



Village of Haines Junction
October 27, 2025
Committee of the Whole Meeting
5:30 – 7:00 pm

This meeting will be held in Council Chambers. Attendance at this meeting is also available through Zoom web or teleconferencing (see below for instructions).

AGENDA

- 1. Call to Order**
- 2. Acknowledgement of Champagne and Aishihik First Nations Traditional Territory**
- 3. Adoption of Agenda**
- 4. Declaration of Pecuniary Interest**
- 5. Old Business**
 - a. Community Identity Workshop
 - b. Level of Service Assessment – Drinking Water
- 6. Adjournment**

Join Zoom Meeting

<https://us02web.zoom.us/j/8676347100>

Meeting ID: 867 634 7100

One tap mobile

+17806660144,,8676347100# Canada

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Please call the Village Office (634-7100) during regular office hours for assistance in joining via zoom.



REQUEST FOR PROPOSAL (RFP)

Coordination/Facilitation of Community Identity Workshop

1. INTRODUCTION

The Village of Haines Junction is inviting proposals from Yukon-based businesses to coordinate and facilitate a Community Identity Workshop

2. BACKGROUND

Council recently released its Strategic Priorities for 2025-2028.¹ One of Council's key initiatives is to host a Community Identity Workshop to:

- Develop a vision of what community we want to be
- Determine how we want to present ourselves to visitors
- Build a greater awareness of CAFN history and culture
- Discuss ways to bring our community together
- Develop a plan to build community pride
- Update the Village logo and entrance signage, and
- Decide what to do with the muffin.

3. SCOPE OF WORK

The Contractor will:

1. Work collaboratively with the Village and CAFN to identify clear milestones for the project that will enable the project to be complete for its target completion date of February 28, 2026.
2. Coordinate regular planning meetings of the Contractor, the Village of Haines Junction and a representative from CAFN.
3. Develop workshop schedule and communications plan with the goal of maximizing community participation at the workshop.
4. Coordinate speakers, invitations, and pre-registration.
5. Facilitate the workshop.
6. Produce a written summary of the outcomes of workshop discussions.
7. Complete the project by February 28, 2026

The Village will:

1. Coordinate/lead public communications around the event.
2. Directly cover expenses associated with catering, room rental, and invited speaker fees.

¹ <https://hainesjunction.ca/p/council-strategic-priorities-2025-2028>

4. BUDGET

All proposals should provide a detailed budget breakdown.

5. PROPOSAL REQUIREMENTS

Each proposal should include:

- A cover letter introducing the proponent(s) expressing an interest in the project.
- A detailed CV highlighting past projects.
- Proposed project management plan.
- A project timeline.
- A proposed budget (excluding catering, room rental, speaker fees).
- Names and contact information for three references.
- The proposal submission is not to exceed 10 pages in length.

6. SELECTION CRITERIA

Proposals will be evaluated based on:

- Coordination and facilitation experience
- Experience working within Yukon communities
- A demonstrated understanding of the Village of Haines Junction
- Budget and timeline feasibility

7. SUBMISSION DEADLINE

All proposals must be submitted no later than **5:00 pm October 31, 2025**. Proposals received after this date will not be considered. The Village reserves the right in its sole discretion to extend the closing date for any reason at any time prior to the closing date.

8. TERMS AND CONDITIONS

1. Contractors are solely responsible for their own expenses in preparing and delivering their proposals.
2. The successful proponent must be a Yukon-based business.
3. The Village reserves the right in its sole discretion to cancel this RFP in whole or in part at any time for any reason; or to reject any or all proposals.
4. The Village further reserves the right to accept or reject any proposal, in whole or in part, or to waive any irregularities at its own discretion.
5. The Village may issue another Request for Proposals on the same or different terms, sole source the contract to anyone, or do nothing further, without liability to any proponent or non-proponent.
6. The successful Contractor will need to sign an agreement detailing the terms of the project.
7. The successful Contractor will work with the Village staff and Council to ensure the deliverables are met.
8. The successful Contractor must secure, in advance of signing the contract:
 - a. Their own coverage under Yukon Safety and Compensation Board.
 - b. A current Village of Haines Junction Business Licence or Inter-Municipal Business Licence

