



SAINT JOHN

# SAINT JOHN InSight

Volume 1, Issue 1



## *InSide*

- Looking back at 2009 and ahead to 2010 •*
- PlanSJ. The new municipal plan process begins •*
- Canada's original city celebrates its 225th birthday •*

*Aussi disponible en français. Composez le 649-6008.*



## You're InSight

This is InSight, the official magazine of the City of Saint John. InSight will be published three times a year to provide you, our citizens, with in-depth information about City services, policies and initiatives.

Why InSight? In October 2009, on behalf of the City, Ipsos Reid conducted a citizens' satisfaction poll. One of the key findings was that you wanted to hear more from Saint John Common Council and staff. You also wanted to receive information from us directly via flyers and brochures.

Council and staff want to communicate better with you. In 2009, Council identified a number of priorities for their term, and City staff

prepared *A Corporate Strategic Plan for the City of Saint John* to set direction for our organization. Both of these documents identified better communications with citizens as a key goal. Visit [www.saintjohn.ca](http://www.saintjohn.ca) to view either of these documents.

Where did the name InSight come from? The word means understanding and awareness. We hope to provide you with both.

We've produced more than 40,000 copies of InSight – enough for each household and business in Saint John. InSight will also be available online at [www.saintjohn.ca/insight](http://www.saintjohn.ca/insight). InSight has been printed with soy-based vegetable ink on Enviro 100 paper (made from 100% post consumer waste). Please recycle InSight when you are finished.

## Citizen Survey

### City of Saint John

In October of 2009, Ipsos Reid, an international polling firm, conducted a survey of more than 800 Saint John residents. They wanted to 1) find out how satisfied our citizens are with City services and 2) better understand the community's priorities and concerns. Ongoing yearly

survey results will provide us with measurement for citizen satisfaction and input on areas where we can improve our services.

Overall, the majority of residents (88%) rated their quality of life as good or very good. And 87% either agree or strongly agree they are proud to call Saint John home. Residents are satisfied or very satisfied with fire (96%) and police

# Saint John Common Council Appoints New City Manager



On January 18, J. Patrick Woods was appointed as City Manager. Mr. Woods has been Acting City Manager for the past seven months. He previously served as Deputy City Manager and Common Clerk for the City. The City Manager reports directly to Common Council, and oversees various City departments and divisions as they serve the needs of the citizens of the City of Saint John.

“Our recruiting firm received more than 30 applications from across the country,” said Mayor Ivan Court. “Patrick was the strongest candidate. He has a great record of success in municipal government and a strong financial background.”

Mr. Woods brings more than 25 years of experience in government administration and finance to his role of City Manager. He facilitated the first Neighbourhood Development Program in Saint John and he helped facilitate the organization-wide change to bilingual service delivery. Mr. Woods has also served in advisory roles with the Province for local government financing and structure, and provisions to the Municipalities Act.

He earned a Bachelor of Commerce from Dalhousie University in Halifax, NS and holds a Canada President’s Medal from the Certified General Accountants’ Association. In 2002, he was nominated for the Lieutenant Governor’s Award for Excellence in Public Service.

From 1998-2008, Mr. Woods served as Chairman and Executive Committee Member of Hospice Greater Saint John. He has also served on the boards of Housing Alternatives and ARC-f. He is currently a member of the Leadership Roundtable for the Vibrant Communities Anti-Poverty Initiative.

(92%) services, and many are concerned about roads and drinking water.

Citizens were also asked about communications. Fifty-seven percent want to hear more from us and 37% identified direct mail and flyers as the preferred way to receive City information. More survey information will be available in upcoming issues of InSight. The full results of the survey are available online at [www.saintjohn.ca](http://www.saintjohn.ca).



# Looking Back at 2009

In 2008, Common Council developed and approved 10 strategic priorities. Priorities include areas Council wanted to see action taken on during their term in office. Here is a glimpse of things that happened last year to give you an idea of the large number of projects undertaken and completed by the City under each priority. A full list is available at [www.saintjohn.ca](http://www.saintjohn.ca).

