



Operational Concept

Restoration of Services

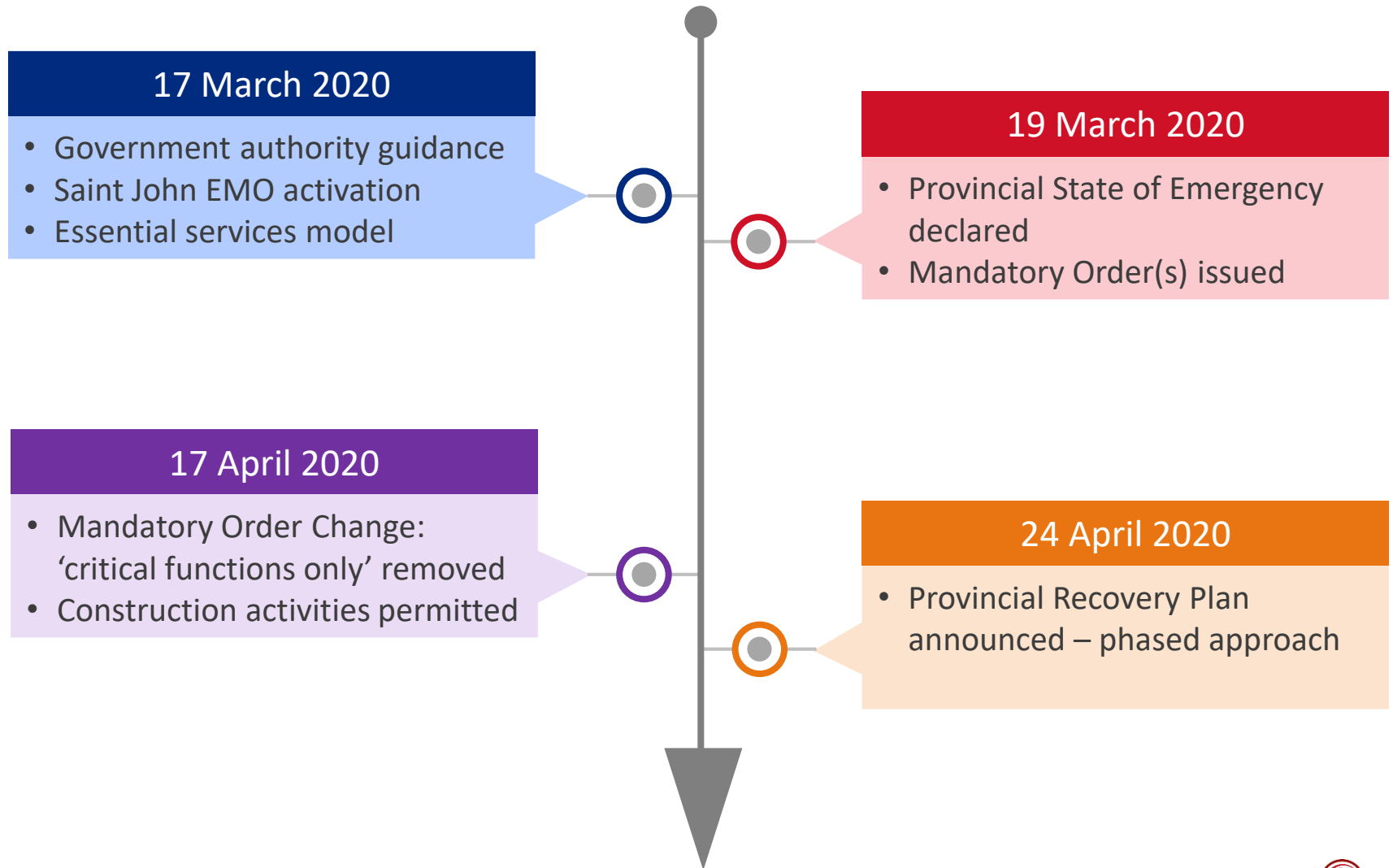
Common Council

May 25, 2020



SAINT JOHN

From Essential Service to Restoration



Decision-Making Guidelines

- Respect Mandatory Order(s), legislation and regulation
- Follow direction and guidance from Chief Medical Officer of Health and WorkSafe NB
- Preserve and promote the health and safety of the City's residents and employees
- Maintain the continuity of local government
- Protect the City's physical assets
- Facilitate the financial well-being of the community
- Preserve the fiscal health of the City and accommodate the efficient deployment of resources, including personnel
- Enhance growth or economic recovery



Essential Services (March 17)

Public Safety Services

- Police services (determined by Police Chief)
- Fire response (except prevention)
- Emergency management organization
- Public Safety Communications Centre (911)

Public Essential Services

- Provision of drinking water
- Waste water management
- Emergency public works
- Emergency building inspections and permitting
- Road clearing (winter maintenance)

Desirable Services

- Public transit
- Solid waste management
- City Market food vendors
- Select construction activity

