

Transit

Public Transit

Key programs and services:

- **Bus Transit,**
- **Light Rail Transit (LRT)**
- **DATS**
- **LRT expansion**
- **Security & transit centres**

The Transportation Department's mission is to provide a safe, effective, efficient, reliable, and integrated transportation system for the citizens of Edmonton.



The Department is responsible for the planning, design, and operation of Edmonton's transportation infrastructure and services, including roads, bridges, sidewalks, shared-use paths, and public transit.

Construction and renewal of this infrastructure accounts for approximately one half of the City's total Capital Budget on an annual basis.

Approximately one quarter of the City's workforce is employed by the Transportation Department's three branches, and the Department's operating costs constitute approximately one quarter of the total City Operating Budget.

Advancing the City's Goals:

The Transportation Department has primary responsibility for achieving the 10-year goal "Shift Edmonton's Transportation Mode" outlined in The Way Ahead. This goal, in addition to other goals related to the provision of transportation services and infrastructure, forms the basis of the new Transportation Master Plan, The Way We Move, which was approved by City Council in September 2009.

Through the integration of transportation and land-use planning, the Department also contributes to the 10-year goal "Transform Edmonton's Urban Form", and the related Municipal Development Plan, The Way We Grow. The Transportation Department will also help contribute to The Way We Green, by helping people use transit instead of single-occupant personal vehicles.

Transit

Edmonton Transit's vision is to be a fully integrated, progressive, easy-to-use, public transit system that supports economic development, improving the quality of life in Edmonton.

Edmonton Transit strives to provide safe, reliable and affordable public transit services.

The Edmonton Transit System is Canada's 6th largest transit agency. In 2008, ETS celebrated 100 years of public transit service to the community. ETS currently

employs 2,111 people, including operators, dispatchers, trainers, security personnel, service / business and community planners.

ETS is the first agency in North America to introduce LRT to a community of under 1 million people, one of the first to provide

standardized low-floor accessible buses, and the first to link transit use to Air Miles rewards.

ETS Quick Facts

Facilities:

- 24 Transit Centres
- 6 Garages
- 15 LRT stations

Buses:

- 904 Conventional Buses
- 45 Community Buses
- 289 Routes

DATS Vehicles: 98

- 926,000 Service Trips

LRT:

- 74 Rail Vehicles

Recent projects:

- South LRT Extension (Health Sciences to Century Park)
- North LRT Extension (Churchill to NAIT)

2010 Ridership: 71,230,756



Roads

Roads

Key programs and services:

- **Pothole repair**
- **snow clearing**
- **design & construction**
- **transportation planning**
- **traffic safety, traffic operations**
- **signals & street lighting**
- **sustainable and active transportation**

The Transportation Department's mission is to provide a safe, effective, efficient, reliable, and integrated transportation system for the citizens of Edmonton.

The Department is responsible for the planning, design, and operation of Edmonton's transportation infrastructure and services, including roads, bridges, sidewalks, shared-use paths, and public transit.

Construction and renewal of this infrastructure accounts for approximately one half of the City's total Capital Budget on an annual basis.

Approximately one quarter of the City's workforce is employed by the Transportation Department's three branches, and the Department's operating costs constitute approximately one quarter of the total City Operating Budget.

Advancing the City's Goals:

The Transportation Department has primary responsibility for achieving the 10-year goal "Shift Edmonton's Transportation Mode" outlined in The Way Ahead. This goal, in addition to other goals related to the provision of transportation services and infrastructure, forms the basis of the new Transportation Master Plan, The Way We Move, which was approved by City Council in September 2009.

Through the integration of transportation and land-use planning, the Department also



contributes to the 10-year goal "Transform Edmonton's Urban Form", and the related Municipal Development Plan, The Way We Grow.

Transportation Systems

The Transportation Systems program encompasses the planning, design, operation, and maintenance of the roads, sidewalks, shared-use paths, and supporting infrastructure that make up much of the transportation network.

This includes operating the traffic signal network to clearing snow, which directly contribute to keeping traffic flowing and ensuring the daily movement of goods and services throughout Edmonton.

Summer road maintenance, such as pothole filling and patch paving helps maintain transportation infrastructure in better condition, ensuring that it doesn't deteriorate more rapidly than planned. 'Well-Maintained Infrastructure' is one of the key goals of The Way We Move, and also helps to encourage transportation mode shift.

