



SERVICE, SAVINGS & SUSTAINABILITY

LAND ACKNOWLEDGEMENT

Indigenous peoples including Cree, Dakota, Dene, and Saulteaux have called the area now referred to as Saskatoon home for thousands of years.

Today, Saskatoon is home to Indigenous peoples from a diversity of cultures and language groups.

The City of Saskatoon recognizes the distinct order of government of First Nations and Métis and is committed to maintaining strong relationships through meaningful dialogue with Indigenous communities and organizations.

Strengthening cooperation and mutual support by working in partnership with Indigenous communities toward respective community goals and objectives is vital to fostering more inclusive communities.



We acknowledge that our community is located on **Treaty 6 Territory** and the **Traditional Homeland of the Métis**.





INTRODUCTION

The **2024 Service, Savings, and Sustainability (SSS) Report** highlights the City’s commitment to continuous improvement and providing the best possible services to meet the changing needs of a growing and diverse community. This report captures how the City, as a steward of taxpayer dollars, found innovative and creative ways to enhance service delivery, capture savings across the organization, and grow in a sustainable way in 2024.

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MESSAGE FROM THE MAYOR

on Behalf of City Council



Cynthia Block, Mayor

As Saskatoon experiences unprecedented growth in population, the City is committed to seeking sustainable solutions to ensure a good quality of life for residents today, and into the future.

2024 was an incredible year of growth, but high inflation and other pressures also meant affordability was at the forefront. The City managed to find significant efficiencies and savings for our residents, while increasing accessibility and performance in various sectors that positively impact residents' daily lives.

This report highlights the significant work that went into finding improvements. From lowering barriers to voting and making the civic election more eco-friendly, to removing the fee for elementary school students to ride the bus, to improving the safety and usability of roads and parks, Administration and City

Council worked hard to improve lives while finding efficiencies last year.

Reflecting on the first full operational year of the Green Cart Program, which kicked off in 2023, collectively we've diverted 21,000 tonnes of organic material from the landfill. This is just one example in this report that showcases the work Council does today has incredible and lasting impact on future residents.

Creating a city that is affordable is foundational to a growing, thriving community and a rich social fabric. This City Council is committed to ensuring Saskatoon is a city where everyone has a chance for a good quality of life.

This report details the impactful work being done in our various departments that help Saskatoon grow into a modern, thriving city for all.



MESSAGE FROM THE CITY MANAGER

on Behalf of the Executive Leadership Team

The **2024 Service, Savings and Sustainability Report** showcases the creativity and resourcefulness of City employees in enhancing core services, finding savings and efficiencies and improving sustainability in our everyday work. I'm pleased to share that in 2024, City teams saved over \$5.4 million through cost savings, cost avoidance and reductions, with an additional \$1.9 million in cost avoidance to come over the next three to five years.

There are many success stories to share. To help save residents' transportation costs and make travel easier around the city, Saskatoon Transit expanded its free fare to include all children in 8th Grade or younger.

During significant snowfalls and a tough winter, our Roadways team took proactive measures to maintain safe and accessible roadways through activating the Emergency Response Plan, city-wide grading, targeted snow removal on priority streets, work zone safety improvements, innovative lighting on plow trucks, and walking and cycling improvements.

We moved closer to our goal of 70% waste diversion with the launch of smaller black carts for curbside collection and through our first operational year of the Material Recovery Centre (MRC) which had an impressive 105,040 visits.

In our commitment to Reconciliation and relationship building, the City hired its first Auntie Advocate, an innovative position we believe is the first of its kind for a municipality in Canada.

We actively engaged with the community to gather valuable input from residents on several key projects such as the Housing Accelerator Fund, River Access Study, Future Eastside Leisure Centre and Property Tax Phase-in. Together, we continue to make well-informed decisions to build an even better city for everyone.

I invite you to review this report to discover for yourself how City of Saskatoon teams are committed to improving the quality of life for residents, both today and into the future.



Jeff Jorgenson, City Manager



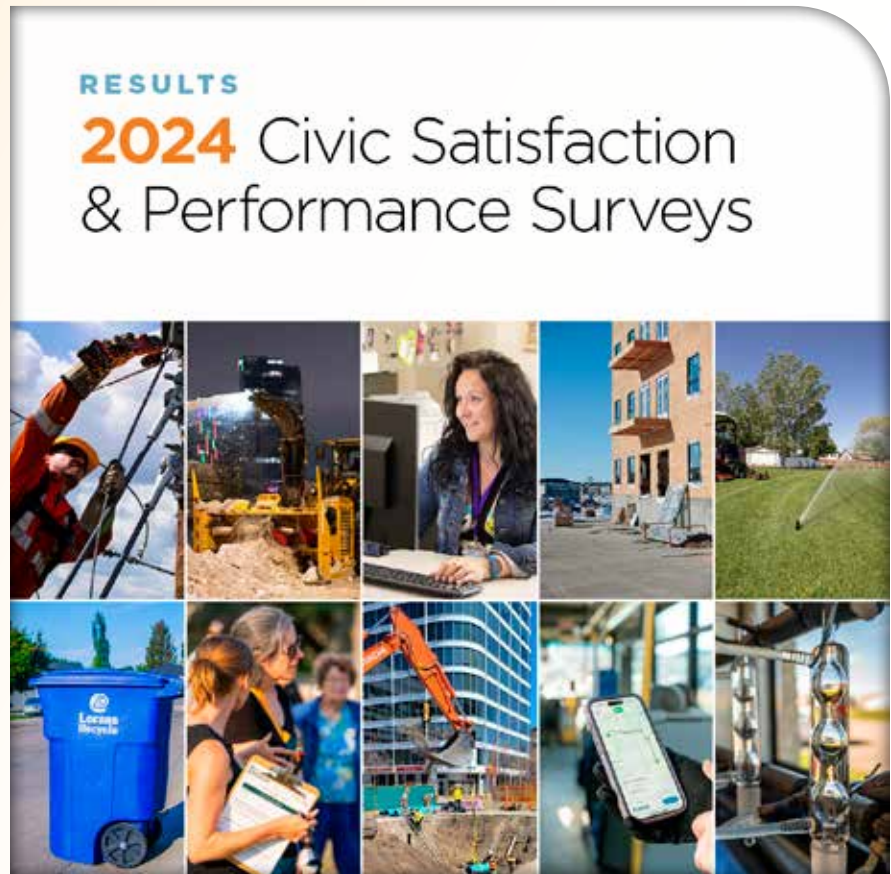
PUBLIC ENGAGEMENT

Civic Surveys Showed Residents Remained Satisfied with City Services

Two civic surveys conducted for the City of Saskatoon in 2024 revealed most residents remained satisfied with life in their community and the municipal services they received.

The **2024 Civic Satisfaction & Performance Survey** and the **and the Civic Services Survey on Performance, Priorities & Preferences** were conducted by an independent research firm in May and June 2024, respectively.

Due to the random sampling for these online surveys, the sample was reflective of Saskatoon's population and therefore the data was reliable and representative of the community.



2024 Civic Satisfaction & Performance Survey

2024 RESULTS

84% **Quality of Life & Satisfaction**
84% of respondents say that they are satisfied with living in Saskatoon.
72% of respondents rate the quality of life in Saskatoon as good or very good.

78% **Quality & Value of Services**
78% say they receive very good or good value from the services provided by the City. 78% agreed that they are satisfied with the quality of services provided by the City of Saskatoon.

73% **Communications**
73% of respondents are satisfied with the quality of City communications.

70% **Public Engagement**
70% of respondents say the City provides meaningful opportunities to participate in engagement activities. 83% of respondents say the City does enough to get the public's input on decisions. 51% of respondents say the City communicates how it will use public input to help make decisions.

54% **Customer Service/Contact the City**
54% agree that City staff are reachable when needed and 52% agree the City provides consistent and reliable information. 54% of respondents preferred contacting the City by telephone, followed by email 52%.

26% **Balancing the Budget**
26% of participants prefer a combination of both property tax and user fee increases to balance the budget. 26% prefer to stop providing a particular service and 10% prefer to reduce service levels or to introduce a new user fee or service.

CONTINUED ON OTHER SIDE

saskatoon.ca/engage



2024 Civic Services Performance, Priorities and Preferences Survey

2024 RESULTS

PERFORMANCE

Transportation & Utilities
Respondents were most satisfied with:
• reliability of electrical services (8.8)
• quality of drinking water (8.2)
• speed of water main breaks repairs (7.5)
*Excludes water services provided for Saskatoon, Lethbridge & Power customers only.

Community & Public Services
Respondents were most satisfied with:
• fire protection (7.9)
• maintenance of city parks (7.3)
• maintenance of city trees (7.1)
• police services (7.0)

Waste Management
Respondents were most satisfied with:
• recycling collection - blue bins (7.6)
• garbage collection - black bins (7.6)
• compost collection - green bins (7.5)
• landfill services (7.2)

Recreation & Culture
Respondents were most satisfied with:
• outdoor sports fields (7.7)
• indoor leisure centres (7.5)
• recreation programs and services (7.4)

City residents were asked to rate services provided by the City on a 10-point scale.

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2024 Civic Satisfaction & Performance Survey



METHODOLOGY

ONLINE PANEL (OP)

May 22 - June 10, 2024

An online survey was conducted with 815 randomly selected residents within Saskatoon who are 18 years of age and older, using the Forum Fusion™ and partner panels. The panel uses a purely random recruiting method that ensures sampling integrity. The panelists are then selected at random from the panel to complete surveys online.

The margin of error is: ± 3.43%, 19 times out of 20.

How we will use the results

The purpose of the survey is to develop baseline performance data, and identify trends, opportunities and issues of importance. The City of Saskatoon will use the results to inform decisions related to strategic priorities, budgeting, and service delivery, as well as to highlight opportunities for continuous improvement.

saskatoon.ca/engage



Overall satisfaction remained the same or higher for many of the 29 civic services asked about in the **2024 Performance, Priorities and Preferences Survey**.

The highest satisfaction among the services that survey respondents were asked about were ranked as follows:

- | | |
|--|--|
| • Reliability of electrical services
(8.8 out of 10) | • Indoor leisure centres
(7.5 out of 10) |
| • Quality of drinking water
(8.2 out of 10) | • Recreation programs and services
(7.4 out of 10) |
| • Fire protection
(7.9 out of 10) | • Compost collection
(7.3 out of 10) |
| • Outdoor sports fields
(7.7 out of 10) | • Indoor ice rinks
(7.3 out of 10) |
| • Garbage collection
(7.6 out of 10) | • Maintenance of city parks
(7.3 out of 10) |
| • Recycling collection
(7.6 out of 10) | • Landfill services
(7.2 out of 10) |
| • Speed of water main break repairs
(7.6 out of 10) | • Police services
(7.0 out of 10) |

Full summaries and the detailed results of both surveys are also available at saskatoon.ca/civic-services-surveys.

Survey Highlights

84%

Satisfaction rate for living
in Saskatoon

78%

Satisfaction with
value of services

75%

Services where service is
considered very good or good

Provide More Service

70%

Affordable
Housing

66%

Road
Maintenance

57%

Snow and
Ice Management

Provide Less Service

15%

Community
Grants

10%

Planning
and Growth

10%

Recreation and
Culture Programs

PUBLIC ENGAGEMENT



Engaging with the Community

The City of Saskatoon remains committed to engaging with the community on the decisions that matter to them. We encourage community members to share their ideas and feedback through a variety of engagement activities. Together, we're building a better city one decision at a time.

Here's an overview of some of the projects we engaged the community on in 2024:

2024 Public Engagement Initiatives

- 22nd Street West and Confederation Drive Intersection Improvements
- Connecting Victoria Avenue
- Connecting Millar Avenue
- Cumberland Park Redesign
- Future East Side Leisure Centre
- Housing Accelerator Fund
- Implementing Free Child Fare
- Linklater Park in Aspen Ridge
- North Saskatoon Network Planning Study
- Property Tax Phase-In
- Riel Industrial Sector Plan Amendment
- River Access Study
- White Buffalo Youth Lodge

Decisions made at the City are better informed when public and stakeholder perspectives, opinions and concerns are considered.

To everyone who provided input into our public engagement initiatives in 2024 - the City thanks you!

Continue to check current engagement opportunities at saskatoon.ca/engage.



AWARDS & RECOGNITION

Reaffirmed! 23rd Consecutive 'AAA'/Stable Credit Rating

S&P Global (S&P) reaffirmed the City of Saskatoon's credit rating as the highest rating possible, a 'AAA' credit rating with a "stable" outlook. The City has maintained the 'AAA'/Stable credit rating for twenty-three years since S&P first began affirming the City's credit ratings in 2002.

Maintaining the top 'AAA' credit rating through continued impacts of the pandemic and global pressures is a testament to the City of Saskatoon's strong financial management and adaptability.

Having a reaffirmed "AAA"/Stable Outlook credit rating allows the City to borrow at the lowest possible interest rates as the City is seen as an organization that has an extremely strong capacity to meet financial commitments in full, and on time.

S&P's rationale and outlook contributing to the confirmation of the City's strong credit rating within the January 15, 2025, S&P Global Ratings Direct® Report states:

- "Saskatoon's strong and prudent financial management is a key credit strength, in our view. Although the recent municipal elections resulted in a historic turnover among council, the City's administration remains largely stable, with significant experience and a record of effectively enacting fiscal policies."
- "The City consistently produces robust annual budget documents. It also prepares multi-year operating and capital budgets for upcoming years, alongside comprehensive long-term capital and borrowing plans. This underpins fiscal transparency and discipline, in our assessment."



