

EDMONTON

SPRING 2004 WINS

Corporate Wins are initiatives selected by City staff to demonstrate ongoing commitment to achieving corporate goals and providing value to Edmonton citizens. The Spring 2004 list includes examples of innovations, cost savings, service improvements, partnerships and external recognition.

The report is grouped into categories: the City of Edmonton Administration, the Edmonton Public Library, the Edmonton Police Service and Winning Ways (awards and special recognition).

The report is also available on the City's Web site:

<http://www.edmonton.ca>

Or call (780) 496-8196.

The City of Edmonton

Living the vision

- Quality, best value services
- Satisfied customers
- Valued employees

GOAL: Planned growth

Manage land use and development in mature neighbourhoods, business areas and new suburban areas, and maintain quality of the environment.

1. Disposition of vacant school sites

The City of Edmonton and the Edmonton Public School Board are working together to address the issue of vacant school sites in developed suburban areas. Land for school and park sites is set aside based on population projections when the Area Structure Plan is originally approved. Over time, plans change and actual population may be less than planned. The City and School Board have now identified three vacant school sites in the Carlisle, Hairsine and the La Perle communities. The sites will be reviewed to determine if they are needed for open space or other civic purposes or if they may be developed for some other community use. If lands are developed, sale proceeds will benefit the communities according to Council Policy (C468).

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GOAL: Economic Development

Take a leadership role in creating a positive, dynamic business climate and expanding the business base within Edmonton and the Capital Region.

2. Juno awards deliver significant economic impact, great entertainment

The 2004 Juno awards resulted in a \$5 million economic impact to Edmonton as well as immeasurable and invaluable media coverage through the national telecast and pre-event promotions. The City of Edmonton led the bid to bring the Junos to the city and established the local organizing committee. The FanFare autograph session brought 20,000 fans to West Edmonton Mall. The ceremony at Rexall Place on April 4 drew the largest crowd ever for the Junos with 17,000 in attendance.

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GOAL: Services to people

Provide quality, best value services that contribute to the safety, security, well being and enjoyment of Edmonton's citizens.

3. EMS training saves lives

The Clinical Education group within EMS Program Development Unit is responsible for developing programs to train all Edmonton paramedics in latest trends within emergency medicine. One such initiative uses a human patient simulator, Sim Man, to train front line staff in varied scenarios that mimic real life situations as much as possible. In partnership with Edmonton's Community Services lifeguards, paramedics went through mock cardiac scenarios with Sim Man at Bonnie Doon Pool. The day after their training, two paramedics responded to Coronation Pool for a real life call of the same type. Thanks to the Sim Man training and the partnership with lifeguards, the patient is home and well. These effective working relationships have made Edmonton a safe community to live, work, and play, while giving Edmontonians a quality EMS system.

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4. Coca Cola Experience (Heritage Classic Event)

Working closely with the Edmonton Oilers, City Hall hosted 50,000 citizens from November 20 to 23, 2003 as part of the Heritage Classic Hockey weekend. Tickets to the game were in short supply so a team of employees created a hockey experience inside and outside of City Hall that all Edmontonians could participate in free of charge. The weekend concluded with a remarkable and rare opportunity: for the first time in recent memory, both the Stanley Cup and the Grey Cup were on display at the same place. Citizens were thrilled at the opportunity to have their picture taken with the two central icons of Canadian sport.

David Schneider, Corporate Services, 496-8191



5. Spotlight on the Junos

The City played a large role in the Junos Local Organizing Committee's efforts to stir up excitement for the Junos. City employees served on the Junos Local Organizing Committee and presented major events in the week leading up to the awards. In just a few weeks the City was able to work with the rest of the community to put together the best Juno week ever with exciting city-sponsored events and entertainment in City Hall as part of a city-wide celebration of Canadian music.

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6. Homelessness video

The Community Services Department created a homelessness video to raise awareness about the barriers that homeless families face. In the video, three Edmonton women with unique homeless situations give personal testimony as to the problems and conditions their families face. The video addresses some of the myths about the homeless, explores some of the harsh economic realities facing single parent families and delves into the life circumstances that can result in becoming homeless. The homelessness video is intended for educational purposes throughout the community. The video also provides contact information for those who wish to take action.

