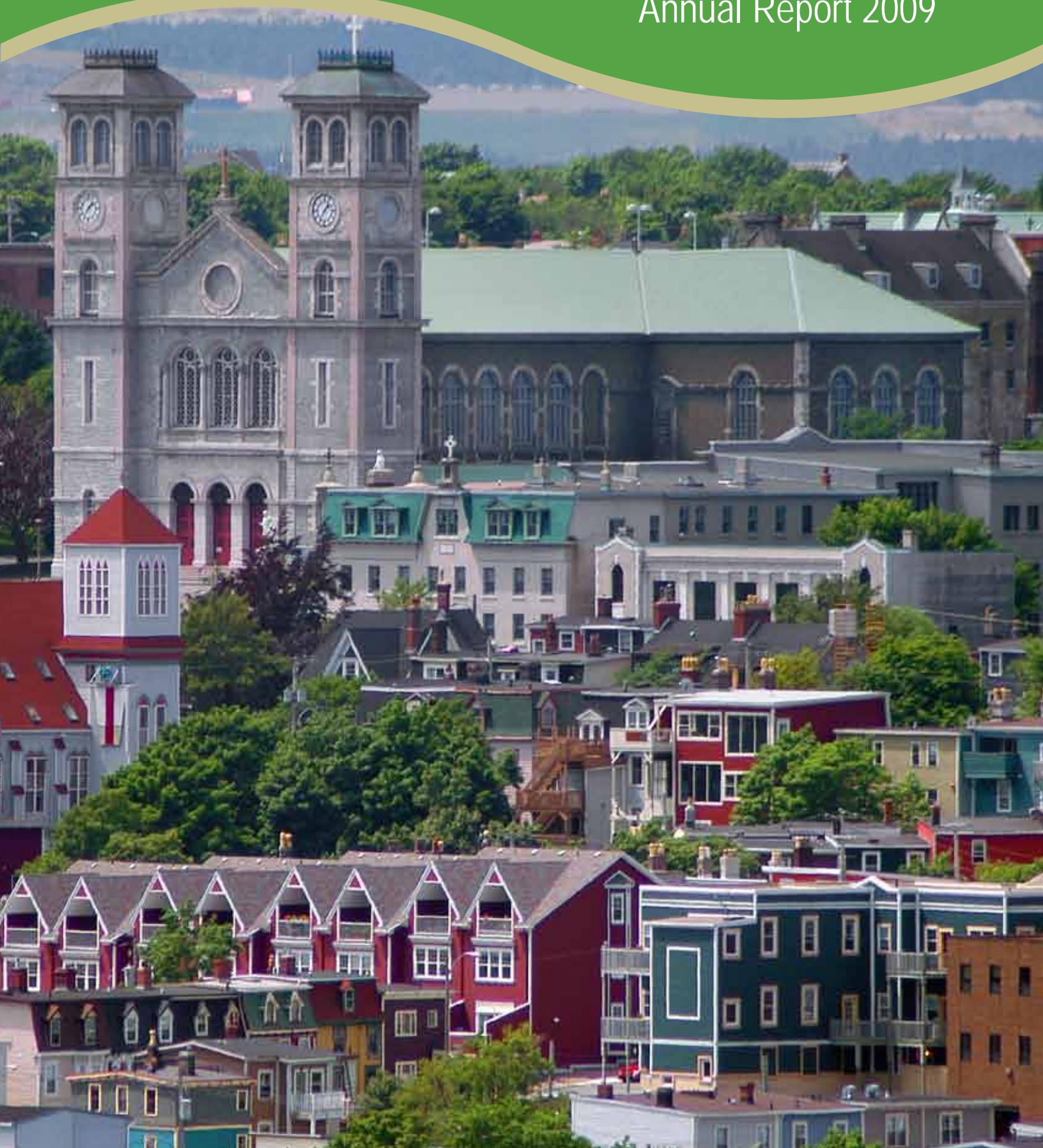


Annual Report 2009



ST. JOHN'S

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## City of St. John's Quick Facts

### **Population**

- 100,646 (Statistics Canada, 2006 Census)

### **Human Resources at a Glance**

- 290 Job Competitions Posted
- 793 Positions Filled,  
Including Summer Staff
- 1,349 Internal Transfers
- 174 New Hires (includes summer)
- 30 Retirements
  - 4 Management
  - 12 CUPE 569
  - 4 CUPE 1289
  - 10 IAFF 1075
- 61 Resignations
- 1,167 Average Number of Employees

### **Value of Building Permits**

Commerical	\$65,500,300
Industrial	\$3,900,800
Gov/ Inst	\$23,200,500
Residential	\$164,500,000
Repairs	\$4,600,700
Total	\$261,702,300

### **New Housing**

Housing units (one and two family dwellings) - 635

# Message from the Mayor

It is my pleasure to present the City of St. John's Annual Report for 2009.

As you can see in this report it was a very busy year for us at the City and we were pleased to finally see the years of work and planning culminate with the opening of new facilities and introduction of new programs.

