



SERVICE • SAVINGS • SUSTAINABILITY



Land Acknowledgement



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



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.



Contents

- Message from the Mayor** 2
- Message from City Manager/ELT** .. 3
- Public Engagement** 4
 - Civic Satisfaction & Performance Survey .. 4
 - Engagement Initiatives 6
- Awards & Recognition** 9
- Community Feedback** 11
- Indigenous Initiatives**12
- Moving Around**14
 - Transit Service14
 - Roads & Construction16
- Spotlight Story**18
 - Supporting Safe Public Spaces18
- Community Safety & Well-Being** ..19
 - Safety, Security & Compliance.....19
 - Saskatoon Fire Department 20
- Utilities** 22
- Sustainability** 27
 - Climate Action & Resilience 27
 - Waste Reduction & Diversion 28
 - Urban Nature, Water & Conservation31
- Urban Development,
Parks & Recreation.**..... 34
- Service Excellence** 40
 - Customer Experience40
 - Corporate Services 42
- Municipal Funding** 49
- Saskatoon Land** 50
- Our Financial Responsibility
in Action** 52



Message from the Mayor on Behalf of City Council



Saskatoon continues to grow and evolve, welcoming new residents, new ideas and new opportunities. With that growth comes a responsibility to plan carefully, spend wisely and ensure our city remains a great place to live today and for generations to come. Finding savings and operating efficiently remains a top priority for the City as we work to balance affordability with the high-quality service residents expect and deserve.

City Council and Administration are committed to working together to deliver the best possible value for residents. Through innovation, collaboration, and a commitment to continuous improvement, we are finding smarter ways to deliver services that residents rely on, while identifying savings that help ease financial pressures on households and businesses. This approach allows us to improve services, strengthen infrastructure, and enhance community well-being without losing sight of fiscal responsibility.

In 2025, Saskatoon Transit made meaningful improvements by simplifying some routes, improving on-time performance, and increasing service frequency along key corridors, including routes serving high schools. The City is also taking a new, more efficient approach to curb stop replacements. This updated method is expected to save taxpayers up to **\$425,000** annually, while reducing disruption and avoiding the need for drinking water advisories in affected areas.

Across City operations, technology is helping us work smarter. In 2025, the City acquired a GPS-guided sport field line painting robot that delivers precise, consistent markings. This innovation allows staff to be reallocated to other priority areas, improving overall efficiency while maintaining high standards in our recreational spaces.

Sustainability continues to be a key focus as Saskatoon grows. Evapotranspiration (ET) technology has now been installed in more than half of all City-owned parks. These systems help avoid unnecessary watering and have already resulted in an estimated **\$300,000** in water cost savings since 2022.

Saskatoon's future is bright. Growth brings opportunity, and we are focused on ensuring that opportunity is inclusive, sustainable, and beneficial for all who call Saskatoon home.

This report highlights the dedication and hard work of City Council and Administration as we continue building a city that is affordable, forward-looking, and full of promise. Together, we are shaping a Saskatoon where residents can count on strong services, smart stewardship of resources and a high quality of life—now and into the future.

Cynthia Block,
Mayor

Message from the City Manager on Behalf of the Executive Leadership Team

I am proud to present the 2025 Service, Savings and Sustainability Report (SSS), which celebrates our progress and achievements from the previous year. This report highlights the dedication and innovation performed by City employees.

Last year, City teams built on past achievements and continued to identify new efficiencies, launching initiatives to support responsible use of taxpayer dollars, strengthen the City's resilience and enhance well-being for residents. These efforts resulted in **\$4.13 million** in savings in 2025 alone, with cumulative savings of **\$7.88 million** expected over the coming years through continued cost savings, cost avoidance and further reductions.

We also continued to prioritize investments in livability and sustainability. Work progressed to make moving around and across Saskatoon easier and more affordable, including ongoing development of the Link Bus Rapid Transit system and expanded route service to support our growing communities.

Innovation in waste reduction strategies remained a strong focus. In 2025, City-delivered services diverted 42,457 tonnes of waste from the landfill, an increase of 1,726 tonnes from 2024. Expanded waste diversion through the Material Recovery Centre grew by 35 per cent over the previous year.

Community engagement remained central to our work. Residents were invited to share their perspectives on initiatives such as affordable housing, river access and leisure amenities for expanding communities. The City deepened its ongoing commitment to Reconciliation through meaningful initiatives, relationship-building and collaboration with Indigenous communities. This report provides many highlights of this important work.

I invite you to explore the 2025 SSS Report and learn more about how the City of Saskatoon continues to deliver civic services and good value for tax dollars, improve quality of life and respond to the changing needs of our rapidly growing city.

Thank you for your continued support and partnership as we work together to build a stronger, more sustainable future.

Jeff Jorgenson,
City Manager



Public Engagement

Civic Satisfaction & Performance Survey

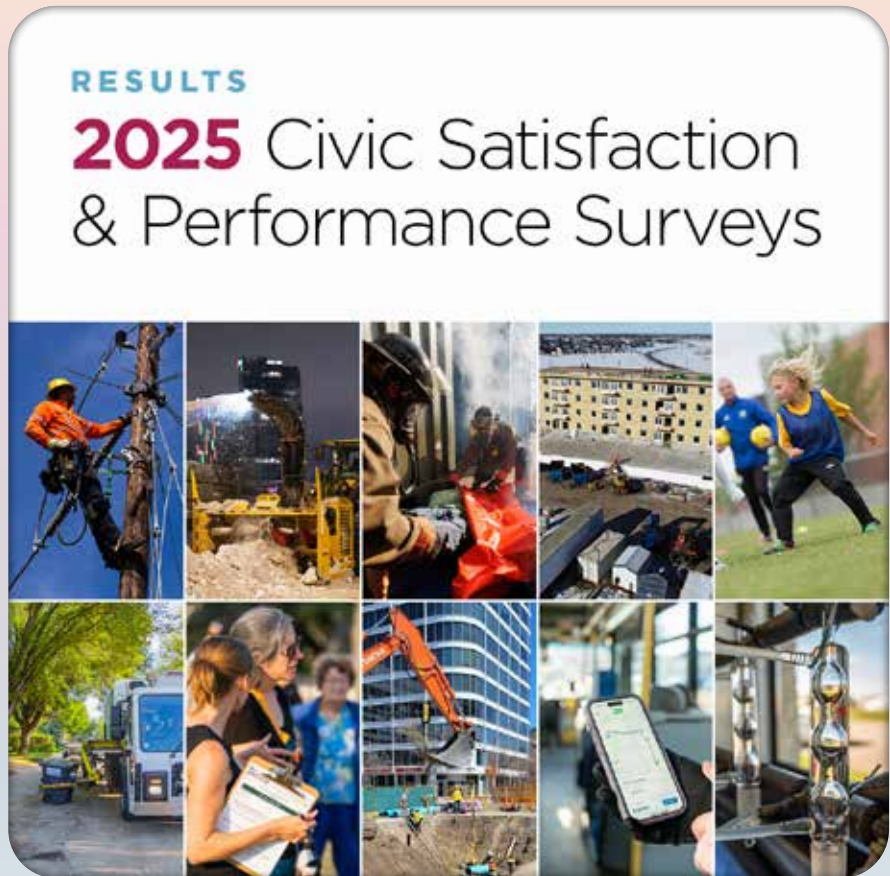
Saskatoon Residents Feel a Strong Connection to their Community

The City of Saskatoon conducts two annual surveys:

- *Civic Satisfaction & Performance Survey*
- *Civic Services Survey: Performance, Priorities & Preferences*

These surveys measure resident perspectives on quality of life in Saskatoon, satisfaction with civic services, areas for improvement and future priorities.

The survey results help the City track trends, highlight opportunities for continuous improvement and inform decision-making related to strategic priorities, budgeting, and service delivery.



Survey Highlights

82%
Satisfaction rate for living in Saskatoon

80%
Satisfaction with value of services

79%
Services is considered very good or good

Provide More Service

73%
Affordable Housing

65%
Road Maintenance

62%
Snow & Ice Management

2025 Civic Surveys: Overview of Results

Results from the City's two 2025 Civic Services Surveys revealed most residents continued to feel positive about life in Saskatoon while also identifying key areas for improvement.

- Eighty-two per cent of respondents said they were satisfied with life in Saskatoon, consistent with 2024.
- Nearly seven in 10 rated the city's quality of life as good or very good and more than half said things had improved or stayed the same over the past three years.
- When asked about the most important issues facing Saskatoon, survey respondents said homelessness, crime and housing were priority areas.
- Homelessness was the top concern for 35 per cent of respondents, followed by crime and public safety at 21 per cent and housing at 11 per cent.
- The majority of respondents, 80 per cent, said they were satisfied with the quality of services provided by the City.
- Policing, snow and ice road maintenance and traffic management were identified as top priorities for improvement. This was a shift from 2024 when only police services were highlighted as a key area for improvement.

The *2025 Civic Satisfaction & Performance Survey* and the *Civic Services Survey on Performance, Priorities & Preferences* were conducted by an independent research firm in May and June 2025, 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.

2025 Civic Satisfaction & Performance Survey

2025 SNAPSHOT OF RESULTS

- 87%** **Digital Experience**
87% agree that the City is effectively providing online services.
- 82%** **Quality of Life & Satisfaction**
82% of respondents say they are satisfied with living in Saskatoon.
68% of respondents rate the quality of life in Saskatoon as good or very good.
- 80%** **Quality & Value of Services**
80% agree they are satisfied with the quality of services provided by the City of Saskatoon.
79% say they receive very good or good value from the services provided by the City.
- 77%** **Customer Service/Contact with the City**
77% of respondents agreed that City Staff were professional and courteous.
72% agreed staff were knowledgeable and understood what they needed.
67% agreed that overall, they received good service.
- 68%** **Public Engagement**
68% of respondents agreed they were given the information needed to participate in meaningful engagement and had the opportunity to share their thoughts and perspectives.
- 67%** **Communications**
67% of respondents are satisfied with the efforts of the City to communicate information about its services, programs and plans.
- 31%** **Balancing the Budget**
31% of respondents prefer a combination of both property tax and user fee increases to balance the City's budget.
17% prefer to stop providing a particular service.
15% prefer to reduce service levels.

saskatoon.ca/engage



2025 Civic Services Performance, Priorities and Preferences Survey

2025 SNAPSHOT OF RESULTS

PERFORMANCE

- Transportation & Utilities**
Respondents were most satisfied with:
 - reliability of electrical services (8.5)
 - quality of drinking water (8.2)
 - speed of water main break repairs (7.5)*Reliability of electrical services is restricted to Saskatoon Light & Power customers only.
- Community & Public Services**
Respondents were most satisfied with:
 - fire protection (7.8)
 - maintenance of City parks (7.7)
 - maintenance of City trees (7.4)
 - police services (7.0)
- Waste Management**
Respondents were most satisfied with:
 - recycling collection - blue bins (7.9)
 - garbage collection - black bins (7.7)
 - compost collection - green bins (7.5)
 - landfill services (7.3)
- Recreation & Culture**
Respondents were most satisfied with:
 - outdoor sports fields (7.7)
 - indoor Leisure Centres (7.6)
 - indoor ice rinks (7.6)
 - recreation programs and services (7.5)

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

saskatoon.ca/civic-services-surveys



BACKGROUND:

2025 Civic Services Performance, Priorities and Preferences Survey



METHODOLOGY

ONLINE PANEL (OP)

June 2 - June 26, 2025

An online survey was conducted with 301 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: ± 5.65%, 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/civic-services-surveys



Public Engagement

Engagement Initiatives



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. To everyone who provided input into our public engagement initiatives in 2025 - the City thanks you!

