

Annual Report **2001**

Building a better Winnipeg



510 Main Street • Winnipeg, Manitoba
CANADA R3B 1B9

www.city.winnipeg.mb.ca



Embrace the Spirit • Vivez l'esprit

“To be a vibrant and healthy city which places its highest priority on quality of life for all its citizens.”

Vision Statement
Plan Winnipeg 2020 Vision

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Strengthening our City...building a better downtown.



Portage Avenue

A Strong, Vibrant City: Winnipeg is a great place to live, and a great place to do business. The economy is the most diversified in Canada, its growth is steady, and the cost of doing business is among the lowest in North America. Goods from Winnipeg reach anywhere in the world in 48 hours;

the City is a leader in agribusiness, aerospace and the apparel industry, with Canada's second-largest financial services sector, and a growing stake in media and biotechnology. Winnipeggers are working together to build an even stronger city.

Stronger Infrastructure: Winnipeg is building a stronger infrastructure for the future, with a capital budget that will invest \$106 million in residential streets and \$153 million in regional streets and bridges over the next six years. When funding for priorities like transit, water treatment, and e-government is factored in, the total infrastructure investment will exceed \$1 billion over six years.

Stronger Downtown: CentreVenture, Winnipeg's downtown development agency, has been working aggressively to market the city centre as a place rich in both heritage and opportunities. Projects like Red River College's Princess Street Campus, Waterfront Drive, the Provencher Bridge and the True North Entertainment Complex are transforming the downtown.

Strengthening our neighbourhoods...and preserving our heritage.



A Strong, Vibrant Spirit: Winnipeg's spirit of community is brighter than ever. Winner of both the national "Communities in Bloom" award and the Canadian "Winter Lights Celebrations" competition, Winnipeg is beautiful, summer and winter. The City is home to world-renowned arts organizations and several professional sports teams. Winnipeg hosts some of the truly great North American festivals, like the Winnipeg Fringe Festival and Festival du Voyageur — events that really have no equal. And in the coming year, the City will host both the World Curling Championships and the 2002 North American Indigenous Games.

A Strong Sense of Home: Winnipeg is beautiful, filled with scenic parks, thriving and prosperous, home to many cultures. The City's people are the warmest and friendliest in the world. Winnipeg is both a city and a community—it's a great place to call home!

The Exchange District

A Strong Sense of Heritage: Winnipeg abounds in heritage treasures, from The Forks, to Louis Riel House, to the historic Exchange District, whose collection of terra cotta and stone-cut buildings is unrivaled in the world. Plan Winnipeg is committed to conserving those invaluable resources, through strategic planning, protection, and adaptive re-use. The City backs up this commitment with heritage initiatives in excess of \$32 million.

Stronger Neighbourhoods: Winnipeg's older neighbourhoods are being refreshed, renewed, and rebuilt, with help from the tripartite Winnipeg Housing and Homelessness Initiative and the joint provincial/city Building Communities Program. The residents themselves have played an active part in planning and making these neighbourhood improvements.



Waterfront Drive

Plan Winnipeg

2020 Vision



Following a thorough review and adoption process, “Plan Winnipeg 2020 Vision” was passed by City Council on December 12, 2001. The Plan is now official city policy and replaces the previous version, “Plan Winnipeg...toward 2010.”

Plan Winnipeg speaks for Winnipeggers.

Spanning a generation of time, the plan defines the kind of city that Winnipeg residents want for themselves and for their children. Furthermore, the plan articulates Council's commitment to fulfilling those aspirations.

The following vision statement, developed through public consultation, sums up Winnipeggers' vision for their city:

“To be a vibrant and healthy city which places its highest priority on quality of life for all its citizens.”

When asked to articulate, in greater detail, their views regarding the quality of life in Winnipeg, residents have stated that their quality of life is dependent upon:

- a vibrant downtown and safe, healthy neighbourhoods;
- good municipal government that makes sound, principled decisions;
- economic prosperity shared by all Winnipeggers;
- development that is well planned and orderly;
- convenient access and mobility to all parts of the city;
- supportive and well maintained urban infrastructure;
- safety and security in the home, in neighbourhoods and downtown;
- knowledge and good health for all citizens;
- environmental quality in both natural and built environments; and
- a city with vitality, as seen in its people and the activities it offers.

These elements provide the backbone of the plan. Furthermore, the plan expresses Council's commitment to six key principles, each of which is integral to the vision that Winnipeggers hold for their city.

Sustainability—making certain that the choices available for future generations are not impaired by decisions made today.

Social consciousness—ensuring that all Winnipeggers are treated with dignity and respect.

Thoughtful development—evaluating the costs and benefits of development proposals.

Partnership and collaboration—working cooperatively with people, other governments, the not-for-profit sector and the private sector.

Healthy living—promoting healthy lifestyles.

Local empowerment—encouraging citizens to shape decisions that affect their lives.

The plan contains approximately 100 policy statements that support these principles. They are structured into five chapters that reflect the components of quality of life that were expressed by Winnipeggers. Council is committed to reporting on progress against these policies.