Drum roll please, a new record donation to recognize!

Thank you, Saskatoon, for attending the City of Saskatoon's **48th Annual Civic Pancake Fundraising Breakfast!** A sunny day brought great attendance and with residents donating extra dollars, we surpassed last year's donation to make this year's breakfast yield our highest donation to date!

We're proud to announce our 48th Annual Civic Pancake Breakfast held Tuesday, June 11, 2024, resulted in a final donation (revenue less expenses) of **\$13,471.50** from the City to **United Way Saskatoon & Area.**

And thank you for your generosity, Saskatoon, you paid it forward and purchased 76 more Act of Kindness tickets over last year!

2024: 209 Act of Kindness* \$7 breakfast tickets sold = \$1,463

2023: 133 Act of Kindness* \$7 breakfast tickets sold = \$931

*Dollars raised from all purchased Act of Kindness tickets, used or unused, were fully donated.

The City of Saskatoon extends a grateful thank you to all attendees and our valued breakfast sponsors - we could not hold this important fundraising event without your generous support.



AWARDS & RECOGNITION



Human Rights Community Champions Honored



On March 20, 2024, the Saskatchewan Human Rights Commission honored Fire Chief (Ret.) Morgan Hackl and Assistant Chief Yvonne Raymer as Human Rights Community Champions.

Recognized for their human rights-based approach to supporting unhoused individuals in encampments, their strategy focused on better outcomes for the most vulnerable.

By working with community partners, key prioritization included providing shelter needs and access to resources such as social assistance, mental health and addiction supports, food, cooling and warming locations, transportation and community connections. Instead of enforcement as a primary approach, inspectors instead focused on building relationships and creating plans for accessing housing options.



Saskatoon Forestry Farm Park & Zoo Receives SACO Award

The Saskatchewan Association of Conservation Officers (SACO) visited the Saskatoon Forestry Farm Park & Zoo in 2024 to present an award recognizing the accomplishments, dedication and assistance provided by the team at the Saskatoon Forestry Farm Park & Zoo.

SACO and the Zoo have collaborated on several initiatives to provide housing and care for animals in need including turtles, snakes, pronghorns and zebras.

Congratulations to the entire team at the Saskatoon Forestry Farm Park & Zoo!



Award of Excellence for Education Program Design

The Saskatoon Forestry Farm Park & Zoo and Saskatoon Zoo Society received the Eleanore Oakes Award for Education Program Design at the 2024 Canada's Accredited Zoos and Aquariums (CAZA) Annual Awards of Excellence.

This award recognizes outstanding achievement and innovation in education program design that enhances conservation knowledge and/or promotes positive conservation attitudes and behavior.

The Saskatoon Zoo Society offers a variety of ongoing edZOOcational programs at the Saskatoon Forestry Farm Park & Zoo that include hands-on learning opportunities, specialized tours and programs for students and zoogoers alike. Another well-deserved congratulations to this entire team!



KUDOS FROM THE PUBLIC

"You folks over there (Building Standards) are so nice to deal with. It makes the process so great to have the help that I was given. Right from when I walked into City Hall and was given help to when I got stuck with the online submission and had a young lady walk me right through it over the phone. Then to have it approved quite fast as well. Thanks for all the help. I even had an inspector call me and answer questions I had. What a great experience so far."



"I wanted to pass along my deepest thanks for making so many Newcomer support services available. Thank you for your compassionate leadership and dedication to building an inclusive community."



"Love to see improvements for pedestrians. As someone who used to walk 20 min along a busy street with no sidewalks for work it's such a big impact whenever proper sidewalks or paths are added."

"Thank you for delivering a new waste container so quickly. Called the day before and a new cart showed up the next day."

"I'm glad to see the City is continuing to make incremental improvements to the bikeways. Hopefully this will help people feel safer and encourage more biking."

"Please pass along my greatest thanks to everyone in the Service Saskatchewan office, I get great service every time I contact you guys and have been for years. Thank you so much for helping us."

"Thank you to all the bus drivers!"

"Thank you to snow removal crews for removing the piles on 28th Street!"



"We requested boulevard trees be planted in our neighbourhood and everyone is THRILLED about how beautiful the trees are now that they've been planted, thank you so much for getting them planted!"

"Wasn't expecting it, but crews graded alley today and it is so nice to be able to drive down without all that snow."



"I wanted to commend the City on the gorgeous flower pots. Food for the soul. Keep up the good work."

"Great work this winter with keeping our main roads drivable. Much appreciated."

"Thank you for the fantastic job clearing the streets this winter. Your hard work has made it much easier for pedestrians to cross the street."

"Thank you for sending crews out to manage the blocked storm sewer, they it cleared quickly!"

"I'd like to send a big thank you to the crew that worked on my utility cut!"

"I wanted to take the time to pass along my biggest thank you to the crews who have been doing an amazing job during the response to the amount of snow we got. Thank you!"



"Alley is being fixed with new gravel and grading and it is very much appreciated."

"Yay! Thanks for keeping our city beautiful and functional."

"I had some concerns related to the appearance of a neighbouring property and the professionalism of dealing with Bylaw Compliance and the promptness in which they addressed the matter was nothing short of amazing!"

"Please pass along congratulations to the project team and all of the administrative helpers involved in this project! I am a resident of Brevoort Park, and I benefit from this storm water management project. Excellent communication was disseminated throughout the project. The contractors were managed well, and the team handled concerns of residents with grace. I know that some residents who were affect more severely by the traffic restrictions were a real pain and complained a lot. I still think the team did a good job and you all deserve a raise and a pat on the back!"

"Thank you for operating such an informative and user-friendly website. It has a clear layout and has helpful resources to keep the community informed."

SPOTLIGHT ON SERVICE

Civic Election 2024

Election 2024

Saskatoon's 2024 Civic Election was held on November 13, 2024, for Mayor, Councillors, and School Board Trustees. A dedicated team from the City worked tirelessly to ensure the election's success, enhancing communication, providing more voting options, introducing new voting technology, Super Polls and more.

Election Management System (EMS) and a Modernized Election

In May 2023, City Council approved a plan to modernize Saskatoon's civic election, leading to the acquisition of a new EMS. This system simplified and streamlined Elections Saskatoon planning and operations. Elections Saskatoon partnered with Elections Saskatchewan to use their data at no charge to create the Voters List. **This resulted in a cost avoidance of approximately \$830,000** (adjusted for inflation) that would have been spent on creating a new Voters List from scratch.



Voting Locations – Election Day Polls and Super Polls

The 2024 Civic Election marked the first use of a Voters List in over 30 years, enhancing efficiency, accuracy and convenience. Voters could check, update or add their information before Election Day, streamlining the process. On Election Day, most voters spent only about two minutes at registration tables, markedly speeding up the process.

Elections Saskatoon also updated the mail-in ballot process, allowing voters to apply for their mail-in ballot kit once and the ability to track their mail-in ballot request. The new system flagged duplicate applications, saving time and money by reducing the need for extensive manual checks.

Hospital and Special Polls

Voting opportunities were offered to eligible voters in unique groups, including 40 senior homes, four hospitals within the city, and homebound voting for people with disabilities. The Elections Saskatoon office worked with all voting locations to set up dates and times for election workers to attend and help voters cast their ballot in these locations.

On November 8, 2024, a care home asked for a Special Poll to be added at the last minute. The Elections Saskatoon team responded and within three hours, were on site to ensure residents of the care home could handily vote.



Eco-Friendly Election Initiative Results in Paper Reduction

By implementing an EMS and an electronic Voters List, we eliminated the need for bulk-printed registration forms, saving approximately 150,000 paper forms. This initiative aligns with the City's sustainability goals, significantly reducing paper waste and promoting an eco-friendly election process.

Accessible Downtown Elections Saskatoon Office

The Elections Saskatoon office and warehouse were strategically relocated from the north end to downtown. This move improved accessibility for all stakeholders and enhanced logistical and operational efficiency by being close to City Hall and essential City facilities.



Youth Engagement and Participation

Efforts to involve young people in the election were expanded to ensure greater participation in civic duties. Initiatives included:

- The 'Youth at the Booth' campaign, encouraging individuals aged 16 and up to work at polling stations.
- Special advance voting days at post-secondary schools (University of Saskatchewan and Saskatchewan Polytechnic) to boost youth and student voter turnout.

These election modernization initiatives demonstrate the City's commitment to cost savings, sustainability, and improved service delivery, ensuring an efficient, accessible, transparent, and environmentally-friendly election process for everyone.



Leadership Development and Staff Growth

City Clerk's Office staff took on leadership roles in supporting a successful 2024 Civic Election, gaining valuable experience in governance, strategic decision-making, and operations. This initiative helped retain expertise within the City, supported our teams' professional growth, and strengthened future election administration.

Standardized and Concurrent Advance Polls

For the 2024 Civic Election, Elections Saskatoon introduced ten standardized advance polls—one in each ward—with uniform open times and hours over four days. This change from the previous system, where advance voting days and hours were staggered and varied, reduced voter confusion, improved accessibility and increased early voting opportunities for residents across the city.

Saskatoon.ca Website Supports Election

Our internal web team dedicated months to preparing the City's website saskatoon.ca for the 2024 Civic Election. They created new election-branded webpages, provided real-time results and enabled the public to have easy access to candidate profiles. This effort required extensive coordination with the City Clerk's Office and the Communications & Public Engagement team to ensure Saskatoon residents were well-informed and up-to-date on all matters of the civic election.



INDIGENOUS INITIATIVES

The Auntie Advocate

In December 2024, the City of Saskatoon hired its first Auntie Advocate, Dorthea Swiftwolfe.



The Auntie Advocate is an innovative position and as far as we know, the first of its kind for a municipality across the country. It is based on the core ideal of matriarchal leadership and reclaiming the important role of Indigenous women.

The recommendation for the position came from the report, IWG2S* - Coming Home, which outlined ways in which the City could support Saskatoon Indigenous Women & Girls and Two-Spirit people (IWG2S) and make them feel safer, protected and loved here.



Rock Your Roots!

The City of Saskatoon, in its role as Co-Chair of Reconciliation Saskatoon, helps organize the annual Rock Your Roots Walk for Reconciliation. This walk gathers Indigenous, non-Indigenous and newcomer peoples to honour the truth of the Residential schools and those who survived them, as well as demonstrate our collective commitment to reconciliation.

The 2024 Rock Your Roots Walk for Reconciliation took place on Friday, June 21, around 4,500 people participating and wearing their orange shirts or contemporary/cultural regalia. The walk helps demonstrate the City's commitment to answering the Truth and Reconciliation Commission of Canada's Calls to Action as well as our commitment to Reconciliation, honouring Residential School Survivors, and continuing work towards an inclusive community.

The City's very first Round Dance and Feast was held on March 28, 2024 and it was a huge success!

The City is hosting
its very first
**Community Round
Dance & Feast!**

Join our Round Dance 101
March 6, 1 to 2 pm, via Teams
Register @ [Bit.ly/Round-Dance-101](https://bit.ly/Round-Dance-101)



- (former) Mayor Charlie Clark



The City and Muskeg Lake Cree Nation have cleared a path to designate the First Nation's land at 143 Aspen Place as an urban reserve.

At its regularly scheduled meeting on September 25, 2024, City Council approved the Municipal Services and Compatibility Agreement negotiated with Muskeg Lake Cree Nation.

The Saskatoon Board of Police Commissioners also approved the Police Services Agreement at their regularly scheduled meeting on September 19, 2024.

These agreements fulfill the municipal requirements for urban reserve designation.

The agreements address:

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RECONCILIATION, EQUITY, DIVERSITY AND INCLUSION (REDI)

2024 Living in Harmony Awards

Every year, the City of Saskatoon hosts the Living in Harmony Awards to recognize outstanding achievements in contributing to community harmony through the elimination of racial discrimination in our communities.

On the International Day for the Elimination of Racial Discrimination, and during **Race Relations Month**, the City was pleased to announce the 2024 Living In Harmony Award recipients.

These awards recognize outstanding achievements in contributing to community harmony through the elimination of racial discrimination.

Living in
HARMONY
AWARDS

SASKATOON IS OUR HOME AND WE LIVE IN HARMONY WITH EACH OTHER. STOP RACIAL DISCRIMINATION.

COMMUNITY RECOGNITION

CALL FOR 2024 NOMINATIONS

Tell us how an individual or organization is working to promote inclusion or combat racism.

SCHOOL SUBMISSIONS

CALL FOR 2024 SUBMISSIONS

We accept videos, paintings, stories or any other form of artistic expression that speaks to inclusion or combatting racism.

Submit on behalf of a student, class, school group, or school.

Submission deadline: March 6 at 3 p.m.
Winners announced: March 21.

 Submission guidelines, nomination forms and more at saskatoon.ca/livinginharmony
redi@saskatoon.ca

 City of Saskatoon
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2024 Race Relations Month Kick-Off

The City's **Reconciliation, Equity, Diversity and Inclusion (REDI) Department** hosted an event in Council Chambers March 1 to mark the start of **Race Relations Month**. Saskatoon City Council has proclaimed March Race Relations Month every year since 1990.

Attendees heard remarks from our Mayor, the Saskatoon Tribal Chief, the Saskatchewan Human Rights Chief Commissioner, People Bridge Advocacy's Executive Director, and Chair of the City's Diversity, Equity, and Inclusion Advisory Committee and a Grade 7 Métis student named Autumn, who implored the audience to do better in terms of equity and inclusion for all.

