

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

Monday, November 10, 2014, 2:00 p.m. Council Chamber, City Hall

Pages

- 1. CALL TO ORDER
- 2. CONFIRMATION OF AGENDA
- 3. ADOPTION OF MINUTES
 - 3.1 Minutes of regular meeting of the Standing Policy Committee on Environment, Utilities and Corporate Services held on October 14, 2014.
- 4. UNFINISHED BUSINESS
- 5. COMMUNICATIONS (requiring the direction of the Committee)
 - 5.1 Delegated Authority Matters
 - 5.2 Matters Requiring Direction
 - 5.3 Requests to Speak (new matters)
- 6. REPORTS FROM ADMINISTRATION
 - 6.1 Delegated Authority Matters
 - 6.2 Matters Requiring Direction
 - 6.2.1 Service Saskatoon Update on Website (Files CK. 261-20 and 3 6 CP. 365-4)

A Power Point presentation will be provided.

Recommendation

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

That this report be forwarded to City Council for information.

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6.2.2 Inquiry - Councillor Donauer (September 29, 2014): Verification of Recycling Contract Deliverables (Files CK. 7830-5 and CP. 7832-7)

Recommendation

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

That the information be received.

6.2.3 Budget Adjustment - Capital Project #1619 - Storm Trunk Preservation and Change Order Approval - Contract No. 14-0083
- 15th Street Outfall Repair (Files CK. 7820-4 x 1702-1 and TU. 7822-01)

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Recommendation

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

- That a budget adjustment to Capital Project #1619 Storm Trunk Preservation, in the amount of \$250,000, be approved;
- 2. That the budget adjustment in the amount of \$250,000 be funded from the Storm Water Management Capital Reserve; and
- That a change order in the amount of \$411,427.80 (including GST), for Contract No. 14-0083 – 15th Street Outfall Repair, be approved.
- 7. URGENT BUSINESS
- 8. MOTIONS (notice previously given)
- 9. GIVING NOTICE
- 10. ADJOURNMENT

Service Saskatoon – Update on Website

Recommendation

That the information be received.

Topic and Purpose

This report provides a progress update on the Website Redesign Project; specifically, the community engagement for the creative design components.

Report Highlights

- 1. In September, we sought citizen input on decisions relating to the design of the new Saskatoon.ca home page.
- 2. Design principles will be followed based on our engagement results.
- 3. Design of the website will include a home page that provides efficient access to top tasks, real time updates (road closures, power outages, etc.), and information will be easy to find and understand.

Strategic Goal

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

Background

In May 2014, a project update report was provided to the Executive Committee of City Council. The report outlined progress to date including:

- Interviews with internal stakeholder groups at the City of Saskatoon (City) to understand the current use of the web channel.
- The launch of the temporary project engagement site (new.saskatoon.ca).
- zu contracted a content development manager.

Report

The month of September was a milestone in the engagement plan where we sought citizen input on design for the new Saskatoon.ca home page. The design is a visible aspect of the project and provides the basis of the "first impression" users will have of the project. As such, it's a critical deliverable and a high priority for engagement.

Our Objectives

- Establish user priorities for website design approach;
- Allow users to rank two potential design concepts according to how well they believe they performed against the user's priorities; and
- Ensure the process supported objective decision-making and avoids a scenario where the testing became a "beauty contest", where practical priorities were overlooked.

Engagement Activities

Participants were presented with a wireframe exercise, a homepage poll, a priority ranking exercise, and two design examples to compare against user's priorities (see Attachment 1).

Key Findings

Both designs were ranked highly depending on the priority they were being scored on. Overall, users made strong associations with the concept that was cleaner and less distracting which helped them to accomplish their goals.

Design principles that will be followed based on the results of the engagement exercises

- The home page design will focus on providing immediate access to top tasks (utility bill, permits, parking tickets, etc.) to help users accomplish their goals most efficiently.
- Access to real-time status information was rated as a top priority for our users. We will use a dashboard interface to communicate about the status of services (such road closures, power outages, transit service).
- For most other information-based transactions we'll be relying on a disciplined approach to content development, clear site navigation, and good site search to support users in finding the information they seek.

