City of Fort Saskatchewan

2026 Programs by Department

Public Works	
Program	**Description**
Cemetery Operations	Maintain cemetery turf and infrastructure. Process requests to access sites, sale of plots and services. Open and close sites and provide access to columbarium areas. Manage cemetery expansion through the Cemetery Master Plan. Maintain records. Manage and operate in accordance with the Cemetery Bylaw and Cemeteries Act.
Open Space Turf Maintenance	Maintain outdoor public open spaces through the scheduling and implementation of mowing, weed control, pest control, aeration, and fertilization programs. Review Area Structure Plans. Inspect new developments at Construction Completion Certificate (CCC) and prior to Final Acceptance Certificate (FAC) is issued. Answer and address public requests and complaints.
Trail and Pathway Maintenance	Remove snow, sand and rocks from walking trails, sidewalks and City buildings to provide safe access and activities to users. Apply prioritization schedules in relation to areas, functions and weather conditions. Inspect and maintain trails and pathways by grinding, crack filling and asphalt patching. Direct contractor for large asphalt repairs. Maintain River Valley dirt trails through community engagement. Answer and address public requests and complaints.
Tree and Shrub Maintenance and Horticulture	Inspect and maintain shrub beds, newly planted trees, all boulevard trees, park trees, highway buffer trees, River Valley trees and annual City flower program. Respond to tree and plant damage caused by extreme weather conditions. Perform tree removal and stump treatment/removal. Manage the annual tree replacement program. Review Area Structure Plan. Inspect new development at Construction Completion Certificate (CCC) and prior to Final Acceptance Certificate (FAC) is issued. Apply prioritization schedules in relation to areas, functions, trees/plants and weather conditions. Implement Urban Forest Protection an Enhancement Plan. Provide emergency response. Answer and address public requests and complaints.
Playgrounds and Outdoor Venue Maintenance	Inspect and maintain toboggan hills, all outdoor ice surfaces, snowbank ice surfaces, and all City playgrounds. Inspect and maintain all school playgrounds under the conditions of Reciprocal Use Agreements. Ensure facilities are safe to all users, and compliant with CSA standards. Liaise with community groups for Maintenance Agreements such as the Minor Ball Association, Nordic Ski Club, and Fort Saskatchewan Prairie Group. Answer and address public requests and complaints.
Litter and Garbage Control	Empty and maintain in all outdoor public spaces waste receptacles and dog bags. Apply prioritization schedules in relation to areas, functions, and special events. Follow regular routes and waste pick up schedules. Litter picking throughout City. Provide emergency response. Answer and address public request and complaints.
Road and Bridge Maintenance	Operate, maintain, inspect and repair municipal road infrastructure and equipment to meet community public safety standards as determined by industry and relevant legislation. This includes crack-filling, asphalt patching, concrete repairs, curb and sidewalk repairs, and sweeping and washing of roadways and bridges. Direct contractors for large asphalt repairs which are beyond City staff's expertise. Provide 24-hour emergency response. Address public requests and complaints.
Snow Clearing and Ice Control	Inspect and maintain roadways and City-owned parking lots to ensure safe usage of vehicle traffic through the winter by plowing and sanding as per priority schedule. Haul snow as required to an approved disposal facility outside of the City. Provide 24-hour emergency response. Address public requests and complaints.
Traffic Control and Lighting	Operate all traffic lights throughout the City. Perform monthly testing of high load sensors for height restriction of bridges over Highway 15. Provide traffic light-turning services for high loads on the highway corridor. Inspect, monitor, maintain and repair roadway signs and traffic control signals at signalized intersections and crosswalks. Complete painting of roadways, city-owned parking lots and pedestrian crosswalk markings. Manage railway crossings agreement. Provide 24-hour emergency response. Address public requests and complaints.
Storm Water Drainage and Ditches	Operate, maintain, inspect and repair municipal storm water infrastructure and equipment such as pipes, ponds, ditches, culverts and manholes to ensure flow capacity of the underground and surface systems. Ensure compliance with applicable legislation. Provide 24-hour emergency response. Address public requests and complaints.
Events and Festivals	Review special event permits and provide support, including delivering and picking up signage, barricades, benches and waste receptacles. Support City parade float program by decorating and driving parade float.

Local Transit Service	Operate two distinct routes in Fort Saskatchewan, linking neighborhoods and major service areas, from Monday to Friday. Provide connection to commuter service to Sherwood Park. Operate and maintain bus stops and transit facilities. Oversee and manage operator contract. Coordinate grant application and advertising on transit fleet and infrastructure. Answer and address public request and complaints.
Commuter Transit Service	Link Fort Saskatchewan local transit route to Sherwood Park, Bethel Transit Terminal weekdays. Oversee and manage service contract with Strathcona County. Liaise with regional transit groups. Answer and address public request and complaints.

Fleet, Facilities and Engineering	
Program	**Description**
Capital Construction - Governance	Implement the Capital Plan by initiating design, procuring consultants and procuring contractors. Ensure the priorities of the Asset Management plan are met. Assist in developing Asset Management and long term capital plans.
Capital Construction - Community	Implement the Capital Plan by consulting and working with the community and user groups to ensure, as much as possible, that their needs are met with the implementation of the Capital Plan. Work with impacted residents to minimize impacts as much as possible.
Traffic Safety	Review traffic safety concerns. Setup and evaluate traffic count data. Determine eligibility and produce options per traffic calming policy / procedure. Implement solutions as required.
Capital Procurement	Purchase major capital items within the department's scope. Manage the fleet / equipment life cycle replacement program. Work with Departments to identify equipment specifications and purchase fleet / equipment following all City Policies and Provincial Regulations.
Development Engineering	Plan major levy/development area capital improvements. This includes setting Levy Rates. Review and inspect Developer infrastructure as per approved Development Agreements and Engineering Standards.
Interdepartmental Engineering Support	Provide Engineering support and advice to other City Departments as needed.
Lot Grading Program	Review Plot Plans, Rough and Final Grade Certificates for new homes, ensuring that grading meets the requirements of the approved Subdivision Grading Plan.
Service Inspections	Permit and inspect Water / Sewer private lot installations to City services for all new homes ensuring compliance with City Standards.
Building Maintenance and Operation - Internal	Perform or coordinate preventative and unplanned maintenance and repairs to building systems of all City facilities.
Custodial Services - Internal	Provide custodial services to all City facilities except recreation spaces. Provide setup, take down and facility monitoring for booked spaces within City facilities.
Facility Life Cycle	Manage the Facility Life Cycle program, replacing key building components ensuring that the maximum life can be utilized from the infrastructure.
Fleet Planned/Preventative Maintenance	Perform all planned / preventative maintenance according to manufacturer's specifications and Provincial codes. This also includes fuel costs for the equipment and vehicle fleet.
Fleet Repairs	Perform all unplanned maintenance and repairs as required.

