

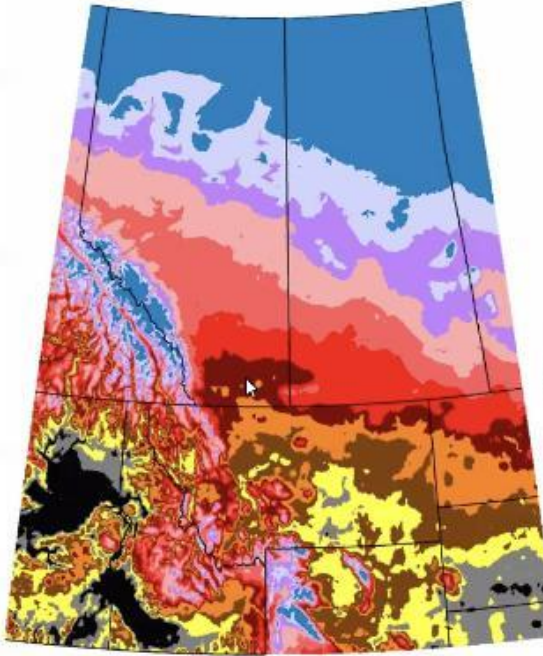


7.7 City's response to 311 Requests

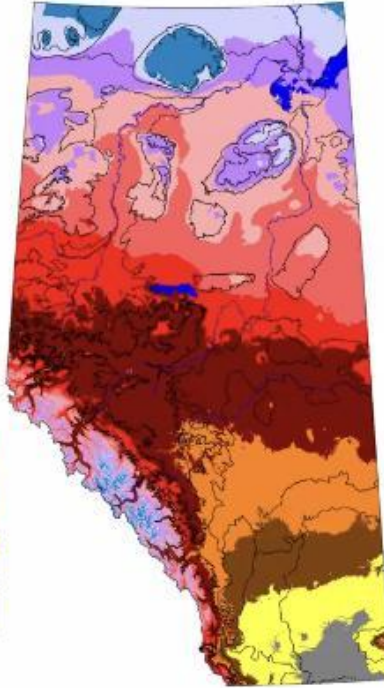
November 30, 2023 Audit
Committee Meeting City Hall

Temperature in the 2080s

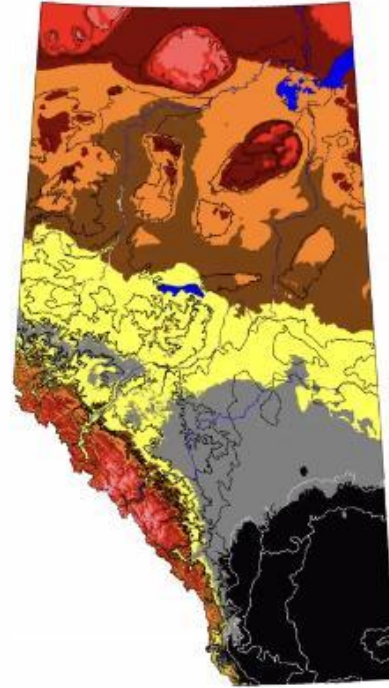
Current



Min (2 °C)



Max (6 °C)



The municipal prosecutor has been asked to confirm the request for an independent review for the bylaws and guidelines for community safety but has not replied since my last email September 15, 2023.

25 CPO witness
statements in
2022

51 CPO witness
statements in
2023

Calls 311 and reporting online

6:00 am on Sept 6 at 73 street
and 108 Ave

5 violations from
Community Police
officers

August 26, 2021

Trees were cut down at the site and left to dessicate I spoke to the foreman for Chandos Construction about this issue; he did not understand these had been a confirmed tree permitting by the City of Edmonton. The foreman went ahead and cut these without the City's permission.

The illegally cut trees were an obstruction on the road which was not accessible at the time and the operator was told this at the site.



7:57 M M @ •

📶 66%



#8023716953



Pests/Sick trees - Public Property at 10905 74 Street NW



Submitted Photo

A fungus called black knot has increased in three trees this is because of disease that now has continued over those years and a public tree bylaw was passed by City Council but naturalization in mature neighborhoods has shown to be lacking.

