

CITY OF WHITEHORSE – STANDING COMMITTEES

Tuesday, October 22, 2019 – 5:30 p.m.

Council Chambers, City Hall

CALL TO ORDER

ADOPTION OF AGENDA

PROCLAMATIONS

DELEGATES

COMMUNITY SERVICES COMMITTEE

1. Festival and Special Event Grant Allocations for 2020
2. Fall Recreation Grant Allocations
3. New Business

PUBLIC HEALTH AND SAFETY COMMITTEE

1. New Business

DEVELOPMENT SERVICES COMMITTEE

1. Environmental Grant Policy Amendments
2. Grant for Yukoner Appreciation Day
3. New Business

CORPORATE SERVICES COMMITTEE

1. Budget Amendment and Contract Award – CGC Refrigeration System Upgrades
2. 2019 Citizen Survey Results – For Information Only
3. New Business

CITY PLANNING COMMITTEE

1. New Business

CITY OPERATIONS COMMITTEE

1. Contract Award – Consulting Services – LTECF Hydrogeological Study
2. New Business

**CITY OF WHITEHORSE
COMMUNITY SERVICES COMMITTEE**

Date: Tuesday, October 22, 2019

Location: Council Chambers, City Hall

Chair: Jan Stick Vice-Chair: Jocelyn Curteanu



	Pages
1. Festival and Special Event Grant Allocations for 2020	1 - 5
Presented by Manager L. Kulych	
2. Fall Recreation Grant Allocations	6 - 8
Presented by Acting Manager K. Rutherford	
3. New Business	

ADMINISTRATIVE REPORT

TO: Community Services Committee
FROM: Administration
DATE: October 22, 2019
RE: Festival and Special Event Grant Fund Allocations

ISSUE

Approval of Festival and Special Event Grant Fund allocations

REFERENCE

Festival and Special Event Grant Policy
Festival and Special Event Fund Appendix A (attached)

HISTORY

The Festival and Special Event Grant Fund is governed by Council policy. This policy has been periodically reviewed by Council since its inception in 2008. In 2014 Council approved the category of “signature events” to address concerns raised by various organizations related to the amount of funding being allocated under this process and their desire for a multi-year funding commitment.

The additional criteria required for an event to be considered signature are that the applicant show how the event provides significant economic impact to the community; that the event has private sector support financially or in kind, and that there is a significant prestige derived from the manner in which the event is viewed amongst citizens and it can promote Whitehorse as a choice destination.

The City of Whitehorse is committed to the development and support of special community events and festival celebrations in Whitehorse that provide vibrant and diverse community experiences for both residents and visitors.

ALTERNATIVES

1. Approve recommendations for Festival and Special Event Grant Fund applications.
2. Refer the matter back to Administration.

ANALYSIS

The policy mandated review committee met on Wednesday, September 26, 2019 to review the Festival and Special Event Grant Fund applications under the funding deadline of August 31, 2019 for projects occurring from January to December of 2020. Funding available to support applications in this funding intake is \$50,000.00.

A total of 17 applications were received and the 15 applications that met the eligibility criteria were rated by the multi-department assessment review committee using the established criteria. Recommendations were made for financial and in-kind support. Approved applicants are notified in a letter that the City of Whitehorse will release

funding in January of each year. Funding and in kind support is being recommended to 15 groups of which three are signature events.

In-kind requests have been looked at critically by impacted departments to ensure they can be accommodated within the regular operating budget of the affected departments.

Festival and Special Event Groups:

All-City Band Society	
• Music for a Winter’s Eve	\$800.00
Chinese Canadian Association of Yukon	
• 2020 Chinese New Year Celebration	\$1,500.00
Kwanlin Dun Cultural Society	
• Indigenous Peoples Day Celebration	\$4,000.00
Nakai Theatre Ensemble	
• Pivot Festival	\$2,500.00
Queer Yukon Society	
• Yukon Pride 2020	\$3,200.00
Royal Canadian Legion Branch 254	
• Canada Day Celebrations	\$5,000.00
• In-Kind	\$3,071.00
Teenage Life & Young Adults International Society	
• Yukon African Musical Festival	\$1,000.00
The Heart of Riverdale Community Centre	
• CypherFest Street Dance & Music Festival	\$6,000.00
• In-Kind	\$623.30
Yukon Anti-Poverty Coalition	
• Whitehorse Connects	\$1,000.00
Yukon Arts Centre	
• Midnight Sun Moppets Children’s Festival	\$2,000.00
Yukon Film Society	
• Available Light Film Festival	\$5,000.00
• In-Kind	\$1,260.00
Yukon First Nations Culture & Tourism (Signature Event)	
• Adaka Cultural Festival	\$5,000.00
• In-Kind	\$5,339.30
Yukon Literacy Coalition	
• Family Literacy Day	\$1,000.00
• In-Kind	\$140.40
Yukon Quest International Association Canada (Signature Event)	

• Yukon Quest Events [Finish Line]	\$6,000.00
• In-Kind	\$6,407.00
Yukon Sourdough Rendezvous Society (Signature Event)	
• Yukon Sourdough Rendezvous Festival	\$6,000.00
• In-Kind	\$11,782.45
Total Cash:	\$50,000.00
Total In-kind:	\$28,623.45

ADMINISTRATIVE RECOMMENDATION

THAT Festival and Special Event Grant allocations for 2019 be approved as recommended by the evaluation committee, subject to funding from the 2020 budget.

Festivals and Special Event Fund Appendix A - August 2019 Intake

#	Name of Organization	Project	Amount Cash Request	In-Kind Request	Amount Funded in 2019	Amount Recommended Cash	Amount Recommended In-Kind
1	All-City Band Society	Music For a Winter's Eve December 14 & 15, 2020	\$800.00 Total Budget: \$16,410.00	No	\$800.00 Cash	\$800.00	
2	Chinese Canadian Association of Yukon (CCAY)	Chinese New Year Celebration January 26, 2020	\$1,500.00 Total Budget: \$16,700.00	No	\$1,000.00 Cash	\$1,500.00	
3	Kwanlin Dun Cultural Society	Indigenous Peoples Day Celebration June 21, 2020	\$6,000.00 Total Budget: \$60,000.00	No	\$4,000.00 Cash	\$4,000.00	
4	Nakai Theatre Ensemble	Nakai Theater Pivot Festival January 10 - 26, 2020	\$5,000.00 Total Budget: \$67,400.00	Yes	\$2,500.00 Cash	\$2,500.00	\$0.00
5	Queer Yukon Society	Yukon Pride June 4 - 7, 2020	\$5,000.00 Total Budget: \$17,000.00	No	\$3,200.00 Cash	\$3,200.00	
6	Royal Canadian Legion Branch 254	Canada Day Celebration July 1, 2020	\$5,000.00 Total Budget: \$43,000.00	Yes	\$5,000.00 Cash \$3,104.10 In-kind	\$5,000.00	\$3,071.00
7	Teenage Life & Young Adults International Society	Yukon African Music Festival February 7 - 9, 2020	\$15,000.00 Total Budget: \$79,105.00	No	\$1,000.00 Cash	\$1,000.00	
8	The Heart of Riverdale Community Centre	CypherFest Street Dance and Music Festival July 23 - 26, 2020	\$12,102.00 Total Budget: \$149,317.00	Yes	\$6,000.00 Cash \$1,722.00 In-kind	\$6,000.00	\$623.30
9	Yukon Anti-Poverty Coalition	Whitehorse Connects January 22, 2020	\$3,385.00 Total Budget: \$8,435.00	No	\$1,600.00 Cash	\$1,000.00	

Festivals and Special Event Fund Appendix A - August 2019 Intake

10	Yukon Arts Centre	Midnight Sun Moppets Children's Festival May 16, 2020	\$5,000.00 Total Budget: \$31,722.41	No	\$2,000.00 Cash \$2,236.25 In-kind	\$2,000.00	
11	Yukon Film Society	Available Light Film Festival January 31 - February 9, 2020	\$5,000.00 Total Budget: \$271,319.00	Yes	\$5,000.00 Cash \$1,680.00 In-kind	\$5,000.00	\$1,260.00
12	Yukon First Nations Culture and Tourism Association <i>Signature Event</i>	Adaka Cultural Festival June 26 - July 2, 2020	\$10,000.00 Total Budget: \$349,500.00	Yes	\$5,000.00 Cash \$5,500.00 In-kind	\$5,000.00	\$5,339.30
13	Yukon Literacy Coalition	Family Literacy Day January 26, 2020	\$1,500.00 Total Budget: \$3,481.20	Yes	\$1,000.00 Cash \$137.50 In-kind	\$1,000.00	\$140.40
14	Yukon Quest International Association Canada <i>Signature Event</i>	Yukon Quest 1,000 Mile International Sled Dog Race 2020 February 1 - 15, 2020	\$10,000.00 Total Budget: \$37,280.00	Yes	\$10,000.00 Cash \$8,960.00 In-kind	\$6,000.00	\$6,407.00
15	Yukon Sourdough Rendezvous Society <i>Signature Event</i>	Yukon Sourdough Rendezvous Festival February 7 - 23, 2020	\$12,000.00 Total Budget: \$627,612.95	Yes	\$10,000.00 Cash \$14,245.95 In-kind	\$6,000.00	\$11,782.45
						\$50,000.00	\$28,623.45

ADMINISTRATIVE REPORT

TO: Community Services Committee
FROM: Administration
DATE: October 22, 2019
RE: 2019 Fall Recreation Grant Allocations

ISSUE

Approval of the grant recommendations for the Fall Category 1 Recreation Grants

REFERENCE

Recreation Grant Policy
Recreation Grant Appendix A

HISTORY

Council policy governs the allocation of recreation grants. The Recreation Grant Task Force met on October 10, 2019 to discuss and compile recommendations for funding in accordance with the Recreation Grant Policy.

A total of \$215,575.20 was available for two granting sessions in 2019. Category 1, 2, and 3 grants are allocated in the Spring and only Category 1 grants are available for allocation in the fall. The funding available for this session is \$38,240.00 plus any refunds for Category 1 – Recreation Grants.

The total amount received by the City for 2019 through the Community Lottery Fund was \$147,176.00. The City continues to acknowledge Lotteries support in City advertising.

ALTERNATIVES

1. Approve the allocation of the grants as recommended
2. Refer the matter back to Administration

ANALYSIS

The Recreation Grant Task Force received and reviewed 12 applications totalling \$90,606.73 in requests. Council has the authority to deny any of the recommendations brought forward by the Task Force. The result of denied recommendations is that some projects might not proceed.

As per the Community Lotteries guidelines any requests that are O&M related are ineligible for funding, which means all of the O&M requests received are allocated using the City's contribution of \$52,824.00. This portion of the funding was fully allocated in the Spring granting session due to the large amount of O&M requests.

The applications received, together with the recommendations of the Task Force, and any applicable conditions, are listed in the attached summary sheet identified as Appendix A.

The \$38,240.00 in funds available for Category 1 applications is recommended for full allocation.

ADMINISTRATIVE RECOMMENDATION

THAT Council approve the allocation of \$38,240.00 for the Category 1 Recreation Grants as recommended in Appendix A (attached); and

THAT any unexpended recreation grants funds, as well as any refunds received prior to year-end, be authorized for re-budgeting to 2020.

Fall Recreation Grant Applications – Category 1 – Appendix A

#	Applicant	Priority/ Type	Project	Subtotals	Amount Requested	Last Funded	Amount Recommended
1	Arctic Edge Skating Club	#PA	Test day for AWG 2020 trial event		\$6,000.00	Fall 2018 \$3500.00	\$3,500.00
2	Big Brothers, Big Sisters of Yukon	#1 PA	Programming		\$2,000.00	Spring 2018 \$755.00	\$2,000.00
3	Chickadees Playschool Assoc.	#1 PA #2 EQ (minor)	PA-Fieldtrips/Music Program EQ-Art & Craft Supplies/Toys	\$2,210.00 \$60.00	\$2,270.00	Fall 2018 \$1500.00	\$2,040.00
4	Golden Age Society	#1 O&M	Offset O&M costs		\$11,129.73	Fall 2018 \$6000.00	\$0.00
5	LDAY (Learning Disabilities of the Yukon)	#1 PA	Camp Raven		\$10,000.00	Fall 2018 \$5000.00	\$6,000.00
6	Mental Health Association of Yukon	#1 EQ (major)	Mats		\$2,187.00	N/A	\$2,000.00
7	Scottish Country Dance Society	#1 LD	Workshop		\$2,200.00	Fall 2017 \$2000.00	\$1,200.00
8	Whitehorse Curling Club	#1 O&M #2 PA	Curling Programs and Operations	\$11,610.00 \$20,000.00	\$31,610.00	Fall 2018 \$6000.00	\$5,000.00
9	Whitehorse Rapids Speedskating Club	#1 EQ (minor)	Speedskate purchase for inventory		\$2,910.00	Spring 2018 \$1500.00	\$2,500.00
10	Yukon Art Society	#1 PA	Art and Craft Programs		\$12,000.00	Fall 2018 \$6000.00	\$7,500.00
11	Yukon Film Society	#1 PA	Maintain and improve popular Recreation programs		\$5,000.00	Fall 2018 \$2500.00	\$4,000.00
12	Yukon Pickleball Assoc.	#1 LD	Teaching Workshop		\$3,300.00	NEW APPLICANT	\$2,500.00
	Total: 12 Applications		Total Amount Requested:		\$90,606.73		
			Total Amount Available:		\$38,240.00		\$38,240.00

**CITY OF WHITEHORSE
PUBLIC HEALTH AND SAFETY COMMITTEE**

Date: Tuesday, October 22, 2019

Location: Council Chambers, City Hall

Chair: Jocelyn Curteanu Vice-Chair: Stephen Roddick



Pages

1. New Business

**CITY OF WHITEHORSE
DEVELOPMENT SERVICES COMMITTEE AGENDA**

Date: Tuesday, October 22, 2019

Location: Council Chambers, City Hall

Chair: Laura Cabott Vice-Chair: Dan Boyd



	Pages
1. Environmental Grant Policy Amendments	1 - 11
Presented by Manager M. Simard	
2. Grant for Yukoner Appreciation Day	12 - 13
Presented by Environmental Coordinator G. Stone	
3. New Business	

File #: 1675

ADMINISTRATIVE REPORT

TO: Development Services Committee
FROM: Administration
DATE: October 22, 2019
RE: Environmental Grant Policy Amendments

ISSUE

Minor amendments to the Environmental Grant Policy to increase clarity and reduce program administration.