Beatrice McMillan, Community Services, 496-3125
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7. Home Fest 2003

Community Services staff supported the Edmonton Coalition on Housing and Homelessness, the Edmonton Housing Trust Fund and local musicians with the highly successful musical benefit known as Home Fest 2003. Home Fest raised public awareness of the housing and homeless issues facing low-income families and raised over \$4,000 for the Winter Emergency Fund to provide temporary beds for the homeless.

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8. Man Down pilot

The Man Down program continued over the winter months thanks to a successful pilot the previous summer. The Emergency Response Department, in partnership with the Edmonton Police Service and Hope Mission, initiated the pilot program to provide inner city residents with transportation to a shelter. The Hope Mission was provided with an old ambulance to transport those clients who did not need to be seen at an emergency department or be placed in police cells to an appropriate shelter. Over 100 clients were transported to shelters freeing up many hours of emergency responder time and resources.

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9. Spring planting begins in low-cost developments

With City support, the non-profit group Generations Growing and Gardening Together has continued to expand and now operates close to 500 family gardens in 24 low-cost housing developments. Residents are encouraged to grow their own gardens and are guided by mentors who provide the necessary horticultural information. The project is effective in helping residents improve community safety, reduce isolation, develop mutual support and enhance personal development. And of course, it helps them grow some wonderful flowers and tasty fruits and vegetables!

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10. Parkland Bylaw 2202 Amendments

Parkland Bylaw 2202 was amended by City Council last year and was implemented on January 1, 2004. The bylaw amends a 41 year-old Parks and Recreation bylaw with the intent of promoting safe, enjoyable and reasonable use of parkland, while protecting and preserving the natural environment. Major changes from current legislation include enforceability, greater trail access for all users, expanded hours of use, protection of natural areas, permit requirements for group gatherings and clarified rules for dogs on parkland.

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GOAL: Infrastructure and physical environment

Develop and maintain infrastructure, maintain the quality of the environment, develop and use communications and information technology.

11. Street sand recycling project

Transportation and Streets and The Waste Management Centre of Excellence have launched a pilot to evaluate the feasibility of recycling street sand collected from city roads each spring. The pilot project is jointly funded by the City and the Federation of Canadian Municipalities (FCM) Green Fund. FCM awarded the project a \$640,000 grant in recognition of the innovation and potential environment impact.

John Mundy, Transportation and Streets, 496-6776
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12. Ribbon of Steel Corridor opens

The Ribbon of Steel officially opens in May 2004. This multi-modal transportation corridor runs along an abandoned rail line between the High Level Bridge and 100 Avenue. The \$2.3 million project, part of the 2003 Infrastructure Canada-Alberta Program, includes a multi-use trail for bicycles and foot traffic and the extension of Edmonton's historical streetcar line.

Claire Stock, Transportation and Streets, 496-2407
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13. New and improved Londonderry Fitness and Leisure Centre

Londonderry Fitness and Leisure Centre in northeast Edmonton recently completed over \$4 million in renovations to increase energy efficiency, improve accessibility for families and people with disabilities and offer more opportunities for recreation and fitness. Improvements include a large fitness centre, special multi-purpose/aerobics room, upgraded change rooms, steam room and new mechanical, air and water systems. The extensive facility upgrades and retrofits were made possible through the shared municipal, provincial and federal government funding of the Infrastructure Canada-Alberta Program (ICAP), and a grant from the Community Lottery Board.

Evelyn Ehrman, Community Services, 944-7444
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14. Restoration of historical Edmonton Cemetery

Restoration work is underway at Edmonton's oldest and most fascinating cemetery to preserve the aging monuments. Funded through the Capitol Infrastructure Program, the slow and complex restoration involves rebuilding the base of tilting monuments and resetting the monument back in place. This work is critical to maintaining the appearance and safety of the historic site for future generations. Many historical figures such as Emily Murphy and Nellie McClung have been laid to rest at Edmonton Cemetery.

