



P.O. Box 1749
Halifax, Nova Scotia
B3J 3A5 Canada

Environment & Sustainability Standing Committee
June 6, 2013

TO: Chair and Members of Environment & Sustainability Standing Committee

Original Signed

SUBMITTED BY: _____
Jane Fraser, Director, Planning & Infrastructure

DATE: May 7, 2013

SUBJECT: Community Energy Plan Revision Activity: Regulatory Review

INFORMATION REPORT

ORIGIN

Environment and Sustainability Standing Committee, May 2, 2013, Item 7.1.3: Community Energy Plan Framework.

LEGISLATIVE AUTHORITY

HRM Charter, Statements of policy in planning strategy, 229(1) (m) the use and conservation of energy, including the height and siting of developments.

BACKGROUND

On May 2, 2013, Environment & Sustainability Standing Committee approved a framework for the community engagement for the two year project to revise the 2007 Community Energy Plan.

The Community Energy Plan, approved in 2007 by Regional Council, requires revision due to emerging provincial and federal policy, technology advancement, and community expectations.

DISCUSSION

The Project Framework consists of the following activities:

- Regulatory and Policy directional review and identification;
- Development of Plan Objectives and Status Quo performance data;
- Opportunities Assessment;
- Development of Action Plan;
- Development of Performance Metrics and Targets; and
- Assembly of the 2015 to 2020 Community Energy Plan.

Prior to surveying, discussing, and recommending plan objectives, the Legislative and Policy Framework for the project needs to be defined.

The primary definition of the plan revision is compliance with Regional Plan policy and HRM Charter. Following that, a revision must be consistent with Provincial and Federal Policy and Legislation. Attachment 1 outlines the prevailing Municipal, Provincial, and Federal Legislation that defines one of the parameters of the project.

Municipal opportunities, enabled in the HRM Charter, include:

- Land use planning
- Transportation planning and investment
- Facility and Infrastructure planning and investment
- Taxation
- Municipal Planning Strategy
- Provision of Municipal Services (as per Attachment Two, Service Catalogue)

Next Steps:

- Staff will supply this review to QUEST and Halifax Chamber, Energy Advisory Committee, for Informational Review.
- In the second phase, staff will work with QUEST and Chamber Committee to develop plan objectives, understand status quo data, and survey QUEST and Chamber members as to current community objectives. This work, with planned four month duration, will start as soon as possible.

FINANCIAL IMPLICATIONS

The Community Energy Plan Revision work is included in the 2013/14 Energy & Environment Operating Budget (D935).

COMMUNITY ENGAGEMENT

The Community Energy Plan Revision includes a framework Memorandum of Understanding with the Halifax Chamber of Commerce, Energy Advisory Committee, and QUEST. This activity acts as information to inform the following engagement activity of developing plan objectives.

Both QUEST and Halifax Chamber of Commerce endorsed the framework following approval from the Environment & Sustainability Standing Committee meeting in May 2013.

ATTACHMENTS

Attachment 1: Legislative Review, Community Energy Plan

Attachment 2: Service Catalogue

A copy of this report can be obtained online at <http://www.halifax.ca/commcoun/cc.html> then choose the appropriate Community Council and meeting date, or by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by:

Original Signed

Richard MacLellan, Manager, Energy & Environment, 490-6056

Plans	Last Updated	Details	Relevant Focus Area of HRM Community Energy Plan					
			Energy Security	Energy Efficiency	Infrastructure and Transportation	Renewable Energy	GHG Emissions	
Act	Sep 21, 2009	<ul style="list-style-type: none"> The Energy Efficiency Act enables the Governor to develop regulations: <ul style="list-style-type: none"> prescribing as an energy-using product any manufactured product, or class of manufactured products, that is designed to operate using electricity, oil, natural gas or any other form or source of energy or that affects or controls energy consumption prescribing energy efficiency standards for energy-using products or classes of energy- using products respecting the labelling of energy-using products or their packages, or classes of energy- using products or their packages providing for the testing of energy-using products to determine their energy efficiency The Minister may, for the purpose of promoting the efficient use of energy and the use of alternative energy sources: <ul style="list-style-type: none"> conduct, or cooperate with persons conducting, research, development, tests, demonstrations and studies publish information, research or test results assist, cooperate with, consult and enter into agreements with any person, including any department or agency of the Government of Canada or of any province make grants and contributions undertake such other projects, programs and activities as in the Minister's opinion advance that purpose 						
	Mar 16, 2012	<ul style="list-style-type: none"> When the Governor in Council is of the opinion that a national emergency exists by reason of actual or anticipated shortages of petroleum or disturbances in the petroleum markets that affect or will affect the national security and welfare and the economic stability of Canada, and that it is necessary in the national interest to conserve the supplies of petroleum products within Canada, the Governor in Council may, by order, so declare and by that order authorize the establishment of a program for the mandatory allocation of petroleum products within Canada in accordance with this Act. Where it is considered necessary to do so for the purpose of conserving the available supplies of such petroleum products as have been included in a mandatory allocation program, the Governor in Council may, by order, amend the mandatory allocation program by adding any alternative fuel thereto and establishing mandatory allocation thereof. When an alternative fuel has been added to the mandatory allocation program, this Act applies, with such modifications as the circumstances require, in respect of the alternative fuel, to the like 						

