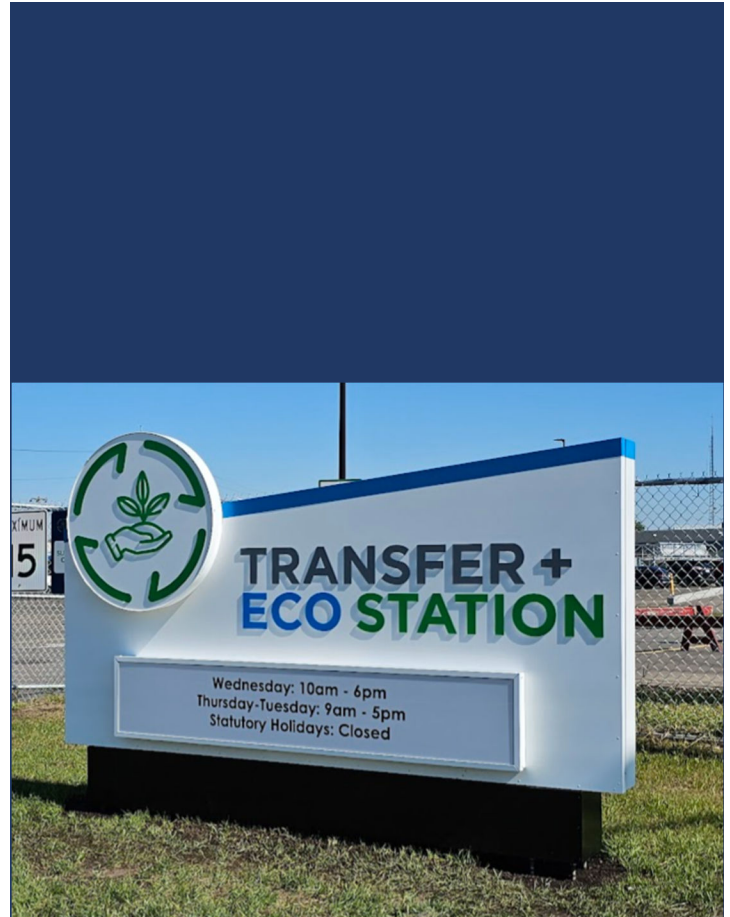


# UTILITIES & SUSTANABILITY

## Department Service Levels

### Overview

The Utilities & Sustainability Department provides programs that protect the safety and well-being of our community and environments. Access to clean drinking water and the removal of sewer and waste is a key preventative public health measure. The Department is responsible for the policies, standards and programs that ensure the City's utility infrastructure assets are optimally maintained. The department also leads the City environmental stewardship and climate change readiness initiatives, advancing the City's commitment to using our resources wisely and preparing operations to manage climate change impacts.



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.

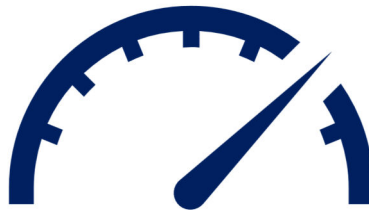
PBB is a business planning and budgeting tool to help better understand City programs. Prioritization through results and attributes scoring shares new information about programs and the budget.

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.



## **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:** 2022 Data: 300 Residential Accounts; 430 Commercial Accounts; 32 Unspecified Accounts for a total of 762 Bulk Water Accounts. 50,000 cubic meters budgeted to be sold in 2023.

**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:** 2022 Inventory: 144km of water pressure main pipes; 3 reservoirs (Main, Westpark and Water Tower). 2.5 million cubic meters budgeted for 2023.

In 2022, 82 service requests were filed through Fort Report, regarding water overall, which include requests for this program. It took an average of 11 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:** 2022 Inventory: 687 hydrants.

**Frequency or Response Timing:** Fort Report: In 2022, a total of 82 requests were filed through the Fort Report, regarding water overall, and includes requests for this program. It took an average of 11 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:** 2022 Inventory: 9591 Utility Accounts/transmitters and 2 remote reading towers located at water tower and RCMP dog kennel.

In 2022, a total of 82 service requests were filed through Fort Report, regarding water overall, which includes requests for this program. It took an average of 11 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:** 2022 Inventory: 143 km of water pressure main pipes.

In 2022, 82 service requests were filed through Fort Report, regarding water overall, which include requests for this program. It took an average of 11 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:** 2023 Data: 2.5 million cubic meters is budgeted to be purchased in 2023.

**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 sends 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 wastewater to residential, commercial and industrial utility account holders.



**Inventory/Volume/Demand:** 2022 Inventory: 3.9 km of force main pipe and 121.2 km of gravity main pipe for total of 125.1 km of pipe length. 1,477 manhole units, three lift stations (Westpark, River Road and Windsor Point) and one RV sanitary station located near the James E. Graham building.

3.7 million cubic meters has been budgeted to be sold in 2023 (including Sherritt International)

In 2022, 23 requests for sewer service were received through Fort Report. The average time to close a request was 2 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 time per year. The station is washed throughout the year, as needed. New enzyme treatment occurs weekly.

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 occur once every 5 years. The time between these two maintenance events is 2-3 years.

High flow alarms: 10 high-low manhole level monitors are monitoring specific areas of our sewer system where sewer issues occurred historically. These are monitored by a 3<sup>rd</sup> 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:** 2022 Inventory and Data: 3.4 km of force main pipe and 119.6 km of gravity main pipe for total of 123 km of pipe length. 286 properties are on the program. Work was completed on 80 properties per year. Most request were addressed over phone. In 2022, 23 sewer service requests were received through Fort Report. The average time to close a request was 2 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 3<sup>rd</sup> party vendor will clean and inspect sewer pipes and provide information on the issue.

*Assessment:* Based on the results of the 3<sup>rd</sup> 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 3<sup>rd</sup> party vendor using auger and snake. All appointments are done on Wednesdays and services by a 3<sup>rd</sup> 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 3<sup>rd</sup> party vendors.

## **Sanitary Sewer Transmission**

### **PBB Program Area Description/Overview:**

The City sends 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 wastewater for proper treatment at regional water treatment plant. Return of treated water to the North Saskatchewan River and disposal sites.

**Inventory/Volume/Demand:** Budgeted volume sold in 2023 is 3.7 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:** 2023 Data: 53,000 litres of oil, 75 totes (9,300 cans of paint), 1,900 tires and 80 metric tonnes of electronics per year.

**Frequency or Response Timing:** Hours: Open 7 days a week from 9am-5pm, 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](http://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:** 2023 Data: 2,900 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:** 2023 Data: 2,500 cubic metres of yard waste and 3,500 cubic metres of branches.

**Frequency or Response Timing:** Hours: Open 7 days a week from 9am-5pm, closed holidays.

**Limitations:** Maximum vehicle size 1-ton or equivalent, 5m<sup>3</sup> 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, 5m<sup>3</sup> 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:** 2023 Data: 400 metric tonnes of metal, 15 metric tonnes of glass, 12 metric tonnes of plastic and 50 metric tonnes of paper/fibres per year.

**Frequency or Response Timing:** Hours: Open 7 days a week from 9am-5pm, 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:** 2023 Data: 1,068 metric tonnes of blue bag recycling.

**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 3<sup>rd</sup> 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:** 2023 Data: 3,790 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 3<sup>rd</sup> 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:** 2023 Data: 1,650 metric tonnes of garbage and 5,000 litres of hazardous materials.

**Frequency or Response Timing:** Hours: Open 7 days a week from 9am-5pm, 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 apply 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:** 2023 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.