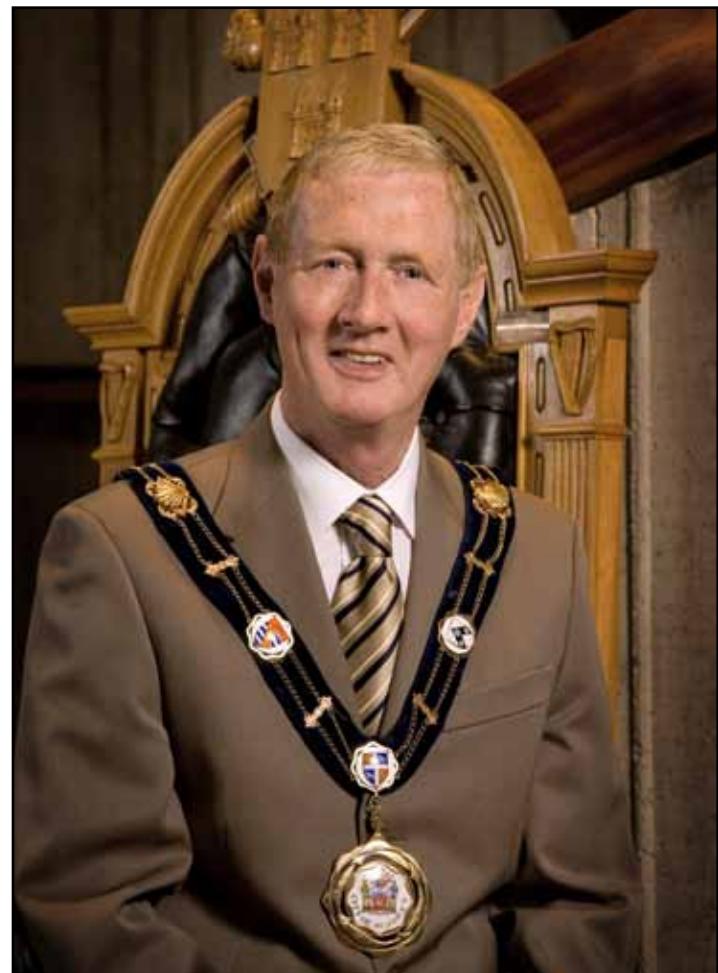
I was particularly gratified to finally see the Riverhead Wastewater Treatment Facility complete its commissioning and start-up. This facility was the highlight of our Harbour Clean-Up Project and has helped us become the progressive, environmentally friendly City we all want to live in.

In addition to our work on the Harbour Clean-Up, we continued to make the Robin Hood Bay Regional Waste Management Facility a modern, environmentally sound facility which utilizes proper waste management practices.

We are very fortunate here in St. John's to have not been as adversely affected by the global economic downturn that affected other parts of the world and Canada. Our economy remains strong and healthy with many positive indicators.

Unlike many communities which have to focus strictly on providing the basic core services, we are able to provide our residents with the services and facilities you can expect in a vibrant community.

I would like to take this opportunity to thank our dedicated staff for everything they do to keep our City running in an efficient manner. I would also like



to recognize all of the community organizations and groups who help us make St. John's a great city to work, live and play.

A handwritten signature in black ink, appearing to read "Dennis O'Keefe".

Dennis O'Keefe  
Mayor



*The Riverhead Wastewater Treatment Plant commenced operation in 2009 marking a major step forward for the City of St. John's environmentally.*

## Wastewater Treatment Facility Commissioned

Years of work and planning on the Harbour Clean-up Project culminated in 2009 with the commissioning of the Riverhead Wastewater Treatment Facility (RHWTF) over a two-week period beginning Sept. 16, 2009.

The commissioning and start-up of the facility went extremely well with no major mechanical issues and no after hours alarm call-outs.

The facility is a conventional primary treatment plant that has

been designed to treat wastewater from the City of St. John's, the City of Mt. Pearl and the Town of Paradise. The estimated wastewater production from the region's 130,000 residents, commercial and light industrial sources is 120 million litres per day. The facility has been designed to operate at up to three times this average flow during a wet weather event when storm water is also being received and treated.

The RHWTF includes office space,

a control room and laboratory. The preliminary and primary treatment processes remove 30 to 40 per cent of organic material, over 50 to 60 per cent of suspended solids, and 99.5 per cent or better of all fecal coliform present in the influent wastewater stream.

Since start-up the staff has been working to optimize the facilities operations to reduce fuel and energy costs, chemical costs and maximize removal efficiencies to produce the best possible effluent quality.

# Residential Drop-Off Opens at Robin Hood Bay

The Residential Drop-Off (RDO) Facility officially opened at the Robin Hood Bay Regional Waste Management Facility on Oct. 27, 2009.

The RDO physically separates the public from commercial users, who continue to access the landfill through the main scale house.

Residential users (those users

without commercial accounts) are no longer permitted access to the landfill's tipping face and are required to dispose of their waste within the clean and user-friendly confines of the RDO.

The RDO is open from 8 a.m. to 4 p.m., Tuesday to Saturday, however it is closed statutory holidays.

The RDO gives residential users a

clean and organized environment that looks and feels more like an industrial park than a landfill; and the increased Saturday hours for residents improve the level of service provided at Robin Hood Bay.

By separating the residential and commercial users, the facility not only improves the safety for the general public, but also increase efficiencies at the commercial landfill.

The RDO is equipped with a series of large dumpsters assigned to various waste types. Initially dumpsters were assigned for such waste types as metals, bulky items, wood and yard waste and regular household garbage.

To ensure proper use and compliance with the rules and regulations of the facility residents will have to check in with an attendant upon entering.

The opening of the Residential Drop-Off Facility at Robin Hood Bay represents another major milestone in moving the eastern region of the province towards more modern, environmentally sound, waste management practices.



*The residential Drop-Off (RDO) Facility at the Robin Hood Bay Waste Management Facility officially opened Oct. 27, 2009. This facility allows residents to dispose of their household waste outside of regular garbage pick-up.*

# Household Hazardous Waste Depot Opens

The Robin Hood Bay Waste Management Facility was a busy place in 2009.

In addition to opening the Residential Drop-Off Facility, the Household Hazardous Waste (HHW) Depot also opened its doors on Saturday, Aug. 15, 2009.

This Depot is a regional facility, servicing over 70 per cent of residents in the Greater Avalon region who live in the general metro area. It provides a convenient, safe service for the general public to dispose of hazardous materials in an environmentally-responsible manner.

The opening of the facility was keeping in line with the Provincial Waste Management Strategy, which aims to reduce the amount of waste



*The Household Hazardous Waste Depot opened Aug. 15, 2009 at the Robin Hood Bay Waste Management Facility.*

going into provincial landfills by 50 per cent.