REFERENCE

Environmental Grant Policy
Recreation Grant Policy
Reserve Fund Bylaw 2001-34
Festival and Special Event Grant Policy 2016-02
Strategic Sustainability Plan (2008)
Whitehorse Sustainability Plan (2015)

HISTORY

The Environmental Grant program has existed since 1994. Grants are enabled through the policy, and through the Reserve Fund Bylaw 2001-34, which establishes the “Environmental Protection” Reserve consisting of 1.5% of water sales plus 3% of solid waste collection fees annually.

The policy was amended in 2011 to make it more consistent with the Recreation Grant and Festival and Special Event Grant Policies, and to strengthen the link to the then-named Strategic Sustainability Plan.

In 2017, a comprehensive policy review occurred. It is now apparent that 2017 wording around cost-sharing has resulted in several possible interpretations. The amendment is being brought forward at this time in order to interfere as little as possible with organizations planning for funding applications as the October deadline has just passed. Applications received in October will not be affected by this policy change.

ALTERNATIVES

1. Adopt the Environmental Grant Policy as presented.
2. Do not adopt the Environmental Grant Policy as presented and refer back to Administration for further analysis.

ANALYSIS

These proposed amendments address two minor issues. A comprehensive review of the policy is not intended at this time.

Firstly, the current policy is unclear on cost sharing, particularly for projects where capital and equipment costs are between \$1,000 and \$2,000. The wording has resulted in various interpretations of how much funding an organization may request without facing an obligation to cost-share. This amendment clarifies that equipment and capital costs above \$1,000 must be cost-shared. Sharing equipment and capital costs has always been a requirement of the policy to provide assurance of the applicant's investment in the project.

Secondly, the policy currently has intakes for major grants (over \$1,000) in February and October, but very few applications are received in February. As a result, projects typically receive full funding in February due to lack of competition, while applications in October often receive only partial funding because competition is greater.

Removing one intake also decreases the administrative staff time for this program. Many other City grant programs have one intake, with the exception of Category 1 Recreation Grant, which has two, and the Community Clean Up Grant, which has a flexible application timeline. While major grants will have one intake, minor grants (\$1,000 or less) are still available throughout the year.

Two changes are proposed to the Environmental Grant Policy to address these issues:

1. Costs for equipment and capital over \$1,000 will be shared equally for any amount over \$1,000.
2. The February intake will be eliminated.

ADMINISTRATIVE RECOMMENDATION

That Council adopt the amended Environmental Grant Policy as presented.

**CITY OF WHITEHORSE
COUNCIL POLICY**



POLICY: ENVIRONMENTAL GRANT

Policy Number:	2019-xx
Approved by:	Council
Effective date:	January 1, 2020
Department:	Planning and Sustainability Services

PURPOSE:

The purpose of the City of Whitehorse Environmental Grant Policy is to guide the allocation and management of environmental fund grants within the City of Whitehorse. These grants support outcomes identified in the Whitehorse Sustainability Plan.

The objective of the Environmental Grant Policy is to frame a grant program that support projects of three main groups within the City of Whitehorse:

Societies currently registered under the *Yukon Societies Act*;

Commercial Organizations: entities that undertake activities for the purpose of profit or gain with a valid City of Whitehorse business license; and

Schools located in Whitehorse.

AUTHORITY: Council Resolution # _____ dated _____

POLICY STATEMENT

The City of Whitehorse upholds its statutory responsibility to ensure the lawful, transparent and prudent expenditure of public funds.

This policy is pursuant to section 245 of the *Municipal Act* (R. S. Y. 2002) as amended, which gives the City of Whitehorse the authority to make grants to any person or association of persons.

This policy should be read in conjunction with the City’s applicable Acts, Bylaws, and Policies including the *City Grant Making Policy (#2014-27-06)*, Administrative Directives, Procedures, and supporting references.

SCOPE

The Environmental Grant Policy applies to applicants for environmental grants and to City Administration. There are no exceptions provided in this policy.

Consequence of Non-Compliance

City staff charged with the administration of the grant funding and proponents applying for funding under this policy would be accountable to the provisions under this policy and any related City Bylaws or Policies.

DEFINITIONS

“APPLICANT” means the person or organisation submitting an application to be considered for an Environmental Grant.

"ACCOUNTABILITY STATEMENT" means a statement of revenues and expenditures for the completed project, filled out by the applicant that received the Environmental Grant.

“CITY” means the City of Whitehorse.

“CITY ADMINISTRATION” means the City Manager, Directors, Managers, Supervisors or any other persons who are in a position of directing work and/or people relating to City workplace operations.

“CAPITAL” means the acquisition of, or addition to, a fixed asset such as land, building or structures.

“COMMERCIAL ORGANIZATION” means a business that has held a valid City of Whitehorse business license on, and six months continuously prior to, the application date.

“COUNCIL” means the duly elected municipal council of the City of Whitehorse.

“DEPARTMENT” means the City of Whitehorse Department of Planning and Sustainability Services or other designated department and designated employees.

"ENVIRONMENTAL COORDINATOR" means the City of Whitehorse Environmental Coordinator or designate.

“EQUIPMENT” means machinery, appliances, apparatus, tools or installation.

“FINAL REPORT” means a written document showing how the primary objectives of the funded project were met.

"GRANT REVIEW TEAM" means an internal team of individuals brought together for the express purpose of reviewing Environmental Grant applications and shall consist of the Environmental Coordinator and at least two other representatives from the City of Whitehorse.

“HONORARIUM” means a voluntary payment made to a person for services for which fees are not legally or traditionally required. An honorarium is typically used to help cover costs for volunteers or guest speakers.

“MAJOR GRANT” means an Environmental Grant of over \$1,000.00.

“MINOR GRANT” means an Environmental Grant of \$1,000.00 or less.

"OPERATION AND MAINTENANCE" means all operational and maintenance costs including energy, water, sewage, heating, materials, and repairs but shall exclude property taxes and rent.

"PROJECT BUDGET" means a detailed estimate of revenue and expenses for the project. Revenue shall include all grants applied for, fund raising activities, donations, volunteer labour and any financial reserves available to the project.

“SCHOOL” means a school located in ~~the City of~~ Whitehorse.

“SOCIETY” means a society registered under the *Yukon Societies Act* as of the date of application which can provide a confirmation certificate under the *Yukon Societies Act Regulations*.

“SUPPLIES” means items acquired by a grant recipient for [the](#) purpose of undertaking and successfully completing an approved project.

“TERMS AND CONDITIONS AGREEMENT” means a written document listing the conditions of the grant as outlined in this policy, as well as the Council-approved expenditure and project-specific conditions.

OBJECTIVES

1. The City recognizes the vital role community groups and organizations play in helping Whitehorse become a sustainable city.
2. Grants support organizations in undertaking projects that benefit Whitehorse and its citizens.
3. In disbursing grant funding, preference shall be given to eligible projects that illustrate some or all of the following elements:
 - (1) The project or event is located within [the City of Whitehorse](#);
 - (2) The project or event is identified as a priority under the Whitehorse Sustainability Plan and other strategic documents;
 - (3) The project or event is of environmental benefit to [the City Whitehorse](#) and its residents;
 - (4) The project or event does not duplicate existing programs in the public or private sector;
 - (5) The project or event demonstrates partnership in the community; [and](#)
 - (6) The project or event demonstrates environmental leadership.

RESPONSIBILITIES

City Council

4. Council approves major grants under this policy.

City Administration

5. The Department shall actively educate the community, promote and advertise the availability of the Environmental Grant.
6. The Environmental Coordinator or designate receives and reviews grant applications for eligibility under this policy, and notifies applicants of their status.
7. The Grant Review Team considers applications according to merit, eligibility and available funding, and makes recommendations to Council.

Applicants

8. Grant recipients enter into an agreement with the City upon receipt and approval of application. The agreement outlines expectations and requirements with the following:
9. Successful grant recipients shall;
 - (1) Expend funds as specified in the application;
 - (2) Submit a signed Accountability Statement and Final Report within 60 days of project completion that verifies funds were used for the purpose they were awarded, and describes and evaluates project outcomes in relation to stated objectives;
 - (3) Acknowledge receipt of the Environmental Grant funding from the City in the project promotion and advertising; and
 - (4) Return to the City any unused funds within two calendar months of the Accountability Statement and Final Report deadline.

Grant Categories

10. All policy requirements apply to both minor and major grant categories, except where specifically noted.

Eligible Applicants

11. Societies, schools, and commercial organizations are eligible to apply.
12. Joint applications are acceptable; however, the applicants must identify one group that will be responsible for the finances and accountability.
13. Applicants must have a Whitehorse mailing address and a Yukon bank account.
14. Applicants may receive no more than one grant per calendar year.

Ineligible Applicants

15. Any group that is overdue on money or obligations owed to the City, including outstanding Accountability Statements for this or other City grants, is not eligible to apply.

Eligible Projects

16. ~~Applications whose p~~Projects that meet the following requirements will be considered for funding:
 - (1) The project contributes to the goals of the Whitehorse Sustainability Plan as amended from time to time;
 - (2) The majority of project beneficiaries or participants reside in ~~the City of~~ Whitehorse;
 - (3) The project will take place within ~~the City of~~ Whitehorse, accessible to the public; and
 - (4) The project does not duplicate programs in the public or private sector.

Commercial Organizations

17. Projects proposed by commercial organizations must benefit the wider community.

Eligible Expenses

18. Eligible Expenses shall be directly related to the project and may include:
- (1) Equipment and supplies required to complete the project (rental/purchase);
 - (2) Human resources, except those listed under **section 20(7)**. Honoraria may be reimbursed to a maximum of \$175.00 per day;
 - (3) Printing (brochures, educational material, etc.);
 - (4) Project advertising (radio, newspaper, signage, banners, etc.);
 - (5) Facility rental fees for special events; and
 - (6) Airfare, accommodation and meal costs for instructors and presenters in Whitehorse:
 - (a) Meal costs to a maximum of \$64.00 per person per day;
 - (b) Airfare to a maximum of \$500 per person.
19. **A project's equipment or capital costs that are up to \$1,000 are eligible for full funding. For equipment or capital costs of \$1000 or more, the applicant must provide matching funds for the portion over \$1000.**

Expenses Not Eligible for Funding

20. Expenses **not** eligible for funding shall include:
- (1) Fundraising events;
 - (2) Costumes, props and personal care products;
 - (3) Computer hardware, software and internet access;
 - (4) Office furniture and equipment;
 - (5) Costs related to keeping an office (space rental, phone and fax bills, heating, electrical bills): this includes expenses that would normally be defined as ongoing operational expenses;
 - (6) Medals, crests, **and** uniforms;
 - (7) Ongoing staff wages;
 - (8) Fees payable to the City, such as registration fees, taxes, and facility rental;
 - (9) Gifts and draw prizes;
 - (10) Retroactive funding for projects already completed; and
 - (11) Costs incurred prior to the application being received by the Environmental Coordinator or designate

Equipment and Capital (\$1,000 and over)

21. Applicants funded for equipment purchases are responsible for the proper care, maintenance and security of the equipment. Details as to maintenance and storage location must be included in the application. Equipment \$1,000 and more purchased with funds under this policy cannot be traded, disposed of, or sold without the approval of Council.

Operation and Maintenance

22. Applicants wishing to have the City assume responsibility for the completed project must request this at the time of application. Annual cost estimates must be included in the application. The decision will be made as part of the grant review process and the City shall not be responsible for any operation and maintenance until such time as the project is complete and a certificate of completion issued.

Application Deadlines

23. Major Grant applications will be received ~~on~~by **October 15**.
24. All Major Grant applications must be received by the City prior to 16:30 on the deadline date. If the application deadline occurs on a non-business day, the application deadline shall be 16:30 on the next business day.
25. Minor Grant applications will be accepted from January 1 to November 15. Any Minor Grant applications received within 3 weeks prior to a Major Grant deadline will be evaluated with Major Grant applications received at the deadline.

Fund Availability

26. Up to 55% of the annual Environmental Grant funds may be granted **before the October 15 deadline**.
27. Funding will be committed out of the current year's funds only.