Message from the Mayor of the City

City Council has cut property taxes once again, by 2%, for the third year in a row. That means a resident with a house valued at \$100,000 in 1999 is paying \$90 less annually to the City today, which has been accomplished without compromising important front-line services. In fact, citizen satisfaction with civic services is up from 78 percent a few years ago to 90 percent today and our municipal taxes are now competitive with other major Canadian cities.

The operating budget recognizes affordable government is a key priority. It also reflects Council's strong commitment to security and safety with a \$5.6 million increase to the police budget; \$3.5 million has been added to the fire/paramedic department; substantial investment continues in our older neighbourhoods with a multi-million dollar housing renewal program that has leveraged \$25 million from the provincial and federal governments.

This investment is bringing tangible results. Almost 400 homes have been rehabilitated and are now filled with families, students and seniors, where once stood boarded up houses.

The 2002–2007 Capital Budget, approved by Council, renews other important infrastructure. The road repair budget is increased to \$106 million for residential streets, curbs, sidewalks; a further \$153 million is dedicated to regional streets and bridges, including \$45 million for the paired Provencher Bridges; \$110 million will upgrade sewers in older neighbourhoods; and, \$102 million will improve transit, including the continued purchase of low floor, accessible buses.

At the same time, tax-supported debt has dropped a substantial 27%, from \$463 million in 1998 to \$336 million today.



Council has adopted *A Homegrown Economic Development Strategy*, and through an innovative tax credit program, we are actively supporting local companies that expand their export capacity. Similarly, our Heritage Tax Credit Program is preserving historic buildings by rewarding entrepreneurs with property tax rebates. This has led to a major expansion downtown by

CanWest Global, construction of a new college campus in the Exchange District and the Crocus Building in the historic Ashdown Hardware store.

CentreVenture, our downtown development corporation, is assisting with more than 50 projects. Private owners of credit unions, hotels, night clubs, restaurants and retail stores are choosing to locate within blocks of Portage and Main. Manitoba Hydro has committed to building a new 400,000 square foot head office downtown to accommodate 2,000 employees, and anticipation builds around the True North Entertainment Complex.

The international credit rating agencies are recognizing Winnipeg's sound fiscal plan. Moody's has increased the City's rating to Aa3 from A1.

This Council promised to deliver a more affordable city, with better, safer streets, improved housing stock, a more alive downtown and a welcoming, competitive business climate.

We remain focused in achieving these worthwhile goals.

Glen Murray
Mayor

Message from the Chief Administrative Officer

In 2001, the United Nations' International Year of the Volunteer, Winnipeg's spirit of community shone through. This is one of Canada's most beautiful cities; in the summer, we won the large cities category in the national "Communities in Bloom" competition, and this winter we topped the same category in the Canadian "Winter Lights Celebrations" competition.



agencies, with Standard and Poor's recently remarking on the City's "sound and rapidly improving financial position."

We have been active in our support of CentreVenture's efforts in the downtown, providing, for example, design review for Red River College's Princess Street Campus, and new infrastructure for Waterfront Drive. We are building the

new Provencher Bridge, and providing planning assistance in support of the True North Entertainment Complex.

Neighbourhoods, too, are growing stronger, thanks to establishment of the Province of Manitoba/City of Winnipeg Building Communities Program, and multi-million dollar investments under the tripartite Winnipeg Housing and Homelessness Initiative. Our staff are working with residents themselves to help plan for renewal.

We are working to make Winnipeg safer, continuing to equip our police and fire/paramedic personnel with new technology—like thermal imaging cameras. Our Police Service Family Violence Teams have gone into action, focussing on prevention and connecting high-risk families with the community resources they need.

In everything we do, we embrace the challenge of excellence. Our thanks both to City Council for the opportunity to pursue their vision of renewal, and to the citizens we serve on a daily basis. We are proud to be citizens of this community, too, and like Winnipeg's many great volunteers, we will do our part to make 2002 even better.



Gail Stephens
Chief Administrative Officer

The most beautiful thing about Winnipeg, though, is the people who live here. With one of the highest rates of charitable giving in the country, and almost 40 percent of Winnipeggers giving their time to volunteer, few cities anywhere can match our record.

That is an example which City staff are always trying to emulate. You can see it in the work of our Employees' Charitable Fund, which last year raised over \$320,000. You can see it in the way staff volunteer their personal time and effort, too—doing everything from building houses for "Habitat for Humanity," to pitching in with the "May I Help" City cleanup last spring.

Real Winnipeg community spirit is just as much a part of our everyday work, all over the City. Customer service and a focus on quality are key themes of all our planning and our day-to-day activity.

Our passion for service is reflected in Winnipeggers' response to our efforts. In 2001, 88 percent of citizens surveyed told us that the quality of life in our city is good, or very good. 80 percent said that Winnipeg is a safe city in which to live, up from only 62 percent in 1998. And, overall satisfaction with civic services remains at 90 percent, an extremely strong vote of confidence.