Transportation Planning

The development and implementation of strategic plans and policies, such as the Transportation Master Plan, will help guide the City's actions to achieve the City Vision. It is equally important to ensure on a day-to-day basis that the infrastructure that is being put in place by the City and by developers is well planned.

- Roadway Maintenance
- Engineering Services
- Traffic Engineering
- Office of Traffic Safety
- Signals, Street Lighting, & Infrastructure
- Traffic Control
- Development Planning and Engineering
- Facility and Capital Planning
- Policy Implementation and Evaluation
- Sustainable Transportation

Police

Edmonton Police Services

Mission: In partnership with our citizens, we will build safe communities through leadership and policing excellence.

Programs and services include:

- **Community policing**
- **crime prevention**
- **victim support**
- **traffic & vehicles**
- **special crimes units and initiatives**

Information from the 2011 budget:

Several initiatives directly address the priorities Edmontonians identified through a recent Citizen Survey:

TRAFFIC

- Integrated Corridor Safety Program
- Strategic Traffic Enforcement Plan
- Operation 24
- Curb the Danger
- Check Stop
- Noisy Vehicle Strategy

GANGS/ORGANIZED CRIME AND DRUGS

- Gang and Drug Enforcement
- Crime Reduction
- Clearance Rates

NEIGHBOURHOOD PROBLEMS

- Beat Officer Program
- Neighbourhood Empowerment Teams
- Geographic Deployment Model

Annual Policing Plan – Key Initiatives:

- Reduced Crime & Victimization
- Geographic Deployment Model
- Crime Reduction
- Integrated Corridor Safety Program
- Noisy Vehicle Strategy
- Gang & Drug Enforcement
- Citizen-centred Police Service



Property crimes are dramatically down, clearance rates are increasing, injury collisions are down significantly, and police are responding to emergency calls quicker.

A new enhanced strategy to Reduce Violent Crime is a long-term plan for targeting the causes of the increase in the homicide rate.

Advancing the City's Goals:

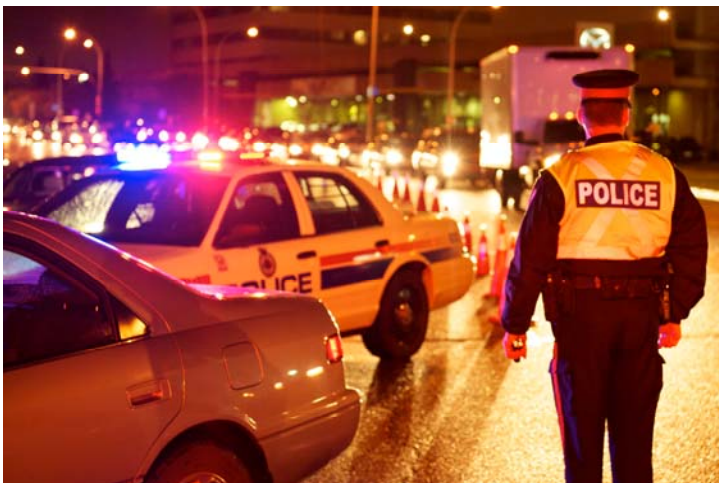
EPS is integral to advancing Edmonton's 10-year goal to improve livability by supporting the core objective of ensuring a safe city.

Key challenges

Social disorder includes street level crimes – personal robberies, graffiti, prostitution, etc. These crimes are influenced by mental health issues, homelessness, poverty, unemployment, drugs and alcohol and other social disorders. EPS must be diligent in addressing social disorder and has a key role to play in initiatives such as the City's 10-year plan to end homelessness.

Doing more

The pressure to control spending is constant. In a policing environment, costs continue to rise due to increased demand for service, changes in legislation and the judicial system, specialization of police and the impacts of inflation and salary increases. EPS must continually hone its business practices and approaches to ensure that it remains an effective and efficient service provider to the citizens of Edmonton.



Fire Rescue



Our key responsibilities include:

- Working toward achieving targeted goals of City Council endorsed response times to fire suppression, rescue and life threatening emergency medical incidents.
- Emergency Response Communications service.
- Public Safety programs that provide Edmontonians with a sense of security and community building while lowering risk of fire through prevention and awareness.
- Delivery of firefighter core competency and officer promotional training programs.
- Maintaining Fire Rescue Environmental Management System registration to the international environmental standard International Organization for Standardization (ISO) 14001.

