



CITY OF WHITEHORSE
SERVICING STANDARDS MANUAL

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2007-03-13

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CITY OF WHITEHORSE SERVICING STANDARDS MANUAL FORWARD

NOVEMBER, 2020

The "City of Whitehorse Servicing Standards Manual" (SSM) provides information to Contractors, Developers and Engineers who require a working knowledge of the City of Whitehorse standards and procedures as they relate to the design and construction of municipal infrastructure that will be owned and maintained by and for the City.

This manual does not attempt to provide solutions to particular engineering design problems but rather, furnish a guide to the Engineering Department's minimum standards for design, construction, and maintenance. Where complicated problems arise, engineering judgement should prevail and it is the responsibility of developers to ensure that all facets of the problem are properly addressed.

The manual is divided into four Parts: Procedures; Construction Design Criteria; Construction Standards; and Standard Drawings.

All current SSM content is available on the Engineering Services webpage for download.

In recognizing that errors, omissions and inconsistencies may occur in the content of this manual and that technological advances are inevitable in the construction sector, the City of Whitehorse appreciates and encourages feedback on the content of the SSM.

Comments and supplemental information can be submitted to the City of Whitehorse Engineering Department by revision request. A revision request can be submitted by accessing the link on the City of Whitehorse Engineering Services webpage or by contacting the Engineering Services Department directly.

Information submitted via revision request will be reviewed and considered during the City's internal bi-annual SSM review process. Feedback will be provided to the submitting party once a review has been carried out.

The City will make all revised Sub-Sections available to the public via the Engineering Services webpage. It is the responsibility of all Engineers, Developers and Contractors to ensure they are referencing the most current version of SSM Sections.

Taylor Eshpeter
City Engineer
City of Whitehorse

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APPEAL PROCESS

NOVEMBER 2020

The City of Whitehorse recognizes that from time to time Developers may not agree with certain technical points contained in this Manual. In the event of a disagreement, the following Appeal Process shall be instituted.

Stage 1

The Developer will meet with the City Engineer to discuss the contentious points of the Manual. The City Engineer will consider the Developer's arguments, render a decision and provide an explanation for the findings. Should the Developer not agree with the Stage 1 appeal findings a Stage 2 appeal may be initiated.

Stage 2

The Developer will prepare a written submission of the contentious points relating to the Servicing Standards Manual and forward to the Appeal Review Panel and date will be set for a hearing.

The Appeal Review Panel will consist of the City Manager, who will act as Chair, and a minimum of four representatives representing the following organizations, one of whom must be a representative from the Association of Professional Engineers Yukon:

- City of Whitehorse – Operations Department
- City of Whitehorse – Engineering Services Department
- City of Whitehorse – Lands and Building Services Department
- Northwestel
- ATCO Electric Yukon
- Association of Professional Engineers Yukon
- Yukon Contractors Association

On the Hearing date the Standards Review Committee will receive the Developer's written and oral presentations, discuss the case, and render a decision complete with an explanation.

The Developer shall be responsible for all outside party costs of the Stage 2 appeal. The Appeal Process shall be considered to be additional to any time lines specified in the Servicing Standards Manual.

Stage 3

Submission of proposed changes and / or contentious points to City Council, as part of the proposed bylaw process required for adoption of City's Development Agreement.