What type of Pest? Fungus/Bug on tree | Accessibility/disability issue? no | Area (i.e in a nest/tree/ S.W corner?): On boulevard near the West corner

OPENED 5 minutes ago



Construction Site Concerns at 7416 Ada Boulevard NW



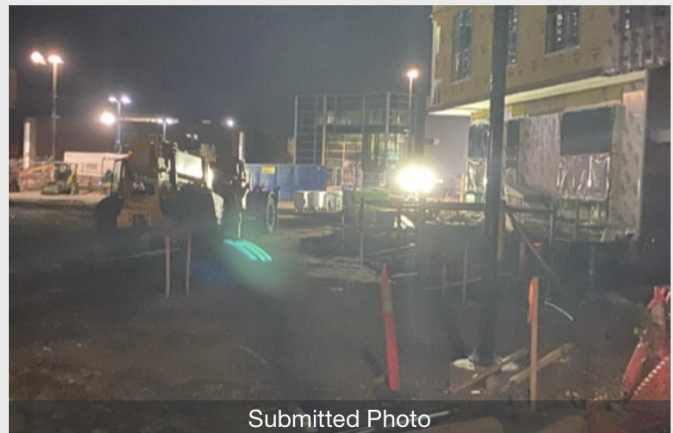
Submitted Photo

Nuisance lighting from Concordia University of Edmonton and the lighting has been on which should not be directed at the residents across from the site. The lighting is on and causes glare as well it is over lit and does not comply with the community standards for lighting.

Preferred Contact Phone Number: 7808030654 | Site Type: Other | Issue: General Complaint | Distance of fence from excavation: Over 1.5 m | Active Site (Workers on site at time): Over 1.5 m

CLOSED Duplicate Request 7 hours ago

Nuisance Property at 7128 Ada Boulevard NW



Submitted Photo

Flood Light is shining from a private property onto the street from the construction site it is a bylaw that lighting not cause disruption to traffic.

Is this a recurring concern? Daily | Considered a public health/fire risk? Yes | Is the property inhabited? No | Is the building in disrepair? No | Known for repeat criminal activity? Yes | Where? (e.g. back, SW corner): Construction site on the west side of the parking lot

OPENED 8 hours ago



Construction at Concordia University of Edmonton

CONCORDIA UNIVERSITY OF EDMONTON

PARKING THIS WAY

CONSTRUCTION AREA

AUTHORIZED PERSONS ONLY

DANGER

OPEN EXCAVATION

CHANDOS

CONCORDIA UNIVERSITY OF EDMONTON

CONSTRUCTION AND ETS TRAFFIC ONLY

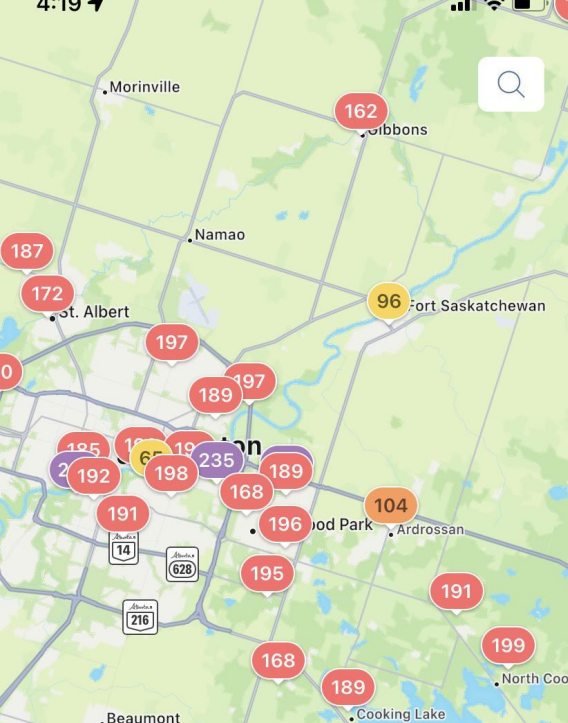




Energy Transition Strategy - New Funding Approved in 2023-2026 Budget Cycle

The following table lists new funding approved aligned with the Energy Transition Strategy in the 2023-2026 operating and capital budget cycle.

