

Centre City Service Levels

As part of the Centre City Pilot, enhanced service levels were identified for tasks that were completed exclusively by the Centre City team, as well as for some tasks that were identified and triaged by Centre City and sent to other teams to complete.

The 2022 column demonstrates base service levels before the City Centre pilot began. Council approved one-time funding to extend the pilot until July 31, 2024, after which service levels would return to the base levels seen in 2022. If the pilot were to end on July 31, impacts would include seasonal staff lay-offs mid-season, inconsistent service levels (changing mid-summer), and inconsistent support during the busy event/festival season. In order to avoid those impacts, Administration plans to stretch the one-time enhancement funding to October 31. This would provide more consistency in service levels through spring, summer and fall and allow for a second year of data gathering for the Centre City Pilot. However, by extending the funding over a longer period of time, certain enhancements offered in 2023 will not be offered in 2024.

Tasks Completed Exclusively by the Centre City Team			
	2022 Service Levels <i>Base or *Already Enhanced</i>	June 1 2023 to July 31, 2024 Centre City Pilot Service Levels <i>Enhanced</i>	Adjusted 2024 Centre City Pilot Service Levels <i>Stretching one-time enhancement funding to October 31, 2024 Enhanced with exceptions</i>
Special Waste	*Visit hot spot zones daily and complete the whole route every 3 weeks.	Visit hot spot zones daily and complete the whole route every 3 weeks.	Visit hot spot zones daily and complete the whole route every 3 weeks.
Enhanced Routed **Graffiti Clean-up	Not offered by Centre City	Grouped and routed graffiti notifications. All Centre City crews are equipped with the ability to remove or cover up most graffiti with a priority on addressing offensive graffiti.	Due to the volume of graffiti one additional crew of 4 people will be fully dedicated to this task in 2024.
Needle Pick-up	2 hour response time city-wide	1 hour response time city-wide	2 hour response time city-wide

Attachment 2

Tasks Completed Exclusively by the Centre City Team			
	2022 Service Levels <i>Base or *Already Enhanced</i>	June 1 2023 to July 31, 2024 Centre City Pilot Service Levels <i>Enhanced</i>	Adjusted 2024 Centre City Pilot Service Levels <i>Stretching one-time enhancement funding to October 31, 2024 Enhanced with exceptions</i>
Power Washing	Not offered	Targeted inventory as required	Targeted inventory as required
Shrub Bed Maintenance	A+ level beds: 11x a year / A level beds 5x a year B level beds 2x a year Bed mulching completed every two years	All shrub beds serviced 11x a year Annual mulching of shrub beds	All shrub beds serviced 11x a year Annual mulching of shrub beds
Small Scale Park Landscape Renovation	Not offered	Annual Assessment followed by renovation as required. In 2023 landscape renovations were completed in the following areas: Alex Decoteau, Beaver Hills, Boyle Street Park, Canada Place, Capital Boulevard, Century Place, City Hall, CN Park, Ezio Faraone Park, Monsignor William Irwin Park, Grant Notley Park, Heritage Park, Kinistinaw Park, MacEwan LRT Station, Mackenzie and Mann Park, Mary Burlie Park, McDougall Hill Park and Drive, McKay School, Paul Kane Park, Queen Mary Park, Rail Town, Ribbon of Steel, Rogers Place (Community Rink landscape), Sir Winston Churchill Square, 99 Avenue and 114 Street Viewpoint, Veterans Park, and Victoria Promenade.	Not offered Priority parks and public spaces that would have received renovations in 2024 if funding was available: City Hall/Churchill Square (shrub beds, paths, sod, mulch) Winspear Park The Quarters MacEwan LRT Station Park Columbia Avenue Kinistinaw Park (mulching trees)

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Turf Aeration and Fertilizer	Not offered	Annually in spring	Not offered
Mulching/ Mulch-top ups	Not offered	Annually in spring	Annually in spring
Blower service - debris removal	Not offered	Monthly	Monthly
Parks site servicing	Daily garbage bin changes, litter pick-up + on demand notifications	Daily garbage bin changes, litter pick-up, check and clean playground sand area with a focus on broken glass and needles + on demand notifications	Daily garbage bin changes, litter pick-up, check and clean playground sand area with a focus on broken glass and needles + on demand notifications
Ornamental Water Feature Maintenance	Once per year in season	Monthly in season	Monthly in season
Turf Mowing	Every 10-14 days	Every 7-10 days	Every 7-10 days
Turf Trimming	2x per season	Every 7-10 days	Every 7-10 days
Turf Edging	select locations, limited annually	once per season, as required	once per season, as required

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Snow and Ice Clearing - Internal Paths in Parks and Park Parking Lots	Park parking lots cleared. Internal park path clearing not offered.	Park parking lots cleared. Internal park paths receive Priority 1 Service - Snow cleared within 24 hours.	Park parking lots cleared. Internal park path clearing not offered.

Tasks Identified and triaged by the Centre City Team but assigned to other teams to complete the work
<p>The Centre City Inspector Team also proactively identified issues that were sent for service to other functional areas. Issues were logged and scheduled as part of regular future work. This included servicing playgrounds and splash pads, traffic barriers and pylons, fence maintenance, **expanded graffiti clean-up, guardrail maintenance, minor structure maintenance, streetscape maintenance, staircase maintenance, sportsfield asset repair, boardwalk structural repairs, pothole repair, asphalt path repair, gravel path repair, collector trip hazard repair, tree pruning, street cleaning/sweeping, line painting, deterrent post maintenance, entrance feature maintenance, jersey barrier maintenance, retaining wall maintenance, furniture repairs, trash container repairs, pothole repair, road and alley patching, concrete and brick/paving stone repair, hard surface repairs, bike path repair, parking lot asphalt repair, collector brick and paving stone repair, collector curb and gutter and ramp repair, collector panel repair and collector trip hazard repair.</p> <p>**Graffiti clean-up is completed by Centre City and other City of Edmonton Crews on public property, and Capital City Clean-up contractors on private property.</p>