Plans	Last Updated	Details	Relevant Focus Area of HRM Community Energy Plan					
			Energy Security	Energy Efficiency	Infrastructure and Transportation	Renewable Energy	GHG Emissions	
Board	Jul 6, 2012	<ul style="list-style-type: none"> The Board may make regulations authorizing it to issue permits to relax federal laws which regulate or prohibit the emission of sulphur compounds into the atmosphere. 						As on of Board focus and implementation of the NEB's mandate.
PDF/Natural Resources Canada	on	<ul style="list-style-type: none"> The National Energy Board (NEB or Board) is an independent federal agency which regulates international and interprovincial aspects of the oil, gas and electric utility industries. The purpose of the NEB is to regulate pipelines, energy development and trade in the Canadian public interest. The NEB is accountable to Parliament through the Minister of Natural Resources Canada. The National Energy Board monitors a variety of data and information under the Energy Information Program. The National Energy Board offers a website section dedicated to providing Canadians with timely information about energy commodities, focused on pricing and factors affecting pricing. The website also details how Canadian energy markets work, including a summary of each industry in Canada, frequently asked questions (FAQs) and helpful website links. The Board presents energy outlooks on demand, supply, and industry trends seasonally, both to the public and media. As part of its regulatory mandate, the National Energy Board monitors the Canadian supply and demand scenarios for all energy commodities including oil, natural gas, natural gas liquids and electricity. The National Energy Board compiles a vast collection of statistics, related to its regulatory role in the oil, gas and electricity industries. 						
Natural Resources Canada	Sep 23, 2010	<ul style="list-style-type: none"> Under the <i>Natural Resources Act</i>, the powers, duties and functions of the Minister extend to and include all matters over which Parliament has jurisdiction, not by law assigned to any other department, board or agency of the Government of Canada, relating to natural resources; explosives; and technical surveys relating to any matter other than a matter to which the powers, duties and functions of the Minister of the Environment and the Minister of Fisheries and Oceans extend by law. 						Ch 0-100% of greenhouse gas emissions from passenger automobiles and light trucks by establishing emission standards and test procedures that are aligned with the federal requirements of the United States.
Mobile		<ul style="list-style-type: none"> The purpose of these Regulations is to reduce greenhouse gas emissions from passenger automobiles and light trucks by establishing emission standards and test procedures that are aligned with the federal requirements of the United States. These Regulations set out requirements respecting the conformity of passenger automobiles and light trucks with greenhouse gas emission standards for the purposes of section 153 of the Act and 						✓

Plans	Last Updated	Details	Relevant Focus Area of HRM Community Energy Plan					
			Energy Security	Energy Efficiency	Infrastructure and Transportation	Renewable Energy	GHG Emissions	auf
Action http://www.climatechange.gov.ns.ca/ http://www.climatechange.gov.ns.ca/ceplan.pdf	Jan 2009	<p>• The province identifies 68 actions (see Attachment A for complete list of actions) within the Climate Change Action Plan aimed at reducing our contribution to climate change by reducing our GHG emissions and preparing for changes to our climate that are already inevitable. The actions fall within the following areas: developing cleaner energy; improving energy efficiency; creating renewable energy; transportation (vehicle efficiency, alternative transportation methods, and planning communities to reduce the need for transportation); improving air quality; and adapting to climate change.</p> <p>• Short, medium and long term targets have been identified for reducing GHG emissions.</p> <p>• The Action Plan identifies actions to be implemented to adapt to climate change effects.</p> <p>• The Action Plan notes that energy efficiency and conservation are the best tools at our disposal to deal with climate change. Several energy efficiency actions have been identified in the plan for commercial buildings, residential buildings, appliances as well as general energy efficiency actions.</p> <p>• Renewable energy actions are identified as another resource for reducing GHG and air pollutant emissions. Actions include: conducting studies to better understand costs and capacity; develop regulations to allow greater use of two-way electric meters; develop a bio-resource strategy; support the development of electrical generation and support development of other uses for forest biomass.</p> <p>• The Action Plan focusses on three aspects of transportation: increasing efficiency; alternative transportation methods; and planning communities to reduce the need for transportation.</p>			√	√	√	Environ ment the Com muni com op Eff will city
cotia http://www.cotia.ca/ http://www.cotia.ca/3rd_rea	Nov 3, 2009	<p>• Establishes an administrator to manage electricity demand-side management programs in the Province. The objectives of the corporation, known as Efficiency Nova Scotia Corporation, design and administer electricity demand-side management programs with a view to restraining future electricity demand use in the Province and to engage in energy efficiency and conservation programs other than electricity demand-side management programs.</p> <p>• Establishes a fund to be used to defray the costs of electricity demand-side management programs (i.e., promote efficiency of electricity use, promote electricity conservation, and manage</p>					√	