Rene Hopp, Community Services, 496-6984
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GOAL: Leadership, regional co-operation and planning

Focus on leadership and regional co-operation, intermunicipal planning, development and service delivery.

15. Drainage unveils 10-year master plan

Earlier this year City Council approved the 2004 Drainage Master Plan. Assembled by an internal working committee with valuable input from major stakeholders and outside experts, the 10-year vision document identifies 23 issues and 13 strategies to address issues. Current issues are grouped into the categories of customers, growth, technology, and regulatory. Key strategies include sanitary servicing, land drainage servicing, regional wastewater servicing and environmental management systems, among others.

Paul Hoffart, Asset Management and Public Works, 496-5537
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16. EMS 20/20 Project

The EMS 20/20 Project was created to help ensure Edmonton continues to receive the highest quality service – now and into the future. In a unprecedented collaboration between union and management, a group of paramedics and supervisors have developed a long-term plan for Emergency Medical Services in consultation with stakeholders, community groups and staff. The plan focuses on the need to continue providing a high standard of patient care, valuing employees, establishing effective partnerships and creating an excellent organization.

Paul Loosley, Emergency Response, 496-3539
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17. Defending against the West Nile Virus

The City of Edmonton partnered with the Capital Health Authority to provide the public with critical information to defend against the West Nile virus. The public education efforts were quite successful and will continue so long as the virus poses a threat.

Chris Saunders, Community Services, 496-6395
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18. The pesticide issue

Years of debate over the City's use of herbicides to manage weeds in parkland areas recently culminated in a City Council decision to follow the path of Integrated Pest Management. In this approach, citizens will see the City promoting the means to create healthier growing conditions for turf, shrubs and trees and to reduce the use of more controversial pesticides.

Chris Saunders, Community Services, 496-6395
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19. A common voice for the community

With City of Edmonton support, the Riverbend and Terwillegar area community leagues and homeowner associations are working together to form a council called TRAC (Terwillegar Riverbend Advisory Council). TRAC allows area residents to speak with a common voice and work together on common issues such as a future district park site and transportation concerns. Locally, homeowners associations are working with their community leagues to reduce vandalism and add new features to their neighbourhood parks.

Debbie Cashion-Kalinowski, Community Services, 496-1474
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GOAL: Organizational effectiveness

Achieve excellence in management of the City's resources: financial, people and assets.

20. Chemical investigation results in safety improvements and savings

When staff checked into a Material Safety Data Sheet (MSDS), they found that a chemical-cleaning product used by the City was labeled incorrectly and did not show the corrosive safety icon. The label was corrected.

This investigation also revealed that various City departments used the chemical, and a cost saving could be realized by national tendering versus buying from a single source vendor.

It was also discovered that City custodians could apply the product themselves rather than contracting an outside service vendor. This saves the City two-thirds of the approximately \$3,000 to \$15,000 it costs to apply the product in each facility.

Bob Crytes, Corporate Services, 496-4580
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21. MSDS provides healthy work environment

One of the mandates of Materials Management is to supply Materials Safety Data Sheet (MSDS) assistance and information to City departments. The Edmonton Police Service requested this assistance for its Forensic Identification Services Section. Materials Management's MSDS specialist helped this section become knowledgeable on the safe storage, handling and correct labeling of the chemicals used in their workplace. The Forensic Identification Services Section was more than ready for its next inspection.

Providing a safe and healthy environment for all City of Edmonton employees is a top priority for the City. Ensuring the well being of its employees ensures a direct cost saving to the citizens of Edmonton .

Bob Crytes, Corporate Services, 496-4580
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22. Corporate Workforce Plan prepares City for future change

The Human Resources Branch, through a collaboration process, has designed a three-year Corporate Workforce Plan. This plan's strategies focus on building capacity, supportive practices and employees engagement. The purpose of the plan is to ensure the organization is well positioned for the coming changes in our workforce due to demographic changes and skill requirements. The Corporate Workforce Plan has been approved and the corporation is now focused on implementing supporting programs.