## **Create a greener community by championing strategies for reducing waste while encouraging the sustainable development and use of renewable energy.**

- Completed new LEED\* Silver Building for Saint John Transit Commission
- Completed energy audits on 50 municipal buildings
- Adopted an Integrated Community Sustainability Plan (ICSP)
- Extended Harbour Passage to Reversing Falls
- Extended Comex transit service into the City
- Continued efforts on Harbour Clean-Up
- Installed 21 km of bike lanes

## **Build comprehensive funding for cultural infrastructure.**

- Saint John was designated as one of the 2010 Cultural Capitals of Canada
- Saint John Community Arts Funding Program provided grants totaling \$60,000 to 21 local arts and cultural organizations (including Imperial Theatre, Saint John Theatre Company)
- The 1% art policy funded new art placements at Saint John Transit and Saint John Energy
- Relocated the Hooper Statues to Barbour's General Store
- Helped secure Acadian Games in Saint John at the Canada Games Stadium (June 2010)



\* The Leadership in Energy and Environmental Design (LEED) Green Building Rating System™ encourages and accelerates global adoption of sustainable green building and development practices through the creation and implementation of universally understood and accepted tools and performance criteria. There are four possible levels of certification: certified, silver, gold and platinum.

**Update the Municipal Plan in line with Council Priorities.**

- PlanSJ, the Municipal Plan project was launched January 27, 2010
- Retail Corridor Plan for West Side being developed

**Establish a clear mandate for accessible workplace for the disabled.**

- Push button access placed at the entrances to City Market and City Hall
- Provisioned Sign Language Interpreters at Ward Meetings
- Improved traffic signals by upgrading lights and sound
- Reviewed accessibility to City-run Community Centres
- Made upgrades to Lily Lake Pavilion and roadway to improve accessibility

**Expand the role of Saint John Non-Profit Housing to be responsible for housing in Saint John with appropriate levels of resources.**

- Council representation on the Board of Saint John Non-Profit Housing

**Establish an economic development function within the City's administration.**

- Communication and information flow has improved with Enterprise Saint John
- Lobbied for funding to continue Digby Ferry service to January 31, 2011
- Secured new retail development in West Saint John

**A significant investment in existing recreational facilities and programs with the goal of planning and constructing one new recreational facility based on the needs of the community.**

- Developed master/concept plans for Queen's Square West, Shamrock Park, Reversing Falls, Rockwood Park Trails, Rainbow Park, Fleming Court, and bike trails
- Upgraded four arenas and other recreation buildings (new roofs, paving)
- Upgraded and revitalized Victoria and Robertson Parks, the Allison Grounds, Lowell Street Sportsfield, Pugsley Park, Millidgeville Fields, and Shamrock Park Tennis Courts
- Upgraded Carleton Community Centre (new gym floor, wellness centre)
- Conducted recreation study with more than 200 children from the City's playground program
- Secured Canada Games Stadium upgrade funding
- Opened Station One Skateboard Park
- Reviewed Wallace Report and benchmarked progress





**The City must take ownership in the revitalization of the five priority neighbourhoods through leadership embedded at City Hall.**

- Committed to maintain funding of neighbourhood grants of \$150,000 for five years
- Partnered with the Province in the concept of Carleton Community Wellness Centre
- Continued investment in neighbourhood recreation upgrades
- Drafted and gained the ability to enforce the Minimum Property Standards By-law
- Established new community police offices in the South End and on the West Side

**The delivery of safe drinking water is owned by all Saint Johners and is continuously communicated to all levels of government by the Mayor, Council and citizens resulting in one treatment plant being built by 2012.**

- Developed a detailed action plan for safe, clean, drinking water
- Conducted a Value Engineering Review
- Received funding for six major projects
- Extended the watermain cleaning and lining program

**Value for money audits and management benchmarks will be complete. Upon completion, staff will develop a plan that mandates a report on efficiency and effectiveness three times per year.**

- Draft Performance Program for senior staff who report directly to Council
- Accountability Framework developed and approved
- Fire Service Review completed
- Service Delivery Plans with performance measures have been developed

# Looking Ahead to 2010

## Council's priorities and the 2010 budget

### *The 2010 General Fund Operating Budget*

A municipal operating budget is an action plan presented in numbers.