After the speakers wrapped, attendees were treated to two performances: 1) a Bollywood style dance by Sushmitta Dutta with the Ameya School of Dance; and 2) a Chinese Lion Dance by the USask Confucius Institute. The event concluded with the raising of the Race Relations Flag in Civic Square.



Updated Mandatory Indigenous Awareness Course

In October, REDI and Indigenous Initiatives launched a new reconciliation awareness course called **In the Spirit of Truth and Reconciliation**.

The **In the Spirit of Truth and Reconciliation** course is designed to support TRC Call to Action #57. It urges all levels of government to educate public servants on the history of Indigenous Peoples, including the legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, Treaties and Aboriginal rights, Indigenous law, and Indigenous-Crown relations. It also emphasizes the need for skills-based training in intercultural competency, conflict resolution, human rights, and anti-racism.



Taking Action Against Violence Towards Women and Girls

The National Day of Remembrance and Action on Violence Against Women is observed on December 6. On December 6, 1989, 14 women were murdered at the École Polytechnique de Montréal in an attack driven by hatred of women's rights. The flags in Civic Square (south lawn of City Hall) and at all City of Saskatoon facilities are lowered each year on this day to remember the Polytechnique Montréal women and to honour all victims of gender-based violence.

To honour this day, REDI and Printing Services distributed white ribbons and moosehide pins to most City facilities to encourage City employees to stand up and show support.

Creating our Accessibility Plan

December 3 is the International Day of Persons with Disabilities. Persons with disabilities are a part of our families and community, they bring unique perspectives and strengths that benefit us all. This day is dedicated to celebrating the contributions of persons with disabilities in all aspects of life, including the workplace.

This day was also the perfect time to talk about advancing accessibility in the City of Saskatoon and how we're creating an accessibility plan that follows the rules set out by the Accessible Saskatchewan Act.

Over the next year, the City will be engaging with residents through surveys, focus groups and other discussions to create a more accessible, inclusive and barrier free community for everyone who lives, works and plays here. The City will have an accessibility plan in place by December 2025.



MOVING AROUND

Mental Health Support for Transit Employees

Saskatoon Transit partnered with the City's Employee Family Assistance Program (EFAP) to provide an on-site mental health professional at locations where frontline employees gather during the day. The professional was there to listen and help employees access mental health resources in a supportive and non-judgmental environment. An EFAP representative or counselor was on-site for half days, 3-4 times per month, from June to December. They had many conversations with employees about their work and personal challenges and provided support and additional resources.



Transit Frontline Employee Safety Plan

Everyone deserves to feel safe and supported at work. Bus operators, supervisors, and customer service employees often face aggressive and violent incidents.

One initiative was a public awareness campaign to highlight Transit employees. In July 2024, Saskatoon Transit and Amalgamated Transit Union (ATU) Local 615 released a video series featuring real frontline employees sharing their experiences and asking for respect from customers. You can watch their videos at saskatoontransit.ca/TransitSafety.

Print ads of the employees were displayed on buses, shelters, online, and in malls with messages from these employees and a link to watch the videos. We hope that by watching their stories, people will see them as individuals who deserve empathy and respect, so they can do their jobs and get home safely.



Transit Security Advisor

A new Transit Security Advisor position was created to help Saskatoon Transit with safety measures. The advisor coordinates between Transit operations, Fire Community Support, Contract Security, and Saskatoon Police Service to achieve safety goals. This role will be visible to increase safety for employees and riders, help with emergencies, and plan security measures and patrols on buses and at terminals.

The advisor will also create a long-term security plan for Saskatoon Transit, including an operational guide for incident reporting. They will provide consistent and supportive responses to incidents and connect with emergency services. This collaboration will help reduce incidents and improve safety for employees and riders.

High visibility, both in person and over the Transit radio channel, is a key part of the security plan. This visibility aims to increase the comfort, safety, and well-being of Transit operators and the public.

Saskatoon Transit Rider Ban Process

Safety is the top priority for all City employees. ATU Local 615 and Transit employees wanted a formal process to ban riders who put the safety or well-being of employees or riders at risk.

As part of the Frontline Employee Safety Program, Saskatoon Transit worked with the City Solicitor's Office, Saskatoon Police Service, and Saskatoon Fire Department to create a new process to ban riders. This process was introduced along with the corporate-wide customer service policy and conduct standard for frontline employee interactions.

Depending on the situation, a customer could be banned for 24 hours for a minor nuisance or 30 days for more serious offenses, with longer bans for repeat offenders. Someone convicted of assault or causing major damage to Transit assets could be banned for a year or more. Two customer bans were implemented in the fourth quarter of 2024.



Access Transit Rightsizing

In 2024, Access Transit adjusted its workforce to match approved service levels. This improved service reliability and operational efficiency.

With the new staffing levels, Access Transit can now consistently plan and provide service. This change allows Access Transit to offer the maximum number of service hours, helping more customers with their transportation needs.

Optimizing staffing levels has also improved operational effectiveness. Access Transit can now better match staffing resources to customer demand, ensuring efficient use of available resources.



Transit Workplace Culture Audit

Saskatoon Transit employees took part in the Transit Culture Audit through interviews and focus groups from 2021 to 2024. The audit identified themes and issues, leading to a final report with 18 key initiatives to improve the workplace.

Employees helped prioritize these initiatives through exercises and a survey. The Transit Workplace Culture Transformation plan was introduced in September, with project leaders focusing on these 2025 priorities:

1. Build a culture of inclusion where everyone feels valued, respected, and included, regardless of their background or identity.
2. Review the supervisor training program and provide training for excellence, crucial conversations, performance management and competency.
3. Implement a consistent rewards and recognition program across the department.
4. Provide customer service training for all employees, including conflict resolution and de-escalation training.
5. Complete and communicate role and responsibility mapping that clearly defines performance goals and necessary interpersonal skills for all job functions.
6. Engage employees throughout these projects to make meaningful improvements based on the original feedback.

MOVING AROUND

Bus Capacity Improvements for Fall Rush

Proactive communication and internal improvements helped Saskatoon Transit manage the back-to-school rush.

In August 2024, Saskatoon Transit informed customers about potential full buses on busy school routes during peak times. Ads and public service announcements encouraged riders to plan ahead by considering alternative routes or times. The maintenance team worked to reduce breakdowns, while the planning and Service Supervisor teams monitored routes with capacity concerns and adjusted. Operators and supervisors helped maximize space by encouraging riders to move to the back. Despite some full buses and frustration, most riders were aware of the situation and made other arrangements.

Operators tracked incidents where they passed by riders due to full buses using a button on their MDT. This information was reported, allowing the Planning team to make daily changes to route management. Based on this reporting, trip times were adjusted, and buses reallocated, leading to a one-third reduction in full buses systemwide by the end of September, with even greater reductions in high-priority areas.

Free Transit Child Fare

In September, Saskatoon Transit expanded free fare to include all children in grade 8 and younger. This policy helps families save on transportation costs and makes it easier for them to travel together. It also encourages the use of public transit, promoting lifelong habits of using sustainable transportation.

Transit employees, customers, teachers, and parents were surveyed to determine the age range and implementation of the program to reduce barriers and make it easy to use. Feedback after the first four months has been positive.



Transit Fleet and Maintenance Transformation

Transit Fleet & Maintenance is becoming a forward-thinking, world-class shop that manages a reliable bus fleet for a growing city and a new bus rapid transit system.

Twenty new buses will arrive in Summer 2025, reducing the average age and improving the condition of the bus fleet. This requires a shift in the service model to maintain reliability.

This fall, the team introduced a new service model to move from a reactive shop to a proactive one with a strong preventative maintenance program. Changes include new night shifts for mechanics, the return of Service Line positions, and adjustments to the apprenticeship program.



Transit Fleet Management Plan

Ridership is reaching pre-pandemic levels, and Saskatoon Transit is preparing for additional service with its bus rapid transit system, **Link**. A reliable transit fleet is crucial for continued success.

In 2024, Saskatoon Transit added two new battery electric buses in July, five 40 ft diesel buses in August, and three 60 ft diesel buses in December. Another 20 buses will arrive in late 2025, improving the overall condition of the bus fleet to support demand by January 2026.



MOVING AROUND

ROADS & CONSTRUCTION

Roadways - Emergency Response Plan Activation

2024 saw plenty of snowfall, leading to many hours of snow clearing. Following significant snowfall in late February, early March, and November, the Roadways Emergency Response Plan was swiftly activated twice.

This comprehensive plan included the grading of all priority streets and residential streets to enhance mobility across the city. Additionally, targeted snow removal on priority streets was carried out to ensure smooth traffic flow and maximizing safety at intersections.

These swift and efficient efforts ensured safer and more accessible streets for all residents, showcasing our commitment to keeping our community moving, no matter the weather!



2024 Spring Street Sweeping

The 2024 Spring Sweep program ran from April 5 to June 26.

- 1,151 km of Saskatoon's streets were swept
- over 11,000 tonnes of debris was removed

With 13 street sweepers working every day and a team of 20 employees, the program made the roads cleaner and improved drainage. It also reduced dust and debris in neighborhoods. A total of 58 neighborhoods were cleaned, making the streets better for everyone. This yearly program helps keep Saskatoon's infrastructure in good shape and improves life for residents.



Active Transportation Wayfinding Pilot Project

The Active Transportation (AT) Plan aims to create an easy-to-understand system of signs and tools for walking and cycling across the city. This will help people feel safer and more comfortable using these routes and encourage more walking and cycling.

An AT Wayfinding Manual was created with help from various stakeholders to guide the use of signs on trails and in Business Improvement Districts. A pilot project was started to test the sign design and content, develop technical details, and improve manufacturing and installation methods.

The pilot project connects the Pacific Heights neighborhood to St. Paul's Hospital using the 22nd Street multi-use path, 23rd Street neighborhood bikeway, and Avenue P. The signs were made by the sign shop and put up in 2023.

In 2024 the pilot project was evaluated, and the feedback was very positive. People liked the signs and gave useful suggestions for future sign placement.

An implementation plan will be created to roll out the AT wayfinding signs across the city.



Dudley Street Walking and Cycling Improvements

The Dudley Street Walking and Cycling Improvements project in Saskatoon is now complete! It connects neighborhoods to important places like the West Industrial Area, the Gordie Howe Sports Complex, and the Meewasin Trail. This makes walking and cycling safer and easier for everyone.

The project includes a new multi-use pathway, a neighborhood bikeway with traffic calming, and new sidewalks. It was funded partly by the Government of Canada's Active Transportation Fund. This project is a big step towards making Saskatoon a city where people can walk and bike more safely.

Completed in 2024, the project added 1.8 km of new paths for walking and cycling, connecting Dawes Avenue to Spadina Crescent. It features pedestrian and cyclist-activated signals, raised crosswalks, and a 30 km/h speed limit in residential areas. This project helps connect residential areas, workplaces, and recreation spots, making the city safer and more connected for everyone. A big thank you to everyone who helped make this project a success!



MOVING AROUND

ROADS & CONSTRUCTION

New Bike Racks Promote Active Transportation

The Saskatoon Forestry Farm Park & Zoo, in partnership with the City of Saskatoon and the Zoo Society, added four new bike racks to encourage biking. Two racks are at the zoo's front entrance, and two are in the park area. These racks give cyclists secure places to park their bikes, promoting eco-friendly transportation. By making it easier to bike to the zoo, we support environmental sustainability and a healthier lifestyle for our community.



Lighting System Pilot

Roadways and Fleet recently piloted an innovative new lighting and airfoil system on their plow trucks. This cutting-edge technology significantly enhances visibility for drivers, ensuring safer operations during snow removal. Additionally, it reduces operator risk and minimizes downtime, allowing for more efficient and reliable service. This initiative demonstrates our commitment to leveraging advanced solutions to improve safety and efficiency for both our operators and the community.

Orange you
glad construction
doesn't go all year?



Road Construction

City Council allocated \$71.84 million for road and bridge construction and maintenance in 2024. This included resurfacing several major roads, where the old asphalt is removed and replaced with new asphalt. Major projects included:

- Highway 11 (northbound and southbound): Between the southern city limit and the cloverleaf interchange.
- Highway 11 (northbound): Between 71st Street and Marquis Drive.
- Highway 7 (northbound): Between CN tracks and CPKC tracks.
- Millar Avenue (northbound and southbound): Between Circle Drive and 43rd Street East.
- College Drive (eastbound and westbound): Between Central Avenue and Preston Avenue.
- Circle Drive (northbound): Between 33rd Street and Laurier Drive.
- Boychuk Drive (northbound): Between Taylor Street and the Briarwood Road north entrance.
- Boychuk Drive (southbound): Between 8th Street and the Briarwood Road north entrance.

Resurfacing projects are important for keeping Saskatoon's busiest roads safe and efficient.

The City of Saskatoon thanks residents for their patience during the 2024 construction. We are committed to making sure our infrastructure meets the needs of our growing community.

Work Zone Safety Improvement

In 2024, Roadways added two new sign trucks to their fleet, enhancing safety and efficiency during night operations. These trucks are equipped with advanced features that significantly improve operator safety and increase work site visibility for drivers. This investment underscores our commitment to providing safer working conditions for our team and ensuring better visibility and safety for all road users.



Accessible Parking Permit Program

In 2024, the Community Standards Department updated its Accessible Parking Permit Program. This program assists drivers with accessibility needs by allowing them to park without using a pay station. The updates ensure the program's long-term sustainability, balancing accessible parking needs with other parking goals in business improvement districts.



Blind Spot Detection and Collision Prediction Technology on Heavy Duty Trucks

Fleet Services is testing new technology to make heavy-duty trucks safer. They are working with a local vendor on a pilot project to see how well blind spot detection and collision prediction systems work.