We are working hard to maintain that confidence. Over each of the past three years, we have supported Council's property tax cuts, a total reduction of six percent, with increasingly cost-effective administration. The decline in civic debt and increases in our reserves have impressed the international bond rating

Message from the Chief Financial Officer

For the year ended 2001, The City of Winnipeg recorded consolidated revenues of \$1,041 million and consolidated expenses of \$980 million. The net result was a \$34 million increase in surpluses and a \$27 million growth in reserves. The \$34 million increase in surpluses can be attributed primarily to the Sewer and Water Utilities, while the \$27 million increase in reserves over the prior year is primarily due to an increase in both the Stabilization and Capital Reserves.

For the third consecutive year the 2002 operating budget, which was adopted by Council on October 25, 2001, included a 2% decrease in property taxes; while increasing funding for public safety. The business tax rate was frozen at the 1996 level for tax-supported projects.

Again for the third year in a row, during 2001, the City did not approve new tax-supported debt. Under our current capital plan, all future tax-supported projects will be financed internally. Because of this, the level of tax-supported debt is expected to peak in 2003 and then decline gradually over the medium term. As a consequence of this and other strategies adopted by Council, such as rebuilding our Stabilization Reserves, Moody's Investors Service raised the rating on the debt issued by the City to Aa3 from A1.

City Council approved two major plans during 2001 to ensure the citizens continue to receive efficient, cost effective and appropriate levels of service. The Financial Management Plan was approved on April 25, 2001. This plan guides financial decision making in support of Council's approved plans, programs and projects. The plan sets forth the guidelines against which current and future budgetary and



financial performance can be measured, and assists the City in planning fiscal strategy with a consistent, long-term approach. The seven goals included in the plan are the promotion of economic growth; support of a competitive tax environment; reduction of debt; control over expenses; maintenance of assets and infrastructure; ensuring adequate reserves; and expanding E-Government.

Plan Winnipeg 2020 Vision, was adopted on December 12, 2001. The plan outlines Council's long range policy plan and addresses the broad physical, social economic, and environmental conditions in the city. It provides a foundation for all civic activity because it is intended that all City documents, budgets, public works, programs, or developments be consistent with this plan.

In closing, I would like to thank all those who have contributed to the preparation of this Annual Report and these consolidated financial statements, including the Chief Administrative Officer Secretariat's Office, Senior Management, and in particular, staff within the Corporate Finance Department.



Robert P. Gannon
Chief Financial Officer

A Responsive Political Structure

On January 1, 1972, **The City of Winnipeg Act** came into force creating the new unified City of Winnipeg. The legislation amalgamated a previously fragmented municipal structure of 12 municipalities and the Metropolitan Corporation of Greater Winnipeg into one single unified city government (Unicity). In the last 30 years, the City's political decision-making structure has been both reduced in size and significantly streamlined.

The citizens of Winnipeg are served by 15 full-time Councillors, each representing one ward, and by the Mayor, who is elected at large. They form the Council which is the governing body of the City and the custodian of its powers, both legislative and administrative. Directly under Council are the Executive Policy Committee (EPC), four Standing Committees, as well as community and ad hoc committees.

The City's Organization By-law No. 7100/97 establishes the framework for the administrative and decision-making structure.

The Executive Policy Committee: The Executive Policy Committee, whose members cannot exceed seven, is chaired by the Mayor, and made up of the chairpersons of Council's Standing Committees and any other members of Council appointed by the Mayor.

EPC's role and mandate is to formulate and present recommendations to Council on policies, plans, budgets, by-laws and any other matters affecting the City as a whole; to ensure the implementation of policies adopted by Council; to coordinate the Standing Committees; and to develop and establish policies relating to civic employees.

Standing Committees: Council is assisted in the discharge of its responsibilities by its Standing Committees. These committees are delegated certain powers and duties, and provide policy advice related to their specific responsibilities to Council through EPC. They also provide a forum for public input, and receive recommendations from Community Committees.

The Standing Policy Committees on Property and Development, Protection and Community Services, and Public Works are responsible for providing policy advice to Council on matters within their respective jurisdictions, as detailed in the chart on the facing page.

The Standing Committee on Fiscal Issues is responsible for coordinating and advising EPC on the City's fiscal policy development and fiscal strategies.