Application Procedure

28. An applicant may only submit one application at a time.
29. For Societies, the name of the applicant must be the official name as registered under the *Societies Act*.
30. Applications must be completed in full according to the Environmental Grant Application.
31. Any proposed service contracts and equipment purchases, other than incidental expenses, shall have accompanying quotations. Contracts or equipment purchases over \$500 shall be accompanied by two quotations.
32. The Environmental Coordinator or designate will review all applications for completeness, accuracy and compliance with this policy. Applications not complying with this policy will be deemed incomplete; ~~will not be~~ forwarded for review; and ~~will be~~ returned to the applicant with a letter indicating the reasons for rejection.

Assessment Procedure

33. The Grant Review Team will meet to consider the applications as soon as possible following an application deadline or receipt of a completed Minor Grant application.
34. The Grant Review Team may request applicants to make a presentation to the Grant Review Team on the project.
35. In a closed session, the Grant Review Team will thoroughly discuss each application and make recommendations to Council, as deemed necessary.
36. The Grant Review Team will make recommendations to Council for Major Grant applications. The Environmental Coordinator or designate shall make a formal presentation of Major Grant applications to Council.
37. All recommendations and rationale of the Grant Review Team pertaining to Major Grant applications shall remain confidential until Council has reviewed applications.
38. Minor Grants will be awarded by the Review Team. -Council will be notified of the award, and the award will be included in the year end bylaw for grants.
39. Applicants will be notified in writing by the Department as to of their status, within six weeks of the application deadline for Major Grants, and within 3 weeks of an application being deemed complete for Minor Grants.

Review Team Conflict of Interest

40. Where a member of the Grant Review Team has a direct personal interest in any grant application under review, the member shall leave the room during the review and discussion and shall not have a vote input on the application.
41. Personal interest shall be interpreted as an instance where:
 - (1) A member is an executive member of the applicant under review; or
 - (2) A member is an employee of the applicant or a commercial/business operation that will stand to gain financially from the proposal.

Assessment Criteria

42. Applications will be assessed using the following criteria:
 - (1) The project pursues the goals of the Whitehorse Sustainability Plan goals and other strategic documents;;
 - (2) The application is accurate, concise, complete and credible;;
 - (3) The applicant demonstrates the ability to contribute in a significant manner to the project. -Example: volunteer labour, partnerships and/or financial contribution;;
 - (4) The applicant demonstrates the ability to undertake the project and there is a high likelihood of success (i.e. similar projects have been successful and the applicant has demonstrated ability to conduct projects in the past); and;
 - (5) The applicant has the appropriate liability insurance, necessary licences, landowner consent and permits required to complete the project.

43. Applications that do not meet the application criteria as defined in this Policy shall not be recommended for funding.

Accountability

44. Successful applicants will be made aware of the terms and conditions of this policy and must acknowledge acceptance of the same and any other conditions that the City may specify prior to the disbursement of funds. -The applicant will be held accountable for the expenditure of the funds.
45. Funds granted under this policy are not transferable between projects and must be used for the specific purposes outlined and approved in each specific grant application. Where a change in project expenditures or project scope is anticipated, a written request shall be submitted for approval by the Environmental Coordinator or designate.
46. Should an applicant wish to withdraw or cancel their funding, a written request shall be submitted to the Environmental Coordinator or designate and funds returned.
47. Accountability shall be in the form of an Accountability Statement supplied to the Environmental Coordinator or designate within 60 days after the scheduled completion date.
48. The Accountability Statement and final report must be completed in full according to the Accountability Statement including copies of the receipts and/or cancelled cheques, and demonstration of recognition for City support.
49. Any funds found to be surplus to the specific project and uses approved, shall be returned to the City with the Accountability Statement.
50. The applicant may request a six-month extension to complete the project by applying in writing to the Environmental Coordinator or designate.

Disbursement of Funds

51. Societies can receive two-thirds of the funds approved by Council upon return of the signed Terms and Conditions Agreement. Other applicants ~~can~~ will receive funds upon acceptance of the Final Report, Accountability Statement, and receipts.
52. Minor Grants will be paid upon acceptance of the Final Report, Accountability Statement, and receipts.
53. Applicants assume responsibility for any debt or deficit incurred as a result of projects.
54. The Accountability Statement will provide evidence that the matching funding in the initial application was secured and used to complete the project.

GENERAL

55. On special occasions and in consultation with Departments and the Environmental Coordinator or designate, Council may, at its discretion, give grants to applicants, and may approve specific conditions regulating the expenditure of the grant funds.

56. The City must receive recognition of the funds received under the Environmental Grant (City logo on all printed material, advertisements, displays as well as verbal acknowledgement, where applicable).

REPEAL OF EXISTING POLICY

The Environmental Grant Policy adopted by council resolution #2017-13-05, including all amendments thereto, is hereby repealed.



Supporting References

Please note that some of the items below may not be publicly available.

Related Council Policies, bylaws, Administrative Directives and other applicable Acts and Regulations

Yukon Government *Municipal Act and Regulation* (Act. SY 2002, c.154) & (Regulation. O.I.C. 1988/43)

Contact the Planning and Sustainability Services Department for additional applicable Administrative Directives, Procedures, Bylaws, Acts and supporting references.

History of Amendments

<u>Date of Council Decision</u>	<u>Reference (Resolution #)</u>	<u>Description</u>
December 13, 2004	2004-25-07	Initial approval
January 31, 2011	2011-02-04	Amended
June 26, 2017	2017-13-05	New policy adopted

ADMINISTRATIVE REPORT

TO:	Development Services Committee
FROM:	Administration
DATE:	October 22, 2019
RE:	Grant Request - Yukoner Appreciation Day

ISSUE

Request for grant from Whitehorse Chamber of Commerce for Yukoner Appreciation Day.

REFERENCE

- Whitehorse Downtown Parking Management Plan (2019)
- Community Economic Development Strategy (2015-2020)

HISTORY

For several years, the downtown business community has held a Yukoner Appreciation Day to launch the holiday shopping season. It is an important component of the Whitehorse Chamber of Commerce's Buy Local campaign. For the 2019 Yukoner Appreciation Day, the Chamber has requested that the City provide free parking on Main Street, Steele Street and Elliott Street. This year's event will be held Friday, November 1st, 2019.

The Chamber has organized this annual event with the support of the City and local business community since 2015. For the 2017 and 2018 events, the City provided support by providing free parking on Main Street and closing Third Avenue between Main and Elliot streets. The 2018 event was highly successful as participating local businesses reported increased sales. The City's contribution was recognized in all promotional materials produced by Chamber and this event demonstrated the City's support to the local business community.

The Chamber has indicated that it wishes to extend the free parking available on Yukon Appreciation Day to include Steele Street and Elliott Street. The parking revenue loss on Main Street is valued at approximately \$4,700 whereas the loss on Steele Street and Elliott Street is approximately \$9,400. Thus, the total requested City contribution is \$14,100.

ALTERNATIVES

1. Provide a grant to support the event.
2. Do not approve the grant request.

ANALYSIS

The Chamber is requesting a grant to support the Yukoner Appreciation Day as follows:

- To provide free parking from 9 am to 9 pm on Main Street, Elliott Street and Steele Street, for a total monetary value of \$14,100.

The City's Community Economic Development Strategy supports working collaboratively with economic development stakeholders such as the Chambers of Commerce. Goal 2, Action C of the strategy calls for stakeholders to pool capacity and use resources effectively to provide maximum value to our community. Supporting this event would convey the positive message that the City supports the local business community in a practical and meaningful way.

The Whitehorse Downtown Parking Management Plan states that the use of parking restrictions is not to raise revenue, but to ensure that short-term on-street parking is available for customers. Providing free parking may have the unintended consequence of allowing employees to use meters all day. To address this, the Chamber has stated that they will communicate with businesses to ensure their employees are aware that the spaces should be left for customer usage. If free parking is provided, the City will work closely with the Chamber leading up to this event to ensure proactive and clear messaging to the public about locations of free parking.

Administration is recommending that the grant be limited to the provision of parking only on Main Street for a number of reasons. In the past, the City has provided free parking only on Main Street for this event so this would retain consistency. Additionally, the revenue losses for the City from parking meters and fines on Main Street, Elliott Street and Steele Street significantly increase the financial request to \$14,100. Whereas a \$4,700 grant for free parking on Main Street can be accommodated within the Planning and Sustainability Services Department budget, the department's budget cannot absorb the larger request. The City has requested that the Chamber apply for a Festival and Special Events Grant from the City to accommodate their request for free parking which may have enabled a larger amount to be funded. This action was not taken by the Chamber. Lastly, allowing free parking only on Main Street may decrease public confusion of which streets have free parking.

The option to refer this grant request back to Administration will not allow time for a Council decision before this event.

ADMINISTRATIVE RECOMMENDATION

THAT Council approve a grant of no more than \$4,700 and endorse the non-enforcement of expired parking meter violations on Main Street from 9 am to 9 pm on November 1st, 2019, to support the 2019 Yukoner Appreciation Day.

**CITY OF WHITEHORSE
CORPORATE SERVICES COMMITTEE AGENDA**

Date: Tuesday, October 22, 2019

Location: Council Chambers, City Hall

Chair: Samson Hartland Vice Chair: Laura Cabott



	Pages
1. Budget Amendment and Contract Award - CGC Refrigeration System Upgrades	1 - 3
Presented by Manager R. Graham	
2. 2019 Citizen Survey Results - For Information Only	4 - 40
Presented by Manager C. Constable	
3. New Business	

ADMINISTRATIVE REPORT

TO: Corporate Services Committee
FROM: Administration
DATE: October 22, 2019
RE: Budget Amendment & Contract Award – CGC Refrigeration System Upgrades

ISSUE

Budget Amendment and Contract Award for Upgrades to the Canada Games Centre Refrigeration System

REFERENCE

2019 Capital Budget Job #320c00717 – Cooling Tower Replacement
2019 Capital Budget Job #320c00519 – Ice Plant/Chiller Upgrades
Council Policy: Purchasing and Sales

HISTORY

The City of Whitehorse operates and maintains three large scale ammonia based refrigeration systems. Two projects submitted to the budget process in 2018 and approved in appendix “B” in the 2020 provisional capital budget relate to refrigeration system upgrades at the Canada Games Centre (CGC). Funding is earmarked for both replacing and upgrading the system’s cooling tower as well as upgrading the chiller and condensers.

The CGC’s refrigeration system is critical to maintaining service levels and associated revenues for the facility as without proper cooling capacity, the ice surfaces cannot be maintained.

The City’s refrigeration systems were originally designed, manufactured and installed by Cimco Refrigeration, a division of Toromont Industries Ltd. (Cimco), and under a service contract, Cimco has continued to provide regular service and maintenance work, and emergency service as required. Research has indicated that there are no Yukon contractors that are able to complete work on ammonia systems. The Purchasing and Sales Policy does not make allowances to exempt this type of procurement from the public tendering process, therefore, a council resolution is required to waive a public bidding process in this case.

Gas tax funding has been secured for the proposed work.

ALTERNATIVES

1. Amend the 2019 capital budget to account for approved gas tax funding, authorize administration to waive the public bidding process for the 2020 Canada Games Centre Refrigeration System Upgrades, and to award the contract as recommended.
2. Refer the proposed award back to Administration for further analysis.

ANALYSIS

Both projects were submitted to the budget process in 2018 and are included in the 2020 provisional capital budget. Project estimates from 2018 were revised and updated in 2019 for 2020 construction.

Job # & Project	2020 Provisional Capital Budget	2020 Revised Budget Submission
320c00717 – Cooling Tower Replacement CGC	\$310,000	\$395,000
320c00519 – Ice Plant/Chiller Upgrades - CGC	\$120,000	\$120,000

The work being planned for 2020 at the CGC can only be completed during a four-week window in May when the ice-plant can be shut down without significant impact to facility ice schedules. Due to updated manufacturing timelines and the narrow window to complete this work in May 2020, the 2019 capital budget would need to be amended to fully fund the work in the 2019 Capital expenditure plan prior to award at this time. Funding for both projects has been secured through the gas tax program.

The work to be done includes replacing the existing water cooling tower with a glycol adiabatic fluid cooler, safety upgrades, and upgrade work to the chiller and condensers. The work includes the complete supply of material, manufacturing, construction, commissioning, training, and a standard 1-year warranty.

The current water cooling tower is near end of life. The upgraded adiabatic fluid cooler being proposed will be the most efficient available in terms of thermal performance to save energy and is designed for our extreme winter environment, including no use of water below 17°C. The project also includes improvements to ensure that the new fluid cooler is installed for proper safe access and ease of maintenance. Safety improvements will be made to reduce the ammonia charge of the system, which will reduce the risk of an ammonia leak to the community.

Upgrade work to the chiller and condensers includes a complete tear down, inspection, and upgrading of gaskets. The type of chiller and condensers that the City owns and operates must be upgraded at the 15-year mark to ensure continued operation.

The original equipment and system was designed, manufactured, installed, and has been maintained and upgraded by Cimco. All of the City's ammonia based refrigeration systems are automated and monitored using a Cimco Direct Digital Control system that requires programming changes be completed by Cimco as a result of proposed cooling tower replacement and condenser upgrades. Given the nature of ammonia based refrigeration systems and the associated health and safety risks, it is critical that consistency with a single service provider be maintained.