Two types of systems are being tested:

- A radar detection system with a 360-degree camera on a garbage truck.
- A 360-degree AI-enhanced camera on a pothole patching truck.

Early feedback has been positive, and a report will be presented to City Council in spring 2025.

COMMUNITY SAFETY AND WELLBEING

SASKATOON FIRE DEPARTMENT



Trauma Informed Training Course

As part of the Saskatoon Fire Department Strategic Plan, the Emergency Management Office (EMO) is leading the development of a Coordinated Trauma Response Plan for large-scale emergency events in Saskatoon.

As an initial step towards this plan, the EMO co-hosted, with the City's Occupational Health and Safety, the Centre for Trauma Informed Practices (CTIP) to facilitate trauma response training courses for internal City staff and external partners.

CTIP Traumatic Event System Response and Trauma Informed Leadership training helps organizations understand the human systems response to trauma. It is a model that is applied to traumatic events meant to support an organizational or community response.

The multi-disciplinary and multi-organizational engagement in this training assists to increase the resiliency of Saskatoon in the case of traumatic events impacting residents, organizations, and the whole of Saskatoon. Individuals that attended the 30-day training represented 10 of the City's departments and 16 partner organizations.

Incident Command System Training

The Incident Command System (ICS) is a well-known and effective coordination and command structure used in both emergencies and planned events. It helps integrate multiple jurisdictions, agencies, and organizations into a shared structure, ensuring that various goals are met based on priorities and objectives.



In Saskatoon, ICS has supported many events, from major incidents handled by the Saskatoon Fire Department (SFD) to responses to extreme weather. It was also used during the 2024 Municipal Election. SFD and the Emergency Management Organization (EMO) have qualified ICS instructors at various levels (100, 200, 300, and 402).

In 2024, the City of Saskatoon and SFD hosted several ICS 200 and 300 courses. Individuals who received ICS certificates included members from:

- City of Saskatoon departments (Communications, Corporate Security, Emergency Management Organization, Human Resources, Roadways, Fleet, and Support, Saskatoon Facilities, Saskatoon Fire Department, Saskatoon Light and Power, Saskatoon OHS, Saskatoon Police Service, Saskatoon Water, Transit, Water and Waste Operations)
- Greater Catholic Schools
- Medavie Health Services West
- Metis-Nation Saskatchewan
- Ministry of Environment
- Prairie Harm Reduction
- RCMP
- Saskatchewan Health Authority
- Saskatoon Airport
- Search and Rescue
- The Salvation Army

This training helps ensure that Saskatoon is well-prepared for various emergencies and events.



Slip 'n' Slides: Supporting EMO's Extreme Heat Response Plan

To help Saskatoon residents cool down during extreme heat, the Saskatoon Fire Department's (SFD) Community Relations staff hosted three giant Slip 'n' Slide events across the city. These events were held in different neighborhoods to ensure many residents could attend.



Each event attracted over 200 participants, including families, children, and people of all ages, offering a fun break from the heat. SFD staff also provided safety tips and information on staying cool and hydrated during extreme heat.

Operations Day Staff Model

The Saskatoon Fire Department has a Fire Operations Day Shift which is comprised of two shifts each working a 40-hour rotational work week. This shift relieves overtime pressure and allows for additional training by deploying the Day Shift to stations across the city to backfill vacancies created by training. In 2024, **1,180 overtime hours were saved**, and 3,770 additional training hours were afforded due to this shift.

This approach cuts costs and supports the well-being and professional growth of our firefighters, showing our commitment to better service, savings, and sustainable growth in Saskatoon.

Emergency Communications

In 2024, the role of Assistant Deputy Chief of Emergency Communications was established to oversee day-to-day communication operations, and to fulfill the lead role of modernizing Emergency Communications to meet the Canadian Radio-Television and Telecommunication Commission's (CRTC) mandated requirements for the Next Generation 9-1-1 (NG-9-1-1) service.

Included in this shift to NG-9-1-1 is the relocation of Emergency Communications to Station No. 9, a new computer aided dispatch (CAD) system, and call-taking software.

Live Fire Training

After more than two decades, live fire training is returning to SFD. Live fire training provides realistic, hands-on experience that helps firefighters understand fire behaviour and develop essential skills in a controlled environment.

By regularly engaging in live fire scenarios, firefighters gain confidence and competence that are difficult to replicate through simulations or classroom discussion.

To prepare for the delivery of live fire training in 2025, Staff Development & Safety (SD&S) trained a group of firefighters to become specialized Live Fire Instructors. This training initiative is the result of incredible teamwork and coordination from SD&S Fire Service Instructors, On-Shift Instructors, and SFD Firefighters.

Extreme Heat Response Plan: Water Bottle Distribution

The Saskatoon Extreme Heat Emergency Response Plan helps high-risk residents during extreme heat by providing access to cooling locations, outreach services, wellness checks, and water distribution. In 2024, Saskatoon EMO worked with 27 community organizations to activate this plan and assist vulnerable community members.

EMO managed the distribution of cool-down resources like misting tents, water bottles, and a water bottle filling station, sharing them with community partners as needed. From June to September, with help from SFD Summer Project Workers, EMO distributed 68,820 bottles of water to community partners.



Fire Bulletins

The Saskatoon Fire Department has started using the Fire Bulletin, a new way to share news about incidents affecting the community. This change helps ensure faster and more efficient communication directly from the field, similar to the service alerts used by other city departments.

UTILITIES



Improved Cost Recovery of Electric Services

In 2024, Saskatoon Light & Power updated its electrical services fees under City Bylaw 2685 to better match the actual costs of providing these services. The old fees had created budget issues, making it hard to fund operations, maintenance, and improvements. The new rates are expected to **increase annual revenue by about \$185,000**, helping to make services more sustainable and aligning with similar rates in Saskatchewan. From now on, these fees will be reviewed and updated more regularly to keep them in line with costs.

After Hours Electric Service Delivery Improvement

In 2024, Saskatoon Light & Power's Meter Shop improved efficiency and reduced after-hours service demands by setting clear service expectations with customers upfront. This allowed more service requests to be completed during regular business hours, reducing the need for staff to be on standby and saving on operational costs. Customers also avoided after-hour fees. Due to the success of these changes, permanent adjustments to staff schedules for after-hours service are being considered.

Self-Generation Program Process Improvement

As part of updating our program fees, Saskatoon Light & Power aligned our process and workflow with SaskPower's Net Metering Program. This change ensures consistent service levels for all Saskatoon residents, regardless of their electrical provider. It also simplifies the workflow for local solar contractors, allowing them to use the same processes for all their customers in Saskatchewan.



Landfill Gas Power Generation Asset Management Improvements

In 2024, the Saskatoon Landfill Gas Power Generation Project saw great benefits from improving its asset management plans. The project **generated over \$1.5 million in revenue**, surpassing budget estimates by 24%. By identifying critical components and keeping spare parts on hand, the facility reduced downtime. They also achieved more efficiency by doing more maintenance work internally and using the expertise staff had gained over the past ten years.



Addition of New Fleet Electric Vehicle Chargers at Saskatoon Light & Power Operations Centre

In 2024, Saskatoon Light & Power used funding from Natural Resources Canada, through EcoWest Canada, to install three Level 2 dual-port electric vehicle (EV) chargers for its growing EV fleet, **saving about \$22,000**. Additionally, in partnership with Teal and Innovation Saskatchewan, they added two Level 3 dual-connector EV chargers at no cost, **saving \$20,000 each**. These projects improved readiness for new EVs and added flexibility for quick charges or top-ups in emergencies.



Electrical Conversion in College Park

The electrical infrastructure in the College Park neighborhood was old and needed immediate repairs due to cable faults. Although an upgrade wasn't planned for another five years, the Project Team decided to start the full replacement project in 2024. **This change saved about \$300,000** by avoiding temporary repairs and going straight to replacing the electrical infrastructure.



UTILITIES

WATER

Transfer Pumping and Electrical Upgrades

In 2019, Saskatoon Water initiated the upgrade of transfer pumping and electrical systems at the Water Treatment Plant (WTP) to address the aging infrastructure and align with the plant's long-term treatment goals. The project involved the construction of a fully redundant transfer pumping system, along with comprehensive electrical upgrades, including the installation of new 4160V/600V infrastructure and enhanced instrumentation and controls.

Completed in December 2023, the upgrades have significantly improved operational efficiency, with the new transfer pumps achieving over 80% pumping efficiency. In 2024, these improvements reduced electricity consumption at the WTP by 2,478,551 kWh, cutting greenhouse gas emissions by 1,269 tonnes of CO₂e and **resulted in an estimated savings of \$220,591.**



Water Main Maintenance and Replacements

In April 2024, the City began a seven-month project on College Drive to maintain and replace water mains. Workers dug pits to access the water mains and lined them with a durable plastic coating to ensure long-lasting service.

The City also updated water mains in neighborhoods like North Park, Caswell Hill, and Riversdale. Over five kilometers of water mains were replaced or maintained. The projects included replacing lead water service connections. In 2024, the City aimed to replace 436 water service connections and 71 sewer service connections. The goal is to replace all lead water service connections in Saskatoon by December 31, 2028.

The City of Saskatoon thanks residents for their patience during the 2024 construction season. We are committed to making sure our infrastructure meets the needs of our growing community.



Commitment to Sustainable Energy Savings

In 2024, the Saskatoon Wastewater Treatment Plant (WWTP) continued its commitment to reclaiming water and resources using sustainable energy. Thanks to the hard work and dedication of the staff, significant energy efficiency results were achieved.

By using biogas from the Digesters to heat the WWTP facility and its processes, the plant **saved approximately \$428,700** in energy costs and **reduced greenhouse gas emissions by about 2,365 tonnes of CO₂e**, equivalent to taking 563 cars off the road.

This success highlights the WWTP team's dedication to sustainability and positions the City of Saskatoon as a leader in responsible resource management.

McOrmond Dr. Reservoir and Pump Station Project

In March 2024, the City opened a new reservoir and pump station on McOrmond Drive. The reservoir was approved for federal and provincial funding through the New Building Canada Fund. The project cost is \$56,850,000 (Federal: \$14,678,775; Provincial: \$14,678,775; City: \$27,492,450).

The new facility can store 43 million litres of treated water, ensuring consistent water availability for the Northeast Sector of Saskatoon. The pumping station, with a capacity of 138 megalitres per day, provides a safe and reliable source of drinking water to residents and businesses. It also includes two standby power generators for use during power outages and is designed for future solar power integration. Importantly, this project was completed without disrupting the City's water supply and quality.



Environmental Lab Testing Efficiencies

Every year, the Environmental Laboratory at the Wastewater Treatment Plant (WWTP) tests thousands of water samples to ensure regulatory compliance and control the treatment process. The WWTP protects people, property, and the environment downstream from Saskatoon along the South Saskatchewan River.

In 2024, the WWTP started a pilot project using Nuvoda's Mobile Organic Biofilm (MOB) technology to biologically remove nutrients from wastewater, significantly increasing the Plant's capacity. This project required the lab to increase the scope and frequency of testing, coinciding with rising prices and limited availability of testing kits.

To address these challenges, the lab team consulted staff, reviewed work plans, and explored alternative methods. They decided to prepare chemicals and reagents in-house, replacing costly pre-packaged testing kits. This change provided several benefits:

- 1. Cost Efficiency:** Purchasing stock chemicals was more economical, allowing the lab to perform 10,000 additional tests in 2024 **without the estimated \$18,550 cost** of testing kits.
- 2. Waste Reduction:** Eliminating pre-packaged kits reduced glass waste by 150kg annually.
- 3. Service:** With a larger inventory of in-house reagents, the lab met increased testing demands seamlessly.

UTILITIES

WATER

Installation of Floating Treatment and Wetlands in Kensington 1 Stormwater Pond

In August 2024, twelve floating treatment wetlands were put in the Kensington 1 stormwater pond. These floating gardens help clean the water by filtering out pollutants and nutrients. They also reduce greenhouse gases, control algae, and cut down on sediments. Plus, they provide homes for wildlife and pollinators. The water in the pond will be tested every year for five years to see how these wetlands improve water quality.



Spadina Lift Station Project

In March 2024, the City started operating the new Spadina Lift Station, a crucial facility that handles over 60% of the sanitary sewer flows to the H. McIvor Weir Wastewater Treatment Plant. The project involved building a new lift station on the same site as the old one, as this was more cost-effective.

The Government of Canada provided \$7.2 million toward the Spadina Lift Station project under the Green Infrastructure Stream of the Investing in Canada Infrastructure Program. The Government of Saskatchewan provided close to \$6 million. The City of Saskatoon invested \$4.8 million to cover the remaining contribution. The new lift station is about 15 metres deep and has a pumping capacity of 1,800 litres per second. It includes variable frequency drives for power efficiency and a standby generator for power outages. A new 1,200mm force main was also installed, replacing the original 750mm force main.

The project required multiple sewage shutdowns, all completed without incident. With this new lift station and force main, the City can now meet current and future flow requirements for the area.



Parks Irrigation Water Conservation

As shared in the 2022 and 2023 Service, Savings, and Sustainability Reports, Parks tested ET watering for general parks and sports fields. This method uses software and weather data to reduce water use while keeping the grass healthy.

In 2024, Parks reviewed and rated the condition of irrigation controllers and communication hubs. This step is important for planning upgrades to the irrigation system, which will help increase ET watering and water conservation efforts in the coming years.