Saint John's 2010 budget is built around Council's priorities and the need to position the City for the future. Preparation of the budget also considered results of the October 2009 Ipsos Reid Citizens' Survey, ward meetings, a staff survey and specific Council referrals.

The 2010 budget is directed at making progress on four particular priorities: a new municipal plan, road resurfacing, improving recreation services and storm water management.

The budget also contemplates a number of actions that will help to ensure that the City has the resources to grow and prosper in the future. Actions include caps on spending, pension reform, debt management, service based budgeting, revenue generation and service alignment.

The 2010 Operating Budget, approved by Council on January 18, attempts to balance the needs for investments in social, cultural and developmental projects with the need for quality and reliable recreation, road, fire and police services. A stable tax rate, careful spending, sound debt management, forward looking land use planning (through a new municipal plan) and supporting good economic development will ensure a positive future for Saint John.

## Council's 2010-2012 Priorities

Water/Wastewater

Roads/Sidewalks/  
Active Transportation

Recreation/Green Space

Municipal Planning

Flooding

Municipal Growth

Revenue Generation

Pension Funding Solution

Tax Rate

Service Delivery/  
Accountability

Rebuilding Neighbourhoods/  
Priority Neighbourhood Focus

For the complete priority document, please visit [www.saintjohn.ca](http://www.saintjohn.ca).



# New Approach to Service Delivery

The City has adopted a new approach to service delivery that reflects what citizens want (presented in the Community vision). The new approach allows us to measure and track results about how well services meet the needs of citizens. Services are organized into six programs and are listed under each program below.



## *Community Enrichment Program*

- Neighbourhood Support and Social Development Service
- Sports and Recreation Facilities Service
- Arts and Culture Service
- Heritage Conservation Service
- Affordable Housing Service



## *Public Safety Program*

- Emergency Management Service
- Public Safety Communication Service
- Fire and Rescue Service
  - Fire Rescue and Suppression Service
  - Technical Rescue Service
  - Hazardous Materials Emergency Response Service
  - Fire Prevention Service
  - Fire Investigation Service
  - Medical First Responder Service
- Police Service
  - Crime Prevention Service
  - Emergency Response Service
  - Law Enforcement Service
  - Victim Service
  - Public Order Service
- By-Law Enforcement Service
- Inspection & Enforcement Service



## *Environment Program*

- Solid Waste Management Service
- Parks and City Landscape Service
- Industrial Water Service\*
- Drinking Water Service\*
- Wastewater Service\*



## *Development and Growth Program*

- Community Planning Service
- Development Advisory and Approval Service
- Tourism Destination Marketing Service
- Economic Development Service
- Urban Redevelopment Service
- Industrial Park Development Service



## *Transportation Program*

- Roadway Maintenance Service
- Sidewalk/Walkway Maintenance Service
- Pedestrian and Traffic Management Service
- Stormwater Management Service
- Transit Service
- Parking Service



## *Council and Corporate Administration Program*

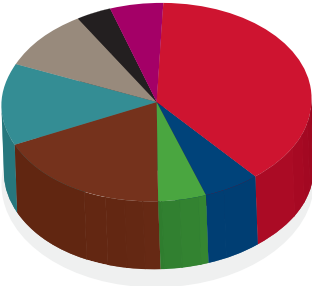
- Legislative Service
- Legal Service
- Corporate Management Service
- Financial Management Service
- Purchasing and Materials Management Service
- Risk Management Service
- Human Resource Management Service
- Customer and Employee Communication Service
- Information Management Service
- Asset Management Service

\* Denotes service is funded under the Water & Sewerage Utility Fund.