The new Household Hazardous Waste Facility is a major milestone

in the city's re-development of the Robin Hood Bay landfill into a modern integrated waste management facility.

Residents of St. John's and the entire Eastern region can now dispose of their household hazardous waste in a convenient and safe manner.

## Examples of Types of Waste Accepted

- Motor oils
- Solvents
- Pesticides, insecticides, herbicides, fungicides
- Fluorescent and compact fluorescent light bulbs
- Brake and clutch fluids
- BBQ starter, lighter fluid
- Propane tanks
- Pool chemicals
- Cleaning fluids, disinfectants
- Aerosol containers, etc
- Fire extinguishers
- Prescription drugs
- Glues and other adhesives
- Gas
- Wood preservatives and stains
- Paint stripper, turpentine
- Paints: oil and latex (do not mix)
- Batteries, battery acids

## STATISTICS

For the five months the Household Hazardous Waste Depot was open in 2009 it disposed of 98,688 litres of waste and was visited by 2,155 vehicles.

# New Signage Marks Entry to City

Attractive new signage now welcomes visitors to the City of St. John's.

These signs highlight several years of work by City departments to address our signage needs.

While these signs are a starting point to better welcome and direct visitors around the City, they also portray our new corporate image in a contemporary design that reflects a vibrant city. Welcome signs were replaced at three locations: Portugal Cove Road, Pitts Memorial Drive, and Kenmount Road; and a new sign was installed on the Outer Ring Road.



*New signage welcoming residents and visitors alike to the City of St. John's was erected in 2009 using the City's new corporate image.*

## St. John's: A Welcoming Community

St. John's is increasingly multi-cultural and recognizes the importance of being a welcoming, open and inclusive city.

Attracting and retaining immigrants and new talent is crucial to a vibrant St. John's. The City continues to work with our partners to develop programs and initiatives to become more welcoming.

Some steps have been taken already, for instance, working with the provincial Immigration Office, developing newcomer information for our website ([www.stjohns.ca](http://www.stjohns.ca)), providing in-kind support for citi-

zenship ceremonies, and participating in local committees, such as the Coordinating Committee for Newcomer Integration.

The City of St. John's proclaimed the third week of March 2009 as the first provincial multiculturalism week and participated in the provincial initiative Together, We-Rock! Celebrating Multiculturalism by lighting multi-coloured LED lights outside City Hall to celebrate cultural diversity. The lights are a symbolic gesture welcoming all newcomers to St. John's and a reminder that cultural diversity enriches the fabric of society.

# Bowring Park: A Place to Play and Splash

Children in the City of St. John's have more options for summer fun, thanks to work funded in 2009 by the City of St. John's and the Bowring Park Foundation.

On Oct. 15, 2009 the City and Foundation opened the Barrier Free Playground and the Splash Pad in Bowring Park.



The Barrier Free Playground was specifically designed to accommodate the needs of visually, hearing and physically impaired youth. The playground includes components that accommodate special needs and the base was specially structured to improve site mobility.

The Splash Pad includes directional water jets, sprinkler devices and fountains that can be easily manipulated by the children using the structure to cool off on a hot summer day.



*Bowring Park officially opened its latest additions - the Barrier Free Playground and the Splash Pad (inset) - Oct. 15, 2009. These two attractions were built as a cost-shared project between the City of St. John's and the Bowring Park Foundation.*

These two features were built in the area of the park that was the parking lot near the swimming pool.

The funding for these projects were cost-shared by the City of St. John's and the Bowring Park Foundation and also included the reconstruction of the Fountain Pond. These three projects were identified in the 2005 Bowring Park Master Plan, which focused on the preservation, restoration and development of the park's landscape. These projects were in the midstream section of the Park and were identified by the Foundation as a priority area for development.

These projects also received corporate support including a \$300,000 donation towards the reconstruction of the Fountain Pond from Husky Energy and donations of \$50,000 from the VOCM Cares Foundation and \$25,000 from the United Way of Newfoundland and Labrador which supported the construction of the Barrier Free Playground.

The Grand Concourse Authority was the project manager for these projects.

# Cycling Gets Grants

Cyclists in the City of St. John's were on the receiving end of some welcome funding in 2009. The City applied for and received a grant for \$1,569,276 from the provincial government's NL Green Fund to begin the phase one implementation of the City's Cycling Plan.

Phase One includes a mixture of on-road neighbourhoods and popular destinations throughout the City. It also includes an education component and bicycle racks for the entire fleet of Metrobus vehicles that will truly enhance cycling as a viable mode of transportation.

The City of St. John's also applied for and was successful in obtaining \$1,217,195 in funding from the Recreational Infrastructure Canada



*Cycling got some good news in 2009 when it received a grant for more than \$1.5 million from the provincial government's NL Green Fund to start implementation of the City's Cycling Plan. Receiving the funds were Robin King, Cycling Committee; Leon Organ, Bicycle Newfoundland and Labrador; Paul MacKey, Cycling Committee; Shannie Duff, chair Cycling Committee; Glenn Smith, Bicycle Newfoundland and Labrador; and Joe Planchard, Cycling Committee.*

program (RInC) to upgrade segments of the Virginia River Trail to a multi-use standard so that it can be enjoyed by walkers and cyclists at the same time.

With the funding in place, the work on both phases of the cycling plan has already begun and is expected to be completed by the summer of 2011.

## Department of Engineering's 2009 Infrastructure Projects

- 2009 Streets Rehab Program
- Doolings Line Street Upgrading
- Elizabeth Ave. Street Widening
- Northeast Land Assembly Trunk Storm Sewer Replacement
- King George V Soccer Field Flood Control
- Ruby Line Street Reconstruction
- Harbour Interceptor Sewer - Water St. West
- Harbour Interceptor Sewer - Harbour Dr. West
- Harbour Clean-up - Riverhead Wastewater Treatment Facility
- Scanlan's Lane Reconstruction and Retaining Wall Replacement
- 2009 Retaining Wall Program
- Blackmarsh Road Street Upgrading
- Bennett's Brook Storm Sewer Replacement

# Olympic Torch Visits the Rock

The Olympic Torch Relay came to St. John's on its journey across Canada Nov. 13, 2009 as it made its way towards Vancouver, BC for the 2010 Olympic Winter Games.