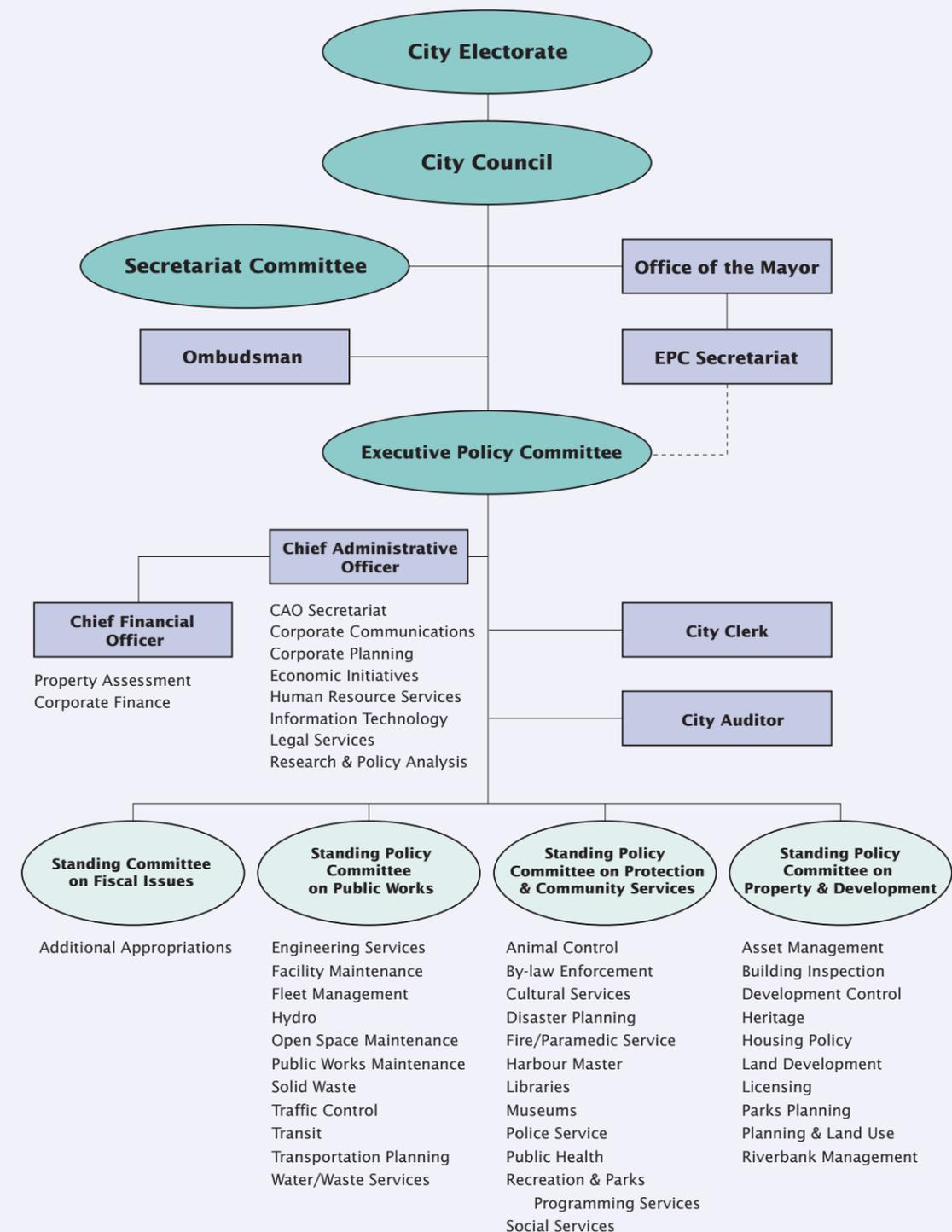
Chief Administrative Officer: The Organizational By-law provides for a Chief Administrative Officer (CAO), reporting directly to EPC. As the senior representative of the civic administration, the CAO is responsible for overseeing implementation of policy established by Council. The CAO also makes policy recommendations and provides information to Council for its deliberation.

A Chief Financial Officer (CFO) reports to the CAO. Both the Corporate Finance and Property Assessment departments report to the CFO.

Other departments reporting directly to the CAO include: Community Services, Corporate Services, Police Service, Fire/Paramedic Service, Public Works, Hydro, Transit, Water and Waste, and Planning, Property and Development.



Executive and Functional Organization



2001 Council and Senior Administrators

2001 Council

His Worship

Mayor Glen Murray

John Angus, St. Norbert Ward

Chairperson, Standing Policy Committee on Public Works

Bill Clement, Charleswood–Fort Garry Ward

Chairperson, Standing Committee on Fiscal Issues

Peter De Smedt, St. Charles Ward

Jae Eadie, St. James Ward

Secretary of Intergovernmental Affairs until November 1, 2001

Chairperson, Standing Policy Committee on Protection and Community Services commencing November 1, 2001

Jenny Gerbasi, Fort Rouge Ward

Chairperson, Standing Policy Committee on Protection and Community Services until November 1, 2001