Action Area	Operating / Capital	2023 - 2026 Approved (\$000)
Renewable Energy Solutions (Gas)	Operating	\$0
Renewable Energy Solutions (Electricity)	Operating	\$0
District Energy Strategy	Operating	\$0
1 Street & Park Light Replacement	Operating	\$3,000
Maintenance of Solar Systems	Operating	\$1,400
District Energy Strategy	Capital	\$34,500
PATHWAY 1 (RENEWABLE & RESILIENT ENERGY TRANSITION) SUBTOTAL		\$38,900
Climate Competency	Operating	\$0
Emission Offsets	Operating	\$0
2 Affordable Housing Transition Initiatives	Operating	\$0
Emission Neutral Buildings	Operating	\$0
City Facility Retrofits	Capital	\$53,000
PATHWAY 2 (EMISSIONS NEUTRAL BUILDINGS) SUBTOTAL		\$53,000
City Light/Heavy Duty Fleet & Equipment	Operating	\$0
Active Transportation Network Implementation	Operating	\$4,383
Mass Transit	Operating	\$59,262
Metered Park Lights / Security Lights	Capital	\$0
3 City Light/Heavy Duty Fleet & Equipment	Capital	\$11,200
City Bus Fleet Infrastructure	Capital	\$0
City Bus Fleet	Capital	\$40,800
Active Transportation Network Implementation	Capital	\$100,000
Mass Transit	Capital	\$8,000
PATHWAY 3 (LOW CARBON CITY AND TRANSPORTATION) SUBTOTAL		\$223,645
Urban Trees	Operating	\$0
Community Activation	Operating	\$21,500
4 Nature Based Solutions	Capital	\$6,500
Urban Trees	Capital	\$32,441
PATHWAY 4 (CARBON CAPTURE & NATURE BASED SOLUTIONS) SUBTOTAL		\$60,441
TOTAL APPROVED FUNDING		\$375,986



Submitted Mon Sep 04, 2023

Bylaw, all permit holders are expected to be mindful of neighbouring communities and apply reasonable sound mitigation strategies. Failure to do so may result in the permit being revoked and bylaw fines issued. The specified penalty amounts for contravening the bylaw range from \$250 - \$500. My reference is to violations there are no notices to the residents and I was not made aware of any permitted noise waivers that had been approved by the city. This is a violation of the bylaw 14600 sec 48 (b) direct a person to take any action or measures necessary to remedy the contravention of the bylaw and, if necessary, to prevent a re-occurrence of the contravention; (c) state a time within which the person must comply with the directions; (d) state that if the person does not comply with the directions within a specified time, the City will take the action or measure. There was no compliance to