Here's an overview of some of the projects we engaged the community on in 2025:

2025 Public Engagement Initiatives

- Connecting 19th Street East
- Munroe Avenue Neighbourhood Bikeway
- Cahill Park Redesign
- Circle Drive from Laurier Drive to Idylwyld Drive
- Various Traffic Calming Projects
- CPKC Rail Grade Separation on 8th Street East
- Re-designing Saskatoon's Bus Network
- Link - 1st Ave Design
- Residential Parking Program Review
- 2026-2029 Draft Strategic Plan
- Climate Action Plan Update
- Spray Pad Improvements
- Public Space and Events Waste Diversion

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

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



Accessibility Engagement and Planning

The City created its Multi-Year Accessibility Plan by listening to the community. More than 530 people shared their experiences and the barriers they face.

City staff and accessibility partners used surveys, focus groups, and expert advice to identify key priorities like transportation, buildings, communication, jobs, and customer service.

The plan meets the Accessible Saskatchewan Act and outlines steps to make Saskatoon more accessible and welcoming for everyone.



Indigenous Public Engagement Consultant

In 2025, the City hired an Indigenous Public Engagement Consultant to help guide how the City engages with Indigenous communities.

The consultant's role is to work alongside City staff to support the development of an Indigenous led approach to public engagement.



Community Advisory Panel

Through engagement initiatives, the City heard that the term “citizen” does not reflect the experiences of everyone in the community and can feel exclusionary to some people. In response to this feedback, the City worked with members of its engagement panel to update the name to the Community Advisory Panel.

This new name better reflects the diversity of people who participate and recognizes that community members contribute in many ways, regardless of citizenship status.

Automation of Media Intake Forms

City staff created an in-house, web-based form for journalists to submit media requests. This has made it easier to receive, track, and manage requests from start to finish, and helps staff respond more quickly with clear information. The system also provides useful data that helps Communications and Public Engagement better understand media demand and focus resources on the most requested topics.

City Statements Webpage

Media Relations created a central webpage to share official City statements. This page provides one trusted place for up-to-date information that can be easily shared with the public and the media. By using one clear link, staff can share consistent messages and help prevent misinformation. This enhancement supports timely, accurate communication and helps protect the City’s reputation.

Link Project Engagement Activities

In March and October 2025, the Link project team held nine public information sessions over six days to share proposed designs for dedicated transit lanes along College Drive and 1st Avenue. Dedicated webpages and surveys were used to share information and gather public feedback.

This input, along with technical analysis, led to City Council approval of the College Drive route in 2025, with the 1st Avenue designs going to Council in early 2026. Construction on College Drive is scheduled to begin in 2026.



Awards & Recognition

City of Saskatoon Maintains Highly Sought S&P 'AAA'/Stable Credit Rating

S&P Global Ratings (S&P) confirmed its highest credit rating possible a 'AAA' credit rating with a "Stable" Outlook, for the City of Saskatoon making it the 24th year in a row the City has achieved the highly regarded rating. Saskatoon is among only a handful of Canadian municipalities to have this highly sought rating. S&P views the City's strong and prudent financial management as a key credit strength, with management accountability and transparency strong. The 'AAA'/Stable rating reflects an indication of the City's credit risk and ability to meet its financial obligations in full and on time. The rating is also viewed as critical to support stakeholders' confidence and the trust of our community.



City of Saskatoon Ten-Time Honouree for Diversity Excellence

The City of Saskatoon was named one of Canada's Best Diversity Employers for 2025, recognizing its ongoing commitment to building a diverse and inclusive workplace. The national program highlights employers with strong Diversity, Equity and Inclusion (DEI) practices. Recognized for the tenth time, the City's DEI efforts range from community outreach through career fairs and recruitment presentations to hosting a Reconciliation Town Hall for employees, where a smudging ceremony was held in Council Chambers for the first time. The City also recognizes the important link between mental wellness and DEI initiatives by fostering a workplace where everyone feels empowered to be their authentic selves.



City Recognized Again for Workplace Excellence

The City of Saskatoon was named one of Saskatchewan's Top Employers for 2025, reflecting its commitment to creating a supportive, dynamic workplace that prioritizes employee well-being and growth. The City sees its employees as its greatest asset and focuses on mental health and a work environment where everyone feels safe, valued, respected and appreciated. Honoured for the tenth time, the City was evaluated on eight criteria: physical workplace, work atmosphere and social, health and family benefits, vacation and time off, employee communications, performance management, training and development and community involvement.



Awards & Recognition



Saskatoon Transit's Frontline Employee Safety Plan Earns National Recognition

Saskatoon Transit received national recognition in November 2025 with the Canadian Urban Transit Association (CUTA) Corporate Award for Safety & Security for its Frontline Employee Safety Plan.

Launched in 2024, the plan introduced 19 measures to protect employees and riders, including more security staff, added CCTV and a public awareness campaign featuring real frontline workers. The campaign reached more than 14 million impressions and helped build respect for transit staff. The results were clear: operator assaults dropped from nine in the first half of 2024 to zero in the second, and customer surveys reported higher confidence in safety. Employees also felt safer at work.

The award highlights Saskatoon Transit's leadership in safety innovation and its commitment to protecting the people who keep the city moving.



Green Network Project Honoured at 2025 Premier Awards of Excellence in Design Gala

The City's green network project, *Nourishing Community: Leif Erickson and Boughton Park Enhancements*, received a Certificate of Merit for Landscape Architecture at the Design Council of Saskatchewan's 2025 Premier's Awards of Excellence in Design Gala, held in November 2025 in Saskatoon.

The project reflects the City's commitment to creating resilient, inclusive spaces that meet community needs. Funded in part by the Government of Canada's Natural Infrastructure Fund, this innovative project demonstrates how thoughtful design can strengthen communities, improve sustainability and enhance public spaces.

Constructed in 2025, the enhancements at Leif Erickson and Boughton Parks included the creation of Food Forests, Water Conservation Measures and Park Upgrades that include new pathways, benches, bike racks, educational signage and playground equipment (Boughton Park).

Community Feedback



“The work you do to keep our roads safe is appreciated!”

“I wanted to pass on a big thank you to the crews that have been working to clear the Meewasin Trail. I reported some snow issues a few weeks ago and they have been working hard moving a lot of snow.”

“Huge thank you to the great work of Urban Forestry cleaning up the North Park area after tree trimming.”

“Just wanted to say how impressed I am with the material recovery centre (MRC) out beside the landfill. I’ve been out there a couple of times now since I learned about it. They take so many things!

And the employees were super helpful and welcoming. Kudos to all who are making that service available and keep it working so well.”



“I saw a couple of guys from the City fixing potholes on 14th Street today. Great to see; some of the bigger ones were pretty dangerous on a bicycle. The work is appreciated.”



“Just wanted to say thanks to the crew for their prompt response to my sewer backup.”

“Huge thank you to the groups that clean up the items in parks throughout the City. They do a great job!”

“I have called the Customer Care Centre a few times since moving here and all my concerns have been addressed and resolved. Thank you for your help!”



“The City went through my neighborhood yesterday and did a great job. I can clearly see that the City is making a massive accomplishment. I appreciate it.”



“I just wanted to let you know that I received a great service by driver Perry! Thank you for being kind to me!”

Indigenous Initiatives

National Indigenous Veterans Day

The City welcomed an Indigenous Veteran for the first time to share information and bring awareness of National Indigenous Veterans Day. National Indigenous Veterans Day was first observed on November 8, 1993, as an initiative of the National Aboriginal Veterans Association.



In 1994 Manitoba was the first province to recognize the day as a reparation of injustices done to Indigenous veterans in the military. Since then, National Indigenous Veterans Day is acknowledged Canada-wide. This is an important milestone as it is a part of the City's commitment to Truth and Reconciliation to bring awareness and learning to City staff.

Lac La Ronge Indian Band

In 2025, a Municipal Services and Compatibility Agreement and Police Services Agreement (Agreements) for 319 & 321 21st Street East were negotiated and signed between Lac La Ronge Indian Band and the City of Saskatoon. This site is in downtown Saskatoon and contains the former HSBC Bank Building.

The Agreements provide the First Nation with all municipal services (police, fire, snow removal, water/sewer) on urban reserve, in exchange for a fee-for-service. After reserve status is granted by the federal government, this site will be Lac La Ronge Indian Band's first urban reserve in the City of Saskatoon.

Peter Ballantyne Cree Nation

The City of Saskatoon and Peter Ballantyne Cree Nation signed new Urban Reserve Agreements during a ceremony held at City Hall in May 2025. The agreements allow land at 1623 and 1625 Quebec Avenue to move forward in the process of becoming an urban reserve. City Council approved the agreement in September 2024, and the Saskatoon Board of Police Commissioners approved the police services agreement earlier that same month.

This signing supports economic reconciliation and shows the City's commitment to working together with Indigenous partners. Saskatoon has supported more urban reserves than any other city in Canada, with this being the 12th urban reserve application. The City's approach focuses on collaboration, shared benefits, and building strong relationships, in line with the spirit and intent of the Treaties.

Red River Cart

In August 2025, an authentic Red River Cart was put on display in City Hall on the 2nd Floor. This Red River Cart was built by a Métis man and is made completely out of wood. There are no nails or any other fixings used in its construction, per the traditional way of making the Carts.

The intention of the cart is to have it alongside our City of Saskatoon Tipi and to encourage learning about Métis history and culture in and around Saskatoon.



Red Dress Day

The City partnered with multiple partners including the Federation of Sovereign Indigenous Nations (FSIN), Metis Nation-Saskatchewan (MN-S), *Iskwewuk E-wichiwitochik* - Women Walking Together, Central Urban Metis Federation Inc (CUMFI), The University of Saskatchewan, Saskatoon Police Service (SPS), and Family Information Liaison Units (FILU) in Saskatoon to host Red Dress Day which focused on prevention and awareness of Missing and Murdered Indigenous Women, Girls and Two-Spirit plus (MMIWG2S+).