Support City business needs

We also want to support the City's own business needs and will be creating opportunities to support users in achieving their goals. These include:

- Communicating corporate performance on key priority areas using graphics and dashboard views on high traffic pages.
- Brand and storytelling will be communicated through photos and video placed on social media and promoted alongside key content on the website. Adopting a people-focused, storytelling approach is critical to making this type of content successful.
- We will be monitoring the performance of all site content. If content is not actively used and not required for legal reasons, we will make space for better content.

Design Recommendations Based on Testing

- Do your business high on the page. Users tend not to scroll down to find things.
- Making core task completion and real-time information needs the priority using icons, text and dashboard-type user interfaces to get the job done efficiently.
- Tasks that were front and centre were performed the quickest.
- Our testing showed us that the home page is a key template for getting users where they want to go. We will leverage the home page to create a space-efficient jumping off points for users.

Public and/or Stakeholder Involvement

Our engagement site (new.saskatoon.ca) was busy in September and provided a great deal of citizen input and feedback. We received 2,864 site visits from 2,372 users – this was the peak monthly amount of traffic since launch. Traffic was driven largely by our online advertising program (over 2,000 visits) with additional traffic being created by earned media coverage on CTV, Global and CBC, our email newsletter and social media posts. The majority (77%) of visitors to new.saskatoon.ca in September were new visitors.

The online engagement site for this project (new.saskatoon.ca) will continue to be used to demonstrate progress and provide opportunities for ongoing feedback as the project moves towards a final public launch.

Communication Plan

To date, a number of project update videos have been produced and shared with civic staff, City Council, and made available to the general public through the City's YouTube channel.

The communication and engagement plan for this project continues to include the following activities:

- Blog posts, weekly polls, open discussions;
- Facilitated sessions with special interest groups;
- Stakeholder engagement and usability testing;
- Paid online advertising, social media posts, media releases; and media interviews on morning news programs.

Financial Implications

The community engagement for the creative design components took more time than originally anticipated. This extension on the project timeline will mean that the project will use up the contingency amount that was included in the project proposal submitted by zu. However, given that the majority of work has been completed, the project is expected to be within the approved budget allocation.

Other Considerations/Implications

There are no other options, policy, environmental, Privacy, or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

The project is planning to launch a beta site in late November. The beta site is a testing site, not complete, and certainly not replacing the existing website. During this beta phase, zu will be working to polish everything - the content, the navigation, the layout, and more.

Public launch of the new website is planned for late January 2015. At that time, the new website design will replace the existing City website.

Public Notice

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

Attachment

1. Online Engagement Activities

Report Approval

Written by:	Rob Gilhuly, Project Manager
Reviewed by:	Carla Blumers, Director of Communications
Approved by:	Catherine Gryba, General Manager, Corporate Performance
	Department

Service Saskatoon – Update on Website.docx

Online Engagement Activities

Wireframe Testing

A wireframe is a blueprint of what the home page might look like, without using images and colours. Citizens were asked to complete assigned tasks on the wireframe (i.e. where would you click if you wanted to find _____), and this produced a heat map that shows where they clicked on the wireframes.

- Through the testing, we identified user interface design approaches that performed well to get users to priority content most efficiently.
- Users tended to interact most with information placed in the initial view and demonstrated little tendency to scroll down on the page.
- Most clicks happened in task-focused link areas, structured information modules, main navigation and known User Interfaces like search button. Areas that simulated ads or pictures tended to receive less attention.

Home page poll question

To gather a larger sample and provide a way for more residents to participate in a few seconds, we ran a poll about their priority for the design approach. Citizens were asked which reflected their priority for the design of the new site: 1) a site that makes it easy to find information and online services quickly and I'm less concerned with how it looks, or 2) a site that is as visually appealing and engaging as it is functional.

