



TOWN OF DIDSBURY AGENDA
Regular Council Meeting

Tuesday, March 26, 2024, 6:00 pm
Council Chambers 1606 14 Street

	Pages
1. <u>CALL TO ORDER</u>	
2. <u>ADOPTION OF THE AGENDA</u>	
3. <u>DELEGATIONS/PRESENTATIONS</u>	
3.1 Staff Sgt. S. Browne 2024 Policing Priorities	3
3.2 Community Peace Officer L. Rahn, 2024 Municipal Enforcement Priorities	4
4. <u>BUSINESS ARISING FROM DELEGATIONS</u>	
4.1 2024 RCMP Priorities	8
4.2 2024 Municipal Enforcement Priorities	9
5. <u>ADOPTION OF MINUTES</u>	
5.1 March 12, 2024 Regular Council Meeting Minutes	10
5.2 March 18, 2024 Budget Meeting Minutes	16
6. <u>PUBLIC HEARINGS</u>	
7. <u>REPORTS</u>	
7.1 Council Reports for March 26, 2024	21
7.2 Chief Administrative Officer Report for March 26, 2024	26
8. <u>2024 BUDGET</u>	
8.1 2024 Operating Budget 2024-03-26	29
8.2 2024 Operating Budget - Cost of Living Adjustment (COLA)	37
9. <u>BYLAWS & POLICIES</u>	
9.1 Bylaw 2024-04 Creekside ASP Redesignation	39
10. <u>BUSINESS</u>	
10.1 2023 Year End Reserve Allocations	42
10.2 Advanced Metering Infrastructure Recommendation for Award	45
10.3 Level of Service Document	46
10.4 Pedestrian Connectivity Master Plan	65
10.5 Meeting with Minister of Transportation	66
10.6 Didsbury Municipal Library Board Trustee Appointment	67
11. <u>CORRESPONDENCE & INFORMATION</u>	68
• Minister of Municipal Affairs – Assesment Model Review Steering Committee	
• Minister of Municipal Affairs – Provincial Education Requisition Credit Program Extension	
12. <u>COUNCIL MEETING HIGHLIGHTS</u>	
13. <u>QUESTION PERIOD</u>	
14. <u>CLOSED MEETING</u>	

- 14.1 Economic Strategies - as per Section 25 of the FOIP Act
- 14.2 Water Well Licence Update - as per Section 24 of the FOIP Act
- 14.3 Shantz Land Sale Update - as per Section 23, 24 and 27 of the FOIP Act
- 14.4 AHS Update - as per Section 21 of the FOIP Act

15. **RECONVENE**

16. **ADJOURNMENT**



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: Staff Sgt. S. Browne, 2024 Policing Priorities
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

Staff Sergeant Stephen Browne, Commander of the Didsbury RCMP Detachment, will speak to Council about the 2024 policing priorities. Each year Council sets the priorities that guide local policing efforts in the community.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

In 2023, Council set their priorities as:

1. Major crimes
2. Opioid and fentanyl crisis
3. Increased visibility in the community, including late evenings and early morning

Council will have the opportunity to discuss these priorities with Sgt. Browne for the upcoming year. He is recommending a slight change for the coming year as he believes the uptick in persons violence is associate to drugs, domestic violence and mental health

He is recommending the new priorities be:

1. Increased visibility within the community;
2. Drug Enforcement;
3. Mental Health and Domestic Violence

ALIGNMENT WITH STRATEGIC PLAN

2. Vibrant & Connected Character Community

RECOMMENDATION

To thank Staff Sgt. Browne for attending the Council Meeting and accept his presentation as information.



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: CPO L. Rahn – 2024 Municipal Enforcement Priorities
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

Since 2022, the Community Peace Officer has addressed Council annually to update them on the top municipal enforcement priorities for the department to focus on for the upcoming year.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

In 2023, Municipal Enforcement focused on the following priorities:

Traffic Enforcement

- The Peace Officers concluded over 228 files related to Traffic Enforcement.

Community Engagement

- The Peace Officers attended events within the community. These included, but were not limited to: the *Didsbury Car Show*, *Touch the Toys* event, the *Elks Parade*, the *Terry Fox Run*, the *Bike Rodeo*, various activities with seniors, a car seat inspection seminar, *Hallowe'en Patrol*, as well as the *CPKC Holiday Train* event.

Unsightly Properties

- The Peace Officers dealt with 82 files related to the Community Standards Bylaw/Unsightly Properties.

Responsible Pet Ownership

- The Peace Officers dealt with 81 files relating to animals within the Town of Didsbury, ranging from dog barking complaints to dogs at large to dog bites and attacks.

The department feels Municipal Enforcement did a good job of observing their priorities. The Town of Didsbury Peace Officers put in significant effort into being visible and available to the public, and ensuring compliance with the Town's bylaws, as well as the provincial legislation on their appointments.

Council may want to consider the following priorities for 2024:

1. Traffic education and enforcement
2. Continued education and enforcement of Bylaws on a complaint basis
3. Continued development of community relations

Council will have the opportunity to discuss these priorities with Office Rahn and make a recommendation during Section 4.2 Business Arising from Delegations.

ALIGNMENT WITH STRATEGIC PLAN

2. Vibrant & Connected Character Community

RECOMMENDATION

To thank Community Peace Officer, Lucas Rahn, for attending the Council Meeting and accept his presentation as information.

2023 Year End Report – Municipal Enforcement

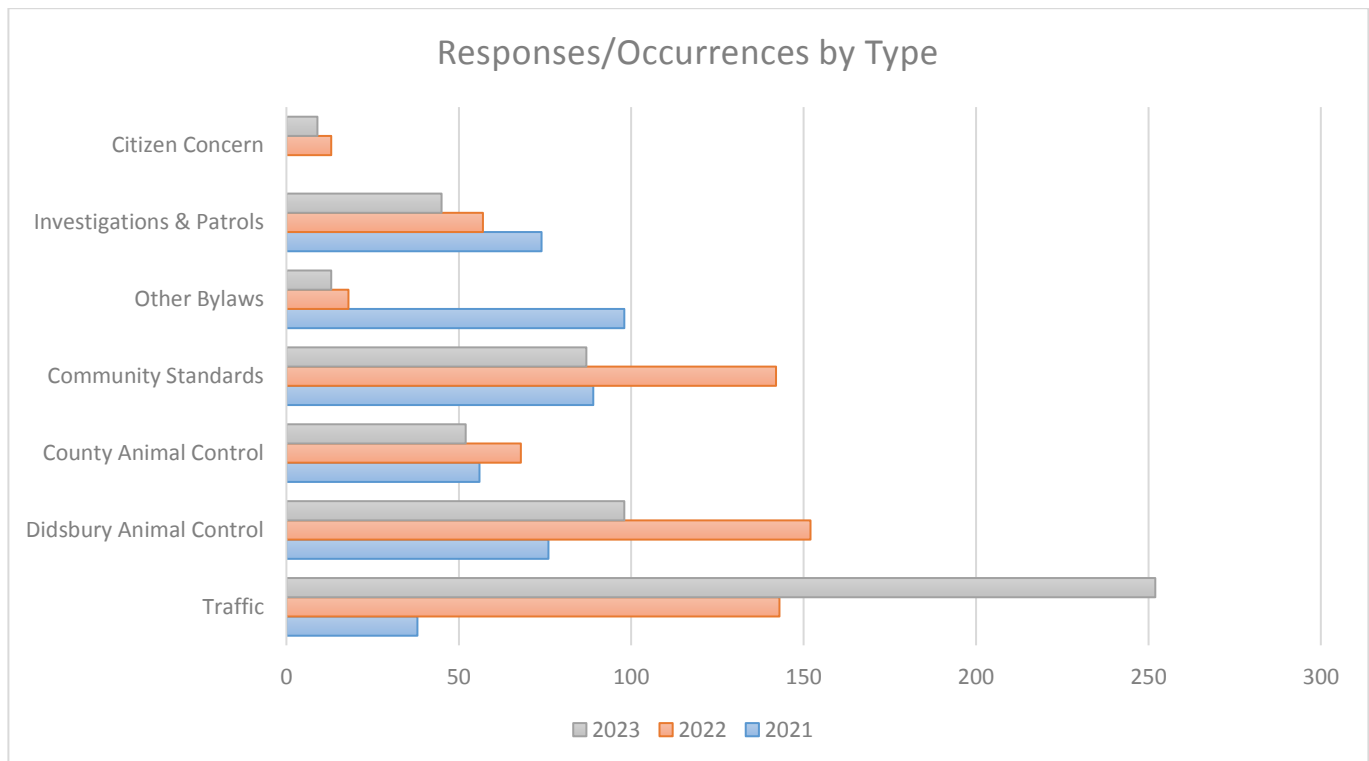
In 2023, the Community Peace Officers dealt with 552 responses and/or occurrences, which is 41 less than in 2022. Of these events, 52 were with Mountain View County Animal Control.

Below are the statistical data and graphs from 2021 to 2023:

	2021	2022	2023
Town of Didsbury	301	525	500
Mountain View County	82	68	52
TOTAL	383	593	552

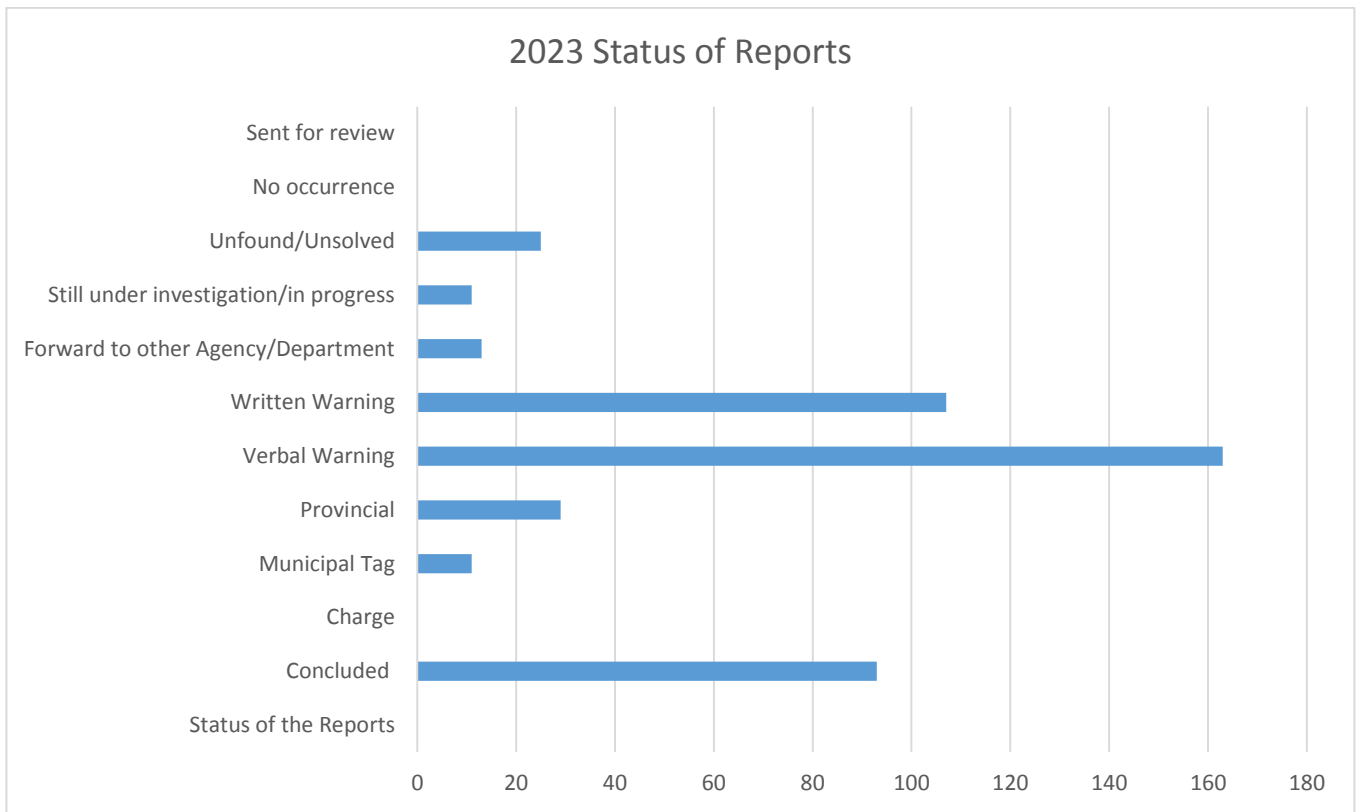
Responses/Occurrences by Type

	2021	2022	2023
Traffic	38	143	252
Didsbury Animal Control	76	152	98
County Animal Control	56	68	52
Community Standards	89	142	87
Other Bylaws	98	18	13
Investigations & Patrols	74	57	45
Citizen Concern		13	9



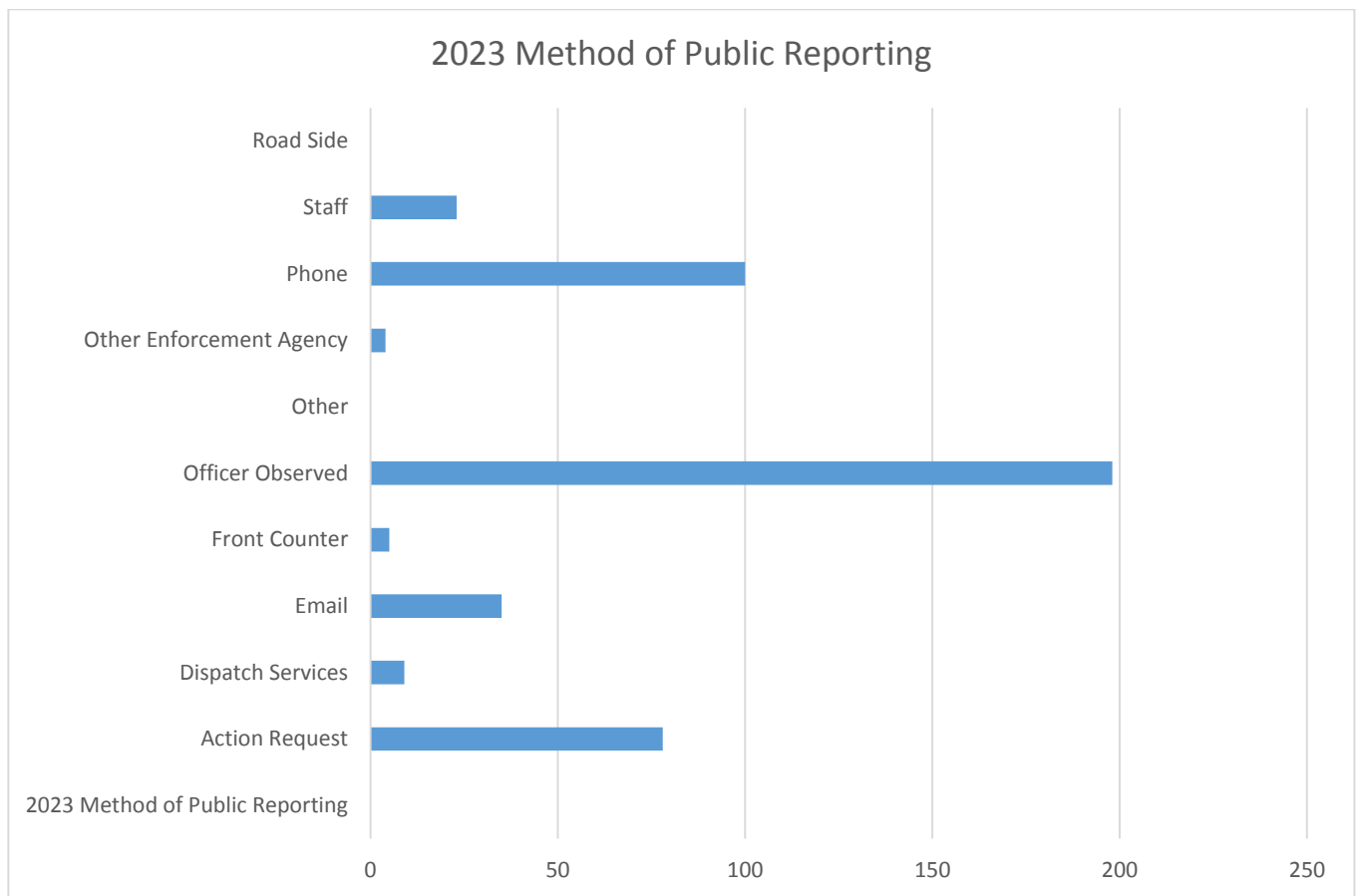
Status of the Reports

Concluded	93
Charge	
Municipal Tag	11
Provincial	29
Verbal Warning	163
Written Warning	107
Forward to other Agency/Department	13
Still under investigation/in progress	11
Unfound/Unsolved	25
No occurrence	
Sent for review	



2023 Method of Public Reporting

Action Request	78
Dispatch Services	9
Email	35
Front Counter	5
Officer Observed	198
Other	
Other Enforcement Agency	4
Phone	100
Staff	23
Road Side	





REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: 2024 RCMP Priorities
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

Each year, Staff Sergeant Stephen Browne, Commander of the Didsbury RCMP Detachment, asks Council to provide three priorities for the RCMP Detachment to focus on for the coming year.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

In 2022 and 2023, Staff Sgt. Stephen Browne recommended three policing priorities for the detachment to focus on, which were set by Council in 2022 and 2023. They were as follows:

1. Major crimes
2. Opioid and fentanyl crisis
3. Increased visibility in the community, including late evenings and early morning

Sgt. Browne has indicated the following priorities for the detachment to focus on for the upcoming year:

1. Increased visibility within the community
2. Drug Enforcement
3. Mental Health and Domestic Violence

ALIGNMENT WITH STRATEGIC PLAN

1. Strategically Managed Infrastructure

RECOMMENDATION

To set the 2024 RCMP Policing Priorities for the Didsbury RCMP Detachment to focus on as follows:

1. Increased Visibility within the Community
2. Drug Enforcement
3. Mental Health and Domestic Violence



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: 2024 Municipal Enforcement Priorities
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

In 2023, The Town of Didsbury Community Peace Officers proposed their 2023 Municipal Enforcement Priorities as follows:

1. Unsightly properties
2. Illegal crossing of solid line
3. Seat belts
4. Distracted driving

Community Peace Officer Rahn gave a break down in details of the priorities in 2023 during the delegation portion of the meeting.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Officer Rahn is recommending the following items to focus on in 2024:

1. Traffic education and enforcement
2. Continued education and enforcement of Bylaws on a complaint basis
3. Continued development of community relations

ALIGNMENT WITH STRATEGIC PLAN

4. Liveability

RECOMMENDATION

To set the 2024 Municipal Enforcement Priorities as follows:

1. Traffic education and enforcement
2. Continued education and enforcement of Bylaws on a complaint basis
3. Continued development of community relations



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: March 12, 2024 Regular Council Meeting Minutes
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

The Minutes of the March 12, 2024 Regular Council Meeting are being presented to Council for their review and approval.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Council can adopt the Minutes as presented or amended.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To adopt the March 12, 2024 Regular Council Meeting Minutes as presented.