Secretary of Intergovernmental Affairs commencing November 1, 2001

Harry Lazarenko, Mynarski Ward

Deputy Speaker

Mark Lubosch, North Kildonan Ward

Acting Deputy Mayor until November 1, 2001

Mike O'Shaughnessy, Old Kildonan Ward

Speaker and Chairperson, Secretariat Committee

John Prystanski, Point Douglas Ward

Harvey Smith, Daniel McIntyre Ward

Garth Steek, River Heights Ward

Gord Steeves, St. Vital Ward

Acting Deputy Mayor commencing November 1, 2001

Lillian Thomas, Elmwood Ward

Deputy Mayor

Shirley Timm-Rudolph, Transcona Ward

Daniel Vandal, St. Boniface Ward

Chairperson, Standing Policy Committee on Property and Development

2001 Senior Administrators

Gail Stephens

Chief Administrative Officer

Robert P. Gannon

Chief Financial Officer

Cliff Jeffers

Chief Information Officer

Leslie King

Chief of Human Resources and Corporate Services

Rick Borland

Director, Winnipeg Transit

Keith Dowdall

Director, Corporate Finance until October 2001

Jack Ewatski

Chief, Winnipeg Police Service

Shannon Hunt

City Auditor

Richard Kachur

City Clerk

Doug Kalcsics

Director, Planning, Property and Development until August 2001

Barry MacBride

Director, Water and Waste

Ian McKay

Director, Winnipeg Hydro

Brian Moore

City Assessor

Wes Shoemaker

Chief Fire/Paramedic Service

Ursula Stelman

Director, Community Services

Jim Thomson

Director, Public Works

Government and the Economy

Building a better Winnipeg

An affordable and effective local

government is key to a healthy economy. Utilizing the strategic opportunities inherent in the advancement of e-government and the strengthening of performance management and accountability, the administration ensures effective service delivery that is affordable to the taxpayer.

- Provided a transfer of \$17.0 million from Hydro profits to The City of Winnipeg for tax-supported purposes (\$16.5 million in 2000).
- Provided a transfer of \$19.2 million in 2001 (\$18.2 million in 2000) from the water, sewer and solid waste utilities for tax-supported services.
- Maintained the combined water and sewer rate at previous year's level, for the first time in 12 years.
- Grew the assessment roll, thereby contributing to the City's increasing tax base and its financial stability.
- Issued the 2002 assessment roll early, to allow first level appeals to be heard before tax bills are generated and thereby protecting the City's financial stability.
- Received results from two of the City's credit rating agencies on the City's 2000 financial results. Moody's Investors Service from New York upgraded the City's credit rating to Aa3 from A1.
- Provided process support in the development of Council's new Financial Management Plan. The Plan outlines the City's strategy for guiding its financial decision-making, protecting its ability to meet long-term obligations, and improving its economic position and financial stability.

- Completed the City's first comprehensive Human Resource Strategic Plan, which was adopted by Council. The Plan identifies a vision, critical success factors and four priority HR areas identified for immediate attention.
- Completed various stages of work relating to Alternative Service Delivery (ASD) initiatives—a key tool to support the City's efforts in achieving more affordable government. Progress was made in several key areas:
 - ~ Established Glacial Sand and Gravel on January 1, 2001, as the City's second Special Operating Agency.
 - ~ Implemented the ASD feasibility studies for both Golf Services and Fleet Services and prepared the business plans and selection reports of the ASD reviews.
 - ~ Completed Feasibility Study and ASD Review of Internal Printing Services.
 - ~ Continued work on the development of the Parking Services ASD Feasibility Study.
 - ~ Implemented ASD recommendations relating to City's radio communications, Internal Printing Services and the Police Training Academy.