- The majority place a higher priority on efficiency (60/40 split).
- The vote established that most do not want to see aesthetic considerations coming at the expense of efficiency.

Ranking Questions to Establish Priorities and a Ranking of Design Concepts Citizens were asked to:

- Rate functions/priorities on a scale of importance i.e. "helps me conduct my business transactions with the City efficiently", "provides me with up-to-the-minute information about the status of City services", "helps me learn more about programs the City offers", "has a design that is memorable and engaging", etc.
- Users were initially asked to rate the importance of the priorities to them on a scale of unimportant to very important. Following that, they were asked to select from two available designs to tell us which one performed best against that particular criteria.

Completions were strong all the way through with lots of subjective comments provided. The following are a couple of examples of comments:

- 'While I appreciate the visual appeal of Concept B, I'm looking for information not flash. Just tell me where to find what I need."
- "Despite me preferring the design and imagery of Concept B, Concept A is cleaner and less distracting. The same things that appeal to me in Concept B are also distracting."

Inquiry – Councillor Donauer (September 29, 2014): Verification of Recycling Contract Deliverables

Recommendation

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

That the information be received.

Topic and Purpose

The purpose of this report is to respond to Councilor Donauer's inquiry on the verification that materials collected through the recycling programs are recycled.

Report Highlights

- 1. The Administration uses a variety of reporting, reconciliation, and auditing tools to ensure recycling contract deliverables are met.
- 2. Cosmopolitan Industries Ltd. (Cosmo) and Loraas Recycle (Loraas) are required to keep the residual rate of their Material Recovery Facilities below 5%. This record is the amount of material that is recyclable but not recaptured for remanufacture or re-use, and is therefore disposed at a landfill.
- 3. Loraas has maintained a low residual rate in compliance with the contract. Measurements of the residual rate for the Cosmo facility will begin in November.

Strategic Goals

The information contained in this report support the four year priorities to promote and facilitate city-wide composting and recycling to reduce the rate and volume of waste sent to the landfill.

Background

On September 29, 2014, Councilor Donauer made the following inquiry:

"Would the Administration please report back and provide details of our plan to audit all providers of recycling services to the City of Saskatoon, to determine whether the goods collected are, in fact, being recycled in an acceptable manner."

Report

Recycling Contract Performance

Performance by Loraas is verified through the processes shown in Attachment 1 for each of the recycling contract deliverables. Steps include review and reconciliation of monthly reports, site inspections, process audits, and occasional third-party involvement. Verification of performance by Cosmo will mimic the process for Loraas.

Verification of Materials Being Recycled

The City takes several steps to ensure that materials collected through the residential recycling programs are recycled. These include:

- Observing Waste Characterizations Loraas is required to conduct semi-annual characterizations of their Material Recovery Facility (MRF). Audits performed by a qualified third-party are also arranged every 2 years as part of the communitywide waste audit. With the introduction of new reporting requirements under the Multi-Material Recycling Program (MMRP), the City will be increasing the frequency of audits to annually.
- Calculating a Residual Rate The residual rate represents those materials that are not captured during the recycling process and are therefore landfilled. Both the Loraas and the Cosmo contract specify that it must be below 5%. The rate reported by Loraas is 4.48%. This rate is verified as part of the waste characterization process.
- Receiving Reports About the Marketing of Materials Loraas reports on the marketing of all recycled materials. An annual reconciliation comparing marketed tonnes to collected tonnes is performed.

Environmental Implications

Recycling is a significant environmental initiative due to its impact on extending the life of the landfill through waste diversion and its positive greenhouse gas implications. These implications are summarized annually in the *Integrated Waste Management Annual Report.*

Communications Plan

During the first year of the Residential curbside recycling program, metrics were reported quarterly to Committee, with additional communications through PSA's and media releases.