In 2025, the Red Dress Day event held on May 5 was the largest of its kind in Saskatchewan, with more than 10,000 people attending through out the day. The day included a morning Pipe Ceremony at the Saskatoon Police Station, a knowledge exchange event at Cosmo Civic Centre, an awareness walk that began and ended at Saskatoon Police Station, and a gathering where supper was provided with speakers and dignitaries in the Saskatoon Police Service Gymnasium.

Tea Talk with Auntie

Tea Talk is a safe space for women to chat and ask questions regarding Indigenous cultural protocols for women & Two-Spirit people. The first Tea Talk was held in October 2025, at City Hall. Tea Talk is open to City Employees along with the Boards and Corporations and is offered monthly over noon hour.



Indigenous-Based Learning Opportunities

Indigenous learning and training continued to expand across the organization in 2025, marked by significant increases in both participation and the number of learning opportunities offered. Participation grew sharply in 2025, increasing 576% year over year compared to 2024. This growth was also evident in availability. In 2024, three Indigenous learning opportunities were offered across the organization. In 2025, this rose to 25 learning opportunities, representing a 733% increase organization-wide overall.

National Indigenous Peoples Day

National Indigenous Peoples Day along with Rock Your Roots for Reconciliation



Walk was held on June 20, 2025. The City of Saskatoon and Reconciliation Saskatoon co-hosted this event and had 25 sponsors and had upwards of 100 volunteers to help out.

Just under 4,000 students registered to attend, with an estimated 3,000 additional community members, bringing total attendance to about 7,000 to 8,000 people.

Moving Around

Transit Service

Phased Fall Service Improvements: Better Buses, Better Service



Saskatoon Transit introduced service improvements in the fall to reduce overcrowding and improve reliability. Using a phased approach, additional service was added as new buses entered service, with temporary adjustments made only where impacts were minimal.

Clear communication supported the rollout, including updates to customers, schools, and City Councillors, as well as real-time information through trip planning apps and social media. The result was higher capacity and more reliable service during one of the busiest times of the year, helping students and daily riders travel more smoothly.

Free Child Fare: One-Year Review

In September 2024, Saskatoon Transit introduced free fares for children in Grade 8 and under. One year later, results show strong public support. A survey conducted in fall 2025 received more than 600 responses, with families reporting easier trips to school and activities, reduced transportation barriers, and increased interest in long-term transit use. The program has also helped reduce traffic congestion near schools.

While challenges such as bus crowding and safety concerns were noted, respondents reported these issues have improved since launch. Overall, the free child fare program is viewed as a positive equity-focused initiative that supports families and strengthens community connections.



Access Transit Policy Improvements

Access Transit introduced new baggage guidelines in 2025 to improve safety and ensure fair access for all customers. The policy sets clear limits on the number, size, and type of baggage allowed onboard and clarifies that operators are not able to assist with baggage handling. After a 60-day education period, full enforcement began on June 1, 2025. These changes help keep aisles clear, reduce delays, and improve the overall travel experience.

Clear standards for service animals were also introduced to support safety and comfort. The policy requires animals to be licensed, vaccinated, and under control at all times, helping protect customers and staff while supporting independence for riders who rely on service animals.

Fleet Renewal, Maintenance Transformation and Future Planning



In 2025, City Council approved Saskatoon Transit's updated 10-year fleet renewal funding plan, including \$23.5 million for new diesel buses. During the year, Transit received 20 new diesel buses and five paratransit vehicles, with more planned through 2028. These investments are lowering the average age of the fleet while improving reliability and increasing capacity on busy routes as Transit prepares for the Link bus rapid transit system in 2028. Transit

also advanced its Fleet and Maintenance Transformation initiative by retiring older buses and improving maintenance practices to reduce breakdowns.

Saskatoon Transit additionally completed its Zero Emission Bus (ZEB) Implementation Plan with the Canadian Urban Transit Research and Innovation Consortium. The study assessed readiness for a fully electric fleet and supported an application to the federal Zero Emissions Transit Fund.

It compared battery electric and hydrogen fuel cell buses and examined economic, technological, social, and environmental impacts. While both options reduce tailpipe emissions, infrastructure limitations, costs, and Saskatchewan's electricity mix limit a full transition at this time. The findings support long-term fleet planning beyond 2030.

Access Transit Festival of Lights Tour

The annual Festival of Lights tour is a cherished tradition for Access Transit customers, offering an inclusive way to enjoy Saskatoon's holiday magic. This special service provides accessible transportation for individuals who might otherwise face challenges attending the event.

Riders experience the dazzling light displays in comfort, fostering community connection and seasonal joy.

The tour reflects Saskatoon Transit's commitment to accessibility and inclusion, ensuring that everyone can participate in city celebrations. By offering this service, Access Transit not only spreads holiday cheer but also strengthens its role as a vital link for residents with mobility needs.



Moving Around

Roads & Construction

Assiniboine Drive Pedestrian Railway Crossing

Saskatoon's first pedestrian and cycling only railway crossing is nearing completion, creating a new connection between River Heights, Lawson Heights, and the North Industrial area. The crossing provides a safe, legal way for people walking, cycling, or rolling to cross the CN rail tracks.

This project addresses a long standing gap where no safe crossing existed for several kilometers. With completion expected in early 2026, the crossing improves safety, access, and connectivity while supporting Saskatoon's active transportation network.

Roadways Surfaces Phase 2

The Roadways Surfaces Phase 2 project modernized the City's road condition data model by improving data connections and integrity across systems.

New roadway imagery was added, along with a custom viewer that allows users to virtually move through routes.

These improvements make it easier for staff to access and share up to date road information, ensuring decisions are based on the most current and accurate data available.

Link 2025 Construction

In 2025, the Link Bus Rapid Transit (BRT) project continued to deliver practical improvements that make travel in Saskatoon safer and easier for everyone. During the year, BRT work included the construction of 33 new station pads and targeted intersection upgrades to improve traffic flow, safety, and overall connectivity.

Two intersections highlight the benefits of this work. At 8th Street and McKercher Drive, changes improved visibility, clarified traffic movements, and created a better balance between all road users.

The redesigned intersection now supports smoother and more predictable travel in a busy area, and community feedback has confirmed the value of these improvements. At 19th Street and 4th Avenue, the intersection was reconfigured into a more traditional T-intersection as part of the Link system design.

This work improved bus efficiency between Broadway Avenue and 19th Street, simplified movements for drivers, and created safer, easier crossings for pedestrians and cyclists. Improvements included new curbs, sidewalks, pedestrian signals and crosswalks, updated medians, lighting, landscaping, and about ten new on-street parking spaces.

Together, these improvements show how Link will deliver lasting service, safety, and sustainability benefits while making better use of existing infrastructure.





SPOTLIGHT STORY

Supporting Safe Public Spaces

Saskatoon Wellbeing Employment Enterprise Project (SWEEP)

When the City of Saskatoon makes purchases, there is always an economic, environmental and social impact, whether intended or not. Social procurement is about capturing those impacts and seeking to make intentional positive contributions to both the local economy and the overall vibrancy of the community.

With funding from Public Safety Canada, Community Development worked with key stakeholders to create a pilot program called the Saskatoon Wellbeing Employment Enterprise Program (SWEEP). The program officially launched in March 2025 and has continued to create meaningful, positive change throughout the community.

SWEEP is designed to address gun and/or gang violence and promote safer communities through collaborative efforts in two interrelated ways: by hiring individuals exiting corrections or at risk of gun/gang involvement into SWEEP; and through identifying and undertaking jobs identified in relation to Crime Prevention.

Since its launch, SWEEP has played an instrumental role in improving corporate efficiencies and supporting neighbourhood revitalization across Saskatoon. Highlights include:

- **Honouring Red Dress Day**
- **City-wide Human Biological Waste Response**
- **Graffiti Removal in Pedestrian Tunnels**
- **Cosmo Civic Centre Public Art**
- **Maintenance of Traffic Box Art**
- **Transit Shelter Maintenance**

In response to increased vandalism and wear at bus shelters, Saskatoon Transit partnered with Quint Development and SWEEP to pilot a coordinated shelter maintenance program in 2025. The initiative focused on improving cleanliness, safety, and overall shelter conditions within existing budgets.

Through regular cleaning, seasonal maintenance, and targeted repairs at 246 shelters across 40 routes, the program addressed long standing upkeep concerns. Customers and community partners noted a more visible maintenance presence and improved shelter conditions, demonstrating the value of collaborative approaches to maintaining public infrastructure.

➤ **Recycling and Waste Stewardship in Pleasant Hill**

In 2025, the City partnered with SWEEP to pilot focused recycling and site stewardship strategies at multi-unit properties in Pleasant Hill, an area experiencing persistent illegal dumping and contamination challenges.

Through weekly monitoring, hazardous waste removal, and on site resident education, the pilot improved recycling participation, reduced contamination, and decreased repeat graffiti and dumping issues. The initiative highlighted the effectiveness of consistent, neighbourhood based stewardship and reinforced the need for continued efforts to reduce barriers to proper waste disposal.



Community Safety and Wellbeing

Safety, Security & Compliance

Enterprise Physical Security Modernization & Operational Efficiency Initiative



In 2025, Corporate Security advanced the Enterprise Physical Security Modernization and Operational Efficiency Initiative to strengthen security services and reduce long-term operating costs across the City of Saskatoon.

As the City grows, more facilities, systems, and employees require security support, increasing the need for reliable and scalable services. Corporate Security worked closely with Information

Technology and vendor partners to enhance key security systems and improve monitoring during technology transitions, better protecting City employees and assets.

Planning also continued for an integrated, enterprise-level security platform to reduce system fragmentation, eliminate duplicated maintenance, and improve cost effectiveness over time. Additional work focused on strengthening guard service procurement and readiness, as well as advancing physical security assessments with senior leadership.

Together, these efforts support reliable security services while identifying opportunities for long-term efficiency and cost savings.



Bylaw Inspection Model



In 2025, Bylaw Inspectors in the Bylaw Compliance Section moved to a new inspection model. Under this approach, inspectors shifted from enforcing specific complaint or bylaw types to a model where they are trained to handle all complaint and offence types within Bylaw Compliance.

This change was made to improve city-wide coverage and better manage seasonal changes in certain types of complaints. The new model supports greater continuity across bylaw enforcement areas and allows inspectors to respond more flexibly as demand shifts.

Community Safety and Wellbeing

Saskatoon Fire Department

Fire Community Support: One Year of Impact

In 2025, the Fire Community Support (FCS) program marked its first full year supporting Saskatoon Transit and Business Improvement Districts.

Launched in July 2024, FCS employed 12 full-time staff who worked in pairs, providing visible, uniformed support from 8 a.m. to 9 p.m. daily. FCS staff spent nearly half their time assisting Transit, riding an average of 221 buses per month. Their proactive, non-enforcement approach resolved most incidents early—only 11% of Transit-related cases required police involvement.