Plans	Last Updated	Details	Relevant Focus Area of HRM Community Energy Plan						HR eff Co pre en em
			Energy Security	Energy Efficiency	Infrastructure and Transportation	Renewable Energy	GHG Emissions		
		<ul style="list-style-type: none"> utility). Provides regulatory oversight of the administrator, the Fund and electricity demand-side management programs. Provides the administrator with the authority to engage in energy efficiency and conservation programs other than electricity demand-side management programs. 						A general energy security, energy efficiency, infrastructure and transportation, renewable energy, and GHG emissions focus area.	
	May 19, 2011 <u>n/ns/la</u> <u>I-C-</u> <u>D4-c-</u>	<ul style="list-style-type: none"> A public utility may develop and maintain a program that will permit any customer to generate electricity for the customer's own use and to sell any excess electricity to the public utility at a rate equivalent to the rate paid by the customer for electricity supplied to the customer by the public utility. The program must provide that only electricity generated by a customer that is renewable low-impact electricity qualifies for the program; <ul style="list-style-type: none"> as a condition of participation, the customer transfer or assign all emission credits or allowances arising from the use of renewable energy sources to the public utility to enable the public utility to comply with the requirements of any enactment regulating emissions, but for no other purpose; the capacity of the customer's generator be sized to meet the expected annual consumption of the customer; and customers may have multiple meters under one account within a defined distribution zone. Any program developed and maintained pursuant to subsection (1) must receive the approval of the Board before its implementation by the public utility. On or before November 1, 2010, Nova Scotia Power Incorporated shall submit to the Board for approval a program as described in subsection (1) that permits customers to generate up to one megawatt of electricity. Commencing January 1, 2006, or such other date as prescribed in the regulations, a person who sells or supplies electricity to a customer shall comply with the renewable electricity standards set out in the regulations. 							
	Jun 1, 2001 <u>n/ns/la</u> <u>I-C-</u> <u>.989-c-</u>	<ul style="list-style-type: none"> The purpose of this Act is to <ul style="list-style-type: none"> regulate the conservation of and prevent the waste of energy resources regulate and ensure efficient practices in the exploration for and development, production, transmission and transportation of energy resources provide for the economic, orderly and efficient development in the 							

Plans	Last Updated	Details	Relevant Focus Area of HRM Community Energy Plan	Energy Security	Energy Efficiency	Infrastructure and Transportation	Renewable Energy	GHG Emissions

Plans	Last Updated	Details	Relevant Focus Area of HRM Community Energy Plan					
			Energy Security	Energy Efficiency	Infrastructure and Transportation	Renewable Energy	GHG Emissions	
		<ul style="list-style-type: none"> ○ providing for the placing of a prescribed label on designated appliances that conform to the prescribed standards; ○ prescribing forms and providing for their use ○ providing for information to be reported by persons who manufacture, offer for sale, sell or lease designated appliances that apply to this Act, including the frequency, time and manner for reporting ○ restricting or prohibiting the use of roadway lighting that is a designated appliance and that does not meet the prescribed efficiency standard for that appliance 						The aim and purpose of this Act is to ensure that designated appliances that conform to the prescribed standards; and to provide for the reporting of information by manufacturers, sellers and lessors of designated appliances that apply to this Act, including the frequency, time and manner for reporting.
	Oct 1, 2012 /87wp	<ul style="list-style-type: none"> ● The purpose of this Act is to support and promote the protection, enhancement and prudent use of the environment while recognizing several goals including the conservation and efficient use of resources and maintaining the principle of sustainable development. ● Part XI of the Act, the Minister shall establish Provincial ambient air-quality standards or objectives necessary for the protection of the environment; and establish performance specifications and standards for air-quality testing and monitoring. 			<input checked="" type="checkbox"/>			In addition to the aims and purposes of this Act, the Minister shall establish Provincial ambient air-quality standards or objectives necessary for the protection of the environment; and establish performance specifications and standards for air-quality testing and monitoring.
	Jun 7, 2007 /economy.ca/legoal.htm	<ul style="list-style-type: none"> ● The long-term environmental and economic objective of the Province is to fully integrate environmental sustainability and economic prosperity and to this end to demonstrate international leadership by having one of the cleanest and most sustainable environments in the world by the year 2020; and provide certainty to all sectors of the economy through the Government's economic development strategy entitled Opportunities for Sustainable Prosperity and establish clear environmental goals while improving the Province's economic performance to a level that is equal to or above the Canadian average by the year 2020. ● To achieve the long term objective, the province plans to: <ul style="list-style-type: none"> ○ Protect 12% of Crown Lands ○ Adapt emission standards for GHG and air pollutants from new motor vehicles ○ Reduce emissions such as nitrogen oxides, sulphur dioxide, GHG and mercury ○ Increase renewable energy sources ○ New residential develop required to achieve an EnerGuide rating of 80, or meet energy conservation measures adopted in the Nova Scotia Building Code Regulations made under the Building Code 			<input checked="" type="checkbox"/>			The long-term environmental and economic objective of the Province is to fully integrate environmental sustainability and economic prosperity and to this end to demonstrate international leadership by having one of the cleanest and most sustainable environments in the world by the year 2020; and provide certainty to all sectors of the economy through the Government's economic development strategy entitled Opportunities for Sustainable Prosperity and establish clear environmental goals while improving the Province's economic performance to a level that is equal to or above the Canadian average by the year 2020.