Fire Rescue Services

Programs and services include:

- **Fire rescue operations**
- **medical event response**
- **hazardous material event response**
- **public safety and fire investigations**
- **fire prevention & public education**
- **environmental management**
- **training and dispatch**

Fire Rescue Services serves to protect the lives, properties and environment of citizens within our community. The essential services provided by Fire Rescue Services include response to fire suppression, life threatening emergency medical and environmental impact events, which is supplemented by fire investigation, fire prevention and public education programs.

Advancing the City's Goals:

Fire Rescue Services advances 'The Way Ahead' goals by helping to ensure:

- Impact on the environment is minimized.
- Citizens and their property are safe.
- Services are accessible and affordable.
- Citizens are socially connected and active in their communities.
- Facilities, neighbourhoods, and public spaces are developed and sustained to meet community needs.

Fire Rescue Operations staff provide public safety coverage to the community 24 hours a day, 7 days a week, 365 days a year.

Fire Prevention works to reduce the number of fires that occur in Edmonton through fire code compliance inspections, plans examination and permit issuance. These *Safety Codes Act* services are administered by accredited municipalities of Alberta Ministry of Municipal Affairs.

Fire Rescue Services in 2010:

- responded to 34,474 fire suppression, medical, rescue and hazardous materials events
- conducted almost 30,000 fire code compliance inspections and activities
- investigated more than 1,000 fires
- one new fire hall completed in 2010, one under construction for 2011 completion



Infrastructure

Infrastructure Renewal & Development

Programs and services include:

- **Neighbourhood Renewal Program – streets/sidewalks/streetlights in mature neighbourhoods**
- **Great Neighbourhoods Capital Program**
- **drainage/sewer renewal**
- **major project development – bridge renewal and replacement, recreation complex construction**
- **Financing and debt repayment**

The City delivers major capital (infrastructure) construction to support a range of services, using world-recognized best practices in delivery, design and construction methods.

We work to ensure that the City's road network and civic buildings, such as new recreation centres, are constructed efficiently and within a competitive environment.

Advancing the City's Goals:

The Way We Move: providing economical public transportation through the construction of new LRT lines and through the construction of roads to move goods and services through the City of Edmonton.

The Way We Green: recycling construction material and by providing LEED certified, energy-efficient civic buildings.

The Way We Live: renewing existing civic infrastructure and constructing active transportation facilities such as multi-use trails and bicycle paths.

Great Neighbourhoods Capital Program

\$15 M per year in capital funding. Projects include:

- Alberta Avenue Revitalization – 92 to 97 St. and 78 to 83 St. with streetscape and arterial road improvements
- 108 St. (Capital Boulevard) from 99 Ave.



Capital construction:

- \$800 M worth of construction & renewal projects / yr
- Over 200 capital projects completed annually

Recent projects include:

- Terwillegar Community Recreation Centre
- Animal Care & Control Centre
- Norwood Fire Station
- Fort Edmonton Footbridge

Underway:

- Ellerslie Fire Station
- Commonwealth Community Recreation Centre
- Clareview Community Recreation Centre and Library
- Meadows Community Recreation Centre and Library
- Renewal in 20 neighbourhoods /yr with reconstruction or maintenance of roads, sidewalks and streetlights

to Jasper Ave.

- Capital enhancements in Belvedere, Fulton Place, Meadowlark Park, Park Allen, Sherbrooke and Strathcona
- McCauley Revitalization Strategy - Urban Design and vibrant public spaces
- Jasper Place Revitalization Infrastructure

Neighbourhood Renewal Program

We leverage provincial grant funding (MSI) with a 1.5% property tax dedicated to fixing Edmonton's aging community roads, sidewalks and street lights.

- Microsurfacing (road sealant)
- Neighbourhood Overlay
- Neighbourhood Reconstruction (replacement of road, curb and gutter, sidewalk and street lighting)



Community services



Community Facility & Neighbourhood Development Services

Programs and services include:

- **Family and Community Support Services**
- **Assessment and Short-Term Counselling**
- **Prevention of Family Violence and Intervention Teams**
- **Community facilities/recreation centres, pools, arenas, golf courses**
- **City attractions**
- **Capital City Cleanup**
- **grants administration**
- **partnerships and boards & commissions**
- **Office of Great Neighbourhoods**
- **animal care & control services**
- **bylaw complaints & investigation**
- **Aboriginal and race relations**
- **Edmonton Combative Sports Commission**
- **City services for festivals and events**

From arena ice managers and lifeguards to social workers and multicultural liaison teams, we are committed to making a difference every day. We foster a caring, safe, connected city, where people of all ages, backgrounds, cultures and income levels have the opportunity to succeed.