# The 2010 Budget

## Matching needs with service and results

Traditionally, the City budget has been presented on a department by department basis. That model makes it difficult for citizens to see what their money buys. It also makes it difficult for the administration to track results, since several departments often contribute to delivering any one service. Below is an overview of the City 2010 budget presented in relation to the programs we offer.



Community Enrichment Services	\$7,467,226
Public Safety Services	\$51,631,813
Development & Growth Services	\$7,952,027
Environment Services	\$6,651,149
Transportation Services	\$24,879,024
Council and Corporate Administration Program Services	\$17,832,126
Debt Payments	\$13,067,364
Pension	\$4,723,000
<b>Total Budget</b>	<b>\$134,203,729</b>

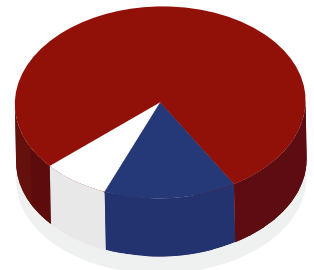


Service-based budgeting and service planning are just two of the many ways we are moving towards being a results-oriented organization – one that focuses on citizen and community needs.

More information on service delivery plans will be available in the June issue of InSight.

### Where does the City get its money?

- Property taxes – 78%
- Transfers from the Province of New Brunswick – 14.5%
- Non tax revenue (fees, permits, fines, etc) – 7.5%





## Updating the Winter Plan

No on-street parking on City streets between midnight and 7 a.m.

In order to provide better road and sidewalk services for our citizens during the winter, Common Council requested that City staff update the Winter Management Plan for 2009-2010. The plan provides procedures and goals for snow clearing (plowing) and removal.

As part of the updated plan, there is a new by-law to ban overnight parking on all City streets between midnight and 7 a.m. from November 15 to April 15 each year. This is similar to parking rules found in other Canadian cities. There are some exceptions. For example the South Central Peninsula has an existing snow ban system already in place. Parts of Lower West, Old North End and Mount Pleasant are subject to alternate side overnight parking rules.

For more information, maps, or to read the complete Winter Management Plan, visit [www.saintjohn.ca/snowplan](http://www.saintjohn.ca/snowplan) or call 658-4455.



## Snow Bans on the South Central Peninsula

During the winter months parking is a challenge in the South Central Peninsula, for residents, workers and visitors. Streets in the area were built long before cars or parking was on the minds of City planners.

For street parking in residential zones, residents pay \$30 per year to get a parking pass from the Saint John Parking Commission. Residents in the area must adhere to an alternate

# What Gets Plowed First?

City streets are assigned a priority from 1 to 4 for clearing\*. There are a number of routes in each priority. Each route has its own crew and equipment. There are 671.8 kilometres of City streets (417.4 miles).

## Priority 1

8 hours after end of storm - bare pavement, travel lanes

2 days after end of storm - bare pavement, curb to curb

- Main arteries of the City
- Emergency routes
- Highway connections

## Priority 2

8 hours after end of storm - bare pavement, centre line

2 days after end of storm - bare pavement, travel lanes

- Major bus routes
- School zones
- Business districts
- Community centres

## Priority 3

12 hours after end of storm - bare pavement, centre line

3 days after end of storm - bare pavement, travel lanes

- Collector streets
- Minor bus routes
- Industrial parks

## Priority 4

12 hours after end of storm - accessible, snow pack

4 days after end of storm - bare pavement, centre line

- Local and subdivision streets

## Sidewalks

The City has 394.97 kilometres of sidewalk (238.52 miles)

The City plows 60.4% of them in the winter

\*Subject to storm/temperature severity and successive storms.

side parking program. For snow to be safely removed, the streets must be clear of vehicles. Normally, Municipal Operations will announce a snow ban the day following a storm and all cars must be taken off City streets in this area. Cars can be moved to designated snow ban parking lots which are located at: King Street East, the corner of Princess and Charlotte Streets, Peters Street, Carmarthen Street at Vineyard Church, and Mecklenburg Street at Wentworth Street. During a snow ban, tickets will be issued and cars can be towed if they are left on the street.