FCS proved to be a strategic partner in enhancing safety and support for riders and staff, and its continued collaboration positioned the program to further strengthen community well-being in the years ahead.



Fire Community Support Relocation

The Fire Community Support program moved from the Macro Building to Fire Station No. 1. This brings the team closer to other fire and public education staff, allowing for better coordination, faster information sharing, and a stronger seven-day-a-week presence in high-need areas.

The move supports the City's sustainability goals by using existing space instead of leased space. It **saves \$19,200** each year and improves service delivery through shared resources and more efficient work practices.



Vehicle Management and Security

Corporate Security introduced long-range RFID readers and vehicle tags to enhance the management of vehicle access at City Yards and Saskatoon Fire Department facilities. This technology provides a secure, hands-free method of identifying authorized heavy equipment and emergency apparatus as they enter and exit controlled sites.

The system has reduced delays at gate locations, improved traffic flow and eliminated the need for manual credential checks. As a result, critical assets, including snowplows, graders and fire apparatus, are able to deploy more efficiently, supporting faster response times and more streamlined operations.



Next Generation 911

In June, the SFD modernized its emergency communications with the successful launch of Next Generation 911 (NG911). The nationwide initiative replaced traditional 911 infrastructure with a modern, IP-based system designed to deliver faster, more accurate and more reliable service for residents.

While callers will continue to dial 911, the new NG911 system introduces several key improvements, including enhanced location accuracy for quicker, more precise response; faster call routing to the right emergency resources; greater system resilience with robust backup and fail-safe measures; and future-ready features, including the ability to send text, photos and video directly to 911 in upcoming phases.

This upgrade positions Saskatoon at the forefront of emergency communications, providing residents with reliable service today and building capacity for the future. SFD was the 20th public safety answering point in Canada, out of more than 200, to complete the transition.



Emergency Communications Relocation & Expanded Services



Emergency Communications serves as the public's first point of contact, managing both 911 and non-emergent calls. In fall 2025, Emergency Communications expanded its role by providing call taking and dispatch services for both Fire Community Support and the Overdose Outreach Team. This enhanced safety for these teams through reliable radio communication, GPS location and personnel tracking, real time wellness check ins, and direct radio contact.

To meet NFPA requirements and support the infrastructure needs of NG911, Emergency Communications relocated from Station No. 1 to a newly renovated, modernized space at Station No. 9. Completed in March 2025, this transition strengthened technological capacity and improved operational resiliency.

Utilities

Primary Water Main Inspection & Repair



In 2025, the City repaired an aging water main valve using an innovative solution. While full replacement was first estimated to cost up to \$600,000, a third contractor proposed installing an external bypass valve instead.

This approach avoided replacing the valve and chamber and restored safe, reliable operation. The total cost was \$56,504.76, **saving the City an estimated \$450,000 to \$550,000.**



Permit-to-Operate Total Suspended Solids Limit

In April 2025, Saskatoon Water needed to meet a new water quality limit for Total Suspended Solids (TSS) in treated wastewater. The Water Security Agency set the new limit with about 45 days to comply.

A small team quickly developed a solution by adjusting existing tanks, improving water flow, and adding a chemical to help remove solids. These low-cost changes, totaling under \$25,000, reduced TSS levels well below the required limit.

This work improved water quality in the South Saskatchewan River, supported aquatic life, and strengthened long-term operations by reducing environmental impacts and future costs.



Dechlorination Pump Replacements

In 2025, the City replaced dechlorination pump equipment to improve the reliability of treating residual liquids before they are returned to the South Saskatchewan River.

The upgraded pumps ensure chlorine is properly removed, helping protect the local river environment and nearby shoreline areas. This work supports the City's ability to meet regulatory requirements and helps ensure treated water is released safely and responsibly.



Hydrovac Shoring Curb Stop Replacements

The City is improving how curb stops are replaced by using smaller crews and less excavation. The new approach keeps water service running, avoids Drinking Water Advisories, and reduces time on site from about seven hours to five.

This change lowers equipment needs, reduces disruption, and saves about \$5,000 per replacement. With around 85 replacements each year, the City expects annual **savings of about \$425,000**. A one-time investment of \$250,000 will help fully implement the new process.



2025 Storm Water Maintenance Project

The City completed maintenance and repairs at several storm ponds and river outfalls to address identified storm water infrastructure issues in 2025. This work included vegetation removal, channel regrading, repairs to separated sewers, and replacement of damaged stormwater grates. Completing this work internally was a new approach for the City, as this type of maintenance has typically been contracted out to external contractors.

Delivering the project in-house proved successful and helped build skills, experience, and morale among City staff. The initiative also resulted in estimated cost **savings of more than \$300,000** compared to using external contractors. Based on these results, the City will continue exploring opportunities to complete additional storm water maintenance work internally to support the ongoing operation and reliability of the storm water system.



Utilities

Optimization of UV Disinfection Energy Use

At the Wastewater Treatment Plant, staff reviewed how the UV Disinfection Facility was being operated to see if energy use could be reduced while still meeting treatment standards.

For many years, the UV system was run at a fixed and cautious setting, using the same high dosage at all times. Staff challenged this practice by slowly lowering UV dosage levels and closely monitoring effluent quality after each change to ensure regulatory requirements continued to be met.

This careful, performance-based approach showed that the system could operate with lower energy use while maintaining acceptable effluent quality. By better matching UV output to actual treatment needs, the plant reduced unnecessary electricity use.

These changes have resulted in approximately **\$10,000 per year in electricity cost savings**, while maintaining full compliance with regulatory standards and protecting public and environmental health.



Water Hut Optimization Initiative

The Water Huts Program helps protect drinking water quality in areas with low water use, such as new neighbourhoods. Water huts keep water moving in the pipes, maintain safe chlorine levels, and reduce the risk of freezing.

In 2018, Saskatoon Water began improving how water huts are managed to reduce water loss and costs while protecting public health. Since then, water use from huts has dropped from about 250 million litres to 102 million litres in 2025.

These improvements have **saved an estimated \$3.5 million** since 2018 and reduced water loss, providing long-term financial and environmental benefits.



Transfer Pumping and Electrical Upgrades

Saskatoon Water completed upgrades to transfer pumping and electrical systems at the Water Treatment Plant to address aging infrastructure and support long-term treatment goals. The work included building a fully redundant transfer pumping system and upgrading electrical infrastructure with new 4160V/600V systems, along with improved instrumentation and controls.

Finished in December 2023, the upgrades significantly improved efficiency, with the new transfer pumps operating at over 80% efficiency. In 2025, these improvements reduced electricity use by 2,763,842 kWh, lowered greenhouse gas emissions by 1,446 tonnes of CO₂e and delivered an estimated **\$190,152 in electricity cost savings**.



Wastewater Treatment Plant Biogas for Heating

By using biogas from the Digesters to heat the Wastewater Treatment Plant Facility and its processes, the plant **saved approximately \$325,526** in energy costs and reduced greenhouse gas emissions by about 2,433 tonnes of CO₂e, equivalent to taking 567 cars off the road.

Enhanced Nutrient Recovery Through the Ostara System

In 2025, the Wastewater Treatment Plant refined its operating strategies and placed increased emphasis on proactive maintenance planning for the Ostara nutrient recovery system to minimize downtime and improve overall reliability.

As a result, the facility achieved a new production record, recovering over 300 tonnes of fertilizer from wastewater: the highest annual total to date. This achievement highlights the Plant's commitment to resource recovery by transforming nutrients that would otherwise be a waste stream into a valuable, environmentally beneficial product, supporting sustainable agriculture while reducing impacts on the receiving environment.

High-G Pilot Project

In May 2025, the Water Treatment Plant launched a large-scale pilot to explore improvements to the residuals handling process, driven by the need to replace aging filter presses nearing the end of their operational life.

The pilot was launched because the filter presses currently used for dewatering are nearing the end of their operational life. The project tested the Derrick Hi G system, which uses hydrocyclones and a vibrating screen deck to separate and dewater residuals.

The system was projected to increase processing capacity by more than 1,500% and deliver significant annual savings, including **\$125,000 in reduced maintenance costs, \$13,250 in net energy savings, and \$200,000 in operating savings**.

The project also aimed to improve workplace safety by lowering system pressure and reducing environmental discharge.

Although the Derrick Hi-G system was not selected for long-term use, the pilot generated valuable real-world data on Saskatoon's residuals and the performance of different technologies, helping inform future upgrades to the Residuals Handling Facility.

Utilities

Residuals Handling Facility Diversion

Diversion of 1,100 tonnes of residual solids from the landfill through a partnership with a local gravel quarrying company to use treatment residuals as an environmental reclaim material on spent gravel pits.

Operational **savings of approximately \$82,500** were realized in 2025, and local mining remediation was completed by our industry partner.

Water Treatment Plant Retrofits

Replacement of outdated lighting fixtures at the Water Treatment Plant has generated savings, reduced waste, and improved electrical reliability.

While exact savings can't be precisely quantified due to technical limitations, they are estimated at approximately **\$2,000/year**. A 22,817-kWh annual reduction would be roughly 12 tonnes of CO₂e GHG.

In addition, the total time spent and the amount of hazardous waste generated by changing lightbulbs has decreased, as well as eliminating any unlit spaces.

Water & Sewer Utilities Improvement Prior to Roadway Rehabilitation

This annual program focuses on inspecting and improving water and sewer assets in poor condition before roadway rehabilitation begins. By working together, Water & Waste Operations, Construction & Design, Technical Services, and the Planning & Scheduling Group ensure underground utilities are addressed early and in a coordinated way.

In 2025, 1,252 assets were inspected, resulting in 209 improvements. These proactive upgrades avoided the need for future utility cuts, generating approximately **\$350,000 in savings** by reducing restoration costs. By completing this work ahead of road projects, the program also helps extend the life of rehabilitated roads, protecting both infrastructure and long-term financial sustainability.

4th Ave Primary Water Main Inspection and Repair

The 4th Ave Primary Water Main is a key part of the city's water distribution system, running from 19th Street East to 23rd Street East, and installed in 1979. Due to its location, age, and pipe material, Technical Services identified the main as a high priority for inspection. In 2025, when the main was scheduled to be taken out of service for nearby water and sewer work downtown, the planned inspection was added. Construction & Design completed the inspection in September 2025 and identified a section of pipe with significant defects just south of the 4th Avenue and 20th Street intersection.

This section was proactively replaced before the main was put back into service, helping avoid the risk of an unplanned failure that could have caused major water and traffic disruptions downtown, as well as significant property damage.



Sustainability

Climate Action & Resilience

2026-2027 Climate Budget

The 2026-2027 Climate Budget was delivered in November 2025 as part of the City's Multi-Year Business Plan and Budget. It was the City's second Climate Budget and continued to focus on investments that reduce greenhouse gas emissions, while also adding funding to help prepare City infrastructure and services for the impacts of climate change.