We work to ensure Edmonton is one of Canada's most livable cities:

- welcoming to all, safe and clean, supportive of its heritage, arts and cultural communities, and
- encouraging of active lifestyles through recreational opportunities.

Community Facility Services

We deliver public recreation, sports, leisure and heritage programs, services and collections to Edmontonians. The 60 City facilities offer year-round activities and recreational opportunities.

Overall attendance in 2009 at City facilities topped 5.5 million. We also support 22 partner-operated community facilities.

Neighbourhood & Community Development

We enrich community life by working in partnership with others to strengthen individuals and families, support neighbourhood aspirations, and engage people in the development of their communities.

Community Standards and Strategies

We work to uphold community bylaws, from parking to noise, from weeds to stray pets. We also work to ensure all Edmonton residents, cultures and communities are accepted, represented and engaged in our city.

City Facilities

- Animal Care & Control Centre
- Commonwealth Stadium and Fitness Centre / Joe
- Clarke Athletic Grounds
- Edmonton Valley Zoo
- John Janzen Nature Centre
- John Walter Museum
- Muttart Conservatory
- Prince of Wales Armouries Heritage Centre
- City Archives
- City Arts Centre
- City Artifacts Centre
- Jasper Place Annex
- Heritage Amphitheatre
- Central Lions Seniors Centre
- Northgate Lions Seniors Centre
- ACT Aquatic and Recreation Centre
- Bonnie Doon Leisure Centre
- Confederation Leisure Centre
- Eastglen Leisure Centre
- Grand Trunk Fitness and Leisure Centre
- Hardisty Fitness and Leisure Centre
- Jasper Place Fitness and Leisure Centre
- Kinsmen Sports Centre
- Londonderry Fitness and Leisure Centre
- Mill Woods Recreation Centre
- O'Leary Fitness and Leisure Centre
- Peter Hemingway Fitness and Leisure Centre
- St. Francis Xavier Sports Centre
- Terwillegar Community Recreation Centre
- 6 outdoor pools, 20 community arenas
- 8 cemeteries
- 3 city golf courses
- 22 partner operated facilities

Parks

Parks

Programs and services include:

- **playgrounds**
- **sports fields**
- **turf maintenance**
- **river valley trails**
- **forestry and horticulture**
- **pest management**
- **parks maintenance**
- **parks planning**
- **natural areas acquisition and preservation**

The city's parks and natural areas offer many benefits to our community. From an environmental perspective, green infrastructure provides a range of ecological services to improve the health of the community and to mitigate the affects of climate change.

From a livability perspective, a well-planned, well-maintained park system provide places to play; to exercise; to relax and unwind; to learn about and enjoy nature; and to build community. Parks also contribute to Edmonton's urban form through ecological network and urban biodiversity, and contribute to economic



sustainability through higher property values in proximity to parks.

Maintenance of North America's largest continuous urban parkland in the river valley system and maintenance of:

- 4,354 hectares of turf
- 9,093 square metres of flower beds
- 1,288,584 square metres of shrub beds
- 1,920 square metres of container planters
- 344 hanging baskets maintained
- 351 playgrounds managed
- 9 skate parks inspected
- 1,848 sportsfields maintained
- 2,805 sports fixtures (backstops/goal posts)
- 83 tennis courts
- 400+ long jump pits in schoolyards
- 15 400-metre running tracks
- 1,300+ illegal homeless camps removed
- 300+ dogs at large on parkland handled
- 810 garbage collection sites
- Lighting on 927 trees
- 130,750 square metres of outdoor ice
- 12 trees pruned per crew day
- 7,800+ trees planted
- 14.5 hectares per day of helicopter mosquito spraying
- 3.52 hectares per day of ground mosquito spraying per 2 person crew
- 5.12 hectares per day of ditch mosquito spraying per 1 person crew
- 270+ construction projects
- 55 Master Naturalists trained

Parks Management and Operations

Our objective is stewardship of the City's green assets and the provision of safe, aesthetically pleasing and functional parks to meet the needs of diverse user groups.

Parks Management and Operations provides functional, safe, aesthetically pleasing and usable parks and facilities year-round by performing regular maintenance of turf, trees, flowers and shrubs (horticulture), sports fields, playgrounds on all civic parks, boulevards, school sites, natural areas, roadway landscapes and utility corridors.

Winter maintenance operational activities include snow removal in parking lots and on river

valley trails, grooming ski trails, outdoor ice maintenance and inspecting tobogganing hills. Also, park ranger patrols are conducted year round.