Snow bans are advertised on the radio, on the City of Saint John website, and through email notification. You can also call the snow ban line at 658-4040. To sign up for the email notification, visit [www.saintjohn.ca](http://www.saintjohn.ca). For more information, call the Saint John Parking Commission at 658-2970.



## The New Municipal Plan Process Begins

### Guiding long-term development in Saint John

On January 27, the City launched PlanSJ. PlanSJ is the two-year process the City will use to create its new Municipal Plan. The Municipal Plan will guide the physical development of Saint John over the next 25 years. It will be based on community direction, and will focus on how best to preserve and enhance citizens' quality of life.

The PlanSJ development process will build from recent City projects, including Vision 2015 and the Integrated Community Sustainability Plan (ICSP). PlanSJ will consider growth in local employment, housing, construction, changing demands for industrial land, and diversity in our economy.

PlanSJ and the Municipal Plan will create clear guidance for the development of a complete community where Saint Johners will live, work and play.

Ten members from the community, two councillors and a representative from the planning advisory committee will help direct Council and provide input. There will be many opportunities for citizens to be involved. Please visit [www.saintjohn.ca/plansj](http://www.saintjohn.ca/plansj) for more information or visit the PlanSJ project office on the second level of Brunswick Square.

*Councillor Peter McGuire, Councillor Carl Killen and Mayor Ivan Court at the opening of the PlanSJ storefront.*



# A Canadian Original

Canada's first City celebrates 225<sup>th</sup> anniversary

May 18, 1785 Saint John was incorporated as a city, the first incorporated city in Canada. In 2010, Saint John is celebrating its 225<sup>th</sup> anniversary as Canada's original city.



What's more, in August 2009, the Canadian Heritage Minister designated Saint John and the City's 225<sup>th</sup> anniversary celebration as a 2010 Cultural Capital of Canada. This designation provides significant funding towards a City-led 12-month program that will



promote Saint John's arts, culture and heritage. The Government of Canada, the Province of New Brunswick and the City of Saint John have all contributed funds to the project.

**Saint John 225**, our official anniversary celebration, will bring awareness to our artistic and cultural diversity. Activities and events will include: a living heritage project, festivals, speaker's series and more.

## ***So, what's happening?***

- [www.saintjohn225.com](http://www.saintjohn225.com) is the premier site for finding out about Saint John 225 and the region's art, culture and heritage activities.
- **City Stories: Our People's History** is an online living heritage project. Throughout 2010 people are invited to submit stories, memories and insights about Saint John to the City Stories website, which will guide visitors through the history of Saint John, as told by the people who know it best.
- **A Summer of Festivals** – Beginning May 18 and stretching through the Fall, Saint John will host four major events:
  - Official anniversary celebrations on Tuesday, May 18, 2010
  - Celebration 225 is a day-long party at Rockwood Park on July 3, 2010
  - Reunion 2010, a music festival from August 6-8, 2010
  - First Nations Festival in the Fall

There will also be a piece of public art commissioned, a Theatre Master Arts Class Series, a speaker's series and an Arts Gala.

# Ask Us

Each issue we provide insight to questions you may have.

## ***Why are you sending this publication and what is it costing us?***

InSight is the result of the desire of Council and staff to communicate better with you and your desire to hear more from us. The total cost of this publication is about 60¢ per copy. This includes writing, translation, design, photography, printing and postage. InSight is part of the City's 2010 Communications Budget.