Plans	Last Updated	Details	Relevant Focus Area of HRM Community Energy Plan					
			Energy Security	Energy Efficiency	Infrastructure and Transportation	Renewable Energy	GHG Emissions	
Electricity	Apr 2010 ns.ca/en/electricity/renewable-energy/	<ul style="list-style-type: none"> ○ Government facilities constructed as a demonstration facility in accordance with a leading standard for building energy efficiency and sustainability, such as the Leadership in Energy Efficiency and Environmental Design standard by the year 2015 ● The Renewable Electricity Plan sets out a detailed program to move Nova Scotia away from carbon-based electricity towards greener, more local sources. ● There are several principles which guide the plan: <ul style="list-style-type: none"> ○ Managing costs for ratepayers ○ Strengthening Security Through Diversity ○ Building economic opportunities in rural NS ○ Protecting our environment and ensuring sustainability ○ Maximizing community involvement and social benefits ○ Holding ourselves accountable ● A commitment for 25% renewable energy electricity supply has been set for 2015. To achieve this goals the following tools have been identified: <ul style="list-style-type: none"> ○ Large-scale, community based (COMFIT) and small-scale renewable energy projects ○ Changes to electricity regulation ○ Requirements for biomass 						On CEI co ide en HR an Op par ide
Gas	Amended Jan 17, 2013 ns.ca/ius/gas/electricity/	<ul style="list-style-type: none"> ● Applicable policies under these regulations include: <ul style="list-style-type: none"> ○ In each of the calendar years 2013 and 2014, each load-serving entity must supply its customers with renewable low-impact electricity produced by renewable low-impact electricity generation facilities in an amount equal to or greater than 10% of the total amount of electricity supplied to its customers as measured at the customers' meters for that year. ○ Each load-serving entity must meet the renewable electricity standard in subsection by continuing to at least supply 5% of its total annual sales from independent power producers; and by acquiring the additional renewable low-impact electricity required to meet the standard from either independent power producers or from its own renewable low-impact electricity generation facilities. ○ To meet the renewable electricity standard in subsection (1), a municipal electric utility that purchases any of its electricity supply from a supplier other than NSPI must ensure that at least 10% of that non-NSPI electricity supply is supplied by a renewable low-impact electricity 					On CEI co ide en HR an	

Plans	Last Updated	Details	Relevant Focus Area of HRM Community Energy Plan	
Energy Security	Energy Efficiency	Infrastructure and Transportation	Renewable Energy	GHG Emissions
		<p>generator.</p> <ul style="list-style-type: none"> ○ Electricity supply purchased by a municipal electric utility that is sold to NSPI as spill energy under the Wholesale Market Non-Dispatchable Supplier Spill Tariff counts towards the municipal electric utility's renewable electricity standard under subsection (1) if an equivalent amount of electricity is purchased from NSPI as backup/top-up energy under the Wholesale Market Backup/Top-Up Service Tariff; and the supply is consumed within the same calendar year as it is purchased. ○ Each year beginning with the calendar year 2015 until 2020, each load-serving entity must supply its customers with renewable electricity in an amount equal to or greater than 25% of the total amount of electricity supplied to its customers as measured at the customers' meters for that year. ○ Each year beginning with the calendar year 2020, each load-serving entity must supply its customers with renewable electricity in an amount equal to or greater than 40% of the total amount of electricity supplied to its customers as measured at the customers' meters for that year ○ In the calendar year 2013, NSPI must produce or acquire at least 260 GWh of firm renewable electricity. ○ Beginning with the calendar year 2014, NSPI must produce or acquire at least 350 GWh of firm renewable electricity each year. ● In addition to the commitments for total amount of renewable energy, the regulations set the community feed-in tariff and the qualifications as well as the developmental tidal array tariff. 		<p>Inefficiencies the market alternatives we efficiency new Opportunities funding</p> <p>✓</p>