Parks Development and Preservation

We are responsible for park planning, land acquisition and long range strategic policy planning. This service manages capital projects, grant preparation as well as protection of natural areas and biodiversity.



Planning

Sustainable planning and development

Programs and services include:

- **urban planning**
- **housing services**
- **Environment Office**
- **buildings & landscape services**
- **City properties, land management**
- **zoning, building permits and licensing, safety codes**
- **development administration**
- **assessment and site servicing**



Redevelopment opportunities in mature areas and new development opportunities in growing neighbourhoods are coordinated to fulfill the City's sustainable development goals.

We develop appropriate guidelines and regulations for land use and urban design, and apply policy standards consistently through our planning and zoning decisions.

Advancing the City's goals:

Sustainable development is integral to the achievement of the goals in the Way We Grow, the Way We Green, the Way We Live and the Way We Prosper.



Our mission is to sustain and enhance Edmonton's quality of life by implementing Council's Vision through planning, policy, taxation, bylaw enforcement and housing services while meeting statutory requirements.

Our goal is to create a more sustainable, compact and healthy city.

We use an integrated planning approach to build a vibrant city. We invest in revitalization efforts, business revitalization zones and stimulate an economic environment to continue Edmonton's growing success.

We work to provide a variety of housing types, and transportation options, as well as other amenities and services required to meet people's daily needs within their neighbourhoods.

Areas of responsibility include:

- Zoning applications and bylaws
- Subdivision and development applications
- Urban design and heritage preservation
- Development Servicing and Engineering
- Safety Codes administration and inspections
- Business Revitalization Zones and Façade Improvement Program
- Building renovations permits and advice
- Engineering drawing review
- Cornerstones plan implementation
- Landlord and Tenant Advisory Services
- The Quarters Downtown Revitalization
- Boyle Renaissance Initiative
- Names Advisory Committee
- Edmonton Design Committee
- Capital City Downtown Plan

Annual activity includes:

- 30,000 house combo, development permits, and zoning, compliance applications processed
- 100 servicing agreements
- 75,000 Building, plumbing and gas, HVAC, and electrical inspections
- 3,000+ affordable housing units
- 75 heritage designations

Governance



City Governance

Programs and services include:

- **City Council**
- **City Auditor**
- **City Manager's Office**
- **Financial strategy**
- **City Clerk's Office**



City Council

The Municipal Government Act gives City Council the responsibility for developing and evaluating the policies and programs of the municipality and for making sure that the powers, duties and functions of the municipality are appropriately carried out.

The purposes of the municipality are to provide good government; provide services, facilities or other services that in the opinion of Council, are necessary or desirable for all or part of the municipality; and to develop and maintain safe and viable communities.

City Council developed the City vision for Edmonton in 2040 based on significant public input in 2007-08. Council has established six 10-year goals to advance towards the vision and is approving plans based on public consultation for each of the goals.

City Manager

The City Manager is the Chief Administrative Officer for the City of Edmonton. The City Manager's main duties are defined by the



Government of Alberta Municipal Government Act and the City Administration Bylaw. The Office of the City Manager conducts intergovernmental affairs, pursues national and international events, and manages corporate communications. The City Manager is responsible for the City's Strategic Plan and for ensuring it's conditions of success:

- organizational capacity;
- sound management practices and processes;
- enabling infrastructure; and
- effective communication.

City Auditor

The Office of the City Auditor (OCA) is independent from the Administration, reporting directly to City Council through the Audit Committee. The City Auditor is responsible for all internal auditing activities within City Programs and City Agencies. This office provides independent and objective review and consulting services to improve the City's programs by applying a systematic, disciplined approach to evaluate and improve the City's risk management, control and governance processes.

This office also administers the City of Edmonton's Fraud and Misconduct Hotline and coordinates fraud investigation activities within City Programs or City Agencies.

City Clerk

The Office of the City Clerk leads the process of democratic governance and legislative requirements for the City by supporting the decision-making process of Council and Committees, conducting a census and election, and ensuring that corporate information is safe, secure and accessible. Through the management of more than 150 meetings that deal with over 1,500 separate items the business of the City is conducted.

The Office ensures open access to the City's quasi-judicial bodies (Subdivision and Development Appeal Board, Assessment Review Board, Community Standards and License Appeal Committee) and provides the appropriate tools and information for citizens and clients to engage in civic process. The Office supports Civic Agencies by providing governance and structure.