- c. Current Commercial General Liability Insurance of \$2,000,000.
- d. Comply with the provisions of all laws and regulations applicable to the performance of the work, including, but not limited to the Yukon Employment Standards Act and the Yukon Workers' Compensation Act

9. CONTACT INFORMATION

All proposals should be addressed to:

The Village of Haines Junction

178 Backe St.

Haines Junction, Y0B 1L0

For inquiries, please contact:

Aynslie Ogden

Phone: 867-634-7100

Email: corporate@hainesjunction.ca

DRAFT



Village of Haines Junction Report to Council

July 30, 2025

___ Council Decision
___ Council Direction
X Council Information
___ Closed Meeting

RE: Introduction to the Level of Service Framework

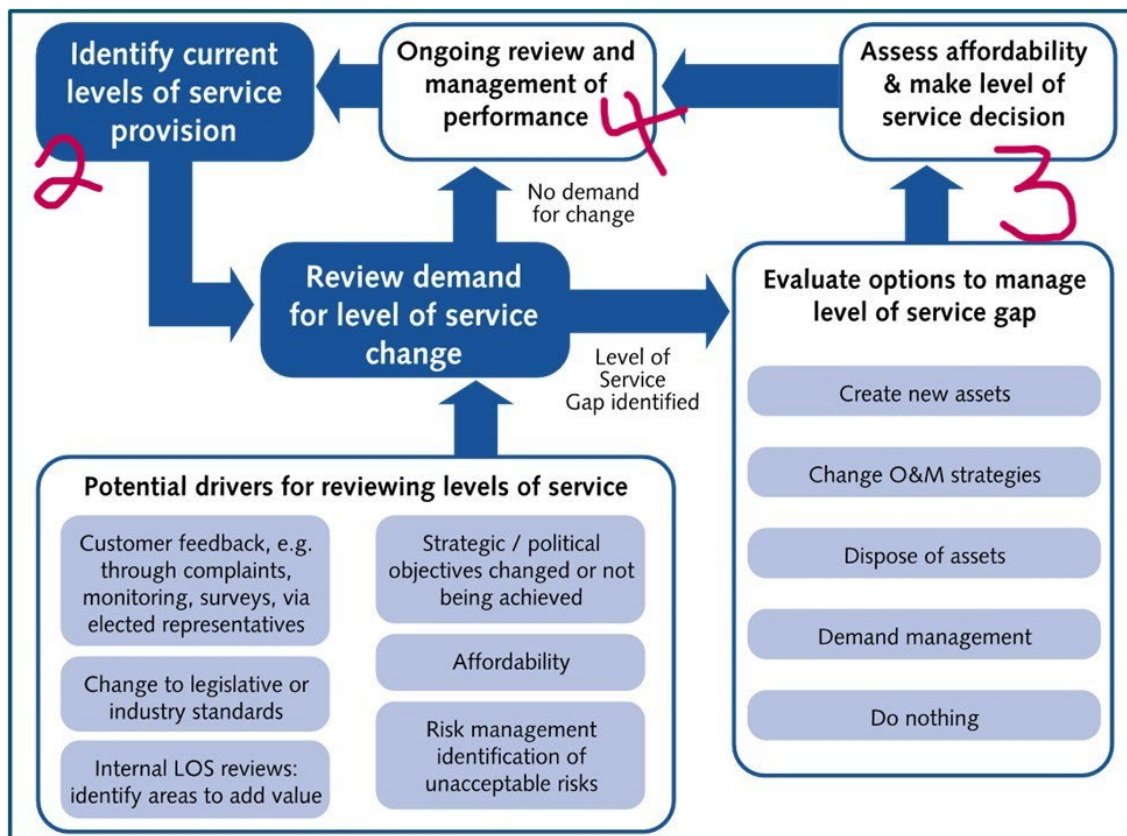
Background

Council's Draft Strategic Plan for 2025-2028 identifies the goal of ensuring levels of service are sustainable. To support the achievement of this goal, Council has committed to developing a level of Service Policy Framework that clarifies municipal service commitments. Within this framework, Council has directed staff to develop policies that establish clear and financially sound service expectations.

Current Status

The level of service framework we proposed to use is provided below. The numbers refer to attached worksheets which provide examples of what a level of service assessment could look like.