The 2026-2027 Multi-Year Business Plan and Budget approved \$77.31 million for carbon reduction projects and \$137.85 million for climate resilience projects. The cumulative projected impact of carbon reduction investments made since 2020 is 54,200 tCO₂e, representing 25% of the City's 2027 target.



Flood Control Strategy Success

During the overnight hours of August 8, 2025, Saskatoon experienced a 1-in-25 year rainfall event, putting the City's Flood Control Strategy projects to the test. Dry ponds and underground storage systems at W.W. Ashley Park, Churchill Park, Weaver Park, and Brevoort Park South all performed as designed, taking in large volumes of storm water and preventing flooding that otherwise would have occurred in these neighbourhoods. At Brevoort Park South alone, the underground storage units captured enough water to fill the equivalent of two Olympic size swimming pools.

Building on this success, the City plans to complete five additional Flood Control Strategy projects by the end of 2027. Work on new dry storm ponds and supporting infrastructure in Cumberland Park, Cahill Park, and on University of Saskatchewan land will continue in 2026. New storm sewer installations along 24th Street East and 46th Street East are planned for 2026 and 2027. Together, these projects help protect homes, streets, and community spaces from future flooding events.

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



Remediation of Tax Title Lands

The City of Saskatoon acquired 1202 19th Street West through tax enforcement, assuming ownership of a brownfield property impacted by petroleum hydrocarbons from the neighbouring former Imperial Oil site.

The parcel remained vacant for many years, with interim use as a container garden while redevelopment options were explored.

In 2024, the opportunity to purchase 1112 19th Street West and 301 Avenue K South enabled future development in the area. As part of the sale agreement, Saskatoon Land partnered with Imperial Oil Limited to remediate all three sites, eliminating the need for the City to independently procure environmental services.

Remediation was completed in 2025 by Imperial Oil Limited, positioning the sites for Notices of Site Condition and future development, with **estimated cost savings of approximately \$750,000.**



Sustainability

Waste Reduction & Diversion

Love Food, Hate Waste

Avoidable food waste, meaning food that could have been eaten, makes up just over 70 per cent of the food waste collected through residential programs, while the remainder is inedible, such as bones and peels.

To help Saskatoon residents reduce avoidable food waste, while also saving money on their grocery bills, the City of Saskatoon joined as a partner organization for the national campaign “Love Food / Hate Waste.” Love Food Hate Waste is a globally-recognized and proven behaviour-change campaign to help people reduce food waste at home.



As an official partner, the City launched a campaign in fall of 2025 focused on introducing food waste reduction, with more campaigns planned into 2026.

Break It Down Campaign Boosts Cardboard Recycling Awareness

From August to October 2025, the City ran the Break It Down campaign to remind residents that flattening cardboard boxes is a key step in effective recycling. Using the high energy theme of professional wrestling, the campaign delivered a memorable message that captured attention across the city.

The campaign reached residents through multiple channels, including billboards, Curbex signs, social media ads, Captive ads, and Landmark Cinemas. This fun, engaging approach helped reinforce proper recycling habits and supported the City’s ongoing efforts to reduce contamination and improve waste diversion.



Multi-Unit Organics

The City is actively developing an implementation plan for a city-wide Multi-Unit Organics program, with the City acting as the service provider. The program is based on a year long pilot completed in 2025 that explored effective ways to offer organics diversion to apartments, condominiums, and townhouse complexes.

Lessons learned from the pilot are being used to shape the program design. The City’s goal is to have the full program in place by 2028, with more details to be shared later in 2026.



2025 Sets a New Record for Materials Diverted

In 2025, 42,457 tonnes of waste were diverted from landfill by City delivered services. This is an increase of 1,726 tonnes compared to 2024.

The Material Recovery Centre (MRC) saw the biggest growth in waste diversion in 2025 over 2024 (+35%), while organics diversion saw a more incremental growth (+3%). Recycling diversion saw a small decrease (-1%), which is part of a longer-term trend and can be attributed to waste reduction such as the shift to online resulting in less paper as well as packaging design using fewer and lighter materials.

Diversion Programs:

Material Diverted in 2025	Tonnes
Green Cart Program (Organics)	21,619
Compost Depots (Organics)	8,273
Curbside Residential (Recycling)	6,960
Multi-Unit Residential (Recycling)	2,059
Recycling Depots (Recycling)	1,443
MRC (Recycling)	2,102
Total	42,457



Residents Learn to Divert Additional Organics Materials from the Landfill through Green Cart Tagging Program

In the fall and early winter of 2025, the City supported residents in improving their green cart usage and habits through the Green Cart Tagging Program.

Auditors completed a single visual cart inspection at 20,000 single unit homes, providing residents with clear, immediate feedback on their organics diversion practices.

1,148 homes received either a yellow “Oops!” tag to identify items that don’t belong in the recycling cart, while 5,298 homes received a green “Great Job!” tag recognizing accurate sorting.

This broad, one-time inspection approach provided residents with a high percentage of feedback to reinforce proper recycling habits, correct cart placement, reduce contamination, and support in diverting more waste from the landfill.

Sustainability

Waste Reduction & Diversion

Public Space and Event Waste Diversion Pilot

To test new ways to reduce waste in public spaces, events, and City facilities, several pilot projects were carried out in 2025 based on research and engagement feedback. These pilots included multi-stream waste management with standard education, multi stream receptacles using smart waste technology, financial incentives for Business Improvement Districts, rebates for compostable foodware, and reusable foodware options.

Pilot results showed that the most effective waste diversion paired clear public education with on-site sorting guidance. Contamination levels were generally low, particularly in organics and refundable recycling, while food-soiled recyclable foodware was the main source of contamination due to limited rinsing options in public spaces. These findings will inform a multi-year strategy to improve waste reduction and diversion at public spaces and events.

Increased Demand for Newcomer Recycling, Composting and Waste Reduction Workshops

In 2025, demand surged for the Waste Education workshops for English as an additional language (EAL) newcomers. The workshops, designed for use at newcomer settlement programs, provided information on recycling, garbage, composting, and household hazardous waste management.

These workshops were available year-round with in-person or virtual options. A record 41 of these workshops were completed for 2025.

Landfill Gas

In 2025, the Saskatoon Waste Management Facility achieved a record year for reducing greenhouse gas emissions. About 6.9 million tonnes of waste are currently in place at the landfill, where decomposing organic material produces landfill gas made up of roughly equal parts methane and carbon dioxide. Methane has a global warming potential 28 times greater than carbon dioxide.

During the year, the landfill gas system collected and destroyed an estimated 9,246,000 m³ of landfill gas, resulting in a reduction of about 83,500 tonnes of CO₂e. This is equivalent to the emissions from burning 35.6 million litres of gasoline or the annual energy use of 19,500 average Canadian homes. In addition to reducing greenhouse gas emissions, capturing landfill gas helps improve air quality and reduce odours.

Notably, 76% of the collected landfill gas was used to generate electricity through Saskatoon Light & Power, turning waste emissions into a valuable energy resource.



Sustainability

Urban Nature, Water & Conservation

Residential Rain Barrel Program

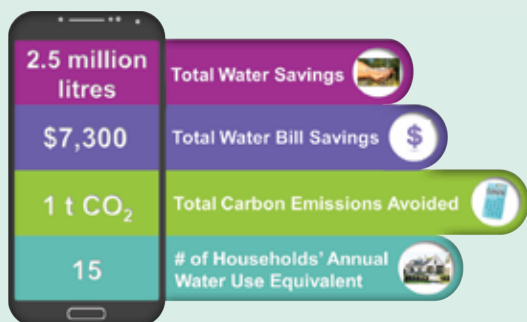
In 2025, the rain barrel program was moved to an internal process, which helped the City issue a record 279 rebates, continuing a steady increase each year. Based on estimated savings of 2,000 litres per barrel each summer, these rain barrels have the potential to conserve approximately 558,000 litres of water annually.

By collecting rainwater for gardening, rain barrels reduce the need for treated drinking water, help lower utility bills, and reduce stormwater runoff that can carry pollutants into local rivers. They also provide an added water source during dry periods. To make the program accessible to more residents, income-qualified rebates are available. The Sustainability Department plans to continue this program in 2026 to support water conservation and sustainable practices across the city.

Saskatoon's Reclaimed Water Initiative Delivers Big Savings in Water, Costs and Emissions

In 2025, Sustainability worked with Parks and Saskatoon Water to pilot a reclaimed water truck filling station at the Wastewater Treatment Plant. After receiving regulatory approval from the Water Security Agency, reclaimed water was first used to water 440 trees in industrial areas during the first week of June. Following positive results, the pilot was expanded to more than 1,400 trees across the city. Using reclaimed water in place of drinking water saved approximately 2.5 million litres of treated water, **reduced water costs by about \$7,300**, and avoided 1.06 tonnes of CO₂ emissions associated with treating and pumping potable water.

The pilot met expectations and demonstrated the benefits of using reclaimed water where it can be applied safely and efficiently. Building on these results, the City plans to share the findings from the 2025 pilot with the Water Security Agency and seek approval to expand the program in 2026 to support additional water services.



Emerald Ash Borer Training

The emerald ash borer (EAB) is a destructive insect that threatens ash trees, which account for nearly 23 per cent of the City's public tree inventory.

Although EAB has not been found in Saskatchewan, early detection and prevention are critical due to the difficulty of identifying early infestations and the risk of unnoticed spread.

As part of its EAB response strategy, Parks partnered with the Canada Food Inspection Agency to deliver an EAB management and monitoring workshop covering EAB biology, current spread, regulations, and survey methods.

The workshop included hands-on training in trap setting and branch sampling. In total, 26 Urban Biological Services staff, six Urban Forestry staff, and representatives from 14 external organizations participated in person or virtually.

This training supports consistent monitoring and a coordinated EAB response across the city and province.

Sustainability

Urban Nature, Water & Conservation

Proper Elm Disposal

To help reduce the spread of Dutch elm disease, disposal fees for elm wood at the Saskatoon Regional Waste Management Centre were waived for all residential and commercial loads in 2025.

This service change removed a barrier to proper disposal and was paired with an education campaign to raise awareness about Dutch elm disease and the risks of storing elm wood, which is one of the main ways the disease spreads.

Following approval of the 2026–2027 Multi-Year Business Plan and Budget, this service level will continue into 2026 and beyond.

The response from residents and businesses was strong. In 2025, a total of 3,799 loads of elm wood, totaling 2,300 tonnes, were brought to the landfill for proper disposal. This is the highest number of loads and tonnage received to date and reflects increased awareness and participation in protecting the city's elm tree population.