Support

Corporate Support

Programs and services include:

- **311 and City website**
- **Information Technology**
- **Human Resources**
- **Legal Services**
- **Corporate security**
- **Fleet Services**
- **Materials management and procurement**

Corporate Services provides the supporting services necessary for the City to function effectively. This includes finding and retaining staff, managing the supply chain of goods and services, keeping our fleet on the road and our computer programs running, managing the legal complexities of the corporation, and communication with the public through the 311 contact centre and websites.

Serving Edmonton

The Fleet Services Branch provides efficient, cost-effective, fleet management services to City of Edmonton departments and external agencies including the Edmonton Police Service, the Edmonton Public Library, Alberta Health Services, and EPCOR. We manage approximately \$560 million in a wide variety of vehicle, equipment, and infrastructure assets including sanders, backhoes, buses, vans, and fire trucks.



The 311 Contact Centre and the *edmonton.ca* website operate 24-hours per day, all year to connect with citizens.

Citizens can access a wide range of information and services from pet licenses to bus routes.

Human Resources supports all areas of the City with support in recruitment, labour relations, compensation and payroll, employee safety, wellness and training.

IT helps manage 1,100 desktop applications, seven enterprise applications and over 130 line-of-business applications accessed through over 8,000

Service activities include:

- 1.6 million calls from citizens to 311
- 150,000 requests from employees to Inside Information help centre
- 26 websites managed, 20,000 pages reviewed and published for 9 million visitors
- 66,908 job applications reviewed
- 745 permanent employee and 1,861 temporary employees hired
- 250 appointments to over 60 boards
- 135 IT business applications managed and 1,100 desktop applications
- 750+ new files opened in the Law Section
- 3,000+ bylaw prosecutions
- 1,150+ alarms security guards respond to
- 820+ tickets issued by peace officers in the downtown core
- 500+ Tender/RFP's issued
- 1,715 Purchase Orders issued
- 6,321,439 pieces of mail handled
- Over 10,000 files retrievals processed
- 2,800 assessment complaints processed
- 37.7 million liters of fuel processed
- All city buses, police cars, fire trucks, lawn mowers and other civic vehicles maintained

computers and over 12,000 telecommunications devices.

The Law Branch represents the City in lawsuits and other legal actions, reviewing and drafting contracts, providing legal advice. They work to reduce risk to the City and providing security for staff and City assets.

Materials Management ensures we achieve best value from the \$1B spent on goods, services and construction, in the most fair procurement process, while meeting business needs and delivering on our sustainability commitments.



Libraries

Quick Facts About EPL:

- EPL is Edmonton's largest lender of all forms of information and entertainment
- 14 million+ visits per year
- 12 million+ items borrowed
- Third highest in loans in Canada
- 17 service points in Edmonton
- New buildings planned for Highlands, Jasper Place, Clareview, the Meadows and Mill Woods
- Nearly 500 public computer stations for free, convenient and unrestricted use
- customer training and support for public computers
- over 6,800 programs for all ages and interests (including baby laptime, preschool storytime, book club discussions...)
- 2 million+ customer questions answered by reference staff

Materials include:

- over 3 million items in its collection including books, CDs, DVDs, video games and digital downloadable content
- over 800 newspapers from 80 countries in 38 languages
- over 100 subject databases
- Aboriginal collections
- Materials in 20 world languages

Public Library

Programs and services include:

- **digital and physical collections**
- **17 community locations**
- **inter-library loans**
- **reference services**
- **public computers**
- **home delivery for special access**

Vision: Experts in providing access to the world's information, ideas and entertainment—enabling a lifetime of learning, engagement and possibility for every Edmontonian.

Mission: We Share!

Under the provincial Libraries Act, the Edmonton Public Library Board of Trustees is empowered to provide oversight and strategic direction in the delivery of library services. In addition to governance, the Board's primary functions are to lobby and advocate for EPL to ensure resources are available to fulfill its mission and vision.

Advancing the City's goals:

EPL plays an essential role in the economic, social and cultural foundation of our vibrant society. EPL contributes to each of the Ways Plans. By forming key partnerships with a variety of community groups, it supports the City's commitment to caring, inclusivity, and affordable services.

The Edmonton Public Library's six strategic directions for 2011-2013:

OUR CUSTOMERS - We are an integral part of the daily lives of all Edmontonians -- at every stage of their lives. We know and listen to Edmontonians. Everyone feels comfortable and welcome.