Plans	Last Updated	Details	Relevant Focus Area of HRM Community Energy Plan				GHG Emissions
			Energy Security	Energy Efficiency	Infrastructure and Transportation	Renewable Energy	
Amended 2011 ure.ca/liechart.htm	August 2006 ure.ca/redocument.pdf	<ul style="list-style-type: none"> The Council may expend money required by the Municipality for placing underground the wiring and other parts of a system for the supply or distribution of electricity, gas, steam or other source of energy or a telecommunications system; a system for the supply or distribution of electricity, gas, steam or other source of energy; providing for, financing and installing energy-efficiency equipment on private property including, without restricting the generality of the foregoing, solar panels The Municipality may install the wastewater facilities, stormwater system, water system and system for the supply or distribution of gas, steam or other source of energy of the Municipality outside its boundaries and may enter into contracts to provide the services; The Municipality may charge for services provided outside the Municipality in the same manner in which the service is charged for within the Municipality, if rates that are subject to the approval of the Board are approved by the Board; Notwithstanding the Public Utilities Act and for greater certainty, any by-law made pursuant to this Section and any charge imposed or fixed pursuant to this Section do not require approval by the Board. The Council may make by-laws imposing, fixing and providing methods of enforcing payment of charges for the installation of energy-efficiency equipment on private property with the consent of the property owner including, without restricting the generality of the foregoing, solar panels. A municipal planning strategy may include statements of policy with respect to any or all of the following: the use and conservation of energy, including the height and siting of developments A subdivision by-law may include requirements for part of a system for the supply or distribution of electricity or other source of energy or a telecommunications system to be placed underground 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	The Municipality may expend money required by the Municipality for placing underground the wiring and other parts of a system for the supply or distribution of electricity, gas, steam or other source of energy or a telecommunications system; a system for the supply or distribution of electricity, gas, steam or other source of energy; providing for, financing and installing energy-efficiency equipment on private property including, without restricting the generality of the foregoing, solar panels <p>The Municipality may install the wastewater facilities, stormwater system, water system and system for the supply or distribution of gas, steam or other source of energy of the Municipality outside its boundaries and may enter into contracts to provide the services; The Municipality may charge for services provided outside the Municipality in the same manner in which the service is charged for within the Municipality, if rates that are subject to the approval of the Board are approved by the Board; Notwithstanding the Public Utilities Act and for greater certainty, any by-law made pursuant to this Section and any charge imposed or fixed pursuant to this Section do not require approval by the Board.</p> <p>The Council may make by-laws imposing, fixing and providing methods of enforcing payment of charges for the installation of energy-efficiency equipment on private property with the consent of the property owner including, without restricting the generality of the foregoing, solar panels.</p> <p>A municipal planning strategy may include statements of policy with respect to any or all of the following: the use and conservation of energy, including the height and siting of developments</p> <p>A subdivision by-law may include requirements for part of a system for the supply or distribution of electricity or other source of energy or a telecommunications system to be placed underground</p>	The Municipality may expend money required by the Municipality for placing underground the wiring and other parts of a system for the supply or distribution of electricity, gas, steam or other source of energy or a telecommunications system; a system for the supply or distribution of electricity, gas, steam or other source of energy; providing for, financing and installing energy-efficiency equipment on private property including, without restricting the generality of the foregoing, solar panels <p>The Municipality may install the wastewater facilities, stormwater system, water system and system for the supply or distribution of gas, steam or other source of energy of the Municipality outside its boundaries and may enter into contracts to provide the services; The Municipality may charge for services provided outside the Municipality in the same manner in which the service is charged for within the Municipality, if rates that are subject to the approval of the Board are approved by the Board; Notwithstanding the Public Utilities Act and for greater certainty, any by-law made pursuant to this Section and any charge imposed or fixed pursuant to this Section do not require approval by the Board.</p> <p>The Council may make by-laws imposing, fixing and providing methods of enforcing payment of charges for the installation of energy-efficiency equipment on private property with the consent of the property owner including, without restricting the generality of the foregoing, solar panels.</p> <p>A municipal planning strategy may include statements of policy with respect to any or all of the following: the use and conservation of energy, including the height and siting of developments</p> <p>A subdivision by-law may include requirements for part of a system for the supply or distribution of electricity or other source of energy or a telecommunications system to be placed underground</p>

Plans	Last Updated	Details	Community Energy Plan				
			Energy Security	Energy Efficiency	Infrastructure and Transportation	Renewable Energy	GHG Emissions
Water	December 6, 2012 www.hrc.ca/e/3rd_rea	<p>the design of buildings, site plans, subdivisions and communities; and</p> <ul style="list-style-type: none"> in cooperation with the Province, citizens and industry stakeholders, appropriate measures, including the provision of a formal public consultation process, for the siting of wind turbines. <p>• Amendments to the Halifax Regional Water Commission Act</p> <ul style="list-style-type: none"> identify opportunities for the HRWC to both lease land for wind energy and generate heat and energy by-products. 					This op work tar

2013

HRM Service Catalogue



Table of Contents

Introduction	1
Community and Recreation Services	2
Citizen Contact Centres.....	2
Development Approvals	2
Municipal Compliance	3
Community Recreation and Culture	3
Regional Recreation and Culture	4
Halifax Regional Fire and Emergency.....	5
Emergency Management Organization (EMO).....	5
Operations	5
Operations Support.....	5
Metro Transit	6
Director's Office	6
Bus Operations.....	6
Ferry Operations	6
Bus Maintenance	7
Technical Services	7
Transit Planning and Scheduling	7
Planning and Infrastructure	8
Energy and Environment.....	8
Facility Development	8
Infrastructure	8
Planning	9
Real Estate and Land Management	9
Transportation and Public Works	10
Design and Construction.....	10
Facilities Management.....	10
Corporate Fleet and Equipment	10
Municipal Operations (MOPS)	11
Solid Waste	11
Traffic and ROW.....	12

Version Control

Version	Date	Updated by	Description
1.0	05-Mar-2013	Kathie Couture	First release containing services of Community and Recreation Services, Halifax Regional Fire and Emergency, Metro Transit, Planning and Infrastructure, Transportation and Public Works

Introduction

The HRM Service Catalogue contains a listing of services provided the Halifax Regional Municipality.

This initial release contains the following five business units that provide services directly to the citizens and industry within HRM. Where appropriate, business unit internal services have also been included.

