



CITY OF MEADOW LAKE 2018 ANNUAL REPORT

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Overview

The City of Meadow Lake is home to 5,344 people and provides many services to the wider regional population. We employ approximately 35 full-time and 25 part-time staff and maintain over a dozen facilities throughout the community.

In 2018, Council set priority focus areas for staff. The goal is for all new initiatives and current policies and programs to be centered around these areas. Some of these focus areas include short term changes, which are reported on in this document, while others will require a longer term strategic focus. These priority areas are:

- Teamwork
 - Regional Cooperation
 - Human Resources
 - Local Partnerships
- Accountability
 - Asset Management
 - Long Term Capital Planning
 - Clarifying Roles & Responsibilities
- Safety
 - Community Safety Initiatives
 - Reliable Infrastructure
 - Improved Housing
- Service Oriented
 - Increased Recreation Opportunities
 - Communication & Engagement
- Continuous Improvement
 - Priority Based Budgeting
 - Planning for Future Development

A new initiative in 2018 was the community budget survey. The survey revealed the following priority areas, and showed a fairly high degree of overlap with the priorities that had been set by Council:

- Road planning for preventative maintenance and replacement
- Improved productivity and efficiency
- Review of enforcement priorities
- Improving community pride, aesthetics and engagement
- Breaking down communications gaps

This report has grown out of the annual reports that have been previously submitted by individual departments, and is part of our goal to provide clear reporting to residents about how the City is operating. Like the budget survey, we hope to see this information being reported to Council and residents on an annual basis.

Bylaw Enforcement

The Bylaw Department had a very busy year with a total of 1578 casefiles. This year the Community Safety Officer (CSO) was able to focus on traffic safety where as the Bylaw Officer's focus was on the parking, waste, animal and nuisance abatement bylaws.

In January the Bylaw Department started using the City-Wide program to record all work done. This has proven to be a very useful and efficient system. It has also cut our paperwork by about three quarters.

Also new this year for the Bylaw Department was assisting the RCMP with serving subpoenas. The department appreciates the partnership that this has allowed with the RCMP and looks forward to continuing this in 2019.

The Bylaw Officer had the privilege to participate in the Unity walk in February. The CSO participated in the P.A.C.E. Race in September. Both Officers were able to take the Mental Health First Aid and Naloxone training. The CSO also had Child Passenger Safety Training through SGI. Both Officers are involved in the Emergency Measures Organization and Disaster Preparedness.

This year the Officers were asked to assist in various tasks such as traffic control for snow clearing or vehicle accidents. They also had the opportunity to team up with other organizations to do vehicle inspections and checking for unregistered vehicles. Finally, at Council's direction the Bylaw Department began working on a Crime Prevention program. In 2018 a logo was created and some solar motion lights were ordered at the end of the year. The Bylaw Department looks forward to continuing with this program in 2019.

A detailed breakdown of all bylaw files from 2018 is provided as an appendix to this report.

Department Highlights:

479 Warnings
Issued (all bylaws)

540 Tickets Issued
(all bylaws)

84 Property
Related Orders to
Remedy

31 Dogs
Impounded

New Toys for
Tickets Program
Introduced

Department Highlights:

143 Calls for Service

1569 Crew Hours spent on calls

2 Governor General's Exemplary Service Medal Recipients

1 35-Year Bar Recipient

22 Volunteer Firefighters

Fire Department

The Fire Department responds to emergencies within the City of Meadow Lake, the RM of Meadow Lake, Flying Dust First Nation, Dorintosh and parts of the Meadow Lake Provincial Park. We respond to rescue calls for a slightly larger area, along provincial highways and in provincial forest areas.

We endeavour to provide the best possible service to the citizens of Meadow Lake and our wider response area. Everyone deserves to live in a safe community, and the fire service has an important role in both preventing emergencies and responding effectively when they do occur. With the continued support of local residents, employers and Councils, we will continue to do our part!

We gratefully recognize the support of community-minded employers of firefighters, who make our emergency services possible.

We are pleased to have the opportunity to work with Anne Danielson, our Emergency Planning consultant, through 2018-2019. We are already seeing many resulting improvements in the community's ability to respond effectively to, and recover quickly from, foreseeable large-scale events. Many different community organizations and agencies are actively participating in this initiative.