Level of Service Framework:



Worksheet 1 – Service and Assets Inventory

- This worksheet defines 10 service areas.
- For each of the service areas, specific services that are (and in some case could be) provided are listed. A total of 65 services have been identified.
- A general list of the assets required to provide each of the services are identified for each of the 10 service areas.

Worksheet 2 – Level of Service Assessment

- For each of the sixty-five services provided by the Village, five levels for each service, ranging from basic to enhanced, will be defined.
- The current level of service that the Village is providing is identified, along with (where relevant) what the desired level of service, and what is driving the desired change.
- Two service gaps are identified:
 - Performance - defined by the desire to increase the level of service
 - Sustainability – defined by needs to replace aging assets, maintain assets, or purchase new assets to sustain a level of service

Worksheet 3 – Action Plan to Assess Service Level Gaps

- For each service with an identified performance and/or sustainability gap, this worksheet identifies the risks of not addressing the gaps, options to address gaps, and resources required to implement the preferred option including personnel requirements, capital costs and/or annual O&M costs. It also provides Council with the ability to identify the relative priority for addressing the gap, and the timeframe within which the gap should be addressed.
- This worksheet will permit the total cost of addressing service gaps to be calculated.

Worksheet 4 – Performance Plan

- This spreadsheet contains information that would be useful in an annual report to the public.
- For each of the sixty-five services, the service level commitment and target are identified, along with how performance will be measured against that target.

Discussion/Analysis

The examples provided in the attached worksheets are just examples. Detailed technical review of the content has not yet taken place. At this time, this draft framework should be reviewed with an eye to providing feedback on the utility of the structure that is presented, more so than the content.

Asset Management Impact

The Level of Service Framework will tie the Village's assets to the services it provides. This will provide more clear guidance on what the Village requires from its assets which will in turn inform asset management planning.

Alignment with Strategic Priorities

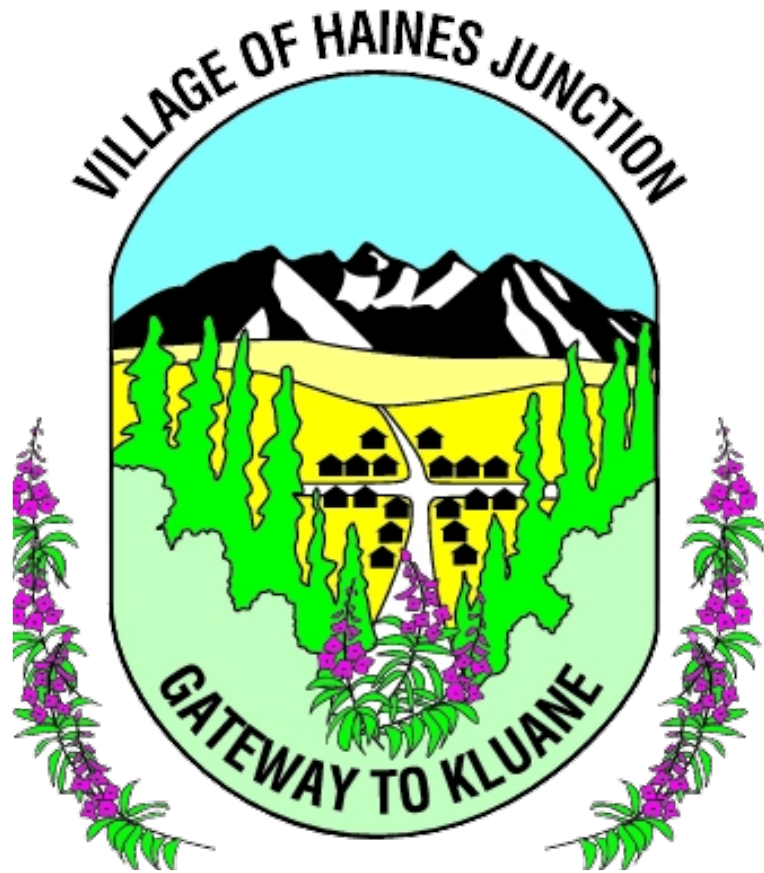
Council's Draft Strategic Plan for 2025-2028 identifies the goal of ensuring levels of service are sustainable. To support the achievement of this goal, Council has committed to developing a level of Service Policy Framework that clarifies municipal service commitments. Within this framework, Council has directed staff to develop policies that establish clear and financially sound service expectations.