Urban Forestry/Urban Biological Services-Dutch Elm Disease (DED)

In 2025, Parks Urban Forestry responded to 41 confirmed cases of Dutch elm disease (DED), marking a significant increase in both the number of infections and their distribution across the city. These positive cases resulted in the removal of 61 elm trees. Parks Urban Forestry and Urban Biological Services undertook several key initiatives focused on research and improving DED response efforts, including:

- Enhancing communication between elm sampling teams and Urban Forestry bucket-truck crews, enabling the collection of higher-quality samples from upper canopy areas and improving diagnostic accuracy.
- Establishing an elm assessment committee composed of field experts to independently evaluate the likelihood of DED infection, even in the absence of laboratory sampling.
- Securing support from the University of Saskatchewan's Plant Pathology Lab to extend the elm sampling timeframe and provide diagnostic capacity beyond the Crop Protection Lab's standard testing window.
- Launching a Research Junction project, assigning a graduate student to review global best practices for DED management and develop recommendations for monitoring and response enhancements.
- Hosting a roundtable with key prairie municipalities to discuss the regional status of DED and share approaches, challenges, and best practices.



State of Reports for Parks & Open Spaces and the Green Network

In 2025, the City of Saskatoon introduced the Corporate Asset Management Council Reporting Framework, improving how asset information is shared with City Council. For the first time, Council received a consistent and standardized view across ten major asset categories, including Parks and Green Network Infrastructure. The framework aligns asset reporting with the City's budget and long range financial planning, helping support clear, evidence based decision making.

As part of this work, Sustainability and Parks partnered with Corporate Asset Management to develop State of Reports for Parks & Open Spaces and the Green Network. These reports were presented to the Standing Policy Committee on Planning, Development, and Community Services on August 6. The Parks & Open Spaces report focuses on built assets such as pathways, playgrounds, and park amenities, while the Green Network report covers natural infrastructure like trees, wetlands, grasslands, and the river.

The reports provide a clear picture of asset condition, risks, service levels, and investment needs. This marked the first time the Green Network was included in the City's asset management planning and supports future improvements and reporting to Council.



Healthy Yards, Community Connection

Through the Healthy Yards Partnership, CHEP led projects in 2025 that supported gardening, learning, and community connection. A Seed Exchange held at three libraries welcomed over 120 people and encouraged neighbours to share seeds and grow local gardens.

More than 75 residents also took part in gardening and food-related workshops. Improvements to CHEP's outdoor learning space increased accessibility, including new paths, storage, shade, signage, and raised garden beds.

In partnership with the Saskatoon Trades and Skills Centre, three wheelchair-friendly garden beds were built, expanding access and providing hands-on training. These efforts support sustainable gardening and a healthy, connected community.



Urban Development, Parks & Recreation

Sport and Games Camps

During the summer months, Sport and Splash Camps for children aged 7 to 12 were offered at the Shaw Centre and Lawson Civic Centre, giving parents engaging options while school was out.

These programs focused on fun and physical activity, helping children stay active and enjoy their summer. Building on this approach, two Sport and Games Camps were introduced at the Saskatoon Field House in the summer of 2025.

Both camps reached full registration and generated a waitlist of 23 participants, showing strong demand for active recreation programs.

To help meet this growing interest, an additional Sport and Games Camp is planned for 2026, creating more opportunities for children to stay active and have fun during the summer break.



Youth Swimmer Lessons

Youth Swimmer Levels 1–3 were introduced at the leisure centres for the first time in fall 2025. These learn-to-swim programs were designed specifically for youth ages 9–15, providing an opportunity for participants to develop swimming skills alongside peers in their own age group.

A total of eight classes were offered, with strong interest reflected in 62 youth registrations and an additional 10 participants placed on waitlists. These programs will continue to be offered at leisure centres in 2026.

Personal and Group Training

Following a comprehensive review of the existing personal training programs, Recreation and Community Development enhanced the programs with both new and revised offerings. This included the development and delivery of small group training sessions and introductory weight training programs tailored specifically for youth, adults, and participants aged 50+.

These updates resulted in a significant increase in participation, with participant registrations rising from 175 in 2024 to 254 in 2025. We will continue to monitor and promote our personal and group training opportunities, as the benefits of regular physical activity can enhance quality of life.

Saskatoon Field House Universal Washroom

This project focused on creating a private change room at the Saskatoon Field House with specialized features to support the needs of patrons using the facility. Central to the design was the creation of a universal space that prioritizes inclusivity and dignity by incorporating accessibility considerations, companion care functionality, and a gender neutral option.

The intent was to ensure the space could be used comfortably and safely by a wide range of users, reflecting the diverse needs of those who attend the Field House.



Increasing Youth Participation and Recreation Career Awareness

On October 29, 2025, the City of Saskatoon partnered with local and provincial organizations to host a high school competition aimed at increasing youth participation at Leisure Centres and promoting careers in recreation. Seventy students from Bishop James Mahoney, Marion M. Graham, and Holy Cross High Schools worked in teams to develop ideas to make Leisure Centres more appealing to youth aged 12-18.

Participants reviewed a case study in advance and received mentorship from recreation professionals on careers, youth trends, and education pathways, alongside presentations on Leisure Centre programming and amenities. On the event day, 17 teams delivered three-to five-minute presentations evaluated on originality, feasibility, effectiveness, and creativity, with prizes awarded to top teams.

The initiative provided real-world learning, amplified youth voices, and generated ideas that are now being categorized and prioritized for implementation based on timelines and available resources.



University of Regina Social Work Practicum Placement at Cosmo Civic Centre

Recreation and Community Development, in partnership with the University of Regina Faculty of Social Work, hosted a 15-week practicum placement at Cosmo Civic Centre from September to December, 2025. The placement focused on providing on-site support to vulnerable individuals through direct engagement, connecting them to appropriate community services, and supporting staff with de-escalation in challenging situations.

The student also developed staff resources, researched municipal best practices, and visited other Leisure Centres and service organizations. The placement enhanced on-site capacity, strengthened staff confidence, and produced resources that will continue to support operations, with Recreation and Community Development exploring future practicum opportunities.



Urban Development, Parks & Recreation

Sports Fields Acquire Line Painting Robot

Sports Fields has acquired an automated line painting robot for use across sports fields, significantly improving operational efficiency.

The equipment replaces work previously completed by three to four labourers, reducing staffing requirements to two personnel, with a further reduction to one technician anticipated once the robot is fully programmed for all fields. This shift allows staff resources to be reallocated to other priority operational areas.

The line painter uses GPS technology to deliver precise and consistent field markings, eliminating the need for traditional string lining. In addition to standard spring and fall line painting services, the equipment provides additional opportunities for user groups.

For a fee, organizations may access the line painter for customized services, including the application of custom logos.



Summer Play Program Business Continuity Plan

The Summer Play Program faced staffing challenges in recent years, leading to some understaffed sites and program cancellations.

To improve reliability, the team updated hiring and staffing practices. This included recruiting at targeted career fairs, hiring extra staff to plan for resignations, and adding a floater position to cover short-notice absences.

These changes reduced staffing shortages and cancellations. The program maintained service levels while staying under budget, improving both reliability and efficiency.

Evapotranspiration (ET) System Implementation Update

The City has installed smart irrigation technology in over half of its parks. This system uses weather data to adjust watering, reducing irrigation when it is not needed.

The technology has lowered water use, protected irrigation systems, and **saved about \$300,000** since 2022. These savings are being used to upgrade older systems, helping the City conserve water and maintain parks more efficiently over the long term.



Saskatoon Forestry Farm Park & Zoo Installs Solar Panels to Advance Sustainability

The Saskatoon Forestry Farm Park & Zoo took another step toward environmental stewardship by installing solar panels at the Zoo Admission building.

The project reflects the Saskatoon Zoo's commitment to reducing its carbon footprint and promoting renewable energy, and will **save approximately \$35,000** over the life of the panels.

Over the lifetime of the system, the environmental benefits include:

- 58.9 tonnes of carbon dioxide emissions avoided
- Equivalent to 981 trees grown for 10 years
- Comparable to removing 14 cars from the road

By harnessing solar energy, the Saskatoon Zoo is lowering operational emissions and inspiring visitors to embrace sustainable practices. The project underscores the Saskatoon Zoo's dedication to protecting wildlife and the planet for future generations.

The Saskatoon Zoo thanks miEnergy for its partnership and installation of the solar panels, and the Saskatoon Zoo Foundation for its support in making this project possible.



Woodlawn Cemetery Columbarium Addition



Woodlawn Cemetery installed its tenth columbarium, increasing above-ground interment options in response to continued demand for cremation services.

The new columbarium includes 72 niches, features a domed roof design that complements the landscape, and offers black granite niche doors that can be personalized with engraved inscriptions. Constructed using a new material, the **project achieved an estimated cost savings of \$20,000** while maintaining durability, appearance, and long-term performance.

The addition supports long-term cemetery planning and helps ensure the City continues to meet community needs.

Urban Development, Parks & Recreation

Parks Weed Management Pilot Project

In 2025, the Parks Department tested a weed management project at Prairie Lily Park in Brighton.

The work included limited herbicide use followed by turf improvements such as overseeding, fertilizing, and irrigation. Nearby residents were notified, and safety signs were posted on site.

A public survey showed strong support for the program, including the careful use of herbicides when needed.

In 2026, Parks will develop clear standards to guide future turf repairs and will continue to engage residents to support transparency and informed decisions.



Park Access Permit Improvement

A Park Access Permit is required when work on private property needs access through a City park. This helps protect park features like paths, irrigation systems, and grass.

After a permit is issued, Parks staff work with applicants to plan safe access during the work. In 2025, the City improved the online permit form and increased outreach to utility companies to ensure permits are used when needed, helping protect parks while allowing necessary work to continue.

Urban Biological Services Urban Coyote Monitoring

In response to elevated coyote concerns in the Silverwood Heights neighbourhood, Parks contracted a wildlife tracker who monitored the Wastewater Treatment Plant yards for travel routes, population numbers and denning sites. The tracker employed visual surveillance techniques as well as motion-sensitive cameras in the area.



Leif Erickson and Boughton Park Upgrades

In 2025, the City completed park upgrades at Leif Erickson and Boughton Parks, combining food forests, water-saving features, and park improvements. Coordinating the work reduced disruption, saved time and money, and used federal funding efficiently.

The food forests include fruit-producing trees and plants for community use, while water-saving upgrades include improved irrigation and drought-tolerant landscaping. Other improvements added paths, seating, bike racks, trees, signs, and a new playground at Boughton Park. Planning began in 2022, with park locations chosen based on community needs, equity, and access.



New Multi-Use Pathway at Saskatoon Forestry Farm Park & Zoo

Visitors to the Saskatoon Forestry Farm Park & Zoo can now enjoy a new multi-use pathway.

Stretching from the Park Entrance to the Superintendent's Residence, the multi-use trail is built from recycled tires, thanks to a partnership between Shercom Industries and the Saskatoon Zoo Foundation, highlighting a shared commitment to accessibility and environmental sustainability.