Results for 2014 will be reported in the Integrated Waste Management Annual Report (2014). Similar reporting will occur for the multi-unit recycling program throughout 2015.

Going forward, additional communication about the success and metrics of both programs will be shared through the news media, the City's social media accounts, and the City's website, as well as through future Integrated Waste Management Annual Report.

Other Considerations/Implications

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

Due Date for Follow-up and/or Project Completion

The Administration reports annually on integrated waste management which includes metrics for all recycling programs. The next report will be provided in April 2015 and provide an update of performance of the Residential Curbside Recycling Program for the 2014 year. During the first year of the Multi-Unit Recycling Program, the Administration will be reporting quarterly, the first report will also be provided in April 2015.

Public Notice

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

Attachment

1. Verification of Loraas Contract Deliverables

Report Approval

Written by:	Amber Jones, Manager of Education and Environmental
-	Performance
Reviewed by:	Brenda Wallace, Director of Environmental & Corporate Initiatives
Approved by:	Catherine Gryba, General Manager, Corporate Performance
	Department

Inquiry – Councillor Donauer (September 29, 2014) Verification of Recycling Contract Deliverables.docx

Verification of Loraas Contract Deliverables

Attachment 1

Verification of Lorads Contra	Attachment	
Deliverable	Civic Review of Reports Submitted by Contractor	Field Visits by Civic Staff
Services		
Bi-weekly collection of all recyclable materials in a single stream to all service addresses	 Review truck weights and tips reported Resident complaints on missed collections Monthly review of compliance report Reconciliation of billing report with Loraas invoice 	 Garbage truck drivers report problems if noticed Annual collection audit Annual review of system in place for tracking tips
Carts delivered to new addresses within 7 days and collection begins 2 weeks after cart delivery	 Completed work orders Review active cart reports against internal database 	 Annual deployment process audit
Accommodate service addresses with special requirements that City provides special service	 Complaint driven Annually review list of special addresses 	
Provide a public Recycling Depot		Quarterly site inspection
Carts, Equipment, and Environmenta	I Impact	
Cart type and quality as specified in the contract	Review cart specifications	Annual container audit
Carts are recycled at end of life	 Review replacement and restocking reports 	 Quarterly audit of cart replacement process
Best practices used for vehicle age, replacement cycle, size of fleet, fleet emissions, fuel economy	Review fleet report	 Annual site visits
Trucks have on-board cameras	 Request photos 	 Annual site visits
MRF equipment type and quality as specified in the contract	Review equipment report	Annual site visits
Maintain vehicles to be certified to State of California Standards	Review fleet report	Annual site visits
Reasonable efforts to decrease environmental impact	Review sustainability report	Annual site visits
Customer service		
Calls answered on business days between 8 am and 5 pm	Resident complaintsMonthly surprise call	
Voice messaging used only after hours (including weekends and stat holidays)	 Resident complaints Monthly surprise call Monthly after-hours call 	
Complaints resolved at time of contact or within 2 business days, in a courteous manner	 Review customer service report Resident complaints Tracking of escalations 	 Semi-annually attend customer service meetings
Provide MRF tours, including a virtual tour	 Review Annual Report Review virtual tour	
Provide CSR's with professional training opportunities Scale	Quarterly review log of training and meetings	Semi-annually attend meetings
	- Deview collibration reports	
Calibrate scale semi-annually	Review calibration reports from qualified third party	2
Ensure accurate truck tare weights	Review truck weight reports	 Semi-annual inspection