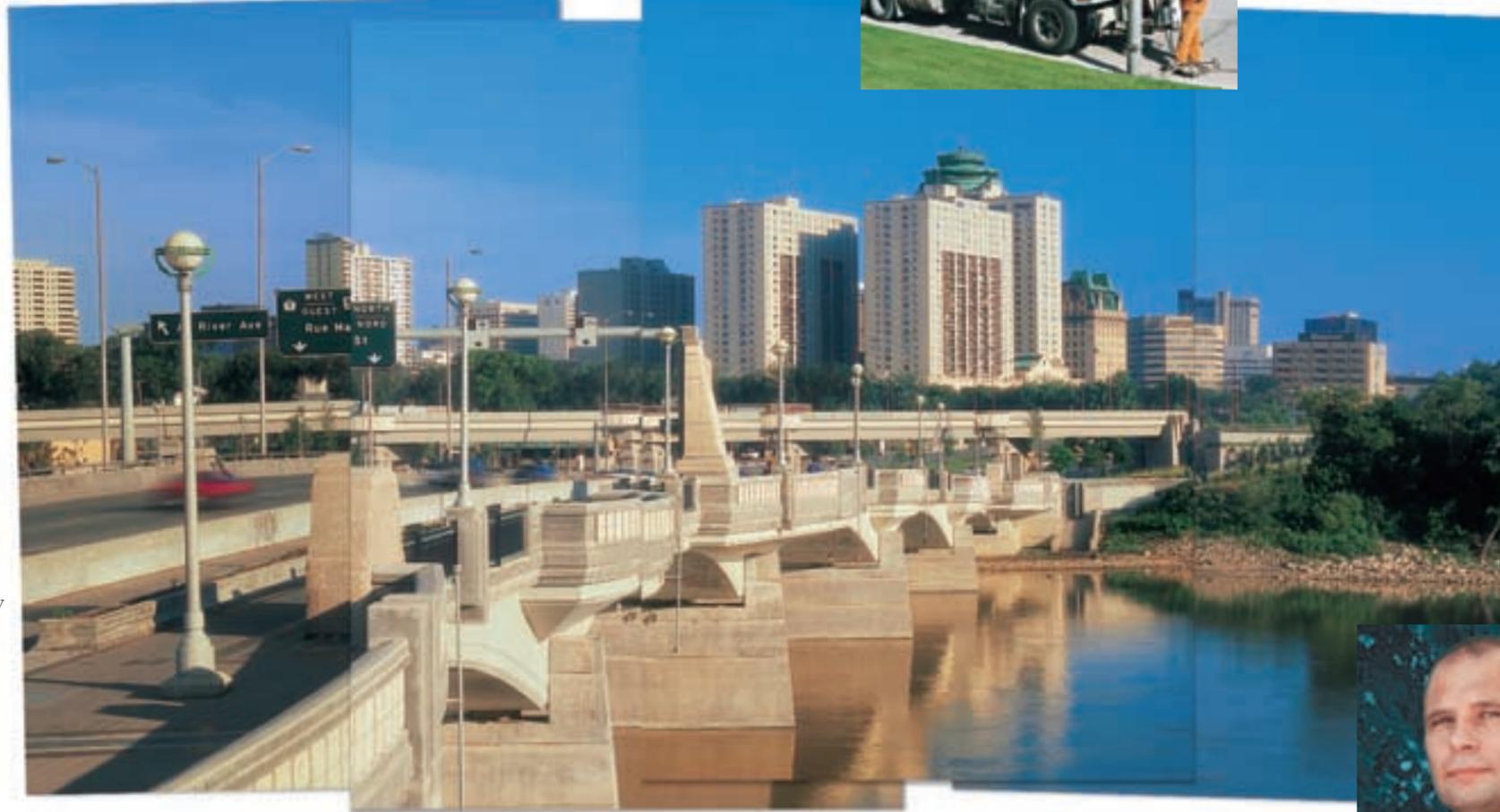


- Completed a third cycle of departmental business planning and review.
- Continued the review and development of a revised reporting system for capital transactions. The new system will significantly improve the City's ability to manage capital cash flow projections and measure actual results against budget.
- Conducted workshops with departments on the topic of performance measurement. The goal of these workshops was to assist/support departments by presenting a practical and simplified approach to measuring service performance.
- Significant progress has been completed on a comprehensive enterprise resource planning system entitled "Connexus." Progress to date has included: completion of the preliminary business case; commencement of Phase Two—Solution Selection; identification of the requirements of a new software system; and the development of a Request for Proposal (RFP) for software and implementation support.
- Developed an Internet-based, on-line permits option for building trades and new single-family dwelling permits. Representatives of the building and trades community participated in an on-line permits usability study to ensure the functionality and suitability of the on-line service prior to its formal launch.

- Implemented a full complement of electronic payment facilities to allow the City to issue material or sensitive payments from the desktop within a secure internal control environment. Payroll, Taxation and Winnipeg Hydro are able to modify all forms of electronic payment files and securities transactions electronically.
- Implemented Internet payment ability for property tax and utility bills.

- Published an award-winning reassessment web site which proved flexible enough to support extensive enhancements to the site's interactive mapping requirements, and allowed for 1.6 million property searches, 1.5 million info searches, and 1.2 million map prints.

- Launched the "Electronic Citizens Information Service—eCIS" which provides citizens with the ability to search for property-based information from the Public Works, Community Services, and Planning, Property and Development departments.
- Enhanced the organization's enterprise information technology security through the provision of secure high-speed and remote dial-in connections for remote City offices and business partners.
- Implemented new automated debt collection system for Library Services to ensure City assets are returned in a timely manner, and outstanding debts are recovered.
- 250,000 calls taken from the public and 51,000 service requests processed by the Water and Waste Customer Service Centre.
- 63,030 calls from the public taken at the Public Works Customer Service Centre, with over 40,323 service requests processed.
- 521 service requests received through Public Works Internet-based "Report a Problem" system.



An affordable and effective local government is key to a healthy economy.



Downtown and Neighbourhoods

Building a better Winnipeg

A city's neighbourhoods, especially its downtown, are its heart and soul. Through our partnership with the CentreVenture Development Corporation and others, our downtown, with over 50 different projects underway, is once again becoming a vibrant centre of our community. And our older neighbourhoods are undergoing redevelopment and experiencing revitalization opportunities like never before through the implementation of community-driven housing development plans.