Over 3,400 recycled tires were used for the pathway and the partnership with Shercom and Zoo Foundation **saved the Saskatoon Forestry Farm Park & Zoo over \$75,000.**



Service Excellence

Customer Experience

Pay Parking Stations Upgrade



The City modernized its Pay Parking Stations to meet global standards for unattended payment terminals and avoid financial penalties related to non-compliance. In 2025, approximately 265 of the City's 325 parking pay stations were upgraded to a new model, with the remaining stations replaced in early 2026.

The new stations improve payment processing during cold weather, provide increased protection against fraud, and offer more ways for customers to pay, including chip, debit, tap to pay, Apple Pay, and Google Pay.

These upgrades ensure parking stations continue to accept modern payment methods while maintaining reliable and secure service. By updating this equipment, the City is improving the parking experience for customers and supporting continued access to parking services across Saskatoon.

Customer Relationship Management System

The City has launched a new Customer Relationship Management (CRM) system to improve how residents receive service. The system creates one main point of contact for most requests, including calls, emails, online submissions, and in-person visits.

By bringing services together across six departments, the CRM reduces duplicate work and helps staff respond more quickly and consistently. Residents can now track their requests, improving transparency and trust.

While direct cost savings will come over time, the City is already seeing efficiency gains and better service delivery. As the system expands, further improvements are expected, including faster response times, more self-service options, and an improved customer experience.



Public Websites Multi-Site Configuration

A project was undertaken to consolidate saskatoon.ca and SaskatoonTransit.ca into a unified environment. The streamlined architecture reduces hosting costs and simplifies routine administration, including updates and patch management.

The new configuration is expected to generate annual **savings of approximately \$5,000/year** and establishes a scalable platform for adding future sites without significant cost increases.

Enhancements to Saskatoon.ca Website

The recent enhancements to Saskatoon.ca have made it easier for customers to find City services and move through the website more quickly. The updated homepage menu helps customers complete common tasks, such as reporting issues like basement flooding or graffiti, applying for permits, licenses, or career opportunities, paying tickets or licenses, and accessing tools like My Utility Account, property assessment, and tax information. Customers can also register for services through Leisure Online or NotifyNow.

A Smarter Corporate Knowledge Base

In 2025, the City began transitioning its corporate knowledge base to Verint KM Pro, a dedicated knowledge management system integrated with the City's CRM. This change supports more accurate, up to date, and consistent information across departments by adding built in auditing, version control, and reporting. In 2025, four departments were moved into KM Pro, with additional departments scheduled to transition in 2026.



The system allows staff to flag information that needs updating and provides insight into how knowledge is being used and where gaps exist. This work is helping create a single, reliable source of information, reduce knowledge risk, and support consistent service delivery as the organization grows. The corporate knowledge base is available to all staff through MyCity.

New Standardized Process for Reporting Incidents in Operations

Saskatoon Transit introduced a new standardized process for reporting incidents across fixed route and Access Transit operations.

The updated approach streamlines how staff document and respond to negative interactions and emergencies by clearly outlining roles, responsibilities, and step by step actions. New tools, such as workflow diagrams and reference images for emergency button locations, support staff during incidents.

Operators now follow clear procedures, including immediate supervisor notification, use of radio emergency lines, and consistent incident reporting.

This process has reduced the time and effort required to report incidents to the Saskatoon Police Service, improved documentation of enforceable offences, and strengthened response times, accountability, and safety for both staff and customers.

New Location for Transit Fare Products at Cosmo Civic Centre

In 2025, Saskatoon Transit partnered with Recreation and Community Development to add the Cosmo Civic Centre as a new location where residents can purchase transit fare products.

This addition makes it easier and more convenient for residents to access transit passes and tickets in a central, community focused location.

By increasing where fare products are available, the City is helping reduce barriers for transit riders and support seamless travel across Saskatoon.

This partnership reflects Saskatoon Transit's ongoing commitment to customer service and accessibility by making transit fare products easier for all users to obtain.



Service Excellence

Corporate Services

Server Upgrades

The City of Saskatoon upgraded or decommissioned older Microsoft Windows servers (2003, 2008, 2012) that hosted critical business applications, avoiding the security risks and service interruptions that come from running unsupported systems after Microsoft ended support for Server 2012 in October 2023.

Core applications were migrated to modern platforms (2019/2022), improving performance, stability, and security, while retiring unnecessary servers reduced maintenance effort and long-term operational risk.



Right-Sizing Our Telephone Services

The City reduced costs for its phone system by matching service levels to actual use. By lowering unused call capacity, the City **saved \$50,000** in the final months of its existing contract.

A review of three years of call data also helped shape a new contract that better fit the City's needs. The new agreement reduced annual costs by 60 per cent, **saving about \$70,000 each year, or \$350,000 over five years.**

In addition, removing unused phone lines eliminated unnecessary charges and improved the overall efficiency of the City's phone services.



Internet Services Procurement Savings

A detailed assessment of the City's internet service requirements, combined with a competitive procurement process, resulted in significant cost savings while maintaining the same level of service.

Through this process, the City achieved annual **savings of \$32,436**, representing approximately 14 per cent savings compared to previous agreements.

The selected solution allows the City to continue using its existing network equipment, avoiding additional capital expenditures while ensuring reliable and high quality internet services. This approach delivers improved value for the City by reducing operating costs without compromising performance.



Recruiting and Onboarding Improvements at Saskatoon Transit

In 2025, Saskatoon Transit improved how it hires and welcomes new staff. The onboarding process was streamlined to provide a clearer, more supportive start, with coordinated start dates and a two-day orientation to help new employees learn, ask questions, and connect with their teams.

Transit also launched a targeted recruitment campaign to attract operators, highlighting competitive pay, training, and a supportive work environment. Together, these efforts improved staff readiness, job satisfaction, and service reliability, helping position Saskatoon Transit as an employer of choice.



IT Reorganization Improves Service and Alignment

Information Technology introduced a new operating model to better support the City's strategic priorities and modern service needs. The previous structure sometimes led to duplicated work and unclear accountability.

The reorganization clarified roles, grouped related work into clear service areas, and created a structure that better supports project delivery, application support, cybersecurity, and digital operations. By aligning teams around the services they provide, the new model supports faster decision making and reduces delays in processes.

As a result, IT is better positioned to respond to business needs, set clear priorities, and deliver services more consistently across the organization.



Microsoft License Management and Automation

A review of Microsoft licensing identified opportunities to better align licenses with staff needs, resulting in adjustments for 140 users and more than **\$100,000 in savings**.

Improved use of existing licenses also allowed unused licenses to be removed, generating an additional **\$50,000 in savings**.

To improve efficiency, an automated self-service process was introduced for Microsoft license requests, with built-in approvals and automatic assignment.

Widely adopted across the City, the new process has reduced manual work and processing time, improved supervisor visibility into license requests and costs, and strengthened overall management of Microsoft licenses.



Service Excellence

Corporate Services

Mobile Device & Data Plan Optimization

The security of City corporate data on mobile devices and tablets was enhanced by implementing Device and Application Management software. As mobile devices are increasing used to access electronic mail, files, and business applications, this initiative ensured that sensitive information remains secure while maintaining a seamless user experience for employees.

Apple Business Manager Enrolments Discount

The Devices Team created a standardized process for secure enrolment of newly issued iOS and Android Tablet devices by leveraging services with our vendor partner.

This streamlined the service delivery as well as user experience saving Administrative overhead for City staff. This is a white glove value added service through our vendor partnership at no additional cost to the City.



Secure On-Site Storage of Leisure Passes

Leisure centre bulk tickets, locker tokens, and courtesy passes are currently stored off-site and delivered by courier, creating security risks, extra administrative work, and added cost. This initiative proposes moving these items to secure, locked storage at each leisure site, where they are used daily by trained staff in controlled access areas. Courtesy passes and cards would be delivered unstamped and only stamped on site when issued, meaning they would not be treated as cash during transport or storage.

Stamping passes only when needed would also reduce the number of unused passes that expire and are discarded at year end, lowering waste and re-ordering costs. Storing inventory on site would remove the need for regular courier deliveries, reduce environmental impact, and save staff time currently spent packaging, tracking, and processing returns.

Estimated annual **savings include \$3,000-\$6,000** in courier costs, **\$1,000-\$2,000** from reduced waste of expired passes, and **\$2,000-\$4,000** in staff time. Overall, this approach improves security, reduces waste, saves money, and streamlines service delivery.

Implementation of Virtual Moneris for Leisure Program Registration Nights

In 2025, the City introduced a secure, web-based payment system for Leisure Program registration. The new tool allows staff to process credit card payments online, reducing paper use and speeding up phone registrations during busy periods.

The system also makes daily work easier by simplifying staff training, improving transaction tracking, and reducing end-of-day balancing time. After a successful rollout, it was expanded to include Leisure Centre bookings.

By removing the need for physical payment terminals, the system has improved reliability, reduced service delays and supported a smoother customer experience.

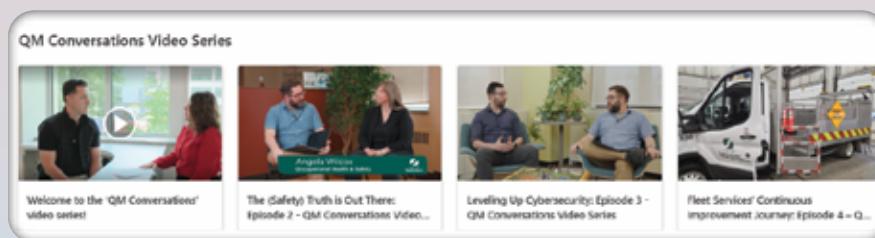


Truck Permitting System Modernized

The City modernized its truck permitting process by replacing outdated, manual methods with an online system. Applicants can now submit requests, upload documents, pay fees, and track permits online without staff assistance.

For City staff, the new system automates approvals and permit issuance, reducing errors and delays. The update has improved service delivery, lowered operational risk, and **saved about \$8,000** through more efficient processing.

Quality Management Conversations Video Series



The Quality Management Conversations video series was launched to highlight how quality management is growing across the City.

The series showcases collaborative improvement efforts and shares examples of how teams are working together to strengthen practices, support learning and build a culture of continuous improvement across City operations.



DocHub

The City's DocHub was introduced as the central location for corporate and cross divisional policy tools, replacing multiple document libraries.

The change has improved document integrity, supported automated approval workflows, and made it easier for employees to find and access current policies.

By providing a single, consistent source for policy documents, DocHub strengthens oversight, reduces duplication, and improves efficiency across the organization.



Standardizing Policy Terms and Language

Approved terms from existing policy tools were compiled to improve consistency in policy drafting across the organization.

This work supports clearer and more consistent language in policies and provides a foundation for the future development of a business glossary, helping employees better understand and apply corporate policy tools.