- Community and Recreation Services
- Halifax Regional Fire and Emergency
- Metro Transit
- Planning and Infrastructure
- Transportation and Public Works

Information in this document is the result of collaborative work with business unit management and has been approved by the Director of the corresponding units. It is the expectation that as services change, are decommissioned, or new ones are implemented that this document will continue to remain the document of record and will be updated as such.

HRM Service Catalogue

Community and Recreation Services

Community and Recreation Services

Citizen Contact Centres

Service	Description
Licences, Permits, Products or Services Payment	An in-person service consisting of processing and/or accepting payment for various licenses, permits, products or services.
Service Request Intake and Response	Provide general information and referrals for Tier 1 inquiries; obtain information and perform triage for Tier 2 requests for services and/or information
After-Hours Alarm Monitoring and Responder Dispatch	Takes urgent after hour calls, monitors various alarm systems such as elevators, pumping stations, etc., and dispatches appropriate service responders.
Training & Operational Support – Hansen Customer Service	Provides operational support, and corporate training to all staff that use the Customer Service Module of Hansen.

Development Approvals

Service	Description
As-of right Land Development Regulation	Respond to requests for land development approval (variances), through staff, as per the requirements of various HRM by-laws, the Regional Subdivision By-law and the HRM Charter.
Discretionary Land Development Regulation	Respond to requests for land development approval, through Council, as per the requirements of various HRM Municipal Planning Strategies, the Regional Plan and the HRM Charter.
Heritage Property Program	Respond to land development requests, through staff or Council as applicable, relative to heritage properties, as per the requirements of the Heritage By-law, the Barrington Street Heritage Conservation District, and the Heritage Property Act
Subdivision Approvals	Respond to requests for subdivision approval as per the requirements of the Regional Subdivision By-law and the HRM Charter
Civic Addressing	Assignment and correction of civic addresses, including street naming and community names / boundary delineation.
Asset Naming Policy Administration	Respond to requests as per Council's Asset Naming Policy.

HRM Service Catalogue Community and Recreation Services

Municipal Compliance

Service	Description
Animal Control	HRM Animal Services responds to animal related public safety and nuisance issues. Enforcement and public education services are performed by HRM Animal Services staff. Sheltering services for lost and impounded pets are provided through a contractual arrangement.
Parking Enforcement	Patrol the municipality for compliance with parking regulations
Licensing	The administration and issuance of various licences, as well as the inspection of licensed service providers for compliance with by-laws and regulations
Building Approvals	HRM reviews and issues permits and performs inspections for various types of building activities including new construction and renovation, as well as multiple unit residential, commercial, industrial and institutional buildings.
Building / Property Standards	This service includes minimum standards investigations and compliance related to dangerous and unsightly premises, sub-standard residential housing, and rooming house licensing
By-Law Enforcement	The enforcement of HRM's By-Laws through response to complaints by way of site inspection, evidence gathering and remedy as required.

Community Recreation and Culture

Service	Description
Recreation Program Delivery	Delivery of neighbourhood-based inclusive recreation programs and services. Children and youth are priority target groups and programs include arts and cultural activities, dance, swimming, sport, skating, physical activity, etc. Staff design and schedule class sessions, coordinate, hire and train instructors, coordinate equipment and supply needs, and coordinate public relations and promotion tools.
Recreation Facility Scheduling	Scheduling rentals for HRM outdoor sport facilities, athletic fields, event venues, indoor arenas, and the Halifax Regional School Board schools.
Youth Development	The development and delivery of youth engagement and employment opportunities, youth leadership development, youth diversion programs, drop-ins and special events.

HRM Service Catalogue Community and Recreation Services

Service	Description
Community Development and Support	Community Development facilitates and supports the building of healthy and empowered individuals and communities that are better equipped and skilled to achieve their own recreation goals and projects.

Regional Recreation and Culture

Service	Description
Regional Recreation Planning	Development of recreation strategic plans through the assessment of needs for recreation programs and facilities.
Facility Partnership Management	Alternate service delivery through agreements with community groups and board-run facilities (e.g. Facility Lease Agreement (FLA) boards, Multi-District facilities etc.).
Arts and Culture Development and Support	Implement programs, plans, and policies related to culture and art
Civic, Cultural, and Arts Events Support Program	Planning, financial support, delivery and logistical support of cultural, and arts festivals and events such as Natal Day, Canada Day, Parade of Lights, Nocturne, etc.
Volunteer and Non-Profit Support	Supports the work of volunteers to enhance capacity in community boards for the provision of alternate service delivery for HRM

HRM Service Catalogue

Halifax Regional Fire and Emergency

Halifax Regional Fire and Emergency

Emergency Management Organization (EMO)

Service	Description
Emergency Management Planning	Ensures a professional municipal response to emergencies by providing leadership to HRM and agencies to ensure readiness in the event of a disaster or large scale emergency situation.
Emergency Response	Multi-agency / multi-jurisdictional emergency response (large scale incident) coordination.

Operations

Service	Description
Fire Rescue and Emergency Services	Career and volunteer fire crews provide a full range of emergency services including fire suppression and rescue, technical rescue, and pre-hospital emergency medical services.