A spectacular celebration took place at Bowring Park that evening to allow residents to come and experience the Olympic spirit, as the City celebrated the upcoming Olympic Winter Games and the arrival of the flame in St. John's.

The event was free to all residents and featured an impressive line up of entertainment including Newfoundland and Labrador's own The Masterless Men and East Rock Crew (breakdancers) who showcased our talents and spirit to the world.

In addition to the entertainment,



*The Olympic Torch for the 2010 Vancouver Winter Games stopped in St. John's Nov. 13, 2009 as the relay made its way across Canada.*

there were interactive displays and give aways from Torch Relay sponsors.

The final torch bearer, Dr. Pat

Parfrey, arrived on stage at the celebration with the Olympic Torch and had the honour of lighting the Olympic Cauldron in front of the excited crowd of spectators.



*The Olympic Torch goes for a ride on Quidi Vidi Lake.*

# Planning for Urban Development

In 2009, the City participated in the preparation work for the Northeast Avalon Regional Plan, which will replace the St. John's Urban Region's Regional Plan, which was adopted in 1976.

The City and the other 14 municipalities in this region are cost sharing the new Regional Plan 50/50 with the Provincial Department of Municipal Affairs, with the 15 municipalities sharing their portion on a per capita basis.

The City is represented on the Leadership Committee (elected representatives - the Minister of Municipal Affairs and councillors) and on the Technical Team (staff

or consultants representing each municipality). Work on this plan remains ongoing.

In 2009 the consulting team hired to prepare the Regional Plan, CBCL Ltd. of St. John's and Halifax, were at work on the Issues and Analysis Report that will form the basis of the plan.

## STATISTICS

The Department of Planning was busy in 2009 receiving 397 development applications and organizing 27 public meetings, public hearings and neighbourhood meetings.



*Work took place on the Downtown Parking Study in 2009, which was being prepared for the City and the St. John's Downtown Development Commission.*

## Reports and Studys

- The Battery Development Guidelines Study, prepared for the City by the PHB Group Inc., was finalized in 2009 and brought to a public meeting and a public hearing, as required by the Urban and Rural Planning Act.
- The George Street Redevelopment Study was underway for the City and George Street Association by the PHB Group.
- The Downtown Parking Study was being prepared for the City and St. John's Downtown Development Commission by the IBI Group out of Ontario.
- The Georgestown Neighbourhood Plan was being prepared by the City and Georgestown Planning Area Advisory Committee appointed by Council. The impetus for the plan was from the Georgestown Neighbourhood Association.

# Council Adopts Municipal Arts Plan

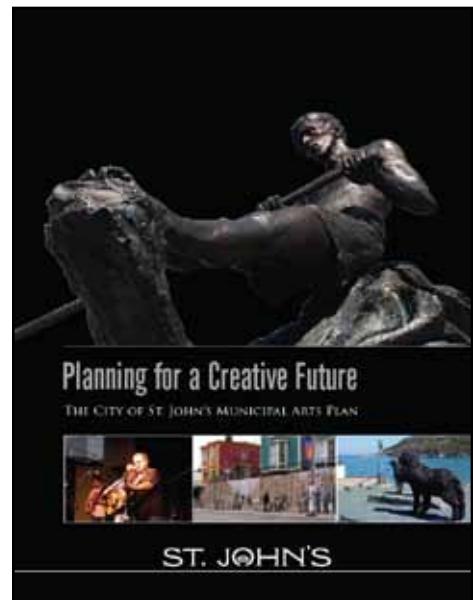
A desirable city for residents, visitors and businesses is one that has a mosaic of artists – from writers, musicians and actors to painters, sculptors and dancers. St. John's is that City – rich with artists whose creativity is key to shaping the vibrancy of this place.

As a creative city, St. John's recognizes that the cultivation of art is important to social cohesion and community development, which are necessary for a healthy society.

The City of St. John's Municipi-

pal Arts Plan is the outcome of dialogue with artists and the arts community, as well as conversation with businesses and City departments. It outlines a vision and role for municipal government in the development of arts in the community.

The Plan recognizes that the development of the City and the arts community is one that is undertaken in a collaborative manner and recognizes that investment in arts is an investment in the community and the economy.



## Special Events, Festivals Funds

The City of St. John's recognizes and supports special events and festivals that build community spirit, foster positive community relations and enhance the local economic and tourism industry, while enriching the quality of life of residents and visitors.

In 2009, following a comprehensive review, a new granting program with a \$100,000 budget was established.

## R.E.A.L. Program Helps Youth

The R.E.A.L. Program provides recreation and leisure opportunities through the provision of program and financial assistance to as many children and youth as possible, who due to financial circumstances are unable to participate in registered activities. This ensures that all children and youth, specifically those from low income areas, have equal opportunities with everyone else to participate in recreation and leisure opportunities.

Specifically, the R.E.A.L. Program covers the costs of program

registration fees, transportation and equipment costs to youth who qualify for the program.

In 2009, the program experienced exceptional growth of 25 per cent over the figures from 2008, with children and youth being placed into 2,087 programs at 70 different recreational and arts-based organizations.

The R.E.A.L. Program also brought in \$249,000 to help fund their work through various funding initiatives.

# Assessment Gets a New Home

In May 2009, the City's Assessment Division completed its re-location from the first floor of the City Hall Annex to 45 New Gower Street, the newly renovated former "Conway Computer Building".

The two-storey 3,000 square foot building houses all the City's permanent Assessment Division staff of 13, plus two temporary employees.