OUR COMMUNITY - We strengthen neighbourhoods and communities by creating connections and understanding needs. We go beyond traditional boundaries, fostering collaborative relationships to build relevant and responsive library services.

EVOLVING TECHNOLOGIES - We leverage evolving technologies to help Edmontonians connect locally and globally with ideas, information, entertainment and each other -- when, where and how they choose.

OPEN SPACES - We create open, safe and inspiring physical and virtual spaces.

A LEARNING CULTURE - We are passionate, engaged and confident in our work. We learn and share knowledge and skills to achieve our potential and beyond. We build our capacity for change by working together.

SERVICE EXCELLENCE - We deliver efficient and effective services with creative, sustainable, diverse and eco-friendly resources and practices.

EPL owns nine facilities, leases seven and has a partnership with the University of Alberta to provide services on site at the epiGO location.



Waste Management

Waste Management Services – utility

Programs and services include:

- **garbage collection**
- **Blue Bag recycling for single family homes, blue bin recycling for apartments and condos**
- **3 eco stations**
- **22 community recycling depots**
- **Big Bin events for large items**
- **composting facility**
- **Materials Recovery Facility for sorting recyclables**
- **Electronics/electrical appliances recycling**
- **Waste to Biofuels facility under construction**
- **Partnership with Greys to recycle paper and glass**



Edmonton is well positioned towards its goal of achieving 90% diversion of residential waste from landfill in 2015 and provide further reason for pride in our City as an international waste management leader.

Advancing City's goals

Edmonton is an international leader in urban waste solutions that has evolved from a single focus on burying waste in landfills just 20 years ago, to today's integrated, sustainable system that diverts up to 60% of residential waste from landfill. This achievement directly contributes to City Council's strategic goal, Preserve and Sustain Edmonton's Environment.

Service activities include (2010 figures):

- Collected 236,338 tonnes of residential garbage and 51,588 tonnes of recyclables
- Provided processing and disposal services for waste and recyclables through integrated facilities and programs at the Edmonton Waste Management Centre
- Provided assisted-waste-collection service (door-side) to 135 residents with mobility challenges.
- 3 Eco Stations operated year-round
- 12 Big Bin Events for free drop-off of 2,200 tonnes of material
- 22 Community Recycling Depots located City-wide and available 24/7
- 7,492 tonnes recyclables collected from depots
- 1 Reuse Centre available year-round with 90% of material reused or recycled
- 1,500 litter containers serviced year-round

With a focus on innovation, we also contribute to Council's strategic goal, Diversify Edmonton's Economy. The Branch has achieved significant success in attracting new green businesses to the City such as Global

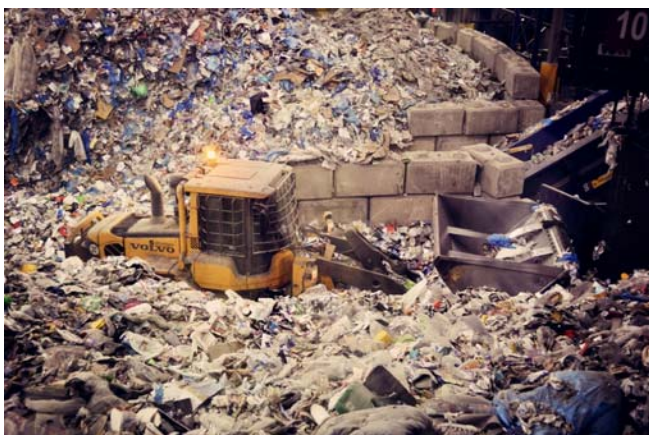
Electric and Electronic Processors (GEEP), Greys Paper Recycling Inc. and Enerkem Alberta Biofuels. These businesses bring new technology, create jobs and contribute to the City's environmental and financial sustainability.

Our main focus is the consistent delivery of responsive waste collection, and processing and disposal services. A commitment to excellence in meeting the service needs of residents results in regular rating of waste

management services as among the best civic services delivered. This service objective meets City Council's strategic goal, Improve Edmonton's Livability.

Utility model

Waste Management became a full utility in January 2009. Operating under a utility cost model, the revenues generated cover the daily operating costs as well as the long term capital requirements. The goal is to provide the best possible service at the lowest cost to the customers.



Drainage

Drainage Services – utility

Programs and services include:

- **sewer systems operation and maintenance**
- **land drainage and stormwater management**
- **tunneling services**
- **lot grading inspection**
- **design & construction**
- **emergency sewer repairs**
- **environmental and drainage asset planning**

Drainage Services operates the Sanitary Utility (collection and transmission of wastewater) as well as the Stormwater Utility (collection and transmission of stormwater).