Verification of Loraas Contract Deliverables

Attachment 1

Verification of Eoraas contra		Attachment
Deliverable	Civic Review of Reports Submitted by Contractor	Field Visits by Civic Staff
Recyclable Materials, Residuals, and		
Conduct quarterly curbside and truck material audits	 Third-party to determine audit methodology Review audit reports 	Quarterly observe audits
Conduct semi-annual material audits of the tip floor at the MRF	Third-party to determine audit methodologyReview audit reports	 Semi-annually observe audits Annually, a qualified third party will conduct the audit (currently every two years)
Keep residual rate below 5% and dispose residuals appropriately as required by law	 Review recyclable materials report Review and reconcile marketing reports against total recyclables collected 	 Annually observe MRF audits Quarterly surprise visits at the MRF and landfill
Compliance		
Tag any carts displaying contamination issues, or otherwise not conforming to waste bylaw	 Resident reports of oops tags not being placed Review and reconciliation of compliance reports 	
Quality Assurance and Safety		
Hold monthly meetings to discuss quality assurance and safety with drivers and staff	 Review reports on safety and quality assurance meetings Quarterly review of collection driver performance 	 Semi-annually have a City OH&S representative attend safety meetings
Spill response plan adhered to and reported on as indicated in contract	 Spill report review and follow up 	
Minimize windblown materials	Resident complaints	Quarterly ride-alongs
Reporting	<u> </u>	
Provide a collection schedule and provide 60 days' notice of any changes	Receive scheduleResident complaints	 Garbage truck drivers notice change in recycling schedule
Maintain certification in the ISNetworld reporting program	 Annually receive documentation 	
Reports on time with the information set out in the reporting template	Receive and review reports	
Communications		
Display logos and messages on carts and trucks consistent with contract	Resident complaints	Garbage truck drivers report issuesAnnual site visits
Distribute communication materials to new service addresses	Resident complaints	 Annual deployment process audit
Include program information at a landing page on the Loraas website Contingency	Visit webpage	
Ensure contingency plans are in place as outlined in the contract Insurance and Bonds	Discuss at Operations committee meetings	
Keep insurance up-to-date as outlined in the contract	Receive documentation	
Bonds as outlined in contract	Receive documentation	

City of Saskatoon, Corporate Performance Department, Environmental and Corporate Initiatives Division 11 2 of 2

Budget Adjustment – Capital Project #1619 – Storm Trunk Preservation AND Change Order Approval – Contract No. 14-0083 – 15th Street Outfall Repair

Recommendation

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

- 1. That a budget adjustment to Capital Project #1619 Storm Trunk Preservation, in the amount of \$250,000, be approved;
- 2. That the budget adjustment in the amount of \$250,000 be funded from the Storm Water Management Capital Reserve; and
- 3. That a change order in the amount of \$411,427.80 (including GST), for Contract No. 14-0083 15th Street Outfall Repair, be approved.

Topic and Purpose

The purpose of this report is to obtain City Council approval for a budget adjustment to Capital Project #1619 – Storm Trunk Preservation to be funded from the Storm Water Management Capital Reserve. The report is also requesting City Council approval for a change order to Contract No. 14-0083 – 15th Street Outfall Repair since additional costs required to properly repair the outfall increased the contract value to greater than 25% of the original contract value.

Report Highlights

- 1. When work commenced for the repair of the 15th Street storm outfall in mid-September, conditions encountered were significantly different than was anticipated when the tender quantities were established by the City and bid by the contractor.
- 2. The Administration approved additional work to be completed by the contractor due to the urgency of the repair.
- 3. As a result, \$250,000 in additional funding is required for Capital Project #1619. This budget adjustment will pay for additional excavation and embankment construction costs that were necessary to properly execute the work under Contract No. 14-0083.
- 2. A change order to Contract No. 14-0083 with Top Shot Concrete Inc., in the amount of \$411,427.80 (including GST) is required to pay for the additional excavation and embankment construction costs.

Strategic Goal

The recommendations in this report support the Strategic Goal of Asset and Financial Sustainability as work completed under this contract ensured that failing infrastructure was replaced in a cost effective manner and that it will serve the area effectively for future years.