The first floor includes public washrooms, a reception area with one clerical office, a visitor's meeting room, the manager's office, the assessment file vault, and the Assessment Review Courtroom. The second level contains staff cubicles, a kitchen area, washrooms, a copy room and a cloak room.



*The City of St. John's Assessment Division got a new home in 2009 moving into 45 New Gower Street.*

This is the third move for the Assessment Division, which was originally located on the first floor of City Hall, now occupied by the City's Taxation Office.

In 2002, the division first moved to the fourth floor of the City Hall

Annex, adjacent to the City's Legal Department.

In May of 2005 it moved to the first floor of the City Hall Annex. That location is now occupied by the City's Parking Services Division.

## Access St. John's: One Stop City Services

Access St. John's is the City's one stop access point for residents. Residents can call 311 for service, submit a service order online or can stop at City Hall for assistance at our front counter. Annually the staff handle well over 100,000 individual telephone calls.

### STATISTICS

136,519 Telephone Calls Handled  
54,300 Electronic Cases Set Up  
Building Applications - 4,296  
Repair Permits - 762



CALL 24 HOURS A DAY: **3-1-1**  
OR ONLINE: [WWW.STJOHNS.CA/ACCESS](http://WWW.STJOHNS.CA/ACCESS)

# ST. JOHN'S



*Through the office of the Director of Regional Fire Services (Fire Chief), the St. John's Regional Fire Department (SJRFD) is responsible for providing the region with an acceptable level of fire and emergency protection in an economical manner.*

## Regional Fire Department at your Service

The St. John's Regional Fire Department was busy in 2009, providing services to St. John's, Mount Pearl, Paradise, Petty Harbour/Maddox Cove and backup emergency services to five surrounding towns in the Northeast Avalon Region.

- 164 full-time firefighters responded to 5,887 emergencies and alarms.
- The 911 Communications Center answered 43,314 calls, with 30,629 calls requiring police, fire or ambulance.
- 1,723 inspections were conducted (including routine inspections, re-inspections and unscheduled “requested” inspections).
- 14 Learn Not to Burn presentations were conducted.
- 33 fire drills were conducted.
- 67 training lectures on fire safety were conducted.
- The Fire Chief for a Day was Amy Williams, Grade 4 student from Goulds Elementary.
- 10 SJRFD members retired.
- 15 SJRFD members were promoted (including one Senior Fire Inspector, six Captains and eight Lieutenants)

### Fire Services

Services provided to the public include, but are not limited to:

- Fire Suppression
- Fire Prevention
- Vehicle Accident Response
- Medical First Responder Response
- Hazardous Materials Response
- Specialty Teams Response
- 911 Communication Services

# Accountability System Focuses on Safety

In February 2009, the St. John's Regional Fire Department (SJRFD) enhanced its focus on firefighter safety by introducing to SJRFD firefighters a formalized Firefighter Accountability System (FAS).

This system was developed to account for all personnel operating at an emergency scene; to ensure their safety and track their location when operating in the most hazardous area (known as the "hot zone").

The purpose of a (FAS) is to provide the Incident Commander (IC) and/or individual designated as

"Accountability/Entry Control" the capability of tracking personnel at an incident. The system also provides the capability of tracking all personnel in the hot zone wearing self-contained breathing apparatus (SCBA).

In the event that conditions in the hazard zone indicate personnel could be in danger due to circumstances such as injury, entrapment, lost or missing, the IC can utilize the FAS to quickly determine the location, status and safety of all personnel assigned to the hazard zone.

Information regarding the identity and approximate location of personnel whose safety is in question can be quickly obtained from the "Accountability/Entry Control" individual to expedite search and rescue operations.

The FAS uses name tags, helmet identifiers and accountability boards to account for crews, teams and individuals.

The FAS provides the safest possible working environment in what is an inherently dangerous occupation.



*Firefighters respond to a call at 89 Grenfell Ave in St. John's in 2009, where a home was filled with heavy smoke. There was no one home at the time, except the family dog, which was rescued by firefighters. There were no injuries, but damage to the home was extensive*

*Reprinted  
with permission  
from The Telegram  
[www.thetelegram.com](http://www.thetelegram.com)*

## Snow Clearing Priority and Routing System

In 2009, the Department of Public Works and Parks completed a comprehensive review and revision of the City's snow clearing priority and routing system.

All snow clearing street priorities were reviewed and modified, where necessary, in a logical manner.

The department used "Routesmart" routing software to balance the City's 44 snow clearing and 26 ice control routes and to provide critical path maps for all the operators to follow.

The software should enable the City to provide a better service to residents since it logically follows the street priority for each route in the fastest sequence possible.



*A City of St. John's plow operator clears a City street after a major snowfall. In 2009, the City used "Routesmart" software to overhaul its snow clearing priority and routing system.*

The use of the sequenced maps should reduce or eliminate streets being plowed when not necessary and streets being missed when

a shift changes because the new operator can start on the route at the point where the last operator finished.

## City Partners with Newfoundland and Labrador Lung Association

In 2009, the City of St. John's Wellness Committee partnered with the Newfoundland and Labrador Lung Association to launch an employee stop smoking pilot project.

Enrolled employees are registered with the Smokers Helpline and are offered a 50 per cent refund on recognized nicotine replacement therapies.



*City of St. John's employees are being encouraged to butt out.*

# Tourism Plays Major Role in Economy

St. John's abounds with spectacular ocean views, beautiful scenery, wonderful urban parks, charming streetscapes and significant historical sites. Visitors quickly discover why St. John's calls itself "The City of Legends".

In 2009, St. John's hosted 922,000 visitors and tourism contributed \$327 million to the St. John's economy.

## 2009 Tourism Highlights in St. John's

- St. John's hosted 355,007 out-of-province visitors, who spent a record \$203 million.
- The accommodation sector recorded its best year in history, with 570,190 room nights sold.
- The Water Street Visitor Information Centre serviced 15,357 visitors.
- Total passenger movements at St. John's International Airport reached 1,223,944 in 2009.
- The cruise industry contributed \$1.7 million to the local economy. 7,378 cruise passengers and 3,539 crew on 11 ships visited St. John's in 2009.