Water Conservation in Spray Pads

In summer 2024, the Facilities Management and Sustainability departments **saved about \$52,000** in water costs with a spray pad efficiency pilot project. They used lower-flow and misting nozzles at the Briarwood, Stonebridge, and River Heights spray pads to reduce water use while still giving users a great experience. The upgrades were done without disrupting the spray pad's hours.

2024 had a record number of heat events, leading to longer spray pad operation times (116 hours compared to 36 in 2023 and 24 in 2022).

The 2024 spray pad pilot built on the success of the 2023 pilot and surpassed expectations. **There were \$52,000 and 18 million litres of water saved, as well as avoiding 8 tonnes of CO₂ emissions at three spray pads.**

These upgrades will now be expanded to all 23 spray pads in Saskatoon with funding from the Green Loan granted by City Council.



Rain Barrel Rebate

Demand for rain barrels soared this year, with a record-breaking 248 rebates issued to residents—a 45% increase. These rain barrels **saved 496,000 liters of water** over the summer. They help store water for gardening, reduce water bills, and cut down on stormwater runoff that pollutes rivers. They also provide an alternative water source during droughts. To make sustainable practices accessible, we offer income-qualified rebates.

The Sustainability Department is excited to continue this program in 2025, helping residents save water and promote sustainability.



Flood Mitigation

In 2024, concrete underground stormwater storage units were installed in Brevoort Park South, the first project of its kind in Saskatoon. These units help reduce flood risk near Early Drive and Tucker Crescent by temporarily holding stormwater that would have otherwise pooled on streets and properties. Unlike dry storm ponds, these units store water underground until it can drain to the river.

Although the storage units are now working, the park will stay closed until fall 2025 for landscaping. The third Flood Control Strategy (FCS) project, Weaver Park Dry Pond, opened in fall 2024, joining W.W. Ashley and Churchill Park Dry Ponds in providing flood protection.

For more information about the Flood Control Strategy, please visit saskatoon.ca/floodplan.



URBAN DEVELOPMENT AND RECREATION

Leisure Online Drop-In Programs Schedule Upgrade

In April 2024, the new Drop-in Program search platform was launched. The new design made it easier to find the drop-in schedules. Now, people can see the schedules in both daily and weekly formats, making it easier to plan their activities.

The goal was to make it easy for people to enjoy recreation. The update included feedback from users and staff, and teamwork from IT, Marketing & Communications, Recreation, and Community Development to find new solutions.

Some highlights of the updated app include:

- A simpler view of program offerings, dates, times, and locations
- More user-friendly on both mobile and desktop
- Options to view daily and weekly schedules for the whole season
- Option to print weekly schedules
- Direct access to the app with a new link: dropinschedule.saskatoon.ca
- Saving staff time by reducing the need for input and proofing



Online Customer/Staff Feedback Form

Before the introduction of Customer Feedback Forms, gathering customer comments was a challenge. Feedback was scattered, not immediately actionable, and difficult to analyze. Additionally, comments made during staff interactions and in-person conversations often went undocumented.

To address these issues, a new system was implemented with the goal of electronically recording customer comments and interactions. This system aimed to:

- Quickly collect comments
- Address comments needing timely follow-up
- Ensure consistency in collecting and recording feedback
- Sort, filter, and analyze comments
- Recognize areas of excellence

A screenshot of a web form titled "LEISURE CENTRES Customer Feedback Form". The form has a blue header with the Leisure Centres logo. Below the header, it says "Required" and "Facility Information". There is a dropdown menu labeled "1. Facility commenting on" with a "Select your answer" prompt. At the bottom, there is a blue "Next" button and a small link that says "Have you not yet provided feedback? Report abuse".

Two types of Customer Feedback Forms were created using Microsoft Forms, accessible on both computers and mobile devices:

- Patron Feedback Form: Customers can fill this out themselves using QR codes on-site or a link on the website.
- Staff Feedback Form: Staff use this form to capture customer interactions, conversations, and comments, with links and QR codes available in staff areas.

So far, there have been 259 submissions through the Customer Feedback Form and 310 submissions through the Staff Feedback Form.

Property Information Disclosures Move Into ePermitting

Property Information Disclosure applications can now be completed entirely online using the ePermitting System. Customers can apply, pay, and track their requests all in one place, available 24/7 for convenience.

Building Standards handles about 3,000 Property Information applications each year. By switching to online payments, they **save an estimated \$60,000 annually** in staff time that was previously spent on phone payments. This efficiency helps Building Standards focus on better customer service and making their programs and services more accessible.

Parks Department East Side Compost Yard

In 2024, the Parks Department utilized the former City of Saskatoon Eastside Compost Site to reduce green waste from parks operations. Without this site, staff would have had to drive to the Westside Compost Site, increasing labor and transportation costs. Managing the Eastside site is expected to **save \$20,000 annually** in labor and equipment costs while ensuring proper green waste disposal.

Additionally, the Sports Field used the site to store topsoil from the South Brevoort Park Dry Pond Project, securing about 2,000 to 2,500 cubic yards of premium topsoil worth approximately **\$60,000** for future use. In 2024, the Parks Department used about 1,075 cubic yards of topsoil for various needs, including tree planting, cemetery landscaping, neighborhood sports field topdressing, and other landscaping projects. The department requires 1,500 cubic yards of topsoil annually.



Sports Field – Ball Diamond Hybrid Mix

The City's Parks Department and Open Space Programming & Development Section worked with user groups after testing a shale/crusher dust hybrid mix in Kilburn Park. They found that a 70/30 mix was ideal. Sports Field converted 12 out of 14 ball diamonds to this 70% shale/30% crusher dust mix, instead of using 100% shale.

This change **saved \$11,382 in operational costs**. User groups reported that the hybrid mix allowed the ball diamonds to dry faster, which meant the fields were ready for play sooner and had less downtime.



URBAN DEVELOPMENT AND RECREATION



Dutch Elm Disease

In 2024, the Parks Department identified a record 11 positive cases of Dutch Elm Disease (DED) within a single calendar year. To ensure accurate detection and analysis, 93 elm samples were submitted to the Crop Protection Lab in Regina for culturing and analysis. Prompt action was taken to remove all DED-positive elms shortly after receiving the test results. This proactive approach highlights our commitment to preserving the health of our urban forest and slowing the spread of this destructive disease.

Proper Elm Disposal Pilot – Continued

The disposal fee for elm wood at the Saskatoon Regional Waste Management Centre was waived for residents from April 25, 2024, to December 31, 2024. This initiative built on measures from 2023 to make proper elm disposal easier and address the rising risk of Dutch elm disease (DED). It was combined with an education campaign to raise awareness about DED and the importance of proper elm wood disposal. Stored elm wood is one of the highest risks for spreading the disease.

In 2024, **residents brought over 2,400 loads (347 tonnes) of elm wood to the landfill for proper disposal.**

Elm Wood Recovery Sweeps

As part of the Parks Department's Dutch Elm Disease (DED) Response Plan, Urban Biological Services (UBS) checked areas around confirmed DED cases. They did five elm wood recovery sweeps in Varsity View, Westmount, Caswell Hill, and North Park, plus a smaller sweep in Sutherland. They collected 12,724 kg of elm wood from 270 locations.

The City is teaching people how to properly dispose of elm wood. Residents can now take elm wood to the Landfill for free (up to 1,000 kg) until the end of the year. This plan helps ensure elm wood is disposed of quickly and correctly, reducing the risk of spreading the disease to healthy elm trees.



Council Approves New Tree Protection Bylaw

In January 2024, City Council approved a new Tree Protection Bylaw and updated the Trees on City Property Policy to better protect and preserve urban trees. These rules prevent harm to trees on City property by regulating activities like attaching things to trees, using harmful chemicals, and construction near trees.

The Bylaw provides enforcement and a new tree protection process for the public, while the Policy guides the care and protection of City trees. The new processes consider the type of work and risks to trees, allowing for customized tree protection. Both the City and the public must protect trees during construction, mainly by planning and designing around existing trees. Tree permits ensure adequate protection, with about 60 permits issued in 2024.

For more information, visit saskatoon.ca and search Tree Protection Requirements.



Parks Electric Equipment Initiative

In 2024, the Parks Department introduced electric equipment to areas like Woodlawn Cemetery and Urban Forestry to improve efficiency, safety, and reduce environmental impact.

Woodlawn Cemetery Equipment:

- 5' Riding Mower (Greenworks)

Urban Forestry Equipment:

- Handheld Blowers (Stihl BGA 86)
- Climbing Saws (Stihl MSA 220)
- Larger Felling Saw (Stihl MSA 300)

Benefits of Electric Equipment:

1. **Environmental Impact:** No harmful fumes, creating a cleaner work environment.
2. **Noise Reduction:** Quieter tools improve comfort and reduce noise pollution.
3. **Safety:** Battery-powered tools are safer, with features like automatic chain stops and no fumes.
4. **Efficiency:** Lightweight and easy to use, with minimal maintenance.
5. **Long-Term Savings:** Less need for fuel and oil, leading to cost savings over time.

The transition to electric equipment has been well-received by both cemetery and urban forestry teams. Some areas may need more power or specific attachments to optimize performance. As more products become available, there is strong potential for a complete shift to electric tools.

ENVIRONMENTAL SUSTAINABILITY

Successful Grant Applicant

The City received a \$150,000 grant from the federal government for a two-year Public Space and Event Waste Diversion project.

This project will research, design, and test programs to reduce and divert recyclable and organic waste in public spaces and at events.

The data collected will help make recommendations to City Council on how to reduce and divert waste in these areas and find other sustainability opportunities.

Parking Ticket Initiative

Parking Services recently tested a new parking ticket app, leading to several notable improvements.

During the Spring and Fall sweep, the app significantly reduced the number of paper tickets generated, contributing to an eco-friendlier approach.

Additionally, the app minimized errors and enhanced the ability and efficiency to review and confirm ticket information.

This innovative solution not only streamlines the ticketing process but also underscores our commitment to leveraging technology for better service delivery and operational efficiency.

Facility Improvement Program

The City started the Facility Improvement Program using an Energy Performance Contract in September 2019 and finished in August 2024. The work included:

- Upgrading 32 buildings to LED lighting
- Upgrading or replacing boilers in 8 buildings
- Upgrading or replacing chillers in 4 buildings
- Installing new Variable Air Volume ventilation systems in 6 buildings
- Creating 1 new Building Automation Network
- Installing new Building Automation Systems in 18 buildings
- Connecting 17 buildings to the new Building Automation Network
- Implementing ongoing building analytics in 3 buildings
- Optimizing controls in 12 buildings
- Re-commissioning controls in 16 buildings

Cost savings from the project initiatives will pay back an internal green loan.

The Lawson Heights Civic Centre (LHCC) is an example of a building that has undergone extensive energy efficiency upgrades. Lighting retrofits; boiler burner and controls upgrades; building controls recommissioning and optimization; and variable air volume ventilation upgrades were completed under the Facility Improvement Program.



Natural Infrastructure Fund – Green Network Projects

In 2023, Saskatoon was one of six major cities to receive funding of up to \$20 million from Housing, Infrastructure and Communities Canada's Natural Infrastructure Fund - Large Projects Stream to support projects that:

- Improve access to nature
- Enhance green spaces and restore habitats
- Address climate change
- Support equity and reconciliation

And then, in 2024, the City made great progress on these projects:

- **Saskatoon Land:** Enhanced green spaces in Aspen Ridge, Kensington, and Brighton with native plants, parks, pathways, storm pond naturalization, and street trees.
- **Sustainability:** Developed plans for the Small Swale and Richard St Barbe Baker Afforestation Area, improved pathways, planted native plants, audited 21 parks for naturalized plantings, studied non-potable irrigation, and began upgrades at Leif Erickson Park and Boughton Park.
- **Saskatoon Water:** Installed a vegetated ditch and culvert system in CN Industrial and will start naturalized plantings at Cartwright Storm Pond in 2025.
- **Saskatoon Fire:** Built a retention pond at the new Regional Fire Training Facility, to be naturalized in 2025, using pond water for training to save potable water.
- **Planning and Development:** Improved streetscapes on 20th St E with new trees, stormwater capture, wider sidewalks, seating, bike parking, and lighting. More streetscape plantings are planned for 2025.
- **Parks:** Upgraded several parks with tree and shrub planting, drainage improvements, irrigation upgrades, pathway lighting, playground upgrades, and turf improvements. Supported community tree planting on McPherson Ave and 14th St E.
- **Meewasin:** Led prairie restoration projects, removed invasive species, controlled erosion, planted wetlands, restored prairies, seeded native plants, and installed wildlife fencing.

For more details, visit saskatoon.ca and search for the Natural Infrastructure Fund projects page.



Recycled Asphalt

The Saskatoon Forestry Farm Park & Zoo has expanded its use of recycled asphalt, now covering the back areas and perimeter roadway. This improvement enhances the durability and look of the roads and supports our commitment to sustainability. By using recycled materials, we reduce our environmental impact and promote greener practices in our community. It also provides safe, accessible routes for visitors and staff. **Using recycled asphalt has saved \$450,000.**



Home Energy Loan Program 2024 Operations

The Home Energy Loan Program (HELP) finished its third year in 2024, funded by the Federation of Canadian Municipalities (FCM). By the end of 2024, 139 households had completed energy efficiency upgrades with these results:

- Average reductions of 35 GJ and 2.2 tonnes of CO₂e per household
- Total program GHG reductions of 298 tonnes of CO₂e
- 28% of the households in the program are income-qualified

The program can support about 88 more participants with current funding and is expected to expand.

