

Providing Better Services to Citizens



Technological Innovations



Improved Fire Response Time

Responding to incidents in a timely manner is critical to help ensure the safety of citizens and property. In 2020, older wall maps in fire stations were replaced by a digital map. The new map shows optimized routing to the incident, which has reduced the response time to fires by an average of **15-20 seconds**.



Optimizing Construction Timelines

Through geographic information system (GIS) technology and workforce planning, the time to complete concrete repairs was substantially reduced by mobilizing equipment and labour crews in smaller concentrated areas versus completing specific stages of work across larger geographic areas. Overall construction time for this work was reduced by **62 per cent** in 2020.



Virtual Work

The COVID-19 pandemic made it necessary for City administration to find new ways of working and fostered new proficiency in using available technology. This resulted in adaptation and many efficiencies throughout the organization. The City's media scrums, job recruitment interviews, internal and external meetings, and training programs all successfully moved to a primarily virtual format.



Transportation Flexibility

The Regina Taxi Bylaw, 1994 was amended to create a more level playing field for the taxi and rideshare industries, such as Uber, and provide more flexible booking options for residents and visitors to the City.



Short-term Housing

Creation of *The Residential Short-Term Accommodation Licensing Bylaw* and associated changes to the *Regina Zoning Bylaw, 2019* allowed residents to offer short term accommodation in their homes, through platforms such as Airbnb, while at the same time providing outreach and enforcement mechanisms to address community nuisances. Implementation of this program will occur in 2021.



Election Participation

The COVID-19 pandemic required modification of the 2020 Municipal/School Board Election polling stations to adhere to public health orders and a push toward alternative options for votes to be cast. Alternative voting options had significant uptake:

- ▶ Mail-In Ballot option saw a total of **4,970 votes** cast compared to approximately 150 in 2016.
- ▶ The Drive-thru had a total of **1,806 ballots** cast compared to 1,083 in 2016.

Efforts to increase voter awareness and information available on Regina.ca were successful. There were more than **1.35 million views** to the elections page, an increase of almost 60 per cent over 2016.

Improved Processes



Extending Landfill Lifespan

It was forecasted in 2018 that the City's landfill would reach maximum capacity and require expansion or replacement by 2044. An opportunity was identified to better utilize the effective space at the current city landfill. By using less soil in the waste mixture, using GPS tools to measure waste storage and density, and separating construction and demolition waste, it is expected that the useful life of the landfill has been extended by **four years**.



Building Permit Processes

In response to concerns raised by industry, many improvements were made to the building permits and inspections process. This positive work is reflected in Regina's number one ranking in a benchmarking study completed by the Canadian Home Builders' Association that looked at processes, timelines and customer experience for 23 cities across Canada. Processing times for residential and commercial permit applications were reduced by **69%** and **54%**.



Roadways Service Requests

By providing more consistent information to residents when roadways service requests are submitted, this process has been made more efficient and allowed for approximately **500 hours** of staff time to be reprioritized.



Communicating Road Work

Work was undertaken to improve communication during the 2020 construction season through changes to the City's online Road Report and major project promotion, resulting in a better experience for residents navigating city streets.



Winter Road Maintenance

A review of the Winter Maintenance Policy and service adjustments related to reduced annual snowfall has resulted in a lower overall maintenance cost while allowing to plan for enhanced services in school zones, to plow all sidewalks adjacent to transit stops, and to pay more attention to high traffic residential roads.

Internal Efficiencies



Realigning Service Areas

A 2019 management review resulted in **\$3 million** cost-saving efficiencies in 2020 and has allowed for funding to be redirected to City priorities, and departmental changes that better support a modern, citizen-centric organization.



Roadway Procurement

Fixed price contracts for roadway maintenance work resulted in the reduction of cost overruns, including materials and overtime, saving **\$1.46 million** in 2020.



Paperless Processes

The City's Finance department found more areas to go paperless eliminating labour-intensive manual entry and saving approximately **3,850 hours** per year.



Procurement Approval

Using modern e-signature technology in the procurement process has reduced costs by **\$32,000**, shortening the contract cycle time by nearly **18 business days** per contract, and saved over **2,400 hours** of annual internal labour for printing and administration.