Our new Hydrant Flow Testing program was begun in 2018. This will result in better fire response planning, by identifying the water production capacity of individual hydrants. The newly painted, colour-coded hydrants are a result of this work.

Finally, we thank the residents of Meadow Lake and area for their assistance. Public safety is a community effort!

The full annual fire report is attached as an appendix to this document.

Building, Planning and Development Services

2018 Building Permit Summary:

Type	# of Permits	Dollar Value
RESIDENTIAL		
New Single Dwellings	0	
Duplex / Multi-Unit	1	1,119,750
Mobile Homes	0	
Renovation /Suite/ Addition/Garage	11	1,063,600
<i>Sub-Total</i>	<i>12</i>	<i>2,183,350</i>
COMMERCIAL		
New Construction	4	1,570,000
Renovations / Additions	4	853,000
<i>Sub-Total</i>	<i>8</i>	<i>2,423,000</i>
INDUSTRIAL		
New Construction	1	2,000,000
Renovations / Additions	2	400,000
<i>Sub-Total</i>	<i>3</i>	<i>2,400,000</i>
INSTITUTIONAL		
New Construction	0	
Renovations / Additions	0	
<i>Sub-Total</i>	<i>0</i>	
TOTALS	23	7,006,350

Department Highlights:

New, expanded property tax incentive policies were adopted and took effect January 1, 2019

2018 saw a decrease in permits, primarily in residential construction

Staff began developing new building information guides, expected to be completed in 2019

Department Highlights:

3 community surveys and 1 town hall meeting

162 Facebook Posts (95% increase over 2017)

New weekly radio public notice

38 notifications sent out through the Meadow Lake App

145 request for decision reports submitted to Council

New collective agreement signed for 2019-2021

City Administration

Communication, transparency, and governance were the themes that Administration focused on during the year of 2018. From providing more detailed reports to Council, to increasing the number of channels where we interact with our residents, we wanted to make communication a priority.

Our new website was launched in September 2017. In 2018, we had 30,957 website visits from 18,395 different users. 21% of all website traffic was from local users (4,240 Meadow Lake users). The most significant website traffic from Facebook occurred during the extended PDWA and during the EMO group's photo contest. The top viewed page is the website homepage (37% of all traffic), followed by the Aquatic Centre page (4%), contact page (3%) and facility schedules page (3%).

Administration is also responsible for much of the day to day operation of the City, including sending out utility bills and tax notices, submitting provincial reports, grant applications and follow up reports, providing support services to other departments, and responding to inquiries from the public.

The City Treasurer continues to expand on the monthly and quarterly financial reports provided to Council in order to provide up to date information on the City's financial position to enable informed decision making. The level of detail provided to both Council and the public during the annual budget meeting has also increased year over year.

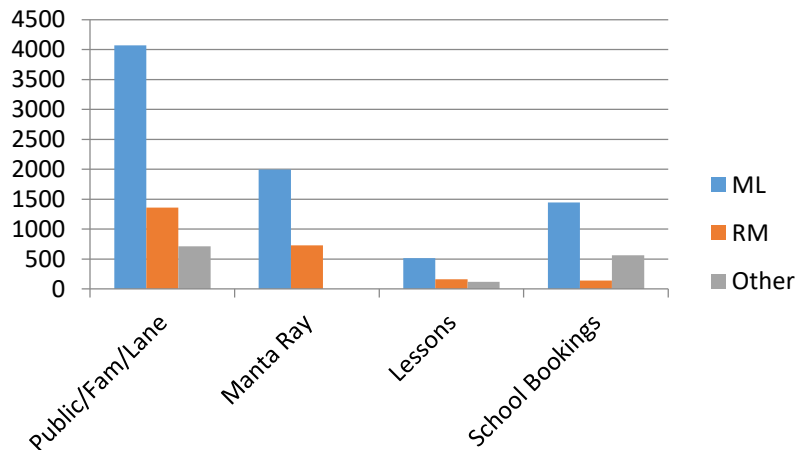
In 2019, we hope to maintain these initiatives and continue increasing the amount and quality of information that is available to our residents.