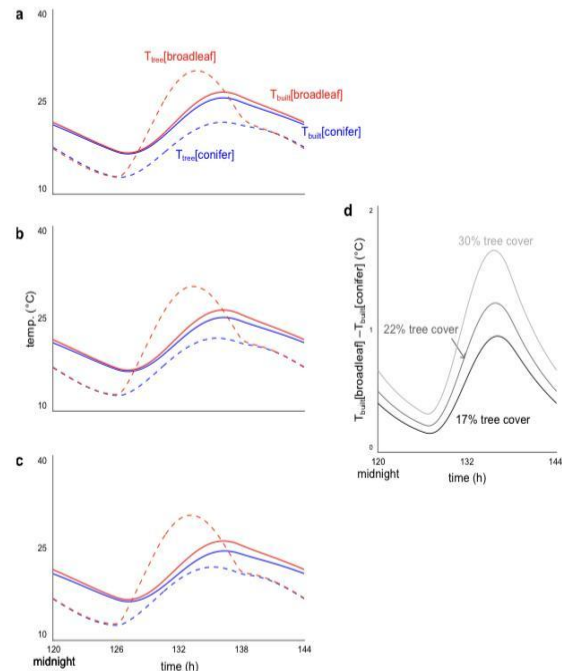
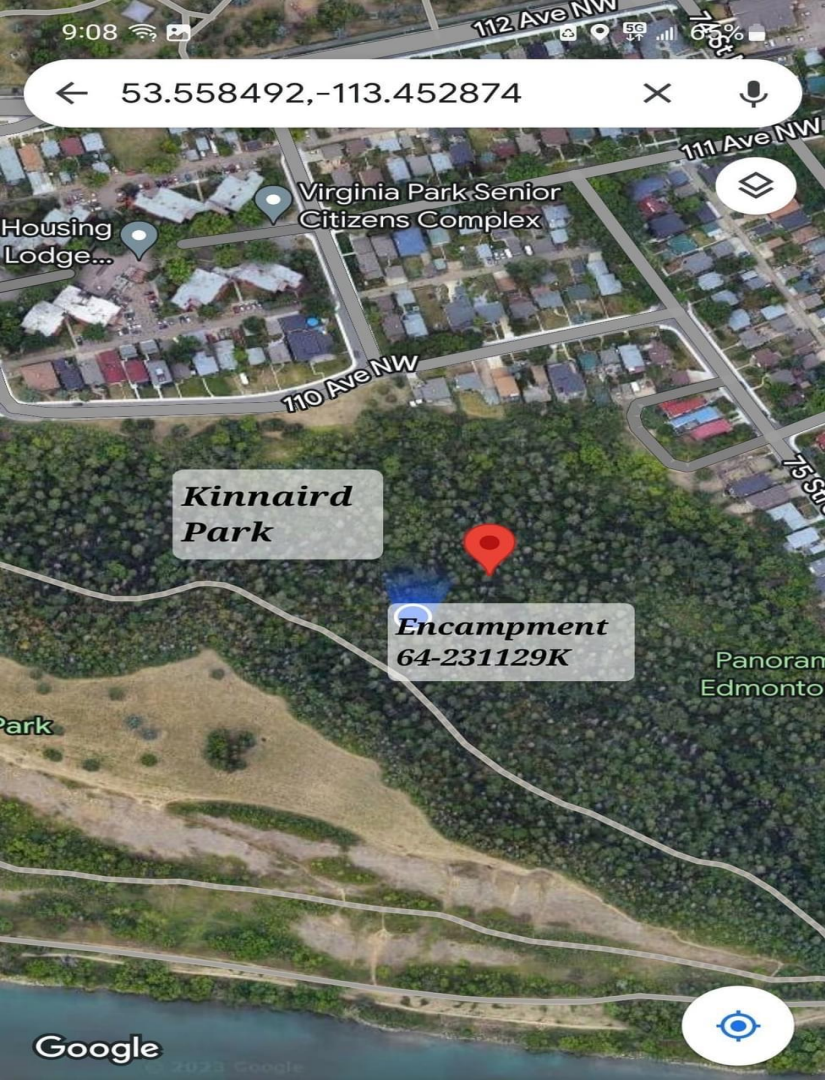


Figure 3. Temperatures of the built environment (T_{built} , solid lines) and urban forests (T_{tree} , dashed lines) in the conifer (blue) and broadleaf tree (red) models when (a) 17% of the city is covered by trees, (b) 22% of the city is covered by trees, and (c) 30% of the city is covered by trees. (d) shows the built environment temperature differential when forested by different tree types at 17%, 22%, and 30% tree cover.

[Arboreal Urban Cooling Is Driven by Leaf Area Index, Leaf Boundary Layer Resistance, and Dry Leaf Mass per Leaf Area: Evidence from a System Dynamics Model](#)





Define tickets as closed when the business area has resolved the service request and communicate this to all business areas that close 311 tickets.

