

# **Public Works & Environmental Services Department**

## **2017 Budget Briefing Note**

### **Description**

The Public Works & Environmental Services Department is responsible for overseeing drinking water production and distribution, wastewater collection and treatment, surface water management, solid waste collection, processing and disposal, roads, parks, and forestry maintenance and operations, and parking development and operations.

### **Programs/Services Offered**

Public Works & Environmental Services has clear service mandates and clear lines of business accountability including:

- One-stop shop for the city's road and park operations and maintenance, parking related matters; and environmental services such as drinking water, waste water, surface water and solid waste.
- Ability to respond quickly and share resources
- Common service districts for all field operations
- Clear service standards
- Structured around community needs
- Strong focus on continuous improvement and performance management.

### **Road Services**

Provides safe and efficient maintenance of the City's road right of way and transportation system network including 5,704 km of roads, 2,233 km of sidewalks and pathways, 306 km of Transitway and Highway 174, and 14 Park and Rides with a total of 7,481 spaces. We are committed to the operational integrity of the road network for all road users through regular maintenance programs. The branch functions as a one stop shop for proactive operations and maintenance of the City's road, sidewalk, walkway, and trail system on a 24/7 basis.

## **Parking Services**

Provides and maintains affordable, secure, accessible, convenient and appealing public parking that supports local businesses, institutions and tourism. This is done in alignment with the Municipal Parking Management Strategy, which sets out clear rate-setting guidelines and a funding model that mandates that all parking fee revenues be used to fund the Municipal Parking Management Program. As of December 31, 2015, the branch manages 3,858 paid on-street parking spaces, 2,862 off-street spaces in six multi-story parking structures and 13 surface parking lots, and 2,606 ring and post bicycle parking spaces. Per the Municipal Parking Management Strategy, the Branch also encourages the use of alternative modes of transportation.

## **Business Services**

Facilitates the achievement of operational, departmental and corporate goals by providing business planning, strategic support, performance management and reporting, alignment of shared services, operational support, and effective communication strategies to both internal and external clients.

The Branch is also responsible for the Department's community outreach programs, including the Cleaning the Capital campaigns, which since its inception in 1994 has been supported by approximately 1.1 million volunteers and resulted in 17,500 litter and graffiti clean-up projects; 300 roadways and parks adopted through the Adopt-A-Roadway and Adopt-A-Park program; the Graffiti Management Program; and the Mural program.