Parks and Recreation

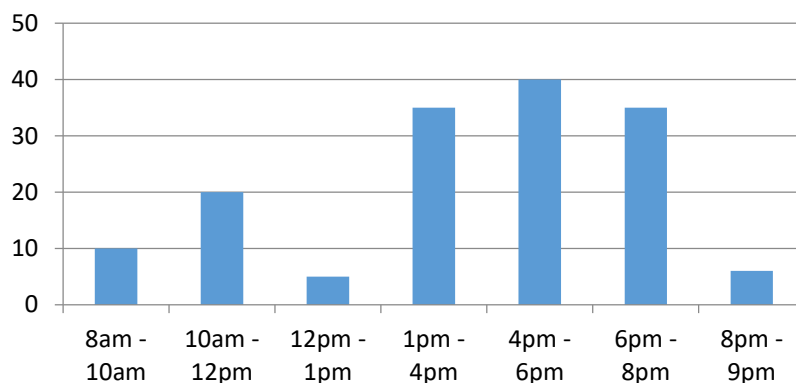
2018 saw the retirement of our Parks and Recreation Foreman, after 30 years of service with the City. Going in to 2019, Council directed that reorganization of the management duties of the department be done, with the addition of a Recreation Manager position in the new year. We expect to see a number of changes in this department in the future as a result of this change.

At the pool, we had a few operating challenges, being shut down due to frozen chlorine lines and waiting for replacement parts. Investments were made in building maintenance as well as repair plans, in order to prevent similar issues from occurring in the future. Repairs were done to the support beams, and several of the windows were also replaced. Building maintenance will continue to be a priority going in to 2019.

An analysis was done of where patrons are coming from, and what the peak use times are. This information is shown below:



Average Number of Patrons



Department Highlights:

Investment in roof resurfacing at the Civic Centre

Civic Centre rented for 98 days

Additional use by the walking program averaged 7.5 times per month

1,022 hours of ice time rented

146 hours of free public skating offered

Lions Den booked 157 days by 27 different community user groups

Department Highlights:

Completion of Major Upgrades at the Water Plant

- \$3.3 Million received in federal and provincial grant funding
- Installation of nanofiltration membranes and UV disinfection process
- Supply of membrane-treated water began on July 20th
- As of the date of writing, the trihalomethanes have been reduced by about 70% and staff are working to increase this number

Waterworks Department

2018 was a very challenging year for the Waterworks Department. We started the year struggling to meet provincial regulations and contending with very resistant algae that lived through -40C weather. We worked around the clock to keep a precautionary drinking water advisory off but on May 11, the turbidity out of the filters exceeded twelve consecutive hours over 0.3 NTU and the Water Security Agency placed the City on a Precautionary Drinking Water Advisory (PDWA).

Many hours and resources went into trying to bring the turbidities into compliance. During the PDWA, three waterworks employees spent over 935 hrs directly dealing with the PDWA. Additional hours were worked to maintain our other thirteen buildings and bringing the membrane addition on line.

During the PDWA, we were required to send numerous samples away for testing. All bacteria, cryptosporidium and giardia tests came back negative.

Once the turbidities out of the filters were better, the City was required to flush all the water lines, clean the two water reservoirs, clean the three clear wells at the plant and send out one last set of samples to be tested for cryptosporidium and giardia. After cleaning the reservoirs and clear wells, they had to be disinfected and bacteria tests ran prior to the PDWA being lifted. We were finally able to lift the PDWA on July 27th although that was not the end of the work.

After the PDWA was lifted, raw water quality was still an issue. For the first time ever, manganese was present in the raw water. We were able to resurrect some 1980's process equipment and began treating the manganese over the long weekend of August. Around the clock monitoring of the plant and water quality issues continued until the beginning of October at which point staff were able to return to normal operations.

Before and after photos show the levels of algae present in the raw water coming in to the plant during the worst of the PDWA event compared to normal raw water quality.