ENVIRONMENTAL SUSTAINABILITY

Addition of Water Bottle Filling Stations

To reduce plastic waste and encourage sustainability, the Saskatoon Forestry Farm Park & Zoo has installed three water bottle filling stations. These stations let visitors refill their reusable bottles, cutting down on single-use plastic bottles. This initiative supports our environmental goals and keeps guests hydrated during their visit. We hope to inspire more eco-friendly choices both at the zoo and in the wider community.



Environmental Grant

The Environmental Grant continued to support various non-profit organizations in the city. In 2024, \$61,000 in funding was allocated across 15 projects, helping organizations leverage a total value of \$282,211. Exciting new projects include creating a medicinal and traditional garden at SIIT, affordable outdoor summer camp spaces at Wild Sky Adventure Learning for children aged 3-12, and providing bike racks and "Build a Bike" workshops for King George Community School.

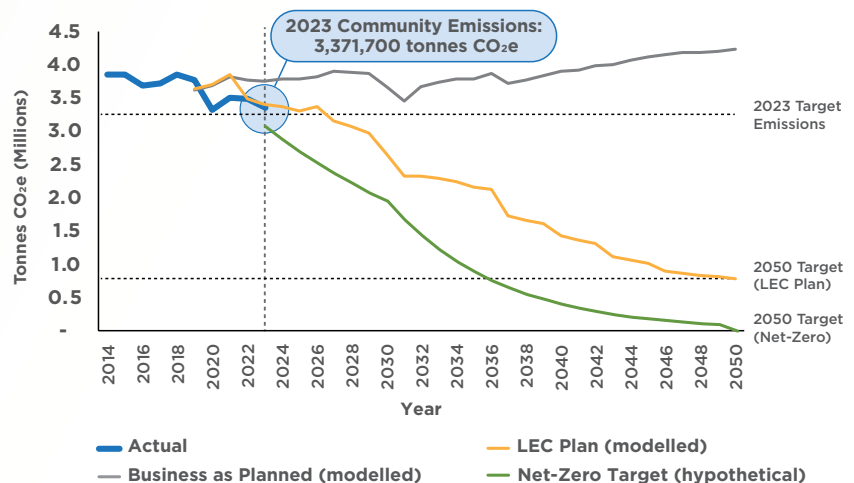
2023 Climate Action Progress Report

In December 2024, the **2023 Climate Action Progress Report (CAPR)** was presented to the Standing Policy Committee on Environment, Utilities & Corporate Services. This biennial report updates greenhouse gas inventories and progress on the Low Emissions Community Plan and Corporate Climate Adaptation Strategy. For the first time, it includes information on the Green Network, highlighting nature-based climate solutions.

From 2014 to 2023, community and local government GHG emissions decreased by 12% and 7%, respectively. Reductions were mainly in building energy use and streetlighting. Per capita emissions also improved, dropping 27% from 15.6 tonnes CO₂e per person in 2014 to 11.4 tonnes CO₂e per person in 2023. These reductions reflect efforts in energy efficiency, energy generation, and resource conservation.

Highlights of the Corporate Climate Adaptation Strategy include creating a Climate Adaptation Program, completing three dry ponds to reduce flood risk, and implementing an Extreme Heat and Air Quality Emergency Response Plan. Green Network highlights include developing natural area management plans, incorporating green network considerations in park upgrades, and securing funding for food forest pilots.

The 2023 CAPR is the final update based on the 2019 Low Emissions Community Plan and Corporate Climate Adaptation Strategy. An updated Climate Action Plan, scheduled for completion in 2025, will outline measures to achieve the City's new net-zero target and address climate projections, risks, and actions for resilience. Progress on Green Pathways will continue to be reported every two years.



First Year of Material Recovery Centre

In 2024, the Material Recovery Centre (MRC), formerly known as Recovery Park, began operations. The MRC has two main parts:

- **Sort & Go** - offers mostly free drop-off for recyclable materials
- **Scale & Pay** - provides garbage disposal services, charged by weight

In 2024, the MRC had 105,040 visits. Of these, 21,248 were to Sort & Go, where residents could recycle items like batteries, bikes, electronics, household hazardous waste, recyclables, oil & antifreeze, metal, small appliances, and tires.



Civic Waste Diversion

In 2024, the Sustainability Department, with help from Water & Waste Operations staff, completed compliance audits in 94 City of Saskatoon buildings to ensure recycling programs were in place and employees were informed about them. They also started organics collection and education at facilities that produce food or yard waste, like Fire Halls, outdoor pool concessions, and City Hall. The employee education program is growing, and expanding recycling to include more items beyond typical mixed recyclables.

Renovation Resources Education Team

In 2024, Sustainability introduced the Renovation Resources Education Team. The team guided community members on energy conservation through home retrofitting and showcased City tools like the Energy Map, Solar Map, and Home Energy Loan Program (HELP). They shared energy-saving tips and engaged with 2,000 local residents through fun activities like Spin the Wheel. Funded by the Federation of Canadian Municipalities, this program encourages residents to make energy improvements, from small upgrades to major renovations, and fosters community involvement and enthusiasm for energy conservation.

More information is available at
saskatoon.ca/RenoResources.



ENVIRONMENTAL SUSTAINABILITY

First Year of Green Cart Program

In its first full year of operation, the Green Cart Program collected food and yard waste from over 75,800 households, diverting approximately 21,000 tonnes of organic waste from the landfill. This waste is sent to a third-party facility to be turned into nutrient-rich compost.

Starting in December 2024, as directed by Council, the collection frequency for residential organics was reduced to monthly during the winter months (December, January, February, and March).



First Year of Business Organics

In 2024, the Business Organics Diversion regulation support program completed its first full year. This bylaw requires businesses that produce organic material, like restaurants and grocery stores, to divert organics. Saskatoon businesses have been receptive and compliant. City staff continue to support them with education, service assessments, and encouraging creative solutions like food donation and on-site composting.

Household Hazardous Waste Program

Starting in June 2024, residents could drop off household hazardous waste every Wednesday at the Material Recovery Centre until October 30th, when the service paused for winter. This new weekly collection program made it easier for residents to safely dispose of items that shouldn't go in regular garbage or recycling bins due to their potential harm to the environment and public health. Accepted items included aerosols, automotive fluids, cleaners, cylinders, light bulbs, yard chemicals, and more. In 2024, the program served over 2,000 customers and diverted over 60 tonnes of hazardous materia from the landfill.

Materials Diverted:

Material Diverted in 2024	Tonnes
Green Cart Program (Organics) *City-wide Launch	20,973
Compost Depots (Organics)	7,403
Curbside Residential (Recycling)	7,216
Multi-Unit Residential (Recycling)	1,962
Recycling Depots (Recycling)	1,411
MRC (Recycling)	1,379*
Household Glass Program (Recycling)	168
Charity Bins	100*
Household Hazardous Waste (Various)	60
Public Space Recycling	2*
Total	40,674

*Estimate. 2024 values need to be verified.

City Program Diversion Rate:

	2024	2023
Diversion	40,500	39,000
Buried Waste	78,500	78,000
Total	119,000	117,000
City Program Diversion Rate	34%	33%

Residential Curbside Diversion Rate:

	2024	2023
Blue Cart Recycling	7,216 tonnes	7,189 tonnes
Green Cart Organics	20,973 tonnes	17,970 tonnes
Total Diversion - Carts	28,189 tonnes	25,159 tonnes
Black Cart Garbage	38,613 tonnes	34,475 tonnes
Curbside Collections Diversion Rate	44%	44%

Variable Black Carts

In 2024, smaller garbage carts were introduced. Households with curbside collection could choose from three different black cart sizes based on their waste needs. This led to a high number of requests to reduce cart sizes, helping the City meet its waste diversion goals. Cart swaps happened in two phases: Spring (April 15 to June 13) and Fall (September 16 to October 11). About 19,270 carts were swapped, with over 23% of eligible units switching to smaller carts, surpassing expectations.

The cost for procuring and deploying the variable size carts was estimated at \$3.5M. Internal borrowing and public notice were approved to be repaid through the future garbage utility. Thanks to remaining funds from the Green Cart Program, the **borrowing was reduced by \$1M.**



Waste Collection Innovation

As part of the 2024 rollout of the smaller black carts, Saskatoon Fleet Services also played a key, innovative role in helping the program adapt to this new initiative. The current collection trucks' gripper arms, designed for larger containers, could not handle the smaller sizes.

When the manufacturer could not find a solution, Saskatoon Fleet Services took the lead. They fabricated and installed custom components on the gripper arms, allowing the trucks to safely collect all cart sizes. This solution, with a \$10,000 material cost, helped ensure the success of a multi-million-dollar initiative and kept the project on track.

Landfill Gas

In 2024, the Saskatoon Regional Waste Management Centre (Landfill) had a record year for reducing greenhouse gases (GHG). The landfill now holds about 6.5 million tonnes of waste. As waste breaks down, it creates landfill gas with methane and carbon dioxide. If not collected, this gas escapes into the air, increasing GHG emissions. Methane is 28 times more harmful than carbon dioxide.

In 2024, the landfill gas facility collected and destroyed about 8,940,000 m³ of landfill gas, cutting GHG emissions by 79,600 tonnes of CO₂. This is equivalent to burning 33,900,000 liters of gasoline or the energy used by 18,600 Canadian homes in a year.

This success was due to expanding the landfill wellfield and upgrading the gas collection facility. In 2024, 16 new gas collection wells were drilled, and two horizontal wells were added, boosting the gas collection capacity. A new smaller flare was installed to burn off the gas continuously, starting full-time in June.

Besides reducing GHG emissions, collecting and destroying landfill gas improves air quality and reduces odors. 77% of the collected gas was used to generate electricity, enough to power 1,500 homes.



Renovation Resources Education Team

In 2024, we introduced the Renovation Resources Education Team. They guided community members on energy conservation through home retrofitting and showcased City tools like the Energy Map, Solar Map, and Home Energy Loan Program (HELP). They shared energy-saving tips and engaged with 2,000 local residents through fun activities like Spin the Wheel. Funded by the Federation of Canadian Municipalities, this program encourages residents to make energy improvements, from small upgrades to major renovations, and fosters community involvement and enthusiasm for energy conservation. More information is available at saskatoon.ca/RenoResources.

Newcomer Workshops Receive Rave Reviews

Sustainability and the Saskatchewan Waste Reduction Council continued to educate newcomers to Saskatoon about waste diversion through Newcomer Workshops. These workshops teach English as an Additional Language students about household recycling and organics diversion.

In 2024, over 450 students attended workshops from 8 different local organizations. A third workshop on general waste reduction and diversion was also created to support the variable black cart program. The workshops received positive feedback from the organizations.

ENVIRONMENTAL SUSTAINABILITY

Compost Coach – The End of an Era

For over a decade, the City has partnered with the Saskatchewan Waste Reduction Council to run the Compost Coach Program. This program provided low-cost education on home composting through coaching, workshops, home visits, a hotline, and rebates. Although the program is changing in 2025 to focus less on home composting due to the new city-wide green cart program, it has been very successful. Since 2013, over 100 volunteers were trained as Compost Coaches. They educated over 1,000 residents through home visits and hotline calls, attended hundreds of community events, and delivered over 100 workshops. Additionally, over 1,500 rain barrel and compost bin rebates have been given to residents since 2013.

Organic Separation in the Commissary

As part of the Saskatoon Forestry Farm Park & Zoo's sustainability efforts, we have started separating organic waste in our commissary. All food scraps and compostable items are now collected separately and taken to a recycling facility. This reduces landfill waste and promotes eco-friendly practices. By focusing on organic recycling, we help divert significant waste from landfills and contribute to a more sustainable future for our zoo and community.

A Glass Act: The Success of Saskatoon's Partnership with SARCAN

In 2019, the City of Saskatoon partnered with SARCAN to improve glass recycling, enhance worker safety, and reduce contamination in curbside bins by diverting household glass to SARCAN depots.

The program ran successfully for nearly six years, providing Saskatoon residents with a reliable and convenient way to recycle glass using SARCAN's services. It also led to the Ministry of Environment approving similar services across Saskatchewan, boosting glass recycling rates at no cost to residents.

In Saskatoon, **860 tonnes of glass have been recycled since 2019, with a peak of 168 tonnes in 2024** (January to November). All glass was recycled in North America into beads for reflective road paint and fiberglass insulation.

Diverting household glass from the mixed recycling stream reduced the cost of managing broken glass as a contaminant and lowered the risk of worker injury during manual sorting.

In December 2024, SK Recycles partnered with SARCAN, transferring program funding from the City to material producers under Saskatchewan's Extended Producer Responsibility (EPR) recycling model. This new partnership highlights the program's success and potential for broader application, advancing sustainability initiatives across the province.



Multi-Unit Organics Pilot

The City started a pilot study on multi-unit organics diversion in early 2024. Sixteen properties in Lawson Heights, Silverwood Heights, and Riverwood Heights took part.

The study aims to help design a future city-wide organics program for multi-unit buildings. It tested different approaches and designs for organics diversion and gathered feedback from residents and property managers. Various property managers and condo boards were involved in the pilot.

The findings and feedback will help the City plan a city-wide program.



Waste Wizard a Success

The Waste Wizard became a popular and reliable recycling resource in 2024. After a successful 2023 campaign and the introduction of the Waste Wizard mascot at public events, residents now regularly use the digital tool for waste sorting, diversion, and collection calendar notifications. In 2024, the app had 12,158 downloads, over 2 million calendar views, 83,504 material views in the sorting tool, and 22,939 first-time visitors.