**Minutes of the Town of Didsbury Regular Council Meeting held on
March 12, 2024 in Council Chambers 1606 14 Street
Commencing at 6:00 p.m.**

Council Members Present Mayor Rhonda Hunter
Deputy Mayor Curt Engel
Councillor John Baswick
Councillor Joyce McCoy
Councillor Dorothy Moore
Councillor Ethan Williams
Councillor Bill Windsor

Administration Present Chief Administrative Officer, Ethan Gerner
ACAO/Chief Financial Officer, Amanda Riley
Director of Community Services, Nicole Aasen
Director of Engineering & Infrastructure, Craig Fox
Economic Development Officer, Alexandra Ross
Municipal Intern, Jocelyn Baxter

1. CALL TO ORDER

Mayor Hunter called the March 12, 2024 Regular Council Meeting to Order at 6:00 p.m.

2. ADOPTION OF THE AGENDA

Res. 149-24

MOVED by Councillor Williams

To adopt the March 12, 2024 Regular Council Meeting Agenda as presented.

Motion Carried

3. DELEGATIONS/PRESENTATIONS *no delegations*

4. ADOPTION OF MINUTES

4.1 February 27, 2024 Regular Council Meeting

Res. 150-24

MOVED by Councillor Williams

To adopt the February 27, 2024 Regular Council Meeting Minutes as presented.

Motion Carried

5. PUBLIC HEARINGS – *no public hearings*

6. REPORTS

6.1 Council Reports for March 12, 2024

Res. 151-24

MOVED by Councillor McCoy

To accept the Council Reports for March 12, 2024 as information.

Motion Carried

6.2 CAO Report for March 12, 2024

Res. 152-24

MOVED by Deputy Mayor Engel

To accept the Chief Administrative Officer Report for March 12, 2024 as information.

Motion Carried

Res. 153-24

MOVED by Councillor Baswick

To approve an internal loan in the amount of \$2,877 for the 2022 Capital Budget Item, Columbarium Purchase and Installation, to be funded by future sales of Columbarium niches.

Motion Carried

7. **2024 BUDGET** - none

8. **BYLAWS & POLICIES**

8.1 **Cemetery Bylaw 2024-03 (1st Reading)**

Res. 154-24

MOVED by Deputy Mayor Engel

To grant first reading to Cemetery Bylaw 2024-03 and refer it to the Policy and Governance Committee for review and recommendation.

Motion Carried

9. **BUSINESS**

9.1 **DEDAC New Member Appointments**

Res. 155-24

MOVED by Councillor Williams

To appoint Sterling Toews and Dawn Stewart as new members to the Didsbury Economic Development Advisory Committee.

Motion Carried

Res. 156-24

MOVED by Councillor Williams

To appoint Laurie Hodge, Didsbury & District Chamber of Commerce representative, to the Didsbury Economic Development Advisory Committee.

Motion Carried

9.2 **Mountain View Regional Water Services Commission Agreement**

Res. 157-24

MOVED by Councillor Windsor

To approve the Mountain View Regional Water Service Commission Water Supply Agreement as presented and that Mayor Hunter sign the agreement on behalf of Council.

Motion Carried

9.3 **Rosebud Health Foundation Spring Fling**

Res. 158-24

MOVED by Councillor McCoy

To approve the donation of gifts in kind in the value of \$450 to the Rosebud Health Foundation Second Annual Spring Fling to be funded from Council's Promotions and Public Relations Fund.

Motion Carried

9.4 **Municipal Area Partnership**

Res. 159-24

MOVED by Deputy Mayor Engel

To approve the dissolution of the Municipal Area Partnership (MAP) Committee and that the remaining funds of \$23,917.21 in the MAP account be distributed based on the same ratio contributions were made to the fund.

Motion Carried

9.5 Infrastructure Annual Reports

Res. 160-24

MOVED by Councillor Moore

To accept the list of infrastructure annual reports from the Department of Engineering and Infrastructure as information.

Motion Carried

Res. 161-24

MOVED by Councillor McCoy

To have the 2022 and 2023 Annual Water Report and 2022 and 2023 Annual Wastewater Report submitted to the Alberta Environment and Protected Areas posted on the Town of Didsbury Website and an update included in the CAO Report for March 26, 2024.

Motion Carried

9.6 Keeping Political Parties out of Local Elections

Res. 162-24

MOVED by Deputy Mayor Engel

To support Alberta Municipalities in their efforts to *keep political parties out of local elections* and to have Mayor Hunter write a letter, on behalf of Council, to the President of Alberta Municipalities affirming Council’s support and to develop a press release demonstrating Council’s support, to be posted on the Town of Didsbury website.

Motion Carried

9.7 Invitation to Participate in ICF Survey

Res. 163-24

MOVED by Councillor Williams

To refer the Alberta Government Survey regarding Intermunicipal Collaboration Frameworks to the Didsbury ICC group for review and response in consultation with Council, prior to the deadline.

Motion Carried

9.8 Reduction of Speed Limits in the Town

Res. 164-24

MOVED by Councillor Williams

To have Administration prepare a draft plan with recommendations for speed limit changes in Town and refer the information to the Service Level Committee for review and recommendation to Council.

Motion Carried

9.9 Proposed 2024 Closure of Town Facilities

Councillor Windsor requested a recorded vote

Res. 165-24

MOVED by Councillor Williams

To bring back proposed dates of 2024 Closure of Town Facilities as well as the service level increase with regard to the budget impacts to remain open during the Friday noon hour and refer it to the Service Level Committee for review and recommendation.

Mayor Hunter	For
Deputy Mayor Engel	For
Councillor Baswick	For
Councillor Moore	For
Councillor McCoy	For
Councillor Windsor	For
Councillor Williams	For

Motion Carried

9.10 DOSCA - Repayment Options

Res. 166-24

MOVED by Councillor Moore

To approve the allocation of \$11,271.13 from the DOSCA Reserve to offset the 2023 deficit of \$33,454.29.

Motion Carried

Res. 167-24

MOVED by Councillor Moore

To approve the transfer of the remaining deficit of \$22,183.16 to DOSCA internal borrowing with repayment as outlined in the written plan in option one above.

Motion Carried

9.11 2023 Year End Reserve Allocation

Res. 168-24

MOVED by Councillor Windsor

To refer the 2023 Year-End Surplus to the Financial Planning Committee for review and recommendation.

Motion Carried

Res. 169-24

MOVED by Councillor Moore

To approve transferring the 2023 subdivision deficit of \$241,464.56 to internal borrowings, due from Subdivision, the balance of which is to be repaid from future sales of Shantz lots 1, 2, 10, 11 and 12.

Motion Carried

9.12 Council Assignments Update

Res. 170-24

MOVED by Councillor Williams

To approve the 2023-2024 Council Assignments as presented.

Motion Carried

10. CORRESPONDENCE & INFORMATION

- Letter from Honourable Ric McIver, Minister of Municipal Affairs on the 2024 Budget
- Letter from Honourable Ric McIver, Minister of Municipal Affairs to Reeve Angela Aalbers regarding the awarding of the ACP grant

Res. 171-24

MOVED by Councillor Moore

To accept the correspondence provided as information.

Motion Carried

11. COUNCIL MEETING HIGHLIGHTS – *Defer to Legislative Services*

12. QUESTION PERIOD

13. CLOSED MEETING

Res. 172-24

MOVED by Councillor Windsor

To go into Closed Meeting at 8:21 p.m. for the following items:

- 13.1 Land Appraisal 2128 21 Avenue as per Section 25 of the FOIP Act
- 13.2 2500 15 Avenue Update - as per Section 23 & 24 of the FOIP Act
- 13.3 21 Avenue Connector Update - as per Section 25 of the FOIP Act
- 13.4 Organizational Update Follow-up as per Section 24 of the FOIP Act
- 13.5 Confidential Evaluations - as per Section 17 of the FOIP Act

Motion Carried

14. RECONVENE

Res. 173-24

MOVED by Councillor Baswick
To return to Open Meeting at 9:46 p.m.

Motion Carried

Res. 174-24

MOVED by Councillor Williams
To accept the land appraisal update for 2128-21 Avenue as information.

Motion Carried

Res. 175-24

MOVED by Deputy Mayor Engel
To advertise for sale municipal land at 2128 21 Avenue, listed at a minimum price of \$115,000 with sale of the land to be at the discretion of Council with regard to price and proposal, and for Administration to address land planning accordingly, and for the land to remain listed until Council accepts a proposal.

Motion Carried

Res. 176-24

MOVED by Councillor Williams
To accept the 21 Avenue Connector as information.

Motion Carried

Res. 177-24

MOVED by Councillor Moore
To accept the Organizational Update Follow-up as information.

Motion Carried

Res. 178-24

MOVED by Councillor Windsor
To accept the outcomes of the Confidential Evaluation as discussed.

Motion Carried

Res. 179-24

MOVED by Deputy Mayor Engel
To have Administration create a draft policy that directs effective processes and practices on municipal land and property sales as well as the purchase of land and/or property for municipal use and to bring back to Council for review and recommendation.

Motion Carried

15. ADJOURNMENT

Res. 180-24

MOVED by Councillor Baswick
To adjourn the March 12, 2024 Regular Council Meeting at 9:56 p.m.

Motion Carried



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: March 18, 2024 Budget Meeting Minutes
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

The Minutes of the March 18, 2024 Budget Meeting are being presented to Council for their review and approval.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Council can adopt the Minutes as presented or amended.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To adopt the March 18, 2024 Budget Meeting Minutes as presented.



**Minutes of the Town of Didsbury Budget Meeting held on
January 18, 2024 in Council Chambers 1606 14 Street
Commencing at 5:30 p.m.**

Members Present

Mayor Rhonda Hunter
Deputy Mayor Curt Engel
Councillor John Baswick
Councillor Joyce McCoy
Councillor Dorothy Moore (*attended virtually*)
Councillor Ethan Williams
Councillor Bill Windsor

Administration Present

Chief Administrative Officer, Ethan Gorner
ACAO/Chief Financial Officer, Amanda Riley (*attended virtually*)
Director of Community Services, Nicole Aasen
Manager of Legislative Services/Recording Officer, Luana Smith
Municipal Intern, Jocelyn Baxter

1. CALL TO ORDER

Mayor Hunter called the March 18, 2024 Budget Meeting to Order at 5:30 p.m.

2. ADOPTION OF THE AGENDA

Addition of Organizational Chart as 5.1

Res. 181-24

MOVED by Councillor McCoy

To adopt the March 18, 2024 Budget Meeting Agenda as amended.

Motion Carried

3. SUMMARY CHANGES TO 2024 OPERATING BUDGET - POTENTIAL IMPACTS

Assessment value of Residential/Farm Land: \$623,205,710

Assessment value of Non-Residential \$88,326,290

Assessment value of exempt properties to be provided on March 19, 2024

Salaries and wages and benefits for 2023: \$4,488,436 (without benefits \$3,785,401)

Res. 182-24

MOVED by Deputy Mayor Engel

To accept the budget report as information.

Motion Carried

4. BUSINESS ARISING FROM COMMITTEE OF THE WHOLE

4.1 Didsbury and District Historical Society

Res. 183-24

MOVED by Deputy Mayor Engel

To approve additional funding of \$5,000 for the Didsbury & District Historical Society Operating Grant, for a total of \$36,000 to be added to the 2024 Operating Budget.

Motion Carried

4.2 Didsbury Municipal Library

Res. 184-24

MOVED by Councillor Windsor

To approve the 2024 Library Operating Grant totaling \$259,645.30, made up of the following:

- For the Population of Mountain View County Recreation and Culture Area for Rural Didsbury of 2,336 residents:
 - \$18.80 per capita (or \$43,916.80), funded from Mountain View County Shared Services funding;
- For the Population of Didsbury of 5,070 residents:
 - \$42.55 per capita (totaling \$215,728.50).

Motion Carried

Res. 185-24

MOVED by Councillor Windsor

To approve additional funding of \$5,000 for library building repairs and maintenance, for a total of \$10,000, be added to the 2024 Operating Budget.

Motion Carried

Res. 186-24

Moved by Councillor Windsor

To approve the development of a multi-year facility project plan for 2033-19 Avenue, the Didsbury Municipal Library.

Motion Carried

4.3 Didsbury Lions Club - Community Bus

Res. 187-24

MOVED by Councillor Williams

To approve additional funding of \$9,500 to the Didsbury Lions Club for the operation of the Lions Community Bus to be added to the 2024 Operating Budget.

Motion Carried

4.4 Didsbury Five-O Club

Res. 188-24

MOVED by Deputy Mayor Engel

That Administration assess the feasibility of the requested capital projects for the Five-0 Club building located at 1619-22 Avenue and return a report to Council.

Motion Carried

Res. 189-24

MOVED by Councillor Windsor

To refer to the Financial Planning Committee the development of a policy for the provision of operating grants to external organizations and bring back a recommendation to Council.

Motion Carried

5. BUSINESS

5.1 Organizational Chart

Res. 190-24

MOVED by Councillor Williams

To accept the Organizational Chart as information.

Motion Carried

5.2 Cost of Living Adjustment (COLA)

Councillor McCoy request a recorded vote

Res. 191-24

MOVED by Councillor McCoy

To accept the 2024 Cost of Living Adjustment as information.

Mayor Hunter	For
Deputy Mayor Engel	Opposed
Councillor Baswick	For
Councillor McCoy	For
Councillor Moore	For
Councillor Williams	For
Councillor Windsor	For

Motion Carried

Res. 192-24

MOVED by Councillor McCoy

That Administration bring back for review and recommendation the 2024 Cost of Living Adjustment to the next time the budget is discussed.

Motion Carried

5.3 Level of Service Enhancements

Res. 193-24

MOVED by Councillor Williams

To accept Service Level Enhancements included in the 2024 Operating Budget as information.

Motion Carried

Res. 194-24

MOVED by Councillor Williams

To bring back the following unapproved items for consideration during the 2025 Budget Process.

- Protective Services capacity enhancement for a full time Fire Chief position;
- RCMP Enhanced member; and
- Increase to the Didsbury High School Scholarship from \$2000 to \$2500.

Motion Carried

6. COUNCIL DISCUSSION

Res. 195-24

MOVED by Williams

To bring back the following information to the March 26, 2024 Regular Council Meeting:

- Summary changes Consolidated Operating Budget (revenue & expense), surplus and by department function
- Impact changes from taxes residential / non-residential
- Revised budget
- Cost of Living Adjustment for discussion

Motion Carried

7. **ADJOURNMENT**

Res. 196-24

MOVED by Councillor Baswick

To adjourn the March 18, 2024 Budget Meeting at 7:31 p.m.

Motion Carried

Mayor - Rhonda Hunter

Chief Administrative Officer- Ethan Gerner



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: Council Reports
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

Council Members will each provide a verbal and/or written report on any business or committee activity in which they have participated.

COUNCIL PROFESSIONAL DEVELOPMENT FOR MARCH

Councillor Joyce McCoy Reports:

- Simplified Governance – February 13, 2024 Red Deer, AB
- Business Continuity and Disaster Recovery – February 21, 2024 Red Deer, AB

Councillor John Baswick Reports:

- ABmunis Spring Leaders Caucus - March 14 & 15, 2024 Edmonton, AB

MEETING WITH PROVINCIAL MINISTER:

Meeting with Minister of Transportation & Economic Corridors – March 28, Virtual:

- Mayor Rhonda Hunter
- Councillor Bill Windsor
- Councillor Ethan Williams

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To accept the Council Reports for March 26, 2024 as information.

Sustainability for building organizational Governance

8 criteria for building organizational sustainability

What does sustainability mean for Didsbury? What are the characteristics that define it? And how do we go about assessing an organization to see whether those qualities exist?

Here is a comprehensive assessment model that asks the town to reflect on the following questions:

Are we relevant?

Is our programming current?

What can we do differently?

What can we consider to enhance our relevance, increase our value, and ensure our sustainability?

Efficiency. In assessing the efficiency of the town, we need to ask how the town's current financial investment translates into results. Are specific objectives being achieved?

Relevance. Does this meet the needs of our community?

Impact. What are the broader consequences our plan, positive or negative, expected or unforeseen, for our community?

Sustainability. Can we maintain our current business model?

In posing these questions, we also consider eight criteria that form the foundation of our sustainability framework: strategic planning, organizational capacity, political support, partnerships, program development, measurement and evaluation, communications, and funding stability. Considering these eight criteria one by one helps us to break up the complexity inherent in our town. If we were to simply ask the question, "Is the Town sustainable?" we might quickly be overwhelmed by input, conflicting data, shifting priorities, and – of course – personalities. Considering each segment in isolation enables us to identify weaknesses versus strengths and determine where resources are lacking. At the end of the day it's still complex, but this framing makes it more manageable.

What kinds of information are we taking into consideration? Are we missing anything?

GOVERNANCE ROLES

AUTHORITY

The ultimate source of Council and C.A.O. authority is the collective stakeholders of the Town of Didsbury, MGA and provincial authorities which grant the legal, and operational status.

The Council and C.A.O. source of legal/regulatory authority includes various levels of civil government including the town, the Government of Alberta and the Government of Canada.

The Council and C.A.O. source of strategic/operational authority to approve the strategic direction and priorities are the collective Council Town of Didsbury acting through regular and special meetings.

The source of capital and operating resources may include the municipality, and the Governments of both Alberta and Canada.

Governance Responsibility

CAO/ Council

1. Clearly understand the nature of services/ protect mandate, and ensures that services are of high quality.
2. Govern Didsbury on behalf of the community according to its mandate and values.
3. Ensures the voice of our community and residents are effectively heard.
4. Provide regular updates on service successes and challenges..
5. Member and community events are attended to represent the Community.

sustainabil

Municipal Disaster Recovery In most Municipal Disaster Recovery plans there is no business continuity in the plan. Ours is no different.

Business Continuity Professional Practices

Background

Program Management Establish the need for a business continuity program.

Introduce key concepts, such as program management, risk awareness, impact to critical functions/processes, recovery strategies, training and awareness, and exercising/testing.

Risk Assessment Identify risks that could impact business resources, processes, or reputation.

Assess risks to determine the potential negative impacts to the business, enabling the business to determine the most effective means to reduce them.

Business Impact Allowance Identify and prioritize all business functions, processes, and dependencies in order to determine the greatest impact upon the business should the functions not be available.

This analysis should be retained and available to assist in understanding incidents and/or the resulting consequences. Quantify the impact to the business, its services, and the affected parties.

Analyze, document, and communicate the findings to highlight all gaps between the business requirements and its current capabilities.

Business Continuity Strategies Select strategies to reduce gaps as identified during the risk assessment and business impact analysis. Identify the major functions of the business, including potential third-party service providers, with the support of the responsible party for the business impact analysis.

Incident Preparedness & Response Understand the types of incidents that could threaten life, property, operations, or the environment and impacts. Establish and maintain capabilities to protect life, property, operations, and the environment from potential incidents through the implementation of an incident management system to command, control, and coordinate response, continuity, and recovery activities with internal and external resources.

Plan Development & Implementation Document plans to be used during an incident that will enable the entity to continue to function. Define the exercise/testing criteria to validate that the plans will accomplish the desired goal.

Awareness & Training Program Establish and maintain training and awareness programs that result in personnel being able to respond to disruptive incidents in a calm and efficient manner.

Business Continuity Plan Exercise/Test, Assessment & Maintenance Establish a business continuity plan exercise/test, assessment, and maintenance program to improve the state of readiness of the entity.

Crisis Communications Create and maintain a crisis communications plan. Ensure that the crisis communications plan will provide for timely, effective communication with internal and external parties. Coordinate with External Agencies & Resources Establish policies and procedures to coordinate response activities with applicable public entities and private resources in accordance with Professional Practice Five: Incident Preparedness and Response.

