

2023 Report on Service, Savings and Sustainability (SSS)

ISSUE

The City of Saskatoon (City) strives to become the best-managed city in Canada. The purpose of this report is to provide City Council with an update on the City's accomplishments in 2023 to improve services, find savings, and enhance sustainability. The initiatives outlined in this report and the attached 2023 SSS Report support the Strategic Goal of A Culture of Continuous Improvement.

BACKGROUND

City Council, at its meeting held on February 7, 2005, resolved:

1. That City Council confirm its commitment to continually attempt to increase the corporation's productivity and efficiency, and
2. That City Council instruct Administration to prepare a report annually on efficiencies implemented in the previous year.

CURRENT STATUS

The City's annual Service, Savings and Sustainability (SSS) Report highlights the innovative and creative ways employees are fostering a culture of continuous improvement in all aspects of civic operations.

This report uses the following categories:

- Service improvements focus on how employees are working hard to continually enhance the quality and reliability of current civic services as well as adapt to the changing needs of the public.
- Savings underscore the power of thinking differently and adopting new processes to use human and financial resources as effectively as possible.
- Sustainability speaks to efforts to ensure Saskatoon grows in harmony with nature, outlining initiatives that reduce the City's environmental footprint, mitigate the risks posed by climate change, and create a more equitable and socially responsible community.

DISCUSSION/ANALYSIS

The development of the 2023 SSS Report was initiated in late 2023 with contributions from City divisions under the categories of Service, Savings, and Sustainability.

A few highlights from each of those sections are presented below. The full 2023 SSS Report is included as Appendix 1.

Service:

- The City invited three young Indigenous artists to paint a new community tipi. The art was inspired by conversations with Elders, Knowledge Keepers, community members, and youth. The artwork and designs reflect the land, spirit, and people of Saskatoon.

- Despite a national lifeguard shortage, Recreation and Community Development staff have made a concerted effort over the past two years to ensure staffing levels were maintained and continue to provide quality aquatic recreation opportunities for Saskatoon. Recreation and Community Development was able to maintain full lifeguard staff who are fully trained through creative and enduring work and ensures that the City is able to provide access to programs, training, and safety supervision.
- Saskatoon Transit introduced mobile tickets for high school passes and post-secondary semester passes on the TGo and Transit mobile apps. This made it easier for students to access their passes, introduces cost savings on traditional ticketing infrastructure, and makes it easier to interact with Transit service.

Savings:

- The City undertook a review of black cart asset information in preparation for the implementation of the garbage utility and cart size request program. Through this process, the data was made more accurate, and the City was able to avoid \$540,000 in black cart costs.
- The Parks and Sustainability departments partnered to save approximately \$65,000 in water costs using an evapotranspiration-based irrigation system approach in seven sports fields in 2023. These results exceeded expectations and planning efforts have begun to optimize the entire Parks' irrigation network system.
- The Information Technology department took the opportunity to consolidating two Oracle licenses together to eliminate \$7,000 in extra maintenance costs.

Sustainability:

- The Household Glass Recycling Program had its best year yet in 2023. Sarcan recycled 167.84 metric tonnes of clear and coloured glass, and over 690 metric tonnes of household glass have been diverted from the landfill since the program's inception in 2019.
- The City's Environmental Grant program continued in 2023 to support nonprofits in the city. A total of \$59,000 in funding was awarded to 15 organizations that helped various environmental initiatives.
- A new dry pond was constructed in Weaver Park in 2023 to mitigate flooding for the intersection of Cascade Street/Dufferin Avenue and Bute Street/Dufferin Avenue as a part of the Flood Control Strategy project.

OTHER IMPLICATIONS

There are no financial, privacy, legal, social, or environmental implications identified.

NEXT STEPS

The 2023 SSS Report will be made available on the City's website, saskatoon.ca. The report's release and content will be promoted through social media channels and a News Release.

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As with previous years, printed copies of the 2023 SSS Report will not be produced to continue to align with the sustainability efforts around using less paper.

APPENDIX

1. 2023 Service, Savings, and Sustainability Report

Report Approval

Written by: Mary Ingram, Strategy Lead, Portfolio & Project Management

Reviewed by: Meka Okochi, Director of Organizational Strategy Execution
Celene Anger, Chief Strategy and Transformation Officer

Approved by: Jeff Jorgenson, City Manager

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