Service Excellence

Corporate Services

RecTrac Receives Annual Upgrade

RecTrac, which is a core application used by Community Services to manage program registrations, facility bookings, memberships, and payments, was upgraded to ensure continued support from the vendor.

Maintaining this support reduces security risks and maintains compatibility with current infrastructure and payment processing requirements.

CIS-Reporting Enhancement for SLP

A project to establish and monitor key performance indicators related to customer-focused activities was undertaken for Saskatoon Light and Power. New reporting tools were developed to monitor progress and measure performance against established service targets.

A performance dashboard was delivered, providing managers and staff clear visibility into key operational metrics.

This enables teams to quickly identify areas performing well and areas requiring further attention, which supports informed decision making and continuous service improvement.

Modernizing Our Mobile Services for Better Value

The City reviewed its mobile phone and data services to improve accuracy, reduce costs, and offer better plans for employees. Incorrect charges were identified, reversed, and prevented from happening again.

Mobile plans were adjusted to better match actual use, and regular reviews were introduced to maintain cost control. The City also updated its SaskTel agreement to offer employees discounted plans, improved device options, and stronger support for bring-your-own-device programs, improving value and service.



Business VIP Unlimited 75	Business VIP Unlimited Canada, US and Mexico 150
\$60/mo.	\$75/mo.
<ul style="list-style-type: none"> 75 GB of full-speed shareable Canada-wide data and unlimited data at reduced speeds* 1 GB of U.S. data Unlimited calling within Canada to Canada & the U.S. Unlimited text/pic messaging in Canada, the U.S. & parts of the Caribbean 	<ul style="list-style-type: none"> 150 GB of full-speed shareable data in Canada, the U.S. & Mexico and unlimited data at reduced speeds* Unlimited calling in Canada, the U.S. & Mexico Unlimited text/pic messaging in Canada, the U.S., Mexico & parts of the Caribbean

Users can enjoy the flexibility of switching between or migrating to the new EPP plans at anytime.

Experience You Can Trust

With more than 30 years experience, The Wireless Age is the largest Saskatchewan-owned and operated SaskTel Authorized Dealer. With 15 locations across 8 communities, we are here to keep you connected.

As a member of The Wireless Age Employee Purchase Program (EPP) you are entitled to special offers on your SaskTel wireless device. You get all the perks!

The Wireless Age Advantage

FREE Devices Starting At \$0 (with voice/data plan)	Waived Service Fee (\$50 value)	30% Standard Accessory Discount <small>*Excludes Apple OEM</small>	Device Trade-In Program (up to \$600 bonus credit) <small>*Some conditions apply</small>
Keeping You Connected (15 locations province-wide)	Complementary Device Set Up & Data Transfer	Complementary Delivery	Exclusive CoS Web Portal Use your CoS email address and login code will be provided

*Employees may only have 1 wireless device on the City of Saskatoon EPP Program. The employee must be the account holder.

Your corporate rep:

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Parks Cultural Toolbox Initiative 2025

In partnership with the City’s Reconciliation, Equity, Diversity, and Inclusion (REDI) Department, Parks continued to build on the Cultural Toolbox Initiative introduced in 2023 and expanded in 2024. During the 2025 operating season, the initiative took the form of a seven-week culture and feedback program aimed at improving engagement, psychological safety, and inclusion while celebrating the diversity of Parks team members.

The toolbox talks focused on seven core themes: respect and safety, resilience, conflict resolution, continuous improvement, constructive feedback, psychological safety, and team appreciation, all intended to strengthen crew culture and teamwork.

At the end of the season, Parks completed a year end survey and hosted discussions to better understand work culture challenges observed over the summer. This feedback was used to create a prioritized list of key challenges, with work underway to develop practical actions that support improved work culture, stronger collaboration, and enhanced overall safety.

New Approach to Employee Well-Being Through Temporary Work Support

In 2025, the City launched a new approach to better support employees who need temporary work accommodations due to injury or illness. The goal was to keep employees connected to the workplace while using City resources wisely.

Departments were invited to share temporary tasks that could support employees returning to work. This created more meaningful options for gradual returns and reduced the need for external support.

The initiative supports employee well-being, improves service continuity, and demonstrates responsible use of public funds.



Need a set of helping hands? Add your task to the Temporary Task Inventory!

City of Saskatoon

Scan the QR code for more info or to submit your task quickly and easily, right from your phone.

Internal Committee Process Improvements

Internal committee agenda request forms were updated to include required policy tool approvals.

This change strengthens governance within committee processes by ensuring policy alignment is confirmed earlier, improving consistency and oversight while supporting clearer and more efficient decision making.



City’s SAP System Upgrades to Core Systems

An update to the SAP system was completed to provide a modern foundation to support upcoming business transformation initiatives in Finance, Human Resources, Supply Chain, Payroll and Enterprise Asset Management.

SAP modernization will prepare the City for future needs and support ongoing business transformation.

Service Excellence

Corporate Services

IT Satisfaction Survey Redevelopment

The City shifted from a vendor-run IT customer survey to a tailored, internally developed survey. This change reduced costs, improved relevance of questions, and enabled faster response to feedback.

This survey can now be repeated annually to assess and support continuous improvements in IT service delivery.

Service Alert Automation

A project to automate the generation of service alerts on saskatoon.ca when unplanned outages are detected by the Saskatoon Light and Power's Outage Management system was undertaken.

Previously, these alerts had to be manually created. The new automated process significantly reduces staff workload, eliminates manual entry errors, and ensures timely and accurate communication to residents during power outages.



Improving Safety and Support for Frontline Employees

In 2025, Saskatoon Transit completed its Frontline Employee Safety Plan to support operators, supervisors, and customer service staff.

The plan responds to increased incidents of aggression and includes improved security measures, stronger emergency coordination, expanded training, and enhanced mental health supports.

New processes and training have been put in place to help employees feel better prepared and supported in challenging situations.

This work reflects Saskatoon Transit's commitment to building a strong culture of safety while continuing to provide reliable service to the public.



Municipal Funding

Municipal Funding Approved for City Programs

In 2025, the City of Saskatoon received approval on approximately **\$55.2 million** in funds for the following programs:

- **\$33,530,130** over ten years starting in 2026-2027 from the Government of Canada for the Public Transportation Baseline Funding Stream.
- **\$18,209,820** from the Government of Canada for the Canada Housing Infrastructure Fund for the following projects:
 - **\$ 9,729,820** Infill and Redevelopment Water and Sewer Capacity Improvement; and
 - **\$8,480,000** New Organics Processing Facility
- **\$1,810,000** from the Government of Canada and the Federation of Canadian Municipalities under the Green Municipal Fund for the following projects:
 - **\$1,110,000** Growing Canada's Community Canopies; and
 - **\$700,000** Adaptation in Action for Spray Pads Water Conservation.
- **\$845,000** from the Government of Canada for the Codes Acceleration Fund.
- **\$450,000** from the Government of Canada for the Deep Retrofit Accelerator Initiative; and
- **\$380,000** from the Government of Canada for the Short-Term Rental Enforcement Fund.



Saskatoon Land

Since 2007, Saskatoon Land has generated **\$185.3 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 means the cost of all business operations is covered through revenue generated by land sales rather than property taxes.





This revenue is also used to fund capital projects in Saskatoon such as roads, affordable housing and leisure amenities. Many of these projects would otherwise require funding through property taxes or municipal borrowing.

In 2025, Saskatoon Land continued to deliver strong financial returns to the City for allocation to civic projects and programs.

2025 Sales Highlights:

- **\$96.7 million** in total sales revenue
- **448** residential lots sold for **\$69.1 million**
- **11** multi-unit parcels totaling **22.46 acres** sold for **\$23.7 million**
- **One** industrial parcel totaling **1.86 acres** sold for **\$1.1 million**
- **Two** parcels exercised the option to purchase through the Industrial Land Incentives Program for **\$1.4 million**
- **Two** commercial parcels totaling **1.24 acres** sold for **\$1.2 million**
- **\$3.6 million** in annual revenue generated through management of more than 90 land and building leases
- **7,000 acres** of future development land managed and maintained

2025 HIGHLIGHTS

 <p style="font-size: 24pt; font-weight: bold;">348</p> <p style="font-size: 10pt;">New Residential Lots Released</p>	 <p style="font-size: 24pt; font-weight: bold;">448</p> <p style="font-size: 10pt;">Single-Unit Lot Sales</p> <p style="font-size: 12pt;">Average Lot Price</p> <p style="font-size: 24pt; font-weight: bold;">\$154,300</p>
 <p style="font-size: 24pt; font-weight: bold;">33.27%</p> <p style="font-size: 10pt;">Gross Profit Margin</p>	 <p style="font-size: 10pt;">Total Land Sales</p> <p style="font-size: 24pt; font-weight: bold;">\$96,706,304</p>





Our Financial Responsibility in Action

Delivering Value in 2025

Overall Savings*
Reported for 2025

\$4.17 M

Multi-Year Savings*
Identified in 2025

\$7.89 M

Highlights of Savings in 2025	Savings
Remediation of Tax Title Lands	\$750,000
Primary Water Main Inspection and Repair	\$450,000
Hydrovac Shoring - Curb Stop Replacement	\$425,000
Water & Sewer Utilities Improvement Prior to Roadway Rehabilitation	\$350,000
High-G Pilot Project	\$338,250
Wastewater Treatment Plant Biogas for Heating	\$325,526
Transfer Pumping and Electrical Upgrades	\$190,152
Water Hut Optimization Initiative	\$170,000

Saskatoon Water Cost Reduction and Avoidance for 2025

\$1.42 M *(included in the overall \$4.17 M savings)*

***Note:** Savings at the City of Saskatoon include true cost savings, cost reduction and cost avoidance.

Cost reduction refers to efforts that lower the cost of projects or contracts through continuous improvement.

Cost avoidance refers to efforts that help the City avoid additional or unnecessary costs through our commitment to continuous improvement.

Reinvesting Saskatoon Land Returns for Residents

In 2025, Saskatoon Land delivered strong financial returns to the City for allocation to civic projects and programs.

Financial returns from Saskatoon Land benefit residents by funding capital projects and easing reliance on taxes and borrowing.

Details on Page 50

Total Land Sales for 2025

\$96.7 M



Federal Funding Support for Saskatoon's Rapid Growth

Approved federal infrastructure funding and grants supported key community projects and helped reduce pressure on taxes, borrowing and the City of Saskatoon's budget.

Details on Page 49

Federal Infrastructure Funding and Grants for 2025

\$55.2 M

Funded by the
Government
of Canada



Thank You

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

This work is not easy, as many initiatives and activities take place across the City throughout the year.

To highlight these accomplishments in 2025, City staff submitted more than 115 service, savings and sustainability stories to share with City Council and the public.

Thank you to everyone who contributed stories and played a role in developing the **2025 SSS Report**. Your teamwork and shared commitment help showcase the broad, meaningful work happening across the organization.