Disaster Recovery Programs – 2016 to Present

2016 – Wildfires – Northern Alberta (~\$551M) 34 Municipalities Approved (RMWB, NCAB) Small Business – Trapper Cabins

2019 – Widespread Flooding & Wildfires (~\$106M) 24 Municipalities Approved (SAB, NWAB, CAB, Buffalo Lake Metis Settlement)

2023 – Localized Flooding, Wildfires & Tornado (~243M) 37 Municipalities Approved. Spring Alberta Wildfires. NWT Evacuee Hosting, South Central Tornado (Mountain View County)

Private Sector – Disaster Assistance Guidelines – Small Business

Establishing a Disaster Recovery Program: Threatens economic viability of people, businesses or municipalities; Extraordinary (1:25 Urban, 1:50 Rural); and Insurance was not readily and reasonably available.

Qualification Process Application (Time Sensitive) Program Application Centers (PAC) Damage Evaluation Report, Insurance Letter

2024 Hazard Season Outlook Alberta Drought, potential of Heat waves, Grasshoppers (will negatively affect crops, gardens.)

Municipal Leaders Caucus – Councilor John Baswick

March 14th and 15th, Edmonton, AB

Thursday March 14th, highlights

The discussion centered on initiatives to lessen the effect of drought, flood and forest fires this season. Their only conclusion was to reduce water usage if and when required (obvious?) There are basically 2 sources of water; surface streams, rivers and lakes and the underground aquifer. They appear to have a handle on what to expect with the surface water. However, they have not addressed the potential reduction of Alberta's aquifer and whether this will be adequate enough to sustain agriculture in the event of the predicted drought. Alberta's population has grown to about 1 and a half times what it was since the last drought, place more demand of or water resources. 51 communities are experiencing lowest water levels since 2000.

All levels of governments appear to be experiencing a degradation of public discourse. Some of which, moves towards personal attacks on officials by the public and to some degree within each municipality; between council and their respective administration. This rebarbative behavior has proven to have seriously affected the moral, efficiency and mental health of each of the parties involved.

Ministers Forum

The LTF, effective April first will go up 14%. Approximately 720 million\$ per year. However, the next year it will be reduced 2%.

25 billion \$ is earmarked for infrastructure over the next 3 years.

60 million \$ in municipal grants (20 million /year) over 3 years is expected.

1.9 billion\$ to be invested in trades and related education

Friday, March 15th, Ministers Dialogue highlights

Recall in municipalities is under review

Nurse practitioners new funding policy is under review. Currently there are approximately 700,000 citizens without doctor services. We only have 800 registered nursing practitioners in our province.

Code of conduct is under review.

100 million \$ to hire more prosecutors

More emphasis on the Sheriff's dept. to augment the RCMP. NOT A REPLACEMENT. Just to bolster the RCMP and assist when required.

LGFF is a work in progress. We won't see any movement this year.

9 billion \$ to be invested in seniors housing and low cost housing through to 2031.

2.1 billion \$ invested in schools with 19 new projects to be announced

73 billion \$ for roads and transportation

5K tax credit incentive to encourage tradesmen to move and work in Alberta

Government anticipates 2 to 3 million people moving to our province.

SIDE NOTE: It's interesting that some municipal fire departments are successfully charging insurance companies for the time and equipment dispatched, mainly to structure fires.



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: CAO Report
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

Please see attached information for the Chief Administrative Officer (CAO) Report for March 26, 2024.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

During the CAO Report, Council will have the opportunity to ask questions to the CAO and to make motions for information they would like Administration to bring back to a future Council meeting.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To accept the Chief Administrative Officer Report for March 26, 2024 as information.



CAO Report – March 26, 2024

1. Development Permits Issued (Planning & Development)

Please find attached the Development Officer Issued Permits and the MPC Approval of Permits as of March 20, 2024.

2. Water and Wastewater Reports for 2022 and 2023 (Engineering & Infrastructure)

Annual Reports for the Water and Wastewater Departments are now on the website and located at [:https://www.didsbury.ca/p/water-services](https://www.didsbury.ca/p/water-services).

3. Alberta Environment Invitation (Engineering & Infrastructure)

Alberta Environment and Protected Areas has not responded to the Town's request for a conversation with Council regarding the lagoon system. The Department is prepared to facilitate a conversation, at Council's discretion, to address any questions about the Department's operations, maintenance and administration activities.

4. East Reservoir Update (Engineering & Infrastructure)

Director Craig Fox will provide a verbal update with regards to this project approval. The related motion to this approval, passed by Council, were as follows:

Res 043-24

MOVED by Councillor Windsor to approve the East Reservoir construction as per Option 2 with funding of \$788,703 from the 2024 LGFF grant allocation, \$3,000,000 from Water Reserves, and \$1,894,351 from long-term debt, for a total of \$5,683,054, and to include it in the 2024 Capital Budget.

Res. 044-24

MOVED by Councillor McCoy to approve the 21 Avenue Connector Project Construction Phase for \$1,500,000 to be funded through MSI and LGFF grants and to include it in the 2024 Capital Budget.

5. Economic Development Update (Economic Development & Strategic Operations)

The provincial AAIP – Rural Renewal Stream (workforce program) currently has 291 jobseeker applications. There are approximately 10 employers registered, which is ongoing. At this time, the industries looking for employees include food & beverage, retail, and health & wellness providers. The Economic development Officer (EDO) hosted an online workshop, including a Q & A session, for the businesses registered at the time. The Town is calling all Didsbury businesses in need of a workforce to register on the Town website to gain access to the jobseeker list. That list is now open to locals and other Canadian citizens seeking full-time positions, in addition to immigrants.

Wynona Earp fans are planning the *Earptopia Convention* in Calgary this fall. Approximately 500 fans from all over the world are expected to attend for the weekend. The Convention includes a pre-convention event called *Earptopia Day in Didsbury*. The organizing team is expecting approximately 200 attendees to visit Didsbury for that day and is working with the Town to prepare for this event. More information will be provided at a later date.

The Economic Development department is working with a Canadian immigration consultant and their clients to attract investors to Didsbury. The EDO was invited to join the trade mission to China and Vietnam, but the budget did not allow for that. Instead, the EDO updated the Town of Didsbury Investment and Opportunity brochure; thank you to Vern May, EDO in Wetaskiwin, for taking eighty copies of the updated brochures with him on that mission. (*Note that a copy of our updated brochure can also be viewed on our website under the Economic Development section: Investment & Opportunities*).

The Mountain View Regional Film Office has been included at the EDA conference as a speaker. All partners are onboard and will be part of the panel session. The MVRFO will provide a panel session similar to the format presented at the AB convention in 2023. The session is called *Spotlight on Rural Cinema: The Journey of the Mountain View Regional Film Office*.



**REGULAR COUNCIL MEETING
Request for Decision (RFD)**

*Vision: The Place to Grow.
Mission: Creating the Place to Grow.*

MEETING DATE: March 26, 2024
 SUBJECT: 2024 Operating Budget
 ORIGINATING DEPARTMENT: Corporate Services

BACKGROUND/PROPOSAL:

The 2024 Operating Budget was originally tabled at the Budget Meeting on November 30, 2023. There were changes requested by Council and it was returned to Council on January 23, 2024. An additional budget meeting was held March 18, 2024. During this time, various resolutions approving changes to the original draft were made. A summary of changes from November 30, 2023 to March 18, 2024 is as follows:

**TOWN OF DIDSBURY 2024 OPERATING BUDGET
Summary of Changes throughout the 2024 Operating Budget Process**

	<u>\$ Impact on Budget</u>
TAX REVENUES (Draft Budget Nov 30/23)	\$ 5,180,146
 Council Adjustments:	
Decrease to Planning Services Expense	\$ (7,000)
GIS Software Implementation (funded from reserves)	\$ -
Enhanced Christmas Lighting (already in budget)	\$ -
Lagoon Desludging	\$ -
MPC Member Pay	\$ 3,000
Increase to High School Scholarship expense	\$ 500
Communities in Bloom	\$ 5,000
Train Station Floor Replacement	\$ 15,000
Edraulic Ram (already in budget)	\$ -
Snow Wing Grader Attachment	\$ 30,000
Streetlight Improvement Program Design	\$ 10,000
 Administrative Adjustments:	
Increase to Municipal Intern Grant Revenue	\$ (33,237)
Increase to Policing Support Grant Revenue	\$ (1,584)
Decrease to FD shared revenue (miscalculation)	\$ 4,016
 TAX REVENUES (Draft Budget Jan 23/24)	 \$ 5,205,841



**REGULAR COUNCIL MEETING
Request for Decision (RFD)**

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

Continued from previous page

TAX REVENUES (Draft Budget Jan 23/24)	\$ 5,205,841
Butte Standpipe Repair	\$ -
Administrative Adjustments:	
Increase Transfer from Reserves - transfer excess interest from Reserves per Resolutions 125-24	\$ (6,953)
Increase Transfer from Reserves - transfer interest earned on specified Reserve accounts per FIN 007-24	\$ (6,000)
Decrease MVC Shared Services Funding - based on new information	\$ 3,263
Increase to insurance expense - based on new information	\$ 16,640
March 18, 2024 Budget Meeting Approvals:	
Didsbury and District Historical Society - additional funding	\$ 5,000
Didsbury Lions Club - Lions Community Bus funding	\$ 9,500
Didsbury Municipal Library - 3% increase to per capita	\$ 7,571
Library facility repairs and maintenance expense increase	\$ 5,000
TAX REVENUES (Draft Budget March 26, 2024)	\$ 5,239,862
\$ Increase from Prior Year	\$ 118,906
% Increase from Prior Year	2.32%

Council also takes into account the impact of the annual Tax Revenues line on individual property owners.

Below is a sample of residential and non-residential properties with the impact on taxes based on the tax revenues being \$5,239,862, which assumes the same tax split as 2023. In this example, the tax rate for residential would drop to 7.197 (from 7.437) and for non-residential would drop to 8.543 (from 8.73). This is just a starting point to assist with setting the budget, and Council will have an opportunity before setting the tax rate to determine the appropriate split between residential and non-residential.



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

Scenario 1: Tax Split: 85.6% Residential; 14.4% Non-Residential										
Mill Rate: Residential: ; Non-Residential:										
		Assessment				Municipal Taxes				
		2023	2024	\$ Increase	% Increase	2023	2024	\$ Increase per year	\$ Increase per month	% Increase
RESIDENTIAL	House 1	173,870	180,170	6,300.00	3.6%	1,293	1,297	\$ 4	\$ 0.30	0.3%
	House 2	248,190	261,790	13,600.00	5.5%	1,846	1,884	\$ 38	\$ 3	2.1%
	House 3	281,870	297,170	15,300.00	5.4%	2,096	2,139	\$ 43	\$ 4	2.0%
	House 4	293,650	304,550	10,900.00	3.7%	2,184	2,192	\$ 8	\$ 1	0.4%
	House 5	397,780	418,380	20,600.00	5.2%	2,958	3,011	\$ 53	\$ 4	1.8%
	House 6	390,640	410,940	20,300.00	5.2%	2,905	2,958	\$ 52	\$ 4	1.8%
	House 7	509,540	530,840	21,300.00	4.2%	3,790	3,821	\$ 31	\$ 3	0.8%
	House 8	725,790	768,890	43,100.00	5.9%	5,398	5,534	\$ 136	\$ 11	2.5%
NON-RESIDENTIAL	Property 1	125,570	127,790	2,220.00	1.8%	1,096	1,092	\$ (5)	\$ (0)	-0.4%
	Property 2	373,280	374,260	980.00	0.3%	3,259	3,197	\$ (61)	\$ (5)	-1.9%
	Property 3	387,230	390,740	3,510.00	0.9%	3,380	3,338	\$ (42)	\$ (4)	-1.3%
	Property 4	550,240	554,510	4,270.00	0.8%	4,803	4,737	\$ (66)	\$ (6)	-1.4%
	Property 5	667,710	668,520	810.00	0.1%	5,829	5,711	\$ (118)	\$ (10)	-2.0%
	Property 6	830,890	826,340	-4,550.00	-0.5%	7,253	7,059	\$ (194)	\$ (16)	-2.7%
	Property 7	1,272,675	1,281,880	9,205.00	0.7%	11,110	10,951	\$ (159)	\$ (13)	-1.4%
	Property 8	2,607,150	2,622,020	14,870.00	0.6%	22,760	22,399	\$ (361)	\$ (30)	-1.6%

Draft 3 of the 2024 Operating Budget is attached for Council's review.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Any changes requested by Council can be adjusted during the meeting to see the impact on Tax Revenues and/or the impact to the sample of properties.

ALIGNMENT WITH STRATEGIC PLAN

1. Strategically Managed Infrastructure

RECOMMENDATION

To approve the 2024 Operating Budget as amended with total estimated revenues of \$ _____ and total estimated expenditures of \$ _____ and with revenue from tax totaling \$ _____, representing an increase of ___% over the prior year.

2024 Consolidated Operating Budget

By Object

	2023 Approved	2024 Proposed	2023 - 2024 Variance	
REVENUES				
Utility user charges	3,242,114	3,334,325	92,211	2.8%
Government operating grants	1,434,498	1,463,004	28,506	2.0%
Sales & User Fees	1,174,547	1,210,188	35,641	3.0%
Lot Sales	240,595	240,594	(1)	0.0%
Franchise Fees	890,000	880,000	(10,000)	-1.1%
Penalties	101,000	106,000	5,000	5.0%
Fines	22,500	23,500	1,000	4.4%
Licence Fees	56,000	63,000	7,000	12.5%
Permit Fees	72,000	85,500	13,500	18.8%
Investment income	75,000	75,000	-	0.0%
Other Revenue	37,000	60,200	23,200	62.7%
Transfers From Reserves	195,000	377,953	182,953	93.8%
	\$ 7,540,254	\$ 7,919,264	\$ 379,010	5.0%
EXPENSES				
Salaries, Wages & Benefits	\$ 4,653,120	\$ 4,700,898	\$ 47,778	1.0%
Training, conferences and travel	137,855	139,850	1,995	1.4%
Memberships	26,285	27,924	1,639	6.2%
Advertising and printing	70,475	73,880	3,405	4.8%
Professional services	229,800	191,500	(38,300)	-16.7%
Contracted services	782,710	851,590	68,880	8.8%
Contracted Municipal Policing	655,000	697,500	42,500	6.5%
Telecommunications	234,315	306,742	72,427	30.9%
General supplies	465,050	476,220	11,170	2.4%
Cost of Water	1,050,000	1,108,380	58,380	5.6%
Repairs and maintenance	687,813	983,430	295,617	43.0%
Utilities	800,185	865,740	65,555	8.2%
Insurance	189,058	219,795	30,737	16.3%
Leases	64,687	63,724	(963)	-1.5%
Bank charges	12,900	15,500	2,600	20.2%
Write off	6,000	6,500	500	8.3%
Interest on long term debt	82,748	63,155	(19,593)	-23.7%
Long term debt repaid	563,683	583,276	19,593	3.5%
Grants and other payments to organizations	581,598	527,347	(54,251)	-9.3%
Transfers to capital	10,937	96,000	85,063	777.8%
Transfers to reserve	1,356,991	1,160,175	(196,816)	-14.5%
	\$ 12,661,210	\$ 13,159,126	\$ 497,916	3.9%
Municipal Tax Levy Required	\$5,120,956	\$5,239,862	\$118,906	2.32%

2024 Consolidated Operating Budget

By Costing Center (revenues)

	2023 Approved	2024 Proposed	2023 - 2024 Variance	
REVENUES				
Council	30,000	30,000	-	0.0%
General Municipal Revenue	1,130,000	1,062,953	(67,047)	-5.9%
General Government	314,571	322,737	8,166	2.6%
Protective Services				
RCMP	385,764	392,766	7,002	1.8%
Fire Department	247,239	254,866	7,627	3.1%
Municipal Enforcement	56,000	29,000	(27,000)	-48.2%
	689,003	676,632	(12,371)	-1.8%
Community Services				
FCSS	173,984	182,159	8,175	4.7%
DOSCA	207,630	218,686	11,056	5.3%
Didsbury Neighborhood Place	39,525	36,375	(3,150)	-8.0%
	421,139	437,220	16,081	3.8%
Recreation & Community Facilities				
Arena	425,075	434,815	9,740	2.3%
Aquatics	432,975	459,915	26,940	6.2%
Curling Rink	35,000	49,500	14,500	41.4%
Parks	24,250	22,156	(2,094)	-8.6%
MPR	9,000	16,000	7,000	77.8%
Concession	12,000	-	(12,000)	-100.0%
Train Station	10,000	10,000	-	0.0%
Memorial Complex	10,000	10,000	-	0.0%
Campground	68,000	80,000	12,000	17.6%
Community hall	3,000	-	(3,000)	-100.0%
Other community facilities	-	-	-	-
	1,029,300	1,082,386	53,086	5.2%
Engineering & Infrastructure				
Roads and Streets	78,400	75,400	(3,000)	-3.8%
Cemetery	27,000	24,900	(2,100)	-7.8%
	105,400	100,300	(5,100)	-4.8%
Utilities				
Water Utility	2,003,433	2,162,454	159,021	7.9%
Wastewater Utility	728,401	966,312	237,911	32.7%
Solid Waste Utility	568,280	516,259	(52,021)	-9.2%
	3,300,114	3,645,025	344,911	10.5%
Planning and Economic Development				
Planning and Development	124,500	160,000	35,500	28.5%
Economic Development	38,000	42,500	4,500	11.8%
Subdivision	240,595	240,594	(1)	0.0%
	403,095	443,094	39,999	9.9%
External Service Organizations				
Library	117,632	118,917	1,285	1.1%
	117,632	118,917	1,285	1.1%
	\$ 7,540,254	\$ 7,919,264	\$ 379,010	5.0%