Cimco has been doing work on the City's ammonia refrigeration systems since the 1980's. Cimco has extensive expertise, training, equipment and resources to complete this work successfully. As this work must be completed in a 4-week shutdown period, a significant mobilization of resources will be required to complete this work on time and not significantly affect facility schedules.

Both projects should proceed at one time to condense effects to the CGC schedules, as well as for efficiencies of ammonia disposal as the ammonia charge must be completely removed from the system for both or either projects to proceed.

The City has received a detailed proposal from Cimco to complete the 2020 replacements and upgrades specified at a cost of \$500,045. The pricing submitted with the Cimco proposal is in line with work of this nature and pricing is reasonable based on previous work.

This work includes upgrades/replacements to certain portions of the original 2004/2005 Cimco refrigeration system that are due for upgrades/replacement based on age and type of use. It is estimated that the cost for a complete refrigeration system replacement at the CGC would be over \$3,000,000.

ADMINISTRATIVE RECOMMENDATION

THAT the 2019 to 2022 capital expenditure program be amended by increasing the 2019 Cooling Tower Replacement (320c00717) project in the amount of \$395,000 in Gas Tax funding; and

THAT the 2019 to 2022 capital expenditure program be amended by increasing the 2019 Chiller Upgrades (320c00519) project in the amount of \$120,000 in Gas Tax funding; and

THAT Council authorize Administration to waive the public bidding process for the Canada Games Centre Refrigeration System Upgrades project; and

THAT Council authorize Administration to award the contract for the Canada Games Centre Refrigeration System Upgrades to Cimco Refrigeration, a division of Toromont Industries Ltd., for a net cost to the City of Whitehorse of \$500,045, plus GST.

ADMINISTRATIVE REPORT

TO: Corporate Services Committee
FROM: Administration
DATE: October 22, 2019
RE: 2019 Citizen Survey Report – <i>For Information Only</i>

ISSUE

Results of the 2019 Citizen Survey (report attached)

REFERENCE

2017 Citizen Survey Report

HISTORY

The City has conducted biennial citizen surveys for a number of years. In 2017, the survey process was changed to have delivery managed by the Yukon Bureau of Statistics (YBS), and the 2019 survey was handled in the same way.

The proposed questions for the 2019 survey closely followed those used in 2017, with some modifications. YBS began the data collection in mid-April, ending on May 31st. YBS contacted the selected respondents by mail, encouraging them to respond to the survey questions online and providing a link and access code. To encourage online responses, respondents were told their names would be entered into a draw for a \$250 gift card to the Canada Games Centre. If respondents did not reply within a short time frame, they were sent a reminder letter. If there was no response at that point, attempts were made to reach them by telephone.

From a total sample of 1500, 1137 eligible respondents were identified and 732 completed the survey. The response rate is approximately 65%. The margin of error is 2.3% at the 95% confidence level.

ANALYSIS

The survey questions fell into two categories:

- Perspectives on living in Whitehorse
- Perspectives on City services

For the first category, citizens report feeling mostly very positive about living in Whitehorse, although scores were generally lower than in 2017 and highlighted areas where public perception is less positive, e.g., economic diversity and public transit.¹

¹ Please note the explanation regarding mean scores on page 2 of the attached report, to understand better how to interpret these results.

Regarding the perspectives on City services:

- Citizens appear to have a good understanding of the importance to them personally, and scores were higher than in 2017. The services relevant to most people, e.g., fire and recreation services, received the strongest scores while scores were lower for services that affect fewer people directly.
- Regarding citizen satisfaction with *individual* City services, there was no 2017 data for comparison purposes. Generally, citizens appear to be very satisfied, with some exceptions, e.g., transit services. Citizens were also asked about their *overall* satisfaction with City programs and services, with the results indicating a strong sense of satisfaction, and a modest improvement over 2017 results.
- When asked whether the quality of City services has improved or worsened over the past year, 77% of citizens said it had stayed the same or improved and only 8% said quality had worsened.
- Homeowners were also asked their perspectives about value for taxes. 83% said they receive fair, good or very good value.
- Citizens were asked how strongly they agreed with three statements regarding Council's performance. It is worth noting that the current Council had been in office for only six months when the survey was conducted.
- Citizens with recent customer experience with the City were asked how strongly they agreed with three statements regarding City staff. The results were largely positive.

2019 City of Whitehorse Citizens' Survey Report

This report was prepared by Rachel Westfall, Senior Statistician, Yukon Bureau of Statistics for the City of Whitehorse. For more information, please contact ybsinfo@gov.yk.ca.

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- Results**..... 1
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- Appendix B. Survey questionnaire 27

Introduction

The Yukon Bureau of Statistics conducted the 2019 City of Whitehorse Citizens' Survey on behalf of the City of Whitehorse. The purpose of this household survey was to collect information on Whitehorse residents' perspectives on living in Whitehorse and on programs and services provided to residents by the City.

Methodology

The Yukon Bureau of Statistics fielded the survey between May 2 and May 31, 2019. The survey was conducted in two phases. Respondents were initially invited to complete the survey online, either via a letter sent to their home with a web link and a unique code for each respondent to access the survey, or via an email invitation sent to their email address. Respondents who did not complete the online survey within the allotted time frame were contacted by telephone to complete the survey using a Computer Assisted Telephone Interviewing (CATI) system.

The Yukon Bureau of Statistics used its household survey frame to draw a random sample of all households within Whitehorse city limits. From a total sample of 1500 households, 1137 eligible respondents were identified.

Analytical weights were applied to the responses to correct for non-response and to adjust for the population size and respondents' gender. The weighted response rate for the survey was 65.4%, while the refusal rate was 8.2%.

Results

A. Perspectives on Living in Whitehorse

The survey began by asking residents whether they agree or disagree with a series of ten statements about living in Whitehorse. In most cases, their responses were overwhelmingly positive (Figure 1). At least 80% of adult Whitehorse residents "strongly agree" or "agree" with the following statements:

- Overall, Whitehorse is a great place to live (90%).
- I would speak positively about the City of Whitehorse to my friends, family and coworkers (91%).
- Whitehorse has a great network of multiuse trails (89%).

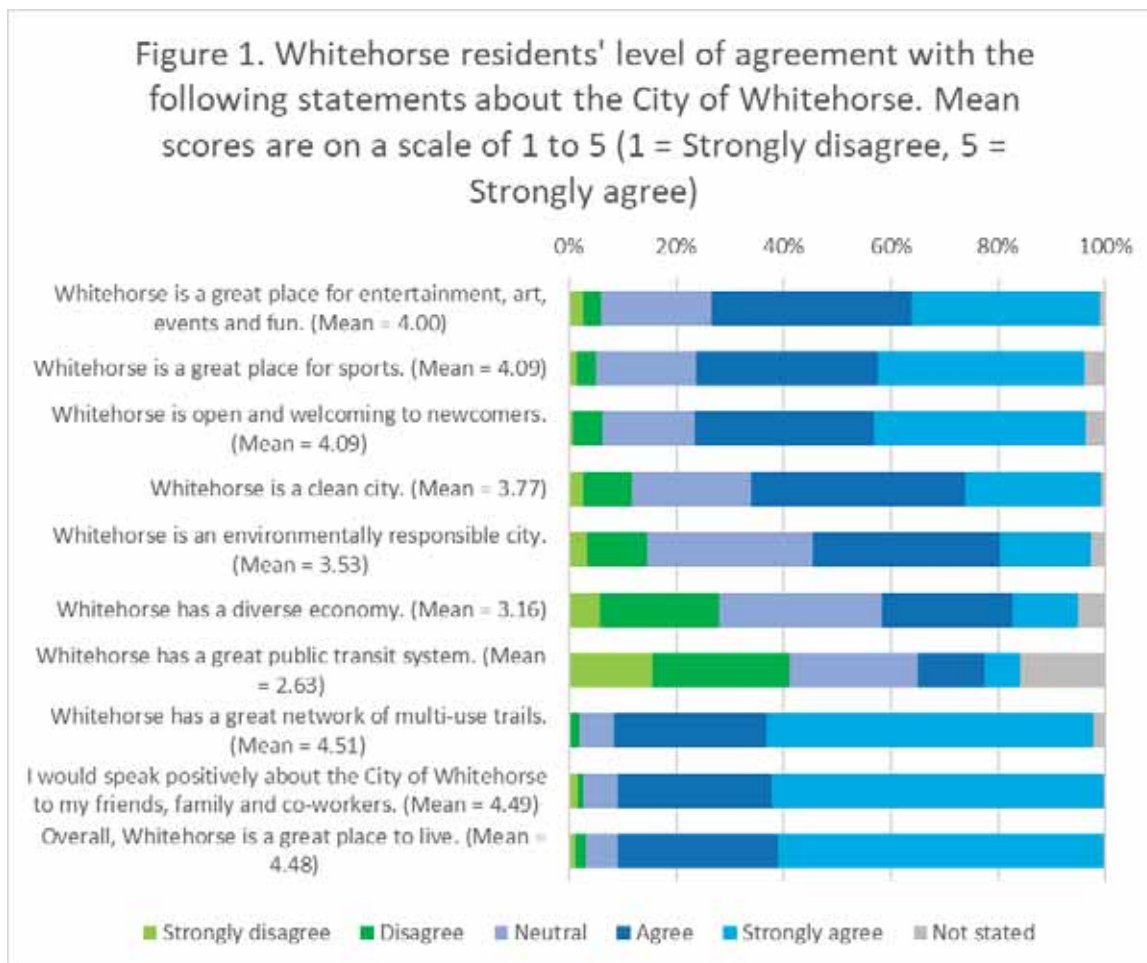
A smaller majority of residents “strongly agree” or “agree” with the following statements:

- Whitehorse is a great place for entertainment, art, events and fun (72%).
- Whitehorse is a great place for sports (73%).
- Whitehorse is a clean city (65%).
- Whitehorse is open and welcoming to newcomers (72%).
- Whitehorse is an environmentally responsible city (52%).

Fewer than half of Whitehorse residents “strongly agree” or “agree” with two of the statements:

- Whitehorse has a diverse economy (37%).
- Whitehorse has a great public transit system (19%).

Mean scores can be a useful measure for comparing how well a particular item is rated. As the items in this question were rated on a five-point Likert scale, the closer the mean score is to five, the better the rating. The highest mean score was given to “Whitehorse is a great place to live” (4.48). The lowest mean score went to “Whitehorse has a great public transit system” (2.63).



B. Perspectives on City of Whitehorse Services

Most of the remaining survey questions focused on residents' perspectives on City of Whitehorse services. Firstly, they were asked to say how important a series of city program areas were to them personally: not important, not very important, neutral, somewhat important, or very important (Figure 2).¹

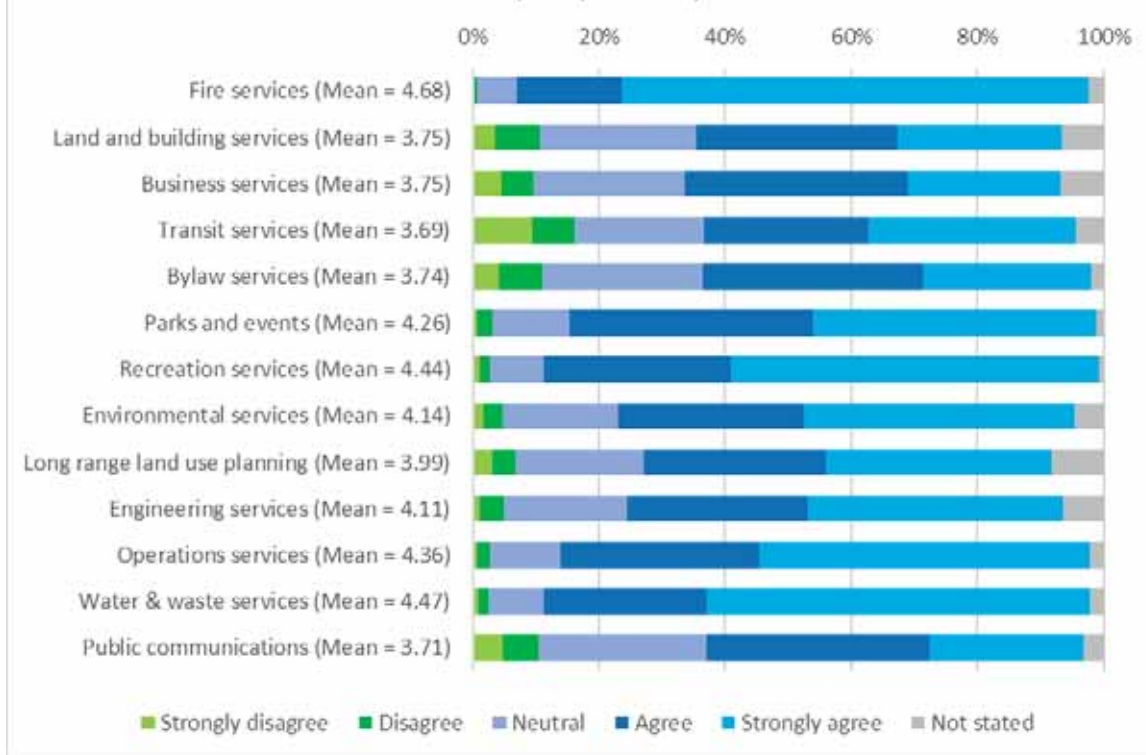
All of the listed city program areas were rated as "somewhat important" or "very important" by a majority of Whitehorse residents:

- Fire services – e.g., fire suppression, inspections and safety education; rescue services; and emergency preparedness; 91%.
- Recreation services – e.g., operation of Canada Games Centre, Takhini Arena, Mt. McIntyre Recreation Centre and Robert Service Campground; recreation and leisure program delivery; recreation grants; 88%.
- Water & waste services – e.g., operation and maintenance of city water treatment and delivery infrastructure, sanitary and storm water sewers, waste collection services and the Waste Management Facility, including compost services; 87%.
- Parks and events – e.g., operation of neighborhood and feature parks (Shipyards Park and Rotary Park), neighborhood ice rinks, trails, cemeteries, special events; 84%.
- Operations services – e.g., city road maintenance and repairs including snow and ice control; traffic and signs; maintenance and repair of city buildings and vehicles; 84%.
- Environmental services – e.g., environmental grants, habitat protection through land use planning, alternative forms of transportation; 72%.
- Engineering services – e.g., planning, design and construction of the city's major water, sewer and road capital projects; 69%.
- Long range land use planning – e.g., official community plan, zoning bylaw development and amendments; 65%.
- Bylaw services – e.g., ensuring compliance with city bylaws, for instance for animal control, all-terrain vehicles and parking; 61%.
- Business services – e.g., issuance of business licenses, economic development including business outreach; 60%.
- Public communications – e.g., city website and social media, online access to city services; 60%.
- Transit services – e.g., city bus and Handy Bus services; 59%.
- Land and building services – e.g., land lot sales, processing of subdivision applications, issuance of development and other permits; building inspections; 58%.