(May 2018, PDWA implemented)



(Feb 2019, normal water)

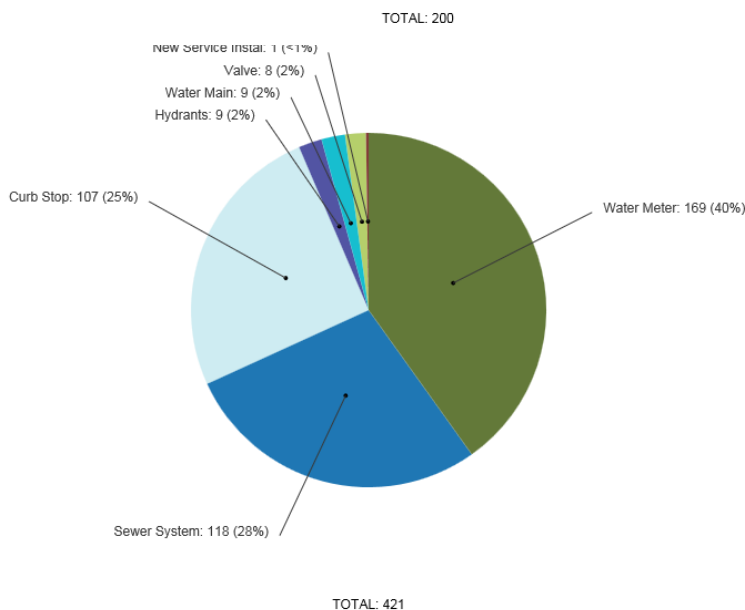
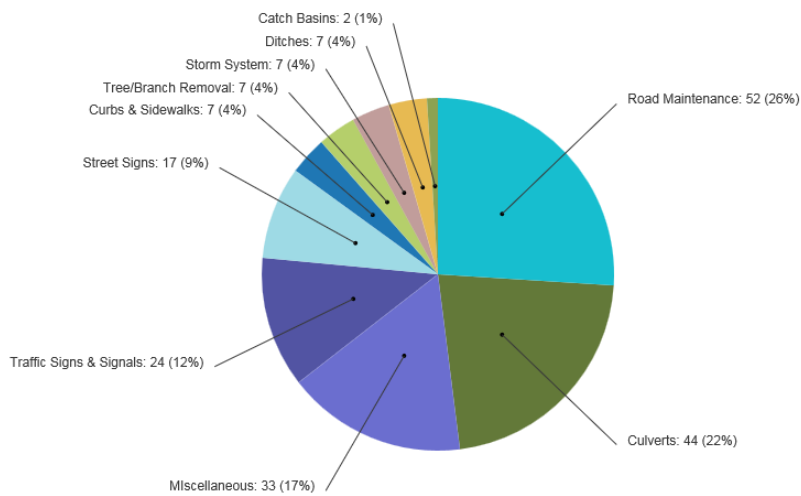


Part of the new membrane filtration system installed during the water plant upgrade completed in 2018.

Public Works

Public Works started using the CityWide asset management program on January 1, 2018 to record the daily work. This has greatly enhanced record keeping and organization allowing for more informed decisions related to ongoing and future work. As of yet, some work can't be entered into the system such as grading gravel streets in the east end or clearing snow from roads and sidewalks due to the inability to geographically pinpoint the location of work. This is an issue that should be addressed in 2019.

For 2018 there was a total of 669 Work Orders generated and completed by Public Works, with the majority falling under Transportation Services (200) and Utility Services (421)



Department Highlights:

Work Order tracking system led to increased responsiveness

Installation of new cold storage area at the shop

Installation of security fencing and alarm system

New pressure washer for more efficient thawing of culverts

2/3 of the City completed under new unidirectional flushing program

Department Highlights:

\$1.2 million invested in road improvements

Installed 70 culverts for improved drainage in the east part of the City

Invested \$60,000 in sidewalk and curb repairs

Replaced 5 hydrants

57 Utility Patches

Engineering, Infrastructure and Long Term Planning

The Engineering Department took on a number of projects in conjunction with Public Works in 2018, including drainage improvements, inspections of the sanitary sewer system for future planning, and valve and hydrant replacement. They also oversaw street and sidewalk improvement projects and spot repairs to the sanitary sewer mains in preparation for paving work.

Future Planning was a major theme, with work done on a detailed assessment of the sanitary sewer system and sidewalk network thanks to a \$50,000 grant through the Federation of Canadian Municipalities for improved asset management planning.

Work was also done on advance preparation for 2019's paving budget and scope, in order to allow for earlier publishing of tenders in future years.

The full report, outlining the details of all major projects completed in 2018, is attached as an appendix.