This tool provides residents with up-to-date sorting information for recycling, organics, black cart, depots, and the Material Recovery Centre. The Saskatoon Waste Wizard has been key in helping the City reach its goal of 70% waste diversion from the landfill and reducing greenhouse gases from organic waste.



Residents Level Up Recycling Skills

Sustainability coached residents on their back lane recycling practices, leading to a 16% improvement rate. During the summer of 2024, the Blue Bin Blitz program provided feedback to residents along select routes through visual cart inspections. Feedback tags were placed on recycling cart handles of 4,825 single-unit homes. Residents received either a yellow "Oops!" tag for incorrect materials or a green "Great Job!" tag for good recycling practices. This strategy successfully helped residents properly divert waste, reduce contamination, and follow bin placement rules.



Visitor Waste Diversion

Thanks to our partnership with Affinity Credit Union, the Saskatoon Forestry Farm Park & Zoo has introduced a more efficient and environmentally conscious waste management system throughout the zoo. Visitors can now dispose of waste in three distinct types of bins: black for landfill items, blue for recyclables and green for compostables. This system encourages proper waste sorting and helps minimize contamination, allowing us to recycle and compost more effectively. The initiative reflects our commitment to reducing our ecological footprint and promoting sustainability in every aspect of our zoo's operations.

CORPORATE SERVICES

City of Saskatoon Workers Compensation Board (WCB) Account Cost Relief Assessment

In March 2024, the Occupational Health and Safety Department started a Workers Compensation Board (WCB) cost relief assessment. This process checks if WCB claims can get total or partial cost relief for earnings loss benefits or medical costs, based on specific WCB policies. The OHS Department, with an external service provider, is reviewing claims to find potential cost relief and improve case management processes. So far, **the City has saved \$888,275.**



MyCity Content Audit

MyCity, our employee intranet, has grown over the past six years to include over 30 department and project information sites. Keeping the content up to date and relevant is important so employees can find information quickly and easily. In 2024, Internal Communications and IT will work with MyCity Content Contributors to review each site's content annually, similar to our Saskatoon.ca website audit, to ensure the information remains current and useful.

Parks Reconciliation, Equity, Diversity, and Inclusion Initiative 2024

In partnership with the City's Reconciliation, Equity, Diversity & Inclusion (REDI) Department, Parks continued to expand on the 2023 initiative. For the 2024 operating season, this involved a 7-week culture and feedback program. Like in 2023, the goal was to improve engagement and psychological safety in the workplace and celebrate the diversity of our team members.

The program focused on issues that affect team dynamics, engagement, and team-building activities. Important topics included mutual respect, accountability, physical and psychological safety, constructive feedback, and communication skills. We conducted a year-end survey and discussion to understand work culture challenges observed over the summer. A prioritized list of challenges was created, and Parks is now developing practical steps to improve work culture, team collaboration, and overall safety.

Feedback from 2024 shows that the Parks Culture Initiative is having a positive impact on employees and is seen as an asset by most people who completed the survey.



Customer Conduct Standard

Customers have the right to share their opinions respectfully, lawfully, and appropriately. In doing so, the City expects customers to behave properly. This includes refraining from inappropriate behaviors like:

- Disruptive behavior
- Verbal or psychological abuse
- Sexual harassment
- Physical assault
- Repeated and persistent communications
- Inappropriate use of mobile recording devices
- Illegal activities

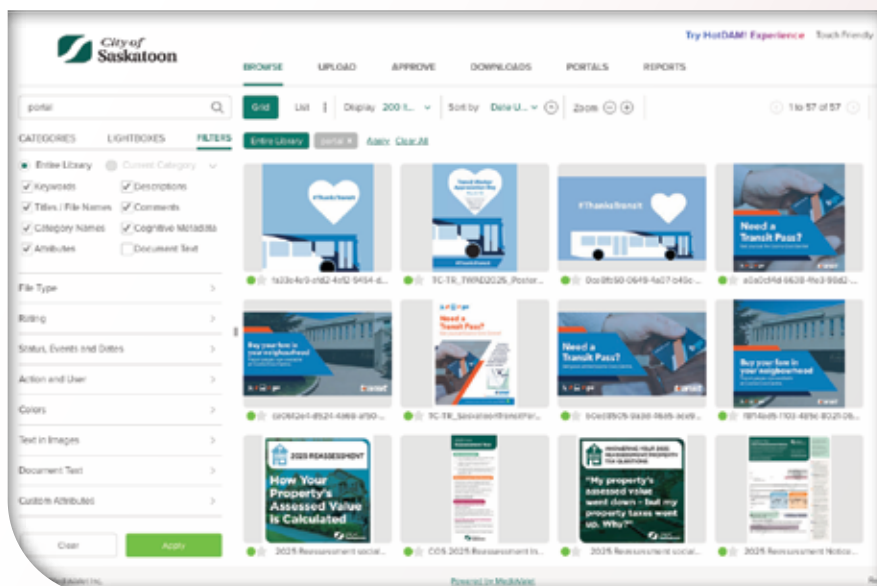


The City has a clear plan to address inappropriate behaviors when customers interact with City employees or use City programs, services, properties, or facilities.

City Council Graphics Portal

During major campaign launches, announcements, or high-interest topics, Administration often needs to update City Council and share design assets. These assets can include social media graphics, infographics, charts, graphs, and posters. Council members may use these in their newsletters, social media, or websites to help communicate with the public.

The online portal provides an easy-to-use interface for City Council members to download assets with a click. The City will keep all assets in the portal up to date, ensuring they contain the latest information. In the future, any graphic design elements for major projects or updates will be shared through this portal link, which will be included in email updates.



Customer Service Policy

Our job as a municipality is to provide services to Saskatoon residents and businesses. Many of our employees interact with the public, making customer service very important.

To ensure that we consistently provide excellent customer service, the City has adopted a formal Customer Service Policy. The policy sets the expectations for quality customer service in alignment with our values and purpose.



DocHub

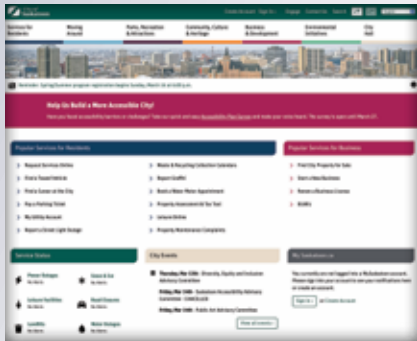
The Document Hub (DocHub) is the central home for corporate and division applicability-controlled documents. It protects the integrity of the document throughout its lifecycle, automates much of the document control process, including an Approval Tool for efficient reviews and approvals. It is also setting us up for success for the future Information Hub to find the information employees need on a daily basis.



CORPORATE SERVICES

Web Content Quality and Currency

IT added metadata to content pages on saskatoon.ca, including details like review frequency, subject matter expert and last reviewed date. This helps assess and show the relevancy, accuracy, and currency of the information. These updates ensure the public gets the most up-to-date and reliable information, improving the user experience on saskatoon.ca.



Vendor Engagement for Corporate Mobile Device Management

IT has created a new process for setting up corporate mobile devices with the help of a vendor partner. This process makes service delivery and user experience smoother, saving time for City staff. The vendor provides premium service at no extra cost, which includes:

- A scheduled one-on-one appointment with the vendor.
- Help with enrolling the new device.
- Transferring data from the old device to the new one.
- Setting up applications and testing them with the user.

This service saves time for both administrative and IT staff.

Print and Mailing Product Offering Expansion

Printing and Mailing Services now offer custom envelope printing and mail merges. This helps the City by allowing faster turnaround times for urgent mailings, like emergency shelter announcements. Custom envelopes in small quantities reduce printing costs for departments that don't need large orders.

By assisting with mail merges, Printing and Mailing Services support departments that may not have the resources or expertise to do these tasks themselves.

Upgrade of the Intranet for Roadways, Fleet & Support and Water & Waste Operations

The Intranet for Roadways, Fleet, Water, and Waste Operations was on an old platform that was expensive and not secure. To fix this, it was moved to a new open-source platform that doesn't need a costly license. This change **saved \$10,000 USD in licensing fees** and made the intranet and the City's IT systems safer.



Printing and Mailing Offers Scanning Services

Over the past few years, the City has seen a growing need to scan hardcopy documents. Previously, this work was often outsourced, which was costly and raised concerns about document security.

To solve these issues, Printing and Mailing Services now offer high-speed, confidential scanning for all types of business documents, including letters, legal documents, reports, contracts, and manuals.

Benefits of converting physical documents to electronic formats include:

- **Free Up Storage Space:** Reduces the need for physical storage.
- **Remote Accessibility:** Allows staff, including those working from home, to access files from anywhere.
- **Prevent Misplacement:** Eliminates the risk of losing hard copy files.
- **Simultaneous Access:** Multiple users can view the same document at the same time.
- **Disaster Protection:** Protects documents from damage or loss due to floods, fires, or other disasters.

This service improves efficiency while keeping sensitive City documents secure.



IT Initiatives Prioritization Process Automation

IT often gets many project requests from business departments to automate and improve processes. To prioritize these requests, IT focuses on projects that offer the best return on investment, support core services, and drive transformational change. This is done in collaboration with the Executive Leadership Team.

A major improvement was the creation of a centralized "one-stop shop" for collecting and analyzing project information using a SharePoint List View. This tool has streamlined the project intake and prioritization process, making interactions with senior leadership and decision-makers more efficient. It also allows for easier sorting and in-depth analysis of project data.

These enhancements have **cut the time needed for reviews and analysis by 50%, significantly boosting efficiency** and helping IT prioritize projects that provide the most value to staff and citizens.

CORPORATE SERVICES

Apple Business Manager Enrolments Discount

The enrollment of Apple devices in Apple Business Manager is a critical component of mobile device security.

IT successfully negotiated with the service provider to waive all fees associated, leading to **\$5,800 in savings**, with this enrollment, ensuring a cost-effective implementation.



Telephone Lines Cleanup

IT conducted an audit of telephone lines across the corporation and identified unused lines that were still incurring monthly charges.

These inactive lines were removed, eliminating unnecessary costs and improving overall efficiency.

This initiative has led to **\$18,638 in annual savings**.

Mobility Overage Charge Reversals

IT identified incorrect overage charges for data and mobility services, which were successfully reversed and credited back to the City. As part of this audit, new processes were implemented to prevent such charges from appearing on future bills, ensuring more accurate and efficient billing management. This has led to a **one-time savings of \$7,000**.

External Calling Survey

The City conducted a survey of corporate users to identify staff who do not require external calling, enabling the removal of this feature for selected users and **resulting in cost savings of \$20,000 annually**. Additionally, the onboarding process was updated so that external calling must now be specifically requested for new users, rather than being provided by default. These changes are expected to generate even greater cost savings when the new VoIP service contract is negotiated in Q1 of 2025.



Revised Mobile Phone Service Agreement

The City recently renegotiated the Corporate Mobile Device program agreement, securing better voice, text, and data benefits. Data limits increased from 20GB to 75GB at no extra cost. The new agreement also offers free device solutions for the City and access to sales discounts.

These benefits were also extended to the Employee Purchase Plan, making them available to all City employees.

Trapeze Cloud Managed Service (TCMS)

The TCMS project moved from on-premises infrastructure to a cloud-based environment. This change aimed to modernize operations, improve system accessibility, and reduce reliance on limited IT resources.

The cloud transition has enhanced business operations by providing scalability, allowing resources to be adjusted based on demand without significant upfront hardware investments. Cloud services offer advanced security features, including regular updates and enhanced threat detection, providing greater protection compared to traditional on-premises solutions.

Additionally, the cloud enables remote work and collaboration from any location with internet access. It also includes robust disaster recovery solutions, ensuring data is backed up and quickly restored in case of emergencies, minimizing disruptions and improving response times.

This transition has significantly enhanced Transit services by providing real-time situational awareness and advanced management tools. Passengers now benefit from accurate arrival predictions, live vehicle locations, and timely service alerts, making public transit more efficient, reliable, and user-friendly.



Microsoft Azure Reservations

The City utilizes Microsoft Cloud Services, including infrastructure that supports the City's website. To achieve cost savings, the contract was renegotiated for a longer term, resulting in a reduced monthly rate. This led to **\$14,000 in annual savings**.



Microsoft
Azure

IT Service Management Software Upgrade

The IT Service Management (ITSM) upgrade project replaced the old IT service system with a modern one, greatly improving how IT requests and support are managed.

This upgrade has streamlined processes, reduced issue resolution times, and improved user request handling.

The new system ensures reliable and secure IT services, boosting employee satisfaction and strengthening Corporate Security.

Users now get faster updates on their IT issues, allowing the support team to respond more quickly and effectively.

Microsoft EA SCE Renewal

The City renewed its Enterprise Agreement (EA) and Server and Cloud Enrollment (SCE) with Microsoft, upgrading to the top-tier E5 license package.

This upgrade offers advanced security, compliance features, scalable business analytics with Power BI, and additional AI tools. These enhancements will improve operational efficiency, data protection, document access control, and decision-making.

The E5 license also provides extra user security, reducing the risk of cyberattacks and strengthening the City's cybersecurity. Negotiated discounts resulted in **\$530,000 in savings** over the three-year contract, making this a strategic and cost-effective decision.

CORPORATE SERVICES

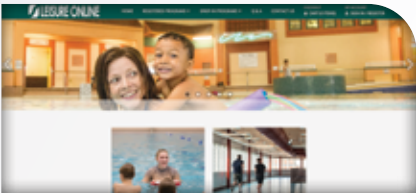
Civic Energy Management and Water Conservation Project – Data Integrations

As part of the Civic Energy Management & Water Conservation Project, the city connected its building management system with the smart meter network. This allows better tracking and monitoring of energy and water use in parks and facilities.