## ***What is the City doing to cut down on energy consumption?***

The City of Saint John has a dedicated Energy Manager – the only one in Atlantic Canada. In 2008, the City of Saint John won a Federation of Canadian Municipalities (FCM) Award for its Municipal Energy Efficiency Program (MEEP). MEEP has been very successful in helping reduce greenhouse gas emissions. By August 2008, the City had an annual savings of \$1.3 million (17% reduction). The goal is to save \$2 million annually by 2013, reaching the goal of 25% reductions by 2013. We are on target. As part of the program we have:

- Conducted 50 energy audits in City buildings including water and wastewater facilities
- Installed solar panels to assist with heating some facilities (Canada Games Aquatic Centre)
- Installed heat recovery systems in City arenas to heat water for showers and ice flooding

More information will be available in upcoming issues of InSight.

## ***Where are you with Harbour Clean-Up?***

Harbour Clean-Up is something the City of Saint John committed to – for our public health, our natural environment, and general community and economic development. A waterfront and waterways free of untreated sewage will allow the City to meet its environmental obligations for municipal wastewater. The project will also enhance quality of life in the City.

A lot of work and preparation over many years has gone into bringing Saint John closer to its goal of a clean harbour.

## **Project History**

Common Council adopted a plan for Harbour Clean-Up in October 2006. The Plan of Action for Saint John Harbour Clean-Up was sent to the Province of New Brunswick and the Government of Canada in November 2006. Funding for the Harbour Clean-Up program was announced in March 2007.

The Province of New Brunswick committed funding in October 2006. A Contribution Agreement was signed in September 2008 between the Government of Canada and the City covering the Federal share. The Contribution Agreement consists of: the Eastern Wastewater Treatment Facility; and a collection and pumping system to send all wastewater to one of three major treatment facilities.

Construction of the Eastern Wastewater Treatment Facility began in April 2009 and is expected to be complete by June 2011. Design work is continuing for the wastewater collection and pumping system. The system requires 21 new lift stations and forcemains/collector sewers be constructed by March 2012. Construction projects are underway for the Bayside Drive Sanitary Forcemain and Monte Cristo Park Sanitary Lift Station and associated forcemains. 2010-2011 will be busy for the Harbour Clean-Up program. The majority of the new lift stations, forcemains and collector sewers will be constructed during this time.

### Project Milestones

1993 where we were	2010* where we are	2012 where we are going
40% of system users serviced with treatment	56% of system users serviced with treatment*	100% of system users serviced with treatment
23,000 m <sup>3</sup> /day of wastewater discharged untreated	16,000 m <sup>3</sup> /day of wastewater discharged untreated	0 m <sup>3</sup> /day of wastewater discharged untreated

\* wastewater treated: West (76%), Millidgeville (85%) and East/Central (43%)

## How do you “clean up” the harbour?

The Harbour Clean-Up is a series of projects to redirect old sewer pipes that currently empty into the harbour, to wastewater treatment facilities. There are two main projects: building the Eastern Wastewater Treatment Facility and building a collection and pumping system to move all wastewater to one of three major wastewater treatment facilities. The goal of the project is to eliminate every point where untreated sewage empties into the harbour.

A **lift station** is a point in the sewer system where the wastewater needs to be pumped (lifted) to a higher elevation so that gravity can be used to bring the wastewater to the treatment facility.

A **forcemain** is a pipe that transports sewage under pressure from a lift station to a point where other pumps or gravity can take over in moving the sewage to a treatment facility.

A **collector sewer** is a sewer that gathers sanitary flows from individual buildings.



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[www.saintjohn.ca/insight](http://www.saintjohn.ca/insight)

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[www.saintjohn.ca/insight](http://www.saintjohn.ca/insight)

## On the Horizon (next issue June 2010)

- What's happening with Vision 2015?
- Cyber City Hall...a website update
- Recreation projects in the City

### InSight

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