Planning and Development	
Program	**Description**
Statutory Plan Application Review and Processing	Pre-application consultation services, application processing and review of new Area Structure Plans (ASP), Neighbourhood Structure Plans (NSP), Area Redevelopment Plans (ARP), as well as applications to amend these documents and existing Outline plans and the Municipal Development Plan. These plans are prepared based on the direction provided by the Municipal Government Act and the Municipal Development Plan. The program also includes periodic review and updates to these documents to ensure relevancy.
Safety Code Permit Review	Provide pre-consultation services if needed, respond to inquiries, review plans and documentation, and issue permit.
Regional Planning and Intermunicipal Collaboration	This includes activities related to the City's role within the Edmonton region, regional committees and collaborating with one or more municipal members to find efficiencies in service delivery.
Compliance Letters and File Searches	Written confirmation from the City on development compliance (siting, use and development approval of buildings shown) in accordance with the Land Use Bylaw. Review Planning & Development Services files (and circulate to various internal departments) for information related to zoning confirmation, permitting, inspections, violations, expropriations, environmental site assessments on vacant lands. Both are a service provided to vendors, purchasers and financial institutions.
Development Agreements	Negotiation of Development Agreements to create a legal contract with developers outlining the terms and conditions (financial, obligatory and otherwise) for the development of public infrastructure which must be met as a condition of the subdivision and/or development.
Administer the Land Use Bylaw	Administration of the Land Use Bylaw including processing development permit applications, enforcement letters and orders, appeals, and other related matters such as encroachment agreements.
School Planning and Agreements	The City strives to meet the long-term needs and sustainability of the community by establishing and repurposing spaces for public and private school facilities. The City collaborates with the school boards and developers to allocate school sites and efficiently utilize existing facilities. Agreements are partnerships between the City of Fort Saskatchewan and the individual School Boards. They are meant to provide access to school facilities for different community purposes. They also assist in guiding the planning, assembly, design, and maintenance for sites for school and park purposes; and provides a framework for decision making related to surplus reserve and non-reserve sites.
Redistrictings and Land Use Bylaw Amendments	Processing, review and preparation of applications to amend the Land Use Bylaw. This is typically the redistricting of of parcels to reflect the direction provided in the higher-level planning documents. It can also include text amendments to the Bylaw such as amending districts and creating new districts.
Safety Codes Inspections and Compliance	Ensure inspections are carried out for all disciplines (building, electrical, plumbing, and gas) in accordance with the City's Quality Management Plan (QMP). The QMP outlines the City's level of service and is what provides the City with accreditation under the Safety Codes Council.
Subdivision Application Review	Processing and reviewing subdivision applications. A subdivision typically creates a new parcel or parcels of land. Subdivisions are reviewed based on the direction provided by the Municipal Government Act, the Municipal Development Plan, applicable statutory plans, and application of the Land Use Bylaw . This is where the policy direction of the higher level planning documents are implemented. The scope includes conditional approval of tentative plan of subdivision as well as the endorsement process.
Municipal Development Plan Implementation	The Municipal Development Plan (MDP) is intended to regularly measure and monitor the progress towards the community's aspirations for the future. The implementation targets set out in the MDP should be achieved upon reaching a population of 50,000 residents. This program includes planning projects identified as implementation initiatives in the MDP.

Economic Development	
Program	**Description**
Business Retention	Recognize the vitally important role that our local business community plays in our economy and provide support to help them overcome challenges and achieve success. Work collaboratively with the business community to implement mutually-beneficial communications practices so we understand the barriers and obstacles they face and provide them timely and relevant information as well as solutions. Build productive relationships and oversee support programs that assist business owners.
Business Attraction	Promote opportunities for business (commercial/retail) and industry to start, locate, and expand operations within the City. Support the attraction of new investment to the City using a data-driven approach through implementation of the City's investment attraction strategies.
Business Licensing and Economic Data Management	Administer the business licence process and bylaw; gather, maintain and analyze information on the local business community; implement electronic tools such as the online licence portal and Client Resource Management systems to allow for efficient collection and management of business related data; conduct regular studies on various aspects of the City's economic sectors and conditions to inform policy decisions, business support efforts, and attraction activities.
Land Management	Develop policy and procedures for licencing City-owned assets and property; provide information on relevant market conditions to help inform licence development; provide guidance on acquisition and disposal of property; identify strategic opportunities for the development of City-owned land; provide guidance on City involvement in development opportunities that achieve strategic objectives.
Regional Economic Initiatives Support	Maintain and upkeep memberships in both Alberta's Industrial Heartland and Edmonton Global; participate in and support the initiatives of these organizations as it relates to attracting investment to the City and region; provide guidance and information to guide policy and activity development.
Downtown Enhancement	Gather information from stakeholders; provide guidance on initiatives and activities to support and encourage further development downtown; provide ongoing support to existing downtown businesses; attract more people downtown to support the business community; increase density downtown; identify strategic initiatives to support downtown development.
Leases and Licenses – Non-Profit	Lease revenue and operating costs for City property which is leased or licensed to non-profit City partners or user groups. The City values the significant benefits, valuable services, and substantial volunteer time that Non-Profit Organizations contribute to the community and the enhancements they provide to the quality of life in Fort Saskatchewan. These groups are therefore eligible for 'below market rent' (as per City Property Leasing & Licensing Policy FIN-005-C).
Leases and Licenses – For-Profit	Lease revenue and operating costs for City property which is leased or licensed to for-profit organizations. For-profit organizations aim to earn profit through their operations and therefore pay 'market rent' (as per City Property Leasing & Licensing Policy FIN-005-C).

