to Monday, and Noon to 8 pm Tuesday and Wednesday, closed holidays.

Standard Operating Procedures/Specifications: Collection: Users dispose of waste at the Transfer Station. Fees: A fee is charged per estimated volume by the on-site staff. Volume fees for household waste and construction waste. Item fee for furniture. No fees apply for recyclables / household hazardous waste). In 2022, a new fee

per weight of waste disposed will be introduced. Same rates applies to resident, non-resident, and commercial customers.

Limitations: Only listed hazardous materials accepted. Maximum vehicle size 1-ton or equivalent.

References: TS-1 Garbage Collection & Disposal; RS-1.1 Miscellaneous Recyclables Collection & Handling.

Policy Alignment: Well Planned and Maintained Infrastructure.

Legislation, Regulations or Standards: Environmental Protection and Enhancement Act; Waste Control Regulation; Waste Bylaw; Fees and Charges Bylaw.

Profile of Users: General public and commercial. Local and regional.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure lifecycle; Regional collaboration; Third party vendors for disposal; Diversion from landfill to “Waste to Energy” technologies.

Waste Collection Events

PBB Program Area Description/Overview:

Collect additional waste such as large items (furniture and appliances), extra yard waste, and Christmas trees from residential and multi-unit properties. This also includes the Toxic Roundup event where residents may drop off hazardous household waste and electronics at the Public Works Yard so they will be disposed of in a safe, environmentally friendly way.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide safe, convenient and supplementary services to residents for the collection and disposal of toxic waste, large items, extra yard waste and Christmas trees.

Inventory/Volume/Demand: 2020 Data: The Toxic Round up involves approximately 300 vehicles per year. 600 Christmas trees are collected during Christmas Tree collection, 70 tonnes of items during Large Item pick up and 30 tonnes during extra yard waste collection.

Frequency or Response Timing: Toxic Round Up, Christmas Tree Collection and Large Item Collection take place once a year. The Extra Yard Waste Collection happens twice per year, spring and fall.

Standard Operating Procedures/Specifications:

Toxic Round Up: Each year, residential properties participating in the green cart program are permitted to place additional yard waste materials out for collection. Events take place each spring and fall as a way to help capture the excess materials resulting from seasonal yard clean-ups and falling leaves. Households are provided with a pre-determined day of the week to set out their materials for collection, based on their geographic location within the City. The City’s residential contractor manually collects extra yard waste. The City’s extra yard waste collection event typically takes place for four weeks (two non-consecutive weeks in both the spring and fall).

Christmas Tree Collection: Each year, after the holiday season, residents are provided the opportunity to place their natural Christmas tree out for collection. City staff members collect trees from residential properties. They are brought back to the Transfer Station and mulched. The City’s Christmas tree collection event typically takes place for two weeks in January each year.



Large Item Collection: Each year, residents receiving both curbside and front-load bin service are given the opportunity to set out two large items, such as old furniture and appliances, for collection. Households are provided with a pre-determined day of the week in which to set out their materials for collection, based on their geographic location within the City. The City's residential contractor manually collects large items throughout the week. The City's large item collection event typically takes place for one week each spring.

Extra Yard Waste Collection: Each year, residential properties participating in the green cart program are permitted to place additional yard waste materials out for collection. Events take place each spring and fall as a way to help capture the excess materials resulting from seasonal yard clean-ups and falling leaves. Households are provided with a pre-determined day of the week to set out their materials for collection, based on their geographic location within the City. The City's residential contractor manually collects extra yard waste. The City's extra yard waste collection event typically takes place for four weeks (two non-consecutive weeks in both the spring and fall).

Policy Alignment: Welcoming Community.

Legislation, Regulations or Standards: Environmental Protection and Enhancement Act; Waste Control Regulation; Designated Material Recycling and Management Regulation; Waste Bylaw.

The City of Fort Saskatchewan's role and responsibilities related to the collection of grant-funded materials are outlined in Alberta Recycling's Bylaws regarding general program facilitation, electronics, paint, tire, and used oil recycling.

Profile of Users: City residents.

Other Data as Required Necessary to Undertake Reviews of Service Levels: Infrastructure lifecycle; Regional collaboration; Third party vendors for collection and disposal.