Next Steps

It would be useful to work through the level of service framework with Council by service area. It is estimated that two or three service areas could be reviewed/revised in one Committee of the Whole meeting. Therefore, to complete this assessment for 10 service areas, three or four CoW meetings may be required.

Prepared by

Aynslie Ogden
Policy and Communications Manager



Level of Service Framework

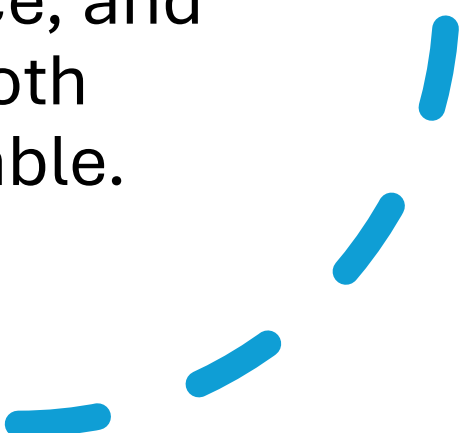
Committee of the Whole

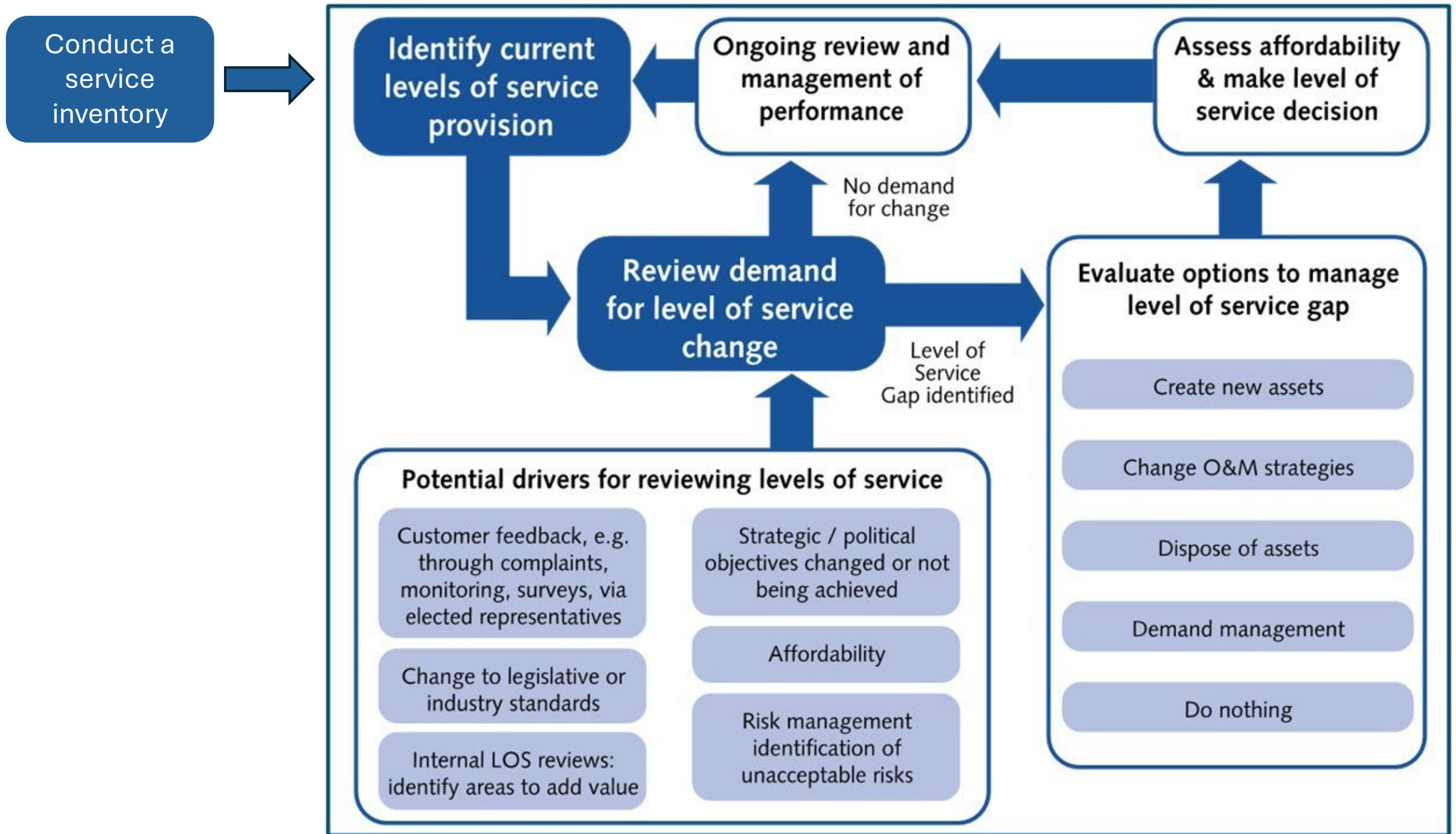
October 27, 2025

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2025-2028 Council Priority: Sustainable Levels of Service

Goal: Through strategic investments and responsible planning, we strive to provide safe, reliable and maintained public spaces, roads, utilities, and emergency response for current and future generations. We are committed to delivering quality municipal services by maintaining essential infrastructure, supporting a right-sized workforce, and defining service levels that are both effective and financially sustainable.

A series of five blue curved dashes in the bottom right corner, arranged in a diagonal line from bottom-left to top-right.



Service inventory

Drinking water •Treatment •Supply •Piped distribution •Bulk water sales •Fire fighting	Wastewater •Piped collection •Trucked collection •Treatment •Discharge	Stormwater drainage •Accessible stormwater infrastructure •Flood protection for buildings •Flood protection for roads	Solid waste management •Garbage disposal •Recycling •Composting •Free store •Landfill •Cardboard pickup •Recycling pickup	Roads •Grading •Resurfacing •Street cleaning •Snow removal •Street lighting