Culture and Recreation Services	
Program	**Description**
Theatre and Performing Arts Centre – Series	Curate, promote, coordinate, host and operate the Shell Theatre Performance season including artist contracting, marketing, grant writing, bar service and patron engagements. Manage, recruit and support volunteers at the Shell Theatre. Provide ticketing services for all Shell Theatre Series events including setup, sales and providing patron customer service.
Theatre and Performing Arts Centre – Rental	Manage the rental of the Shell theatre and the Dow Centennial Centre spaces by promoters, community groups, dance schools, conferences, sporting groups, and more. Manage, recruit and support volunteers at the Shell Theatre. Provide ticketing services for events both City and public events throughout the community at different City venues.
Art Galleries and Public Art Program	Curate the Alberta Lottery Fund Art Gallery and the City Hall Art Nook. Curate and coordinate the City's Public Art Program and the Art in Public Places Program. The City Hall Art Nook and the Alberta Lottery Fund Art Gallery feature local and regional artists. These Public Art Programs create a sense of place and community and bring beauty and art to all areas of the City for people to enjoy. Manage, recruit and support volunteers at the Alberta Lottery Funds Art Gallery.
Fort Heritage Precinct Public and School Programs	Coordinate, develop, and deliver curricular programming for schools in the region. Coordinate and develop public programming at the Fort Heritage Precinct, including contracting facilitators as needed. Manage, recruit and support volunteer and volunteer organizations at the Fort Heritage Precinct that support programs and events.
Fort Heritage Precinct Collections, Buildings and Exhibits	Collect, maintain, house, and preserve artifacts and archives associated with the history of Fort Saskatchewan. Research, develop, and curate temporary and permanent exhibits on the history of Fort Saskatchewan and region. Contract and coordinate traveling temporary exhibits. Maintain and preserve the provincially and municipally designated and non-designated heritage buildings and sites at the Fort Heritage Precinct. Coordinating the Municipal Designation program for heritage buildings and sites throughout the City.
Sheep Grazing Program	Manage and promotion of the sheep grazing program.
Culture and Recreation Programs – Registered	This program is for culture and recreation programming throughout the City of Fort Saskatchewan. This program does not include programs at the Fort Heritage Precinct. This is a year-round program function incorporating opportunities for all ages with a special emphasis for children, youth and families. The cultural program involves coordinating and contracting instructors for art, drama, music and any other cultural opportunities for the community. The recreational program involves coordinating and contracting instructors for various sports programs, registered recreational programs, summer camps, outdoor play, no school day activities, and various school break programs. These program opportunities are based at the Dow Centennial Centre, Shell Theatre and other various City Locations that support these registered activities.
Community Events – C&R	Coordinating and hosting city-hosted events including Legacy Park Family Festival, Canada Day, Movie Under the Stars, Enchanted Forest, and Lights Up. Assist with coordinating and hosting other community events where the City is a partner.
Tourism Advertising, Education and Visitor Information	Coordinate the City's tourism advertising program, tourism education initiatives, and visitor information at the Dow Centennial Centre and Fort Heritage Precinct.
Truth and Reconciliation	The City of Fort Saskatchewan is committed to Truth and Reconciliation. The City recognizes the need to support all Indigenous communities, understand the truth of Canada’s colonial history, and celebrate and uplift Indigenous voices, culture, and tradition.
Indoor Arenas – Rentals	This program includes the year-round operations of the 3 indoor arenas in the City, Dow Centennial Centre (Sherritt-CEP Arena), JRC (Jubilee Recreation Centre), SPX (Sportsplex). The primary use of the arena surfaces is for ice sports, with a secondary usage of dry surface boarded sports and recreation activities as well. The arena facilities provide spaces for recreation community groups to rent for various leagues, practices, tournaments, and competitions. The Sherritt-CEP Arena, located at the Dow Centennial Centre, can be used to facilitate special events such as tradeshows, when the ice is removed.

Indoor Field – Rentals	This program is for the operation of one boarded indoor turf sports field for user groups and individuals to rent for their various leagues, practices, rehearsal/warm-up for dance competitions and recitals, tournaments and competitions. The indoor sports field is located in the Dow Centennial Centre and is named the Nutrien Soccer Field. The indoor turf can be covered to provide a hard surface space for tradeshows and special events throughout the year.
Gymnasium and Flex Hall – Rentals	Operate one indoor recreational gymnasium (ATCO Gymnasium) and one indoor Flexhall (Aux Sable Flexhall) surface. The ATCO Gymnasium is available to rent to various user groups, schools and individuals to host a variety of activities. This includes sport activities, tournaments, recreational activities and programs, birthday parties, competitions and tradeshow style events. The ATCO Gymnasium does have a divider curtain in place to offer 2 separate rentals/activities at one time. The Aux Sable Flexhall is available to rent to user groups to host activities such as Judo or activities that require a low impact surface. The Aux Sable Flexhall has a specialty spring floor with fully matted surface. This space can accommodate practices, tournaments and competitions.
High-Performance Sports Field – Rentals	Operate one full-sized, FIFA standard, outdoor synthetic turf sports field, complete with change rooms, public washrooms, athletic therapy room, concession, grandstand seating, lights and a press box for area user groups to rent for their various leagues, practices, tournaments and competitions. Taurus Field can host a variety of sports and activities with operations from April 1 – November 30 every year.
Recreation, Sports, Fitness and Wellness – Spontaneous Use	Provide spontaneous use opportunities to suit the interests and needs of all ages, stages, and abilities in the Dow Centennial Centre. The main usage of the facility is in the 22,000 square foot Apple Fitness Centre. This space provides cardio equipment, free weights, and a variety of other fitness equipment. The space is also equipped with a spin bike node, where spin bikes are available for the general public using the facility or to facilitate drop in fitness opportunities. The fitness centre extends into the ATB Wellness Studio to offer additional opportunities for patrons that include some specialized fitness equipment, drop in fitness class opportunities and an open space for fitness activities. The Umicore Indoor Track offers a space for walking and running indoors. The Sherritt-CEP Arena, ATCO Gymnasium, Nutrien Soccer Field also offer drop in activities to the public at various times that are included in the membership and daily admission fees for the facility.
Fitness and Wellness Registered Programs	Provide a full assortment of instructed and registered programs to suit the interests, needs and abilities. Registered programs are hosted at numerous facilities throughout the City.
Aquatics – Rentals	Offers a zero-depth entry pool with 6 lanes. Amenities in the facility include dry sauna, a whirlpool, warm pool, spray features, zero depth bay area, Tarzan rope, slide, and diving board. Booking a party package also allows the use of the inflatable in the deep end. The pool also offers a multi-purpose room that can be booked either in addition to the pool or separately.
Aquatics – Spontaneous Use	Provide spontaneous lane swim, public swim, sponsored/special event swims, and drop-in aqua fitness programs to suit the interests and needs of all ages and abilities.
Aquatics – Registered Programs	Provide water safety education through the Lifesaving Society Canada programs, and the Lifesaving Society leadership courses. Teaching people of all ages and abilities to be safe in on and around the water. Also, offer a Preschool Program to introduce children to water through play.
Access Programs and Services	Coordinate strategic programs and services that remove barriers for participation. This includes our Access for Everyone Program (Everyone Plays; Everyone Creates, Everyone Rides).
Childminding Services	Childminding in the Dow Centennial Centre offers childcare for those using the facility. This is an ancillary service for the provision of recreation and fitness spontaneous use and registered programs at the Dow Centennial Centre. The program is subsidized rate for adults paying admissions for general facility usage in addition to paying a fee for childminding services. Facilitates an option for adults to participate in a healthy and active lifestyle.