As the items in this question were rated on a five-point Likert scale, the closer the mean score is to five, the better the rating. The highest mean score was given to fire services (4.68). The lowest mean score went to transit services (3.69).

¹ The 2017 Citizens Survey used a 3 point Likert scale, so the results are not directly comparable to this year's survey.

Figure 2. Whitehorse residents' rating of importance of the following City of Whitehorse programs and services. Mean scores are on a scale of 1 to 5 (1 = Not at all important, 5 = Very important)



Residents were asked to rate their level of satisfaction with each of the city program areas (Figure 3). A majority of Whitehorse residents were “satisfied” or “very satisfied” with the following city program areas:

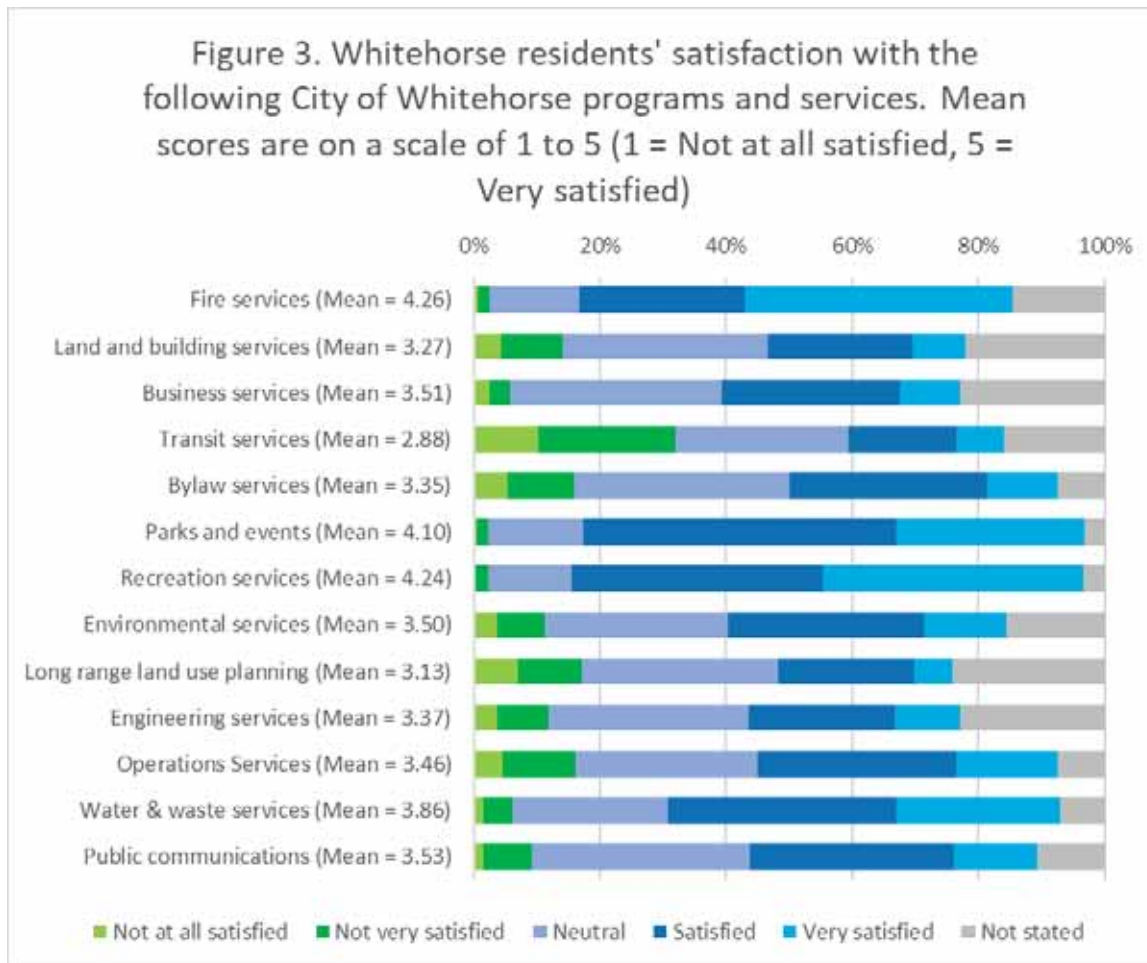
- Recreation services – e.g., operation of Canada Games Centre, Takhini Arena, Mt. McIntyre Recreation Centre and Robert Service Campground; recreation and leisure program delivery; recreation grants; 81%.
- Parks and events – e.g., operation of neighborhood and feature parks (Shipyards Park and Rotary Park), neighborhood ice rinks, trails, cemeteries, special events; 79%.
- Fire services – e.g., fire suppression, inspections and safety education; rescue services; and emergency preparedness; 69%.
- Water & waste services – e.g., operation and maintenance of city water treatment and delivery infrastructure, sanitary and storm water sewers, waste collection services and the Waste Management Facility, including compost services; 62%.

The remaining program areas had lower rates of satisfaction:

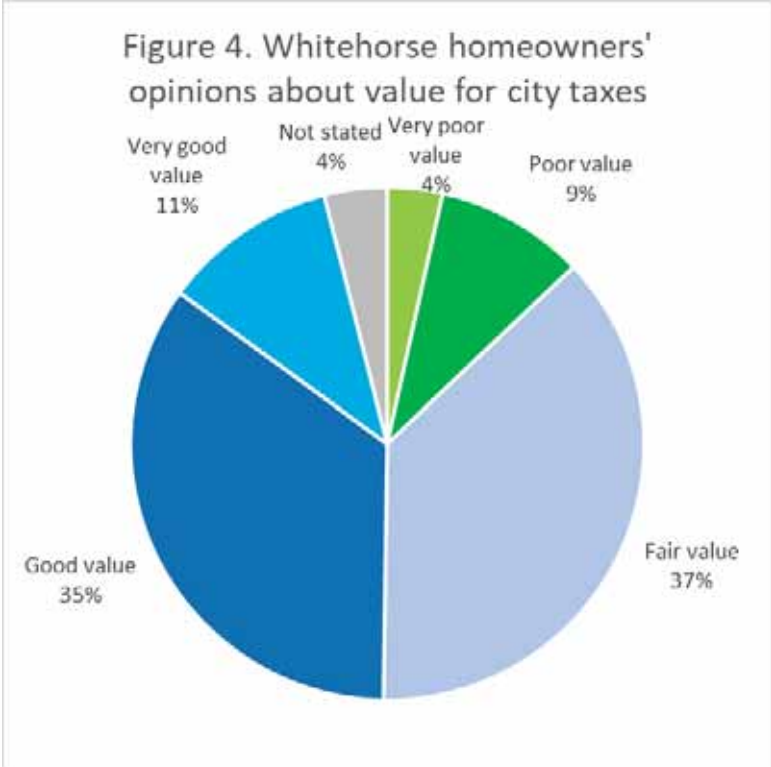
- Operations services – e.g., city road maintenance and repairs including snow and ice control; traffic and signs; maintenance and repair of city buildings and vehicles; 48%.
- Public communications – e.g., city website and social media, online access to city services; 45%.

- Environmental services – e.g., environmental grants, habitat protection through land use planning, alternative forms of transportation; 44%.
- Bylaw services – e.g., ensuring compliance with city bylaws, for instance for animal control, all-terrain vehicles and parking; 43%.
- Business services – e.g., issuance of business licenses, economic development including business outreach; 38%.
- Engineering services – e.g., planning, design and construction of the city’s major water, sewer and road capital projects; 34%.
- Land and building services – e.g., land lot sales, processing of subdivision applications, issuance of development and other permits; building inspections; 31%.
- Long range land use planning – e.g., official community plan, zoning bylaw development and amendments; 28%.
- Transit services – e.g., city bus and Handy Bus services; 25%.

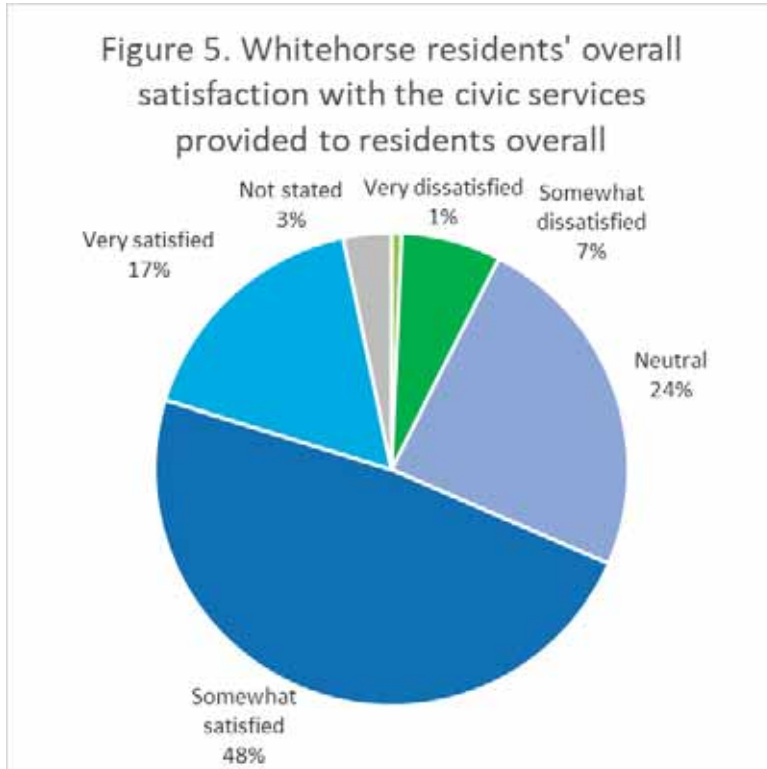
In some cases, quite a few respondents said they didn’t know how satisfied they were with a given program area. This resulted in lower overall satisfaction rates.



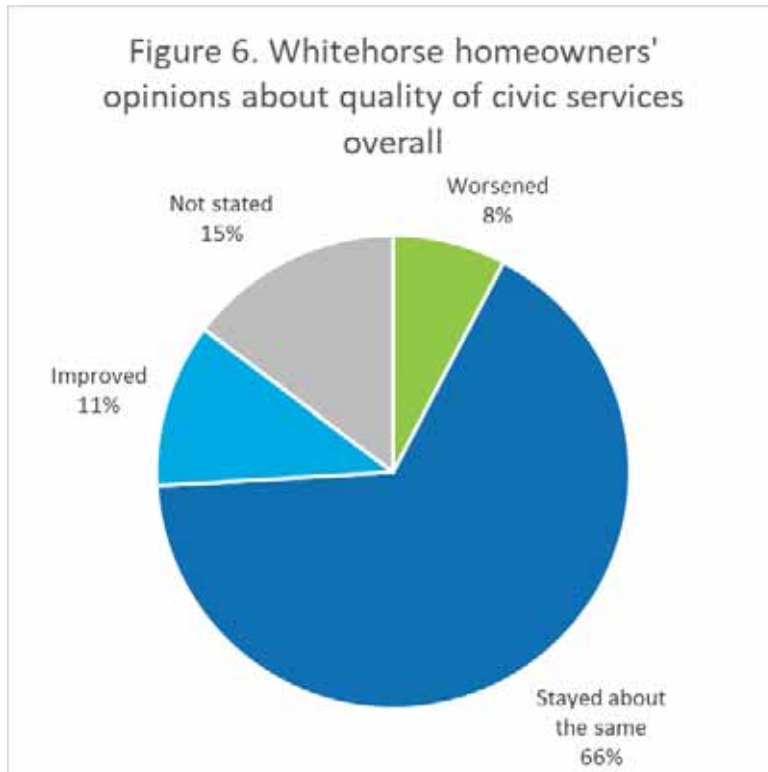
A screening question identified 70% of adult residents as homeowners. Those homeowners were asked their opinions about value for city taxes (Figure 4). Overall, 46% of homeowners said they receive good or very good value for taxes, while 37% said they receive fair value, and 13% said they receive poor or very poor value. On a scale of 1 to 5, the mean score was 3.42.