2024 Consolidated Operating Budget

By Costing Center (expenses)	2023 Approved	2024 Proposed	2023 - 2024 Variance	
EXPENSES				
Council	295,572	306,967	11,395	3.9%
General Government	759,059	667,765	(91,294)	-12.0%
Communications and Community Relations	194,880	194,428	(452)	-0.2%
Protective Services				
RCMP	926,775	962,581	35,806	3.9%
Fire Department	626,310	656,988	30,678	4.9%
Municipal Enforcement	393,234	373,758	(19,476)	-5.0%
	<u>1,946,319</u>	<u>1,993,327</u>	<u>47,008</u>	<u>2.4%</u>
Community Services				
FCSS	253,553	235,651	(17,902)	-7.1%
DOSCA	207,630	218,686	11,056	5.3%
Didsbury Neighborhood Place	39,525	36,375	(3,150)	-8.0%
	<u>500,708</u>	<u>490,712</u>	<u>(9,996)</u>	<u>-2.0%</u>
Recreation & Community Facilities				
Arena	796,497	809,602	13,105	1.6%
Aquatics	841,738	873,369	31,631	3.8%
Curling Rink	154,618	186,153	31,535	20.4%
Parks	355,220	329,625	(25,595)	-7.2%
MPR	43,480	49,348	5,868	13.5%
Concession	4,500	-	(4,500)	-100.0%
Train Station	57,547	91,544	33,997	59.1%
Memorial Complex	229,180	223,133	(6,047)	-2.6%
Campground	76,353	89,626	13,273	17.4%
Community hall	23,750	-	(23,750)	-100.0%
Other community facilities	17,171	19,750	2,579	15.0%
	<u>2,600,054</u>	<u>2,672,150</u>	<u>72,096</u>	<u>2.8%</u>
Engineering & Infrastructure				
Roads and Streets	1,805,358	1,841,370	36,012	2.0%
Cemetery	76,840	71,164	(5,676)	-7.4%
	<u>1,882,198</u>	<u>1,912,534</u>	<u>30,336</u>	<u>1.6%</u>
Emergency Management	35,973	30,879	(5,094)	-14.2%
Utilities				
Water Utility	2,003,433	2,162,454	159,021	7.9%
Wastewater Utility	728,401	966,312	237,911	32.7%
Solid Waste Utility	568,280	516,259	(52,021)	-9.2%
	<u>3,300,114</u>	<u>3,645,025</u>	<u>344,911</u>	<u>10.5%</u>
Planning and Economic Development				
Planning and Development	395,560	453,122	57,562	14.6%
Economic Development	175,235	193,273	18,038	10.3%
Subdivision	240,595	240,594	(1)	0.0%
	<u>811,390</u>	<u>886,989</u>	<u>75,599</u>	<u>9.3%</u>
External Service Organizations				
Museum	31,500	36,800	5,300	16.8%
Library	303,443	321,550	18,107	6.0%
	<u>334,943</u>	<u>358,350</u>	<u>23,407</u>	<u>7.0%</u>
	<u>\$ 12,661,210</u>	<u>\$ 13,159,126</u>	<u>\$ 497,916</u>	<u>3.9%</u>
Municipal Tax Levy Required	\$ 5,120,956	\$ 5,239,862	118,906	2.32%

2024 Consolidated Operating Budget

By Costing Center (net surplus)	2023 Approved	2024 Proposed	2023 - 2024 Variance	
NET SURPLUS				
Council	(265,572)	(276,967)	11,395	4.3%
General Municipal Revenue	1,130,000	1,062,953	67,047	-5.9%
General Government	(444,488)	(345,028)	(99,460)	-22.4%
Communications and Community Relations	(194,880)	(194,428)	(452)	-0.2%
Protective Services				
RCMP	(541,011)	(569,815)	28,804	5.3%
Fire Department	(379,071)	(402,122)	23,051	6.1%
Municipal Enforcement	(337,234)	(344,758)	7,524	2.2%
	(1,257,316)	(1,316,695)	59,379	4.7%
Community Services				
FCSS	(79,569)	(53,492)	(26,077)	-32.8%
DOSCA	-	-	-	-
Didsbury Neighborhood Place	-	-	-	-
	(79,569)	(53,492)	(26,077)	-32.8%
Recreation & Community Facilities				
Arena	(371,422)	(374,787)	3,365	0.9%
Aquatics	(408,763)	(413,454)	4,691	1.1%
Curling Rink	(119,618)	(136,653)	17,035	14.2%
Parks	(330,970)	(307,469)	(23,501)	-7.1%
MPR	(34,480)	(33,348)	(1,132)	-3.3%
Concession	7,500	-	7,500	-100.0%
Train Station	(47,547)	(81,544)	33,997	71.5%
Memorial Complex	(219,180)	(213,133)	(6,047)	-2.8%
Campground	(8,353)	(9,626)	1,273	15.2%
Community hall	(20,750)	-	(20,750)	-100.0%
Other community facilities	(17,171)	(19,750)	2,579	15.0%
	(1,570,754)	(1,589,764)	19,010	1.2%
Emergency Management	(35,973)	(30,879)	(5,094)	-14.2%
Engineering & Infrastructure				
Roads and Streets	(1,726,958)	(1,765,970)	39,012	2.3%
Cemetery	(49,840)	(46,264)	(3,576)	-7.2%
	(1,776,798)	(1,812,234)	35,436	2.0%
Utilities				
Water Utility	-	-	-	-
Wastewater Utility	-	-	-	-
Solid Waste Utility	-	-	-	-
	-	-	-	-
Planning and Economic Development				
Planning and Development	(271,060)	(293,122)	22,062	8.1%
Economic Development	(137,235)	(150,773)	13,538	9.9%
Subdivision	-	-	-	-
	(408,295)	(443,895)	35,600	8.7%
External Service Organizations				
Museum	(31,500)	(36,800)	5,300	16.8%
Library	(185,811)	(202,634)	16,823	9.1%
	(217,311)	(239,434)	22,123	10.2%
Municipal Tax Levy Required	\$ 5,120,956	\$ 5,239,862	\$ 118,906	2.32%

2024 Consolidated Operating Budget

By Department/Function

	2024			2023	Variance	
	Budgeted Revenues	Budgeted Expenditures	Budgeted Net Surplus / Deficit	Budgeted Surplus/Deficit	\$	%
General Municipal Revenue	1,062,953	-	1,062,953	1,130,000	(67,047)	-5.9%
Council	30,000	306,967	(276,967)	(265,572)	11,395	-4.3%
General Government	322,737	667,765	(345,028)	(444,488)	(99,460)	22.4%
Communications and Community Relations	-	194,428	(194,428)	(194,880)	(452)	0.2%
Protective Services	676,632	1,993,327	(1,316,695)	(1,257,316)	59,379	-4.7%
Community Services	437,220	490,712	(53,492)	(79,569)	(26,077)	32.8%
Recreation & Community Facilities	1,082,386	2,672,150	(1,589,764)	(1,570,754)	19,010	-1.2%
Emergency Management	-	30,879	(30,879)	(35,973)	(5,094)	14.2%
Engineering & Infrastructure	100,300	1,912,534	(1,812,234)	(1,776,798)	35,436	-2.0%
Utilities	3,645,025	3,645,025	-	-	-	-
Planning and Economic Development	443,094	886,989	(443,895)	(408,295)	35,600	-8.7%
External Service Organizations	118,917	358,350	(239,434)	(217,311)	22,123	-10.2%
	\$ 7,919,264	\$ 13,159,126	\$ (5,239,862)	\$ (5,120,956)	\$ (118,906)	2.3%
Municipal Tax Levy Required	5,239,862	-	5,239,862	5,120,956	118,906	2.32%
NET SURPLUS	13,159,126	13,159,126	-	-	0	-



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: Cost of Living Adjustment (COLA)
ORIGINATING DEPARTMENT: Corporate Services

BACKGROUND/PROPOSAL:

The *cost of living adjustment* (COLA) is reviewed annually during Council's budget process to take into consideration the costs associated with maintaining a certain standard of living within a geographic area. COLA addresses the decreasing value of wages in terms of the ability to purchase goods and services affected by inflation, which is measured by the *Consumer Price Index* (CPI). The COLA is reflected as a percentage and has impacts to the Operational Budget of the municipality.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Attached is a summary of the *cost of living adjustments* from a variety of municipalities across Alberta, as well as their census populations.

Inflation has been measured by the Bank of Canada to be at approximately 15.5% since 2020 (approximately 3.69% per year). During the last 4 years Council has approved COLA increases of 0%, 0%, 3%, 3% (since 2020).

A 3% Cost of Living Adjustment on Staff and Council salaries and wages is approximately \$105,000.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To approve a 2024 cost of living adjustment of ____%.

Municipality	Current Population (2021 Census)	2024 Approved Increases
Brazeau County	7,179	3.75%
Camrose County	8,504	3.75%
City of Beaumont	20,888	2.00%
City of Lacombe	13,396	3.00%
Clearwater County	11,865	3.00%
Kneehill County	4,992	2.70%
Lacombe County	10,283	3.00%
MD of Bonnyville	12,897	2.00%
Red Deer County	21,930	2.00%
Town of Blackfalds	11,000	1.50%
Town of Devon	6,545	3.00%
Town of Drayton Valley	7,291	Non-Union - 2.50% Union - 2.00%
Town of Hinton	9,817	2.00%
Town of Morinville	10,385	Non-Union - 2.25% Union - 2.25%
Town of Okotoks	30,405	3.00%
Town of Penhold	3,484	3.55%
Town of Ponoka	7,331	Union - 2.00%
Town of Rocky Mountain House	6,765	3.68%
Town of Stony Plain	17,993	Union - 2.00%
Town of Whitecourt	9,927	4.29%
Wheatland County	8,738	2.00%
Yellowhead County	10,426	3.00%
Olds	9,209	2.50%
Sundre	2,672	2.00%
Carstairs	3,660	3.50%
Mountain View County	12,981	3.00%
Raymond	4,199	Union - 2.00%
Barnwell	978	2.50%
Claresholm	3,804	Union - 2.50%
Magrath	2,481	3.50%
Cochrane	32,199	2.50%
MD of Taber	7,447	3.00%
Fort MacLeod	3,297	2.00%



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: Bylaw 2024-04 Creekside ASP Redesignation
ORIGINATING DEPARTMENT: Planning & Development

BACKGROUND/PROPOSAL:

The area of land that is being considered for redesignation is an undeveloped area. This is within the Creekside Area Structure Plan. The proposal is to redesignate the property from UR: Urban Reserve to R1: Residential District - Single Detached, R2: Residential District - General, I1: Industrial District - General and REC: Recreation/Open Space District.

This proposal is in alignment with the Creekside Area Structure Plan.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

This proposal ensures the appropriate land use designation is in place prior to any subdivision considerations or development applications.

ALIGNMENT WITH STRATEGIC PLAN

- 3. Strong & Resilient Local Economy
- 5. Governance & Organizational Excellence

ALIGNMENT WITH STATUTORY PLANS

Creekside Area Structure Plan Bylaw 2022-15

- Figure 6.1 Land Use Concept

RECOMMENDATION (two motions)

That Council grant first reading of Bylaw 2024-04 Creekside ASP Redesignation amending Land Use Bylaw 2019-04.

AND

To set **April 23, 2024** as the Public Hearing for Bylaw 2024-04 Creekside ASP Redesignation amending Land Use Bylaw 2019-04.

TOWN OF DIDSBURY
Bylaw 2024-04 Creekside ASP Redesignation

A Bylaw of the Town of Didsbury in the Province of Alberta, pursuant to the provisions of the Municipal Government Act, being Chapter M-26-1, of the revised Statutes of Alberta and amendments thereto, to amend Land Use Bylaw 2019-04.

WHEREAS, the Council of the Town of Didsbury deems it necessary to amend Land Use Bylaw 2019-04;

NOW THEREFORE, the Council of the Town of Didsbury, in the Province of Alberta, duly assembled enacts the following:

- (1) This Bylaw may be cited as Bylaw 2024-04 Creekside ASP Redesignation.
- (2) Bylaw 2019-04, being the Town of Didsbury Land Use Bylaw, is hereby amended

NOW THEREFORE, the Council of the Town of Didsbury, in the Province of Alberta, duly assembled enacts as follows:

1. SHORT TITLE

1.1. This Bylaw may be referred to as “Bylaw 2024-04 Creekside ASP Redesignation.”

2. PROPOSED AMENDMENTS

2.1. That Appendix A Land Use Bylaw Map, of the Land Use Bylaw 2019-04 is hereby amended, to change the designation of the Creekside ASP from UR: Urban Reserve to R1: Residential District - Single Detached, R2: Residential District - General, I1: Industrial District - General and REC: Recreation/Open Space District as shown on the attached Schedule A map.

3. EFFECTIVE DATE

3.1. This Bylaw shall come into upon passing of the third and final reading.

Read a First time on this day of 2024

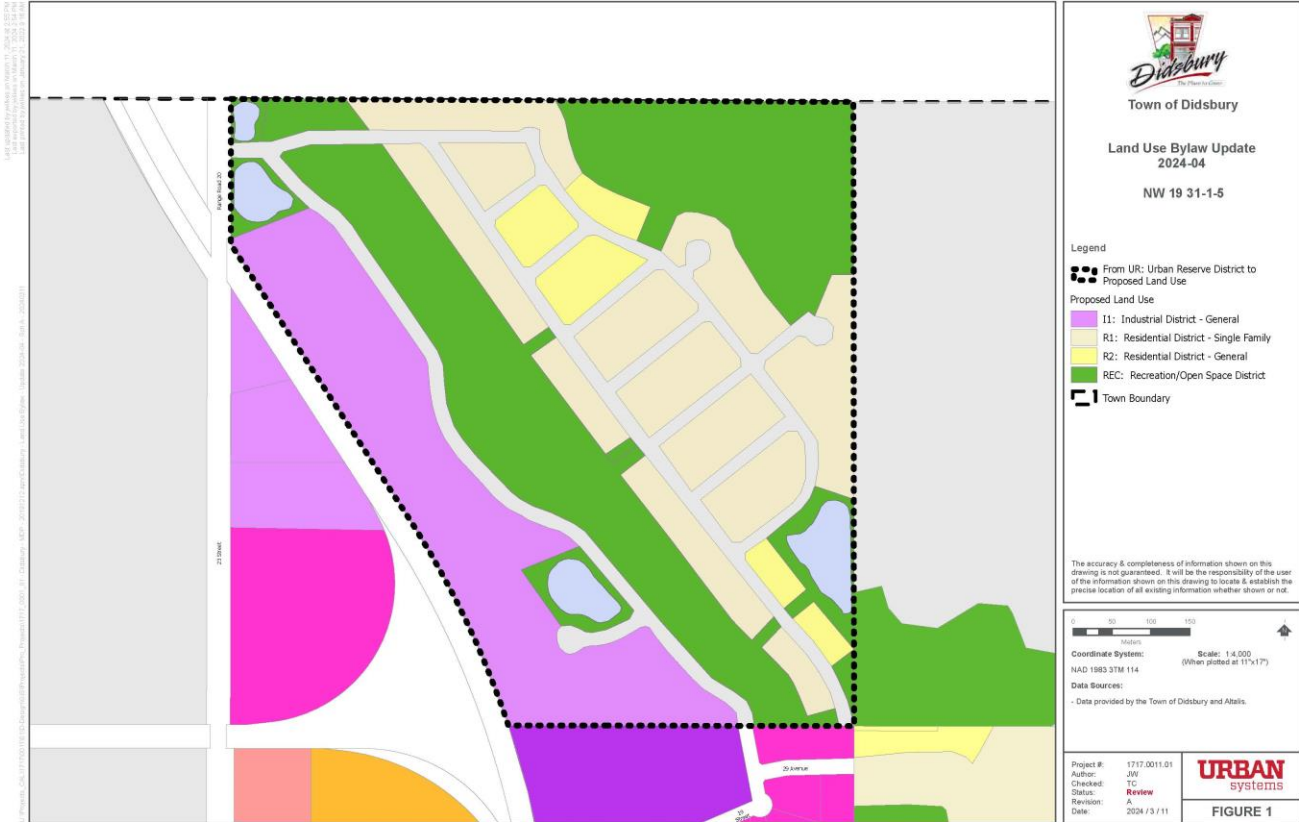
Read a Second time on this day of

Read a Third and Final time on this day of

Mayor Rhonda Hunter

Chief Administrative Officer Ethan Gorner

Schedule A





REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
 SUBJECT: 2023 Year End Reserve Allocations
 ORIGINATING DEPARTMENT: Corporate Services

BACKGROUND/PROPOSAL:

In accordance with the Town’s Policy FIN 008-22 – Year End Reserve Allocations, Council is responsible for approving the allocation of operating surplus for tax purposes and unbudgeted revenues on an annual basis. The annual operating surplus for tax purposes is the excess of revenues over expenditures including reserve transfers and debt payments. Unbudgeted revenues are new and/or one-time revenues for which no budget amount was included in the approved budget. Each year, after all revenues and expenditures have been recorded, Administration prepares an analysis of the year end actual balance after adjustments for non-cash items, compared to the approved budget. Often, municipalities end up with a surplus generated from revenues that are higher than budget, or expenses that are lower than budget.

Reserve allocations shall follow FIN 007-24 – Reserve Policy. When determining what amount to reserve at year end, Council must also take into account the excess cash flow available, otherwise it may not be feasible to cash fund the reserve transfer.

This item was referred to the Financial Planning Committee (FPC) and was discussed at the FPC meeting on March 21, 2024.

Year End Surplus – summarized by Division

The year end surplus is \$520,489 and is outlined below.

	Budget	Actual	Operating Surplus / Deficit for Tax Purposes	
Council and Election	(265,572)	(253,020)	(12,552)	surplus
General government	5,806,468	5,909,565	(103,097)	surplus
Protective Services	(1,293,289)	(1,265,506)	(27,783)	surplus
Public Works	(1,776,798)	(1,627,384)	(149,414)	surplus
Community Services	(274,449)	(237,783)	(36,666)	surplus
Planning & Development	(408,295)	(384,747)	(23,548)	surplus
Recreation	(1,570,754)	(1,397,608)	(173,146)	surplus
Culture	(217,311)	(223,028)	5,717	deficit
	-	520,489	(520,489)	surplus



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

The surplus is broken out in further detail below.

	Budget	Actual	Operating Surplus / Deficit for Tax Purposes	
TAXATION REVENUE	5,120,956	5,126,934	(5,978)	surplus
OTHER REVENUES	3,109,545	3,370,791	(261,246)	surplus
PROCEEDS ON SALE OF ASSETS	-	26,629	(26,629)	surplus
FRANCHISE FEES	890,000	870,944	19,056	deficit
SALARIES	(4,120,960)	(3,938,098)	(182,862)	surplus
CONTRACTED POLICING	(655,000)	(656,900)	1,900	deficit
OTHER EXPENSES	(4,344,541)	(4,279,812)	(64,729)	surplus
	-	520,489	(520,489)	surplus

Recommendations

It is recommended that the surplus is cash funded and, therefore, only the portion available in cash be reserved. There is currently approximately \$245,000 available in cash to fund the year end reserve transfer. The cash flow available was reduced by the 2023 DOSCA deficit and 2023 Subdivision costs. Cash flow fluctuates based on repayment rate of loans, accounts receivable, and other financial assets.

The Committee discussed as cash flow comes available from other sources throughout the year that it may come to Council to reserve on a case by case basis.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

The Committee is recommending that \$245,000 be reserved and the breakout and reasoning is as follows:

1. According to CS003-24 – Community Grant Program, funding for the next year’s program is based on the year end surplus of the previous year. The total funding allocated from the budget surplus will be a maximum of \$30,000, or 10% of the total surplus, whichever is less. Based on the year end surplus, \$30,000 is available to allocate. However, there is currently \$100 unexpended from 2023; therefore, it is recommended that \$29,900 be reserved into the Council Community Grants reserve.
2. During the year, a 2008 Dodge 1500, a 2008 Ford F250, and a 2006 Komatsu Skidsteer were sold for total proceeds of \$26,629. According to FIN 006, the funds generated from these disposals shall be brought back to Council for allocation. Typically, funds are returned to the most fitting reserve which, in this case, is the O&M Vehicle and Equipment Replacement Reserve.
3. According to FIN 007-24 – Reserve Policy, the Snow Removal reserve has a maximum balance of



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

\$50,000 and is to be funded from the year end surplus between budget and actual snow removal lines within the budget. The budget for snow removal in 2023 was \$40,000 and the expenditures totaled \$25,534, a difference of \$14,466. Since the current balance of the Snow Removal reserve is \$38,856, it is recommended that \$11,144 be transferred to the reserve to bring it to a total of \$50,000.