Community Facilities and Outdoor Spaces – Rentals and Bookings	This program provides support to numerous facilities, room spaces and outdoor space rentals throughout the City of Fort Saskatchewan. Locations throughout the City are used to host weddings, celebrations of life, meetings, training sessions, small scale events/markets, banquets, and conferences. Community and outdoor spaces that are available to rent or book include but are not limited to West Rivers Edge, Dow Centennial Centre meeting rooms, Turner Park, Golf and Curling Club, Community Hall, Picnic Shelter, Baseball Diamonds, and outdoor soccer fields.
Community Organization Development	Provide support to local recreation and culture organizations to grow and develop. This work involves collaboration with community partners and user groups. This also includes working with local non-profit organizations who desire to add a new facility, specialized amenities, or enhance existing infrastructure through the City's Community Initiated Projects (CIP) program. Fund opportunities to support eligible events through the Tourism Hosting Grant application process.

Protective Services	
Program	**Description**
Conventional Traffic Enforcement	Integrated traffic services which consists of RCMP and Municipal Enforcement Services. Conventional enforcement of provincial traffic safety laws and regulations using conventional enforcement E.g., distracted driving, impaired driving, municipal traffic / parking laws. This service also includes crowd and traffic control for planned community events.
Automated Traffic Enforcement (ATE) - Program Eliminated	Relates to intersection safety device (ISD) cameras and photo-laser devices. Includes preparation of affidavits; review, approval, and issuance of tickets to violators; preparation and management of Court disclosure packages including video evidence. Lead and conduct independent testing of ISD camera systems in accordance with provincial standards. Coordinate maintenance and repairs of ISD sites with the service provider. ISD ticket approval and administrative work to support this initiative.
Commercial Vehicle Enforcement	The Commercial Vehicle Enforcement Program consists of Municipal Enforcement Officers conducting compliance checks on commercial vehicles and dangerous goods carriers traveling through the City of Fort Saskatchewan. Commercial Vehicle Safety Alliance (CVSA) Inspections are conducted on our roadways to enhance safety and protect roadway infrastructure. Joint Force Operations will be conducted throughout the year with other agencies to enforce the Dangerous Goods and Commercial Vehicle legislation.
Animal Control	Municipal Enforcement officers enforce the Animal Control Bylaw and provincial Animal Protection Act. Includes the investigation of animal abuse, dangerous animals, and apprehending / processing animals roaming at large. Also includes care and maintenance of animals while in our care and ensuring animals receive necessary veterinary care.
Municipal Enforcement	Enforcement of City of Fort Saskatchewan Bylaws by Municipal Enforcement Services and RCMP officers. These include waste management, traffic, dangerous goods, animal, business, Community Standards, etc. This service also includes all Provincial Statute Enforcement such as the Petty Trespass Act; Provincial Offences Procedure Act; Weed Control Act; etc.
General Duty Policing	General Duty refers to the uniformed officers who observe, detect and respond to all manner of calls for police services. Duties include criminal code, CDSA and provincial stature investigations; proactive patrols in an effort to reduce crime and increase traffic safety; and assisting the general public with various non investigative calls for service. Annual Police Priorities reflect the priorities of the Justice Minister, K Division's Commanding Officer, and those of Fort Saskatchewan's Council and community. Allocation of resources is based on these priorities. Police Clerks and the Protective Services Analyst provide administrative assistance to general duty policing.
Specialized RCMP Policing Units	The GIS Section supports the General Duty Members with their investigations and depending on the complexity and/or severity of the file, will take the lead on certain files. They are subject matter experts on technics such as search warrant drafting and investigative interviewing. The Traffic/Crime Reduction Unit's mandate is to use intelligence based proactive policing to reduce crime and increase traffic safety in support of Vision Zero. The T/CRU approach will incorporate intelligence gathering, evidence collection, thorough investigative strategies and support for those offenders looking to end their crime cycles. The School Resource Officer takes a holistic community based approach to proactively work with the City's youth to provide education on key topics such as anti-bullying, drugs/alcohol and traffic safety. While enforcement is sometimes required, wherever possible, alternative measures are used formal statute enforcement is a last resort. One dedicated Corporal position to focus on Domestic Violence in the community. The Protective Services Analyst provides the intelligence and data analysis on criminal investigations.
Policing Committee	The Policing Committee facilitates communication between City Council, the RCMP, the Protective Services Director and the community. Through its civilian oversight role, the Policing Committee enhances public confidence.

Fire Services	
Program	**Description**
Fire Suppression	Activities related to fire suppression services and other non-EMS-related calls for service (i.e., structure fires, vehicle fires, miscellaneous fires, alarm notifiers, good intent calls).
Specialized Rescue	Provide specialized team responses for technical, high angle, confined space and collapsed structure, and water-based rescue. Also, mitigate a diverse range of hazardous material events and environmental emergencies.
Motor Vehicle Collisions/Extractions	Rescue people and mitigate rescue response to citizens when emergency services are required for motor vehicle collisions.
Medical First Response	Mitigate a diverse range of serious and life threatening medical emergencies in aid and support to Alberta Health Services.
Fire Prevention, Education and Enforcement	Engage with the community in non-emergency settings to provide prevention, preparedness and safety awareness and education through presentations, workshops, tours, visits and community events. Also, enforce the Alberta Fire Code within the community, while working with building code officials, building owners and occupants to inspect new and existing occupancies to ensure compliance with respective codes and regulations.
Mutual Aid Partnerships	Coordinate with key stakeholder groups both within and outside Fort Saskatchewan, to develop, implement, train, and execute emergency response plans to ensure effectiveness and compatibility, while promoting awareness across the region and community.
Emergency Management and Preparation	Develop and administer plans to respond to an emergency to ensure that the proper protocols and processes are in place to minimize harm to persons or property. Plan and coordinate the response to disaster events amongst service delivery providers through the Emergency Coordination Center (ECC).
Training and Certification	Plan, develop, provide, and complete initial and ongoing training for all department employees; and as appropriate, assist other Departments with the training of City employees. (Excludes training for technical rescue and hazardous materials.)