The survey asked Whitehorse residents to rate their overall satisfaction with the programs and services offered by the City (Figure 5). Overall, 65% of residents said they are “somewhat satisfied” or “very satisfied,” 24% said they are “neutral,” and 8% said they are “somewhat dissatisfied” or “very dissatisfied.” On a scale of 1 to 5, the mean score was 3.76.



Residents were asked whether they think the quality of city services has worsened, stayed the same, or improved over the past year (Figure 6). While 66% said they think the quality of services has stayed the same, 11% said it has improved, and 8% said it has worsened. The remaining 15% did not share an opinion.



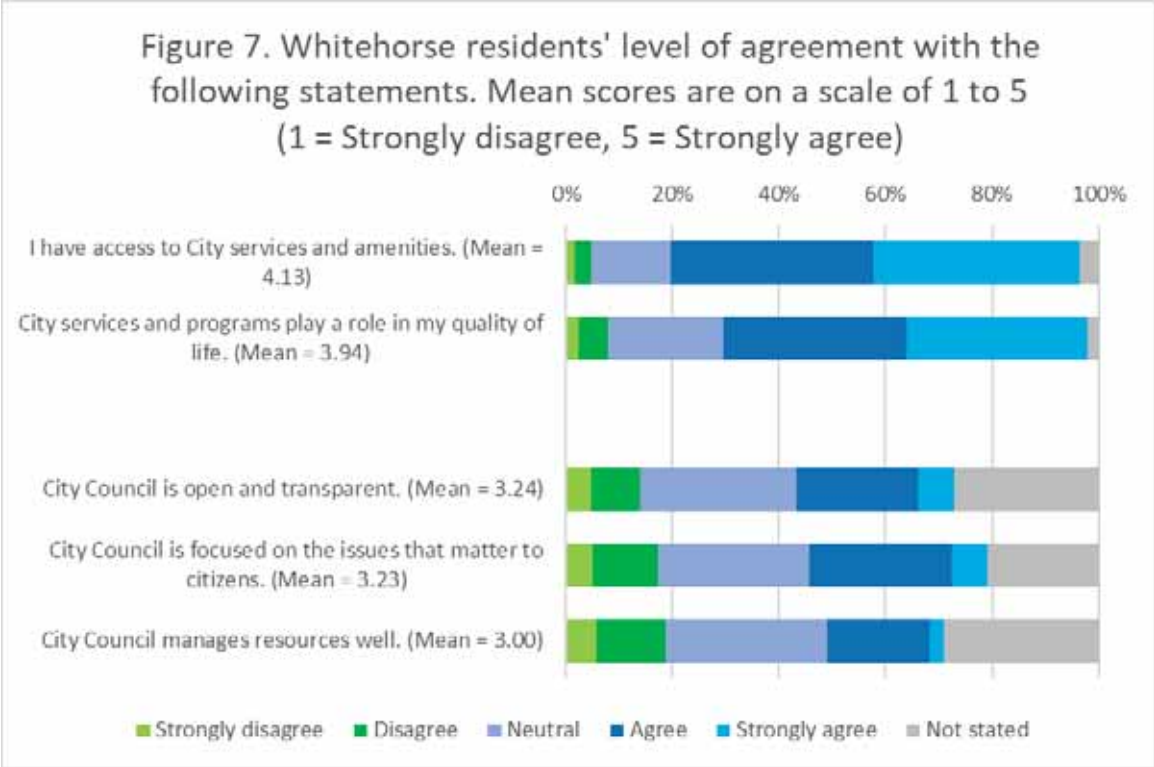
The survey asked residents to say how strongly they agree with a series of five statements about City of Whitehorse services (Figure 7). The majority of residents strongly agreed or agreed with these statements:

- I have access to city services (77%).
- City services and programs play a role in my quality of life (68%).

Fewer residents were likely to say they “strongly agree” or “agree” that:

- City Council is focused on the issues that matter to citizens (34%).
- City Council is open and transparent (30%).
- City Council manages resources well (22%).

On a scale of 1 to 5, the highest mean score went to the statement “I have access to city services and amenities” (4.13), while the lowest mean score went to “City Council manages resources well” (3.00).



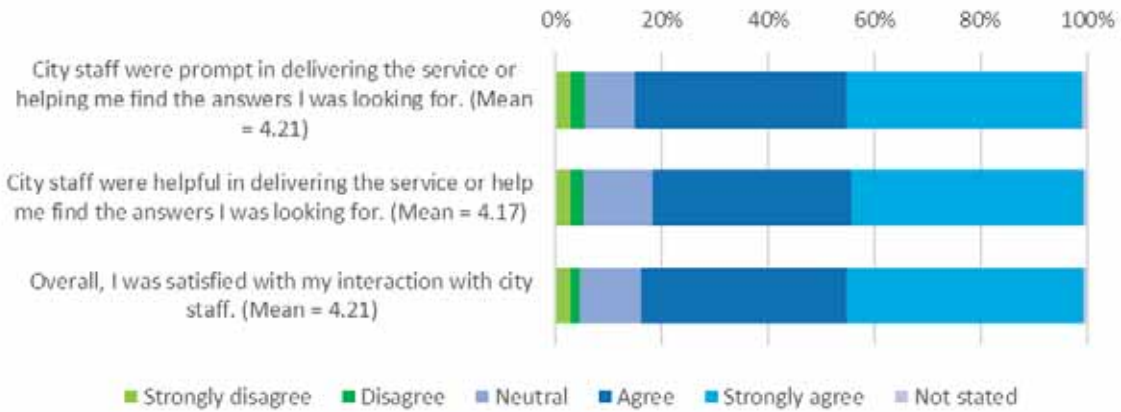
The survey asked residents if they have had a recent (within the past year) customer service experience with the City of Whitehorse, and 88% said yes. Those who said yes were asked a follow-up question to see how strongly they agreed with a set of three statements about city services (Figure 8).

Of those residents who have had a recent customer service experience with the City of Whitehorse, the vast majority agreed or strongly agreed that the service was satisfactory in the following ways:

- City staff were prompt in delivering the service or helping me find the answers I was looking for (84%).
- City staff were helpful in delivering the service or helping me find the answers I was looking for (81%).
- Overall, I was satisfied with my interaction with city staff (83%).

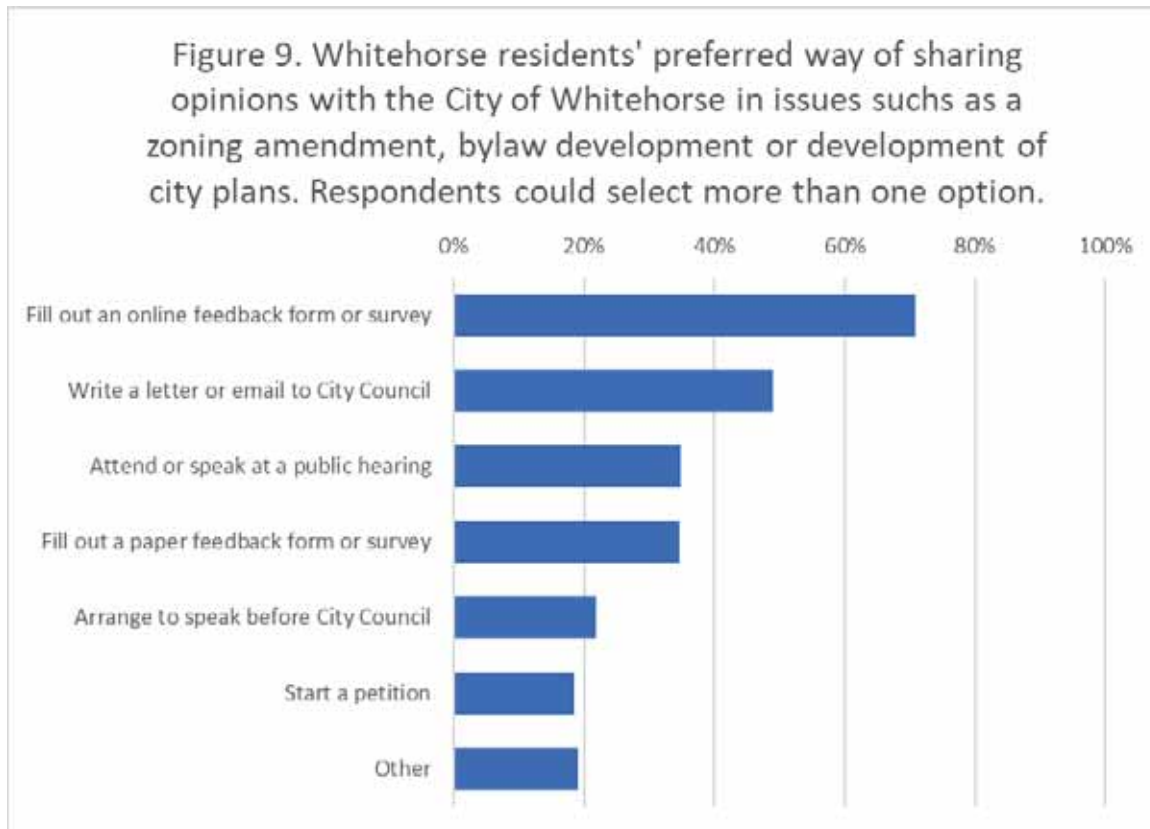
Mean scores on a scale of 1 to 5 for the three items — 4.21, 4.17 and 4.21, respectively — reflected the proportion of residents who agreed or strongly agreed to the statements.

Figure 8. Whitehorse residents' level of agreement with the following statements. Mean scores are on a scale of 1 to 5 (1 = Strongly disagree, 5 = Strongly agree)



Residents were asked to identify their preferred methods for sharing their opinions with the City of Whitehorse on city issues (Figure 9). Multiple responses were allowed.

The most popular option was to fill out an online feedback form or survey (71%), followed by writing a letter or email to City Council (49%), attending or speaking at a public meeting (35%), or filling out a paper feedback form or survey (35%). Other popular responses included speaking directly with a City representative, mayor or councilor by phone, in person or through social media.



Appendix A. Frequency tables

Q1. Do you live within Whitehorse city limits? (Non-residents were screened out of the survey.)

	Frequency	Percent
Yes	22843	100

Q2. For how many years have you lived in Whitehorse, in total?

	Frequency	Percent
Less than one year	144	0.63
Less than five years	1875	8.21
Between five and nine years	3862	16.91
Between ten and nineteen years	5170	22.63
Between twenty and twenty-nine years	4376	19.16
Between thirty and thirty-nine years	3516	15.39
Between forty and forty-nine years	2292	10.03
Fifty years of more	1503	6.58
Don't know	106	0.46

Q3. Using a scale from 1 to 5, where 1 is strongly disagree, 3 is neutral, and 5 is strongly agree, how would you rate your level of agreement with the following statements: (Other options: don't know, prefer not to say).

a. Whitehorse is a great place for entertainment, art, events and fun.

	Frequency	Percent
Strongly disagree	588	2.58
Disagree	790	3.46
Neutral	4674	20.46
Agree	8538	37.37
Strongly agree	8005	35.04
Don't know	186	0.81
Prefer not to say	62	0.27

b. Whitehorse is a great place for sports.

	Frequency	Percent
Strongly disagree	306	1.34
Disagree	821	3.6
Neutral	4284	18.75
Agree	7741	33.89
Strongly agree	8831	38.66
Don't know	798	3.5
Prefer not to say	62	0.27

c. Whitehorse is open and welcoming to newcomers.

	Frequency	Percent
Strongly disagree	190	0.83
Disagree	1234	5.4
Neutral	3932	17.21
Agree	7629	33.4
Strongly agree	9004	39.42
Don't know	792	3.47
Prefer not to say	62	0.27

d. Whitehorse is a clean city.

	Frequency	Percent
Strongly disagree	605	2.65
Disagree	2080	9.1
Neutral	5084	22.26
Agree	9107	39.87
Strongly agree	5776	25.29
Don't know	46	0.2
Prefer not to say	145	0.64

e. Whitehorse is an environmentally responsible city.

	Frequency	Percent
Strongly disagree	770	3.37
Disagree	2555	11.18
Neutral	7054	30.88
Agree	7956	34.83
Strongly agree	3919	17.16
Don't know	527	2.31
Prefer not to say	62	0.27

f. Whitehorse has a diverse economy.

	Frequency	Percent
Strongly disagree	1312	5.74
Disagree	5078	22.23
Neutral	6934	30.36
Agree	5589	24.47
Strongly agree	2766	12.11
Don't know	1102	4.82
Prefer not to say	62	0.27

g. Whitehorse has a great public transit system.

	Frequency	Percent
Strongly disagree	3574	15.65
Disagree	5804	25.41
Neutral	5472	23.95
Agree	2852	12.48
Strongly agree	1530	6.7
Don't know	3549	15.54
Prefer not to say	62	0.27

h. Whitehorse has a great network of multi-use trails.