# Royal Australian Navy Visits St. John's

The Royal Australian Navy frigates HMAS Sydney and HMAS Ballarat made inaugural visits to St. John's from July 6 to 8, 2009.

The visits, which brought 400 people, supported the Australian Government's diplomatic, international security and defence industry efforts in Western Europe, North America and North Asia.

HMAS Sydney and HMAS Ballarat carried out a gun salute and the Signal Hill Tattoo responded from the Queen's Battery, Signal Hill National Historic Site.

While the Navy frigates were in



*The Royal Australian Navy frigates HMAS Sydney and HMAS Ballarat visited St. John's in 2009 and were greeted with a gun salute from the Queen's Battery on Signal Hill.*

port, the City of St. John's conferred the Freedom of the Seaport upon Captain Peter Leavy, HMAS

Sydney and Commander Kevin Turner, HMAS Ballarat in a dock-side ceremony July 6.

# Humane Services Accomplishes Goals

The Humane Services Division set itself some lofty goals for 2009 and they were very successful in accomplishing them.

The first goal was to implement a spay/neuter subsidy program for St. John's residents to help deal with the issue of cat overpopulation by creating partnerships with the veterinary industry.

The first year of the program was a success with 96 cats spayed or neutered through the new subsidy program. As well, another 40 male cats were neutered by the Avalon

Animal Hospital through a special complimentary program.

Humane Services also reached its second goal to increase feral cat capture with the use of live traps, by setting out traps in 66 locations throughout the City.

Another goal for Humane Services was to increase their school/community visits for educational purposes utilizing their new shelter video. In 2008, they had eight educational visits and were able to double that number to 16 in 2009 accomplishing their goal.

Educating the public about Humane Services by-laws was another important goal. They increased public awareness through the media, by advertising and partnering with veterinary professionals. A new brochure was developed and distributed by both mail and at local veterinary hospitals.

Humane Services was also able to increase enforcement of the by-law regarding outside animal enclosures by working with property inspectors. This led to the removal of two kennels and modifications to others.



*Members of the Humane Services Team include: (front, left to right) Lisa Rowe, Tammy Murphy, Rose Gillingham, Cindy Cullimore and Billie Williams; (back, left to right) Cindy McGrath, James Clarke, Krista Walsh, Maureen Whitty, Lisa Janes and Mike Joyce.*

## STATISTICS

Spay/Neuters - City 96
- Avalon Animal Hospital 40
Cat Adoptions - 334
Dog Adoptions - 118
Reunited Animals - 254
Surrendered Animals
Euthanized - 561
Stray Animals
Euthanized - 411
Dog Tags Issued - 1,602
Cat Tags Issued - 182
Animals Through Shelter - 1,678
Citizen Complaints/Concerns - 2,877
Estimated Pet Population - 28,000

# Archives Preserve our City's History

The City Archives was formally established by a Resolution of Council on Jan. 11, 1989.

The City Archives is the official repository for the City's administrative and operational records of enduring value. The collections consist of historical photographs, maps and architectural drawings.

There are also collections from the private sector on various aspects of St. John's history and records from City departments documenting all aspects of City operations and functions.

The information dates from the early 1800's to the present day.

The Archives is located on the third floor of the former Railway Station at 495 Water Street and is open to the public for research.



*Helen Miller and Neachel Keeping work in the Archives Division promoting and protecting the history of St. John's.*

The division handles approximately 1,200 plus reference enquires per year from both staff and the public.

The Archives is also responsible for the collection management of the City's fine art collection.

## Photographs

The Archives has an extensive collection of photographs dating from the 1860s and a small collection of historic sketches that date back to the 1830s.

# BizPaL Service Launched in St. John's

Starting and running a business in St. John's is now easier with BizPaL, a new online business permit and licence service that saves time spent on paperwork and helps entrepreneurs expedite start-up.

For entrepreneurs, BizPaL provides quick access to regulatory information 24-hours a day.

Visit the website at: [www.stjohns.ca/business/bizpal/index.jsp](http://www.stjohns.ca/business/bizpal/index.jsp)



# Project Velocity Transforms Business Processes

The City's implementation of an Integrated Municipal Management/Enterprise Resource Planning (IMM/ERP) system, called Project Velocity, has made large strides over the past year.

This complete business transformation project has resulted in City employees receiving comprehensive training on and subsequently utilizing numerous new business systems.

On July 2, 2009, the new budgeting system was rolled out; followed by payroll/benefits/human resource management, financial management, and asset management systems on Jan. 1, 2010.

Overall, the rollout of the new



*Training has been a major component of Project Velocity, as employees are taught to use the new business systems being introduced.*

systems resulted in a seamless transition from the previous AS/400 "green screen" technology and legacy systems to more progressive and integrated technologies.

With the upcoming implementation

of the assessment, taxation, accounts receivable and cashiering systems the next year of the project will see further improvements to departmental business practises and enhancements in service delivery to the public.

New System	Sample Tasks	Go Live Date	Training Notes
Forecaster	Budgeting	July 1, 2009	N/A
StarGarden	Human Resources: benefits, payroll, time entry. StarGarden integration to WennSoft and GP	Dec. 16, 2009	Human Resources, Payroll and Time Entry staff trained, including on the job training. Training for the remainder of the organization will begin in Phase 2 when the Manager and Employee Self Service modules are rolled out.
Microsoft Dynamics GP, Paramount Workplace, FRx, Myridas	General ledger, accounts payable, purchase orders, requisition management, inventory management, contract management, etc.	Jan. 1, 2010	Workplace sessions will accommodate all users. GP training was provided in the Finance Department. GP overview sessions will be offered to end users based on their needs.
WennSoft	Work/service orders, equipment management, maintenance management, job cost	Jan. 1, 2010	Three levels of job cost training were offered depending on user needs.