Background

In July 2014, a pipe and slope failure was identified at the 15th Street Storm Outfall which resulted in a tender being put out to complete repairs required to fix the failures. The tender for Contract No. 14-0083 – 15th Street Outfall Repair closed on August 6, 2014 with two bids being received in the amounts of \$109,200 (including GST) and \$1,498,376.25 (including GST) respectively. On September 17, 2014, Contract No. 14-0083 was awarded to the low bidder Top Shot Concrete Inc. for \$109,200 (including GST). The engineer's estimate of the total tender price was \$252,000 (including GST).

Report

During construction, it was discovered that soil conditions were worse than initially identified around the outfall due to high moisture content. In order to achieve a quality repair of both the outfall pipe and the slope that supports it, a greater amount of saturated soil needed to be removed than originally tendered. This also resulted in a greater amount of embankment reconstruction.

The immediate completion of this additional work was deemed to be a high priority due to the inherent instability of the river bank. With the failure zone even further exposed to the elements due to the excavation that had already been completed, the potential risk of a larger failure would be expected. A greater failure would have resulted in substantially higher costs for repair. A further failure would also introduce potential environmental hazards to the South Saskatchewan River. Taking these potential risks into consideration, it was determined to be in the best interest of the City and the public if all work was completed as soon as possible.

Options to the Recommendation

There are no options to the recommendation as the work is complete and the budget adjustment and change order are necessary to compensate Top Shot Concrete Inc. for work performed under Contract N0. 14-0083.

Public and/or Stakeholder Involvement

Public and/or stakeholder involvement is not required.

Communication Plan

A public communications plan is not required.

Financial Implications

Cost details are as follows:

Original Contract	\$104,000.00
GST	5,200.00
Total Original Contract Cost	\$109,200.00
Less GST Rebate	(5,200.00)
Net Cost to the City	\$104,000.00

Change Order	\$391,836.00
GST	<u>19,591.80</u>
Total Change Order Cost	\$411,427.80
Less GST Rebate	<u>(19,591.80)</u>
Net Cost to the City for Change Order	\$391,836.00
Original Contract Cost	\$104,000.00
Change Order Cost	391,836.00
GST	<u>24,791.80</u>
Total Revised Contract Cost	\$520,627.80
Less GST Rebate	<u>(24,791.80)</u>
Total Revised Net Cost to the City	\$495,836.00

In order to compensate Top Shot Concrete Inc. for the extra work performed, it is recommended that a Change Order to Contract No. 14-0083 – 15th Street Outfall Repair be issued in the amount of \$411,427.80 (including GST).

There is currently \$248,000 of approved funding within Capital Project #1619 – Storm Trunk Preservation and Capital Project #1620 – Storm Sewer Collection for repairs to the 15th Street Storm Sewer Outfall. The total funds required to complete the project are \$498,000 resulting in a shortfall of \$250,000. The Administration is recommending that Capital Project #1619 – Storm Trunk Preservation, receive a budget adjustment in the amount of \$250,000 funded from the Storm Water Management Capital Reserve to fund the shortfall. There is sufficient funding available in the Storm Water Management Capital Reserve.

Environmental Implications

The recommendations do not have any environmental implications. Work done, including the extra work, on Contract No. 14-0083 – 15th Street Outfall Repair was done partially to mitigate the environmental effects of the slope failure. The slope was restored to its original state and the Meewasin Valley Authority has performed restoration and re-vegetation activities within the affected area.

Equipment used to complete the repairs has negative greenhouse gas emission implications. However, the overall environmental impacts have not been quantified at this time.

Other Considerations/Implications

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

Due Date for Follow-up and/or Project Completion

All work on this project has been completed. No further follow up is required.

Public Notice

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

Report Approval

Written by:	Caleb Ripley, Project Engineer, Construction & Design
Reviewed by:	Sohrab Khan, Senior Project Management Engineer,
	Construction & Design
Reviewed by:	Chris Hallam, Director of Construction & Design
Approved by:	Jeff Jorgenson, General Manager, Transportation & Utilities
	Department

EUCS CR - Budget Adjust - Storm Trunk Preservation and Chg Order-Cont No 14-0083 15th St Outfall Repair