Essential Support Services

- Governance, including Common Council and City senior leadership team
- Emergency customer service
- Payroll
- Information technology
- Public communications
- Emergency fleet maintenance
- Essential cleaning services

Controlling Costs

- Hiring freeze
- Overtime freeze
- Discretionary spending freeze
- Casual workforce layoffs
- Suspension of hiring of seasonal and student workers
- Essential procurement only

Service Restoration

What could be restored and still satisfy:

- Mandatory Order
- Chief Medical Officer of Health direction and guidance
- WorkSafe NB formal direction
- Ability to balance the 2020 budget

Service Restoration Process

- ☑ Meets requirements / direction
- ☑ Considers costs
- ☑ Consider work priorities



Services Restored (Starting March 30, 2020)

- One Stop Development Shop permits and approvals
- Parking and traffic by-law enforcement
- Street sweeping
- Traffic engineering support
- Bulky items pick up
- Heritage Development Board meetings
- Planning Advisory Committee meetings
- Parking permits
- Vacant building monitoring
- Building by-law enforcement
- Tree maintenance
- Greenspace cleaning and perennial landscape maintenance
- Line painting
- Sign maintenance and installation
- Illegal dumping collection
- Catch basin cleaning
- City Hall relocation – Council chamber fit-up
- Expanded asphalt work
- Fire prevention and investigation
- Gravel road grading
- Fire training and logistical support
- Public access to select recreational facilities
- Greenspace mowing
- Payment Centre (City Hall)
- One Stop Development Shop appointment in-person front counter service

Service Delivery Status (May 25)

Growth & Community Development	Fire	Transportation & Environment	Saint John Water
<ul style="list-style-type: none">• Initial focus on safety• Focus on growth activities• Strategic growth programs/Economic Recovery Plan• Service recovery plan in place	<ul style="list-style-type: none">• Initial Focus on essential• Fully operational through process	<ul style="list-style-type: none">• Initial focus on safety• Focus on workforce utilization – various service levels (delays expected)• Service recovery plan in place• Transit and Parking operational	<ul style="list-style-type: none">• Initial focus on essential service• Focus on workforce utilization• Fully operational with shifts

Governance, Corporate and Internal Support Services

- Operational throughout either working remotely or through shift modifications
- Virtual meetings and collaboration enabled
- Customer service for public walk-ins enabled
- Service recovery plan in place towards full capacity of employees in City facilities

Phased Approach to Public Service Recovery

Spring	Summer	Fall	To Be Determined
Growth/Development <ul style="list-style-type: none"> • Customer service by appointment • Enhanced customer service permitting and inspection 	<ul style="list-style-type: none"> • Minimum standards – priority cases 	<ul style="list-style-type: none"> • Counter service walk-ins • Vacant Buildings Program • Community Standards Program 	<ul style="list-style-type: none"> • In-person committee meetings • Community events • Immigration visits • Grant Programs
TES: Parks/Recreation <ul style="list-style-type: none"> • Sports/ball field maintenance (not operational) • Playgrounds (select) • Skate Park (select) • Courts (select) • Horseshoe pits • Parks and landscaping maintenance (cleanliness, protect assets) 	<ul style="list-style-type: none"> • Splash Pads • Dog Parks • Beaches • P.R.O. Kids (fundraising (non-event) and administration) 	<ul style="list-style-type: none"> • P.R.O. Kids (placement) • Arenas 	

Phased Approach to Public Service Recovery

Spring	Summer	Fall	To Be Determined
Saint John Water <ul style="list-style-type: none">• Meter Testing and Replacement• Water Quality Testing in Customer's Home/Property			
Governance <ul style="list-style-type: none">• In-person Council meetings			<ul style="list-style-type: none">• Public attendance at Council meetings

Service Suspension

Parks & Recreation

- Passport to Parks
- Green Machine
- Playground Program
- Recreation Programming
- City support for organized Sports (that use sports and ball fields)
- Annual Planting Program (less contractual obligations)

Community groups may take on any of these services, as appropriate – no cost to the City and satisfy safety requirements

Transportation

- Asphalt Overlay Program
- Solid Waste Management Pilot Program (planned early 2021)

Regional Facilities

- Working with stakeholders
- Ensuring adherence to guidelines for City services
- Providing recommendations at a later date



Work Plan 2020 Impacts

Delayed timelines or deferral of implementation:

- Neighbourhood Plan (2021 into 2022)
- Waterfront 2040 (2021)
- Renewal of Local Immigration Partnership (Q4 2020)
- Succeed and Stay projects (some initiatives) (2021)
- Public art projects (some initiatives) (2021)
- MoveSJ Phase 3 (Q4 2020)
- Council Priorities 2020-2024 (dependent on election date)

Recommendation

Recommend that Common Council:

- Approve the Operational Concept for the restoration of services and programs.



Operational Concept

Restoration of Services

Common Council

May 25, 2020



SAINT JOHN