Operations Support

Service	Description
Fire Prevention	Fire Prevention conducts inspections, provides education, and issues permits to support the prevention of fire related incidents.
Safety and Public Information	Internal activities including investigation and development of policies related to safety issues.
Communications and Technology	Evaluation of ways to improve emergency response capability through the use of technology and stream-lining business processes.
Halifax Regional Fire and Emergency Logistics	The provision of physical equipment needed for day-to-day HRFE operations.
Dry Hydrant Maintenance	Testing and maintenance of 141 dry hydrants in rural areas.
Fire and Emergency Operations Training	Train and certify firefighters, crew, and chief officers to industry and regulatory standards to support provision of effective and safe fire and emergency responses

Metro Transit

Director's Office

Service	Description
Transit Public Relations	Call resolution and response to Tier 2 service requests and public communications

Bus Operations

Service	Description
Paratransit	Provide a specialized shared ride, demand-based, door-to-door transit service for persons who are unable to use the conventional transit system due to physical or cognitive disabilities and are declared eligible through a registration process. The Access-A-Bus service supplements the Metro Transit fixed route system. The Paratransit service area coverage includes locations that are within 1000 metres of an existing conventional route.
Conventional Bus Transit	Provide a network of fixed routes providing public transit services to the residents of HRM within the urban core boundary.

Ferry Operations

Service	Description
Ferry Service	A network of fixed routes within Halifax Harbour providing public transit services to the residents of HRM. There are currently 2 fixed routes.
Ferry Boat / Pontoon Repair and Maintenance	Maintains and repairs ferry boats and dock pontoons to keep them in good order, compliant with legislation, and fit for use.
Asset Management – Ferry Fleet Planning and Acquisition	Strategic and tactical ferry fleet planning, related analysis and reporting, and support for ferry boat procurement.

Bus Maintenance

Service	Description
Bus Fleet Acquisition and Disposal	Bus Maintenance supports bus procurement, readies buses for service once they arrive, and prepares buses for disposal when they are no longer suitable for use by HRM.
Bus Cleaning and Servicing (nightly)	Servicing and cleaning of transit buses
Bus Repair and Maintenance	Bus Maintenance provides maintenance and repair to keep buses in good running order, compliant with legislation, and fit for use.
Asset Management – Bus Fleet Planning and Maximization	Strategic and tactical bus fleet planning and related analysis and reporting.

Technical Services

Service	Description
Transit Security	Initiatives to improve security of employees and of the overall transit system including Conventional Transit, Access-A-Bus, Ferry Services, Terminals and Operational Centres.
Emergency Management Organization Planning (Transit)	Metro Transit's planning and response to EMO requirements.
Technical Services	Sets the strategic direction for Metro Transit's technological needs, prioritizes, and implements technological projects. Keeps technology up-to-date and maintained.

Transit Planning and Scheduling

Service	Description
Transit Planning and Scheduling	Determines service changes and improvements in route scheduling including operator duties and roster.
Bus Stop Improvements	Monitors and maintains the condition of existing bus stops, identifies the need for new bus stops
Capital Projects	Identifies the need for new assets, project manage construction, and procurement

Planning and Infrastructure

Energy and Environment

Service	Description
Sustainability Projects - Corporate	Development of projects related to environmental sustainability and maximizing the energy efficiency of municipal buildings, infrastructure, and assets.
Sustainability Projects - Community	Support the implementation of environmental and energy related projects for HRM as a community.
Energy and Environmental Advisory Services	Respond to inquiries, provide and coordinate subject matter expertise on energy and environmental issues.
Policy and Plan Development and Management	Development of policies informing corporate and community-related energy and environmental management.
Performance Measurements	Measurement of corporate and community energy and environmental performance.

Facility Development

Service	Description
Service Improvement (Capital Delivery)	Responsible for planning, designing, implementation and delivery (project management) of construction and improvement projects for municipally owned and operated facilities and buildings, playgrounds, parks, and open space infrastructure, including regional trials and other park amenities.
State of Good Repair (Recapitalization)	Delivery of capital improvements or repair/replacement work for municipally owned and operated facilities and buildings, playgrounds, parks, and open space infrastructure, including regional trials and other park amenities.

Infrastructure

Service	Description
Capital Budget Planning	Leads the Corporate Capital Budget planning process in identifying and prioritizing funding demands and sources. Includes communication strategies to promote and justify projects with significant public impact to Council and the public.

HRM Service Catalogue Planning and Infrastructure

Service	Description
Development Charges Program	Develops and implements the Capital Cost Charge program, including the administration of contracts and agreements.
Asset Management Program	The development and implementation of a comprehensive asset management program for HRM that allows for informed decision-making by Council and staff on infrastructure-related maintenance and investment.

Planning

Service	Description
Strategic Land Use Policy/Plan	Regional and Secondary Plan development outlining where and how future growth and development should take place in HRM, including heritage preservation.
Functional Planning	Coordinates the completion of HRM's functional plans and develops those assigned to Planning & Infrastructure.
Transportation Planning	Recommends strategic infrastructure and Transportation Demand Management (TDM) measures to improve motorized and active transportation in HRM.