# City Promotes Health, Safety and Wellness

The goal of the City of St. John's Employee Wellness Division is to promote health, safety and wellness amongst all employee groups by assisting them to take responsibility for their own health and safety and that of their co-workers.

The Division consists of three occupational health nurses, two occupational health and safety officers, an employee wellness educator, as well as administrative support.

Under the umbrella of the Employee Wellness Division, programs such as occupational health and safety program development and training, employee and family assistance, and employee wellness education are forged.

The occupational health nurses are involved in administering health programs for staff and their families, such as flu shot clinics, employee and family assistance programs, and in conjunction with the Employee Wellness Educator, wellness assessments including cholesterol and blood sugar monitoring for employees.



*City of St. John's employees got together to show local Grade 3 students all of the equipment our operators use in the City.*

One of the highlights for the division is the annual events occurring during North American Occupational Safety and Health Week (NAOSH).

The Employee Wellness Division, in conjunction with representatives from the various unions representing City employees, spearheads NAOSH week which is held the first week of May.

The employees participate in the planning, development and execution of various events such as an opening breakfast, lunch and

learns on various topics ranging from health improvement to personal improvement, but the highlight of the week is our highly successful "Equipment Day" held at the Municipal Depot. Grade 3 students from various schools around the City are invited to sit in the equipment as our operators describe what the equipment does and how the children can stay safe when they see it on City streets.

Debate is still raging as to who enjoys "Equipment Day" more – the City's employees or the children.

## Employee Wellness Instills Positive Changes

The City of St. John's has taken a proactive approach to assist employees in reaching their health and wellness goals and has seen measurable results.

In July 2008, the City launched a one-year employee health and wellness pilot project. By the summer of 2009, the project had proved its worth and was extended into 2010 by St. John's City Council.

The initial target audience for the project was the Public Works and Parks Department's Parks and Streets Division employees, as they had a higher incidence of illness and injury based on statistics.

To be close to the target employees, the Employee Health and Wellness Centre was located at the Municipal Depot. In 2009, the space adjacent to the Centre was used by the depot employees as a fitness and leisure area. The space included four pieces of equipment, a dart board, televisions and a kitchen area. This space is open 24-hours a day for employees to access.

Also in 2009, the City partnered with Memorial University School of Human Kinetics and Recreation to attract a Student Health



*OHS Nurse Sherry Cole does cholesterol and sugar monitoring on City employee Chris Ashley.*

and Wellness Educator. This new position added value to the current program, by analyzing the data collected during presentations.

Employee fitness classes continued in 2009 at the Provincial Training Center on Crosbie Road. This class takes place each Monday, Wednesday and Friday 12:30 to 1:15 p.m. and is led by City employees who volunteer their time.

For those employees new to fitness, an employee walking program

was launched in 2009 at Mile One Center and the Provincial Training Center. The new walking program was designed to offer employees a fitness alternative during their lunch hour.



*Mayor Dennis O'Keefe takes a fitness class at Crosbie Road.*

## Outdoor Programs Popular in City

The City of St. John's offers Group Outdoor Programs in the Winter, Spring and Fall to community, youth and school groups. Each program is custom designed according to the needs of the group (i.e. age, ability, interest).

Examples of some of the program offerings include:

- Wilderness Survival
- Outdoor Cooking
- Fire Building
- Map and Compass
- Cross-Country Skiing

In 2009, 14 schools participated in the programming with 1,460 students taking part. There were also 242 adults and 492 youth who participated.

There were 17 outdoor courses offered to the public with 353 participants including Canoeing, Kayaking, Outdoor Digital Photography, Bird Watching and Friday Night Snowshoe Adventure.

The C.A. Pippy Park Winter Activity Center offers rentals of waxless classic cross country ski equipment, as well as snowshoes for all ages. The total number of rentals in 2009 was 1,287.

## Employees recognized with Service Excellence Awards



*Each year, an employee within the City of St. John's who goes above and beyond the call of duty is honoured with a Service Excellence Award. In 2009, the award was presented to two employees Gord Meaney, Manager, Revenue Accounting; and Christina Jones, Lead Staff, Children's Programs. On hand for the presentation was Heather Hickman, Manager, Community Development; Ron Penney, City Manager; Christina; and Mayor Dennis O'Keefe. Missing from photo is Gord Meaney.*

## Working with the Community

The City of St. John's Department of Recreation had liaisons or partnerships with 227 organizations, involving 424 initiatives during 2009.

This involved working with a variety of organizations from sectors including; neighbourhoods, sport, parks/recreation, youth, education, corporates/businesses and the arts.

# Affordable Housing Action Committee

In 2009 the City of St. John's initiated an affordable housing development on surplus federal lands in Pleasantville.

The two-acre site, which represents the City's renewed role in developing affordable housing, will include Easter Seals housing for persons with disabilities, NL Housing apartments for seniors, City housing for low income renters and the construction of affordable ownership housing by Cabot Habitat for Humanity.

On May 14, 2009, the Affordable Housing Action Committee convened an action planning session facilitated by Marie White.

The purpose of the session was to develop a clear set of strategic directions and actions for the City on affordable housing issues.

The report from this session and its 11 recommendations were adopted by Council as a short term action plan.

A key recommendation was the development of an Affordable Housing Policy and Long Term Action Plan.

The report is available on the City of St. John's website under "Publications".

On Dec. 2 to 3, 2009, the Affordable

Housing Action Committee convened a planning charette to bring together government, private sector and community based stakeholders to inform them about the vision for a Pleasantville affordable housing development. The charette also included representatives from Montreal and Toronto.

The charette report is also available on the City's website.

Also in 2009, the Affordable Housing Action Committee expanded its membership to include representatives from: The Mayor's Advisory Committee on Seniors (Frank Lee) and the Canadian Federation of Students, NL (Daniel Smith).