4. In 2023, the Fire Department generated an additional \$3,985 from the Town’s portion of lease revenue for leasing the ECC to Alberta Health Services during the renovation of the hospital. In 2022, the lease revenue was reserved to the Firehall reserve and for consistency, it is recommended that \$3,985 from 2023 is again reserved to the Firehall reserve.
5. In 2023, there was revenue generated from filming in the community, including \$5,000 for the rental of the Old Town Office and \$7,650 for the rental of the parking lot at the Didsbury Memorial Complex. This was unbudgeted revenue; therefore, it is recommended that \$5,000 be transferred to the Economic Development Reserve and \$7,650 be transferred to the Didsbury Memorial Complex Reserve.
6. The remaining year end surplus, with cash flow available, is recommended to be reserved in the Strategic Initiatives and Contingency Reserve as per policy FIN 007-24 – Reserves Policy.

Summary of recommendation:

DESCRIPTION	Policy	AMOUNT	RESERVE FUND RECOMMENDED
Proceeds on sale of vehicles & equipment	FIN 006 - Disposition of Surplus Assets	29,629	O&M Vehicle & Equipment Replacement Reserve
Council Community Grants	CS003-24 Community Grant Program	29,900	Council Community Grants Reserve
Snow removal (max \$50,000 per policy)	FIN 007-24 Reserve Policy	11,144	Snow Removal Reserve
AHS Lease Revenue		3,985	Firehall Reserve
Filming Revenue - Parking Lot	FIN 008-22 Year End Reserve Allocations	7,650	Didsbury Memorial Complex Reserve
Filming Revenue - Old Town Office	FIN 008-22 Year End Reserve Allocations	5,000	Economic Development & Tourism Reserve
Remaining of cash flow available	FIN 007-24 Reserve Policy	157,692	Strategic Initiatives and Contingency Reserve
		245,000	

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To approve the allocation of the 2023 year end surplus as follows:

- \$29,629 to the Operations & Maintenance Vehicle & Equipment Replacement Reserve
- \$29,900 to the Council Community Grants Reserve
- \$11,144 to the Snow Removal Reserve
- \$3,985 to the Firehall Reserve
- \$7,650 to the Didsbury Memorial Complex Reserve
- \$5,000 to the Economic Development Reserve
- \$157,692 to the Strategic Initiatives and Contingency Reserve



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: Advanced Metering Infrastructure Recommendation of Award
ORIGINATING DEPARTMENT: Engineering & Infrastructure

BACKGROUND/PROPOSAL:

Resolution 023-24 authorized Administration to engage in negotiations with the vendor for the Advanced Metering Infrastructure (AMI) component of the Sensus water metering system, which is installed in the community.

Sensus water meters use a proprietary communication system. Sensus has one North American authorized dealer for the AMI system.

KTI is the only authorized dealer for Sensus.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

The current project estimate anticipates the installation of the antenna on the existing tower facility at the Butte. Accordingly, the cost to install has reduced slightly from the Capital Budget presentation.

The estimate for the operating software, the Muniware interface support, operator training, billing launch support, and installation of the infrastructure on the existing tower is \$205,000. The Department is requesting a 15% contingency be applied to permit for unexpected variables. Total recommended award is \$235,750.

Approved Capital Budget was \$250,000.

ALIGNMENT WITH STRATEGIC PLAN

1. Strategically Managed Infrastructure

RECOMMENDATION

To award the installation of the Advanced Metering Infrastructure to KTI/Sensus for \$235,750; to be funded equally from the Water and Wastewater Departments' reserves.



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: Level of Service Document
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

In alignment with the Strategically Managed Infrastructure section of the Town of Didsbury Strategic Plan (2023 – 2025), the Draft Level of Service Document was prepared in 2023, which outlines the external services presently provided by the Town of Didsbury.

To address the evolving needs of the community, the Level of Service document is intended to serve as a tool for prioritizing budget allocations during the budget cycle. The document outlines the Town's current levels of service, enabling Council to identify service gaps as the community's needs shift. Similarly, it is intended to serve as a framework in the asset management process, as the assets evaluated annually for replacement contribute towards maintaining these levels of service.

The service levels outlined in the draft document represent an initial overview of the public services offered by the Town, and are subject to periodic adjustments. Throughout the year, Council adjusts service levels as they strive to meet the goals set out in the Strategic Plan. As such, rather than bringing the Level of Service document for amendment each time a service level changes, this tool would best be adopted as a living document which would be reviewed by Council once per annum to describe a summary of the level of service changes that have occurred throughout the past year and discuss future changes with regard to budget.

The document is to be reviewed by Council and updated annually to ensure it continues to represent Council's strategic vision for the Town.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

At the March 19, 2024 Committee of the Whole meeting, the Committee reviewed the draft document and recommended, by consensus, that the Level of Service Document be referred back to Council for final review and approval.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To adopt the Level of Service Document as presented.

Level of Service Document



DRAFT: November 28, 2023

Document Purpose

The Service Level Document outlines the specific external service levels currently in effect within the Town of Didsbury. The defined service levels are based on an average day, and actual service levels may fluctuate from the document.

The Service Level Document will be reviewed annually to help set the direction for planning, budgeting and service delivery in Didsbury. This document will serve as a priority-based budgeting tool to adjust levels of service to consistently meet the evolving needs of the community.

The Service Level Document is categorized into the following groups:

- **Program:** A collection of services provided by a municipal government.
- **Sub-Program:** A refined focus of a Program within various target groups.
- **Service:** Tangible actions or offerings aimed at achieving program objectives.
- **Sub-Service:** A refined focus of a Service, tailored to meeting requirements of specific Service outputs.
- **Service Type:** Classification of Sub-Services as either essential, ancillary, support.
 - *Essential:* These are direct services integral to the Town's statutory municipal obligations; Service levels can be adjusted, but significant alterations would be unlikely.
 - *Ancillary:* Direct services that contribute to achieving the Town's desired outcomes and priorities to meet residents' needs; alterations to service levels would be considered.
 - *Support:* Support services that enable the delivery of Core or Ancillary Services; alterations to service levels would be considered.
- **Level of Service:** The standard of the service level that residents can expect.
- **Process:** The actions necessary to fulfil the standards of the level of service.

Services	Description	Sub-Services	Service Type	Level of Service	Process
PROGRAMS					
A. Community Amenities					
SUB-PROGRAMS					
A.1 Access to Amenities					
A.1.1 Cemetery Management	Didsbury Cemetery interment sales and service.	A.1.1.a Cemetery Sales and Service	Support	Provide assistance, advice and resources to visitors and clients. Maintain records. Facilitate the sale of cemetery plots and columbariums	Maintain records in full compliance with the Cemetery Bylaw and the Alberta Cemetery Act.
		A.1.1.b Burial Service	Support	Provide assistance for requests pertaining to the opening and closing or burials require minimum 72 hours notice - in accordance with the bylaw.	Maintain services in full compliance with the Cemetery Bylaw and the Alberta Cemetery Act.
A.1.2 Management of Educational Use Agreements	Provision of management services related to facility and/or amenity partnerships.	A.1.2.a Joint Use Agreements	Essential	Agreement management between Town of Didsbury and Chinook's Edge school division for collaborative use of Town recreation and cultural facilities and school facilities.	Educational use agreements are in place between the Town of Didsbury and Chinook's Edge schools.
A.1.3 Parks, Open Spaces and Recreation Sites	Ensure the provision of recreation and park sites for community users in a safe and comfortable environment.	A.1.3.a Park and Open Spaces	Ancillary	A dedicated park or open space that may include a collection of recreation amenities and natural features that provides opportunities for scheduled and spontaneous use.	Park sites are offered for spontaneous use, booked use or a combination based on a balance of community and operational need.
		A.1.3.b Site Amenities	Ancillary	Amenities that support the primary function(s) of recreation and park sites such as parking lots, outdoor lighting, bike racks, garbage cans or benches.	Amenities are offered in alignment with the Open Spaces Asset Management Plan.
A.1.4 Recreation and Sport Amenities	Ensure the provision of scheduled and spontaneous use of recreation amenities for community users in a safe and comfortable environment.	A.1.4.a Aquatics Amenities	Ancillary	Provision of public access aquatics amenities for scheduled and spontaneous recreation and sport activity.	Recreation schedules for aquatics amenities are provided and amenities are offered during Memorial Complex regular operating hours (Appendix). Aquatics amenities are offered for spontaneous use, booked use or a combination based on a balance of community and operational need. Lifeguarding and pool standards are provided in alignment with the Lifesaving Society Alberta and Northwest Territories Policies and Procedures, the Lifesaving Society Alberta Northwest Territories Public Aquatic Facility Safety Standards, the Public Health Act, Public Swimming Pools Regulation, and the Government of Alberta Pool Standards. Fees are in alignment with the Recreation Rates and Fees Bylaw.
		A.1.4.b Ice Surfaces	Ancillary	Provision of maintained indoor and outdoor ice dedicated to use for recreation and sport activities.	Recreation schedules for ice surface amenities are provided and amenities are offered during Memorial Complex regular operating hours (Appendix). On-site staffing and amenities varies based on location of amenity. Ice surfaces are offered for spontaneous use, booked use or a combination based on a balance of community and operational need. Outdoor amenities are available seasonally as weather permits for spontaneous use. Fees are in alignment with Recreation Rates and Fees Bylaw. Didsbury Curling Rink is operated based on facility use agreements.
		A.1.4.c Multi-purpose Spaces	Ancillary	Multi-purpose spaces to be used for a variety of programming and events.	Multi-purpose spaces are offered during Memorial Complex regular operating hours (Appendix). Multi-purpose spaces are offered for booked use. On-site staffing and amenities varies based on the site. Fees are in alignment with Recreation Rates and Fees Bylaw. Terms and conditions are in alignment with facility use agreements.
		A.1.4.d Dog Park	Ancillary	Provide dog park facility for public use.	Dog park is available for spontaneous use. Dog waste bags are free to users.
		A.1.4.e Playgrounds	Ancillary	Provide recreational play structures for public use.	Playgrounds are free access spontaneous spaces in accordance with Playground Safety CSA standards.
		A.1.4.f Skatepark	Ancillary	Provision of maintained skatepark.	Skateboard, scooter, and people-powered BMX Skatepark is offered for spontaneous use. Outdoor amenities are available seasonally as weather permits.
		A.1.4.g Sport Fields	Ancillary	Provision of maintained soccer fields and baseball diamonds.	Soccer fields and baseball diamonds are offered for spontaneous and booked-use. Specific sports fields are operated through user agreements. Fees are in alignment with the Recreation Rates and Fees Bylaw.
		A.1.4.h Basketball Court	Ancillary	Provision of outdoor basketball court.	Basketball courts are offered free of charge for spontaneous use. Outdoor amenities are available seasonally as weather permits.

Services	Description	Sub-Services	Service Type	Level of Service	Process
SUB-PROGRAMS					
A.2 User Experience					
A.2.1 Client Services	Provision of assistance, advice, resources and transactional support to visitors and users of community and recreation amenities, facilities, and parks.	A.2.1.a Community Services Inquiries and Assistance	Support	Responding and directing inquiries received to the appropriate resource. Provision of assistance, advice and resources to visitors and users at community and recreation facilities.	Provide access by phone, email, or in-person during regular Memorial Complex regular operating hours (Appendix). After hours and on the weekends, emergency contact information is provided through automated response. All messages are responded to within two business days.
		A.2.1.b Bookings and Sales	Support	Provide transactional support to the community for purchases, bookings, reservations, program registrations, and access to recreation facilities, community facilities and parks in person and via telephone.	Bookings and sales will be available in person and via telephone. Admission and sales are available during Memorial Complex regular operating hours (Appendix). Fees are in alignment with the Recreation Rates and Fees Bylaw.
A.2.2 Provision of Food and Beverage Services	Provision of food and beverage services to enhance the customer experience at Didsbury Memorial Complex.	A.2.2.a Food and Beverage Services	Ancillary	Third party provision of food and beverage services at Didsbury Memorial Complex.	Third Party Operated concession and bar in the second level of the Didsbury Curling Rink. Operational guidelines are set out in user agreement.
PROGRAMS					
B. Community Development					
SUB-PROGRAMS					
B.1 Community Events					
B.1.1 Town Delivered Events	The coordination and delivery of events to the community.	B.1.1.a Seasonal Community Events	Ancillary	Annual town-wide events for residents and visitors to participate in indoor and outdoor activities which may include Canada Day Fireworks, Showcase Didsbury and others.	Events delivered to the community at various times throughout the year.
B.1.2 Community Events Support	Support to Didsbury event organizing groups in the coordination of identified services for the benefit of the community.	B.1.2.a Event Administration and Liaison	Support	Support to community event organizers for event administration/application and coordination of available civic supports.	Formal approval is granted to the event organizer through the application process. Terms and conditions as outlined in Special Events Bylaw. Liaise and advise event organizers regarding available civic supports and requirements. Provide event organizers with the opportunity to list events on various Town communication mediums.
		B.1.2.b Event Supports	Support	Provision of logistical supports and resources to community organized events.	Support and service is dependent on location and availability of Town support, taking into consideration competing priorities.
SUB-PROGRAMS					
B.2 Community Organizations and Groups Support					
B.2.1 Community Organization Supports	Facilitation and support to non-profit organizations and community groups to provide advice, educate, communicate, inform and support program delivery in the community.	B.2.1.a Information and Referral	Support	Facilitate the exchange of information by informing, connecting, and referring groups to appropriate resources in support of group development.	Provided by relevant staff members on an as-needed basis. Response and level of support is dependent on the type of request, complexity of work and requested timelines.
SUB-PROGRAMS					
B.3 Cultural Development					
B.3.1 Cultural Programming	The provision of cultural programming for participants.	B.3.1.a Film Permitting	Support	Facilitation of film permits for filming in various Town recreational and cultural spaces.	Film permits provided on an as needed basis.
SUB-PROGRAMS					
B.4 Economic Development					
B.4.1 Business Retention and Expansion	Activities that retain existing businesses in Didsbury and help them grow or expand.	B.4.1.a Business Support Programs	Support	Develop and provide information on programs that support business growth, business retention and vitalization within key business districts (downtown, commercial and industrial areas). Recognize Didsbury business achievements by encouraging and driving local business tourism efforts through the creation of local campaigns, events and programs. Provide relevant and appealing information to visitors, residents and businesses.	Connect with existing businesses throughout the year to understand and identify priority needs based on common challenges. Conduct business survey every other year or as needed. Develop and implement priority programs that support local businesses. Maintain and update content on the Town of Didsbury's Economic Development website. Review marketing materials and campaigns annually and update as needed to promote Didsbury and its businesses to locations outside of the Town's boundaries.

Services	Description	Sub-Services	Service Type	Level of Service	Process
		B.4.1.b Entrepreneurship Support	Support	Foster a startup and entrepreneurial ecosystem in Didsbury that helps local, homegrown businesses grow and expand. Identifying and working to remove any barriers for expansion.	Provide or host opportunities for networking and mentoring, facilitate ad hoc meetings with entrepreneurs to understand entrepreneurs' needs, connect entrepreneurs with the appropriate resources as needs become apparent and celebrate entrepreneurial success stories.
		B.4.1.c Business Support	Support	Provide direct contact to help businesses navigate challenges that come with starting a new business, relocating or expanding their business in Didsbury. Develop, manage and maintain relationships with local businesses through formal and informal liaising opportunities. Provide access to and support navigating current Town of Didsbury, government, and private business supports including grants, incentives and other relevant information.	Respond to inquiries in a timely manner and provide or connect businesses with resources and information or the opportunity to meet for one on one consultation. Business needs are analyzed regularly and support programs or incentives are explored and pursued as see fit, including in collaboration with regional partners.
		B.4.1.d Business Events, Education and Information Sharing	Support	Offer timely and valuable information and learning opportunities that strengthen and support the growth of local businesses. Empower the business community by hosting or supporting business and industry events that build connections that inspire ideas through networking between local business leaders and support organizations.	Providing network and learning opportunities annually.
B.4.2 Investment Attraction	Activities that attract new businesses to Didsbury.	B.4.2.a Emergent Investment Opportunity Response	Support	Response to emergent, time sensitive investment opportunities. This requires shifting resources as required	Time sensitive inquiries will be addressed as required including outside of regular business hours. Respond to requests for information within a timely manner.
		B.4.2.b Investment and Business Attraction	Support	Actions taken to promote business and investment opportunities within Didsbury to domestic and international markets. This includes identifying opportunities, targeting prospects, providing site tours, developing marketing campaigns, attending industry specific events, and relationship development.	Attend a minimum of four industry specific events annually. Annual Marketing campaigns. Attend investor presentations, events and site tours as needed.
		B.4.2.c Investment and Development Facilitation	Support	Assisting new businesses, developers, and investors in navigating the Town's regulatory processes, including facilitation of meetings, problem solving, and interpretation of statutory documents and Town guidelines. Liaison between private sector developers and Town administration to help expedite and simplify development within the town.	Host or facilitate meetings between internal Town staff and prospective businesses/developers as required. Providing economic expertise related to internal town planning and development policies, land use and legislative standards as required. Represent the Town at regular industry association meetings such as UDI, CHBA, BILD.
		B.4.2.d Investment and Development Readiness	Support	Reducing barriers to investment or development in Didsbury by identifying future business needs and taking actions to address any current gaps such as infrastructure, servicing capatown, land availability, etc. Incorporate external developers/business feedback into Town processes and internal working groups (i.e. LUB, offsite levies, ASPs).	Annually assess business needs and identify gaps.