Family & Community Support Services	
Program	**Description**
Community Development, Planning, Engagement and Support	Working in partnership with volunteers, residents, organizations, agencies and government to build community capacity. Partner with other human service agencies to advocate and increase public awareness on social issues. Planning and engagement to address current and emerging community needs, gaps and trends.
Community Events - FCSS	Coordinating and delivering annual City led events, such as, Active Living Expo and Youth Fest. This would also include partnering with other human service agencies to deliver community events to the public.
Home Support	Home Support Services provides subsidized practical, in-home support services to individuals and families. Assistance is provided on an on-going basis to seniors and those with chronic medical conditions requiring assistance for their housekeeping needs. The provision of Home Support Services enables individuals to retain and/or improve their quality of life by enhancing independent living, reducing isolation and promoting a safe, quality home life. Cost of service is determined on a sliding fee scale.
Seniors and Adult Support Programs	Provide support, information, referral and advocacy to seniors and adults to access resources and maintain their wellness and independence. Programs support residents in areas such as accessible snow maintenance and community capacity building. Additionally, throughout the year there are educational sessions arranged for the public on topics aimed to support overall wellness.
Counselling Services	The FCSS Counselling Program is an affordable, professional service designed to address short-term counselling needs and focuses on resolving client concerns. Counsellors use solution focused, cognitive behavioural approaches to assist clients in meeting their counselling goals. Cost of service is determined on a sliding fee scale.
Youth Support Programs	Short- term solution focused support to identify goals in order to address issues in a number of areas, such as, emotional, relational, behavioral, parenting challenges and mental health. Support and advocacy in an outreach capacity to youth and families at risk. Resource for local youth and family programs. Support for teens to pursue areas of leadership, community opportunities, education, life skills, and social events.
Information and Referral	Provide information and referral to existing clients, as well as, the general public to the appropriate social serving programs and agencies based on level of need and urgency of issue.
Educational Workshops, Support Groups, Information Sessions	Provide public education to a variety of demographics in numerous settings throughout the year on a variety of social issues. Education to support families and individuals and build resiliency. The focus is on prevention, problem solving and empowerment.
Volunteer Engagement	Recruit, screen, train, support and provide recognition to volunteers assisting with FCSS led programs and events.
FCSS Grants to Non-Profit Organizations	Provide financial support to non-profit organizations that are delivering a program or event that is preventive in nature and enhances the social well-being of individuals and families through prevention or intervention strategies provided at the earliest opportunity.
Municipal Grants to Non-Profit Organizations	Provide financial support to non-profit organizations that deliver community services in the areas of social support, culture, recreation, tourism and environmental stewardship. To encourage non-profit organizations and support the work they do, the City may offer financial assistance in the form of an operating grant to assist with operating costs and/or staffing.
Diversity and Inclusion	The Diversity and Inclusion program focuses on creating policies, procedures and services that foster an inclusive culture within the organization. The program works with community members, businesses and partnering agencies to promote diverse and inclusive services for the community of Fort Saskatchewan.

Financial Services	
Program	**Description**
Property Assessment and Assessment Roll Changes	Coordinate the annual and supplementary property assessment process with external assessors ensuring proper data collection, integrity, and all necessary deadlines are met; ensure proper reporting to Alberta Municipal Affairs (AMA); manage payments for assessment services under contract with the Capital Region Assessment Services Commission (CRASC); process invoices for designated industrial property assessments under agreement with AMA; process updates and changes to property assessment roll.
Municipal Property Taxes and Arrears	Establish property tax rates linked to annual budget and ensure compliance with tax policy; process tax requisitions; prepare annual and supplementary tax bylaws; communicate property tax rates and impacts to taxpayers; generate and distribute annual and supplementary property tax notices ensuring proper collection and recording of all property tax revenues; process payments; maintain customer accounts; administrate monthly installment program; provide customer service; respond to queries. Manage tax certificates; apply outstanding taxes and arrears penalties; administrate tax recovery proceedings.
Accounting Services and Treasury Management	Provide accounting and financial advisory services to support the organization and inform decision-making; develop financial policies and procedures; research best practices; analyze financial impacts to the organization and report to stakeholders; review contracts and agreements for financial implications. Manage and account for all monies flowing in and out of the organization; plan for and respond to the organization's daily, weekly and monthly cash needs; transfer surplus funds to investments mandated by policy and legislation, to generate positive investment returns; track all investments and report on investment performance.
Financial Accounting, Reporting, Compliance and Controls	Manage full-cycle accounting and financial reporting processes; prepare and present tri-annual and annual reports; perform month-end and year-end procedures; coordinate financial statement audit and reporting; ensure compliance with accounting standards and legislation; monitor and maintain effective internal controls.
Accounts Payable	Provide accurate, timely processing and payment of all vendor invoices and staff expense claims; ensure proper authorization and compliance with procurement policy; manage vendor list; process queries.
Accounts Receivable	Provide accurate, timely processing and receipt of all customer invoices and proper tracking and collection of amounts owed to the City; manage aged receivables; review customer accounts; process queries.
Tangible Capital Assets	Manage the accounting and reporting of tangible capital asset (TCA) activities; ensure accountability, transparency and proper planning for growth, replacement and maintenance of TCA; analyze, monitor and report on the timing and spending of all capital projects.
Operating Budget and 3-Year Financial Planning Operating Forecasts	Coordinate development of annual operating budget and 3 year financial plan operating forecasts; ensure compliance with budget policy; analyze budget data for accuracy and reasonability; determine budget impacts on debt limits, reserves, municipal tax requirement, etc.; utilize fiscal impact model to test budget assumptions and prepare what-if scenarios; provide assistance during budget deliberations; maintain budget tracking/reporting software and tools.
Capital Budget and 10-Year Capital Plan	Coordinate development of annual capital budget and 10 year capital plan; ensure compliance with budget policy; analyze budget data for accuracy and reasonability; determine impacts on debt limits, reserves, municipal tax requirement, etc.; utilize fiscal impact model to assess budget assumptions and prepare what-if scenarios; provide assistance during budget deliberations; maintain budget tracking/reporting software and tools.