## Users of Recreation Department Facilities in the City

The Department of Recreation was busy in 2009 with residents

taking advantage of our many programs and facilities

- The City of St. John's logged more than 423,000 visits to its recreation facilities.
- H.G.R. Mews Community Centre - 166,595
- Wedgewood Park Recreation Centre - 107,177
- Outdoor Pools - 36,808
- St. John's Recreation Centre Buckmaster's Circle - 28,091
- Shea Heights Community Centre - 17,271
- Kilbride Lions Community Centre - 16,288
- City Owned Parks and Playgrounds - 15,326
- Special Events Attendance Outdoors - 9,000
- Airport Heights Community Services Building - 7,749
- Rotary Sunshine Park Chalet - 6402

## City Promotes Wellness Through Nutrition

In 2009, the City of St. John's Wellness Committee completed the preliminary research into developing a Citywide nutrition policy regarding the purchase of food for special events, food served in City sponsored cafeterias and food available in vending machines on City property.

# Residents Elect New City Council

On Sept. 29, 2009 residents of the City of St. John's made their voices heard when they elected a new City Council for the next four years.

The City of St. John's has a progressive approach to its elections allowing voters to submit their choices by mail.

When the votes were cast 36,985 residents voted for a voter turnout of 52 per cent.

Once the results were tallied, Dennis O'Keefe was returned as Mayor. Shannie Duff was elected as Deputy Mayor. Winning in Ward 1 was Danny Breen, Ward 2 was Frank Galgay, Ward 3 was Bruce

Tilley, Ward 4 was Debbie Hanlon and in Ward 5 the winner was Wally Collins. In the Councillor At Large category, Gerry Colbert, Tom Hann, Sandy Hickman and Sheilagh O'Leary were elected.

The next municipal election in the City of St. John's will take place in September, 2013.



*Elected Members of the St. John's City Council include: (Right to Left) Councillor At Large Sheilagh O'Leary, Deputy Mayor Shannie Duff, Councillor At Large Sandy Hickman, Ward 1 Councillor Danny Breen, Ward 3 Councillor Bruce Tilley, Mayor Dennis O'Keefe, Councillor At Large Tom Hann, Councillor At Large Gerry Colbert, Ward 5 Councillor Wally Collins, Ward 2 Councillor Frank Galgay and Ward 4 Councillor Debbie Hanlon.*

# Annual Report 2009



## Mayor and Members of Council 2009

Name and Ward	Phone	Fax	E-mail
Mayor Dennis O'Keefe	576-8477	576-8250	dokeefe@stjohns.ca
Deputy Mayor Shannie Duff	576-8583	576-8474	sduff@stjohns.ca
Ward 1 - Danny Breen	576-2332	576-8474	dbreen@stjohns.ca
Ward 2 - Frank Galgay	576-8577	576-8474	fgalgay@stjohns.ca
Ward 3 - Bruce Tilley	576-8643	576-8474	btilley@stjohns.ca
Ward 4 - Debbie Hanlon	576-2383	576-8474	dhanlon@stjohns.ca
Ward 5 - Wally Collins	576-8584	576-8474	wcollins@stjohns.ca
At Large - Gerry Colbert	576-7689	576-8474	gcolbert@stjohns.ca
At Large - Tom Hann	576-8219	576-8474	thann@stjohns.ca
At Large - Sandy Hickman	576-8045	576-8474	shickman@stjohns.ca
At Large - Sheilagh O'Leary	576-8567	576-8474	soleary@stjohns.ca

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St. John's, NL  
A1C 5M2

**Online:**  
[www.stjohns.ca](http://www.stjohns.ca)

**Phone:**  
Access St. John's 311  
754-CITY (2489)

## Annual Report 2009

Published March 2011

*Information in this report is provided as a public service by the City of St. John's. We cannot guarantee that all information is accurate.*

*Although we make every effort to ensure that all information is accurate and complete, we cannot guarantee its integrity and accuracy.*

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# ST. JOHN'S

## Consolidated Statement of Operations and Accumulated Surplus

**For the year ended December 31, 2009**

	<b>2009</b>	2008
	\$	\$
<b>Revenue</b>		
Taxation	<b>110,718,575</b>	110,064,718
Grants in lieu of taxes	<b>3,739,477</b>	3,695,606
Grants and transfers	<b>63,387,225</b>	55,447,028
Sales of goods and services	<b>53,249,386</b>	43,712,602
Other revenue from own sources	<b>18,996,690</b>	19,125,009
	<b>250,091,353</b>	232,044,963
<b>Expenditure</b>		
General government services	<b>37,699,629</b>	34,361,593
Fiscal services	<b>16,240,930</b>	16,661,920
Transportation services	<b>41,290,621</b>	39,924,609
Protective services	<b>27,142,950</b>	24,825,751
Environmental health services	<b>26,302,044</b>	21,990,699
Recreation and cultural services	<b>22,214,780</b>	20,320,763
Environmental development services	<b>4,947,647</b>	5,076,812
Amortization and allowances	<b>22,779,129</b>	21,607,713
	<b>198,617,730</b>	184,769,860
Excess of revenues over expenditures	<b>51,473,623</b>	47,275,103
Accumulated surplus, beginning of year	<b>503,792,480</b>	456,517,377
<b>Accumulated surplus, end of year</b>	<b>555,266,103</b>	503,792,480

### Condensed Cash Basis Consolidated Statement of Operations

	<b>2009</b>	2009	
	Actual	Budget	Varience
	\$	\$	\$
<b>Revenue</b>			
Taxation	147,600,943	146,782,850	818,093
Other	45,685,808	45,871,258	-185,450
	<b>193,286,751</b>	<b>192,654,108</b>	<b>632,643</b>
<b>Expenditure</b>			
	194,943,260	192,654,108	3,433,992
<b>Net Cash Operating Deficit</b>	<b>-1,656,510</b>		<b>-1,656,510</b>

ST. JOHN'S

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