Responsible Party

Branch Manager, Service Innovation and Performance

Accepted by Management

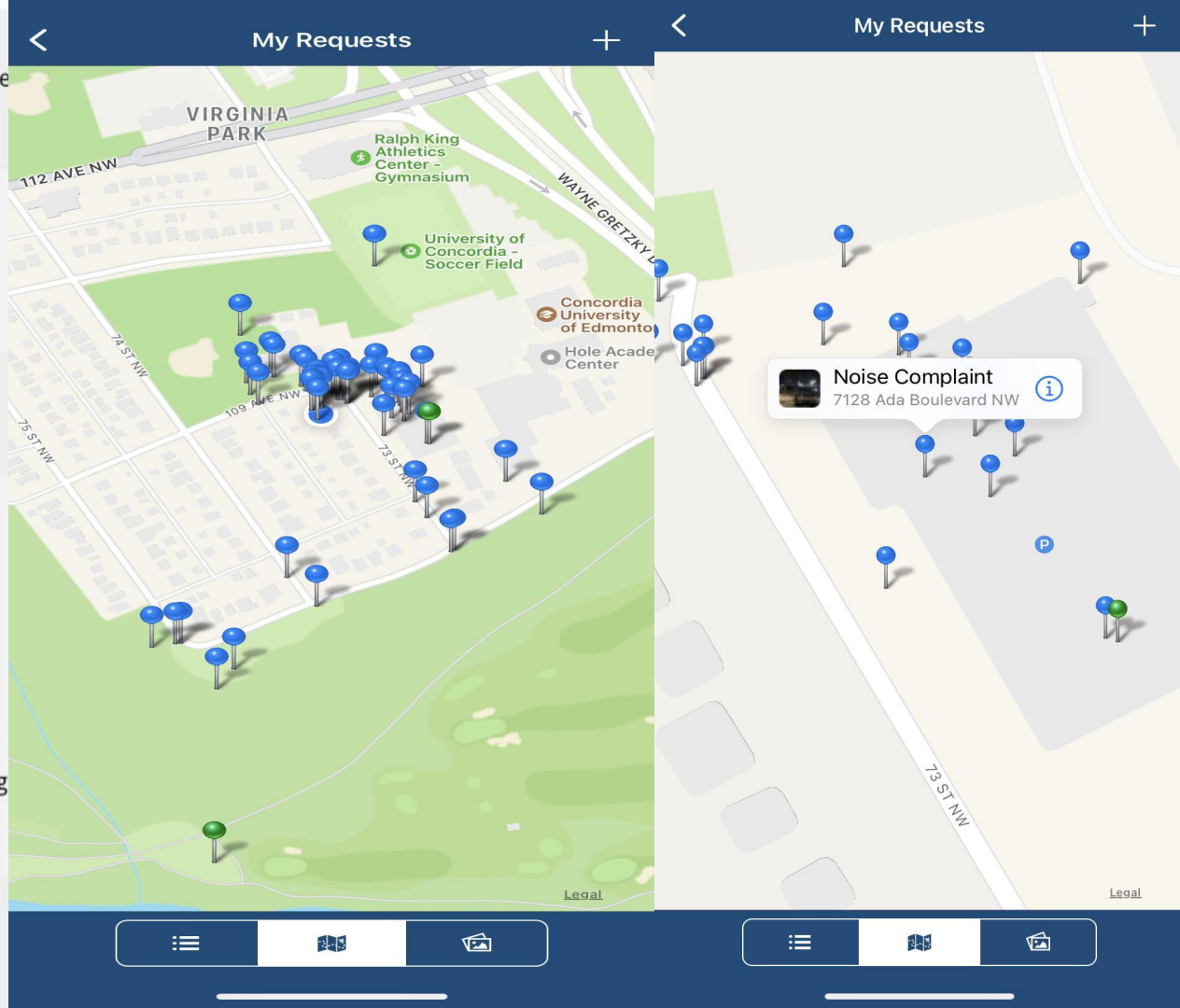
Management Response

To establish a consistent service experience and contribute to enhanced performance reporting, Administration will standardize the definition of closed tickets and service requests.

The revised definition will be communicated to all business areas and updated across the supporting tools and materials.

Implementation Date

March 31, 2024



Engaging community leagues, community residents, and organizations working with them, so that we can create **healthier** environments together. We also aim to increase community resident awareness of the important relationship between our community environments and our health and the health of our families.