Services	Description	Sub-Services	Service Type	Level of Service	Process
B.4.3 Stakeholder Relations	Consultation, coordination, and collaboration with external and local business and property owners, investors, post-secondary institutions, government entities, business and economic development organizations.	B.4.3.a Consultation and Engagement property owners, investors, post-secondary institutions, government entities, business and economic development organizations.	Support	Regular consultation and liaison to improve the Town's understanding of local, regional and provincial business interests and perspectives. Including, but not limited to meetings and events with regional and provincial business and economic development organizations, such as CAEP, MVRFO, Community Futures, Chamber of Commerce, EDA, Invest AB, Travel AB.	Coordinating, collaborating, and consulting, where there is an organizational requirement or strategic alignment, as opportunities arise.
SUB-PROGRAMS					
B.5 Financial Grants and Supports					
B.5.1 Community Granting	Provision of funding to eligible applicants whether organizations/groups/clubs/ individuals with a demonstrated need to enhance a project, program or service.	B.5.1.a Community Grant Program	Support	Manage programs for the purpose of providing funding in the form of grants to eligible applicants to assist in offsetting costs associated with programs, projects, activities and events which enhance the social fabric, environmental sustainability and quality of life for Didsbury residents.	Responsibilities and Terms and Conditions of community granting are identified in Community Grant Program.
SUB-PROGRAMS					
B.6 Funding Partnerships					
B.6.1 Institutional Partnerships	Provision of funding to provincially regulated organizations to provide services to the community.	B.6.1.a Didsbury Municipal Library	Essential	Ensuring adherence and implementation of lease, Memorandum of Understanding (MOU), Library Bylaw and Library Act.	Communications as needed between Town Administration and Library Manager.
		B.6.1.b MVFRN	Support	Provide management oversight of the Mountain View Family Resource Network in accordance with Provincial Agreement.	The Town is a contract holder for these services which are provided and fully funded through the Province.
B.6.2 Management of Partnerships for Delivery of Social Services	Provision of funding to deliver preventive social services in the community.	B.6.2.a Program Funding	Ancillary	Provide a framework for the delivery of funding to eligible community non-profit organizations for the provision of preventive social programs.	Program funding is available through an application form. This program is governed by the FCSS Act of Alberta and FCSS Policy.
SUB-PROGRAMS					
B.7 Recreation Development					
B.7.1 Recreation Programming	The provision of recreation programming for registered and drop-in participants at recreation facilities.	B.7.1.a Aquatics Programming	Support	The direct provision of aquatics registered and drop-in programs.	All programs are open for registration for Didsbury residents in alignment with Aquatic Centre User Policy. Programs offered in alignment with the Lifesaving Society Alberta and Northwest Territories Policies and Procedures, Lifesaving. Fees are in alignment with the Recreation Rates and Fees Bylaw.
		B.7.1.b Aquatic Fitness	Support	The direct provision of aquatic fitness registered and drop-in programs.	All programs are open for registration for Didsbury residents in alignment with Aquatic Centre User Policy. Programs offered in alignment with the Lifesaving Society Alberta and Northwest Territories Policies and Procedures, Lifesaving. Fees are in alignment with the Recreation Rates and Fees Bylaw.
		B.7.1.c Arena Programming	Support	The direct provision of arena registered and drop-in programs.	All programs are open for registration for Didsbury residents in alignment with the Memorial Complex Ice Arena User Policy and Memorial Complex Off-Season Arena User Policy. Fees in alignment with the Recreation Rates and Fees Bylaw.
SUB-PROGRAMS					
B.8 Social Development					
B.8.1 Didsbury Neighborhood Place	The development of skills and competencies to enable all Town residents to achieve their greatest potential and strengthen the community as a whole.	B.8.1.a Education and Training	Support	Social programs that are preventive in nature that promote and enhance well-being among individuals, families, and communities.	Annually host or partner presentations, facilitate workshops on social based topics relevant to the community to educate and support residents.
		B.8.1.b Enhance Community Well-Being	Support	Coordination of community response to facilitate actions to build community. Town FCSS personnel bring partners and residents together; collect information; facilitate action; and build community partnerships and relationships that strengthen community.	Services are delivered as per provincial Family and Community Support Services (FCSS) legislation and based on community need.

Services	Description	Sub-Services	Service Type	Level of Service	Process
		B.8.1.c Information and Resources	Support	Provision of public information and resources to inform residents of available social services and support. Individual, group, and community initiatives and supports are provided to schools, local organizations and residents of all ages and circumstance to help build knowledge of and facilitate access to social services programs and resources. Includes referral services, awareness campaigns, subscriptions and inventories.	Services are delivered as per provincial Family & Community Support Services (FCSS) legislation and based on community need.
B.8.2 Individual and Family Support Services	Assist individuals and families with resources, support and individualized services.	B.8.2.a Counselling, Consultation and Navigation Services	Support	Provision of confidential counselling, consultation and navigation to school-aged children, youth, young adults, adults and families.	Counselling services are contracted and offered through MVFRN (0-18 years old) plus families. Family & Community Support Services (FCSS) resources are available to assist school aged children with a family centered model and provide navigation support to residents.
PROGRAMS					
C. Environmental Stewardship					
SUB-PROGRAMS					
C.1 Environmental Maintenance					
C.1.1 Maintenance of Sport Fields, Parks and Natural Areas	Grass cutting, fertilizing, sweeping, and litter collection of sports fields, parks and open spaces	C.1.1.a Cemetery Grounds Maintenance and Landscaping	Essential	Maintain landscape within Cemetery boundaries.	Grass-cutting, trimming, weed-wipping and general cleanup as required.
		C.1.1.b Maintenance of Parks	Ancillary	Maintenance of Town-owned open spaces within the Town.	Grass-cutting, trimming, weed-wipping and general cleanup as required and as outlined in the Open Spaces Asset Management Plan.
		C.1.1.c Maintenance of Sport Fields	Ancillary	Maintenance sports fields and line painting at Town sport field amenities.	Maintenance and line painting of soccer field, baseball diamonds, and basketball court as needed.
C.1.2 Tree Planting and Maintenance	Maintenance of the tree canopy, including tree planting, maintenance and inspections.	C.1.2.a Tree Care and Maintenance	Ancillary	Routine maintenance to ensure Town-owned tree health.	Structural pruning as required. All trees inspected at time of pruning, defects noted, re-inspection within cycle based on severity of defect. Pest control treatments are done immediately upon identification and chemicals may be used depending on type of treatment needed.
		C.1.2.b Tree Inspections	Ancillary	Routine Inspections to ensure Town-owned tree health.	Trees visually inspected to find rotten trees, leaning, broken limbs and as noted by residents. Diseased trees are inspected annually through visual inspection.
		C.1.2.c Tree Planting	Ancillary	Routine planting to ensure Town-owned tree health.	Use species acceptable. Generate planting list through visual inspections, customer service requests and tree inventory removal data. Purchase nursery stock, regionally if possible, for in-house plantings.
C.1.3 Beekeeping	Maintenance of the Didsbury Bees/Beehives	C.1.3.a Beekeeping	Ancillary	Maintenance of hives, winterization of hives, collection and jarring of honey honey collection, jarring of honey	Services contracted and performed as needed.
C.1.4 Vegetation and Pest Control	Maintenance of healthy turf and vegetation.	C.1.4.a Pest Control	Ancillary	Management of vertebrate pests impacting infrastructure. Includes, but not limited to beavers, gophers, insects, etc.	Remove or control pests as governed by legislation.
		C.1.4.b Weed Control	Ancillary	Management of noxious and invasive vegetation.	Remove or control noxious and restricted weeds as governed by legislation in partnership with Mountain View County.
SUB-PROGRAMS					
C.2 Environmental Protection					
C.2.1 Release Prevention, Reporting and Response	Direct release or spill response, support and reporting and maintenance of the spills and release database. The service includes corporate wide	C.2.1.a Release Prevention	Essential	Proactive approach for environmental release prevention. Train Town employees who work with substances that have the potential to be released with the knowledge and resources to mitigate risk.	Protective measures are built into town infrastructure Storm ponds include isolation valves. Crews are equipped with spill response equipment to barrier, absorb, and stop underground systems from being impacted.

Services	Description	Sub-Services	Service Type	Level of Service	Process
	environmental risk and opportunities assessment and management in addition to on-scene spill response and mitigation of hazardous materials.	C.2.1.b Release Reporting and Incident Database Management	Essential	Reporting all environmental releases to the provincial regulatory authorities. Maintaining the Town's database for Environmental Releases.	Legal requirement to report all spills to Environment and Protected Areas, as required by the Environmental Protection and Enhancement Act. Report and document release immediately upon discovery and comply with any additional reporting requirements by the province.
		C.2.1.c Release Response	Essential	Activities required to respond to an environmental release. Collaborate with Fire Services or Utilities depending on nature of release. Procure third-party contractor should release response require specialized materials or support.	Immediate response to environmental releases upon notification or discovery and engage Town supports or Contractor depending on nature of release.
SUB-PROGRAMS					
C.3 Waste Management					
C.3.1 Solid Waste Collection	Collection, processing and disposal of landfill, organic waste and recyclable material for residents, Town facilities and community schools. Bylaw No. 17/2018 - Residential Solid Waste Management	C.3.1.a Garbage Collection	Support	Collection, processing and disposal of landfill material for residents, Town facilities. Residents are provided Town owned waste carts, available in three sizes (240L) with corresponding monthly rates.	Automated collection of garbage every two weeks per the Waste Management Bylaw.
		C.3.1.b Compost Collection	Support	Collection, processing and disposal of organic waste for residents, Town facilities. Organics collected via Town owned organic carts, available in two sizes (240L) .	Automated collection of organic material: • March - November - every two weeks
		C.3.1.c Recycling Collection	Support	Collection, processing and disposal of recyclable material for residents, Town facilities	Automated collection of garbage every two weeks per the Waste Management Bylaw.
C.3.2 Solid Waste Programming	Targeted annual or season community events designed to encourage appropriate disposal of solid waste.	C.3.2.a Community Cleanup	Support	Offer Community Cleanup Event for residents to purchase landfill, appliance, or curbside tickets to remove unwanted household items.	Organized event to occur once per year.
C.3.3 Waste Water Management	Operation, maintenance and management of the infrastructure and facilities that collect wastewater from all properties within the Town of Didsbury that are connected to the municipal wastewater system. This service includes lagoons, residential wastewater service and collection maintenance, and	C.3.3.a Wastewater Treatment - Lagoon Maintenance	Essential	Utility conveyance of wastewater from the wastewater collection system to the Town's Lagoon systems for further conveyance and treatment.	Compliance with the standards prescribed within the Wastewater Bylaw and compliance with provincial and federal regulatory/legislative requirements.
		C.3.3.b Wastewater Collection Maintenance	Essential	Operation and maintenance of all Town utility wastewater collection systems from all properties connected to the municipal wastewater collection system for conveyance to the Lagoon.	Compliance with the standards prescribed within the Wastewater Bylaw and compliance with provincial and federal regulatory/legislative requirements.
		C.3.3.c Wastewater Management Facilities (lift stations)	Ancillary	Operation and maintenance of Town utility and identified developer/private owned lift stations.	Compliance with the standards prescribed within the Wastewater Bylaw and compliance with provincial and federal regulatory/legislative requirements.
SUB-PROGRAMS					
C.4 Water Services					
C.4.1 Storm Water Drainage	Operation and maintenance of the storm water collection systems, management facilities and outfalls that support the flow of rainfall and snowmelt.	C.4.1.a Stormwater Management Facilities and Outfalls	Essential	Operation and maintenance of Town storm ponds.	Compliance with the provincial and federal regulatory/legislative requirements (Alberta Environment).
C.4.2 Water Supply and Distribution Management	Supply, operation and maintenance of the distribution of drinking	C.4.2.a Bulk Water Services	Ancillary	Operation and maintenance of Town utility bulk water systems that convey water to truck haul customers.	Compliance with the standards prescribed within the Water Bylaw and compliance with provincial and federal regulatory/legislative requirements. Rates are set by Council every year and published in the Utility Rates Bylaw.

Services	Description	Sub-Services	Service Type	Level of Service	Process
	water and other water systems within the Town of Didsbury.	C.4.2.b Public Hydrant Inspection and Water Distribution maintenance	Essential	Inspection and testing of public fire hydrants; and Operation and maintenance of Town utility water service valves and meters.	Hydrants are inspected two times a year following Fire code. Water service valves and meter inspected at the same time. Compliance with provincial and federal regulatory/legislative requirements.
		C.4.2.c Residential Water Services	Essential	Operation and maintenance of Town utility water service valves and meters.	Compliance with the standards prescribed within the Water Bylaw and compliance with provincial and federal regulatory/legislative requirements. Rates are set by Council every year and published in the Utility Rates Bylaw.
		C.4.2.d Water Reservoirs and Pump Stations	Essential	Operation and maintenance of Town utility reservoirs and pump stations that convey water to the Town utility water distribution system.	Compliance with the standards prescribed within the Water Bylaw and compliance with provincial and federal regulatory/legislative requirements.

PROGRAMS

D. Land Use and Development

SUB-PROGRAMS

D.1 Application Reviews and Permitting

D.1.1 Environmental Reviews of Development Applications	The service includes conducting environmental reviews, providing environmental stewardship for long-term development plans, and ensuring compliance to environmental legislation.	D.1.1.a Planning and Development Approvals Review	Essential	Environmental review and support for planning and development approvals. Review all planning and development referrals for environmental protection and environmental legislation requirements.	Requests for review are completed based on complexity of the referral as part of the submission of application for Area Structure Plans.
D.1.2 Issuance of Land Use and Development Permits and Licenses	Services related to the review and issuance of land use and development permits or licenses.	D.1.2.a Business Licensing Issuance	Support	Assist business owners in obtaining the required municipal approvals for a Business Licence to legally operate.	Respond to inquiries regarding municipal regulations for businesses as required. Application processed upon payment and license issued when all licensing requirements are met. Fees are outlined in Business License Bylaw.
		D.1.2.b Development Permit Application Review	Essential	The review and processing of development applications.	Respond to applicants within 20 days to verify the completeness of the application. Applications processing time is 40 days following the formal acceptance of the application
		D.1.2.c Compliance Certificate Application Review	Ancillary	The review and processing of Compliance Certificates.	This service is provided on an as-needed basis, when property is being sold. Includes dealing with inquires related to public land encroachment.
		D.1.2.d Development Signage Permit Assistance	Ancillary	Review and evaluation of proposed development (non-traffic control related) signage.	Comments are provided and/or permit issued within 7-10 days.
		D.1.2.e Issuance of Development permits with development agreements (Site Servicing)	Essential	Issuance of servicing permits required to connect new development into any Town utilities.	Issue site servicing permit in accordance with MGA.
		D.1.2.f Supplemental Technical Reviews	Ancillary	The service includes technical review of related infrastructure required to service lands and traffic related data with growth.	Report evaluation timelines vary depending on the complexity of the request or the volume of requests.
		D.1.2.g Technical Drawing Reviews	Ancillary	The service includes reviewing drawings of related infrastructure required to service lands.	Drawing evaluation timelines vary depending on the complexity of the request or the volume of requests.
		D.1.3.h Construction Permit	Support	Review, issuance of approval of Construct Agreement and associated traffic accommodation plans.	Process applications and issue a Construct Agreement, including an On-Street or On-Public Lands permit following completed packages.
D.1.3 Planning and Development Related Customer Inquiries	Respond to inquiries relating to planning and development	D.1.3.a General Planning and Development Inquiries	Support	Responding to customers' general inquiries related to planning and development.	Respond within 2 business days unless more time is required to respond to inquiries. If more time is needed, estimated response time is provided to customer based on complexity of the inquiry.

SUB-PROGRAMS

D.2 Infrastructure Planning

Services	Description	Sub-Services	Service Type	Level of Service	Process
D.2.1 Off-Site Levy Program	Support growth and development by administering Town's off-site levy program for essential infrastructure needed.	D.2.1.a Off-site Levy Program Administration	Ancillary	Administration of off-site levy policy on all development and planning applications including calculation of levies, the requests to off-set approved projects and ensuring that any work approved is consistent with best practices and Council-approved policies.	Condition of subdivision as an application is submitted for lands covered by offsite levy. Fees are calculated in the Offsite Levy Bylaw.
SUB-PROGRAMS					
D.3 Land Development					
D.3.1 Recreation Facility and Park Development	Using identified and demonstrated community need to plan and construct new and redeveloped recreation facilities and park sites	D.3.1.a Parks Planning and Development	Ancillary	The process of using identified and demonstrated community need to plan and construct new and redeveloped park sites and amenities that reflect a wide variety of recreation, community services and conservation priorities.	Terms are as identified in the Strategic Plan, the Municipal Development Plan (upon completion), Open Spaces Asset Management Plan, and the Pedestrian Connectivity Master Plan
		D.3.1.b Recreation Facility Planning and Development	Ancillary	The process of using identified and demonstrated community need to plan and construct new and redeveloped recreation facilities and amenities.	Terms are as identified in the Strategic Plan, the Municipal Development Plan (upon completion), Open Spaces Asset Management Plan, and the Pedestrian Connectivity Master Plan
SUB-PROGRAMS					
D.4 Land Use Planning					
D.4.1 Current Planning Application Processing	Processing and coordination of the approval of statutory plans and amendments, subdivision and condominiums applications.	D.4.1.a Land Use Bylaw Amendments	Essential	The review and processing of applications for changes to the Land Use Bylaw.	Processing time depends on the complexity of the application for amendments.
		D.4.1.b Statutory Plans Amendments	Essential	The review and processing of applications for changes to Statutory Plans.	Acknowledge requests within 2 business days and provide information on the process and approximate timelines. Review is coordinated internally and is typically completed within 4 weeks of receiving a complete draft plan with all supporting documents. Processing time is 6 months from the day the completed application is received (statutory process).
		D.4.1.c Subdivision and Condominium Review and Approval	Essential	The review and processing of applications for division of land for ownership purposes.	Respond to the applicant with a letter within 3 business days with estimated timelines for completion. A decision on a subdivision is made within 60 days per the MGA.
D.4.2 Long Range Land Use Planning	Management of long range land use plans including the Municipal Development Plan (MDP), Statutory and Regulatory plans and future growth policies.	D.4.2.a Development, Management and Implementation of Long Range Land Use Plans	Essential	Planning for future municipal growth. This work includes long range planning, statutory and regulatory planning, creation and management of guidelines and procedures, infill planning, etc.	Plans and policies are reviewed at least every 5 years or as set out in the plan or policy.
PROGRAMS					
E. Movement of Goods and People					
SUB-PROGRAMS					
E.2 Road Accessibility					
E.2.1 Snow Removal	Snow clearing and ice control of all Town parking lots and hard surface infrastructure, roads, trails and sidewalks.	E.2.1.a Snow Clearing and Ice Control	Ancillary	Town snow and ice control for: <ul style="list-style-type: none"> • Roads within Didsbury • Parking lots and hard surface infrastructure • Sidewalks, trails • Residential roads 	Services are maintained as per the Snow Clearing Policy.
E.2.2 Street Sweeping	Annual spring cleaning and ongoing cleaning on all types of roadways.	E.2.2.a Boulevard and Roadway	Support	Routine street sweeping of Town road network to remove debris and road hazards.	Boulevards dumped with town snow and road network is cleaned and swept in spring; road network continually swept as required.
PROGRAMS					
F. Public Safety					
SUB-PROGRAMS					
F.1 Emergency Management					

Services	Description	Sub-Services	Service Type	Level of Service	Process
F.1.1 Emergency Management	Provincial legislation and regulation requires the Town of Didsbury to maintain Emergency Management plans and programs. This service addresses preparation, approval, maintenance and coordination of local authority emergency plans and programs required by the province. Emergency Management plans and programs are intended to provide prompt coordination of the Town's resources when the consequences of an emergency or disaster and subsequent recovery are outside the scope of normal operations.	F.1.1.a Emergency Operations Centre	Essential	The Emergency Operations Centre (EOC) coordinates effective response and recovery outside of normal operations. Emergency Management legislation identifies training requirements needed for staff to participate in the EOC.	The Emergency Operations Centre will be active and staffed with qualified individuals within 1 hour of a required activation.
		F.1.1.b Emergency Management Planning	Essential	The Town of Didsbury (the Town) municipal Emergency Management Plan provides a framework for how the Town conducts its comprehensive Emergency Management program. Planning involves: Hazard, Risk and Vulnerability Assessment; Emergency Operations Centre Plan; Training and Exercise Plans; Emergency Social Services Plan; Emergency Preparedness Communication Plans; Crisis Communication Plan; Business Continuity Plans; Hazard Specific plans; and Community Recovery plans, and Mutual Aid.	The municipal Emergency Management Plan is reviewed annually or after activations to ensure compliance with Emergency Management legislation and regulations.
		F.1.1.c Emergency Management Public Education and Preparedness	Essential	Education and awareness is provided to residents for both preparing for and recovering from a disaster.	Online resources and information sessions on Emergency Preparedness and recovery are provided for residents before and after disasters.
		F.1.1.d Emergency Management Training and Exercises	Essential	The Local Authority Emergency Management Regulation directs municipalities on what is required by municipalities to comply with the Emergency Management Act. This includes utilizing and training in the provincially mandated incident management system, training and exercise requirements.	The Town annually conducts staff training in the mandated Emergency Management System. The Town also conducts annual exercises to test plans ensuring compliance with Emergency Management legislation and regulations.
SUB-PROGRAMS					
F.2 Enforcement and Licensing					
F.2.1 Building Codes Enforcement	Service provided to stakeholders such as architects engineers, contractors, property owners and building occupants to review and ensure ongoing compliance with the Alberta Safety Codes Act in the following disciplines: Building, Electrical, Plumbing, HVAC, Gas, Fire. Provision of technical advice on Code questions from the public and on	F.2.1.a Building and Safety Codes Permit Issuance	Essential	Issuance of Building, Electrical, Plumbing, HVAC, Gas and Fire permits in accordance with the Alberta Safety Codes Act. This includes the review of drawings and documents before every building permit application is made to ensure compliance.	Services are contracted and delivered as per the contractor's conditions.
		F.2.1.b Building Inspection Services	Essential	Inspection of buildings to ensure compliance with the Alberta Safety Codes Act. Reinspections may be required based on outcomes.	Services are contracted and delivered as per the contractor's conditions.
		F.2.1.c Technical Advice	Support	Provision of technical advice related to the Alberta Safety Codes Act in the following disciplines: Building, Electrical, Plumbing, HVAC, Gas and Fire.	Services are contracted and delivered as per the contractor's conditions.
F.2.2 Business Licensing	Responding to complaints regarding business licensing regulations.	F.2.2.a Compliance and Complaint Investigations	Essential	Respond to, investigate, and follow up with complaints regarding business activity that does not comply with the Land Use Bylaw 2019-04 or Business License Bylaw 2023-09. Enforcement of bylaw through fines/penalties as a last resort.	Investigate and respond to all resident complaints related to business activities. Timing is dependent on the complexity of the complaint.
F.2.3 Municipal Enforcement	Responding to public complaints and enforcing select municipal bylaws and provincial statutes. This includes, but is not	F.2.3.a Administration, Licensing, Permits and Parking Ticket Processing	Ancillary	Services provided to residents related to dog licensing, false alarm, parking ticket processing/ inquiries. Administrative support provided to the Municipal Enforcement related to statistic reporting and violation notice preparation.	Providing and maintaining the services in this category per the Alberta Peace Officer Program during Town Office regular operating hours (Appendix).