Fiscal Services	
Program	**Description**
Reserve Transfers	Transfers to and from reserves to provide a consistent funding source for lifecycle maintenance and replacements, future facility operating costs, utility infrastructure replacements and maintenance, and contingency funding.
Annual Capital Funding	A fixed amount to fund the cost of capital projects that are relatively small-scale or are for short-lived improvements. Sources of operation funding are from municipal taxes, user fees, fines, etc.
Library Grant	Administration of the local appropriation request from the Fort Saskatchewan Public Library Board to deliver public library services.
Office Supply and Furnishings Management	Management of office materials and supplies, postage, and furnishings and equipment.
City Memberships	Provides funding for memberships to organizations, such as Alberta Urban Municipalities Association (AUMA) and Federation of Canadian Municipalities (FCM).
Property Tax and Requisition	Revenue generated through the collection of property taxes for the purpose of financing services performed for the common benefit of the people. As well as taxes collected on behalf of the Government of Alberta and the Heartland Housing Foundation.
Internal Allocations	The distribution of costs between the Utility fund and the Tax fund to properly assign costs to the rates they support.
Debt Management	Debt servicing (annual repayment of principal and interest) costs. In 2026, this program will be reviewed to ensure that debt is appropriately allocated to the programs it impacts.
Salary Mitigation, Leave and Compensation Adjustments	Salaries, wages, and benefits represent the City's largest operating expenditures. The City budgets for salaries, wages, and benefits by utilizing all the available information at the time the budget is prepared. However, despite best efforts, staffing surpluses and deficits can arise and vary in amount from year to year. The salary and wage mitigation was calculated to offset the cost of staff vacancies, differences in start dates for new employees, delays in filling positions, and pay scale differences. Additionally, placeholders and recommendations for market and cost of living adjustments are allocated to the program. Upon approval by Council, these recommendations are then allocated to the respective department budgets. Accumulating non-vesting, sick leave benefits, which are recognized as an expense and a liability in the financial statements, are also factored into the budgeting process.
Interest and Investment Income	Interest revenue earned on the City's bank accounts and investments.
Information Technology	
Program	**Description**
IT Infrastructure	Ensures that departmental program delivery is supported by stable and effective technology that meets the business needs. Responsible for the acquisition, maintenance, and replacement of all technology within City departments. Core activities include Help Desk, Desktop Support, Network Infrastructure, Telecommunications, Asset Management and Technology training. Provide strategic framework and policy development.
Corporate Business Systems	Ensures that departmental program delivery is well supported by technology. Main area of focus for the business-facing services of project management, change management, and business relationship management. Core activities include application support, application integration, database support and business (analysis) intelligence.
Geographical Information Systems (GIS)	Provides operational and strategic support to the organization through the implementation and use of GIS technology, including but not limited to: mapping, large format printing, access to information, data capture, maintenance and analysis, reporting and technical advice through the coordination of geospatial data models and use of GIS business intelligence and reporting tools.
IT Security	Ensures City information and data is secure and available through backup, restore and disaster recovery methods. Security controls are designed to provide a robust and stable environment with appliance based and software security services while mitigating risk. This also includes a Security Education Awareness program.

People Services	
Program	**Description**
Payroll and Benefits Administration	Timely and accurate processing of all salary and wages for employees on a biweekly basis for the City of Fort Saskatchewan and the Fort Saskatchewan Public Library. Ensures accuracy in time reporting and ensures compliance with Canada Revenue Agency (CRA), Local Authorities Pension Plan (LAPP), Alberta Blue Cross and several other external agencies. Calculates and submits employer based remittances to finance. Development and administration of employee health benefit plans including health, dental, long term disability, life insurance, accidental death and dismemberment insurance and lifestyles benefit plans. Manages the annual premium setting process and tracks the financial status of the plans. Annual reporting to CCRA, LAPP, WCB.
Classification and Compensation	Creates the overall compensation structure. Participates in and creates/conducts salary surveys and analyzes data to make recommendations on salary structure, market adjustments & cost of living adjustments. Ensures competitive compensation while maintaining internal and external equity. Creates and manages the job evaluation system to classify jobs according to specific competencies and responsibilities. Ensures fair and transparent processes for review of jobs and explaining decisions to management and employees.
Employee and Labour Relations	Provide advice and support to maintain positive relationships with employees and CUPE Local 30. Leads the collective bargaining and grievance processes. The provision of services to support the organizations supervisors and employees in responding to issues and incidents. Includes conducting investigations, advising on corrective action and discipline and the termination process. Co-chair responsibilities for Working Relationship Committee comprised of City and CUPE representatives. Creation and support of policies, procedures and online resources for staff and supervisors to provide guidance and requirements.
Health and Safety	Creation and maintenance of a strong health and safety management system that is easy to utilize for employees/supervisors/volunteers/vendors while maintaining compliance with provincial and federal legislation. Tracking and reporting of Health and Safety responsibilities, including competencies and requirements for employees and classifications. Follow up with investigations, report on serious incidents and identify corrective actions. Track lost time and modified work. Liaise with WCB and provincial Occupational Health and Safety officers. Ensure the effective and timely management of absences due to illness or injury (work or non-work related) with a goal to minimize time away from work and provide needed supports to employees.
Recruitment and Orientation	Establish, advise on and facilitate the recruitment process including creation of guidelines, advising on recruitment strategy, preparation of job postings, scheduling and conducting interviews, reference and screening checks. Develops job offers and communicates with successful and unsuccessful candidates. Development and coordination of monthly orientation and coordinates all onboarding. Administration of a pool of resources to support corporate departments with vacancies usually less than 30 days or on special projects.
Corporate Wide Training and Development	Development, delivery and administration of programs to support learning and development needs of employees. Determining need and facilitating external and in house opportunities for development in the areas of leadership, supervision, respectful workplace, health and safety, and customer service. Ensure proper documentation processes are set up such as, training, testing, and competency of all staff including maintenance of a retraining/re-certification requirement system to ensure staff have current and up to date qualifications. Coordinate staff engagement survey.