Jeff MacPherson, Corporate Services, 496-7800
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23. Drainage first city branch to use asset accounting

Drainage Services which holds about 45 per cent of the City's assets, has implemented a system to record and track the life of its assets, including costs and depreciation. The City of Edmonton is one of the first municipalities in Canada to implement asset accounting and Drainage is the first branch to use the new accounting system. What are the benefits? Asset accounting allows Drainage to better manage its resources and positions the branch to compare the benchmark itself with utilities across North America.

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24. Office of Emergency Preparedness

In its first 18 months of operation, the Office of Emergency Preparedness has completely overhauled the City of Edmonton's Emergency Preparedness Program. The City's Emergency Operations Centre has been completely redesigned and equipped and is now functional on a full-time basis. A new Municipal Emergency Plan has been written. Extensive emergency preparedness training has been done, with almost 100 City managers and senior staff trained to work in the Emergency Operations Centre. Ongoing training has been implemented to introduce the Incident Command System across the City, including all three emergency response organizations. A comprehensive system of program validation and testing has also commenced, including several levels of demanding emergency exercises. The efforts of the Office of Emergency Preparedness have significantly improved the ability of the City of Edmonton to react to a natural or human-made emergency or disaster.

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25. Joint Fire Investigations and EPS Arson Unit

The integration of EPS arson detectives with Edmonton's fire investigation team became official in February 2004. This partnership will work toward prevention of deliberately set fires and the successful prosecution of those responsible through well-managed cooperative investigations.



Through teamwork, both organizations will have quicker access to shared materials, resources, and people power, making the process of determining the cause of the fire more efficient. If arson is suspected in a fire, arson detectives and fire investigators can work toward a common goal from the beginning of the investigation, even while the fire is still in progress.

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26. Electronic Records Management Seminar

Securing and safeguarding the City's record is an important priority for the City. About 40 key staff members recently attended a day-long seminar by Jesse Wilkins, a recognized expert in the field of electronic records management. Mr. Wilkins, from Denver, Colorado, conducted the seminar for no speaking fee thanks to the City's participation in ARMA International, a professional records management association. ARMA's current international president is City employee Gisele Grawford. Mr. Wilkins topics included the challenges of electronic records management, long-term storage and maintenance of e-records, and the management of e-mail and instant messages.

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27. Production of ETS transfers saves money

In February 2004, Edmonton Transit introduced its latest design for bus transfers. Both design and production specifications have been changed on a number of previous occasions. Over the past six years, these changes have resulted in production savings of \$15,000 per year. In real terms, any increase in cost due to inflation has been effectively avoided.

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28. Human Resource Consultants for 2004-2006

For the period of 2004-2006, City Council will use a City of Edmonton Human Resource consultant to recruit citizen members to the boards Economic Development Edmonton and the Edmonton Regional Airports Authority. Previously a City consultant provided service only for Edmonton Police Commission recruitment. Using an in-house consultant rather than an outside agency will result in a cost savings of approximately \$90,000 per year.

Katherine I. Weaver, Office of City Clerk, 496-8154
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29. City Policy C476

With the approval of changes to City Policy C476, City Council expanded the use of best practices in volunteer management with all citizen appointments to agencies for board and commissions. To introduce the new process for evaluating board members and for position descriptions and performance criteria, the Office of the City Clerk organized workshops for the chairs, members, and staff of the boards. The new process firmly establishes the City as a leader in the use of volunteer management best practices in the public service.

Katherine I. Weaver, Office of City Clerks, 496-8154



30. Sir Winston Churchill Square Tee Transfer

The major improvements to the Churchill Square's underlying infrastructure meant extensive excavation that required the removal of many trees. These trees were moved to parkland in the Forest Heights neighborhood, and one tree was relocated to Victoria Golf Course.

Parkland Services Forestry crews spent many long evenings and early mornings ensuring the safe transfer of the 22 large, mature American Elm and Colorado Spruce trees. The trees were moved at night to minimize traffic disruption. The night move was also less stressful to the trees.