With this data, staff can quickly find and fix broken irrigation equipment, reducing costs and water waste. This project supports the City's goal of environmental leadership by promoting sustainability and resource conservation.

Rectrac Annual Upgrade

The Rectrac Annual Upgrade project fixed functionality and billing issues in the Rectrac application, which manages recreation facilities, programs, and bookings. The system was upgraded to the latest version, correcting incorrect fees charged to customers. This upgrade also added new features, improved security, and enhanced performance, making the system more reliable to meet the City's needs.



Waste Utility Project – Self-Service Garbage Cart Tool

A new self-service form on the My Utility Account portal at Saskatoon.ca lets utility account holders request garbage cart exchanges directly for their properties. This process sends requests straight to Waste Operations, so there's no need to call or email customer service.

This initiative aims to provide citizen-centric services that are easy to access while improving the efficiency and effectiveness of customer service.

A screenshot of the 'My Carts' self-service tool on the My Utility Account portal. The page is titled 'My Carts' and shows a user's account information (Account: 999999999, Service Address: 123 Any Street). Below this, there is a table with columns 'Service', 'Current', and 'Requested'. The table lists three services: Garbage (1 x Large Black Cart (360L)), Organics (1 x Large Green Cart (360L)), and Recycling (1 x Large Blue Cart (360L)). The 'Requested' column has a dropdown menu for each service, currently set to 'No Change'. The dropdown for Garbage shows options: 'No Change', 'Small Black Cart (\$3.73)', 'Medium Black Cart (\$7.05)', and 'Large Black Cart (\$10.58)'. There is a 'Submit preferences' button at the bottom of the table.

IT Requirements for Wastewater Treatment Plant Guard Building

The project included installing internet connectivity, computers, phones, and other critical technologies to support daily operations. It also provided secure access control and camera monitoring to enhance safety and efficiency.

This reliable IT setup ensures seamless operations and improves the security of this vital public infrastructure.



SQL End of Life Version Update

The SQL End of Life and Version Update project tackled security risks and operational issues from outdated database software. Unsupported SQL Server versions could not get security patches or support from Microsoft, making them vulnerable to new cybersecurity threats.

This project upgraded databases to newer versions, ensuring secure, reliable, and high-performing systems. For databases that could not be migrated due to constraints comprehensive risk assessments and mitigation processes are ongoing.

These updates greatly reduce cybersecurity risks and help protect the City's critical and sensitive data from unauthorized access.

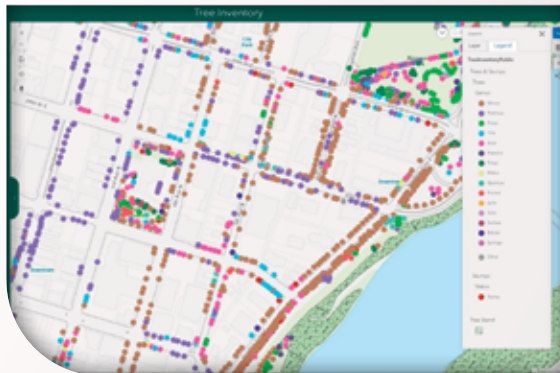


Tree Management System

The IT GIS team created a new urban forest data model and an internal application to replace the old Tree Plotter software. This in-house solution helps the Parks Department easily access an up-to-date urban forest inventory, collect tree inspection data, and integrate with the SAP EAM module for maintenance tracking.

Moving the urban forestry inventory into the corporate GIS environment tailored the data for the Parks Department and made it accessible to other City departments for planning. This integration also led to the creation of tools to better monitor and manage a healthy urban forest.

A new public-facing application was developed, allowing residents to view information about trees in the urban forest, including species, size, and maintenance levels. Making this inventory publicly accessible supports the Tree Protection Bylaw.



Production Printers and One Office Copier

This project introduced advanced software for production printers and office copiers to improve efficiency and reliability. The new print management software creates unique print queues for high-priority files and supports efficient finishing processes. These enhancements minimize disruptions, improve print accuracy, and establish reliable backup systems for critical print jobs like utility bills, property tax notices, and assessment notices.

Taxi Data and Analysis

This project helped Community Standards create an automated process to manage data from taxi and ride-share companies. The data is now stored and used to generate PowerBI reports that show trends in taxi usage, average ride duration, wait times, and more. These insights are valuable for senior management and City Council.

EAM Work Management

In 2024, the Planning and Scheduling Group successfully raised 1,745 work orders. These work orders are crucial for tracking the number of asset issues and the resources required to address them. By utilizing activity-based unit rates, we can generate detailed reports that lead to more accurate budgeting and forecasting. This systematic approach not only enhances our operational efficiency but also ensures better resource allocation and financial planning, ultimately contributing to the overall effectiveness of our operations.

CORPORATE SERVICES

GIS Mapping of Expressway Mowing Maintenance

The Parks Asset Management (AM) group is transitioning from static maps to interactive maps. The Parks Customer Service and Clerical teams suggested creating a public interactive map to help citizens understand the levels of service for right-of-way maintenance near expressways. Since the data set was small, the Parks AM group quickly made it available through an interactive GIS map. Additionally, they created an internal interactive map with more information for better management of the expressway mowing contract. You can find the GIS map on the City of Saskatoon – Park Maintenance website.

Unbundle and Optimize Sodales Licensing Modules

By successfully unbundling and optimizing the Sodales Incident licensing agreement, our team achieved an impressive **cost avoidance of approximately \$50,000 per year** in software licensing fees. Over a span of five years, this strategic move will result in a **total cost avoidance of around \$250,000**. This significant savings underscores our commitment to financial efficiency and resource optimization, ensuring we can allocate funds to other critical areas and continue delivering exceptional value to our stakeholders.

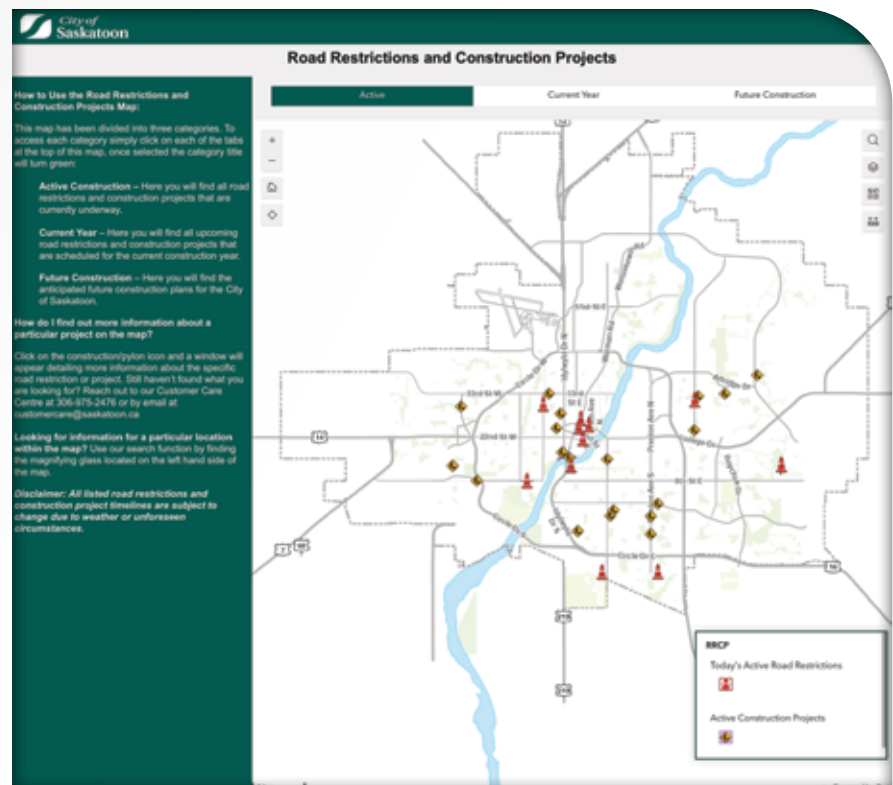
Road Restrictions and Construction Map Updates

The City's Projects Plans and Studies Map (internal) and Road Restrictions and Construction Map (external) were hard to use in their old formats. The new version is more accurate, updated, and user-friendly with an improved layout.

The enhanced map now provides:

- **Enhanced Communication:** Better communication between the city and residents, as well as among city employees, project managers, and departments, by offering a centralized source of information.
- **Public Awareness:** Up-to-date information about current and future construction activities, including road restrictions, for the public.
- **Project Management:** Streamlined processes for city employees and project managers to efficiently update and manage project data.
- **Customer Support:** Helps the customer services team provide accurate and detailed project information to residents.

These improvements enhance the user experience and make it easier to share information about upcoming infrastructure projects with the public, Council, and internal staff.



Unbundle and Optimize SAP HR Success Factors Modules

By leveraging existing tools from SAP and Microsoft, our IT and BT teams successfully unbundled and optimized the SAP Success Factors HR module license. This strategic initiative is projected to yield an estimated **annual cost avoidance of approximately \$50,000 over the next four years**, amounting to a **total savings of around \$200,000**. This achievement highlights our commitment to financial efficiency and resource optimization, enabling us to reinvest these savings into other critical areas and continue delivering exceptional value to our organization.



Used In-House Project Manager for SAP Data Centre Move to Microsoft

By leveraging our internal SAP Project Management expertise, the City successfully **avoided incurring approximately \$180,000** in external SAP Project Management resource costs for the 2024 migration of the SAP data center to Microsoft. This strategic use of in-house talent not only resulted in significant cost savings but also demonstrated our team's capability and efficiency in managing complex projects. This initiative underscores our commitment to fiscal responsibility and maximizing the value of our internal resources.

Move SAP Data Centre to Microsoft

By moving the SAP Data Center from SAP to Microsoft and leveraging the current very strong relationship with Microsoft, the City was able to **avoid paying ~\$300,000 additional annual cost to host the SAP Data Center for 5 years, amounting to ~\$1,500,000 over the next five years**.

The move also helped mitigate business risk of having the primary SAP data center site in Ontario and the Disaster Recovery site in Quebec instead of having both located in the same province.

Replace Wired and Wireless Pinpad Machines at Leisure Centres

An initiative was launched by the Finance Department to upgrade the payment systems at most Leisure facilities by replacing the wired and wireless pinpad machines with Go Wireless machines. This transition has resulted in **significant savings of approximately \$600 per month**. By adopting this modern technology, we not only improved the efficiency and convenience of our payment process but also demonstrated our commitment to cost-effective solutions that benefit both our operations and our customers.



2024 GOVERNMENT FUNDING



In 2024, the City of Saskatoon received approval on approximately **\$160.52 million** in funds for the following programs:

- **More than \$118.26 million** from the Government of Canada and Government of Saskatchewan under the Investing in Canada Infrastructure Program, providing funding for all types of Saskatchewan infrastructure projects including the following City of Saskatoon projects:

\$77.98 million Bus Rapid Transit System - **Red Line**

\$40.28 million Bus Rapid Transit System - **Blue Line**

- **\$41.32 million** from the Government of Canada and administered by the Canada Mortgage and Housing Corporation under the Housing Accelerator Fund to remove barriers to housing and boost housing supply, while supporting affordable and diverse communities.
- **\$676,470** from the Government of Canada and the Federation of Canadian Municipalities under the Green Municipal Fund for the following projects:

\$476,470 Nitrification Expansion Pilot Funding; and

\$200,000 Retrofit Pathway for Municipal Buildings

- **\$150,000** from the Government of Canada through the Federal Department of Environment and Climate Change Canada; and
- **\$112,500** from the Government of Canada for the Zero Emissions Vehicle Awareness Initiative.



SASKATOON LAND



2024 Sales Highlights:

- **\$103 million** in total sales revenues generated
- **\$39.6 million** from the sale of 249 residential lots
- **\$37.6 million** from the sale of 12 multi-unit parcels totaling 45.62 acres
- **\$22.7 million** from the sale of 9 industrial parcels totaling 41.58 acres
- **\$3.5 million** from the sale of 2 commercial parcels totaling 4.32 acres
- **\$3.5 million** in total annual revenue realized from managing over 90 leases of land and buildings
- **7,000 acres** of future development land managed/maintained

2024 HIGHLIGHTS



249 Single-Unit
Lot Sales
Average Lot Price
\$159,000



180
New Residential
Lots Released



Total Land Sales
\$103,240,839



38.3%
Gross Profit Margin

Since 2007, Saskatoon Land has generated **\$158.5 million** in net proceeds from the sale of property in Hampton Village, Willowgrove, Evergreen, Aspen Ridge and Rosewood.

Saskatoon Land is one of the largest self-financed municipal land development programs in Canada. Self-financed simply means the cost of all business operations is covered by revenue generated by land sales and not through property taxes. This revenue is also used to fund capital projects such as roads, affordable housing and leisure amenities.

Many of these projects would otherwise need to be funded through the property tax or borrowing. In 2024, Saskatoon Land continued to deliver financial returns to the City for allocation to civic projects and programs.







THANK YOU!

Every year, City staff take on the task of documenting achievements on service improvements, finding savings and being more sustainable.

This is not an easy task, as there are many activities happening at the City all throughout the year. To highlight our many accomplishments in 2024, City staff submitted over 130 service, savings and sustainability stories to share with City Council and the public.

Thank you to everyone who submitted stories and developed, edited and shared in the creation of the **2024 SSS Report**.