Recreation and culture •Tourism attractions •Meeting/convention space •Programming •Facility rentals •Holiday events •Courtesy flagpole •Funding programs	Protective services •Fire fighting •Bylaw enforcement •Emergency measures •FireSmart •Animal control	Administration •Governance – Council and Council Committee support •Bylaw and policy development •Communications •HR •Finance •Intergovernmental relations •Occupational health and safety •Records management •Asset management •Permitting and licensing •Programs •Projects •Public engagement	Planning •OCP/Zoning •Board of Variance •Land development •Solid Waste Management Plan •Emergency Management Plan •Spill Response Plan •Water System Emergency Plan •SWMF Emergency Response Plan •Bill Brewster Arena Emergency Plan •Recreation planning •Trails planning •Economic Development Plan •Infrastructure Plan •Community Development Plan •Asset Management Plan	Property maintenance •Fleet vehicles and equipment •Building maintenance •Equipment maintenance •Beautification •Grass cutting •Greenspaces •Cemetery •Parks/playgrounds •Multi-use trails •Highway banners •Contractor of last resort



Service area:
Drinking water

Description of services provided: drinking water

Service provided	Indicator	2025 Staffing Levels (FTE)	2025 Budget	Nature of service (Essential function, Important service or Discretionary program)
Treatment	Drinking water complies with statutory requirements			Essential function
Supply	Available water supply is sufficient to meet needs within municipality			Essential function
Piped distribution	Water is distributed to users within the community			Zoning dependent (with exceptions)
Bulk water sales	Potable/treated bulk water is available for sale at the truck fill station			Essential function
Fire fighting	Water supply is sufficient for firefighting purposes			Essential function

Indicator: Drinking water complies with statutory requirements

Service provided	Level 1 (Basic)	Level 2	Level 3	Level 4	Level 5 (Enhanced)
Treatment	<i>Does not meet regulatory requirements</i>	<i>Sometimes meets, sometimes does not meet</i>	<i>Meets regulatory requirements</i>	<i>Sometimes meets, sometimes exceeds</i>	<i>Exceeds regulatory requirements</i>