The move required major coordination between the Edmonton Police Service, EPCOR, Shaw Cable, the City's Community Services and Transportation and Streets Departments, Davey Tree and the Spruce Hills Tree Movers.

Edmontonians will continue to enjoy these relocated mature trees for many more years to come!

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Edmonton Public Library

Living the vision

Edmonton Public Library connects the people of Edmonton to the knowledge and cultures of the world.

31. Lois Hole Library Legacy Program donation

A copy of every book written by the Honorable Lois Hole, Lieutenant Governor of Alberta, and all books she writes in the future, will be presented to all libraries in the province. The Lieutenant Governor's son, Bill Hole, made the announcement at the 2004 launch of the Lois Hole Library legacy program. He noted that these donations honour his parents' commitment to libraries.

The Lois Hole Library Legacy program, launched in Edmonton last year, raised nearly \$117,000 to enrich collections in Edmonton. As part of the program, Albert's Family Restaurants is offering the EPL breakfast special of eggs and pancakes from April 1 to May 31, with a portion of the sales donated to the Lois Hole Library Legacy Program in Edmonton and area.

Keith Turnbull, Associate Director, 496-7060

32. Edmonton Public Library starts first online book club for adults

The Edmonton Public Library's first-ever online book club for adults, The Big Chill, ran from January through April, attracting 4,000 visits from book lovers. Participants received suggestions for books in

different genres and took part in book discussions, voted on their favorite movies based on books, solved word search and crossword puzzles and entered a "first line" contest. Participants with library cards were eligible to win prizes donated by Audreys Books, Chapters/Indigo, Greenwoods' Bookshoppe, Laurie Greenwood's Volume II Books, and Second Cup.

Judy Moore, Manager, Centre for Reading and the Arts, Stanley A. Milner Library, 496-7062

33. Kids traveled around the world at Library's online reading club

The Library's winter online reading club returned by popular demand and invited children to read around the world in 42 days. Thousands of children visited the Library's Web site in January and February from their homes, schools or any of the 16 city library locations. Participants entered contests, played games, did jigsaw puzzles, and coloured pictures. They also wrote e-mails to renowned authors, including Marie-Louise Gay, Janet Lunn, and Robert Munsch, as well as Edmonton's Governor General's award winner Glen Huser. The winter online reading club was designed to encourage children to improve reading and Internet skills in a safe and appealing environment.

Melanie Johnson, Youth Services Librarian and Assistant Manager, Lessard Branch, 496-1438

34. Playground for Reading in Tots Fair

Working with Family Productions Inc., the Library hosted "Playground for Reading" in the Mom, Pop and Tots Fair on April 30 and May 1 in Northlands Sportex. Knowledgeable library staff showed parents and toddlers how to use the library as a Playground for Reading by recommending age appropriate books, videos, and music and informing them of the variety of programs offered free of charge for babies to school aged children at different library locations. Readers' Theatre performances were presented on the Main Stage. Playground for Reading promotion was broadcast in 14 different languages on CKER to inform a multicultural audience.

Iolani Domingo, Manager, Communications, 496-7056

WINNING WAYS

35. Double barrel sewer wins engineering award

At their recent annual showcase awards, the Consulting Engineers of Alberta singled out Drainage Services for recognition. The branch won an award of merit in three categories for the repair and replacement of a unique double barrel pipe. The pipe systems conveys both sanitary and storm sewer flows in a single pipe. Over time, the interior dividing wall had deteriorated, resulting in the leakage of sewage. "This project incorporates basic principles and innovations in resolving a very unique problem," commented the judge. "There were no similar undertakings in the past to refer to as a model. This project demonstrates truly creative engineering at its best."

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36. Communities in Bloom Award

Edmonton was recognized for its community gardens at the Communities in Bloom Awards in Stratford, Ontario on September 27, 2003.

The Community Services Department participated in the annual Communities in Bloom competition in partnership with the Edmonton Horticultural Society. Edmonton maintained its top "Five Bloom" status and was commended for the support and cooperation provided to community gardens. The judges stated that "the social interaction and sense of community that gardens foster is an important benefit of the program."

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