Corporate Communications	
Program	**Description**
Communications Planning and Consulting	Long range planning for major projects or initiatives that will have a major impact on residents or could greatly impact tax revenue for the organization. Working with department representatives we develop strategies and plans for sharing information that will inform, educate, encourage or entice the intended audience to interact with the City in a way that creates benefit for both.
Public Engagement and Community Relations	Provide organization guidance for public engagement through a corporate policy and framework. Lead the organization for public engagement training and communication activities related to public engagement opportunities. Participate in regional initiatives such as Life in the Heartland communications team and the Northeast Region Community Awareness Emergency Response (NRCAER) Public Information Team to work collaboratively with regional stakeholders to keep citizens informed. Ensure information about City services and programs is shared through informal, face-to-face exchanges at booths prepared for community events such as Canada Day, Legacy Park Family Festival and the annual Trade Show and Sale.
Communication Services	Manage and maintain the City's website and employee intranet site to ensure they are working as expected and that all information is current and accurate. Manage the City's social media accounts to engage residents and a wider audience with information, news and stories about Fort Saskatchewan. Prepare and issue news releases to local or regional media, follow up on requests from media for information or interviews, plan news conferences when required and provide media monitoring services by sending relevant media stories and social media posts. Produce an online employee newsletter to ensure that staff are kept well informed and engaged in their workplace.
Production and Creative Services	Manage the design and printing of printed materials (e.g. Leisure Guide) for the purpose of marketing products or services or informing the community of important programs or initiatives that impact them. Creative services includes writing, photography, and graphic design for the purpose of marketing and communications efforts.
Advertising and Marketing	Coordinate the preparation of messages and graphics to be shared through several different applications such as, but not limited to, newspapers, websites, brochures, television, etc. for the purpose of creating awareness, informing the public or generating revenue for City programs, services and events.
Legislative Services	
Program	**Description**
Council and Council Meeting Support	Oversee all aspects related to the preparation of Council and Committee of the Whole meetings, as well as providing procedural advice to members. Provide administrative support for Councillors, e.g., arranging of schedules, and coordination and approval of expenses. Manage and support all aspects of the processes for elected official and public member board and committee appointments. Support the interview process for the Application Review Committee, who will provide recommendations to Council for public member appointments.
Assessment Review Board	Coordinate and provide support for the legislated Assessment Review Board (ARB) hearings, ensuring the principles of natural justice are carried out. Liaise with the Capital Region Assessment Services Commission (CRASC) on the coordination of any necessary ARB hearings.
Subdivision and Development Appeal Board	Coordinate and provide support for the legislated Subdivision and Development Appeals Board (SDAB) hearings, as required by the Municipal Government Act, and ensuring the principles of natural justice are carried out. Coordinate training for SDAB members and Administration, and liaise with SDAB members, Administration, and the public on the processes for hearings.
Insurance Administration and Risk Management	Oversee and implement the City's insurance program. Liaise with the City's insurer, Alberta Municipal Services Corporation, and Administration to determine the levels of protection which are required. Provide insight on risk management matters, and make recommendations on how to best mitigate the City's risk.
Census	Oversee all aspects of conducting the municipal census, as per legislation. Ensure required data and reports are available to City Administration and the public to assist with future planning and program development.
Legislative and Legal Support	Provide administrative support for legislative and legal matters within the Legislative Services Department.
Bylaw and Policy Development and Management	Manage, review and provide insight into the development of bylaws and policies for correct formatting, consistency of language, and to ensure legal and legislative compliance.

Access to Information and Protection of Privacy (formerly FOIP)	Oversee the provision of the City's Access to Information and Protection of Privacy program, ensuring the City remains compliant with the FOIP provincial legislation. Provide assistance to the public and Administration for access to information and privacy-related questions.
Contract and Agreement Administration	Provide advice, procedural support, review and execution of City documents. Review of documentation for correct formatting, consistency of language, and to ensure legal and legislative compliance.
Records Management	Oversee all aspects of the City's records management program, ensuring that processes align with the Records Management Bylaw, and associated procedures for both physical and electronic records.
Elections	Oversee all aspects of municipal elections, by-elections and questions, as well as elections for the public and separate school board trustees, as required by the Municipal Government Act. Ensure all legislated processes are followed.

Senior Leadership	
Program	**Description**
Organization Oversight/Leadership - City Manager	Provision of strategic leadership and oversight to staff across the organization; link between elected officials and municipal employees.
Divisional Organization Oversight/Leadership - General Managers	Provision of strategic leadership and oversight to staff within and across three divisions of organization.
Council Support/Advice	Provide management and professional advice and decision-making options to elected officials in the establishment of strategic objectives, key issues, policies, programs and delivery of services. This includes providing support during Council meetings.
Community and Stakeholder Relations	Building and maintaining relationships with community, responding to inquiries/ concerns and communicating with public about council decisions and priorities.
Strategic, Corporate and Business Planning	Oversight and management of city's strategic/ business planning framework and corporate work plan.
Project Management and Project Sponsorship/Support	Project management of designated corporate-wide projects and executive sponsorship for overall accountability of key projects. Also includes workplace modernization initiatives advice/leadership and project management for process improvement, system efficiencies, innovation and technology advancement.
Intergovernmental Relations and Advocacy	Administrative liaison with other orders of government, other municipalities and municipal partners to promote and progress the city's advocacy strategies and priorities.
Internal City Committee Management	Management and oversight of internal staff committees including Team Fort Sask. Social Committee, United Way Committee, A.G.M. Committee, Green Team, Joint Occupational Health & Safety Committee and Labor Relations Committee as well as other committees as required and dedicated to specific initiatives or events. Staff dues contribute to participation in Social Committee events.
Asset Management	Coordinate a sustainable approach to lifecycle management of the City’s owned assets, maintain compliance with the City’s Tangible Capital Assets Policy and Procedures, and ensure long-term sustainability and fiscal stewardship of the City’s resources.

Elected Officials	
Program	**Description**
Council Intergovernmental Advocacy	Liaise with other orders of government and municipal partners to promote and progress the City's advocacy strategies. Attend local and regional meetings on behalf of the City. Includes the Edmonton Metropolitan Regional Board, Edmonton Global, Alberta Industrial Heartland Association, and the Intermunicipal Relations Committee.
Council Governance/Decision Making	Through roles and obligations set out in the Municipal Government Act and other legislation, council provides leadership and direction for the City. This includes review and approval of bylaws, policies, programs and budgets that benefit residents and businesses as well as development and review/update of strategic plan providing direction to administration on community priorities.
Council Boards/Committees Governance/Decision Making	Through roles and obligations set out for council boards/committees and other legislation, council provides leadership and direction to other bodies to which the council appoints them.
Council Community Outreach/Constituent Services	Liaise with Fort Saskatchewan residents and businesses; responding to inquiries/concerns (including directing to Fort Report and appropriate subject matter expert where required) and providing general information to residents and business and communicating with public about council decisions and strategic priorities.

