

2025 BUDGET

Public Works Support Services



Net budget \$1,072,900

Services we provide:

Public Works Support Services provides customer service, administrative, clerical and Standby support for all Public Works Sections. We also coordinate Saanich Operations Centre maintenance and the underground services program.

ADMINISTRATION

Net cost \$833,400

Public Works Support Services provides customer service, administrative and clerical support for all Public Works Sections. Internal support for Public Works includes administering and coordinating the casual call list, hired equipment and services, dispatching field staff to respond to customer services requests (missed garbage, water leaks, etc), communicating water service and fire hydrant shutdowns to stakeholders. Data entry tasks include reconciling purchase cards (PCards), time sheets, meter and other water related metrics. We coordinate the Public Works safety program by supporting the Joint Occupational Health and Safety (JOHS) Committee, section safety meetings, safety related training and record retention of all safety related documentation. A team of five Occupation First Aid Attendant (OFAA) Level II staff are available to provide first aid services to Saanich Operation Center staff in our dedicated first aid room from 7:00 AM to 4:30 PM

Developing and implementing special projects and events such as new safety related branded items, National Public Works Week, staff barbecues and the chilli-cook off and related internal/external communications.

We provide centralized customer service support to our residents by phone or email. In 2023, we answered 17,470 phone calls from our residents. We provide residents with updated information on our routine programs on the website and triage customer service requests. 11,865 resident complaints and service requests were entered into Tempest Calls for Service for Public Works staff follow up.

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SITE MAINTENANCE

Net cost \$236,400

Custodial services for the property provided by Facility Operations, and minor improvements to buildings and the site. Site maintenance services provided by Public Works staff include general housekeeping, vegetation control, paving and surface road markings and signage, creek maintenance and treatment of waste products from operations such as hydrovac sludge and our sweepings.

OTHER SERVICES

Net cost \$3,100

Standby Services - We have staff on call after hours, weekends and statutory holidays to respond to emergencies such as supporting Police and Fire or a broken water main or backed up sewer line.

***Underground Service Coordination - Support Services staff administer the underground services program for Public Works, this includes BCONE Call tickets and underground utility locating. In 2024, 1,490 BCONE Call tickets were entered into the BCONE Call portal and underground utilities located for Public Works. In addition, Public Works underground utility information was provided to 5,907 contractors who had submitted BCONE Call Tickets.