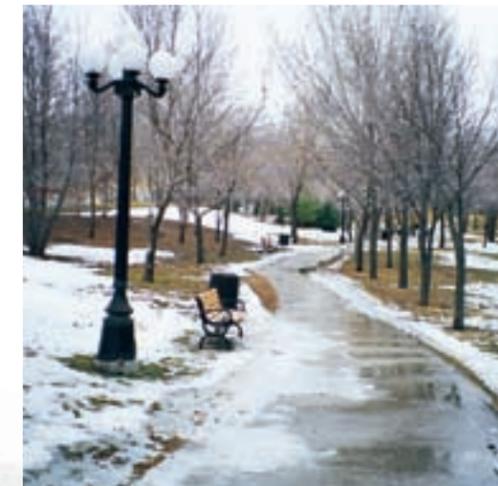
- Provided support to the True North project in the development of an arena and world-class entertainment complex. The City's commitment has provided the basis for the realization of a \$125 million downtown capital project.
- Waterfront Drive development—a \$9 million downtown enhancement project involving the construction of 1.2 kilometres of roadway designed to open up new prime real estate opportunities fronting on the Red River. The new roadway, supported by all three levels of government, each contributing \$3 million, will provide a “front door” to Juba Park and increase public access to the area.



- The City, in consultation with CentreVenture, successfully negotiated a municipal grant for the development of CanWest Global's customer contact and corporate service centre within the downtown. The final plan would result in an additional 1,200 jobs in 127,500 square feet of leased space.

- The City provided a grant to CentreVenture to stimulate new downtown residential development.
- The joint Historic Buildings Committee and Historic Winnipeg Advisory Committee participated in the design review of the Red River College Princess Street Campus Project.
- On-going utilization of interdepartmental “DO IT” teams to facilitate and coordinate service in the downtown.
- Provided support to over 40 community development projects, in two older distressed neighbourhoods, through the investment of \$8 million in Winnipeg Development Agreement funding and in-kind services.
- Investment in the tripartite Winnipeg Housing and Homelessness Initiative has resulted in the rehabilitation of over 380 housing units in inner city neighbourhoods.
- Worked with the Province to jointly establish a new Community Revitalization Program—Building Communities, which will provide six neighbourhoods experiencing decline with \$14 million in capital development funding over five years.

- Continued development of the Community Resource Area model by assisting neighbourhood networks with community celebrations, festivals and cleanups.



A city's neighbourhoods, especially its downtown, are its heart and soul.

Planned Development, Transportation and Infrastructure

Building a better Winnipeg

Maintaining roads and sidewalks, snow clearing, transit services, urban planning, hydroelectric power, and water and waste services are the lifeblood that keep a City functioning smoothly. To sustain its viability, a City must continually reinvest in its infrastructure.

- Construction began on the \$67 million Provencher Bridge project. The project consists of \$45 million for a new vehicle bridge, \$15 million for a pedestrian bridge and \$6.5 million for related roadworks.
- Began construction of Waterfront Drive between Lombard Avenue and Market Avenue.
- Constructed Main Street (northbound) with extensive streetscaping between Lombard Avenue and Alexander Avenue.
- Implemented a new Handi-Transit Computerized Scheduling System which will allow Handi-Transit customers to pre-book trips 24 hours in advance, as opposed to the 48-hour requirement in the previous system.
- Adopted a Universal Design Policy. Universal Design is a “pro-access” approach that works towards meeting the needs of a broad array of users, including people with disabilities in designing products, information, services and the built environment.
- The Province of Manitoba announced a one-time grant to the City of \$1 million for bus replacements, and \$515,000 for Handi-Transit Service expansion and the computerized scheduling system. The funding recommendations contained in the *Direction to the Future—The Guide to Better Transit for Winnipeg Report*, remain under discussion between the City and the Province.
- The construction of a solar-lit transit passenger shelter was completed. This innovative undertaking was the result of a joint research project carried out with the University of Manitoba’s School of Landscape Architecture and Winnipeg Transit.
- The secondary diking enhancement program with a value of \$11.1 million (cost-shared 45 percent Federal, 45 percent Provincial and 10 percent City) is proceeding. The community ring dike feasibility study was completed, and the design of several community ring dike projects and individual flood proofing projects is underway.
- An ultraviolet (UV) disinfection pilot was constructed at Deacon Reservoir as part of the Council approved water treatment program which recommended further investigation into new drinking water treatment technologies. The project received funding assistance from the American Waterworks Association Research Foundation, as well as the Green Municipal Enabling Fund.



- 70,000 laboratory analyses were conducted for water quality, wastewater treatment control, rivers and streams water quality, and industrial waste control.
- Obtained approval for a new funding formula for developer contributions to arterial street improvements. The proposal would have all area businesses, not just those fronting on the street, sharing street costs.
- Achieved agreement in principle on a new Underground Structures Agreement which includes a new “user pay” funding arrangement.
- Residential street renewals—total capital budget was \$10.2 million. Approximately 109 city blocks were renewed under the program.
- Completed initial stage of Intelligent Transportation System (ITS) signal operation project on Bishop Grandin Boulevard which will allow the department to better coordinate traffic signals with real-time information on traffic flows.



*Transportation and
Infrastructure are essential to a well
planned urban development.*

Public Safety, Health and Education

Building a better Winnipeg

The safety of our citizens is paramount.