Utilities	
Program	**Description**
Water Supply	The City of Fort Saskatchewan is a member of the Capital Region Northeast Water Services Commission. The Commission supplies water to its members from EPCOR, who is responsible for water treatment. The fees charged for water supply are set by the Commission and this program captures the cost of purchasing water from the Commission. A member of Council sits on the Commission's Board.
Water Distribution System	The City purchases potable water from the Capital Region Northeast Water Commission, stores it in reservoirs, then pumps it for domestic, commercial and fire protection purposes through a network of mains (pipes). This program captures the operation, maintenance and repair of municipal water infrastructure, facilities and equipment to ensure utilities services meet community public safety standards as determined by industry and relevant legislation and guidelines; perform daily, weekly, and yearly samples to meet Alberta Environment Code of Practice; review and maintain applicable bylaws; provide 24-hour emergency service.
Water Service Line Program	Respond to issues related to the water line connection from the water main to a private premises (pipe connecting the main water line to a building/house). This is usually done in cooperation with the property owner. Conduct utility infrastructure locates in advance of ground disturbance to avoid damage to underground infrastructure. Locate, raise, lower, and repair of curb cock's (CC's/underground shut off valves). Maintain bleeder valves as necessary to prevent freezing of water service lines in unique instances. Provide 24 hour response to issues with the service connection.
Water Hydrant Maintenance	Inspect, flush and maintain water hydrants annually. Maintain, replace and winterize hydrants as scheduled or required. Provide 24-hour emergency service. Engage with emergency stakeholders such as the Fire Department.
Water Meter Reading and Meter Maintenance	Install, read, maintain, and replace water meters and associated infrastructures at residential, commercial and industrial properties. Measure the water used by each customer to ensure accurate and fair accounting of the consumption of water for billing. Address public requests and complaints. Also includes compliance monitoring and enforcement related to bypass and back-flow.
Bulk Water Station	Operate and maintain the bulk water station for the sale of bulk water to residential, commercial and acreage/farm customers. The bulk water station is located on the James E Graham site.
Sanitary Sewer Transmission	The City of Fort Saskatchewan is a member of the Alberta Capital Region Wastewater Services commission (ACRWC). The Commission provides sewage transmission and treatment services to its members. The fees charged for wastewater treatment are set by the Commission and this program captures the cost of wastewater transmission and treatment from the Commission. A member of Council sits on the Commission's Board.
Sanitary Sewer Collection System	The City send wastewater to the Alberta Capital Region Wastewater Services Commission (ACRWC) through a network of gravity (pipes) mains, with the assistance of three lift stations in lower lying areas. This program captures the operation, maintenance and repair municipal sewer collection infrastructure, excluding the connection lines from private premises to the sewer main (see Sanitary Sewer Lateral Program). Ensure utilities services meet community public safety standards as determined by industry and relevant legislation. Scheduled monitoring to meet Alberta Environment Code of Practice. Review and maintain applicable bylaws. Provide 24-hour emergency response.
Sanitary Sewer Lateral Program	Respond to issues related to the sewer line connection from a private premises to the sewer main (pipe connecting the main sewer line to a building/house). This is usually done in cooperation with the property owner. Apply preventative maintenance to prevent sanitary service line blockages and respond to unforeseen blockages caused by roots, pipe sags, or waste products. Provide 24-hour emergency response. Address public requests and complaints. Also to provide assistance with regional source control monitoring and enforcement as required. This includes sampling and testing of sewer discharge to minimize the effects to the environment, City infrastructure, and the treatment facility infrastructure.
Solid Waste Collection and Disposal	Collect household solid waste from residential and multi-unit properties which includes proper disposal (landfilling) of these materials. Automated collection is provided for both residential (black carts) and multi-unit properties (front load bins), which includes cart management (maintenance and delivery) and cart inventory requirements. Review and maintain applicable bylaws. Manage collection contractor. Provide education and outreach to the community to ensure the City is reducing overall waste being disposed of in landfills to reduce the community's impact on the environment. Address public requests and complaints.

Organics Collection and Disposal	Collect household organics from residential and multi-unit properties which includes processing (composting) of these materials. Automated collection is provided for both residential and multi-unit properties (green carts), which includes cart management (maintenance and delivery) and cart inventory requirements. Review and maintain applicable bylaws. Manage collection contractor. Provide education and outreach to the community to ensure the City is reducing overall waste being disposed of in landfills to reduce the community's impact on the environment. Address public requests and complaints.
Recycling Collection and Disposal - Program Eliminated	Collect household recycling items (paper, cardboard, plastics) from residential and multi-unit properties which includes processing (recycling) of these materials. Review and maintain applicable bylaws. Manage collection contractor. Provide education and outreach to the community to ensure the City is reducing overall waste being disposed of in landfills to reduce the community's impact on the environment. Address public requests and complaints.
Waste Collection Events	Collect additional waste such as large items (furniture and appliances), extra yard waste, and Christmas trees from residential and multi-unit properties. This also includes the Toxic Roundup event where residents may drop off hazardous household waste and electronics at the Transfer and Eco Station so they will be disposed of in a safe, environmentally friendly way.
Transfer Station Drop-Off and Disposal	Operate a controlled user pay Eco Station for disposal of waste items such as large items, surplus waste from curbside garbage pickup, batteries, propane tanks, fluorescent tubes, etc. Fees apply to certain items being dropped off.
Eco Station Drop-Off and Disposal	Operate a recycling drop-off point at the Eco Station for disposal of plastics, cardboard, glass, metal, paper, etc. This is a free service for users at the Transfer and Eco Station. This program also includes paint, tires, electronics and used oil that is collected at the Eco Station for free and can be recycled through the Alberta Recycling Management Authority, which offers municipalities a grant for recycling these items.
Organics Drop-Off and Processing	Providing a drop off location at the Transfer Station for small residential amounts of trees and branches to be dropped off. Woodchips are made from the branches or brush and are sold or used for internal City use. As well as a drop off location for small residential amounts of yard waste materials which are piled, turned, and screened into organic topsoil which is sold or used for internal City use.
Utility User Rates	Revenue generated through the collection of utility rates to provide water distribution, wastewater collection (sewer) and solid waste services with these specific services provided on a user pay basis, ensuring that users pay the full cost of utility services.
Utility Billing Services	Manage billing processes ensuring proper collection and recording of all utility revenues; process meter reads; generate and distribute bills; process payments; maintain customer accounts; collect outstanding amounts; review consumption data and perform follow up procedures; manage service disconnections and reconnections; administer monthly instalment program; provide customer service; respond to queries.