Nature of Service	Essential function
Current level of service	Level 5
Desired level of service	Level 3
Primary driver to change level of service (Complaints, regulatory change, council objectives, affordability, address risks, public demand)	Change to level of service is not recommended
Performance gap? (Desire to increase or decrease level of service)	No
Sustainability gap? (Need to replace aging asset, maintain asset, purchase new assets to sustain a level of service, or increase HR capacity)	No

Indicator: Available water supply is sufficient to meet needs within municipality

Service provided	Level 1 (Basic)	Level 2	Level 3	Level 4	Level 5 (Enhanced)
Supply	<i>Water production capabilities require water conservation measures to be in place year-round</i>	<i>Water production capabilities are able to meet demand year-round with water conservation measures in place during periods of peak use</i>	<i>Water production capabilities are able to meet demands year-round</i>	<i>Water production capabilities exceeds current demand and can satisfy increasing demand associated with growth over the next 10 years</i>	<i>Water production capabilities exceeds current demand and can satisfy increasing demand associated with growth over the next 25 years</i>

Nature of Service	Essential function
Current level of service	Level 4
Desired level of service	Level 4
Primary driver to change level of service (Complaints, regulatory change, council objectives, affordability, address risks, public demand)	n/a
Performance gap? (Desire to increase or decrease level of service)	No
Sustainability gap? (Need to replace aging asset, maintain asset, purchase new assets to sustain a level of service, or increase HR capacity)	No

Indicator: Water is distributed to users within the community

Service provided	Level 1 (Basic)	Level 2	Level 3	Level 4	Level 5 (Enhanced)
Piped distribution	<i>No water distribution service is provided; users are responsible for obtaining their own water</i>	<i>Piped water distribution is available to all urban residential users</i>	<i>Piped water distribution is available to all urban residential users and some commercial users</i>	<i>Piped water distribution is available to all urban residential, commercial and industrial users</i>	<i>Piped water distribution is available to all users in the community (urban residential, commercial, industrial, country residential and agricultural)</i>

Nature of Service	Zoning dependent (with exceptions)
Current level of service	Level 3
Desired level of service	Level 3
Primary driver to change level of service (Complaints, regulatory change, council objectives, affordability, address risks, public demand)	n/a
Performance gap? (Desire to increase or decrease level of service)	No
Sustainability gap? (Need to replace aging asset, maintain asset, purchase new assets to sustain a level of service, or increase HR capacity)	Yes

Indicator: Potable/treated bulk water is available for sale at the truck fill station

Service provided	Level 1 (Basic)	Level 2	Level 3	Level 4	Level 5 (Enhanced)
Bulk water sales	<i>Bulk water may be purchased for personal-use only</i>	<i>Bulk water may be purchased for personal use and livestock watering</i>	<i>Bulk water may be purchased for personal use and all agricultural uses that require potable water</i>	<i>Bulk water may be purchased for all personal, agricultural, commercial and industrial uses that require potable water</i>	<i>Bulk water may be purchased for all personal, agricultural, commercial and industrial uses, whether or not potable water is required</i>

Nature of Service	Essential function
Current level of service	Level 5
Desired level of service	Level 5
Primary driver to change level of service (Complaints, regulatory change, council objectives, affordability, address risks, public demand)	n/a
Performance gap? (Desire to increase or decrease level of service)	No
Sustainability gap? (Need to replace aging asset, maintain asset, purchase new assets to sustain a level of service, or increase HR capacity)	No

Indicator: Water supply is sufficient for firefighting purposes

Service provided	Level 1 (Basic)	Level 2	Level 3	Level 4	Level 5 (Enhanced)
Firefighting	<i>The community does not supply water for firefighting purposes.</i>	<i>None of the community is considered hydrant protected for insurance grading purposes. Bulk water is supplied in sufficient quantity for filling pumper trucks and tenders.</i>	<i>All urban residential, and <u>some</u> commercial and industrial users are fire hydrant protected for insurance grading purposes. Bulk water is supplied in sufficient quantity for filling pumper trucks and tenders outside piped water service area.</i>	<i>All urban residential, commercial and industrial users are fire hydrant protected for insurance grading purposes. Bulk water is supplied in sufficient quantity for filling pumper trucks and tenders outside piped water service area.</i>	<i>All users in the community (urban residential, commercial, industrial, country residential and agricultural) are fire hydrant protected for insurance grading purposes.</i>