Real Estate and Land Management

Service	Description
Industrial Park Development	Develops industrial park real estate projects for immediate sale to commercial interests. Produces strategic plans for the Municipality's industrial property portfolio.
Acquisition and Disposal	Property acquisition and disposal for municipal purposes.
Leasing	Leasing group acquires leased properties to meet clients' requirements, leases out municipal properties for interim use by third parties, and manages financial and landlord/tenant contract functions.
Portfolio Management	Identifies real property for acquisition in support of other business units' strategic corporate initiatives. Includes municipal land management, strategic property acquisition and disposals.

HRM Service Catalogue

Transportation and Public Works

Transportation and Public Works

Design and Construction

Service	Description
Asset Management - Roadways	The delivery of services in support of the construction and refurbishment of HRM's roadway assets.
Design and Construction Support - Non- Design and Construction Projects	Provides design and construction services to HRM Business Units to support their infrastructure needs

Facilities Management

Service	Description
Facilities / Property Operation - Maintenance	Provides operations services and project management expertise for HRM owned and leased buildings and properties.
Facilities / Property Operation - Recreation Assets	Provides operations services including maintenance, repair, and cleaning for HRM recreational assets including swimming pools and the outdoor skating oval.
Facilities / Property Operation - Security	Provides security and access management services for HRM-owned and leased buildings and properties.
Energy Efficiency Retrofit Projects	Implements or assists in the implementation of energy retrofits to HRM buildings and facilities.
Lease Management	Provides property management services to commercial leases and HRM-owned properties.

Corporate Fleet and Equipment

Service	Description
Asset Management - Fleet and Maintenance	Procures vehicles and fleet-repair equipment and disposes of vehicles when they are no longer suitable for use by HRM.
Equipment - Acquisition and Disposal	
Asset Management - Fleet Planning and Maximization	Strategic and tactical fleet planning and related analysis and reporting.
Asset Stewardship - Vehicle Repair and Maintenance	Provides maintenance and repair to keep HRM vehicles (excluding Metro Transit buses) in good running order, compliant with legislation, and fit for specific business unit use.

HRM Service Catalogue Transportation and Public Works

Service	Description
Legislative / Legal Requirements	Provides Halifax Regional Police consultation and “expert witness” services for vehicle related matters; inspects our shops to ensure compliance; and ensures only provincially licenced mechanics work on HRM assets.

Municipal Operations (MOPS)

Service	Description
Cemetery Management	Management of HRM-owned cemeteries
HRM-Wide Maintenance	Maintenance services spanning multiple departments and are provided across the entire municipality.
Asset Stewardship - Bridges (Inspection and Maintenance)	Performs the inspection and maintenance of bridges to ensure safety and cleanliness.
Asset Stewardship - Park and Open Space (Inspection and Maintenance)	Performs the inspection and maintenance of parks and open spaces to ensure safety and cleanliness.
Asset Stewardship - Sports Field / Playground / Green Belt Maintenance	Performs the inspection and maintenance of sports fields, playgrounds and greenbelts to ensure safety and cleanliness.
Asset Stewardship - Sidewalk (Inspection and Maintenance)	Performs the inspection and maintenance of sidewalks to ensure safety and cleanliness.
Asset Stewardship - Streets (Inspection and Maintenance)	Performs the inspection and maintenance of streets to ensure safety and cleanliness.

Solid Waste

Service	Description
Diversion Programming	Provides education, outreach, inspections and resources to support source separated recycling, composting and diversion programming as guided by Provincial legislation, HRM bylaws and Solid Waste Resources business planning objectives to enhance overall municipal diversion.
Construction and Demolition	Administers the Construction and Demolition administrative program to maximize diversion.

HRM Service Catalogue Transportation and Public Works

Service	Description
Composting	Contracts for the operation of two compost plants which process materials collected from HRM residents and from ICI (Industrial, Commercial, and Institutional) Sector deliveries.
Recycling	Contracts the operation of the Materials Recovery Facility (MRF) which processes recyclable materials collected from HRM residents and from ICI Sector deliveries.
Garbage	Contracts the operation of the Front End Processing and Waste Stabilization Facilities and the Residual Disposal Facility and ancillary landfill operations for the processing and disposal of materials collected from HRM residents and from ICI Sector deliveries.
Rural Refuse Depot Operations	Operates the consolidation depots for refuse in Eastern Shore and Musquodoboit Valley.
Household Special Handling Waste	Contract operation of a Special Handling and Household Hazardous Waste Depot and multiple yearly mobile events for HRM residents to drop off household special handling waste.
Chlorofluorocarbon Gas Removal	Provides HRM residentially serviced units with a service to remove CFC's from appliances that are to be placed curbside for collection.
Highway 101 Landfill Site Management	Manages the site maintenance, contracts for site monitoring, and operation of the site leachate plant. SWR also oversees the 'Energy from Waste' project operating at the site.

Traffic and ROW

Service	Description
Right of Way Approvals / Permitting / Utility Inspection	Provides regulation of all activities within the right-of-way to ensure that the integrity of the roadway infrastructure and operation is protected.
Traffic Operations	Oversees the management and operation of the roadway network.