	Frequency	Percent
Strongly disagree	78	0.34
Disagree	365	1.6
Neutral	1481	6.48
Agree	6494	28.43
Strongly agree	13932	60.99
Don't know	431	1.89
Prefer not to say	62	0.27

i. I would speak positively about the City of Whitehorse to my friends, family and co-workers.

	Frequency	Percent
Strongly disagree	366	1.6
Disagree	244	1.07
Neutral	1445	6.32
Agree	6594	28.87
Strongly agree	14106	61.75
Prefer not to say	89	0.39

j. Overall, Whitehorse is a great place to live.

	Frequency	Percent
Strongly disagree	261	1.14
Disagree	444	1.94
Neutral	1388	6.08
Agree	6797	29.75
Strongly agree	13873	60.73
Prefer not to say	80	0.35

Q4. I am going to read a list of programs and services provided to you by the City of Whitehorse. Please tell me how important each one is to you on a scale of 1 to 5, where 1 is not important, 3 is neutral and 5 is very important. (Other options: don't know, prefer not to say).

a. Fire services – e.g., fire suppression, inspections and safety education; rescue services; and emergency preparedness

	Frequency	Percent
Not at all important	86	0.38
Not very important	58	0.25
Neutral	1439	6.3
Somewhat important	3821	16.73
Very important	16918	74.06
Don't know	459	2.01
Prefer not to say	62	0.27

b. Land and building services – e.g., land lot sales, processing of subdivision applications, issuance of development and other permits; building inspections

	Frequency	Percent
Not at all important	801	3.5
Not very important	1628	7.13
Neutral	5686	24.89
Somewhat important	7248	31.73
Very important	5984	26.19
Don't know	1378	6.03
Prefer not to say	118	0.52

c. Business services – e.g., issuance of business licenses, economic development including business outreach

	Frequency	Percent
Not at all important	1041	4.56
Not very important	1163	5.09
Neutral	5451	23.86
Somewhat important	8094	35.43
Very important	5539	24.25
Don't know	1476	6.46
Prefer not to say	80	0.35

d. Transit services – e.g., city bus and Handy Bus services

	Frequency	Percent
Not at all important	2144	9.39
Not very important	1529	6.69
Neutral	4700	20.57
Somewhat important	5942	26.01
Very important	7524	32.94
Don't know	933	4.08
Prefer not to say	71	0.31

e. Bylaw services – e.g., ensuring compliance with city bylaws, for instance for animal control, all-terrain vehicles and parking

	Frequency	Percent
Not at all important	968	4.24
Not very important	1571	6.88
Neutral	5798	25.38
Somewhat important	7991	34.98
Very important	6053	26.5
Don't know	367	1.61
Prefer not to say	96	0.42

f. Parks and events – e.g., operation of neighborhood and feature parks (Shipyards Park and Rotary Park), neighborhood ice rinks, trails, cemeteries, special events

	Frequency	Percent
Not at all important	158	0.69
Not very important	550	2.41
Neutral	2785	12.19
Somewhat important	8809	38.56
Very important	10295	45.07
Don't know	145	0.64
Prefer not to say	101	0.44

g. Recreation services – e.g., operation of Canada Games Centre, Takhini Arena, Mt. McIntyre Recreation Centre and Robert Service Campground; recreation and leisure program delivery; recreation grants

	Frequency	Percent
Not at all important	262	1.15
Not very important	337	1.48
Neutral	1965	8.6
Somewhat important	6795	29.75
Very important	13300	58.22
Don't know	122	0.53
Prefer not to say	62	0.27

h. Environmental services – e.g., environmental grants, habitat protection through land use planning, alternative forms of transportation

	Frequency	Percent
Not at all important	367	1.61
Not very important	698	3.06
Neutral	4196	18.37
Somewhat important	6752	29.56
Very important	9773	42.78
Don't know	994	4.35
Prefer not to say	62	0.27

i. Long range land use planning – e.g., official community plan, zoning bylaw development and amendments

	Frequency	Percent
Not at all important	697	3.05
Not very important	870	3.81
Neutral	4607	20.17
Somewhat important	6600	28.89
Very important	8176	35.79
Don't know	1793	7.85
Prefer not to say	101	0.44

j. Engineering services – e.g., planning, design and construction of the city's major water, sewer and road capital projects

	Frequency	Percent
Not at all important	232	1.01
Not very important	919	4.02
Neutral	4445	19.46
Somewhat important	6534	28.6
Very important	9242	40.46
Don't know	1389	6.08
Prefer not to say	83	0.36

k. Operations services – e.g., city road maintenance and repairs including snow and ice control; traffic and signs; maintenance and repair of city buildings and vehicles

	Frequency	Percent
Not at all important	149	0.65
Not very important	490	2.15
Neutral	2536	11.1
Somewhat important	7173	31.4
Very important	11980	52.45
Don't know	376	1.65
Prefer not to say	138	0.6

l. Water & waste services – e.g., operation and maintenance of city water treatment and delivery infrastructure, sanitary and storm water sewers, waste collection services and the Waste Management Facility, including compost services

	Frequency	Percent
Not at all important	207	0.91
Not very important	359	1.57
Neutral	1994	8.73
Somewhat important	5916	25.9
Very important	13869	60.71
Don't know	378	1.66
Prefer not to say	121	0.53

m. Public communications – e.g., city website and social media, online access to city services

	Frequency	Percent
Not at all important	1105	4.84
Not very important	1274	5.58
Neutral	6093	26.67
Somewhat important	8090	35.41
Very important	5539	24.25
Don't know	660	2.89
Prefer not to say	83	0.36

Q3. I am going to read a list of programs and services provided to you by the City of Whitehorse. Please tell me how satisfied you are on a scale of 1 to 5, where 1 is not at all satisfied, 3 is neutral and 5 is very satisfied. (Other options: don't know, prefer not to say).

a. Fire services – e.g., fire suppression, inspections and safety education; rescue services; and emergency preparedness

	Frequency	Percent
Not at all satisfied	136	0.59
Not very satisfied	454	1.99
Neutral	3221	14.1
Satisfied	6005	26.29
Very satisfied	9703	42.48
Don't know	3241	14.19
Prefer not to say	83	0.36

b. Land and building services – e.g., land lot sales, processing of subdivision applications, issuance of development and other permits; building inspections

	Frequency	Percent
Not at all satisfied	995	4.36
Not very satisfied	2207	9.66
Neutral	7439	32.56
Satisfied	5264	23.04
Very satisfied	1901	8.32
Don't know	4954	21.69
Prefer not to say	83	0.36

c. Business services – e.g., issuance of business licenses, economic development including business outreach

	Frequency	Percent
Not at all satisfied	576	2.52
Not very satisfied	724	3.17
Neutral	7686	33.65
Satisfied	6462	28.29
Very satisfied	2168	9.49
Don't know	5144	22.52
Prefer not to say	83	0.36

d. Transit services – e.g., city bus and Handy Bus services

	Frequency	Percent
Not at all satisfied	2346	10.27
Not very satisfied	4955	21.69
Neutral	6282	27.5
Satisfied	3900	17.07
Very satisfied	1723	7.54
Don't know	3554	15.56
Prefer not to say	83	0.36

e. Bylaw services – e.g., ensuring compliance with city bylaws, for instance for animal control, all-terrain vehicles and parking

	Frequency	Percent
Not at all satisfied	1245	5.45
Not very satisfied	2384	10.44
Neutral	7808	34.18
Satisfied	7151	31.31
Very satisfied	2561	11.21
Don't know	1602	7.01
Prefer not to say	92	0.4

f. Parks and events – e.g., operation of neighborhood and feature parks (Shipyards Park and Rotary Park), neighborhood ice rinks, trails, cemeteries, special events

	Frequency	Percent
Not at all satisfied	98	0.43
Not very satisfied	419	1.84
Neutral	3466	15.17
Satisfied	11289	49.42
Very satisfied	6863	30.04
Don't know	625	2.74
Prefer not to say	83	0.36

g. Recreation services – e.g., operation of Canada Games Centre, Takhini Arena, Mt. McIntyre Recreation Centre and Robert Service Campground; recreation and leisure program delivery; recreation grants

	Frequency	Percent
Not at all satisfied	56	0.24
Not very satisfied	466	2.04
Neutral	3014	13.19
Satisfied	9133	39.98
Very satisfied	9408	41.18
Don't know	684	3
Prefer not to say	83	0.36

h. Environmental services – e.g., environmental grants, habitat protection through land use planning, alternative forms of transportation

	Frequency	Percent
Not at all satisfied	866	3.79
Not very satisfied	1723	7.54
Neutral	6623	28.99
Satisfied	7115	31.15
Very satisfied	2972	13.01
Don't know	3461	15.15
Prefer not to say	83	0.36

i. Long range land use planning – e.g., official community plan, zoning bylaw development and amendments

	Frequency	Percent
Not at all satisfied	1585	6.94
Not very satisfied	2309	10.11
Neutral	7120	31.17
Satisfied	4944	21.64
Very satisfied	1377	6.03
Don't know	5425	23.75
Prefer not to say	83	0.36

j. Engineering services – e.g., planning, design and construction of the city's major water, sewer and road capital projects

	Frequency	Percent
Not at all satisfied	865	3.79
Not very satisfied	1822	7.98
Neutral	7259	31.78
Satisfied	5313	23.26
Very satisfied	2344	10.26
Don't know	5156	22.57
Prefer not to say	83	0.36

k. Operations Services – e.g., city road maintenance and repairs including snow and ice control; traffic and signs; maintenance and repair of city buildings and vehicles

	Frequency	Percent
Not at all satisfied	1027	4.5
Not very satisfied	2678	11.72
Neutral	6585	28.83
Satisfied	7186	31.46
Very satisfied	3681	16.12
Don't know	1603	7.02
Prefer not to say	83	0.36

l. Water & waste services – e.g., operation and maintenance of city water treatment and delivery infrastructure, sanitary and storm water sewers, waste collection services and the Waste Management Facility, including compost services

	Frequency	Percent
Not at all satisfied	359	1.57
Not very satisfied	1038	4.54
Neutral	5651	24.74
Satisfied	8260	36.16
Very satisfied	5915	25.89
Don't know	1537	6.73
Prefer not to say	83	0.36

m. Public communications – e.g., city website and social media, online access to city services

	Frequency	Percent
Not at all satisfied	365	1.6
Not very satisfied	1754	7.68
Neutral	7891	34.54
Satisfied	7364	32.23
Very satisfied	3009	13.17
Don't know	2303	10.08
Prefer not to say	160	0.7

Q6. Do you own or rent the home where you are currently living?

	Frequency	Percent
Own	15959	69.86
Rent	6495	28.43
Other	115	0.51
Don't know	31	0.14
Prefer not to say	243	1.07

Q7. Previous questions included a long list of city services that are paid for by your property taxes (e.g., road maintenance, parks, bylaw services). We would like to know your opinion about value for city taxes. Would you say you receive:

	Frequency	Percent
Very poor value	555	3.48
Poor value	1507	9.44
Fair value	5956	37.32
Good value	5547	34.76
Very good value	1761	11.04
Don't know	570	3.57
Prefer not to say	62	0.39

Q8. Taking into considerations all the services and programs offered throughout the year by the City of Whitehorse, how satisfied are you with the civic services provided to residents overall?

	Frequency	Percent
Very dissatisfied	160	0.7
Somewhat dissatisfied	1554	6.8
Neutral	5487	24.02
Somewhat satisfied	11011	48.2
Very satisfied	3878	16.98
Don't know	593	2.59
Prefer not to say	160	0.7

Q9. Over the past year, would you say that the quality of civic services provided by the City of Whitehorse has overall:

	Frequency	Percent
Worsened	1769	7.74
Stayed about the same	15153	66.33
Improved	2559	11.2
Don't know	3197	14
Prefer not to say	165	0.72

Q10. Using a scale from 1 to 5, where 1 is strongly disagree, 3 is neutral, and 5 is strongly agree, how would you rate your level of agreement with the following statements about City services: (Other options: don't know, prefer not to say).

a. I have access to City services and amenities.

	Frequency	Percent
Strongly disagree	389	1.7
Disagree	707	3.1
Neutral	3424	14.99
Agree	8643	37.84
Strongly agree	8852	38.75
Don't know	699	3.06
Prefer not to say	129	0.56

b. City services and programs play a role in my quality of life.

	Frequency	Percent
Strongly disagree	518	2.27
Disagree	1315	5.76
Neutral	4918	21.53
Agree	7866	34.43
Strongly agree	7749	33.92
Don't know	349	1.53
Prefer not to say	129	0.56

Q11. Using a scale from 1 to 5, where 1 is strongly disagree, 3 is neutral, and 5 is strongly agree, how would you rate your level of agreement with the following statements about City Council:

a. City Council is open and transparent.

	Frequency	Percent
Strongly disagree	1100	4.82
Disagree	2085	9.13
Neutral	6704	29.35
Agree	5225	22.87
Strongly agree	1519	6.65
Don't know	6057	26.51
Prefer not to say	154	0.67

b. City Council is focused on the issues that matter to citizens.

	Frequency	Percent
Strongly disagree	1174	5.14
Disagree	2763	12.1
Neutral	6488	28.4
Agree	6110	26.75
Strongly agree	1550	6.78
Don't know	4605	20.16
Prefer not to say	154	0.67

c. City Council manages resources well.