With an asset replacement value of over \$14.9 billion at the end of 2010, Drainage Services operates and maintains over 5,400 km of pipe, 330,000 service connections and numerous other system assets. Both utilities are operated as public utilities under a full cost recovery

Responsibilities include:

- Biosolids Management and Support Services
- Environmental Services
- Pumpwell Maintenance
- Customer Service (incl. emergency responses)
- Preventative Maintenance
- Drainage Information Systems
- Drainage Design and Infrastructure Construction
- Engineering and Project Management
- Infrastructure and Business Planning
- Environmental and Drainage Asset Planning

Key initiatives:

- Drainage Neighbourhood Renewal
- Flood Prevention Program
- Stormwater Quality Enhancement
- Combined Sewer Overflow Strategy
- Sanitary Servicing Strategy

Service activities include:

- Full reconstruct of sewer systems in 5 to 7 mature neighbourhoods per year
- 80+ km of sewer line renewed/yr
- 30+ neighbourhoods completed in Flood Prevention program
- 113 wet ponds and 63 dry ponds maintained
- 7,000 sewer outfall inspections and sampling annually to protect the North Saskatchewan River
- 71 wastewater and stormwater pumping stations
- 7,000 customer service calls for home drainage system issues
- 6,300 sewer trouble complaints inspected and rectified
- Major repairs including over 225 sewer services, 55 sewer service relines and 36 mainline repairs
- Herbicide application for tree root control for over 900 sewers
- Inspection of 131,284 km of sewer mainlines by closed circuit television, 9,800 channel inspections and 1,181 visual inspections of mainlines



model without subsidy from property tax.

Edmonton's sanitary, storm and combined sewer pipes have an average age of 50 years, which is roughly half of the expected life span.

We have four sections:

Drainage Planning is responsible for the development of major strategies and programs to meet established departmental objectives.

Development Services ensures that the system monitoring, regulatory, development and public services functions are met.

Drainage Operations maintains and operates the drainage systems.

Design & Construction is responsible for implementation of Drainage strategies.

With a goal to extend the life and function of our drainage systems public education programs raise awareness for critical drainage issues. Current programs include "Treat-It-Right", "Store It, Don't Pour It" and "Trap It! Trash It! Strain It!". We implement the City's Lot Grading Program to minimize the risk of surface drainage issues between adjacent properties and we administer the Flood proofing program to assist homeowners in protecting their home and property.



EEDC



Edmonton Economic Development Corporation

Programs and services include:

- **Economic development initiatives**
- **Edmonton Tourism**
- **Shaw Conference Centre**
- **Edmonton Research Park**
- **Edmonton Film Commission**
- **Workforce/labour strategy**
- **TEC Edmonton partnership**

Edmonton Economic Development Corporation (EEDC) was established in 1993, as an independent not-for-profit corporate entity by the City of Edmonton to promote economic development and tourism.

EEDC is also responsible, on behalf of the City, for TEC Edmonton. TEC Edmonton is the joint venture entity created by the University of Alberta and EEDC for the purposes of commercializing research and development.

Vision: To ensure Edmonton is recognized as one of the world's leading mid-sized cities by 2030. A leading mid-sized city is one with the highest standards of living and a place where people choose to work, live and visit.



Shaw Conference Centre:

- 630+ events per year
- 444,000+ people pass through the building
- 35+ large conventions

Edmonton Research Park:

- 85 acres of developed land
- 152,000 sq ft developed space
- 3 incubator business/tech buildings
- 37 start-up and early growth companies

Edmonton Tourism:

- 4 million visitors spend an estimated \$1 billion in the region annually

Economic Development Growth targeted sectors:

- Financial Services
- Life Sciences
- Advanced Technologies
- Energy
- Advanced Education

Mission: To promote the sustainable economic growth and development of Edmonton. EEDC's works to enhance the standard of living for the Edmonton region, the combination of quality of life and income growth.

The Shaw Conference Centre

generates economic impact by selling and hosting conventions and events, and contributes social value for the City.



The Edmonton Research Park provides special use lease space and technology advancement support services to Edmonton-based companies.

Edmonton Tourism attracts tourism for business and leisure travel as well as events. In addition, Tourism is responsible for partner and support services for the industry, and the city's Visitor Information Centres.

Economic Development drives long-term sustainable income growth for Edmonton through industry development, attraction, and diversification.