Services	Description	Sub-Services	Service Type	Level of Service	Process
	limited to community standards, animal control, parking enforcement, as well as the Alberta Traffic Safety Act and portions of the Alberta Gaming and Liquor Act.	F.2.3.b Community Peace Officer – General Duty Services	Ancillary	Municipal Peace Officers provide the primary response to select Municipal Bylaw Complaints including but not limited to community standards, animal control, noise and parking. Also provided calls response and enforcement of select Provincial Statutes including but not limited to Traffic Safety Act, Trespass to Premises Act, Dangerous Dog, etc.	This service endeavours to meet the standards outlined in the Community Standards Bylaw, Traffic Bylaw, Pet Ownership Bylaw, and the Community Peace Officers Manual.
		F.2.3.c Community Peace Officer - Traffic Enforcement Services	Ancillary	Municipal Peace Officers to supplement RCMP Traffic Unit and directed primarily towards providing pro-active traffic enforcement including but not limited to speeding, distracted driving, seatbelt, parking offences.	This service endeavours to meet the standards outlined in the Traffic Bylaw and the Alberta Traffic Safety Act.
SUB-PROGRAMS					
F.3 Fire, Rescue, and Emergency Medical Services					
F.3.1 Fire Prevention					
	As an accredited municipality under the Safety Code Act, the Didsbury Fire Department assesses risk and provides services oriented to minimizing fire and explosion risk and addressing injury prevention.	F.3.1.a Fire and Risk Education	Essential	Didsbury Fire Department will provide information to the public using a variety of channels (social media, media, face-to-face) on request. DFD will attend public events and schools on request.	This service is offered by request when resources are available.
		F.3.1.b Fire Inspection and Enforcement	Essential	Occupancies are inspected for compliance with Fire Code requirements on a risk assigned basis for type of occupancy and frequency of inspections. As required by the Didsbury Quality Management Plan, all occupancies are inspected based on their assigned frequency of inspections using certified and qualified personnel. Inspections may also be carried out on request or complaint on any property as permitted by the Safety Codes Act.	Inspections are conducted upon request or complaint.
F.3.2 Fire Response					
	Response to all types of emergency events including fire, rescue, medical first response, service calls, dangerous goods releases, motor vehicle accidents and ice/water rescue.	F.3.2.a Alarm Investigation	Essential	Investigation and response is initiated immediately to determine cause of alarm.	There are paid on-call fire fighters available 24/7/365 to provide this service.
		F.3.2.b Fire Suppression	Essential	Fires are investigated as required by the Didsbury Quality Management Plan (QMP). All fires with damaged or destroyed property, an injury, or a fatality, are investigated for cause, origin, and circumstances. Investigations are conducted by certified Fire Investigators through the Safety Codes Council of Alberta.	There are paid on-call fire fighters available 24/7/365 to provide this service.
		F.3.2.c Medical First Response	Essential	Provide medical care to ill and injured persons within Didsbury until EMS arrival, and to augment EMS crews during treatment and transport for life threatening emergencies.	There are paid on-call fire fighters available 24/7/365 to provide this service.
		F.3.2.d Confined Space Rescue	Essential	Response to persons entrapped in enclosed areas with limited access and egress, and potentially hazardous atmospheres. Utilizes specialized equipment to access, assess, treat, package, and remove patients safely.	There are paid on-call fire fighters available 24/7/365 to provide this service.
		F.3.2.e Dangerous Goods	Essential	The sub-service includes on-scene environmental risk assessment and management in addition to dangerous goods incident response and recovery of hazardous materials. Response time is determined according to complexity and severity of the spill and/or release.	There are paid on-call fire fighters available 24/7/365 to provide this service.
		F.3.2.f High Angle/Elevated Rescue	Essential	Response to persons entrapped on buildings, towers, pylons, antennas, or cliffs. Utilizes specialized techniques to access, assess, treat, package, treat and remove patients safely.	There are paid on-call fire fighters available 24/7/365 to provide this service.

Services	Description	Sub-Services	Service Type	Level of Service	Process
		F.3.2.g Urban Rescue	Essential	Response to persons entrapped in structurally unstable buildings and collapsed or unstable excavations. Utilizes specialized techniques and equipment to access, assess, package, treat, and remove patients safely.	There are paid on-call fire fighters available 24/7/365 to provide this service.
		F.3.2.h Water/Ice Rescue	Essential	Response to persons in distress who are located near, on or in a body of water. Utilizes specialized techniques and equipment to access, assess, package, treat, and remove patients safely.	There are paid on-call fire fighters available 24/7/365 to provide this service.
SUB-PROGRAMS					
F.4 Policing Services					
F.4.1 RCMP Police Services	Contract with the Government of Canada that designates the RCMP as the Municipal Police Service for Didsbury.	F.4.1.a Policing Civilian Support Services	Ancillary	Municipal Employee Civilian Support services provided to the RCMP pursuant to the Municipal Police Services Agreement (MPSA).	Providing operational and administrative support services as required and compliant with the Municipal Police Service Agreement (MPSA).
		F.4.1.b RCMP Front Counter and Reception Services	Ancillary	Front Counter/Reception services at the Didsbury RCMP Detachment for Policing related services including but not limited to In person crime, disorder and offence reporting, Criminal Record Checks and finger printing, collision reporting.	Reception provided during RCMP regular operating hours (Appendix) in accordance with the Municipal Police Service Agreement (MPSA).
		F.4.1.c RCMP Police Services	Ancillary	As per the Municipal Police Service Agreement (MPSA), the RCMP provides services necessary to preserve the peace, protect life and property, prevent crime and offences against the laws of Canada and Alberta. This service includes apprehending criminals, offenders and others who may be lawfully taken into custody and executing all warrants. It may also include providing services necessary to prevent bylaw offences after giving due consideration to policing demands. The RCMP determines appropriate policing responses in accordance with the MPSA.	Provides 4 RCMP Members.
PROGRAMS					
G. Business and Financial Management					
SUB-PROGRAMS					
G.1 Asset Management					
G.1.1 Recreation Asset Management and Maintenance	Maintenance of the Town's recreation assets including indoor and outdoor facilities and amenities.	G.1.1.a Recreation Facility and Amenities Maintenance	Essential	Maintenance and upgrade of recreation facilities and amenities to ensure safe, well- maintained, well-functioning facilities for residents' enjoyment.	Maintenance repairs and replacement are addressed as needed.
G.1.2 Transportation Network Asset Management and Maintenance		Management and stewardship of the Town's assets, including the operational processes required to maintain existing assets.	G.1.2.a Sidewalk Repair and Maintenance	Essential	Repair & maintenance to provide safe surfaces for pedestrian travel. Includes sidewalk replacement, mud jacking and crack sealing.
	G.1.2.b Maintenance of Bridge Structures		Essential	Repair & maintenance to provide safe bridge surfaces for pedestrian travel.	Bridge structures are inspected annually. Repair work is based on priority criteriums.
	G.1.2.c Maintenance of Town Parking Lots		Essential	Repair & maintenance of Town Parking Lots to provide safe surfaces for vehicle and pedestrian travel.	Town parking lots are inspected annually during facility and grounds inspection. Repair work is based on priority criteriums.
	G.1.2.e Maintenance of Roadway Surface Repair		Essential	Patch potholes on all asphalt roadways and parking lots throughout the town.	Gravel road maintenance as required. Pothole inspection and repair: Proactive response following the priority areas set out in the Snow Clearing Policy.
	G.1.2.g Maintenance of Pathways & Trails		Essential	Repair & maintenance of pathways and trails to provide safe surfaces for pedestrian travel.	Pathways and trails are inspected annually. Repairs are conducted as-needed based on condition assessment.

Services	Description	Sub-Services	Service Type	Level of Service	Process
		G.1.2.h Maintenance of Signs and Road-markings	Essential	Repair & maintenance of signs & road markings for safe travel.	Signs and road-markings are inspected annually to ensure visibility and legibility. Repair work is based on priority criteriums.
		G.1.2.i Maintenance of Street Lights	Essential	Repair & maintenance of street lights for community safety.	This service is provided by Fortis Alberta who address issues that arise.
		G.1.2.d Maintenance of Curbs and Gutters	Essential	Repair & maintenance of curbs and gutters for safe travel.	Address issue sites of standing water remaining for a substantial period following a storm event. Repair work is based on priority criteriums.
SUB-PROGRAMS					
G.2 Strategic and Business Planning					
G.2.1 Corporate Alignment and Planning	The Town establishes its operational plans in alignment with the Town of Didsbury Council's Strategic Plan.	G.2.1.a Strategic Planning	Support	Town of Didsbury Council Strategic Plan is the primary directional plan that establishes Council's strategic priorities and expected outcomes. The Plan guides Administration's corporate, business and financial planning activities over the Council's term.	A newly elected Council develops the Didsbury Council Strategic Plan as soon as possible following the municipal election. There is a retreat mid-way through the Council term to formally review progress towards the achievement of priorities and expected outcomes, to discuss emergent items and re-prioritize the plan if required.
G.2.2 Economic Strategy, Planning and Policies	Consultation with the private sector and community to help inform the development of strategies, plans, and policies related to growing and strengthening	G.2.2.a Economic and Market Data	Support	Curation and provision of local economic data for business decision-making via economic development tools available through our website tools (LocalIntel).	Data is updated annually or as needed and shared regularly through the website or directly with businesses as required.
		G.2.2.b Economic Competitiveness	Support	Identifying, monitoring, and promoting Didsbury's competitive economic advantages and benchmarking against key comparators.	Research, analysis and promotion of competitive economic advantages are conducted on an ongoing basis.
SUB-PROGRAMS					
G.3 Business Development					
G.3.1 External Funding	Securing and raising funds to support the delivery of cultural, recreational and business services to the community.	G.3.1.a Advertising/ Sponsorship Opportunities	Support	Provide businesses with advertising and sponsorship opportunities through agreements for physical spaces, programs, services, or events.	Liase with businesses regarding donations in-kind in exchange for advertising/ sponsorship opportunities. Opportunities depend on community need.
		G.3.1.b Grant Applications	Support	Continuously explore grant opportunities to secure external funding for projects that align with the Town's goals and priorities.	Grant opportunities actively sought out. Applications submitted when funding aligns with Town planned projects and strategic priorities.
SUB-PROGRAMS					
G.4 Communication and Marketing					
G.4.2 External Communications and Marketing	Dissemination of information externally with the intent to inform and educate the public or to promote and encourage the public to take a certain action. This includes Crisis Communication when required. External communications will be conducted through the website, social media, newspaper, Town Hall news, Mayor's Note and radio.	G.4.2.a Media Relations	Ancillary	Includes management of media relations, preparation of key messages, monitoring Town related media coverage, preparation and distribution of news releases, and public service announcements.	Town responds to media inquiries and/or accommodates requests within requested or negotiated timelines. Confirmation of easily accessible factual information is completed as required.
		G.4.2.b Public Information	Ancillary	Dissemination of information externally with the intent to inform and educate the public on various matters related to the Town's and Council's business, programs, services, amenities and events.	Phone, website and social media inquiries are monitored during Town Office regular operating hours (Appendix). General phone inquiries are responded to immediately as staff time allows, and specific inquiries are directed to appropriate departments for response. Emergency contact information is clearly listed on Town Website.
SUB-PROGRAMS					
G.5 Account Management					
G.5.1 Utility Account Management	Management of utility accounts for water, wastewater, storm water and solid waste (organics)	G.5.1.a Account Set up and Closure	Support	Management of set up and closure of utility accounts.	E-mail, phone, and walk-in inquiries may be received during the Town Office regular operating hours (Appendix). Accounts are set up and closed within 30 business days. Refunds or credits payable issued via EFT within 60 days.

Services	Description	Sub-Services	Service Type	Level of Service	Process
	and recycling).	G.5.1.b Utility Customer Billing Issuance	Support	Management of billing.	Bills are processed and issued by the 10th of the month. Paper and electronic options are available. Bills are due on the last day of the month before late payment fee is applied. Forms can be accessed online 24/7.
		G.5.1.c Utility Payment Collection	Essential	Payment of utility accounts.	Payments are collected through pre-authorized withdrawals, Egov, external banking services, by mail, drop box, and in person at the Town Office. Customers are contacted by phone or written notice to advise of non-payment.
SUB-PROGRAMS					
G.6 Municipal Assessment and Taxation					
G.6.1 Property Assessments	The delivery of accurate and equitable property assessments that are essential for the distribution of the annual tax levy.	G.6.1.a Annual Assessment Roll Development	Essential	Development of the annual assessment roll used internally for forecasting purposes and for the preparation of the annual tax levy process as per a legislative requirement. (MGA 285, 302-303).	Completed by February 28th of the year following the valuation year.
		G.6.1.b Assessment Inquiries	Essential	Front line customer service for inquiries. 60 days after Combined Assessment and Tax Notices are mailed property owners have the opportunity to review and appeal the assessed value. MGA 284 (4)	E-mail and phone inquiries may be received during the Town Office regular operating hours (Appendix); online form access 24/7.
		G.6.1.c Maintenance of the Assessment Roll	Support	Re-inspection of existing property to help maintain accurate and up-to-date property data. This includes a Request for Information mail-out and updating building permit data.	Re-inspection of all residential improved properties is done within provincial audit standards.
G.6.2 Tax Account Management	Administration of the annual and supplementary tax levy, pre-authorized payment system, school support declarations, property tax collection process and land title changes.	G.6.2.a Annual and Supplemental Tax Levy Administration	Support	Collection of levies from property owners. Includes administration of Tax Installment Payment Plan (TIPP), property tax billing, collections, school support declarations, and land title changes.	Tax levy preparation meets annual deadlines as contained within the Municipal Government Act (MGA)-Part 10. Land title changes are processed on an as-required basis. TIPP accounts are administered monthly, on as as-required basis.
		G.6.2.b Annual Property Tax Levy	Essential	Prepare tax rates for the review and approval by Council. Property tax bylaw is maintained as per the Municipal Government Act requirement (MGA 353-354). The municipal property tax rates are set by Council annually through the Property Tax Bylaw.	Property tax rates and tax split between residential and non-residential assessments classes are considered annually by Council.
PROGRAMS					
H. Corporate Governance and Standards					
SUB-PROGRAMS					
H.1 Community, Business and Financial Reporting					
H.1.2 Corporate Reporting	Corporate reporting process to Council and the community to maintain transparency to the community through reporting of the Town's achievements. It helps monitor and report on results against plans, including strategic plans, long-term plans, business plans and budgets.	H.1.2.a Town's Annual Year in Review	Essential	An Annual Year in Review that includes progress towards the Town's Strategic Plan.	The Town's Annual Year in Review is published each year.
		H.1.2.b Town's Annual Audited Financial Statements	Essential	An Annual Audit of the Town's Financials for the year.	Audited financial statements are audited annually by an external auditor by April 30 of each year.
		H.1.2.c Corporate Budget Reports	Essential	Corporate Proposed Budget is provided to Council and through website to residents annually. This provides information on the Strategic Plan of the Corporation and proposed budget for upcoming year. The report is used by Council when determining the approved tax increase.	Proposed budget of next year provided in November-December to be deliberated and approved by Council by the end of March.
		H.1.2.d Quarterly Financial and Departmental Reports	Essential	Corporate reports are provided to Council on a quarterly basis to meet needs for regular and formal communication. Financial Reports outline the Town's financial performance for a quarter.	Reports are provided within 2 months of the quarter being completed.
PROGRAMS					
I. Local and Regional Governance					
SUB-PROGRAMS					
I.1 Municipal Elections and Democratic Processes					