	Frequency	Percent
Strongly disagree	1334	5.84
Disagree	2940	12.87
Neutral	6958	30.46
Agree	4356	19.07
Strongly agree	645	2.82
Don't know	6453	28.25
Prefer not to say	158	0.69

Q12. Have you had any customer service experiences with the City of Whitehorse in the past year – such as paying a bill at City Hall, using the Canada Games Centre or taking a city bus?

	Frequency	Percent
Yes	20100	87.99
No	2534	11.09
Don't know	56	0.25
Prefer not to say	153	0.67

Q13. Thinking back over the customer service experiences you have had, please rate your level of agreement with the following statements using a scale from 1 to 5, where 1 is strongly disagree, 3 is neutral, and 5 is strongly agree: (Other options: don't know, prefer not to say).

a. City staff were *prompt* in delivering the service or helping me find the answers I was looking for.

	Frequency	Percent
Strongly disagree	568	2.82
Disagree	549	2.73
Neutral	1889	9.4
Agree	8022	39.91
Strongly agree	8912	44.34
Don't know	126	0.63
Prefer not to say	34	0.17

b. City staff were *helpful* in delivering the service or help me find the answers I was looking for.

	Frequency	Percent
Strongly disagree	581	2.89
Disagree	470	2.34
Neutral	2611	12.99
Agree	7535	37.49
Strongly agree	8767	43.62
Don't know	111	0.55
Prefer not to say	25	0.12

c. Overall, I was satisfied with my interaction with city staff.

	Frequency	Percent
Strongly disagree	566	2.82
Disagree	333	1.66
Neutral	2346	11.67
Agree	7744	38.53
Strongly agree	8964	44.6
Don't know	122	0.61
Prefer not to say	25	0.12

Q14. If you have an opinion which you would like to share on a City issue such as a zoning amendment, bylaw development or development of city plans, which of the following methods would you prefer to use? (Check all that apply):

	Frequency	Percent
Fill out an online feedback form or survey	16194	70.89
Fill out a paper feedback form or survey	7920	34.67
Attend or speak at a public hearing	7959	34.84
Write a letter or email to City Council	11209	49.07
Arrange to speak before City Council	4974	21.77
Start a petition	4226	18.5
Other	2900	19.02

Appendix B. Survey questionnaire

We are conducting the 2019 Whitehorse Citizens Survey on behalf of the City of Whitehorse. The survey will provide the perspectives of citizens on living in Whitehorse and on City programs and services. The information collected will provide the City of Whitehorse with data to support its multiple lines of business and will allow Council to see what the most important issues are according to the citizens of the City of Whitehorse.

Participation in this survey is voluntary and your responses are confidential. Information collected through this survey is protected in accordance with Yukon's Statistics Act.

Perspectives on Living in Whitehorse

Q1. Do you live within Whitehorse city limits?

- Yes
- No

Q2. For how many years have you lived in Whitehorse, in total?

- Years: _____
- Less than 1 year
- Don't know
- Prefer not to say

1. Using a scale from 1 to 5, where 1 is strongly disagree, 3 is neutral, and 5 is strongly agree, how would you rate your level of agreement with the following statements: (Other options: don't know, prefer not to say).

- a. Whitehorse is a great place for entertainment, art, events and fun.
- b. Whitehorse is a great place for sports.
- c. Whitehorse is open and welcoming to newcomers.
- d. Whitehorse is a clean city.
- e. Whitehorse is an environmentally responsible city.
- f. Whitehorse has a diverse economy.
- g. Whitehorse has a great public transit system.
- h. Whitehorse has a great network of multi-use trails.
- i. I would speak positively about the City of Whitehorse to my friends, family and co-workers.
- j. Overall, Whitehorse is a great place to live.

Perspectives on City of Whitehorse Services

2. I am going to read a list of programs and services provided to you by the City of Whitehorse. Please tell me how **important** each one is to you on a scale of 1 to 5, where 1 is not important, 3 is neutral and 5 is very important. (Other options: don't know, prefer not to say).
- a. Fire services – e.g., fire suppression, inspections and safety education; rescue services; and emergency preparedness
 - b. Land and building services – e.g., land lot sales, processing of subdivision applications, issuance of development and other permits; building inspections
 - c. Business services – e.g., issuance of business licenses, economic development including business outreach
 - d. Transit services – e.g., city bus and Handy Bus services
 - e. Bylaw services – e.g., ensuring compliance with city bylaws, for instance for animal control, all-terrain vehicles and parking
 - f. Parks and events – e.g., operation of neighborhood and feature parks (Shipyards Park and Rotary Park), neighborhood ice rinks, trails, cemeteries, special events
 - g. Recreation services – e.g., operation of Canada Games Centre, Takhini Arena, Mt. McIntyre Recreation Centre and Robert Service Campground; recreation and leisure program delivery; recreation grants
 - h. Environmental services – e.g., environmental grants, habitat protection through land use planning, alternative forms of transportation
 - i. Long range land use planning – e.g., official community plan, zoning bylaw development and amendments
 - j. Engineering services – e.g., planning, design and construction of the city's major water, sewer and road capital projects
 - k. Operations services – e.g., city road maintenance and repairs including snow and ice control; traffic and signs; maintenance and repair of city buildings and vehicles
 - l. Water & waste services – e.g., operation and maintenance of city water treatment and delivery infrastructure, sanitary and storm water sewers, waste collection services and the Waste Management Facility, including compost services
 - m. Public communications – e.g., city website and social media, online access to city services
 - n. Don't know/Prefer not to say

3. I am going to read a list of programs and services provided to you by the City of Whitehorse. Please tell me how **satisfied** you are on a scale of 1 to 5, where 1 is not at all satisfied, 3 is neutral and 5 is very satisfied. (Other options: don't know, prefer not to say).
- a. Fire services – e.g., fire suppression, inspections and safety education; rescue services; and emergency preparedness
 - b. Land and building services – e.g., land lot sales, processing of subdivision applications, issuance of development and other permits; building inspections
 - c. Business services – e.g., issuance of business licenses, economic development including business outreach
 - d. Transit services – e.g., city bus and Handy Bus services
 - e. Bylaw services – e.g., ensuring compliance with city bylaws, for instance for animal control, all-terrain vehicles and parking
 - f. Parks and events – e.g., operation of neighborhood and feature parks (Shipyards Park and Rotary Park), neighborhood ice rinks, trails, cemeteries, special events
 - g. Recreation services – e.g., operation of Canada Games Centre, Takhini Arena, Mt. McIntyre Recreation Centre and Robert Service Campground; recreation and leisure program delivery; recreation grants
 - h. Environmental services – e.g., environmental grants, habitat protection through land use planning, alternative forms of transportation
 - i. Long range land use planning – e.g., official community plan, zoning bylaw development and amendments
 - j. Engineering services – e.g., planning, design and construction of the city's major water, sewer and road capital projects
 - k. Operations Services – e.g., city road maintenance and repairs including snow and ice control; traffic and signs; maintenance and repair of city buildings and vehicles
 - l. Water & waste services – e.g., operation and maintenance of city water treatment and delivery infrastructure, sanitary and storm water sewers, waste collection services and the Waste Management Facility, including compost services
 - m. Public communications – e.g., city website and social media, online access to city services
 - n. Don't know/Prefer not to say

- Q6. Do you own or rent the home where you are currently living?
- Own
 - Rent → Skip to Q8
 - Other: _____ → Skip to Q8
 - Don't know → Skip to Q8
 - Prefer not to say → Skip to Q8
- Q7. Previous questions included a long list of city services that are paid for by your property taxes (e.g., road maintenance, parks, bylaw services). We would like to know your opinion about value for city taxes. Would you say you receive:
- Very poor value
 - Poor value
 - Fair value
 - Good value
 - Very good value
 - Don't know
 - Prefer not to say
- Q8. Taking into considerations all the services and programs offered throughout the year by the City of Whitehorse, how satisfied are you with the civic services provided to residents overall?
- Very dissatisfied
 - Somewhat dissatisfied
 - Neutral
 - Somewhat satisfied
 - Very satisfied
 - Don't know
 - Prefer not to say
- Q9. Over the past year, would you say that the quality of civic services provided by the City of Whitehorse has overall:
- Worsened
 - Stayed about the same
 - Improved
 - Don't know
 - Prefer not to say

- Q10. Using a scale from 1 to 5, where 1 is strongly disagree, 3 is neutral, and 5 is strongly agree, how would you rate your level of agreement with the following statements about City services: (Other options: don't know, prefer not to say).
- I have access to City services and amenities.
 - City services and programs play a role in my quality of life.
- Q11. Using a scale from 1 to 5, where 1 is strongly disagree, 3 is neutral, and 5 is strongly agree, how would you rate your level of agreement with the following statements about City Council: (Other options: don't know, prefer not to say).
- City Council is open and transparent.
 - City Council is focused on the issues that matter to citizens.
 - City Council manages resources well.
- Q12. Have you had any customer service experiences with the City of Whitehorse in the past year – such as paying a bill at City Hall, using the Canada Games Centre or taking a city bus?
- Yes
 - No → Skip to Q14
 - Don't know → Skip to Q14
 - Prefer not to say → Skip to Q14
- Q13. Thinking back over the customer service experiences you have had, please rate your level of agreement with the following statements using a scale from 1 to 5, where 1 is strongly disagree, 3 is neutral, and 5 is strongly agree: (Other options: don't know, prefer not to say).
- City staff were *prompt* in delivering the service or helping me find the answers I was looking for.
 - City staff were *helpful* in delivering the service or help me find the answers I was looking for.
 - Overall, I was satisfied with my interaction with city staff.
 - Don't know
 - Prefer not to say
- Q14. If you have an opinion which you would like to share on a City issue such as a zoning amendment, bylaw development or development of city plans, which of the following methods would you prefer to use? (Check all that apply):
- Fill out an online feedback form or survey
 - Fill out a paper feedback form or survey
 - Attend or speak at a public hearing

- Write a letter or email to City Council
- Arrange to speak before City Council
- Start a petition
- Other: _____
- Don't know
- Prefer not to say
- None of the above

Thank you for participating in this survey!

**CITY OF WHITEHORSE
CITY PLANNING COMMITTEE AGENDA**

Date: Tuesday, October 22, 2019

Location: Council Chambers, City Hall

Chair: Stephen Roddick Vice-Chair: Jan Stick



Pages

1. New Business

**CITY OF WHITEHORSE
CITY OPERATIONS COMMITTEE AGENDA**

Date: Tuesday, October 22, 2019

Location: Council Chambers, City Hall

Chair: Dan Boyd Vice-Chair: Samson Hartland



	Pages
1. Contract Award - Consulting Services - LTECF Hydrogeological Study	1 - 2
Presented by Manager T. Eshpeter	
2. New Business	

ADMINISTRATIVE REPORT

TO: Operations Committee
FROM: Administration
DATE: October 22, 2019
RE: Contract Award – Consulting Services – LTECF Hydrogeological Study

ISSUE

Contract award for consulting services for the Livingstone Trail Environmental Control Facility (LTECF) hydrogeological study project

REFERENCE

- RFP 2019-090 Consulting Services for LTECF Hydrogeological Study Project
- Council Policy: Consulting Services Selection Procedures
- 2019-2022 Capital Budget Project 240c00117 Water Licence Renewal

HISTORY

On March 18, 2019 the City received the 18-Month Water Licence MN18-059. A number of conditions were attached to the licence, one of which was to complete a Hydrogeological Assessment report for the LTECF, to be submitted to the Water Board before March of 2020. To meet this condition of Water Licence MN18-059 for a Hydrogeological Assessment, the City has initiated this work through RFP2019-090. The scope of this work includes a desktop study using the existing data, development of a three-dimensional groundwater model, analysis and reporting, and determining if additional investigation is required to collect more data to inform an assessment that will meet the requirements of the conditions in the Water Licence. If more investigation is required, that work may need to commence in 2020.

The RFP was released on September 09, 2019 and closed on October 04, 2019. It was advertised on the City's website and in local newspapers. The documents were made available via the City's e-procurement platform www.whitehorse.bonfirehub.ca.

Five compliant proposals were received from the following firms:

- Associated Environmental
- Golder Associates Ltd.
- Morrison Hershfield Ltd.
- Stantec
- Tetra Tech Canada

The proposals were evaluated by an internal committee comprised of personnel from Engineering Services and Financial Services. The evaluation team followed the Consulting Services Selection Procedures.

ALTERNATIVES

1. Authorize Administration to award the contract
2. Refer the proposed award back to Administration for further analysis.

ANALYSIS

The proposals were evaluated in accordance with criteria established in the Council Policy on Consulting Services Selection Procedures as outlined:

Project Team	Methodology and Approach
Past Relevant Experience and Performance	Project Schedule
Adjusted Fees	Local Preference

The analysis of proposals is a two-step process where all proposals are first evaluated on the first four technical criteria. Proposals that score at least 80% on these criteria move on to the second stage of evaluation.

The highest scoring proposal was submitted by Morrison Hershfield Ltd. The successful bid (inclusive of travel and disbursements, not including GST) is:

Total Cost: \$57,307.00

Funding for the 2019 budget is from City reserves. Sufficient budget is available in the project for this contract as a result of Council’s prior approval budget amendment.

ADMINISTRATIVE RECOMMENDATION

THAT Council authorize Administration to award the contract for consulting services for the LTECF Hydrogeological Study project to Morrison Hershfield Ltd. for a net cost to the City of \$57,307.00 plus GST.