Nature of Service	Essential function
Current level of service	Level 3
Desired level of service	Level 3
Primary driver to change level of service (Complaints, regulatory change, council objectives, affordability, address risks, public demand)	n/a
Performance gap? (Desire to increase or decrease level of service)	No
Sustainability gap? (Need to replace aging asset, maintain asset, purchase new assets to sustain a level of service, or increase HR capacity)	No

Action plan: Assess options to address service level gaps

Service	Performance gap?	Sustainability gap?	Risk of not addressing gap?	Option A	Option B	Option C	Preferred Option
Piped distribution	No	Yes – Need to increase HR capacity to maintain new assets in new Dahl Gahy and CAFN subdivisions (flush mainlines, test hydrants etc)	4 – High likelihood/ consequence (would not meet service commitments)	Don't maintain new assets as often (may interfere with contractual obligations)	Reduce service in other areas to meet service requirements	Increase staffing levels to maintain level of service alongside system growth	C

Performance Gap?
Yes - Desire to increase service level
Yes - Desire to decrease service level
No
Unknown

Sustainability Gap?
Yes - Asset(s) nearing end of life cycle, needs replacing
Yes - Asset(s) needs maintenance
Yes - New asset(s) required
Yes - Need to increase HR Capacity
No
n/a

Risk
0 - No risk
1 - Low likelihood, low consequence
2 - High likelihood, low consequence
3 - Low likelihood, high consequence
4 - High likelihood, high consequence
5 - Unknown likelihood, high consequence
6 - Unknown

Action plan: Assessment of preferred option

Preferred Option	Additional personnel requirements	Additional asset requirements	Asset Lifespan	Estimated capital cost	Estimated annual O&M cost	Estimated full lifecycle cost	Priority	Timeframe
Increase staffing levels to maintain level of service alongside system growth	40 hours	VHJ is not responsible for initial capital costs for underground infrastructure in new subdivisions.	50 years	n/a	\$1500	n/a	Essential/ mandatory	ASAP (work has already begun)

Note! The new subdivision will increase the CMG (population is a factor in the formula) and increase property tax revenues and increased revenues from CAFN per the Water and Sewer Agreement

Priority	Timeframe
1 - Not a priority	1-ASAP
2 - Low priority	2-Within 1 year
3 - Medium priority	3-Within 1-2 years
4 - High priority	4-Within 5 years
5 - Essential/mandatory	5-No immediate need to address
n/a	

Performance Plan: Drinking Water

Service	Indicator	Service Level Commitment	Service Level Target	Performance Measure
Treatment	Drinking water complies with statutory requirements	<i>Meet regulatory requirements</i>	95% Compliance (346 of 365 days of the year)	# days/ year with boil water advisories
Supply	Available water supply is sufficient to needs within municipality	<i>Water production capabilities exceeds current demand and can satisfy increasing demand associated with growth over the next 10 years</i>	Water withdrawal is within conditions of the water license; Water production can accommodate growth of 100 new homes over the next 10 years	Water withdrawal is <2,193 m3/day from wells 3 and 5; Water production is 25% greater than 2025 water demand
Piped distribution	Water is distributed to users within the community	<i>Piped water distribution is available to all urban residential users and some commercial and industrial users</i>	All urban residential users and xx commercial and xx industrial users are on piped water	# lots in defined service area without piped water
Bulk water sales	Potable/treated bulk water is available for sale at the truck fill station	<i>Bulk water may be purchased for personal use and livestock watering</i>	Bulk water may be purchased for personal use and livestock watering	# days/year that bulk water is not available for sale for permitted uses
Fire fighting	Water supply is sufficient for firefighting purposes	<i>All urban residential, and some commercial and industrial users are fire hydrant protected for insurance grading purposes. Bulk water is supplied in sufficient quantity for filling pumper trucks and tenders outside piped water service area.</i>	Fire hydrants are available wherever there is piped water distribution within the community	# lots not serviced by fire hydrants within defined service area

Debrief on the Level of Service Framework



WHAT WORKS?



WHAT NEEDS
IMPROVEMENT?



WHAT SHOULD WE DO
DIFFERENTLY?