Services	Description	Sub-Services	Service Type	Level of Service	Process
I.1.1 Administrative Tribunals	Provision of advice regarding legislative and procedural processes and processing of required information for Subdivision and Development Appeal Board (SDAB) and Assessment Review Boards (ARB).	I.1.1.a Assessment Review Boards (Local, Composite, and Preliminary)	Essential	Statutorily mandated administrative tribunals to hear appeals of tax and assessment matters.	Member of the RARB which processes appeals in accordance with the MGA.
		I.1.1.b Subdivision and Development Appeal Board	Essential	Statutorily mandated administrative tribunals to hear appeals of subdivision and development decisions of Planning and Development.	Appeals are received, and hearings are scheduled within 30 days of receipt of the appeal. One Legislative Services Officer attends all appeal hearings to facilitate the orderly flow of appeals and provide procedural advice. Applicants, appellants, Town Departments and Board members receive notices and agendas at least 5 days prior to the hearing. All proceedings are recorded and notes of the meeting are provided within 1 week of the hearing. Decisions are provided to the parties of the appeal within 15 days of the hearing.
I.1.2 Council Committees	Provision of advice regarding legislative and procedural processes for Council committees. This includes support for various governance Council Committees.	I.1.2.a Advisory Committees; Internal Economic and Community Advice	Support	Council's lead Advisory Committee for Economic Development s DEDAC. With regular meetings and preparation of meeting notes and discussions of economic development matters according to the Economic Development Strategy and annual project/work plan. Economic Development provides feedback and advice to other Council Committees' as it relates to economic and community development as see fit. Provision of the business community's perspective in Town administration decision-making and policy development.	DEDAC meeting notes are prepared and distributed by the Econmic Development Department, in a timely manner. Meeting agendas are prepared and distributed in advance to the next meetings. Council Committees outside of DEDAC, advise Town administration regarding the impacts of decisions on the business community through regular corporate initiative participation.
		I.1.2.b Council Members Appointments	Support	Mayor and Deputy Mayor review Council members input and makes recommendations to Council regarding Council members appointments.	The process is completed annually, meeting the standards set by the Council Procedural Bylaw and Council Committees Bylaw.
		I.1.2.c Recruitment of Public Members	Support	Legislative Services reviews applicants to Advisory Committees and makes recommendations to Council.	Advertising for recruitment of public members is done annually or when vacancies occur. Postings are advertised in advance. Letters are sent to successful and unsuccessful applicants to inform them of the decision within two weeks per the Council Committees Bylaw.
		I.1.2.d Governance Council Committees	Support	This services provides procedural advice, prepares and distributes agendas and minutes, and books meeting rooms as required to support all Governance Council Committees.	Agendas are prepared and distributed in advance to the meeting. Minutes of meetings are prepared and distributed with the next meeting agenda Agendas and Minutes are posted to website.
I.1.3 Council Meetings	Management of Council Meetings including development of agendas, drafting minutes, and circulating agenda packages, and other services as required.	I.1.3.a Council Meeting Streaming	Support	The online streaming of all public Regular Council Meeting, Special Council Meetings, Budget Meetings.	All public Town Council meetings will be streamed live and recorded for future online reference per the Council Procedural Bylaw.
		I.1.3.b Council Meetings Management	Essential	Management of Council Meetings including development of agendas, drafting minutes, and circulating agenda packages, and other services required.	Legislative Services attend all Council meetings. Council meeting agendas are prepared in advance of meetings and are distributed on the Friday in advance of the Tuesday meeting per the Council Procedural Bylaw. Agenda package is available to Council in three formats: through the E-Scribe platform, in PDF form, and posted publicly to the website. Actionable items (Resolution Index) from Council meetings are provided to the Leadership Team following a Council meeting.
I.1.4 Municipal Elections	Organization, coordination and delivery of municipal elections.	I.1.4.a Election Voting Opportunities	Essential	This sub-service carries out established election standards and processes. The general election is organized and conducted every four years as per legislation.	Voting is conducted in accordance with the Local Authorities Election Act and the Town of Didsbury's Municipal Elections Bylaw and by Council resolution setting advanced and specialized voting options.
I.1.5 Public Notices and Advertisements	Notices are developed and advertised to inform the public of hearings, meetings and workshops.	I.1.5.a Special Council Meeting Notices	Essential	Special Council Meeting notices are advertised in accordance with the Municipal Government Act or Council Policy as applicable.	Advertised and communicated through social media and the town website within 24 hours of the Special Council Meeting as per the MGA
		I.1.5.b Budget Consultation	Support	Community engagement conducted to inform Town budget decision-making.	Annually host stakeholder consultations to inform decision-making to create the approved budget. Biennially host discussions with residents to provide input to inform decision-making to create the approved budget. Budget consultation shall be available to the community prior to the budget meeting.

Services	Description	Sub-Services	Service Type	Level of Service	Process
		I.1.5.c Public Participation Opportunities	Ancillary	Town offers opportunities for residents to provide input into community design, capital projects, customer client satisfaction and other items that have an effect on the community. Types of opportunities may include surveys, forums, pop-ups, public meetings, workshops, etc.	Public participation activities are developed to adhere to principles within Public Participation Policy. Formal reports on public participation input are shared with public through the Town's website after the activity has taken place.

DRAFT

Appendix

TOWN FACILITY REGULAR OPERATING HOURS		
Town Office	Memorial Complex	RCMP
Monday to Friday: 8:30 a.m. to 4:30 p.m. (Closed from 12:00 p.m. to 1:00 p.m. on Fridays) Closed on holidays	Customer Service Booth: Monday to Sunday 8:00 a.m. to 9:00 p.m. Weekly recreation schedules made available on the Town Website	Monday to Friday: 8:00 a.m. to 4:00 p.m. Closed on holidays

DRAFT



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: Pedestrian Connectivity Master Plan
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

In 2022, the Town of Didsbury received the Active Transportation Fund grant to develop a comprehensive strategy for enhancing pedestrian infrastructure in Didsbury. The primary objectives of this project were to address the community's connectivity, safety, and accessibility requirements, as well as to evaluate the condition of existing infrastructure to guide future renewal and maintenance prioritization.

In early 2023, the development of the Pedestrian Connectivity Master Plan underwent an inclusive engagement process, gathering input from residents and various community stakeholders. The future implementation of these recommendations is expected to enhance the pedestrian experience and encourage active mobility within town.

The Pedestrian Connectivity Master Plan is designed to serve as both a planning and asset management tool to guide future capital renewal and maintenance prioritization within Didsbury's pedestrian network. This tool will assist to identify future capital projects, thus guiding future budget recommendations, and will create opportunities to engage with community partners as the town continues to grow. This Plan will improve the Town's eligibility for securing future capital funding through grant-funded active transportation initiatives.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

At the March 19, 2024 Committee of the Whole meeting, the Committee reviewed the draft document and recommended, by consensus, that the Pedestrian Connectivity Master Plan be referred back to Council for final review and approval.

The draft Plan can be found by [following this link](#) to the Town of Didsbury Website, under Draft Pedestrian Connectivity Master Plan.

ALIGNMENT WITH STRATEGIC PLAN

1. Strategically Managed Infrastructure

RECOMMENDATION

To adopt the Pedestrian Connectivity Master Plan as presented.



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: Meeting with the Minister of Transportation
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

In January 2024, Mayor Hunter sent a letter to the Honourable Devin Dreeshen, Minister of Transportation and Economic Coordinators, relative to the successful projects in 2023 and the need for continued improvements along Highway 582.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Minister Dreeshen has agreed to have a virtual meeting, which has been set up through his office and is scheduled for March 28, 2024 at 3:30 p.m.

It is recommended that Council appoint a delegation of three members of Council to attend this meeting (Mayor Hunter and 2 Councillors). Due to previous engagement on this issue with Transportation, it is recommended that Council appoint the following Council delegation to attend this virtual meeting with Minister Dreeshen on March 28:

- Mayor Rhonda Hunter
- Councillor Ethan Williams
- Councillor Bill Windsor

ALIGNMENT WITH STRATEGIC PLAN

1. Strategically Managed Infrastructure

RECOMMENDATION

To approve Mayor Hunter, Councillor Williams, and Councillor Windsor to participate in a virtual meeting with Minister of Transportation and Economic Coordinators, Honourable Devin Dreeshen on March 28, 2024 at 3:30 p.m.



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: Didsbury Municipal Library Board Trustee Appointment
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

The Town of Didsbury Library Board appointments occur in accordance with the *Libraries Act*, Part 1 Section 4(1) and the Town of Didsbury Library Board Bylaw 2023-17.

Town of Didsbury Bylaw 2023-17 states:

5. *In accordance with Part 1 Section 4(1) of the Libraries Act, the board shall consist of not fewer than five (5) and not more than ten (10) members appointed by Council.*

5.1 One member of the board to be considered upon the recommendation of Mountain View County Council.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Melynda Crampton, Board Chair, made the following request regarding an appointment to the Didsbury Municipal Library Board:

"I am writing on behalf of the Didsbury Library Board to ask for Council to appoint Bill Windsor to the Didsbury Library Board. Bill is an active member of the community and will bring valuable non-profit experience to our board. We feel he will be an asset to the board and for this reason we ask for Bill Windsor to be appointed to the board."

Currently, the Board consists of the following members:

Jaimee Reese, David McWhinney, Carol Wilcox, Emily Swam, Diane Arbuckle, Patricia Brisebois, Melynda Crampton, and Mountain View County Councillor, Allan Miller.

The term for appointments is three years.

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To appoint Bill Windsor to the Didsbury Municipal Library Board as a Trustee for a three-year term.



REGULAR COUNCIL MEETING Request for Decision (RFD)

Vision: The Place to Grow.

Mission: Creating the Place to Grow.

MEETING DATE: March 26, 2024
SUBJECT: Correspondence & Information
ORIGINATING DEPARTMENT: Legislative Services

BACKGROUND/PROPOSAL:

Correspondence received from other agencies, which may be of importance and of interest is being provided for Council's review and information.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Please find attached:

- Minister of Municipal Affairs – Assessment Model Review Steering Committee
- Minister of Municipal Affairs – Provincial Education Requisition Credit Program Extension

ALIGNMENT WITH STRATEGIC PLAN

5. Governance & Organizational Excellence

RECOMMENDATION

To accept the correspondence provided as information.



ALBERTA
MUNICIPAL AFFAIRS

*Office of the Minister
MLA, Calgary-Hays*

AR113531

March 18, 2024

Dear Chief Elected Officials:

Municipal Affairs has been working with the Assessment Model Review (AMR) Steering Committee comprised of industry, assessors, and municipal partners, such as Alberta Municipalities and the Rural Municipalities of Alberta.

The committee was tasked with designing an engagement approach to update the regulated property assessment system. I support the approach and I am pleased to share that engagement will begin this year. We have a shared vision to ensure the AMR is deliberate, evidence-based, and stakeholder-driven.

The AMR will be a multi-year process to review the policies, procedures, and rates that form the regulated property assessment framework. We will engage with municipal associations, industry representatives, and professional assessors throughout the duration of the AMR.

The review of the foundational policies – principles, assessment year modifiers, and the policy document that determines how assessable costs are reported for major projects, the Construction Cost Reporting Guide – will occur in 2024. Any resulting policy and regulatory changes would not be implemented any sooner than 2025.

Reviews of the assessment models for individual property types will then occur from 2025 through 2027 in two stages. These reviews will be followed by broad and direct engagement with municipalities and industry to consider the impacts of the new assessment models on revenue. Discussions of potential impacts will also include stakeholder-centered implementation strategies. To be clear, your municipality will be directly engaged on the overall results of the AMR and the potential impacts. The final decision by government on any changes to assessment models will be sought in 2028. Attached is a visual representation of the upcoming AMR engagement, and a frequently asked question document for your use.

Thank you for working in partnership with the province on this crucial task. Please continue to share your perspectives with both my department and your municipal association. I look forward to working with you and your municipal associations on this important initiative.

Sincerely,

Ric McIver
Minister

.../2

cc: Chief Administrative Officers
Tyler Gandam, President, Alberta Municipalities
Paul McLauchlin, President, Rural Municipalities of Alberta

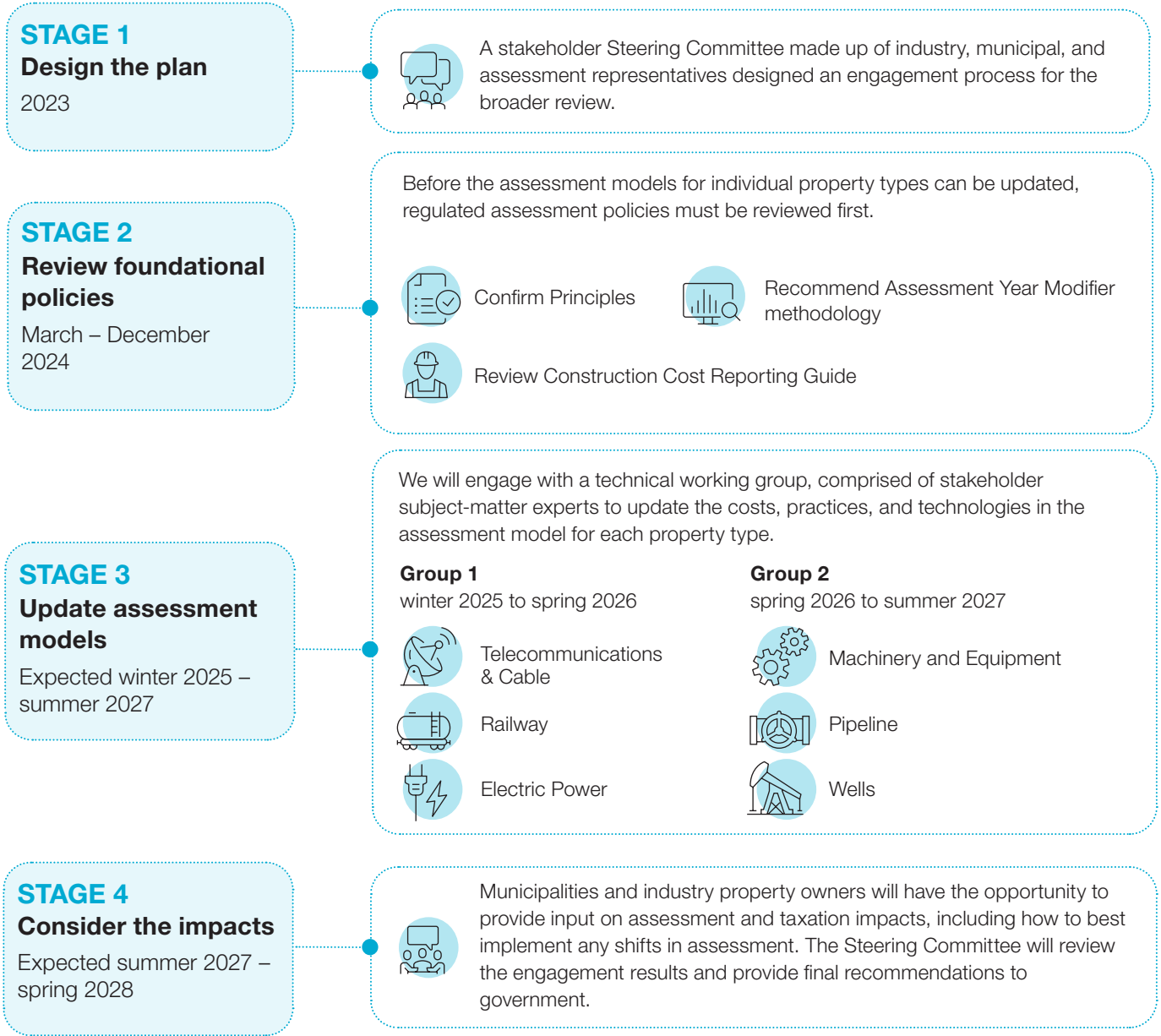
Attachments

- Infographic
- Assessment Model Review: Frequently Asked Questions

Regulated property assessment model review (AMR)

The Assessment Model Review process will update Alberta’s regulated property assessment system resulting in fairer valuation of regulated property.

Stakeholder Engagement



Key municipal, industry, and assessment stakeholders will be engaged during each stage of the AMR process. For any questions, please contact the AMR Team at ma.amr@gov.ab.ca.



Frequently Asked Questions

Assessment Model Review

What are the properties that will be reviewed during the Assessment Model Review (AMR)?

Regulated properties, which include electric power systems, telecommunication and cable systems, pipelines, wells, and railway will be reviewed during the AMR process.

When will the results of the AMR be implemented?

Any government decisions on any changes to assessment models would be sought in spring or summer 2028, with implementation to follow.

The last model review was paused; how will this one be different?

In general, the previous attempts to review assessment models relied too heavily on a technical approach without a clear plan to broadly engage stakeholders in all phases of the process.

This one will be different, as this engagement approach seeks to mitigate potential controversy to the extent possible through a clear transparent stakeholder-driven process. Assessment discussions will be principle- and evidence-based, and will be separate from discussion of potential tax impacts and mitigation strategies for any resulting assessment changes.

The stakeholder steering committee that designed the engagement plan for this review will also work throughout the process to ensure the input of the represented stakeholders is considered, and will work according to jointly draft guiding principles to resolve challenges.

How are stakeholders able to participate?

Stakeholders are encouraged to provide feedback during each specific stage of the AMR process, either through their steering committee representative (list provided below) or by sending their comments to the AMR Team at ma.amr@gov.ab.ca.

How will we know the status/updates of the AMR process?

Status updates will be communicated to steering committee representatives (list provided below) and posted to the AMR website at <https://www.alberta.ca/regulated-property-assessment-model-engagement>.

Which groups are impacted by the AMR process?

Municipalities and regulated property owners may be impacted by changes in assessment values at the conclusion of the AMR process.

What are the timelines for the AMR process?

The review of AMR Principles, Assessment Year Modifiers, and the Construction Cost Reporting Guide will occur in 2024. Government will consider any resulting policy and regulatory changes in early 2025.

Reviews of the assessment models for individual regulated property types will then occur in two stages, from 2025-27.

Following this, we will begin broader engagement to comprehensively consider and understand the potential assessment and tax impacts of the new models. We will work with stakeholders to evaluate any mitigation or implementation strategies required.

Final government decisions on any changes to assessment models would be sought in 2028.

For further details please visit <https://www.alberta.ca/regulated-property-assessment-model-engagement>.

Have tax implications been considered for the AMR process?

Following preparation of new assessment models, broad engagement will be initiated with municipalities and industry groups. Stakeholders will have the opportunity to provide input during this stage of the process.

Final government decisions on any changes to assessment models would be sought after this input is received and considered.

Who is the main government contact for the AMR process?

To contact Municipal Affairs during the AMR process, please contact the AMR Team toll-free by first dialing 310-0000, then 780-422-1377, or at ma.amr@gov.ab.ca.

Which stakeholder groups are represented on the steering committee?

The steering committee is comprised of representatives from the following organizations:

- Alberta Assessors' Association
- Alberta Federation of Rural Electrification Associations
- Alberta Municipalities
- Alberta Rural Municipal Administrators' Association
- Bell MTS
- Canadian Association of Petroleum Producers
- Canadian National Railway Company
- Canadian Pacific Railway Company
- Canadian Property Tax Association
- Canadian Renewable Energy Association
- Capital Power
- Chemistry Industry Association of Canada
- Explorers and Producers Association of Canada
- Federation of Gas Co-ops
- FORTIS Alberta
- Independent Power Producers Society of Alberta
- Local Government Administration Association of Alberta
- Northeast Capital Industry Association
- Pipeline Property Tax Group
- Rogers Communications
- Rural Municipalities of Alberta
- TELUS



ALBERTA

MUNICIPAL AFFAIRS

*Office of the Minister
MLA, Calgary-Hays*

AR114060

Subject: Provincial Education Requisition Credit Program Extension

Our government recognizes delinquent oil and gas property tax payments continue to be a concern for many municipalities. To help address this issue, *Budget 2024* included the announcement of an extension to the Provincial Education Requisition Credit (PERC) program for an additional two years up to and including the 2025 tax year. The maximum annual credit limit is \$3 million.

The extension of PERC is in addition to other recent government initiatives including:

- establishing a mandatory condition with the Alberta Energy Regulator that property taxes are to be paid before approving well licence transfers or granting new well licences;
- strengthening the liability management framework and empowering the Alberta Energy Regulator to enforce it;
- passing new legislation to give municipalities priority over other creditors through a special lien where companies owe taxes; and
- providing the Rural Municipalities of Alberta with a \$300,000 grant to provide resources and training related to enforcing the special lien.

Furthermore, our government will continue working in collaboration with our partners in industry, the Rural Municipalities of Alberta, Alberta Municipalities, and the Alberta Energy Regulator, to ensure oil and gas companies pay their fair share of taxes that municipalities rely on for effective and efficient local service delivery to Albertans.

I look forward to continuing to work together on this important matter.

Sincerely,

Ric McIver
Minister