Fire and emergency medical response, building standards and inspections, crime and injury prevention, and emergency preparedness form the basis of this protection. Health inspections, animal control, and the provision of city-wide library services enhance the health and education of our citizens.

- Initiated Primary and Advanced Care Paramedic Training programs to increase the skill level and ability of our current paramedical staff.
- Initiated a pilot of the Emergency Response Information Kit (E.R.I.K.) to allow EMS personnel immediate access to health information in the field.
- Fire/Paramedic Service has purchased three thermal imaging cameras, a state-of-the-art search and rescue device, that allows firefighters to see through smoke and darkness to find lost or trapped people, and locate hot spots. The department plans to purchase three more thermal imaging cameras in 2002.
- The Family Violence Intervention Team Pilot Project is a collaborative venture between the Community Services Department and Police Service that resulted from the recommendations of the City's Working Group on Domestic Violence. It is a three-year pilot project involving two Family Violence Intervention Teams each consisting of a police detective and social worker who will intervene in high-risk domestic violence cases where arrests have not been made.



- The Winnipeg Police Service (WPS) Traffic Division was presented with the 2001 "National Police Award for Traffic Safety" through the partnership of Transport Canada, the Canada Safety Council and the Canadian Association of Chiefs of Police. This award, now in its tenth year, recognizes outstanding achievements by members of Canada's police community in making our highways safer.
- The Anti-Arson Hotline (986-1000) operated by the Public Works Customer Service Centre took 197 calls and tracked 30 incidents/issues.

- WPS Community Services Division introduced the "Take Action in Schools" program (T.A.I.S.) to create and deliver current and topical crime prevention and safety presentations to Winnipeg schools.
- The WPS Stolen Auto Unit initiated the pilot project (S.T.E.A.L.) to reduce auto theft through the use of bait vehicles.
- The Winnipeg Committee For Safety, a committee of volunteers from across the City, has a mandate to support, assist, stimulate and mobilize the work of communities on safety concerns. Highlights of their activities of the past year include:

- ~ Hosted a community forum on crime prevention through environmental design.
- ~ Hosted a three-day Youth Forum entitled "Our Safety," which explored Human Rights, Violence in Schools and Gangs and Street Life and concluded with a presentation to community stakeholders such as the Winnipeg Police Service, Department of Justice and others.
- ~ Produced numerous educational pieces to assist communities, building on the success of the "Safety Tool Box" manual, e.g. "Safety Audit Manual," "How to Hold a Community Conversation," "Conflict Resolution Manual."

The Numbers Say It All

- over 260,000 calls for police service (over 168,000 dispatched)
- well over 170,000 '911' calls
- over 66,000 crimes investigated
- 175,000 parking violations
- 155 interventions with vulnerable persons in crisis, including 12 multi-tenant building closures
- 3,150 responses to unsafe and unhealthy housing and property conditions
- 6,500 food handling establishment inspections
- 12,000 premises and property inspections by Environmental Health Officers
- 5.5 million library items circulated
- 364,000 registered library card holders
- 1,300 graffiti removal sites city-wide
- 127 youths counselled in the Youth Fire Stop Program
- 24,600 km of street snow plowing
- 14,000 km of sidewalk snow plowing

Support to neighbourhoods provides safe environments in which to live.



Environment, Image and Amenities

Building a better Winnipeg

The City recognizes the need to provide a high quality of life through both natural and built environments that provide opportunities for year-round recreational and leisure activities. The City provides access to parks, open spaces, urban forests, the Assiniboine Park Zoo, and recreation for children and youth.

- Won the national “Communities in Bloom” competition for civic beautification, environmental stewardship and community involvement.
- The City also won the first Canadian “Winter Lights Celebrations” competition based on festive lighting and winter activities.
- A comprehensive apartment and condominium recycling program was implemented which is expected to divert an additional 4,500 tonnes of recyclables from the waste stream.
- City departments assisted in the staging of several major events over the past year. A cross-departmental Special Events Coordinating Committee ensured that all City resources were in place to successfully manage and stage the events in a safe and effective manner. Some of the major events included: Get Together Downtown, Winnie-the-Pooh Festival, War Child Benefit Concert, Night of Lights parade, and May I Help City cleanup campaign.



- Assiniboine Park Enterprise co-hosts the largest Canada Day Fireworks show in Western Canada, the Teddy Bear’s Picnic, the Kite Festival and the Winnie-the-Pooh Friendship Day.
- Partnered with over 60 neighbourhood groups through the Adopt-a-Park Program.
- Partnered with river and creek stewardship groups to plant trees, shrubs and other native plants to protect river/creek banks from erosion and to provide habitat for animals.
- A pilot program for public space recycling in downtown Winnipeg was initiated.
- Significantly increased the use of more environmentally-sensitive biological insecticides for mosquito control.
- Ongoing delivery of Dutch Elm Disease abatement program to protect mature elms, which contribute to Winnipeg’s international renown as a leader in environmental stewardship.



Our natural and built environments provide year-round enjoyment.

